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A YEAR IN REVIEW 2011 RÉTROSPECTIVE DE L'ANNÉE



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OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA
*Working together for a safer community
La sécurité de notre communauté, un travail d'équipe*

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2011: A YEAR IN REVIEW



Message from the Chair, Ottawa Police Services Board, Councillor Eli El-Chantiry

"The Board and the Service will continue to work to ensure that residents and visitors to this city are served by a Police Service that is held to the highest possible standards."

On behalf of the Ottawa Police Services Board, I am pleased to welcome you to the 2011 Annual Report of the Ottawa Police Service.

I would like to thank my Board colleagues for their valuable contributions and committed efforts throughout the year. In particular, I wish to extend thanks, on behalf of the Board, to former Board members Diane Guilmet-Harris and Jim MacEwen, both of whom finished their terms in 2011. They each gave generously of their time and wisdom in dedicated service to the residents of Ottawa over a number of years, and we are sorry to lose their expertise and camaraderie.

The Board continued to pursue efforts aimed at improving transparency, understanding about its role and engagement with the community. To assist in clarifying its goals and objectives, it undertook the development of a strategic plan specifically for the Board, as opposed to the Police Service, making it one of the first Boards in the country to do so.

Moving forward, the Board and the Service will continue to work to ensure that residents and visitors to this city are served by a Police Service that is held to the highest possible standards. Since becoming Chair, I have publicly stated my pride in the men and women of the Ottawa Police Service, who often serve our community in adverse conditions. This pride is based on the collective maintenance of the highest ethical standards. In going about their jobs, the police membership will be guided by a new Ethics Program developed in 2011, that defines the fundamental principles of what it means to be a police professional and outlines the importance of members being guided by shared and good ethics in their daily actions.

I wish to conclude by extending our gratitude to the civilian and sworn members of the Ottawa Police Service — for their ongoing professionalism, compassion and courage — and to their families for supporting them. They put their lives on the line every day to protect us all and to ensure we have a community that is safer tomorrow than today.

Sincerely,

Councillor Eli El-Chantiry
Chair, Ottawa Police Services Board



Vice Chair, Jim Durrell as of July 2011; Mayor, Jim Watson; Councillor Jan Harder; Carl Nicholson; Henry Jensen; Diane Guilmet-Harris up to February 2011; Former Vice - Chair, Jim MacEwen up to August 2011; Adriana Doyle, as of February 2011



2011: A YEAR IN REVIEW

Message from former Chief Vernon White



The 2011 Annual Report will identify a number of different issues and concerns raised, as well as some of our successes.

Some of the most important community needs addressed in 2011 focused on youth and public trust. Accountability has been a focus for our members, the organization, and our oversight body – the Police Services Board. It is considered an integral part of what policing in Ottawa has become. Youth issues, building on public trust, and the need for an open, accountable and transparent police organization in Ottawa is not only important for residents, but for the OPS as well.

Some of the work the OPS has done surrounding value for money and accompanying audits creates an efficient and effective organization, that works with partners in trying to deliver a fiscally responsible organization during uncertain economic times. These partnerships will pay dividends to the OPS and to our city over the next five to ten years. Learning from the past and understanding what has worked in our community, whether it's working with the mentally ill, the addicted, or our young people in the community, will allow us to be a safer community tomorrow than it was yesterday. It will also allow us to be one of the best Police Services in this country.

Firstly, the 2011 Annual Report delivered on promises that this organization made to the residents, to the Police Services Board, and to the City of Ottawa. And secondly, this organization is a better today than it ever has been and one that is delivering on the needs and demands of the City.

Thank you,
Vern White
Former Chief of Police

Message from Chief Bordeleau



The Ottawa Police Service 2011 Annual Report represents the turning of the page from one Chief of Police to the next. This report reflects work and activities undertaken under the leadership of former Chief Vern White.

