

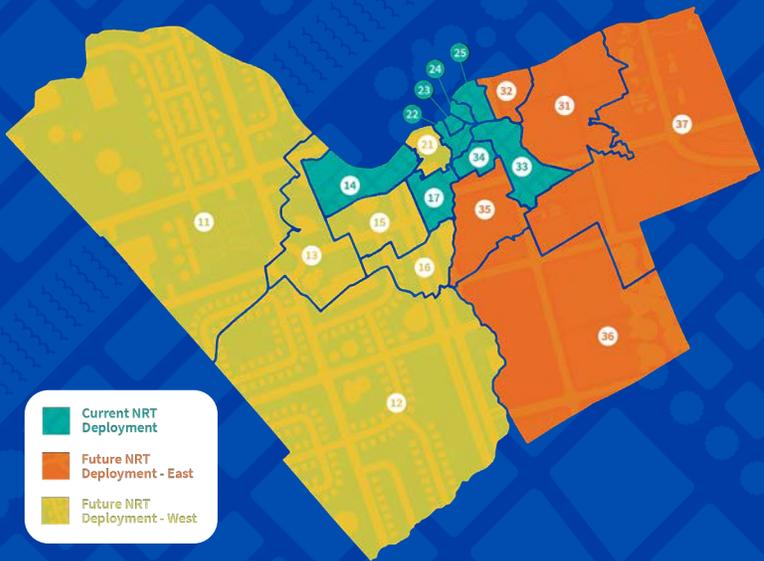


# Annual Report 2020



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- Current NRT Deployment
- Future NRT Deployment - East
- Future NRT Deployment - West

New Neighbourhood Resource team deployment



Naloxone was administered  
**115 times,**  
 resulting in the saving of  
**103 lives.**

In 2020, the number of homicides declined  
 40% to 8 incidents to which

**100%**  
 were solved.

# Policing in Ottawa 2020

Crime rate per  
**100,000**  
 residents

**3,286**  
 offences



Number of  
 reports taken  
**88,000**

On average it took

**70 MINUTES**



to arrive on scene at an emergency call.

**221,000 calls** required a mobile  
 police response.

**95%**

of PRIORITY 1 CALLS  
 were responded to  
 within 15 minutes.



Cost of policing  
**\$319.2 M**



**4,907 tips**

received through  
 Crime Stoppers.

Welcome



# Message from the Chair

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On behalf of the Ottawa Police Services Board (OPSB), I am pleased to introduce the 2020 Annual Report of the Ottawa Police Service (OPS).

Looking back on the previous year, two events in particular stand out in my mind; the senseless and tragic murder of George Floyd at the hands of a Minneapolis police officer and the onset of a global pandemic which is still ongoing to this very day.

And while these occurrences are completely unrelated, they both had a global impact which helped to bring about much-needed attention, discussion, and action on a number of topics related to community safety and wellness – namely systemic racism; police accountability; how we care for the most vulnerable in our community; mental health supports; and perhaps more broadly, how we can all work together to address those aspects of our society which serve to undermine our collective efforts towards safe and inclusive communities.

Fortunately, even prior to these events taking place, work was already underway at the OPS to modernize our police service and rethink the role our members, both civilian and sworn, can play in supporting overall community safety and wellness in the City of Ottawa.

In 2020, under the forward-thinking and progressive leadership of Chief Peter Soly, we saw the introduction of the Service's inaugural Equity, Diversity, and Inclusion (EDI) Action Plan, 2020-2022;



a key deliverable linked to the Board's strategic priority of making meaningful progress on EDI.

Work also continued on the Board's other strategic priorities: supporting member wellness, modernizing the work environment, and advancing community policing.

Some of the highlights of this work included:

- The creation of the first-ever Respect, Values and Inclusion Directorate at the OPS;
- The launch of a joint OPSB-OPS strategy on workplace sexual violence and harassment; and,
- The expansion of our Neighbourhood Resource Teams.

# Message from the Chair

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In spite of the many accomplishments that took place in 2020, it has become increasingly clear to both the Board and the Service that there is still more work to be done.

Gaining and maintaining public trust continues to be an ongoing challenge for police services across the country and around the world and Ottawa is no different. We are battling deeply systemic and pervasive issues that have long been entrenched in Canadian institutions, including policing. Both the Board and the Service are committed to taking concrete actions to reform and evolve the OPS into a service provider that consistently exhibits integrity, honesty, professionalism, compassion, respect, and accountability.

In support of the reforms we are seeking, the Board committed to reviewing the findings of the Truth and Reconciliation Commission in collaboration with Indigenous stakeholders, in order to identify the calls to action that apply to the OPSB and OPS. We also passed a motion to undertake an assessment of our use of force policies to ensure we are providing the necessary guidance to the Chief of Police with respect to the

Board's general expectations around de-escalation, use of force and non-force options. Finally, we included as part of our 2021 workplan the development of a community engagement process in order to help establish the conditions required to maintain an open and constructive dialogue with the community, particularly residents who identify as Black, Indigenous, and People of Colour.

To address community calls for increased police accountability, this Board wrote to the Province requesting that they declare in force those sections of the *Community Safety and Policing Act* that are necessary to provide Chiefs of Police or Police Services Boards, as applicable, with the discretion to suspend a member of the police service, without pay, who is charged with or convicted of a serious offence, in those circumstances set out in the statute. The Board also requested that the Province further amend the legislation governing police services so as to streamline the process for the termination of a police officer who is found guilty of serious or criminal misconduct.

Public expectations of police are shifting as communities turn their minds to a more holistic approach to community safety and wellness that requires increased investments in social services; better coordination amongst service providers; and a shift away from enforcement to more upstream solutions. With this in mind, the Board committed in 2020 to look at options to reduce or freeze the 2022 budget at 2021 levels.

The Board will continue to push for progress alongside Chief Peter Sloly. We are very pleased with the many accomplishments made by the Service over the year, including the day-to-day work performed by the sworn and civilian members to keep our city safe. As Chair of the Police Services Board I want to thank our members for their dedication to our citizens, their commitment to our community, and the strength and bravery they exhibit in the performance of their duties, every single day.

While 2020 had its challenges, it helped to set the stage for a period of immense opportunity in 2021 that I, along with my fellow Board members, look forward to fully seizing.

Sincerely,

**Councillor Diane Deans**  
Chair, Ottawa Police Services Board

# A Letter from Chief Peter Sloly

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I would first like to thank the quiet heroes – the essential workers from all walks of life (including OPS members), who have worked every day in 2020's unimaginable pandemic, to provide vital services to our community. Your compassion, courage and commitment to a duty of care have served our community well. And your example validates my own vision for the future of the Ottawa Police Service (OPS).

The members of our Service are committed to working to support and enhance the inter-dependence between the OPS and external agencies to help create a network of services that integrate and leverage the expertise of both police and our partners to better serve the community and result in the best public outcomes for a healthy city. This is a new era for policing, one that will incorporate a whole-of-community approach to public safety.

Despite the numerous ongoing crises involving public health and public trust, along with the resulting global social, political and economic unrest, the OPS has demonstrated an admirable resilience and an ability to adapt and change.

We thank the community members who have given feedback and produced solutions. Using that information we have identified three key principles for change at the OPS going forward:

**Public Trust** - To develop our thinking, actions and systems that will lead to improved member trust and improved public trust in the OPS.



**Duty of Care** – To demonstrate that we truly care for each other as members of the OPS as well as that we truly care for each member of the community.

**Community Safety and Well-Being** – To work together internally as “One Team” so we can develop better community partnerships that lead to the “co-production” of improved community safety and well-being.

# A Letter from Chief Peter Sloly

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We are part of the community and we care deeply about listening and taking action to address residents' concerns. We have worked hard to bring in new approaches to community safety that emphasize a whole-of-Service approach with new Neighbourhood Resource Teams (NRTs), community-focused policing, and an emphasis on building trust.

We are making strides to address the chronic issue of underserving and over-policing our racialized communities, as well as working in tandem with our city's experts, academics, community leaders and those with lived experience, to co-develop a better framework to address issues of gender-based violence, violence against women, and mental health response.

Every day, our officers and civilian members are connecting with community groups and colleagues, stakeholders, activists, as well as representatives from non-profits and other partner agencies. We have personally reached out and met with a wide variety of community stakeholders, respected Elders, emerging youth leaders, mothers, people who work in not-for-profit organizations, Business Improvement Area (BIA) representatives, religious leaders, academics, and so many more. It is not easy work, but we are committed, and we have strong partners in the community who want to be part of the solution.

In each of the meetings we have talked about a shared vision for a healthier, safer and more inclusive city where the community and police solve problems together. There has been mutual recognition of the need for better policing to resolve long-standing complex internal

and external trust issues, and for better integration of the OPS' internal efforts and efforts with our community partners to solve increasingly complex community safety issues, prevent crime and victimization while improving everyone's safety and well-being.

To achieve such a vision the OPS must overcome significant challenges and we have worked hard to implement major changes. We were faced with making a seismic shift in how we design and deliver police services – how we work in and with community.

Despite the challenges that we faced in 2020, we were still able to provide meaningful progress in key areas, including:

- Added three new Neighbourhood Resource Teams in the ByWard Market/Lowertown, Bayshore and Centretown neighbourhoods;
- Reduced shootings by 40%;
- Seized a record number of crime guns (111 in 2020, and 42 to-date in 2021);
- Issued over 40,000 Provincial Offence Notices (PONs), including 450 for Stunt Driving;
- Administered naloxone 115 times, saving 103 lives;
- Received a record number of police applications (2,700 up from 650 in 2019);
- Increased hiring rates for females (from 12% to 18%), racialized candidates (from 13% to 36%) and Indigenous candidates (from 1% to 3%);

- Hired 96 new police recruits (32 female, 31 self-identified racialized/ Indigenous male) with a wide range of lived experiences from working in family services, homeless shelters, harm reduction programs, victim support services and mental health support;
- Created the Equity, Diversity and Inclusion (EDI) Action Plan that has become the guiding focus to building a Service that better-reflects the communities we serve;
- Implemented the Respect, Values and Inclusion (RVI) Directorate, which comprises two sections – a Respect, Ethics and Values (REV) section focused on supporting professional, ethical, values, and an EDI section which will focus on the Service's goals to making meaningful change in inclusion and diversity;
- Expanded the role of the Community Equity Council (CEC) to have direct and timely discussions with key community leaders about the issues that are important to racialized, Indigenous and faith-based communities; and
- Coordinated a major organizational restructuring that affected over 60 percent of the units and directorates to align our services and reinforce the OPS' commitment to our three key priorities.

