

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

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Submitted by / Soumis par:

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SUBJECT: OTTAWA POLICE SERVICE ANNUAL REPORT: 2019

OBJET: RAPPORT ANNUEL DU SERVICE DE POLICE D'OTTAWA : 2019

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receive this report and online version for information.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa prenne connaissance du présent rapport et de la version en ligne à titre d'information.

BACKGROUND

Ontario Regulation 3/99, section 31 requires that every Chief of police prepare an annual report for the Board relating the activities of the Police Service during the previous fiscal year, including information on:

- Its performance objectives, indicators and results;
- Public complaints; and
- The actual cost of police services. O. Reg. 3/99, s. 31.

Adequacy Standard AI-011, as well as the Ottawa Police Services Board (OPSB) Policy AI-011 "Framework for Annual Reporting" reflects these requirements and provides

additional detail regarding the provision of results achieved during the previous fiscal year relating to specific topics.

The Police Services Board's Protocol for Sharing Information with Council (GA-6) requires that copies of this Annual Report be provided to the City Clerk and made available to the public no later than June 30th of each year. Section 2.c) of the Board's policy number BC-2 Monitoring Requirements confirms this obligation. Due to the COVID-19 pandemic, the Annual Report was delayed by one month.

DISCUSSION

The 2019 Ottawa Police Service (OPS) Annual Report outlines the important groundwork, with the relevant statistics and analysis that has been done in the past year. This work has enabled the organization to take meaningful strides towards improving policing services and responding to community needs.

The Annual Report provides information on the police services commitment to continuous improvement and organizational change guided by the OPSB Strategic Plan. The information highlights key accomplishments that demonstrate progress towards ensure that we are able to effectively, equitably and ethically serve all people in our city while providing a healthy, safe and rewarding workplace for our members.

In 2019, the OPSB and the OPS embarked on a series of major efforts that are the foundation for a renewed organization and increased service delivery capacity. That hard work afforded us the ability to start shaping policies, programs and partnerships that are going to be a sea-change for the organization moving forward.

Highlights:

Advancing Community Policing:

In the summer of 2019, the OPS launched its new Neighborhood Policing Program in support of the Board's "Community Policing" priority. This was the deployment of the first Neighborhood Resource Teams (NRTs) in areas of the city experiencing higher calls for service, criminality and social disorder. The NRTs include foot patrol officers, school resource officers, community police officers and traffic service officers working in cooperation and coordination with other City services and local community leaders to create a more holistic and tailored approach to resolving issues relating to each specific neighbourhood. The NRTs will be the main point of intersection with the City's "Community Safety & Well Being" (CSWB) plan. The CSWB is new legislation in the *Police Service Act* of Ontario that requires every municipal government to design, implement and evaluate a community safety and well-being plan that brings together the police, education, health, social services, the not-for-profit sector, representatives of our

demographic communities. The CSWB will enable a new integrated service delivery model that better assesses and addresses human needs from birth to death: that seeks first to do no harm, operating under a public health/harm reduction model.

Supporting our Members:

During the 2019 City Budget process, the OPS secured funds for major investments in to advance the Board's Health and Wellness priority for all OPS members. This included a \$4.2 million in investment in Wellness programming including peer support, specialized health programming, unlimited access to professional psychological services and resiliency training. While that spending will continue, we have also begun to review those services to ensure that we are meeting the needs of members, keeping pace with best practices and identifying new opportunities to get our members the supports they deserve. This will enable our members to deliver more effective and productive service to the community.

Equity, Diversity & Inclusion:

In the fall of 2019, the OPS moved forward with the Board's Equity, Diversity & Inclusion (EDI) priority when we received and actioned the Diversity Audit and the Traffic Stop Race Data Collection Project. This was discussed in detail at the Human Rights Learning Forum (HRLF) that we hosted with some of the City's most engaged and active residents who care about the future of this city as well as the OPS. We used the feedback from the community to build the framework of what would become the OPS' EDI Action Plan in 2020.

Statistical Highlights:

The release of the Annual Report also provides a comprehensive look at key crime, call and traffic statistics for the City of Ottawa and City Wards (23). The Crime Trends Reports include measures on the rate, severity, volume, and clearance of criminal offences. It also includes information on the volume of calls for service by priority level (1-7) and by response type.

- With approximately 43,000 reported Criminal Code of Canada offences (excluding traffic) in the City of Ottawa, the level of reported crime increased by ten percent last year.
- The clearance rate for total Criminal Code offences (excluding traffic) fell by one percentage point in 2019, with 34% of all cases cleared by charge or cleared otherwise.

