

**Report to / Rapport au:**

**OTTAWA POLICE SERVICES BOARD  
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

**25 May 2020 / 25 mai 2020**

**Submitted by / Soumis par:**

**Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa**

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**SUBJECT: PERFORMANCE REPORT: FIRST QUARTER 2020**

**OBJET: RAPPORT SUR LE RENDEMENT : PREMIÈRE TRIMESTRE 2020**

**REPORT RECOMMENDATIONS**

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

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa prenne connaissance du présent rapport à titre d'information.**

**BACKGROUND**

In accordance with the Calendar of Monitoring Requirements, this report provides the Board with information on selected operational metrics of police performance.

The report expands on Board Policy BC-2 Monitoring Requirements and AI-001 Framework for Business Planning by providing the Board with information on quantitative performance metrics on citizen-generated and officer-initiated calls for service.

Established in collaboration with the Citizen's Advisory Committee, the metrics provide insight into evolving demands for service and highlight service improvements as well as organizational achievements relative to service standards.

## **DISCUSSION**

As part of the organization's commitment to measuring performance, the following metrics are presented to the Board, including:

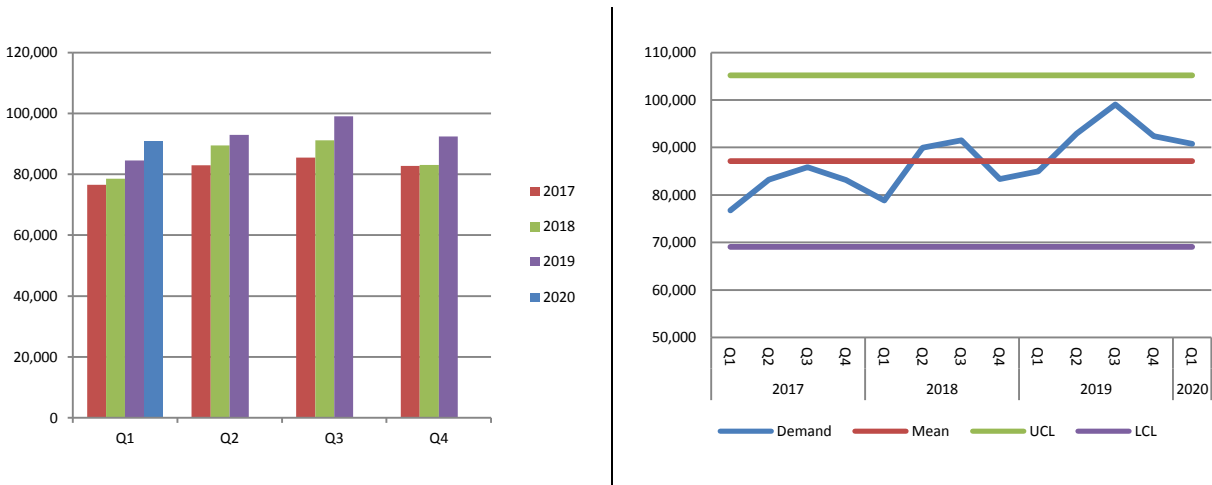
- Total demand for police service (including calls and online reports);
- Priority 1 emergency response calls for service;
- Priority 1 response performance (on-scene in 15 min, 95% of the time);
- Service time (citizen-initiated, mobile response calls); and,
- Number of Criminal Code of Canada Offences per sworn officer.

In order to help understand variation in the results presented below, a bar graph and a control chart has been included. The bar graph helps illustrate the actual change over time, whereas the control chart helps depict the level of variation. Data in the control chart are plotted in a time series with a central line added as a visual reference for detecting shifts or trends. Upper and lower limits (UCL/LCL) are calculated from the data.

This Quarterly Performance Report covers the reporting period between 01 January and 31 March 2020. While this report encompasses the first two weeks of the Provincial State of Emergency and associated restrictions under the Emergency Management and Civil Protection Act, the impact on the volume and types of calls for service were not yet felt. Regular updates are provided and will be more fully reported upon as part of the Q2 document.

### **Total Demand for Service – Calls & Online Reports**

The OPS has received an average of 341,000 requests for service annually over the past five years. This includes reports that were received online and calls entered into the computer aided dispatch (CAD) system.



**Figure 1: Total Demand for Service**

In the first quarter, there was a seven percent increase in demand for service to 90,700 requests comparing to 85,000 during the same period last year. Approximately 86,000 of these calls were entered into the OPS computer aided dispatch system (CAD) with another 5,000 received through online reporting.

