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2012

CRIME, POLICE, AND TRAFFIC STATISTICS REPORT

OTTAWA POLICE SERVICE



About This Report

The Crime, Police, and Traffic Statistics report presents a snapshot of police-related activity for the period of **1 January 2012 to 31 December 2012**.

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 and 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.

The data in this report are sourced from a number of automated and manual resources that includes but are not limited to the Ottawa Police Records Management System (RMS), Computer Aided Dispatch (CAD), datawarehouse, data maintained by the individual units responsible, as well as Statistics Canada. Police data and statistics are as the date noted/extracted. Since these sources are continuously updated based on investigations and verification by the Canadian Centre for Justice Statistics (CCJS), data for 2011 and earlier, published in previous reports, may not match the data contained in this report.

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.

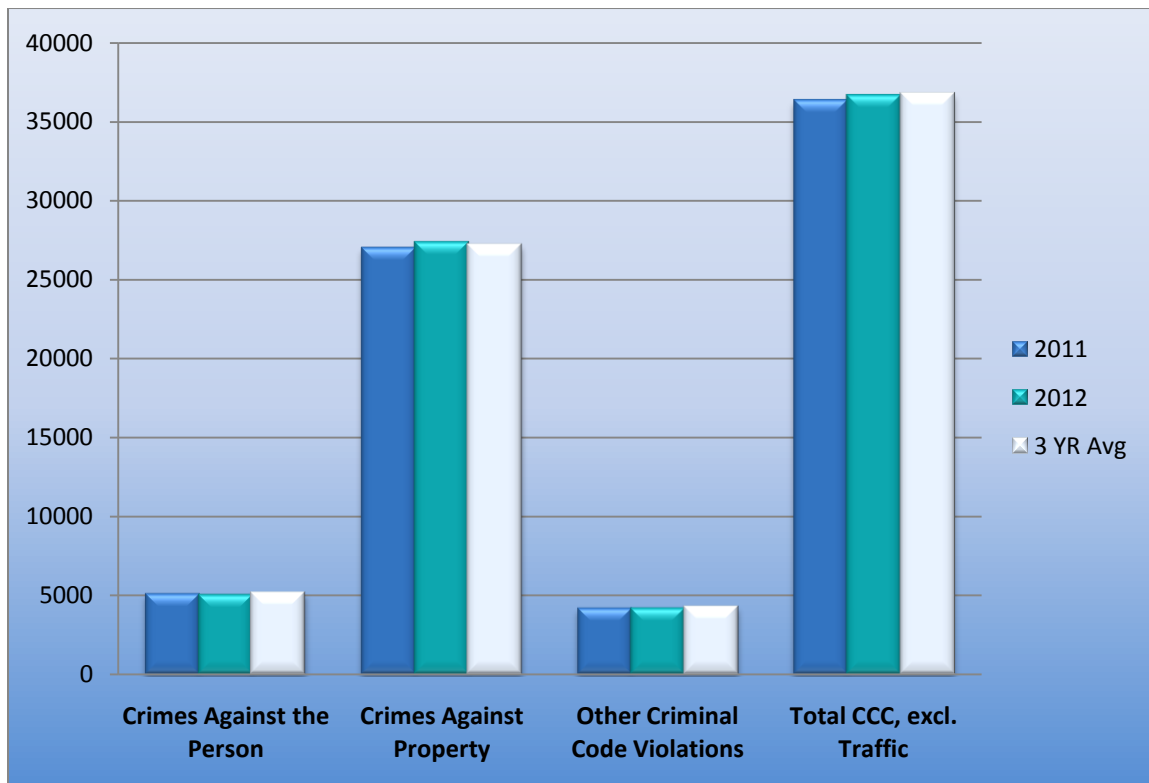
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2012 Highlights

