

PUBLIC



INTERNAL MONITORING REPORT

ENDS: Emergency Response

Period: 2006 Year End

Date: July 2007

I hereby submit the Monitoring Report with respect to this Ends Policy.

BROADEST POLICY PROVISION:

*“No call for service will go unanswered.
Furthermore, armed police will respond to all calls for service where one or more persons in Durham Region poses a physical threat to another person(s) or themselves, within 8 minutes of receipt of that call, 90% of the time. Such situations should be concluded without loss of life or injury to anyone.”*

Interpretation of the Chief of Police:

It is my interpretation of this policy that it requires a police response to life threatening situations within the time frame and successful conclusion thereof.

Statement of Compliance

For the period of January 1st to December 31st 2006, the Service was not compliant. 39% of emergency calls for Service were responded to in less than 8 minutes.

Data Support:

12,065 calls comprise the sample used for analysis of emergency calls for service. The response time for the calls were then sorted based on calls exceeding 8 minutes and calls less than 8 minutes:

Over 8 Minutes	Under 8 Minutes	Grand Total	Compliance	Non Compliance
4,750	7,315	12,065	39.37%	60.63%

Based on this analysis the Service was compliant approximately 39% of the time.

It should be noted that in 2006 emergency response time data was obtained entirely from the Versadex Computer Aided Dispatch (CAD) system. In 2005, this data represented a blend of the legacy PRC CAD and Versadex CAD data (implemented September 25th, 2005). **There are significant differences between the two CAD systems and comparisons between 2005 and 2006 emergency response data cannot be made with accuracy.**

The DRP is undertaking a number of initiatives designed to improve emergency call response:

These initiatives include:

- Patrol Staffing Analysis Project, which is reviewing patrol deployment and patrol zone boundaries with the primary objective of improving emergency call response and secondly, to enhance the time available for proactive policing.
- We will also be monitoring call response time as part of officer and unit performance.
- We will continue to monitor the input of Computer Aided Dispatch (CAD) data to ensure accuracy with respect to all call priorities.

The following chart is a breakdown of emergency response time by division. For comparative purposes, the percentage compliance is shown for intervals up to twelve minutes.

	Under 8 minutes	Under 9 minutes	Under 10 minutes	Under 11 minutes	Under 12 minutes
REGION	39.37%	47.00%	53.90%	60.46%	65.82%
North Durham	19.31%	24.50%	28.82%	34.68%	38.62%
Clarington	34.74%	42.39%	51.72%	58.84%	64.12%
Oshawa	44.16%	51.63%	58.72%	64.77%	70.23%
Whitby	45.03%	54.86%	61.01%	67.98%	73.26%
Ajax/Pickering	37.19%	44.57%	51.45%	58.56%	64.36%

Source: DRPS Versadex CAD

M. Ewles
Chief of Police