

# SECTION 5 2019 Annual Report

## OUR PERFORMANCE

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

### TARGETED OUTCOMES

- |   |   |
|---|---|
| 1. Reduce crime and victimization   | 5. Use force and authority fairly, efficiently, and effectively |
| 2. Call offenders to account  | 6. Use financial resources fairly, efficiently and effectively  |
| 3. Reduce fear and enhance personal security                              | 7. Ensure quality of service and customer satisfaction          |
| 4. Ensure civility in public spaces through neighbourhood problem solving | 8. Member engagement  |

## CRIME STATISTICS



In 2019, the police reported crime rate in Ottawa increased for the fourth consecutive year to reach approximately 4,200 incidents per 100,000 population. The clearance rate for all Criminal Code of Canada Offences (excluding traffic) decreased by one percentage point, from 35 percent in 2018 to 34 percent in 2019.

The Crime Severity Index (CSI) is a measure of crime reported to police that reflects the relative seriousness of individual offences and tracks these changes in crime severity over time. It allows us to understand whether crime was more or less serious than in previous years. Consistent with the national trend in recent years, the severity of crime in Ottawa increased by six percent to 57 points in 2019. This can be attributed to a rise in the number of offences such as robbery, assault, and uttering threats.

Visit [www.ottawapolice.ca](http://www.ottawapolice.ca) to view Ottawa's crime trends for the City and by Wards, 2018–2019.

### VIOLENT CRIME

VIOLENT CRIME RATE	REPORTED CRIME	CRIME SEVERITY INDEX	CLEARANCE RATE %
2018: 706 2019: 767 +9%	2018: 7,000 2019: 7,721 +10%	2018: 64 2019: 67 +3%	2018: 49% 2019: 42% -7%

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 2019, there were increases in both the overall volume (+10%) and severity (+3%) of violent crime. Contributing to the increase in the violent CSI were increases in threats uttered to a person (+25%), robberies (+19%), assaults (+9%), and sexual violations (+4%). The OPS cleared 42 percent of all violent crimes in 2019, a decrease from 49 percent in 2018.

### NON-VIOLENT CRIME

CRIME RATE	REPORTED CRIME	CRIME SEVERITY INDEX	CLEARANCE RATE %
2018: 3,220 2019: 3,477 +8%	2018: 31,924 2019: 34,990 +10%	2018: 50 2019: 54 +8%	2018: 32% 2019: 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 eight percent increase in the non-violent crime rate were greater volumes of theft over \$5,000 (+41%), possession/trafficking of stolen goods (+41%), fraud (+20%), theft under \$5,000 (+13%), arson (+9%), and motor vehicle theft (+5%). Break and enter (-9%) and mischief (-4%) both declined in 2019. The non-violent crime CSI increased by eight percent in 2019 to reach 54 points. The OPS cleared 32 percent of all police reported non-violent crime, unchanged from 2018 and similar to previous years.

### CALLS FOR SERVICE<sup>1</sup>

TOTAL DISPATCHED CALLS	P1 EMERGENCY CALLS	P1 RESPONSE PERFORMANCE (pct)	SERVICE TIME (HRS)
2018: 322,900 2019: 345,800 +7%	2018: 4,100 2019: 4,300 +5%	2018: 94% 2019: 94%	2018: 279,300 2019: 299,800 +7%

