



OTTAWA
POLICE

2021

**ANNUAL
REPORT**

ottawapolice.ca

TABLE OF CONTENTS

By the numbers	4
Chair's message	5
Chief's message	7

OUR PEOPLE

Org chart & description	9
Responding to your calls	11
Equity, Diversity & Inclusion + Recruitment	13
Joint Strategy on Workplace Sexual Violence and Harassment (WSVH)	15
Wellness	17
Cost of policing	19
Grant Funding Partnerships	22
Professional Standards	24
Joint Operations	28
Regulated Interactions	30

COMMUNITY SAFETY & WELL-BEING

Neighbourhood Resource Teams	34
Violence against women	37
Crime Prevention	39
Road safety	41
Calls for service	45
Community Satisfaction	47
Mental Health Unit	48
Drug Unit	53
Human Trafficking	55
Guns and Gangs/Homicide Unit	57
Elder Abuse	59
Violent crime statistics	60
Non-violent crime statistics	61



SECTION 1
INTRODUCTION

BY THE NUMBERS



New Neighbourhood Resource Team Deployment



85 Number of times Naloxone was administered by officers



+44%

Increase in reporting of hate and bias motivated crimes (2021: 260)

94%

of PRIORITY 1 CALLS were responded to within 15 minutes.



Crime rate per
100,000
residents



3,511
offences



On average it took

7

minutes to arrive on scene at an emergency call

\$343.9M
Cost of policing



82 Shootings in 2021 /
80 Crime guns seized



\$19.5M

Funding secured through government partnerships and grants.



2,096

Number of sworn (61%) and civilian (39%) members of the Ottawa Police Service

17%

increase in the number of mental health incidents reported to police (2021: 8,000)



8%

increase in demand for service
19,650 online reports /
337,200 dispatch occurrences



CHAIR'S MESSAGE



Message from the Chair Ottawa Police Services Board, Councillor Eli El-Chantiry

On behalf of the Ottawa Police Services Board, I am pleased to introduce the 2021 Annual Report of the Ottawa Police Service (OPS).

While I only had the opportunity to rejoin the Board in early 2022, I know the Police Service was very busy last year doing what it does best – serving the Ottawa community in support of community safety.

It is a very difficult time for policing agencies across the country, and arguably around the world. We are seeing an increase in calls for policing reforms, not the least of which are demands for changes in the culture of policing institutions to ensure they are meaningfully embodying the principles of equity, diversity and inclusion, and putting an end to systemic racism.

Looking back on the work the Service accomplished in 2021, it appears they have truly taken this to heart and are taking concrete steps to evolve the Ottawa Police Service and meet the public's expectations in terms of how policing services are delivered in the City of Ottawa

– starting first with their internal workplace culture. From their ongoing work on the Equity, Diversity and Inclusion Action Plan to the strides they have made in recruiting and member wellness, and perhaps even more notably, their investments in creating a workplace free of sexual violence and harassment, the OPS has demonstrated its commitment to continuous improvement.

The OPS also continues to respond to an increasing number of calls for service and operational demands – ranging from incidents involving imminent danger to life as well as large-scale public demonstrations and protests, to calls involving missing persons, property crimes and other public safety issues. I want to personally thank all of the civilian and sworn members of the Service, including the leadership team, for their ongoing dedication and commitment to keeping everyone in our community safe. You are making a difference and it is appreciated.

The work that Police Service members do is very public facing. In a year, the Police Service will receive on average more than 600,000 calls for service, over a third of which will require police presence. Although the vast majority of service requests are handled with the utmost professionalism, care, and compassion, there are occasions where a particular police response leaves community members with more questions than answers; more harm than healing; and more hurt than help.

The Police Service has and will continue to evolve to better meet the needs and changing expectations of the public. In reviewing the 2021 Annual Report, I hope you are left inspired by the various initiatives underway and the future direction of the Ottawa Police Service.

We must continue to work together, challenge each other, and build the Police Service we want in the City of Ottawa.

Sincerely,

Councillor Eli El-Chantiry

Chair, Ottawa Police Services Board

vision:

A trusted partner in community safety

mission:

To protect the safety and security of our communities

values:

**Honour
Courage
Service**



CHIEF'S MESSAGE



I am pleased to present you with the Ottawa Police Service's (OPS) 2021 Annual Report.

This report contains important information about the initiatives we have implemented as an organization and the progress we have made.

It also provides you with an overview of the number of calls for service, our response times, things we have done to support victims of crime, as well as other data that offers a snapshot of policing across the city.

Together with the community, we are rebuilding public trust, continuing to address systemic racism and violence against women, promoting equity, diversity, and inclusion, increasing our outreach efforts to ensure greater diversity among candidates during hiring processes, and contributing to our communities through neighbourhood policing

We will continue building our partnerships and remain committed to our learning journey with marginalized and racialized communities, including Indigenous, Black, Faith-based, and

2SLGBTQQIA+ communities, to address and effect real change.

We are affirming our commitment to the development and implementation of call referral and diversion processes for situations involving mental health and addictions and the development of gender- and diversity-sensitive responses to domestic and intimate-partner violence.

I have been reaching out to community leaders to ensure they know that our door is always open, and as a community partner we continue to be open and receptive to feedback that enhances the services we provide. We will also continue to work with the Community Equity Council, a partnership we value.

This includes implementing new actions and measures:

- Co-development of a use of force review committee comprised of police and community members to review reports on police use of force incidents
- A new, diverse hiring class that is representative of our community; and
- Hiring an equity and race data specialist to continue previous efforts to increase reporting on police data (such as traffic stops and arrests) and building a community data hub for increased data transparency.

You have my commitment that we will continue to pursue cultural and systemic change with the same focus.

We know that we cannot do this alone. We value and need the partnership and input of our City and community leaders, marginalized voices and communities, and all residents of Ottawa who count on and rely on our services.

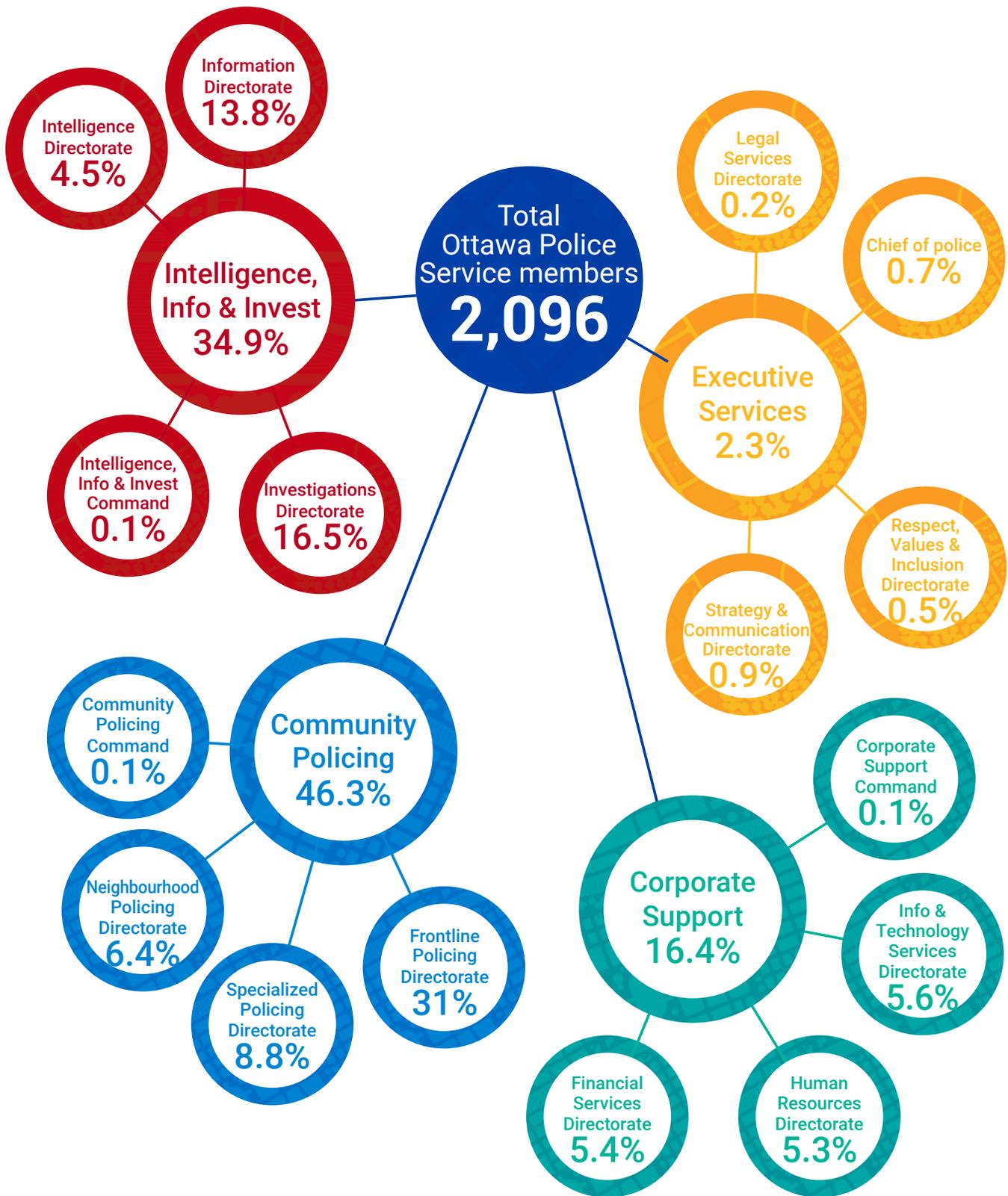
We best move forward when we work together.

I am proud to be a part of the OPS and proud of the people I work with as much as I am proud of my Ottawa community. We care about the community and want to be the police service this community deserves.

