



2013

CRIME, POLICE, AND TRAFFIC STATISTICS REPORT

Planning, Performance & Analytics Section
JULY 2014

About This Report

The Crime, Police, and Traffic Statistics report presents a snapshot of police-related activity for the period of **1 January 2013 to 31 December 2013**.

This report examines all founded *Criminal Code of Canada* offences that were reported to the Ottawa Police Service (OPS). 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 contained in this report has been sourced from a number of systems including: OPS Records Management System (RMS); Computer Aided Dispatch (CAD); records maintained by the business units; as well as Statistics Canada. The information presented herein is considered accurate as the date produced. Since the sources are continuously updated based on investigations and verification by the Canadian Centre for Justice Statistics (CCJS), data published in previous reports may not match the data contained in this report.

Please visit www.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. 4110.

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Highlights:

- With 32,500 reported *Criminal Code of Canada* offences in the City of Ottawa, the level of crime declined by 11 percent in the past year or 4,000 fewer incidents.
- The solvency rate for total *Criminal Code* offences (excluding traffic) remained unchanged in 2013 with 38 percent of all cases solved across the City.
- Over 8,000 adults and 700 youths were charged with *Criminal Code of Canada* offences last year. Nearly 350 youth were also apprehended and not charged in 2013, but processed by other means (PBOM) and streamed into diversion programs under the Youth Criminal Justice Act (YCJA)
- The level of violent crime grew by nearly 10 percent in 2013 (+500 offences), primarily the result of an increase in Assault (Incl. Sexual Assault) which rose by 12 percent.
- The increase may be attributed to a procedural change with internal coding and clearing practices of partner-related offences to ensure OPS methods align with police agencies across the Province. This impacts the year-over-year comparison of data for the Assault category.
- In 2013, there were nine homicides, with the solvency rate for the most serious offence type of 122 percent due to charges laid in cold case files.
- Property Crimes account for nearly three-quarters of all reported crimes in the City. While the number of property offences declined by 16 percent last year, the solvency rate improved by one percentage point (26%).
- With 2,210 break and enters offences last year, the number of incidents has declined by 20 percent. The solvency rate of break and enters has risen by over three percentage points in the past three years from 24 to 27 percent.
- The OPS issued nearly 128,000 traffic violations, including charges laid and warning, in 2013 with document and equipment violations (permit requirements, fail to carry insurance cards) accounting for 59 percent of all traffic offences.
- The number of calls received and entered into the OPS dispatch system declined by five percent to 354,450 calls for service. The decline was primarily driven by 9-1-1 calls determined to be non-emergencies, and handled through Alternative Response.
- The OPS achieved the response performance standard for Priority 1 calls (imminent danger to life), responding within 15 minutes 95 percent of the time.

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, version 2.2. 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 the addition and reclassification of any and all data.

Statistics Canada, Crime Severity Index

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 the incident. The CSI is calculated by Statistics Canada using the number of police-reported incidents for each offence multiplied by the weight for that offence.

