

Report to / Rapport au:

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

22 February 2021 / 22 février 2021

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 2020

OBJET: RAPPORT SUR LE RENDEMENT : QUATRIÈME TRIMESTRE 2020

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

The COVID-19 pandemic has had an unprecedented impact on the community safety and well-being of everyone in our Nation's Capital. This is reflected far beyond the

quantitative data in this report alone. The Ottawa Police Service (OPS) has worked in partnership with Ottawa Public Health and a wide variety of city partners to achieve mutually desired public health and community resiliency outcomes. Many of these acts and contributions extend beyond the basic calls for service and crime statistics presented herein. For example, community patrols, public education, and relationship building through our Neighbourhood Resource Teams (NRTs).

With the vision of being a trusted partner in community safety, the OPS recognizes the traditional model of policing needs to change and evolve. To achieve this, the Service will focus on three areas:

1. **Public Trust** - to ensure our thinking, actions and systems will improve member trust 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 and our operational priorities, they will become 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 has 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 31, 2020.

Total Demand for Service – Calls & Online Reports

The OPS has received an average of 340,000 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 declined to 314,000 requests in 2020. This represents 32,000 fewer calls (-9%) received through the OPS dispatch system and 4,500 through online reporting (-19%).

Prior to the State of Emergency in Ontario due to the COVID-19 global pandemic, demand for service was on the rise. This started in 2019 and continued through the first quarter of 2020. With businesses, facilities providing recreational programs, public libraries, schools, child care centres, bars and restaurants, and performance venues ordered to close in order to curb community transmission demand declined dramatically in the second quarter. With the governments reopening plan for Ontario, demand returned to historical norms in the third quarter.

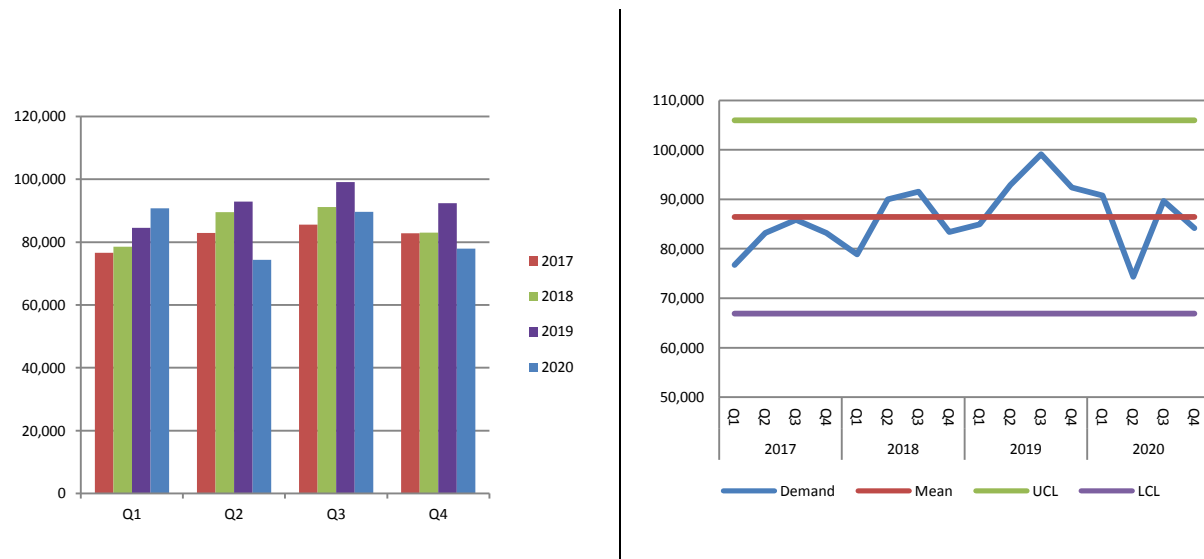


Figure 1: Total Demand for Service

In the fourth quarter, the government once again introduced targeted measures to address rising COVID-19 cases in the Capital. This included restricting indoor dining, closing fitness centres, and other businesses as part of a four-week modified Stage-2. As a result, demand declined by 16% (-14,500) to 78,000 requests – calls and online reports (Examples: Fraud, Theft, Traffic Complaints, False-911 calls).

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 general 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 3,300 calls classified as P1 each year.

