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CRIME, POLICE, AND TRAFFIC STATISTICS REPORT



PLANNING, PERFORMANCE, AND ANALYTICS SECTION
MAY 2011

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OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA

Working together for a safer community
La sécurité de notre communauté, un travail d'équipe

About This Report

The Crime, Police, and Traffic Statistics report presents a snapshot of police activity for the period of **January 1, 2010 to December 31, 2010**.

This report examines all founded Criminal Code of Canada offences that were reported to the Ottawa Police over the last three years. Offences have been categorized according to the Uniform Crime Reporting (UCR) Survey version 2.2. Counts for each offence classification are based on the most serious offence in an incident. A rate per 100,000-population is used to control for variation in population size in order to provide a more equitable comparison from year to year and across jurisdictions.

Please visit ottawapolice.ca for additional information on our organization or contact the Planning, Performance, and Analytics Section by email at Planning@ottawapolice.ca. Specific inquiries about the information contained in this report may be directed to the Planning, Performance, and Analytics Section, (613) 236-1222, ext.: 5456.

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2010 Highlights

- In the past year, the level of reported crime in the City of Ottawa has fallen by nearly five percent, to 37,579 *Criminal Code of Canada* offences.
- The solvency rate for total *Criminal Code* offences, excluding traffic, improved three percentage points to 40 percent citywide.
- Last year nearly 11,000 adults and 1,200 youth were charged with Criminal Code of Canada Offences. More than 2,500 youth were also apprehended and not charged, but processed by other means (PBOM) being streamed into diversion programs under the Youth Criminal Justice Act (YCJA).
- The level of violent crime dropped by six percent in 2010, the result of fewer robberies (-18%) and assaults (-4%).
- The volume of break and enter offences declined nine percent in 2010, while the solvency rate has improved by six percentage points to 30 percent.
- Impaired operation of a motor vehicle charges rose by three percent (20 incidents) in 2010 to roughly 750 offences. Last year the Ottawa police conducted 112 Reduce Impaired Driving Everywhere (RIDE) programs, stopping 26,840 vehicles, and administering 375 roadside demands (alcotest).
- In the past three years the Ottawa Police handled an average of 372,000 calls annually. Last year, the number of calls received by the OPS grew by six percent, to over 386,000.
- The number of emergency response calls characterized as crimes in progress or life threatening situation has continued to rise, climbing by one percent from the previous year to more than 79,000 calls.
- Average response times for emergency calls citywide improved slightly with Ottawa Police Officers arriving on scene in 10 minutes - 25 seconds faster than in 2009.
- Response performance to Priority 1 calls continues to be near the benchmark of 90 percent, with an on-scene police presence within 15 minutes, nearly 88 percent of the time.
- The Ottawa Police issued over 150,000 traffic violations in 2010, a two percent increase over the previous year. Documents and equipment violations, such as fail to surrender insurance card and drive motor vehicle without valid permit, accounted for 61 percent of total violations.

Ottawa Police Solvency

Investigating crimes, solving cases, and apprehending criminals are expected of the Ottawa Police by all residents.

Criminal Code offences can be 'cleared' in one of two ways; either in the laying of a charge or they can be 'cleared otherwise'. Both methods of clearing offences follow strict guidelines. Cleared Otherwise covers a number of acceptable grounds for not charging an individual such as death of the accused, diplomatic immunity, accused being less than 12 years of age, complainant declines to lay charges, or diversionary programs.

Solvency, expressed as a percent, is an often-used measure of police performance and is calculated using the following formula:

$$\frac{\text{Incidents 'Cleared by Charge' + Incidents 'Cleared Otherwise'}}{\text{Total Actual Reported CCC Incidents}} \times 100 = \text{Solvency Rate}$$

Solvency should not be confused with the conviction rate and associated sentencing which is determined within the criminal justice system by the courts.

