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2011

CRIME, POLICE, AND TRAFFIC STATISTICS REPORT



Planning, Performance & Analytics Section
MAY 2012

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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-related activity for the period of **01 January 2011 to 31 December 2011**.

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 changes 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 & Analytics Section by email at Planning@ottawapolice.ca. Specific inquiries about the information contained in this report may be directed to the Planning, Performance & Analytics Section, (613) 236-1222, ext. 5456.

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2011 Highlights

- With 36,622 reported *Criminal Code of Canada* offences in the City of Ottawa, the level of crime fell by over two percent in the past year (- 860 incidents).
- The City's crime rate was 3,950 criminal offences per 100,000 population, down from 4,085 in 2010.
- Four in ten crimes were solved in 2011, with two-thirds of homicides solved by early 2012. The overall solvency rate for total *Criminal Code* offences (excluding traffic) remained consistent year-over-year at 39 percent citywide.
- Over 8,000 adults and 900 youth were charged with Criminal Code of Canada Offences. Nearly 400 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).
- Violent crime dropped by nearly five percent in 2011 (from 5,495 to 5,245), the result of fewer assaults (-4%), threats and intimidation (-20%), and homicides (-14%).
- In 2011, there were 11 homicides, down from the 14¹ that were reported in 2010. Robberies however, increased by six percent, up 40 incidents to 712.
- In the past three years the number of property crimes has fallen by over 3,000 offences, declining marginally (-0.9%) over the last year to 27,151 offences.
- Numbering 2,703 offences, break and enters decreased by six percent in 2011. The solvency rate of break and enters returned to 2009 levels as it decreased by six percentage points to 24 percent.
- Other *Criminal Code of Canada* offences (weapons, bail violations, counterfeit currency, breach probation, internet threats, and other) decreased by eight percent or 377 incidents from 2010. Other than Threats via the Internet which rose 30 percent (+30 incidents), there were few reported offenses in all categories.
- Impaired operation of a motor vehicle charges declined by 13 percent (-97 incidents) in 2011 to some 660 offences. Ottawa Police conducted 73 Reduce Impaired Driving Everywhere (RIDE) programs, stopping 22,384 vehicles, and administering 271 roadside Alcotests
- The Ottawa Police issued over 92,000 traffic violations in 2011, a 15 percent decline over the previous year.
- Motor vehicle collisions resulted in 17 fewer fatalities in 2011, down nearly half (-47%) from 2010.
- In the past three years the Ottawa Police handled an average of 381,000 calls annually. Last year, the number of calls received by the OPS grew marginally (+1.0%) to over 390,000.
- Ottawa Police responded to more than 78,000 emergency response calls - characterized as crimes in progress or life threatening situations – a one percent decrease from 2010.

¹ Included in the total number of homicides in 2010 were two historical incidents from 1990 and 2003 that were otherwise unknown and unreported to the Ottawa Police.

- Average response times for emergency calls citywide declined slightly last year, with Ottawa Police Officers arriving on scene in 10 minutes – virtually the same as in 2010.
- Response performance to Priority 1 calls continues to hover below the benchmark of 90 percent, with an on-scene police presence within 15 minutes, 87 percent of the time. This was a negligible difference (-0.3 pct. pt.) from 2010.

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, by being ‘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.

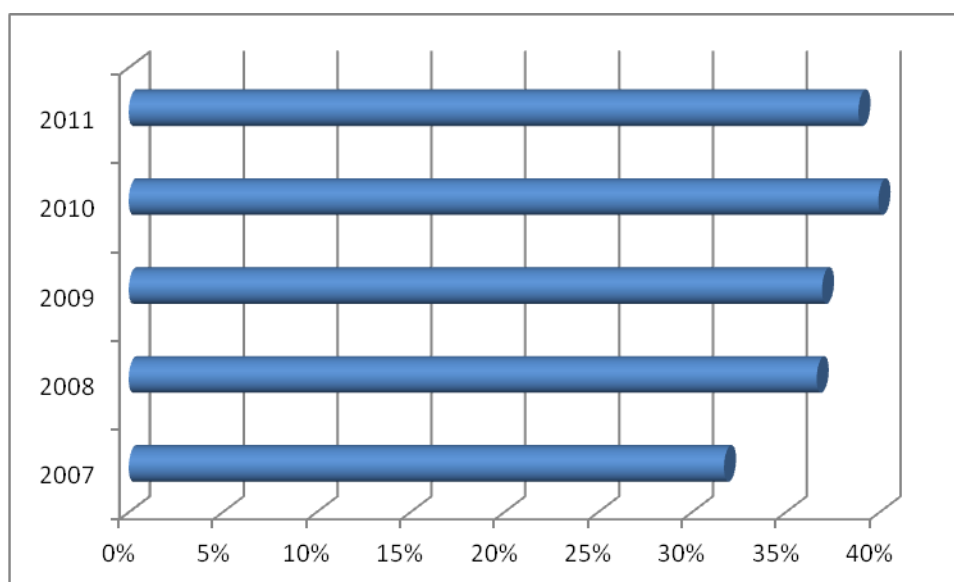
Solvency, expressed as a percent, is an often-used measure of police performance and is calculated using the following formula:

