

**Report to / Rapport au:**

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

**27 June 2022 / 27 juin 2022**

**Submitted by / Soumis par:**

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**SUBJECT: 2021 OTTAWA POLICE SERVICE ANNUAL REPORT**

**OBJET: RAPPORT ANNUEL DU SERVICE DE POLICE D'OTTAWA : 2021**

**REPORT RECOMMENDATIONS**

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

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa prenne connaissance  
duprésent 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 Services 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 men and women who serve as members of the Ottawa Police Service (OPS) are committed ensuring the safety of all residents in our City. This is done with a duty of care and in alignment with the City's Community Safety and Well-Being (CSWB) plan. It's our goal to develop our thinking, actions, and systems that will lead to both improved member and public trust in our Service.

We are part of the community, we care, and are actively listening to take action on addressing residents' concerns.

Every day, our members are connecting with community groups, business owners and residents to gather feedback and develop collective strategies that will improve how we deliver policing services and community safety.

In September 2021, as part of an extensive broad-based community consultation process, the OPS posted a survey on its website to solicit feedback from stakeholders, residents, and community groups. The survey was shared on the Board's website, translated into multiple languages, and was extensively promoted using a combination of traditional media, social media, contacts and networks, and direct outreach to marginalized groups. Over 3,200 individuals completed the survey.

The results of that survey and direct feedback have helped to guide our strategic direction and financial investments into community safety. The feedback helped to identify priorities including things like a new Call Referral program that will redirect those in mental health and addictions crisis to support services and away from the criminal justice system. We are providing support to a new Mental Health Guiding Council that will help to develop solutions to better help those in crisis.

We also made investments into expanding our Neighbourhood Resource Teams (NRTs) in 2021 as part of our commitment to community policing. This enables the police service to better serve the unique needs of Ottawa's diverse communities. Each of these NRTs met with community leaders and frontline partners to develop a tailored approach to community safety through a network of social services and other frontline partner supports.

Working with Ottawa's Indigenous leaders, a new Interim Indigenous Women's Safety Advisor (IWSA) position was developed in 2021. As part of this work, an Indigenous

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

Internally, with the support and direction of the Board, we worked with Rubin Thomlinson LLP to develop our new Safer Workplace Action Plan to make significant changes in how we support our members and respond to complaints to restore a safe and equitable workplace for all members. A full update on the progress we have made on the Action Plan is included in this month's agenda. We also launched our new Early Intervention Program to identify trigger thresholds for members who may be in need of support and to confidentially provide them with key resources at the earliest stages of an issue.

It is not easy work, but we are committed, and we have strong partners in the community, including members of the Community Equity Council (CEC), who want to be part of the solution.

From those meetings with community stakeholders, we have talked about a shared vision for a healthier, safer, and more inclusive city where the community and police solve problems together.

This has helped to guide our focus, and we have identified four key priorities for the OPS that includes:

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

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

Here are some of the highlights from 2021:

- Demand for service increased 7 percent in 2021 to nearly 357,000 requests for service, translating into 24,000 more calls received through the dispatch system and 800 reports received online.

- With approximately 36,260 reported Criminal Code of Canada offences (excluding traffic) in the city of Ottawa, the level of reported crime increased by 8 percent last year.
- The clearance rate for total Criminal Code offences (excluding traffic) declined by 2 percent, with 32 percent of all cases cleared by charge or cleared otherwise.
- Ottawa's Crime Severity Index (CSI) increased by 4 percent last year to 50 points (Violent CSI 12%; Non-Violent CSI <1%).
- The volume of reported violent crimes increased by 7 percent in 2021, driven by assaults, sexual violations, and threats.
- Property related offences increased by 5 percent in 2021 primarily due to increases in the number of thefts, including thefts from motor vehicles.
- There were 14 homicides in 2021, with nearly 80 percent solved to-date.
- The number of shootings returned to historical levels with 82 incidents, while OPS officers also seized 80 crime guns through proactive work to address street violence in the community.
- Naloxone was administered by officers 85 times to help save lives last year.
- To address community concerns around road safety, OPS officers issued over 40,000 tickets, and 690 Part III charges for stunt driving.
- The number of collisions on our roadways declined by 5 percent to 10,800, while fatalities increased by 25 percent to 20 on Ottawa roadways.

As the Province achieved milestones in the Roadmap to Reopen Ontario, and restrictive measures were lifted, the OPS has seen demand for policing services return to natural historical levels.

### **Important work to do**

Over the past few months, we have been reaching out to community leaders to ensure they know that our door is always open, and as a community partner we continue to be open and receptive to feedback that enhances the services we provide.

All new OPS strategies, policies and practices will be community informed and involved -- with community co-production through consultation with community experts and evidence-based best practices.

This includes implementing new actions and measures:

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

It is our Service's commitment that we will continue to pursue cultural and systemic change with the same focus.

We know that we cannot do this alone.

We value and need the partnership and input of our City and community leaders, marginalized voices and communities, and all residents of Ottawa who count on and rely on our services.

We best move forward when we work together.

We care about the community and want to be the police service this community deserves.

### **Distribution / Release**

Following Board approval, the OPS will be promoting and distributing the 2021 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 provided a copy of the report.

The report will be additionally promoted and distributed through other external networks by our Community Police Officers, our Diversity and Race Relations Unit, and our Victim Crisis Unit.

### **SUPPORTING DOCUMENTATION**

Document 1: 2021 Annual Report PDF E

Document 2: 2021 Annual Report PDF F

Document 3: 2020-2021 Crime Trends: City of Ottawa and 23 Wards

Document 4: 2021 Use of Force Report

## **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 2021 Annual Report highlights the excellent work our members do, in partnership with our communities and frontline agencies, to prevent and investigate crime and collaboratively develop programs, systems and processes that best serve the residents of Ottawa.