

**Report to / Rapport au:**

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

**22 November 2021 / 22 novembre 2021**

**Submitted by / Soumis par:**

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**SUBJECT: PERFORMANCE REPORT: THIRD QUARTER 2021**

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

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board receive 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, the metrics provide insight into evolving demands for service, highlight service improvements, and organizational achievements relative to service standards.

## DISCUSSION

With the vision of being a trusted partner in community safety, the OPS recognizes the traditional model of policing needs to evolve. To achieve this goal, the Service is relentlessly focused on three areas:

1. **Public Trust** - to ensure our thinking, actions and systems will improve police member and public trust.
2. **Duty of Care** – to demonstrate for the community and one another that we truly care for each other.
3. **Community Safety and Well-Being** – to work in partnership with community to co-produce improved community safety and well-being.

As this approach is reflected in strategy, our operational priorities and enabled by budget investments, it is central to how the OPS measures and manages effectiveness.

As part of the organizations 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 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 July 1 and September 30, 2021. This report compares Q3 data with the same period last year.

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

The OPS has received an average of 323,000 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.

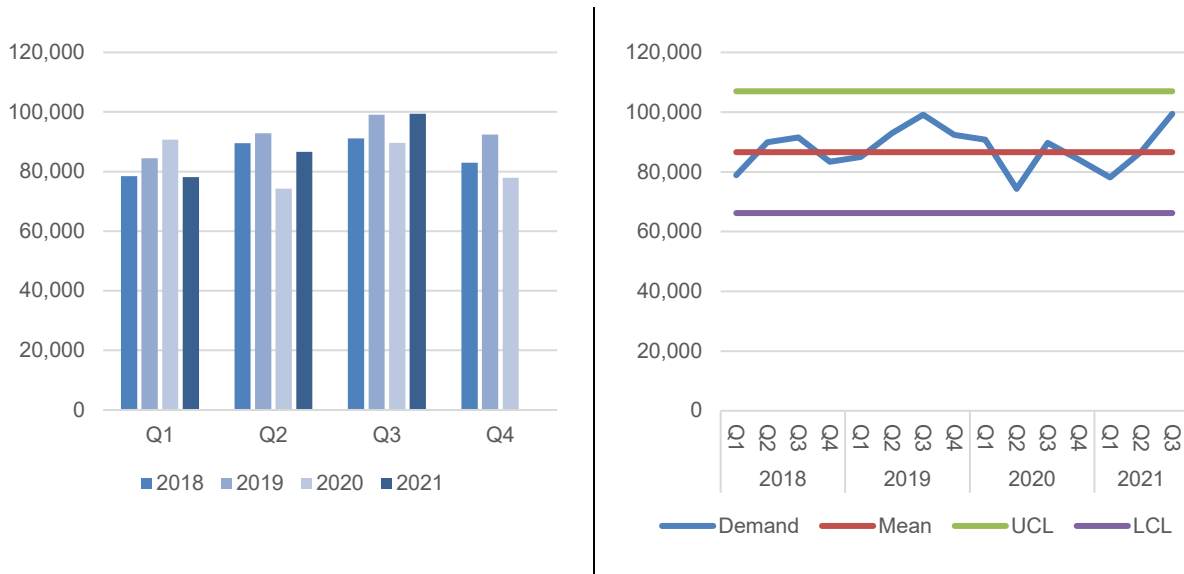


Figure 1: Total Demand for Service

In the third quarter, there was a 12 percent increase in demand for service to 99,000 requests compared to the same period last year. Approximately 94,000 of these were calls entered into the OPS computer aided dispatch system (CAD) with another 5,000 received through online reporting. This is in line with the historical average.

As the Province achieved milestones in the Roadmap to Reopen Ontario, restrictive measures to curb community transmission have been lifted. Outdoor activities continue, access to indoor services continues to increase, and large gatherings are being permitted. With fewer restrictions, demand for service has generally seen a natural return to historical levels.

