

# 2018

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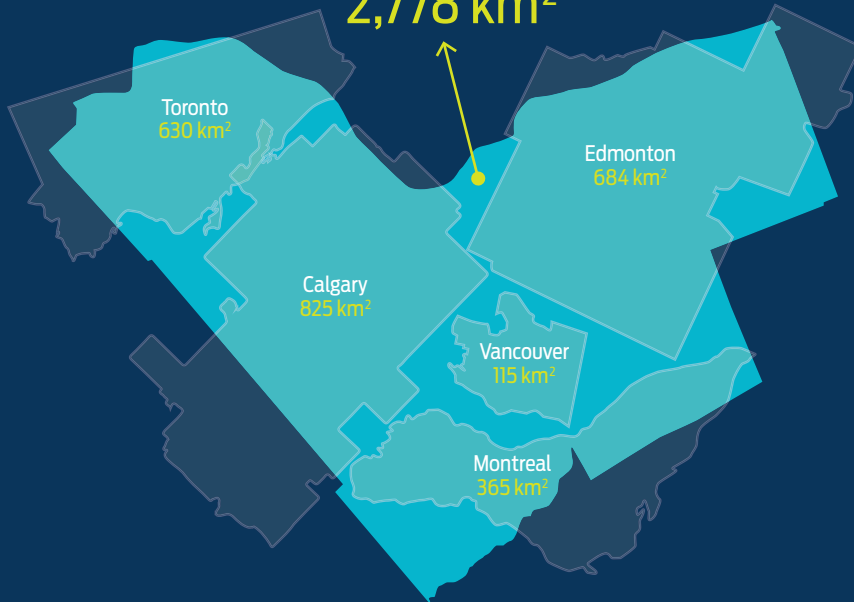
# ANNUAL REPORT



[ottawapolice.ca](http://ottawapolice.ca)

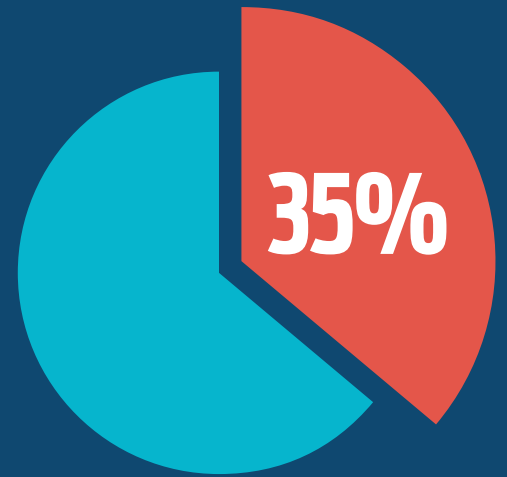
## City of Ottawa

2,778 km<sup>2</sup>

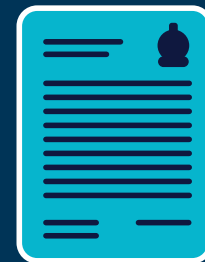


Total km<sup>2</sup> of Toronto, Calgary, Edmonton, Vancouver and Montreal = 2,619 km<sup>2</sup>

In 2018, our clearance rate of Criminal Code of Canada Offences (excluding traffic) was **35%**.



# Policing in Ottawa 2018



Number of reports taken  
**100,000**

On average it took  
**7.3 MINUTES**  
to arrive on scene at an emergency call.



**94%**  
of Priority 1 calls  
were responded to  
within 15 minutes.



Cost of policing  
**\$300.5 M**

**235,000 calls** required a mobile  
police response.

**5,055 tips** received through  
Crime Stoppers.

**# of Violations Causing Death\*** **17**

\* Includes murder 1<sup>st</sup> degree, murder 2<sup>nd</sup> degree, manslaughter, infanticide, criminal negligence causing death, and other related offences causing death.

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SECTION 1.  
WELCOME

# MESSAGE FROM THE CHAIR: OTTAWA POLICE SERVICES BOARD, COUNCILLOR DIANE DEANS

On behalf of the Ottawa Police Services Board, I am pleased to introduce the 2018 Annual Report of the Ottawa Police Service (OPS).

Having only joined the Board myself in December of 2018, I quickly learned how much had occurred over the previous year as I worked to get up to speed on some of the ongoing, key initiatives such as: the Modernization Roadmap; the Facility Strategic Plan; the Wellness Strategy; the Diversity Audit; the Gender Audit; pending changes to the Police Services Act; cannabis legalization; changes to community outreach and recruitment; strategic planning; and more.

The Board is very pleased with the many accomplishments made by the Service over the year which not only includes the initiatives named above but also the day-to-day work performed by the sworn and civilian members to keep our city safe. We also recognize that we have some key opportunities in the year ahead to further improve our service to the Ottawa community.

Throughout 2018, the Board worked to fulfill its obligations under the Police Services Act of ensuring adequate and effective police services and providing good governance and strategic direction for the Police Service.

The Board bid farewell to Member Nicholson in September of 2018 as his provincial appointment came to an end. In light of the municipal election and the shuffle that occurred on various City boards and committees, we also said goodbye to the previous Chair, Councillor Eli El-Chantiry who held the position for an impressive 15 years, as well as Councillor Allan Hubley, and Councillor Tim Tierney. Taking



their places on the Board were Councillors Keith Egli, Carol Anne Meehan, and myself, as your new Chair. Also on the Board are Andrea Blaustein, Daljit Nirman (who joined the Board in February of 2019 as a provincial appointee), L.A. (Sandy) Smallwood, and Suzanne Valiquet. I want to sincerely thank both past and present members of the Board for their commitment and contributions.

As I look back on 2018 and ahead at the years to come, what strikes me is the constant change and evolution that continues to take place in policing, both locally, provincially, and across the country. However I take comfort in one constant and that is the dedication, compassion, and professionalism, of the women and men, both sworn and civilian, who work tirelessly to ensure Ottawa remains one of the safest cities.

Sincerely,

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

# MESSAGE FROM THE INTERIM CHIEF OF POLICE

The Ottawa Police Service's (OPS) annual report tells our story.

OPS members work hard each and every day and deliver good service to the residents of Ottawa and we do so with pride, dedication and professionalism. This report gives you a glimpse into the people, the projects and the challenges of police work.

We continue to face the same issues that other police services across the country are facing: increased incidents of gun violence, contending with new cannabis legislation, and the ongoing opioid epidemic. In 2018, we began the process of introducing some new initiatives that would help to counter these issues.

The Service began revisiting its community policing model in 2018 introducing new neighbourhood-focused initiatives like a Bikes and Beats Unit, as well as neighbourhood policing teams. Both units are highly deployable to high-traffic areas that have seen increased incidents of criminality.

Our new Prevention and Intervention of Violence in Ottawa (PIVOT) unit was launched last summer, which serves as a social arm of our Guns and Gangs (G&G) unit. It leverages the same enforcement and suppression measures as G&G, but it also engages with the community to increase neighbourhood cohesion through prevention and intervention initiatives. While we saw an increase in the number of shootings from 75 in 2017 to 78, our homicide rates fell to 16 from the alarming numbers we saw in 2016. In 2019, we are seeing a 30% decrease in the number of shootings, and I believe it's because we have implemented solid plans to address this type of criminality.

They will be expanded and developed into 2019.



Here are some highlights from the 2018 report:

- Here are some highlights from the report:
- With approximately 38,900 reported Criminal Code of Canada offences (excluding traffic) in the City of Ottawa, the level of reported crime increased by 13 percent last year.
- The clearance rate for total Criminal Code offences (excluding traffic) fell slightly in 2018 with 35% of all cases cleared by charge or cleared otherwise.
- Ottawa's Crime Severity Index (CSI) rose by eight percent last year to 54 - the Violent CSI increased by seven percent to 64; while the Non-Violent CSI increased by nine percent to 50.
- The volume of reported non-violent crime in Ottawa increased by 14 percent last year. Theft under \$5,000 increased by 18 percent in 2018; Fraud increased by 13 percent; while Break and Enter increased by 12 percent.
- The volume of reported Violent Crime in Ottawa grew by 10 percent in 2018. This was driven by a rise in Sexual Violations, Robbery,

and Assaults resulting from internal process changes, greater public awareness and improved access to reporting online.

- Of 691,000 calls received in 2018, over 322,800 were entered into the OPS dispatch system, with 73 percent (234,900) requiring an on-scene police presence. This is in line with results from the prior year.

## **New Procedures**

In 2017, new procedures were put into place for how the OPS triages high-frequency, low-risk calls where there is low solvability (no evidence or suspect, no immediate danger or witnesses). These incidents are reported as criminal offences, which impacts the organization's clearance rates.

While this impacts our statistics, I am encouraged by the increased numbers of reports being filed by residents of this city. Our statistics show that Ottawa residents are amongst the most likely in Canada to report crimes to police. It means you trust us to help you when you need it most. We take that responsibility very seriously, and will continue, with your help, to resolve those issues impacting our communities.

In October of 2018, police services across the country had to develop new safety protocols after the introduction of the federal Cannabis Act. At the OPS, we led the country in these efforts, investing in educational measures city-wide that included information sessions with local schools to debunk myths around the drug, as well as increasing the number of officers specially trained to assess drug impaired driving.

And last year, we launched our new Outreach and Recruiting (O&R) initiative that partnered potential new recruits with our officers to mentor them in their goal of becoming a member of the OPS. Over the next five years the OPS will need to hire up to 500 new officers in order to meet demands for service. The goal is to ensure that our organization reflects the community it serves through Equity, Diversity and Inclusion principles.

But it's important that we work together to solve these community problems. We are only effective as an organization with your help and the help of our partners. Together we can make the changes that will help to maintain safe and healthy communities.

**Interim Chief, Steve Bell**

Ottawa Police Service



**SECTION 2.**  
**OUR PEOPLE**

POLICE LINE DO NOT CROSS  
LIGNE DE POLICE NE PAS TRAVERSER



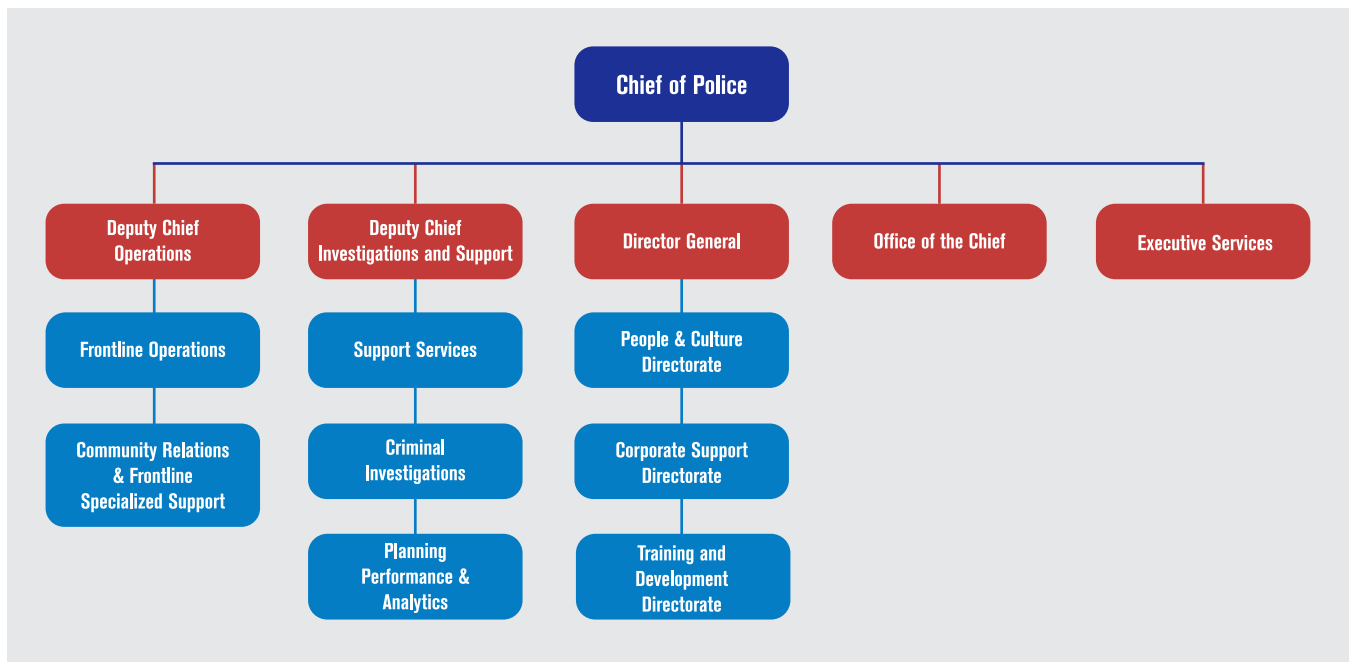


# 2018 STAFF COMPLEMENT<sup>1</sup>

Directorate	Sworn	Civilian	Total
Office of the Chief + Executive Services	17	25	42
Corporate Support/Corporate Accounts	46	189.5	235.5
Training and Development Directorate	64	9	73
People and Culture Directorate	2	20	22
Support Services Directorate	51	269.8	320.8
Planning, Performance & Analytics	2	31	33
Criminal Investigative Directorate (CID)	353	45.5	398.5
Community Relations and Frontline Specialized Support	149	9.8	158.8
Frontline Operations	715	7	722
<b>Grand Total</b>	<b>1399</b>	<b>606.6</b>	<b>2005.6</b>

<sup>1</sup>Taken from the 2018 OPS Draft Budget

## ORGANIZATION CHART





## DEPUTY CHIEF JASWAL

In January 2018, the OPS was pleased to announce the appointment by the OPSB of Uday Singh Jaswal to the role of Deputy Chief.

Jaswal had served for 21 years with the OPS in various capacities, rising to the rank of Superintendent, before leaving to become the Deputy Chief of the Durham Regional Police Service.

Then-OPSB Chair Eli El-Chantiry cited Jaswal as the best candidate for a job that required a highly experienced, respected and effective law enforcement leader.

Deputy Chief Jaswal has several advanced degrees and certifications, including a Masters of Public Administration degree from Queens University, and Canadian certification in Risk Management. He lectures, regularly, at the Canadian Police College as well as with the National Police Academy of the Indian Police Service.

He is a devoted community builder, and has become the executive sponsor of Equity, Diversity and Inclusion initiatives within the OPS.

## OUTREACH & RECRUITING

A new approach to recruiting is gaining some positive results.

In July 2018, under the direction of Sergeant Maria Keen, the OPS formally created a new Outreach and Recruiting Team (ORT), that would focus on repopulating the Service as it struggled with an increased demand for service from the city's residents, and a loss of staffing numbers through attrition.

It was an important change.