# A Letter from Chief Peter Sloly

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Here are some statistical highlights from the year:

- Demand for service declined 10% in 2020 to nearly 333,000 requests for service, driven by public health measures aimed at controlling the spread of COVID-19.
- With approximately 34,000 reported Criminal Code of Canada offences (excluding traffic) in the City of Ottawa, the level of reported crime decreased by 21% last year.
- The clearance rate for total Criminal Code offences (excluding traffic) remained the same in 2020, with 34% of all cases cleared by charge or cleared otherwise.
- Ottawa's Crime Severity Index (CSI) dropped by 16% last year to 48 points (Violent CSI -22 percentage points; Non-Violent CSI - 13 percentage points).
- The volume of reported Violent Crime declined by 14% in 2020, driven by fewer homicides, incidents of robbery, assaults and sexual violations.
- Non-violent crime declined by 23% in 2020 due to fewer theft \$5,000 and under, possession of stolen goods, and theft of motor vehicles.
- Last year the number of homicides declined 40% to eight incidents, with 100% solved.
- The number of collisions declined by 40% to 11,400, while fatalities fell by 33% to 16 on Ottawa roadways.

We count on strong leaders. In every call our members attend, there are high expectations

to keep people and our community safe

to lend a helping hand and

to be compassionate.

As we make strides in expanding the diversity of our new recruits, we are seeing a similar increase in diversity in our most senior ranks. In the past few years we have expanded our senior officer and executive team to include more female, Black and South Asian leaders. Last year,

we were first police service in Canada to promote a Black woman to the rank of superintendent. It's a step in the right direction to creating an equitable and inclusive workforce.

I can assure you that the OPS will not be taking our foot off the gas pedal, or our focus off our vision. In fact, we established the 2021 Budget as a change-enabling budget based on an ongoing series of community consultations.

All new OPS strategies, policies and practices will be community informed and involved – with community co-

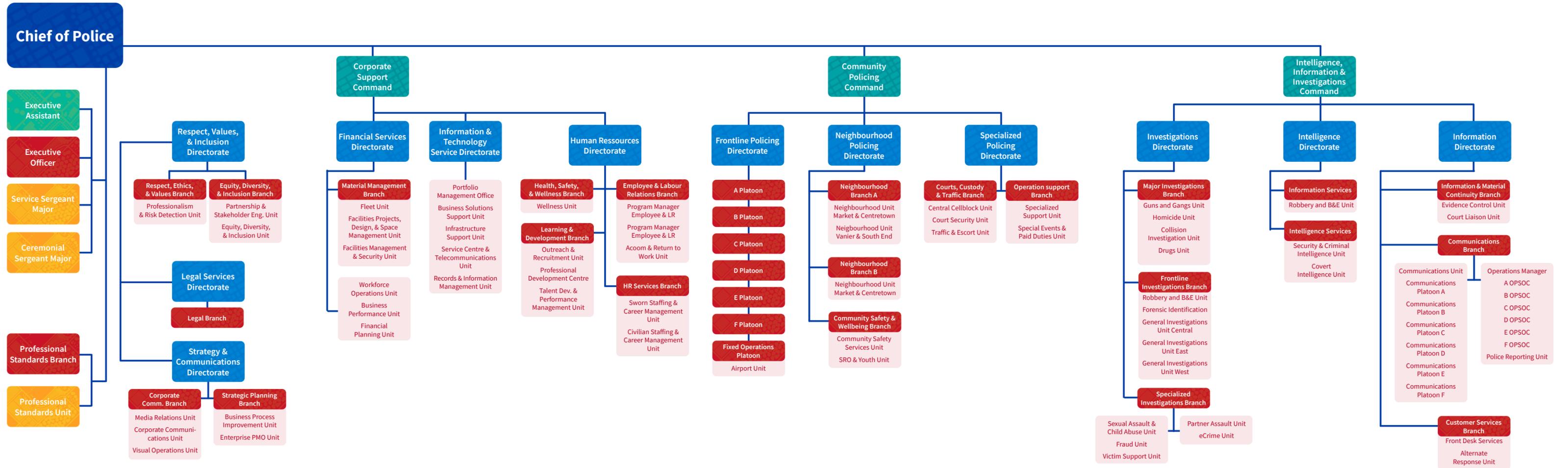
production through consultation with community experts and evidence-based best practices. Together, we can make a difference.

Nobody could have predicted how our lives would change at the start of 2020, particularly how we would continue to serve and protect this city, despite the challenges of a global pandemic. And I am proud of this Service and its members.

This is just the beginning and I look forward to continuing it in the months and years ahead.

**Peter Sloly**  
Chief of Police

# Organizational Chart



# Change Budget

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Last year residents told us the way our communities are policed needs to change and we listened. Not only in the Nation’s Capital, but across Canada, police services have been working hard to better-serve and meet the needs of our members and residents. All Canadian police leaders - Chiefs, Chairs and Cabinet Ministers - need to develop new service delivery models that build community trust and equality, and give residents a modern-day justice system.

That is why, over the next three years, the OPS will focus on the following three priorities:

## Public Trust

To develop our thinking, actions and systems to improved OPS member trust and improved public trust in the OPS.

## Duty of Care

To demonstrate that we truly care for each other as members of the OPS as well as that we truly care for each member of the community.

## Community Safety and Well-Being

To strengthen community partnerships to represent and include everyone who wants to work with police to make our city the safest in Canada.

These three priorities make up our Equity, Diversity and Inclusion (EDI) Action Plan, which was created by OPS members and community members together.

The end state vision is to build a police service where every community member as well as every Service member feels respected, supported and accepted, no matter their background, status or circumstances.

The success of this vision has a role for each of us, as community and police leaders, and as individuals — to challenge ourselves in how we think, speak and perform our duties.

In November 2020, the Board approved our “Change Budget” for 2021 that makes investments in initiatives that will help us to improve our organization, our culture, and our ability to demonstrate improved Duty of care, Public trust, and Community Safety and Well-Being.

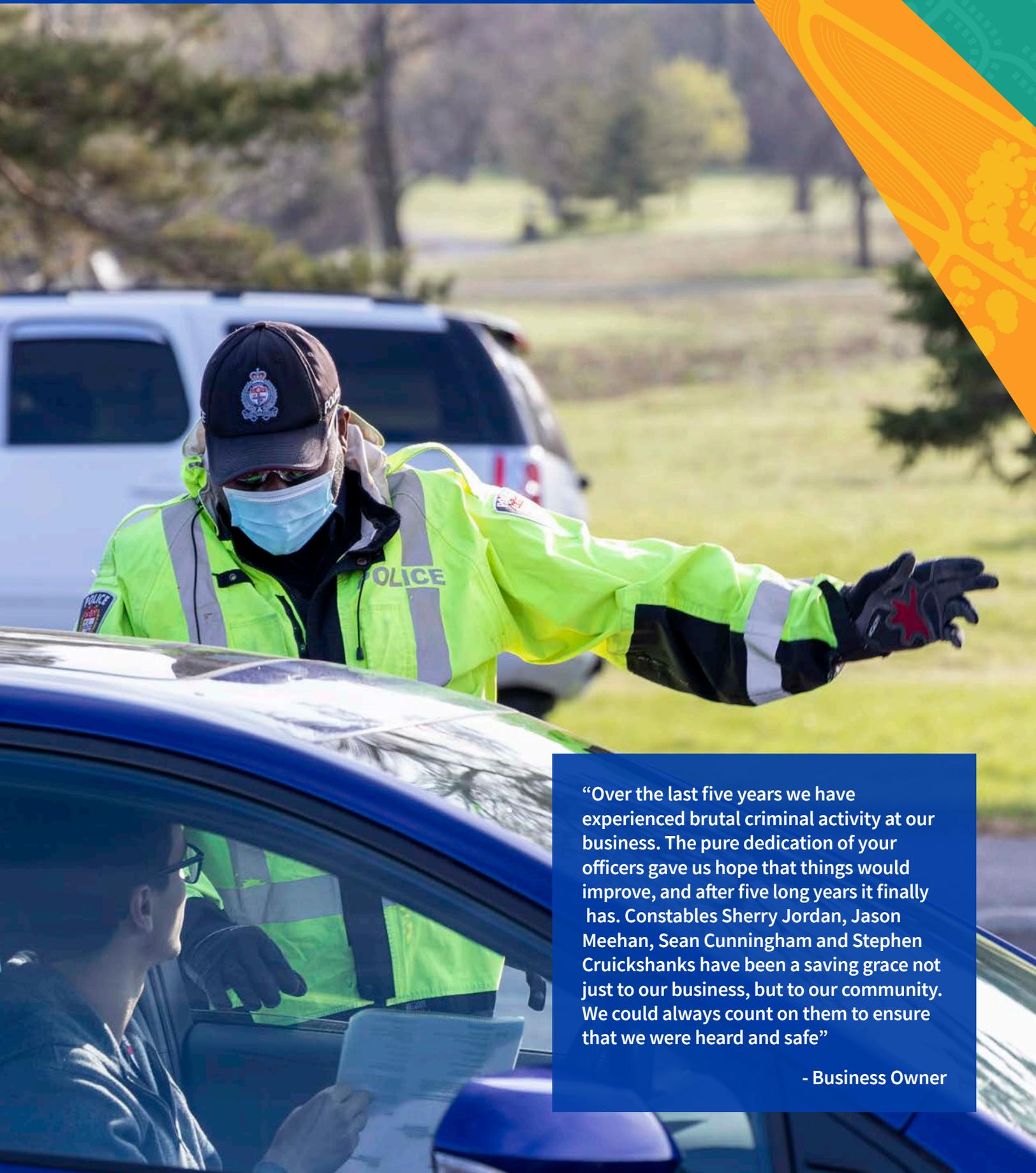
We are not doing this alone. To truly acquire significant and sustainable change, we need to ensure we are implementing real and meaningful community input into all aspects of the OPS. That is why all new OPS strategies, policies and practices will be community informed, involved and co-produced.

We will be working with the community to co-produce the following budget priority items:

- 1 The community-led Mental Health Response Strategy;**
- 2 The expanded Neighbourhood Resource Team strategy for suburban and rural areas;**
- 3 Anti-Indigenous/Anti-Black Racism training for all members; and**
- 4 New community coordinator roles in our SACA/PAU to address issues of Violence Against Women (VAW) and Missing and Murdered Indigenous Women & Girls (MMIGWG); and**
- 5 Investments into member wellness.**

These initiatives will help to ensure that we are meeting our goals of not only providing better service to the communities we serve and protect, but also to our membership. And we are achieving these goals together, with vital direction from community leaders, advocates, subject matter experts, academics and those with lived experience.

## Criminality and Victimization



“Over the last five years we have experienced brutal criminal activity at our business. The pure dedication of your officers gave us hope that things would improve, and after five long years it finally has. Constables Sherry Jordan, Jason Meehan, Sean Cunningham and Stephen Cruickshanks have been a saving grace not just to our business, but to our community. We could always count on them to ensure that we were heard and safe”

- Business Owner

# Guns & Gangs

While the rest of the country saw an increase in the number of shootings during the ongoing COVID-19 pandemic, Ottawa saw about a 40% reduction in these types of incidents city-wide. By year end, we had 41 shooting, down from 70 in 2019.



