



Kingston Police

Public Agenda Information Report

To: Kingston Police Service Board
From: Scott Fraser, Chief of Police
Subject: Mental Health Calls July 1 to September 30, 2025
Date: November 19, 2025

Strategic Priority Alignment:

Transfers of non-criminal, low-risk cases are faster and more frequent

Recommendation:

That the Mental Health Calls July 1 to September 30, 2025 Report, Report Number 25-72 is for information only.

Background/Analysis:

Please find attached monthly reports regarding Mental Health Calls attended by Kingston Police, for the period of July 1 to September 30, 2025, compiled and provided by HealthIM.

Financial Considerations:

N/A

Contacts:

Scott Fraser, Chief of Police

613-549-4660 ext. 2213

Exhibits Attached:

Appendix A – Mental Health Calls Report July 2025

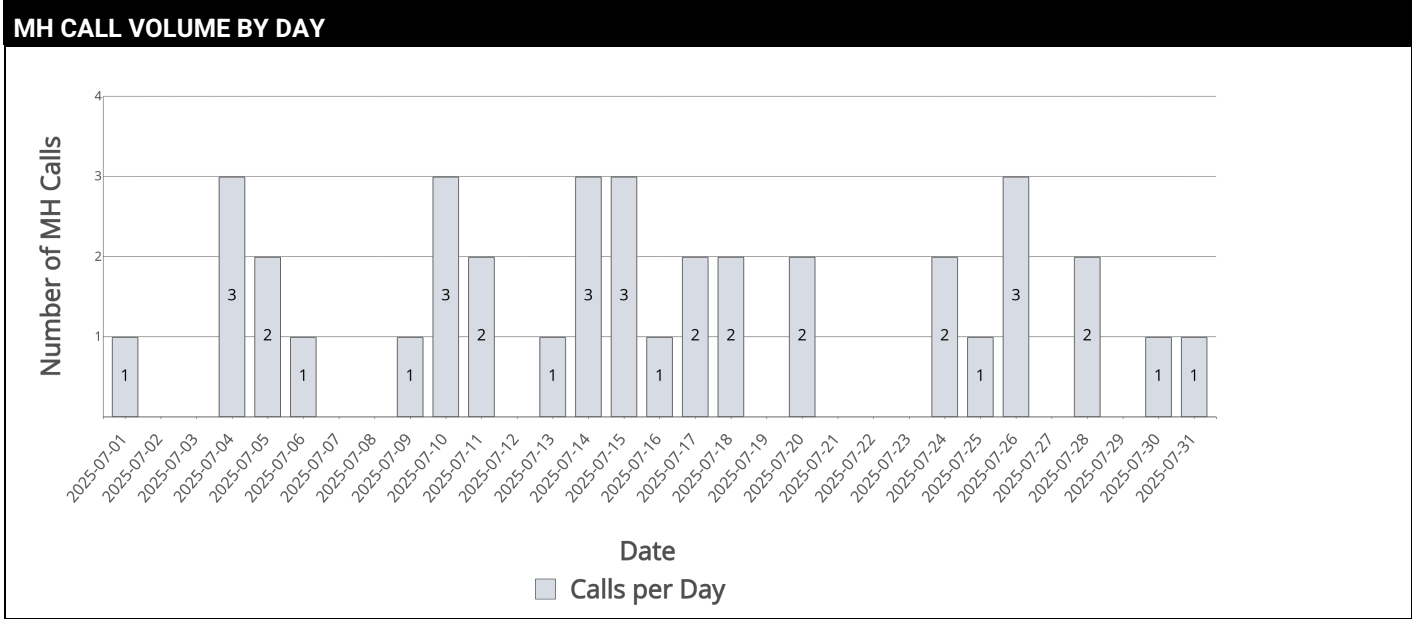
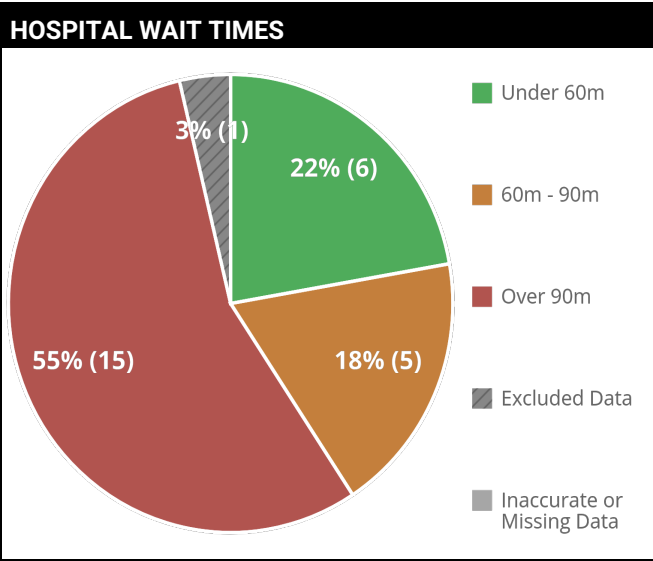
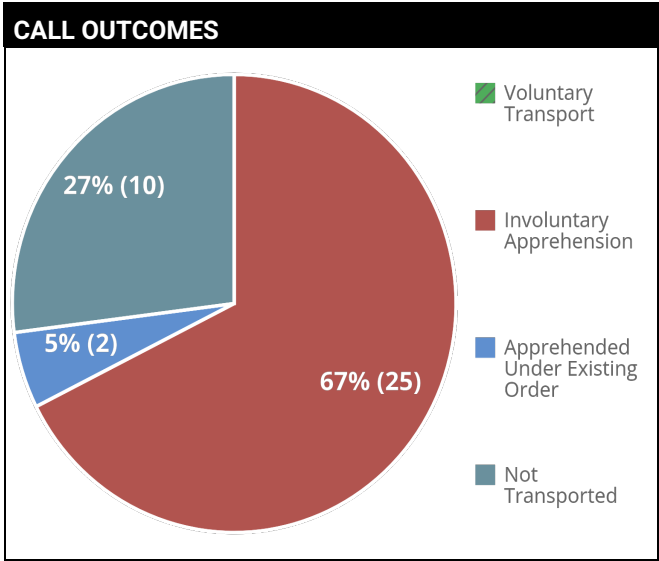
Appendix B – Mental Health Calls Report August 2025

