



Ottawa Police Services Board

MINUTES 17

Monday, 25 April 2016, 5:00 p.m.

Champlain Room, 110 Laurier Avenue West, Ottawa

Present: Councillor E. El-Chantiry (Chair), J. Durrell (Vice Chair), Councillor J. Harder, C. Nicholson, L.A. Smallwood, Councillor T. Tierney, S. Valiquet

CONFIRMATION OF AGENDA

That the Ottawa Police Services Board confirm the Agenda of the 25 April 2016 meeting.

CARRIED

CONFIRMATION OF MINUTES

That the Ottawa Police Services Board confirm the Minutes of the 21 March 2016 meeting.

CARRIED

DECLARATIONS OF INTEREST

INQUIRIES

Moved by L.A. Smallwood

That the Ottawa Police Services Board direct Board staff to conduct a review of the committee procedures and practices of other large boards in the country and

report back to the Board's Policy & Governance Committee, and that the Committee make recommendations to the Board with regard to committee structure and mandate to ensure that they continue to meet the Board's expectations of transparency and accountability and contribute to an efficient and effective decision-making process.

CARRIED

ITEMS OF BUSINESS

1. CHIEF'S VERBAL REPORT

Chief Bordeleau reported on the following items (*a copy of the Chief's verbal report will be kept on file with the Board's Executive Director and is available online at ottawapoliceboard.ca*):

- Moment of Silence – Inspector G. Rosa
- Major Crime Arrests
- Transfer Policy
- Service Initiative and IM/IT Roadmap.

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

RECEIVED

2. NATIONAL CAPITAL AREA CRIME STOPPERS : SEMI-ANNUAL UPDATE Presentation from R. McMullen, President, National Capital Area Crime Stoppers

Mr. McMullen thanked the Board for the opportunity to present their progress on a semi-annual basis. Mr. T. Bristow, Volunteer; OPS Sgt. Wong; and A/Sgt Cookson were in attendance. (*A copy of the presentation is on file with the Board's Executive Director.*) The presentation covered the following topics:

- Board Governance
- Statistics
- Community Outreach
- Partner Update
- Media Update
- Financial Update
- Looking Forward.

Chief Bordeleau thanked Mr. McMullen and Crime Stoppers for all their help over the past year; the number of guns taken off the street has tripled, and the number of arrests and charges has doubled. Ottawa Crime Stoppers is doing an amazing job within the community and should be used as a model for success across the country. He congratulated Mr. McMullen on the renewal of his term as President.

On behalf of the Board, Chair El-Chantiry thanked Mr. McMullen for all his time and hard work on behalf of Crime Stoppers.

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

RECEIVED

3. CANADIAN ASSOCIATION OF POLICE GOVERNANCE ANNUAL CONFERENCE: ATTENDANCE
Executive Director's report

That the Ottawa Police Services Board approve the attendance of Chair El-Chantiry, Members Nicholson, Smallwood and Valiquet at the 2016 Canadian Association of Police Governance Conference being held in Ottawa, Ontario from 12 – 14 August 2016.

CARRIED

4. ONTARIO ASSOCIATION OF POLICE SERVICES BOARDS' ANNUAL CONFERENCE: FUNDING REQUEST
Executive Director's report

That the Ottawa Police Services Board approve a \$1,000 sponsorship contribution to the Ontario Association of Police Services Boards' 2016 Annual Conference being held in Toronto, Ontario on May 11 - 14, 2016.

CARRIED

5. "IGNITING THE SPIRIT" FUNDRAISING EVENT FOR THE WABANO CENTRE FOR ABORIGINAL HEALTH
Executive Director's report
-

That the Ottawa Police Services Board approve funding for a table at the Wabano Centre for Aboriginal Health “Igniting the Spirit” gala being held on 21 June 2016 at the Ottawa Conference Centre, at a cost of \$2,000.

CARRIED

6. INFORMATION MANAGEMENT / INFORMATION TECHNOLOGY (IM/IT)
ROADMAP AND IMPLEMENTATION APPROACH
Chief's report

Member Smallwood noted that the report indicates the IM/ IT Roadmap will affect areas where work is highly manual and will impact a number of civilian jobs. He wanted to know how staff is planning to mitigate this.