- With 36,634 reported *Criminal Code of Canada* offences in the City of Ottawa, the level of crime increased by less than one percent in the past year (268 more incidents).
- Although the number of offences was up slightly, the City's crime rate fell nominally to 3,917 criminal offences per 100,000 population, down slightly from 3,922 in 2011.
- Nearly four in ten crimes were solved in 2012, with over three-quarters of homicides solved by early 2013. The overall solvency rate for total *Criminal Code* offences (excluding traffic) was 38 percent citywide.
- Over 8,400 adults and nearly 1,000 youth were charged with Criminal Code of Canada offences in 2012. Another 400 youth were also apprehended and not charged, but processed by other means (PBOM) and streamed into diversion programs under the Youth Criminal Justice Act (YCJA).
- Violent crime dropped slightly in 2012 (from 5,128 to 5,069 incidents), the result of fewer attempted murder (-37.5%), robbery (-5.5%), homicides (-18%), and other offences (-12%).
- In 2012, there were nine homicides, including one criminal negligence causing death offence. This is down from the 11 homicides that were reported in 2011.
- Property crimes increased by 1.2 percent (from 27,032 to 27,356 incidents). This increase was due to higher occurrences in theft over \$5000 and theft from motor vehicles.
- Numbering 2,753 offences, break and enters increased by 1.8 percent in 2012. The solvency rate of break and enters increased by almost three percentage points (from 24% to 26.6%).
- Other *Criminal Code of Canada* offences (weapons, bail violations, counterfeit currency, breach probation, internet threats, and other) remained virtually the same as in 2011.
- Impaired operation of a motor vehicle charges increased by 2.3 percent (+15 incidents) in 2012 to some 675 offences.
- Ottawa Police conducted 35 Reduce Impaired Driving Everywhere (RIDE) programs, stopping 11,037 vehicles, and administering 96 roadside demands (Alcotests).
- Compared to 2011, the Ottawa Police issued over 97,000 traffic violations in 2012, a 6.3 percent increase.
- Motor vehicle collisions resulted in 29 fatalities in 2012 compared to 19 fatalities in 2011¹.
- Last year, the Ottawa Police received 374,409 calls for police assistance. This is a four percent reduction from 2011 (390,558 to 374,409). This decline in 2012 was driven by the change in the alternative response calls handled by the organization which allows some calls to be streamed to a call centre.

¹ The City of Ottawa maintains city wide collision data and is currently compiling their annual Road Safety Report released each spring and will provide collision trends, high incident locations, and identify contributing factors to collisions.

- Ottawa Police responded to more than 74,500 emergency response calls, characterized as crimes in progress or life threatening situations. A new process for classifying calls came into effect on June 18th, 2012, when the call response protocol was updated to improve service to the community while allowing for a clearer definition of call priorities, more efficient use of resources, and better coordination between the communication center and patrol operations.
- In the second half of 2012, response performance to Priority 1 calls citywide increased, with Ottawa Police officers arriving on scene in 15 minutes, 95 percent of the time. This was driven by the change to the call response protocol implemented in mid-June.

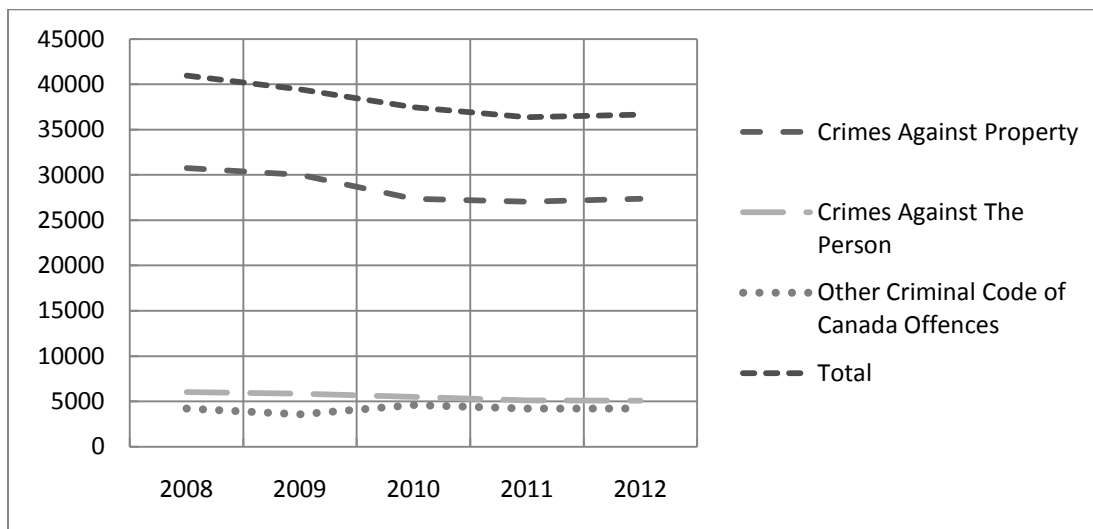


Annual Crime Trends and Statistics

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.

