

Report to / Rapport au:

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

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Submitted by / Soumis par:

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SUBJECT: PUBLIC CONSULTATION POLICY: ANNUAL REPORT

OBJET: POLITIQUE DE CONSULTATION PUBLIQUE : RAPPORT ANNUEL

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 du présent rapport à titre d'information.

BACKGROUND

The Ottawa Police Service (OPS) is committed to the philosophy of community policing as a means of improving community wellbeing, safety, and security, through joint problem identification, analysis, response, and evaluation.

Through the identification and mobilization of community assets, as well as the initiation of engagement activities, the OPS is able to work alongside community members, organizations, and leaders, to:

- Develop partnerships and engagement strategies;
- Identify problems, opportunities, and potential solutions; and,
- Promote trust and confidence in policing.

The OPS uses a combination of community engagement and mobilization approaches to address the complexity of the diverse communities within the City of Ottawa.

Engagement methods are founded on the International Association for Public Participation (IAP2) model which defines various levels of community engagement as follows: Inform, Consult, Involve, and Collaborate.

The daily efforts of OPS staff in engaging with community members, partners, and stakeholders, allow the OPS to serve the community in a manner that is responsive to changing needs. Community relations continue to be strengthened as a result of sound engagement and consultation practices.

The Ottawa Police Services Board Public Consultation Policy CR-6 supports the OPS's vision statement and is fundamental to acquiring public understanding and support for the actions of the Police Service and Police Services Board.

DISCUSSION

The Public Consultation Policy 2016 Annual Report highlights major community engagement initiatives that span the entire community engagement continuum, while also reporting on the public consultation policy.

There are strong linkages between the engagement activities carried out by the OPS and the key strategic priorities identified in the 2016-2018 Business Plan entitled: Innovation & Investment in Community Safety:

- *Community:* Working with our communities on our shared responsibility for safety
- *Members:* Engaging and investing in all our people
- *Service:* Delivering service excellence through our operations.

The 2016-2018 Business Plan adopted an EDI Lens that helps us to see things from differing and new perspectives, provides us clear focus and gives us a more complete view.

“Interweaving knowledge and awareness of equity, diversity and inclusion (EDI) in our day-to-day work is essential to our success as a service organization. EDI has emerged as a worldwide practice and OPS will continue integrating these principles into its business practices, processes, planning and culture.”

Engagement strategies have also been developed in relation to the Chief's identified operational priorities of Violence against Women, Road Safety, and Guns and Gangs, to demonstrate the importance of dedicating appropriate resources to these issues and involving the community in the development of solutions to these problems. These

strategies are discussed later in the report as part of the consultation and engagement activities carried out by the OPS in 2016.

The goal of this report is to summarize approaches to public participation and community engagement with the public, our partners, and stakeholder organizations, which have enhanced relations and outcomes. The OPS is determined to continue to be a leader in community engagement.

CONSULTATION

Business Plan: Innovation and Investment in Community Safety

The business plan is the result of a broad, wide-ranging, year-long consultation process that included a variety of inputs and milestones. In preparing this plan, the following activities took place:

- background research and environmental scan (internal and external);
- development of the plan;
- consultation on the draft; and,
- finalization and approval of the plan.

The 2016–2018 Business Plan has been prepared in accordance with the Provincial Adequacy Standards Regulation under the Police Services Act to ensure adequate and effective police services for the citizens of the community it serves. It was developed to align with and respond to the needs of members, our partners and the community, and reflects the changing policing context.

The Community Development Section organized a public consultation “Let’s Chat: Priorities” session on November 5, 2015 at the St. Elias Centre to gather input and feedback on the Business Plan draft. The session was attended by 132 people representing thirty community affiliations. We also developed an online survey that gave us an additional 95 responses, allowing those unable to attend and/or for those who wanted to provide further input the opportunity to do so. Information collected during the consultation process assisted in crafting the final goals and objectives. It enabled us in capturing what was most important to our stakeholders, what we missed, and how we could improve our plan. We strive to successfully achieve our mandated responsibilities while addressing community and member needs.