Director General D. Frazer explained there have been meetings with the Ottawa Police Association (OPA) and the Senior Officers Association (SOA) allowing them the opportunity to review the plan and gain an understanding of the road ahead. The advantage of having a 7-year plan is the ability to anticipate where changes will happen and the magnitude of the change, and plan accordingly. The forecast over the next few years indicates there are a number of ways that this process will be mitigated: retirement peaks for both sworn and civilian employees; attrition through a natural rotation within the workforce; and retraining opportunities. Staff will be working collaboratively with the OPA to ensure a smooth transition throughout the term of the work plan.

Responding to a question from Member Tierney about actions being taken to reduce risks, DG Frazer noted four key steps to minimize risk: in 2014 numerous requirements analyses were conducted while tapping into staff experiences and the expertise of IBM; the organization's ability to absorb change was reviewed and a phased in process is being recommended; procurement “offramps” will be built into the contracts should partnerships become unsatisfactory along with a process to re-engage with others; and, maintaining the partnership with Gartner Consulting, whose role will be to help ensure the OPS gets the products they contract for and achieve the expected results.

DG Frazer advised that the OPS has consulted with three City experts throughout this process: Mr. C. Duffett, Chief Information Officer; Mr. W. McDonald, Chief Procurement Officer and Ms. M. Simulik, City Treasurer.

DG Frazer explained that the report commits to \$8 million in financial savings that will reduce expenses over 6 years. Non financial savings include approximately

250,000 sworn officer hours and 75,000 civilian hours of time freed up. As administrative work is made easier (ie: online background check process) they will be able to redeploy the hours within the organization.

Referring to the savings projected to be generated by the initiative, Vice Chair Durrell asked that these substantive savings be quantified in future reports to the Board. Chief Bordeleau indicated that reporting back to the Board is critical and updates will ensure staff are achieving the anticipated efficiencies.

Responding to a question from Member Valiquet regarding contracts Gartner Consulting has had with other police services, Mr. D. Steeves, Chief Information Officer, stated that Gartner is one of the foremost IT consulting firms across several industries. The OPS is using them not only for public safety and IT solutions but for risk mitigation as well. Gartner led the \$1 billion integration for the NYPD and was a major contributor for the LAPD. They are very good at what they do and maintain a third party independence to assist and keep the organization protected throughout the process.

Mr. Steeves explained that Gartner is sole sourced because of their expertise. They are the only agency in the world that sets the agenda for internet technology; he is unaware of any other agency of their caliber.

That the Ottawa Police Services Board approve:

- 1. The Information Management / Information Technology Roadmap.**
- 2. The selection through request for proposals of a Prime Contractor to implement the Roadmap.**
- 3. The award of a contract to Gartner Consulting to support the implementation of the Roadmap, for an amount not to exceed \$4,450,000 excluding taxes over the period 2016 to 2021.**

CARRIED

7. CONTINUATION OF CARLETON UNIVERSITY SPECIAL CONSTABLE PROGRAM
Chief's report

The Ottawa Police Services Board approve the continuation of the Carleton Special Constable Program for a five-year term, as described in this report.

CARRIED

8. OTTAWA POLICE SERVICE INITIATIVE: UPDATE
Chief's report
Presentation

The presentation was led by A/Supt. M. Ford, accompanied by A/Inspector R. Drummond and Ms. J. Wright, Program Manager. *(A copy of the presentation is on file with the Board's Executive Director.)* The following items were covered:

- Policing Context
- Goals of the Service Initiative Program
- New Service Delivery Model
- Changes to Date
- Consultation & Engagement.

Following the presentation, Chief Bordeleau stated that the current service delivery model was implemented in 1995 and has been adjusted over the years, however, policing continues to evolve at a rapid pace. Present and future challenges necessitate a transformation of the organization. This new way of doing business will ensure the OPS is effective and efficient. It is not happenstance that the IM/IT Roadmap is being rolled out concurrently. The work being done from an IT perspective will support the operational changes. The Chief stated they have not lost sight of the tenets of community policing and want to maintain it. Having public consultations and hearing from the community will help determine what is important and make sure the model is reflective of what the community needs.