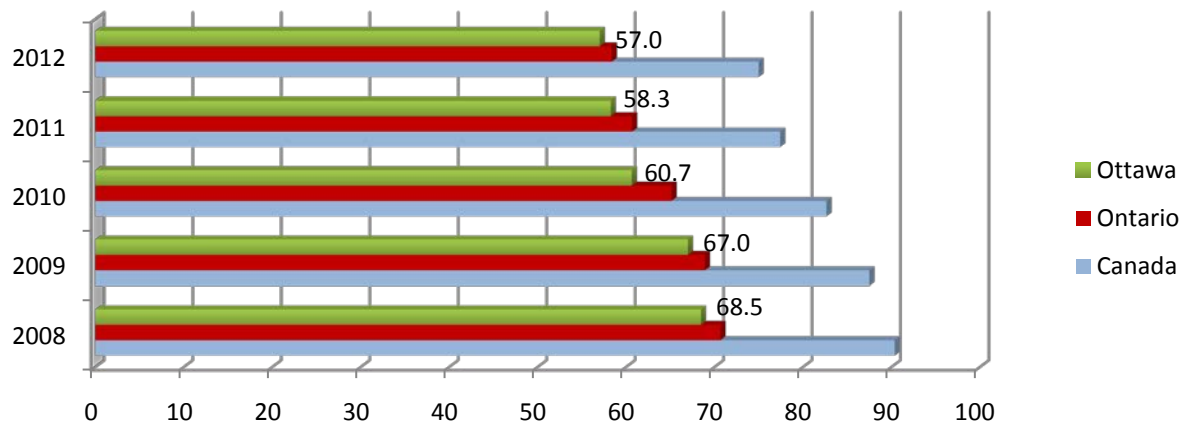


Figure 1: Crime Severity Index, 2008-2012

Figure 1 displays the five year trend of crime severity for the City of Ottawa, and compares with Provincial and National results. The CSI for Ottawa has fallen each year since the index was implemented. Between 2008 and 2012 the CSI for Ottawa has dropped by approximately 11 percentage points. In 2012, Ottawa was one point below the Provincial level, and 18 points below the National level. The CSI is one indicator that highlights Ottawa as one of the safest urban centres in the Country. The 2013 index will be published by Statistics Canada in summer 2014.

Ottawa Police Solvency

Investigating crimes, solving cases, and apprehending criminals are community expectations of the OPS. 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 as prescribed by the Canadian Centre for Justice Statistics (CCJS). 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 is expressed as a percent and an often-used measure of police performance. It 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. Also important to note is 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.

In the past five years the OPS solvency rate has fluctuated between 37 and 40 percent, while remaining constant for the past two years with 38 percent of all cases solved.

Key Crime Trends

In the past five years, there has been an average of 36,000 Criminal Code of Canada offences (Excl. Traffic) committed in the City of Ottawa (Figure 2). Between 2009 and 2013, the level of reported crime has declined by 16 percent, or nearly 6,000 offences. The decline in reported crime can be partially attributed to a proportional decline in Crimes Against Property.

While the Police Service is always ready to respond to emergencies and criminal offences, crime prevention programs are designed to work with the community to reduce the likelihood and impact of being victimized. Examples of such programs include the "All Valuables Removed" initiative that reminds owners to remove all valuables from their vehicle when left unattended. The theft prevention cards are placed on windshields of vehicles in identified areas of the City. The cards contain a checklist of safety tips, such as: don't leave personal identification; remove all shopping bags; always close windows and lock all doors; and, park in well lit areas with pedestrian traffic.

Home security inspections are another crime prevention program that enables community members to take an active role in making their homes less susceptible to criminal activity. At the homeowner's request, police representatives visit their home to provide tips on ways to make their home safer. The inspection provides participants with a booklet that identifies safety improvements and provides crime prevention tips.

In order to keep the community informed of current crime trends, media releases are issued alerting residents to fraud, thefts of cell phones, and other crime trends to assist citizens with their safety and security. The OPS Crime Mapping Tool (<http://www.ottawapolice.ca/en/crime/crime-mapping-tool.asp>) is another means to help residents become more familiar with the types of calls and police activity in their neighbourhood. These initiatives and many more highlighted on the OPS website help contribute to reducing crime in the City.

