

Report to / Rapport au:

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

28 March 2022 / 28 mars 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: FOURTH QUARTER 2021

OBJET: RAPPORT SUR LE RENDEMENT : QUATRIÈME 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% of the time)
- Service time (citizen-initiated, mobile response calls)
- 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 October 1 and December 30, 2021. This report compares Q4 data with the same period last year.

Total Demand for Service – Calls & Online Reports

The 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.

Compared to the previous year, demand for service increased by 7 percent to 357,000 requests in 2021. This represents approximately 24,000 more calls received through the OPS dispatch system and 800 through online reporting.

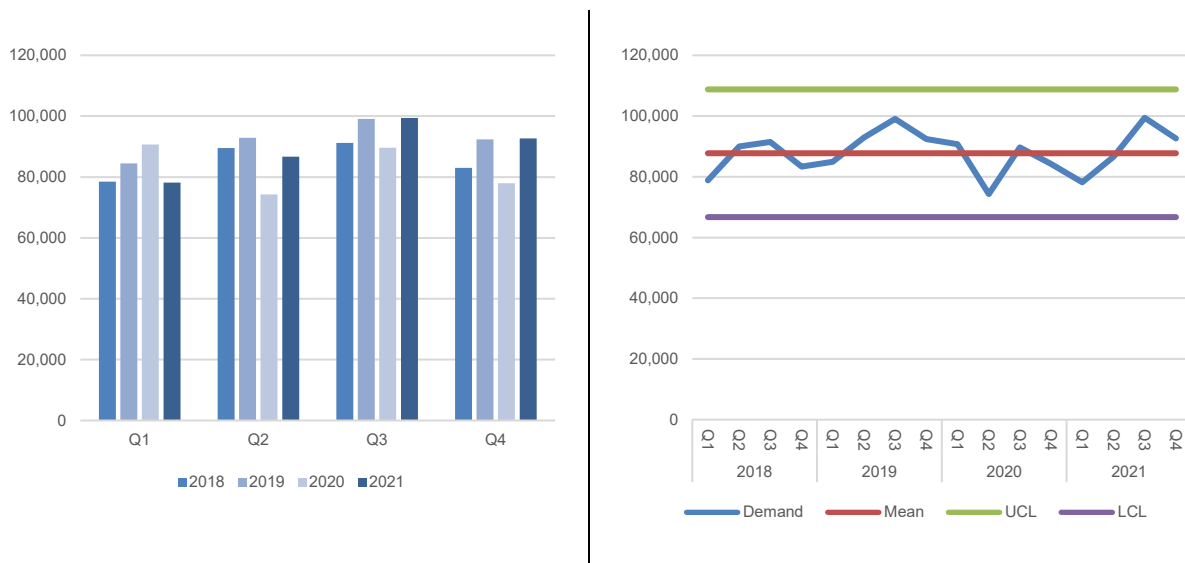


Figure 1: Total Demand for Service

In the fourth quarter, there was a 19 percent increase in demand for service to 93,000 requests compared to the same period the year before. Approximately 88,000 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 now 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 911 calls determined to be non-emergencies. Total calls requiring a mobile police response increased by 2 percent in the fourth quarter of 2021. Online reporting rose by 16 percent (705 reports). This was driven by more reports of Theft Under \$5,000 (including shoplifting), Theft from Vehicle, and traffic complaints.

Emergency Calls for Service (Priority 1)

The Ottawa Police Service (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. On average, the Service receives approximately 2,900 calls classified as P1 each year. In 2021, the OPS received nearly 1,500 calls classified as P1, a 35 percent (-800 calls) decline from the previous year. The number of calls was influenced by the suspension and reinstatement of the tiered response agreement between emergency services to limit the spread of the disease in the community and between first responders.

