

Report to / Rapport au:

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

26 July 2021 / 26 juillet 2021

Submitted by / Soumis par:

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SUBJECT: 2020 OTTAWA POLICE SERVICE ANNUAL REPORT

OBJET: RAPPORT ANNUEL DU SERVICE DE POLICE D'OTTAWA : 2020

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

Ontario Regulation 3/99, section 31 requires that every Chief of police prepare an annual report for the Police Services Board relating the activities of the 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 (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 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 30 of each year. Section 2.c) of the Board's policy number BC-2 "Monitoring Requirements" confirms this obligation. Due to the ongoing COVID-19 pandemic, the Annual Report was delayed by one month.

DISCUSSION

The members of the Ottawa Police Service (OPS) are committed to working to support and enhance the inter-dependence between the OPS and external agencies to help create a network of services that integrate and leverage the expertise of both police and our partners to better serve the community and result in the best public outcomes for a healthy city. This is a new era for policing, one that will incorporate a whole-of-community approach to public safety.

Despite the numerous ongoing challenges involving public health and public trust, along with the resulting global social, political and economic unrest, the OPS has demonstrated an ability to adapt and change.

We thank the community members who have given feedback and produced solutions. Using that information, we have identified three key principles for change at the OPS going forward:

- **Public Trust** - To develop our thinking, actions and systems that will lead to improved member trust and improved public trust in the OPS.
- **Duty of Care** – To demonstrate that we truly care for each other as members of the OPS as well as that we truly care for each member of the community.
- **Community Safety and Well-Being** – To work together internally as "One Team" so we can develop better community partnerships that lead to the "co-production" of improved community safety and well-being.

We are part of the community and we care deeply about listening and taking action to address residents' concerns. We have worked hard to bring in new approaches to improve Community Safety and Well-Being (CSWB) that emphasizes a whole-of-Service approach and a whole-of-city approach.

We are making strides to address the long-standing issues of underserving and overpolicing our racialized communities, as well as working in tandem with our subject matter experts, academics, community leaders and those with lived experience, to co-develop better solutions.

Every day, our officers and civilian members are connecting with community groups and colleagues, stakeholders, activists, as well as representatives from non-profits and other partner agencies. We have personally reached out and met with a wide variety of community stakeholders, community elders, emerging youth leaders, mothers of shooting victims, people who work in not-for-profit organizations, Business Improvement Area (BIA) representatives, religious leaders, and so many more. It is not easy work, but we are committed, and we have strong partners in the community who want to be part of the solution.

In each of the meetings we have talked about a shared vision for a healthier, safer and more inclusive city where the community and police solve problems together. There has been mutual recognition of the need for better policing to resolve long-standing complex internal and external trust issues, and for better integration of the OPS' internal efforts and efforts with our community partners to solve increasingly complex community safety and well-being issues.

To achieve such a vision the OPS must overcome significant challenges and we have worked hard to implement major changes. We were faced with making a seismic shift in how we design and deliver police services – how we work in and with community.

Here are some statistical highlights from the year, which were impacted by factors relating to the ongoing COVID 19 pandemic:

- Demand for service declined 10% in 2020 to nearly 333,000 requests for service, driven by public health measures aimed at controlling the spread of COVID-19.
- With approximately 34,000 reported *Criminal Code of Canada* offences (excluding traffic) in the City of Ottawa, the level of reported crime decreased by 21% last year.
- The clearance rate for total *Criminal Code* offences (excluding traffic) remained the same in 2020, with 34% of all cases cleared by charge or cleared otherwise.
- Ottawa's Crime Severity Index (CSI) dropped by 16% last year to 48 points (Violent CSI -22%; Non-Violent CSI -13%).
- The volume of reported Violent Crime declined by 14% in 2020, driven by fewer homicides, incidents of robbery, assaults and sexual violations.
- Non-violent crime declined by 23% in 2020 due to fewer theft \$5,000 and under, possession of stolen goods, and theft of motor vehicles.
- The number of collisions declined by 40% to 11,400, while fatalities fell by 33% to 16 on Ottawa roadways.