Over the next five years, the OPS has been directed to fill 500 sworn positions within its ranks, and the ORT's mandate was to ensure that those new recruits better-reflect the diversity of the city they served and protected.

Additional special information sessions were set up for female-only, LGBTQ-focused, and in-person visits with racialized community associations, to encourage under-represented members of those groups to apply to become an officer.

ORT members became active on social media, helping to educate the public on what it takes to be a great officer. Some out-of-the-box thinking included a virtual ride-along, Q&A sessions online, as well as other forms of engagement. Other services, from as far away as Tennessee, have inquired about how to do similar engagement initiatives.

Five months after its creation, the ORT has identified just over 500 individuals who might become tomorrow's officers. Eighty of those identified are currently through the first stages of the hiring process.

Additionally, the ORT has introduced a new mentorship program, where applicants are given one-on-one support from the team on how to apply and prepare for the selection process; making them more competitive and giving them a better chance of success.



IN 2018, THE OUTREACH AND RECRUITMENT TEAM ATTENDED KEY EVENTS AROUND THE CITY IN ITS EFFORTS TO FIND SUITABLE CANDIDATES.

2018-AUG-10	REDBLACKS GAME
2018-AUG-10	GREEKFEST
2018-AUG-18	FESTIVAL SALVADORENO
2018-AUG-19	TRIBAGO DAY AND SOUTH ASIAN FESTIVAL
2018-AUG-21	EID FESTIVAL AT EY CENTRE
2018-SEP-07	OTTAWA FURY FC GAME
2018-SEP-08	SNMC MOSQUE CAREER FAIR
2018-OCT-13	9RUNRUN
2018-OCT-17	ST. LAWRENCE COLLEGE CAREER FAIR
2018-OCT-18	ERIC CZAPNIK SOCCER TOURNAMENT
2018-OCT-23	OTTAWA SENS GAME
2018-NOV-08	OTTAWA SENS GAME
2018-NOV-15	CAREERS IN CRIMINOLOGY & LAW FAIR
2018-NOV-21	OTTAWA UNIVERSITY INFORMATION SESSION
2018-NOV-22	ALGONQUIN COLLEGE – PERTH CAMPUS CAREER FAIR
2018-DEC-15	CROSSFIT NCR INFORMATION SESSION





## DEVELOPMENT FOR SWORN OFFICERS

In addition to external efforts to recruit new officers, processes were put into place to help augment and support the career ambitions of OPS officers.

It started with the introduction of a new Training and Development Directorate. This new directorate was created to better-serve members to help them reach their career goals and would now be managed by a new Inspector's position reporting directly to a Superintendent.

The team rolled out the second phase of Developmental Rotations – a process that provides opportunities for those at a constable level to gain valuable experience in different investigative capacities for a period of nine months. Applicants could apply to work in sections like Guns and Gangs, Criminal Investigations, Fraud and other areas of the OPS. By developing these new skillsets, it is anticipated that this would help those officers meet their career goals.

Additionally, the Sworn Staffing Career Management Project (SSCMP) was introduced to provide greater transparency and accountability for any promotional process within the OPS, and ensure that any transfer would not leave any one area of the OPS understaffed. Senior Officers would now be responsible for reviewing all movement of sworn members within their section and creating succession plans accordingly. This was more than just putting people into positions, but also looking at staffing projections and understanding the role of each member in terms of seniority and equity. Any plans for member movement, determined by OPS Inspectors, requires the formal review and approval by the designated Superintendent. By sharing this information between sections and across the OPS, it will help with creating a more robust plan for staffing, as well as ensuring that the career goals of those members are supported.

## WELLNESS

In 2018, the OPS continued to invest in the health and wellness of its members in order to attain our goal of a healthy, resilient and engaged workforce.

Since personal and professional lives often impact one another, the OPS recognizes the need to create a more robust system of health and wellness through cultural change, education, recognition, resiliency and support from pre-hire to post-retire.

In July 2018, the OPS launched its Peer Support Program with an amazing group of 39 people affiliated to the OPS — including actively serving sworn and civilian members, family members and retirees — to support our members and their families.

Each Peer Supporter was carefully selected and underwent a week of training to bring their own personal experiences forward in the hopes of helping others who may be experiencing similar challenges.

The Peer Supporters have met anonymously with a number of people. The program continues to grow with more and more people reaching out to talk to someone for support.

But enhancing member wellness is a multi-pronged approach.

The OPS Real You Wellness Program is a health and wellness program for Ottawa Police employees and their families. The goal of the customized Program is to help participants enjoy a higher quality of life and reduce their risk of developing chronic diseases, with the support and expertise of a multidisciplinary health care team.

The Real You recently introduced a six-month condensed program which will help our members get started on a healthier path. The traditional 12-month Program, as well as the new condensed program, are open to all OPS members, including past participants. In addition, the immediate families of OPS members can register to participate in the Real You Program at their new Amani Health Centre, located at 1272 Wellington Street West.

While there are a number of programs in place to support our members and their families, and attitudes around wellness within the OPS are beginning to shift, there is still much work to be done in order to sustain a healthy culture for current and future employees.

We look forward to continuing this work to improve the quality of members' lives and to enhance their ability to do their job well.



## AWARDS TO OUR ORGANIZATION

Several of our OPS members were recognized for their expertise and dedication in 2018.



Acting Staff Sergeant Julie Mann was recognized by Ontario Women in Law Enforcement (OWLE) with the Leadership Award. This award recognizes exceptional professionalism in policing; including excellence at conflict resolution, demonstrated leadership, and a strong advocacy for colleagues to help them succeed in their own roles.



Sergeant John Kiss was honoured with the OACP Traffic Safety Award of Excellence for his dedication to furthering traffic safety initiatives. He has been instrumental in training our officers in Standardized Field Sobriety Tests (SFST) and has been an advocate for road safety his entire career.

Manager of Court Liaison services, Dawn Jordon, was recognized with the Ministry of the Attorney General's Prix Excelsior Award for Excellence in Teamwork. It is one of the longest running employee recognition programs in the Ontario Public Service. It recognizes above-and-beyond collaborative and customer service skills, as well as innovation and transformation. Dawn was instrumental in helping to develop a new e-Intake service that provided an electronic means of swearing to information. The concept, while still in development, will be the stepping stone to making more Court processes electronic.



Constable Lila Shibley was given the Police Professional Award at the Crime Prevention Ottawa award ceremony for her work in the community with the Newcomer Soccer League. Constable DeWayne Knight, who also won a Police Professional Award, was recognized for his work with youth impacted by street and gang violence.



In September, 13 members of our Communications (911) team were recognized for their outstanding dedication for more than 30 years of service. The Lifetime Achievement Platinum Award of Excellence was given to: Anne Marie Avon-Russo, Eva Burnett, Elizabeth Cochrane, Monique Garneau, Sylvie Juneau, Natalie Lacasse, Carole Lachance, Catherine Lacroix, Kathleen Laviolette, Joanne Lowry, Lise McMullen, Leslie Potter and Joanne Soltendieck, by the Ottawa Regional Contact Centre Association.



The Canadian Association of Chiefs of Police (CACP) and the Canadian Advanced Technology Alliance (CATA) gave Sergeant Cameron Graham the 2018 Excellence in the Prevention of Cybercrime (EPIC) award for his concentrated effort to identify an unknown suspect who had been cyberstalking and harassing four families in the Ottawa area for years. Project Winter included collaboration with the RCMP, Vancouver Police, London Metropolitan Police and the Ferndale Police Department. The suspect was located and charged with 27 criminal harassment offences, 69 counts of identity fraud, and 85 counts of defamatory libel related to victims in the United States, United Kingdom and Canada.





The OPS was pleased to announce that Sergeant Michael Lamothe was invested into the Order of Merit of the Police Forces. This honour recognizes an exceptional dedication to policing by fostering relationships among police forces in Canada, and throughout the world between police and community. Sgt. Lamothe is currently embedded with the Ottawa Police Association, but has demonstrated leadership in the High Risk Offender Management section, where he developed a training curriculum and seminars for frontline patrol officers to better cope with mental health crisis situations. The curriculum is now used as a template for other national policing organizations.

Constables David McKenzie, Amanda Budzinski and Anthony Carmo were recognized by Canada Post for their kindness and professionalism in response to a person in mental health crisis. The mother of the person in crisis works for Canada Post and the crown corporation created a stamp in honour of first-responders and unveiled it in September. It solicited its staff for stories about first-responders, and presented the plaque to the OPS officers, after hearing about their compassionate heroism to help someone in need.



Our Special Events Planning team was recognized with multiple awards in 2018. The first was the City Manager’s Award of Distinction for Constable Rebecca Vanderwater, Sergeants Darren Elder, Martin Groulx, Mark Nethercott, Staff Sergeant Kevin Kennedy, and Inspector Murray Knowles for their contribution with the city-wide Special Events Advisory Team (SEAT) in planning of more than 500 special events for Canada’s 150th birthday celebration. SEAT coordinated nine different city departments to ensure the safety and enjoyment of the more than 2.5 million attendees.

Additionally, the team was recognized internationally by winning the 2018 World Festival & Event City Award from the International Festivals and Events Association. Previous winners have included Sydney, Australia; London, England; Shanghai, China; and Reykjavik, Iceland.

# RESEARCH CONDUCTED BY OPS: PUBLIC OPINION, MEMBER ENGAGEMENT & MEMBER CENSUS

Three important research studies were recently conducted that will help inform the development of the next Strategic Plan for the Service as well as the OPS's Operational Priorities: Public Opinion research, the Member Engagement Survey, and the Member Census. These research studies are important because they identify areas for improvement, and tell us how we are doing as a police service in addressing the needs and expectations of both our members and our community, including becoming more reflective of the communities we serve.

## PUBLIC OPINION RESEARCH

The Ottawa Police Services Board (OPSB) and the OPS regularly gather input from Ottawa residents about their perceptions of safety and security, concerns about crime and disorder, their level of trust and satisfaction with OPS, and services priorities.

In 2018, the OPS introduced some changes to the methodology used to conduct Public Opinion Research in order to ensure we were hearing from as wide a range of residents as possible. A variety of methods were used, including a survey distributed to a random sample of residents as well as an online survey open to all residents, four community consultations (held earlier in the planning process than previous years), the distribution of Community Engagement Toolkits to gather input from community groups and stakeholders, and a social media scan.

This research told us that while the vast majority of residents continue to feel safe in their homes, there is a perception that crime is increasing in the City of Ottawa. The top crime and disorder concerns for the City and by neighbourhood are listed below, with driving-related concerns topping both lists:

## TOP CONCERNS CITY VS. NEIGHBOURHOOD

### TOP 5 CRIME/DISORDER CONCERNS



A significant majority of Ottawa residents – seven in ten – continue to be satisfied overall with the quality of service provided by the Ottawa Police and residents nearly unanimously reported feeling safe in their home and neighbourhood. However, there has been a drop in satisfaction since 2015. Residents also expressed concerns about the level of crime (particularly violent crime),

resource management, and a desire for more community policing, diversity in the workforce, and enhanced training in mental health and cultural diversity.

As well, two in three residents have a good level of trust in the Service; yet there has been a rise in residents who say their trust has declined over the last three years.

To address these concerns, we continue to make improvements to ensure we are meeting community needs and strengthening public trust.

## MEMBER ENGAGEMENT SURVEY

The OPS regularly collects input from members about their level of engagement, job satisfaction and the various drivers of engagement. The Member Engagement Survey conducted in the September 2018 gave important insight. While the overall level of engagement and job satisfaction have not changed since the last survey was conducted in 2015, there remains significant room for improvement.

The key areas for improvement that were identified as having the most impact on overall engagement relate to: 1) Professional Growth (perceptions of favouritism and inequality of training opportunities), 2) Executive Command (perceptions regarding values and differences between senior leaders), and 3) Organizational Performance (dissatisfaction regarding staffing levels and changes to the service delivery model, and perceptions of accountability/performance).

Our collective focus needs to be on reviewing the results and building on areas of success while addressing the issues raised to ensure that our members feel supported and engaged and able to provide the best service to our community.

## MEMBER CENSUS SURVEY

Finally, in order to get a more up-to-date sense of our workforce demographics, the OPS conducted a Member Census Survey in December 2017, which also included questions regarding perceptions of diversity and inclusion for the first time. We learned that although we have made some progress in some areas since we last conducted a Member Census in 2012, again, more needs to be done. The OPS workforce has become somewhat more diverse since the last Census survey, and there is strong representation of Indigenous, Latin/Hispanic, LGBTQ relative to their proportion of Ottawa's population.

However, despite recruitment efforts, there has not been any significant change in the proportion of female officers since OPS's last Census survey, and the OPS continues to be underrepresented with respect to Asian, Black, and Middle Eastern groups. As well, the Census survey results suggest that members perceive low levels of diversity and inclusion, and these perceptions are particularly prevalent amongst persons with a disability, females and racialized members.

These results suggest that OPS needs to continue to make concerted efforts to diversify our workforce and also strengthen trust in our membership through active application of equitable and inclusive policies, practices and decision making to ensure that all members feel included and fairly treated in their workplace.

# EXCEPTIONAL CALLS FOR SERVICE

## BEING IN THE RIGHT PLACE

### AT THE RIGHT TIME SAVES MAN'S LIFE

Some situations come down to simply being in the right place at the right time. On August 5, 2018, two Ottawa Police Service (OPS) Marine, Dive and Trails (MDT) Unit officers came across a man in the water. They stopped to check on his well-being, an act that saved his life.

Just like our roadways, the water in our city is regulated by Federal, Provincial and Municipal laws. That's why the OPS has officers patrolling the waterways as part of the MDT. They are responsible for the upper Ottawa River, lower Ottawa River and the Rideau River as far as Burritt's Rapids Lock.

Constable Walt Lushman has been an officer for 15 years, 12 of which have been with the MDT unit.

"Our mandate is to conduct education, awareness and enforcement on the water," said Cst. Lushman, who was keen to join the section because he grew up boating.

On the day in question, the officers were on the Rideau River near Kars boat launch promoting Operation Dry Water, an annual provincial safety campaign that creates awareness about sober boating.