The Board heard from the following public delegations:

[Ms. C. Parrott](#), Hintonburg Community Association – *(A copy of the submission is on file with the Board's Executive Director.)*

[Ms. L. Marleau](#), Crime Prevention Vanier – *(A copy of the submission is on file with the Board's Executive Director.)*

[Councillor J. Leiper](#), Ward 15, Kitchissippi, said he has been a resident and volunteer in Hintonburg for 20 years. The neighbourhood is safer now due in large part to the central role of the Community Police Officer (CPO) who has intimate knowledge of the neighbourhood. Residents in his ward have been hearing for weeks about potential changes and are concerned that community policing could potentially be changed by this initiative. He is open to new models and is cognizant of the need to find efficiencies, but the outcomes must remain the same. The current community police model is delivering results; to continue achieving

these results the OPS must listen to residents. He asked that the OPS have discussions with residents to ensure that communities continue to benefit from the incredible service the OPS has been delivering.

Ms. J. Jennings, Executive Director, By-Ward Market BIA – (*A copy of the submission is on file with the Board's Executive Director.*)

Councillor M. Fleury, Ward 12, Rideau Vanier, has only encountered positive interactions between the OPS and residents. He spoke to the decision regarding By-Law Services and the OPS not responding to noise calls; this highlights a challenge. He recognized there are consultations that are planned in the near future, and he asked that a hold be put on the by-law decisions, to allow more discussion so that the services can be aligned.

Chair El-Chantiry clarified that discussions about by-law changes have been ongoing between City and Police staff since 2013, and work continues. Member Fleury explained that his reference was to changes that are or will be occurring where members of Council, who are not on the Board, are not engaged in the process and he asked that they be engaged.

Ms. J. Kwong, Executive Director, Vanier BIA, echoed many of the comments made by previous speakers. The Vanier BIA works very closely with their CPO who provides guidance and assistance to the numerous businesses in the community. It is important to have community officers as they help community members feel safe. She hoped the importance of CPOs remains a consideration as this process moves forward.

Councillor D. Deans, Ward 10 Gloucester-Southgate, expressed concern about what appears to be the dismantling of the very thing that works best in our communities. So many problems have been solved by community officers; the cornerstone of policing is developing community relationships. She is worried that public consultation is coming too late in the process. She implored the Board to take a step back and reconsider.

Mr. S. Monuk, Business Owner, reiterated that the most important thing being lost is their first point of contact. The By-Ward Market has had its problems in the past and he has always had a point of contact, which he is concerned about losing. From his perspective, the neighbourhood officers have made his staff of 700 feel very safe in their dealings with members of the public.

Mr. P. Zanetti, Ottawa Police Service GLBT Liaison Committee, thought the presentation was very good; however, he noted that there was no mention of what mechanisms will be available for community feedback.

Ms. P. Ducharme, Downtown Rideau BIA, stressed the same concerns that have been voiced by other speakers. She believes there has been a gap in the process and there has to be an opportunity to close that gap by way of consultations with the community at large. She would like the opportunity to consult with her colleagues in the greater context of this topic. Rideau has already experienced the loss of the CPO and have since seen a reduction of calls for service as residents have become disengaged.

Mr. M. Skof, President, Ottawa Police Association (OPA), stated the presentation made to the Board today was shown to the OPA the day after the district members saw it. He stated the OPA has impressed upon the SI that there are significant issues regarding the collective agreements that will be problematic with how this model is rolling out. He expressed frustration at not being able to schedule further meetings on the topic. He questioned the suggestion in the presentation that there are silos within patrol and district, saying that feedback may have been received but his own experience in District could not be further from that. He cautioned against getting rid of specialty units as he feared it would result in different platoons working on the same problems over and over again. Finally, he wanted the community to understand that this is likely to be a reactive model with a properly staffed patrol sector, but there will definitely be a change in the service that has been received to date in the community.

Written submissions were also received from: [Mr. A. Filoso](#), President, Italian Canadian Community Centre, President Ottawa's Canada Festival, Vice President, Ottawa Firefighters Community Foundation and President, Italian Canadian Community Historical Society; and [Ms. G. McClelland-Crout](#). (*Copies of the submissions are on file with the Board's Executive Director.*)

Given all the comments that have been heard, Member Smallwood said it was clear that there should be no diminishment of services in the community. He understood this is a very challenging initiative for the Service and staff are looking for efficiencies, but not at the cost of the community. He was pleased to see the work staff is doing on the Service Initiative and the back office transformation that will continue to provide efficiencies and savings. He expressed concern about the status of the efficiencies and asked if they were on target to meet the projections in the 2016 Budget.

