

MARCH 2011 Board Matters



OTTAWA POLICE SERVICES BOARD
COMMISSION DE SERVICES POLICIERIS D'OTTAWA

Working together for a safer community
La sécurité de notre communauté, un travail d'équipe

A Newsletter from the Ottawa Police Services Board

The Ottawa Police Services Board:

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MESSAGE FROM THE BOARD CHAIR

Welcome to the March 2011 issue of the Ottawa Police Services Board's newsletter, now in its fourth year. Our quarterly newsletter has been - and continues to be - a great vehicle for sharing information and enhancing understanding about the work of the Police Services Board.

2010 was a productive but challenging year for the Police Service and Board. For many years the Ottawa Police Service and Board have been leaders in transparency, accountability and professionalism within the police community. Yet towards the end of 2010, our commitment to these fundamental principles became the subject of intense media and public questioning. Many steps have since been taken to address the concerns raised and these will continue in 2011. The Police Services Board understands that public confidence is essential to successful policing, and is committed to working with Chief White to enhance trust by continuing to operate in as transparent and accountable a manner as possible. At the same time, the vast majority of our police officers are to be commended for serving the community with professionalism, compassion and bravery every day under very difficult circumstances.

The Board itself is presently in a period of change, with three new members appointed late in 2010 and up to three members completing their terms in the first few months of this year. Our newest member – **Adriana Doyle** - was appointed as of February 9th by the Provincial Government to replace outgoing member **Diane Guilmet-Harris**. Diane, who served six years on the Board, was a very conscientious, hard working member who always stood by her convictions; she will be greatly missed and we wish her the very best. An introduction to Ms. Doyle is contained in this newsletter.

In the midst of this transition, the Board held its annual election for the position of Chair on January 24th in accordance with *Police Services Act* requirements. I'm honoured that my colleagues re-elected me as Chair for the first six months of the year; the Board will revisit the appointment in July when we hope the new members will be on board so they can have a say in this important decision. I'd like to take the opportunity to thank all of my Board colleagues, both past and present, for their commitment and hard work over the past year; I am excited about the work we have ahead of us in 2011.

This issue includes:

- An introduction to our newest Board member
- An Overview of Police Oversight Agencies and their Roles
- Approval of the 2011 Police Budget
- A list of significant reports recently received by the Board.

I hope you find the newsletter informative; additional information about the Board and its work is always available online at www.ottawapoliceboard.ca.

A handwritten signature in blue ink that reads 'Eli El-Chantiry'.

Eli El-Chantiry, Chair

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INTRODUCING NEW BOARD MEMBER Adriana Doyle

Ms. Adriana Doyle has been appointed to the Board by the Province of Ontario for a three-year term. She was called to the Ontario Bar in 1984 and is a sole practitioner of law specializing in the areas of family law, arbitration, mediation and collaborative family law.

She speaks English, French and Italian, and has a long and varied history of community involvement with organizations such as the Canadian Cancer Society, Ottawa International Soccer Club, the Immigrant Women Services Ottawa Board of Directors, the Heart Institute Telethon, the Ottawa Jazz Festival and Chamberfest. She has served as an international volunteer at an orphanage in Ghana and is a Director on the Board of Orphans' Heroes, an American organization that provides donations to charities in

underdeveloped countries that help orphans. In 2008 she was the recipient of the Gordon F. Henderson Award for Charitable Work.

She is very active in the legal community where she serves on numerous committees and boards, including Co-Chairing the Family Law Institute Planning Committee. She also serves as a Law Society of Upper Canada Adjudicator on discipline matters, and is a frequent presenter at Legal Continuing Education programs including the Bar Admission Course, University of Ottawa Law School, Algonquin College, Carleton University and high schools. Ms. Doyle is married with four children, and has lived in Ottawa all her life.

AN OVERVIEW OF POLICE OVERSIGHT AND ROLES

In Ontario, the Provincial Government mandates several public bodies with responsibilities related to policing. Of particular interest to the general public and media are responsibilities related to public complaints, conduct of

officers and officer discipline. The following table contains a high level summary of the roles of each of the organizations that have responsibilities related to policing.