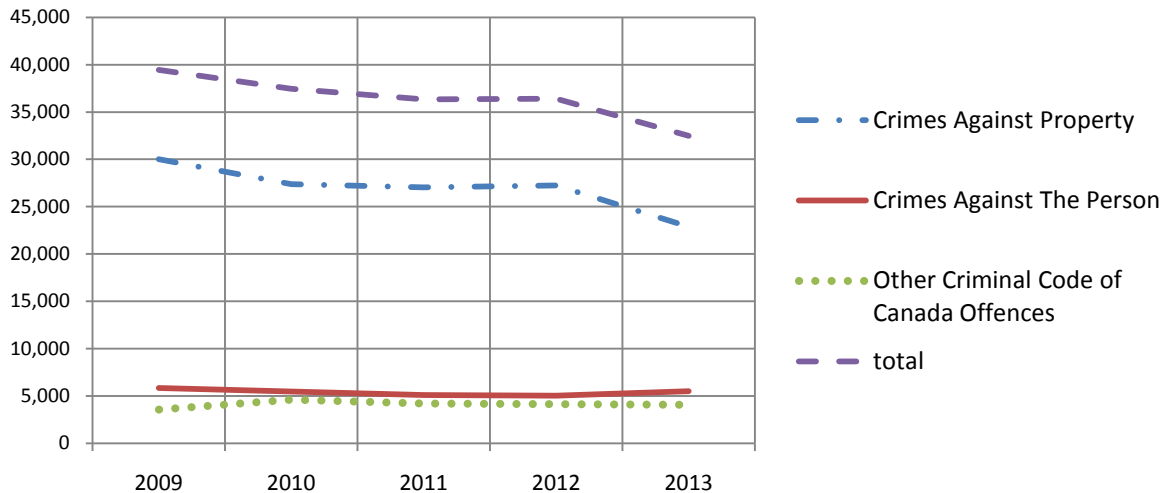


Figure 2: Ottawa Crime Trend for last 5 years

In 2013, the number of *Criminal Code of Canada Offences* reported in the City of Ottawa decreased by nearly 11 percent or 4,000 offences (Table 1). The decline may be attributed to a proportional decrease in the number of property-related offences. Property Crimes account for nearly three quarters of all reported crimes in the City. While the number of property offences declined by 16 percent in 2013, the solvency rate improved by one percent. Conversely the number of violent crimes rose last year, with solvency falling by 12 percent. The solvency rate for other *Criminal Code* violations (82%) remained high because of the charge rate of administration of justice offences such as bail violations and breach of probation.

Table 1: Key Crime Trends

Offence	2012			2013			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Crimes Against The Person	5,024	537.3	67.5%	5,508	583.9	55.5%	5,217	9.6%
Crimes Against Property	27,240	2,913.1	25.1%	22,887	2,426.4	26.2%	25,718	-16.0%
Other Criminal Code of Canada Offences	4,140	442.7	89.6%	4,077	432.2	82.4%	4,140	-1.5%
Total CCC Offences Excl. Traffic	36,404	3,893.2	38.3%	32,472	3,442.5	38.3%	35,076	-10.8%
Criminal Code Traffic Offences	2,528	270.4	36.4%	2,495	264.5	34.1%	2,511	-1.3%
Total CCC Offences Incl. Traffic	38,932	4,163.5	38.2%	34,967	3,707.1	38.0%	37,586	-10.2%

[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 2012 was 935,072 and for 2013 it was 943,256

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

Over 8,000 adults and 700 youths were charged with *Criminal Code of Canada* offences last year. Nearly 350 youth were also apprehended and not charged in 2013, but processed by other means (PBOM) and streamed into diversion programs under the Youth Criminal Justice Act (YCJA). Over the past several years youth officers, including the School Resource Officers, have increased their focus on "intervention" when it comes to the dealing with youth in conflict with the law. Officers have been addressing the needs of youth through the more efficient use of the Youth Criminal Justice Act, and community diversion program, run through the Boys and Girls Club with approximately 400 youth per year being recommended for the program.

The OPS Youth Section has added a full-time Children's Aid Society (CAS) Worker, which allows the needs of children under twelve years old to be addressed before they become youth in conflict with the

law. Further, in the area of prevention the OPS has also increased focus on positive youth engagement programs such as Youth Advisory Committee (YAC), Youth In Policing Initiative (YIPI), and the OPS Ventures.

Crimes Against the Person

The level of violent crime in the City grew by nearly 10 percent in 2013 to 5,508 offences. With nine homicides last year and one below the three year average, the solvency rate for the most serious offence type was 122 percent in 2013 due to charges laid in cold case files.

The rise in the number of Assaults presented in Table 2 accounts for two-thirds of the overall increase in violent crime. The increase may be attributed to a review of internal coding and clearing practices for partner-related offences to ensure OPS methods align with that of other police agencies across Ontario. The review resulted in a procedural change that effects year-over-year comparison of the volume and solvency of Assault (Incl. Sexual Assault). This is due to the fact the Service did not reclassify historical files. It is important to note that the coding change has no impact on how offences are investigated. While the actual number of Assault (Incl. Sexual Assault) shows an increase of 12 percent last year, the number of reports received by the Service declined by 6 percent.