On March 2, 2012 it was an honour for me to be appointed to serve as Chief of the Ottawa Police Service for the next five years. I intend to build upon our successes, enhance our strengths and expand public confidence. This will be accomplished through a strong focus on operations and vigorous community engagement.

Everyone matters in our community and our organization. Every member of the Ottawa Police Service will be judged by the quality of service we deliver, our success in tackling crime and disorder, and the strength of the relationships we build with our broad community.

I invite you to navigate through this 2011 Annual Report and gain valuable insight on the work that has been done on behalf of the residents, businesses and visitors to our Nation's Capital.

Charles Bordeleau
Chief of Police



2011: A YEAR IN REVIEW

SPECIAL INTEREST FEATURES

Addressing Street-Level Drugs in Ottawa



The Street Crime Unit (SCU) has become an invaluable tool to the Ottawa Police Service in targeting street-level drug activity. The SCU is not only helping to reduce the amount of drugs on the streets, but also helping to decrease the residual crimes that addicts commit to feed their addictions. While not all of those arrested qualify for Drug Treatment Court, a good number are being moved through this court option to help them with their treatment needs.

During 2011, the SCU was involved in a number of project-related investigations. In an Ottawa Police Drug Unit-led operation, known as *Project Sleepwalker*, the SCU identified street-level dealers to the Drug Unit which led to over \$2.5 million in drugs and \$2.5 million in assets being seized, as well as the arrest of 22 persons with over 300 charges. In another project, *Project Voyage* in the Vanier area, the SCU seized more than \$42,000 in cash and assets, and took more than \$70,000 in illicit drugs off the streets; thus making the community safer for our citizens.

The SCU's reputation and effectiveness was recognized by the Smiths Falls Police Service and prompted those officers to conduct Project Thaw, which led to 30 arrests of street-level drug traffickers in that jurisdiction.

*by Staff Sergeant Kalid Ghadban
Street Crime Unit/Break & Enter Team*

Marijuana Grow Operations / Project Bypass



The first indoor marijuana grow operation was discovered in the Ottawa area by members of the Ottawa Police Drug Unit in the latter part of 2000. The scope and depth of the problem of indoor marijuana grow operations within the City of Ottawa truly came into perspective in 2001. The ongoing communications amongst Ontario police agencies led the Ottawa Police Drug Unit to realize that the growth in marijuana seizures was not unique to this region and is, in fact, a national problem. Since that time, the Drug Unit has conducted a number of investigations and projects focused on the eradication of marijuana grow operations and the arrests of those responsible for its cultivation.

Organized Crime Groups are responsible for a large portion of the production and distribution of marijuana, as well as laundering considerable amounts of proceeds of crime related to their criminal enterprise. Police have identified certain groups that have been operating within the Ottawa area for the past several years. *Project Bypass* was initiated to target these groups and individuals.

Project Bypass operated from January to April 2011. Neighbourhood Officers were temporarily assigned to the investigative team, and their assistance contributed to making the Project a success. A total of 31 *Controlled Drugs and Substances Act* search warrants were executed in the City of Ottawa, as well as in Brockville, Gatineau (Aylmer sector) and surrounding OPP jurisdictions throughout the duration of the Project.

2011: A YEAR IN REVIEW

Thirty-one (31) persons were charged with 129 Criminal Code and drug offences, and 75 charges were laid under the *Fire Prevention and Protection Act*. Police seized in excess of \$15 million worth of marijuana, \$500,000 in marijuana-growing equipment and more than \$285,000 in currency.

