

Report to / Rapport au:

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

23 October 2017 / 23 octobre 2017

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 2017 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 included Equity, Diversity and Inclusion (EDI) that helps us to see things from differing and new perspectives, provides us clear focus and gives us a more complete view. 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. Strategies continued through consultation and engagement activities carried throughout 2017 as supported in the OPS 2016- 2018 Business Plan.

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

Service Initiative

In May and June of 2016, the Service Initiative (SI) program initiated a series of public consultation sessions to solicit feedback from partners and stakeholders on the proposed changes to the Ottawa Police Service (OPS) Frontline service delivery model. What emerged from the public sessions was a need for ongoing consultation with stakeholders regarding new initiatives at the OPS.

As a result, the SI Program created the SI Implementation Community Advisory Group (SIICAG) in October 2016 to encourage and enhance stakeholder collaboration and ensure that the many and varied voices within the community are represented and heard.

The group of residents selected for the committee is reflective of the community – including representatives from Ottawa’s racialized communities, the vulnerable sector, schools and frontline support agencies. Members are able to inform and influence the foundational work of SI, as well as provide vital information back to their own communities. By working with SIICAG, SI has been able to assess the community needs from a variety of perspectives and develop initiatives that align with community expectations, in support of OPS’ commitment to community policing.

Additionally, the SI Program held a series of public consultation meetings in January 2017, to provide residents, partners and stakeholders with information about the new Frontline Deployment Model implemented on January 23, 2017. SIICAG was involved in the development of the public consultation presentation and their members participated in the consultation meetings.

Over 100 participants received information as to why OPS was changing its Service Delivery Model, results of both the internal and external consultations, the implementation of SIICAG, and the key attributes and benefits of the new model. During the question periods, the key topics that emerged were: the level and quality of officer training, the use of crime data and performance metrics, and the representation of and engagement with diverse groups.

SIICAG has also been engaged to provide feedback on the Transition Plan for Community Safety Services (CSS) and the 2017 CSS Work Plan to ensure that diverse needs, interests and perspectives are taken into account. SIICAG met monthly from its

inception until June 2017. SIICAG resumes in September 2017 and will continue to meet until the SI Program officially shuts down in December.

The OPS continues to engage with its internal members and provide regular updates on the SI program.

Outreach Liaison Team

In July 2016, following the death of Mr. Abdirahman Abdi, the OPS established a temporary Outreach Liaison Team (OLT), first for a six-month period, followed by an extension of an additional six months. The primary roll of the OLT was to do extensive outreach and increase engagement with communities most impacted by this tragic loss and to create meaningful dialogue that would assist with overall efforts towards continued, and rebuilding of, trust and confidence.

During the time of the OLT, hundreds of contacts were made and all of the information was collected and has since been included in the Multi Year Action Plan (MYAP) framework. The themes that were captured included: Leadership, Accountability and Transparency, Community Fear and Mistrust of the Police, Acknowledgement of Racial Profiling Concerns, Human Resources, Community Engagement and Relationship Building, Senior Officer Engagement, Community-Police Dialogues, Community-Police Incident Response, Communications, Youth Engagement and COMPAC, Training and Cultural Awareness, Race Based Data Collection, Policies and Procedures, Service Delivery and Deployment. Details are captured in MYAP documentation as well as the OLT final report (in review at the time of this report).

One specific initiative undertaken by the OLT was a pilot referenced as The Stakeholder Engagement Initiative (SEI). The SEI was a plan developed by the Outreach Liaison Team (OLT) to bring key community stakeholders together with OPS members, particularly from the frontline and Professional Development Centre so that the two groups can engage in an exchange of knowledge and experience to facilitate the breaking down of barriers between OPS and the racialized community of Ottawa.

The four phased strategy included a two-hour session for community participants at the OPS Professional Development Centre (PDC), a police ride-along with front line officers to provide participants a first-hand experience of police work and a reciprocal community tour for officers with stakeholders to provide officers the opportunity to experience the community perspective.

Police Week 2017

The Ministry of Community Safety and Correctional Services has designated May 14 to 20, 2017 as Police Week in Ontario and this year's theme was "Working Together for

Safer Communities”. This year, our Community Development Section, our Community Police Centre officers, and their volunteers invited the community to join us at four fun filled events throughout the city. This is highlighting our commitment to working together to strengthen the positive relationship between the police and the community. We continue to believe that our community is our inspiration. The response from the community has been very positive and the participation level was high.

Events

- Monday, May 15, at City Hall was the Police Week Launch and Charity BBQ event with Deputy Chief Steve Bell, Board Chair Eli El-Chantiry
- Tuesday, May 16, 2017 - Alexander Park
- Wednesday, May 17, 2017 - Sandalwood Park
- Saturday, May 20, 2017 - Ridgeview Park

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 community partners.

