



Kingston Police

Public Agenda Information Report

To: Kingston Police Service Board
From: Scott Fraser, Chief of Police
Subject: Mental Health Calls January 1 to November 30, 2024
Date: December 5, 2024

Recommendation:

That the Mental Health Calls January 1 to November 30, 2024 Report, Report Number 24-46 is for information only.

Summary:

Please find attached monthly reports regarding Mental Health Calls attended by Kingston Police, for each month of 2024 to date, compiled and provided by HealthIM. Going forward, it is our intent to provide these monthly reports to the Kingston Police Service Board, as they become available.

Contact:

Scott Fraser, Chief of Police

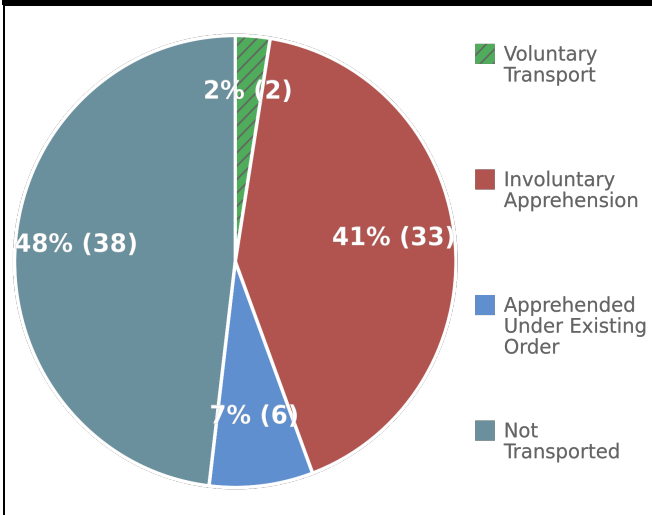
613-549-4660 ext. 2213



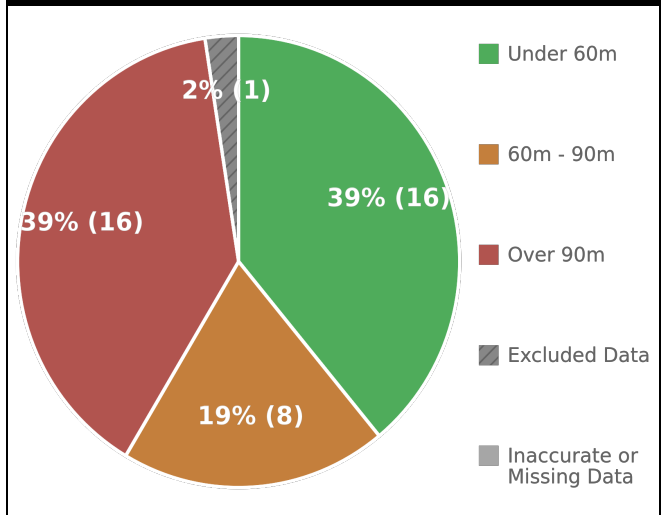
SUMMARY STATISTICS

INDIVIDUALS 75	MH CALL VOLUME 79 Calls	WAIT TIME AVERAGE 1h 26m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 4 individuals Repeat Presentations 14 individuals New Presentations 57 individuals	TUE 2024-01-02 (6 Calls) MON 2024-01-01 (5 Calls) WED 2024-01-31 (4 Calls) WED 2024-01-24 (4 Calls) FRI 2024-01-19 (4 Calls)	5h 10m 2024-2253 3h 44m 2024-2993 3h 08m 2024-203 2h 55m 2024-1138 2h 43m 2024-53

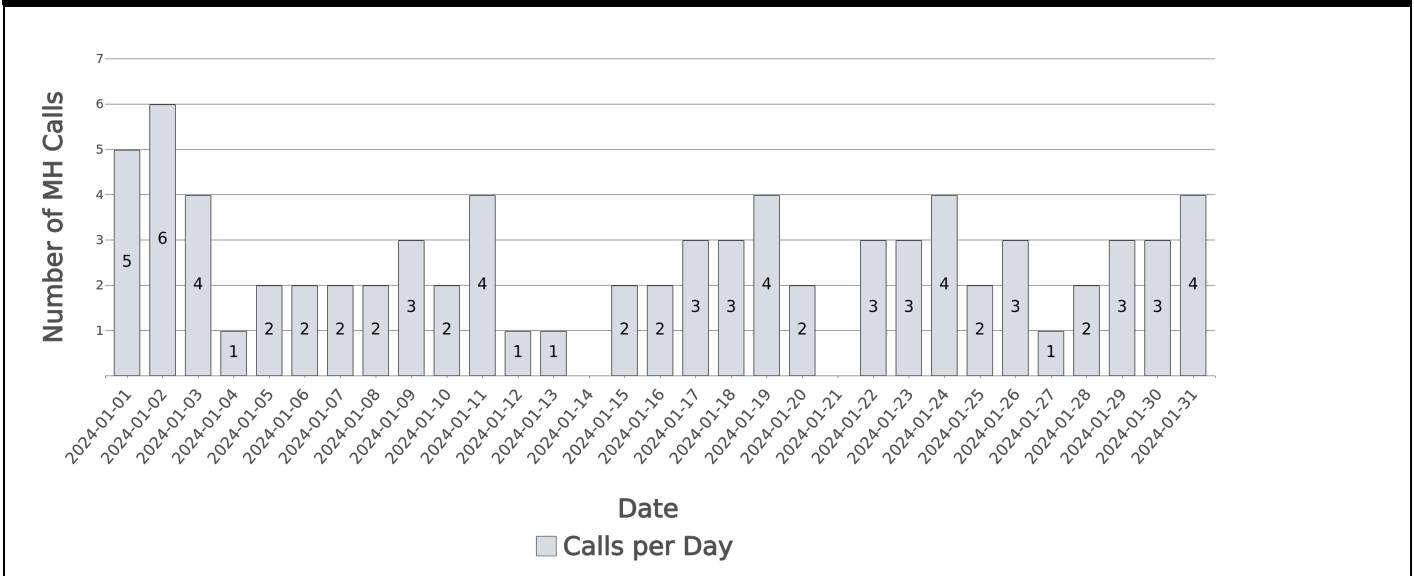
CALL OUTCOMES



HOSPITAL WAIT TIMES

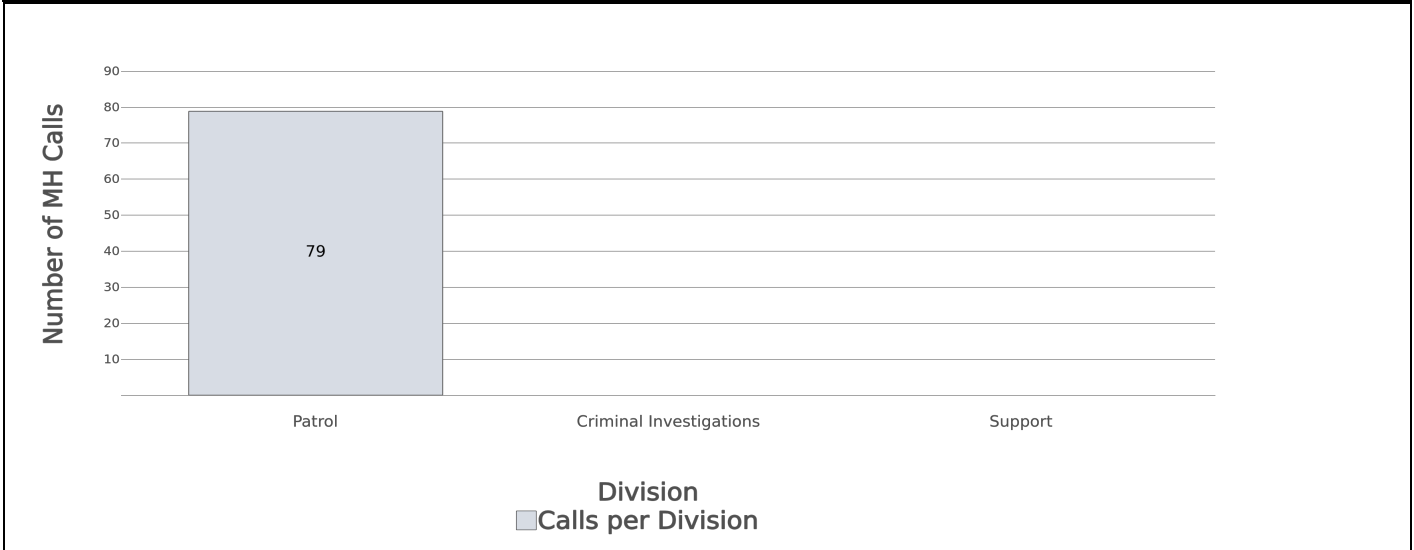


MH CALL VOLUME BY DAY

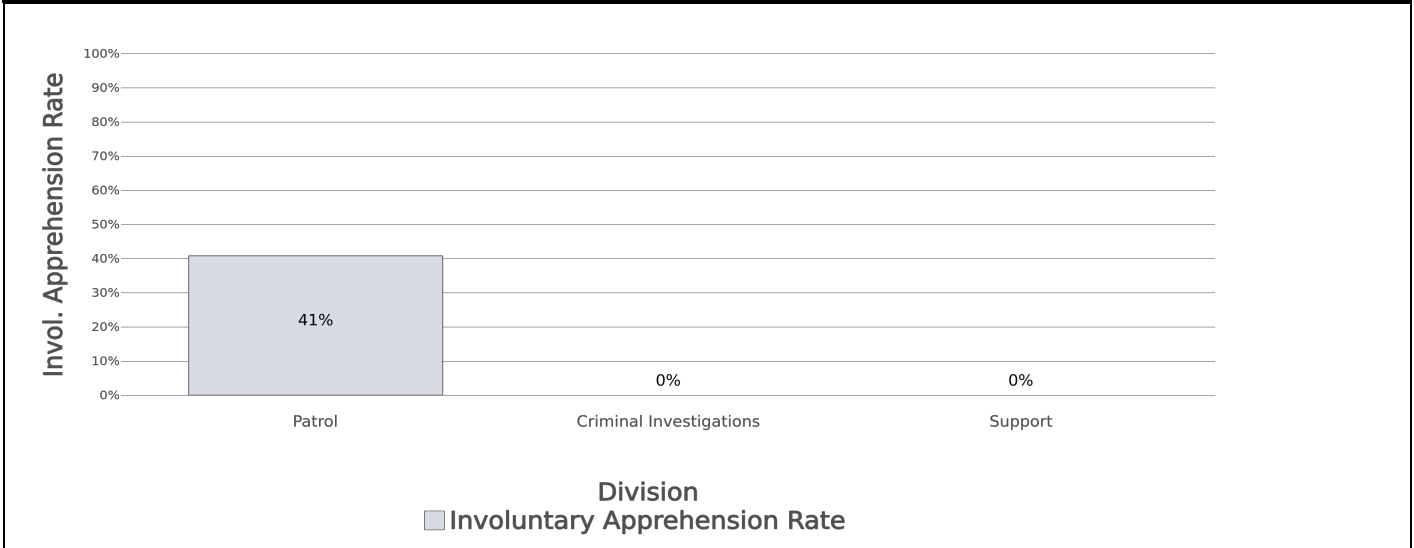




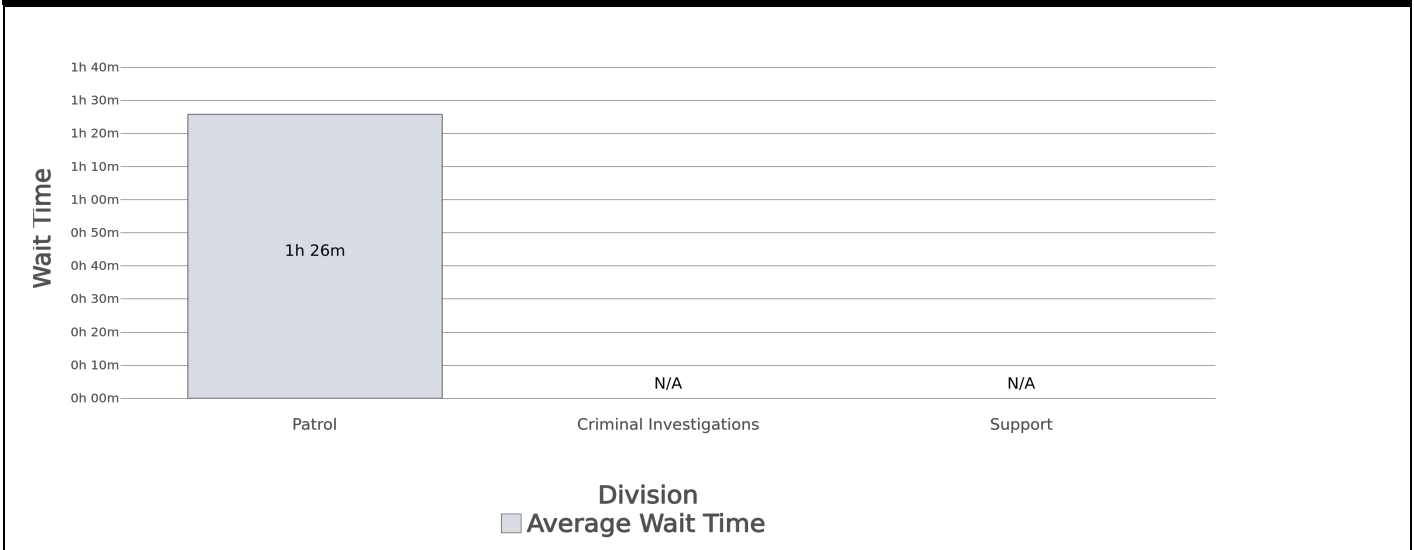
MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION



HOSPITAL WAIT TIMES BY DIVISION

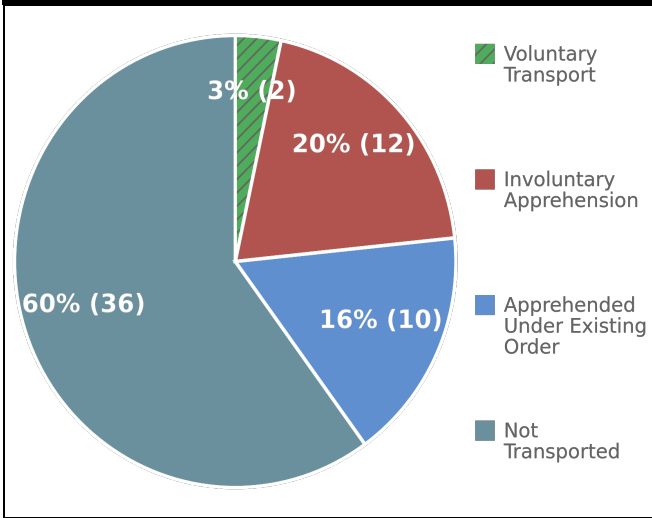




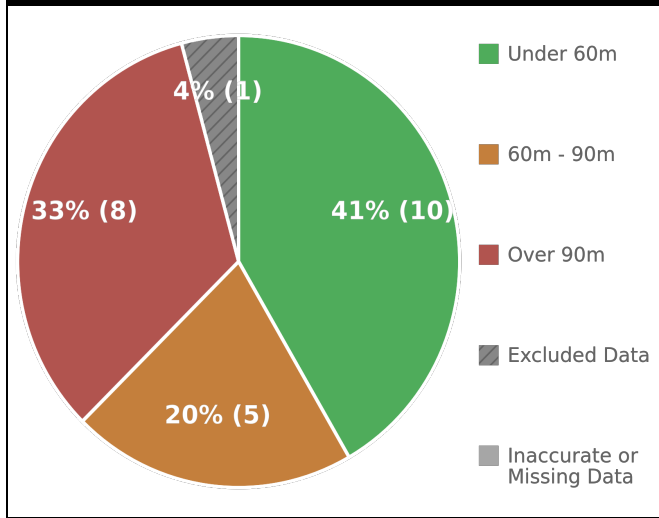
SUMMARY STATISTICS

INDIVIDUALS 55	MH CALL VOLUME 60 Calls	WAIT TIME AVERAGE 1h 20m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 5 individuals Repeat Presentations 18 individuals New Presentations 32 individuals	MON 2024-02-26 (5 Calls) SAT 2024-02-24 (4 Calls) FRI 2024-02-09 (4 Calls) THU 2024-02-08 (4 Calls) TUE 2024-02-06 (4 Calls)	4h 06m 2024-4154 4h 03m 2024-5802 3h 00m 2024-4505 2h 55m 2024-6543 1h 59m 2024-4927