Ottawa Police solvency has increased each year, for the past five years. It is important to note that the solvency rate is reset to zero at the beginning of each calendar year, and each new criminal incident brings with it a completely new set of circumstances and investigative challenges. As a result, there are no guarantees that the previous year's clearance rate can be repeated. Conversely, it can certainly be improved upon or exceeded.

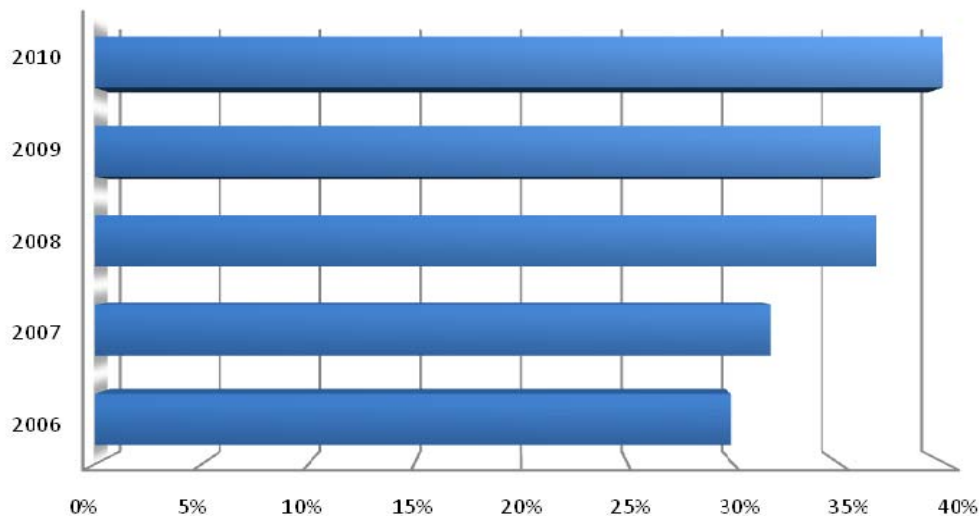


Figure 1: Ottawa Police Solvency

Some of the recent improvements in solvency have resulted from internal reviews of investigative activities under the Criminal Investigative Services (CIS) Enhancement Project, along with the use of

Social Media in investigations, together with expanded awareness and success of the Crime Stoppers tip program.

Weighted Clearance Rates, based on the national Crime Severity Index developed by the Canadian Centre for Justice Statistics (CCJS), are published annually by Statistics Canada.

Annual Crime Trends and Statistics

This report examines all founded *Criminal Code of Canada* offences reported to the Ottawa Police over the last 3 years. Offences have been categorized according to the Uniform Crime Reporting (UCR) Survey version 2.2. The crime statistics published in this report are accurate on the day that they were produced. Due to ongoing police investigations and internal data quality control efforts, this information is subject to change, including addition, deletion and reclassification of any and all data.

Over the past three years, the level of reported crime in the City of Ottawa has fallen by nearly nine percent or 3,400 offences, to 37,579 *Criminal Code of Canada* Offences. During the same period, the number of files solved by the Ottawa Police Service has risen by three percentage points to 40 percent.

Table 1: Key Crime Trends

Offence	2009			2010			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Crimes Against The Person	5,849	643.9	67.0%	5,503	599.7	64.6%	5,793.7	-5.9%
Crimes Against Property	30,035	3,306.2	25.2%	27,446	2,991.2	26.2%	29,407.3	-8.6%
Other Criminal Code of Canada Offences	3,578	393.9	86.4%	4,630	504.6	90.7%	4,136.0	29.4%
Total CCC Offences Excl. Traffic	39,462	4,343.9	36.9%	37,579	4,095.5	39.8%	39,337.0	-4.8%
Criminal Code Traffic Offences	2,806	308.9	36.1%	2,678	291.9	37.9%	2,762.0	-4.6%
Total CCC Offences Incl. Traffic	42,268	4,652.8	36.9%	40,257	4,387.3	39.7%	42,099.0	-4.8%

(1) Rate is calculated per 100,000 of population. As provided by the City of Ottawa's Planning and Growth Management Department, the population for 2009 was 908,441 and for 2010 was 917,571

(2) 3 Year Average and %Change are based on actual values

In 2010, the number of *Criminal Code of Canada Offences* continued to decline, falling by nearly five percent. The trend is attributed to a six percent decline in crimes against the person and a nine percent decline in crimes against property.