The level of reported crime in the City of Ottawa averaged 36,820 *Criminal Code of Canada* offences over the past three years. The general downward trend illustrated in Figure 1 reversed slightly as there were 268 more offences reported in 2012 compared to 2011.

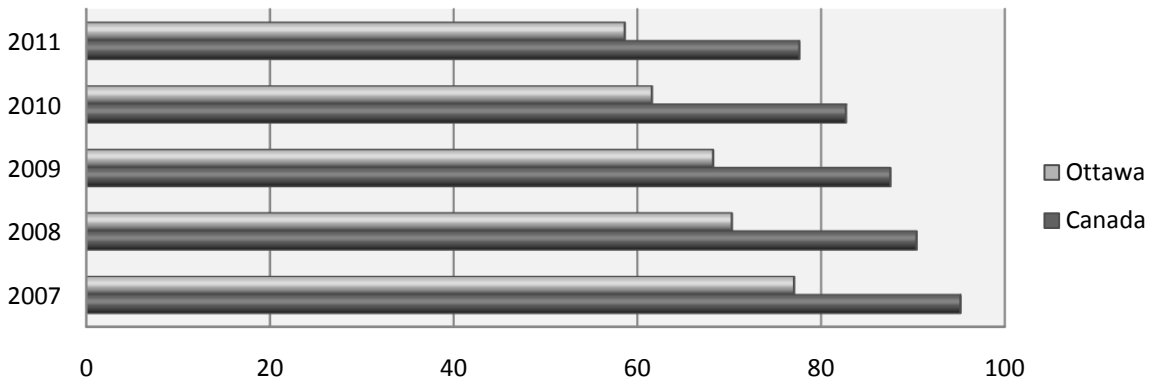
Figure 1: Ottawa Crime Trend for last 5 years



The Crime Severity Index (CSI) tracks changes in the severity of police-reported crime by accounting for both the amount of crime reported by police and the relative seriousness of these crimes. The CSI is calculated by the number of police-reported incidents for each offence multiplied by the weight for that offence. The Index is standardized to 100 for Canada. The trend in CSI² for the past five years has been a decrease in the occurrence of more serious crimes.

² 2012 Crime Severity Index (CSI) and Weighted Clearance Rates are not yet available, but are published annually by Statistics Canada in July for the prior year.

Figure 2: Crime Severity Index for last 5 years



In 2012, the number of *Criminal Code of Canada Offences* reported in the City of Ottawa increased by just less than one percent. This is attributed to a one percent increase in Crimes against Property, as Crimes against the Person and Other Criminal Code Offences either fell marginally or remained stable.

Table 1: Key Crime Trends

Offence	2011			2012			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Crimes Against The Person	5,128	553.1	64.2%	5,069	542.1	66.2%	5,230	-1.2%
Crimes Against Property	27,032	2,915.7	26.7%	27,356	2,925.6	25.0%	27,252	1.2%
Other Criminal Code of Canada Offences	4,206	453.7	89.3%	4,209	450.1	88.4%	4,338	0.1%
Total CCC Offences (excl. Traffic)	36,366	3,922.5	39.2%	36,634	3,917.8	38.0%	36,820	0.7%
Criminal Code Traffic Offences	2,509	270.6	35.8%	2,530	270.6	36.2%	2,576	0.8%
Total CCC Offences Incl. Traffic	38,875	4,193.1	39.0%	39,164	4,188.3	37.9%	39,396	0.7%

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 2011 was 927,119 and for 2012 was 935,073
 2] Three Year Average and % Change are based on actual values

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:

Incidents 'Cleared by Charge' + Incidents 'Cleared Otherwise'

