

Report to / Rapport au:

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

24 February 2020 / 24 février 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: FOURTH QUARTER 2019

OBJET: RAPPORT SUR LE RENDEMENT : QUATRIÈME TRIMESTRE 2019

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receives this report for information

RECOMMANDATIONS DU RAPPORT

Que la Commission des services policiers d'Ottawa reçoit ce rapport pour obtenir des informations.

BACKGROUND

As outlined in the Board's 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 calls for service.

Originally established in collaboration with the Citizen's Advisory Committee, the metrics provides insight into evolving demands for service and highlights service improvements, along with 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 are included. The bar graph helps illustrate the actual change over time, while 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. Limits (UCL/LCL) are calculated from the data.

This Quarterly Performance Report covers the reporting period between 01 October and 31 December 2019.

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.

Demand for service grew by eight percent in 2019 to 369,000 requests. Comparing to the previous year, there was an increase of 23,000 (7%) calls received through the dispatch system and 4,000 (19%) from online reporting.

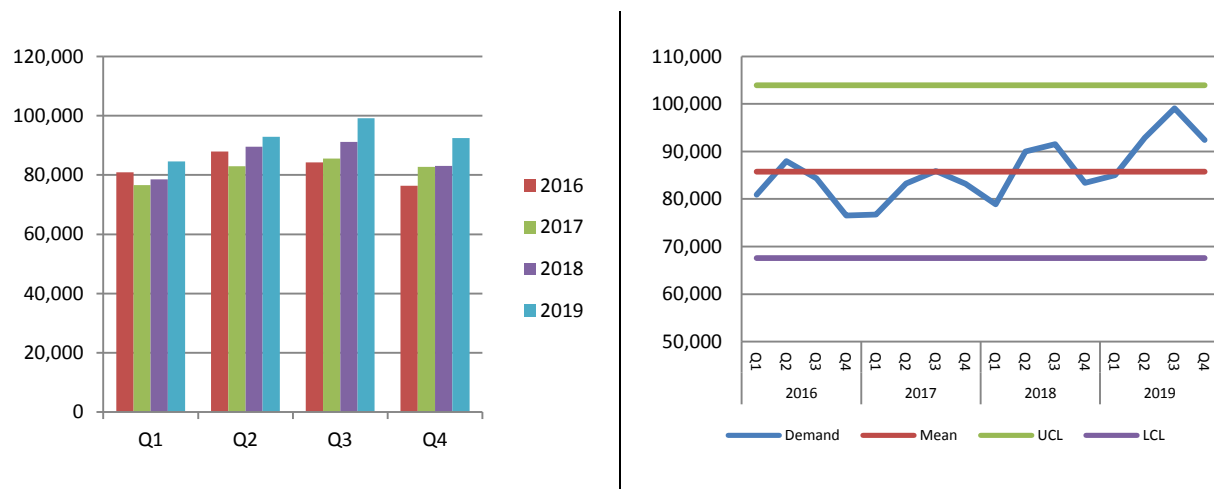


Figure 1: Total Demand for Service

In the fourth quarter, demand increased by 11 percent to 92,000 requests. Nearly half of the increase was the result of calls classified as Alternative Response. These are 911 Activation Assessments or 911 hang up calls. There was also an increase in officer initiated work addressing crimes in progress and community safety concerns. The result is reflected in a rise in the number of Traffic Stops and Proactive Policing calls during this period.

Reports received online also increased by nine percent or 400 reports in the fourth quarter. The increase was primarily driven by a growth of Fraud reported online. Other increases include Theft Shoplifting and Traffic Complaint.

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.