The need to continue a concentrated effort towards the goal of eliminating marijuana cultivation and marijuana trafficking within the neighbourhoods of our city is required to ensure a safer community.

by Constable Jamie Foley
Ottawa Police Service Drug Unit

Project Lancaster

Project Lancaster was a two-year police joint investigation undertaken by members of the Ontario Provincial Weapons Enforcement Unit and the Ottawa Police Guns and Gangs Unit. It was initiated in 2010 as a result of information received from a number of outside jurisdictions. The Calgary Police Service informed the Ottawa Police that an Ottawa resident was selling firearms. In 2009, an American firearms smuggler residing in Alberta, with links to Ottawa, was arrested in Alberta attempting to smuggle handguns into Canada from the State of Georgia. In early 2009, information was received that firearms in Ottawa were being sold to local street gang members. Proof of this came later from the seizure of firearms from gang members, some of them linked to the U.S. smuggler.

The central focus of *Project Lancaster* was the investigation of individuals who were involved in the sale of illegal firearms within the city. The investigation subsequently identified other local suspects involved in the distribution of illegal firearms. Evidence was also obtained that identified these same individuals as being involved in the street-level distribution of cannabis (marijuana). Between November 2010 and March 2011, several other suspects were also identified.

The year 2011 marked the successful close of *Project Lancaster*. Nine illegal handguns were seized from street gang members in Ottawa, along with a significant quantity of cannabis (marijuana) destined for sale on Ottawa streets. A total of 12 individuals were arrested and charged with firearms and drug-related offences.

by Constable Chris Benson
Secondment, Ontario Provincial Weapon's Enforcement Unit
Ottawa Police Service

Project Upsilon



Project Upsilon was led by the Ottawa Police Drug Unit, supported by the Ottawa Police Surveillance Unit. The investigation targeted a local licensed pub in Ottawa's Byward Market for reported drug-trafficking activity. In September 2009, information provided to the Drug Unit focused law enforcement efforts on the bar manager and his associates.

2011: A YEAR IN REVIEW

During the investigation, a national security file Project SAMOSA was implemented in response to terrorist threats in the National Capital Region and forced the suspension of *Project Upsilon* for the better part of a year due to a reallocation of resources.

Once *Project Upsilon* resumed, a series of search warrants were executed on January 21, 2011. These warrants targeted the licenced bar, as well as the residences of both the manager and his associates.

The result was the seizure of 3.4 kilograms of cocaine, with a street value of \$345,360, and 9.5 kilograms of marijuana, with a value of \$143,091. The Integrated Proceeds of Crime Section seized close to \$400,000 in assets and currency. Four persons were charged with 19 Criminal Code charges. Later the same year, the main target of the operation pleaded guilty to several drug charges and was sentenced to five-years of incarceration.

by Detective Norm Redmond
Ottawa Police Service Drug Unit

Crime Stoppers



2011 was a good year for Crime Stoppers. Tips continued to increase and we established new external partnerships, which improved the way we do business and, ultimately, helped us with public safety. Our social media strategy was effective, and we continued to work at reaching youth.

It is clear that we are reaching a younger demographic more connected with street-level activity. We witnessed a 20% increase in tips. Tips called in to Crime Stoppers have helped the police with 89 arrests, resulting in 522 criminal charges and clearing of 172 criminal cases. With the tips, police were able to recover \$142,000 in crime-related property, seize more than \$27 million in narcotics and remove 15 firearms off the streets.

In 2011, our Crime Stoppers program had paid more than \$15,000 in rewards. As a non-profit community program, funding comes primarily from donations. To learn more about Crime Stoppers, its success and how to donate go to <http://crimestoppers.ca/>

by Sergeant Mario Bergeron
Crime Stoppers

2011: A YEAR IN REVIEW

Evacuation of Kingfisher Lake Residents

In July 2011, forest fires spread throughout Northern Ontario and threatened many First Nations communities. Nearly 3,600 displaced persons were quickly evacuated from their remote communities and flown to urban centres around the province.