Report Number 25-72

Appendix C – Mental Health Calls Report September 2025

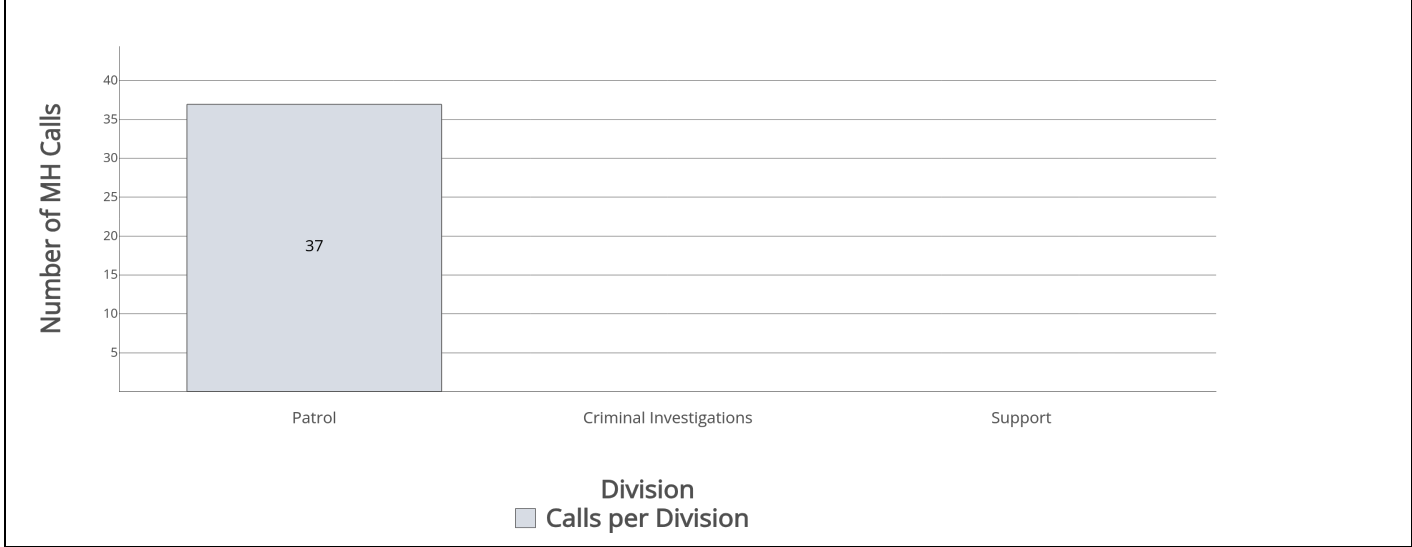


SUMMARY STATISTICS		
INDIVIDUALS 37	MH CALL VOLUME 37 Calls	WAIT TIME AVERAGE 2h 07m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 1 individual Repeat Presentations 6 individuals New Presentations 30 individuals	FRI 2025-07-04 (3 Calls) SAT 2025-07-26 (3 Calls) THU 2025-07-10 (3 Calls) MON 2025-07-14 (3 Calls) TUE 2025-07-15 (3 Calls)	6h 11m 2025-24621 4h 01m 2025-26285 3h 50m 2025-26278 3h 23m 2025-23865 3h 04m 2025-23168