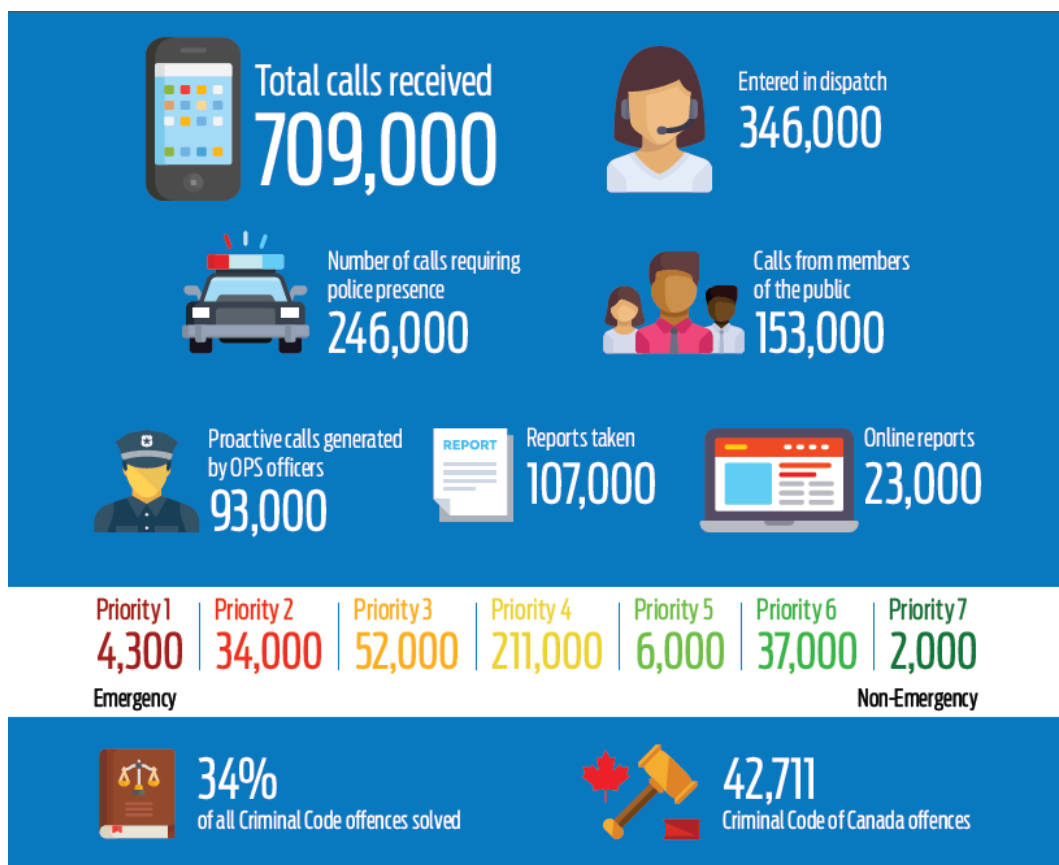
In 2019, the OPS received approximately 709,000 calls for service representing a three percent increase from 2018. These calls included Police Reporting Unit communications, calls to switchboard, 911 and other emergency calls.

<sup>1</sup> Numbers have been rounded to nearest hundred.

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Of these calls, approximately 345,800 were entered into the computer-aided dispatch system (CAD), representing a seven percent increase from 2018. On-scene police presence was required in approximately 71 percent of all calls entered into CAD. Approximately 4,300 calls were categorized as Priority 1, an increase of five percent from 2018. Calls are identified as Priority 1 when 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 to P1 calls 94 percent of the time last year, unchanged from 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 2019, service time increased by seven percent to 299,800 hours. The service time in 2019 was four percent higher than the five year average of 287,400 hours.