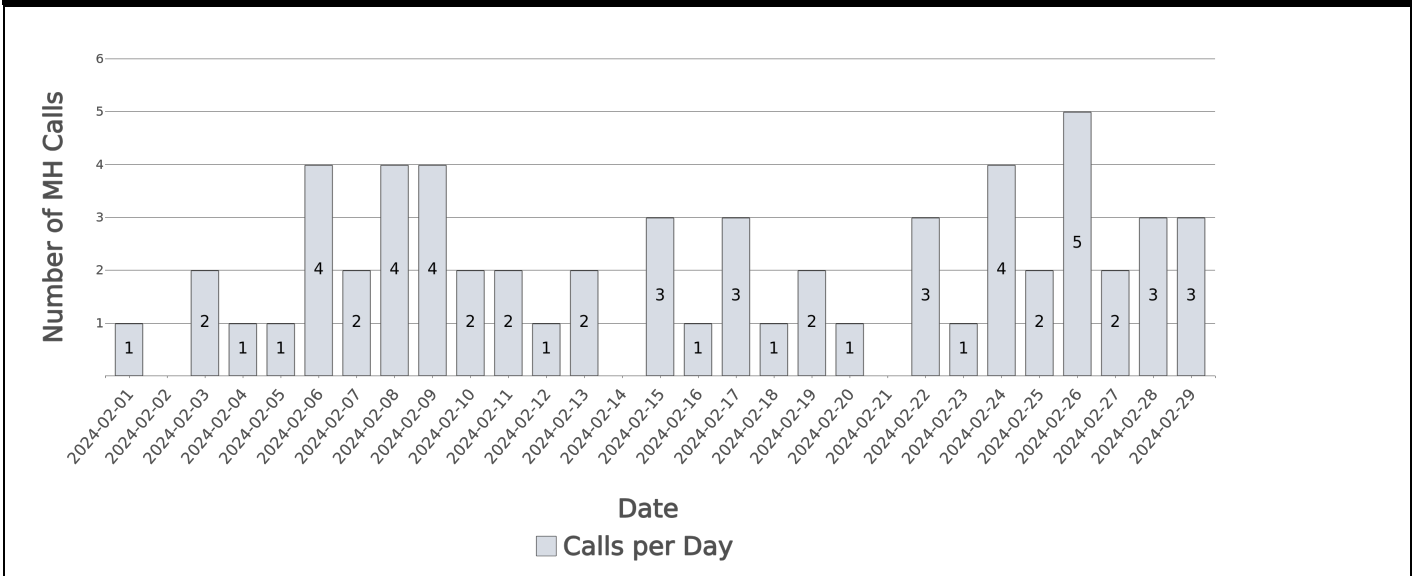
CALL OUTCOMES



HOSPITAL WAIT TIMES

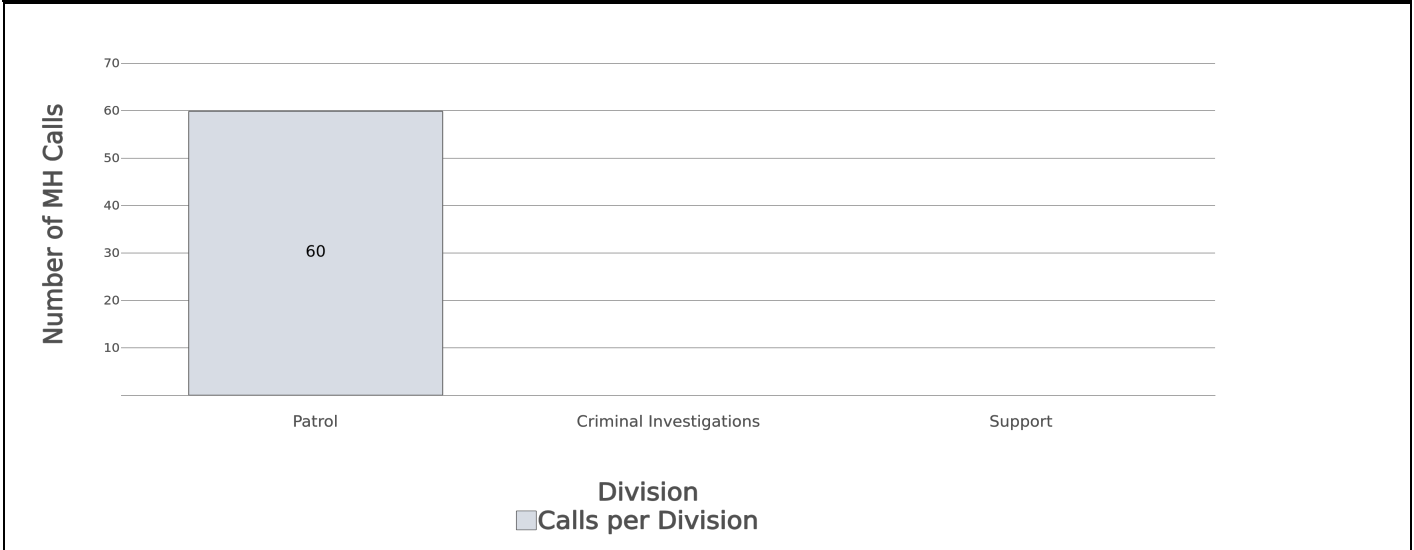


MH CALL VOLUME BY DAY

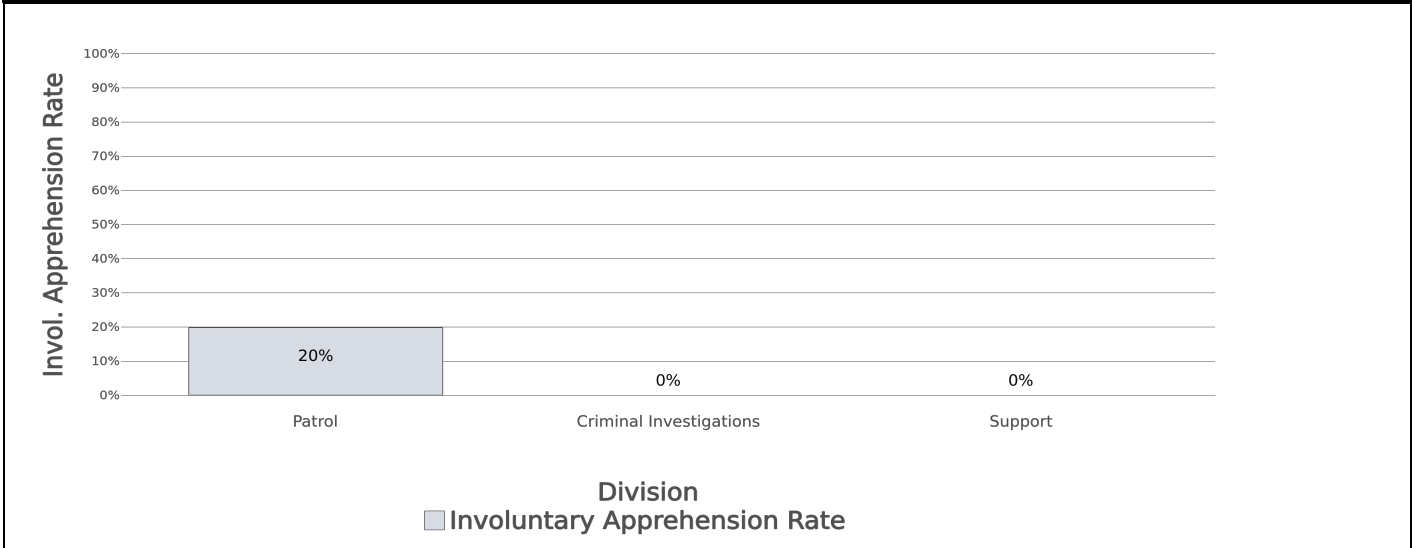




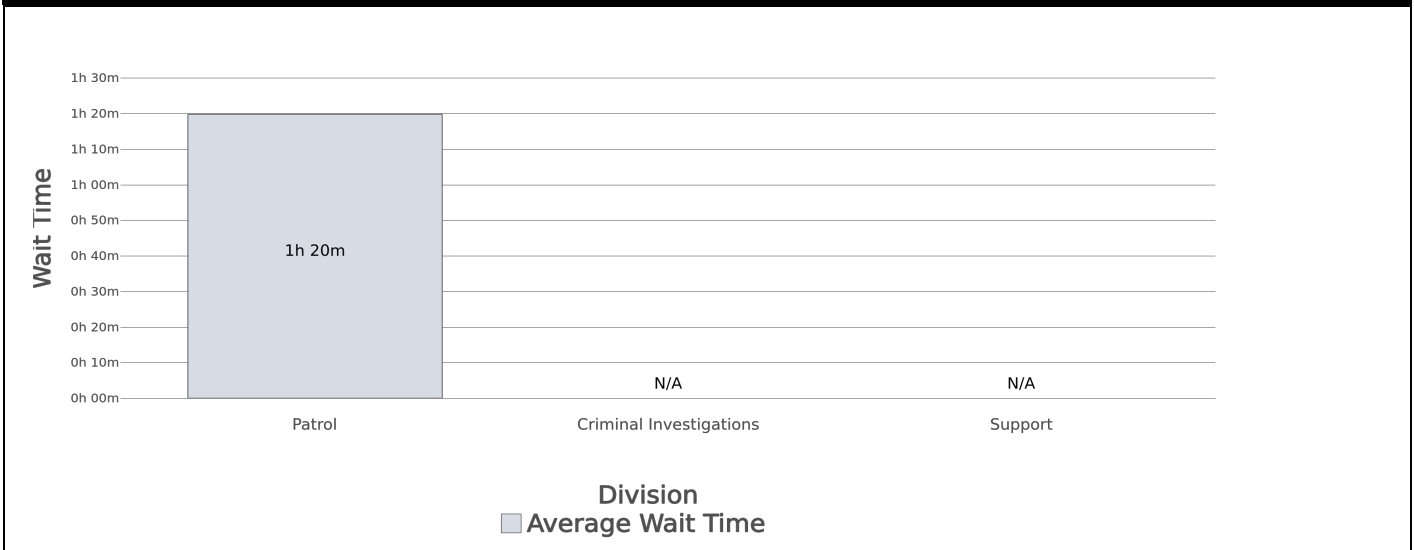
MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION



HOSPITAL WAIT TIMES BY DIVISION

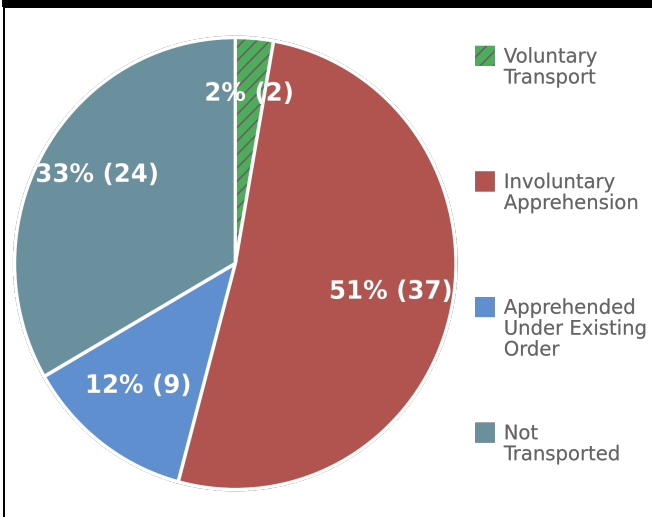




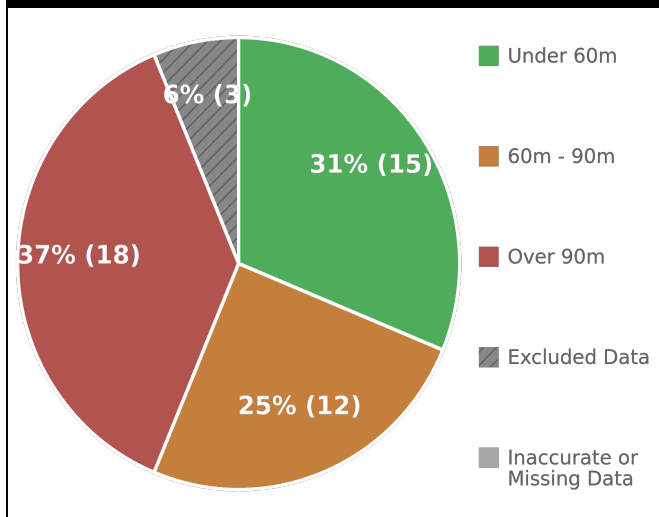
SUMMARY STATISTICS

INDIVIDUALS 65	MH CALL VOLUME 72 Calls	WAIT TIME AVERAGE 1h 17m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 7 individuals Repeat Presentations 16 individuals New Presentations 42 individuals	THU 2024-03-07 (8 Calls) MON 2024-03-11 (6 Calls) WED 2024-03-06 (5 Calls) SAT 2024-03-02 (5 Calls) WED 2024-03-20 (4 Calls)	3h 25m 2024-9425 2h 50m 2024-7920 2h 40m 2024-7063 2h 32m 2024-7921 2h 32m 2024-7592

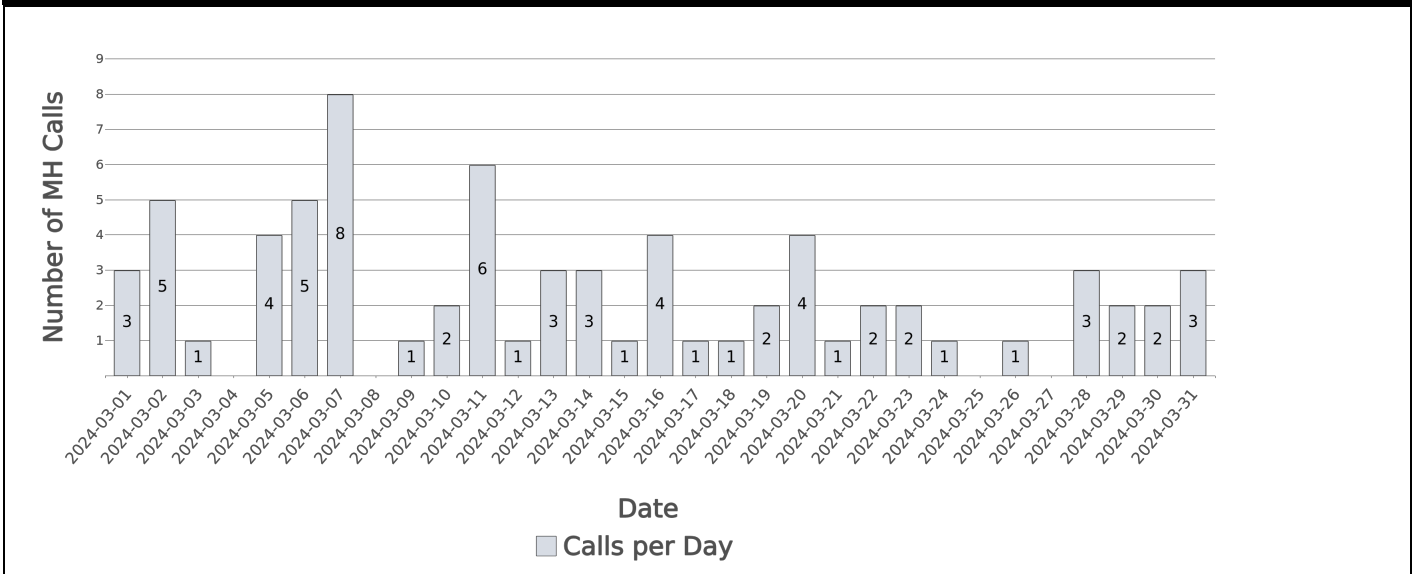
CALL OUTCOMES



HOSPITAL WAIT TIMES



MH CALL VOLUME BY DAY

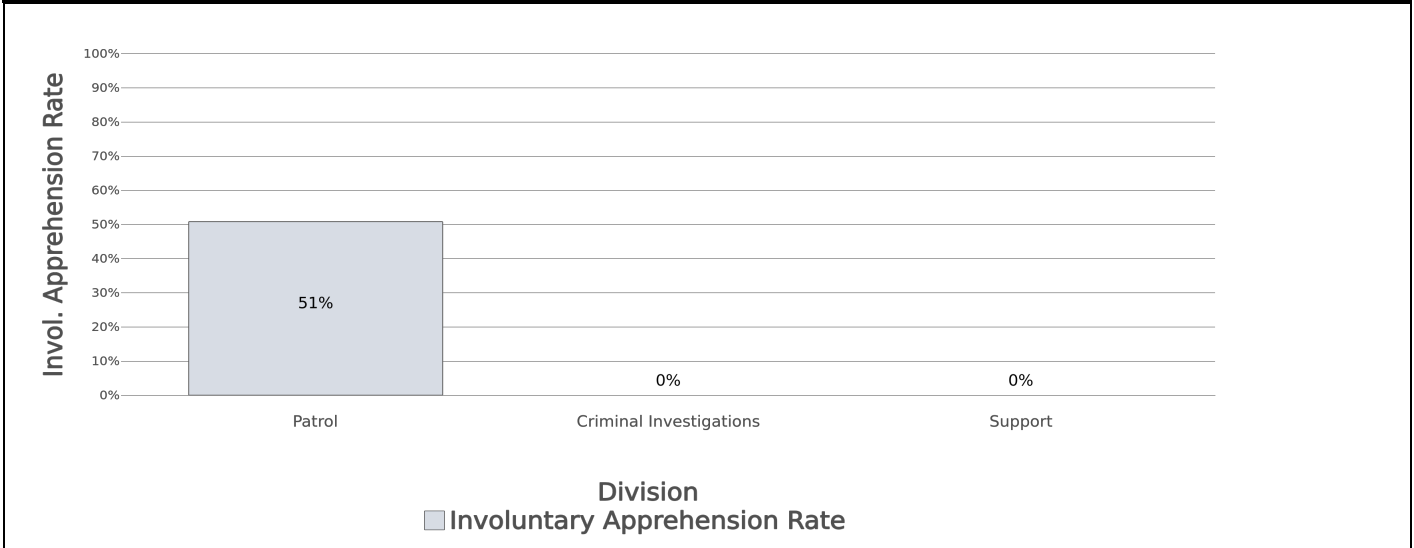




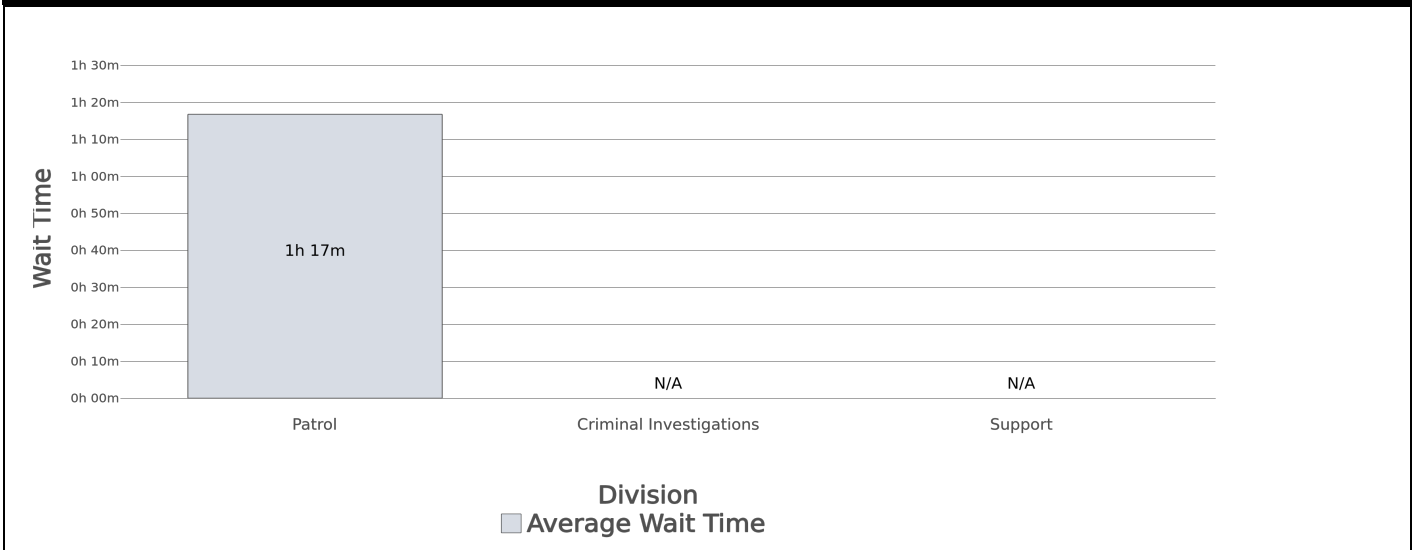
MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION

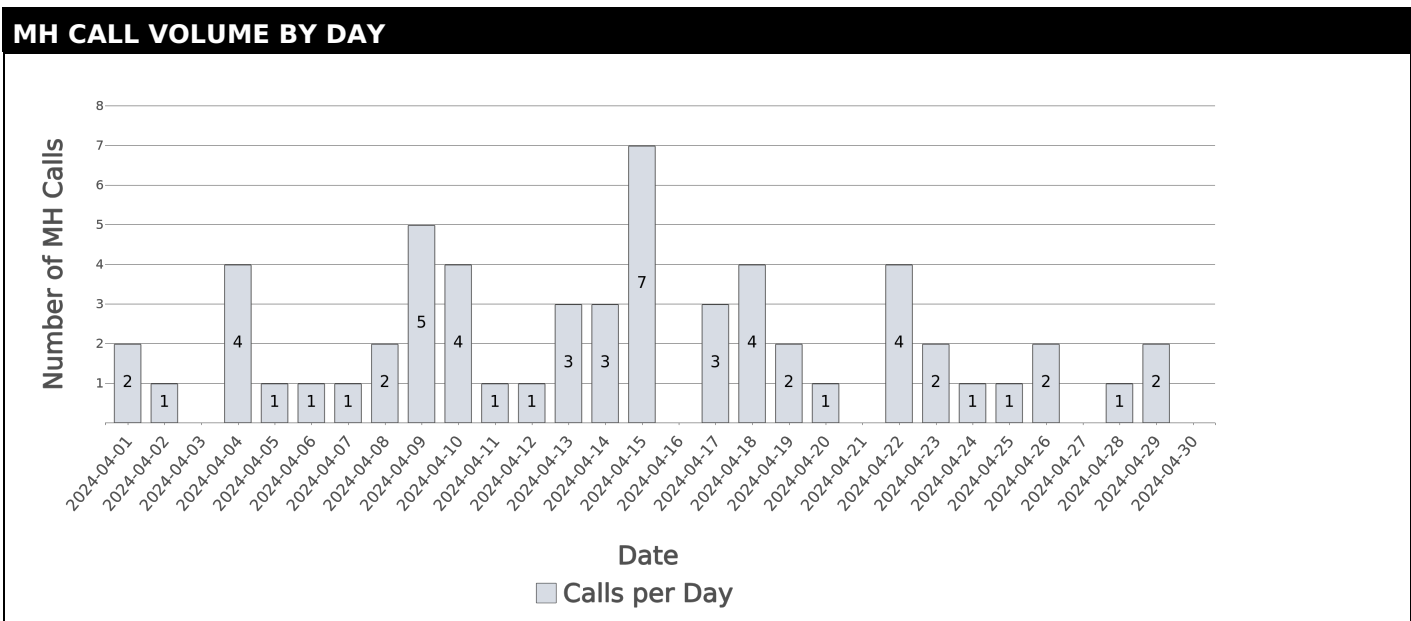
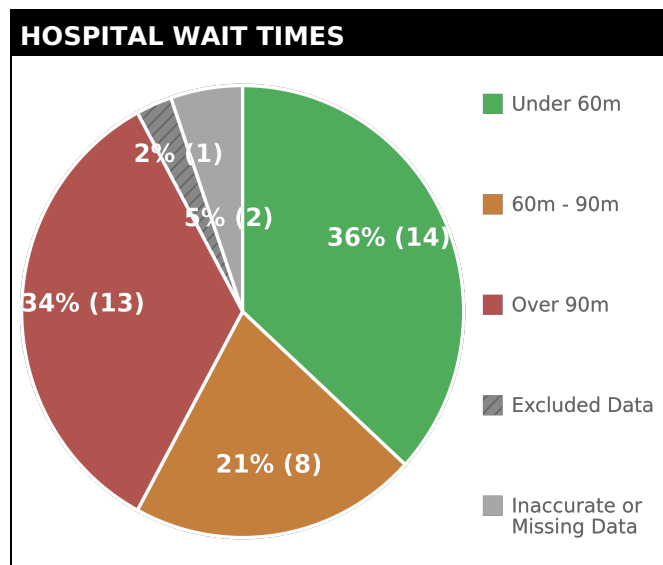
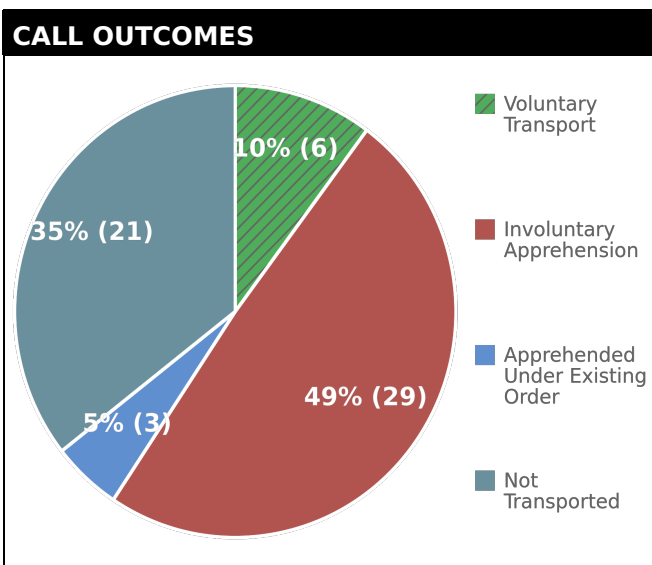


HOSPITAL WAIT TIMES BY DIVISION



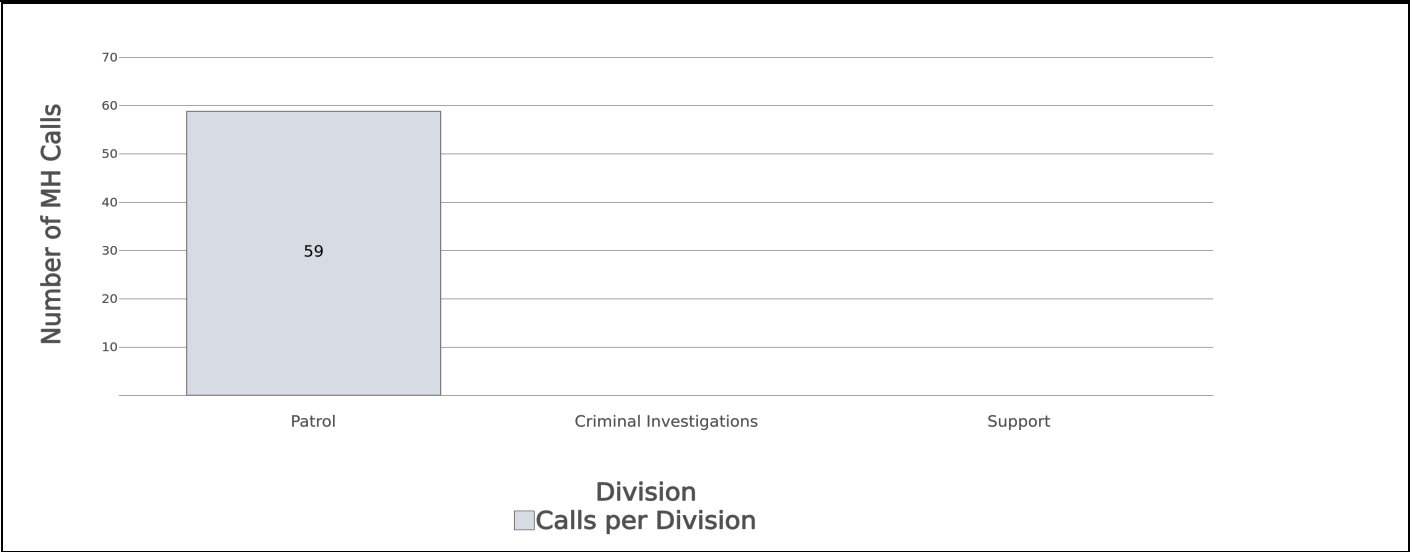


SUMMARY STATISTICS		
INDIVIDUALS 57	MH CALL VOLUME 59 Calls	WAIT TIME AVERAGE 1h 18m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 3 individuals Repeat Presentations 14 individuals New Presentations 40 individuals	MON 2024-04-15 (7 Calls) TUE 2024-04-09 (5 Calls) MON 2024-04-22 (4 Calls) THU 2024-04-18 (4 Calls) WED 2024-04-10 (4 Calls)	3h 48m 2024-8749 3h 43m 2024-10795 3h 37m 2024-13075 2h 56m 2024-13464 2h 45m 2024-12016

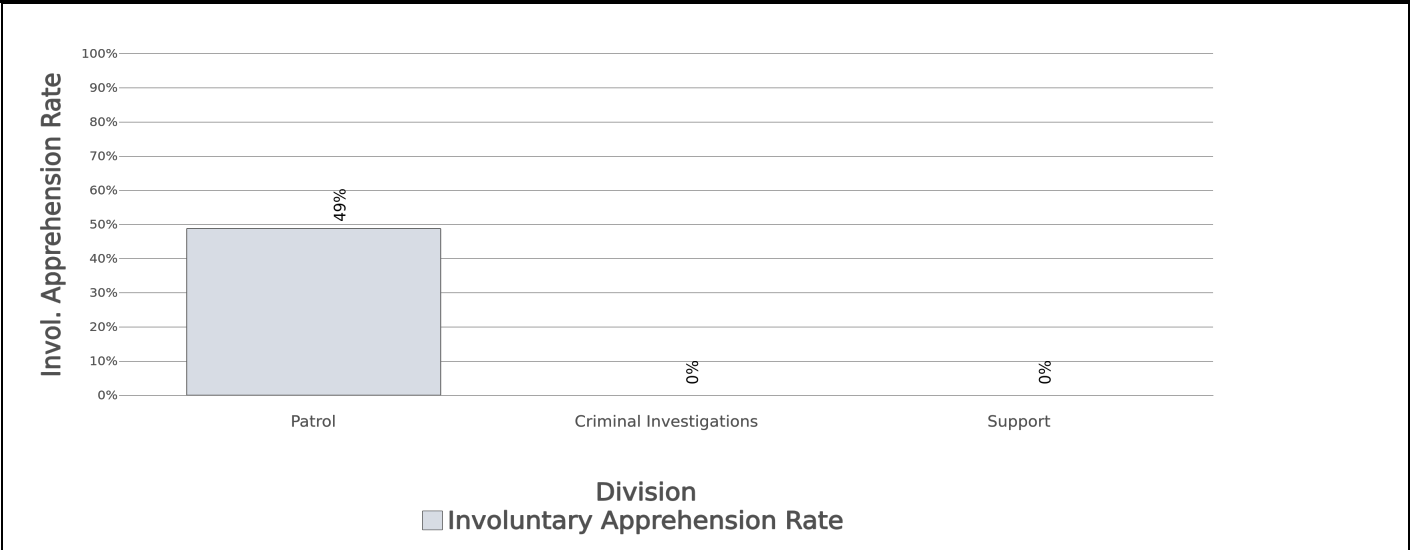




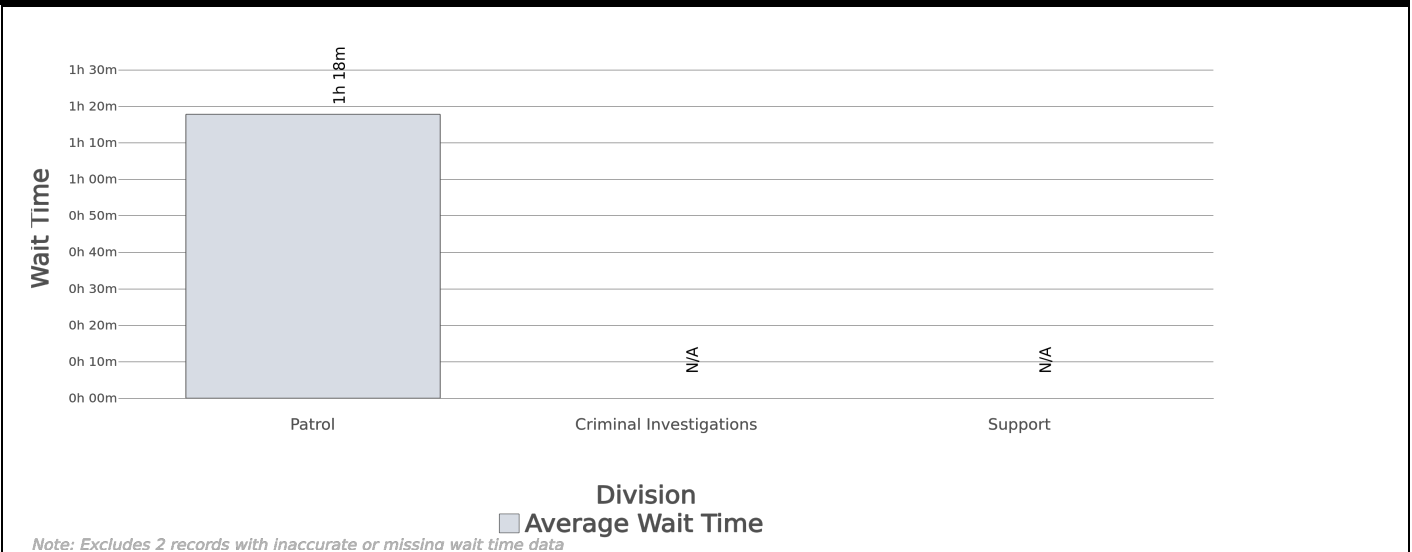
MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION



HOSPITAL WAIT TIMES BY DIVISION

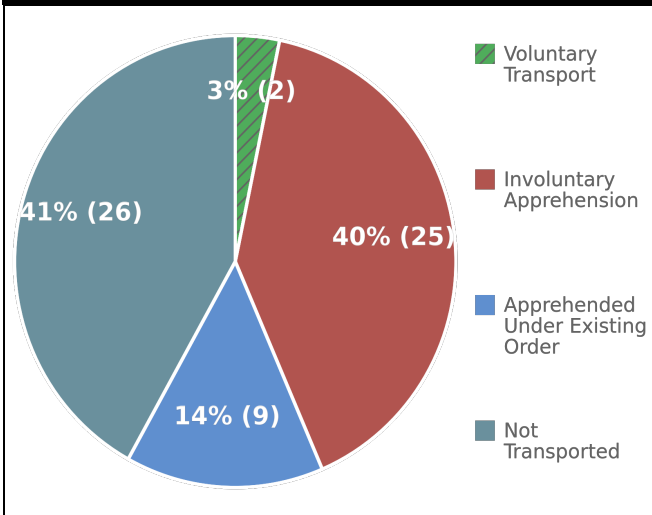




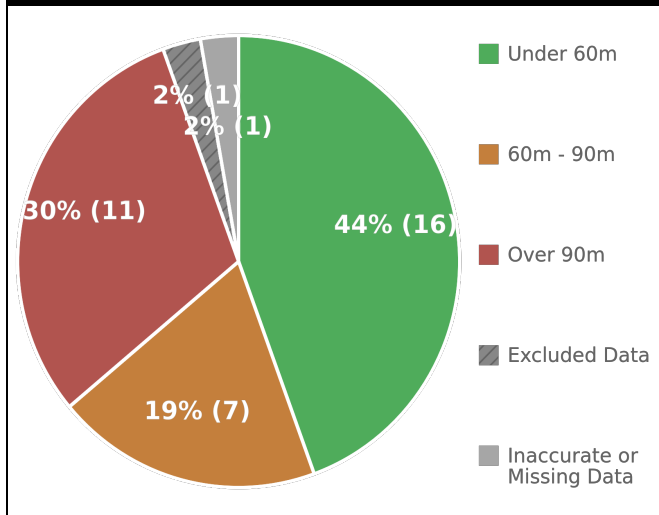
SUMMARY STATISTICS

INDIVIDUALS 61	MH CALL VOLUME 62 Calls	WAIT TIME AVERAGE 1h 08m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 2 individuals Repeat Presentations 16 individuals New Presentations 43 individuals	WED 2024-05-22 (5 Calls) THU 2024-05-16 (5 Calls) TUE 2024-05-14 (5 Calls) MON 2024-05-06 (5 Calls) TUE 2024-05-07 (4 Calls)	3h 50m 2024-16703 3h 46m 2024-16654 2h 20m 2024-15348 2h 06m 2024-17121 2h 03m 2024-14962

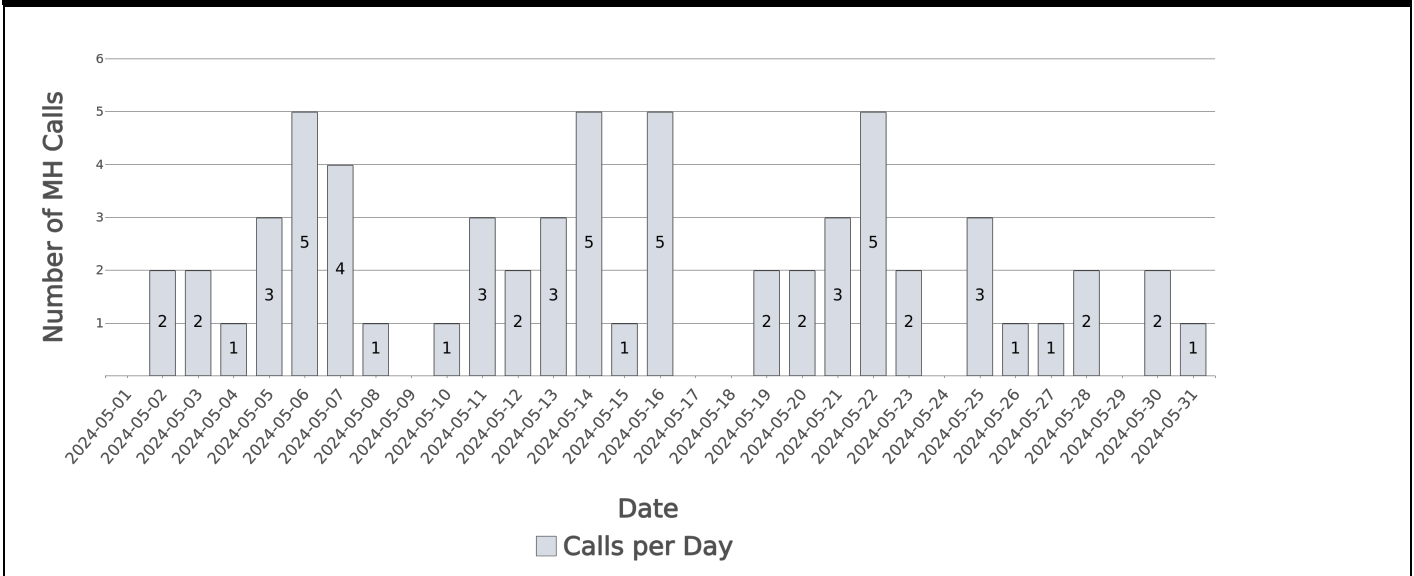
CALL OUTCOMES



HOSPITAL WAIT TIMES

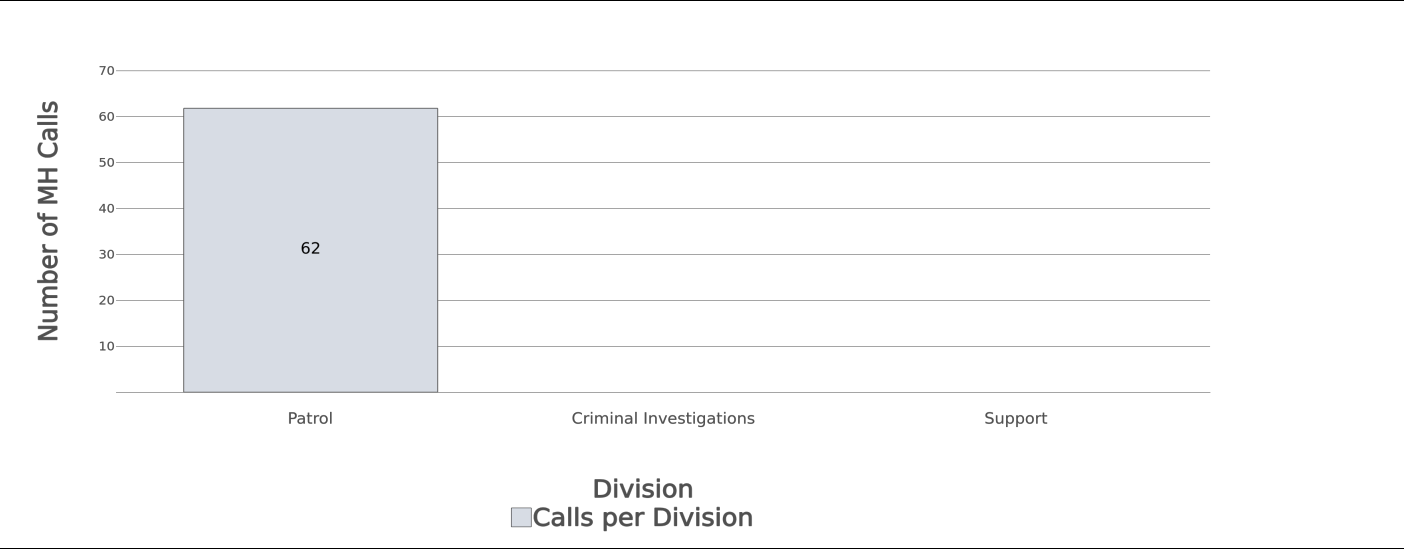


MH CALL VOLUME BY DAY

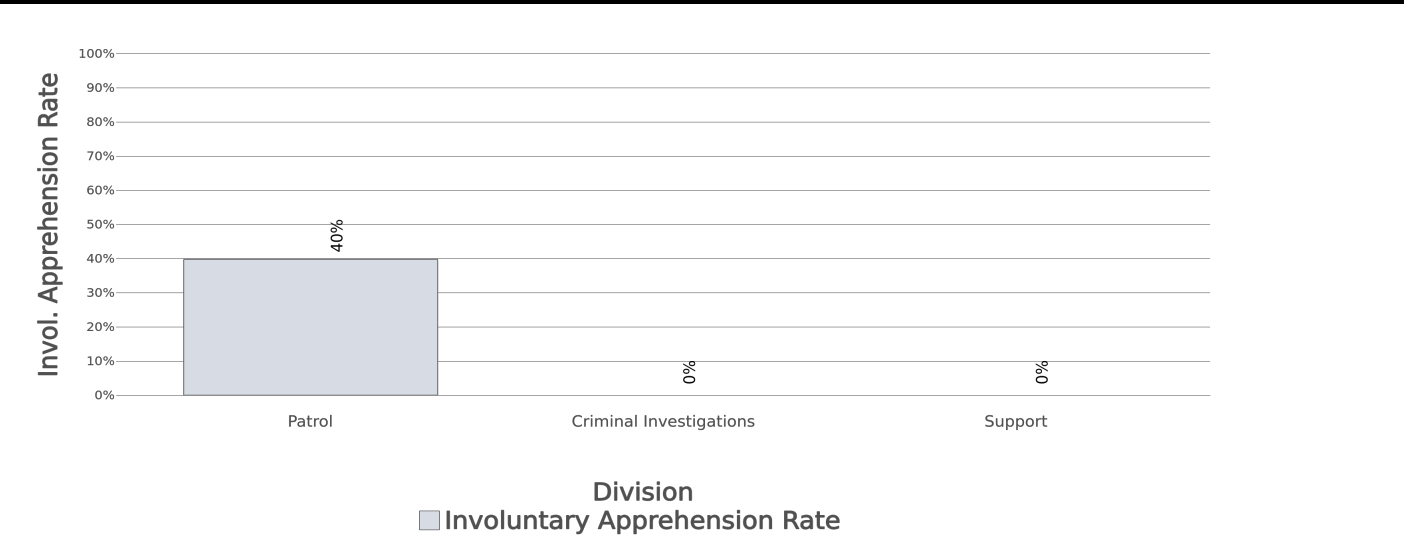




MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION



HOSPITAL WAIT TIMES BY DIVISION

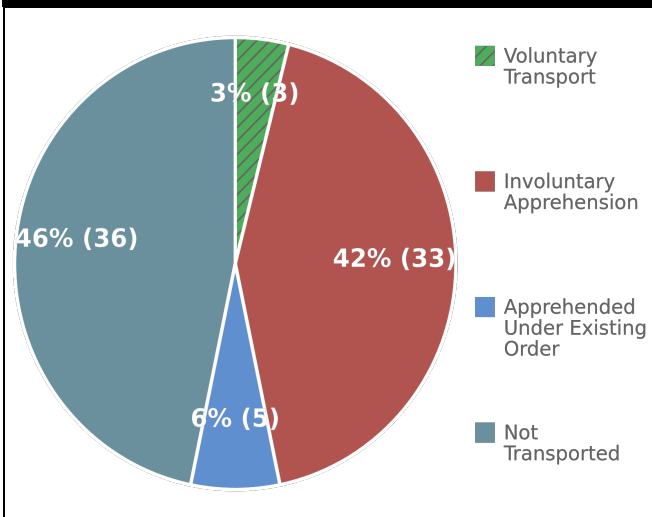




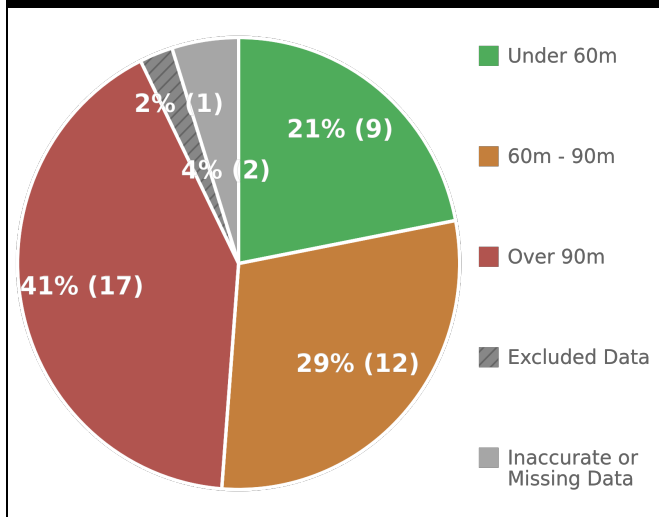
SUMMARY STATISTICS

INDIVIDUALS 67	MH CALL VOLUME 77 Calls	WAIT TIME AVERAGE 1h 33m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 6 individuals Repeat Presentations 23 individuals New Presentations 38 individuals	FRI 2024-06-21 (7 Calls) MON 2024-06-03 (6 Calls) THU 2024-06-27 (5 Calls) SUN 2024-06-16 (5 Calls) WED 2024-06-26 (4 Calls)	4h 10m 2024-20865 4h 04m 2024-17303 3h 53m 2024-18747 3h 07m 2024-21014 2h 36m 2024-19914