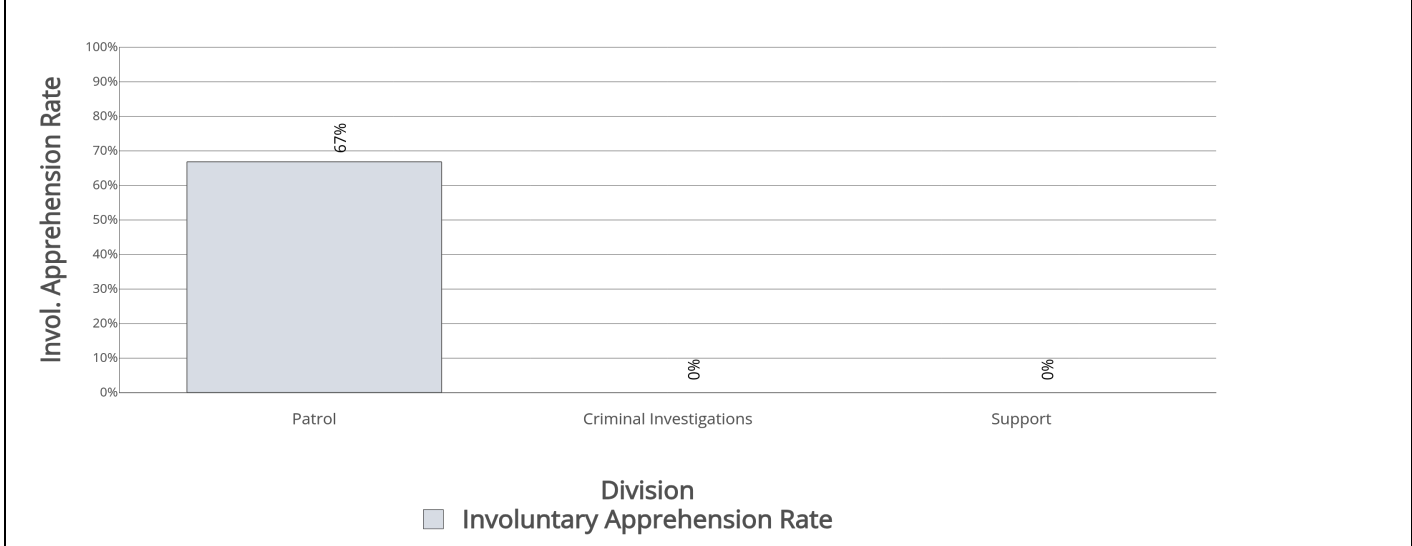




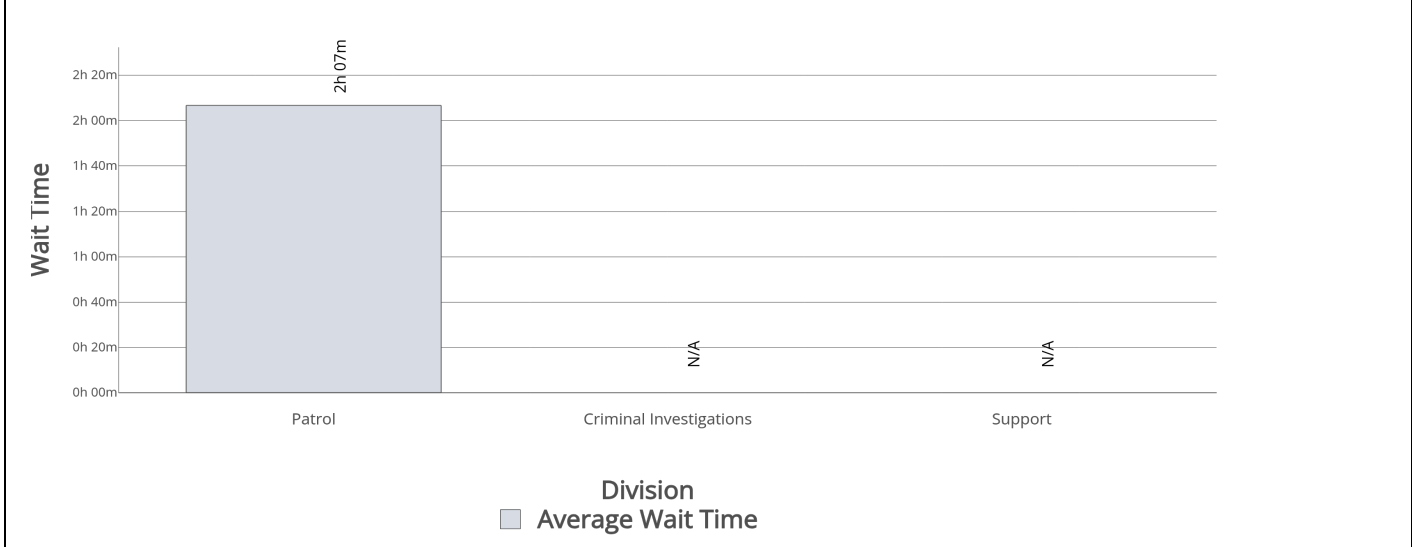
MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION

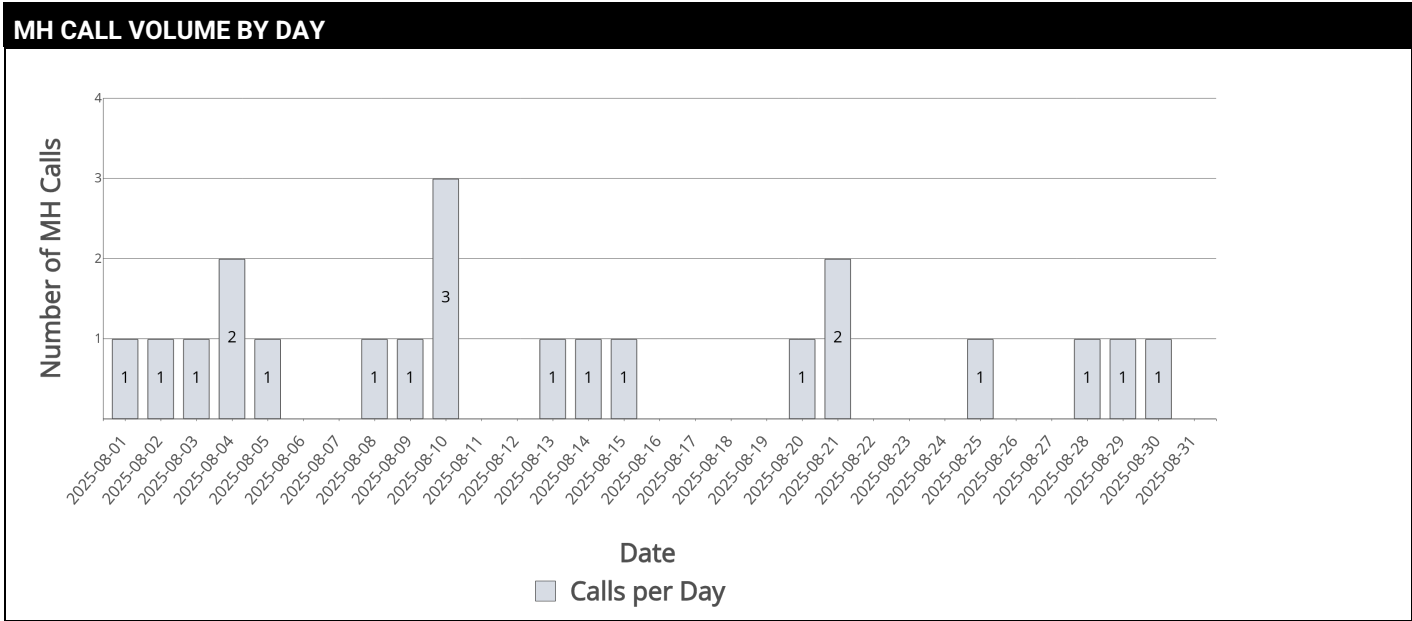
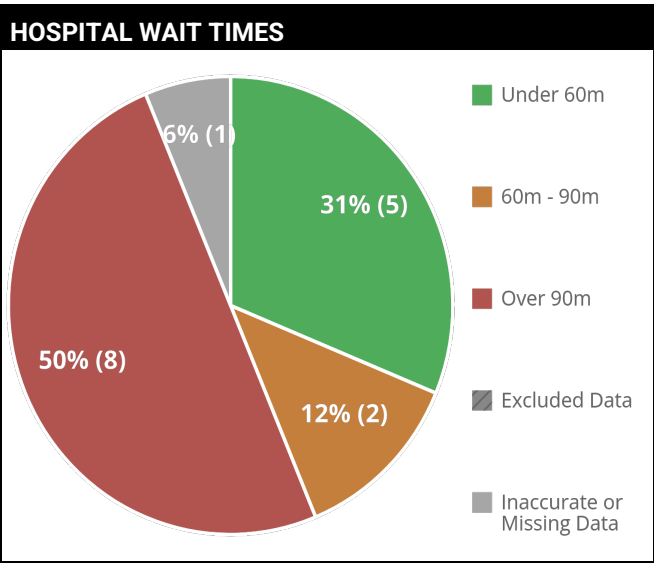
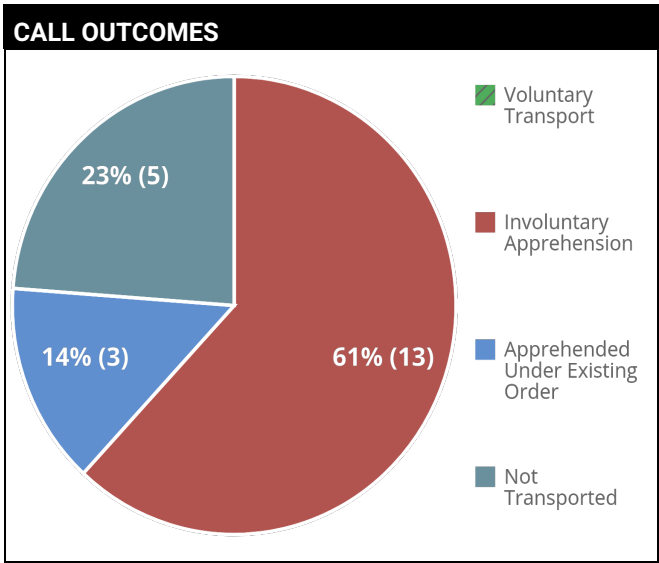


