

Effectiveness and Efficiency of the Use of the Patrol Vehicles of the Service de police de la Ville de Montréal in Emergency Settings

Background

The mission of the Service de police de la Ville de Montréal (SPVM) is to ensure the safety and integrity of individuals, the population and property. Patrol officers across the territory of the agglomeration of Montréal intervene when emergency calls are made to the 911 Emergency Centre. Depending on the severity of the situation, the SPVM has set targets for the average time it takes to respond to these calls, i.e., the total time between the moment a call is received at the 911 Emergency Centre and the moment a patrol vehicle arrives on the scene. To get to the scene as quickly as possible, the following conditions must be met:

1. The emergency call must be assigned to the patrol vehicle that is best positioned, i.e., the vehicle that is closest to the scene of the emergency;
2. The patrol vehicle must be in good working order, especially as regards the quality of its tires, since the intervention can unfold on any type of roadway;
3. The patrol officer must be comfortable operating an emergency vehicle in a variety of weather and urban conditions.

Purpose of the audit

To ensure that the Ville de Montréal (the City) makes effective and efficient use of the patrol vehicles of the Service de police de la Ville de Montréal when responding to calls and travelling on the road network.

Results

For obvious security reasons we cannot disclose the details of the results or our findings in this annual report. We made recommendations to the various business units concerned in relation to these findings and they have committed to developing and implementing action plans to correct the deficiencies found.