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

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

Although Ottawa Police solvency has improved over 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 continued 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 three years. Offences have been categorized according to the Uniform Crime Reporting (UCR) Survey, V2.2. The crime statistics published in this report are accurate on the day that they were produced. Because of 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 over 3,000 offences, to 36,662 *Criminal Code of Canada* offences in 2011. During the same period, the number of files solved by the Ottawa Police Service has reached nearly 40 percent.

Table 1: Key Crime Trends

Offence	2010			2011			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Crimes Against The Person	5,495	598.9	65.3%	5,245	565.7	62.3%	5,528.3	-4.5%
Crimes Against Property	27,384	2,984.4	26.2%	27,151	2,928.5	26.6%	28,187.7	-0.9%
Other Criminal Code of Canada Offences	4,603	501.7	91.4%	4,226	455.8	88.5%	4,133.3	-8.2%
Total CCC Offences Excl. Traffic	37,482	4,084.9	39.9%	36,622	3,950.1	38.9%	37,849.3	-2.3%
Criminal Code Traffic Offences	2,690	293.2	38.0%	2,497	269.3	35.6%	2,669.7	-7.2%
Total CCC Offences Incl. Traffic	40,172	4,378.1	39.8%	39,119	4,219.4	38.7%	40,519.0	-2.6%

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 2010 was 917,571 and was 927,119 for 2011

2] Three Year Average and % Change are based on actual values

In 2011, the number of *Criminal Code of Canada Offences* continued to decline, falling by just over two percent. The trend is attributed to a five percent decline in crimes against the person and a modest decline in crimes against property.

Historically, property crimes account for almost three-quarters of all reported crimes in the City. The solvency rate for crimes against the person fell by three percentage points in 2011 to 62 percent, while crimes against property was steady at 26 percent. The solvency rate for other *Criminal Code* violations (89%) remains high because of the charge rate of administration of justice offences such as bail violations and breach of probation.

Crimes Against the Person

Violent crime dropped by nearly five percent in 2011 (from 5,495 to 5,245), the result of fewer assaults (-4%/-134 incidents), threats and intimidation (-20%), attempted murder (-43%), and homicides (-14%). There were 11 homicides, down from the 14² that were reported in 2010. At the same time, robberies increased by six percent, up 40 incidents to 712.

Table 2: Crimes Against the Person

Offence	2010			2011			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Homicide (Incidents)	14	1.5	107.1%	12	1.3	66.7%	12.0	-14.3%
Attempted Murder	14	1.5	100.0%	8	0.9	100.0%	11.3	-42.9%
Robbery	672	73.2	34.2%	712	76.8	36.0%	734.3	6.0%
Assault (Incl. Sexual Assaults)	3,341	364.1	74.2%	3,207	345.9	70.3%	3,343.3	-4.0%
Other Sexual Offences	38	4.1	81.6%	63	6.8	49.2%	43.3	65.8%
Abduction	67	7.3	77.6%	72	7.8	86.1%	80.7	7.5%
Uttering Threats or Intimidation	490	53.4	80.0%	394	42.5	73.1%	462.7	-19.6%
Other Offences	859	93.6	43.4%	777	83.8	46.3%	840.7	-9.5%
Crimes Against The Person	5,495	598.9	65.3%	5,245	565.7	62.3%	5,528.3	-4.5%

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 2010 was 917,571 and was 927,119 for 2011

2] Three Year Average and % Change are based on actual values

Crimes Against Property

In the past three years the number of property crimes has fallen by over 3,000 offences, declining by a further one percent in the last year. The solvency rate for property crimes remained steady year-over-year at 26 percent. The decline in property crimes has been the result of fewer offences in nearly all categories, with the exception of theft under \$5,000 and frauds.

² Included in the total number of homicides in 2010 were two historical incidents from 1990 and 2003 that were otherwise unknown and unreported to the Ottawa Police.

