

	<p><b>OTTAWA POLICE SERVICE</b>  <b>SERVICE DE POLICE D'OTTAWA</b></p> <p><i>Working together for a safer community</i>  <i>La sécurité de notre communauté, un travail d'équipe</i></p>	<p><b>REPORT</b>  <b>RAPPORT</b></p>
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**DATE:** 22 July 2009

**TO:** Executive Director, Ottawa Police Services Board

**FROM:** Chief of Police, Ottawa Police Service

**SUBJECT: PERFORMANCE REPORT – SECOND QUARTER**

**RECOMMENDATION**

**That the Ottawa Police Services Board receive this report for information.**

BACKGROUND

The Ottawa Police Service (OPS) monitors and evaluates information on a variety of performance metrics. The Police Service also contributes data to a number of local and provincial initiatives, including the Ontario Municipal Benchmarking Initiative (OMBI) and the Municipal Performance Measurement Project (MPMP). As part of a cooperative effort in sharing performance data, performance indicators are first presented to the Board then forwarded to the City of Ottawa for inclusion in its Quarterly Performance Reports.

DISCUSSION

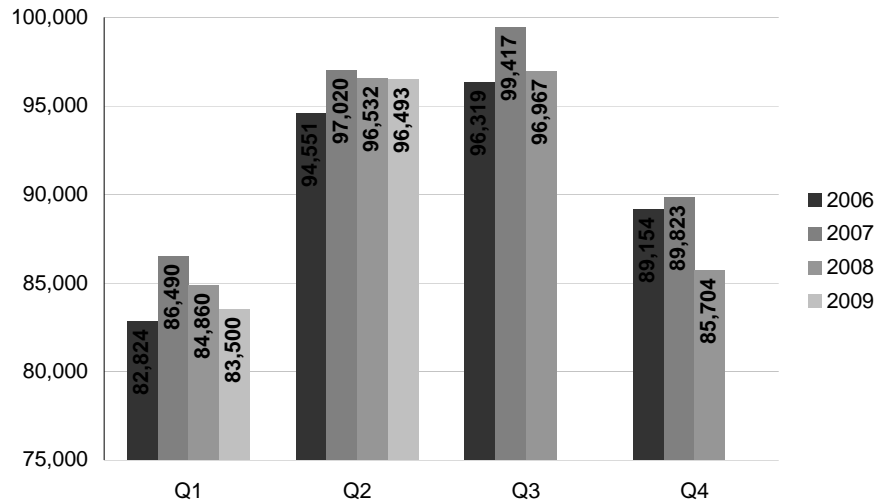
The Ottawa Police has worked with and provided selected data to the City as it proceeds with developing its performance reporting system, including:

- Total calls for police service;
- Emergency response calls for service (Priority 1);
- Response performance on Priority 1 calls (on-scene within 15 minutes, 90 percent of the time);
- Service time (citizen-initiated, mobile response calls); and,
- Number of Criminal Code Offences per sworn officer.

This information has been regularly provided to the City’s Performance Measurement Branch. The measures are also included in the annual OMBI report and the performance measurement framework launched in 2008. Second quarter metrics are now presented to the Board prior to being assembled with other city data for Council.

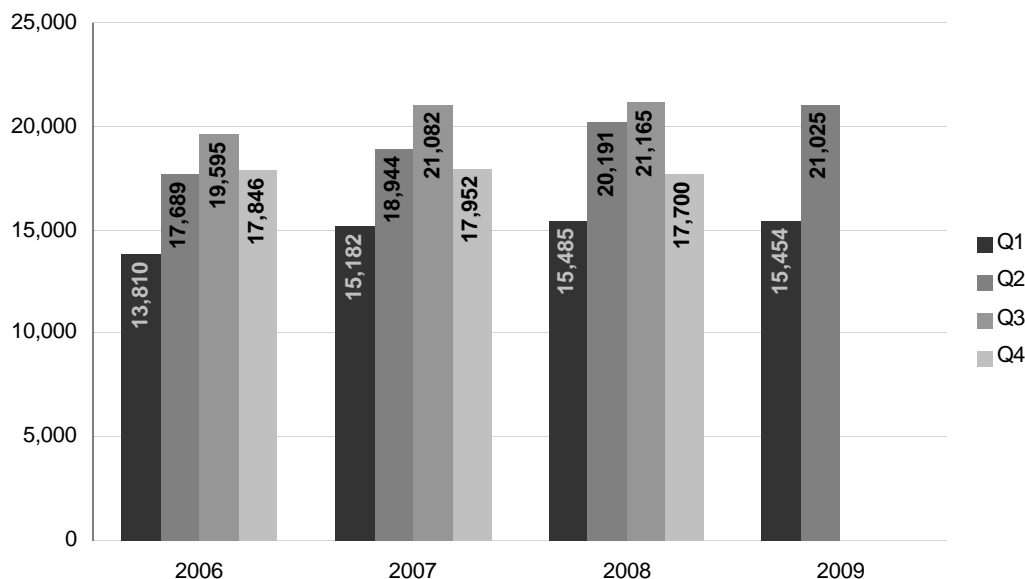
## Total Calls for Service – All Priorities