Table 2: Crimes Against the Person

Offence	2012			2013			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Homicide (Incidents)	9	1.0	77.8%	9	1.0	122.2%	10	0.0%
Attempted Murder	5	0.5	80.0%	6	0.6	133.3%	7	20.0%
Robbery	672	71.9	42.0%	582	61.7	38.1%	655	-13.4%
Assault (Incl. Sexual Assaults)	3,108	332.4	73.8%	3,464	367.2	60.1%	3,231	11.5%
Other Sexual Offences	49	5.2	67.3%	55	5.8	41.8%	54	12.2%
Abduction	80	8.6	85.0%	60	6.4	66.7%	70	-25.0%
Uttering Threats or Intimidation	450	48.1	79.1%	463	49.1	69.8%	435	2.9%
Other Offences	651	69.6	53.0%	869	92.1	40.3%	756	33.5%
Crimes Against The Person	5,024	537.3	67.5%	5,508	583.9	55.5%	5,217	9.6%

[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 2012 was 935,072 and for 2013 it was 943,256

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

Reported robberies declined by 13 percent across the City last year, while solvency also declined by four percentage points.

In a large number of street level robberies many complainants choose not to assist with criminal investigations following their initial report. Those files are then cleared as founded not solved. For this reason, solvency of personal robberies and swarming has historically been lower because of a lack of available evidence. Conversely, quality video evidence received from incidents involving banks and retail outlets has had a positive impact on solvency. This is also true for incidents committed near the transit stations and has resulted in fewer offences in these areas.

The decrease in solvency in 2013 is partially the result of personal robberies and swarming representing a larger proportion of total offences where solvability is lower. Combined with a significant decrease (-36%) in retail robberies, the overall percentage of cases solved declined by four percent last year.

Pharmacy robberies, which are included in the retail category dropped from 51 incidents in 2012 to 13 last year.

As a preventative step to help reduce firearm-related offences, the OPS launched a gun amnesty program (Pixels for Pistols), in partnership with Henry's and Olympus Canada. During October Ottawa residents were encouraged to surrender unwanted or unused firearms for safe disposal in exchange for a digital camera. Over 1,000 firearms were seized during the four-week period. One goal of amnesty programs such as Pixels for Pistols is to ensure that these unused firearms are not used in criminal acts, as over 900 firearms were reported stolen across Province (+36% in two years).

Crimes Against Property

In the past year Property Crimes decreased by 16 percent while solvency improved by one point to 26 percent.

Table 3: Crimes Against Property

Offence	2012			2013			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Break and Enter	2,750	294.1	26.7%	2,210	234.3	27.2%	2,554	-19.6%
Theft - Motor Vehicle	1,250	133.7	17.0%	997	105.7	21.9%	1,123	-20.2%
Theft Over \$5000	297	31.8	14.8%	245	26.0	21.2%	255	-17.5%
Theft \$5000 and Under	14,651	1,566.8	28.2%	12,325	1,306.6	29.3%	13,808	-15.9%
Possession of Stolen Goods	163	17.4	90.2%	147	15.6	93.9%	191	-9.8%
Fraud	2,803	299.8	30.0%	2,426	257.2	28.0%	2,605	-13.4%
Mischief	5,161	551.9	13.9%	4,431	469.8	15.4%	5,041	-14.1%
Arson	165	17.6	15.2%	106	11.2	21.7%	140	-35.8%
Total Crimes Against Property	27,240	2,913.1	25.1%	22,887	2,426.4	26.2%	25,718	-16.0%

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Break and Enter offences declined by nearly 20 percent last year (-540 incidents), while solvency remained constant. The decrease in Break and Enters may be partially attributed to proactive efforts with known suspects upon their release from custody. The main goal is to ensure that individuals comply with their release conditions. As well, the deployment of a specialized 16-member Break and Enter Unit assigned to cover all areas of the City continues to demonstrate a positive impact targeting repeat offenders.