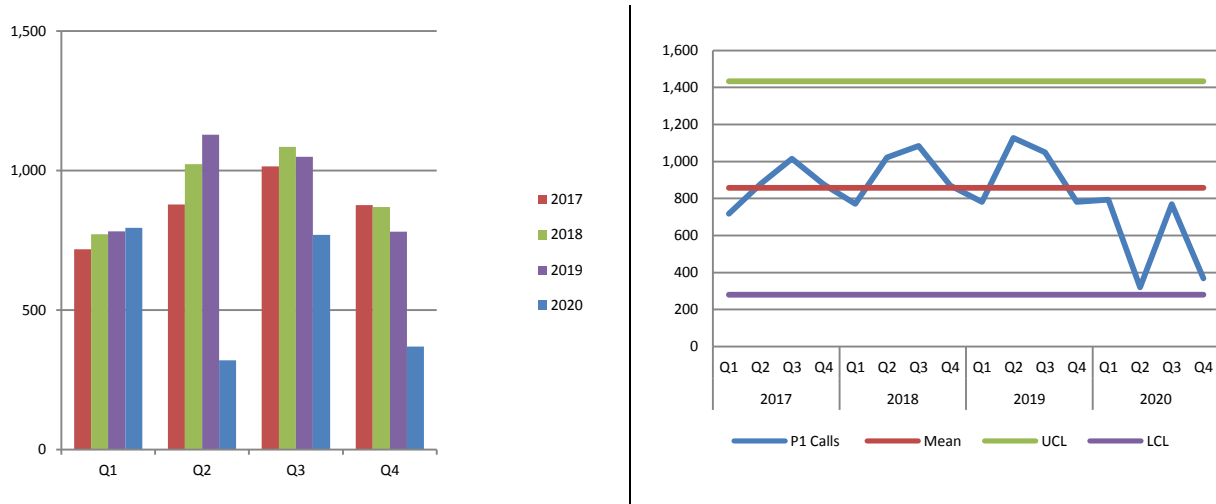


Figure 2: Priority 1 (P1) Calls for Service

In 2020, the OPS received 2,300 calls classified as P1, a 40% (-1500 calls) decline from the calls in the previous year. As a result of the pandemic the tiered response agreement between emergency services was suspended in March to limit the spread of the disease in the community. The agreement was briefly reinstated at the end of July, which resulted in an increased number of emergency calls to police in the third quarter. In the fourth quarter, the agreement was suspended again with the return to Stage 2 of the Reopening of Ontario plan. The OPS received 369 P1 calls, a decline in 400 calls from the same period in the previous year. Due to the nature of P1 calls involving bodily injury or death. Most of these calls (67%) are classified as Tiered Response or Paramedic Assistance because the Paramedic Service is the primary responding agency.

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 (above the five-year average of 94%).

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 fourth quarter, the Service exceeded the P1 response performance benchmark by arriving on scene within 15 minutes 97 percent of the time.

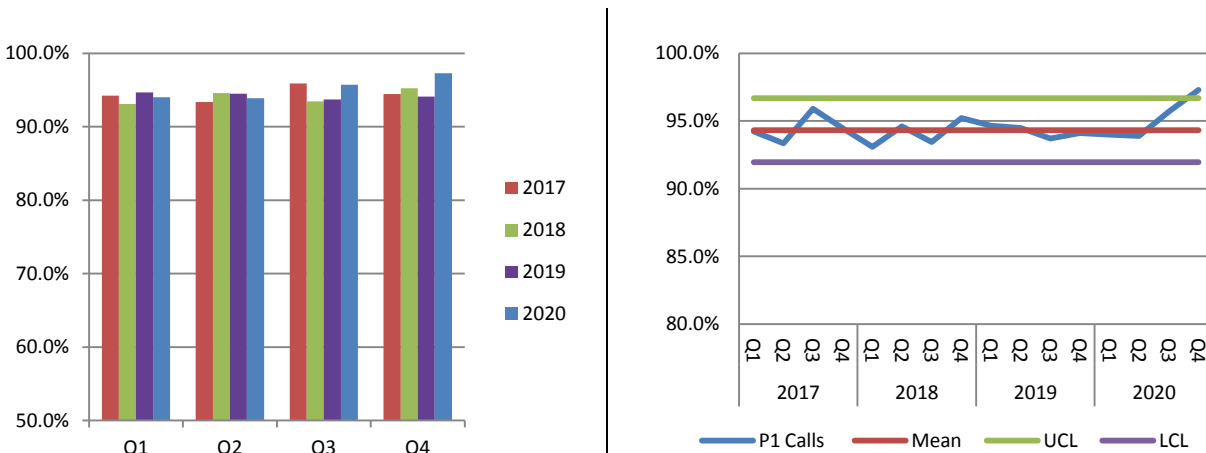


Figure 3: Priority 1 Response Performance (%)

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.