Historically, property crimes account for approximately 75 percent of all reported crimes in the City. The solvency rate for crimes against the person fell by two percentage points in 2010 to 65 percent; while, crimes against property improved by one percentage point to 26 percent. The solvency rate for other *Criminal Code* violations (91%) remains high because of the charge rate of administration of justice offences such as bail violations and breach of probation.

Crimes Against the Person

In 2010 the number of violent crimes reported to the Ottawa Police Service fell by six percent, or 350 incidents. The decline has been driven by a 20 percent drop in the number of robberies (-149), and a four percent decline in assaults, including sexual assaults (-143).

The most serious violent crimes rose in 2010, including: homicides (40%) and attempted murder (17%). In the past 10 years the Ottawa Police Service has solved nearly 90 percent of all homicides in the city.

In 2010 there were 14 homicides; however, included in the total number of homicides last year were two historical incidents from 1990 and 2003 that were otherwise unknown and unreported to the Ottawa Police. These incidents were discovered collaterally to a 2010 homicide investigation where a suspect was arrested and charged with the three separate murders. Last year 15 homicide cases were solved (107%).

Table 2: Crimes Against the Person

Offence	2009			2010			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Homicide (Incidents)	10	1.1	80.0%	14	1.5	107.1%	11.7	40.0%
Attempted Murder	12	1.3	83.3%	14	1.5	100.0%	13.7	16.7%
Robbery	819	90.2	39.3%	670	73.0	34.0%	749.0	-18.2%
Assault (Incl. Sexual Assaults)	3,486	383.7	75.2%	3,343	364.3	73.9%	3,447.0	-4.1%
Other Sexual Offences	29	3.2	75.9%	40	4.4	80.0%	34.7	37.9%
Abduction	102	11.2	96.1%	66	7.2	74.2%	101.7	-35.3%
Uttering Threats or Intimidation	502	55.3	80.3%	484	52.7	78.7%	501.3	-3.6%
Other Offences	889	97.9	48.7%	872	95.0	42.1%	934.7	-1.9%
Crimes Against The Person	5,849	643.9	67.0%	5,503	599.7	64.6%	5,793.7	-5.9%

(1) Rate is calculated per 100,000 of population. As provided by the City of Ottawa's Planning and Growth Management Department, the population for 2009 was 908,441 and for 2010 was 917,571

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Crimes Against Property

In the past three years the number of property crimes has fallen by over 3,000 offences, declining by nearly nine percent in the last year. After remaining constant for the past two years, the solvency rate for property crimes has risen by one percentage point in 2010 to 26 percent. The decline in property crimes has been the result of fewer offences in nearly all categories, with the exception of possession of stolen goods.

Table 3: Crimes Against Property

Offence	2009			2010			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Break and Enter	3,179	349.9	24.2%	2,893	315.3	30.2%	3,192.0	-9.0%
Theft - Motor Vehicle	1,759	193.6	12.8%	1,224	133.4	13.3%	1,575.0	-30.4%
Theft Over \$5000	255	28.1	20.8%	254	27.7	19.3%	251.7	-0.4%
Theft \$5000 and Under	14,317	1,576.0	26.8%	13,721	1,495.4	27.3%	13,918.3	-4.2%
Possession of Stolen Goods	476	52.4	96.0%	497	54.2	97.2%	479.7	4.4%
Fraud	2,559	281.7	36.3%	2,548	277.7	33.9%	2,675.7	-0.4%
Mischief	7,269	800.2	17.3%	6,123	667.3	16.3%	7,114.3	-15.8%
Arson	221	24.3	12.7%	186	20.3	12.9%	200.7	-15.8%
Total Crimes Against Property	30,035	3,306.2	25.2%	27,446	2,991.2	26.2%	29,407.3	-8.6%