$\times 100 = \text{Solvency Rate}$

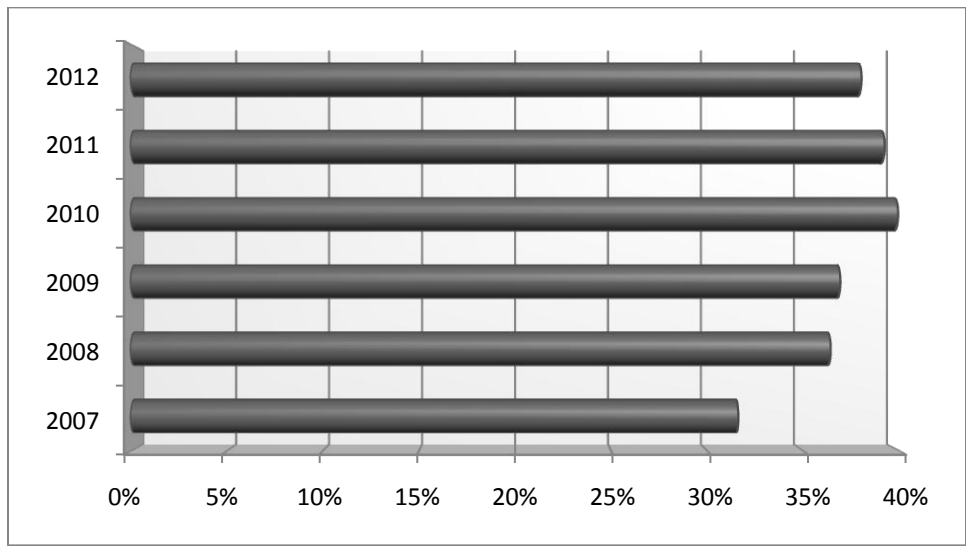
Total Actual Reported CCC Incidents

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.

The number of files solved by the Ottawa Police was at 38 percent in 2012. The solvency rate for Crimes against the Person increased to 66.2 percent in 2012, while Crimes against Property went down to 25 percent. The solvency rate for other *Criminal Code* violations (88%) remains high because of the charge rate of administration of justice offences such as bail violations and breach of probation.

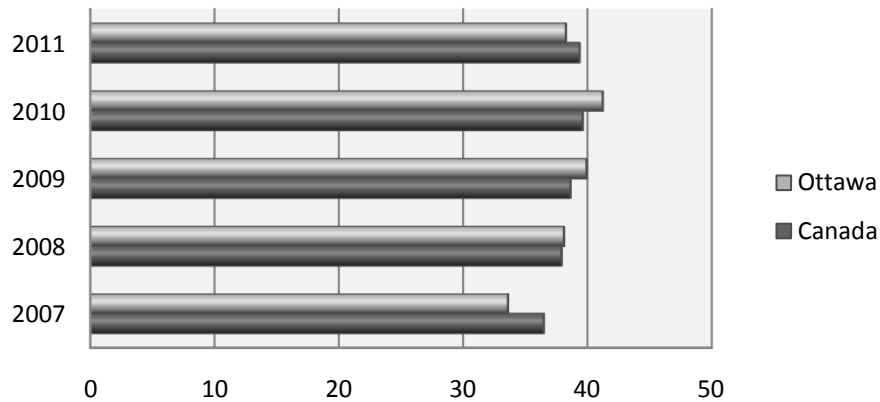
Figure 3: Ottawa Police Solvency



Ongoing internal reviews of investigative activities, along with the use of Social Media in investigations, together with expanded awareness and continued success of the Crime Stoppers tip program contribute to improvements in Solvency. In 2012, an OPS campaign dubbed Project Bullseye resulted in a total of 141 criminal charges laid by the Direct Action Response Team (DART) and the Guns and Gangs Unit against known gang members involved in violent crimes and/or criminality throughout the city. Drugs with a street value of \$40,509 were seized, as well as approximately \$20,000 in funds.

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. The severity of an offence is determined using average sentences handed down by Canadian criminal courts. The more serious sentence for an offence, the higher the weight and, in turn, the greater the impact on the overall clearance rate.

Figure 4: Weighted Clearance Rate for last 5 years



Over 8,400 adults and nearly 1,000 youth were charged with *Criminal Code of Canada* offences in 2012.

Table 2: Persons Charged

Charged	2011		2012	
	Persons Charged	Persons Charged	3-Year Average	%Change
Adults	8,108	8,434	8,614	4.0%
Youth	934	983	782	5.2%
Total Persons Charged	9,042	9,417	9,396	4.1%

Another 390 youth were also apprehended and not charged in 2012, but processed by other means (PBOM) and streamed into diversion programs under the Youth Criminal Justice Act (YCJA).