Interim Chief Steve Bell

Ottawa Police Service

OTTAWA POLICE SERVICE





RESPONDING TO YOUR CALLS IN 2021

In addition to the statistics and numbers provided in this report are the stories about our members and residents making a positive difference in our community.

Homicide detectives conducted a year-long investigation to ensure the man and woman responsible for the death of five-year-old Chloe Guan-Branch were held accountable. The pair were charged in June 2021 with criminal negligence causing death and failing to provide the necessities of life.

Officers were busy with calls throughout 2021, like the location of an 11-month-old baby with a serious medical condition by the OPS Emergency Services Unit after she was abducted from her mother's accommodations on June 3.

Another baby abduction occurred a month earlier involving an 8-day old boy. The suspect befriended the mother through social media and on Mother's Day, she attended the woman's house, pepper-sprayed her and took her son. Neighbours intervened and got the baby, then held the woman until police arrived.

Witnesses credited three OPS officers with saving a man's life when they snatched him from mid-air after he jumped from a downtown seventh-floor balcony on June 9. The man was treated by paramedics and taken to hospital for self-inflicted injuries that happened before police arrived.

In September, Ottawa resident Jamal Gill was at an event he organized in the ByWard Market when he was shot in an unprovoked incident. Several police officers chased the suspect while Constable Joseph Lalonde stopped to assist Jamal. The tourniquet he applied to Jamal's leg ensured the young man got to the hospital and was able to make a full recovery.

2021 saw the addition of 48 new recruits to patrol who collectively are the most diverse class in the history of the OPS. A total of 40% of these officers identify as female, 6% identify as an Indigenous person and 50% identify as a member of a racialized group. Between them, they speak over 20 different languages, with 46% of them speaking French. They bring valuable connections to the community through their diversity and volunteer work with a wide range of local organizations.

Three OPS members were invested into the Governor General's Order of Merit for Police Forces for outstanding contributions to the Police Service and community safety. Ceremonial Sergeant Major Steve Boucher (MOM), and retired members Staff Sergeant Roy Lalonde (OOM) and Inspector Debbie Miller (MOM) received this award of distinction.

The OPS furthered its commitment to women's safety by hiring a full-time senior advisor to work with investigative sections and community groups to improve and enhance police response to violence against women. Melanie Winwood joined the police service in October 2021.



87.5%
of the 48 recruits
identify as a member of a
marginalized group and/or speak
a language other than English.



40%
identified
as female



6%
identified as
an Indigenous
person



50%
identified as
a member of a
racialized group



46%
French
speaking



31%
speak two or
more languages
totalling 20+
unique languages

In 2020, the Ottawa Police Service received more than 2,700 applications, of those: 18 percent were female applicants and 36 percent were racialized applicants.



First service to switch to virtual information sessions, interviews, and testing for entire recruiting process



First class to be hired (March 2020) in a pandemic to do learning both virtually and in person



First female officer to wear a hijab hired in 2020



Largest class in OPS history hired in March 2020 consisting of 48 recruits



Elimination of ATS testing increasing applications from approx. 600-650 applications a year to approx. 2,700 applications a year

EQUITY, DIVERSITY & INCLUSION + RECRUITMENT

We are committed to addressing systemic barriers and making progress on our journey to a more equitable, inclusive, and diverse police service. While 2021 progress on the Equity, Diversity and Inclusion (EDI) Action Plan was provided in a report to the Ottawa Police Services Board (OPSB) in May 2022, we know we have more work to do.

We worked in collaboration with community partners and stakeholders, like the Community Equity Council (CEC), to implement key priorities of the EDI Action Plan.

Some of the highlights of that work included:

- **Custom EDI Lens Toolkit:** In partnership with the Centre for Learning in Intercultural Effectiveness, we developed a customized toolkit to improve service delivery and internal processes – including updates to our transfer and promotions processes.
- **EDI Leadership Tools & Coaching:** We held EDI leadership and coaching sessions on trauma-informed learning, anti-Black racism, and Intercultural Development Inventory (IDI) assessments for all senior staff.
- **Mental Health Strategy:** The OPS supported the development of a community-led mental health strategy that includes a partnership with the City's Community Safety and Well-Being (CSWB) plan and the creation of a Guiding Council of stakeholders.
- **Anti-Racism Collaborative Work:** We continued to work with community partners to address systemic racism with policy reviews, the expansion of race-based data collection for Use of Force reporting, and new training.

- **EDI & Human Rights Training:** New training was added to our learning program, including intercultural competence, understanding systemic racism, Indigenous cultural awareness, and trauma-informed awareness training.

Specific focus was geared towards the OPS' recruitment initiatives and decision-making as well as to the Sworn Transfer process to address a number of systemic barriers within the Service.

The stronger commitment to EDI principles, our efforts were reflected in the diversity of our newly hired sworn recruitment complement in 2020, and will continue to be employed for all future hires.

The OPS implemented a hiring freeze in 2021 due to budget restrictions; however work on improving the hiring process continued to include a realignment of our Outreach and Recruitment process to identify unintended barriers and attract a more diverse pool of skilled candidates – preparing us for the hiring of 80 new recruits in 2022.

While the Respect Values and Inclusion (RVI) Directorate was created as a centre of expertise and overall management of the EDI Action Plan, EDI is a strategic and operational priority that can be seen in action throughout the organization, including work on: the Sexual Violence and Harassment Project that led to the Safer Workplace Action Plan, expansion of our Neighbourhood Resource Teams, investments into the Equitable Work Environment (EWE) policy, and ongoing work to address violence against women.

The EDI Action Plan is our roadmap – together we'll continue moving from reports and recommendations to greater action. For more information, visit www.ottawapolice.ca/EDI2020.

Joint Strategy on Workplace Sexual Violence and Harassment (WSVH)

In March 2020, the Ottawa Police Service (OPS) and the Ottawa Police Services Board (OPSB) launched a new initiative aimed at tackling issues like gender disparity, harassment and violence in the OPS' workplace.

The creation of the Joint Strategy on Workplace Sexual Violence and Harassment (WSVH) is part of a long-term commitment by both OPS and OPSB leadership to prevent and understand WSVH, meaningfully support and respond to complaints, increase active bystandership, and restore a safe, equitable workplace for all members. It also seeks to address workplace discrimination, harassment and violence based on other human rights protected grounds.

As part of the project, the OPS entered into a pilot with Rubin Thomlinson (RT), an independent third-party law firm to act as an outside intake and investigation agency for workplace complaints. It also commissioned RT to create an assessment of OPS culture, practices, policies, and

procedures relating to workplace harassment and discrimination. That report, in addition to the Safer Workplace Action Plan (SWAP), was filed at the January 2022 OPSB meeting and contained the future state for SWAP. This included the 18 recommendations for action from RT, including, among other proposed changes: increased accountability, strengthening leadership, a review of all outstanding complaints, establishing a clear Code of Conduct, and hiring an Independent Office of the Workplace Investigator who will act as a neutral body for the complaints process and internal education initiatives. The Respect, Ethics and Values (REV) Unit will be integral in developing prevention programs and training for members that include ethics, code of professional ethics, conflict coaching, and the development of our Champions of Professional Practice (COPP).

The OPS remains committed to implementing all 18 recommendations from the report.



WELLNESS

In 2021, the Ottawa Police Service (OPS) launched its new Early Intervention Program (EIP) to identify members who may be in need of support and to provide resources to assist the member at the earliest stages of an issue. EIP is a confidential process to identify members using specific criteria and offer assistance. The EIP is only one of the methods available by which members are identified as possibly needing assistance. The EIP is intended to serve as a data-driven systematic approach to highlighting members that might need assistance that might otherwise have been missed.

The goal of the program is to identify risks or triggers to member wellness ahead of time and provide help when it's needed most. These tools help supervisors to provide needed supports and enhance overall member wellness.

Specific thresholds were identified that could impact member wellness, and a series of steps were put into place to mitigate any ill

effects. Once a member reached a threshold, like being absent from work for a period of time, or more serious events like responding to a call for service that involved trauma, an email was generated to their Chain of Command. Recommended steps could include something as simple as just checking in and asking how they are doing, or referrals to a health professional or the Employee and Family Assistance Program (EFAP) to help mitigate impacts.

While the data from the EIP will take years to fully assess, the immediate benefits and clear need shown by the first year's statistics prove that this program is a vital necessity for the long-term health of those who have chosen policing as a career.



COST OF POLICING

The 2022 Budget aligns with feedback from the community, our members, as well as the City of Ottawa's Community Safety and Well-Being Plan.

We continue to co-design, implement and evaluate ways to refer 911 calls for police services to 311, 211 or other more appropriate social service providers. This is so more people in Ottawa receive the right services at the right time.