Ottawa hosted 267 of the Kingfisher Lake evacuees. Due to Ottawa's availability to excellent health care, many of the Kingfisher residents hosted were the elderly and families with young children. The evacuees started to arrive on July 21 and were greeted at the Canada Reception Centre at the Ottawa International Airport. Ottawa Police worked with our community and city partners in assessing evacuees' health needs, providing meals and emergency assistance. From there, our guests were brought by bus to the residences at Algonquin College, which provided assistance in housing all the evacuees. Ottawa Police liaison teams worked with the Kingfisher Lake community elders and community emergency preparedness partners in establishing priorities and providing assistance in meeting all the needs of this displaced community.

The Ottawa Police worked collaboratively to provide a variety of resources, including emergency health care, clothing, transportation, youth activities and basic security as many had never ventured outside their remote community before. A rapport was quickly established between the police officers involved and the evacuees that went a long way to establishing a comfortable, temporary home for a community in need.

The last of the evacuees left Ottawa to go back to their homes on August 1, 2011. In all, 64 police officers were utilized in the planning and operational stages of this collaborative and very successful effort.

*by Staff Sergeant Jaime Dunlop
Youth Division*

Mental Health and Policing

According to crisisline.ca, one in five Canadians will experience mental health illness in their lifetime.

In 2011, the Ottawa Police Service responded to more than 4,000 calls that were related to mental health issues. With the public becoming more comfortable with the topic of mental health, they are reaching out to their resources, which include the Ottawa Police Service.

The Ottawa Police Service's Mental Health Unit has a vision of a unified partnership approach to assist with in providing the proper resources and supports to those suffering from mental illness and their families in our community. To achieve this goal, the Unit developed and delivered training for community stakeholders.

Last year, the Unit hosted a two-day training session that was held in both the spring and fall, focusing on partnership as a unified approach to dealing with people who suffer from a mental illness. The training was designed for first responders, with participation from Ottawa By-law, Paramedics, Ottawa Fire, RCMP, OPP, OC Transpo, University of Ottawa & Carleton University Campus Security patrol services, nurses from area hospital emergency rooms and Ottawa Police officers.

2011: A YEAR IN REVIEW

The Mental Health Unit also hosted a National Round-Table Training Session, which featured 80 mental health professionals from across the country and challenged each of them to find solutions for special populations including youth with mental illness, people with personality disorders, those who are developmentally delayed and the elderly.

In 2012, our goal is to expand our community partnerships and continue to develop training to better assist those in our community suffering from mental illness, and their families.

by Constable Stephane Quesnel
Mental Health/Offender Management

OUR PERFORMANCE

Calls for Service

Total # of calls received by Ottawa Police Service (911, Call Centre, Info Desk, Switchboard) **939,598**
 Calls entered into the dispatch system (CAD) **390,558**
 Calls identified as requiring a mobile response **264,577**
 Total emergency or life threatening situation calls (Priority 1) requiring an on scene police presence **78,162**
 Solvency **38.9%**

Cost of Policing in 2011

	2010 (\$ 000)	2011 (\$ 000)	% Change
Compensation/Benefits	\$205,114	\$216,558	6%
Materials & Services	\$16,059	\$14,666	-9%
Other Internal Costs	\$7,601	\$7,692	1%
Financial Charges	\$16,325	\$17,893	10%
Fleet Costs	\$4,449	\$4,471	0%
Transfers/Grants	\$29	\$27	-7%
Total Gross Expenditures	\$249,577	\$261,307	5%
Revenues/Recoveries	\$(21,641)	\$(23,894)	10%
Total Net Requirement	\$227,936	\$237,413	4%

Source: Financial Operations

A Plan for a Safer Ottawa, 2010-2012 Business Plan



LINK: http://ottawapolice.ca/Libraries/Publications/OPS_2010-2012_plan_webE.sflb.ashx



2011: A YEAR IN REVIEW

Dispute Resolution – A Tool to Resolve Police Complaints

The Voluntary Alternative Dispute Resolution Program (VADRP), formerly known as the Voluntary Conflict Resolution Program (VCRP) was launched on July 1, 2011, when the Canadian International Institute of Applied Negotiation (CIIAN) was appointed program administrator. The VADRP is a mechanism to resolve public complaints as well as internal personnel issues, through the use of an independent mediator. It allows the parties to share their perspectives of their interaction in a neutral setting and offers a personal resolution to the complaint rather than the formal investigative process. The mediated conversation often allows the parties to move forward satisfied that they have been heard and have a broader understanding of the interaction.