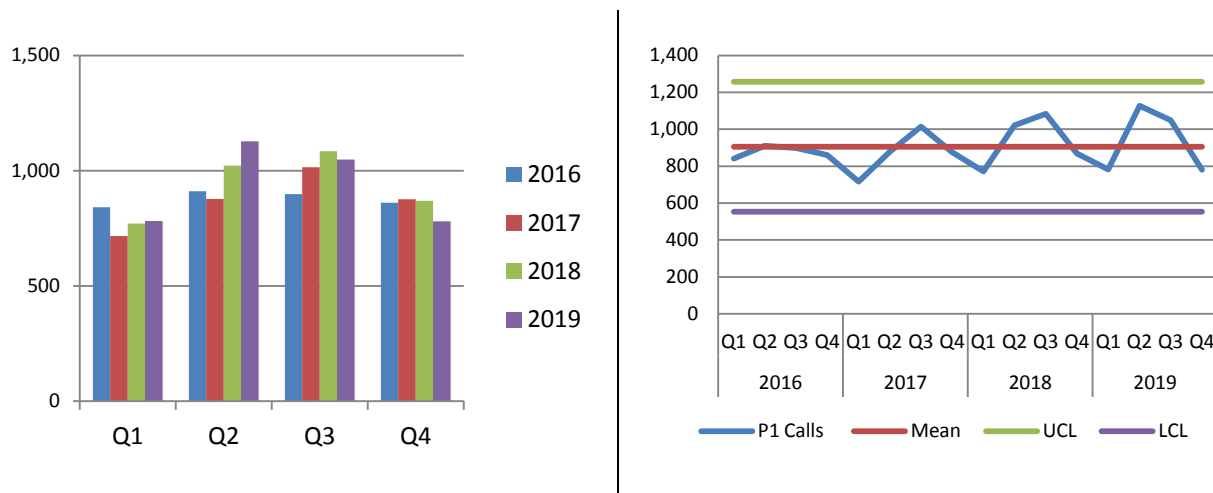


Figure 2: Priority 1 (P1) Calls for Service

In 2019, the OPS received 3,700 calls classified as P1, almost the same number of calls as in the previous year.

In the fourth quarter, the OPS received 780 P1 calls, a decrease of 10 percent from the same period in the previous year. Due to the nature of P1 calls involving bodily injury or

death, the majority of these calls (82%) are classified as Tiered Response or Paramedic Assistance because the Paramedic Service is the primary responding agency.

Priority 1 Response Performance

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95% of the time. In 2019, OPS achieved this performance standard 94% of the time and remained in line with the five year average.

There are many factors that impact 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 fourth quarter, the Service achieved the P1 response performance target by responding within 15 minutes, 94 percent of the time.

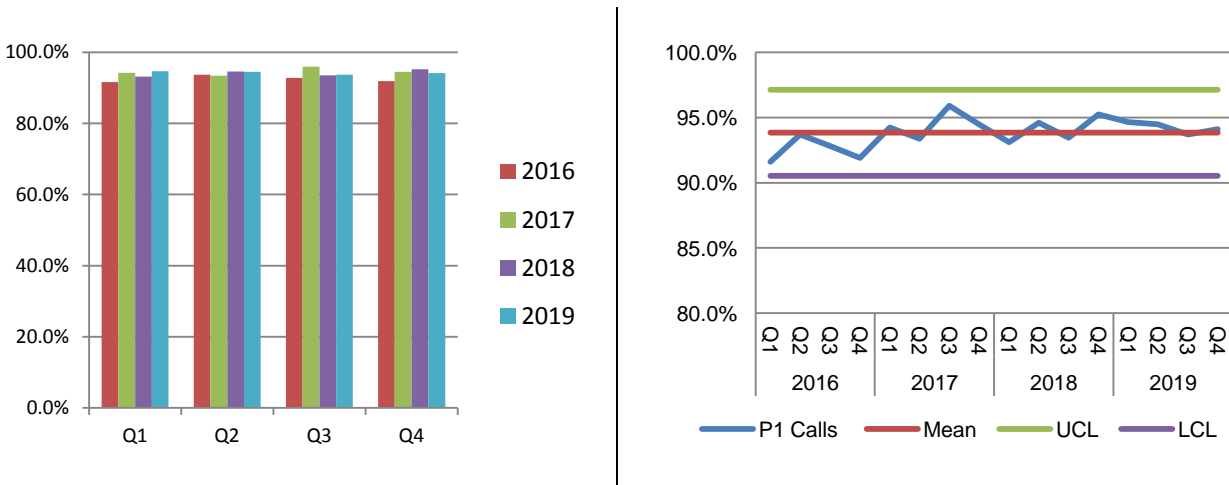


Figure 3: Priority 1 Response Performance (%)

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.