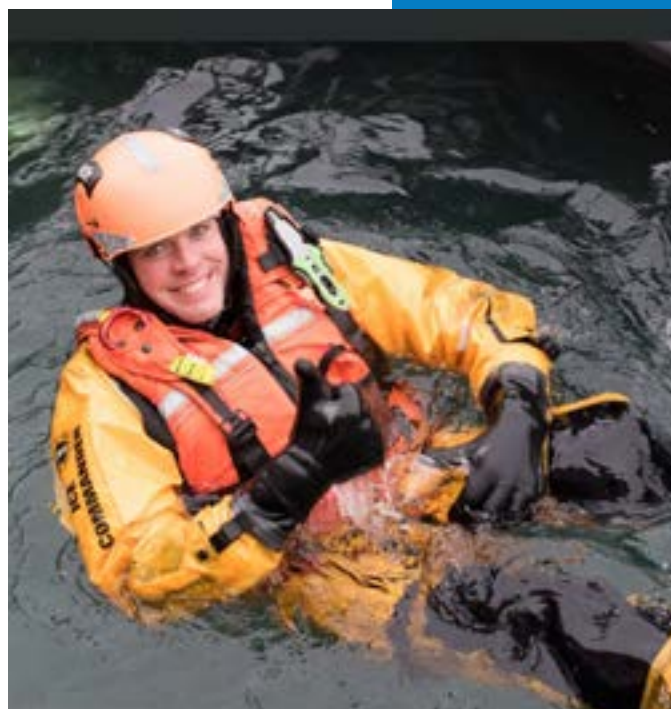
"It was a really hot, sunny afternoon on a long weekend, so there were a lot of boats on the water," said Constable Paul Baechler, a 10-year veteran of the OPS who joined the MDT unit in 2017.

It was about 4 p.m. when they encountered a kayak modified with an electric motor. It had taken on water and the officers could see a man in his 50s splashing beside it.

"We swung by to make sure he was okay, something we frequently do when we encounter boaters or swimmers," said Cst. Lushman. "I expected him to say he was fine, just having a swim to cool off."

But the man was not fine. His boat had been swamped by the wake of a passing vessel and he'd ended up in the water. The man was wearing a life jacket, but it had become defective with age.

"It's not enough to have safety equipment with you," said Cst. Baechler, "it needs to work, too. In this case, the jacket didn't properly fit and it was so old, the material was absorbing water."



The man was experiencing Instinctive Drowning Response, a reaction that occurs in humans when close to drowning. In this state, a person is unable to keep their mouth above water long enough to breathe properly or to shout. The lack of air prevents the victim from waving or any other maneuver to attract attention. Typically, this state lasts a minute or less, after which drowning occurs.

The officers pulled the man out of the water and into the patrol boat. Once he was able to breathe again, he recovered quickly, other than a minor cut on his hand resulting from the engine propeller when he first went into the water.

When the man could speak, he told his rescuers he had waved to other boaters for assistance, but, not realizing he was in danger, they had simply waved back and continued without stopping.

“Two things can be learned from this,” said Cst. Lushman. “A fun activity like swimming or boating can turn into a life-threatening situation very quickly, so always make sure your equipment can serve the purpose it is meant to do. The other is, take a few moments to check on your fellow water users. In this case, someone was in such distress; they couldn’t call for help when they needed it.”

When they dropped the man off at the launch, along with his kayak, he gave them a big hug.

“I think we did what anyone would have done, had they been aware of the situation,” said Cst. Baechler, “but I’m glad we were there to help.”



## CANINE TEAM LOCATES SUSPECTS

Sergeant Mark MacMillan has been a police officer for 27 years, working in the Canine Unit for the past several years.

“Dogs have great noses,” said Sgt. MacMillan, “enabling them to track scents or sniff out narcotics and explosives.”

The section looks for breeds that are genetically predisposed for tracking, like shepherds, who can focus and won’t be easily distracted.

“Dogs who have a ‘high-ball’ drive, where they want to retrieve the ball, and those who respond to food rewards are the best candidates,” he said.

On average, a dog is in service with the section for nine years. The commitment for the handler is a little longer. It’s not unusual for an officer to cycle through two dogs during their career in the Canine Unit.

On September 1, 2018, Sgt. MacMillan had just finished a RIDE program when he received a report of shots fired on Bank Street near Hunt Club and three men fleeing the scene in a vehicle.

“No one was injured. I was nearby and I positioned myself at Hunt Club and Lorry Greenburg, taking a chance they would come my way and a vehicle matching the description provided drove by.”

Sgt. MacMillan followed, not alerting them to his presence as he waited for back up to arrive. When he did activate his lights, the suspect vehicle sped away and Sgt. MacMillan engaged in a pursuit.

The vehicle got away and patrol cars flooded the area to search for them. The vehicle was located, abandoned, about a kilometre away.

“Now we had something the dog could use to trace the suspects,” said Sgt. MacMillan. He called in one of his officers, Cst. Brett Chisholm and his partner of three years, Riso.

Sometimes, there’s a bit of luck in tracking too.

“As I attended the area, I saw two males running past,” said Cst. Chisholm, “so I started a track from there.”

Riso led Cst. Chisholm through several backyards when they came across some clothing discarded by the suspects. “This was actually very helpful to us,” said Cst. Chisholm, “and unfortunate for the suspects.”

The suspects were located a few minutes later in a car.

“There are always a lot of variables when we are looking for suspects,” said Sgt. MacMillan. “The biggest factor is probably how familiar the area is to them. If they know where to go and where they can hide or if they have access to a home in the area, that makes things harder for us.”

Sgt. MacMillan attributes the arrests to great teamwork, communications and the use of the Canine Unit. “If it wasn’t for the dog and the handler, we wouldn’t have found them.”



## OFFICER’S EXPERIENCE AS A FATHER ENABLES HIM TO PROVIDE EMERGENCY CARE TO SURPRISE BABY

Constable Matthew Cook has been an officer with the Ottawa Police Service for four years. On patrol, he’s been in a lot of situations he’s been trained to handle, but this father of three never expected to be instrumental in saving a

newborn baby's life.

On January 6, 2018, Matthew was working a night shift in the rural west end of the city when he was dispatched to a 911 call where a woman in her 20s had just given birth in her home. The shocking thing was, she had been unaware she was pregnant.

The woman said she had been feeling pains throughout the evening, which she attributed to kidney stones. But when she went to the bathroom and gave birth to a boy, her shocked partner called 911.

"I was the first emergency responder on scene," said Cst. Cook. "I rushed inside and found the woman and baby in the bathroom. The woman's partner had wrapped the baby in a towel."

The baby boy was unresponsive, so Cst. Cook picked him up to provide care to him.

"I rubbed his back, trying to stimulate him to take air into his lungs."

Cst. Cook cut the umbilical cord and got the baby to take a breath. He carefully wrapped him up to keep him warm.

The paramedics arrived and as one of them provided aid to the new mother, Cst. Cook and the second paramedic dealt with the baby.

"I think watching my own children being born helped me know what to do," said the officer.

The mother and baby were both transported to hospital.

He has had one follow up with the family.

"The baby is doing fine," he said. "I'm just glad I was there to help."



## OFFICER'S HUNCH LEADS TO ARREST OF ARMED ROBBERY SUSPECT

Criminals don't worry about jurisdictional boundaries when they commit offences, but what they may not realize is that police services talk to each other.

Constable Martin Corbeil has been a police officer with Ottawa Police Service (OPS) for eight years. He had just started his night shift on March 9 when he saw a 'Be On the Look Out' (BOLO) about an armed robbery in Rockland. Shortly after, OPP requested the assistance of the OPS in the

search for suspects.

“We don’t get these calls every day, but they happen from time to time,” said Cst. Corbeil. “We’re there to help our policing partners and it’s nice to know we can rely on them when we’re looking for help.”

OPP provided the description of the truck used by the suspects to flee the scene.

“This area on the border between OPP and OPS jurisdictions has been my patrol section for eight years,” said Cst. Corbeil. “I had a hunch, so I started checking some remote areas where it would be easy to hide.”

He found the property stolen from the robbery in the first location he searched. The truck was not there, but he didn’t know if any of the suspects were nearby.

“There was a need for caution,” he said, “as there were firearms used during the robbery.”

Cst. Corbeil called other officers in, including OPP. For safety reasons, he kept his cruiser lights on. “I wanted the other officers to know where to find me, but I needed to let the suspects know I was there too.”

A canine officer came out to do an evidence search.

“The dog picked up a scent. There was fresh snow, so the tracks were easy to follow, but it was really cold and the snow was sometimes up to our thighs.”

The search lasted almost two hours but they didn’t give up until they found one of the suspects.

Cst. Corbeil attributes the arrest to being part of the job he’s trained to do, along with a few lucky breaks.

“Without the OPP sending a BOLO and without my knowledge of the area, the property wouldn’t have been recovered. It was through the persistence of everyone involved that we caught one of the suspects.”

The case is before the courts.

## **PEOPLE IN CRISIS NEED TO KNOW THERE’S A WAY OUT**

Police officers regularly deal with people in crisis, but there is nothing routine about it.

Constable Shane Gregan has been an officer with the Ottawa Police Service (OPS) for nine years.

He was on patrol in the south end of the city on October 19, 2018 when he was dispatched to a disturbance call at a residence. A mother was requesting her adult son, who had addiction problems, be removed.



“I spoke to her to find out what was going on and then went inside the home. I could hear noises on the second floor,” said Cst. Gregan. “I called out to the young man, but he didn’t answer.”

After searching the rooms and not locating him, Cst. Gregan looked through a bedroom window and saw the man on the roof.

“He was unsteady on his feet, possibly under the influence of alcohol or drugs. I was concerned because he was upset and he kept walking closer to the edge of the roof.

Initially the man wouldn’t speak to Cst. Gregan. “Just the fact he was on the roof though, indicated he was at risk of harming himself.”

Cst. Gregan knew he had to keep the man calm. There were young children returning home from school and there was a crowd of people forming, causing the man further stress. Cst. Gregan radioed for other officers to attend and assist with the growing number of people.

“Some people were yelling supportive comments, but others were telling him to stop being an idiot and get off the roof, which wasn’t helping the situation.”

A public presence in this type of situation can be problematic. “I don’t think people are aware a situation can escalate just by their being there. That’s why it’s so important to follow the officer’s instructions and stay away from a scene as it’s unfolding.”

Cst. Gregan understood the importance of making a connection with the man and ensuring he didn’t feel cornered.

“There are many reasons why people are in crisis and you never want them to feel there is no way out,” he said.

It started with an offer of a sweater. “It was cold out and he wasn’t dressed to be outside. His feet were bare.”

The man accepted a sweater and Cst. Gregan was able to start to talk with him.

“I told him there were options, there was help available and this wasn’t an ‘all or nothing’ situation.”

After about an hour in total, the man agreed to come inside.



He was taken into custody under the Mental Health Act; there was no criminal wrong doing.

“I’m glad we were able to get this young man the help he needed and that the situation resolved itself the way it did. We want everyone to know, there is help out there if you need it.”

Your mental health is as important as your physical health. For more information and available resources, go to [ottawapolice.ca/mentalhealth](http://ottawapolice.ca/mentalhealth).

## **OFFICERS SAFELY EVACUATE MULTI-UNIT DWELLING AFTER DISTURBED MAN SETS FIRE TO HIS APARTMENT**

Police officers are there to help, even when they encounter someone who doesn’t want it.

On April 8, 2018 patrol officer John Varga was on night shift when he was dispatched to a disturbance call at a multi-unit dwelling on Somerset Street.

The information from the Communications Centre was that someone was yelling and throwing things in their apartment.

Constable Varga, a 16 year vet to policing, was the first officer to arrive on scene with Constable Steve Bond and Constable Thomas Roberts.

“I could see the glow of fire through a first floor window,” said Cst. Varga, “so I updated dispatch to send Fire and Paramedic services.”

They couldn’t wait. “Lives are a priority, so we had to go inside immediately,” said Cst. Varga.

Despite the smoke filling the lobby, the three officers entered the building. Constables Bond and Roberts went up to the stairs and yelled out to confirm everyone was out. Cst. Varga breached the door to the apartment where the smoke was coming from.

“At this point I could hear someone screaming, but I didn’t know exactly where they were,” he said.

Fortunately, the fire hadn’t spread far beyond the cardboard boxes that had been set on fire.

“But the smoke was everywhere and it was hard to breathe,” said Cst. Varga.

Cst. Roberts ran to his patrol car and grabbed the fire extinguisher and they quickly subdued the fire.

The officers searched the apartment and determined the screams were coming from a storage closet in the lobby adjacent to the unit.

Cst. Varga tried the closet door, but it was locked. He went outside to see if he could access the closet from the window. He could see a man perched on the window sill.

“I tried to negotiate with him to come out on his own, but he was in a state of mind that he wasn’t hearing me,” said Cst. Varga. “We figured he was the same person the disturbance call was about. We wanted to make sure he was safe, but we needed to get him out of there in case he started another fire.”

The man pounded on the window, breaking it and cutting his arms and hands in the process.

“Now he was injured and in need of medical help, but we couldn’t reach him.”

The window was seven to eight feet off the ground, so the firefighters put a ladder up to the window. Cst. Jones grabbed the man, who tried to slice him with a piece of glass.

The man continued fighting with officers, so to reduce injury to the subject and the officers, a taser was deployed. In all, there were seven officers involved in the arrest.

The man was handcuffed so paramedics could treat him.

“There was so much going on, it felt like a lot longer, but it was only about 10 – 15 minutes from when I arrived on scene until we had him under control and he was getting medical attention.”

Csts. Varga, Roberts and Bond were taken to the hospital and checked for smoke inhalation. All three were examined and released.

The officers received a Chief’s Commendation for their efforts.



## RESPONDING TO YOUR CALL

Over the course of 2018, the OPS made improvements on how it responded to calls from the city's residents.

In the previous year, our Call Centre was renamed as the Police Reporting Unit (PRU), and given additional responsibilities to triage calls for service that don't require an immediate police response. By assessing these lower priority service calls, they are able to either redirect them to the Alternative Response Unit (ARU) for further response, or close them after they are classified as non-criminal. This initiative allowed the OPS to redirect its sworn officers towards more proactive policing measures to enhance the safety of all residents city-wide.

In early June, the OPS introduced its ARU, which would assign officers to the role of evaluating lower level calls and online reports and following up with the public on those calls,

where needed. A review of 11,000 reports filed by residents found that roughly half of them could be resolved by a follow up call by an ARU officer. This initiative would redirect frontline and investigative staff to more immediate and urgent calls for service, while still responding to incidents that did not require an officer to attend. Additionally, the ARU provides support for more high frequency/low solvency files by providing leads for investigative officers.

Towards the fall of 2018, the OPS introduced a new Court Brief Quality Assurance (CBOA) team. These sworn officers evaluate the content of submitted court documents to ensure that all content has been fully completed and ready for presentation at court. By eliminating any errors or omissions, it ensures that the OPS meets R v. Jordan requirements.

In September, the OPS reorganized its Front Desk Services (FDS) to staff it with civilian

members. Traditionally this role was held by a sworn member, and by staffing the section with civilians, it allowed the OPS to redeploy trained sworn members into other organizational requirements. Each FDS at our Elgin Street, Huntmar and St. Joseph Boulevard locations is supervised by a sworn sergeant, with civilian members providing referrals to specialized sections of the OPS, like partner or sexual assault, based on the resident's requirement.