Table 3: Crimes Against Property

Offence	2010			2011			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Break and Enter	2,889	314.9	30.3%	2,703	291.5	24.0%	2,924.0	-6.4%
Theft - Motor Vehicle	1,220	133.0	13.4%	1,119	120.7	18.9%	1,365.7	-8.3%
Theft Over \$5000	255	27.8	19.6%	227	24.5	26.9%	245.7	-11.0%
Theft \$5000 and Under	13,703	1,493.4	27.3%	14,498	1,563.8	29.8%	14,172.7	5.8%
Possession of Stolen Goods	515	56.1	95.1%	265	28.6	100.4%	418.3	-48.5%
Fraud	2,519	274.5	34.3%	2,652	286.0	31.7%	2,576.0	5.3%
Mischief	6,098	664.6	16.0%	5,542	597.8	15.5%	6,301.7	-9.1%
Arson	185	20.2	12.4%	145	15.6	15.9%	183.7	-21.6%
Total Crimes Against Property	27,384	2,984.4	26.2%	27,151	2,928.5	26.6%	28,187.7	-0.9%

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 2010 was 917,571 and was 927,119 for 2011

2] Three Year Average and % Change are based on actual values

Declining by six percent or nearly 200 incidents between 2010 and 2011, there were 2,703 reported break and enter offences in the City of Ottawa. The deployment of a specialized 16-member Break and Enter Unit assigned to cover all areas of the City recommended by the Strategic Deployment Project (SDP) continues to provide dividends. The Unit has been successful in targeting repeat offenders. Residents being more vigilant and taking appropriate precautions have also contributed to the continued decrease of break-ins.

Thefts under \$5,000 typically account for half of all crimes against the property in Ottawa. The volume of thefts under have fluctuated by about 6 percent for the past three years, increasing by 795 incidents (+7%) to return to similar levels experienced in 2009. Last year, the Ottawa Police solved one-third of all incidents of theft \$5,000 and under.

Other Criminal Code of Canada Offences

Other *Criminal Code of Canada* offences (weapons, bail violations, counterfeit currency, breach probation, internet threats, and other) decreased by eight percent or 377 incidents from 2010. Other than Threats via the Internet which rose 30 percent (+30 incidents) and counterfeit currency which increased by 19 cases (+48%), there were few reported offenses in all categories.

Table 4: Other Criminal Code of Canada Offences

Offence	2010			2011			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Offensive Weapons	187	20.4	81.8%	180	19.4	88.3%	183.0	-3.7%
Bail Violations	1,625	177.1	98.2%	1,596	172.1	96.7%	1,589.7	-1.8%
Counterfeiting Currency	40	4.4	2.5%	59	6.4	3.4%	67.3	47.5%
Breach Probation	244	26.6	97.5%	192	20.7	98.4%	223.7	-21.3%
Threats via the Internet	101	11.0	42.6%	131	14.1	38.2%	124.3	29.7%
Prostitution	31	3.4	90.3%	18	1.9	83.3%	32.7	-41.9%
Other Criminal Code Offences	2,375	258.8	90.5%	2,050	221.1	86.9%	1,912.7	-13.7%
Total Other CCC Offences	4603	501.7	91.4%	4,226	455.8	88.5%	4,133.3	-8.2%

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 2010 was 917,571 and was 927,119 for 2011

2] Three Year Average and % Change are based on actual values

At 89 percent, the solvency rate for other *Criminal Code* violations remains high because of the charge rate of administration of justice offences such as bail violations (97%) and breach of probation (98%).

Criminal Code Traffic Offences

The number of *Criminal Code of Canada* traffic offences dealt with by the Ottawa Police declined for the second year. The decline may be attributed to fewer dangerous operation of a motor vehicle (-13%), failure to stop or remain (-4%), and impaired operation of a motor vehicle (-23%) offences. Although there was an overall decline in Criminal Code Traffic offences, driving a motor vehicle while prohibited charges rose by six percent or four incidents.