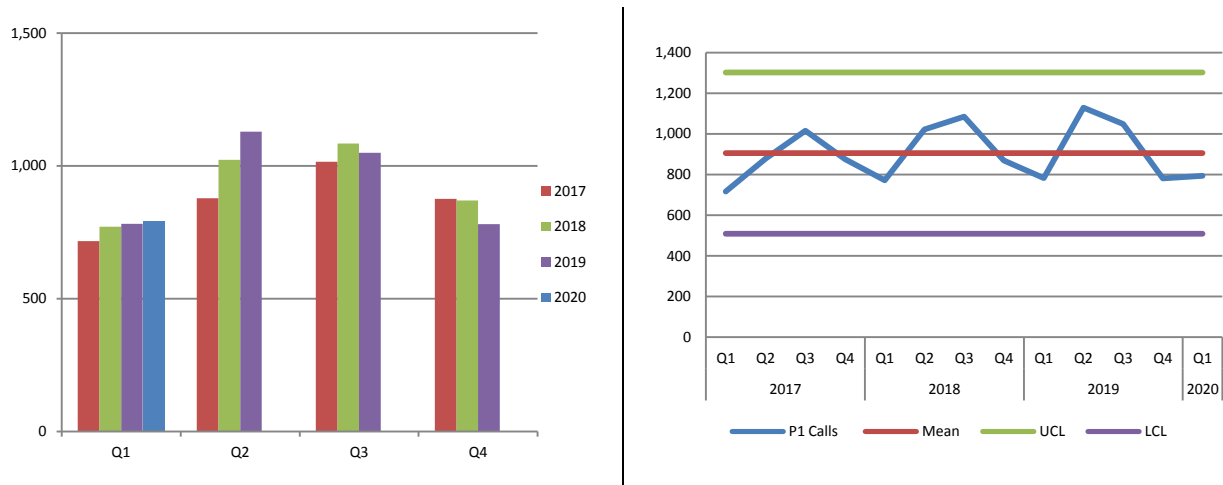
In the first quarter, total calls entered into CAD grew by 6,300 (or 8%) compared to the same period last year. Mobile response calls requiring an on scene police presence increased by four percent driven by Traffic Stops and Suspicious Incidents Calls.

For the first time since the introduction of the online reporting system (2014), reports declined by three percent in the first quarter, or 135 reports. The decline in online reports was driven by fewer Theft Shoplifting and Theft Under \$5,000 reports.

### **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 (P1) 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 require assistance calls. On average, the Service receives 3,500 calls classified as P1 each year.



**Figure 2: Priority 1 (P1) Calls for Service**

In the first quarter the OPS received nearly 800 P1 calls, a slight increase from the same period last year. Due to the nature of P1 calls involving bodily injury or death, the majority of these calls (80%) are Paramedic Assistance or Tiered Response calls. Overall call volume demonstrates some season variation but remains relatively consistent and within expected variation.

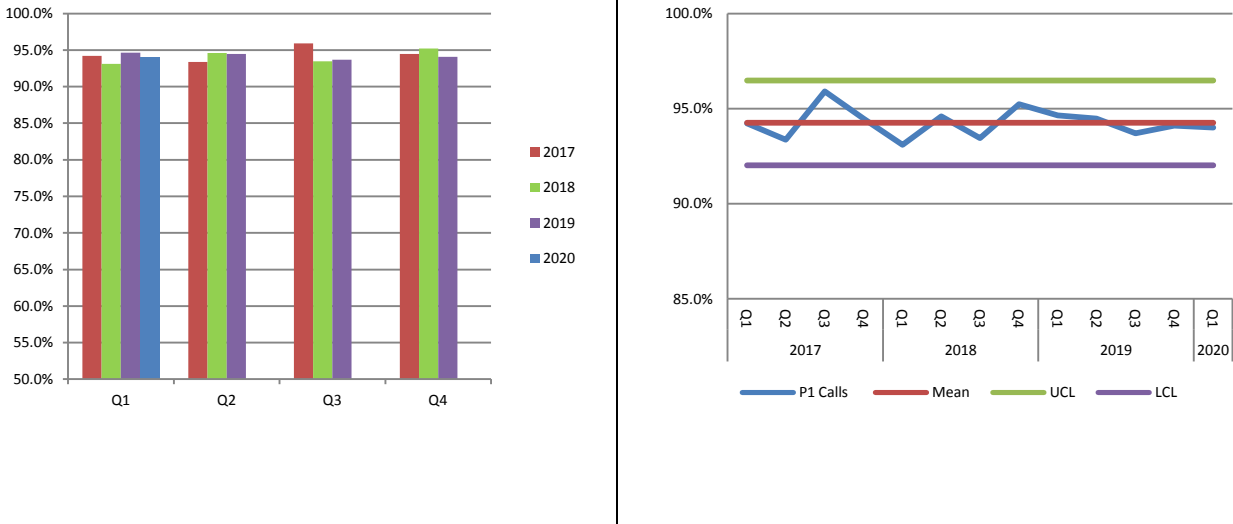
As of 26<sup>th</sup> March, medical Tiered Response calls were suspended as part of the pandemic response plan. The immediate impact is not reflected in the Q1 results but forms a small portion of reduced demand since the Province declared the state of emergency.

### Priority 1 Response Performance

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95 percent of the time.

There are many factors that contribute to a slower response performance. Examples include: inaccurate addresses provided by callers; reclassification of priority due to increased urgency; or another agency (Paramedic or Fire Services) have notified the OPS that they have arrived on scene and there is no imminent threat to public safety.