The increase in calls may be attributed to a rise in 9-1-1 calls determined to be non-emergencies, known as Alternative Response. Total calls requiring a mobile police response decreased by four percent through the third quarter of 2021. Online reporting rose by three percent (169 reports). This was driven by more reports of Theft Under \$5,000 (Incl shoplifting) and, to a lesser extent, traffic complaints.

### 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 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 approximately 3,300 calls classified as P1 each year.

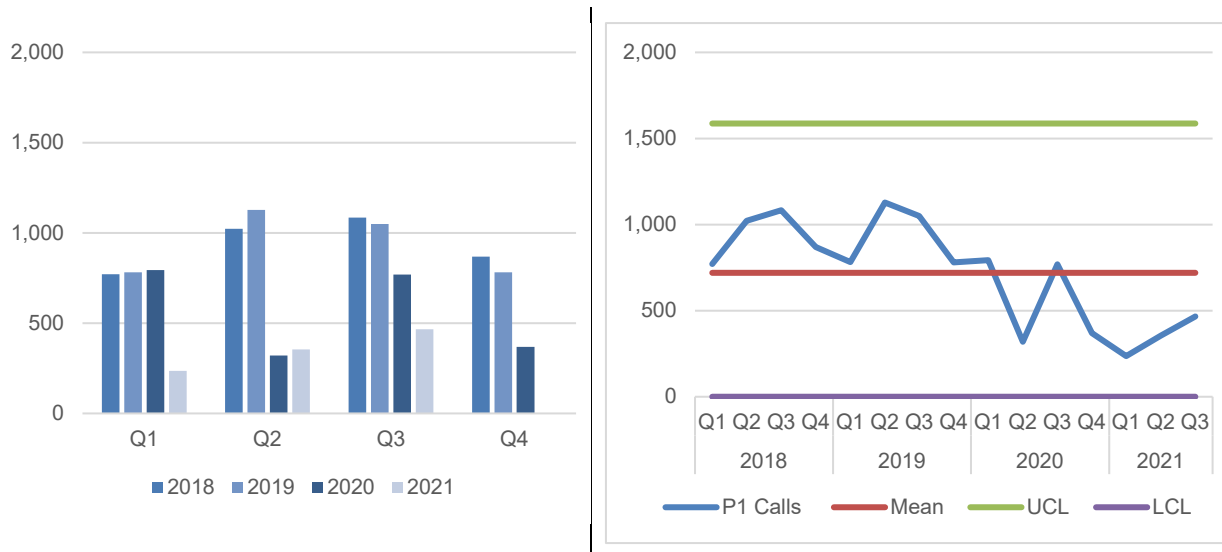


Figure 2: Priority 1 (P1) Calls for Service

In the third quarter the OPS received nearly 470 P1 calls, a 40 percent decrease from the same period last year. Due to the nature of P1 calls involving bodily injury or death, many of these calls (48%) 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% of the time. In 2020, OPS achieved this performance standard 95% of the time.

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 third quarter, the Service arrived on scene to P1 calls within 15 minutes 92 percent of the time. Call volume, travel time, and available resources most influence police response.