The 2022 Budget focuses on our Strategic Priorities:

1. Advancing Community Policing
2. Modernizing the Police Service
3. Supporting Member Wellness
4. Improving Equity, Diversity and Inclusion

CHANGE IN EXPENDITURES, BUDGET AND ACTUAL, 2020–2021

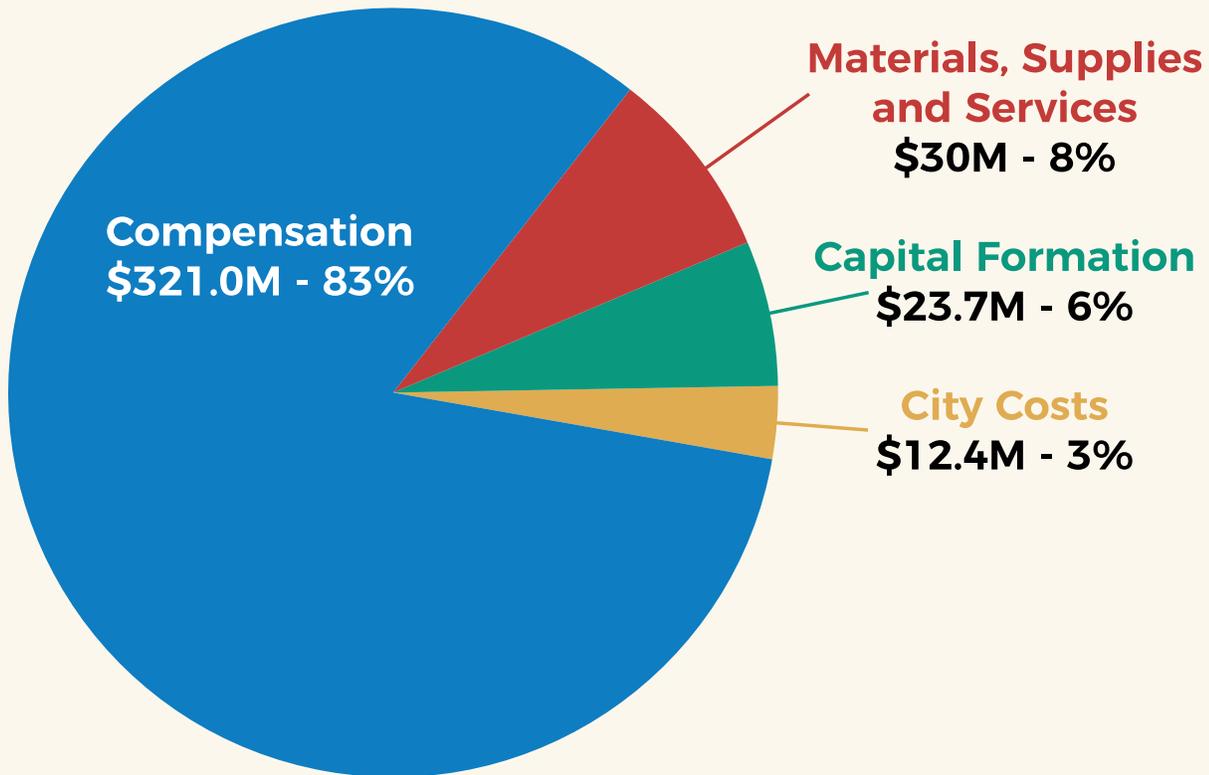
	2020		2021		5-Year Average		Change %	
	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
Compensation/Benefits	296,044	296,456	307,034	317,392	283,501	289,415	3.7%	7.1%
Material & Services	27,048	27,111	30,159	24,854	26,827	24,856	11.5%	-8.3%
Other Internal Costs	9,664	11,375	9,922	11,888	9,402	9,651	2.7%	4.5%
Financial Charges	24,771	24,690	23,436	23,660	22,811	22,856	-5.4%	-4.2%
Fleet Costs	4,495	4,702	4,664	5,452	4,386	4,998	3.8%	16.0%
Transfer/Grants	116	58	116	78	119	80	0.0%	34.5%
Total Gross Expenditures	362,138	364,392	375,331	383,324	347,047	351,856	3.6%	5.2%
Recoveries & Allocations	(42,916)	(45,164)	(42,864)	(45,617)	(39,359)	(41,681)	-0.1%	1.0%
Total Net Expenditures	319,223	319,229	332,467	337,707	307,688	310,175	4.1%	5.8%



Police Tax Levy Increase

Gross Budget Breakdown:

2.0%



Gross Operating Budget	\$387.1M
Recovery Allocations	(\$4.3M)
Gross Operating Budget (less Gross Operating Budget Revenue)	\$382.8M
Net Operating Budget	\$343.9M

The actual expenditures for 2021 exceed the budgeted amount of \$332.5 million, by \$5.2 million, with actuals of \$337.7 million. This is an increase of 5.8% over 2021 budgeted expenditures.

For more information on the OPS budget, please visit www.ottawapolice.ca or to access the 2021 Annual Financial Report please visit www.ottawapoliceboard.ca

COST OF POLICING	
2020:	\$319.2 million
2021:	\$337.7 million

GRANT FUNDING PARTNERSHIPS

In 2021, OPS secured more than \$19.52 million through government partnership.

<p>Provincial Strategy for Protecting Children from Sexual Abuse and Exploitation on the Internet \$412,582</p>	<p>Reduce Impaired Driving Everywhere (RIDE) \$51,088</p>
<p>Funding from the Ministry of Community Safety and Correctional Services for specialized investigative teams to investigate cases of online child-luring and identify victims.</p>	<p>Annual funding from the Ministry of Community and Correctional Services to conduct year-round RIDE spot checks and enhance measures to counter impaired driving, such as additional enforcement on roadways, waterways, and trails.</p>
<p>Department of Justice – Victims Fund Human Trafficking programs \$99,198</p>	<p>Provincial Electronic Surveillance Equipment Deployment Program (PESEDP) \$94,725</p>
<p>The Department of Justice administers the Victims Fund, which allows provinces and territories and non-governmental organizations to request funding to enhance services for victims. It also provides financial assistance to victims of human trafficking in certain circumstances.</p>	<p>PESEDP funds activities directed at organized and serious crime, and initiatives focused on proceeds of crime.</p>
<p>Funding from the Ministry of Children and Youth Services that provides high-school students ages 15 to 18 with summer and winter employment opportunities within the Ottawa Police Service. These youth enhance police community relations while developing job skills that could lead to a career in policing.</p>	<p>Federal Support for Extraordinary Policing Costs in the Nation's Capital (NCEPC) \$1,125,000</p>
<p>Funding from the Ministry of Children and Youth Services that provides high-school students ages 15 to 18 with summer and winter employment opportunities within the Ottawa Police Service. These youth enhance police community relations while developing job skills that could lead to a career in policing.</p>	<p>The NCEPC program provides a platform for the OPS to recover costs of performing policing services directly related to Ottawa being the Nation's Capital. This 5-year agreement provides for a maximum recovery of \$14.25M over its term. The program cap has been set at \$2.25M 2020/21 and \$3M per 12-month period for 2021/22 to 2024/25. Due to ongoing COVID 19 restrictions, causing many events being cancelled or reduced in size, the Ottawa Police Services costs for the current year have trended lower than in pre-COVID years.</p>
<p>This provincial subsidy from the Ontario Municipality Partnership Fund (OMPF) offsets municipal expenditures for providing security at provincial courts and for transporting prisoners.</p>	<p>Funding from the Ministry of the Solicitor General that supports the Strategy for Community Safety and Policing. Two initiatives are supported:</p> <ul style="list-style-type: none"> - Advancing Community Policing - Advancing Traffic and Road Safety

<p>Ontario Strategy to end Human Trafficking \$107,328</p>	<p>Minister of Community Safety & Correctional Services - Gun Violence Suppression Strategy \$2,000,000</p>
<p>Ontario's Strategy to End Human Trafficking, launched in 2016, aims to increase awareness and coordination, improve survivors' access to services and enhance justice-sector initiatives.</p>	<p>Funding from Minister of Community Safety and Correctional Services. Provincial funding to assist with the targeted strategy to combat an increase in gun violence in Ottawa.</p>
<p>Border Enforcement Funding \$824,228</p>	<p>Vaccination Program \$253,800</p>
<p>Funding from the Ministry of the Solicitor General to support OPS' enhanced border enforcement at the municipal boundaries of the City of Ottawa, pursuant to Ontario Regulation 293/21 made under the Emergency Management and Civil Protection Act.</p>	<p>Funding from the Ministry of Health to support the roll-out of the COVID-19 Vaccine Program, and continue to maintain critical public health programs and services as identified in Board of Health approved pandemic/continuity of operation plans.</p>
<p>Safe Restart Funding \$5,235,372</p>	<p>Audit & Accountability Fund - Project 1 of 3 \$424,925 (Total Funding)</p>
<p>Funding from the City and the province to cover off for revenue losses and additional expenditures (Personal Protective Equipment, enhanced cleaning) due to the pandemic.</p>	<p>QuarterMaster Project: Funding to complete a service delivery review to identify opportunities for efficiency and to leverage technology to improve the QuarterMaster process and integrate with other OPS systems and or explore outsourcing opportunities.</p>
<p>Audit & Accountability Fund - Project 2 of 3 \$424,925 (Total Funding)</p>	<p>Audit & Accountability Fund - Project 3 of 3 \$424,925 (Total Funding)</p>
<p>Specialized Asset Management Project: Funding to complete a business process review and system assessment of current de-centralized inventory and asset management processes across the Ottawa Police Service organization.</p>	<p>Employee Reimbursement Project: Funding to complete a business process review and system assessment of current Employee expense/petty cash processes to identify service and system integration opportunities with the City of Ottawa and or leveraging and modernizing current Ottawa Police Service processes.</p>

PROFESSIONAL STANDARDS

The Ottawa Police Service (OPS) values public trust and we continually strive to demonstrate a high level of duty of care when conducting our operations. One of the ways we seek to earn public trust is by ensuring we have levels of oversight that hold our Service and our members accountable.

Complaints may be made by members of the public to the Office of the Independent Police Review Director (OIPRD) (Public Complaints), and the Chief may also initiate an investigation (Internal or “Chief’s Complaints”). In addition to resolving complaints with formal or informal discipline, the Professional Standards Unit (PSU) has a formal process to resolve less serious complaints through mediation, facilitated discussions, education, training and policy reviews. These processes often foster dialogue and mutual understanding between complainants and our members and is often a more efficient means of resolving complaints.