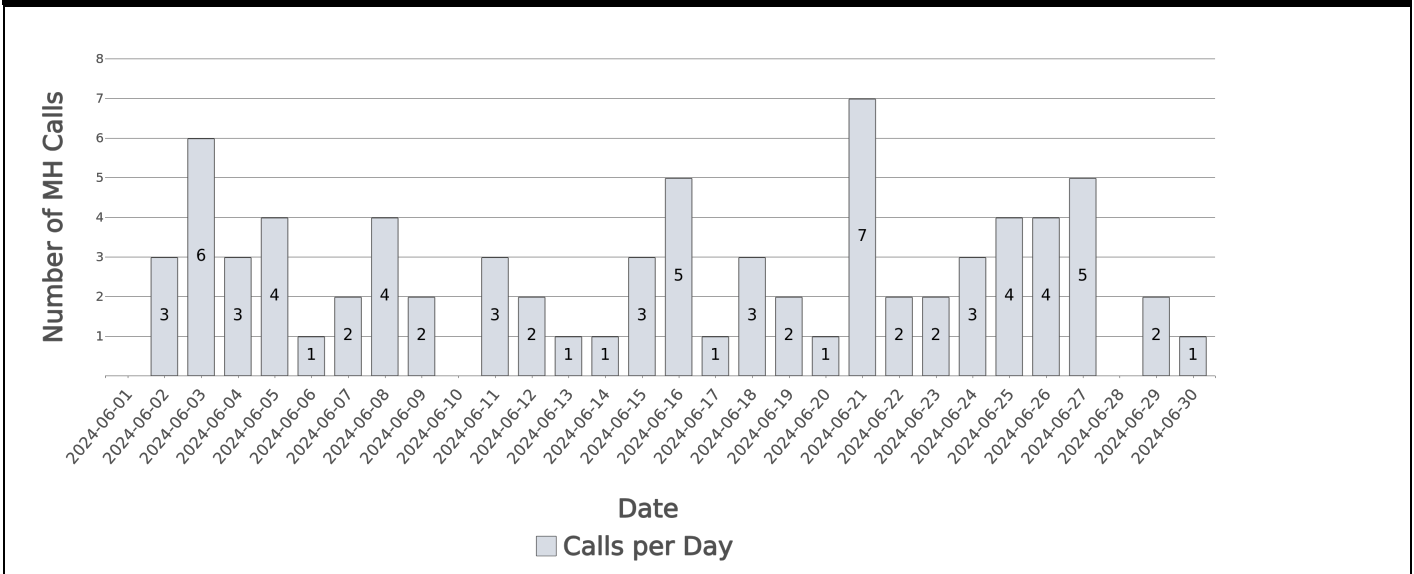
CALL OUTCOMES



HOSPITAL WAIT TIMES

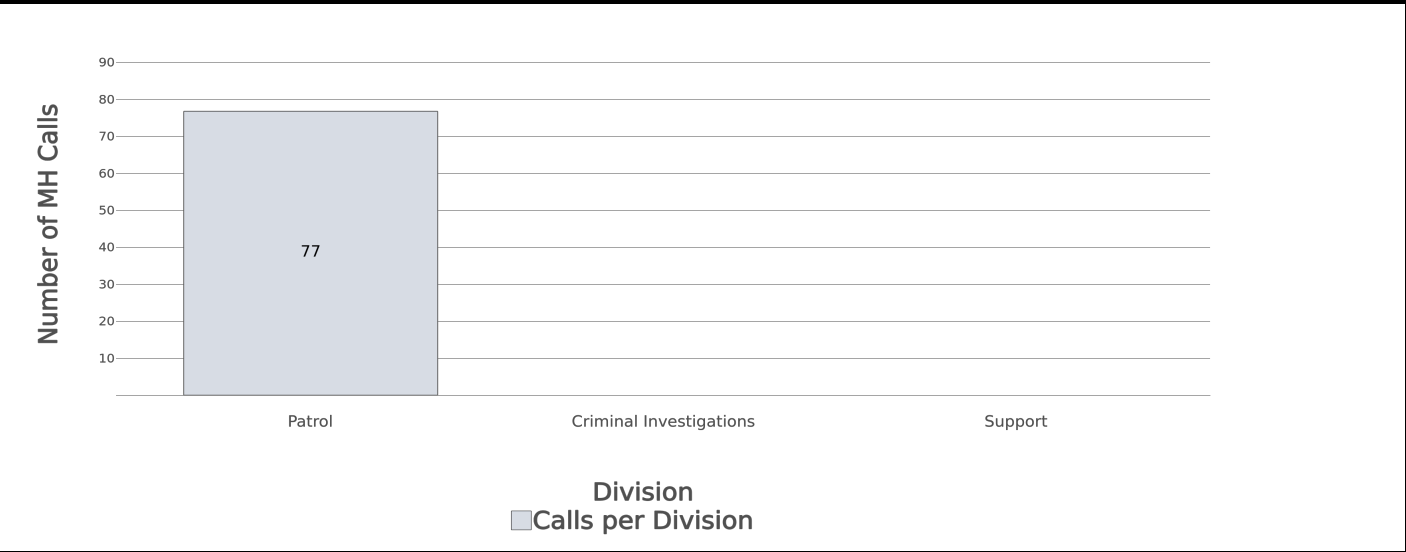


MH CALL VOLUME BY DAY

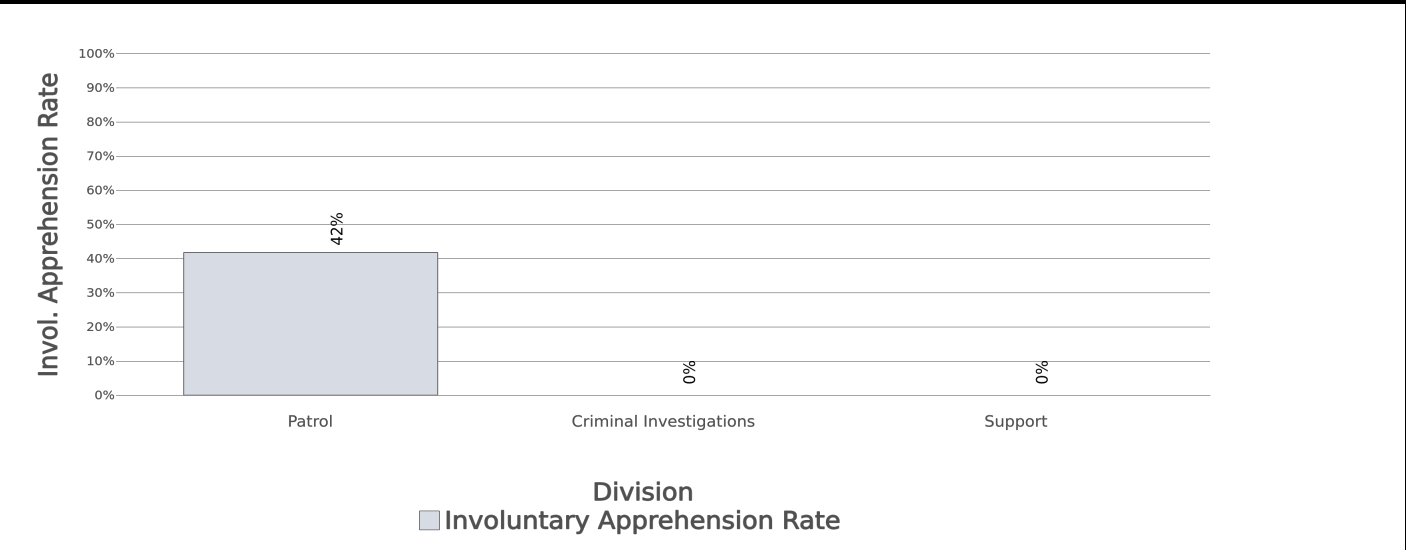




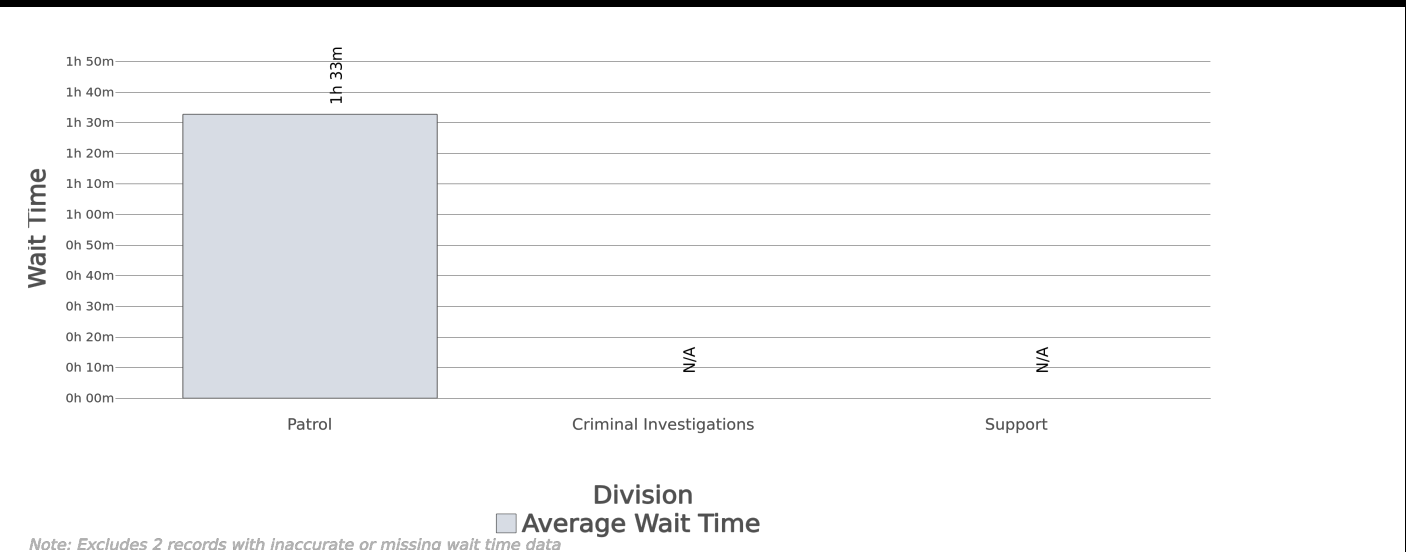
MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION



HOSPITAL WAIT TIMES BY DIVISION

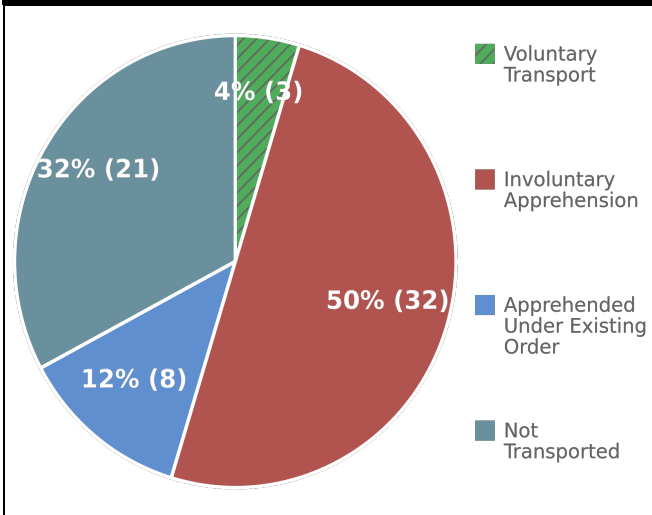




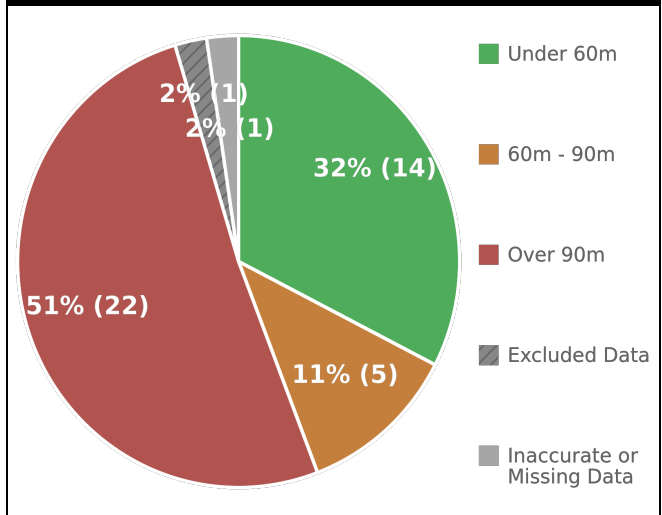
SUMMARY STATISTICS

INDIVIDUALS 62	MH CALL VOLUME 64 Calls	WAIT TIME AVERAGE 1h 48m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 2 individuals Repeat Presentations 16 individuals New Presentations 44 individuals	SAT 2024-07-20 (7 Calls) FRI 2024-07-19 (5 Calls) WED 2024-07-17 (5 Calls) THU 2024-07-11 (5 Calls) FRI 2024-07-26 (4 Calls)	6h 15m 2024-24394 5h 08m 2024-12540 4h 35m 2024-24372 4h 34m 2024-25336 3h 45m 2024-23393