In our Communications Centre, we had a few significant reasons to celebrate.

As part of the National Public Safety Telecommunications week in April, we conducted a robust social media campaign recognizing the vital role our 911 agents do on a daily basis. As the OPS works diligently to fill 500 sworn officer positions over the next few years, it is equally important that we fill vital roles in the Communication Centre, too.

Often a resident's first interaction with the OPS will be the voice of a 911 agent at the end of the line; getting them the critical help they need.

In September, 13 members of our Communications team were recognized for their outstanding dedication for more than 25 years of service, and the entire OPS Communications Centre was presented with a Lifetime Achievement Platinum Award of Excellence from the Ottawa Regional Contact Centre Association. As these members prepare for retirement, our Communications Centre staff were busy at recruitment events here in Ottawa, but also at other venues like the Association of Public Safety Communications Officials (APCO) conference in Montreal. Those interested in pursuing a rewarding career as a 911 agent, are encouraged to apply through our career website: [ottawapolice.ca/911Communications](http://ottawapolice.ca/911Communications).





**SECTION 3.**

**PART OF OUR COMMUNITY**

# COMMUNITY EQUITY COUNCIL

In response to demands from community groups, the OPS looked to rework its community-based consultative group for the important work it does with Indigenous, Faith-Based and racialized communities in Ottawa.

In 2018, it announced the creation of a new Community Equity Council (CEC), and solicited applications from engaged and invested community members. In total, more than 100 people applied to be a part of this newly created council, which would assist the OPS in building resilient relationships within these communities.

By the end of the summer, after 27 interviews had been completed, 12 new members were selected to provide police with insight and advice on their respective communities. They included members from Ottawa's Multi-Faith Housing Initiative, Overbrook Community Association, and experts in cross-sector collaboration.

The CEC will help the OPS strengthen and improve relationships, while examining how it can better-serve these communities. It provides

an open forum for honest feedback from these respective council members representing their communities.

It is co-chaired by a community member of council and Deputy Chief Steve Bell, and includes a number of senior officers as members. Additionally, the CEC has solicited interest from OPS members to form working groups to examine specific issues and work collaboratively to find solutions. The CEC is scheduled to be fully implemented in 2019, with six sub-committees which will be created to examine specific issues, like anti-racism, LGBTQ2S+, Indigenous relations and Bias-Neutral Policing.

Building stronger partnerships between the many diverse communities that make up the city of Ottawa is the responsibility of all who live here. By creating a network of invested residents and officers at the OPS, we can enhance the safety of all neighbourhoods, city-wide.



## PARTNERSHIPS

The partnerships we build with the residents of Ottawa are critical to how we serve and protect. While the role of relationship-building is integral to every aspect of policing, our Community Development Section (CDS) and Diversity and Race Relations Section (DRR), focus the bulk of their efforts on creating inroads with traditionally underserved communities, while reinforcing the importance of our longterm existing partnerships.

By collaborating with community members and associations, our Service is stronger through those insights, and better prepared to respond to any incident of crime that may emerge city-wide.



## COMMUNITY DEVELOPMENT SECTION

Members of the Community Development Section (CDS) are actively engaged in developing relationships and engagement strategies within our many communities across Ottawa in an effort to build trust and confidence.

If these communities have trust in their police, they are more likely to reach out when something goes wrong. These partnerships allow us to improve community well-being, safety and security through joint problem identification, analysis, evaluation and response.





In 2018, the two-person CDS team connected with 16 community stakeholder groups to provide them with self-directed community engagement consultation toolkits which helped to guide them for providing input for the Ottawa Police Services Board (OPSB)/ OPS Strategic Plan for 2019-2020. These kits provided stakeholder groups with the necessary tools to host their own sessions. Their feedback gave the OPSB better understanding of residents' perceptions of safety, crime and disorder; which would help the board in determining priorities over the next few years.

Additionally, CDS hosted four in-person Partnership in Action (PIA) community consultation sessions, in order to engage a dialogue about crime and disorder, the

community, improving the quality of service provided by the OPS, identifying strategic priorities, and building trust. It provided a better understanding of the role of both the police and the community in addressing community safety, security and well-being.

In 2018, CDS participated in 97 separate community engagement activities, ranging from a well-attended Police Week that hosted events across the city, to meeting with more than 150 university and college students to discuss issues like the Diversity Audit and OPS's Strategic Plan.

CDS also offered support for partner initiatives like the Ottawa Local Immigration Partnership (OLIP) equity group, to assist with developing action plans for equity within organizations across Ottawa.



## DIVERSITY AND RACE RELATIONS

The Diversity and Race Relations (DRR) section engages regularly with initiatives, events, networks and organizations and amongst those was the extensive work to support the creation of the new Community Equity Council (CEC). DRR also leads, assists or participates in a number of activities with our Indigenous, Ethno-Cultural communities to engage new connections, create bi-directional awareness and actions on key issues and assist the OPS with its commitment to overall, safety, confidence and trust.

DRR continued to engage with National Capital PRIDE, and marched in the celebration parade. A total of \$1,200.00 was raised for donation to a charity in the LGBT community.

DRR attended over 60 community engagement opportunities and events in 2018. The annual Diversity Celebration featured a live on-site swearing-in of Canadian Citizens by Immigration Canada, presided over by the Hon. George Springate.

The section organized the 2018 Human Rights Learning Forum in December, with the theme of Hate in the Community – Recognize the Signs and Mitigate the Impact. This event brought nearly 200 community partners and police together to hear presentations by Rabbi Reuven Bulka, Crown Attorney Mark D. Moors, and William Evans, the Chief of the Boston Police at the time of the 2013 Boston Marathon Bombing. Participants discussed hate-motivated incidents and radicalization, and how these issues impact our diverse society.

Staff Sergeant Dave Zackrias was selected by the U.S. State Department to participate in the International Visitor Leadership Program, sharing OPS best practices in community engagement with several law enforcement agencies in the United States.

## VOLUNTEERS

The backbone of our organization is strengthened by our network of volunteers, who dedicate their time to helping our city's residents. Whether it is providing information sessions about crime prevention techniques, representing the OPS at community events, or singing songs to lift spirits or commemorate those who have fallen; our volunteers not only enrich the lives of area residents, but provide a valuable service to the OPS.

In July the OPS welcomed Jessica Jak as the new Volunteer Coordinator for the Service. It also saw the addition of 22 new Venturers, who are instrumental in helping out at OPS events city-wide throughout the year. The Venturers program has grown in support internally at the OPS, with more than 12 OPS members volunteering their time to help with the program. They were joined by more than 20 students, both from area high schools and post-secondary institutions, who enjoyed short-term placements within the OPS and added great value to the sections they supported.

We also welcomed five new members to our volunteer family in 2018, who will help provide information for residents, do home inspection reports, and a multitude of other things that help to keep our city safe.



# COMMUNITY POLICE SERVICE AWARDS

Since 1995, members of the community and the police service have been publicly recognized for their assistance to others in the previous calendar year. The awards are categorized in the form of Valour, Merit and Community Service.

The Diversity and Race Relations (DRR) Section continued to coordinate, organize, and evaluate all aspects of the annual Community Police Awards on behalf of the Ottawa Police Services Board and the Chief of Police.

Here were 2018's winners:

## Special Recognition:

- Dr. Aisha Sherazi

## Certificate of Merit:

- Cst. Tina Pippy
- Mr. Brent Carriveau
- Mr. Daniel Brenner
- Miss Mackenzie Vonk
- Mr. Fabien Kalala Cimankinda

## Thomas G. Flanagan, S.C. Scholarship:

- Ms. Nesreen Hammoud

## Community Services Award:

- Ms. Christina Holmes
- Mr. Stephen Mahood

## Certificate of Valour:

- Mr. Eric Hagel
- Mr. Hung-Wen (Herman) Liao
- Mr. Dalton Duraj
- Ms. Nicole Déry (unable to attend)
- Ms. Giti Mirshahi
- Mr. Joshua Loucks



# OPS GALA

In 2018, the OPS Gala restructured how it awarded its fundraising efforts. It selected a main beneficiary, a secondary beneficiary, as well as investing in a police-focused project.

In April, it announced that the Ottawa Sports and Entertainment Group (OSEG) was selected as the main beneficiary for its at-risk youth program, with the Great Canadian Theatre Company (GCTC) as secondary for its youth drama program. The Ottawa Police Service Memorial at Beechwood Cemetery was selected as the police-focused project.

In January 2019, the OPS was pleased to give a cheque to OSEG for \$71,195, another to GCTC for \$11,800, and a final cheque to Beechwood Cemetery for \$15,900.

The 10th annual Gala will be held on November 9, 2019.





## OPS HOOPSTARS

As the members of the OPS Flatfooters met to compete in an annual police basketball tourney in Montreal to honour fallen officer Joe MacDonald, teammate Sergeant Chabine Tucker had an idea to grow the program.

He approached his fellow players and explained that they were missing opportunities to engage the community, each time they went out to a game in Ottawa. He suggested that instead of just arriving, playing a game and leaving, that they stick around afterwards, talk with parents and kids, and build relationships – one interaction at a time.

Out of that conversation the OPS Hoopstars was born: A way for police to engage with the community and have honest discussions surrounding policing and the law, all the while having fun on the courts.

Sgt. Tucker began by revamping the uniform to match the colours of other Ottawa sports teams – Red and Black. He and his teammates then started an ambitious social media campaign to further engage residents and school kids on the value of building relationships.

Initially, because of the nature of police shift



work, the 12-member team could only meet infrequently. Sgt. Tucker expanded the roster to include area residents from agencies city-wide that had an interest in policing.

The program has grown significantly. In 2018, the OPS Hoopstars attended more than 70 events at schools and community centres across Ottawa. While its main focus initially was to engage with neighbourhoods impacted by crime and encourage newfound friendships, it became so popular that requests to attend have spread out across the city.

The OPS Hoopstars team is now a fantastic way for police to connect with kids from all neighbourhoods in the city, while also mentoring those who have an interest in policing. Its members include both male and female officers, as well as those who work with OC Transpo, City ByLaw, Carleton University and other public agencies.

Canada  
**ARMY**  
Run

Course de  
**L'ARMÉE**  
du Canada

**START / DÉPART**

**SECTION 4.**

**MAKING A DIFFERENCE**





## OTTAWA IMPACTED BY SIX TORNADOES

On Friday, September 21, 2018, six tornadoes touched down, leaving a path of destruction across the city of Ottawa.

The Ottawa Police Service (OPS) responded within minutes of the first sighting in Dunrobin, as other cyclones wove their way through Craig Henry and Arlington Woods, and out across the Ottawa River into Quebec.

The aftermath left a devastating toll on city neighbourhoods, with significant damage in Dunrobin where more than 60 homes were leveled or destroyed, along with many homes seriously impacted in the Arlington Woods area.

It became important to establish a base of command, and Inspector Rob Bernier took the helm in forming a unified command with Ottawa's paramedics, fire and deploying tri-service teams that spread out to locate those who were injured or simply hiding in place in their homes.

These teams divided up Dunrobin by sectors, and went street to street, house to house, locating over a dozen critically injured residents, and getting them and others in the area to safety.

Inspector Bernier also began the task of setting up a reception centre at West Carleton High School, to provide a central place for residents and loved ones to go to for help and information.

Over the next six days, our frontline emergency responders took great pains to follow a systematic search of each assigned sector, to



ensure that everyone was safely accounted for; including those who had been reported missing.

After the initial emergency response, OPS helped to coordinate the removal of fallen trees and debris to allow Ottawa Hydro, Enbridge and many City of Ottawa workers get safely in and out of the area. The emergency response teams then began the work of looking for missing pets and gradually creating safe and controlled ingress for residents to areas that had been devastated by the tornadoes.

In the days that followed, hundreds of volunteers were organized through the reception centre at West Carleton High School, and helped with the recovery effort. People from right across the city came to help, including skilled labourers – forestry experts who helped with clearing debris, roofers who helped with structure stability, and general contractors.

It was a remarkable reinforcement of the spirit of community that makes this city one of the best places to live. And it sent a message to those victims of the tornadoes that they were not alone.

# CANNABIS LEGALIZATION

When the federal government announced its plans to legalize cannabis in Canada, police services across the nation made preparations to ensure the safety of residents and help educate the public.

The OPS engaged in several proactive measures to ensure public safety, specifically in relation to impaired driving and reaching out to educate our youth on the effects of cannabis.

Our School Resources Officers (SROs) partnered with both Ottawa Public Health and our city's school boards to create presentations to students on the adverse affects of cannabis use. By providing a sound educational platform, our SROs debugged many myths surrounding the previously illegal drug.

The OPS also ensured that its frontline officers had completed both the federal training relating to changes to the Criminal Code of Canada (including the Controlled Drugs and Substances Act and the new federal Cannabis Act), and the provincial training, relating to the province's own Cannabis Control Act. By the end of 2018, more than 75% of members had completed the federal training, and the OPS created a more Ottawa-centric provincial training session, in response to a shift in provincial leadership after the fall election. More than 20 officers were trained over the summer months in drug recognition testing, and the OPS now has 321 officers trained in Standardized Field Sobriety Testing (SFST).

The OPS continues to train its members to increase the number of officers fully prepared to conduct these types of roadside tests.

In the lead up to the legalization of cannabis, our Drug Unit worked on educating landlords of illegal storefronts about the financial consequences of allowing these merchants to operate. This resulted in many of these storefronts voluntarily shutting down rather than face some hefty fines, but our role and interaction with stakeholders changed again after the newly elected provincial government announced support for a private marketplace model.

Since that time, our Drug Unit has been working with the Ontario Lottery and Gaming Commission, the Ontario Provincial Police and other police services on the Provincial Joint Forces Cannabis Enforcement Team (PJFCET) to provide feedback on how to address the legal and enforcement framework of the new law. The OPS has assigned an investigative team to assist with this ongoing effort.

Under the Federal-Provincial Drug Impaired Driving Contribution Agreement, the federal government will continue to provide funding (\$17 Million over 5yrs (2018-2023)) to enhance drug-impaired driving enforcement on Ontario roads. The funding will continue to support the costs incurred for police training and roadside drug detection device procurement, as well as measurement of the effectiveness of the roadside detection tools and prosecution process of alcohol and drug impaired driving.

On the day of the launch of the legislation on October 17, and over the course of the next few months, our Traffic Services team conducted several RIDE check programs to ensure that no drivers were out on our roads impaired. As of March 2019, Ottawa has had only 19 incidents of driving impairment due to drugs. The OPS will continue to remain vigilant in enforcement measures to counter any impaired by drugs drivers and get them off of our roads.