Targeting Hate in Our Community: Learning Forum

The Ottawa Police Community Development Section, Community Police Officers, and the Community Developers Network Coordinating Committee (CPC/CDN) hosted a full

day learning forum to bring awareness and understanding about hate crime and its impact on the community. The forum was held on June 2, 2016 and attended by 69 officers and community service providers. Special invitations were also extended to 10 community organizations dealing with the impact of hate crime in their scope of work. Guest speakers helped the forum address:

- National Council of Canadian Muslim (NCCM): Local efforts to encourage reporting of hate crimes and hate incidents
- Statistics Canada: Hate Crime in Canada: An Overview of Issues and Data collection
- Ontario Police College: Understanding hate crime and hate incidents
- Peterborough Police Service: Community partnership engagement in the aftermath of a hate crime attack.

The forum helped provide the opportunity to promote these discussions at varying levels both within our organizations and with our broader community. It allowed us to build on our past and ongoing partnership work with the various communities across Ottawa. To keep the momentum and involvement going, a follow up debriefing meeting has been set to discuss the next steps in addressing the larger community needs and stakeholders to help develop a plan to educate and address Hate Crime in our communities.

Service Initiative

The Service Initiative (SI) Program launched a public consultation between May and June on changes being considered to the OPS service delivery model. The consultation focused on frontline deployment and community policing and included multiple forums to gather feedback including an online questionnaire, presentations, stakeholder sessions and meetings across the city.

Throughout the consultation period, members of the SI Team were able to meet with about 200 stakeholders face-to-face through the focus groups, meetings, and presentations. These groups included City Council, the Community Police Action Committee (COMPAC), the Gay Lesbian Bisexual Transgendered (GLBT) Committee, the Ottawa Neighbourhood Watch Executive Committee (ONWEC), the Ottawa Council of Business Improvement Areas (OCOBIA), the Community Development Framework (CDF) Steering Committee, as well as members from community health resource centres, hospitals, community associations, and a number of other community groups and organizations. As well, over 800 residents completed the online questionnaire.

Five key themes emerged consistently throughout the consultation and made up the majority of the discussions, written submissions, and questionnaire responses. They are:

- 1) The value of *Community Police Officers* as reliable, familiar and accessible resources;
- 2) The need for a focused and consistent *point of contact* who is accessible and familiar with neighbourhood needs;
- 3) Ensuring officers receive the diverse *training* required to match the needs of their jobs and of residents;
- 4) Better facilitation of sharing of *data and knowledge* between the OPS, individuals, and the community; and,
- 5) Evaluation and ongoing *measurement of the model* once implemented, as well as a report back of the results to the community.

The OPS values community feedback and is taking measures to ensure input from the community is incorporated in the new service delivery model.

Youth Advisory Committee

The Ottawa Police Service Youth Advisory Committee is part of a broader youth engagement strategy and encourages a police-youth relationship by providing a youth voice to Ottawa Police and facilitate greater input and involvement by youth in Ottawa.

Representatives from the OPS Youth Advisory Committee (YAC) presented their findings and report to the SMC from the previous chat sessions they had conducted with 200 youth. In 2016, the YAC was invited by Christie Lake Kids to conduct two chat sessions on separate occasions with 40 youth. These chat sessions provided an opportunity for the voices of youth to be heard in order for their feedback to be used to help influence the work of OPS when interacting with youth.

The chat sessions were for youth by youth and thus facilitated by our YAC members and hosted by the respective youth serving agency. Youth were asked questions around safety, relationships with police, and ideas for initiatives that can be worked on together. During these sessions, youth were also provided information about OPS programs and resources, such as Crime Stoppers. The sessions were both an opportunity to inform youth but also to gain valuable insight into how the OPS can reach out to youth in the community to build positive relationships.

Youth In Policing Initiative (YIPI)

The Youth In Policing Initiative (YIPI) is an employment program with the OPS for youth 15-18 years of age who are attending a secondary school program. The goal of the

YIPI program is to give young people an opportunity to develop job skills through diverse, educational, and productive work assignments, while enhancing police and community relations. In 2016, the program hired a total of 61 students for two separate sessions – winter and summer. The students in the winter session worked an average of 12 hours a week over a four month period to complement their school commitments, while the summer session worked 35 hours a week over a two month period.

The students were given placements in a variety of OPS sections. The placements also extended to external partners such as the Boys and Girls Club of Ottawa, YM-YWCA, Community Health and Resource Centres, and Children's Village.

