

**Report to / Rapport au:**

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

**30 May 2022 / 30 mai 2022**

**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 2022**

**OBJET: RAPPORT SUR LE RENDEMENT : PREMIERE TRIMESTRE 2021**

**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**

As per the Calendar of Monitoring Requirements, this report provides the Ottawa Police Services Board (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, the metrics provide insight into evolving demands for service, highlight service improvements, and organizational achievements relative to service standards.

**DISCUSSION**

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

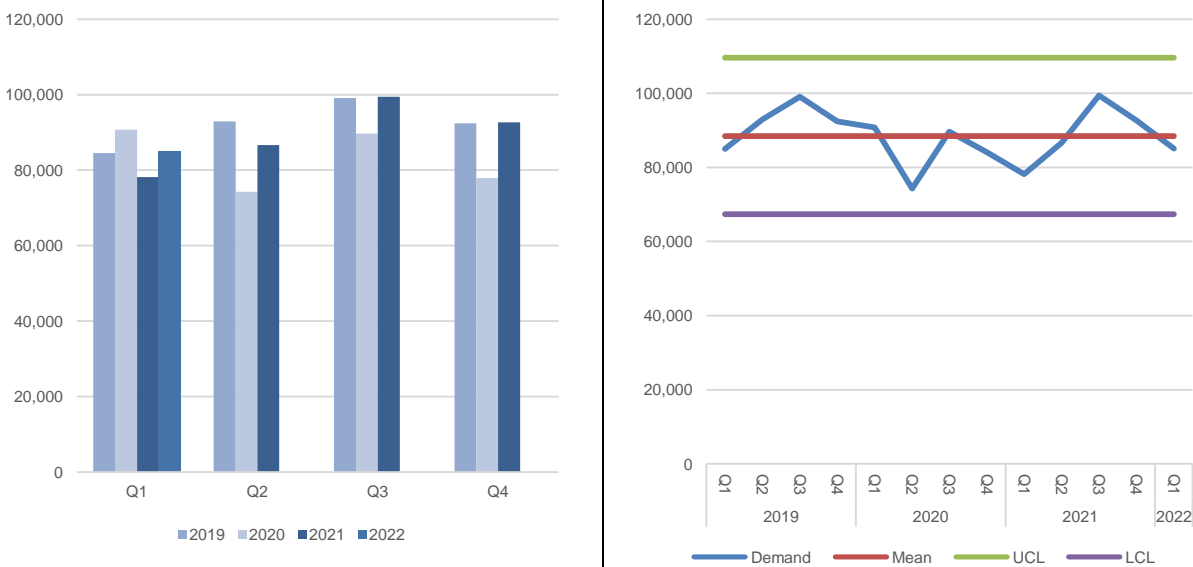
- Total demand for police service (including calls and online reports);
- Priority 1 Emergency response calls for service;
- Priority 1 Response performance (on-scene in 15 min, 95 percent of the time);
- Service time (citizen-initiated, mobile response calls); and
- Number of Criminal Code of Canada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

In order to help understand variation in the results presented below, a bar graph and a control chart have 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. Limits (UCL/LCL) are calculated from the data.

This Quarterly Performance Report covers the reporting period between January 1 and March 30, 2022. This report compares Q1 data with the same period last year.

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

The Ottawa Police Service (OPS) has received an average of 346,000 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 9 percent increase in demand for service, to over 85,000 requests, compared to the same period the year before. Approximately 80,000 of these were calls entered into the OPS' CAD system, with another 5,000 received through