(1) Rate is calculated per 100,000 of population. As provided by the City of Ottawa's Planning and Growth Management Department, the population for 2009 was 908,441 and for 2010 was 917,571

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Declining by nine percent or nearly 300 incidents between 2009 and 2010, there were 2,893 break and enter offences in the City of Ottawa last year. Recommendations from the Strategic Deployment Project (SDP) brought about improvements to the command structure and deployment of the Break and Enter Unit. The specialized Break and Enter Unit consists of a 16 member team led by a Staff Sergeant, assigned to cover all areas of the City.

Break and enter offences are commonly committed by repeat offenders. Research has identified that a small number of individuals are responsible for committing the majority of offences. Partnerships within the Police Service and with the Crown Attorney's Office have contributed to the success of the Break and Enter Unit reducing the number of crimes and improving the number of cases solved. For instance, the Forensic Identification Unit and Scene of Crime Officers are now routinely attending the scenes of break and enters in order to obtain DNA evidence. In turn, the Break and Enter Unit investigators can write and execute DNA warrants to obtain DNA samples from suspects. This information is integral to establishing strong cases and connecting incidents to offenders. In addition, working with the Crime and Intelligence Analysis Unit (CIAU), the break and enter team is able to identify patterns and trends in cases, enhancing the investigative process and leading to an increase in arrests and solvency. The Break and Enter Unit has also been working with the Crown Attorney's Office to increase the use of victim impact statements in order to ensure longer sentences for offenders.

With these enhancements, the Ottawa Police has achieved significant improvements in the number of break and enter cases solved. In the past year, the solvency rate has climbed by six percentage points to 30 percent citywide.

Theft under \$5,000 accounts for 50 percent of all crimes against the property. After rising by five percent (+600) in 2009, the number of theft under \$5,000 incidents declined by the same amount in 2010. Last year, the Ottawa Police solved 27 percent of all incidents of theft \$5,000 and under.

Other Criminal Code of Canada Offences

In 2010, other *Criminal Code of Canada* offences rose by 29 percent from the previous year to over 4,600 incidents. The increase can be attributed to the process of capturing fail to appear charges. In 2009 it was identified that the Ottawa Police Service was not capturing this information consistently with other agencies. In partnership with the Information Technology Section, Records Management Section, and consultation with stakeholders, a business case was developed and approved to facilitate a change in how the organization records these offences.

Previously, failing to appear for court and failing to appear for fingerprint charges were considered secondary offences. Now consistent with the process of other agencies in Canada, a new incident is created and cleared as charged for each offence. The impact has been a four percentage point improvement in the number of Other *Criminal Code of Canada* Offences solved.

Table 4: Other Criminal Code of Canada Offences

Offence	2009			2010			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Offensive Weapons	183	20.1	82.0%	186	20.3	81.2%	196.3	1.6%
Bail Violations	1,548	170.4	99.4%	1,636	178.3	97.3%	1,701.0	5.7%
Counterfeiting Currency	110	12.1	12.7%	56	6.1	1.8%	110.0	-49.1%
Breach Probation	234	25.8	98.3%	242	26.4	97.9%	246.0	3.4%
Threats via the Internet	141	15.5	46.8%	101	11.0	43.6%	132.7	-28.4%
Prostitution	50	5.5	100.0%	31	3.4	90.3%	52.0	-38.0%
Other Criminal Code Offences	1,312	144.4	79.5%	2,378	259.2	90.2%	1,698.0	81.2%
Total Other CCC Offences	3578	393.9	86.4%	4,630	504.6	90.7%	4,136.0	29.4%

(1) Rate is calculated per 100,000 of population. As provided by the City of Ottawa's Planning and Growth Management Department, the population for 2009 was 908,441 and for 2010 was 917,571

(2) 3 Year Average and %Change are based on actual values

The solvency rate for other *Criminal Code* violations (91%) remains high because of the charge rate of administration of justice offences such as bail violations (97%) and breach of probation (97%). The only offence category to display an increase in 2010 was offensive weapons incidents, rising by three incidents or two percent.

