

**Report to / Rapport au:**

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

**28 May 2018 / 28 mai 2018**

**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 2018**

**OBJET: RAPPORT SUR LE RENDEMENT : PREMIER TRIMESTRE 2018**

**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 per 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 calls for service every three years.

Established in collaboration with the Citizen's Advisory Committee (2005), the metrics provides insight into evolving demands for service, highlight service improvements, and organizational achievements relative to service standards.

## DISCUSSION

As part of the organizations commitment to measuring performance, the following metrics are presented to the Board, 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% 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 January 1 and March 31, 2018.

### Total Calls for Service – All Priorities

The OPS has received an average of 333,000 calls for service annually over the past five years. This includes both calls that were dispatched and those that were handled through alternative means.

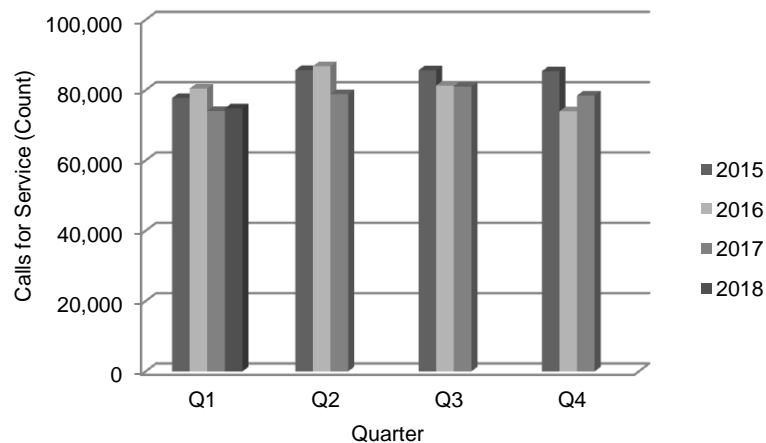


Figure 1: Total Calls for Service (All Priorities)

In the first quarter the OPS received 74,800 calls for service, a slight increase (1%) from the same period last year. Despite minor variation in the first quarter, calls have remained in line with the average over the past four years. Nearly 74% of calls required mobile police response (55,200).

In 2014 the OPS introduced online reporting to enhance service to the community. Enhancements have been made through the Service Initiative Program to expand the types of reports taken through this service. There are now nine (9) report types

available to the public, including: Theft, Lost Property, Mischief, Theft from Vehicle, Drug Complaints, Fraud Complaints, and Hate Crimes. In 2017, the OPS received over 15,000 reports online. In the first quarter of 2018 the use of this reporting tool has continued to grow. Over 4,000 reports were received online (49%) compared to 2,600 last year.

### 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.

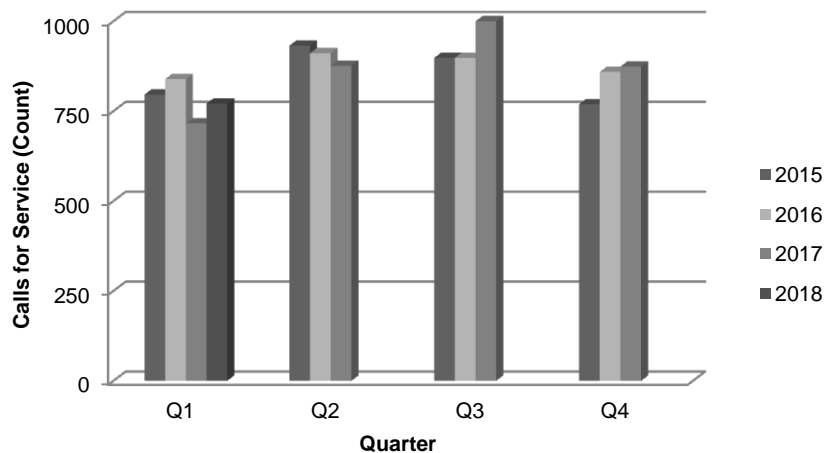


Figure 2: Priority 1 (P1) Calls for Service

In the first quarter, the OPS received more than 750 calls classified as Priority 1. The number of calls remains in line with historical averages over the past four years. Due to the nature of P1 calls involving bodily injury or death, the majority of these calls (70%) are initially classified as Tiered Response. This is due to the fact the Paramedic Service is the primary responding agency in most cases.

