



## A Newsletter from the Ottawa Police Services Board

### THE OTTAWA POLICE SERVICES BOARD



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### JUNE MEETING CANCELLED

Please note the Police Services Board's June 17th meeting is cancelled.  
 The next meeting is on July 28th at 5:00 pm.

Welcome to the June 2014 issue of the Ottawa Police Services Board's newsletter — a vehicle for sharing information about the work of the Police Services Board. Additional information about the Board is available online at [www.ottawapoliceboard.ca](http://www.ottawapoliceboard.ca).

In this issue:

- Reporting Crime Online
- Updated [ottawapolice.ca](http://ottawapolice.ca)
- New Ottawa Police App
- 2014 Community/Police Awards Ceremony
- Reports recently received by the Board



## REPORTING CRIME ONLINE

Ottawa residents can now report specific crimes online with a new feature on [ottawapolice.ca](http://ottawapolice.ca). The Ottawa Police (OPS) online **reporting tool** allows reports to be taken for theft or lost property under \$5000, traffic complaints, mischief or damage to property under \$5000, theft from vehicles under \$5000, and lost license plates. Every report will be reviewed by Ottawa Police Analysts who determine the appropriate course of action and respond to questions within 24 hours. A list of **FAQs regarding Online Reporting** is available. "Online reporting is a secure and convenient way for residents to provide us information about minor offence crimes. It is information that helps us identify trends in the community with greater accuracy," said Superintendent Mike Flanagan, Support Services Directorate. "You can assist us by reporting all thefts and property crimes — There's no crime too small to report."

## UPDATED OTTAWAPOLICE.CA

The updated Ottawa Police Service **website** is now more accessible (in line with **Web Content Accessibility Guidelines**, easier to navigate, integrates OPS social media sites and is mobile responsive, which makes it easier to view on smart-phones and tablets. Information on the website — from how to get a background check to crime stats — is now easier to find with the added integration of Google Premium's search feature.



## **OTTAWA POLICE APP**

The OPS has launched a new app for iOS users that makes it easier to stay connected with the Ottawa Police. The app is available for download from iTunes and includes several features including access to online reporting, crime maps, traffic disruptions, a collision toolkit, a call police function, and find a police station. The app was developed by Sergeant Anthony Skinner and a community volunteer. The app incorporates a version compatible with iPhone / iPad only, but future versions will include other platforms like Android phones. “These are just a few of our efforts designed to make it easier for people to access the information and services they need from the Ottawa Police and your feedback is essential,” said Ottawa Police Chief Charles Bordeleau. “We encourage all residents to take a look at the new website and the new features and updates.”

Visit [ottawapolice.ca](http://ottawapolice.ca) and tell us what you **think** by taking this quick **survey**.



## **2014 COMMUNITY POLICE AWARDS CEREMONY**

Police Chief Charles Bordeleau and Police Services Board Chair Eli El-Chantiry hosted the 2014 Community Police Awards Ceremony on 15 May 2014 at which the following awards were presented:

- **Certificate of Valour** – presented for an act of personal bravery or highly-meritorious service that is of assistance to the Ottawa Police Service.
- **Certificate of Merit** – presented for an act of unselfish assistance or demonstration of unique concern for the safety and well-being of another individual or the community.
- **Thomas G. Flanagan, S.C. Scholarship Certificate** – presented to racialized and Aboriginal women who have expressed an interest in a policing career. Since 1993, this award has been presented annually to women to continue their post-secondary education in a law-related field.
- **Governor General’s Certificate of Commendation** – awarded for an act of unselfish assistance to another person without concern for their own personal safety.
- **Royal Canadian Mounted Police Commissioner’s Certificate of Appreciation** – awarded to individuals who assist others in need under extremely dangerous situations.
- **Royal Canadian Mounted Police Certificate of Appreciation** – awarded from the International Policing Branch to individuals who demonstrated a commitment to the safety and well being of others while on a peacekeeping mission.

The **media release** recognizes the remarkable individuals who were commended for their exceptional service to the community.