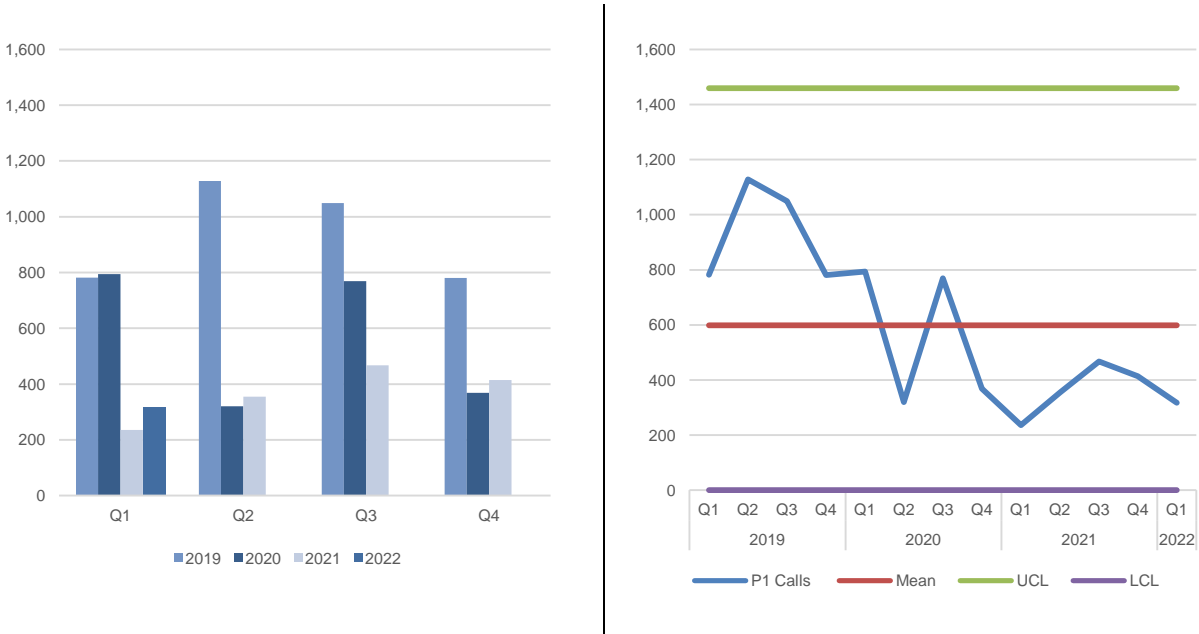
online reporting. The number of calls entered into the CAD system is in line with the historical average. Demands received through online reporting have exceeded pre-pandemic results for the first quarter. A significant portion of this increase may be attributed to a rising number of reported Thefts, including Thefts from Vehicles and Gas Drive Offs.

**Emergency Calls for Service (Priority 1)**

The OPS 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 public-at-large. 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.

Over the past two years, the number of calls has been heavily influenced by the suspension and reinstatement of the tiered response agreement between emergency services. This was done to limit the spread of COVID-19 in the community and between first responders.



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

In the first quarter the OPS received over 300 P1 calls. While this is higher than the first quarter of 2021, Priority 1 calls have not returned to pre-pandemic levels. Typical

volume in the five years prior to the pandemic was 775 through the first three months of the year.

Due to the nature of P1 calls involving bodily injury or death, the majority of these calls are Paramedic Assistance or Tiered Response calls.