In addition to their placements, YIPI students were provided with training opportunities (e.g. High Five Healthy Child Development, Conflict Resolution, First Aid/CPR) and received presentations on a variety of topics. They also participated in teambuilding activities and participated in a number of special events such as a graffiti clean-up, a Habitat for Humanity fundraiser, and bake sales to raise funds for a local charity. YIPI participants gained valuable life and employment skills and developed a working relationship with a number of valuable youth-serving organizations in Ottawa. Over the years, this initiative has been proven to have a long lasting effect on establishing trust between the youth and the police.

GLBT Liaison Committee

The GLBT Liaison Committee consists of representatives from the community, police, and other criminal justice system representatives, and is focused on community-based, crime prevention work that addresses needs identified by the gay, lesbian, bisexual, and transgender communities. 2016 marks the 25th anniversary of this committee and plans are underway to highlight their successes. This year the committee was identified as a key partner in suppressing tensions surrounding OPS members walking in uniform in the annual Capital Pride Parade. The committee was able to collaborate with community members and partners to mitigate tensions from outside influencers and helped to ensure a safe space for all involved.

Community and Police Action Committee (COMPAC)

The Community and Police Action Committee (COMPAC) is a city-wide community-police advisory and coordinating body representing a partnership between police and racialized and Aboriginal communities in Ottawa. Its objective is to nurture and develop this community partnership by means of communication, respect, accountability, and freedom from fear and trust.

COMPAC has been active in a number of initiatives including the Traffic Stop Race Data Collection Project; Ministry of Community Safety and Corrections Street Check Protocol; OPS hiring processes; as well as developing their business plan for 2015-2017 to complement the larger OPS Business plan.

Ottawa Police Human Rights Learning Forum

The Diversity and Race Relations Section, in partnership with COMPAC and the GLBT Liaison Committee hosted their first annual Human Rights Learning Forum. With keynote speakers from the Ontario Human Rights Commission and the Office of the Independent Police Review Director, this forum explored how intersectionality affected the police/community relationship.

Planning for the 2nd annual forum is underway to continue the learning from the first forum with a focus on understanding implicit bias as it pertains to police relations with the communities they serve.

Multi-Agency Early Intervention Table (MERIT) Symposium

On March 22 and 23, 2016, over 150 participants representing leaders, decision makers, and front line staff from health, social services, education, and law enforcement came together at the Canada Aviation and Space Museum in Ottawa to share and learn about the situational table model. The event was a joint initiative hosted by the Multi-Agency Early Intervention Table (MERIT) partners and the Ontario Provincial Police (OPP) that aimed to:

- provide a platform to discuss the strategic context for situational tables;
- explore opportunities and means to bridge strategy into operational realities;
- learn from first-hand experience outside of Ottawa;
- share the experience of the MERIT pilot project through the lens of various partners and present on initial observations and early results;
- provide training from subject matter experts on various topics that complement the work of the table;
- engage in dialogue on next steps to ensure the sustainability of the MERIT model in Ottawa.

Over the course of the two-day symposium, participants heard from several key note speakers, listened to case studies that outlined the successful use of a MERIT intervention to resolve a person at acute risk, and engaged in group conversations on issues related to the continuation of the MERIT project. The symposium culminated

with a discussion on how Ottawa can enhance this collaboration to improve service delivery and systems navigation for people most at risk in our city by building on the experience and lessons learned in the first 10 months of the pilot implementation. Perhaps most importantly, the symposium provided vital networking opportunities where ideas and experiences were exchanged.

Symposium participants represented active members of the MERIT collaboration since its inception in Ottawa as well as agencies and organizations seeking to gain further insight to the MERIT project and how they might get involved.

Street Checks Project

In June 2015, the Ontario government conducted public consultations over the summer as part of an effort to standardize rules governing Street Checks. The goal was to create province-wide regulations to ensure these encounters are consistent, respectful of rights, without bias, and carried out in a manner that promotes public confidence while maintaining the use of this valuable tool for police. Similarly OPS conducted a total of five community consultation sessions within the city in 2015, one of which was for COMPAC members, three for the broader community, and the fifth session with youth.