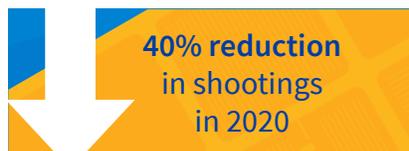
This was due to the hard work being done by our Guns and Gangs Unit, which coordinated with other sections across the organization, including front-line patrol and our Drug Unit to create an information network to quickly identify and respond to incidents of gun violence. Routine work completed by frontline officers like checking on problem addresses and keeping in touch with at-risk persons, helped to greatly reduce such incidents in our city last year.

In 2020, the OPS seized 104 crime guns, a record number for the Service and successfully concluded initiatives like Project Avalanche, that saw the arrest of two people and the seizure of guns, cocaine and thousands of illegal opioid pills in the city's west end.

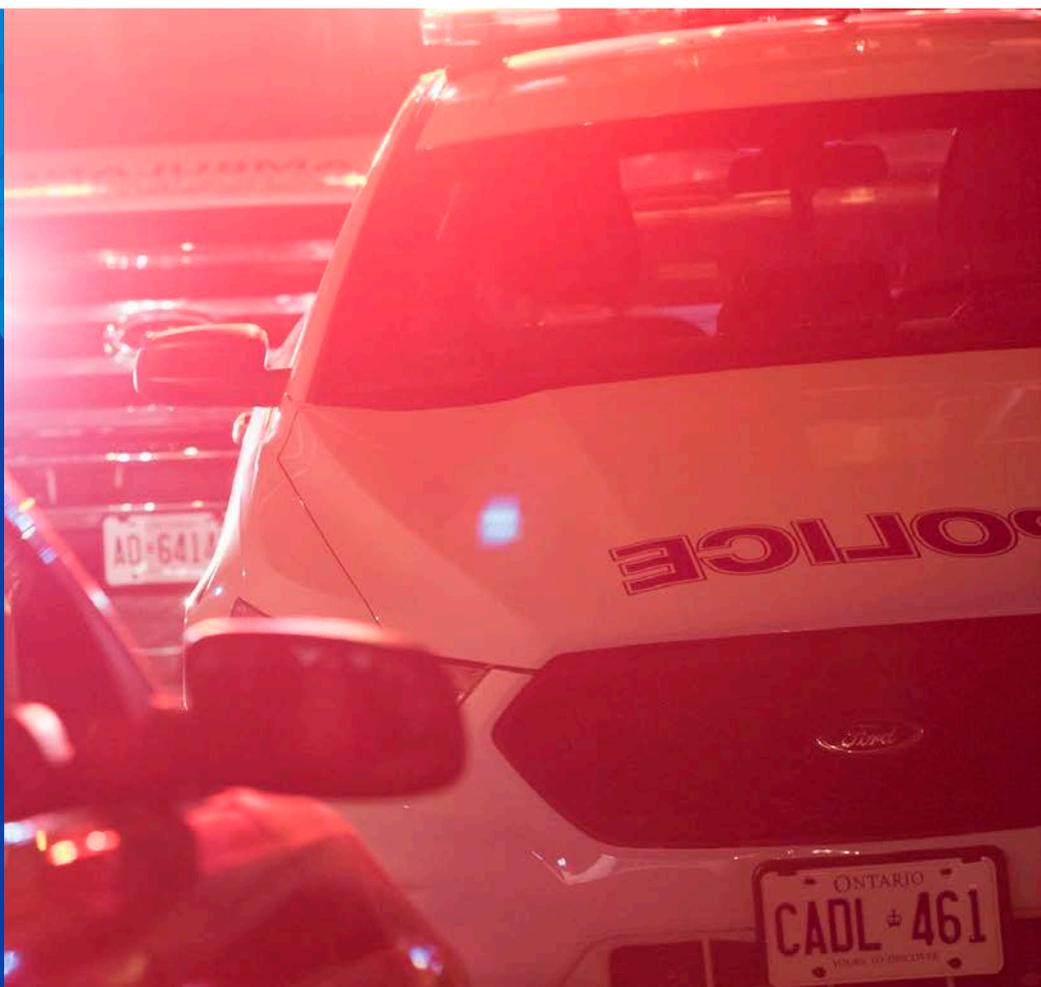
Our Guns and Gangs team credits these success stories directly to our community members connecting with us and letting us know about illegal handguns in their neighbourhoods; last year we saw a 39% increase in the reporting. Proactive measures by NRTs and covert units also had a net new positive impact on these types of violent incidents in our city.

Additional work by our crime analysts to leverage increasingly innovative tools to identify high risk persons and places has also contributed to the reduction of crime and the recovery of illegal firearms.

And our Homicide Unit had its own success stories in 2020, with all eight homicide investigations resulting in the arrests and murder charges issued for persons responsible, for an unprecedented 100% clearance rate. Only one case remains open as police search for a second party, after arresting and charging one of the two involved in a murder.



In 2020, OPS officers responded to 542 overdose incidents and used naloxone 162 times. In the first two months of 2021, Ottawa saw a spike in overdose cases related to opioid use with 69 calls for service, where sadly, 14 people passed away.



In one incident, an Ottawa Police Service (OPS) officer on patrol got a call about an unresponsive homeless man in a downtown alleyway. When she found him, his lips were blue; a clear sign of an overdose. With paramedics still minutes away, she administered a dose of naloxone. The victim was revived because of the officer's quick actions.

The introduction of the *Good Samaritan Drug Overdose Act* provides some legal protection for people who experience or witness an overdose and call 911 or their local emergency number for help. It also helps to reduce fear of police or the public helping someone they think has overdosed and encourages people to help save lives. The message is clear: if you are going to use drugs, don't do it alone, or make use of any of the City's Supervised Injection Sites.

The OPS remains committed to education and prevention, working with our partners to help reduce the number of overdoses in our city. Ongoing collaboration with City partners includes Paramedics and Fire Services, Ottawa Public Health, Supervised Injection Site staff, area hospitals and Outaouais healthcare and frontline workers, to help us to create a united and measured response to this crisis.

# Human Trafficking

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Last year, a broadcast was issued for a girl who was believed to be in the Ottawa area after leaving her home in Western Canada.

Less than two hours later, front-line patrol officers identified and located the youth, standing outside of an Ottawa Air BnB, where she had been transported by traffickers after landing in Toronto.



The teenager had met someone at a party in her hometown, who later worked through social media to groom her for sex trafficking. She was lured and then coerced into hopping on a plane to Toronto, eventually winding up in that Ottawa Air BnB.

She was supplied with drugs and alcohol and when police first spoke with her, she initially refused help. It was only later when she wound up in hospital that

the hard work initiated by our Human Trafficking team helped to rescue her from this abusive cycle of exploitation.

At the hospital, Human Trafficking Unit (HTU) officers met with the teenager and with the help of the new HTU support specialist, were able to place her in a temporary safe location and made arrangements to get her back home to her family. The HTU support specialist, introduced in 2019, helped to ensure

that there were wrap-around support and services to help this young lady and other victims of sex trafficking.

The girl was flown back to her home and reunited with her family; her father reports back that she is doing well.

# Violence Against Women

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The Ottawa Police Service (OPS) has made it a priority to work to rebuild public trust with a number of community stakeholders and advocates in order to develop better supports and response to enhance our duty of care to women who are victims and survivors of domestic and sexual violence. This is an ongoing process, and we have benefitted from the expertise and advice of frontline workers, academics, advocates and those with lived experiences.



As part of the OPS 2021 Change Budget, Violence Against Women and Gender Based Violence (VAW/GBV) has been identified as one of the Service's priorities and aligns with one of the pillars in the City's Community Safety and Well-Being (CSWB) plan. As a priority, money is being budgeted for five additional VAW/GBV resources that include: VAW Senior Advisor, Indigenous Women's Safety Advisor and three additional resources (that will be developed and hired based on feedback from community stakeholders on how best to support survivors and victims of domestic and sexual violence).

The OPS co-chairs a VAW Advisory Committee, led by Inspector Heather Lachine, and community representative Melanie Winwood from the Western

Ottawa Community Resource Centre. Acting Deputy Chief Mark Ford is the executive sponsor of this initiative. Many of our best-practices have been developed through collaborative initiatives that connect us with other Ottawa-area agencies to ensure that we are responding, not only appropriately to victims or survivors of abuse, but also consistently. We also rely on the great work being done by our Victim Support Unit (VSU) and collaboration with our Indigenous partner agencies to help provide foundational support to those impacted by this violence.

Other initiatives being undertaken are focused on priorities that have been brought forward by the community including and not limited to: a review of the way police clear domestic violence

cases; increase in bilingual services in our Partner Assault Unit; active offers of service in first language if it is French, consistency in interpretation services so that victims/survivors are served in their first language if not French and Trauma Informed training for the whole of the organization.

The issue of sexual assault and violence against women is a complex one, but with ongoing collaboration with partner agencies and the community, the Service believes it can make the necessary changes to provide effective, adaptive and appropriate supports to those who have experienced violence.

# Crime statistics

## Total Criminal Code of Canada Offences

	Crime rate		Reported crime		Crime Severity index <sup>1</sup>		Clearance Rate % (pct.pt)
2019	4,241		42,700		57		34%
2020	3,287	-23%	33,600	-21%	48	-16%	34%

In 2020, the police reported crime rate in Ottawa declined (-23%) after four years of increases to 3,287 per 100,000 population. The clearance rate for total Criminal Code of Canada Offences (excluding traffic) remained unchanged with 34 percent of all cases solved.

The Crime Severity Index (CSI) is a measure of crime reported to police that reflects the relative seriousness of individual offences and tracks changes in severity over time. Consistent with the national trend in 2020, and largely due to the COVID-19 pandemic restrictions, the severity of crime in Ottawa declined

by 16 percent to 48 points in 2020. This decline can largely be attributed to a decline in homicides, robberies, and sexual violations.

Visit [www.ottawapolice.ca](http://www.ottawapolice.ca) to view Ottawa's crime trends for the City and by Wards, 2019–2020.

## Violent Crime

	Violent Crime rate		Reported crime		Crime Severity index <sup>2</sup>		Clearance Rate % (pct.pt)
2019	769		7,700		67		42%
2020	653	-15%	6,700	-13%	52	-22%	44%

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 2020, there were declines in both the overall volume (-13%) and severity (-22%) of violent crime. Contributing to the decline in the violent CSI was a 40 percent decline in the number of homicides to eight, with all cases solved. Also contributing to the decline were a reduction in robberies (-32%), sexual violations (-16%), indecent and harassing communications (-15%), and

assaults (-13%). In many instances, these declines can be attributed to a reduction in the number of face to face interactions occurring due to public health measures.

The OPS cleared 44 percent of all violent crimes in 2020, an increase from 42 percent in 2019.

<sup>1</sup> Values are estimated and do not represent the official CSI as published by Statistics Canada.

<sup>2</sup> Values for the Violent Crime Severity Index are estimated and do not represent the official CSI as published by Statistics Canada.