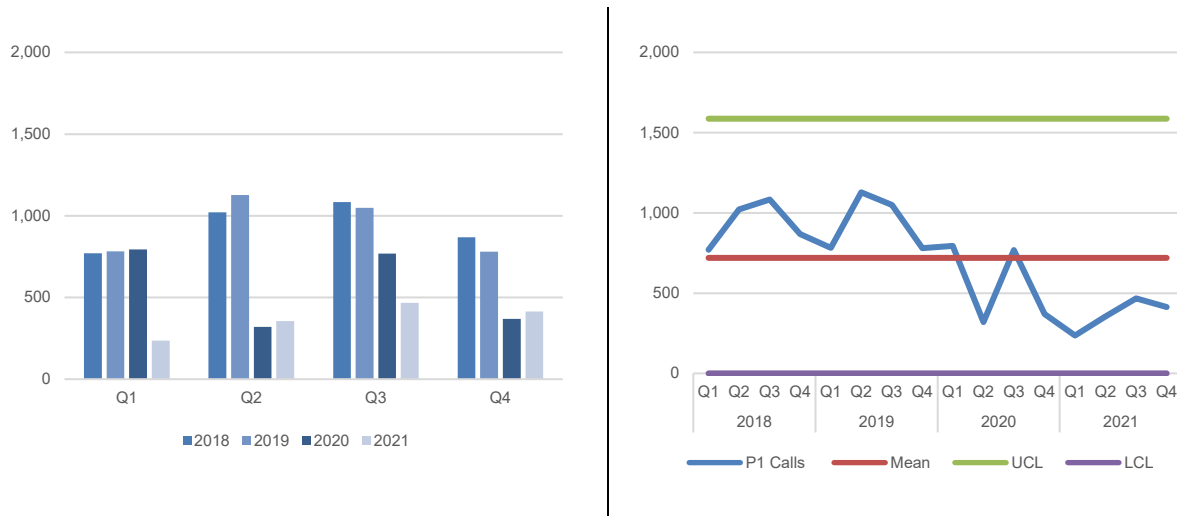


Figure 2: Priority 1 (P1) Calls for Service

In the fourth quarter the OPS received 414 P1 calls, a 12 percent increase from the same period last year. Due to the nature of P1 calls involving bodily injury or death, many of these calls (54%) 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 2021, the OPS achieved this performance standard 93% 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. However, as new information is received during the response, it is relayed to officers enroute through the radio system or messaged on the computer system.

Therefore, instances where the urgency has been lowered due to decreased risk may appear below the P1 service standard. Examples include: 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. Changes in response urgency are made considering risk and information as it is received.

During the fourth quarter, the Service arrived on scene to P1 calls within 15 minutes 90 percent of the time. There were 36 calls where officers arrived on scene beyond 15 minutes. Call volume, travel time, and available resources most influence police response.

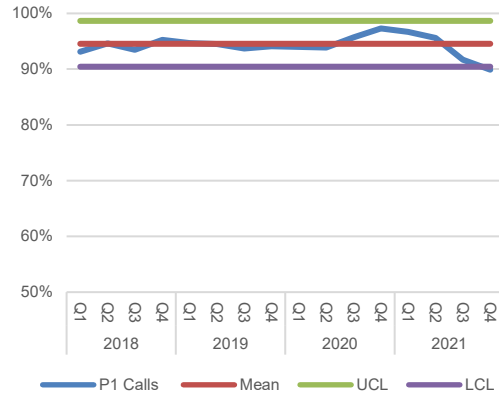
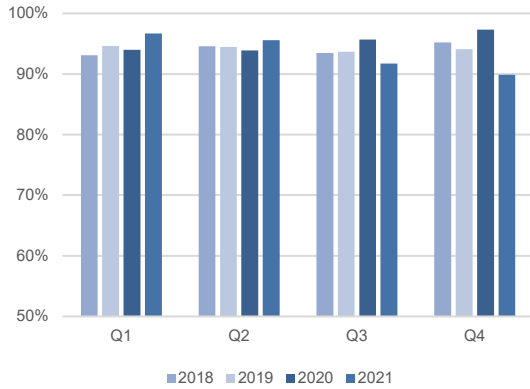


Figure 3: Priority 1 Response Performance (%)

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.

In 2021, Service Time increased by 10 percent to 314,000 hours compared to 283,000 hours during the previous year. Despite the decline last year, results this year are more in line with the historical norms and are 6 percent higher than the five-year average (296,000 hours). Call types driving the return to pre-pandemic levels included mental health, paramedic assistance, partner disputes, collisions, suspicious incidents, gun calls, and missing persons.