Criminal Code Traffic Offences

Following an increase in recent years, the number of *Criminal Code of Canada* traffic offences dealt with by the Ottawa Police declined in 2010. The decline may be attributed to fewer dangerous operation of a motor vehicle (-12%), failure to stop or remain (-7%), and driving a motor vehicle while prohibited (-9%) offences. Although there was an overall decline in Criminal Code Traffic offences, impaired operation of a motor vehicle charges rose by three percent or approximately 20 incidents.

Table 5: Criminal Code Traffic Offences

Offence	2009			2010			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Dangerous Operation of Motor Vehicle	129	14.2	92.2%	113	12.3	87.6%	120.7	-12.4%
Impaired Operation of Vehicle	730	80.4	99.5%	748	81.5	100.1%	757.0	2.5%
Failure to Stop or Remain	1,854	204.1	4.2%	1,734	189.0	4.8%	1,801.0	-6.5%
Driving Motor Vehicle While Prohibited	76	8.4	98.7%	69	7.5	101.4%	69.7	-9.2%
Other Criminal Code Offences	17	1.9	82.4%	14	1.5	92.9%	13.7	-17.6%
Total Criminal Code Traffic Offences	2,806	308.9	36.1%	2,678	291.9	37.9%	2,762.0	-4.6%

(1) Rate is calculated per 100,000 of population. As provided by the City of Ottawa's Planning and Growth Management Department, the population for 2009 was 908,441 and for 2010 was 917,571

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The increase in number of impaired offences are the result of proactive enforcement by Ottawa Police Officers and programs such as "Operation Lookout" that encourage the public to report impaired drivers by calling 9-1-1 and relay pertinent details to allow police to intervene when there are drivers suspected of being under the influence. Residents are encouraged to remain vigilant looking for impaired drivers in order to improve the safety of our roadways. Additionally, in 2010 the Ottawa police conducted 112 Reduce Impaired Driving Everywhere (RIDE) programs, stopping 26,840 vehicles, and administering 375 roadside demands (alcotest).

The solvency rate for Criminal Code traffic offences (38%) improved by nearly two percentage points last year. Accounting for 65 percent of all traffic offences, the low charge rate for failure to stop or remain offences has a negative impact on the overall clearance rate. The challenge remains that suspects of failure to stop or remain offences have left the scene of the crime.

Other Traffic Offences

Since 2003, the Ottawa Police Service has worked in cooperation with Ottawa Public Health and Ottawa Public Works as part of the Integrated Road Safety Program (IRSP). The ISRP is committed to promoting road safety in order to make Ottawa roads safer for residents. The program uses a **3E** approach to road safety - Engineering, Enforcement and Education.

Each month the Selective Traffic Enforcement Program (STEP) has been profiling and enforcing two initiatives that target specific traffic safety priorities. These initiatives support larger IRSP public awareness and enforcement campaigns. Over 150,000 traffic violations were issued by members of the

Ottawa Police Service in 2010, a two percent increase over the previous year. Documents and equipment violations, such as fail to surrender insurance card and drive motor vehicle without valid permit, accounted for 61 percent of total violations. Moving violations, such as speed offences, accounted for 39 percent of all violations last year.

Although the number of traffic violations continues to increase, the number of charges laid for traffic violations actually declined, falling by nine percent, or 7,000 charges, last year. This is primarily due to a 14 percent increase in warnings issued by Ottawa Police Officers.