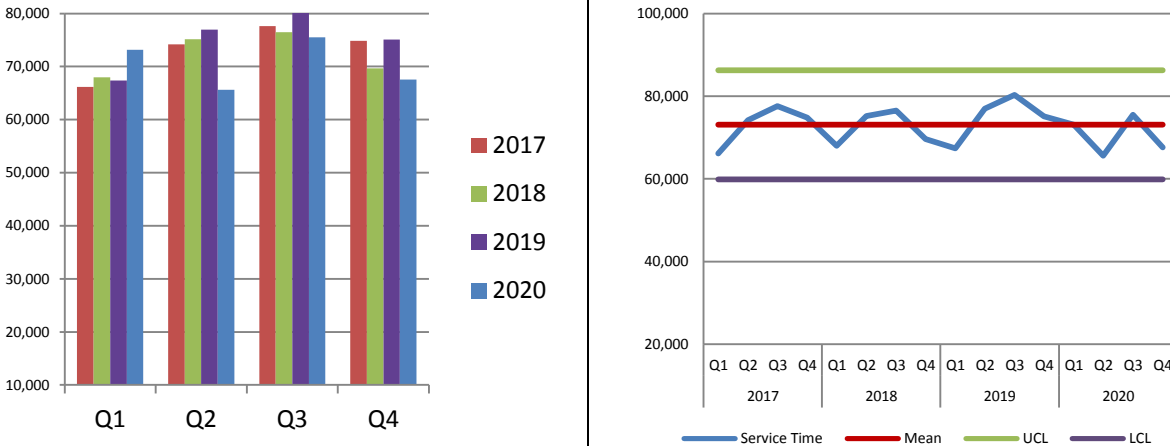


Figure 4: Service Time (Citizen Initiated, Mobile Response)

In 2020, Service Time declined by six percent to 282,000 hours compared to 300,000 hours during the previous year. Despite the decline last year, results are within three percent of the five-year average (290,000 hours) while considering the previously noted impact of the pandemic.

A closer look at the fourth quarter reveals Service Time fell ten percent to 68,000 hours. During this period there was less officer time spent responding to Collisions, Thefts, Gun and Mental Health calls. Last year shootings in Ottawa declined 60 percent to 45 incidents.

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.

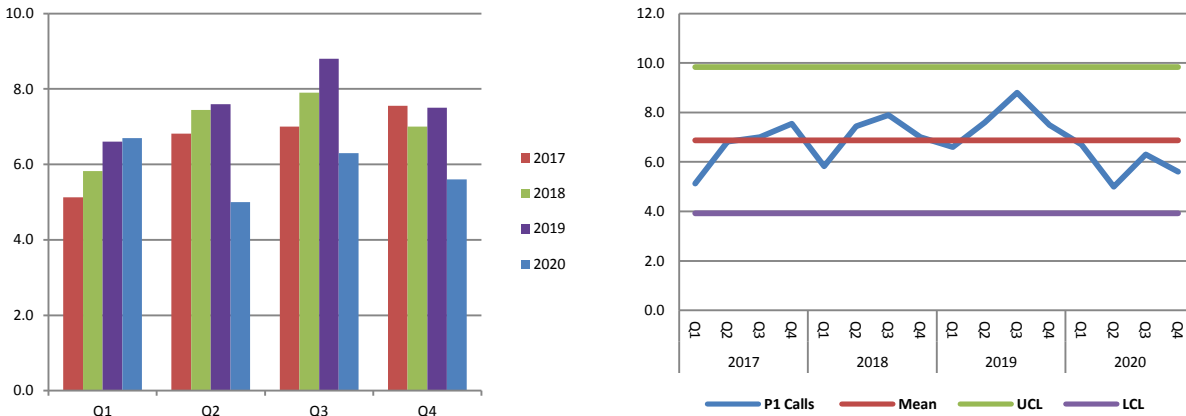


Figure 5: Number of Criminal Code Offences per Officer

The number of offences handled per officer decreased by 23 percent in 2020 compared to the previous year. This is the result of a 20% decline in number of criminal offences reported year-over-year.

Results last year have returned to pre-2017 levels; Specifically, prior to enhancements made through the OPS Service Initiative to improve access to reporting online while diverting non-emergency calls from frontline operations. Despite this decrease, Officers cleared 34 percent of all incidents, whether by charges laid or by other progressive means such as diversion techniques.

In the fourth quarter, Criminal Code of Canada offences handled per sworn member decreased by 25 percent. This can be attributed to a 22 percent decline in reported crime, to nearly 8,000 files with 35 percent cleared by charges or other means.

CONSULTATION

Not applicable

FINANCIAL IMPLICATIONS

Not applicable.

SUPPORTING DOCUMENTATION

Not applicable.

CONCLUSION

The Board will continue to receive quarterly performance updates as part of the OPS performance monitoring activities. The OPS also remains 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.