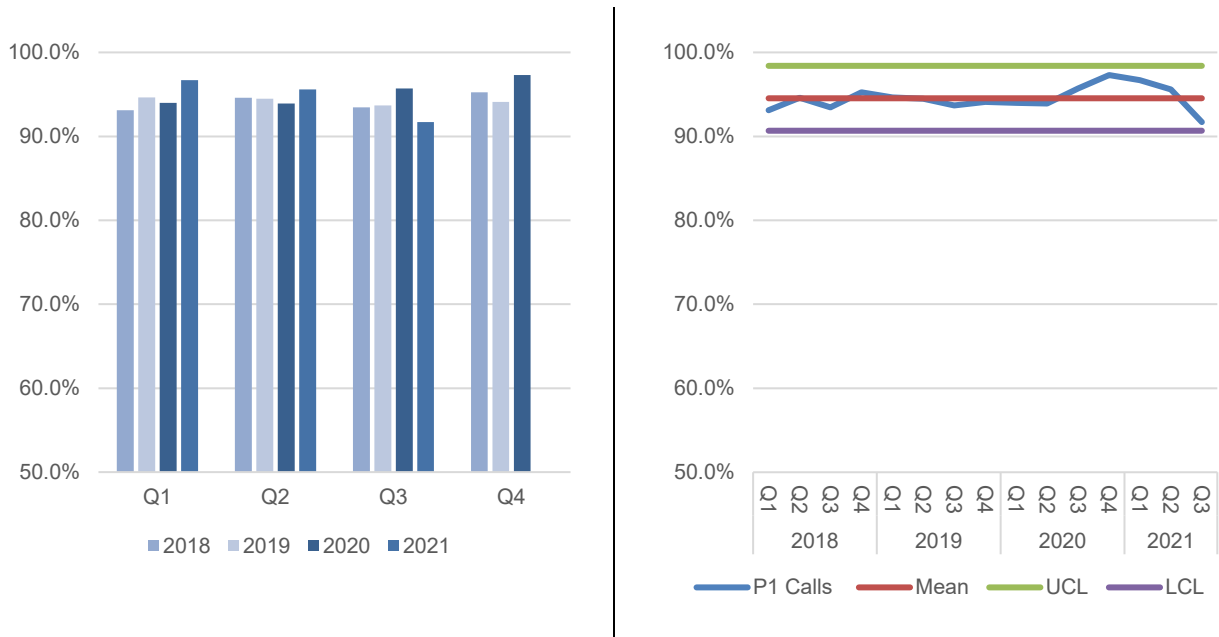


Figure 3: Priority 1 Response Performance (%)

### 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.

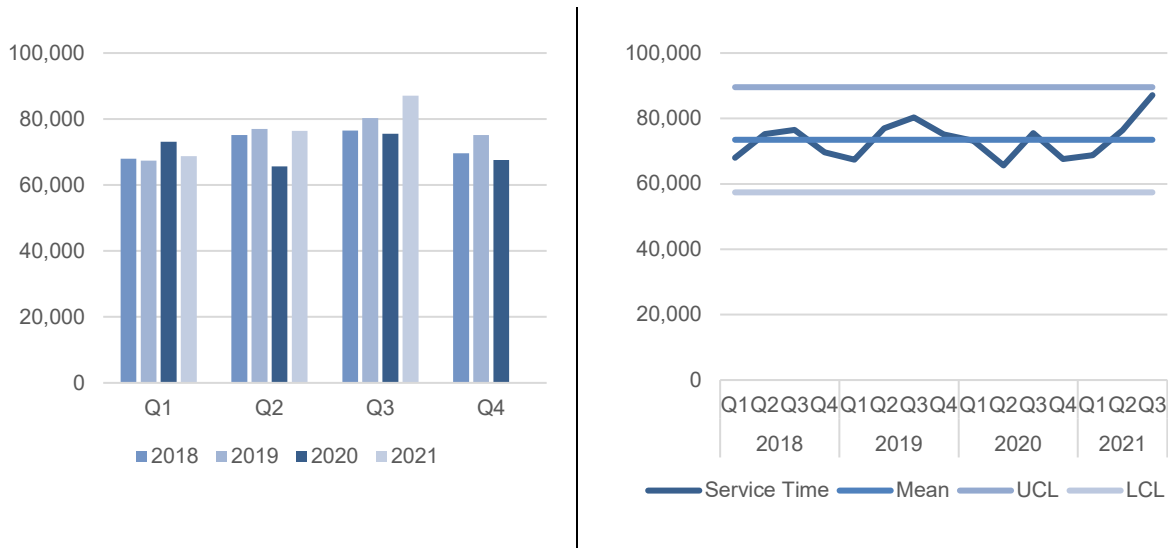


Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the third quarter, Service Time increased by 15 percent (11,600 hours) to 87,100 hours compared to the same quarter last year. Some of the increase is reflected in more effort responding to mental health calls, partner disputes, and gun 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.