HOSPITAL WAIT TIMES BY DIVISION



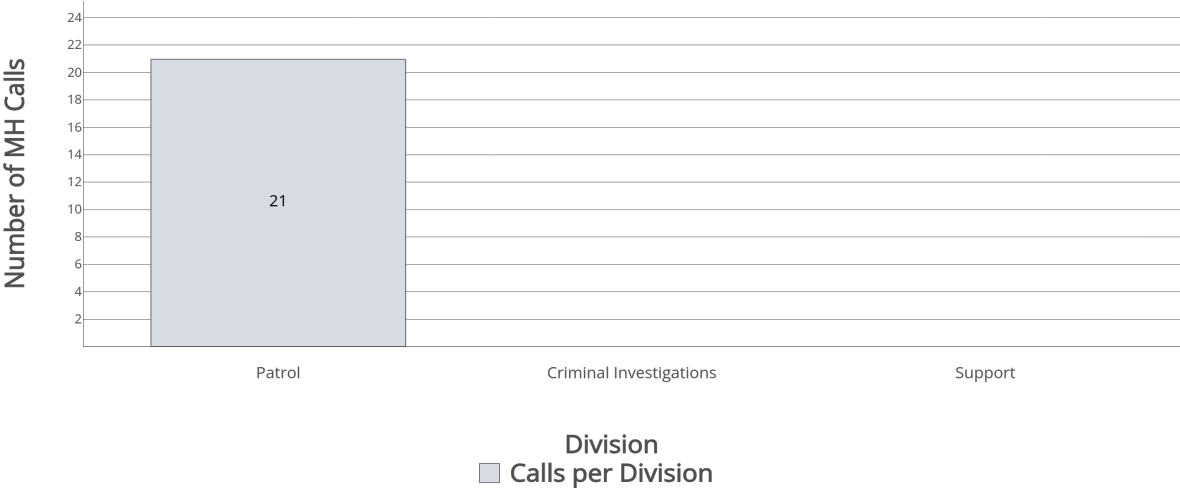


SUMMARY STATISTICS		
INDIVIDUALS 19	MH CALL VOLUME 21 Calls	WAIT TIME AVERAGE 1h 50m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 2 individuals Repeat Presentations 5 individuals New Presentations 12 individuals	SUN 2025-08-10 (3 Calls) MON 2025-08-04 (2 Calls) THU 2025-08-21 (2 Calls) THU 2025-08-14 (1 Calls) FRI 2025-08-15 (1 Calls)	5h 28m 2025-27248 3h 42m 2025-28153 3h 05m 2025-28409 2h 39m 2025-30376 2h 25m 2025-29829