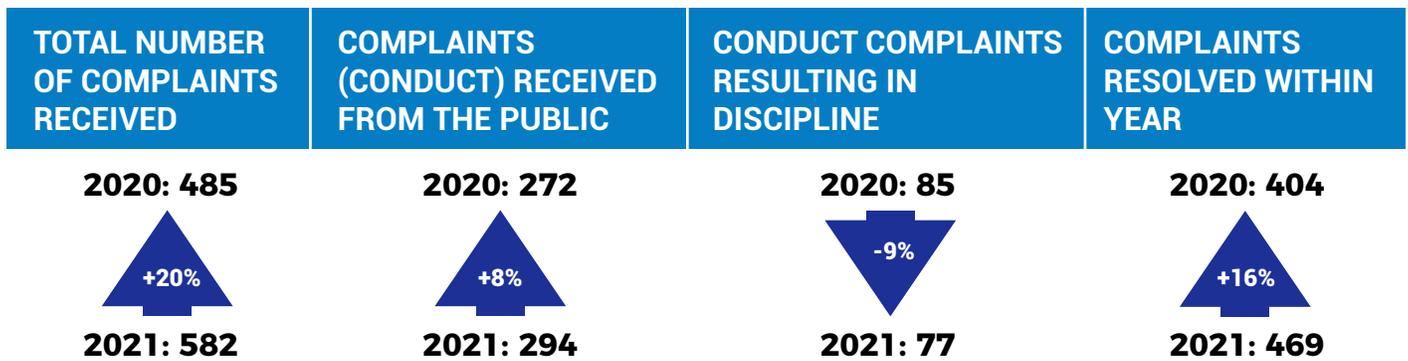
In total, 582 Public and Internal complaints were received in 2021. This represents a 20 percent increase from 2020 and is above the five-year average. Internal complaints increased by 30 percent, while Public complaints grew by 13 percent. The growth in Internal complaints is largely attributed to an increase in driving related conduct issues.

Of these 582 complaints, 56 percent were received from the public and classified as Public complaints:

- 29 were about our policies and services.
- 182 were dismissed by the OIPRD on the basis they were determined to be frivolous, vexatious, over the six months limitation, or warranted no further action as they were not in the best interest of the public to proceed.
- Four were withdrawn by complainant prior to screening by the OIPRD.
- Of the 136 Public complaints referred for investigation, 67 were withdrawn by complainant (including 41 after participation in a dispute resolution process); one voluntarily resolved informally, one was joined with another investigation, 34 were unsubstantiated after investigation, and 33 remained under investigation at the end of the year.

By the end of 2021, two Internal complaints were deemed serious in nature and resulted in a formal disciplinary hearing. A further 75 resulted in informal discipline, with 73 attributed to driving related conduct. 102 Internal complaints were unsubstantiated after investigation, and 80 remained under investigation at the end of the year.

To review the full report, please visit the Ottawa Police Services Board website. Further information on all PSU activities and how to make a complaint can be accessed at www.ottawapolice.ca



Complaints received, 2020-2021 Type	2020	2021	5 Year Average	Actual Change	Growth % 2020-2021
Public Complaints (Policy & Service) ¹	13	29	20	16	23%
Public Complaints (Conduct) ²	272	294	225	22	8%
Sub-Total Public Complaints	285	323	244	38	13%
Chief's Complaints	200	259	200	59	30%
Total	485	582	444	97	20%

¹ Policy complaints are about the rules and standards of a police service that guide how an officer delivers police services. Service complaints relate to how effectively and efficiently the service performs its duties.

² Conduct complaints are made in response to behaviour of a police officer.



**POLICE
LIAISON**

Ottawa

POLICE

**POLICE
LIAISON**

POLICE
Ottawa

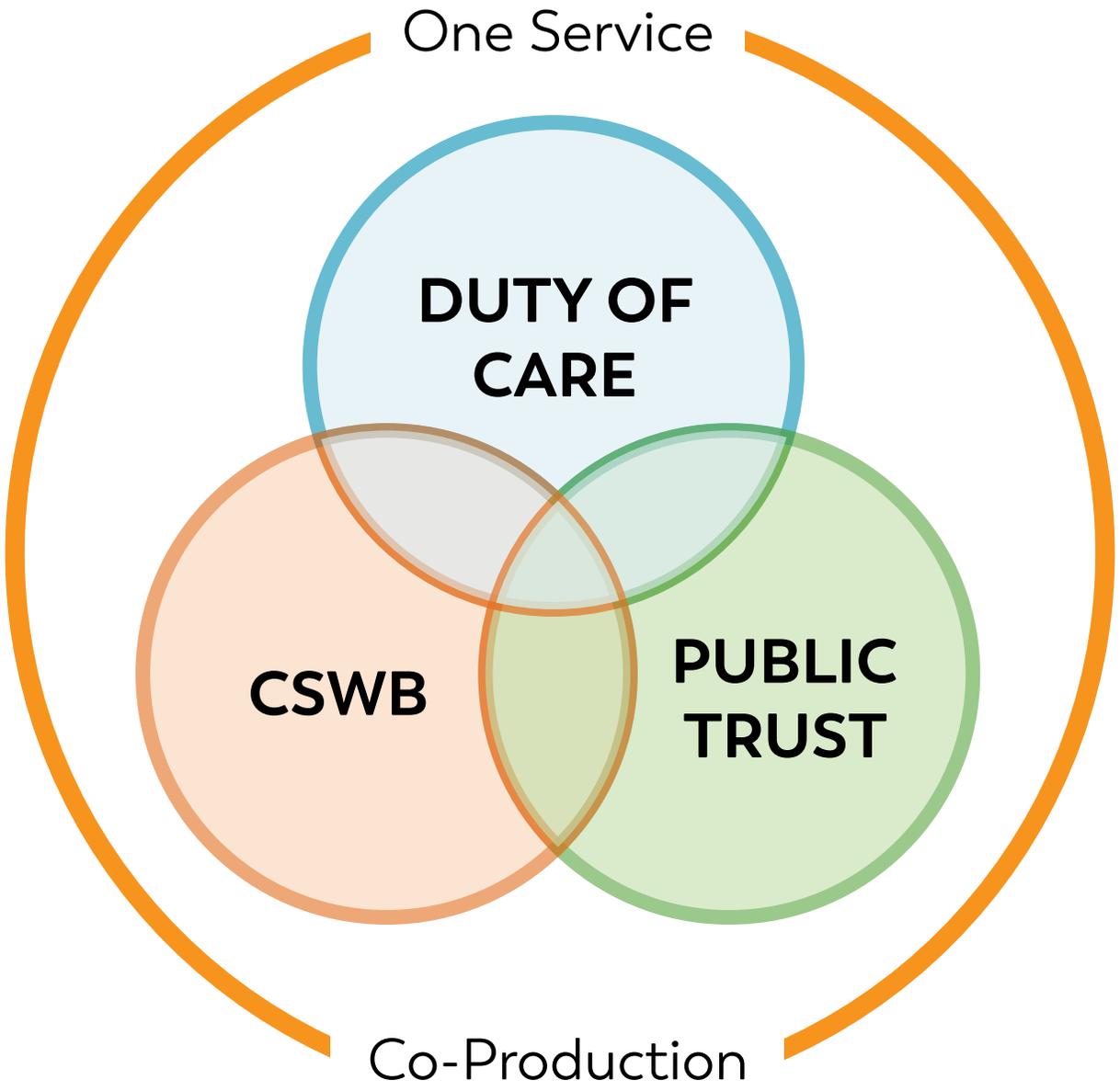
JOINT OPERATIONS

Every year, the Ottawa Police Service (OPS) conducts joint initiatives with other police services to support efforts to reduce criminality and social disorder, not just in Ottawa, but across the province.

These partnerships are vital to ensuring that we can collectively develop enforcement and education strategies and coordinate efforts and intelligence to resolve endemic issues related to crime.

In 2021, the OPS worked with police partners on a number of major projects:

- **Unsolved Homicide Project:** The OPS launched an Unsolved Homicide Task Force to review multiple outstanding case files, connecting with Criminal Intelligence Service Ontario (CISO) which assisted with funding and resources.
- **Project Avalanche:** In coordination with CISO, our Guns and Gangs Unit conducted a months-long investigation that resulted in the arrest of four people and the seizure of guns, cocaine, purple fentanyl, and more than 1,100 hydromorphone and 100 oxycocet pills, in a west end Ottawa neighbourhood.
- **0.08 Project:** In coordination with National Capital Region policing partners and MADD Canada, the OPS conducted a mega RIDE program at different locations throughout the Ottawa region, focusing on impaired driving and graduated licensing.
- **Commercial Vehicle Traffic Initiative:** In conjunction with the Ministry of Transportation Ontario (MTO) and other police partners, the OPS conducted targeted stops to check commercial motor vehicles to ensure safety standards.



REGULATED INTERACTIONS

In March 2016, the Ontario Government introduced Regulation 58/16, under the Police Services Act titled “Collection of Identifying Information in Certain Circumstances – Prohibition and Duties”, and commonly referred as the “Street Check Regulation.”

The OPS is in compliance with the prohibition and stands against such practices. The Service has ensured that members have completed the eight-hour mandatory training developed by the Ontario Police College and a roundtable of provincial subject matter experts. All new recruits continue to receive the mandatory training.

In 2021, zero attempted Regulated Interactions were recorded. As a result of this, no identifying information was collected in 2021 through associated means. For the fifth consecutive year, the number of regulated interactions has declined; however, this trend appears to be consistent across the province.

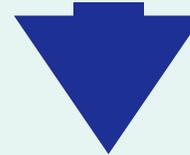
The OPS is committed to professional and equitable policing. We will continue to work together with the community on street checks and other related initiatives, to ensure policing is without discrimination and performed in a way that promotes public confidence and protects human rights.

To view the Annual Report on Collection of Identifying Information for 2021, please visit the Ottawa Police Services Board website.