The most significant decline in property-related offences was Thefts over and under \$5,000, falling by 16 percent or more than 2,300 offences. Minor thefts typically account for more than half of all Crimes Against Property in Ottawa. The number of reported Fraud offences declined by 13 percent in 2013, the partial result of proactive initiatives geared towards cultivating relationships with banks and their investigators. Additionally, public awareness campaigns such as media releases, warnings, lectures and courses help inform the public and promote prevention.

As a result of improved training and collaboration with the Ottawa Fire Service, the solvency rate for Arson-related offences increased by 22 percentage points last year. The enhanced partnership has directly resulted in better information sharing, an increase in reporting of suspicious fires, and improved the quality of the primary investigation.

Other Criminal Code of Canada Offences

Other *Criminal Code of Canada* offences (weapons, bail violations, counterfeit currency, breach probation, internet threats, and other) declined from 4,140 in 2012, to 4,077 in 2013. At 82 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 (90%) and breach of probation (93%).

Table 4: Other Criminal Code of Canada Offences

Offence	2012			2013			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Offensive Weapons	194	20.7	85.6%	203	21.5	84.7%	191	4.6%
Bail Violations	1,549	165.7	97.8%	1,417	150.2	90.3%	1,516	-8.5%
Counterfeiting Currency	66	7.1	6.1%	162	17.2	8.0%	93	145.5%
Breach Probation	240	25.7	96.3%	226	24.0	92.5%	219	-5.8%
Threats via the Internet	91	9.7	35.2%	115	12.2	26.1%	110	26.4%
Prostitution	44	4.7	100.0%	64	6.8	82.8%	42	45.5%
Other Criminal Code Offences	1,956	209.2	87.8%	1,890	200.4	84.9%	1,969	-3.4%
Total Other CCC Offences	4140	442.7	89.6%	4,077	432.2	82.4%	4,140	-1.5%

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Criminal Code Traffic Offences

The number of *Criminal Code of Canada* traffic offences dealt with by the Ottawa Police declined by one percent in 2013. Following a slight increase in 2012, the decline last year is attributed to fewer incidents of Dangerous Operation of Motor Vehicle (-11%) and Impaired Operation of Motor Vehicle (-4.0%).

Table 5: Criminal Code Traffic Offences

Offence	2012			2013			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Dangerous Operation of Motor Vehicle	107	11.4	86.9%	95	10.1	81.1%	98	-11.2%
Impaired Operation of Vehicle	676	72.3	100.6%	649	68.8	99.5%	662	-4.0%
Failure to Stop or Remain	1,678	179.5	4.9%	1,678	177.9	3.6%	1,676	0.0%
Driving Motor Vehicle While Prohibited	60	6.4	96.7%	64	6.8	98.4%	66	6.7%
Other Criminal Code Offences	7	0.7	71.4%	9	1.0	66.7%	9	28.6%
Total Criminal Code Traffic Offences	2,528	270.4	36.4%	2,495	264.5	34.1%	2,511	-1.3%

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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. Residents are encouraged to remain vigilant looking for impaired drivers in order to improve roadway safety. In 2013, the Ottawa Police conducted over 50 Reduce Impaired Driving Everywhere (RIDE) Programs, stopping nearly 15,000 vehicles and administering 130 roadside breath samples.

The solvency rate for Criminal Code Traffic Offences remains in line with the three year average, with 34 percent of cases solved. Failure to Stop or Remain Offences continue to have the greatest impact on solvency. This is due to the fact charges cannot be laid unless there is a witness that can identify the driver.

Other Traffic Offences

Ottawa City Council established the Safer Roads Ottawa Program (SROP) to maximize safety on City streets. The program offers a collaborative approach to road safety in order to coordinate resources and activities with identified problems. Partners include: the Ottawa Fire Services; Ottawa Paramedic Service; Ottawa Public Health; and, the Public Works Department. The SROP focuses on a 4E approach to road safety (Engineering, Education, Enforcement, and Emergency Response).