# Crime statistics

## Non-Violent Crime

	Non-Violent Crime rate		Reported crime		Crime Severity index		Clearance Rate % (pct.pt)
2019	3,472		35,000		54		32%
2020	2,635	-24%	27,000	-23%	47	-13%	31%

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 2020, non-violent property related offenses declined 23 percent and the non-violent crime CSI decreased by 13 percent in 2020 to 47 points. Contributing to the 24 percent decrease in the non-violent crime rate was a decline

in theft \$5000 and under (-45%). In the case of thefts \$5000 and under, there was a marked decline in incidents of shoplifting and thefts from vehicles.

This can be partially attributed to the closure of many businesses, facilities providing recreational programs, public libraries, schools, child care centres, bars and restaurants, and performance venues to control community transmission of COVID-19. These closures inadvertently reduced opportunity and mobility.

Though the pandemic has resulted in reduction in some types of non-violent crime, there were instances where crime increased. Fraud (7%) and theft over \$5000 both increased in 2020 (19%). Growth in thefts over \$5000 were largely driven by an increase in mail theft, with reliance on mail delivery services increasing in 2020. Growth in fraud was largely a result of fraudulent use of the Federal Governments Canada Emergency Response Benefit (CERB).

The OPS cleared nearly 30 percent of all police reported non-violent crime, in line with previous years.

## Community Safety



**“I am writing to compliment the actions and professionalism demonstrated by the officers of the Ottawa Police Service last Friday in the wake of the two stabbings in Chinatown. All officers were friendly, communicative, and entirely professional. To ensure the residents knew what they were doing, they knocked on doors and introduced themselves. Later, I witnessed the arrest and take-down of this dangerous suspect without weapons drawn. Well done.”**

**- Resident**

As residents city-wide dealt with the fallout from the COVID-19 pandemic, our Traffic Services team was out in the community ensuring the safety of our roads.



In public surveys, road safety is consistently the number one concern of Ottawa residents. Our traffic team conducts dozens of education, awareness and enforcement campaigns to make our roads safer for everyone.

Unsafe driving like speeding, red-light running and disobeying stop signs aren't limited to one area, they are widespread across the city. As a result, in addition to daily traffic enforcement residents have been encouraged to report dangerous drivers in their neighbourhoods so we can follow up.

The first project, Operation Overwatch, was launched from April to October and resulted in our officers issuing over 5,000 speeding tickets, with an average of 10 stunt drivers stopped per week, charged and their vehicles impounded.

A second initiative, Operation Noisemaker, also targeted speeding and stunt driving, but included a campaign to address excessive or unnecessary noise generated primarily from aftermarket modifications to vehicles and street racing. By October, Noisemaker had resulted in officers issuing over 2,300 tickets, with 1,400 of those specifically given for excessive speeding.

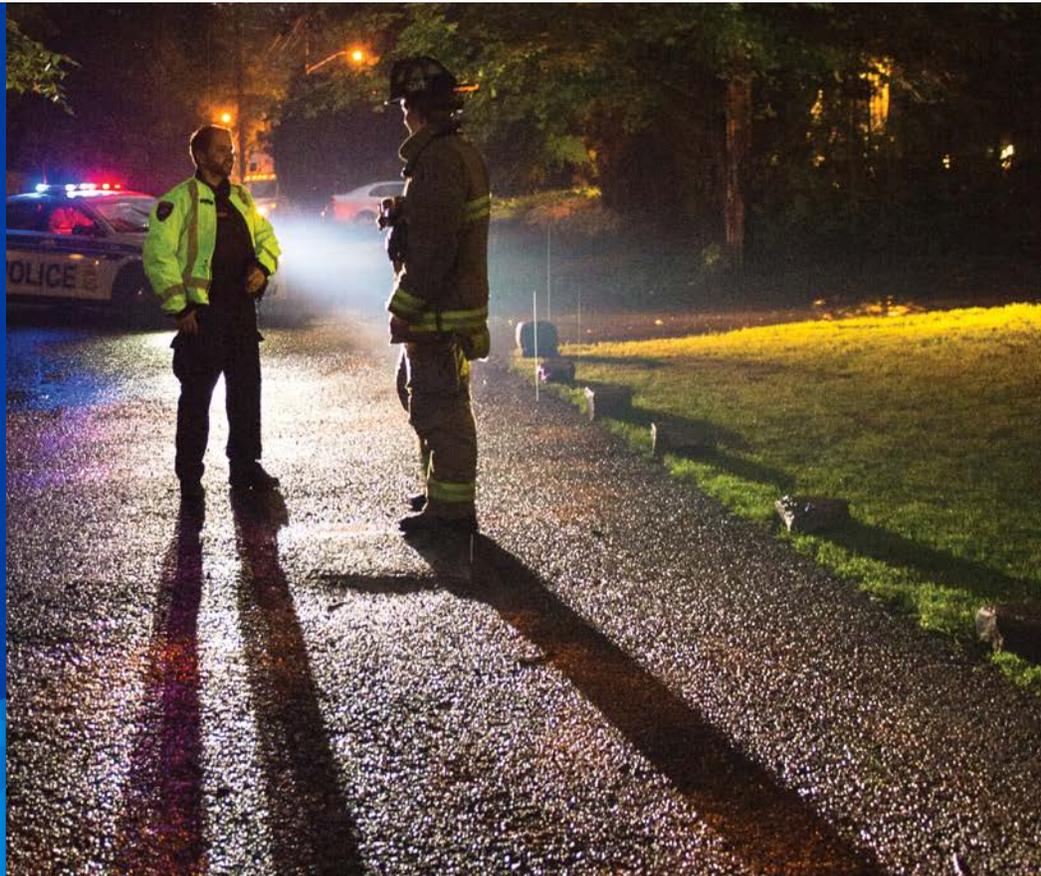
During both of these campaigns, we worked closely with our police partners at the Ontario Provincial Police. On one evening in September, this joint operation issued over 150 tickets.

In 2021, Operation Noisemaker continues, with officers issuing over 4,000 tickets in April alone.

# Joint Operations

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In 2020 and into the following year, the Ottawa Police Service (OPS) worked with our other police partners in the Nation's Capital to coordinate activities, mostly around the enforcement of the Province's *Emergency Management and Civil Protection Act* (EMCPA) in response to the ongoing COVID-19 pandemic.



At the start of 2021, the OPS worked with York Police Service, Toronto Police Service, Peel Police Service and Durham Police Service on an informal joint operation to address ongoing thefts of high-end vehicles. Project Terrier launched in February and concluded in May and resulted in the identification of nine individuals who received over 250 *Criminal Code of Canada* charges. Networking between these police services and sharing intelligence is credited with the success of this initiative.

The OPS' Internet Child Exploitation (ICE) unit regularly partners with other Provincial strategy agencies with respect to joint investigations as well as best practices and information sharing. We have fostered an excellent relationship with the Ontario Provincial Police's ICE Unit and all partners. Throughout the year we have worked collaboratively with several Internet Child Exploitation agencies resulting in numerous charges.

Our Human Trafficking Unit (HTU) additionally worked with the Vancouver Police Service in 2020 to successfully return a teenager back to her home, after she had been groomed online and trafficked to Ottawa.

# Neighbourhood Resource Teams

As police responded to a fatal stabbing incident in the Somerset Street West area, our Neighbourhood Resource Team (NRT) officers were already on the ground, reaching out to the impacted community, traumatized by the events that unfolded that day.



NRT officers went door to door, speaking with residents and ensuring they were updated as police searched the neighbourhood for the assailant. A short time later, the suspect was located and arrested, but the community was still processing what had happened during this violent attack.

The work continued though, long after the arrest, to ensure that supports were in place for those concerned about the safety of their neighbourhood. The Centretown NRT, which includes frontline officers, a Community Police Officer, School Resource Officer, and Traffic Services officers, triaged community concerns and held a series of one-on-one conversations to allay fears and reinforce the fact that police were there to help.

The Centretown NRT was launched in the summer of 2020, and over the course of the months that followed our officers connected with community leaders, not-for-profit organizations, businesses and advocates to help create a tailored approach to police response in the neighbourhood. Those established rela-

tionships helped to create a robust and timely response to this fatal incident, ensuring that the needs of that community were met.

It resulted in a series of letters from residents, including:

*“I am writing with unreserved compliments on the actions and professional attitude demonstrated by the officers of the Ottawa Police Service last Friday in the wake of the two stabbings in Chinatown. All officers were friendly, communicative, and entirely professional. All the while, they knew their tasks and set about it in a coordinated and efficient manner. Indeed, officers were still patrolling the street near midnight that night looking for evidence. To ensure the residents knew what they were doing, they knocked on doors and introduced themselves. And further, I witnessed the arrest and take-down of this dangerous suspect. Officers managed to do so without weapons drawn, which was no easy task given the resistance. Well done.”*

And from the Chinatown BIA:

*“We are very touched by the police response. From Inspector Bryden, officer Ali Toghrol, NRT team officer Charles Benoit, and our beloved Community Police Officer Stephanie Lemieux, to the officers who were working at the crime scenes, they all actively reached out to provide support and displayed the Service’s deepest care for the community. I can’t tell you how much it meant to the small business owners and employees, who are under tremendous stress from the pandemic and now are traumatized by the homicide right at their doorstep.”*

The NRTs are the cornerstone of the Ottawa Police Service’s (OPS) community policing model. Launched in 2019 in Vanier/Overbrook, Heron Gate/South Ottawa and Carlington/Caldwell neighbourhoods, it was expanded in 2020 to include Centretown, the Byward Market/Sandy Hill and Bayshore communities. In 2021, the NRTs will be further expanded to include other suburban and rural areas of the city, in both the east and west end, experiencing an increase in the number of calls for police service.