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AN OVERVIEW OF POLICE OVERSIGHT AND ROLES

PROVINCE OF ONTARIO

Responsible for establishing the structure and rules for policing in Ontario through the *Police Services Act*, including the rules that must be followed related to the handling of complaints, officer discipline and termination.

MINISTRY OF COMMUNITY SAFETY & CORRECTIONAL SERVICES

Responsible for administering the *Police Services Act* and: monitoring police forces to ensure adequate and effective police services are provided; monitoring boards and police forces to ensure they comply with prescribed standards of service; developing programs to enhance professional police practices, standards and training; and conducting inspections of police services and boards.

SPECIAL INVESTIGATIONS UNIT (SIU)

Civilian unit of the Ministry of Community Safety & Correctional Service established by the Province to investigate the circumstances of serious injuries and deaths that may have resulted from criminal offences committed by police officers.

ONTARIO CIVILIAN POLICE COMMISSION (OCPC)

Independent civilian body established by the Province with the power to: direct a police service or board to comply with prescribed standards; conduct investigations with respect to municipal police matters (eg. the conduct or performance of duties of a member of a police service or board; the administration of a police service; the manner in which police services are provided for a municipality; the police needs of a municipality); conduct inquiries into matters relating to crime and law enforcement; hear and dispose of matters referred to it by police boards or appeals by members of police services in accordance with Part V of the Act.

OFFICE OF THE INDEPENDENT POLICE REVIEW DIRECTOR (OIPRD)

Independent civilian body established by the Province to manage complaints about police made by members of the public.

POLICE SERVICES BOARDS

Civilian boards established by the Province and responsible for the provision of adequate and effective police services in the municipality including: determining, in consultation with the Chief of Police, objectives and priorities with respect to police services; establishing policies for the effective management of the police service; recruiting the chief of police and deputy chiefs of police; directing the Chief of Police (but not with regard to police operations) and monitoring his/her performance; establishing guidelines for dealing with complaints in accordance with provincial regulations and rules established by the OIPRD; and reviewing the chief's administration of the complaints system under Part V of the *Police Services Act*.

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2011 POLICE BUDGET APPROVED

The 2011 Operating and Capital Budget for the Police Service received approval by the Board on March 7th and by City Council on March 8th. The net operating budget of \$236.9 million and capital budget of \$14.9 million provide the resources necessary to fulfill the Service's responsibilities to the citizens of Ottawa and deliver the services that residents expect. The budget meets the 2.5% increase target set by Mayor Watson, City Council and the Police Services Board, and allows the Service to maintain services at existing levels. To achieve this target and still meet compensation costs, a

budget reduction of \$6.1M was required. No new officers will be hired in 2011 to meet growth in the City and initiatives contained in the Service's three-year Business Plan have been eliminated except for some training. In addition, reductions of \$0.8M have been made to existing budget envelopes and across-the-Service reductions of \$1.1M are being found. The increase equates to approximately \$12 per year for the average residence.

WHAT'S THE BOARD BEEN UP TO?

At its first meeting of the year on January 24th the Board received reports related to its performance and future plans: the 2010 Annual Report on Board Activity, Training and Performance; and the Board Work Plan for 2011 (all reports are available online). Highlights included:

2010 Board Activity

It was another productive and busy year for the seven members of the Board in 2010. Board members collectively attended 26 Board, committee and public interest meetings, and 99 other events related to their work as members of the Board. The other events include functions such as police recruit or awards ceremonies, meetings with community partners, community events and fundraisers, meetings with Provincial officials and colleagues from other boards in the Province, police association functions, collective bargaining sessions, and the list goes on. In total, Board members collectively spent 478 hours at meetings and other events as part of their duties, representing a significant commitment of time and effort in service to the community.

Community Outreach and Engagement...