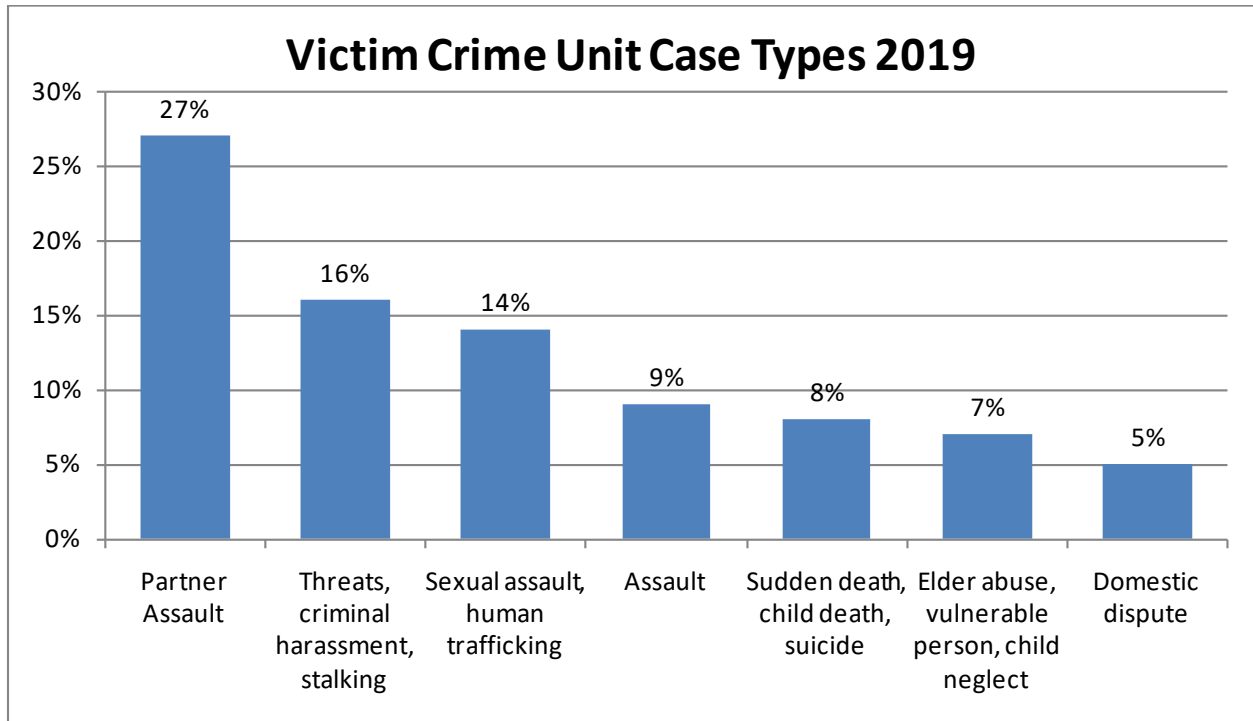


### ASSISTANCE TO VICTIMS OF CRIME

The Ottawa Police Service Victim Crisis Unit (OPS VCU) 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 2019, the Unit’s professional crisis counsellors delivered over 7,800 interventions in response to more than 6,700 victims of crime and tragic circumstances. Compared to 2018, this represents a two percent increase in interventions and a 16 percent increase in victims assisted. Through a partnership with Ottawa Victim Services (OVS), the OPS VCU referred just under 5,200 victims.

The types of victims supported by the OPS VCU vary, and in 2019, victims of partner assault (27%), threats and criminal harassment (16%), and sexual assault and human trafficking (14%) made up the majority of cases. These were also the top three types of victim support provided in 2018.



The OPS VCU continues to recognize the importance of establishing meaningful sustainable community partnerships to serve victims of crime and trauma. When an event occurs within our community, it has a lasting impact on the entire community, from the primary victims to their families and friends, coworkers, and neighbourhoods. As an example, the unit continues to support the ongoing development of the Post Incident Neighbourhood Support Network a project overseen by Rideau Rockcliffe Community Resource Centre and supported through funds from Crime Prevention Ottawa.

The OPS VCU also partners with the Canadian Resource Center for Victims of Crime to host a monthly support group for family and friends who have lost a loved one to violence and periodically co-hosts other events. Along with Algonquin College and numerous community stakeholders, OPS VCU hosted an all day event “Aligning Responses to Homelessness, Mental Health and Victimization” during National Victims and Survivors of Crime Week 2019. This event came after a six month project where members of the unit worked with members of the Canadian Mental Health Association of Ottawa to improve supports to individuals living with Mental Health and Addictions who come into the Ottawa Police Service for domestic disputes.

OPS VCU seconded a full time case manager from Ottawa Victim Services in 2019 to oversee the referrals between the two service providers, further strengthening this important partnership.

On January 11, 2019, an OC Transpo double-decker bus crashed on approach to Westboro Station, causing mass casualties and three deaths. OPS VCU, along with community partners Red Cross of Ottawa and the City of Ottawa, activated a reception centre minutes after the crash that provided support to community members looking for family and friends. The centre ensured that follow up was provided to families impacted by and witnesses of this terrible tragedy.

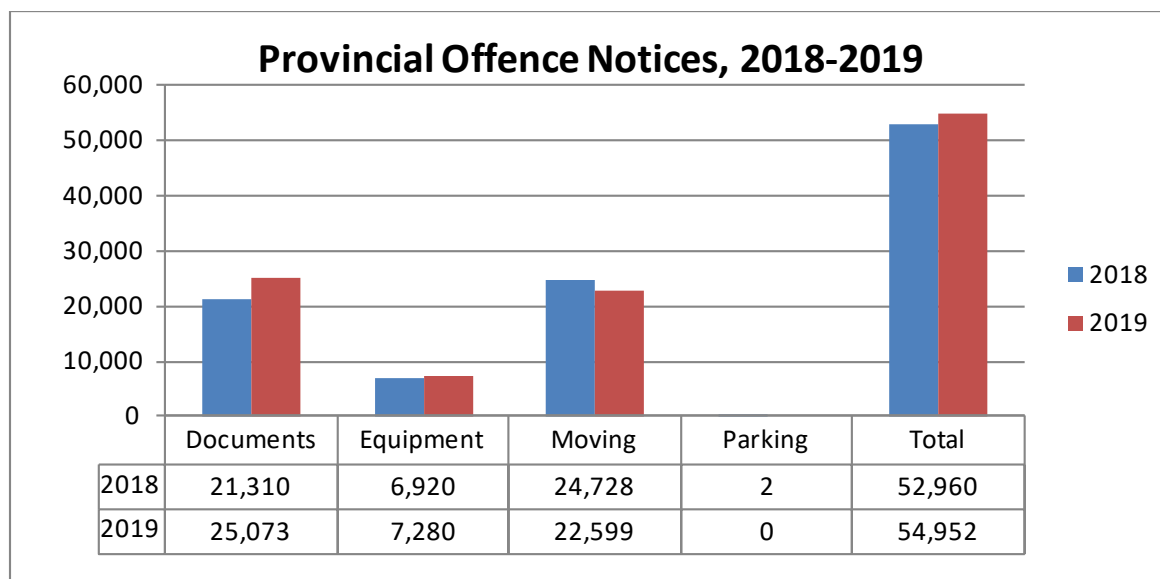
**TRAFFIC & ROAD SAFETY STATISTICS**



Criminal Code of Canada Traffic Offences in the City of Ottawa increased by 18 percent in 2019. Of all Criminal Code Traffic Offences, Operation while impaired/low blood drug concentration violations accounted for 554 (or 67 percent) of all Criminal Code Traffic Offences, a decline of seven percent since 2018.

