

Report to / Rapport au:

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

25 June 2018 / 25 juin 2018

Submitted by / Soumis par:

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SUBJECT: OTTAWA POLICE SERVICE ANNUAL REPORT: 2017

OBJET: RAPPORT ANNUEL DU SERVICE DE POLICE D'OTTAWA : 2017

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receive this report and online version for information.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa prenne connaissance du présent rapport et de la version en ligne à titre d'information.

BACKGROUND

The *Police Services Act*, Regulation 3/99, section 31 requires that every chief of police prepare an annual report for the board relating to the activities of the police 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 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 Police Services 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 30th of each year. Section 2.c) of the Board's policy number BC-2 Monitoring Requirements confirms this obligation.

DISCUSSION

The 2017 Annual Report provides the Board and the public with important information regarding the performance of the Ottawa Police Service over the past year, the progress on our priorities, and highlights some of the people and programs behind the numbers. It also speaks to our three operational priorities – violence against women, guns and gangs, and traffic safety; and how we're changing to better serve the residents of Ottawa. It also reflects our commitment to public accountability and transparency by providing indicators of police performance.

The release of the Annual Report also provides a comprehensive look at the statistics and performance metrics related to crime for the City of Ottawa and City Wards (23). The Crime Trends Reports include measures on the rate, severity, volume and clearance of criminal offences and the volume of calls for service by priority level. This information provides residents and visitors with a better understanding of crime trends and road safety in Ottawa.

The 2017 Annual Report is organized to provide both narrative and quantitative information reflective of the three 2016-2018 Business Plan pillars: Members, Community, and Service.

The Annual Report is available online and for download at www.ottawapolice.ca.

Here are some highlights from the report:

- With approximately 34,500 reported CCC offences (excluding traffic) in the City of Ottawa, the level of reported crime increased by 4 percent last year.
- The clearance rate for total CCC offences (excluding traffic) improved slightly in 2017 with 37 percent of all cases cleared by charge or cleared otherwise.
- Ottawa's Crime Severity Index (CSI) rose by 1 percent last year to 49 – the Violent CSI increased by five percent to 58; while the Non-Violent CSI decreased by 1 percent to 45.
- The volume of reported non-violent crime in Ottawa remains unchanged from the previous year. Theft under \$5,000 decreased by 2 percent in 2017; fraud (mostly

due to a rise in credit card related incidents) increased by 16 percent; while mischief and break and enters each decreased by about 7 percent.

- Of the nearly 670,000 calls received in 2017, over 312,000 were entered into the OPS dispatch system, with 75 percent or over 235,000, requiring an on-scene police presence. This is in line with results from the prior year. Approximately 34,000 of these calls were categorized as emergencies requiring an immediate response (Priority 1/ Priority 2).
- The rate of violent crime per 100,000 residents in Ottawa grew by 20 percent in 2017. This was driven by a rise in uttering threats, harassing communications, assaults and sexual violations due to internal process changes, greater public awareness and improved access to reporting online.

While 2017 saw a decrease in homicides from 2016, the number of shootings and shots fired with no injuries increased. The OPS invested in our Guns and Gangs Unit by adding personnel and focusing on an organization wide effort to respond to that activity.

The Service is seeking to add more officers to address this problem and we are very aware that this type of violence has a direct impact on residents' perceptions of safety in the city. Enforcement and suppression is part of the answer to addressing street level violence but we recognize that partnerships in the community, as outlined in the Street and Gang Violence Strategy, are vital to longer term solutions.

Further analysis of the increase in reported crime:

In 2017 the OPS saw an increase in reported crime including violent crime. The analysis indicates this is partially due to changes in our reporting and coding processes. We have encouraged and increased reporting of crime through our new online reporting system.

New processes have been put in place in how the OPS codes high-frequency but low-risk calls where there is no suspect, no evidence, no immediate danger, or no witnesses to be immediately interviewed at the scene. These calls can include assaults, threats, suspicious incidents, and disturbances which contributed to the violent crime increase.

Police Reporting Unit agents now capture information for these call types that is subsequently followed up on by our investigative units. Based on the information provided when the call is received, incidents are generally now reported as a criminal offence.

Further analysis is being done on how the service responds to these call types.

The report also discusses important projects and initiatives for the future of policing in Ottawa including the Service Initiative, new officer recruitment, online background checks, online reporting and community outreach activities.

Distribution / Release

Following Board approval, the OPS will be promoting and distributing the information in the annual report through a variety of means.

- A news release will be issued along with sharing on OPS social media sites;
- Community partners such as Community Advisory Group, GLBT and YAC will be advised of its release;
- The report will be promoted and distributed through City Councillors and Internal networks (CPC Officers, Diversity and Race Relations, School Resource Officers, Victims Crisis Unit).
- The online web-based version is designed so that the entire site or individual articles can be viewed. For those wishing to have a print copy, there is the ability to download an accessible version in .pdf format.

The OPS provides the 2017 annual report in digital (web-based) and downloadable (.pdf) format. Production costs associated with the annual report are included in the OPS' annual operating budget.

SUPPORTING DOCUMENTATION

Document 1: 2017 Annual Report

Document 2: 2016-2017 Crime Trends: City of Ottawa and 23 Wards

CONCLUSION

The members of the OPS are committed to the safety and security of Ottawa and the 2017 Annual Report highlights the excellent work they do every day preventing and investigating crime, working with our community and addressing issues raised by residents.

The Annual Report provides the Board, our members, and Ottawa residents with important information on key indicators of our performance and crime trends in Ottawa. The information presented in this report supports our commitment to transparency and collaboration in order to enhance community based problem solving.

Ottawa is a safe city. We are fortunate to have the members of the Ottawa Police Service serving this community. Together we will continue to work hard to provide our citizens with the best police service possible.