Crimes Against the Person

Violent crime dropped by nearly one percent in 2012 (from 5,128 to 5,069), the result of fewer robberies (-5.5%), attempted murder (-37.5%) and homicides (-18%). There were 9 homicides which includes one criminal negligence causing death offence. This is down from the 11 that were reported in 2011.

Table 3: Crimes Against the Person

Offence	2011			2012			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Homicide (Incidents)	11	1.2	72.7%	9	1.0	77.8%	11	-18.2%
Attempted Murder	8	0.9	100.0%	5	0.5	80.0%	9	-37.5%
Robbery	711	76.7	37.0%	672	71.9	41.5%	685	-5.5%
Assault (Incl. Sexual Assaults)	3,127	337.3	72.2%	3,148	336.7	72.4%	3,204	0.7%
Other Sexual Offences	60	6.5	46.7%	52	5.6	59.6%	50	-13.3%
Abduction	70	7.6	91.4%	78	8.3	87.2%	72	11.4%
Uttering Threats or Intimidation	390	42.1	75.1%	447	47.8	77.4%	443	14.6%
Other Offences	751	81.0	49.0%	658	70.4	52.3%	756	-12.4%
Total Crimes Against The Person	5,128	553.1	64.2%	5,069	542.1	66.2%	5,230	-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 2011 was 927,119 and for 2012 was 935,073

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

Crimes Against Property

In the past year, property crimes increased by 1.2 percent. The solvency rate for property crimes went down to 25 percent. The increase in property crimes has been the result of more occurrences of theft over \$5000 and theft from motor vehicle.

Table 4: Crimes Against Property

Offence	2011			2012			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Break and Enter	2,704	291.7	24.0%	2,753	294.4	26.6%	2,782	1.8%
Theft - Motor Vehicle	1,123	121.1	19.3%	1,254	134.1	17.0%	1,199	11.7%
Theft Over \$5000	226	24.4	27.9%	288	30.8	15.3%	257	27.4%
Theft \$5000 and Under	14,449	1,558.5	29.8%	14,688	1,570.8	28.2%	14,279	1.7%
Possession of Stolen Goods	264	28.5	100.8%	157	16.8	91.1%	313	-40.5%
Fraud	2,587	279.0	32.9%	2,876	307.6	29.0%	2,655	11.2%
Mischief	5,531	596.6	15.5%	5,173	553.2	13.7%	5,600	-6.5%
Arson	148	16.0	14.9%	167	17.9	14.4%	167	12.8%
Total Crimes Against Property	27,032	2,915.7	26.7%	27,356	2,925.6	25.0%	27,252	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 2011 was 927,119 and for 2012 was 935,073

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

There have been 49 more reported incidents of Break and Enter in 2012 in the City of Ottawa which is nearly a two percent increase from 2011. This increase in break and enters was committed by organized crime groups, a trend that was seen across the Province, whereby offenders were travelling from city to city committing sophisticated break-ins to residences and commercial establishments. The deployment of a specialized 16-member Break and Enter Unit assigned to cover all areas of the City continues to provide dividends as the Unit has been successful in targeting repeat offenders. Residents being more vigilant and taking appropriate precautions have also contributed to the continued reduction of break-ins over the past five years.

Thefts under \$5,000 typically account for half of all Crimes against Property in Ottawa. The volume of thefts under \$5,000 went up by nearly two percent for the past year while the solvency is at 28 percent. The number of Mischief offences decreased by seven percent.

Other Criminal Code of Canada Offences

Other *Criminal Code of Canada* offences (weapons, bail violations, counterfeit currency, breach probation, internet threats, and other) remained almost the same as in 2011.

Table 5: Other Criminal Code of Canada Offences

Offence	2011			2012			3-Year Average(2)	%Change(2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Offensive Weapons	178	19.2	89.3%	196	21.0	84.2%	187	10.1%
Bail Violations	1,582	170.6	97.6%	1,567	167.6	96.6%	1,591	-0.9%
Counterfeiting Currency	51	5.5	5.9%	66	7.1	6.1%	52	29.4%
Breach Probation	190	20.5	98.4%	242	25.9	95.5%	226	27.4%
Threats via the Internet	123	13.3	39.0%	100	10.7	34.0%	108	-18.7%
Prostitution	19	2.0	84.2%	53	5.7	98.1%	34	178.9%
Other Criminal Code Offences	2,063	222.5	87.2%	1,985	212.3	86.6%	2,141	-3.8%
Total Other CCC Offences	4206	453.7	89.3%	4,209	450.1	88.4%	4,338	0.1%

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 2011 was 927,119 and for 2012 was 935,073

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

At 88 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 (96%).