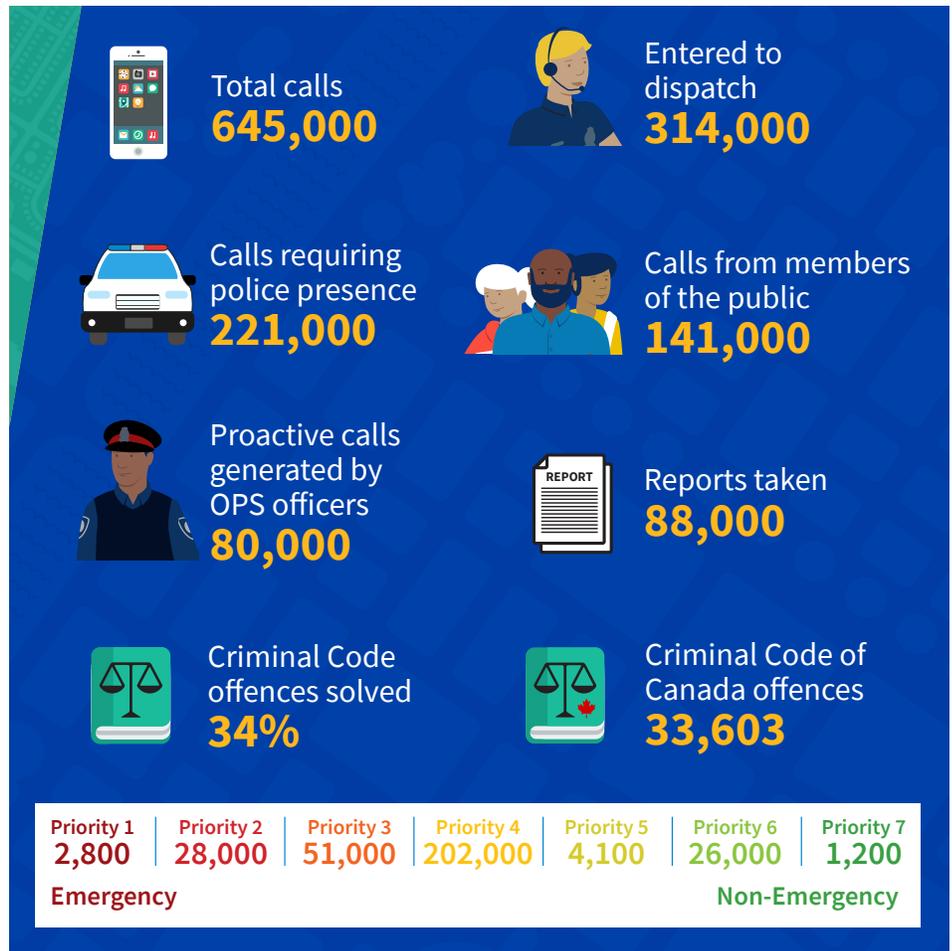
# Community Safety Statistics

	Total Dispatched Calls		P1 Emergency Calls		P1 Response Performance (pct.pt)		Service Time (HRS)
2019	345,800	▼ -9%	4,300	▼ -36%	94%	▲ +1%	300,000
2020	314,400	▼	2,800	▼	95%	▲	282,000

In 2020, the OPS received approximately 645,000 calls for service representing a 9 percent decrease from 2019. These calls included Police Reporting Unit communications, calls to switchboard, 911 and other emergency calls.

Of these calls, approximately 314,400 were entered into the Computer-Aided Dispatch system (CAD), representing a 9 percent decline from 2019. On-scene police presence was required in approximately 70 percent of all calls entered into CAD. 2,800 calls were categorized as Priority 1, a decrease of 36 percent from 2019. Calls are identified as Priority 1 (P1) when there is 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 95 percent of the time last year, an increase of one percent from 2019.

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 2020, service time decreased by six percent to 282,000 hours. The service time in 2020 was one percent lower than the five-year average of 284,059 hours.



# Community Safety Statistics

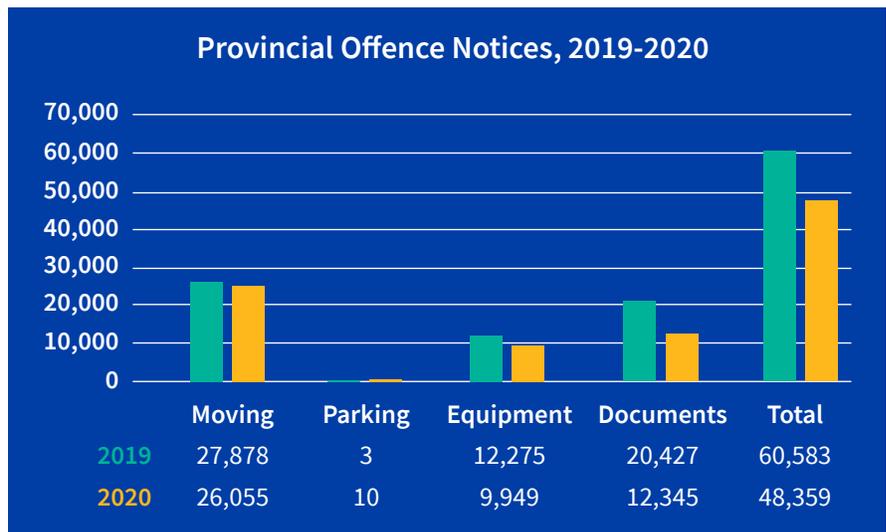
*Criminal Code of Canada* Traffic Offences in the City of Ottawa decreased by 2 percent in 2020. Of all *Criminal Code* Traffic Offences, Operation while impaired/low blood drug concentration violations accounted for 627 (or 78 percent) of all *Criminal Code* Traffic Offences, an increase of 13 percent since 2019.

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

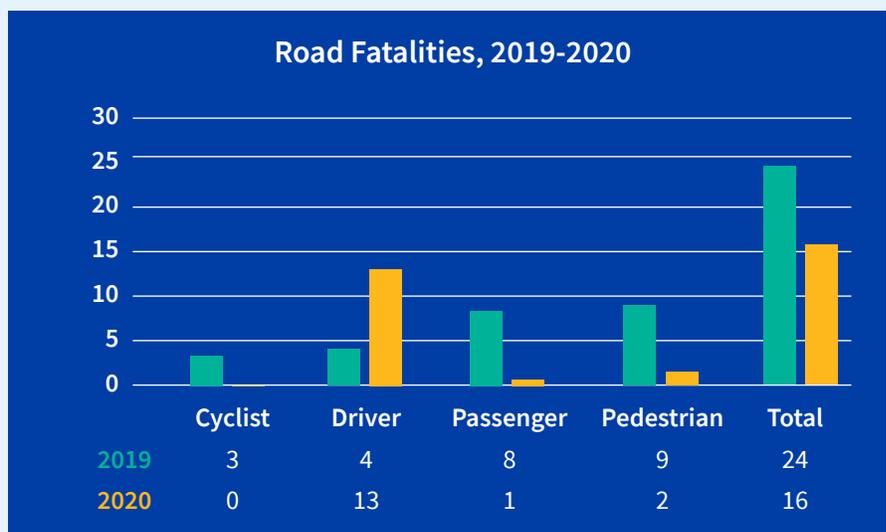
and the use of safety equipment such as seatbelts, and the use of hand-held devices.

In 2020, approximately 48,000 traffic-related Provincial Offences Act (Part I)

tickets were issued, representing a 33 percent decrease from 2019. Approximately 46 percent of the tickets issues in 2020 were moving violations.



Overall motor vehicle collisions (MVC) decreased by 40 percent to 11,362 in 2020. Property damage collisions accounted for 84 percent of all MVC investigated by the OPS. There were 1,699 collisions causing injuries and 16 fatal collisions in 2020, six fewer fatal collisions than the 22 recorded in 2019. In 2020, 16 persons were killed in collisions, down from the 24 persons killed in collisions in 2019. There were 13 drivers killed in 2020, up from eight driver fatalities in 2019. The number of fatalities involving passengers in 2020 declined from four in 2019 to one in 2020. Zero cyclists died in road fatalities in 2020 versus three deaths involving cyclists in 2019; while there were two fatalities involving pedestrians, seven less than in 2019.



# Police Liaison Team

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The Ottawa Police Service (OPS) works with event organizers and other stakeholders to build public trust and ensure a safe environment for everyone who participates during a demonstration. In recognizing the importance of freedoms and other protections under the *Charter of Rights and Freedoms*, the police remain committed to ensuring that those rights are upheld in the course of their duties.



On an average day in Ottawa, there can be up to five different demonstrations city-wide, with about 500 or more occurring within a year.

Modelled after the Ontario Provincial Police's (OPP) Provincial Liaison Team (PLT), the OPS' Police Liaison Team (PLT), spearheaded by Staff Sergeant Peter McKenna, was developed to build trust, and to facilitate and network with groups and organizations wanting to exercise their rights regarding peaceful assembly, freedom of association, and expression of opinion.

The OPS PLT provides a central base for the Service to coordinate with organizers, ensuring two-way communication about their rights, the legislative restrictions for their event, and police duty of care to keep everyone safe while mitigating any impacts to residents, businesses, visitors and City services (e.g. Transit, Fire, By-Law and Traffic Management).

This new model has been so successful, that the OPS (in conjunction with the OPP) is preparing to teach the principles and practices of the PLT to representatives

of other police services, starting in the fall of 2021. This model will no doubt continue to build public trust, alleviate misconceptions about the police's role during these events, and form the foundation of a nation-wide best-practice approach that promotes safety while allowing people to exercise their right to freedom of expression.



# Outreach and Recruitment

Part of the Ottawa Police Service's (OPS) commitment to rebuilding public trust and enhancing our duty of care is to focus on building a diverse and strong police service that better-reflects the communities we serve and protect.



By identifying barriers to recruitment that included using an Equity, Diversity and Inclusion (EDI) lens on our hiring and background check processes, along with reducing financial impacts, it has helped the OPS to recruit a more diverse cohort of new recruits.

These new processes and approaches resulted in a 400% increase in applicants, and our December 2020 class of 48 new recruits was the most diverse in OPS history with 40% who identify as female, 6% Indigenous, and 50% who identified as members of a racialized group.

All of these new recruits come with a wealth of knowledge and experiences that we will use to help us better-serve the communities of Ottawa.

## During the past year, the OPS used multiple strategies to expand our outreach practices:

- a no-cost application process to remove financial barriers for applicants;
- a physical testing process that ensures applicants can meet the standards from the Ontario Police College;
- a self-reporting feature was added to the application process — per our commitment to inclusiveness — to provide applicants with the opportunity to voluntarily disclose individual characteristics including, but not limited to, ethnicity, gender, and sexual orientation;
- the background check practices were revised with a focus on Equity, Diversity and Inclusion;
- the Outreach Team continued to conduct virtual information sessions with potential applicants through online platforms and engaged the community by leveraging social media tools; and
- an ongoing mentorship program that pairs potential recruits, particularly those from traditionally marginalized communities, with veteran officers to guide them through the application process.