The 2013 campaigns focused on vulnerable road users (pedestrians, cyclists, and motorcyclists), age specific (children, seniors, school zones), and other (distracted drivers, impaired driving, holiday messaging). Each month Safer Roads Ottawa, through the Selective Traffic Enforcement Program (STEP), identifies two safety priorities for enforcement. These initiatives support public awareness and enforcement campaigns.

Table 6: Other Traffic Offences and Violations

Statute	2012		2013		3-Year Average (2)	%Change 2012-2013
	Actual	Rate (1)	Actual	Rate (1)		
Highway Traffic Act	97,919	10,471.8	92,361	9,791.70	94,128	-5.70%
Other Provincial / Municipal Offences	39,270	4,199.7	35,483	3,761.80	36,485	-9.60%
Total	137,189	14,675.5	127,844	13,553.5	130,612	-6.8%

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

[3] This report includes part I traffic related warnings and offences notices issued under The Highway Traffic Act, Compulsory Automobile Insurance Act, Motorized Snow Vehicles Act, Off Road Vehicles Act, Environmental Protection Act, Liquor Act, Dangerous Goods Transportation Act, Truck Transportation Act, Public Transportation & Highway Improvement Act, City of Ottawa Harmonized Licensing Bylaw, City of Ottawa Noise Bylaw and the City of Ottawa Traffic & Parking By-Law.

The OPS issued nearly 128,000 traffic violations in 2013. Document and equipment violations, for example permit requirements, and fail to carry insurance cards, accounted for 59 percent of all traffic offences. Moving violations such as rate of speed, signs and traffic control signals, accounted for the remaining 40 percent.

The OPS Traffic Section participated in the national traffic safety program, called "Operation Impact" held over October 11 to 14, 2013 where officers conducted enforcement focusing on the "Big 4"; Aggressive Driving, Use of seat belts and child restraints, Distracted Driving (Hands Free), and Drinking and Driving. Four days of enforcement resulted in 20 Criminal Code Drinking and Driving offences and over 361 traffic tickets.

There were 26 fatalities from collisions compared to 28 fatalities in 2012. 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-related offences increased by three percent in 2013 to 1,546 offences. The solvency rate for drug-related offences remains high, with 96 percent of all cases solved.

Table 7: Drug Offences

Offence	2012			2013			3-Year Average (2)	%Change (2)
	Actual	Rate (1)	Solvency%	Actual	Rate (1)	Solvency%		
Cannabis	1,001	107.1	98.4%	1,059	112.3	96.9%	1,030	5.8%
Ecstasy (Methylenedioxyamphetamine)	10	1.1	100.0%	10	1.1	100.0%	10	0.0%
Crystal Meth (Methamphetamine)	2	0.2	100.0%	4	0.4	100.0%	2	100.0%
Heroin	5	0.5	100.0%	1	0.1	100.0%	4	-80.0%
Cocaine	380	40.6	98.4%	355	37.6	94.1%	359	-6.6%
Other Controlled Drugs and Substances	109	11.7	99.1%	117	12.4	96.6%	111	7.3%
Total Drug Offences	1,507	161.2	98.5%	1,546	163.9	96.2%	1,515	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 2012 was 935,072 and for 2013 it was 943,256

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

In 2013, the OPS undertook several initiatives and worked proactively with partners to reduce the number of drugs and firearms on City streets, as well as deter street gangs. One such initiative was a partnership with OC Transpo Special Constables and Bylaw Fare Inspectors who conducted zero tolerance enforcements at transit stations, helping to address community safety concerns. The results were seizures of various amounts of alcohol, marihuana and other drug paraphernalia, as well as the execution of 21 arrest warrants and the laying of 122 charges. In addition, 121 City of Ottawa Bylaw Offences were laid.

The Ottawa Police Service Drug Unit, in partnership with the Ontario Provincial Police and the Canadian Border Security Agency, conducted a three month investigation in 2013. The project targeted marihuana grow operations and traffickers in the community. A total of 18 search warrants were executed and twenty people were subsequently charged with nearly 80 Criminal Code Offences, as well as 33 charges under the Ontario Fire Code. Police seized 6.8 million dollars worth of marihuana and over \$35,635 in Canadian currency. Of the 18 search warrants executed, eight hydro bypasses were discovered at marihuana grow operations. A hydro bypass increases the threat of fire, posing a significant risk to the community.