DG Frazer reported they are currently on target to achieve the full \$2 million in efficiencies. At budget time they were just less than \$700,000 short of the target. With the back office transformation underway and the payroll function transferred to the City, a range of policies were aligned with City policies and a number of areas of overpayment were noted. The introduction of the new policies will eliminate this in the future and the savings have been identified for the outstanding balance. Member Smallwood asked that regular updates on the efficiencies be brought to the Board during the course of the year.

Member Nicholson thanked the presenters and stated the message is very clear that public consultation / engagement is a must and is critical. He wondered if the SI project warranted a similar function as the one Gartner is providing with the IT/IM Project.

Chief Bordeleau thanked the delegations for their input, saying it speaks to the passion the community has for policing and to the excellent work the officers are doing every day. Staff needed to develop an implementation concept prior to asking the community what was considered important. The role and function of the CPC officer is important and he recognizes the importance of officers walking a beat in the downtown area. Responding to Member Nicholson's comments regarding a third party role for this initiative, the Chief felt the Board fulfills the role of ensuring community needs are met and that efficiencies are also met.

Chair El-Chantiry thanked the speakers for their feedback and noted work with the community will continue.

That the Ottawa Police Services Board receive this update on the Service Initiative Program for information.

RECEIVED

9. AWARDS TO BE PRESENTED AT THE COMMUNITY / POLICE AWARDS CEREMONY
Chief's report
-

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

RECEIVED

10. 2013 – 2015 BUSINESS PLAN: FINAL REPORT
Chief's report
-

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

RECEIVED

11. PROFESSIONAL STANDARDS SECTION : 2015 ANNUAL REPORT

Chief's report

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

RECEIVED

12. COMPLAINTS REPORT - PART V, *POLICE SERVICES ACT*: FIRST QUARTER 2016
Chief's report
-

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

RECEIVED

13. FINANCIAL STATUS REPORT: FIRST QUARTER 2016
Chief's report
-

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

RECEIVED

14. WORKFORCE MANAGEMENT REPORT: FIRST QUARTER 2016
Chief's report
-

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

RECEIVED

15. LEGAL SERVICES STATUS REPORT: FIRST QUARTER 2016
Chief's report
-

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

RECEIVED

-
16. BOARD MONITORING REQUIREMENTS STATUS REPORT: FIRST QUARTER 2016
Chief's report
-

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

RECEIVED

17. REPORT ON SIU INVESTIGATION: 16 NOVEMBER 2015
Chief's report
-

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

RECEIVED

18. REPORT ON SIU INVESTIGATION: 24 FEBRUARY 2016
Chief's report
-

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

RECEIVED

19. OUTSTANDING BOARD INQUIRIES & MOTIONS: APRIL 2016
Executive Director's report
-

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

RECEIVED

20. LETTERS OF COMMENDATION
Chief's report
-

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

RECEIVED

COMMUNICATIONS

PROVINCIAL CONSULTATION ON AMENDMENTS TO *POLICE SERVICES ACT*

- a) Letter dated 6 April 2016 from Greater Sudbury Police Services Board Chair, R. Anderson to The Honourable Y. Naqvi, Minister of Community Safety & Correctional Services
- b) Letter dated 6 April 2016 from the Regional Municipality of Niagara Police Services Board to The Honourable Y. Naqvi, Minister of Community Safety & Correctional Services
- c) Letter dated 1 April 2016 from the Hamilton Police Services Board to The Honourable Y. Naqvi, Minister of Community Safety & Correctional Services

That the Ottawa Police Services Board receive these communications for information.

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OTHER BUSINESS

CONSIDERATION OF MOTION TO MOVE IN CAMERA

Moved by J. Harder

That the Ottawa Police Services Board adjourn the public portion of its meeting to move In Camera to discuss confidential items pertaining to legal and personnel matters, in accordance with Section 35(4)(b) of the *Police Services Act*.

CARRIED

ADJOURNMENT

The meeting adjourned at 7:00 p.m.

W. Fedec
Executive Director

E. El-Chantiry
Chair

DRAFT

DRAFT

Document 1

April 25, 2016

Chair Eli-El-Chantiry
Members of Police Services Board

Nine years ago, the Hintonburg Community Association came before the Ottawa Police Services Board, to fight to keep the Community Police Centre in this area. The Police were paying \$90,000/year in rent for a storefront further down Wellington. We spent months working very closely with the Inspector and suggested a room in the Hintonburg Community Centre. The Police Centre was moved in 2007 and the rent is now \$8,000/year. A savings of over \$80,000/year for the last 9 years and the rent paid goes to pay for free youth programming – a proven crime prevention action. A win for everyone.