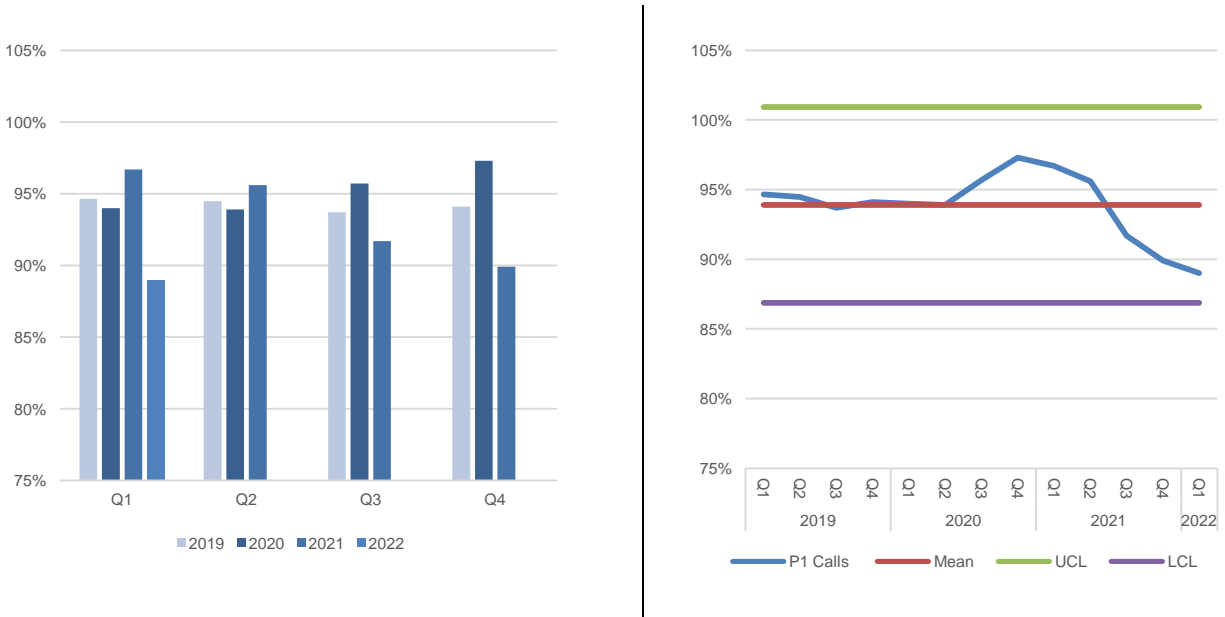
**Priority 1 Response Performance**

The OPS aims to respond to Priority 1 (P1) calls for service within 15 minutes, 95 percent of the time. In 2021, the OPS achieved this performance standard 93 percent of the time.

When a call is received by the OPS Communications Centre, operators ask a series of questions to help determine the priority level of the call. This provides officers with information on the urgency of response required. Once the call has been dispatched, the priority level of the call does not change in the computer-aided dispatch (CAD) system.

As new information is received during the response, it is relayed to officers enroute through the radio system or messaged on the computer system. This new information will alter the urgency of the response. Instances where the urgency has been lowered due to decreased risk will result in response times below the P1 service standard.

Scenarios where the response performance standard was not achieved includes inaccurate addresses provided by callers; reclassification of priority due to increased or decreased 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.