In the past five years the Ottawa Police has handled an average of 365,000 calls annually. After reaching peak call levels in 2007, the number of calls returned to historical levels in 2008. Results for the second quarter reveal that there has been virtually no change in the volume of calls compared to the same period last year.



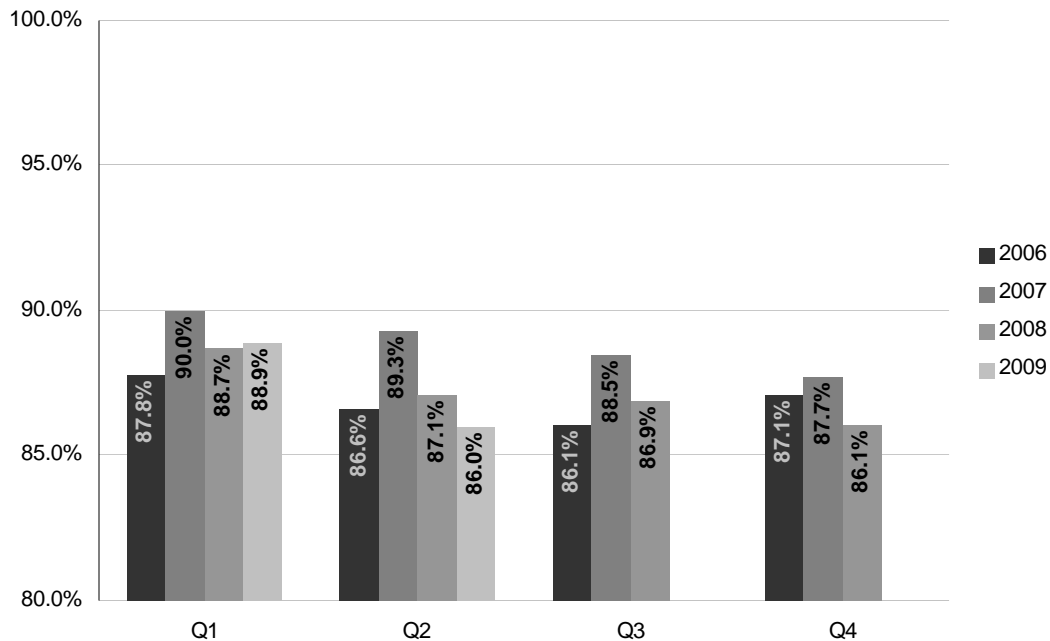
## Emergency Calls for Service (Priority 1)

After falling by 11 percent in 2005, Priority 1 call volume has climbed for the past three years to 74,541 calls in 2008. In the second quarter, emergency calls requiring an immediate on-scene police presence followed the season pattern and rose by nearly 1,000 calls (4%) to 21,025 citywide. Across the City of Ottawa, all three Patrol Divisions showed an increase in emergency call volume in the second quarter, including: West Division (7%); Central Division (1%); and, East Division (5%). The corresponding final call types that show the greatest increase over the past quarter include: Admin Assist Other Agency (299), Traffic Complaints (278), and Mischief to Property (178).



## Priority 1 Response Performance

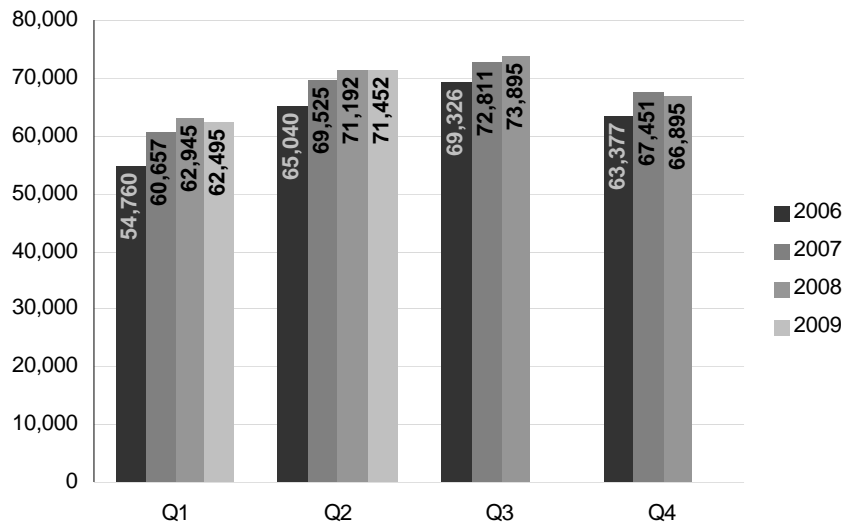
The Ottawa Police aims to respond to Priority 1 calls for service within 15 minutes 90 percent of the time, citywide. For the past four years response performance has fluctuated between 87 to 90 percent. Call volume, travel time, and available resources most influence police response.