We all believed that a stronger presence in our community could potentially turn things around and make our streets safer. And we were right. Having a dedicated, specialized community police presence has worked tremendously well, with our residents having an officer available who is known and trusted to help. Our community is safer, crime is down and this area has become a destination rather than one to be avoided. The number of calls for service in Hintonburg and Mechanicsville has significantly decreased over the past few years and this is thanks to proactive, preventative and informed Community Police Officers and Neighbourhood Officers. We went from the highest calls for service to one of the lowest in the City – a clear cost savings. This was due to the strong partnership between community and police – neither could have accomplished this alone.

With all of this success, you can understand why rumours about the proposed changes to the policing model that are a part of the Service Initiative have us worried. We have been unable to receive clear information and to this point, cannot reassure residents of what may or may not be happening. Are the Community Police Officers, Neighbourhood Officers, School Resource Officers, Beat Officers gone? When will this happen- Jan 1, 2017?

The Multi-Stakeholder Approach to Problem Addresses – this started in Hintonburg in 1995 under a different name. The present model shows the Community Police Officer is the lead. How will this happen if that position is gone or a patrol officer does this in their spare time?

We understand that the Police need to review their operations to ensure that resources – people and dollars – are being used most effectively. We have helped the Police realize savings in the past and we will work to help find savings in the future. What we cannot support though, is for this to be a purely cost-saving exercise that could blindly

cause Ottawa to revert to solely reactive policing and lose specialized resources in communities where they are needed and effective.

We are told that no one knows what this new model will look like – what positions stay and what are gone. Realistically this is only 5 months before implementation – it is hard to believe that the decision has not already been made.

The community associations represented in this letter are your partners and our volunteers have invested a great deal in improving our neighbourhoods and also, specifically, supporting these specialized officers as trusted members of our community.

In a letter from the Police dated April 20th, it states that "...community policing will always be the cornerstone of our strategy to serve residents." We certainly hope so. But more so, we want to state that we unequivocally support our Community Police Centres and dedicated officers. They have made a tremendous difference for our community and we want them to stay. This system works.

Trust takes a long time to build but can be lost very quickly. We ask, respectfully, that you direct the Police to proceed by considering both dollars and sense in the Service Initiative and that they do indeed keep communities first. We also request that as a part of this or any significant service review, that you ensure that communities like ours are consulted in a meaningful way before final decisions are made. Changes in how policing is delivered can have a huge impact on us.

Please direct OPS to bring back the results of the community consultation to PSB for consideration.

Cheryl Parrott
Co-chair Security Committee
Hintonburg Community Association

On behalf of

Civic Hospital Neighbourhood Association
Hintonburg Community Association
Mechanicsville Community Association
Preston Street BIA
Italian Canadian Community Centre on Gladstone

Document 2

April 25, 2016

Hello,

My name is Lucie Marleau and I am the founder of Crime Prevention Vanier and Neighbourhood Watch Program Volunteer Coordinator for Vanier.

I'm here to speak on the importance of the Community Police Officer - and the Community Police Centre - in Vanier.

Last year, not one but two community groups successfully nominated our CPO, Cst. Jacques Carrière, for Crime Prevention Ottawa's Community Enforcement Professional Award. The nomination was accompanied with no less than 10 letters of support from community groups and merchants.

In his 2 ½ yrs as Vanier CPO, Cst. Carrière made a priority of connecting the Ottawa Police Service and its Community Police Centre, and the services it offers, to Vanier residents and community groups. Cst. Carrière took a pro-active approach to community policing by engaging with local residents, merchants, and community groups and services in order to fully understand the area's safety concerns. Thanks to his multi-prong approach to policing, he understood the importance of fostering strong and collaborative relationships with all key stakeholders living and working in Vanier. He actively participated in/organized/conducted:

- Multiple sessions on elder safety;
- Conflict resolution of behalf of residents, business owners, and community services;
- 100s of community meetings and events;
- Eyes on Vanier Walkabouts;
- Distribution and promotion of safety-related materials and OPS online reporting features;
- Community resource guide for new residents;
- Advocacy of crime-prevention-through-beautification efforts;
- Public events for National Police Week & Crime Prevention Week
- Vanier's annual Halloween Safe Zones
- Crime Prevention Through Environmental Design (CPTED) audits and training; and
- Was a frequent speaker at Vanier's Café Francophile.