Table 5: Criminal Code Traffic Offences

Offence	2010			2011			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Dangerous Operation of Motor Vehicle	115	12.5	86.1%	89	9.6	86.5%	111.3	-22.6%
Impaired Operation of Vehicle	756	82.4	100.0%	659	71.1	100.3%	720.0	-12.8%
Failure to Stop or Remain	1,735	189.1	4.7%	1,666	179.7	4.3%	1,751.7	-4.0%
Driving Motor Vehicle While Prohibited	69	7.5	101.4%	73	7.9	100.0%	72.7	5.8%
Other Criminal Code Offences	15	1.6	93.3%	10	1.1	80.0%	14.0	-33.3%
Total Criminal Code Traffic Offences	2,690	293.2	38.0%	2,497	269.3	35.6%	2,669.7	-7.2%

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 2010 was 917,571 and was 927,119 for 2011

2] Three Year Average and % Change are based on actual values

The number of impaired offences are generally the result of proactive enforcement by Ottawa Police officers and targeted 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 roadway safety. As well, the Ottawa Police conducted 73 Reduce Impaired Driving Everywhere (RIDE) programs, stopping 22,384 vehicles, and administering 271 roadside roadside demands (alcotest).

The solvency rate for Criminal Code traffic offences (36%) decreased by two percentage points last year while returning to 2009 levels. Accounting for two-thirds traffic offences annually, the low charge rate for failure to stop or remain offences (~5%) has a negative impact on the overall clearance rate. The challenge remains that offenders have left the scene of the offence/collision.

Other Traffic Offences

The Ottawa Police Service continues to work in cooperation with Ottawa Public Health and Ottawa Public Works toward safer roads. The City's new Strategic Road Safety Action Plan adds another E in the joint overall approach to road safety - Engineering, Education, Enforcement, and now Emergency Response.

Each month the Ottawa Police Selective Traffic Enforcement Program (STEP) profiles and targets the enforcement of two specific traffic safety priorities. These initiatives support public awareness and enforcement campaigns. The Ottawa Police issued over 92,000 traffic violations in 2011, a 15 percent

decline over the previous year. Documents and equipment violations, such as fail to surrender insurance card and drive motor vehicle without valid permit, accounted for the majority of total violations. Moving violations, such as speed offences, accounted for remainder of violations last year.

Table 6: Other Traffic Offences

Statute	2010		2011		3-year Average	% Change 2010-2011
	Actual	Rate (1)	Actual	Rate (1)		
Highway Traffic Act	108,608	11,836.5	92,109	9,935.0	102,374	-15.2%
Other Provincial / Municipal Offences	41,667	4,441.0	34,719	3,744.8	39,087	-16.7%
Total	150,275	16,377.5	126,828	13,679.8	141,461	-15.6%

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 2010 was 917,571 and was 927,119 for 2011

2] Three Year Average and % Change are based on actual values

During 2011, motor vehicle collisions resulted in 17 fewer fatalities, down nearly half (-47%) from 2010. The City of Ottawa maintains detailed city-wide collision data and reports on collision trends, high incident locations, and contributing factors to collisions, each spring.

Drug Offences

The number of drug offences declined slightly in 2011 to nearly 1,500 offences. All types of drug offences fell, other than cocaine (+15). The solvency rate for drug related offences remains high, with almost 100 percent of all cases solved. Indoor marihuana grow operations continue to be a focus of the Drug Unit, but the Unit also investigated and seized numerous opiates, including: Oxycodone, Oxycontin, Morphine, Codeine, Dilaudid, Trazadone, Hydromorphone, Hydromorphine, MS Contin and their generic derivatives.

Table 7: Drug Offences

Offence	2010			2011			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Cannabis	1,058	115.3	98.8%	1,031	111.2	99.2%	1,016.3	-2.6%
Ecstasy (Methylenedioxyamphetamine)	13	1.4	100.0%	10	1.1	100.0%	11.7	-23.1%
Crystal Meth (Methamphetamine)	2	0.2	100.0%	0	0.0	0.0%	1.0	-100.0%
Heroin	7	0.8	57.1%	5	0.5	160.0%	4.3	-28.6%
Cocaine	326	35.5	97.2%	341	36.8	101.5%	359.7	4.6%
Other Controlled Drugs and Substances	104	11.3	98.1%	99	10.7	97.0%	98.7	-4.8%
Total Drug Offences	1,510	164.6	98.2%	1,486	160.3	99.8%	1,491.7	-1.6%

(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

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

Project Upsilon was led by the Ottawa Police Drug Unit, supported by the Ottawa Police Surveillance Unit. The investigation targeted a local licensed pub in Ottawa's Byward Market for reported drug-trafficking activity. In September 2009, information provided to the Drug Unit focused law enforcement efforts on the bar manager and his associates. During the investigation, a national security file Project SAMOSA was implemented in response to terrorist threats in the National Capital Region and forced the suspension of **Project Upsilon** for the better part of a year due to a reallocation of resources. Once **Project Upsilon** resumed, a series of search warrants were executed in late January 2011. These warrants targeted the licensed bar, as well as the residences of both the manager and his associates. The result was the seizure of 3.4 kilograms of cocaine, with a street value of \$345,360, and 9.5 kilograms

of marijuana, with a value of \$143,091. The Integrated Proceeds of Crime Section seized close to \$400,000 in assets and currency. Four persons were charged with 19 Criminal Code charges. Later the same year, the main target of the operation pleaded guilty to several drug charges and was sentenced to five-years of incarceration.