To view Justice Tulloch’s report please visit: <https://www.mcscs.jus.gov.on.ca/sites/default/files/content/mcscs/docs/StreetChecks.pdf>

NUMBER OF ATTEMPTED COLLECTIONS (INCIDENTS)

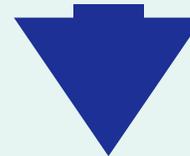
2020: 2



2021: 0

NUMBER OF INDIVIDUALS FROM WHOM INFORMATION WAS COLLECTED

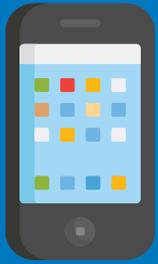
2020: 2



2021: 0



SECTION 3
COMMUNITY SAFETY & WELL-BEING



Total calls received
667,000



Entered in dispatch
337,200



Number of calls requiring
police presence
222,525



Calls from members
of the public
146,725



Proactive Calls Generated
by OPS officers
75,800

Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Priority 6	Priority 7
1,830	28,120	53,120	218,280	3,990	30,830	1,190
Emergency				Non-Emergency		



Reports taken
(Includes Online Reports)
93,200



32%
of all Criminal Code Offences solved



36,260
Criminal Code of Canada Offences
(excluding traffic)

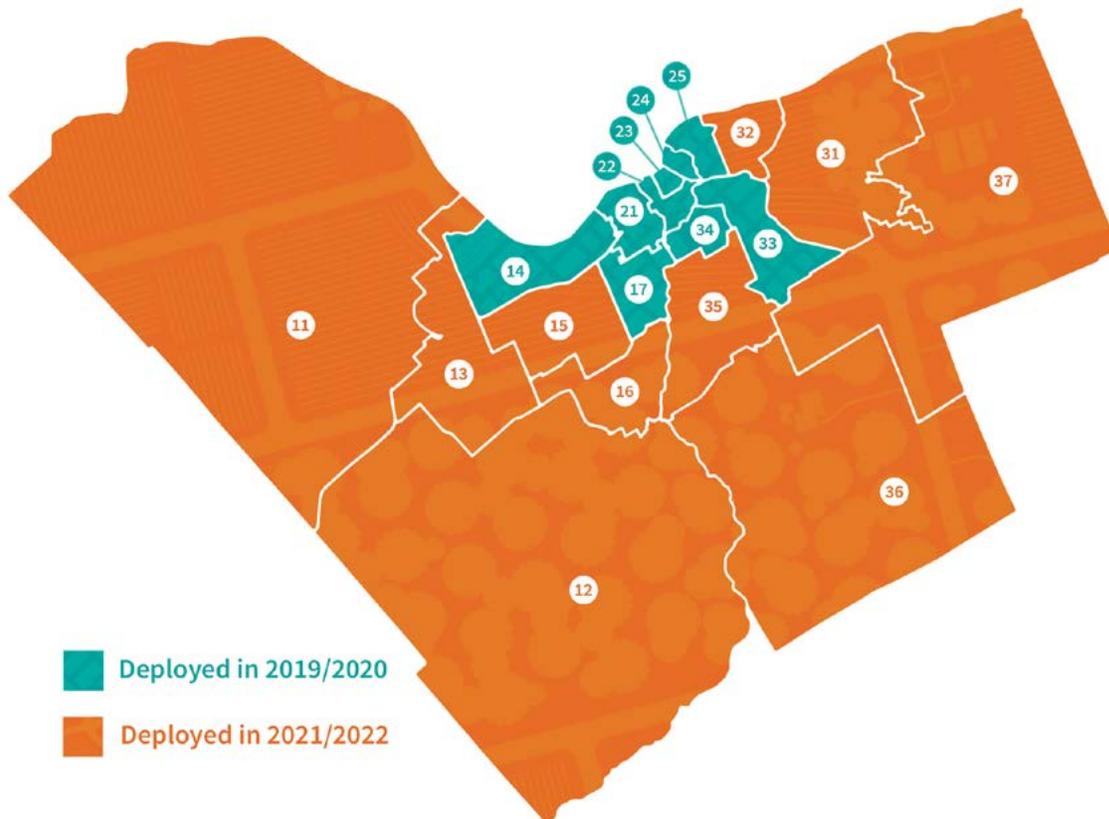


NEIGHBOURHOOD POLICING

As part of our commitment to enhancing community policing and working to co-develop solutions with residents on issues of criminality and social disorder in our city's neighbourhoods, the Ottawa Police Service (OPS) introduced its Neighbourhood Resource Teams (NRTs) in 2019.

These NRTs are staffed with experienced officers who meet with community leaders, academics, non-government organizations, area businesses, and residents to co-produce a plan for public safety unique to each neighbourhood. This includes liaising with other frontline city agencies to develop a whole-of-community approach to resolving incidents.

The goal is to enhance our duty of care while building public trust to ensure that, together with the community, we are one service supporting the development of the City's Community Safety and Well-Being (CSWB) plan.



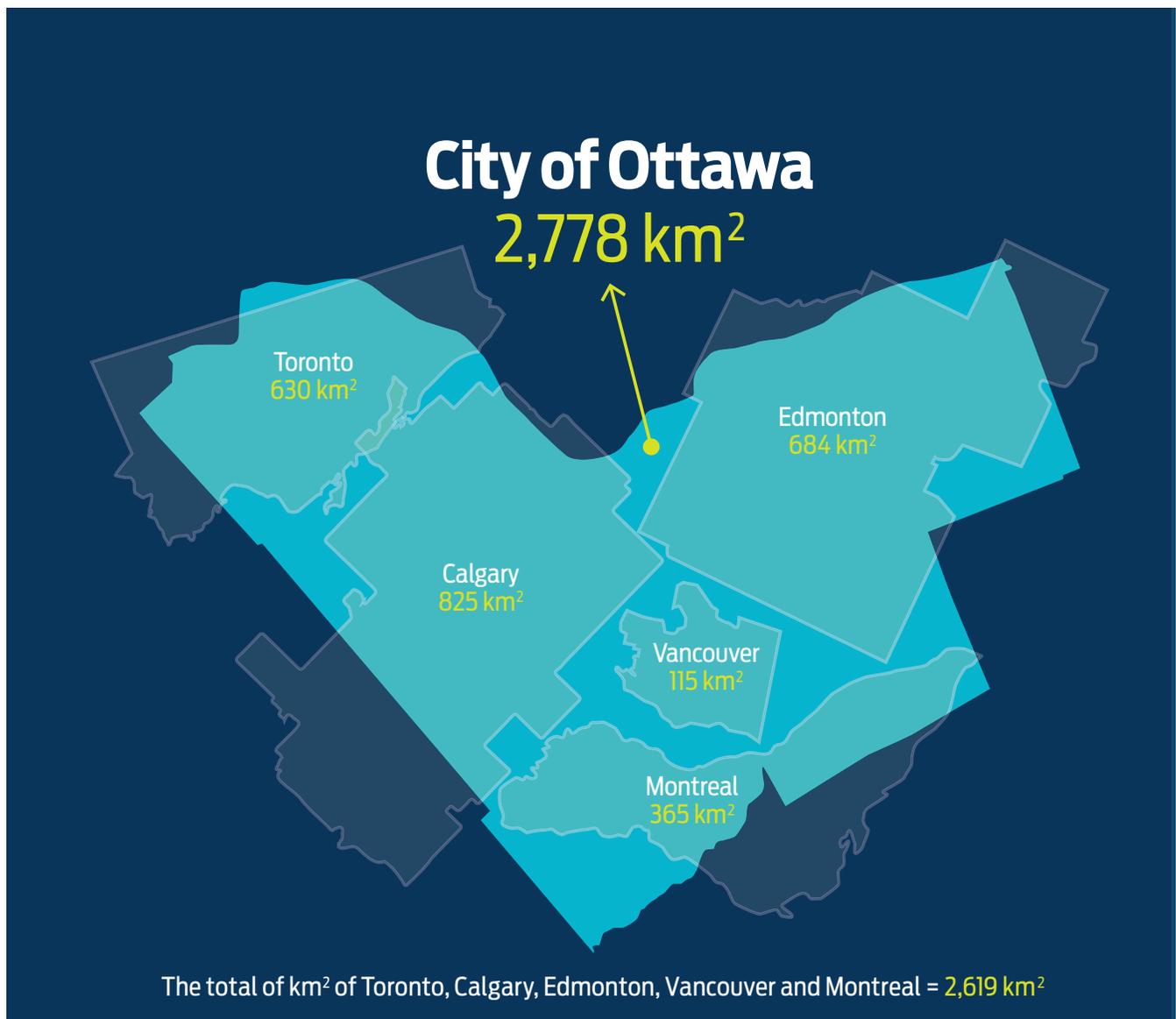


In 2019, the NRTs were launched in three neighbourhoods experiencing a higher than usual number of calls for service to police: Vanier/Overbrook, Heron Gate/South Ottawa, and Carlington/Caldwell.

In 2020, the NRTs were further expanded to include: Byward Market/Lowertown/Sandy Hill, Centretown, and Bayshore communities.

At the end of 2021, the OPS further expanded its NRTs into suburban areas to better serve the unique needs of those rural and suburban communities.

Ottawa has the largest geographical coverage for police services compared to any other city in the country. In total, the OPS responds to incidents in 2,778 square kilometres within the municipality. You can fit the entire areas of coverage for Toronto, Calgary, Edmonton, Vancouver and Montreal within our total geographic base.





VIOLENCE AGAINST WOMEN

Violence Against Women (VAW) remains a top priority for the Ottawa Police Service (OPS), and in 2021 the Service took steps to further assist victims or survivors of sexual and domestic violence.

