

Classification

PUBLIC

Meeting

June 8, 2009

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

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

Data Support:

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 initiated, or would likely have been citizen initiated, 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 2008, there were 11,721 emergency calls, with 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
6,592	5,129	11,721	43.76%	56.24%

Source: DRPS Versadex Data Mart

Based on this analysis, the Service was compliant approximately 44% of the time.

The following table shows 2008 emergency response time compliance 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	44%	51%	57%	63%	68%
North Durham	22%	26%	30%	35%	39%
Clarington	44%	51%	56%	61%	66%
Oshawa	49%	57%	64%	70%	74%
Whitby	47%	55%	61%	68%	73%
Ajax Pickering	41%	49%	56%	61%	67%

Source: DRPS Versadex Data Mart

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