Table 6: Other Traffic Offences

Statute	2009		2010		3-year Average	% Change 2009-2010
	Actual	Rate (1)	Actual	Rate (1)		
Highway Traffic Act	106,406	11,713.7	108,612	11,836.9	106,803	2.1%
Other Provincial / Municipal Offences	40,875	4,499.7	41,668	4,541.1	41,068	1.9%
Total	147,281	16,213.4	150,280	16,378.0	147,871	2.0%

(1) Rate is calculated per 100,000 of population. As provided by the City of Ottawa's Planning and Growth Management Department, the population for 2009 was 908,441 and for 2010 was 917,571

(2) 3 Year Average and %Change are based on actual values

In 2010 the numbers of fatalities on public roadways in Ottawa increased by eight fatal collisions (36%) to 30 and resulted in 34 deaths. Despite an increase in fatal collisions, the overall number of collisions and injuries both decreased by nearly four percent. The City of Ottawa maintains city wide collision data and is currently compiling their annual Collision Statistics Report. The report, which is expected to be released in the spring, will offer collision trends, high incident locations and identify contributing factors to collisions.

Table 7: Reportable Traffic Collisions (3)

Public Roadways	2009		2010		3 year Average (2)	% Change 2009-2010 (2)
	Actual	Rate (1)	Actual	Rate (1)		
Fatal Collisions	22	2.4	30	3.3	23	36.4%
Collisions with Injuries	2,732	303.8	2,623	287.6	2,728	-4.0%
Collisions with Property Damage	11,169	1,242.1	10,738	1,177.4	11,059	-3.9%
Public Roadway Collisions	13,923	1,548.4	13,391	1,468.3	13,810	-3.8%
Traffic Fatalities	25	2.8	34	3.7	27	36.0%
Serious Injuries	151	16.8	124	13.6	140	-17.9%
Minor / Minimal Injuries	3,471	386.0	3,351	367.4	3,478	-3.5%
Total Injuries Resulting from Collisions	3,647	405.6	3,509	384.8	3,645	-3.8%

(1) Rate is calculated per 100,000 of population. As provided by the City of Ottawa's Planning and Growth Management Department, the population for 2009 was 908,441 and for 2010 was 917,571

(2) 3 Year Average and %Change are based on actual values

(3) Collision & Injury Data is supplied by the City of Ottawa, Traffic & Parking Operations Branch and includes only motor vehicle collisions attended by the Ottawa Police Service on public roadways. The data does not include collisions on private property or those collisions attended by RCMP or OPP.

Drug Offences

The number of drug offences rose slightly in 2010 to nearly 1,500 offences. The rise may be attributed to a nine percent increase in cannabis offences (+80). The solvency rate for drug related offences remains high, with 98 percent of all cases solved. Drug Unit members executed 16 Controlled Drug and Substance Act (CDSA) search warrants for indoor marijuana grow operations, seizing 7,687 plants with a potential street value of \$76,870.00. The team also attended 16 outdoor locations seizing 1,350 plants with a potential street value of \$13,500.00.

Last year the Drug Unit also investigated and seized numerous opiates, including: Oxycodone, Oxycontin, Morphine, Codeine, Dilaudid, Trazadone, Hydromorphone, Hydromorphine, MS Contin and their generic derivatives. The total street value of opiates seized was nearly \$15 million dollars.

Table 8: Drug Offences

Offence	2009			2010			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Cannabis	959	105.6	98.4%	1,043	113.7	98.8%	1,022.3	8.8%
Ecstasy (Methylenedioxyamphetamine)	12	1.3	100.0%	13	1.4	100.0%	9.0	8.3%
Crystal Meth (Methamphetamine)	1	0.1	100.0%	2	0.2	100.0%	1.0	100.0%
Heroin	1	0.1	100.0%	7	0.8	57.1%	4.3	600.0%
Cocaine	412	45.4	97.3%	326	35.5	97.2%	457.0	-20.9%
Other Controlled Drugs and Substances	91	10.0	96.7%	103	11.2	99.0%	102.3	13.2%
Total Drug Offences	1,476	162.5	98.0%	1,494	162.8	98.3%	1,596.0	1.2%

(1) Rate is calculated per 100,000 of population. As provided by the City of Ottawa's Planning and Growth Management Department, the population for 2009 was 908,441 and for 2010 was 917,571

(2) 3 Year Average and %Change are based on actual values

Between February 2009 and March 2010, the Ottawa Police Service Drug Unit was the lead agency in Project MIDNIGHT. This drug investigation was a Joint Forces Operation (JFO) involving the Royal Canadian Mounted Police (RCMP), Ottawa Police Service (OPS), the Ontario Provincial Police (OPP) and the Service de Police de la Ville de Montréal (SPVM).