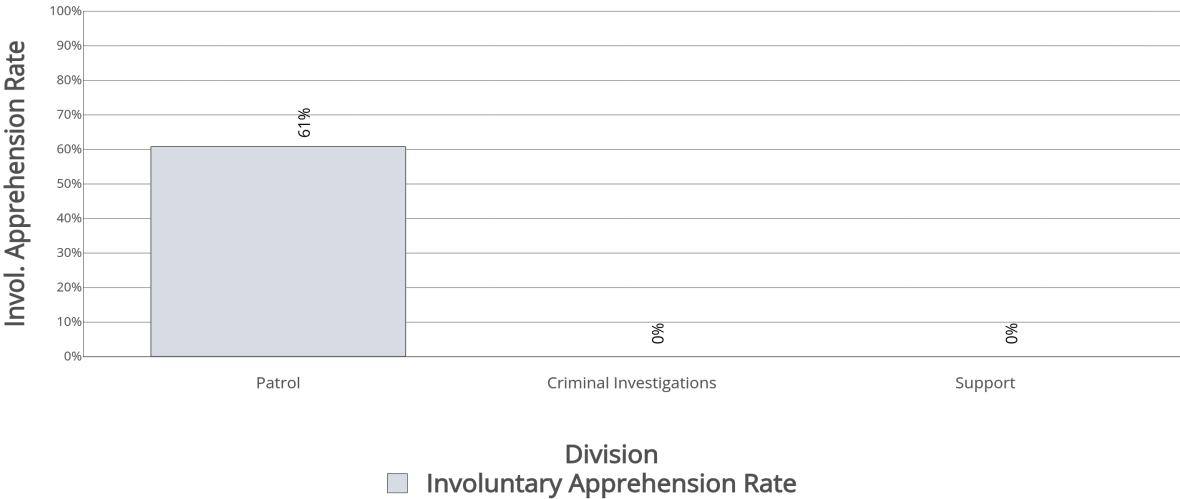




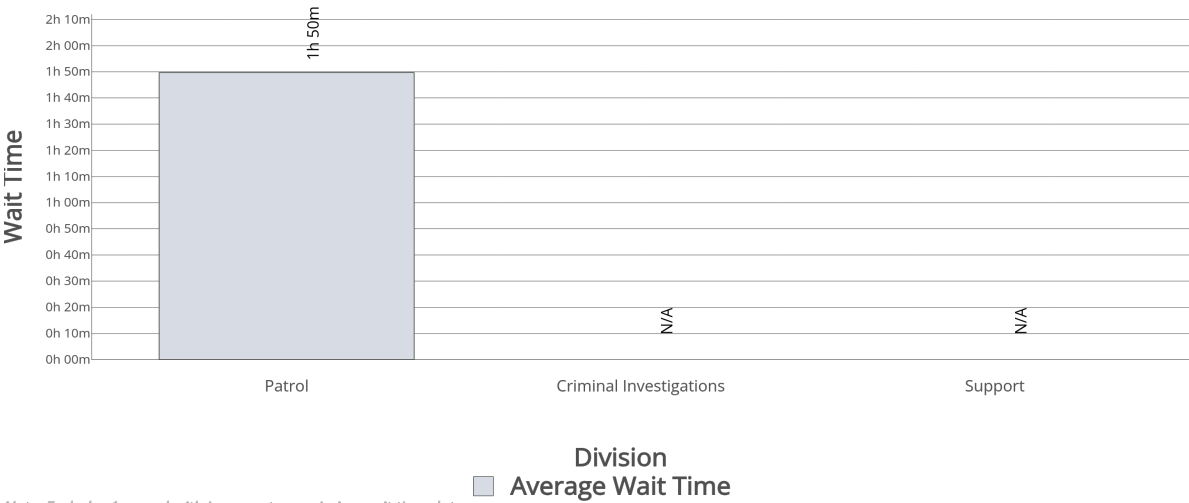
MH CALL VOLUME BY DIVISION



INVOLUNTARY APPREHENSION RATE BY DIVISION



HOSPITAL WAIT TIMES BY DIVISION





SUMMARY STATISTICS		
INDIVIDUALS 20	MH CALL VOLUME 21 Calls	WAIT TIME AVERAGE 1h 06m
Contact Frequency	Highest Volume	Longest Wait Times
Chronic Presentations 1 individual Repeat Presentations 3 individuals New Presentations 16 individuals	THU 2025-09-11 (4 Calls) SAT 2025-09-27 (2 Calls) THU 2025-09-25 (2 Calls) TUE 2025-09-23 (2 Calls) SUN 2025-09-14 (2 Calls)	1h 45m 2025-33287 1h 35m 2025-32930 1h 28m 2025-34850 1h 27m 2025-35246 1h 07m 2025-34507