Despite the challenges that we faced in 2020, we were still able to provide meaningful progress in key areas, including:

- Added three new Neighbourhood Resource Teams in the ByWard Market/Lowertown, Bayshore and Centretown neighbourhoods;
- Reduced shootings by 40%, and homicides declined by 40% with a 100% solvency rate;
- Seized a record number of crime guns (111 in 2020, and 42 to-date in 2021);
- Issued over 40,000 Provincial Offence Notices (PONs), including 450 for Stunt Driving;
- Administered naloxone 115 times, saving 103 lives;
- Received a record number of police applications (2,700 up from 650 in 2019);
- Increased hiring rates for females (from 12% to 18%), racialized candidates (from 13% to 36%) and Indigenous candidates (from 1% to 3%);
- Hired 96 new police recruits (32 female, 31 self-identified racialized/Indigenous male) with a wide range of lived experiences from working in family services, homeless shelters, harm reduction programs, victim support services and mental health support;
- Created the Equity, Diversity and Inclusion (EDI) Action Plan that has become the guiding focus to building a Service that better-reflects the communities we serve;
- Implemented the Respect, Values and Inclusion (RVI) Directorate, which comprises two sections – a Respect, Ethics and Values (REV) section focused on supporting professional, ethical, values, and an EDI section which focuses on the Service's goals to making meaningful change in inclusion and diversity;
- Expanded the role of the Community Equity Council (CEC) to have direct and timely discussions with key community leaders about the issues that are important to racialized, Indigenous and faith-based communities; and
- Coordinated a major organizational restructuring that affected over 60 percent of the units and directorates to align our services and reinforce the OPS' commitment to our three key priorities.

We count on strong leaders. In every call our members attend, there are high expectations:

- to keep people and our communities safe

- to lend a helping hand and provide quality customer service
- to be compassionate and caring.

As we make strides in expanding the quality and diversity of our new recruits, we are seeing a similar increase in the quality and diversity in our most senior ranks. In the past few years we have expanded our senior officer and executive team to include more female, Black and South Asian leaders. Last year, we were first police service in Canada to promote an accomplished Black woman to the rank of superintendent; Superintendent Isobel Granger. It's a step in the right direction to creating a more equitable, diverse and inclusive workforce.

Rest assured, the OPS will not be taking our foot off the gas pedal, or our focus off our vision. In fact, we established the 2021 Budget as a change-enabling budget based on an ongoing series of community consultations.

All new OPS strategies, policies and practices will be community informed and involved – with community co-production through consultation with community experts and evidence-based best practices. Together, we can make a difference.

Nobody could have predicted how our lives would change at the start of 2020, particularly how we would continue to serve and protect this city, despite the challenges of a global pandemic. It's reason to be proud of this Service and its members.

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, and links to the report will be frequently shared on OPS social media channels;
- The report itself will be posted to the OPS website, under Reports and Publications; residents can download a copy of the PDF in either official language; and
- Community partners such as the CEC, City Councillors, our GLBTQ2 partners, our Partnership in Action (PIA), and YAC will be advised of its release and provided a copy of the report.

The report will be promoted and distributed other additional external and internal networks (CPC Officers, Diversity and Race Relations, Victims Crisis Unit).

SUPPORTING DOCUMENTATION

Document 1: [View the complete 2020 Annual Report at ottawapolice.ca](https://www.ottawapolice.ca)

Document 2: 2019-2020 Crime Trends: City of Ottawa and 23 Wards

CONCLUSION

The members of the OPS are committed to the safety, security and the well-being of all residents and visitors of the Nation's Capital. The 2020 Annual Report highlights the excellent work our members do in partnership with our communities, preventing and investigating crime, and addressing issues raised by residents.