The Minister of Community Safety and Correctional Services announced that the province filed final regulations on March 21, 2016. The Regulation takes effect in two phases – July 1, 2016 and January 1, 2017.

The Regulation requires that police officers who will be conducting the regulated interactions or those police members who act as the Chief's designate in reviewing information under the regulation are trained by the designated "Trainers" before they attempt to collect identifying information or review it internally. Officers and supervisors must complete the eight hour training by January 1, 2017 and every three years.

The Ontario Police College (OPC) will work with various subject matter experts and course design personnel at the Canadian Police Knowledge Network (CPKN) to develop training materials that address the requirements of the regulation.

The Ottawa Police Service is committed to community engagement, crime prevention and community safety while balancing the rights of individuals. Regulated interactions remain an important tool for solving and preventing crime in our community. As we move forward with the implementation, police and community members will be provided with updates and engagement opportunities.

Leave the Phone Alone Distracted Driving Campaign

The OPS partnered with Safer Roads Ottawa, Bell Media (CTV, TSN 1200, CFRA, Magic 100), the Canadian Automobile Association (CAA), the Canadian Council of Motor Transport. Administrators (CCMTA), the Ottawa RedBlacks, and Ottawa's four school boards, to provide a distracted-driving education, awareness and enforcement campaign called Leave the Phone Alone (LTPA). This program is aimed at educating the public and initiating a cultural change in the perception of drivers to one that lets people know that texting and driving is dangerous and illegal. The age group most at risk for being involved in a distracted driving collision is drivers 16- to 29-years-old. Therefore, a unique element of the campaign is to educate future drivers to leave the phone alone before they even begin driving. A free LTPA education kit provides teachers with age-appropriate materials for students to learn about the dangers of distracted driving. Two complete kits are offered for different age groups and contain information for teachers to present to students as part of the school curriculum.

Since its implementation in 2014, the program has continued to grow. More community partners are coming on board to help deliver the LTPA campaign, including local colleges and universities. Details of the program were recently presented at both the Ontario Association of Chiefs of Police (OACP) and the Canadian Association of Chiefs of Police (CACP) annual meetings, and were received very positively. As a result, materials have been shared with other police services across the country so that they can provide similar programs in their communities. On June 21st Sergeant Denis Hull from the Ottawa Police Service won this year's CCMTA-Police Partnership Award.

Crime Stoppers

Community engagement and awareness continues to be a priority for the National Capital Area Crime Stoppers program.

January 2016 marked Crime Stoppers month to celebrate and acknowledge the good work we do in the community. We were honoured to have a celebration to mark Crime Stoppers month at Ottawa Police Headquarters in January. Minister Naqvi; Chair El-Chantiry; Chief Bordeleau; Ontario Association of Crime Stoppers President Forester and OPP Inspector Patterson joined us to celebrate. We also took the opportunity to present Chief Bordeleau with a plaque to acknowledge the thirty-year partnership between Ottawa Police and Crime Stoppers.

Our Crime Stoppers month events included eight public venues with table top displays at local shopping malls, Algonquin College, Carleton University as well as the Civic

Campus of The Ottawa Hospital. Connecting with the public proves to be a great way to reinforce awareness about Crime Stoppers in our community.

As of August 2016 our statistics continue to demonstrate success by surpassing the same period the previous year. The tip volume is at 2,772 which is an increase of 8% from 2015, 32 criminal cases cleared and 40 arrests made, again an increase compared to last year. This year's recovered property and narcotics seized surpassed last year's with \$91,935 and \$263,435 respectively, more than double from last year. This represents a positive impact in our community when the public can help with valuable information to the police and trust that they can so anonymously.

We would like to thank our dedicated group of volunteers and community partners for their support in helping to connect us with the public.

Traffic Stop Race Data Collection Project

The Traffic Stop Race Data Collection Project, the result of a 2012 agreement reached between the Ottawa Police Services Board (OPSB) and the Ontario Human Rights Commission (OHRC), requires officers to record their perception of the driver's race, by observation only, for traffic stops for a two-year period from June 2013 to June 2015. In December 2015, the Ottawa Police Service (OPS) completed the data extraction and delivered it to the York Research Team for analysis. The final report will be released on October 24th. The OPS has continued data collection beyond the original two-year agreement, and is now in its third year of data collection with over 153,000 traffic stops recorded. The OPS has an ongoing commitment to this project, and police and community engagement continues. With considerable investment in consultation and engagement, the OPS has continued to demonstrate professionalism and leadership to advance the study of race data collection in Canada while contributing to open dialogue and building community trust. Full information, including the agreement, project updates, and opportunities to stay engaged are available online at: ottawapolice.ca/race.