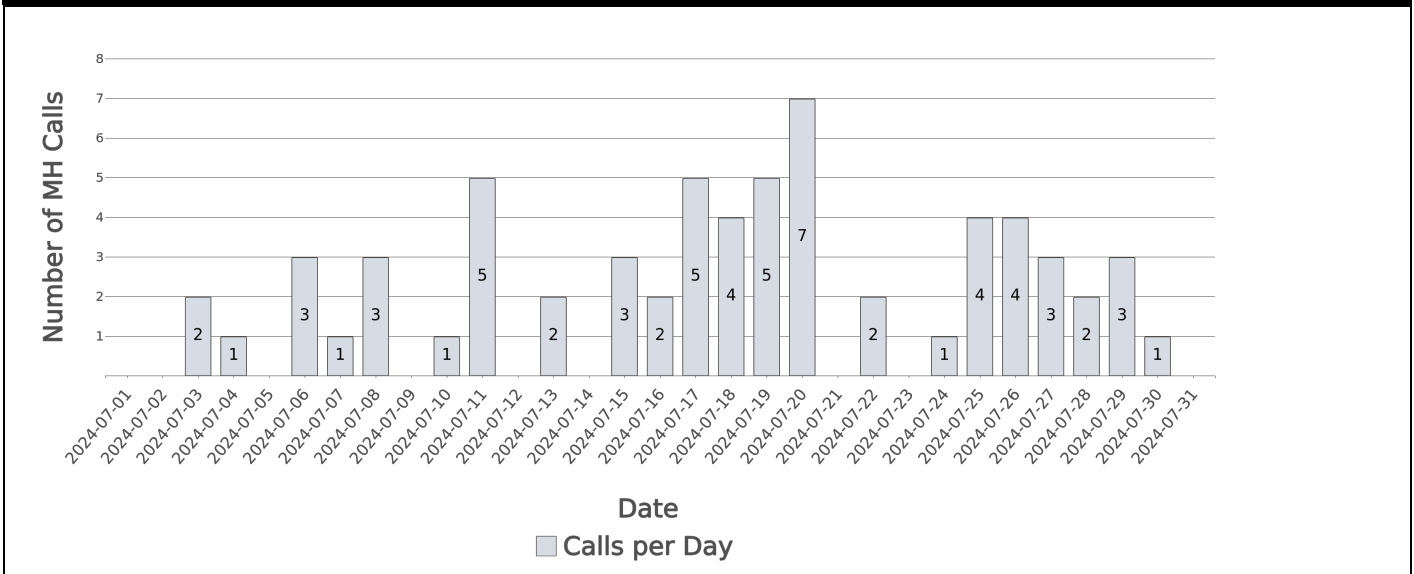
CALL OUTCOMES



HOSPITAL WAIT TIMES

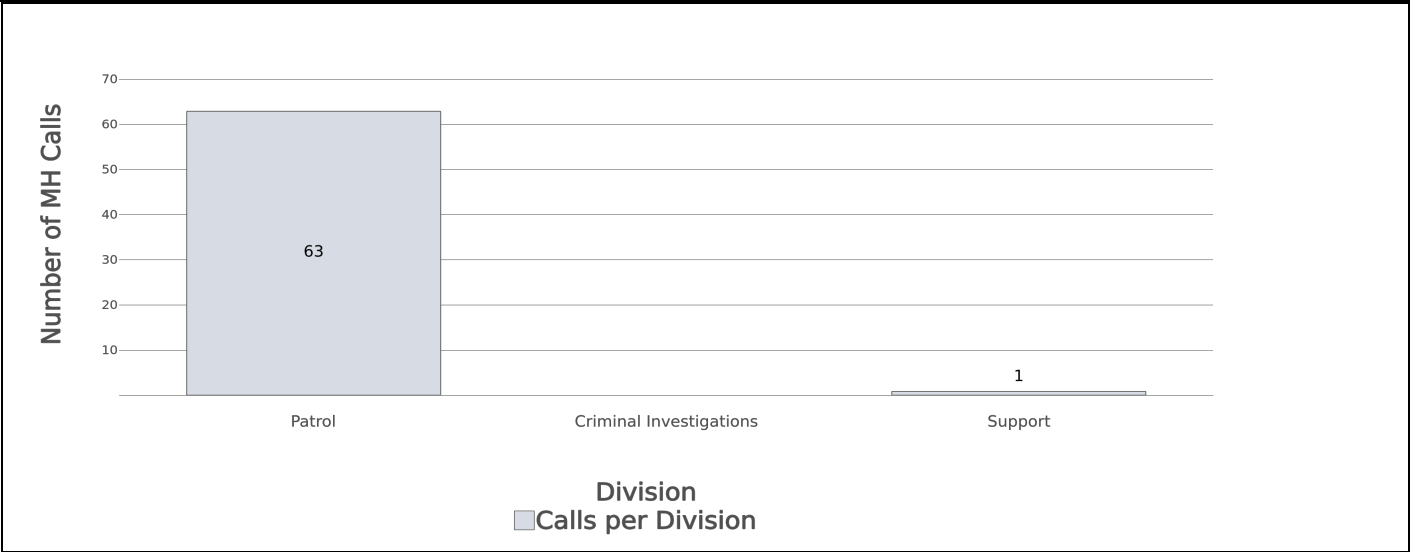


MH CALL VOLUME BY DAY

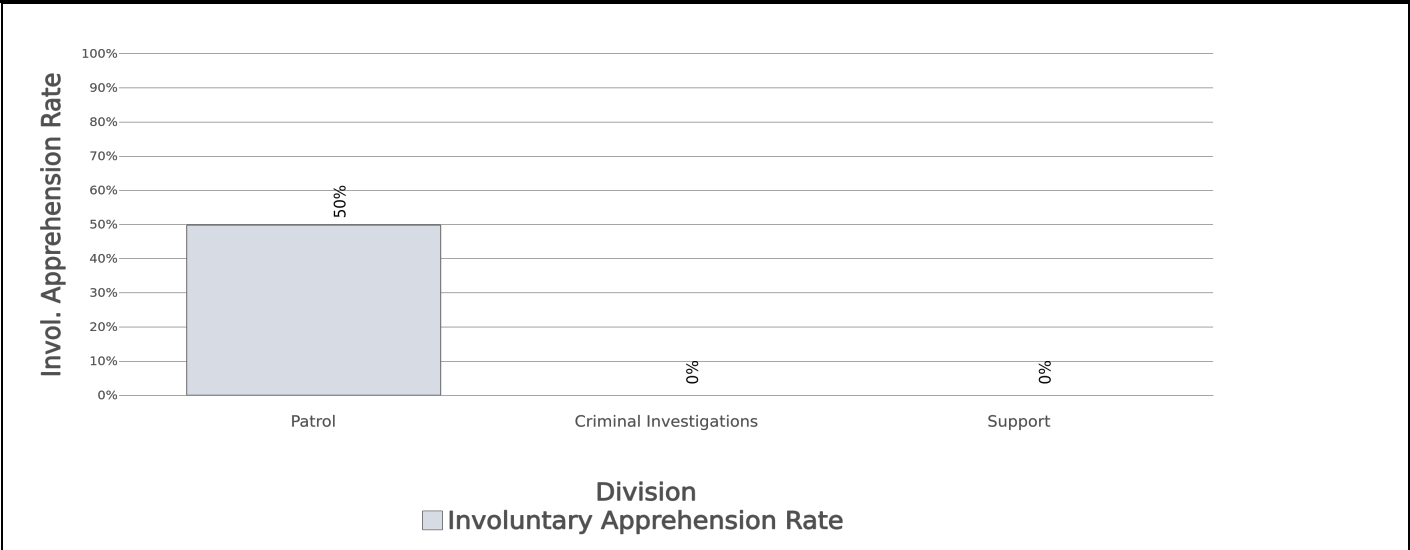




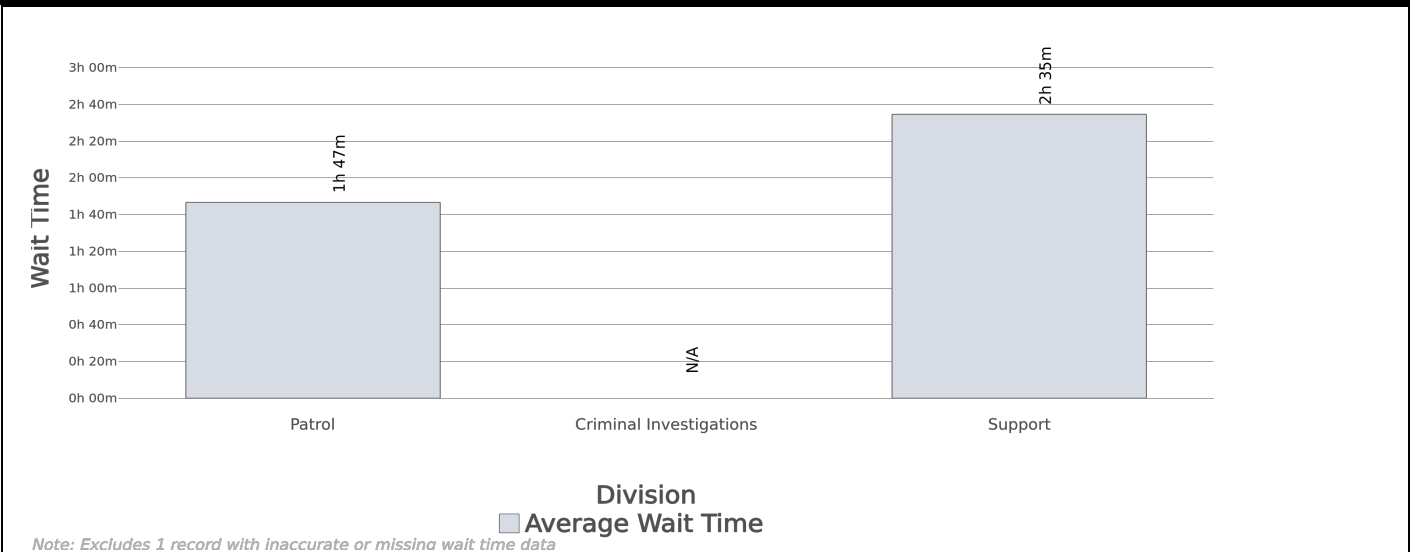
MH CALL VOLUME BY DIVISION



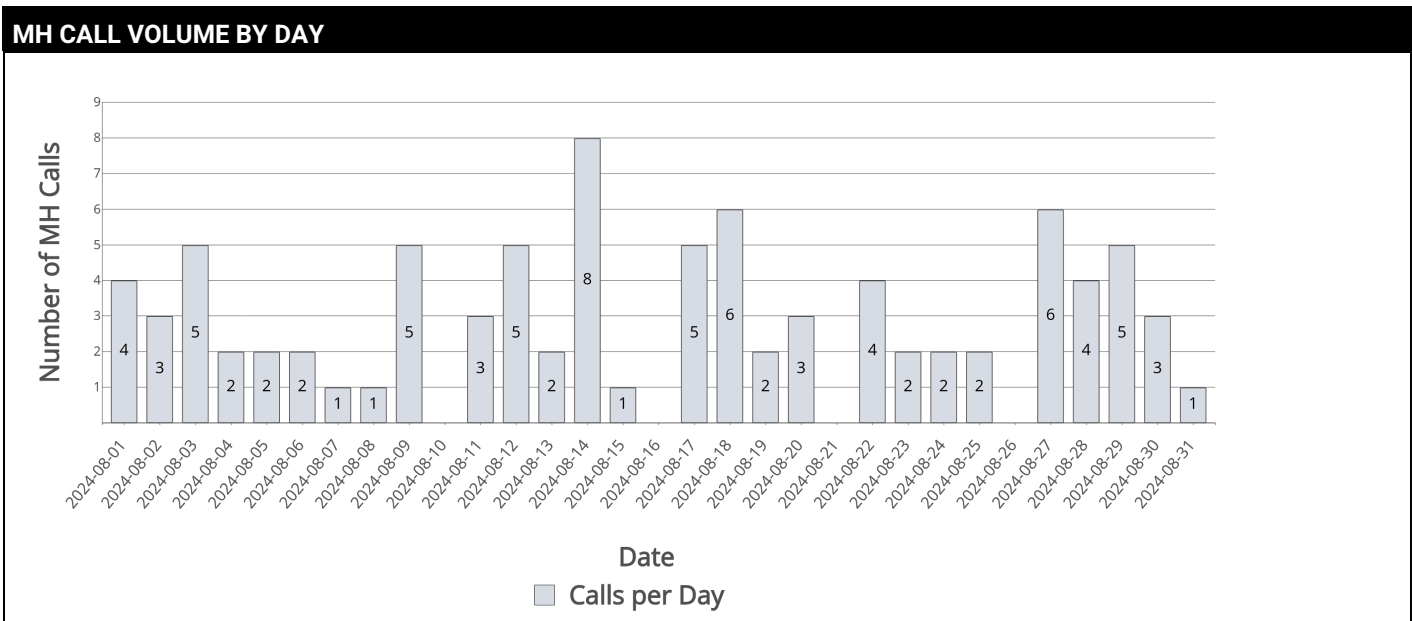
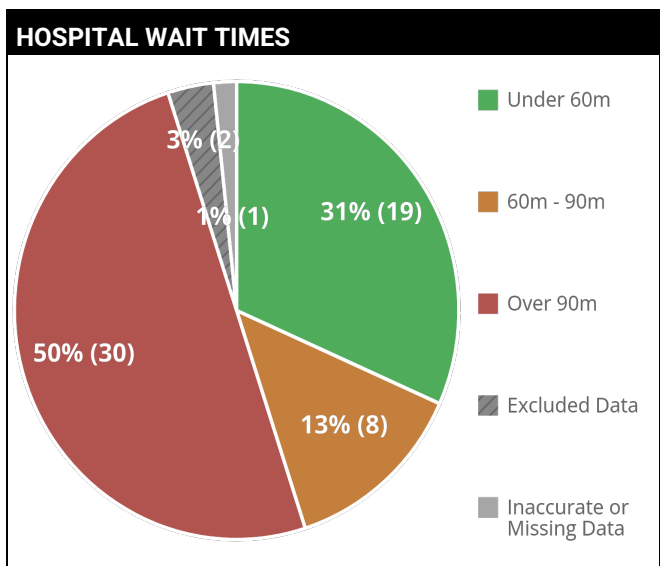
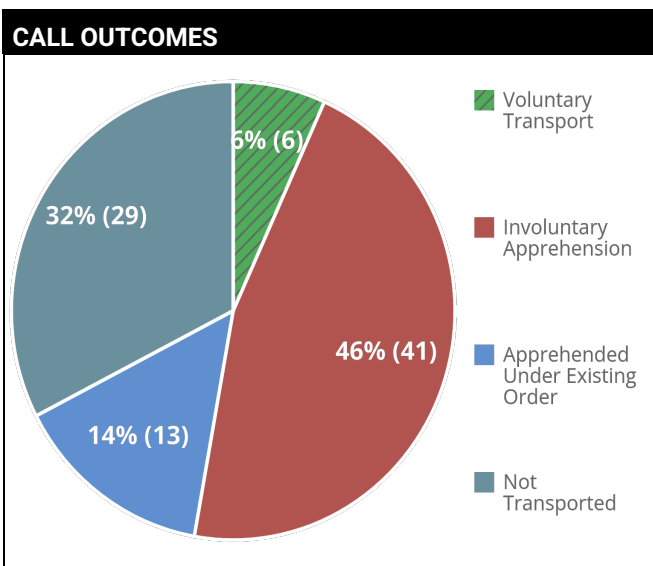
INVOLUNTARY APPREHENSION RATE BY DIVISION



HOSPITAL WAIT TIMES BY DIVISION

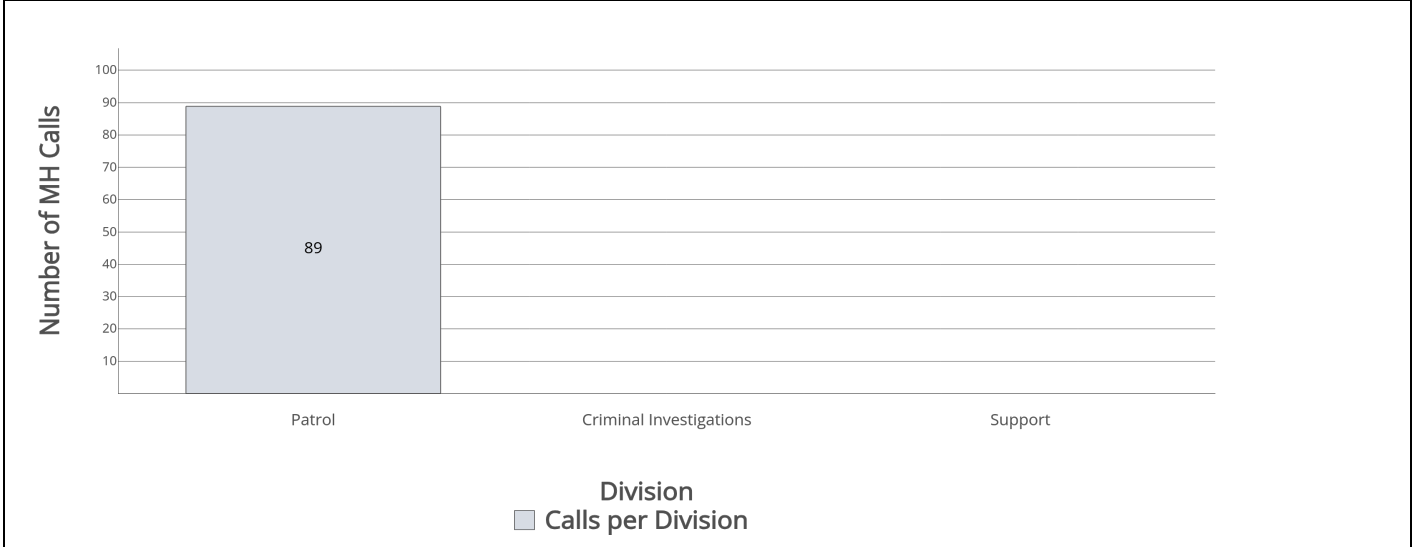


SUMMARY STATISTICS		
INDIVIDUALS 72	MH CALL VOLUME 89 Calls	WAIT TIME AVERAGE 1h 52m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 7 individuals Repeat Presentations 19 individuals New Presentations 46 individuals	WED 2024-08-14 (8 Calls) TUE 2024-08-27 (6 Calls) SUN 2024-08-18 (6 Calls) THU 2024-08-29 (5 Calls) FRI 2024-08-09 (5 Calls)	6h 16m 2024-29704 5h 44m 2024-29831 5h 22m 2024-29901 5h 21m 2024-29098 5h 06m 2024-23030

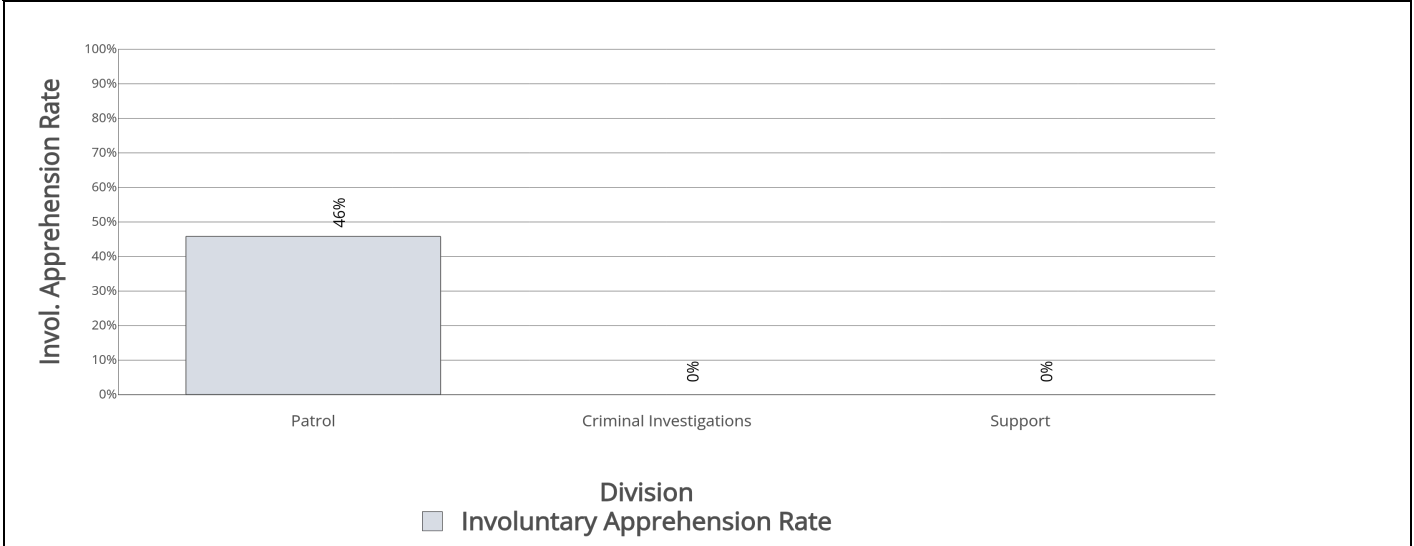




MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION

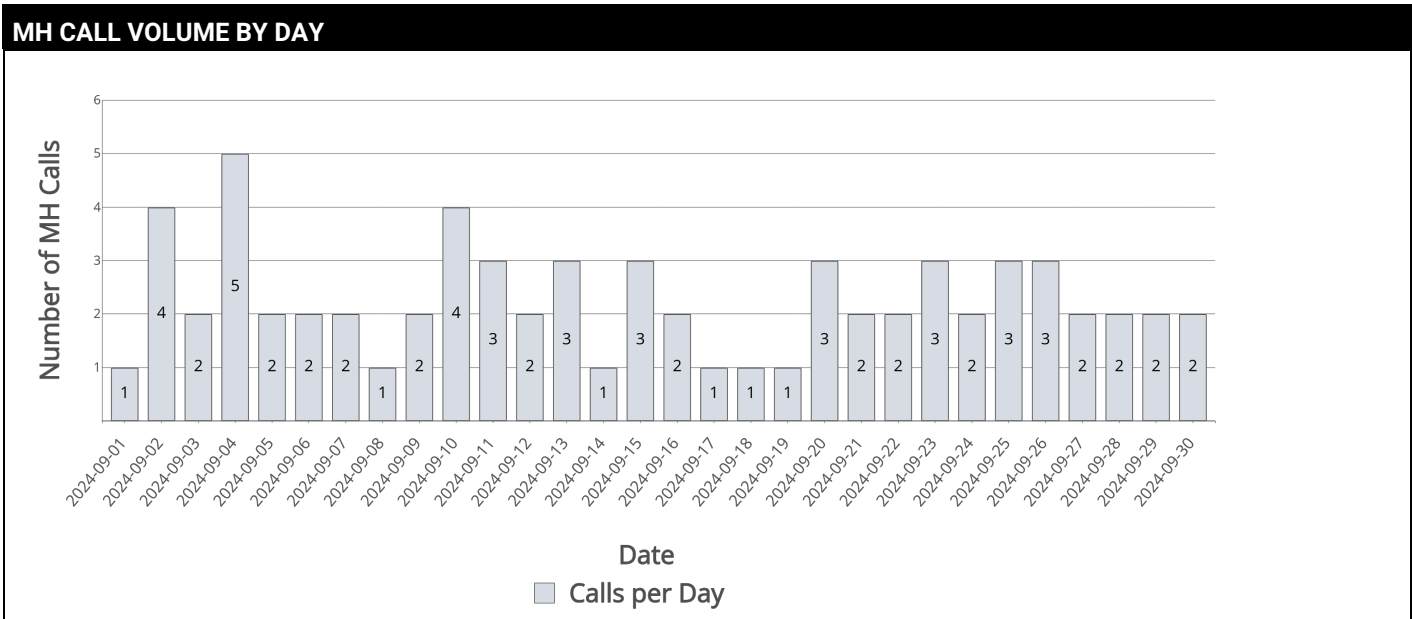
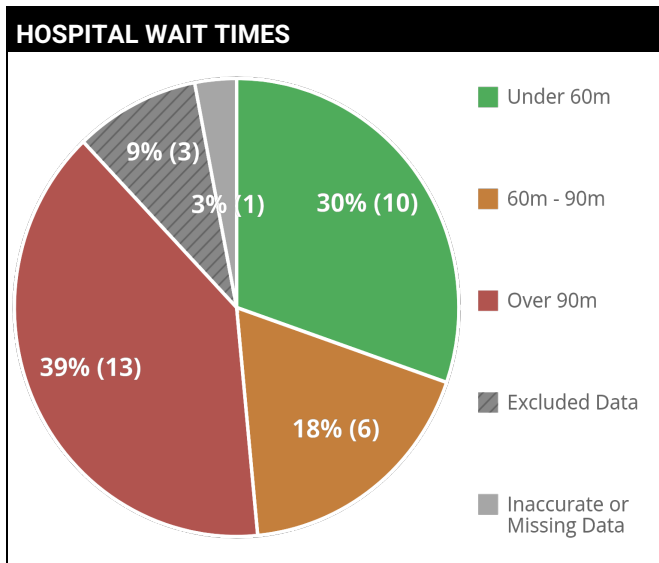
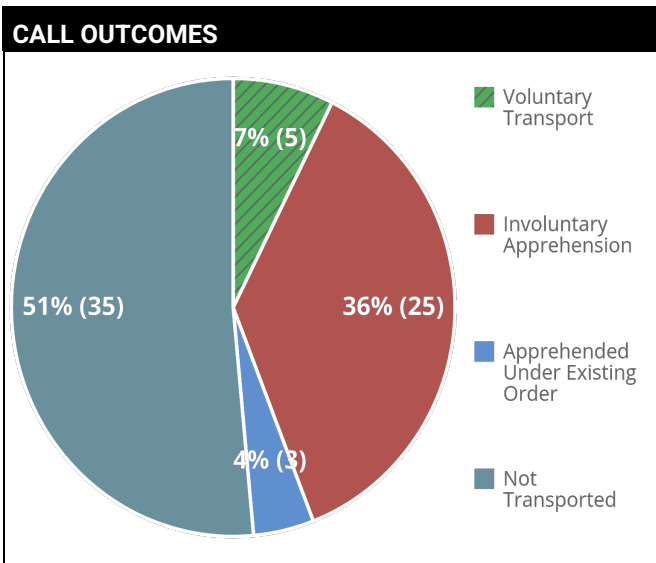