As part of its commitment to developing better partnerships with local Indigenous communities, the OPS began working with key stakeholders to identify and assess a new position within the Service to specifically evaluate risks for Indigenous women and girls, and provide supports and services to divert them away from the criminal justice system.

Working with Indigenous leaders, a new Interim Indigenous Women's Safety Advisor (IWSA) position was developed. As part of this work, an Indigenous Women's Safety Table (IWST) was initiated and the OPS and the IWSA were invited to sit at the table. The IWSA is a contracted position that works collaboratively with the community, and internally with multiple sections of the OPS to identify improvements to better-serve these women and girls as part of the work being done on the IWST.

It enables the sharing of information and has become an incredibly useful resource to help meet desired community outcomes for these women and girls. As the role gains experience, it will be continually evaluated by the Service and its partners to determine its efficacy and to ensure that it properly serves those for which it was developed.

The OPS continues to work with the VAW frontline agencies, the community, and advocates through its OPS VAW Advisory Committee. This includes ongoing Violence Against Women Advocate Case reviews for both domestic and sexual violence. In October, the Service hired a VAW Senior Advisor who works with those frontline

agencies, advocates for the community to inform police and help us develop policies that enhance the overall safety of victims or survivors of sexual or domestic abuse.

The OPS is an active member of several federal and local committees to ensure it is updated on key issues and, in turn, develops a robust response framework to support VAW programs in the Nation's Capital. This includes sitting on the Canadian Association of Chiefs of Police (CACAP) Victims of Crime committee, the Indigenous subcommittee of the Community Equity Council (CEC), Crime Prevention Ottawa, as well as hosting its own VAW Advisory Committee to further engage with frontline partners.

To maintain transparency and cooperation with those partners, the OPS began publishing its Sexual Offence Reports on a quarterly basis, starting in Q2, 2020.

As the COVID 19 pandemic endured, we saw a decline in the number of reported cases, due to social and quarantine restrictions issued by the Province. Reports relating to sexual abuse online continued to climb, however, especially where youth was involved (as both the victim and the suspect).

The identification of a teacher on sexual assault-related charges in late 2020 contributed to the increase in statistics into the first and second quarters of 2021 after 14 more victims came forward following the issue of a media release.



CRIME PREVENTION

The Ottawa Police Service's (OPS) Crime Free Multi-Housing Program (CFMHP) and its Crime Prevention Through Environmental Design (CPTED) inspections work in tandem to enhance the safety of Ottawa's neighbourhoods.

This multi-faceted approach connects crime prevention officers with area landlords and property owners to provide assessments of their locations and offer recommendations on how they can improve the overall safety for their businesses and residences.

CPTED inspections can include surrounding area assessments like area parks, and advise owners of tools they can employ, like adding in extra lighting, to increase the property's safety.

In 2021, our crime prevention team distributed information flyers to over 800 properties within the Ottawa area.

Despite the ongoing pandemic, our crime prevention members continued to reach out to area landlords, through virtual meetings and one-on-one conversations by phone, including a yearly CFMHP training session for partners, which was attended by 71 participants in 2021.

Other training opportunities included visiting an Ottawa Mosque to discuss safety enhancements for those attending, conducting Crime Stoppers and CPTED webinars online, and outlining the work crime prevention officers do with the OPS' new recruits.



ROAD SAFETY

Criminal Code of Canada Traffic Offences in the City of Ottawa decreased by ten percent in 2021. Of all Criminal Code Traffic Offences, Operation while impaired/low blood drug concentration violations accounted for 661 (or 92 percent) of all Criminal Code Traffic Offences, an increase of 5 percent since 2020.

Provincial Offences Act (Part I) tickets are issued under multiple provincial statutes. Provincial Offence Notices (PON) categories include moving, document, equipment and parking violations. Moving violations generally refer to offences that occur while a vehicle is in motion, including failing to yield right-of-way or failing to stop at a traffic signal. Document violations refer to “paper violations” such as offences relating to insurance, licenses and permits. Equipment violations are related to vehicle maintenance and the use of safety equipment such as seatbelts, and the use of hand-held devices.

In 2021, approximately 40,000 traffic-related Provincial Offences Act (Part I) tickets were issued, representing a 17 percent decrease from 2020. Approximately 60 percent of the tickets issued in 2021 were moving violations.

Overall motor vehicle collisions (MVC) decreased by 5 percent to 10,809 in 2021. Property damage collisions accounted for 82 percent of all MVC investigated by the OPS. There were 1,879 collisions causing injuries and 20 fatal collisions in 2021, four more fatal collisions than the 16 recorded in 2020. There were 14 drivers killed in 2021, up from 13 driver fatalities in 2020. The number of fatalities involving passengers in 2021 remained steady with one in 2020 and one in 2021. Zero cyclists died in road fatalities in 2021 remaining in line with the zero cyclists who died in road fatalities in 2020; while there

were five fatalities involving pedestrians, three more than in 2020.

The Ottawa Police Service (OPS) is committed to working with its partners to enhance the safety of all road users, whether on a bicycle, on foot, or in a vehicle.

Members of the Traffic Services Team work to educate and proactively enforce traffic regulations around the city, including commercial vehicle inspections, working with our partner at Safer Roads Ottawa (SRO), speeding enforcement, seatbelt compliance and distracted driving.

Over the past two years, the Traffic Services team has conducted Project Noisemaker, which coordinated proactive policing measures with SRO, frontline patrol, and our Neighbourhood Resource Teams (NRTs), to address issues like stunt driving, and speeding and excessive muffler noise on vehicles.

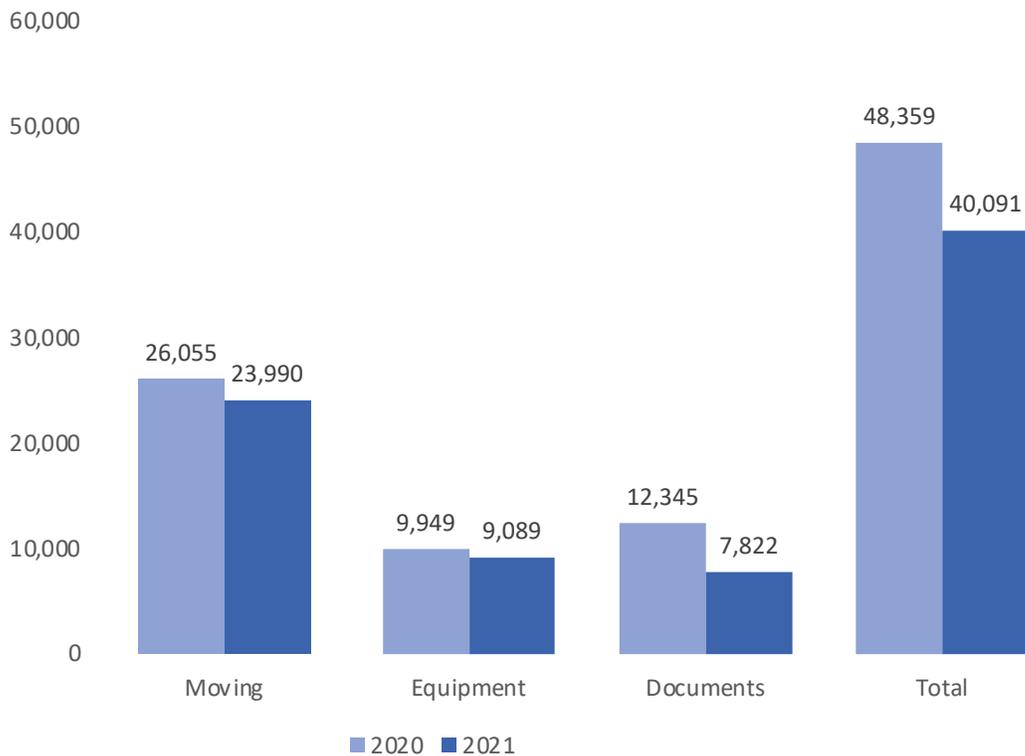
Each year, Project Noisemaker has been highly successful, not only in identifying problem drivers, but also in educating the public on issues of road safety. This is due, largely in part, to residents of Ottawa filing online reports to help us to identify problem areas of the city to better direct our resources and launch enforcement initiatives.



POLICE

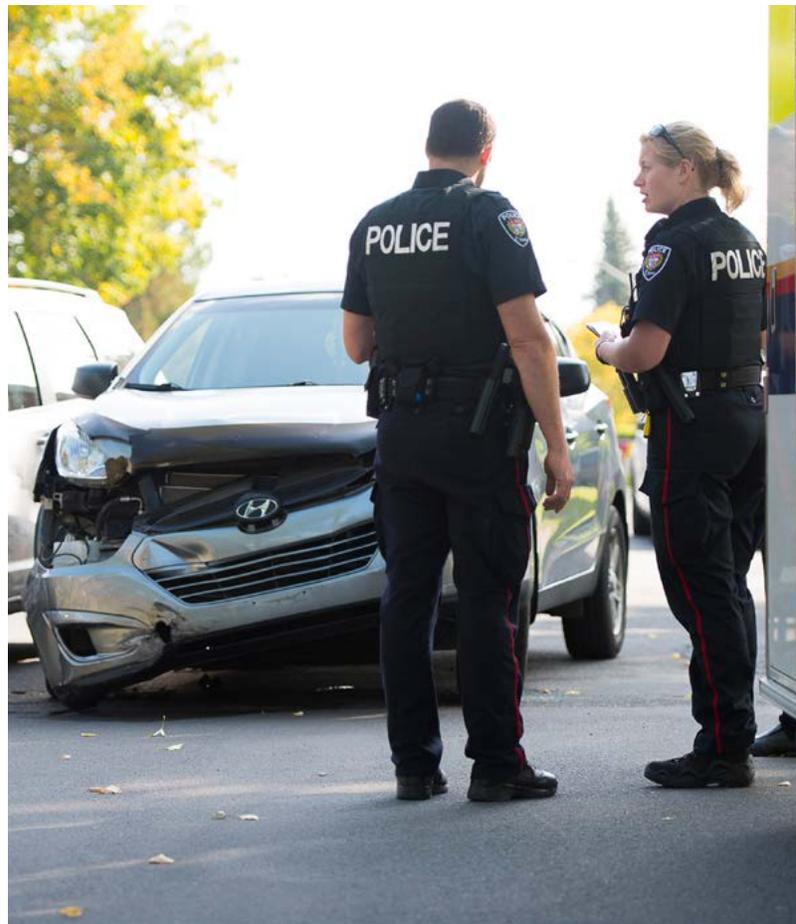


PROVINCIAL OFFENCE NOTICES, 2020-2021



Beyond Project Noisemaker, the Traffic Services Team is instrumental in: assisting with escorting and ensuring the safety of visiting dignitaries, assisting with any large scale demonstration within the city, responding to calls for assistance from frontline or other sections of the OPS, developing education campaigns for both boat and trail safety with its Marine, Dive Trails Unit patrolling all of Ottawa’s waterways, as well as overall public education initiatives aimed at reducing the number of collisions involving fatalities on our roads and highways.