Organized Crime Groups are responsible for a large portion of the production and distribution of marijuana, as well as laundering considerable amounts of proceeds of crime related to their criminal enterprise. Police have identified certain groups that have been operating within the Ottawa area for the past several years. **Project Bypass** was initiated to target these groups and individuals. **Project Bypass** operated from January to April 2011. Neighbourhood Officers were temporarily assigned to the investigative team, and their assistance contributed to making the Project a success. A total of 31 *Controlled Drugs and Substances Act* search warrants were executed in the City of Ottawa, as well as in Brockville, Gatineau (Aylmer sector) and surrounding OPP jurisdictions throughout the duration of the Project. Thirty-one persons were charged with 129 Criminal Code and drug offences, and 75 charges were laid under the *Fire Prevention and Protection Act*. Police seized in excess of \$15 million worth of marijuana, \$500,000 in marijuana-growing equipment, and more than \$285,000 in currency.

Calls for Service

In the past three years the Ottawa Police handled an average of 381,000 calls annually. Last year, the growth in the number of calls received by the OPS slowed somewhat and only grew marginally (+1.0%) to over 390,000.

Ottawa Police responded to more than 78,000 emergency response calls - characterized as crimes in progress or life threatening situations – a one percent decrease from 2010. Non-emergency, or Priority 2 calls, generally represent about 60 percent of requests for assistance 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 two percent last year, with alternative or non-mobile response increasing by 31 percent. Priority 3 calls (non-urgent and other inquiries) represent 19 percent of all calls for service, and remained relatively unchanged for the third year in a row.

Table 8: Calls for Service

Offence	2010	2011	3 Year Average (2)	%Change (2)	
Priority 1	Mobile Response	79,199	78,162	78,550	-1.3%
	Alternative Response	22	30	28	36.4%
	Total	79,221	78,192	78,578	-1.3%
Priority 2	Mobile Response	171,835	158,063	166,178	-8.0%
	Alternative Response	58,452	76,804	59,112	31.4%
	Total	230,287	234,867	225,290	2.0%
Priority 3	Mobile Response	27,393	27,700	27,701	1.1%
	Alternative Response	47,632	48,105	47,679	1.0%
	Total	75,025	75,805	75,380	1.0%
Priority 4	Mobile Response	690	652	709	-5.5%
	Alternative Response	1,104	1,042	1,009	-5.6%
	Total	1,794	1,694	1,718	-5.6%
All Priorities	Total Mobile Response	279,117	264,577	273,138	-5.2%
	Total Alternative Response	107,210	125,981	107,830	17.5%
	Total Calls For Service	386,327	390,558	380,966	1.1%

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.

The Ottawa Police currently examining its call response protocol to ensure that officers can safely arrive at calls in the most expedient manner.

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 – virtually the same as in 2010 and two percent faster than 2009. Response times to non-emergency calls also improved marginally last year (3%), with officers far exceeding the benchmark of two hours and arriving on scene within 36 minutes on average.

Table 9: Response Time by Priority

Priority Level	2010	2011	3-Year Average (2)	% Change 2010 – 2011 (2)
Priority 1	10.1	10.2	10.2	-0.8%
Priority 2	34.9	36.1	36.4	3.1%
Priority 3	69.4	31.7	72.1	-54.4%

The Ottawa Police aims to respond to Priority 1 calls for service within 15 minutes 90 percent of the time, citywide. Response performance to Priority 1 calls continues to hover below the benchmark of 90 percent, with an on-scene police presence within 15 minutes, 87 percent of the time. This was a negligible difference (-0.3 pct. pt.) from 2010.

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 2011. 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.

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

Table 10: Response Performance by Priority

Priority Level	Performance Target	2010	2011	3-Year Average (2)	Change 2010-2011 (2)
Priority 1	Response within 15 minutes, 90% of the time	87.6%	87.3%	87.4%	-0.3 pct pt
Priority 2	Response within 2 hours, 100% of the time	94.3%	95.6%	95.0%	1.3 pct pt
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 2012!