At the urging of Cst. Carrière, I successfully applied to OPS for a volunteer position as Neighbourhood Watch Program Coordinator – Vanier. Together we conducted an audit of Vanier's Neighbourhood Watch Program, identified the watches that were active, abandoned, and struggling. We collaborated on finding new Captains for the

'orphaned' watches, offered 'OPS meet & greet' events to existing and potential watches, and we ensured that our watches had the support and tools required to effectively address safety issues. Our CPO was instrumental in reviving Vanier's Neighbourhood Watch Program. Without the leadership of our Community Police Officer, the NW Program in Vanier would still be in tatters. He consistently supported Crime Prevention Vanier's efforts and advocacy for greater safety awareness in Vanier.

I remember when I reported to 3-1-1 that a local prostitute had once again graffiti-tagged a bench as her 'office'. Our CPO immediately sent an e-mail to 3-1-1 endorsing my request for the prompt removal of the graffiti. The graffiti was removed within 48 hours. He urged the Wabano Centre for Aboriginal Health to activate a Trespass to Property Authorization thereby giving OPS the authorization to remove loiterers from its property. He advocated for new gates on selected properties to impede criminal activity and inappropriate use of their parking lots by drivers, sex trade workers and Johns. He suggested buzzer activated entrances so business owners/staff can prevent inappropriate use of its premises; and as importantly, active & frequent use of CPC offices by community groups and volunteers to increase its visibility, importance and relevance to Vanier. Only an effective CPO who knows his or her area well would know to do these things.

Our Community Police Officer plays a vital role in facilitating resident engagement to make our community safer – that the Ottawa Police Service is only as good as the support it receives from the citizens it serves.

Unfortunately, Vanier wasn't mobilized to the extent it is today when OPS decided to merge Vanier, Overbrook, and Manor Park under one CPO. It is a decision I wish I could undo, given the big demand for police services, particularly in Vanier and Overbrook. At a time when Vanier needed more services, OPS chose to water down the services it offered to us.

Should a proposal to remove our one and only CPO come to be, it will have a harmful effect on Vanier. As well, such a move would be counterintuitive to everything OPS has been drumming into us for a decade which was/is to report, report, report so OPS knows how/where to allocate resources. On many occasions, the former and current Chiefs of Police have publicly thanked the residents of Vanier for bringing concerns to the attention of OPS, allowing it to shut down drug houses and execute John sweeps, among other successful OPS operations in Vanier.

From my perspective, community policing is still in its infancy and it can take decades to thoroughly implement. Since 2007, community groups in Vanier have worked tirelessly to support that approach by urging residents to engage OPS and still, it continues to be an uphill challenge.

Removing our CPO - and our Community Police Centre on MacArthur, if that too is being considered – will be detrimental to Vanier and possibly undo a decade of

community efforts. Many improvements have been made in terms of crime prevention and reporting in Vanier, and for that we are grateful for the support we receive from our CPO. But we have had to work too hard to forge a healthy and collaborative rapport with OPS to have the CPO position/CPC removed.

Thank you for your time.

Lucie Marleau
OPS Neighbourhood Watch Program Coordinator – Vanier
Crime Prevention Vanier



Document 3



ByWard Market Business Improvement Area / Zone d'améliorations commerciales du marché By

Friday, Aril 22, 2016

Ottawa Police Services Board
110 Laurier Avenue West
Ottawa, ON K1P 1J1

Dear Ottawa Police Services Board Members;

Re: Ottawa Police Service Initiative Update

On behalf of the ByWard Market BIA Board of Directors, our 600+ business members and the ByWard Market Safety and Security Committee (representing a wide group of diverse stakeholders including businesses, residents and community partners); we are writing to you today to express our sincere concerns about the proposed new direction outlined in the Ottawa Police Service Initiative Update.

Both ByWard Market businesses and our visitors rely on our NHO's, foot patrol and beat officers to maintain a safe and welcome atmosphere. The regular presence and interactions with officers who are specifically assigned to the area is our greatest asset in terms of addressing our challenging and diverse safety and security needs.

The ByWard Market is the City's number one tourist attraction with a Provincial Tourism Designation. It is home to one of Canada's largest and oldest outdoor markets open 363 days per year and encompasses over 600 businesses. It is also home to: the National Gallery of Canada, the Canadian Mint, Notre Dame Basilica and the US Embassy. But beyond the borders of the ByWard Market district, our larger community includes Rideau, Lowertown, Lowertown East, and Sandy Hill. Each individual neighbourhood has diverse and complicated issues which are all interconnected.