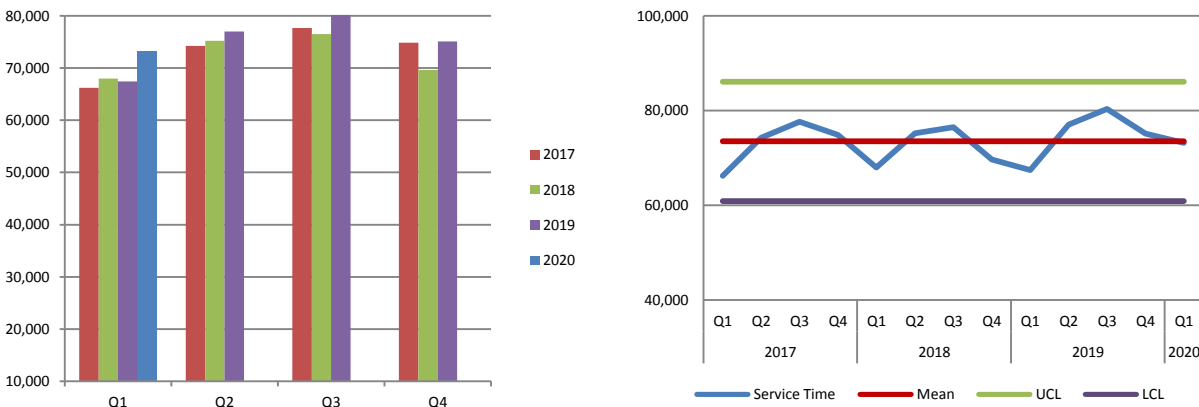
During the first quarter, the Service achieved the P1 response performance target by responding within 15 minutes 94 percent of the time.



**Figure 3: 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.

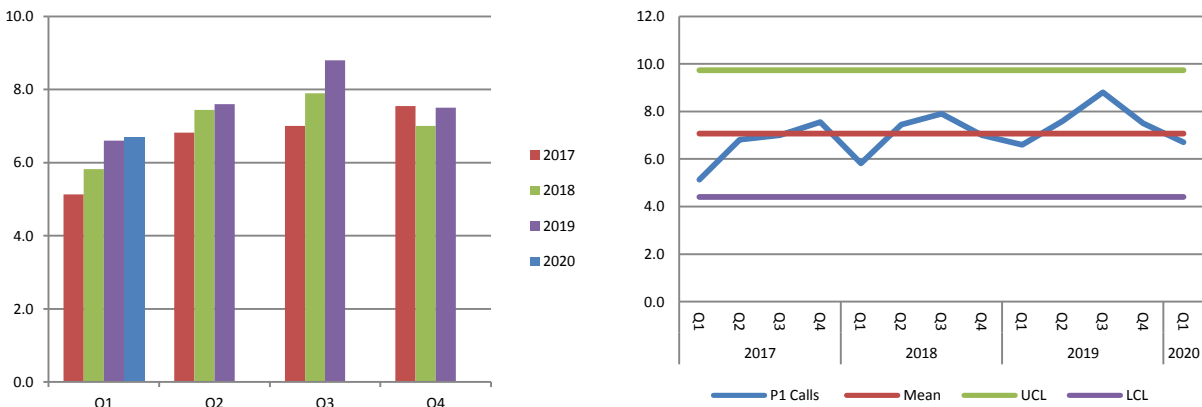


**Figure 4: Service Time (Citizen Initiated, Mobile Response)**

During the first quarter, Service Time increased by nine percent (5,700) to 73,100 hours compared to the same quarter last year. This is the result of responding to greater effort responding to calls from the public, but equally proactive work of officers addressing community safety concerns. The increase is reflected in disputes, disturbance, suspicious incidents and road safety calls.

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

The number of reported Criminal Code of Canada incidents handled per officer is one measure of workload volume. This 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 5: Number of Criminal Code Offences per Officer**

In the first quarter, there were nearly seven Criminal Code of Canada offences handled per sworn member, consistent with results from 2019 and within normal variation. A three percent increase, or 300 additional reported crimes in the first quarter was driven primarily by administration of justice offences such as failure to comply with orders like bail conditions or attending court.

### CONSULTATION

Not applicable

### FINANCIAL IMPLICATIONS

Not applicable.

### SUPPORTING DOCUMENTATION

Not applicable.

### CONCLUSION

The full impact of the COVID-19 pandemic and associated public safety measures with the Provincial and Municipal state of emergencies will be reported on in the second quarter report. As previously shared with the Board in the March COVID-19 response report, both the volume of calls for service and level of reported crime have fallen

relative to the same time period last year. Despite the decline in traditional measures of police workload, there has been a greater presence on frontline patrol with emphasis on proactive and preventative community safety initiatives.

The Board will continue to receive quarterly performance updates as part of the OPS performance monitoring activities. The Police Service remains actively engaged with the joint Canadian Association of Chiefs of Police and Statistics Canada Police Information and Statistics (POLIS) Committee in support of the ongoing discussion, improvement, and transparency of police performance measures.