The team was also responsible for coordinating bridge closures per provincial orders during the COVID 19 pandemic. We also work collaboratively with our National Capital Region police partners to conduct important safety initiatives like our RIDE program.





CALLS FOR SERVICE

TOTAL DISPATCH CALLS	P1 EMERGENCY CALLS	P1 RESPONSE PERFORMANCE (pct.pt)	SERVICE TIME (HRS)
2020: 314,400	2020: 2,800	2020: 95%	2020: 282,000
			
2021: 337,200	2021: 1,800	2021: 94%	2021: 314,000

In 2021, the OPS received approximately 667,000 calls for service. These calls included Police Reporting Unit communications, calls to switchboard, 911 and other emergency calls.

Of these calls, approximately 337,200 were entered into the computer-aided dispatch system (CAD), representing a 7 percent increase from 2020. On-scene police presence was required in approximately 66 percent of all calls entered into CAD. 1,800 calls were categorized as Priority 1, a decrease of 36 percent from 2020. Calls are identified as Priority 1 when there was an imminent threat to life; actual or potential danger for bodily injury or death; or crimes in progress or imminent. Police arrived on scene within 15 minutes to P1 calls 94 percent of the time last year, a decrease of 1 percent from 2020.

Service time refers to the cumulative amount of time (in hours) that officers spend responding to and dealing with calls for service from the public. The service time metric is used for operational planning and the deployment of personnel. In 2021, service time increased by 11 percent to 314,000 hours. The service time in 2021 was 6 percent higher than the five-year average of 295,500 hours.



COMMUNITY SATISFACTION

In 2021, as part of an extensive broad-based community consultation process, the Ottawa Police Service (OPS) posted a survey on its website to get feedback from stakeholders, residents, and community groups. The survey was additionally shared on the Ottawa Police Services Board (OPSB) website, translated into multiple languages, and was extensively promoted using a combination of traditional media, social media, contacts and networks, and direct outreach to traditionally marginalized groups. Over 3,200 individuals completed it between September 1 and October 1.

Residents are more satisfied than dissatisfied with the OPS' quality of service, although satisfaction has declined. Response from participants was mixed to the question on quality of service, with 42 percent indicating they were very satisfied/satisfied, 23 percent neutral, and 34 percent dissatisfied/very dissatisfied. The level of satisfaction has declined compared to the OPS 2018 Public Opinion Survey when 60% were satisfied/very satisfied, 21 percent neutral, and 15 percent were dissatisfied/very dissatisfied.

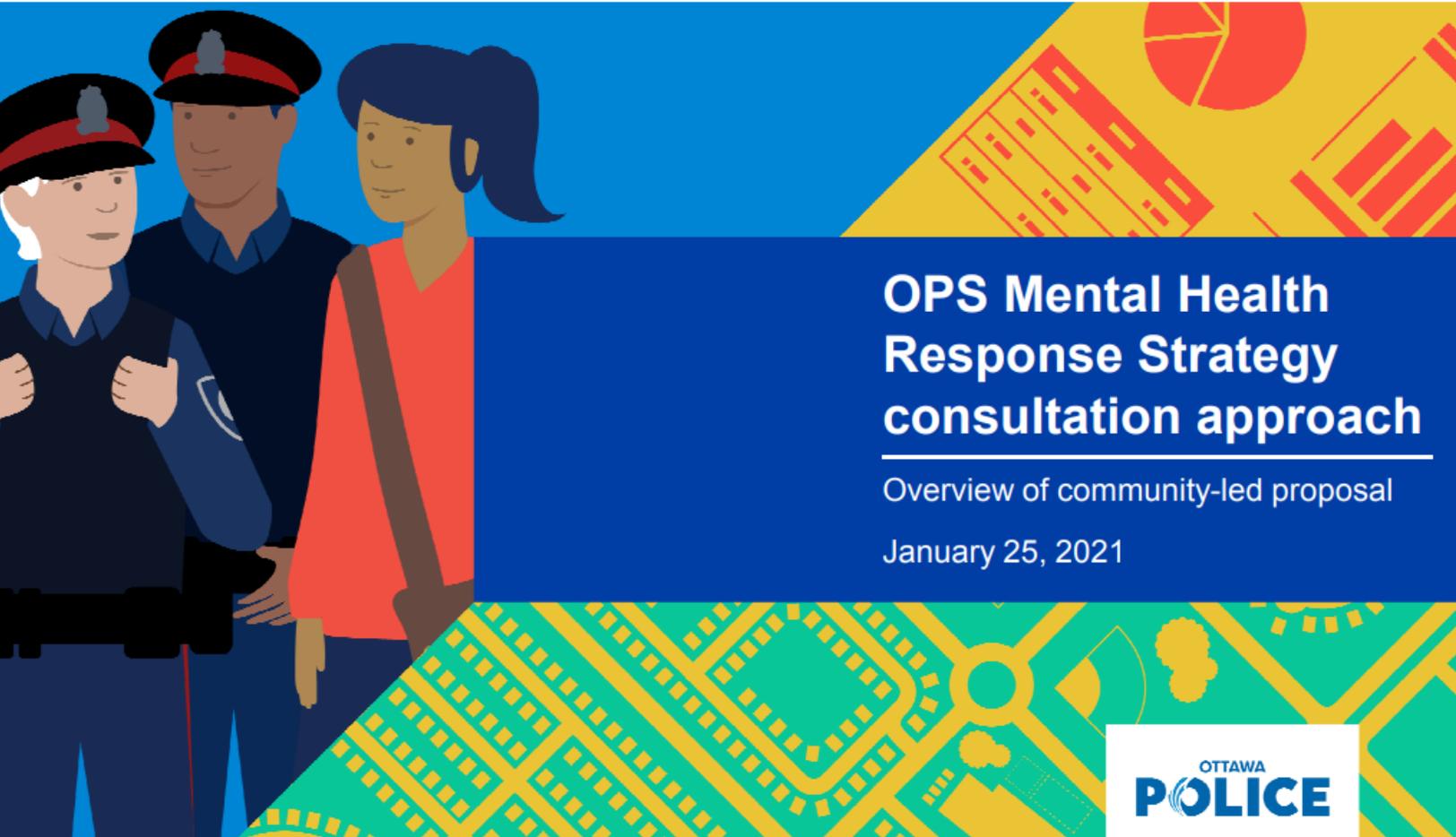
Almost three-quarters of respondents trust the OPS, but trust has been eroded. Respondents were asked to indicate their level of trust in the OPS: 42 percent indicated they had a very high or high level of trust in the OPS, 30% that they had a moderate level of trust, while 29 percent indicated they had little or no trust in the OPS. Compared to 2018 data, trust appears to have eroded since at that time 55 percent indicated they had very high or high trust in the OPS, 33 percent moderate trust, and only 10 percent little or no trust.

Negative sentiment is highest among some marginalized populations. Demographic analysis of respondents who indicated high levels of dissatisfaction and low levels of trust, shows that negative sentiments toward the police are highest among several groups: younger respondents, those identifying as transgender/other gender, non-heterosexual, as well as those of higher educational status, those with lower income, and those in urban areas of the city.

Perceptions of OPS include positives and negatives. Respondents rated the OPS on various aspects of service and were rated most positively on: ensuring public safety and security at public events (48 percent positive), providing services in both English and French (46 percent positive), and responding to emergency calls (43 percent positive). However, the OPS was least positively rated (very poor/poor) on: reducing gun and gang-related violence (43 percent negative), using financial and human resources efficiently (36 percent negative), and preventing crime (35 percent negative).

Please visit the OPSB website to review the full report.

MENTAL HEALTH RESPONSE STRATEGY



OPS Mental Health Response Strategy consultation approach

Overview of community-led proposal

January 25, 2021

In January 2021, the Ottawa Police Service (OPS) announced its consultation approach for a new Mental Health Response Strategy.

The report outlined the creation of a community-led and community-driven framework for responding to calls for service relating to those experiencing mental health crises. It included plans to conduct a review of, and improvements to, the way police respond to those with mental health challenges. It also identified that there was a need to develop coordinated measures to identify gaps in service and provide the appropriate city resources for those with mental health or addiction challenges in alignment with the City's Community Safety and Well-Being (CSWB) plan.

In the months that followed, the OPS solicited external partners to help develop a Guiding Council that would inform police on community-specific needs and create a broader, more flexible strategy that would better-serve Ottawa's vulnerable sector.