Unlike other similar programs operating elsewhere in Canada where participation in mediation is mandated by the law, the VADRP is unique in its design in that participation is voluntary and informal. The mediation discussions are also off the record and anything said within the mediation remains fully confidential. This important feature of the program has helped to create a safe and neutral space where people feel free to speak more openly about the issues they are addressing through mediation.

Moreover, the VADRP follows stringent timing guidelines ensuring that mediators make contact with both parties very quickly after receiving a case and that dates for holding the mediation are set shortly thereafter.

Post-mediation satisfaction surveys have demonstrated that both officers and members of the public participating in the VADRP are generally very satisfied with all aspects of the process from start to finish, including how the mediation sessions are conducted and the average length of time the mediation session took.

Further information on all PSS activities during 2011 can be accessed at:
http://ottawapolice.ca/en/MediaRoom/Publications/community_index.aspx

Video Links:

<http://ottawapolice.ca/en/ServingOttawa/SectionsAndUnits/ProfessionalStandardsSection/VADRP.aspx>

by Marie Coady
Professional Standards Program Coordinator

2011: A YEAR IN REVIEW

Use of Force Statistics 2011



The *Criminal Code of Canada* gives officers the legal right to use force if the officer is acting on reasonable grounds and the officer's actions are justified. Section 25(1) (b) of the *Criminal Code* states: “everyone who is required or authorized by law to do anything in the administration or enforcement of the law as a peace officer, is, if he acts on reasonable grounds, justified in doing what he is required or authorized to do and in using as much force as necessary for that purpose”.

In Ontario, a legislated Use of Force Response Options Model assists officers in properly assessing a situation, plan and act with a use of force that is relevant to that situation and individual officer. The model however, does not justify an officer's action. But, by using the model as a guide, police officers can articulate why they used a particular use of force option.

The use of force response options reported below specifically refer to the categories outlined in the accompanying graphic, including:

- Firearms pointed/drawn;
- Firearms discharged;
- Empty hand techniques (soft/hard);
- Impact weapons (soft/hard);
- Aerosol spray;
- Other use of force response options; or
- Conducted energy weapon (TASER).

Under Ontario Regulation 926, use of force reports must be submitted by every officer when a firearm is drawn in the presence of a member of the public, or when a firearm is discharged, when any weapon other than a firearm is used by a police officer on another person. A Use of Force Report is also required when a Conducted Energy Weapon is pointed or discharged at any person and when physical force is used causing injury to a person.

During an incident where an officer encounters a resistant or combative individual there is a variety of use of force options available. Throughout the entire situation the officer continually assesses the subject's behaviour and selects the most reasonable use of force option relative to the circumstances as perceived at that point in time. A single Use of Force report often includes more than one “application” of force if the officer reacted to an ongoing situation that required several different and possibly escalating use of force options to resolve it.

In 2011, Ottawa Police Service members filed 497 Use of Force Reports under the criteria requiring completion of a Form 1 PSA Use of Force (UoF) Report, a nine percent decrease from the 550 reported in 2010, which is in-line with the 5-year pattern. Over the same period, calls for service to OPS increased by one percent from 386,327 to 390,558.

The five-year pattern in Use of Force Reports is shown in the accompanying chart.