# DRUG UNIT

The Ottawa Police Service Drug Unit credits tips it received from residents filing online drug complaints in helping with some of the major seizures throughout the city in 2018. Every report that a resident files is reviewed by our investigators and used to map activity city-wide. Through the effective management of the information we receive, investigative resources were placed in the right areas, which resulted in the reduction of drug activity in some traditionally problematic neighbourhoods in the city.

There has been a direct link between drug activity and gun violence in Ottawa. As the city faced an increase in the number of shootings in our communities in 2018, vital information from residents continued to be pivotal to resolving these issues and enhancing the safety of all residents city-wide.

As the OPS prepared itself for the introduction of the new federal cannabis legislation in late 2018, our Drug Unit continued to focus on mitigating the impacts of fentanyl in our communities. With a seat on the Ottawa Public Health chaired Overdose Prevention & Response Task Force (OPRTF) our Drug Unit continued to assist

in de-stigmatizing drug use due to addiction issues. The new provincial government asked for an augmentation to the services provided by newly named Consumption & Treatment Sites (CTS) to increase access to treatment services for those dealing with addictions. Officers working in the zones in which the four CTS are located have made it a practice to connect with site users and encourage them to access these facilities in an effort to save lives. The OPS has ensured that our officers were routinely in those areas to assist as needed.

Having previously been equipped with the life-saving Naloxone kits, 2018 saw officers use those kits to save six lives as part of our tiered response to overdose calls for service.

The OPS sees its role in all four pillars of the Canadian drugs and substances strategy; which includes prevention, treatment, harm reduction and enforcement. We further recognize that tips from the public have greatly helped to deal with issues of concern in our neighbourhoods, and the we continue to encourage all residents to file a report online or call us if they see activity that impacts the safety of their community.





## GUNS AND GANGS

As Ottawa saw an increase in the number of shooting incidents, year over year, the OPS Guns and Gangs (G&G) Unit took steps to create its own internal strategy that aligned with the work they did with Crime Prevention Ottawa (CPO) on its Ottawa Street Violence and Gang Strategy (OSVGS).

The internal strategy recognizes that resolving the issue of street and gun violence in the city goes beyond the scope of enforcement and suppression activities, and includes a holistic approach to many of the socio-economic factors that contribute to this type of criminality. Any initiative aimed at combating this trend needs to include building neighbourhood wellbeing and community safety.

The OPS G&G Strategy includes a familiar CPO four-pillar approach to resolving incidents of gang violence in our city. This entails:

- **Neighbourhood Cohesion:** In neighbourhoods affected by street-level violence, build resilient children, families and communities through positive relationships.
- **Prevention:** Take inclusive and preventative approaches through social development, situational measures, education, awareness and community policing.
- **Intervention:** Identify intervention opportunities for children, youth and adults, including those at-risk, on the edge of joining a gang, or looking to leave gang life; as well as
- **Enforcement and Suppression:** Conduct targeted, sustained and effective enforcement.

So it was important that OPS develop a way to interact with community residents and other stakeholders that didn't jeopardize covert requirements that are sometimes involved in the investigative process. As the OPS gained grant funding from the federal government,

that was later redirected to the province for distribution, it augmented its existing G&G complement, and added a new section to the unit.

In 2018, the OPS introduced the new Prevention and Intervention of Violence in Ottawa (PIVOT) unit as a social arm of G&G. While PIVOT would still employ traditional enforcement and suppression techniques, it would also incorporate the other three pillars of the strategy plan.

Police rely on cooperation from residents to help resolve incidents of street violence and gang activity in our city's neighbourhoods. The more information we receive, whether through filing a formal report or offering an anonymous tip through Crime Stoppers, the more effectively the OPS can reduce and eliminate these incidents of violence.

PIVOT is the community outreach vehicle for G&G, where officers connect with community associations, frontline agencies, and residents to provide education and greater access to the OPS. It's about building new partnerships and trust, particularly with under-reported areas of the city. It's also an opportunity to connect with key stakeholders to discuss ways to counter increased street violence or gang activity in their neighbourhoods. PIVOT met with area community associations and frontline agencies more than two dozen times in 2018. It plans to increase these outreach initiatives in 2019.

Additionally, PIVOT began the work of integrating frontline officers into its daily activities, encouraging a greater sharing of information and activities city-wide throughout the Service. Going into 2019, G&G plans to encourage more cross-section collaboration throughout the Service to respond to incidents of street violence and gang activity in Ottawa.

### **In 2018, outside of our daily community engagements, PIVOT reached out to the following stakeholders to build relationships:**

- Christie Lake Camp Fundraiser: canoe races
- Tim Horton's Camp Day – officers worked drive thru
- Community Association Safety Meetings
- John Howard Society
- Parole and Probation,
- South end community meeting
- Overbrook Community Centre
- Ottawa Carleton Housing Security
- Crime Prevention Ottawa
- Ontario Justice Education Network events through the summer
- West End Motivator's youth program
- Ottawa RedBlacks games
- Black Panther movie night for youth at TD Place
- Ottawa Inuit Children's Centre
- Several elementary schools across the city

## VIOLENCE AGAINST WOMEN

As the #MeToo movement gathered strength in 2018, the OPS saw an increase in the number of reports to the Service relating to sexual assault. It was an opportunity for those trained as Sexual Assault Response Officers (SARO) to employ those standardized skills when responding to a victim or survivor of sexual assault. In 2018, several more frontline officers and some external partners (including OC Transpo and the City of Ottawa), were trained in this program, which seeks to provide greater awareness and a more sensitive victim-centred response to these types of incidents.

We also continued work on our pilot project -- Domestic Violence and Sexual Violence Advocate review tables -- which was introduced in 2017. This initiative is an Ottawa-based tailored version of the Philadelphia model which provides the OPS with feedback from our external partners on closed files, as well as suggestions for new ways to better-serve victims of sexual assault. A Memorandum of Understanding was established with several frontline city agencies that provide direct support to those in need to share their expertise in relation to survivors and victims of violence. The table committee meets twice a year to review files and will help in the longterm development of this program for the OPS.

Additionally, we continued to support our external partners while they underwent changes in 2018. We participated in the annual White Ribbon campaign, which seeks to promote education surrounding domestic violence, as well as Shine the Light and the Moose Hide campaigns.

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## COMMUNITY POLICING

The Ottawa Police Service (OPS) has always believed in the value of community policing. In January 2017, the Service Initiative introduced the concept that all frontline officers, would engage in community policing activities such as proactive policing, problem solving and community engagement.

These officers would supplement the dedicated community policing resources such as; Community Police Officers (CPO), School Resource Officers (SRO) and the Mental Health Crisis Unit (MHCU), to name a few. These officers would respond to community service needs, regardless of where they were in the city.

Community policing is more than just an officer walking a beat; it's about engagement at all levels of the Service, and expanding the scope of knowledge about the various

communities that make up the city of Ottawa in order to better-serve them. And the OPS relies on reports from residents to address incidents of crime within the city in order to best-direct resources and help to make our communities safer for everyone who lives here.

Every aspect of the OPS has community engagement in mind. Whether that's at our front desk services, out on patrol, or even with our newly created PIVOT team that seeks to do outreach in neighbourhoods impacted by violence.

However, early on, there were some gaps identified in meeting the needs and expectations of the community. We heard from community members that they felt more in touch with the OPS when they were able to connect directly with an officer who was consistently in their neighbourhoods.

We understand the value of sitting down and having a cup of coffee with a concerned member of the community. We also understand that knowing who to call when something goes wrong helps to build trust and encourages residents to report incidents of crime in their neighbourhoods.

We cannot do what we do as a police service without the help of those who live here.

With the change in the Service Delivery Model, the OPS continued to have officers patrol on bike and foot. However, through 2017 and 2018, the OPS worked to create a dedicated Bikes and Beats Unit of two Sergeants and 16 Constables, which had an official launch in early 2019. This dedicated unit would provide a more effective and efficient means to deploy officers on foot and on bikes, in Ottawa's high-density neighbourhoods.



Officers on bicycles are not new to OPS, we have long-invested in their high-maneuverability; but the new Bikes and Beats team would focus on a specified area to help increase police presence and respond city-wide to Demands For Service (DFS), inclusive of demonstrations and protests. Officers on the team are currently evaluating eBikes to determine if they are more efficient for covering the sometimes-large map area in response to calls for service

Through the summer of 2018, frontline officers worked with our Emergency Services Unit to provide an increased presence in our Market, Rideau and Vanier areas during peak demand weekends, with the objective

of having an increased presence to address criminal and social disorder issues that are associated with the summer months.

The OPS also started developing new neighbourhood policing teams this year. These teams/officers will be focused on specific high investment neighbourhoods and will have the capacity to respond to incidents of crime and social disorder in other neighbourhoods should their support be required. It will be implemented in the Fall of 2019, with a starting team of 10 officers, and an additional 10 officers are planned to be added in 2020.

## ELDER ABUSE UNIT

Our Elder Abuse Unit (EAU) continued to take a proactive lead in building a robust and responsive service for Ottawa's aging population. In 2017, they developed a new easy-to-understand pamphlet to assist those who have fallen victim to fraud or other types of abuse. This pamphlet was initially created in both official languages (English and French). In 2017 it was further translated into Mandarin, Arabic and Punjabi. In 2018, members of the team helped to expand the scope of this information tool by having it translated into Italian, Vietnamese and Polish.

Additionally, members of the EAU created specialized training for our Police Reporting Unit to assist them in better-serving this demographic. Often times it will require a specialized approach, used to elicit responses and help investigators.

Externally, the EAU met with community associations and provided information sessions to seniors in order to educate them

on what the OPS could provide in terms of enhancing their safety. EAU also helped to develop a presentation that was provided to OPS Community Officers so that they could assist with the many requests for seniors' education sessions we get each year. The team also met with geriatric psychologists at the Civic Hospital to better understand the complexity of the files they pursued, and returned the favour by providing several presentations to area EMS staff.

Collaboration is key to any type of police work, and our EAU were engaged in monthly meetings with Champlain Health's Elder Abuse Consultation Team as well as participating in Law Enforcement Agencies Protecting Seniors meetings.

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.

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## ROAD SAFETY

Road safety continues to be a top concern amongst residents of Ottawa after reviewing the Public Opinion Research Data from 2018. It also remains a top priority for the OPS, too.

In our ongoing effort to ensure the safety of all road users, the OPS introduced a dedicated traffic analyst to triage all incoming data, including reports made by residents, information collected from city councillor speed boards, and data analysis from fatal collisions. By coordinating the information from all data sources, our Traffic Services team was then deployed for proactive evidence-led measures. This collective effort ensures that we are targeting problem areas of the city while maximizing the use of our resources to enhance the safety of our roads. This coordinated initiative will be expanded beyond Traffic Services and into routine frontline patrol activity starting in 2019.

Our partnership with Safer Roads Ottawa (SRO) continues to help with education initiatives across





the city. In 2016 and 2017, SRO purchased two Automatic License Plate Readers (ALPR) for the OPS, which helped our officers identify vehicles that are stolen, persons wanted on warrants, suspended licences or prohibited drivers. ALPRs can collect information on hundreds of plates per hour and help our officers ensure that those driving on our city streets are compliant. In 2018, after seeing how effective the device was for proactive police work, SRO purchased an additional two ALPR's for the OPS, greatly expanding our capacity to safeguard our roads. Over the summer months, 79 officers were given ALPR training, with one ALPR permanently assigned with Huntmar Station patrol and the second at St. Joseph Boulevard Station.

SRO also partnered with the OPS to help



educate the public on bicycle safety and drivers in the city. As of January 2016, a new law mandated a 1-metre distance for vehicles when passing a cyclist. Our Traffic Services Team, along with SRO, created a robust education campaign with the use of a 1-metre sonar device. One of our officers, equipped with the sonar device, would notify another officer about a driver passing too closely. That driver would then be pulled over and provided information about the new laws in an effort to promote a greater awareness and enhance road safety for all users. Our Bikes and Beats officers were also an effective method of enforcement in Ottawa's downtown corridor, assisting in getting the message out about distracted driving.

The Traffic Services team was also active with Leave the Phone Alone (LTPA) promotion, visiting area schools and community groups in an effort to educate about the dangers of distracted driving. According to statistical reports, distracted driving has overtaken impaired driving as the number one cause of fatal accidents on our roads. Our partnerships with SRO, Bell Media, the Canadian Automobile Association (CAA), the Canadian Council of Motor Transport Administrators (CCMTA), Ottawa's school boards and the Ottawa RedBlacks helped to ensure the message got out to both area schoolkids and their families.



On December 18, 2018, changes to the Criminal Code of Canada allowed officers the ability to stop a vehicle for a roadside sobriety test, without the reasonable grounds requirement. This amendment to the law assisted officers in dealing with the newly introduced cannabis legalization, and 23 Drug Recognition Experts (DRE) were specially trained to identify someone impaired and subsequently provide expert testimony at court. This increased the total of certified DREs to 55 in 2018. An additional 100 officers were trained in Standardized Field Sobriety Tests (SFST), bringing our total up to 321.

Additionally, our Traffic Services team expanded its scope on social media as a way to help educate residents on current initiatives, including monthly Selective Traffic Enforcement Program (STEP) measures. This personalized interaction helps to build goodwill, educate on road safety issues, and provide positive messaging in association with traffic enforcement initiatives. As the OPS starts to provide more and more of its officers cellphones, our Traffic Services team will continue to expand its social media footprint to help educate residents city-wide.



But it wasn't just our city roads that saw proactive policing measures. Our Marine, Dive and Trails (MDT) unit worked with our Traffic Services team to help increase safety on both our city's waterways over the summer, and park trails over the winter months.

In August, Operation Dry Water saw MDT out on our waterways, promoting sober boating use. As part of a national awareness campaign, our officers patrolled the Nation Capital's canals and rivers, focusing on alcohol violations and increasing vessel checks. Additional signage was put up at area marinas and boating centres around the capital.

As Ottawa was deluged with snowfall after snowfall at the end of 2018, our MDT unit took to the city's parks and trails in an effort to help reduce the number of accidents as a result of illegal trail activity and using a snowmobile while under the influence of alcohol.





## CRIME PREVENTION

While the OPS's frontline focus is responding to calls for emergency services, equally important is what we provide as preventative measures to enhance the security of your community.

In November, our Crime Prevention unit hosted the annual Crime Prevention Week, in coordination with Crime Prevention Ottawa's community police award ceremony.