Project MIDNIGHT involved targeting members of a previously identified criminal organization based in Ottawa involved in the trafficking and distribution of Controlled Substances within the National Capital Region. During the course of this investigation, various investigative techniques were used in order to confirm that the members of this organization were responsible for the distribution of at least 100 kilograms of cocaine (street value: \$10,000,000.00) onto the streets of the City of Ottawa during a twelve month period. It was during the final stages of this investigation that a group of individuals living in the City of Montréal were identified as being responsible for the supply of this cocaine to the Ottawa group.

This investigation resulted in a total of 68 charges laid against 10 individuals which included conspiracy to traffic controlled substances, possession of controlled substances for the purpose of trafficking, trafficking controlled substances, participating in a criminal organization and possession of proceeds of crime. These charges have also led to proactive and ongoing proceeds of crime investigation which has resulted in the seizures of various assets belonging to the members of this criminal organization such as vehicles, bank accounts and properties.

Project MIDNIGHT was successful in disrupting the distribution of large amounts of Cocaine and Hashish destined for National Capital Region as well as smaller outlying areas and rural communities. The total street value of all drugs seized in 2010 was nearly 29 million dollars.

Calls for Service

In the past three years the Ottawa Police handled an average of 372,000 calls annually. Last year, the number of calls received by the OPS grew by six percent, to over 386,000 calls.

The number of emergency response calls (crime in progress or life threatening situation) has continued to rise over the past three years, growing by roughly one percent (+1,000) in 2010 to over 77,000 calls.

Non-emergency, or Priority 2 calls, represent roughly 60 percent of requests for service received by the Police Service. Priority 2 calls are considered urgent but not-life threatening situations. For example, this may include crimes not in progress where witnesses are waiting at the scene, situations where evidence can be gathered, or where a police presence at the scene of an incident is necessary. The number of Priority 2 calls grew by nine percent last year. The increase may be attributed to a rise in 9-1-1 calls determined to be non-emergencies, known as Alternative Response (+39%)

Priority 3 calls (non-urgent and other inquiries) represent 22 percent of all calls for service, and remained virtually unchanged for the second year in a row.

Table 9: Calls for Service

Offence		2009	2010	3 Year Average (2)	%Change (2)
Priority 1	Mobile Response	78,289	79,199	78,047	1.2%
	Alternative Response	33	22	31	-33.3%
	Total	78,322	79,221	78,078	1.1%
Priority 2	Mobile Response	168,636	171,835	171,655	1.9%
	Alternative Response	42,080	58,452	45,390	38.9%
	Total	210,716	230,287	217,045	9.3%
Priority 3	Mobile Response	28,009	27,392	27,451	-2.2%
	Alternative Response	47,300	47,633	47,737	0.7%
	Total	75,309	75,025	75,188	-0.4%
Priority 4	Mobile Response	786	690	789	-12.2%
	Alternative Response	880	1,104	1,033	25.5%
	Total	1,666	1,794	1,821	7.7%
All Priorities	Total Mobile Response	275,720	279,116	277,942	1.2%
	Total Alternative Response	90,298	107,211	94,194	18.7%
	Total Calls For Service	366,013	386,327	372,132	5.6%

(2) The 3-Year Average and %Change are based on the actual values.

Priority 1: Actual or potential danger for bodily injury or death. An officer requires immediate assistance, crimes in progress or imminent.