### Priority 1 Response Performance

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95% of the time. Annually, the Service has achieved this target 94% of the time in the past four years.

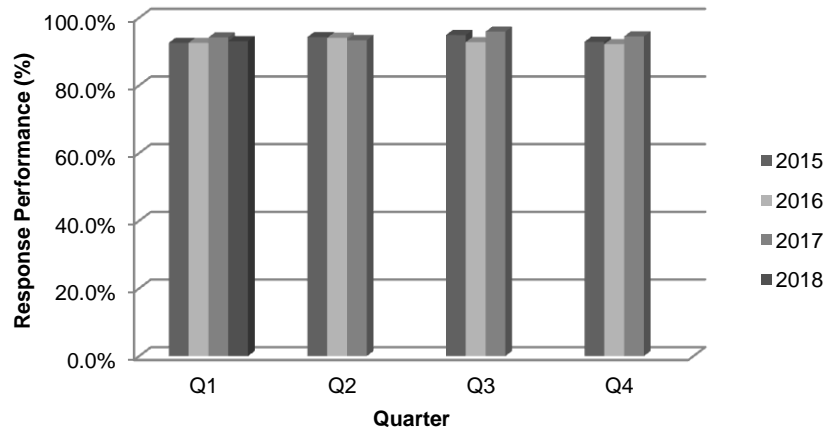


Figure 3: Priority 1 Response Performance (%)

During the first quarter, the OPS achieved the P1 target 93% of the time. This represents a slight decrease compared to the same period last year. Nearly 80% of all P1 calls where an officer arrived on scene were related to Paramedic Assistance and Tiered Response calls. 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.

### **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.

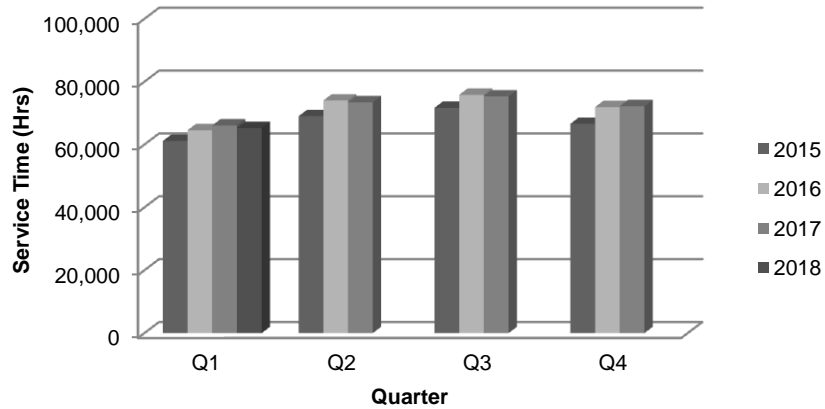


Figure 4: Service Time (Citizen Initiated, Mobile Response)

Despite a small decline in the first quarter (1%), Service Time remains above the historical average of 63,500 hours. Calls requiring the greatest amount of effort during the first quarter include: Disturbances, Accidents, Paramedic Assistance, Mental Health, and Partner Disputes.

#### 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, street checks, and other community and public safety activities.

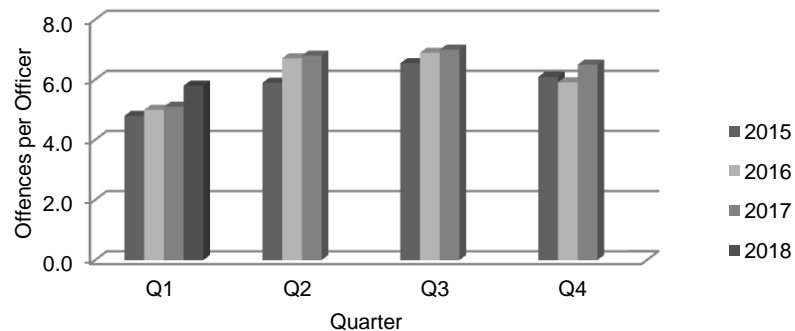


Figure 5: Number of Criminal Code Offences per Officer

In the first quarter, there were 5.8 Criminal Code of Canada offences handled per police member. First quarter figures have risen above the four year average of 5.2, driven by increases in reporting and resulting criminal offences.

**CONCLUSION**

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