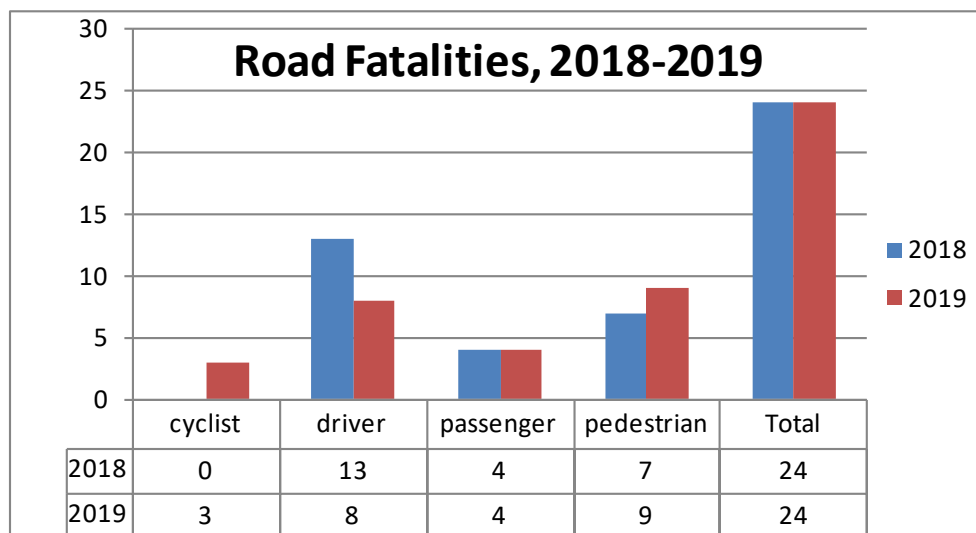
Provincial Offences Act (Part I) tickets are issued under multiple provincial statutes. Provincial Offence Notices (PON) categories include moving, document, equipment and parking violations. Moving violations generally refer to offences that occur while a vehicle is in motion, including failing to yield 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 2019, approximately 55,000 traffic-related Provincial Offences Act (Part I) tickets were issued, representing a four percent increase from 2018. Approximately 41 percent of the tickets issues in 2019 were moving violations.



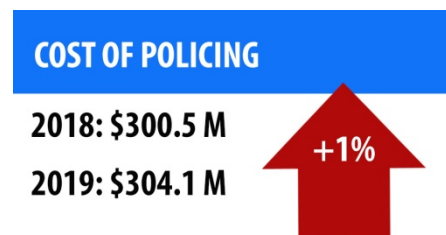
Overall motor vehicle collisions (MVC) increased by 16 percent to 18,884 in 2019. Property damage collisions accounted for 85 percent of all MVC investigated by the OPS. There were 2,637 collisions causing injuries and 22 fatal collisions in 2019, two fewer fatal collisions than the 24 recorded in 2018. In 2019, 24 persons were killed in collisions, unchanged from the number of fatalities recorded in 2018. Two of the 24 collision deaths related to the OC Transpo bus crash in January 2019, while another stemmed from a workplace accident in a parking lot. There were eight drivers killed in 2019, down from 13 driver fatalities in 2018. The number of fatalities involving passengers in 2019 remained static at four. Three cyclists died in road fatalities in 2019 versus zero deaths involving cyclists in 2018; while there were nine fatalities involving pedestrians, two more than in 2018.

In 2018, new distracted driving legislation was announced to help make Ontario roads safer. The new legislation came into effect on January 1<sup>st</sup> 2019.



**COST OF POLICING**

The OPS recognizes the community’s expectation that an organization should deliver value for money. The net expenditures for 2019 are presented in the table below and highlight a surplus of \$2.4 million.



The \$2.4 million surplus was due to budget pressures of \$3.7 million offset by \$6.1 million of budget solutions. The budget pressures of \$3.7 million were caused by pressures in overtime, compensation costs related to Workplace Safety and Insurance Board (WSIB) and retirements, higher fuel prices and increased vehicle maintenance expenses. The budget solutions of \$6.1 million were due to higher revenues, reduced operating expenditures on supplies, facilities and IT maintenance, a reduction in insurance claims and compensation savings related to collective agreement changes.

The non-departmental taxation accounts, which are beyond the control of the Board, were in a surplus position of \$0.9 million. As a result of the above, the police tax rate was in a total surplus position of \$3.3 million for 2019.

