

	<p><b>OTTAWA POLICE SERVICE</b>  <b>SERVICE DE POLICE D'OTTAWA</b></p> <p><i>The Trusted Leader in Policing</i>  <i>Le chef de file de confiance dans la police</i></p>	<p><b>REPORT</b>  <b>RAPPORT</b></p>
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DATE: 26 October 2015

TO/DEST: Executive Director, Ottawa Police Services Board

FROM/EXP: Chief of Police, Ottawa Police Service

SUBJECT/OBJET: **PERFORMANCE REPORT: THIRD QUARTER 2015**

## **RECOMMENDATION**

**That the Ottawa Police Services Board receive this report for information.**

## **BACKGROUND**

The Ottawa Police Service (OPS) monitors and evaluates information on a variety of performance metrics. The Service also contributes data to a number of local and provincial initiatives, including the Ontario Municipal Benchmarking Initiative (OMBI) and the Municipal Performance Measurement Project (MPMP). As part of a cooperative effort in sharing performance data, performance indicators are first presented to the Board, then forwarded to the City of Ottawa for inclusion in its Quarterly Performance Reports.

## **DISCUSSION**

As part of our commitment to measuring performance, the OPS continues to work with the City by providing selected metrics to be included in the quarterly performance reporting framework, including:

- Total calls for police service
- Emergency response calls for service (Priority 1)
- Response performance on Priority 1 calls (on-scene in 15 min, 95 percent of the time)
- Service time (citizen-initiated, mobile response calls), and
- Number of Criminal Code Offences per sworn officer.

This Quarterly Performance Report covers the reporting period between July 1 and September 30, 2015. Third quarter metrics are now presented to the Board prior to being compiled with other city data for Council.

### Total Calls for Service – All Priorities

The Ottawa Police received an average of 369,000 calls for service annually over the past five years. This total includes both calls that were dispatched and those that were handled through alternative means.

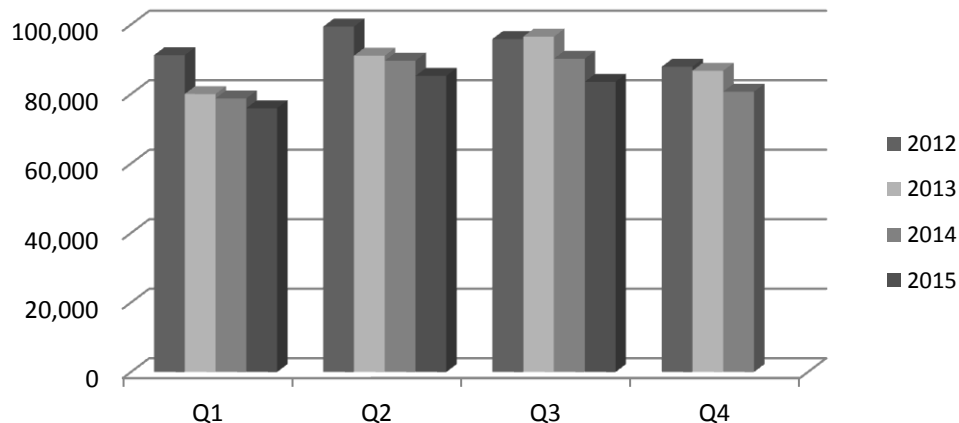


Figure 1: Total Calls for Service (All Priorities)

In the third quarter, the number of calls declined to 83,500 from 90,200 calls last year. This represents -6,650 fewer calls (-7%). The decline was mainly driven by fewer 9-1-1 calls determined to be non-emergencies, known as Alternative Response. There was also a decline in Property Lost Marker calls, as these calls are now directed to the Ministry of Transportation and no longer require a police report.

### Emergency Calls for Service (Priority 1)

The Ottawa Police Call Response Protocol reflects the need to respond to citizens' calls for assistance in a manner that reflects the seriousness of the incident, while weighing the interests of the safety of police officers and the general public. The circumstances surrounding the incident determine the priority level assigned.

Calls classified as Priority 1 include all events involving a known imminent danger to life; actual or potential danger for bodily injury or death; crimes in progress or imminent. These calls include the known use of weapons or apparent life-threatening injuries, and all police officers assistance calls.

In the third quarter, the Police Service received 854 calls for service classified as Priority 1 compared to 938 from the same time period last year. This decline resulted from fewer Paramedic Assistance and OAC Tiered Response calls compared to the same time period last year.

### Priority 1 Response Performance

The Ottawa Police Service aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95 percent of the time. During the third quarter the organization responded to P1 calls within 15 minutes 96 percent of the time. Nearly 70 percent of all P1 calls related to Paramedic Assistance and OAC Tiered Response.