HOSPITAL WAIT TIMES BY DIVISION



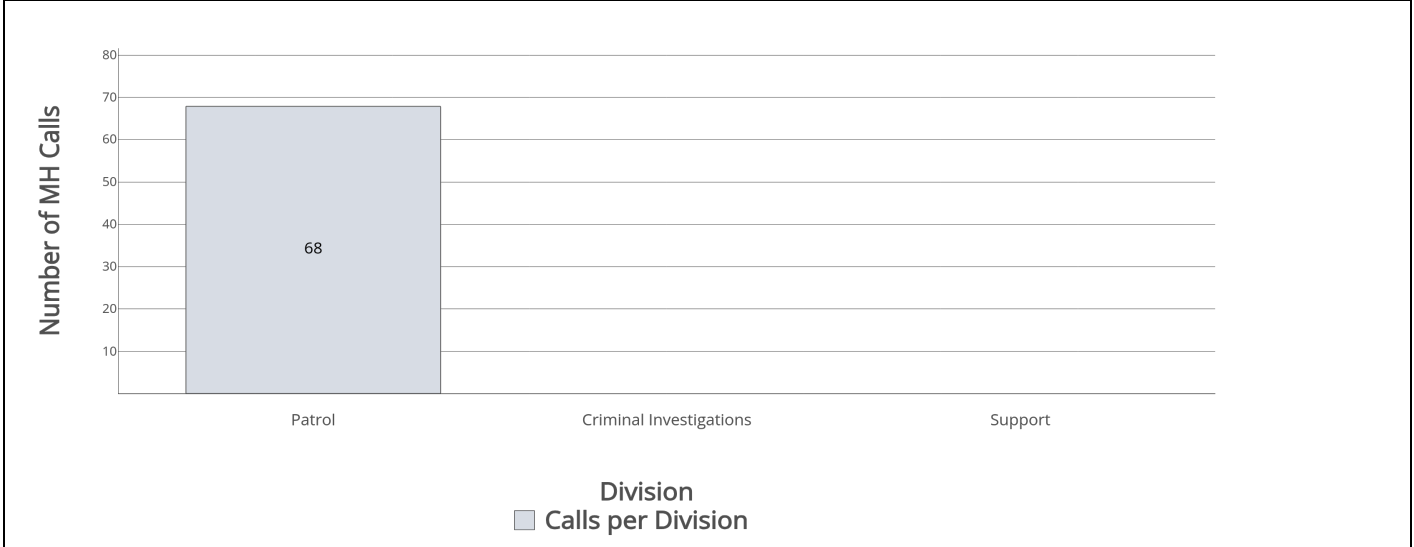


SUMMARY STATISTICS		
INDIVIDUALS 61	MH CALL VOLUME 68 Calls	WAIT TIME AVERAGE 1h 36m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 3 individuals Repeat Presentations 10 individuals New Presentations 48 individuals	WED 2024-09-04 (5 Calls) MON 2024-09-02 (4 Calls) TUE 2024-09-10 (4 Calls) THU 2024-09-26 (3 Calls) WED 2024-09-25 (3 Calls)	4h 30m 2024-33694 3h 27m 2024-34475 3h 25m 2024-28336 2h 58m 2024-33249 2h 46m 2024-34380

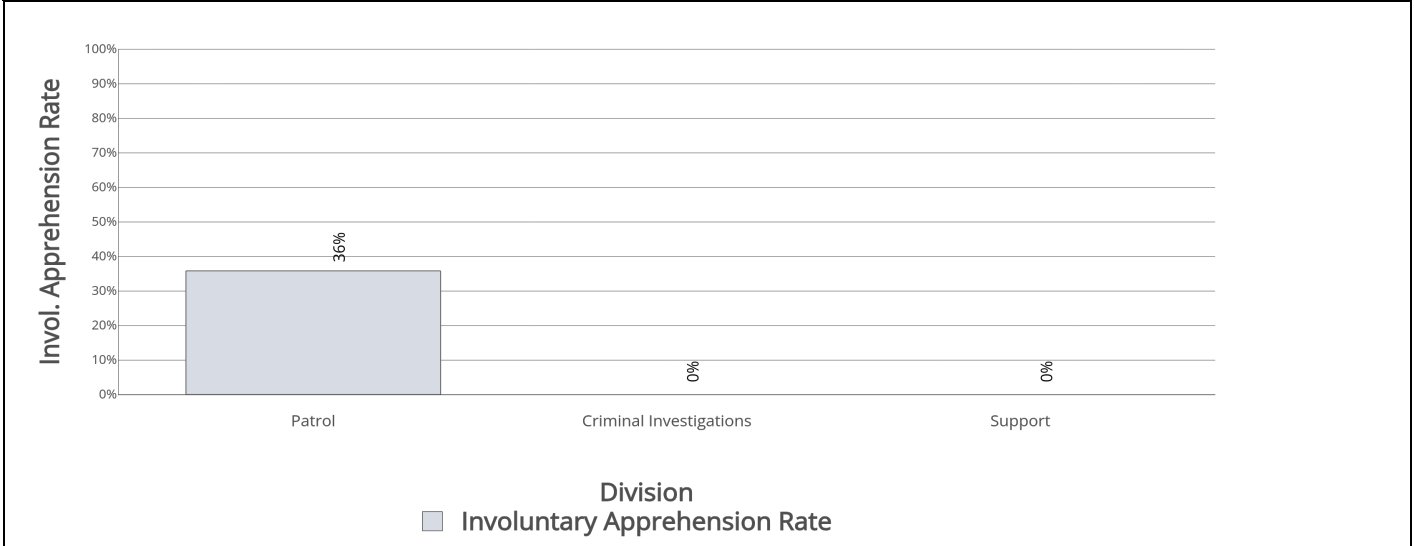




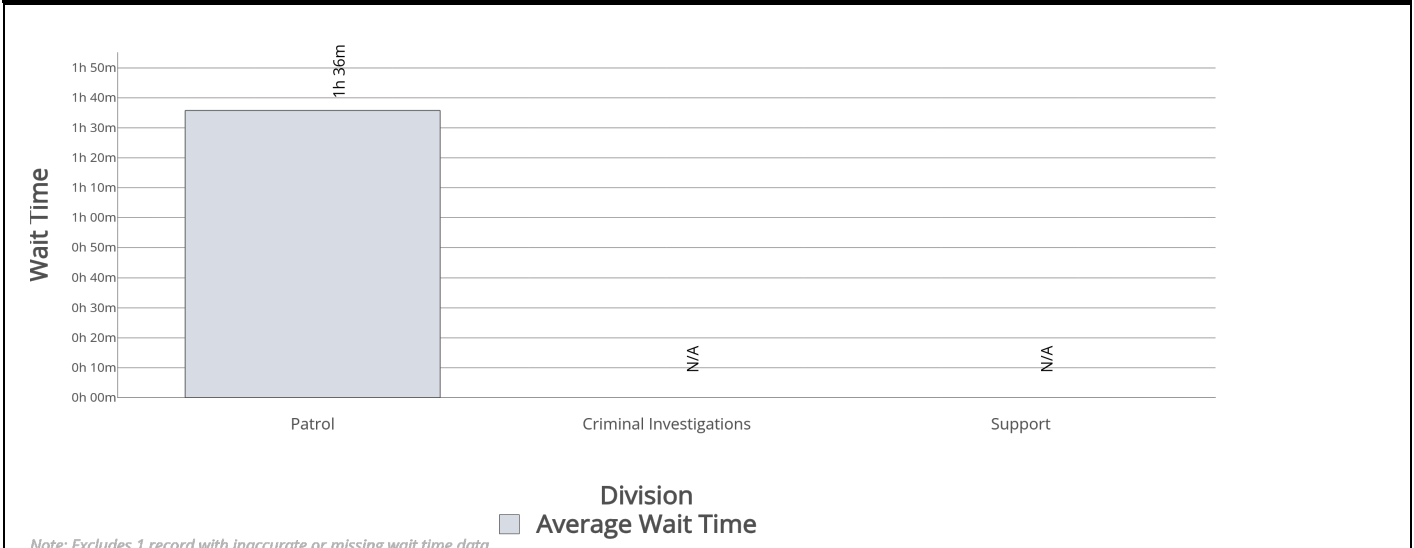
MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION

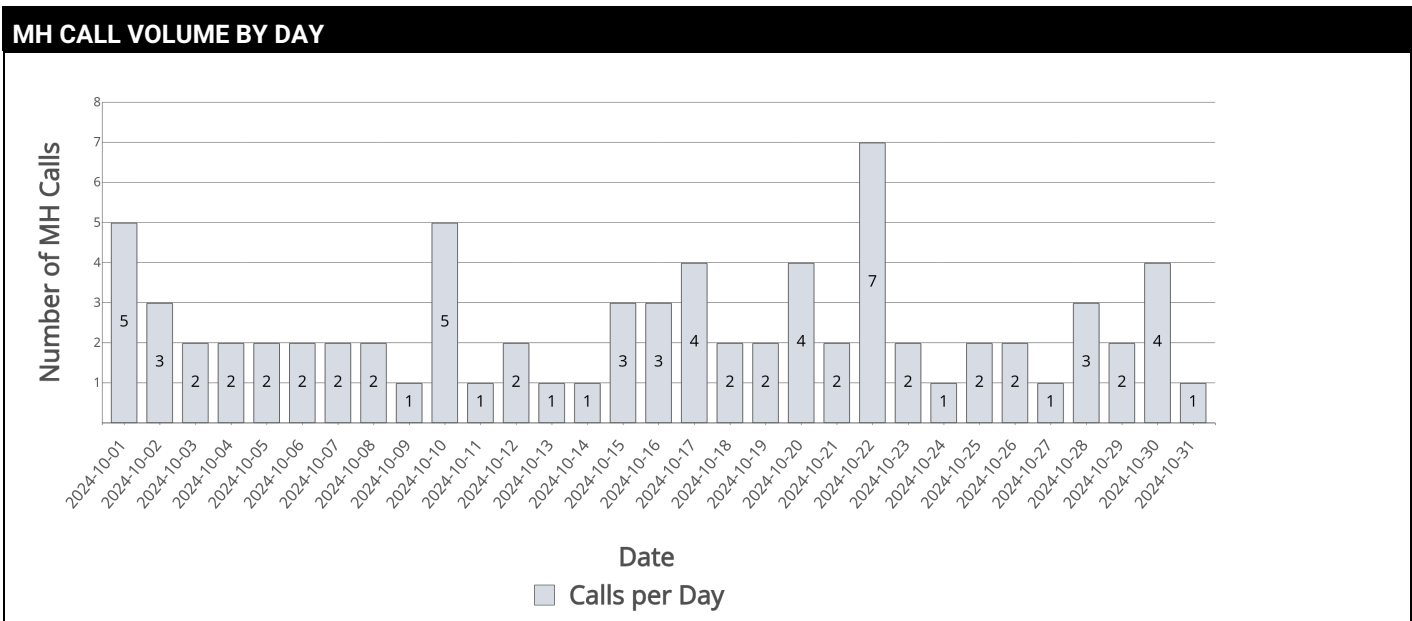
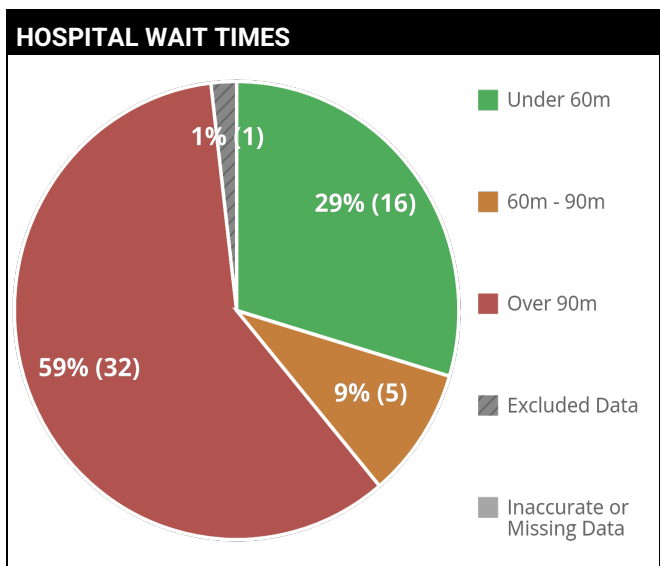
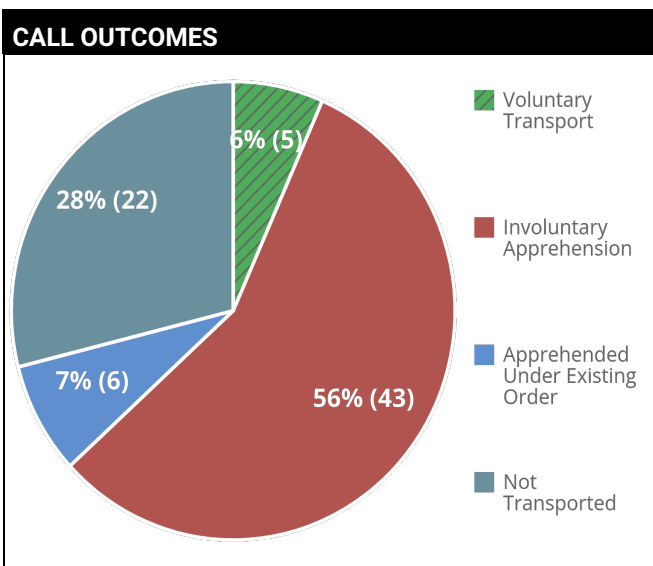


HOSPITAL WAIT TIMES BY DIVISION



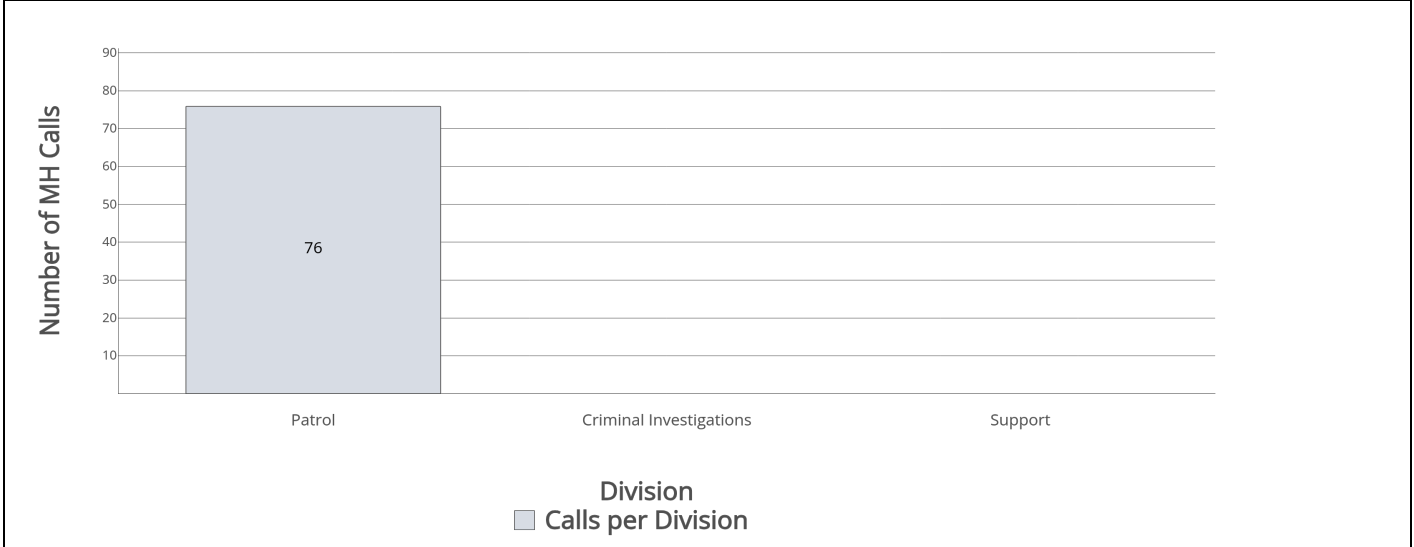
Note: Excludes 1 record with inaccurate or missing wait time data

SUMMARY STATISTICS		
INDIVIDUALS 70	MH CALL VOLUME 76 Calls	WAIT TIME AVERAGE 1h 46m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 7 individuals Repeat Presentations 22 individuals New Presentations 41 individuals	TUE 2024-10-22 (7 Calls) TUE 2024-10-01 (5 Calls) THU 2024-10-10 (5 Calls) WED 2024-10-30 (4 Calls) SUN 2024-10-20 (4 Calls)	5h 19m 2024-38341 4h 35m 2024-37043 3h 50m 2024-37856 3h 49m 2024-38058 3h 26m 2024-38620