Police Week 2016

Every year, the OPS engages with the community through events held during the Ministry designated "Police Week" in May. Since this year's theme was "Discover Policing for Safer Communities", the OPS used Police Week as an opportunity to promote the profession of policing and showcase the diversity a career in policing has to offer.

Organized by the Community Development Section (CDS) and district Community Police Centres, a total of four events were held across the city:

- **West District:** Saturday, May 21, 11:00-3:00 pm, Bayshore Park, 175 Woodridge Drive
- **Launch:** Monday, May 16, 11:00-1:00 pm, City Hall, Marion Dewar Plaza, Official launch by the Mayor, the Chief and the OPSB Chair. Attended by Minister Naqvi.
- **Central District:** Friday May 20, 3:00-6:00 pm, Hintonburg Park 101 Duhamel Street
- **East District:** Wednesday May 18, 4:00-7:00 pm, Jasmine Park, 2040 Jasmine Crescent.

The events featured interactive displays showcasing various OPS Sections and Units (e.g. Canine; Tactical; Emergency Services Unit; Forensic Identification; Marine, Dive & Trails; Chemical, Biological, Radiological, Nuclear and Explosives team); exhibits related to Community Crime Prevention Programs (e.g. Child Print, Home Safety Inspections, Neighbourhood Watch); and information about some of our partners.

It was truly inspiring to see upwards of approximately 2,500 people throughout the course of the week's events. It created the opportunity to have positive and constructive interactions between the communities and the police leading to enhanced trust and confidence.

Corporate Communications and Engagement

Corporate Communications continues to support OPS communication and engagement initiatives by maintaining various web, digital and social platforms as timely, credible and reliable sources of information. The platforms are utilized by various sections to aid investigations, gather feedback from the public and provide information to residents about matters related to the Ottawa Police.

Web

Our continued attention to maintaining up-to-date, relevant and accessible content as well as working towards incorporating additional online services have allowed us to provide the public with a more user-friendly web experience.

Based on 2015-2016 statistics, we have seen an increase in engagement with the public on the web (ottawapolice.ca). Our daily web visits have grown from 600-1800 daily visits (in 2015) to about 850-2200 web visits with some instances as high as over 3500 visits in a day.

Social Media

We continue to see a rise in the number of people utilizing our social media platforms, which includes Twitter, Facebook, Youtube, Instagram and Pinterest. The networks have proven very effective in getting accurate and timely information to the public.

On average the @ottawapolice Twitter account is gaining 40-70 new followers daily, up from 30-40 in 2015. Also, with over 70 members of OPS tweeting on behalf of OPS, we have seen an increase in public interest as well as dialogue with members of our community on a variety of topics. Other platforms like Facebook (22,000 followers) have continued to grow in popularity.

Corporate Communications continues to provide support to a growing OPS team of social media users by offering updated training and ongoing support to those interested in joining the online conversation. Recent new Twitter accounts, including live tweets from a new recruit showcasing her experience from day one at OPC and tweets from the voice of an OPS canine member, have generated positive community response and interest in policing.

Quick Facts:

- Currently, OPS (@OttawaPolice) has 87,000 Twitter followers and 21,000 Facebook likes with consistent daily engagement and dialogue opportunities.
- On average, we receive approximately 5,000 views per month on our YouTube page, up about 2,000 since last year, with significant increases in viewership when social media has been used for promotion.

CONCLUSION

This report serves as a snapshot of the ongoing efforts by the OPS to engage and collaborate with the community, and highlights the numerous benefits that can be gained through public participation in policing.

By working with the Ottawa Police Services Board, partners, community organizations, and residents, the OPS is able to build trust, increase communication, gain legitimacy, and create openness to utilizing services. This translates into a safer community as everyone is provided with an opportunity to contribute.

The Community Development Section will be working with the Board as well as areas of the organization to determine public engagement projects for 2017 that meet community interests, concerns, and priorities.