**CHANGE IN EXPENDITURES, BUDGET AND ACTUAL, 2015–2019**

	2015		2016		2017		2018		2019		5-Year Average		Change %	
	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
<b>Compensation/Benefits</b>	246,994	248,915	250,677	259,718	257,949	266,285	271,280	277,373	285,199	289,569	262,420	268,372	5.1%	4.4%
<b>Material &amp; Services</b>	19,872	19,959	22,481	22,761	24,708	23,299	25,673	24,324	26,547	24,693	23,856	23,007	3.4%	1.5%
<b>Other Internal Costs</b>	8,445	9,264	8,673	9,910	9,028	8,033	9,028	8,148	9,369	8,811	8,909	8,833	3.8%	8.1%
<b>Financial Charges</b>	19,024	19,789	21,541	20,690	23,972	23,959	20,139	20,182	21,735	21,788	21,282	21,282	7.9%	8.0%
<b>Fleet Costs</b>	4,293	4,125	4,243	4,162	4,243	4,498	4,322	5,111	4,207	5,228	4,262	4,625	-2.7%	2.3%
<b>Transfer/Grants</b>	27	24	82	43	132	105	116	96	116	65	95	67	0.0%	-32.3%
<b>Total Gross Expenditures</b>	298,655	302,076	307,697	317,284	320,033	326,178	330,558	335,234	347,173	350,154	320,823	326,185	5.0%	4.5%
<b>Recoveries &amp; Allocations</b>	(28,757)	(32,248)	(30,701)	(37,539)	(34,173)	(36,952)	(36,205)	(34,666)	(40,635)	(46,008)	(34,094)	(37,483)	12.2%	32.7%
<b>Total Net Expenditures</b>	269,898	269,828	276,997	279,746	285,859	289,226	294,353	300,568	306,538	304,146	286,729	288,703	4.1%	1.2%

For more information on the OPS budget, please visit [www.ottawapolice.ca](http://www.ottawapolice.ca) or to access the 2019 Annual Financial Report please visit [www.ottawapoliceboard.ca](http://www.ottawapoliceboard.ca)

**Identified Pressures**

**a) Overtime**

Overtime costs created a pressure of \$1.7 million in 2019. The Emergency Services Unit (ESU) had a very busy 2019 that commenced with the Trail Road Dump body search followed by an enhanced presence in the Byward Market over the summer. There were two other major events in the first half of the year which resulted in pressures on this budget and those were the Westboro Station bus crash and the flood. Finally, various sections also experienced significant overtime pressures due to staffing shortages.

**b) Vehicle Maintenance**

In 2017, staff initiated a one-time deferral of the planned replacement of approximately 60 fleet vehicles. This action enabled the Service to transfer \$2.4 million from the Fleet Replacement Reserve to support the Operating Budget. In 2018 a further transfer of \$0.6 million was approved to help finance the implementation of conducted energy weapons, resulting in a deferral of roughly 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 caused vehicle maintenance costs to rise, creating a \$0.6 million pressure in 2019.

**c) WSIB**

Workplace Safety and Insurance Board (WSIB) costs created a pressure of \$0.5 million in 2019. 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.

#### d) Retirements

The retiree benefits finished the 2019 fiscal year with a pressure of \$0.5 million. This pressure was created by many factors including rate increases, an increase in the claims volume and previous subsidies being exhausted.

#### e) Fuel Costs

The OPS's 2019 fuel budget is based on a retail pump price of \$0.9933/litre. After volume discounts and tax exemptions, the effective price becomes \$0.8545/litre. Economic factors, including the new carbon tax, created a significant increase in the retail price across the province during 2019. The average retail pump price for regular unleaded gasoline at Ottawa-area self-service filling stations for 2019 was \$1.15/litre. As a result of the higher than anticipated retail pump price for this time period, there was a deficit in the fuel account of \$0.4 million for 2019.

#### Identified Solutions

#### f) Various Revenue & Recovery Accounts

Various revenue and recoveries along with additional grant funding created solutions in the amount of \$3.0 million. This includes \$1.8 million from provincial funding to cover policing costs due to the legalization of cannabis which wasn't budgeted for in 2019.

#### g) Reduced Expenditures

Savings of \$2.3 million were realized from various expenditure reductions including safety supplies and facilities and IT maintenance.

#### h) Claims

Insurance claims and settlements concluded the year under budget and contributed to OPS's surplus by an amount of \$0.6 million.



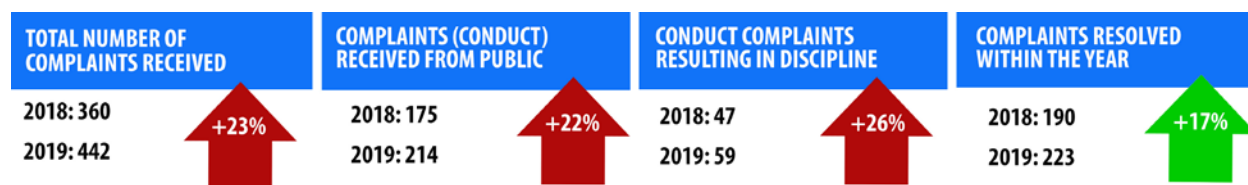
## Grant Funding Partnerships

In 2019, OPS secured more than \$14.5 million through government partnership. These are outlined in the table below.