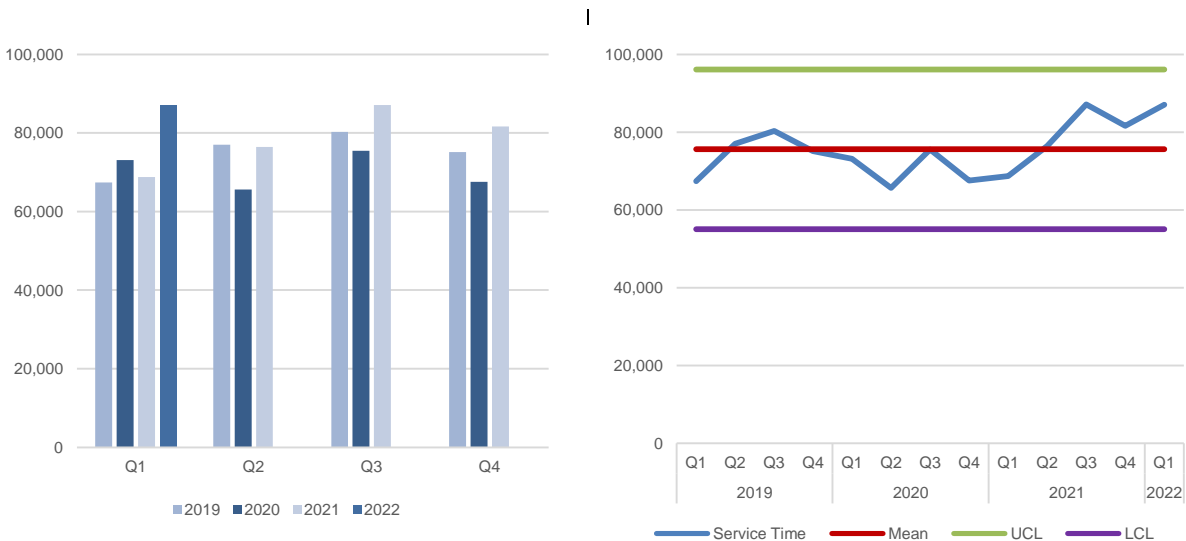


### Figure 3: Priority 1 Response Performance (%)

During the first quarter, the Service arrived on scene to P1 calls within 15 minutes 89 percent of the time. There were 30 calls where officers arrived on scene beyond 15 minutes. A review of these calls identified that 10 relate to OPS internal alarms determined to be non-emergencies. The remaining calls were medical in nature. The Tiered Response Agreement (TRA) between Police, Fire, and Paramedic Service's will be reviewed to identify to ensure resources are dispatched in the most appropriate manner and efficiencies opportunities are identified.

### 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.

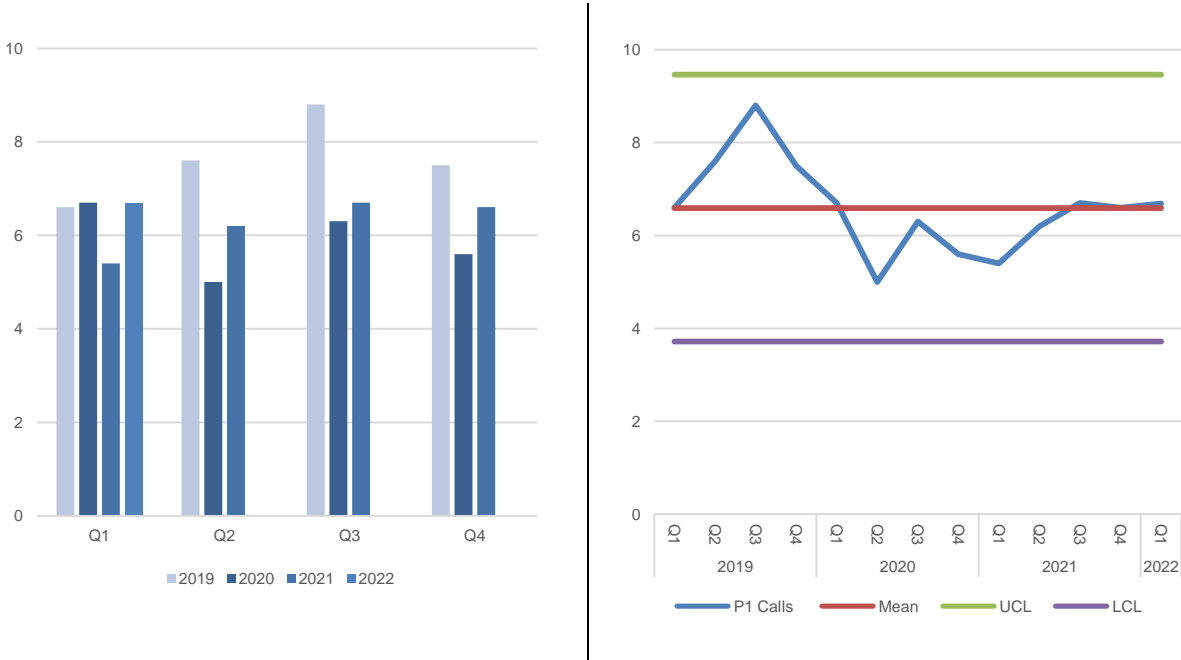


### Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the first quarter, Service Time increased by 27 percent. This represents an increase of 18,000 hours responding to calls for service. The rise is primarily due to additional effort required to manage the illegal occupation in February. Even when the effort spent managing the illegal occupation is excluded, Service Time in the first quarter has returned to historical levels.

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

The number of reported Criminal Code of Canada (CCC) 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. This represents a nearly 23 percent increase from the same period in 2021. Influencing this trend was a 24 percent increase in the number of reported crimes (1,900), bringing metric in line with historical levels.

## CONCLUSION

The Board will continue to receive quarterly performance updates as part of the OPS performance monitoring activities. The OPS is actively engaged with the International, Canadian, and Ontario Associations of Chiefs of Police. This supports the ongoing discussion, improvement, and transparency of police performance measures.