Criminal Code Traffic Offences

The number of *Criminal Code of Canada* traffic offences dealt with by the Ottawa Police has increased by nearly one percent. This increase is attributed to more occurrences of Dangerous Operation of Motor Vehicle (15%) and Impaired Operation of Motor Vehicle (2.3%) offences.

Table 6: Criminal Code Traffic Offences

Offence	2011			2012			3-Year Average(2)	%Change(2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Dangerous Operation of Motor Vehicle	93	10.0	87.1%	107	11.4	86.9%	105	15.1%
Impaired Operation of Vehicle	660	71.2	100.3%	675	72.2	100.3%	697	2.3%
Failure to Stop or Remain	1,672	180.3	4.3%	1,681	179.8	4.9%	1,696	0.5%
Driving Motor Vehicle While Prohibited	74	8.0	100.0%	60	6.4	96.7%	68	-18.9%
Other Criminal Code Offences	10	1.1	80.0%	7	0.7	71.4%	11	-30.0%
Total Criminal Code Traffic Offences	2,509	270.6	35.8%	2,530	270.6	36.2%	2,576	0.8%

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 2011 was 927,119 and for 2012 was 935,073

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. In 2012, the Ottawa Police conducted 35 Reduce Impaired Driving Everywhere (RIDE) programs, stopping 11,037 vehicles, and administering 96 roadside demands. OPS also introduced Alcotest to quickly and accurately screen potentially impaired drivers.

At 36 percent, the solvency rate for Criminal Code traffic offences remains relatively the same as in 2011.

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 Safer Roads Ottawa Program (SROP) relies on a 4E approach to road safety: Engineering, Education, Enforcement, and Emergency Response. The Safety Improvement Program (SIP) selects locations to study, carries out in-depth studies of collision patterns, and recommends countermeasures. Children's safety was focused with enhanced involvement in community-based child car seat clinics while enforcement of the new hand-held device legislation was used to focus on distracted driving.

Table 7: Other Traffic Offences and Violations

Statute	2011		2012		3-year Average	% Change 2011-2012
	Actual	Rate(1)	Actual	Rate(1)		
Highway Traffic Act	92,103	9,849.8	97,919	10471.8	99,543	6.3%
Other Provincial/Municipal Offences	34,718	3,712.8	39,266	4199.2	38,550	13.1%
Total	126,821	13,562.6	137,185	14671.1	138,094	19.4%

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 2011 was 927,119 and for 2012 was 935,073

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

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 97,919 traffic violations in 2012, a six percent increase from the previous year. 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.

There were 29 fatalities from collisions compared to 19 fatalities in 2011. Documents and equipment 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 increased by nearly one percent in 2012 to 1,505 offences. The solvency rate for drug related offences remains high, with 98 percent of all cases solved.

Table 8: Drug Offences

Offence	2011			2012			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Cannabis	1,030	111.1	99.1%	998	106.7	98.0%	1,028	-3.1%
Ecstasy (Methylenedioxyamphetamine)	9	1.0	100.0%	11	1.2	100.0%	11	22.2%
Crystal Meth (Methamphetamine)	0	0.0	0.0%	2	0.2	100.0%	1	0.0%
Heroin	5	0.5	160.0%	5	0.5	100.0%	6	0.0%
Cocaine	342	36.9	101.2%	383	41.0	97.9%	350	12.0%
Other Controlled Drugs and Substances	106	11.4	96.2%	106	11.3	100.0%	106	0.0%
Total Drug Offences	1,492	160.9	99.6%	1,505	161.0	98.1%	1,502	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 2011 was 927,119 and for 2012 was 935,073

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

In 2012, Project ACE focused on a group of known gang members who were involved in the large scale distribution of cocaine and firearms within the City of Ottawa and the surrounding area. Six illegal handguns were seized, along with a significant quantity of crack cocaine and over \$35,000 in funds. As well, Ottawa Police seized 2,747 tablets of MDMA and 424 grams of powder MDMA at a search warrant in October. Also, in November there was a seizure of 1,040,000 MDMA tablets and 30 drums of BZP and TFMN (both schedule substances used in the manufacture of MDMA) at a search warrant at a storage locker in the east end and is tied to an ongoing homicide investigation.