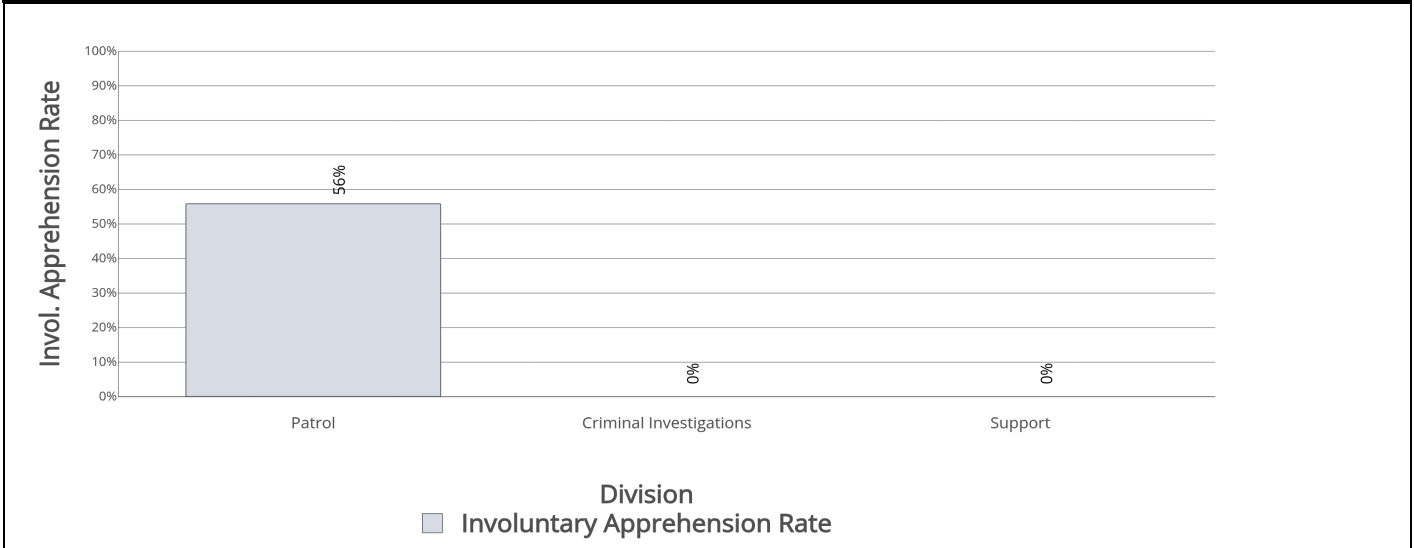




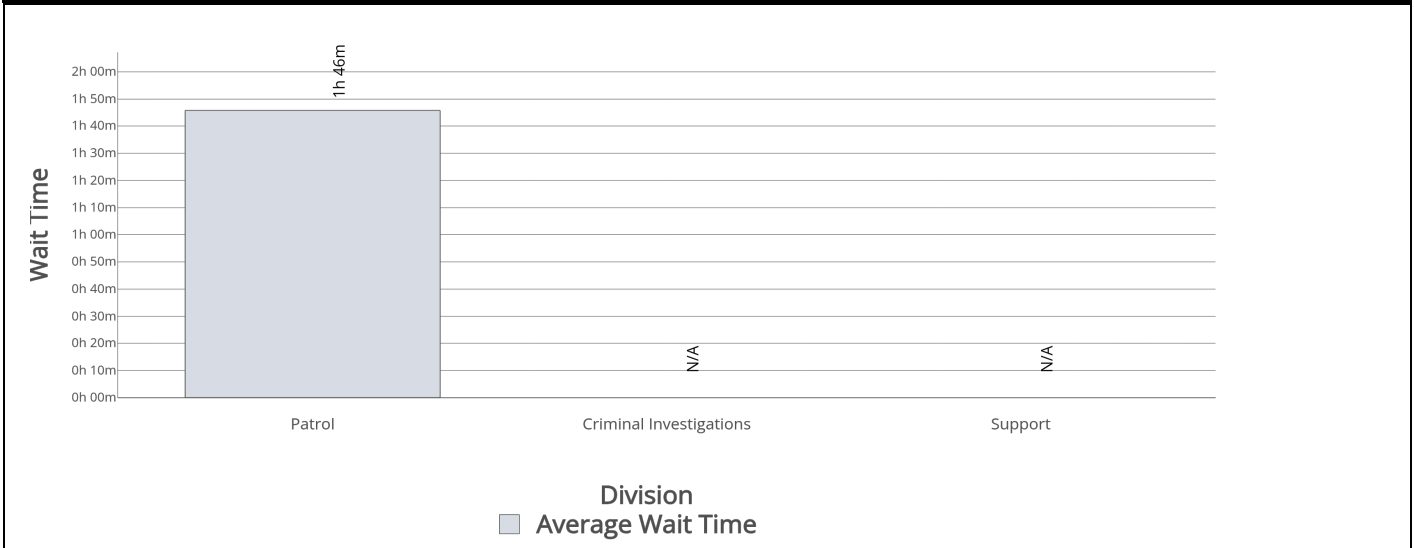
MH CALL VOLUME BY DIVISION



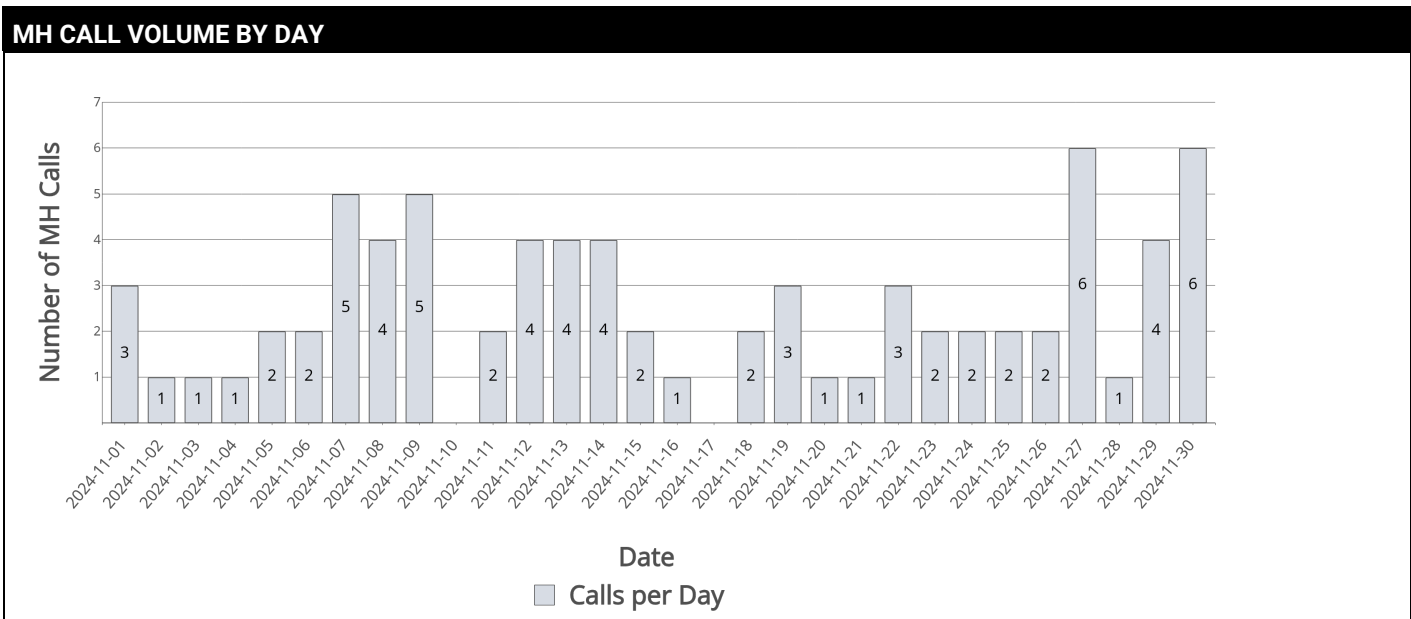
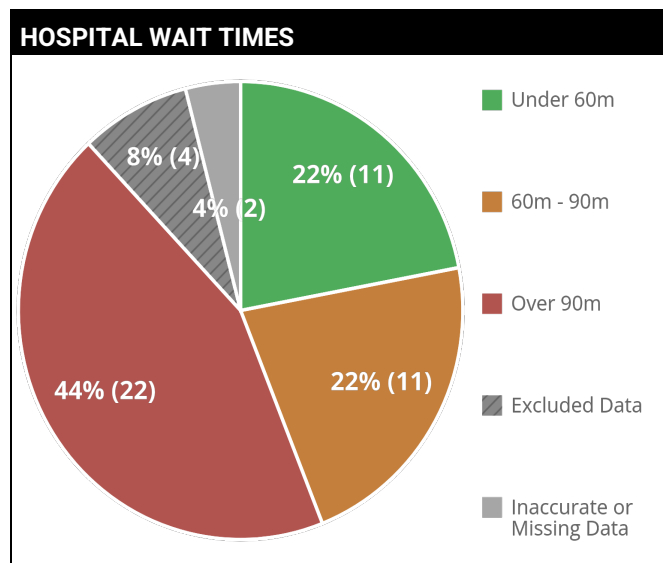
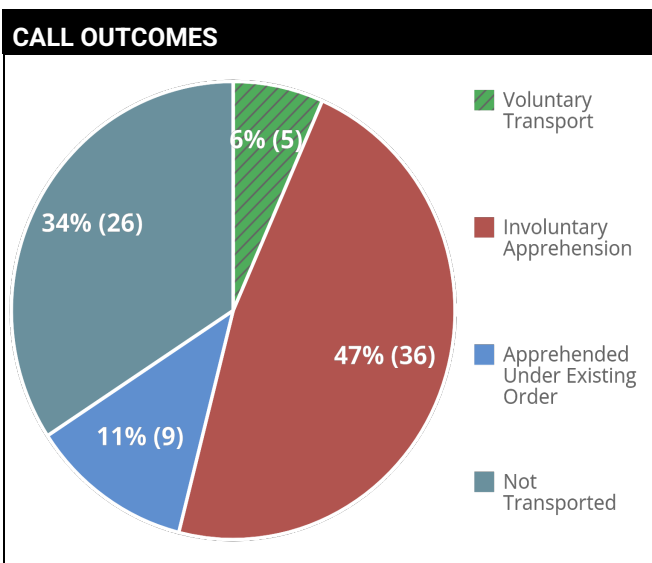
INVOLUNTARY APPREHENSION RATE BY DIVISION



HOSPITAL WAIT TIMES BY DIVISION

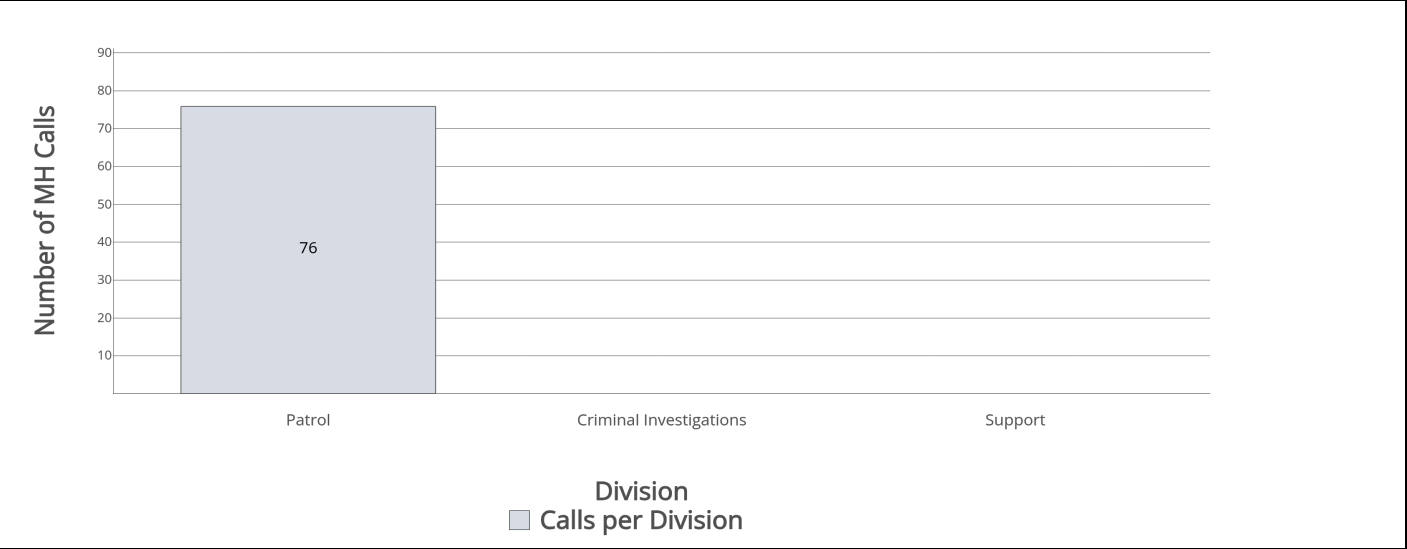


SUMMARY STATISTICS		
INDIVIDUALS 67	MH CALL VOLUME 76 Calls	WAIT TIME AVERAGE 1h 47m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 5 individuals Repeat Presentations 20 individuals New Presentations 42 individuals	SAT 2024-11-30 (6 Calls) WED 2024-11-27 (6 Calls) SAT 2024-11-09 (5 Calls) THU 2024-11-07 (5 Calls) FRI 2024-11-29 (4 Calls)	6h 21m 2024-33394 5h 59m 2024-34323 3h 58m 2024-40104 3h 55m 2024-39999 3h 24m 2024-40265

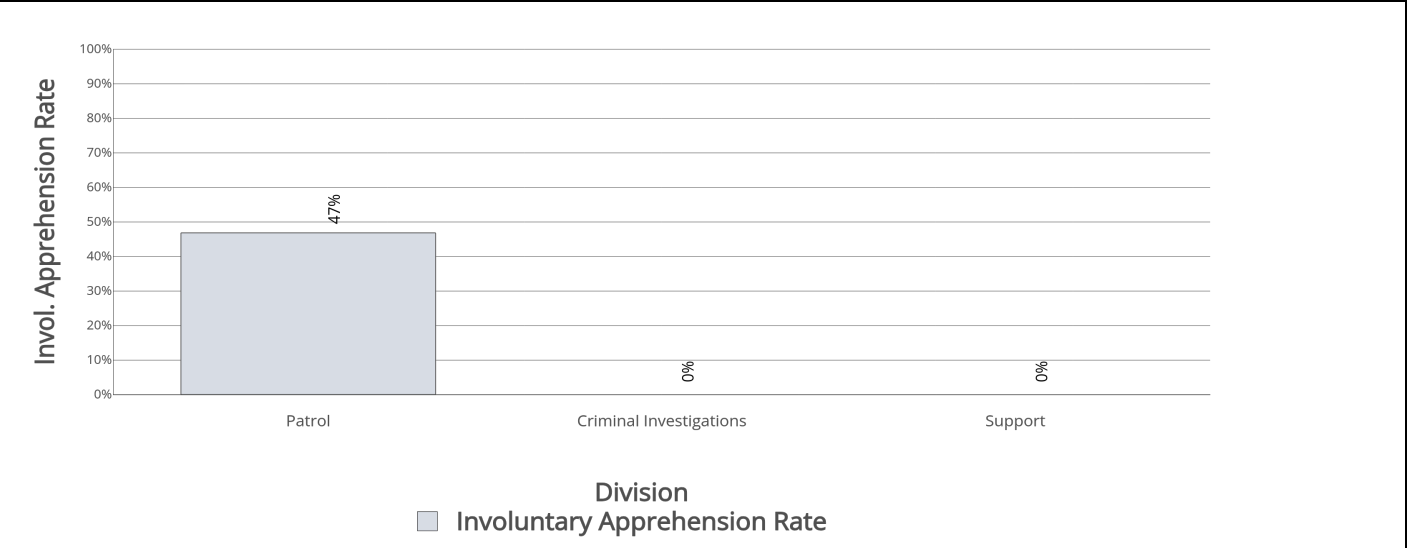




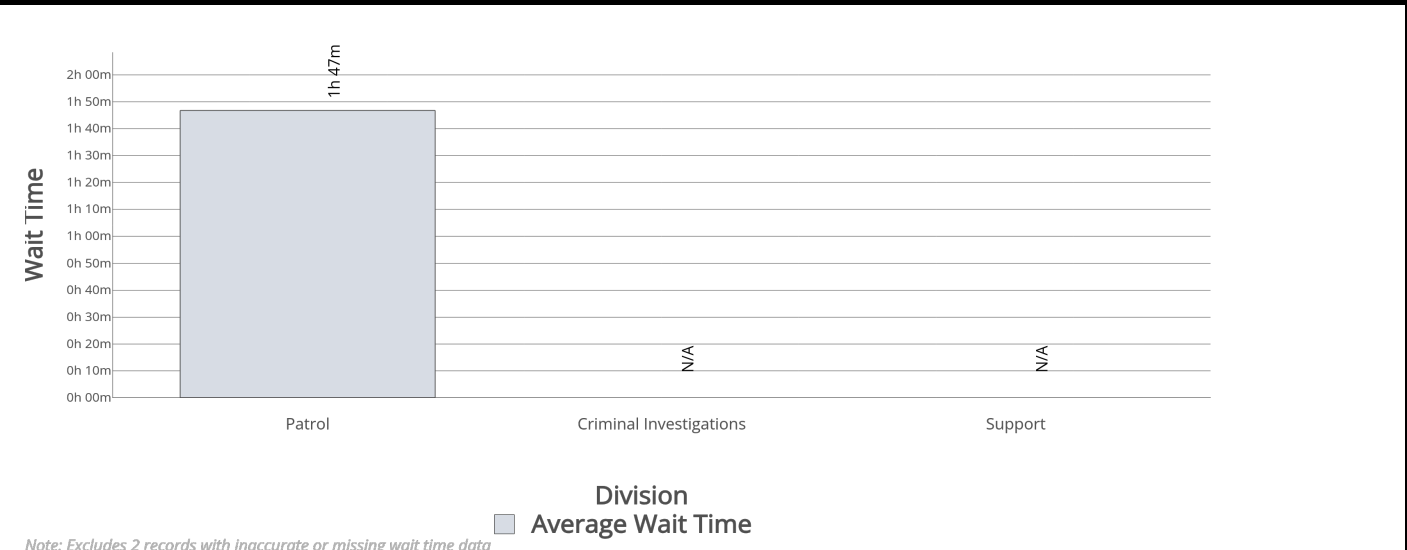
MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION



HOSPITAL WAIT TIMES BY DIVISION



Note: Excludes 2 records with inaccurate or missing wait time data