Priority 2: Crimes not in progress where witnesses are on scene; Crimes not in progress where evidence can be collected at the scene; All Break & Enters not in progress; Motor Vehicle Collisions where no injuries and meeting mobile dispatch criteria; All calls of a non-emergency nature where police presence at the scene is necessitated.

Priority 3: There is no physical evidence to gather; There is no injury or potential for injury; The suspect is not known and there is little likelihood of apprehension; 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; The complainant is comfortable with reporting the incident over the phone.

Priority 4: Calls for property pickup will be entered as a Priority 4 unless any of the following criteria apply: The property to pickup is a firearm, ammunition or drugs; There is information that the property may be linked or involved in an on-going investigation; The property is of a suspicious nature or may be of evidentiary value; Dependant upon the recovered property, the complainant is concerned with their personal safety and is not satisfied with a delayed response.

Call Response

Response time, otherwise known as total response duration, refers to the accumulated time from when a call is received to when the first officer arrives on scene. Citywide, the Ottawa Police arrived on-scene to emergency calls in an average of 10 minutes in 2010 – two percent faster than the previous year. Response times to non-emergency calls also improved last year (9%), with officers far exceeding the benchmark of two hours and arriving on scene within 35 minutes on average.

Table 10: Response Time by Priority

Priority Level	2009	2010	3-Year Average (2)	% Change 2009 – 2010 (2)
Priority 1	10.4	10.0	10.2	-2.1%
Priority 2	38.3	35.0	36.2	-8.7%
Priority 3	21.1	21.1	21.7	-0.2%

The Ottawa Police aims to respond to Priority 1 calls for service within 15 minutes 90 percent of the time, citywide. For the past three years response performance has held constant at roughly 87 percent. Call volume, travel time, and available resources most influence police response. In 2010, Ottawa Police performance responding to emergency calls improved slightly, approaching 88 percent citywide.

make the right call!

9-1-1  Life-threatening Emergency or Crime in Progress

613-230-6211
Other Emergencies

613-236-1222, ext. 7300
TTY  **613-760-8100**
Call Centre: To report a theft, property damage, missing person or stolen vehicle.

613-236-1222
TTY  **613-232-1123**
Community Police Centres and all other enquiries

Non-emergency or Priority 2 response performance also improved slightly last year and continues to remain in line with the three-year average. The Ottawa Police responded to all Priority 2 calls within two hours nearly 96 percent of time in 2010. The Ottawa Police continues to achieve the defined operational response standards for Priority 3 and 4 calls for service, remaining unchanged from the previous year.

Table 11: Response Performance by Priority

Priority Level	Performance Target	2009	2010	3-Year Average (2)	%Change 2009-2010 (2)
Priority 1	Response within 15 minutes, 90% of the time	87.2%	87.6%	87.3%	0.4%
Priority 2	Response within 2 hours, 100% of the time	94.3%	95.6%	95.0%	0.14%
Priority 3	Response within 24 hours, 100% of the time	99.9%	99.9%	99.9%	-
Priority 4	Response within 2 weeks, 100% of the time	100.0%	100.0%	100.0%	-

Available On Our Website:

In addition to an Ottawa Police organizational chart and jurisdiction map (including contact information of all Divisional Police Stations and Community Police Centres), the Ottawa Police Service provides detailed information to the community on crime activity and occurrences at ottawapolice.ca.

Listed under the **Crime Files** section, visit **Crime in Ottawa** for any of the following:

- Ottawa Crime, a Google-based crime-mapping tool that shows the distribution of police calls for service across the City of Ottawa by crime type; and,
- Annual Crime, Police, and Traffic Statistics Report by City of Ottawa Ward.

Members of the public are also encouraged to access the Media Room to view news releases and crime alerts at ottawapolice.ca. You can also take advantage of our Subscription Centre if you would like to be automatically notified by e-mail each time a new media release or crime alert is posted on this Website.

The Ottawa Police Service remains committed to enhancing our online presence through the use of social media tools in order to improve how we share and communicate information with the community. Residents may look forward to an OPS social media launch in 2011!