A primary focus for the Board since 2008 has been improving relationships with key community partners, communicating better with the public, providing opportunities for community engagement, and educating others about the Board and its work. This focus continued in 2010 and will receive an even greater emphasis in 2011. Two public interest meetings were held in 2010, one on the topic of **Child and Youth Mental Health** and the other on **Racial Profiling**. A summary of the Racial Profiling meeting is contained in the December issue of the Board's newsletter available at ottawapoliceboard.ca. The meeting was held to solicit input on a draft Racial Profiling operational policy for the Police Service that experts describe as the most comprehensive in the world. The Board is planning further community consultation on this subject in 2011.

Moving Forward...

The Ottawa Police Services Board places a high value on representing the public interest and to do that effectively, it must establish its own relationship with the community and regularly hear from the public. In 2011, the Board intends to renew and enhance its commitment to dialogue with the community. Plans include more public interest meetings, informal meetings with community partners, and collaborations with partners like the ones undertaken in past years with much success. Topics for this year's public interest meetings have yet to be finalized.

One of the ongoing challenges police services boards face is a lack of awareness and understanding about their role; people are much more accustomed to hearing about and interfacing with members of the Police Service. To address this, in 2011 the Board will be increasing its efforts to educate others about its role.

The Board values and needs community input as a means to ensure the Police Service is meeting the expectations and requirements of residents. We encourage you to attend the various meetings and consultations held throughout the year and to share your thoughts with us. If there is a particular subject you would like to read about in our newsletter or have us address at one of our community meetings, please let us know.

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Recent Reports Received by the Board

The Board has received the following reports this year that may be of interest to you; all reports can be accessed through the Board's website (ottawapoliceboard.ca):

- **Updates #2 and #3 on the Review of Cellblock Operations** – The Chief has been reporting monthly on the review of cellblock operations and changes being made to policies, operational procedures, training and reporting systems in the wake of the cellblock incidents made public in November 2010.
- **Calendar of Board Monitoring Requirements for 2011** – This calendar lists all of the reports of a monitoring nature that must be submitted to the Board in 2011, and the months they are due, to ensure the Board is fulfilling its oversight responsibilities under the Police Services Act and its own policies.
- **Overview and Analysis of 2010 Collisions in Ottawa** – This report presents collision-related statistical data for the year compiled by the Integrated Road Safety Program – a collaboration of the Ottawa Police, City Public Works and City Public Health - to help identify trends and reduction initiatives.
- **Business Plan 2010 – 2012: Semi-Annual Status Report** – This report provides a status report on progress towards achieving the goals and objectives contained in the Police Service's current Business Plan.
- **Use of Force – 2010 Annual Report:** This report presents statistics on the number of incidents of use of force in 2010, categorized by the levels of force outlined in the Province's Use of Force Model.
- **Compliance with Ministry Standards** – 2010 Annual Report: Police services and police services boards in Ontario must comply with approximately 80 standards established by the Ministry of Community Safety and Correctional Services. This report contains information on compliance with those standards in 2010.

- **Presentation on Quality Assurance & Risk Management Unit:** Staff from the OPS Quality Assurance Unit made a presentation on the Enterprise Risk Management system in place to improve the Service's ability to identify, assess, and address various risk factors.
- **Positive Workplace** – 2010 Annual Report: This report provides a general overview of the Police Service's Respectful Workplace Program and statistical information on the utilization and outcomes of that Program.

The following fourth quarter 2010 reports have been 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.
- **Policy & Service Complaints Report** – Part V, Police Services Act – presents statistics on policy and service complaints made by the public. Conduct complaints will be reported on in the 2010 Annual Report to be submitted in April.
- **Workforce Management Report** – presents statistical information on workforce activities such as hiring, retirements, resignations and promotions.
- **Employer of Choice Status Report** - the Ottawa Police Service is committed to being recognized as an Employer of Choice for All; this report provides an update on activities taking place to achieve that goal.
- **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 community, 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

The Police Services Board usually holds regular business meetings on the fourth Monday of each month except August (there is no meeting in August) and December (the meeting is on the 3rd Monday). There are some irregularities in 2011 – please check the online schedule for details. 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.