

APPENDIX A – 10 YEAR CALLS FOR SERVICE: OTTAWA POLICE SERVICE

Call Count		2012 ¹	2013	2014	2015	2016	2017	2018	2019	2020	2021
Priority 1	Alternate	18	5	4	2	6	7	5	8	3	1
	Mobile	37,257	4,943	4,095	3,898	3,963	3,937	4,109	4,305	2,774	1,824
	Response	37,275	4,948	4,099	3,900	3,969	3,944	4,114	4,313	2,777	1,825
Priority 2	Alternate	28,959	24	19	108	125	85	83	49	36	27
	Mobile	90,407	25,577	24,949	28,872	29,056	30,314	31,908	33,640	27,967	28,097
	Response	119,366	25,601	24,968	28,980	29,181	30,399	31,991	33,689	28,003	28,124
Priority 3	Alternate	22,502	46	55	61	29	52	329	390	182	238
	Mobile	34,762	35,232	37,036	38,869	40,922	44,814	48,133	51,269	50,371	52,881
	Response	57,264	35,278	37,091	38,930	40,951	44,866	48,462	51,659	50,553	53,119
Priority 4	Alternate	30,283	44,898	48,705	48,219	52,588	46,104	74,320	88,476	88,385	109,772
	Mobile	84,520	159,746	145,816	139,507	126,460	126,076	120,126	122,559	113,380	108,477
	Response	114,803	204,644	194,521	187,726	179,048	172,180	194,446	211,035	201,765	218,249
Priority 5	Alternate	0	7	11	11	31	34	598	529	443	364
	Mobile	991	1,616	1,457	2,209	3,691	3,374	5,535	5,007	3,609	3,626
	Response	991	1,623	1,468	2,220	3,722	3,408	6,133	5,536	4,052	3,990
Priority 6	Alternate	27,980	49,482	45,687	38,824	33,546	30,223	11,331	10,442	3,789	3,572
	Mobile	15,828	31,479	31,625	32,537	30,963	26,514	24,563	27,021	22,146	27,250
	Response	43,808	80,961	77,312	71,361	64,509	56,737	35,894	37,463	25,935	30,822
Priority 7	Alternate	444	753	776	984	699	525	1,366	1,630	761	721
	Mobile	451	642	540	385	507	503	486	436	466	468
	Response	895	1,395	1,316	1,369	1,206	1,028	1,852	2,066	1,227	1,189
Priority	Alternate	110,186	95,215	95,257	88,209	87,024	77,030	88,034	101,525	93,601	114,701
	Mobile	264,216	259,235	245,518	246,277	235,562	235,532	234,860	244,237	220,714	222,623
	Response	374,402	354,450	340,775	334,486	322,586	312,562	322,894	345,762	314,315	337,324

The OPS Call Response Protocol was modified in 2012.

Priority	Criteria
1	All events involving a known imminent danger to life.
2	All events that require a rapid police response where there is potential for serious bodily harm to occur.
3	Incidents in which there is a reasonable belief that an extended delay in response may place persons, property, or evidence at risk.
4	All other incidents that require a mobile response.
5	This priority is used only for radio broadcast .
6	Alternate Response (Police Reporting Unit, Info Desk, Collision Reporting).
7	Property room queue.