

Corona Solutions

The Power to Know

GeoBalance helped make the redistricting process run smoothly for Ottawa Police Service.

A Success Story

After uniting three smaller municipal police services and annexing the Ontario Provincial Police territory, the Ottawa Police Service (OPS) knew they needed to re-evaluate the effectiveness of their Service Development Model (SDM). Over 1,000 sworn officers and 400 civilian members are committed to the effective and efficient delivery of quality police services in the City of Ottawa. OPS wanted to change the existing SDM by adding one division, reducing the number of districts by ten, and reducing the number of patrol zones by four. They left the number of neighborhoods the same. By making these changes, Ottawa hoped their goals of balancing workload between districts and zones as well as maintaining the logical integrity of their natural boundaries would be achieved.

Using Corona Solutions' GeoBalance™, a number of district boundaries were proposed, accepted, and redrawn. A best-case scenario to design an optimum arrangement of zones was performed. The scenario targeted 4,000 service hours per year while maintaining the logical integrity of physical barriers and district structures for each zone. GeoBalance afforded analysts the chance to optimize these parameters and the centroids of the zones around the top 44 hot spots. Results from this analysis were compared to the existing zone design. This comparison showed there were 9 zones that needed some serious rethinking. What could have been an exercise in futility became relatively simple to explain and comprehend. A series of "what-if" scenarios was created, resulting in some of the zones being split or realigned.

Ongoing evaluation of these changes shows workload equity is realized in the redesigned zones. The workload difference between zones is between 3,500 and 4,500 total service hours per year. For top priority emergency calls, patrol officers continue to meet and/or exceed the service time standards. GeoBalance helped make the redistricting process run smoothly for Ottawa Police Service.

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