Within this greater district, attractions and amenities include: the UNESCO World Heritage Site Rideau Canal, the Shaw Centre, the Chateau Laurier, the Rideau Centre, the University of Ottawa, Arts Court, numerous hotels and a future LRT station. All of this just steps away from Parliament Hill.



Add to this an interprovincial truck route through its heart, a major bus and transportation corridor, three major homeless shelters housing over a thousand homeless, dozens of drop-in centres, hundreds of supportive and public housing units, several harm reduction programs including needle distribution sites and the proposed location of a supervised injection site.

This unbelievable clash of cultures and diversity of stakeholders presents a unique challenge in regards to maintaining a safe and secure environment for all stakeholders. This is only achieved with a consistent team of proactive officers specifically assigned to the area; officers who possess a profound knowledge of the players, circumstances and geography of the area.

Under the proposed new model, who will be the area specialists? Who will be responsible for operational planning if there are no longer community or neighbourhood specialists making those operational decisions? The downtown area players and situations change regularly. Who will be responsible to keep track of all the changes and be the “experts” in the area?

The belief that officers can simply be encouraged to get out of their patrol cars more often and be proactive at the same time as being reactive on patrol, is in our estimation foolhardy and a risk we are not willing to take and do not support.

Over the last few years, the greater commitment and focus on proactive policing through dedicated foot patrols, demo beats and beat cops has produced real and tangible results. Since our high in 2006, our Street Ambassadors stats have shown significant decreases in negative and problematic behaviour on the streets of the Market and overall customer safety is very high. But the gains will be quickly lost if we lose these dedicated officers.

In 2006, the Downtown Coalition for a Safe Community was formed and the District and Neighbourhood officers played a leading role in that initiative. The idea to bring all the stakeholders together was suggested by an NHO constable at the time, and the District Inspector and Staff Sergeant were instrumental in the formalization of the group. As a result the Have a Heart Give Smart Program was developed including the kindness meter program. To date the program has paid the moving costs for over 150 moves of chronically homeless individuals into supportive housing units.

There is no greater sense of safety for a community member than face to face interactions and relationship building with neighbourhood officers. Their constant presence (whether a chance meeting on the sidewalk or a drop in to a business) builds relationships and trust, and this sense of trust takes a significant amount of time to build, but that trust can be broken and lost very quickly. An officer sitting in a car is cold and intimidating.

Additional concerns are related to the timing: January 1, 2017. In 2017 Ottawa is expecting to host an extra million tourists. In 2017 we are supposed to be putting our “best face forward”. 2017 is not the time to make sweeping changes to service delivery. Changes that will undoubtedly take time to tweak and iron out wrinkles. We cannot afford to have policing issues



overshadow the millions and millions of dollars invested in this National Celebration, when wrinkles and issues will be on display for all the world to see.

Finally, we must call attention to the absence of advanced and meaningful consultation with the community at large, the very citizens who rely on the Service. Community members are also on the front-lines. Our varied experiences, knowledge and proficiencies are also extremely valuable to the police service process. Unfortunately, it's only due to widespread community concern and objections that public consultations are quickly and reactively being planned.

Changes to delivery in police services can have very significant impacts on our community. With this in mind we request meaningful and engaging consultation in a process that is recommending such sweeping institutional and organizational changes.

Furthermore it is incredibly concerning to hear that neighbourhood and district officers have already been informed they will be re-assigned, that their positions will no longer exist. This sounds very much like a done deal and not under consideration or open to consultation. We truly hope that this is not the case.

Sincerely,

(original signed by)

Phil Wasserman Vice-Chair Board



Document 4

From: Angelo Filoso [REDACTED]
Sent: Monday, April 25, 2016 12:49 PM
To: Kennedy, Lynn; cheryl [REDACTED]; Mellor, Lori; Mario Giannetti
Subject: Ottawa Police Initiative Report
Attachments: Divorcing the Community.docx

Lynn
On behalf of the Preston Street BIA and the Italian Canadian Community Centre I would like to file the attached partial report with the Ottawa Police Services Board. We fully agree with Cheryl Parrot's Submission to the Board and do not want to lose our connection with the Community Police officers who work in our area. These officer implement Policing with a personal touch which is very important to our Community. In this day in age we have lost personal contact to voice mail and text messaging. It is important that Community Policing maintains the one on one personal contact rather than having Police Analysts dispatching Police Officers according to the proposed Model for implementation. This action is in the wrong direction of solving criminal activity in our Community.