<b>Grant Funding Partnerships</b>	
<p><b>Provincial Strategy for Protecting Children from Sexual Abuse and Exploitation on the Internet</b> \$445,720</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><b>Reduce Impaired Driving Everywhere (RIDE)</b> \$51,551</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><b>MERIT Countering Violent Extremism (MERIT CVE)</b> \$245,337</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><b>Provincial Electronic Surveillance Equipment Program (PESEDP)</b> \$94,725</p> <p>PESEDP funds activities directed at organized and serious crime, and initiatives focused on proceeds of crime.</p>
<p><b>Youth in Policing Initiative (YIPI)</b> \$267,470</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><b>Community Safety and Policing (CSP)</b> \$4,612,000</p> <p>Funding from the Ministry of the Solicitor General that supports the Strategy for Community Safety and Policing. Two initiatives are supported;</p> <ul style="list-style-type: none"> <li>- Advancing Community Policing</li> <li>- Advancing Traffic and Road Safety</li> </ul>
<p><b>Court Security Prisoner Transport (CSPT)</b> \$4,459,510</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><b>Federal Support for Extraordinary Policing Costs in the Nation’s Capital</b> \$2,000,000</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><b>Ontario Strategy to end Human Trafficking</b>  <b>\$34,800</b></p>	<p><b>POC - High Risk Neighbourhoods</b>  <b>\$24,000</b></p>
<p>Ontario’s Strategy to End Human Trafficking, launched in 2016, aims to increase awareness and coordination, improve survivors' access to services and enhance justice-sector initiatives.</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><b>Department of Justice – Victims Fund Human Trafficking programs</b>  <b>\$61,362</b></p>	<p><b>Minister of Community Safety &amp; Correctional Services - Gun Violence Suppression Strategy</b>  <b>\$2,220,678</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 services victims. It also provides financial assistance to victims of human trafficking in certain circumstances.</p>	<p>Funding from Minister of Community Safety and Correctional Services. Provincial funding to assist with the targeted strategy to combat an increase in gun violence in Ottawa.</p>

**PROFESSIONAL STANDARDS**



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 our 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 resolving complaints through the use of mediation, facilitated discussions, educating involved parties, refresher training and policy reviews. This allows for a better dialogue between complainants, police officers and supervisors and promotes a quicker alternative to resolving issues that arise in the course of daily operations.

**Complaints received, 2018-2019**

Type	2018	2019	5 Year Average	Change 2018-2019 %
Public Complaints (Policy & Service)	17	16	14	-6%
Public Complaints (Conduct)	175	214	186	22%
Chief’s Complaints	168	212	180	26%
<b>Total</b>	<b>360</b>	<b>442</b>	<b>381</b>	<b>23%</b>

In total 442 Public and Chief’s complaints were received and/or generated in 2019. This represents a 23 percent increase from 2018 (360) and is 16 percent higher than the five year average of 381. In 2019, Chief’s complaints increased by 26 percent (18% higher than the five year average) and public complaints increased by 20 percent (15% higher than the five year average).

In 2019, OPS received 345,800 calls for service. The total number of public complaints was 230 and this represents one complaint per 1,503 calls for service.

Of the 230 public complaints received by the Ottawa Police Service in 2019, 119 of these complaints were referred to PSS for investigation, compared to 116 referred to PSS in 2018. Three complaints were retained by the OIPRD for investigation, compared to the six retained by the OIPRD in 2018. There were 100 complaints received in 2019 that were dismissed by the OIPRD on the basis they were determined

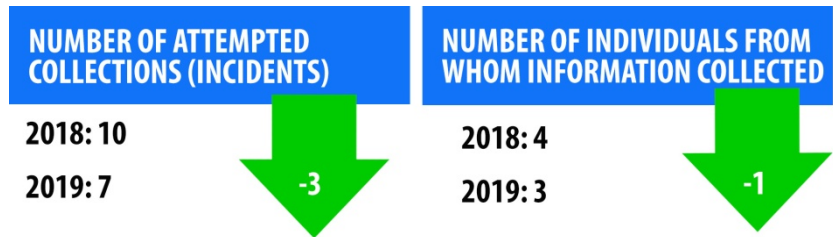
to be frivolous, vexatious, over the six months limitation, or warranted no further action as they were not in the best interest of the public to proceed, compared with 67 complaints dismissed by the OIPRD in 2018. The remaining eight complaints received in 2019 were withdrawn by the public complainant prior to the complaint being screened by the OIPRD.