It was truly inspiring to see so many community members 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.

Community Connection Newsletter

One of the Community Development Section mandates is to develop sustainable partnerships and engagement strategies within the community. In an effort to enhance communication with the community, a quarterly E-Newsletter was created. The “Community Connection” is an effective communication piece currently reaching over 250 community members that:

- Informs the public on different events and initiatives of the Community Development, Diversity & Race Relations and Crime Prevention sections.
- Offers crime prevention tips.
- Provides the reader with interesting stories and points of view to keep them informed and involved with a basis in community development and engagement.
- Promotes that the OPS is committed to protect the safety, security and quality of life in Ottawa.

- Informs the community on community issues, events and programs that they may be unaware of.

Corporate Communications and Engagement

Corporate Communications continues to support OPS communication and engagement initiatives by maintaining various digital and social platforms as a timely, credible and reliable source of information for all.

Web

We continue our efforts at maintaining up-to-date, relevant and accessible content on ottawapolice.ca as well as working towards incorporating additional online services. In 2017, OPS added online records checks to ottawapolice.ca. Records checks are one of the most frequent queries we receive on the web.

Based on 2016-2017 statistics, we have continued to see an increase in engagement with the public on the web (ottawapolice.ca) with some instances as high as over 5,000 visits in a day. Between January and July of this year there were almost 320,000 unique sessions on our website.

Social Media

Our Social Media followers continue to grow with an average of about 40-70 new Twitter followers daily. Also, with many 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, especially road safety.

Corporate Communications continues to enhance the OPS team of social media users by offering updated training and ongoing support to interested members.

- Currently, OPS (@OttawaPolice) has about 114,000 Twitter followers and over 26,000 Facebook likes with consistent daily engagement and dialogue opportunities.
- Chief Bordeleau's Twitter (@ChiefBordeleau) has over 9,800 followers.
- On average, we receive approximately 5,200 views per month on our YouTube page with significant increases in viewership when social media has been used for promotion. In the past year, we have added numerous videos related to road safety to explain things like the one-metre device and how drivers and cyclists can navigate through bike boxes new to Ottawa.

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 facilitating greater input and involvement by youth in Ottawa.

Youth in Policing Initiative (YIPI)

The Youth in Policing Initiative (YIPI) is an employment program with the Ottawa Police Service 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 while enhancing police and community relations. The program is for interested youth with leadership potential including those who may experience barriers to success and would benefit from this unique opportunity.

- Promotes youth participation in the work environment through diverse, educational and productive work assignments;
- Enhances the relationship between the police and the youth; and,
- Provides positive employment opportunities for youth.

The Summer YIPI program session runs from June to August, whereas the Fall session takes place from October to January. For approximately 35 hours per week, the participants will work in various Sections of the Ottawa Police Service, support community initiatives and learn valuable life and employment skills. YIPI participants will also have a working relationship with a number of valuable youth-serving organizations in Ottawa.

GLBT Liaison Committee

Community-based, crime prevention work is the foundation of the Committee, which has been meeting regularly since 1991. The Liaison Committee, one of the first of its kind in Canada, consists of community, police and other criminal justice system representatives and is open to anyone who wants to participate. It is co-chaired by community and police representatives.

The Liaison Committee's community-based process is grounded in action-oriented, problem-solving work that addresses needs identified by the community. Outcomes include an increase in reporting of hate-motivated incidents, increased visibility of lesbian, gay, bisexual and trans realities in police service policies, procedures and training; police participation in many community events and, above all, informed and sensitive responses to members of the LGBT communities by an increasing number of officers.

The message is simple. Stereotypes break down when individuals engage in dialogue and come to know and trust one another as caring, committed, respectful and respectable human beings.

Annual Pride Week

A range of activities mark Pride Week in August. Liaison Committee members assisted with a community BBQ jointly hosted by Emergency and Protective Services and the OPS, attending the raising of the Rainbow Flag at City Hall and participating in the Pride Parade. Several discussions took place with staff and community that resulted in the Chief and OPS making an important decision to wear only golf shirts with an OPS crest.

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 indigenous communities in Ottawa. Its objective is to nurture and develop this community partnership by means of communication, respect, accountability and trust.

The committee provides the police service and Indigenous and racialized community members an opportunity to interact on a level playing field and define common challenges and solutions. Through community representatives, communities have a voice within the police service. Police also gain insight into challenges and concerns from diverse parts of the community.

COMPAC meetings are held regularly and are open to anyone.