# Recruit Data and Highlights

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

## Total of 96 recruits hired in 2020

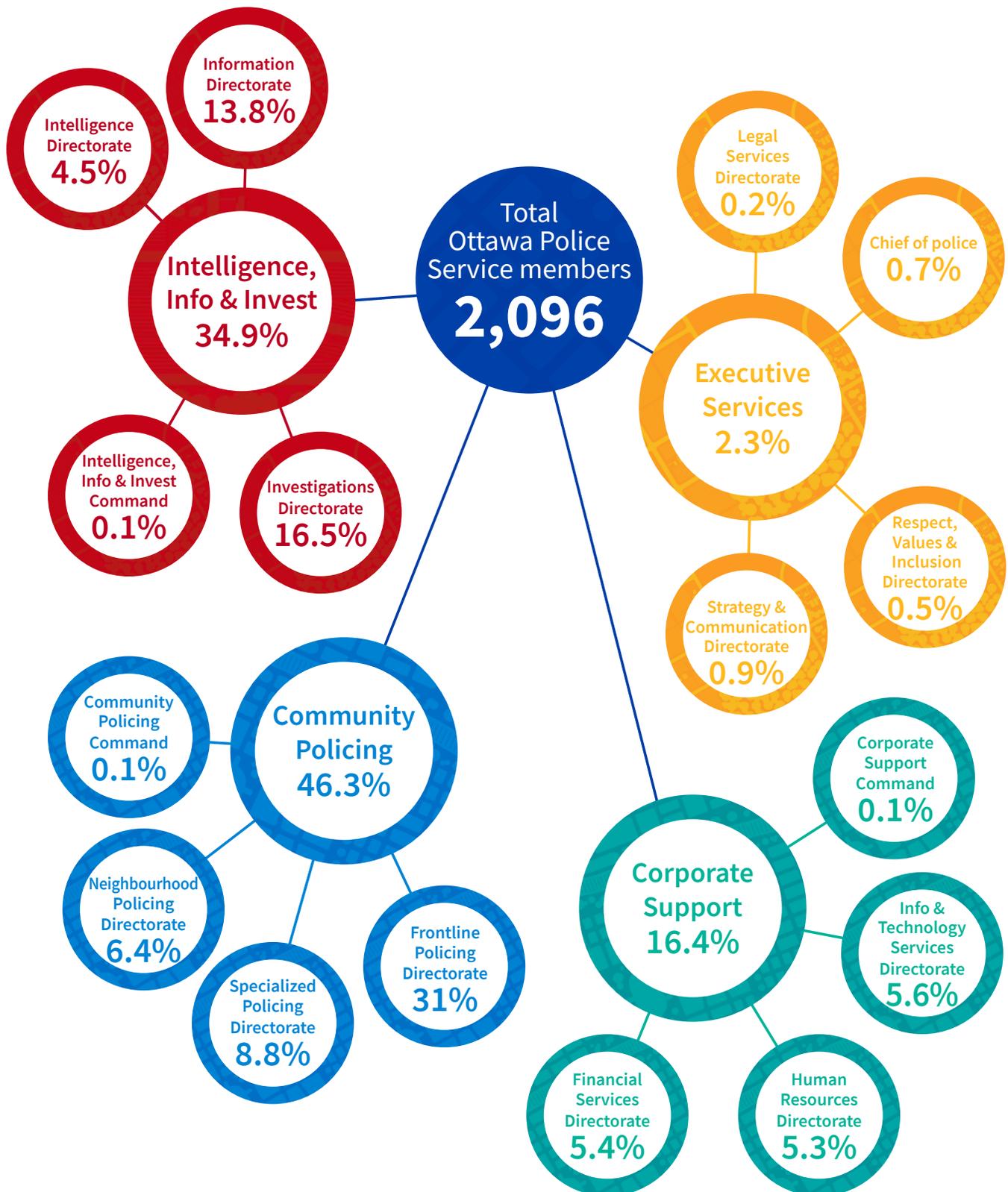
### April

48 recruits  
10 identified as racialized  
13 identified as female

### December

48 recruits  
21 identified as racialized  
21 identified as female  
3 identified as Indigenous

# Ottawa Police Service Members



## Member Health & Wellness

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The health and safety of our members will always be a priority for the Ottawa Police Service (OPS), but never more so as the COVID-19 pandemic unfolded.

Supports were put in place to help members maintain their safety, on the road or in the office, including providing the proper personal protection equipment (PPE), and following safety protocols outlined by our partners at Ottawa Public Health. Throughout, members were updated frequently on emerging safety issues, as well as tools they could use to ensure the safety of their families once they got home after a shift.

The Wellness Section saw \$5 million invested into programs that would further support OPS members. Five new roles were added to the section, including a new director position, a wellness resource liaison, a Workplace Safety and Insurance Board (WSIB) coordinator and an analyst to help identify trends early and address emerging wellness issues for membership. A new sworn position was also added to the Wellness Section to aid in the capacity for the team to reach out to members, retirees and families.

In April 2021, a new Early Intervention program was launched, which aids in identifying members who may be in need of support and to provide resources to assist the member at the earliest stages of an issue.

Members were also introduced to LifeSpeak, a unique and fully bilingual digital wellness platform that gives video library access to a catalogue of North America's leading experts in mental health, physical wellness, financial health, family relationships and professional skills development.

In 2020, the OPS and the Ottawa Police Services Board (OPSB) initiated a joint strategy on Workplace Sexual Violence and Harassment. A series of consultative working groups were set up to identify barriers to reporting such incidents within the Service. Out of that consultation it was agreed to secure Rublin Thomlinson LLP for a period of six

months to offer members the opportunity to report incidents to a third party. Rublin Thomlinson LLP will act as an intake and investigations service, as well as review overall OPS workplace cultural issues, policies, procedures and the general environment and report back to the Service and the OPSB. This will help to rebuild trust within OPS and its membership to enhance its duty of care. It is hoped that these steps will provide the foundational transformation required to eliminate these types of occurrences from happening at the OPS and usher in a much-needed culture change.

# Financial Efficiency

The COVID-19 pandemic created unprecedented financial pressure. Significant management action was taken to offset this impact. Combined with support received from the province, **the OPS was able to end the year with a balanced budget.**

**2019 \$304.1 million**

**2020 \$319.2 million**

## Budget Pressures

The total operating **budget pressures for 2020** was \$12.6M. This included non COVID-19 expenditures, total budget expenditures, and COVID-19 expenditure pressures related to the pandemic.

Non COVID-19 Expenditures (\$5.0M)

- Legal and insurance costs totalling \$3.4M
- WSIB pressures totalling \$1.0M,
- Fleet maintenance pressures of \$0.4M,
- Strategic priority of \$0.2M.

Total Revenue Pressures (\$4.0M)

- User fees (background checks, false alarm (\$2.0M),
- Grant revenue (\$0.7M),
- Red light camera revenue (\$0.6M) and
- Airport revenue (\$0.7M).

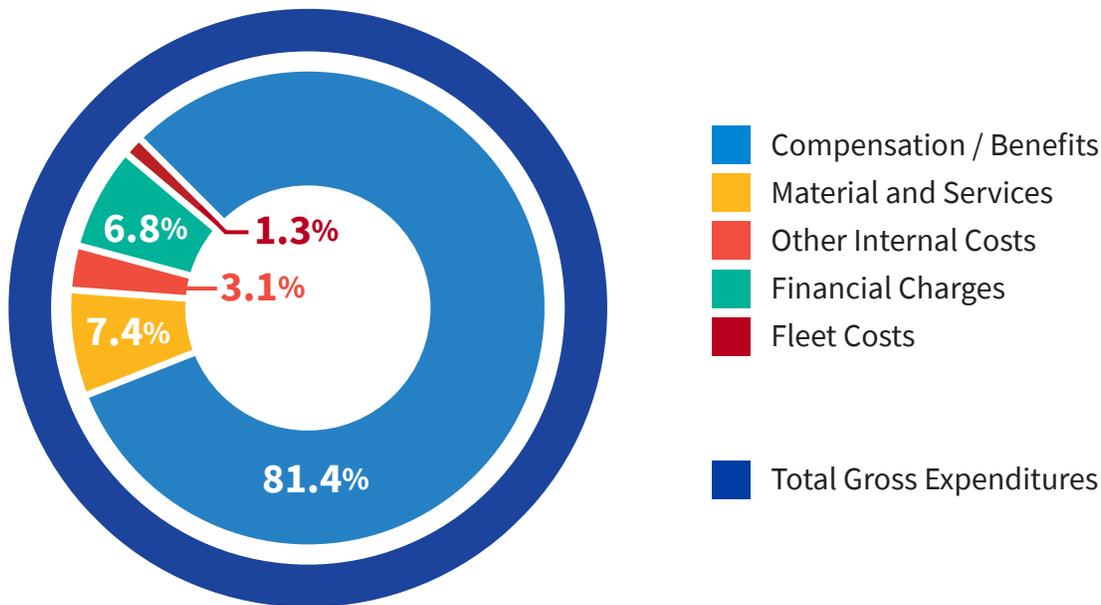
COVID-19 Expenditure Pressures

- Personal protective equipment and decontamination materials (\$3.6M).

**Table 1 — Ottawa Police Service  
2020 Year End — Significant Variances**

<b>Pressures</b>	<b>(\$000)</b>
Non COVID-19 Expenditures	(5,000)
Total Revenue Pressures	(4,000)
COVID-19 Expenditures	(3,600)
<b>Total Pressures</b>	<b>(12,600)</b>
<b>Solutions</b>	
Discretionary	5,900
COVID-19 Funding	3,600
Non-Discretionary	3,100
<b>Total Solutions</b>	<b>12,600</b>
<b>Surplus (Deficit) from Operations</b>	<b>-</b>
Non-Departmental Taxation	(1,100)
<b>Total OPS (Deficit)</b>	<b>(1,100)</b>

## Actual Expenditures 2020



### Budget Solutions

To offset pressures, the organization identified several solutions:

#### Discretionary Solutions

- A spending freeze avoiding \$3.9M in services, supplies and equipment costs,
- A no travel order resulting in savings of \$1.6M,
- Other interventions resulting in \$0.4M of solutions.

#### COVID-19 Funding

- \$3.6M in Provincial government funding to help municipalities cover personal protective equipment and enhanced cleaning protocol-related costs.

### Non-Discretionary Solutions:

- Employer benefit savings of \$1.5M,
- Overtime savings of \$0.7M as a result of court and front desk closures,
- \$0.9M in savings from lower than expected fuel prices and facilities-related cost reductions.

### Non-Departmental Tax Related Accounts:

The police tax levy reflects costs that are within the Ottawa Police Services Board's control as well as those that are not but are required for tax-related purposes. In 2020, a deficit of over \$1.0M was recorded in these tax-related accounts.

These tax-related accounts are budgeted and managed by City staff. The OPS and the Board have no control over this aspect of the police tax rate.

For more information on the OPS budget, please visit [ottawapolice.ca](http://ottawapolice.ca) or to access the 2020 Annual Financial Report please visit [ottawapoliceboard.ca](http://ottawapoliceboard.ca)

# Financial Efficiency

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## Grant Funding Partnerships

In 2020, OPS secured more than \$17.8M through government partnership. These are outlined in the table below.

### Provincial Strategy for Protecting Children from Sexual Abuse and Exploitation on the Internet

**\$439,810**

Funding from the Ministry of Community Safety and Correctional Services for specialized investigative teams to investigate cases of online child-luring and identify their victims.

### Reduce Impaired Driving Everywhere (RIDE)

**\$52,786**

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.

### Department of Justice – Victims Fund Human Trafficking programs

**\$118,700**

The Department of Justice administers the Victims Fund, which allows provinces and territories and non-governmental organizations to request funding to enhance services to victims. It also provides financial assistance to victims of human trafficking in certain circumstances.

### Provincial Electronic Surveillance Equipment Program (PESEDP)

**\$94,725**

PESEDP funds activities directed at organized and serious crime, and initiatives focused on proceeds of crime.

### Court Security Prisoner Transport (CSPT)

**\$4,243,865**

This seven-year provincial subsidy from the Ontario Municipality Partnership Fund (OMPF) offsets municipal expenditures for providing security at provincial courts and for transporting prisoners.

### Ontario Strategy to end Human Trafficking

**\$34,800**

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.

# Financial Efficiency

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## Youth in Policing Initiative (YIPI) **\$33,233**

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.