Our network partners who helped in developing the Guiding Council are:

- The Champlain Mental Health & Addictions Network;
- Kids Come First – Mental Health & Addictions;
- The Community Development Framework Coalition;
- The Ottawa Black Mental Health Coalition;
- The Ottawa Local Immigration Partnership – Health and Well-being Sector Table;
- Community Health and Resource Centres;
- City of Ottawa;
- Ottawa Public Health;
- Tier 1 Hospital Network;
- Ottawa Paramedic Service; and
- Réseau de soutien d’immigration francophone de l’est de l’Ontario.

On March 28, 2022, the Guiding Council hired two new subject matter experts as directors who have been tasked with bringing the strategy forward, including updating the work plan, establishing a budget, and working on the engagement framework with invested community leaders and frontline agencies.

Additionally, the Guiding Council has commissioned the City to hire a consulting firm to provide an evaluation of existing services within the city of Ottawa – 211, 311, 911, crisis hotlines, and other services – to assess how they can be better integrated to assist those most in need. It will also complete an evaluation of other police services’ mental health response models, and report back with its findings.

The goal is to identify gaps in services, particularly within marginalized or under-served communities in the city.

Once the consulting report is received, the Guiding Council will circulate it to its community members and stakeholders to solicit feedback at a grassroots level. It continues to meet every two weeks to work on the development and engagement framework that will include providing opportunities for residents and those with lived experiences to share their points of view.



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OTTAWA POLICE SERVICE'S MENTAL HEALTH UNIT

The OPS' Mental Health Unit (MHU) currently responds to about 480 cases related to mental health per month. This can include responding in real-time to incidents while out on the road with The Ottawa Hospital's Mobile Crisis Team, making house calls to check in on those who have ongoing mental health needs, meeting residents who are only comfortable reaching out directly to the MHU for support, attending a call for assistance from frontline patrol, Missing Persons or Youth officers, as well as work in conjunction with area hospitals, doctors, psychiatric nurses, and social workers.

In 2018, the OPS introduced a new Health IM program, that provides an assessment tool for officers to determine how to proceed during an interaction with someone in a

mental health crisis. The software provides guidance for officers on next steps, and helps to divert those in crisis away from the criminal justice system, getting them the right supports at the right time. Area hospital emergency and psychiatric assessment departments can utilize this information to expedite patient transfer into hospital custody and review it to see emergent patient issues as observed by officers.

The Health IM form is attached to a case file, which automatically generates a report that goes to the four constables and one sergeant in the OPS' MHU for review and follow-up, if needed. MHU officers additionally monitor all case files for mental health indicators to ensure that any additional supports or actions are necessary.



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DRUG UNIT

In 2021, the Ottawa Police Service (OPS) responded to over 650 calls for a suspected overdose, where police used Narcan 85 times.

The Drug and Street Crime Unit continued its work in supporting Ottawa Public Health (OPH) and the Ontario Ministry of Health on education initiatives and a rollout of their naloxone programs, which provided free naloxone kits to those most vulnerable and to those who care for them. Naloxone, when used quickly during a suspected overdose, can reverse the effects of opioids, saving lives.

In 2017, the province rolled out its Good Samaritan Act which protects those helping people experiencing drug overdoses from any liability in their attempt to help the victim.

The OPS Drug and Street Crime Unit continued to focus on educating the public on the dangers of illicit substances being circulated within the community, like its seizure of nearly 2,500 grams of fentanyl last year, which could have resulted in over 2.5 million potentially lethal street-level doses of the drug. The goal is always to inform residents in a timely manner in order to save lives, particularly among vulnerable populations.

Members of the Unit also worked collaboratively with the OPS' Biker Enforcement Unit to conduct investigations on organized crime, drug trafficking, firearm offences, and related homicide files. In 2021, officers in the Drug and Street Crime Unit recovered 13 crime guns.



Purple fentanyl discovered during a police search warrant in 2021.



HUMAN TRAFFICKING

In 2021, the Ottawa Police Service's (OPS) Human Trafficking Unit (HTU) expanded the scope of its investigative and intelligence gathering toolkit by embedding one OPS officer and a crime analyst within the Provincial Human Trafficking Intelligence-Led Joint Forces Strategy, led by the Ontario Provincial Police (OPP).

This coordinated approach has helped the HTU to better-identify victims or survivors of the sex trade who are often ferried from one location in Ontario to another. It has also provided much-needed information sharing between police agencies, supporting our ability to fully prosecute those responsible, and helping to identify and then support those most in need.

The HTU is focused on helping survivors and victims of labour and sexual exploitation as well as abuse. The addition of a Victim Support Specialist into the HTU several years ago connects those victims and survivors to an extensive network of external agencies and supports; helping to empower them to leave the cycle of abuse and exploitation.

While the ongoing COVID 19 pandemic had an impact on case files and clearance rates, it is important to note that some files are initially logged as something simple like disturbance calls or shoplifting, and through the investigation process, victims of trafficking are identified and assisted. A majority of HTU cases are complex and can sometimes take years for the survivor or victim to fully process their abuse, gather the courage to come forward, and have trust that supports will be in place long term. The HTU leverages the expertise of frontline agencies in Ottawa to ensure a holistic response to those who wish to leave. A lot of times, victims or survivors will reach out directly to the HTU support specialist to get help.



GUNS AND GANGS HOMICIDE UNIT

In 2021, the Ottawa Police Service (OPS) saw an uptick in the number of shootings city-wide as the second year of the COVID 19 pandemic endured.

In total, officers seized 80 crime guns and responded to 82 calls for service related to guns being fired.

Members of the Guns and Gangs Unit continue to see guns being used more frequently by young offenders as a means of resolving even simple disputes. The unit is working closely with the OPS' Neighbourhood Resource Teams (NRTs), frontline patrol and other sections Service-wide to coordinate efforts and response to this evolving issue.

The OPS is one of 21 partner agencies that worked to develop the City of Ottawa's Street

Violence and Gang Strategy (OSVGS). This plan implements a four-pillar approach to resolving issues related to street violence and gang activity that includes: Neighbourhood Cohesion, Prevention, Intervention, and Enforcement and Suppression.

We have coordinated and implemented proactive measures within multiple sections of the OPS, including: Criminal Investigations, Frontline Operations, the new OPS Command Centre, Neighbourhood Resource Teams, Traffic Services, and our Tactical and Canine Units. This coordination ensures that all officers engaged in reducing street-level violence have the same protocols and mandates to effectively counter these activities we are seeing in our communities.

Homicides 2021

In 2021, our Homicide Unit investigated 15 occurrences with nearly 80 percent of cases solved. This is due, in large part, to the diligence and expertise of our homicide investigation officers, who leveraged

intelligence from a network of officers Service-wide, and externally with police partners, to follow up on leads.



ELDER ABUSE

In the Elder Abuse Unit (EAU), officers worked hard to connect with isolated residents using technology and liaising with community partners. Ongoing video calls were set up throughout 2021 to find ways to help this vulnerable sector through the pandemic. EAU investigators continued to process reports and visit victims while maintaining physical distancing and employed best-practices established by Ottawa Public Health.

Collaboration is key to any type of police work, and our EAU were engaged in meetings with Champlain Health's Elder Abuse Consultation Team as well as participating in Law Enforcement Agencies and Partners Protecting Seniors meetings. The Unit also liaises with local geriatric teams and hospital social workers to ensure a holistic and informed approach to elder abuse files.

The two constables and one sergeant EAU Unit is additionally tasked with investigating matters relating to vulnerable members of society, aged 18 and older.

Additionally, the EAU is active in providing wellness checks for seniors and working with volunteers from Busy Fingers, who donate hand-knit blankets to those in need in retirement homes.

The OPS continues to rely on residents to call us and file reports to let us know about incidents of elder abuse so that an officer can be assigned to resolve any issue relating to this vulnerable population.

VIOLENT CRIME STATISTICS

CRIME RATE	REPORTED CRIME	CRIME SEVERITY INDEX	CLEARANCE RATE % (pct.pt)
2020: 650	2020: 6,700	2020: 52	2020: 44%
 +7%	 +6%	 +12%	 -3%
2021: 690	2021: 7,100	2021: 58	2021: 41%

Violent crime refers to those violations in the Criminal Code of Canada identified as “crimes against the person.” Specifically, a violent crime is any crime where physical or verbal threats of violence are made against a person.

This category includes offences such as homicide, attempted murder, assault, robbery, sexual assault and uttering threats or intimidation.

In 2021, there were increases in both the overall volume (7 percent) and severity (12 percent) of violent crime. A rise in the number of homicides and attempted homicides influenced this result.

Also contributing to the increase were more sexual violations (14 percent), utter threats to a person (20 percent), and assaults (7 percent).

The relaxation of public health measures has resulted in the level of crime returning to historical levels.

The OPS cleared 41 percent of all violent crimes in 2021.

NON-VIOLENT CRIME STATISTICS

CRIME RATE	REPORTED CRIME	CRIME SEVERITY INDEX	CLEARANCE RATE % (pct.pt)
2020: 2,630 	2020: 27,000 	2020: 47 	2020: 31%
2021: 2,820	2021: 29,000	2021: 47	2021: 30%

Non-violent crime includes both police-reported property-related offences and other Criminal Code offences. These crimes involve unlawful acts to gain property but do not involve violence against a person. Crimes against property include offences such as arson, break and enter, theft, mischief, and fraud.

In 2021, non-violent offences increased 7 percent. The non-violent crime severity index remained unchanged at 47. Contributing to the increase was a rise in theft from motor vehicles (32 percent), theft over \$5,000 (19 percent), and theft \$5,000 and under (14 percent).

The increase in reported crime has returned to historical levels. This can be partially attributed to the easing of public health measures to control community transmission of the COVID 19 virus.

The OPS cleared approximately 30 percent of non-violent crimes, in line with previous years.



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