

Classification

PUBLIC

Meeting

July 14, 2008

Agenda Item **Monitoring Report:
Emergency Response**



Recommended Motion:

THAT the Board receive the *Emergency Response* monitoring report and note that initiatives to address non-compliance will be addressed through the Patrol Staffing Analysis Project.

Emergency Response

I hereby submit my monitoring report on your Board Ends Policy, “Emergency Response” according to the schedule set out. I certify that the information contained in this report is true.

Signed: _____
Chief of Police

Date: _____

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 2007, the Service was not compliant. 41% of emergency calls for Service were responded to in less than 8 minutes.

Data Support:

12,331 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
7,257	5,074	12,331	41.15%	58.85%

Based on this analysis the Service was compliant approximately 41% of the time.

The DRP continues to review Service-wide operational business practices impacting patrol deployment and patrol zone boundaries to improve emergency call response and enhance time available for proactive policing, through the Patrol Staffing Analysis Project.

The following chart is a breakdown of emergency response time by division. For comparative purposes, the percentage compliance is shown for intervals up to 12 minutes.

	Under 8 minutes	Under 9 minutes	Under 10 minutes	Under 11 minutes	Under 12 minutes
REGION	41.15%	48.50%	55.33%	61.37%	66.26%
North Durham	22.02%	26.41%	31.07%	36.79%	41.45%
Clarington	41.95%	48.39%	55.62%	61.42%	66.21%
Oshawa	42.21%	49.97%	57.26%	63.05%	68.11%
Whitby	45.76%	53.28%	59.88%	66.00%	71.21%
Ajax/Pickering	42.74%	50.93%	57.92%	64.61%	69.25%

Source: DRPS Versadex Data Mart