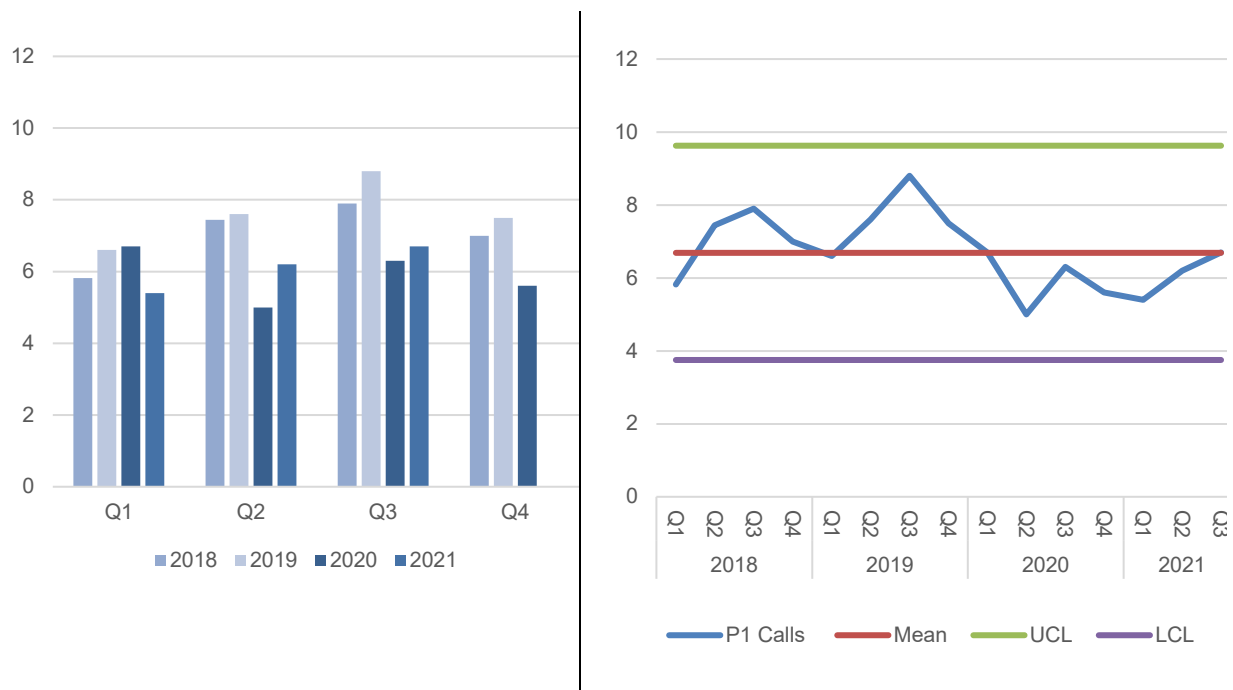


Figure 5: Number of Criminal Code Offences per Officer

In the third quarter, there were nearly seven Criminal Code of Canada offences handled per sworn member, representing a nearly seven percent increase from the same period in 2020. This is the result of a 10 percent increase (900) in the number of reported crimes. As previously noted above, more offences such as shoplifting have driven the overall growth as the volume of crime in Ottawa returns to historical levels.

### CONSULTATION

Not applicable

### FINANCIAL IMPLICATIONS

Not applicable.

**SUPPORTING DOCUMENTATION**

Not applicable.

**CONCLUSION**

In the third quarter, the Service identified a shift in total demand, response performance and service time. This emerging trend is being analyzed to understand the impact of post pandemic demands on the police service. This includes reviewing data capture and system upgrades, operational process changes, and other inputs influencing these indicators. Further detail will be provided in the fourth quarter report.

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.