At the event, hosted November 5 at City Hall, two of our officers were awarded the Police Professional Award for the service they provided to our communities. Constable Lila Shibley was recognized for organizing a Newcomer Soccer League and Constable DeWayne Knight was recognized for his work with youth impacted by street and gang violence. Additionally, our Community Police Officers (CPOs) hosted information booths at area malls across the city during the week, helping to engage residents on ways they could further enhance the safety of their homes and businesses. OPS CPOs, along with our volunteers, offer free in-home inspections year-round, providing an assessment of a resident's property and giving suggestions on simple things they can do to secure their homes.



Crime Stoppers continues to be a valuable partner in helping the OPS resolve case files. In 2018, Crime Stoppers assisted with 146 criminal charges being laid, recovering almost \$500,000 in narcotics, and clearing 33 OPS cases. The anonymous reporting system offers financial rewards to residents who provide information that assists police in resolving criminal cases.

The Neighbourhood Watch program began its search for new leadership after its president and director-at-large stepped

down. The program has been incredibly successful in Ottawa, with 33 new chapters started up in 2018. It offers a simple way for residents to get involved in enhancing the cohesion of their neighbourhoods by encouraging residents to get to know one another and look out for each other.

Our Crime Free Multi-Housing Program (CFMHP) members continued to work with 14 participating landlords to help enhance the safety of rental properties in the city. CFMHP conducted 283 inspections in 2018 to ensure that these buildings met safety standards, enhancing the lives of those who live there.



Additionally, our Crime Prevention Through Environmental Design (CPTED) officer assessed 34 properties and 51 building site plans in order to help businesses and residences augment their safety with simple changes to reduce incidence of crime. CPTED also hosted the annual CPTED and Transit conference on May 10, which focused on security for public transit and the upcoming LRT system.

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## HEALTH IM

In 2018 the OPS's Mental Health Unit introduced its new Health IM program as a new tool for officers to connect with area hospitals after responding to a call for a person in mental health crisis, and better-serve those most in need.

The new initiative gave officers a software system that would ask a series of questions to determine a threshold of whether a resident needed further assistance at a hospital. After completing the checklist, the program determined whether the person involved needed additional help and would send notification to the nearest hospital so that health workers could prepare for their arrival.

While the OPS completed training for frontline officers and hospital staff in 2018, it is further examining how to integrate the app into the mobile devices being issued to all frontline staff.



An additional bonus of the Health IM software is its ability to generate data to provide a continual assessment of its viability and flag any issues that may improve on its use. The data can be used by officers to identify at-risk clients; those who have historic violent interaction with police to ensure that officers respond to any incident appropriately and with the proper mental health care. It can also flag files to help with preventative measures for those who have committed criminal offences while in distress. These alerts can help police help some of the most vulnerable members of our society and divert them from hospital emergency rooms and into the care of a professional before crisis occurs.

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## VICTIM SERVICE'S FACILITY DOG

In an effort to connect with some of the most vulnerable members of our community that come to us seeking help, the OPS introduced a new Facility Dog to its roster in 2018.

K9 West began his first official day with the Service on October 18, and has proven to be an invaluable asset to our Victim Crisis Unit (VCU). Trained by National Service Dogs in Waterloo, Ontario, and provided to the OPS by a generous donation from the Spoerri family, K9 West has been instrumental in helping victims in crisis. He has assisted our Sexual Assault and Child Abuse (SACA) Unit with helping ease children into the interview process after a traumatic event, and was even on call to help those impacted by the Westboro bus crash.

K9 West has the ability to adapt to the needs of each person he meets. His calm and steady composure help the OPS with more sensitive files where trauma has occurred. He has additionally completed a number of suicide intervention training classes with OPS members and has been a guest presenter at area elementary schools and at Algonquin College. Internally, he has provided steadfast support to members who engage in peer

support sessions.

West's ability to identify and empathize with persons expressing distress, sorrow or fear makes him a unique comforting presence and a distraction for those in need. He is a valued member of the Ottawa Police Victim Crisis Unit.





## YOUTH

The OPS is fully invested in developing and empowering youth throughout the city. It has a number of programs that provide access to police so that youth can provide invaluable feedback on what it's like growing up in their community.

One program, Youth In Policing Initiative (YIPI), is a way for youth to engage and learn more about the inner workings of the Service. Every year there are two sessions, where youth will join sections like the Canadian Police Information Centre (CPIC); Finance; Quartermaster; Community Police Centres; Marine, Dive, Trails Unit; Fleet; and Employee Services. They even get to use the Simulation Lab at the OPS's Professional Development training centre.

In 2018, the YIPI program received more than 600 applications for its 25-seat Winter and 40-seat Summer sessions. It also added in two youth-focused programs that included an anti-bullying presentation by Calgary Police's Tadd Millmine, and a Youth Cautioning Program, developed internally by Constable Cory McAree and Sergeant Candice Lohe.

The Millmine presentation provided YIPI students with tools to build resiliency and what to do when they encounter bullying. The

Youth Cautioning Program sought to help youth understand the law to better-educate them on their rights.

YIPI students Olivia Hollett and Nic Touchette were nominated as valedictorians by their peers; recognized because they went above and beyond by providing great leadership and ambassadorship for the program. In 2018, YIPI students raised over \$1,200 for Immigrant Women's Services Ottawa at an annual bake sale and helped with park cleanups.

Over the summer session, YIPI is run with the help of Constables Paul McCormack and Caroline Despatis, program coordinator Tom Patrick, and five university students.

In 2018, our Youth Section launched its new "Ask An Officer" campaign, that sought to connect with parents and educate them on laws and regulations that may impact their children. These community outreach events were well attended at various locations across the city, and provided parents with direct and frank discussions surrounding policing and youth.

The Youth Advisory Council (YAC) was also busy in 2018, engaging both on a local and



international stage. In February, two members visited the United Nations in New York City to participate in a global summit on issues impacting youth. YAC co-chairs Sabrina Teklab and Briana Fayad were the only ones invited from a police service and helped to provide a unique perspective on increasing youth voice and engagement on an international level. They delivered a presentation to the summit, outlining the role YAC plays with the Service in enhancing safety and quality of life for all residents in Ottawa. Our YAC members continue to be engaged with the global network, providing invaluable feedback and proudly representing the OPS.

YAC also provided social media training sessions for OPS School Resource Officers (SROs) leading up to the start of a new school year. They were able to show SROs the latest apps, how they work, potential negative implications of each app, and how officers could use them in their jobs. This training will continue into 2019 and provides a great opportunity for the YAC team to provide insight and build relationships within the OPS.

YAC also had its own bake sale that raised \$1,100 for Ottawa's Youth Services Bureau, as well as participated in the annual Sleep Out night in December, which seeks to draw attention to the plight of homeless youth in winter.

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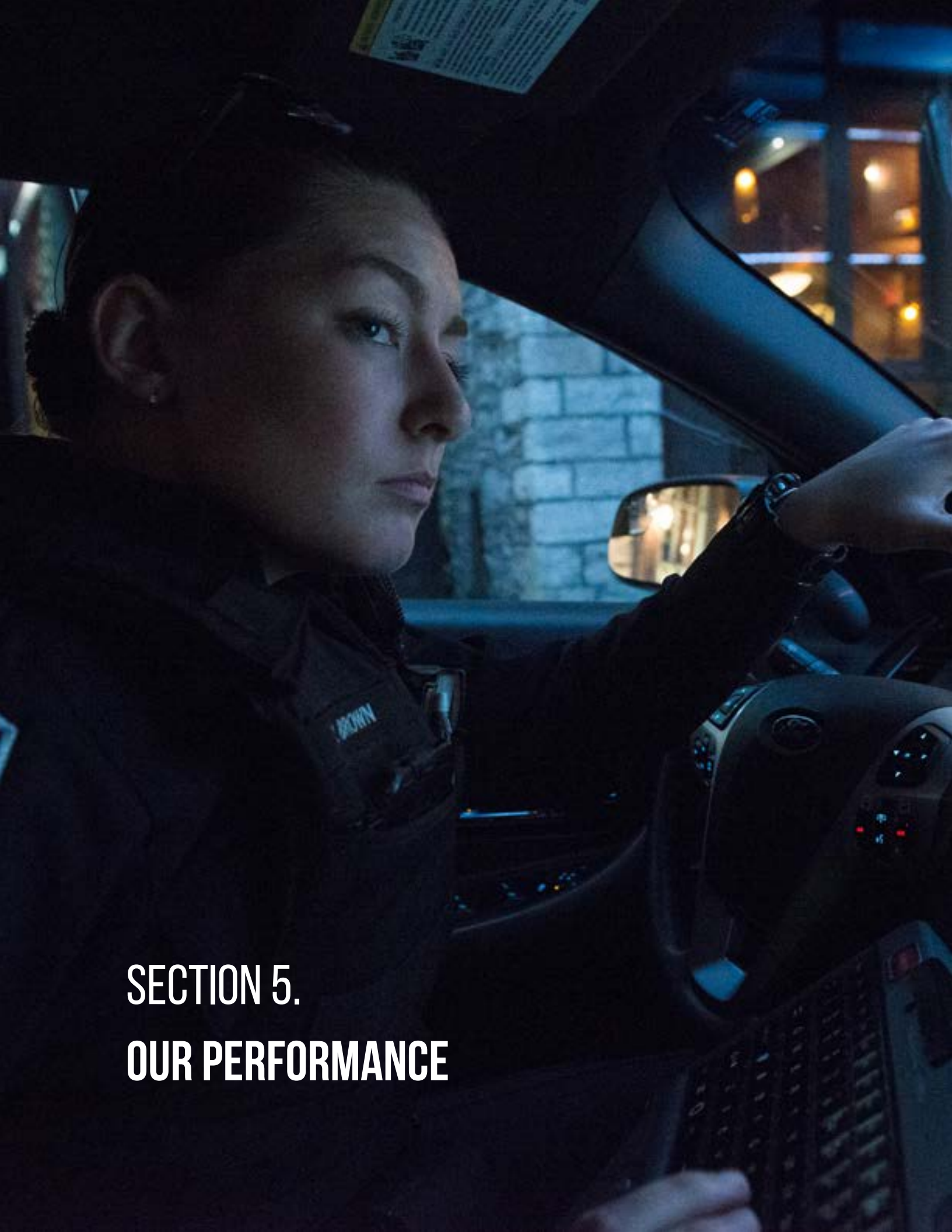
## 2018 JOINT TASK FORCE OPERATIONS

The OPS has members embedded with external agencies as part of its joint operations. This includes the OPP Biker Enforcement Unit, the RCMP's Integrated National Security Enforcement Teams, the OPP's Provincial Anti-Terrorism Strategy, and ongoing multi-agency investigations surrounding Internet Child Exploitation.

**December 5, 2018:** The OPS Internet Child Exploitation team, in coordination with agencies province-wide, charged six Ottawa residents with child exploitation and pornography offences.

**September 13, 2018:** OPS worked with INSET to locate a woman who made terrorist threats about impending attacks on government buildings.

**August 28, 2018:** The Biker Enforcement Unit and Guns and Gangs officers seized more than \$240,000 in drugs in the arrest of three Ottawa men.



**SECTION 5.**  
**OUR PERFORMANCE**

The Ottawa Police Service (OPS) is committed to protecting the safety and security of all communities in Ottawa. To demonstrate progress towards our targeted outcomes, we have established a Performance Measurement Framework (PMF) built on the work of Harvard Kennedy School of Government Professor, Mark Moore. The Framework also incorporates input from the Citizen Advisory Committee and aligns with recent national benchmarking research.

## TARGETED OUTCOMES



**REDUCE CRIME AND VICTIMIZATION**



**CALL OFFENDERS TO ACCOUNT**



**REDUCE FEAR AND ENHANCE PERSONAL SECURITY**



**ENSURE CIVILITY IN PUBLIC SPACES THROUGH NEIGHBOURHOOD PROBLEM SOLVING**



**USE FORCE AND AUTHORITY FAIRLY, EFFICIENTLY, AND EFFECTIVELY**



**USE FINANCIAL RESOURCES FAIRLY, EFFICIENTLY AND EFFECTIVELY**



**ENSURE QUALITY OF SERVICE AND CUSTOMER SATISFACTION**



**MEMBER ENGAGEMENT**

## CRIME STATISTICS

CRIME RATE	REPORTED CRIME	CRIME SEVERITY INDEX	CLEARANCE RATE %
2017: 3,519 2018: 3,926	2017: 34,452 2018: 38,921	2017: 50 2018: 54	2017: 37% 2018: 35%



In 2018, the police reported crime rate in Ottawa increased for the third consecutive year to approximately 3,900 incidents per 100,000 residents. The clearance rate for all Criminal Code of Canada Offences (excluding traffic) declined by two percentage points last year to 35 percent.

The Crime Severity Index (CSI) is a measure of crime that reflects the relative seriousness of individual offences. Reflective of the national trend, the severity of crime in Ottawa increased eight percent in 2018 to 54 points.

This can be attributed to a rise in the number of offences, including: Robbery, Sexual Assault, Assault, Break and Enter and Fraud.

The increase in crime mirrors the public's perception as measured by the 2018 Public Opinion Survey in which approximately three quarters of respondents perceived an increase in crime primarily at the city level over the past three years.

Visit [www.ottawapolice.ca](http://www.ottawapolice.ca) to view Ottawa's crime trends for the City and by Wards, 2017–2018.

## VIOLENT CRIME

VIOLENT CRIME RATE	REPORTED CRIME	VIOLENT CRIME SEVERITY INDEX	CLEARANCE RATE %
2017: 649 2018: 704	2017: 6,357 2018: 6,975	2017: 60 2018: 64	2017: 52% 2018: 49%

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 2018, the overall volume (+10%) and severity (+7%) of violent crime increased. Contributing to the increase in the violent CSI were increases in police reported Sexual Violations, Assaults, and Robberies. The OPS cleared 49 percent of all violent crimes in 2018, meaning that nearly half of all violent crime was solved.

The increase in violent crime is reflective of trends seen across Canada. Factors such as greater public reporting and movements like #MeToo have contributed to the overall increase.

## NON VIOLENT CRIME

NON-VIOLENT CRIME RATE	REPORTED CRIME	CRIME SEVERITY INDEX	CLEARANCE RATE %
2017: 2,869 2018: 3,222	2017: 28,095 2018: 31,946	2017: 46 2018: 50	2017: 33% 2018: 32%

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.

Contributing to the 12 percent increase in the non-violent crime rate were greater volumes of Theft Under \$5,000 (+18%), Fraud (+13%) and, Break and Enter (+12%). The non-violent CSI increased by nine percent in 2018 to 50 points. Similar to past years, the OPS continues to clear approximately 32 percent of all police reported non-violent crime.