Calls for Service

A new process for classifying calls came into effect on 18 June 2012. The Call Response Protocol was updated to improve service to the community, while allowing for a clearer definition of call priorities, more efficient use of resources, and better coordination between the Communication Centre and Patrol Operations.

Priority and Criteria

Priority 1: All events involving a known imminent danger to life. Known use of weapons or Apparent life threatening injuries ; All Police Officers need assistance call (10-78)

Priority 2: All events that require a rapid police response where there is potential for serious bodily harm to occur -Known presence of weapons or Apparent serious injuries or Serious Criminal offences in progress against a person

Priority 3: Incidents in which there is a reasonable belief that an extended delay in response may place persons, property or evidence at risk; Criminal Code offense in progress or apparent risk of injuries

Priority 4: All other incidents that require a mobile response. Offences not in progress where witnesses are on scene; Offences not in progress where evidence can be collected at the scene; All calls of a non emergency nature where police presence at the scene is necessitated.

Priority 5: This priority is used only for radio broadcast

Priority 6: 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.

Priority 7: Calls for property pickup will be entered as a Priority 7 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; dependent upon the recovered property, the complainant is concerned with their personal safety and is not satisfied with a delayed response.

With the change in the Call Response Protocol, no appropriate comparison of year-over-year data can be undertaken at this point in time. The enhancements to the Call Management Protocol implemented in June 2012 will be evaluated in 2013 after a full year of operations.

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 dispatch system slowed and declined by (-4.1%) to 374,409 from 390,558. This fall in 2012 was driven by change in the alternative response calls handled by the organization which allows some calls to be streamed to a call centre.

Table 9: Total Calls for Service

Priority	Response Type	2011	2012
All Priorities	Total Mobile Response	264,577	264,220
	Total Alternative Response	125,981	110,189
	Total calls for service	390,558	374,409

During 2012, Ottawa Police responded to more than 37,200 emergency response (Priority 1) calls characterized as crimes in progress or actual or potential danger for bodily injury or death. Priority 2 calls now classified as events that require a rapid police response where there is potential for serious bodily harm to occur, represent about 30 percent of requests for assistance (119,370) calls received by the Ottawa Police. Priority 3 calls (non-urgent) represent 15 percent of all calls for service and there were 114,803 Priority 4 calls that are now classified as “All calls of a non-emergency nature where police presence at the scene is necessitated”.



With the change in the Call Response Protocol, no appropriate comparison can be undertaken at this point in time. The enhancements to the Call Management Protocol implemented in June 2012 will be evaluated in 2013 after a full year of operations and full data tables will be available.

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.

As noted above, a Call Response Protocol change was made last June which introduced a new process in classifying calls. The Call Response Protocol was updated to improve service to the community, while allowing for a clearer definition of call priorities, more efficient use of resources, and better coordination between the Communication Centre and Patrol Operations. The Response Performance Benchmarks were also updated to reflect the revised priority definitions.

The Priority 1 performance benchmark of having an on-scene police presence within 15 minutes, 95 percent of the time was met in Q3 and Q4 2012. The response performance to Priority 2 calls was below the benchmark of 90 percent, with an on-scene police presence within 15 minutes, only 87 percent of the time.

Table 10: Response Performance, Priority 1 and 2

Priority	Performance Target	2012 Q3	2012 Q4
Priority 1	Response within 15 minutes, 95% of the time	94.8%	95.3%
Priority 2	Response within 15 minutes, 90% of the time	86.2%	86.9%

Priority 1: Actual or potential danger for bodily injury or death; an officer requires immediate assistance; crimes in progress or imminent; Known use of weapons or Apparent life threatening injuries
Priority 2: All events that require a rapid police response where there is potential for serious bodily harm to occur - Known presence of weapons or Apparent serious injuries or Serious Criminal offences in progress against a person

With the change in the Call Response Protocol, no appropriate comparison of year-over-year data can be undertaken at this point in time. The enhancements to the Call Management Protocol implemented in June 2012 will be evaluated in 2013 after a full year of operations.

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 Centers), 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!