Ottawa Police Human Rights Learning Forum

The second Human Rights Learning Forum was led by the Diversity and Race Relations Sections (DRR). The event was held on December 8, 2016 in honour of International Human Rights Day (Dec. 10), was a great success and was very well attended by more than 50 OPS members, including most of the OPS Outreach and Recruitment Section, and members of the public, (over 220 participants). Woodroffe High School teacher Adrienne Coddett, who had been a speaker at the first forum, was the master of ceremonies for this forum. She brought students from her Grade 11 class to attend the event, allowing for significant youth participation.

Ontario Ombudsman Paul Dubé gave a presentation based on his report A Matter of Life and Death which addresses his concerns surrounding the deaths of civilians during interactions with police. He shared his concerns and recommendations on improving Use of Force training in the province and the focus of de-escalation.

Once again, DRR received overwhelmingly positive feedback in the evaluation of the event submitted by Lansdowne Consulting. The entire report will be available on the DRR website. The report includes comments from participants at the event, such as “What a fantastic way to learn!”

The steering committee for the event included representatives from both COMPAC and the GLBT Liaison committees, which has helped to facilitate more understanding, support and cooperation between the two committees of DRR. This year, the committee chose speakers from the transgendered, Muslim, and First Nations communities who could explore what they learned about bias based on their transitions across socio-economic, gender, religious and career lines.

Leave the Phone Alone (LTPA) Distracted Driving Campaign

Again this year, 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.

In March, a booth was set up at the Ottawa Hospital’s Civic Campus to raise awareness and provide an opportunity for visitors and staff to take the LTPA pledge.

LTPA presentations, education and awareness activities were conducted with several partners including:

- The Children’s Hospital of Eastern Ontario (CHEO)
- St. Mark’s High School student-led initiative.
- University of Ottawa.
- Algonquin College.
- Holmes Heating, one of many Ottawa companies who employ drivers.

Since the introduction of this program in 2012, almost 50,000 high school students have been reached through the “Drop It and Drive” presentations. LTPA school kits continued to be available year round upon request.

Traffic Stop Race Data Collection Project – Final Report- Information Session

The Traffic Stop Race Data Collection Project (TSRDCCP) Report Information Session took place on November 24th, 2016 at the Ottawa Conference and Event Centre.

The information session was well attended, with 100 participants from diverse Ottawa communities. The session was hosted by Chief Charles Bordeleau, Ottawa Police Service (OPS), and Mr. Eli El-Chantiry, Chair, Ottawa Police Services Board (OPSB). Also present were Dr. Lorne Foster and Dr. Les Jacobs from York University.

The objectives of the session were to provide the public with:

- an overview of the TSRDCP;
- balanced and objective information on the TSRDCP Report's analysis; and
- an opportunity for questions and comments about the TSRDCP Report, to contribute to the development of an Action Plan.

The information session was divided into two parts. One consisted of a presentation of the TSRDCP's data and analysis by Dr. Jacobs, followed by another of table discussion where participants were asked to identify "What are your top 3 'burning questions' about the analysis of the report?". This was followed by a questions and answers session.

Participants' guidance to OPS generally pertained to five key themes:

1. Community engagement
2. Training, recruitment and discipline
3. Recognition of racial profiling
4. Further study
5. Additional comments

This session was part of a six-month engagement plan to develop a multi-year action plan towards bias-neutral policing. Participants were provided with various means to ask questions and share their feedback

Multi Year Action Plan (MYAP)

The Multi-Year Action Plan for Bias-Neutral Policing (MYAP) is an organizational-wide action plan that responds to the recommendations received from the Traffic Stop Race Data Collection report and community and police feedback over the several years, including inputs from recent engagement efforts of the Outreach Liaison Team as well as reports such as “Addressing Anti-Black Racism in Ottawa”. It will also be an opportunity for greater alignment with the Anti-Racism Directorate’s new Anti-Racism Strategic Plan.

The development and implementation of the Multi-Year Action Plan for Bias Neutral Policing will focus on meaningful change – coordinated and measured action towards professional and bias-neutral policing, building diversity leadership at OPS, and promoting a culture that embraces equity, diversity, and inclusion.

MYAP will allow us to:

- o Strengthen our ongoing work related to bias-neutral policing efforts
- o Promote trust in policing by addressing concerns related to racial profiling, racism, human rights, diversity, bias, and discrimination, and
- o Foster a culture that actively promotes equity, diversity, and inclusion

On Friday July 28, 2017 we held a Stakeholders Meeting for an Update and Dialogue Session on the Development of the Multi-Year Action Plan for Bias–Neutral Policing. The session was attended by 44 valued stakeholders representing 25 different affiliations. The attendees have been engaged with us recently, and had significant input on the development of the Multi-Year Action Plan for Bias-Neutral Policing (MYAP) and planning for upcoming community consultation sessions.

The OPS is committed to conducting a Diversity Audit; it will be an important part of MYAP and will follow the Gender Audit which is currently underway.

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 2018 that meet community interests, concerns, and priorities.