The OPS Drug Unit also worked collaboratively with Gatineau Police on Project DERAPAGE, executing search warrants in Ottawa and Gatineau. The OPS Drug Unit seized a number of items including cocaine, steroids, hashish, handguns, a military automatic rifle, and ammunition.

In addition to working with partners, the OPS Guns and Gangs Unit and Direct Action Response Teams (DART) conducted numerous proactive initiatives last year targeting gangs, drugs, and firearms on City streets. The result was over 80 criminal charges and seizures of drugs valued at over \$700,000.00.

Calls for Service

In the past three years the OPS handled an average of 364,500 calls for service. Last year the number of calls received declined by five percent to 354,500 calls. The decline has been primarily driven by fewer 9-1-1 calls determined to be non-emergencies, and handled through Alternative Response.

Table 8: Calls for Service (All Priority Levels)

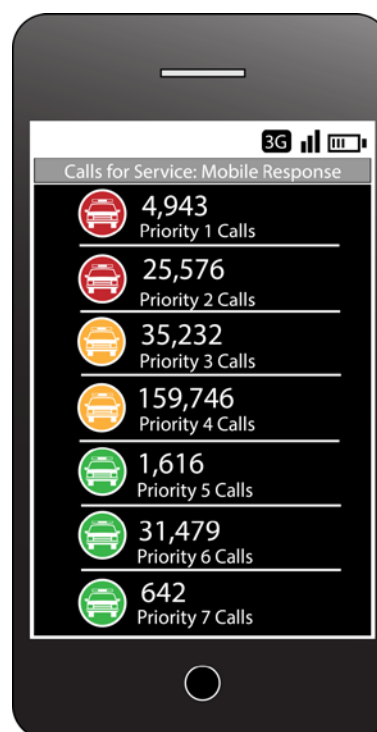
Total calls for service	2012	2013	3 Year Average (2)	%Change (2)
Total Mobile Response	264,220	259,234	262,677	-1.9%
All Priorities Total Alternative Response	110,189	95,216	110,462	-13.6%
Total Calls For Service	374,409	354,450	373,139	-5.3%

The OPS Call Response Protocol reflects the need to respond to citizens' calls for assistance in a manner that reflects the seriousness of the incident, while weighing the interests of the safety of police officers and the general public. The circumstances surrounding the incident determine the priority level assigned.

The Call Response Protocol was updated in 2012 to improve service to the community. With the change, no appropriate comparison of year-over-year data can be undertaken at this point in time at the priority level.

Of the nearly 260,000 dispatched calls last year, also known as mobile response, over 4,900 were classified as Priority 1 (Figure 3). This includes all events involving a known imminent danger to life; actual or potential danger for bodily injury or death; crimes in progress or imminent. Dispatched calls include both calls received from members of the public, and those self-initiated by Ottawa Police Officers.

Priority 2 calls are also serious in nature, including all calls where there is the potential for serious bodily harm to occur. These calls include crimes in progress against a person, when there is the known presence of weapons or apparent serious injuries. A full description of how the Police Service classifies calls for each priority level can be found in Table 9.

**Figure 3: Mobile Response Calls for Service by Priority Level****Table 9: OPS Call Response Protocol (2012)**

Priority 1:	All events involving a known imminent danger to life. 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
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:	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.

Call Response

Response time, otherwise known as total response duration, refers to the accumulated time from when a call is received by a member of the community to when the first officer arrives on scene. The Service aims to respond to Priority 1 calls for service within 15 minutes, 95 percent of the time. Last year the organization achieved the performance standard of 95 percent. As a result of a new process for classifying calls that came into effect in 2012, no appropriate comparison can be made at the priority level for the previous year.

