



INTERNAL MONITORING REPORT

ENDS: Emergency Response

Period: 2004 Year End

Date: February 14, 2005

I hereby submit the first Monitoring Report with respect to this Ends Policy, which was finalized by the Board on November 8, 2004. The new version of course significantly altered the policy from just dealing with pure Emergency Services response pursuant to Adequacy to a broader scope

BROADEST POLICY PROVISION:

"No call for service will go unanswered.

Furthermore, armed police will respond to all 911 emergency phone calls 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 phone call, 90% of the time. Such situations shall be concluded without loss of life, at least 99% of the time."

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. These types of calls are assigned "A" priority and then into the 900 code classification that it matches, such as Domestic, Armed person etc. "A" priority calls required immediate dispatch of patrol units and such other units as the call classification requires. It is my further interpretation that the 900 codes that will be evaluated to meet the statistical requirement are:

Complaints requesting immediate police assistance for the protection and preservation of life, crimes in progress, major disasters and emergency activation (10-33). "A" Priority calls are dispatched immediately by verbally transmitting the call before sending it to the VMDT's. This allows units close to the incident to receive the information and respond quickly.

The following chart illustrates the type of calls defined as “A” priority calls, the total calls received for 2003 and 2004.

Call Type Code	Description	2003 (January to December)	2004 (January to December)	Actual change	% Change
900	Bomb Threat	58	47	-11	-19.0%
901	Homicide	1	2	1	100.0%
904	Robbery	403	345	-58	-14.4%
912	Domestic	2791	2860	69	2.5%
914	Fire	641	625	-16	-2.5%
915	Alarm	10026	10111	85	0.8%
918	Impaired Driver	4050	3753	-297	-7.3%
928	Armed Person	1088	1174	86	7.9%
933	Emergency Activation	331	424	93	28.1%
940	Unknown Trouble	2330	3256	926	39.7%
944	Robbery in Progress	15	26	11	73.3%
949	All Fatal M.V.A.'s	2	3	1	50.0%
950	Fail to Remain P.I.	108	101	-7	-6.5%
952	MVA P.I.	2368	2449	81	3.4%
955	B & E In Progress	718	813	95	13.2%
988	Fraud in Progress	98	102	4	4.1%
Total Priority A Calls		25028	26091	1063	4.2%

As the Board is aware, the response time data is not currently easily available but will become so with the new system.

Data in Support:

An analysis was prepared, by the Corporate Planning and Development Unit, using the 900-code system for calls finalized as Priority “A” calls. There were some variables, which affected the results of the analysis. The variables included the following:

- In 2004 912-Domestic was not coded as Priority A. Data excluded is based upon incomplete records (no On Scene Time indicated, exclusion of DUP (duplicate) dispositions and no data available for Zone/Atom field).

The following chart represents the total “A” priority calls, the number of “A” priority calls responded to within 8 minutes and the percentage of “A” priority calls responded to within 8 minutes. The totals are per CPO and region totals.

FinalCallType	16 CPO	16-under8min	%	17 CPO	17-under8min	%	18 CPO	18-under8min	%	19 CPO	19-under8min	%	26 CPO	26-under8min	%	Regional Total	All-under8min	%
Totals	2654	1230	46%	7907	4313	55%	4066	2228	55%	6893	3265	47%	2014	559	28%	23534	11595	49%

Our Service has in place a Tactical/Hostage Rescue Unit, Major Incident Command, Crisis Negotiators, Police Explosive Forced Entry Technicians and Explosive Disposal Technicians, as per Adequacy regulations.

Current Processes:

As indicated in the October 4th, 2004 Monitoring Supplementary Report: The Tactical Support Unit is comprised of 13 members including the Unit leader. The unit does not provide 24/7 coverage. Major Incident Command, negotiators and scribes work as a team on a rotational call out schedule.

“A” Priority calls are initially dispatched to patrol Officers. The first responders, in most cases, will contain the scene and set up a perimeter to prevent the suspect from becoming mobile. The Tactical Support Unit and Incident Command team will attend the scene as soon as possible after being notified of the incident.

In 2004, the Tactical Support Unit responded to 38 emergency response calls. The Incident Command Team was called out for 14 emergency response calls. The incidents included:

Incident Number	900 Code	Type of Incident	Incident Command Team Called Out
04-714	900	Bomb Threat	No
04-13094	900	Bomb Threat	No
04-4288	928	Armed person, warrant execution	Yes
04-11219	901, 928	Homicide, armed person	Yes
04-21433	928, 912	Domestic involving armed person	No
04-22617	928, 930	Armed, suicidal person	No
04-26863	900	Bomb Threat	No
04-34181	928	Armed person	No

04-34216	900	Bomb Threat	No
04-47885	928 - Warrant	Armed person, warrant execution	Yes
04-55736	900	Bomb Threat	No
04-69942	900	Bomb Incident	No
04-71972	940	Unknown Trouble	No
04-73222	900	Bomb Threat	No
04-74783	900	Bomb Threat	No
04-79733	900	Bomb Threat	No
04-80934	930, 928	Suicidal, armed person	Yes
04-87706	930	Suicidal person	Yes
04-89628	928	Armed person	No
04-90171	900	Bomb Threat	No
04-89342	902	Sexual Offence, arrest	Yes
04-99232	928	Armed person	Yes
04-104136	900	Bomb Threat	No
04-101578	912	Domestic Incident	Yes
04-106565	900	Bomb Threat	No
04-111746	928, 930	Armed suicidal person	No
04-115037	904, 928	Robbery, armed person	No
04-122497	928, Warrant	Armed person, warrant execution	Yes
04-123569	904	Robbery	No
04-126082	900	Bomb Threat	No
04-134097	930	Suicidal person	No
04-135199	928	Armed person	No
04-147198	928	Armed person	Yes
04-157383	900	Bomb threat	No
04-165396	928, 902	Armed person, sexual assault	No
04-166752	928	Armed person	Yes
04-190153	928	Armed Person	No
04-191274	901, Barricaded person	Homicide	Yes
(Note: 04-174174 – Incident Command Call out Only)	914	Explosion, Fire	Yes
(Note: 04-98435 – Incident Command Call out only)	930	Suicidal Person	Yes

There was a total of 40 incidents where the Tactical Support Unit and/or the Incident Command team was called to attend. The Tactical Support Unit and/or the Incident Command team responded to 18 calls for service, which were initiated as “A” priority calls.

The Professional Standards Branch has advised that they have not received any complaints regarding calls for service going unanswered. “A” Priority calls responded to by members of the Durham Regional Police have been concluded without loss of life, 100% of the time.

Our Service is in the process of researching and identifying effective means for the accumulation of accurate response time data and the variables affecting Officer response times. We are striving towards meeting this Ends policy.

Kevin McAlpine
Chief of Police