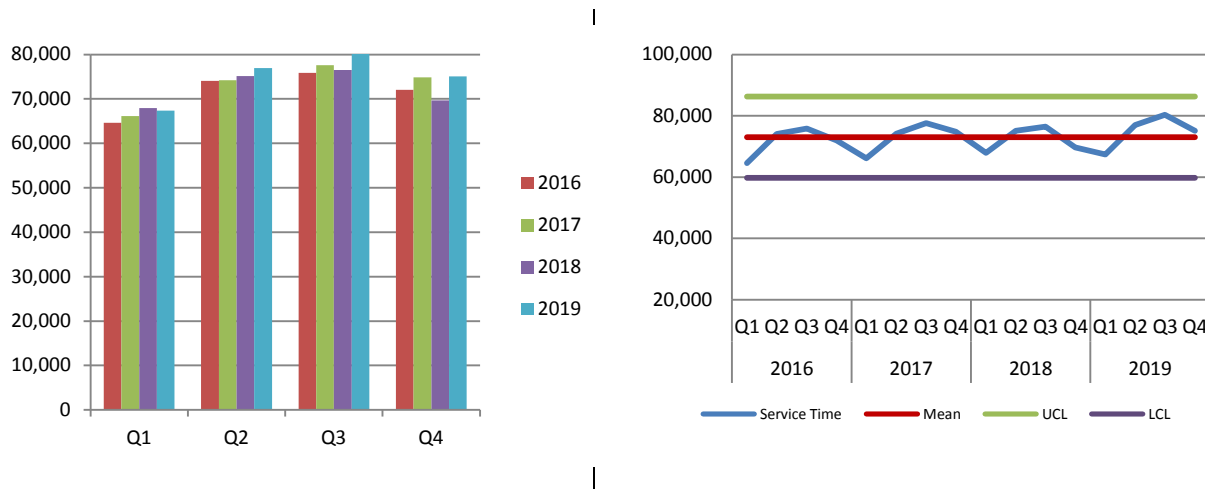


Figure 4: Service Time (Citizen Initiated, Mobile Response)

In 2019, Service Time increased by four percent to 300,000 hours compared to 289,000 hours during the previous year. During the fourth quarter, Service Time increased by eight percent to 75,000 hours. During this period there was increased effort responding to Mental Health, Collisions, Intoxicated Drivers, and Disturbance 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.

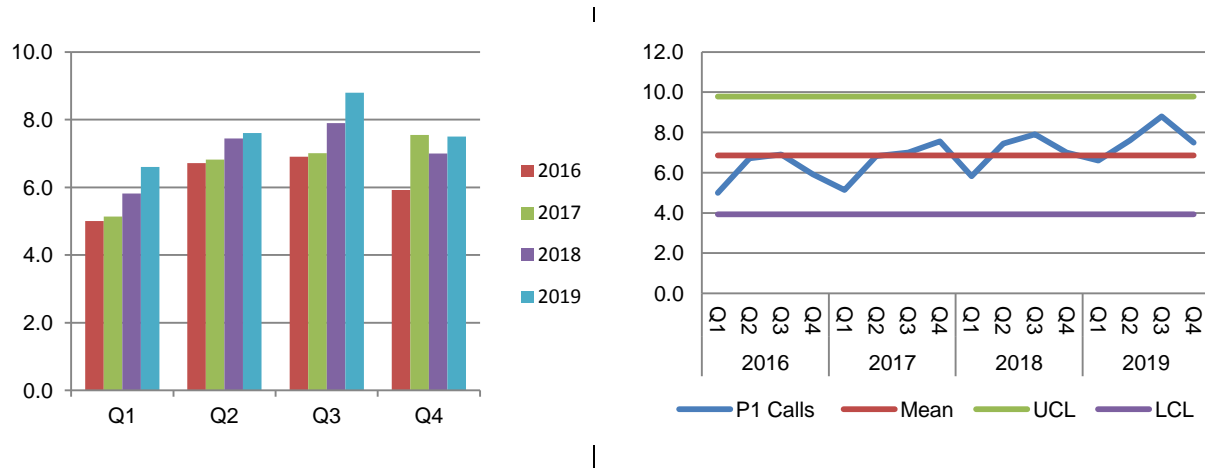


Figure 5: Number of Criminal Code Offences per Officer

The number of offences handled per officer increased by seven percent in 2019 compared to the previous year. This is the result of a 10 percent rise in number of criminal offence reported last year to nearly 43,000 files. Despite this increase, officers

solved 34 percent of all incidents, whether by charges laid or by other progressive means such as diversion techniques.

In the fourth quarter, there was a six percent increase in Criminal Code of Canada offences handled per sworn member. This increase from the same period in the previous year was attributed to a nine percent increase in criminal offences reported to nearly 11,000 files, with 35 percent of files cleared by charges or other means.

CONSULTATION

Not applicable

FINANCIAL IMPLICATIONS

Not applicable.

SUPPORTING DOCUMENTATION

Not applicable.

CONCLUSION

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