## Federal Support for Extraordinary Policing Costs in the Nation's Capital **\$2,000,000**

Since 2010, the Federal Government has provided the City of Ottawa with compensation in the amount of \$2 million a year, to cover the costs associated with providing extraordinary policing services in the nation's capital that are not otherwise covered by a cost-recovery agreements tied to specific events.

## Community Safety and Policing (CSP) **\$4,612,020**

Funding from the Ministry of the Solicitor General that supports the Strategy for Community Safety and Policing. Two initiatives are supported;

- Advancing Community Policing
- Advancing Traffic and Road Safety

## Minister of Community Safety & Correctional Services - Gun Violence Suppression Strategy **\$2,134,444**

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.

## Safe Restart Pandemic Relief Funding **\$3,640,000**

The federal-provincial Safe Restart Agreement is an historic partnership that secured up to \$4 billion in emergency funding for Ontario's municipalities to help them on the road to a safe recovery.

## MERIT Countering Violent Extremism (MERIT CVE) **\$204,758**

Mitigates acute harm related to CVE (countering violent extremism) by focusing holistically on several interdependent strategies within a continuum of community safety.

## Minister of Municipal Affairs and Public Housing - Audit and Accountability Fund **\$149,232**

This funding was used to conduct independent reviews to find efficiencies, save taxpayer dollars and focus spending on vital programs and services that Ontarians rely on every day.

## Trust and Confidence



“I just wanted to say a big thank you to the two officers on bicycles that took the time to stop and chat with my young children at an Ottawa city park. My kids came home with huge smiles, they were so happy. I want my children to grow up appreciating your hard work and dedication to keep us feeling safe. Those two officers today proved my point even more. Our little family sends you our love and appreciation.”

- Resident

# Crime Prevention

Patrol officers of the Ottawa Police Service (OPS) have been hard at work, leveraging 529 Garage to recover stolen bicycles in the city and return them to their happy owners.



Project Hot Wheels saw the recovery of more than 44 bicycles, with an estimated value of \$30,000, thanks to the hard work completed by patrol officers. On top of their regular duties, these officers have launched a second campaign in 2021, Project Handlebar, that recovered another 72 bikes with a value of about \$70,000; 54 of those bikes already returned to their owners.

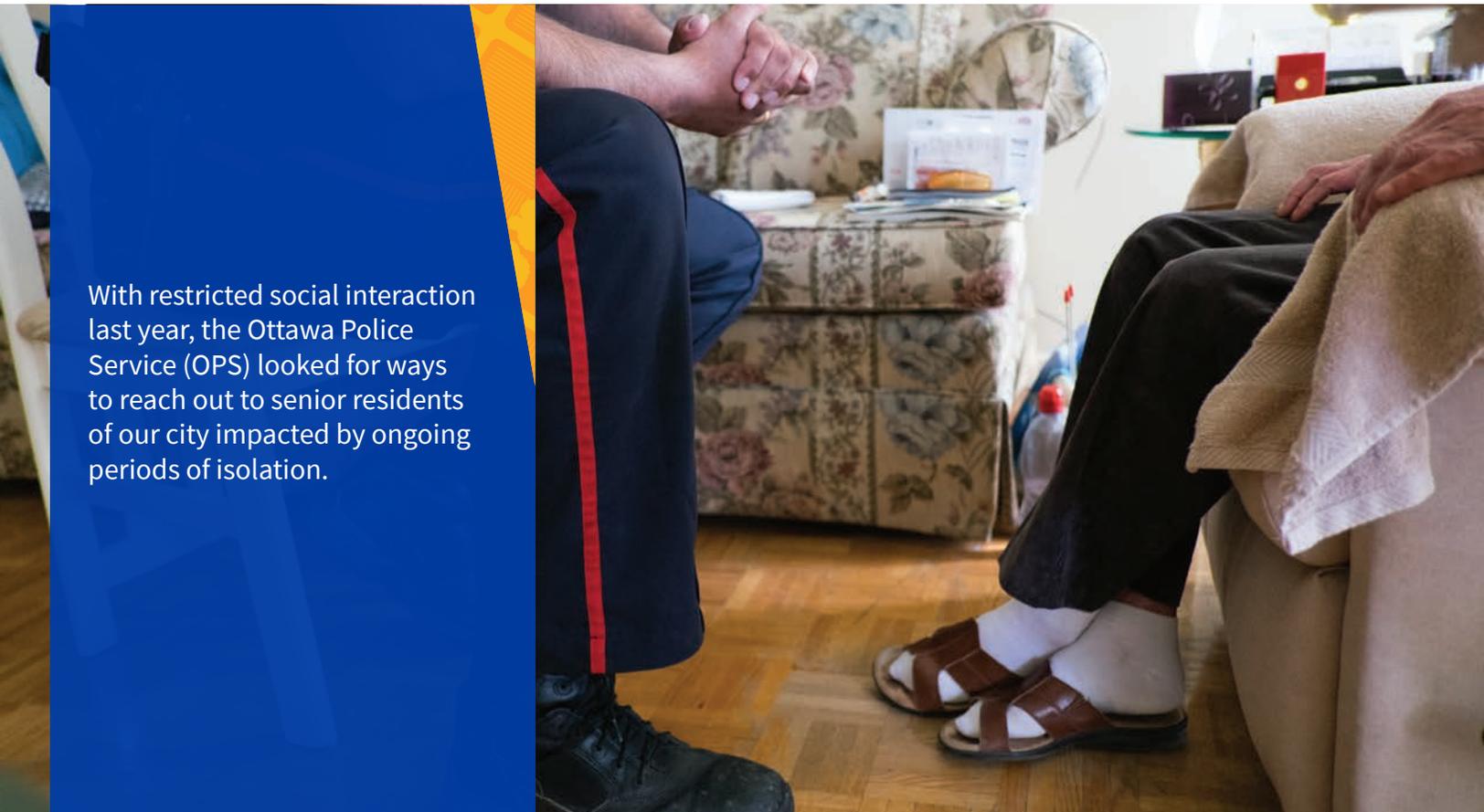
The officers used 529 Garage, a bicycle registration app, along with other investigative tools to help identify stolen bicycles. They credit the app with making it easier and faster to get them back to their owners if they have already registered with the program. These officers are additionally reaching out to other platoons to identify leaders who can help train their fellow officers on bike theft recovery and the 529 Garage app.

The 529 Garage app was introduced in 2019 in partnership with the OPS, Bike Ottawa and Safer Roads Ottawa. It is easy to use, you simply download it to your smartphone and take a few photos of your bike and register your serial number.

For more information on the app and how to complete registration, please visit [ottawapolice.ca/endbiketheft](https://ottawapolice.ca/endbiketheft).

# Elder Abuse

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With restricted social interaction last year, the Ottawa Police Service (OPS) looked for ways to reach out to senior residents of our city impacted by ongoing periods of isolation.

To enhance our collective duty of care to those who might be struggling due to the restrictions, residents were urged to check in on this vulnerable population, whether by phone or video chat, to ensure they were doing well both physically and mentally. And seniors were reminded to dial 211 — for help getting groceries, medication, health-care services or social services.

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 2020 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.

With the province focusing on reforms to long-term care homes in the wake of the devastating number of deaths within those homes, the OPS urged residents concerned for loved ones to check in with the Director of Care at each independent facility to answer any questions and keep updated on their health and wellness.

Residents were also urged to report any incidents of elder abuse by contacting our Police Reporting Unit or calling the Elder Abuse information line when they had questions. Elder abuse is defined as any act or gesture that harms or threatens to harm an older person (65 or older). Abuse is any single or repeated act, threat, lack of appropriate action compromising the safety or well-being of an older person. It includes physical, sexual, financial and psychological abuse as well as neglect.

# Hate Crime

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The global COVID 19 pandemic created a community safety and well-being crisis. Those public health challenges are not just about physical health, but mental and social well-being too. As frustration mounted with the duration of the pandemic and restrictive measures to curb community transmission, there has been growing reports of intolerance and unacceptable behaviour by individuals towards specific communities.



The Ottawa Police Service (OPS) saw a rise in the number of reports being filed. We know the incidents reported to police do not capture the full extent of the problem and our Hate Crime Unit (HCU) has worked closely with the community in response to reports of any hate- and bias-motivated incidents. This includes multi-language outreach to the city's diverse populations, including the Asian community during the ongoing COVID 19 pandemic.

In 2020, the OPS reintroduced its HCU, assigning a dedicated team of officers to triage incoming complaints, working in coordination with the Crown Attorney's office. Additionally, the Service opened up its online reporting tool to allow reporting to be completed by third party complainants.

In 2020 the OPS adjusted its approach to responding to, and investigating, hate and bias crime incidents. We recognize the impact of these types of incidents

extends well beyond a single individual. When one member is victimized, it has a ripple effect on entire communities and neighbourhoods. The OPS Diversity and Race Relations (DRR) works closely with the HCU to ensure supports are in place for all community members, including the ability to report an incident as a third party. Together we are increasing our duty of care and enhancing public trust, by improving support systems to help those impacted.

In 2021, the HCU released its semi-annual statistics, showing a 32.9 percent increase in hate crime reports from the start of the new year. Of the 105 reports filed, 73 were determined to be hate-motivated, representing a 25.9 percent increase from 2020. The most serious violations included mischief to property, threats and assault with a weapon. Groups that were most targeted were Black, Jewish, LGBTQ+, Arab and west Asian.

In response to community concerns, the OPS has worked with agencies like the United Coalition for All and our Community Equity Council, to release five-years of hate and bias crime data through the City of Ottawa Open Ottawa and Neighbourhood Study.ca. While this data only represents incidents reported to police, it provides the community with access to detailed information on hate crime type, motivation, reported date and time, criminal violation, clearance status (solved/ unsolved). To protect personal privacy the data has been aggregated by neighbourhood and Statistics Canada Census Tract (CT). Our hope is to facilitate community-based problem solving through the use of data and help to develop innovative solutions to increase reporting, with the help of the community, so that we can address this growing community concern.

# Professional Standards

	Total Number of Complaints Received	Complaints (Conduct) Received from the Public	Conduct Complaints Resulting in Discipline	Complaints Resolved Within Year
2019	442	214	59	223
2020	485 	272 	85 	404 

The Ottawa Police Service values the trust placed in them by all members of the community, and seeks to demonstrate a high level of duty of care when conducting operations. As such, the OPS takes the investigation of complaints very seriously, fully understanding the impact that police conduct and policies can have on members of our community. We emphasize the value of providing courteous, respectful and effective service to Ottawa residents.

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. As delegated by the Chief of Police, our Professional Standards Unit (PSU) has the authority to investigate and facilitate the resolution of internally generated complaints (Chief’s Complaints) and public complaints generated through the Office of the Independent Police Review Director (OIPRD).