Over the past five years, patrol officers have arrived on scene to emergency calls within 15 minutes, 87 percent of the time in the second quarter. While response performance declined in the second quarter, at 86 percent, it does follow the seasonal pattern and is in-line with the average for the past five years when excluding 2007 results (it is becoming evident that the results achieved in 2007 appear to be an anomaly). Response performance may have reached an operational optimum under the current schedule, structure, staffing level, and call volumes.

## Service Time (Citizen-Initiated, Mobile Response Calls for Service)

Service Time refers to the cumulative amount of time, in hours, officers spend responding to and dealing with calls for service from the public. Service Time is used for operational planning and deployment of personnel.

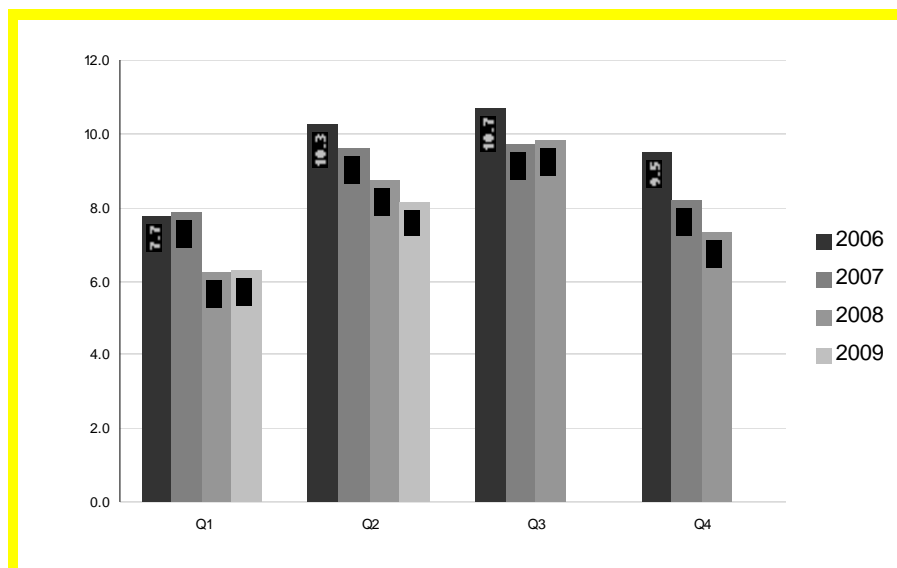


Growing by 14 percent from the first to second quarter, workload is traditionally lower in the winter months with seasonality influencing call volume and criminal behaviour. Compared to the same period last year, service time for the second quarter shows nominal change.

#### Number of *Criminal Code* Offences Handled per Police Officer

The number of reported *Criminal Code of Canada* incidents prorated over the number of sworn personnel is one indication of workload. This, of course, does not capture the entire scope of police operations, including proactive initiatives, assistance to victims of crime, traffic enforcement/*Highway Traffic Act* violations, street checks, and other community and public safety activities.

Since 2005, the total number of Non-Traffic, *Criminal Code of Canada* offences has declined by more than 13 percent, while the number of authorized sworn officers has increased by 105, resulting in fewer offences handled per officer.



With roughly 300 fewer *Criminal Code* offences in the second quarter this year, the number of *Criminal Code* offences per officer fell by seven percent from the same period in 2008.

## CONCLUSION

The full 2008 Crime, Police, and Traffic Statistics report was presented to the Board and released to the public in May 2009. The Board will continue to receive quarterly performance updates as part of the performance measurement framework contained in the 2007-2009 Business Plan.

In addition, Ottawa Police representatives will continue to serve on the OMBI Police Expert Panel, the national Police Information and Statistics (POLIS) Committee, and other venues that contribute to the ongoing discussion, improvement, and transparency of police performance measures.

*(original signed by)*

Randy Mar  
Director of Corporate Planning

*(original signed by)*

Vern White  
Chief of Police