## REPORTS RECENTLY RECEIVED BY THE BOARD

In the second quarter of 2014 the Board received the following reports that may be of interest to you; reports are available at [www.ottawapoliceboard.ca](http://www.ottawapoliceboard.ca):

- **Conducted Energy Weapons (CEWs) Deployment** – Following a period of consultation with the general public as well as targeted organizations such as the Canadian Association for Suicide Prevention, the Ontario Civil Liberties Association, the Canadian Civil Liberties Association, the University of Ottawa Faculty of Law, the Canadian Mental Health Association, COMPAC, the Elizabeth Fry Society and the John Howard Society, the Board approved a plan for future deployment of CEWs. First class constables, coach officers and officers with experience operating CEWs who meet certain criteria established by the Board will now be authorized to carry a CEW. This is in addition to front line supervisors, members of Tactical/Hostage Rescue Teams, and members of preliminary perimeter control and containment teams, who were already authorized to use the weapon. In 2015, the Board has authorized the deployment of up to 100 additional CEWs. As a result of feedback received during the review, positive changes have already been introduced such as including suicide prevention training as part of the training for new recruits, ensuring internal policies include a provision of medical attention following a CEW deployment, and providing all officers with additional communication and de-escalation training.
- **Lifecycle Replacement of Mobile and Portable Radios** – The Board delegated authority to the Chief of Police to purchase mobile and portable radios and associated equipment for the Police Service, up to a maximum of \$7,177,271. The current radios are at the end of their lifecycle, and the City of Ottawa corporate radio system, implemented in the 1990's, will be at the end of its life in July 2015. The OPS uses the City system. The new "P25" standards radio system will improve coverage in several areas of the City where there are currently deficiencies, improve operational service interoperability for emergency response, and provide for better resource management for day-to-day operations.
- **Professional Standards Section – 2012 Annual Report** – presented statistics on the number and type of complaints made by either the public or the Chief of Police about the conduct of police officers. It also presents statistics on complaints about policies or services provided by the OPS.
- **Audit Plan 2014** – The Audit function is an independent and objective activity designed to evaluate and recommend improvements to the operations of the Ottawa Police Service as a measure of accountability and transparency. The OPS will be conducting compliance audits of property and evidence control: General, Valuable Securities, and Firearms. It will also conduct a compliance audit of the Time and Attendance System.
- **Byward Market Street Ambassador Program** – The Board received the 2013 Annual Report on the activities of the Street Ambassadors who work in the ByWard Market area each summer assisting the police and community in dealing with aggressive panhandlers and public drunkenness. They also provide assistance to tourists. The Board approved funding in the amount of \$10,000 towards the program's operation in 2014.
- **Semi Annual Report from National Capital Area Crime Stoppers** – Twice a year, the President of Crime Stoppers provides an update to the Board on the Program.
- **Appointment of Auxiliary Police Officers** – The appointments of Six Auxiliary Police Officers were approved by the Board, bringing the total number of officers in the Program to 13. The Auxiliary Program is intended to enhance community-based policing by providing an opportunity for citizens to volunteer with law enforcement on an organized basis.
- **Tenure Program 2013 Annual Report** – This report provides information on activities under the Police Service's Tenure Program. The Program is designed to provide a fair, transparent and fluid process by which to move and deploy the sworn workforce in various sections of the organization. The rotation of members helps reduce burn-out and tunnel vision, and permits the continuous development of members' knowledge, skills and abilities.





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#### The following first quarter 2014 reports were received:

- **Performance Report** – the Ottawa Police Service (OPS) monitors and evaluates information on a variety of performance metrics, such as total calls for service, emergency response calls for service, response time on priority 1 calls, amount of time spent on calls, and the number of Criminal Code offences per sworn officer.
- **Financial Status Report** – the quarterly financial report summarizes the current financial position of the organization. Currently, a balanced position is projected by year-end.
- **Workforce Management Report** – presents statistical information on workforce activities such as hiring, retirements, resignations and promotions.
- **Complaints Report – Part V, Police Services Act** – presents statistics on conduct complaints made by the public and the Chief of Police, as well as policy and service complaints made by the public.
- **Legal Services Status Report** – includes statistical information and analysis of trends on variances against the approved budget, claims and actions against the Board, appeals and applications for judicial review, and any issues of significance the Board should be advised of.

The Ottawa Police Services Board is a civilian body established by provincial legislation that provides governance and oversight for the Ottawa Police Service. It is accountable to the Ministry of Community Safety & Correctional Services, and the Ontario Civilian Police Commission. If you are interested in viewing past issues of the “Board Matters” newsletter or other information about the Ottawa Police Services Board, please visit [www.ottawapoliceboard.ca](http://www.ottawapoliceboard.ca).

The Police Services Board holds regular business meetings on the fourth Monday of each month except: August (no meeting); and December (the meeting is on the 3rd Monday). All meetings are open to the public and take place at 5:00 p.m. in the Champlain Room, Ottawa City Hall. Members of the public are welcome to speak to any item on the agenda or can speak to an issue not on the agenda but of concern to them, provided they give at least one week’s notice to Board staff. A complete schedule of meetings is available online.