- Ottawa's Crime Severity Index (CSI) rose by 6 percent last year to 57 points – the Violent Crime CSI increased by 3 percent to 67 points; while the Non-Violent crime CSI increased by 8 percent to 54 points.
- The volume of reported Violent Crime in Ottawa increased by 10 percent, driven by a growing number of threats uttered to a person (+25%), robberies (+19%), and assaults (+9%).
- There were 13 homicides in the City of Ottawa, down 2 from the previous year.
- The number of shootings was line with historical results, with just over 70 incidents last year.
- Ottawa Police members seized nearly 90 crime guns in 2019 as a result of investigative and proactive work to address street violence in our community.
- Non-violent crimes (Property Crime) in Ottawa also rose by 10 percent last year, driven primarily by theft under \$5,000 (+13%) and fraud (+20%).
- With the growing number of thefts, OPS members worked closely with partners to host a Retail Theft Conference to identify strategies to address this growing problem.
- Despite the increase in property offences, the number of breaks and enters citywide declined by nine percent, with 32 percent of all cases cleared (An 8 percent improvement).
- Of 709,000 calls received in 2019, 345,800 were entered into the OPS dispatch system, with 71 percent requiring an on-scene police presence. This is in line with results from the prior year.
- With a 10% increase, police officers generated over 90,000 calls in 2019 through on-view or proactive work to address crimes in progress, community wellbeing or safety concerns.

The Annual Report is available online at www.ottawapolice.ca

Distribution / Release

Following Board approval, the OPS will be promoting and distributing the information in the annual report through a variety of means.

- A news release will be issued along with sharing on OPS social media sites;
- Community partners such as Community Equity Council, GLBT and YAC will be advised of its release;

- The report will be promoted and distributed through City Councillors and Internal networks (CPC Officers, Diversity and Race Relations, School Resource Officers, Victims Crisis Unit).
- The online web-based version is designed so that the entire site or individual articles can be viewed.

FINANCIAL IMPLICATIONS

The 2019 OPS Annual Report is presented through a digital web-based platform. Production costs associated with the annual report are included in the OPS' annual operating budget.

SUPPORTING DOCUMENTATION

Document 1: View the complete 2019 Annual Report at ottawapolice.ca/2019AR

Document 2: Section 5 2019 Annual Report (EN/FR)

Document 3: 2018-2019 Crime Trends: City of Ottawa

Document 4: 2018-2019 Crime Trends: Wards

CONCLUSION

The Members of the OPS are committed to the safety, security and wellbeing of all residents and visitors of the Nation's Capital. The 2019 Annual Report highlights the excellent work our members do in partnership with our communities, preventing and investigating crime, and addressing issues raised by residents.

Through our work in late 2019 to identify opportunities that will accelerate the Board's modernization priority, we have accomplished a great deal already in 2020. Some highlights of the work-to-date include:

- **January** – the Board approved an Accelerated Hiring Plan to increase the quality, capacity and diversity of the OPS' workforce;
- **February** – the Board approved an EDI Action Plan to plan to fully and effectively implement previous report recommendations;
- **March** – the Board partnered with the OPS on an initiative to reduce sexual violence and harassment in the workplace, to speed up internal resolution of complaints and to establish appropriate procedures for preventing and reducing harm;
- **April** – the OPS launched its Respect, Values and Inclusion Directorate, composed of the EDI section and the Respect, Ethics and Values section, to help

improve in areas of workplace harassment, discrimination, human rights issues, ethics, diversity and inclusion; and

- **May** – the OPS deployed its fourth NRT in the ByWard Market to develop and maintain effective relationships, and collaborate with community leaders to identify and address issues of criminality and social disorder in Lowertown, Sandy Hill and the ByWard Market.

We accomplished these major advancements despite numerous unprecedented crises involving public health and public trust, along with massive social, political and economic disruptions. These crises have demonstrated the resilience of the OPS to adapt and change. It has also created a burning platform to accelerate the priorities of the Board and the Service; to address individual bias, workplace harassment, systemic racism while improving equity, diversity and inclusion; to improve how we deliver services while respecting and protecting our most marginalized, disenfranchised and disaffected communities; to implement neighbourhood policing while improving integrated service delivery the CSWB plan; to demonstrate a higher return on value for taxpayer dollars while properly investing in our members' health, safety and wellness

Together we will continue to work hard to provide our citizens with the best police service possible.