## CALLS FOR SERVICE

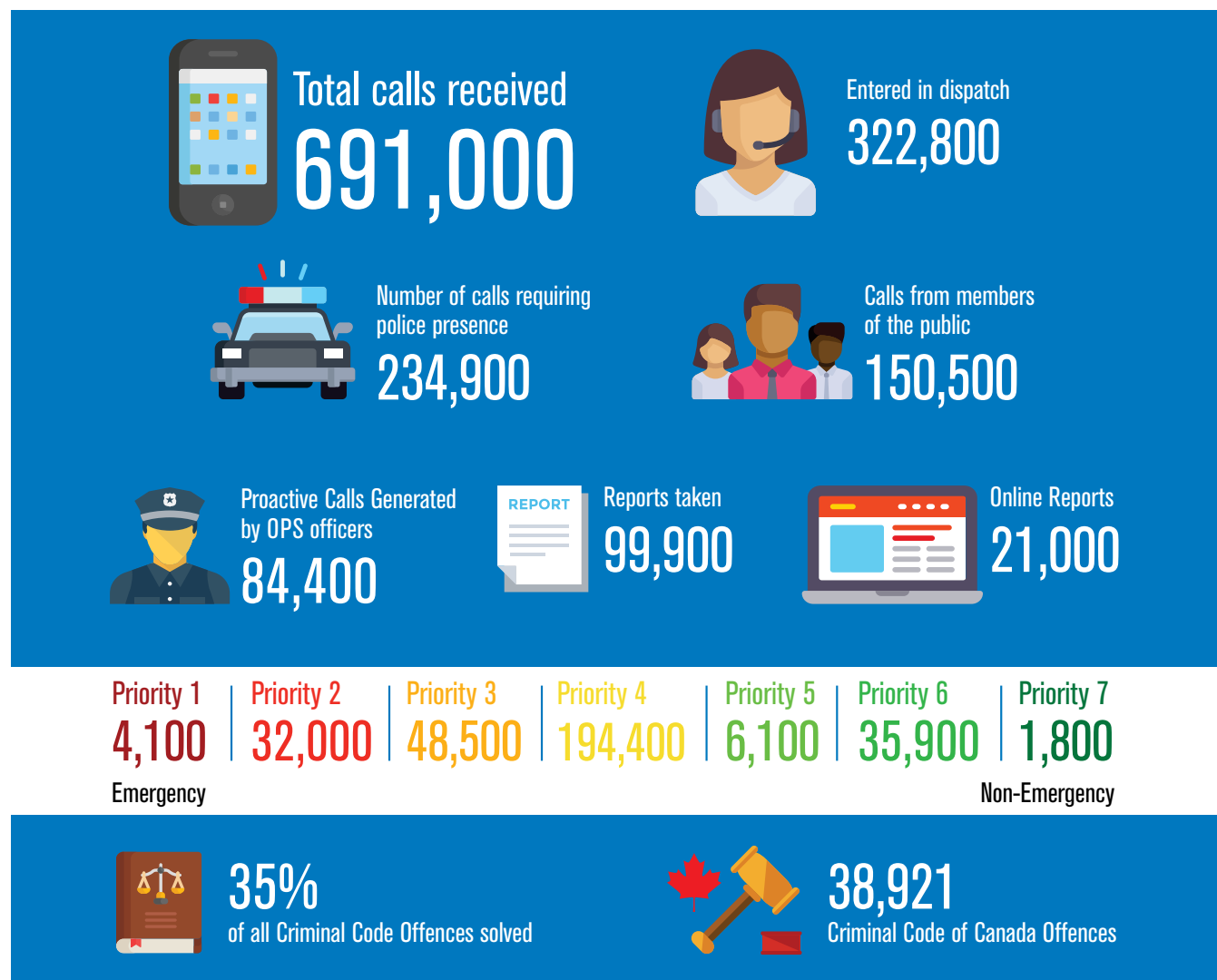
TOTAL DISPATCH CALLS	P1 EMERGENCY CALLS	P1 RESPONSE PERFORMANCE	SERVICE TIME (HRS)
2017: 312,600 2018: 322,800	2017: 3,900 2018: 4,100	2017: 95% 2018: 94%	2017: 287,200 2018: 278,400

In 2018, the OPS received approximately 691,000 calls for service representing a three percent increase from 2017. These calls included Police Reporting Unit communications, calls to switchboard, 911 and other emergency calls.



Of these calls approximately 322,800 were entered into the computer-aided dispatch system (CAD) a three percent increase from 2017. In addition, over 21,000 reports were received online. This translates into a 28 percent increase from the previous year. On-scene police presence was required in approximately 73 percent of all calls entered into CAD. Approximately 4,100 calls were categorized as Priority 1, meaning 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 94 percent of the time last year.

## WHEN YOU CALLED (2018)



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 2018, service time decreased by three percent to 278,400 hours; however, remains above the five year average of 277,600.

# ASSISTANCE TO VICTIMS OF CRIME

From 2014 to 2018, there were over 29,000 victims of violent crime in Ottawa. During this time, the proportion of female and male victims has been evenly distributed at 50 percent. What differs is the nature of their victimization. Males are more likely to be the victim of assault, robbery, attempted murder and homicide, while females are primarily victims of sexual assault, forcible confinement, and human trafficking.

The Ottawa Police Service Victim Crisis Unit works collaboratively with many community partners each day to provide services to victims of crime and tragic circumstances. The Unit is staffed by professionally registered crisis counsellors who deliver crisis intervention and post trauma interventions to victim and survivors of crime and tragic circumstances.

In 2018, the Unit's professional crisis counsellors delivered over 7,600 interventions to victims of crime and tragic circumstances and through a partnership with Ottawa Victim Services (OVS) referred over 6,500 victims.



In April 2018, during National Victims and Survivors of Crime Awareness Week, the Unit partnered with the Algonquin College Victimology Program, CHEO and Catholic Family Services to deliver a sought after workshop on Trauma and Violence Informed Practices for Victims and Survivors of Crime.

After the September tornadoes in 2018, the Unit worked tirelessly alongside their sworn colleagues and City partners to provide door to door wellness checks to residents of Ottawa impacted by the disaster.

By far one of the highlights of the year was when the new addition to the Victim Crisis Unit was sworn in on October 18, 2018. K9 West was officially sworn into the Ottawa Police Service as the Victim Crisis Unit Facility Dog and from the onset has demonstrated a keen ability to effectively assist with a variety of duties within his assigned position. K9 West has responded to a number of on-scene situations that have been deemed suitable and safe for him to attend. These include providing post-death notification support to children and families, and comforting a number of victims of violent crimes who were unable to attend the station for crisis support.

K9 West has also assisted our Sexual Assault and Child Abuse Unit with canine-assisted intervention support to child victims either before or immediately following their interviews with police. Lastly, he has provided canine-assisted support to witnesses of traumatic death including motor vehicle fatalities, homicide and suicide.

# TRAFFIC & ROAD SAFETY STATISTICS, 2017-2018

## CRIMINAL CODE TRAFFIC OFFENCES

2017: 706

2018: 711

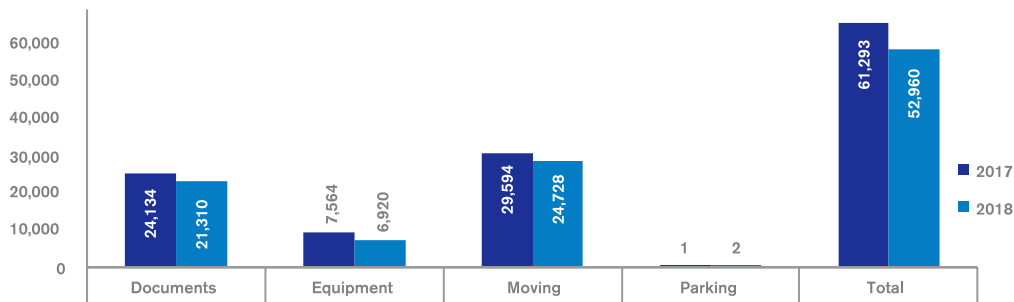


Criminal Code of Canada Traffic Offences in the City of Ottawa remained stable in 2018. Operation while impaired and low blood drug concentration violations accounted for nearly 75 percent of all Criminal Code Traffic Offences (+7%). Of the 525 impaired driving charges, 496 were alcohol impaired charges, 27 were drug impaired charges, and two charges involved both alcohol and drugs.

Provincial Offences Act (Part I) tickets are issued under multiple 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 2018, approximately 53,000 traffic-related Provincial Offences Act (Part I) tickets were issued, representing a 14 percent decrease from 2017. Approximately 47 percent of the tickets issued in 2018 were moving violations.

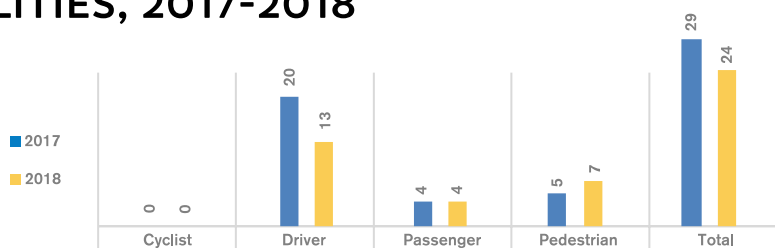
## PROVINCIAL OFFENCE NOTICES, 2017-2018



Overall motor vehicle collisions (MVC) increased by one percent to 16,163 in 2018. Property damage collisions accounted for 84 percent of all MVC investigated by the OPS. There were 2,573 collisions causing injuries and 24 fatal collisions, two fewer fatal collisions than in 2017. As a result of the fatal collisions, there were 24 persons killed in Ottawa, resulting in five fewer fatalities than in 2017. There were seven fewer drivers killed and no deaths involving cyclists. The number of fatalities involving passengers remained static at four; whereas there were seven fatalities involving pedestrians, two more compared to 2017.

In 2018, new distracted driving legislation was announced to help curb distracted driving and keep Ontario roads safer. The new legislation came into effect on January 1st 2019.

## ROAD FATALITIES, 2017-2018



# COST OF POLICING

The OPS recognizes the community's expectation that an organization should deliver value for money. The net expenditures for 2018 are presented in the table below and highlight a deficit of \$6.2 million. The deficit was primarily due to the background check and Collision Reporting Centres (CRC) revenue shortfalls, as well as pressures from overtime and Workplace Safety and Insurance Board (WSIB) expenses, which were partially offset by the implementation of spending reductions and a surplus in the claims and settlements account.



	2014		2015		2016		2017		2018		5-YEAR AVERAGE		CHANGE %	
	BUDGET	ACTUAL	BUDGET	ACTUAL	BUDGET	ACTUAL	BUDGET	ACTUAL	BUDGET	ACTUAL	BUDGET	ACTUAL	BUDGET	ACTUAL
COMPENSATION/BENEFITS	238,121	240,911	246,994	248,915	250,677	259,718	257,949	266,285	271,280	277,373	253,004	258,640	5.2%	4.2%
MATERIAL & SERVICES	17,409	18,010	19,872	19,959	22,481	22,761	24,708	23,299	25,673	24,324	22,029	21,671	3.9%	4.4%
OTHER INTERNAL COSTS	8,542	8,821	8,445	9,264	8,673	9,910	9,028	8,033	9,028	8,148	8,743	8,835	0.0%	1.4%
FINANCIAL CHARGES	17,523	16,923	19,024	19,789	21,541	20,690	23,972	23,959	20,139	20,182	20,440	20,309	-16.0%	-15.8%
FLEET COSTS	4,995	4,606	4,293	4,125	4,243	4,162	4,243	4,498	4,322	5,111	4,419	4,500	1.9%	13.6%
TRANSFER/GRANTS	27	22	27	24	82	43	132	105	116	96	77	58	-12.1%	-8.6%
TOTAL GROSS EXPENDITURES	286,617	289,923	298,655	302,076	307,697	317,284	320,033	326,178	330,558	335,234	308,712	314,139	3.3%	2.8%
RECOVERIES & ALLOCATIONS	(24,736)	(28,144)	(28,757)	(32,248)	(30,701)	(37,539)	(34,173)	(36,952)	(36,205)	(34,666)	(30,914)	(33,910)	5.9%	-6.2%
TOTAL NET EXPENDITURES	261,881	261,149	269,898	269,828	276,997	279,746	285,859	289,226	294,353	300,568	277,798	280,103	3.0%	3.9%

For more information on the OPS budget, please visit [www.ottawapolice.ca](http://www.ottawapolice.ca) or to access the 2018 Annual Financial Report please visit [www.ottawapoliceboard.ca](http://www.ottawapoliceboard.ca)

## BACKGROUND CHECK REVENUE

As part of the 2017 and 2018 budgets, a revenue increase of \$2.4 million was phased-in to reflect a full cost recovery or user pay approach for background checks. The proposal will fully recover all costs through an estimated annual revenue increase of \$2.4 million. However, a January 1, 2019 implementation date means that no additional revenue will be realized in 2018 resulting in a \$2.4 million in-year shortfall in revenue.

An additional pressure of \$0.3 million is due to the lost revenue of express surcharges that used to be paid on the majority of background reports purchased prior to the launch of the on-line service. This brings the total pressure to \$2.7 million.

## OVERTIME COSTS

Overtime costs created a pressure of \$2.1 million in 2018. The main drivers are: staffing shortages in the Communications Center and Front Desk sections; overtime related to the Tornados; and, the increased magnitude of the overtime costs for Canada Day.

Front Desk Services is causing the largest overtime pressure and the civilianization of this function in October has helped to reduce this pressure. The Communications Center is also experiencing significant overtime pressures due to staffing shortages. A hiring plan has been implemented and is expected to address the overtime use. Canada Day cost more than planned due to the enhanced security posture and the accompanying planning costs of that enhanced security posture.

## WSIB & LTDI COSTS

The compensation – WSIB area of the budget created a pressure of \$1.8 million in 2018. This pressure is comprised of costs related to members off work for extended periods due to Workplace Safety and Insurance Board (WSIB) injuries that need to be replaced. This cost totalled \$1.1 million in 2018. Additional pressures in relation to the administration and medical costs of WSIB positions totalled \$0.7 million. The increase in WSIB claims is mainly a result of new presumptive legislation allowing Operational Stress Injury (OSI) claims, along with an increase in the volume of claims and lost time. Also retroactive adjustments are being processed as individuals are moved from long term disability insurance (LTDI) to WSIB. A provision has been included in the 2019 budget to address the compensation portion as it relates to the positions on WSIB.

## REVENUE FROM COLLISIONS REPORTING CENTRES (CRC) AND FALSE ALARMS

Revenue from the sale of collision reports was \$0.8 million lower than budget in 2018. Revenue from attending false alarms contributed another \$0.2 million to the deficit. For collision reports there are two drivers of the budget shortfall: 1) the decline in the number of vehicles involved in collisions has dropped by approximately 10% since 2015; and 2) decline in the sales rate for collision reports. The CRC model was developed assuming that reports from 55% of collisions would be sold. For 2016, the actual figure was closer to 15% and in 2017, this number dropped to 8%. This change reflects the trend in the insurance industry to cut costs, a strategy which includes not purchasing collision reports.