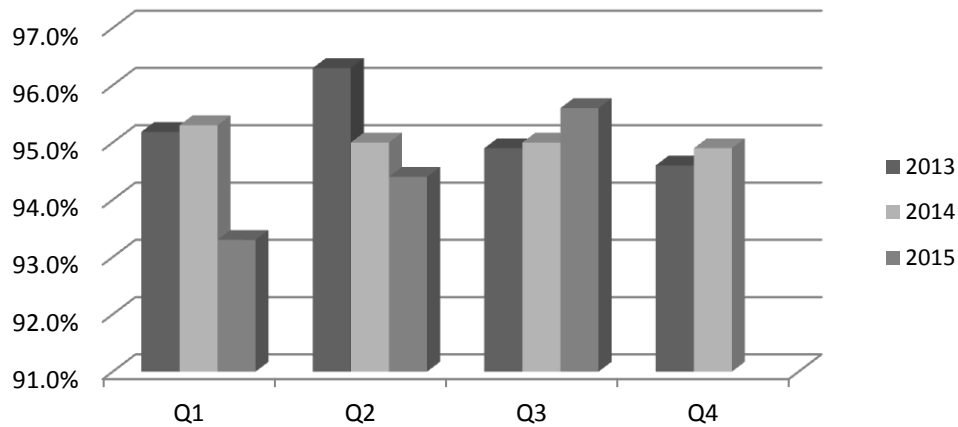


Figure 2: Priority 1 Response Performance

### Service Time (Citizen-Initiated, Mobile Response Calls)

Service Time refers to the cumulative amount of time (hours) officers spend responding to and dealing with calls for service from the public. The service time metric is used for operational planning and deployment of personnel. Reactive workload generally fluctuates seasonally throughout the year, with variations in climate influencing call volume and criminal behaviour.

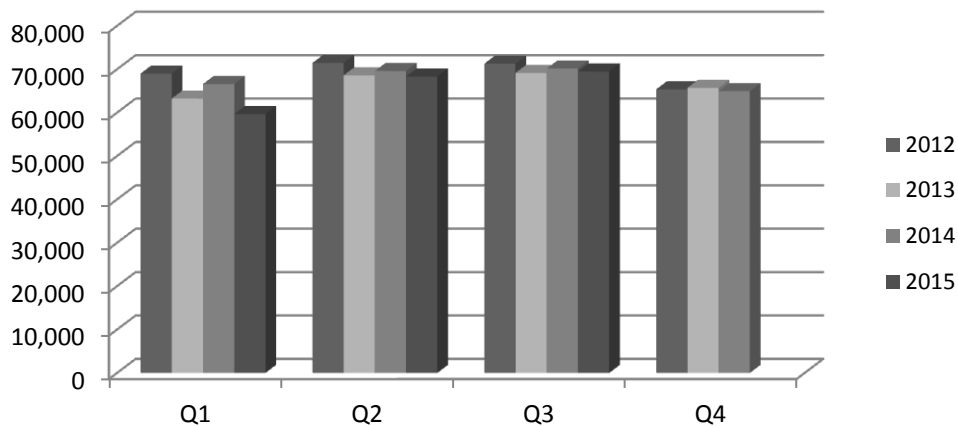


Figure 3: Service Time (Citizen Initiated, Mobile Response)

In the third quarter service time declined by one percent to 69,500 hours, from 70,200 hours (-700 hours) compared to the same period last year. The decline is the result of fewer officer hours spent responding to and dealing with Collisions (-1,500 hours). The Collision Reporting Centres continue to demonstrate a positive impact in this area.

### Number of *Criminal Code* Offences Handled per Police Officer

The number of reported *Criminal Code of Canada* incidents prorated over the number of sworn personnel is one indication of workload. This, of course, does not capture the entire scope of police operations, including proactive initiatives, assistance to victims of crime, traffic enforcement/*Highway Traffic Act* violations, and other community and public safety activities.

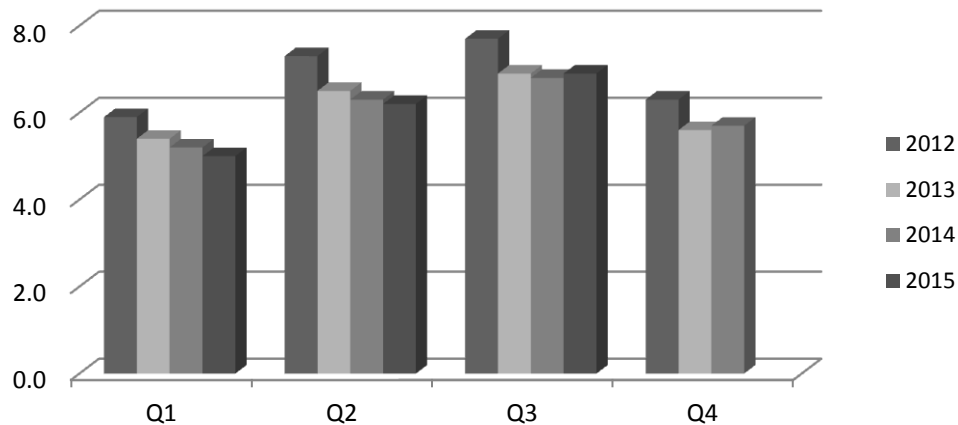


Figure 4: Number of Criminal Code Offences per Officer

In the third quarter, the number of offences handled per officer increased by two percent compared to the same time period last year. This increase is the result of more Criminal Code of Canada offences (+180) while staffing levels remained static.

### CONSULTATION

The performance metrics presented in this report and subsequently forwarded to Council are part of the Performance Measurement Framework developed with the assistance of a citizens' advisory panel. The metrics are also reported to the public by way of the Ontario Municipal Benchmarking Initiative (OMBI).

### FINANCIAL STATEMENT

There is no financial impact from this report.

### CONCLUSION

The Board will continue to receive performance updates as part of the Performance Monitoring Framework. Further development of the Framework is currently taking place under the Value priority (Goal 2.0) in the 2013-2015 Business Plan. Ottawa Police representatives will continue to serve on the OMBI Police Expert Panel, the national Police Information and Statistics (POLIS) Committee, and other venues that contribute to the ongoing discussion, improvement, and transparency of police performance measures.

*(Original signed by)*

Charles Bordeleau  
Chief of Police

Responsible for report: A/Supt. Mark Ford