By the end of 2019, there were no public conduct complaints that resulted in discipline, while one Chief’s complaint resulted in a disciplinary hearing and 58 resulted in informal discipline. Of the 58 Chief Complaint’s that resulted in informal discipline, 45 were the result of red light camera infractions and nine were the result of service motor vehicle collisions.

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. The new procedures were launched at the OPS on March 28, 2017. The OPS has ensured that members have completed the eight hour mandatory training developed by the Ontario Police College and a roundtable of provincial subject matter experts. All new recruits continue to receive the mandatory training.

In 2019, seven attempted “Regulated Interactions” were recorded. Identifying information was collected from three of the attempts; however, only one attempt met the requirements of a “Regulated Interaction”. For the third consecutive year, the number of regulated interactions is low; however it appears to be consistent across the province.

With only seven attempted Regulated Interactions and one correct Regulated Interaction, the compiled data is too small to draw any conclusions or identify any patterns. It should be noted that looking at the seven attempts, there is no identifiable “disproportionate” pattern regarding sex, age, race or location.

The OPS is committed to professional and equitable policing. We will continue to work together with the community on street checks and other related initiatives, to ensure policing is without discrimination and performed in a way that promotes public confidence and protects human rights.

[Annual Report on Collection of Identifying Information for 2019](#)

[Justice Tulloch’s report](#)

#### **POLICE INTERVENTION REQUIRING FORCE**

A new recruit to the Ottawa Police Service (OPS) will receive more than 1,600 hours of training, prior to starting their first shift with the Service. This includes approximately 540 hours on Use of Force training, specifically focusing on communication skills and de-escalation techniques. A training analyst within the Service monitors training records to determine that all officers are up-to-date, not just the new recruits, on the most current forms of de-escalation, communication and empty hand methods, which is mandated by the Ontario Ministry of the Solicitor General.

Regulation 926 of the Police Services Act, “Equipment and Use of Force,” sets out the requirements in relation to Use of Force, including use of approved weapons, training, reporting and use/ technical specifications for approved Use of Force options.

Empty hand methods include distraction techniques, or joint-lock manipulation aimed at subduing the person to control behaviour that is actively resistant and assaultive and to avoid escalation. These methods can help to protect not only the person being arrested with a lower risk of injury, but the officer and the general public as well.

It is the sincere goal of every sworn officer to resolve any call for service by employing effective communication skills and de-escalation versus other Use of Force options. But it is in the course of their duties that police officers may face situations that require using force to ensure the safety of the public as well as their own.

Annual Use of Force training for officers has been mandated by the Province as a required component of officer training. It provides officers with training and skills to assess, plan and act accordingly to resolve situations they encounter. It includes best-practices as well as bias training and community awareness.

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Good communication and de-escalation techniques are at the forefront of every encounter with the public.

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 another person, or where physical force has been used on another person that results in an injury requiring medical attention. The intention of these reports is to help guide the OPS towards identifying gaps in training and help reinforce a communication/de-escalation first mode of policing. De-escalation techniques, including empty hand methods are the go-to operationally as they reduce the chance of injuries, while still ensuring the safety of both the officer and the public. Each option for Use of Force is applied incrementally as warranted, with the goal of resolving each incident with communication and de-escalation first and foremost.

A Use of Force report is also required when a Conducted Energy Weapon (CEW) is used in cartridge/probe mode, three-point contact, drive/push stun mode and when the CEW is used as a demonstrated force presence (overt display of the CEW with the intent to achieve compliance). In 2019, OPS officers used demonstrated force presence (showing the CEW but not using it) more than any other option for CEW usage.

New regulations relating to Use of Force were handed down by the province and came into effect in January 2020. Part of those regulations included the requirement of all police services to collect participant observation information regarding the race of individuals, but not their names, impacted by police Use of Force. This requirement and its data will be reviewed more comprehensively in next year's Annual Report, but will be monitored by Ontario's Anti-Racism Data Standards to ensure consistent and effective practices are in place for reliable information relating to evidence-based decision making and public accountability. The goal is to use the data to help eliminate systemic racism and promote racial equality.

Use of force Options			Actual Change	% Change
	2018	2019	2019-2018	2019-2018
<b>Aerosol weapon</b>	20	8	-12	-60%
<b>Empty hand hard</b>	19	38	19	100%
<b>Empty hand soft</b>	25	57	32	128%
<b>Firearm discharge</b>	40	48	8	20%
	208	212	4	2%

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<b>Firearm pointed</b>	216	276	60	28%
<b>Handgun drawn</b>				
<b>Impact hard</b>	3	3	0	0%
<b>Impact soft</b>	0	1	1	n/a
<b>CEW</b>	181	203	22	12%
<b>K9</b>	6	1	-5	-83%
<b>Carbine</b>	49	67	18	37%

In 2019, 609 Use of Force reports were submitted, representing a 15 percent increase from 2018. This increase can be attributed to a number of different applications. For example, a single Use of Force report may include more than one application of force; a responding officer may have to escalate or de-escalate their Use of Force option as the incident unfolds. One report would cover all Use of Force options exercised in a single incident. Specialized teams may submit a single report on behalf of all the members involved in an incident. For example, in 2019, 58 of the 609 reports (10%) were submitted by the Tactical Unit. Furthermore, a single incident that is responded to by multiple officers may result in more than one Use of Force report submitted. Putting this into perspective, the 609 Use of Force reports accounted for a total of 914 Use of Force applications, a 19 percent increase from 2018.