## FLEET REPLACEMENT

In 2017, staff initiated a one-time deferral of the planned replacement of approximately 60 fleet vehicles. This enabled the Service to transfer \$2.4 million from the Fleet Replacement Reserve to support the Operating Budget. In 2018 a transfer of \$0.6 million was approved to help finance the Phase 1 purchase of conducted energy weapons (CEWs), resulting in a deferral of roughly of 15 vehicles. The deferral plan was managed by extending the service life of these assets through the rotation of low and high mileage vehicles. The deferral of replacement has caused vehicle maintenance costs to rise by \$0.4 million in 2018. In the 2019 budget, one of the strategies to reduce future deficits was to increase the contributions for fleet sustainment, which will help to reduce vehicle maintenance costs in the future.

## DISCRETIONARY SPENDING FREEZE

A discretionary spending freeze order was issued by the Chief in July 2018. It required spending be focused on goods and services that support the health and safety of members and critical operations and infrastructure. This action provided a savings of \$1.1 million.

## CLAIMS, SETTLEMENTS, INDEMNIFICATION & LEGAL FEES

Staff realized a savings of \$0.7 million in this area, with \$0.6 million coming from claims settlements and \$0.1 million savings in legal fees. The City is self-insured for claims up to \$3.0 million. Currently, there are over 110 outstanding claims. As settlements occur, they are approved by the Board and paid. The 2018 experience was lower than it has been the last several years.

# GRANT FUNDING PARTNERSHIPS

In 2018, OPS secured more than \$12 million through government partnership. These are outlined in the table below.

<p>Provincial Strategy for Protecting Children from Sexual Abuse and Exploitation on the Internet <b>\$445,720</b></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 their victims.</p>	<p>Reduce Impaired Driving Everywhere (RIDE) <b>\$48,800</b></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>MERIT Countering Violent Extremism (MERIT CVE) <b>\$183,000</b></p> <p>Mitigates acute harm related to CVE (countering violent extremism) by focusing holistically on several interdependent strategies within a continuum of community safety.</p>	<p>Provincial Electronic Surveillance Equipment Program (PESEDP) <b>\$105,188</b></p> <p>PESEDP funds activities directed at organized and serious crime, and initiatives focused on proceeds of crime.</p>
<p>Youth in Policing Initiative (YIPI) <b>\$186,500</b></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>Policing Effectiveness and Modernization (PEM) <b>\$4,612,000</b></p> <p>Funding from the Ministry of Community Safety and Correctional Services that supports the Strategy for a Safer Ontario. Three initiatives were supported;</p> <ul style="list-style-type: none"> <li>- Human Trafficking</li> <li>- Mental Health</li> <li>- Strategic Operations Centre</li> </ul>
<p>Court Security Prisoner Transport (CSPT) <b>\$4,135,400</b></p> <p>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.</p>	<p>Federal Support for Extraordinary Policing Costs in the Nation's Capital <b>\$2,000,000</b></p> <p>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.</p>
<p>POC FLP – HealthIM – Improving Collaborative Mental Health Crisis Response Through Technology <b>\$100,000</b></p> <p>Funding to innovate the ways to improve the response to individuals in crisis with mental health issues.</p>	<p>POC - High Risk Neighbourhoods <b>\$99,800</b></p> <p>Focusing on proactive efforts in higher investment neighbourhoods, emphasizing collaboration. Implantation of a program that will build capacity of community problem solving in a way that supports the first 2 Formalized Community Networks.</p>
<p>Civil Remedies Grant - Rapid Drug Identification &amp; Community Alert Initiative <b>\$44,913</b></p> <p>To purchase an IONSCAN - a portable detector that can identify a variety of drugs - to contemporaneously identify dangerous opioids such as Fentanyl and its analogues, thus reducing injury to the community and assisting with investigations regarding profit-motivated unlawful activity.</p>	<p>Ontario Strategy to end Human Trafficking <b>\$34,800</b></p> <p>Ontario's Strategy to End Human Trafficking aims to assist victims of human trafficking and exploitation, and build justice system capacity. Grant funding is applied towards the salary costs associated with investigations conducted by OPS human trafficking officers.</p>
<p>Department of Justice – Victims Fund HT <b>\$43,500</b></p> <p>The Department of Justice administers the Victims Fund, which allows provinces and territories and non-governmental organizations to request funding to enhance victim services. It also provides financial assistance to victims of human trafficking in certain circumstances. Grant funding was applied towards the OPS' "Service Enhancements for Victims of Human Trafficking" initiative which included having a dedicated HT victim support specialist on staff.</p>	

# PROFESSIONAL STANDARDS

TOTAL NUMBER OF COMPLAINTS RECEIVED		COMPLAINTS RECEIVED FROM THE PUBLIC		CONDUCT COMPLAINTS RESULTING IN DISCIPLINE		CONDUCT COMPLAINTS RESOLVED WITHIN YEAR RECEIVED	
2017: 353	+2%	2017: 169	+4%	2017: 48	-2%	2017: 183	+4%
2018: 360		2018: 175		2018: 47		2018: 190	

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 members accountable. As delegated by the Chief of Police, our Professional Standards Section (PSS) has the authority to investigate and facilitate resolution of internally generated complaints (Chief’s complaints) and public complaints generated through the Office of the

Independent Police Review Director (OIPRD).

The PSS has taken an active role in educating supervisors in resolving complaints. This allows for a better dialogue between complainants and supervisors and promotes a quicker alternative to resolving issues that arise in the course of daily operations.

Each type of complaint is classified according to the type of allegation that was made. In a situation where an officer is facing more than one allegation, the complaint is classified using the most serious allegation. The classification provides an idea of the types of situations that generate complaint investigations.



## COMPLAINTS RECEIVED, 2017-2018

TYPE	2017	2018	5 YEAR AVERAGE	CHANGE 2017-2018%
PUBLIC COMPLAINTS (POLICY & SERVICE)	23	17	13	-26%
PUBLIC COMPLAINTS (CONDUCT)	169	175	183	4%
CHIEF'S COMPLAINTS	161	168	175	4%
TOTAL	353	360	370	2%

## COMPLAINTS RECEIVED BY CATEGORY, 2017-2018

CLASSIFICATION	2017	2018	5 YEAR AVERAGE	CHANGE 2017-2018%
IMPROPER CONDUCT	249	272	276	9%
EXCESSIVE FORCE	21	12	18	-43%
NEGLECT OF DUTY	59	57	61	-3%
FIREARM DISCHARGE	1	2	2	100%
POLICY/SERVICE COMPLAINTS	23	17	13	-26%
TOTAL	353	360	370	2%

In total 360 complaints were filed in 2018, representing a two percent increase from 2017. There was a slight increase in both the number of Chief's complaints (+4%) and in the number of public complaints (+4%) in 2018.

Improper conduct includes a broad range of allegations ranging from inappropriate actions such as unauthorized search and seizure, red light camera infractions, poor judgment, at fault motor vehicle collisions, abuse of authority, breach of confidentiality, and insubordination. In 2018, complaints of improper conduct increased by nine percent from 2017.

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



## REGULATED INTERACTIONS

In March 2016, the Ontario Government introduced Regulation 58/16, under the Police Services Act entitled “Collection of Identifying Information in Certain Circumstances – Prohibition and Duties”, and commonly referred as the “Street Check Regulation”. This new Regulation provides for voluntary police-public interactions, which are designed to ensure that the regulated interactions are without bias or discrimination. It also establishes rules for data collection, retention, access and management, training, and policy and procedures with audit and public reporting requirements.

The new Regulation applies when police are attempting to collect identifying information from an individual they do not know during a ‘face-to-face’ interaction. The Regulation does not apply when an officer is conducting an investigation into an offence that is reasonably suspected to have been committed or will be committed, or in other circumstances that are specifically outlined in the regulation. The Regulation prohibits attempts to collect identifying information about an individual in ‘face-to-face’ encounters which are arbitrary or where any part of the reason for the attempt is that the officer perceives the individual to be within a “particular racialized group” unless certain other and legitimate conditions exist.

The OPS is in compliance with the prohibition and stands against such practices. We have worked alongside police members and provincial partners to ensure compliance with the new legislative requirements and completed the eight hour mandatory training. The new procedures were launched at the OPS on March 28, 2017.

In 2018, 10 attempted “Regulated Interactions” were recorded. Identifying information was collected from four of the attempts; however, only two attempts met the requirements of a “Regulated Interaction”. Given the low number of attempts to collect identifying

### NUMBER OF ATTEMPTED COLLECTIONS (INCIDENTS).

2017: 5

2018: 10



### NUMBER OF INDIVIDUALS FROM WHOM INFORMATION WAS COLLECTED

2017: 7

2018: 4



information it is difficult to identify any real patterns or conclusions. However, looking at the data collected, there is no identifiable “disproportionate” pattern regarding sex, age, race or location. For a second year, the number of regulated interactions is low; however it appears to be consistent across the province.

On June 7, 2017, the Government of Ontario appointed the Honourable Justice Michael Tulloch of the Ontario Court of Appeal to lead an independent review of the implementation of the Regulation. Following lengthy consultation efforts with police and community stakeholders across the Province, Justice Tulloch released his report with recommendations on December 31, 2018. On January 8, 2019 Justice Tulloch met with members of the OPS Senior Leadership Team to provide an overview of his findings and recommendations.

The OPS will continue working with provincial partners and Ontario Association of Chiefs of Police (OACP) Special Working Group to review Justice Tulloch’s report and gain greater insight into the implementation benefits and challenges of the new legislation and any changes the review may offer. In the meantime, the OPS will maintain close monitoring, training and supports, so officers can engage in regulated interactions.

To view the full report click on the following link:  
<https://www.mcscs.jus.gov.on.ca/sites/default/files/content/mcscs/docs/StreetChecks.pdf>

# POLICE INTERVENTION REQUIRING FORCE

In the course of their duties, police officers may face situations that require using force to ensure the safety of the public safety as well as their own. The authority to use force is set in provincial legislation, as are standards related to approved weapons, training and reporting.

Officers are instructed to use only the amount of force necessary to bring an incident under control, make an arrest, or protect themselves or others. In an event where use of force may be used, the officer selects what they feel to be an appropriate and reasonable response based on the situation, including factors such as the subject's behaviour, their own perceptions, and tactical considerations.

Annual use-of-force training for officers is mandated by the Province. It provides officers with the skills to assess plan and act accordingly to resolve situations they encounter. Good communication and de-escalation techniques are at the forefront of every encounter with the public. In 2018, the OPS renewed the license agreement with the province of British Columbia for the BC Crisis Intervention and De-escalation (CID) classroom training course and materials. This program is the foundation of OPS' communication and de-escalation program. All new recruits and experienced officer new hires are provided with this 8-hour basic program which consists of classroom and scenario training with live role players. Additionally, as part of annual block training, officers receive both academic and scenario training based on the concepts of incident management and its connection to de-escalating incidents.

Officers are required to submit a use-of-force report whenever they draw a handgun in the presence of a member of the public, point a firearm at a person, discharge a firearm, when a weapon other than a firearm is used on

## APPLICATION OF FORCE

2017: 679

2018: 767



## USE-OF-FORCE REPORTS

2017: 440

2018: 529



## REPORTS/10,000 CALLS

2017: 14

2018: 16



another person, or where physical force has been used on another person that results in an injury requiring medical attention. A use-of-force report is also required when a Conducted Energy Weapon (CEW) is used in probe mode, three point contact, stun mode and when the CEW is used as a demonstrated force presence (overt display of the CEW with the intent to achieve compliance).

A single use-of-force report may include more than one application of force. For example, last year 529 use-of-force reports were submitted (+20%), with 767 applications of force (+13%). During their assessment of the situation and subsequent response, the attending officer may have to transition to a higher or lower level of force as the situation unfolds, therefore some use of force reports may cover more than one of the criteria requiring a use of force report to be submitted. One use of force report would then cover all use of force options exercised in a single incident. On the other hand, specialized teams may submit a single report on behalf of all members involved. For example, seven percent (37) of all reports were submitted by the Tactical Unit. Furthermore,

a single incident responded to by multiple officers may result in more than one report being submitted.

In 2018, there was an increase in the number of situations where firearms were drawn (+4%) and pointed (+9%). There were 40 reports involving the discharge of firearms, down one from 2017. There was one incident of a firearm being discharged on a person. This incident was investigated by the Ontario Special Investigations Unit and their findings released to the public on January 21st 2019. ([https://www.siu.on.ca/en/directors\\_report\\_details.php?drid=202](https://www.siu.on.ca/en/directors_report_details.php?drid=202)). The remaining discharges (39/40) involved dispatching animals.

Use of force reports involving Carbine usage decreased by six to 49 in 2018. Aerosol spray and impact weapons (soft and hard) are used to assist in gaining control of individuals resisting arrest and in situations where the safety of the officer or a member of the public is at risk. In 2018, aerosol weapons were used in 20 instances, an increase of four from 2017. The use of both impact weapons hard and soft decreased in 2018 to three.

Physical techniques used to control a subject that do not involve the use of a weapon, are categorized as an empty hand technique - hard or soft. Soft techniques have a lower probability of causing injuries and can include restraining techniques, joint locks and non-resistant handcuffing. Hard techniques have a higher probability of causing injury and may include empty hand strikes such as a punch or a kick. Empty hand hard was used a total of 19 times, two fewer than in 2017. The use of empty hand soft technique was reported in 25 instances, a decrease of 14 cases from 2017.

## DID YOU KNOW?

Less than one percent of all calls attended by the OPS require the use of force. In fact, most calls are resolved solely with officer presence and communication. Effective communication and de-escalation continue to be at the foundation of police-public interactions.

## CONDUCTED ENERGY WEAPONS (CEW)

In May 2018, the Ottawa Police Services Board approved an expansion plan to have all sworn police officers issued a CEW. Last year the OPS delivered 45 CEW Operator courses, which equipped an additional 432 officers with CEWs bringing the total to 650. The CEW usage is broken down by method of deployment, including:

1. Demonstrated force presence;
2. Drive stun mode;
3. Probe deployment mode; or
4. Three point contact.

In 2018, CEWs were used in 181 incidents. Over 50 percent of these deployments involved demonstrated force presence (98) where the CEW was pointed but not used, 43 percent were probe deployment (77), and three percent drive stun and contact (6). This illustrates officers are leveraging this option to de-escalate calls and gain control of the situation without further use of force.