

Report to / Rapport au:

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

24 January 2022 / 24 janvier 2022

Submitted by / Soumis par:

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

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SUBJECT: RESPONSE TO INQUIRY I-21-26: BREAKDOWN OF CALLS FOR SERVICE

**OBJET: RÉPONSE À LA DEMANDE DE RENSEIGNEMENTS I-21-26
RÉPARTITION DES DEMANDES DE SERVICE**

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.

INQUIRY

Could the Service please provide a breakdown of total annual calls for service by priority level for the past 10 years? In addition, the 2020 Annual Report notes that there were 221,000 calls for service however only 88,000 reports were taken. Can you please explain the factors contributing to whether a police report need be taken? Would it be accurate to suggest that the majority of calls for service do not require or result in a police report?

RESPONSE

In 2020 the Ottawa Police Service (OPS) provided a mobile police response to 220,000 incidents. This includes both calls that required an immediate emergency response, and

non-emergency situations, which can be further characterized as criminal and non-criminal incidents.

Calls requiring a police presence are entered into the Computer Automated Dispatch (CAD) system. This provides the OPS with the ability to monitor some (but not all) requests for service initiated by the community, as well as those initiated by the police. Some requests for service and community contact with the OPS also come through Online Reporting or by calling our Police Reporting Unit (PRU), or by walk in at our three Front Desk Services (FDS) locations (East, Central and West) which result in a CAD call number being generated.

Call statistics captured through CAD do not represent all community and police interactions, and each call does not necessarily result in a report.

Some types of calls that do not require a report include:

- Officers issuing warnings or provincial offences tickets (such as traffic enforcement for example);
- Calls that are referred to our partners (By-Law, 311, etc.), or are deemed to be a civil matter;
- Officers providing guidance, support or information only;
- Calls where an officer is dropping off/picking up evidence, checking on a community member's mental wellness, or escorting someone to hospital. The original file would be updated, but it does not generate a new report.

Reports are submitted when direct police action is required in criminally related matter (such as assaults, mischiefs, robberies, frauds, gun violence, etc.) or due to a matter being a legislated duty for police to act (such as a missing person, domestic disturbance, workplace injury or death, motor vehicle / airplane / water vessel collision, etc.). Generally speaking, a report is completed for the purpose of tracking information that may require future police intervention, accountability of police actions, an investigation, or prosecution.

It should be noted that information and accountability can also be tracked on the CAD call itself as a means of record when a report is not submitted.

Activities like proactive policing or proactive enforcement such as neighbourhood engagement and traffic enforcement are also entered as a call for service but would not necessarily generate a report. This helps the police service measure the time spent on priority activities.

Priority calls and police response

Police respond to calls based on the OPS call response protocol. Calls are classified by different priority levels. Each is identified by the level of risk present in the information received by the Communications Centre or through the OPS' general number auto attendant. Some calls, like Priority 1, 2, 3 or 4, will require police to attend a scene while others such as Priority 5, 6 or 7 will not require an initial police response.

The following is an overview of the different types of priority calls:

Emergency police response:

- **P1:** All events involving a known imminent danger to life: For example, reports of a person using a weapon, apparent life-threatening injuries, or an officer needs assistance.
- **P2:** All events that require a rapid police response where there is potential for serious bodily harm to occur: For example, reports of a person with a weapon, apparent serious injuries, or serious criminal offence in progress against a person.
- **P3:** Incidents in which there is a reasonable belief that an extended delay in response may place persons, property, or evidence at risk of a criminal code offence in progress, or there is indication of apparent risk of injuries.

Non-emergency police response:

This includes officer-initiated contact such as neighbourhood engagement, traffic stops, follow up investigation, or administrative calls.

- **P4:** All other incidents that require a mobile response: Offences not in progress where witnesses are on scene, offences not in progress where evidence can be collected at the scene, all calls of a non-emergency nature where police presence at the scene is necessitated.

Information broadcast only:

- **P5:** No police response required

Administrative response:

This includes reportable matters or property pick up where police officers are not required to be present (PRU, FDS, Evidence Control) and results very small percentage of police engagement.

- **P6:** There is no physical evidence to gather, there is no injury or potential for injury, there is no requirement to protect the scene, there is no witness waiting for

police response at the scene, the complainant shows no signs of extraordinary emotion or trauma. (This Priority level is now being used to assign pre planned Community Engagement initiatives to officers as set in the “Demands for Service” system.)

- **P7:** Calls for property pickup by the Evidence Control Unit (except firearms, drugs, linked to ongoing investigation), suspicious activity or the complainant is concerned for personal safety.

Due to the ongoing COVID 19 pandemic, and subsequent provincial orders to quarantine, the data from 2020 are not a typical reflection of demand and or contacts. On a yearly basis however, although 40 percent of OPS contacts with members of the community will generate a formal report, there are many other outcomes with varying degrees of measurability that result from these contacts

For a full review of the past 10 years of calls for service with the OPS, please refer to Appendix A, attached.