

Classification

PUBLIC

Meeting

July 12, 2010



Agenda Item **Monitoring Report: Emergency Response**

Recommended Motion:

THAT the Board receive the *Emergency Response* monitoring report.

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

I report **non-compliance**. For the period of January 1st to December 31st 2009, the Durham Regional Police Service (DRPS) was not compliant to an 8 minute response time, 90% of the time. In 2009, 48% of emergency calls for Service (Priority 1) were responded to in less than 8 minutes. This is up from 44% in 2008 and 41% in 2007.

Data Support:

In January 2009 a dedicated team (PSAP) reviewed access to service, including citizen-generated calls for service (CFS) and prioritization for computer assisted dispatch (CAD) practices.

Call priorities were reviewed with recommended changes for dispatch implemented on June 30, 2009. Using an enhanced “standard priority criteria”, the number of Priority 1 CFS were reduced by four (4), thus caution should be used when making comparisons to prior years.

Response time is defined as the number of minutes it takes a unit(s) to arrive on scene from the time a call is received. Emergency calls are those calls that are citizen-generated, or would likely have been citizen-generated, and are dispatched as a priority 1 call through the regular dispatch queue. These exclude follow-up, duplicates and those calls that were cancelled by dispatch.

In 2009 there were 9,261 emergency calls. Of these, 8,388 have measurable response times used in the analysis of emergency calls for service. Response time compliance for emergency calls is determined by counting calls with a response time of less than 8 minutes (met) as a percentage of the volume of measurable emergency calls:

8 Minutes and Greater	Less Than 8 Minutes	Grand Total	Compliance	Non Compliance
4,353	4,035	8,388	48.10%	51.90%

Source: DRPS Versadex Data Mart

Based on this analysis, the Service was compliant approximately 48% of the time.

The following table shows 2009 emergency response time compliance by municipality. The statistics show the reduced emergency response times and unique challenges responding to urban vs rural CFS. 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	48%	56%	62%	68%	73%
Brock	20%	23%	28%	31%	36%
Scugog	28%	34%	39%	43%	50%
Uxbridge	21%	26%	31%	39%	46%
Clarington	43%	51%	57%	63%	68%
Oshawa	55%	63%	70%	75%	79%
Whitby	46%	54%	60%	66%	72%
Ajax	43%	51%	58%	65%	70%
Pickering	49%	56%	62%	68%	73%

Source: DRPS Versadex Data Mart

Further review of service delivery, through PSAP, resulted in a change in divisional boundaries in early 2010. Analysis of the impact of the associated staffing deployment and transition to call management, including proximity dispatch practices are anticipated to improve emergency call response and enhance time available for proactive policing.