In 2019, there was an increase in the number of situations where firearms were drawn (+28%) and pointed (+2%). There were 48 reports involving the discharge of firearms in 2019; nearly all (96%) incidents involved dispatching animals. There was one incident of a firearm being discharged on a person in 2019, which involved two officers. This incident was investigated by the Ontario Special Investigations Unit and their findings released to the public on February 13, 2020 ([https://www.siu.on.ca/en/directors\\_report\\_details.php?drid=638](https://www.siu.on.ca/en/directors_report_details.php?drid=638)).

Use of Force reports involving carbines increased from 49 in 2018, to 67 in 2019. The OPS currently has 377 trained carbine operators, with 152 added to that roster in 2019. These operators are deployed mainly with our Tactical and Airport units. It is used primarily as a containment tool, similarly to demonstrated force presence of CEW usage. In 2019, carbines were used predominantly in response to calls for service involving the humane destruction of an injured animal.

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. The

use of aerosol weapons declined by 60 percent or 12 applications last year. The use of impact weapons (hard) remained the same as in 2018 and the use of impact weapons (soft) increased by one instance in 2019.

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 38 times, 19 more than in 2018. The use of empty hand soft technique was reported in 57 instances, an increase of 32 cases from 2018. These techniques were applied incrementally as each incident unfolded, starting with communication and de-escalation tools first and foremost.

**Conducted Energy Weapons (CEW)**

In May 2018, the Ottawa Police Services Board (OPSB) approved an expansion plan to have all sworn police officers issued a CEW. In 2019 the OPS delivered 22 CEW Operator courses, which brought the total number of officers equipped with CEWs to 806.

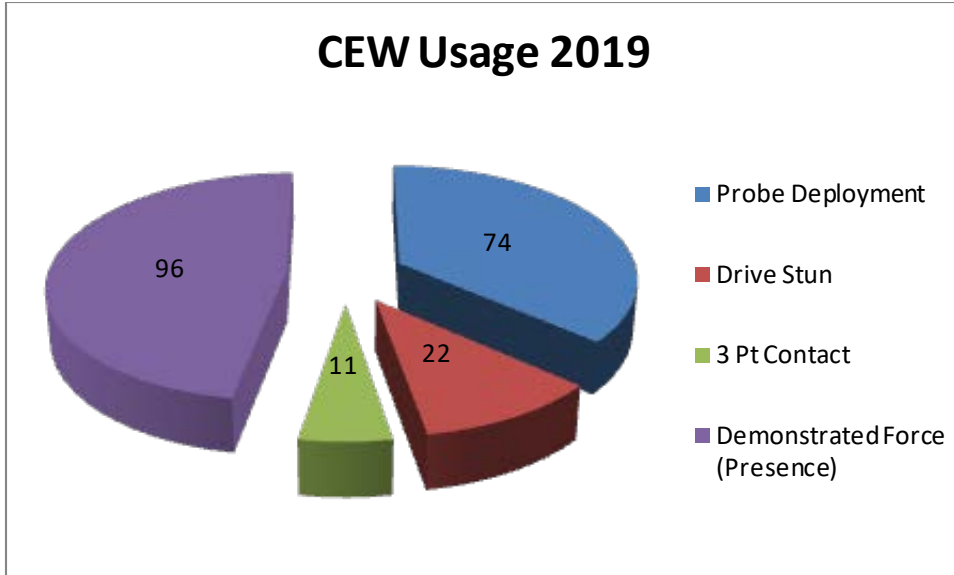
The CEW usage is broken down by method of deployment. The four ways to utilize include:

1. demonstrated force presence;
2. drive stun mode;
3. probe deployment mode; or
4. 3 point contact.

In 2019, CEWs were used a total of 203 times, a 12 percent increase over last year. It is important to note that nearly half (47 percent) of the deployments involved using the demonstrated force presence mode. This shows that when the opportunity is there to de-escalate the call using communication, in conjunction with the presence of the CEW, that officers use this method to gain control of the individual. In 2019, out of the total 203 times CEW's were used, the methods of deployment were:

1. Probe deployment	74
2. Drive stun	22
3. 3 Pt Contact	11
4. Demonstrated force presence	96





**Did you know?**

Less than one percent of all calls received by the OPS are resolved using 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.