The PSU has taken an active role in resolving complaints using mediation, facilitated discussions, educating involved parties, refresher training and

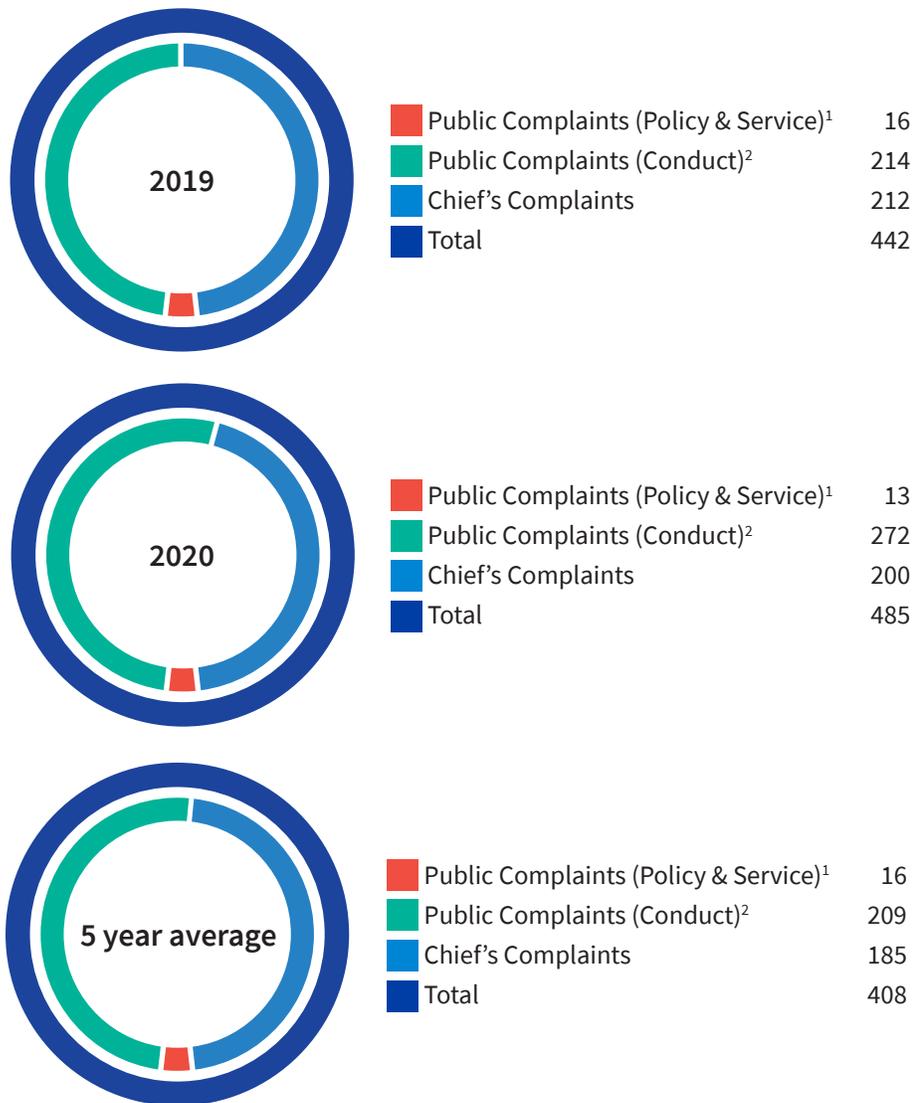
policy reviews. This allows for better dialogue between complainants, officers and supervisors and promotes a quicker alternative to resolving issues that arise in the course of daily operations.

In total 485 Public and Chief’s Complaints were received in 2020. This represents a 10 percent increase from 2019 and is above the five-year average. Chief’s Complaints declined by 6 percent last year, while public complaints grew by 27 percent (driven by conduct, excessive use of force, neglect of duty). This growth in public complaints, particularly conduct complaints, drove this overall 10 percent increase from 2019.

In cases where a public complaint is not withdrawn, the Director of the OIPRD ultimately makes the decision to investigate complaints or screen complaints out. In cases where an investigation is considered necessary, the Director of the OIPRD will refer the complaint to the designated professional standards unit of the police service, or retain the complaint based on several factors, including:

- The effect of a decision to deal or not to deal with a complaint on public confidence in the accountability and integrity of the complaints system,
- The number of complainants involved,
- The seriousness of the complaint, including the seriousness of the harm alleged,
- Whether the complaint relates to an incident or event that has already been the subject of an earlier complaint,
- Whether there are issues of systemic importance or broader public interest at stake,
- The likelihood of interfering with or compromising other proceedings,
- Whether another venue, body or law can more appropriately address the substance of the complaint.

## Complaints received, 2019-2020



With 60% of all complaints generated by members of the public (285):

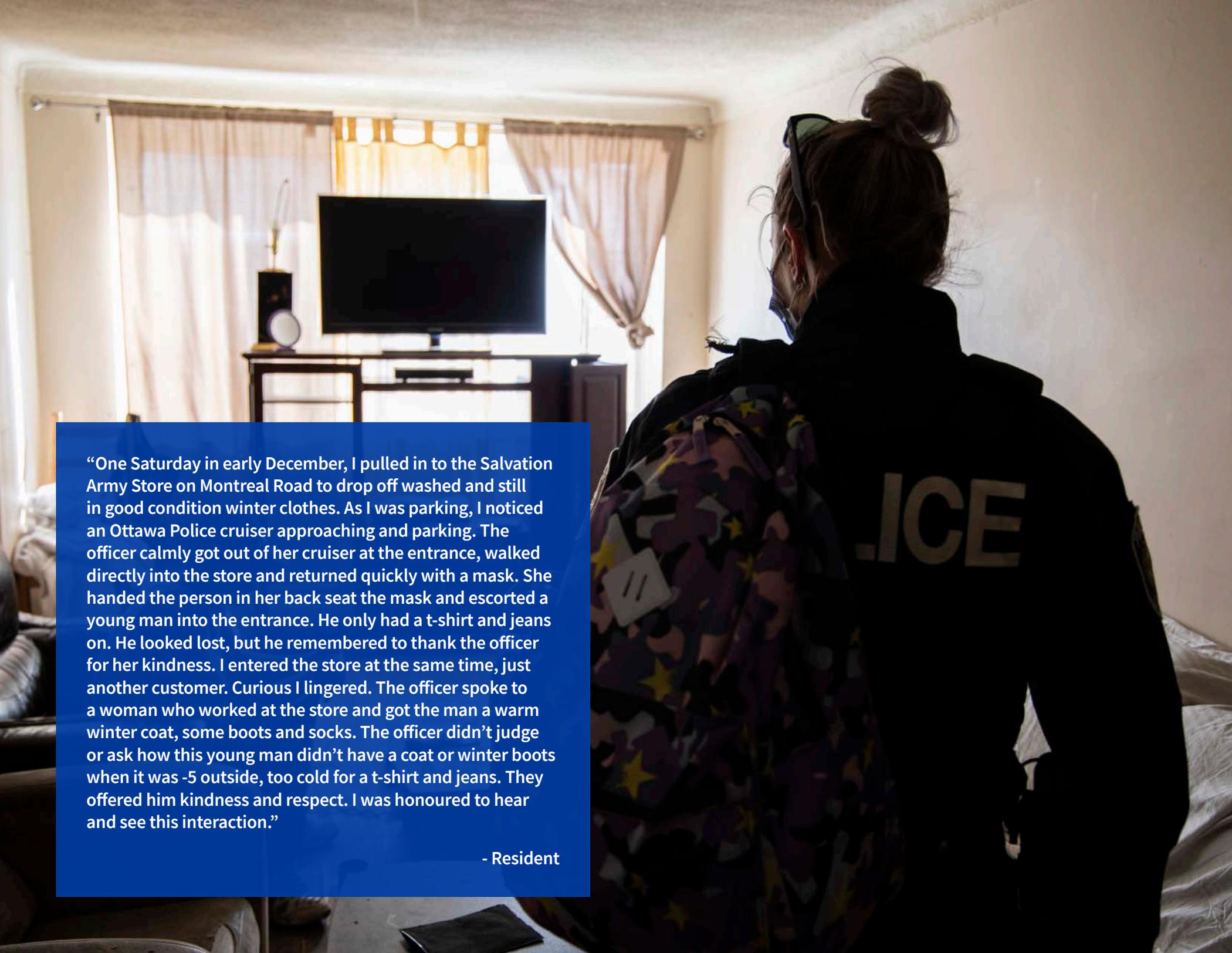
- 13 were classified as of a policy / service nature.
- 162 complaints were dismissed by the OIPRD on the basis they were determined to be frivolous, vexatious, over the six months limitation, or warranted no further action as they were not in the best interest of the public to proceed.
- Six complaints were withdrawn by the public complainant prior to the complaint being screened by the OIPRD.
- 104 complaints were referred for investigation (40 withdrawn by complainant, one resulted in informal discipline, seven were resolved through informal resolution, one complaint was closed as no further action as respondent officer resigned, 24 unsubstantiated and 31 complaints remained outstanding).

By the end of 2020, there was one public conduct complaint that resulted in informal discipline, while five Chief's Complaints resulted in a disciplinary hearing and 79 resulted in informal discipline. Of the 79 Chief Complaint's that resulted in informal discipline, 68 were the result of red-light camera infractions and eight were the result of at-fault service motor vehicle collisions. The final three Internal (Chief's) Complaints that resulted in informal discipline in 2020 were the result of other forms of misconduct.

Further information on all PSU activities and how to make a complaint can be accessed at [ottawapolice.ca](http://ottawapolice.ca)

<sup>1</sup> 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.

<sup>2</sup> Conduct complaints are made in response to behaviour of a police officer.



“One Saturday in early December, I pulled in to the Salvation Army Store on Montreal Road to drop off washed and still in good condition winter clothes. As I was parking, I noticed an Ottawa Police cruiser approaching and parking. The officer calmly got out of her cruiser at the entrance, walked directly into the store and returned quickly with a mask. She handed the person in her back seat the mask and escorted a young man into the entrance. He only had a t-shirt and jeans on. He looked lost, but he remembered to thank the officer for her kindness. I entered the store at the same time, just another customer. Curious I lingered. The officer spoke to a woman who worked at the store and got the man a warm winter coat, some boots and socks. The officer didn’t judge or ask how this young man didn’t have a coat or winter boots when it was -5 outside, too cold for a t-shirt and jeans. They offered him kindness and respect. I was honoured to hear and see this interaction.”

- Resident



“ My daughter and my four grandchildren live in community housing. Constable Ricardo Menendez previously patrolled this area. During his time there Cst. Menendez went out of his way to make himself known, offer his assistance, and demonstrate that policing, when done appropriately is not something to be feared but appreciated. Cst. Menendez has gone out of his way to help my daughter feel more secure within the environment in which she finds herself. More importantly he has struck up relationships, within the bounds of community policing, with my grandchildren. Because of his actions my grandchildren don’t fear police and I believe he’s influenced their attitudes in a positive way. Their attitudes are important. Where they live they will be subjected to numerous negative influences and it’s good to know they won’t be reluctant to seek assistance from police. In my view he represents what policing should be and his efforts have helped my family and positively influenced my own negative attitudes towards police.”

- Resident