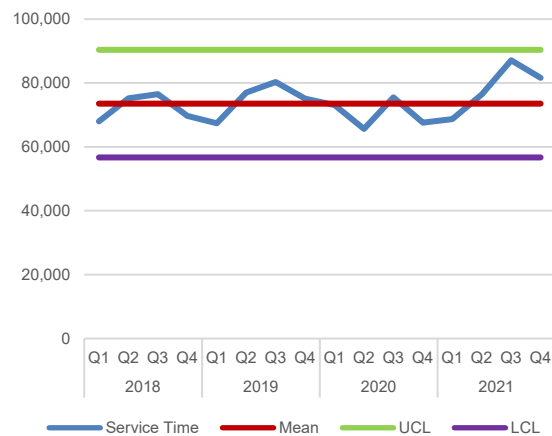
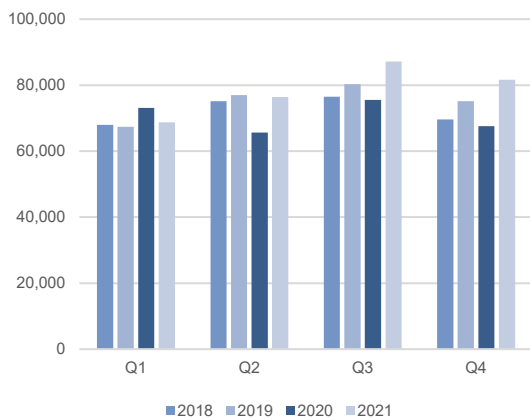


Figure 4: Service Time (Citizen Initiated, Mobile Response)

During the fourth quarter, Service Time increased by 16 percent (11,100 hours) to 81,700 hours compared to the same quarter last year. Some of the increase is reflected in more effort responding to paramedic assistance, partner disputes and collisions.

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.

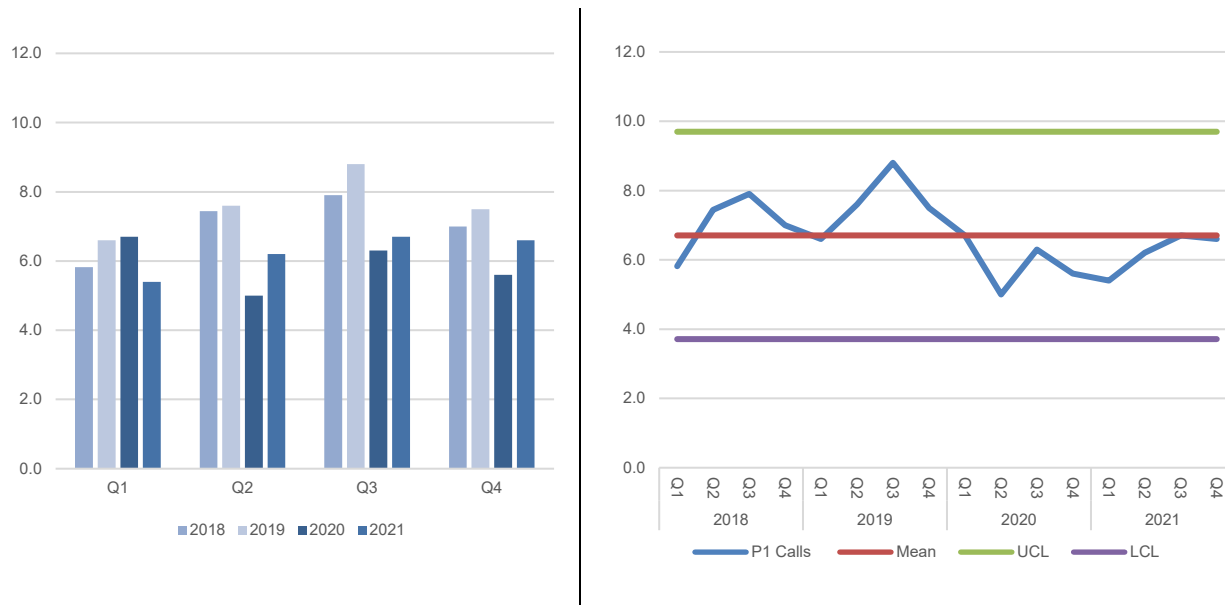


Figure 5: Number of Criminal Code Offences per Officer

The number of offences handled per officer increased by 6 percent in 2021 compared to the previous year. This is the result of an 8 percent increase in number of criminal offences reported year-over-year.

In the fourth quarter, there were nearly seven Criminal Code of Canada offences handled per sworn member, representing a nearly 18 percent increase from the same period in 2020. This is the result of a 22 percent increase in the number of reported crimes (1,700). 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.

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.