Sincerely

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Angelo Filoso
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Divorcing the Community
from the Ottawa Police Services
"Taking the Personal Touch out of Policing"

Report Prepared by Angelo Filoso
As at April 21, 2016

Ottawa Police Service Initiative Update
To The Ottawa Police Services Board
25 April 2016

Comments

1. This model proposed will not enhance the sustainability of the OPS policing model. The police already have responsibilities to serve the Community. Do not fix what is not broken. There is no growing demand for service. Ottawa's crime rate has declined over the years. Ottawa is one of the safest City's in the World
2. What are the projects which will be introduced un future years?
Ottawa has one of the best services in Canada and why change it. Officers at present get out of their cars and meet people of the Community. With this proposed model you de personalizing the Ottawa Police Service.
3. With this model Community partnerships are being divorced from the Ottawa Police Service. These existing partnerships will be dehumanized with front line Community Officers. There are no statics which support this proposed model and these statics have been presented to the Community or any focus groups of the Ottawa Police Service.

Discussion

With regards to the five projects that are transforming the OPS's policing model: demand , Frontline, Investigative, Control centre and Courts, this model takes away the human integral variable to connect five projected variables in order to keep the human element of Policing.

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Document 5

From: [REDACTED]
Sent: Monday, April 25, 2016 1:00 PM
To: El-Chantiry, Eli; Kennedy, Lynn; Bordeleau, Charles J (Police)
Cc: Brockington, Riley; Barber, Sarah; Leiper, Jeff; Nethercott, Mark J (Police); Williams, Kevin H (Police)
Subject: Community Policing Changes
Importance: High

To The Police Services Board

I am writing to voice my objections to the proposal to have Community Police Officers (CPO) move out of their offices and do patrols. A few dollars will be saved now by this change. In the future large sums of money will be spent on incidents and crises that could have been prevented had this changed not have been made!

In the summer of 2006 the Veterans area of Carlington had weekly break-ins on every block. That fall I started a neighbourhood watch, which grew to include 180 households and which I coordinated until November 2015. During that time I was privileged to work with an extraordinary number of Community Police Officers.

When I started I knew nothing about Community Police Officers or how they worked. I recall one officer who dealt with a new telephone call or issue every 8 minutes. I am sure nothing has changed to reduce that number. It may even have increased. In the past I was licensed to conduct Method Time Management work measurements studies and set standards. This is a heavy load. If the Community Police Office is closed, who will take over the work?

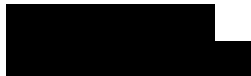
Community Police Officers have gone out to the food banks and other place to seeks out our residents and build bridges. Originally, I was skeptical! But At community events such as Family Fun Day there was a lineup of persons waiting to talk to "our officer" or " our cop" as many like to refer to Cst. Nethercott.

Carlington is a community of communities. W. E. Gowling School has students speaking more than 20 mother tongues. We have a Jewish Temple, an unofficial Mosque, an Ethiopian Orthodox church, a Jamaican church, Rhema and 2 Roman Catholic Churches, one French speaking, one English speaking. Thirty percent (30%) of our residents have lived in Canada less than 10 years. Many of our immigrants come from countries where they could NOT trust their police. Our officers have done extraordinary work in gaining the trust of our new immigrant residents. In this regard I would like particularly to mention Sgt. Mark Nethercott and Cst. Kevin Williams.

At community events immigrant women sometimes approached me with questions. When I suggested one speak with Cst. Williams I was told. "He's a good guy" or, "He came to such and such event and talked to our group." Every woman I talked to knew that she would be treated with respect, her concern taken seriously and that she could trust the Community Police Officers. This is a big step in community building, because often in her home country she could not have spoken to any man, who was not family, nor could she trust police.

Over the years I have met some persons who wanted nothing more than to cause open discord in our community between racial or religious groups. Quietly, these officers worked hard to prevent these crises. A patrol officer could not do the work they are doing/did. I now fear what could transpire, if such officers are not present in a Community Police Officer capacity in our community.!

Sincerely
Grace McClelland-Crout



DRAFT