

**Report to / Rapport au:**  
**OTTAWA POLICE SERVICE BOARD**  
**LA COMMISSION DE SERVICE DE POLICE D'OTTAWA**

**24 June 2024 / 24 juin 2024**

**Submitted by / Soumis par:**  
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**SUBJECT: OTTAWA POLICE SERVICE ANNUAL REPORT : 2023**

**OBJET: RAPPORT ANNUEL DU SERVICE DE POLICE D'OTTAWA : 2023**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Service Board receive this report for information.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de service de police d'Ottawa prenne connaissance du présent rapport à titre d'information.**

**BACKGROUND**

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

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

Adequacy Standard AI-011, as well as the Ottawa Police Service Board (Board) Policy AI-011 Framework for Annual Reporting, reflects these requirements and provides additional detail regarding the provision of results achieved during the previous fiscal year relating to specific topics.

The Board's Protocol for Sharing Information with Council (GA-6) requires that copies of this Annual Report be provided to the City Clerk and made available to the public no later than June 30 of each year. Section 2 c) of the Board's policy number BC-2 Monitoring Requirements confirms this obligation.

## **DISCUSSION**

The 2023 Annual Report offers insight into the remarkable dedication and hard work demonstrated by Ottawa Police sworn and civilian members throughout the year in partnership with the community they serve.

2023 was another busy year filled with both challenges and significant progress.

OPS members responded to over 400,000 calls for service, dealing with numerous challenges, investigating complex crimes, and assisting those in need. They dealt with an array of issues, from the rise in auto thefts to incidents of gun violence, substance abuse, overdoses, ongoing demonstrations and major events, violence against women, and hate crimes targeting various communities.

Despite the challenges, members demonstrated resilience, innovation, and a commitment to serving our community. However, from listening to both OPS members and members of the community, we know that overall service delivery, as well as internal culture, policies, and practices, need to improve.

In response, the OPS has developed a new strategic plan, with four priorities leading it toward transformative projects and initiatives that will guide the service over the next three years. These initiatives, aimed at enhancing community safety, stabilizing the workforce, and delivering service excellence, are laying the foundation for a safer and more inclusive Ottawa.

One of the OPS's primary strategic focuses is strengthening partnerships with community stakeholders. Working with partners such as the Integrated Community Situation Table (ICST) and the Indigenous Women's Safety Table, the Service is actively tailoring policing efforts to meet the specific needs of Ottawa's diverse communities. This collaborative approach ensures that initiatives are both reactive and proactive, addressing immediate concerns while also preventing future issues from arising.

Initiatives such as the enhanced District Policing model and the Neighbourhood Operations Centre at 50 Rideau Street reflect OPS's dedication to enhancing police visibility and responsiveness in its communities. Additionally, the groundbreaking of the new South facility marks a milestone in enhancing OPS infrastructure and presence within the community.

Enhancing community safety remains another paramount priority for the OPS. In line with this, the Service is actively developing new models and alternative service delivery approaches to address social issues, mental health and addictions, homelessness, and other vulnerable populations.

Additionally, the OPS is committed to modernizing technology and data systems to further enhance community safety, operations, and equity. The launch of the Community Safety Data Portal signifies a significant step towards modernizing policing and enhancing transparency within the community.

Equity, diversity, and inclusion initiatives continue to be focal points at OPS. The Diversity, Respect, Inclusion, Values, Equity and Engagement (DRIVE2) Strategy includes 30 key priorities, one of which is the Safe Workplace Program which demonstrates the OPS's

ongoing commitment to creating a workplace free from discrimination and harassment.

The Outreach and Recruitment team continues to work hard to recruit quality candidates for the OPS and foster equity, diversity, and inclusion within its ranks. Thanks to their efforts, 87 recruits were hired in 2023, and the recruitment process continues to generate high-interest levels, with over 400 applications received to date.

Stabilizing the workforce remains another critical priority moving forward. With a goal of hiring 550 new members in the coming years, the staffing stabilization plan aims to appropriately staff the Service, so the OPS has the resources needed to meet the city's evolving needs.

### **Key stats from 2023 include:**

- Service requests increased by 15%, totaling 427,400. This included about 54,100 more calls through the dispatch system (400,000 total) and around 3,000 additional reports submitted online (27,400 total)
- The rise in requests for service was primarily caused by a spike in non-dispatched 911 calls, triggered by the automatic SOS feature on Android devices. This issue, which led to an unusually high volume of emergency calls, has now been resolved.
- With 48,000 reported Criminal Code of Canada offences (excluding traffic) in the city of Ottawa, the level of reported crime increased by 12% last year.
- The clearance rate for total Criminal Code offences (excluding traffic) remained in line with the previous year's results (28%).
- Ottawa's Crime Severity Index (CSI) increased by 5% to 59 points (Violent CSI was in line with previous year's value; Non-Violent CSI up 8 percent).
- The volume of reported violent crimes increased by 3% in 2023, driven by assaults, threats, and robberies.
- Property related offences increased by 13% in 2023 primarily due to increases in the number of thefts (including shoplifting), fraud, mischief, break and enters, and thefts from motor vehicles.
- There were 15 homicide incidents in 2023 with 16 victims. 12 of the occurrences have been solved.
- In 2023, shootings increased by 22% from 60 to 73, and OPS officers seized 81 crime guns.
- The number of collisions on Ottawa roadways increased by 28% to nearly 19,300, while fatalities increased to 27 (up from 23 in 2022).

### **Distribution / Release**

Following Board approval, the OPS will be promoting and distributing the 2023 Annual Report through a variety of means:

- A news release will be issued, and links to the report will be frequently shared on OPS social media channels;
- The report itself will be posted to the OPS website, under Reports and Publications; residents can download a copy of the PDF in either official language; and
- Community partners such as the CEC, City Councillors, our Partnership in Action (PIA), and YAC will be advised of its release and be provided with a copy of the report.

Community police officers, the Diversity Relations and Resource Unit, and the Victim Crisis Unit will also promote and distribute the report through other external networks.

### **SUPPORTING DOCUMENTATION**

- Document 1: 2023 Annual Report PDF (English)
- Document 2: 2023 Annual Report PDF (French)

### **CONCLUSION**

The members of the OPS are committed to the safety, security and well-being of all residents and visitors of the Nation's Capital.

The 2023 Annual Report highlights the excellent work OPS members do and reflects our ongoing commitment to transparency, accountability, and community engagement.