When a 9-1-1 call is received by the OPS Communications Centre, a call is created on the OPS Computer Aided Dispatch (CAD) system and placed on a dispatch list in order of its priority (Table 9). The available or assigned patrol unit accepts the call and travels to the scene. On average, the first OPS officer arrives on scene to an emergency call within approximately seven minutes. OPS officers then spend approximately one hour and forty minutes on the call; including responding to the incident, taking appropriate action, and completing the associated report requirements.

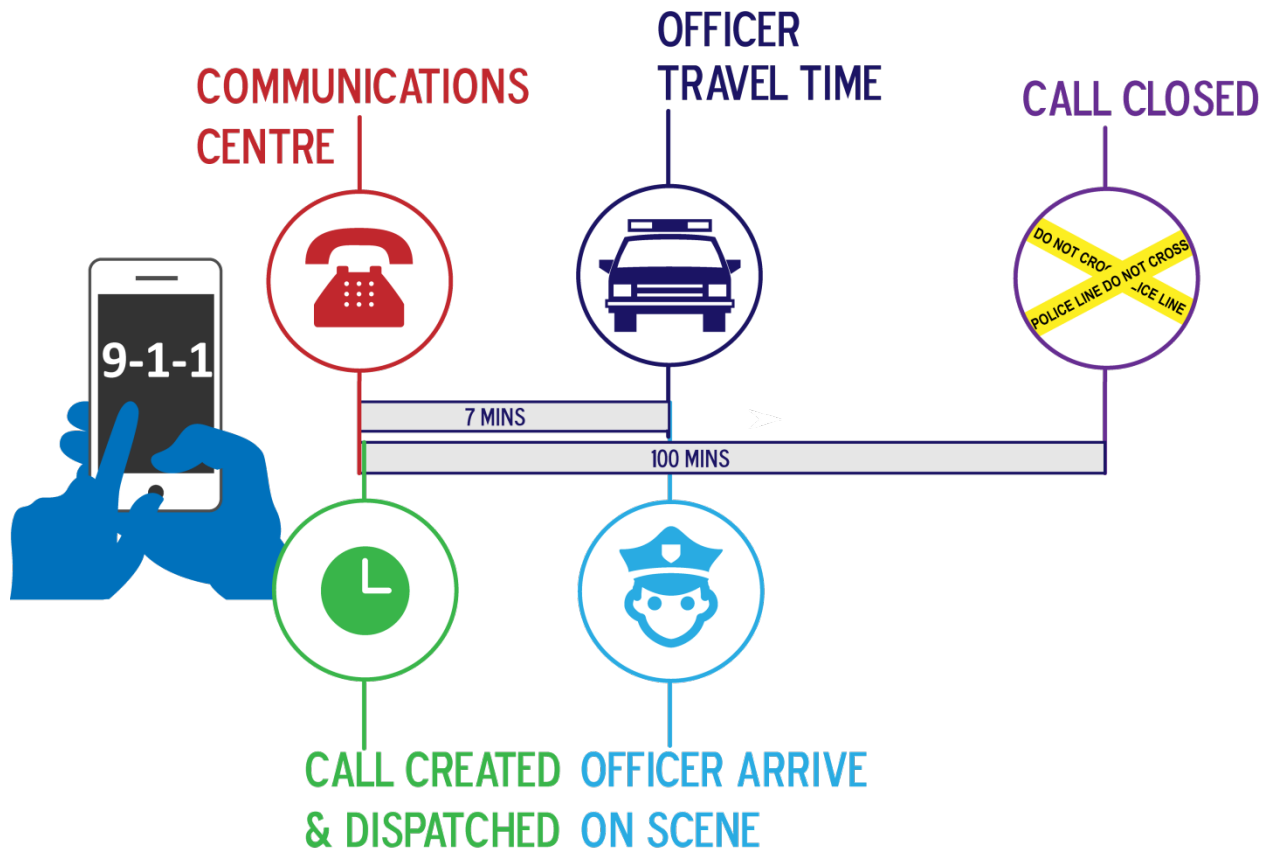


Figure 4: Call response process

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 OPS provides detailed information to the community on crime activity and occurrences at ottawapolice.ca.

Listed under the **Crime** section, visit **Crime Stats** or **Crime Map** 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.