2011: A YEAR IN REVIEW

Year	Calls	Use Of Force Reports	U o F Reports / 10,000 Calls
2007	372,750	511	14
2008	364,063	482	13
2009	366,018	493	13
2010	386,327	550	14
2011	390,558	497	13

The number of Use of Force Reports submitted by primary type, for the past two years is shown below:

Use of Force Reports	2011	2010	% Change
Aerosol Spray	30	46	-34.8%
Physical Control	42	68	-38.2%
Firearm Discharge	43	70	-38.6%
Firearm Pointed	23	27	-14.8%
Firearm Drawn	232	276	-15.9%
Impact Weapons	23	7	228.6%
Other*	104	56	85.7%
Total	497	550	-9.6%

*Note: 2010 includes only Taser weapons, 2011 data includes carbine, taser and canine.

The Tactical Unit operations account for 105 Use of Force Reports in 2011, and represent one-quarter of all firearms pointed and discharged reports. In line with Provincial guidelines, a single team report may be submitted for all members of a specialist team involved in the same incident. Therefore, on occasion, several Tactical team members may have pointed firearms during an incident but only one report would have been submitted.

Of the 43 times firearms were discharged by officers in 2011, all were to put down animals.

A description of the various use of force options and techniques is outlined below.

Physical Control Techniques - Physical control can be defined as any physical technique used to control a subject that does not involve the use of a weapon. The Ontario Use of Force Model identifies two levels of physical control: soft and hard. **Soft techniques** are control oriented and have a lower probability of causing injury. They may include restraining techniques, joint locks and non-resisting handcuffing. **Hard techniques** are intended to stop a subject's behaviour or to allow application of control techniques and have a higher probability of causing injury. They may include empty hand strikes such as knee strikes, punches and kicks. Use of Physical Control techniques need only be reported on Form 1 if it results in an injury requiring medical attention.

Intermediate Weapons - This use of force option involves the use of less-lethal weapons. Less lethal weapons are those whose use is not intended to cause serious injury or death. Aerosol spray, Conducted Energy Weapons and Impact weapons fall under this heading. Impact weapons can be further divided into soft and hard categories. In a *soft* manner they are used to assist in restraining an individual who resists arrest. In this capacity they are normally employed as a tool to augment

2011: A YEAR IN REVIEW

physical control restraint and control techniques. Impact weapons can be used in a *hard* manner when a police officer believes that their safety or the safety of a member of the public may be at risk, when there is a perceived threat of being physically assaulted. In this capacity, the impact weapon can be used to deliver strikes. The standard impact weapon on issue to OPS is the ASP collapsible baton. The increase in impact weapons reported in 2011 may be attributed to enhancements in the training scenarios to maintain officer safety, while managing resistive behaviours, by the use of both “soft” and “hard” techniques, delivered during officers’ annual Use of Force requalification.

During 2010, the Province of Ontario adopted the term Conducted Energy Weapon (CEW) for use when referring to any “Taser” type weapons. The Ottawa Police Service currently has 95 qualified CEW operators.

Operators are deployed as front-line supervisors and Tactical Unit officers, as well as 4 qualified Professional Development Center Instructors.

Lethal Force (Firearms) - Firearms documented in this report include: officers’ side arms, carbines, as well as Tactical firearms.

Preliminary 2011 Crime Statistics

Overall, Ottawa remains one of the safest places to live, work and visit in Canada. The level of reported crime in the city continued to decline last year, falling by 2.3% to 36,622 offences. Preliminary statistics show a decrease in violent crime, property related offences, and administration of justice offences, dropping by five, one and eight percent respectively.

Crime trends are available and can be viewed based on Ottawa Police Service citywide and district boundaries. By clicking on the City of Ottawa icon, a bar chart will display the change in levels of reported crime between 2010 and 2011.

This section presents Criminal Code of Canada (CCC) offences for the City of Ottawa and Ottawa Police Service districts. The information contained has been categorized according to the Uniform Crime Reporting (UCR) Survey 2.2, which is consistent with the methodology used by the Canadian Centre for Justice Statistics (CCJS). The crime statistics in this review are preliminary; final statistics are to be released later this year within the Crime, Police and Traffic Statistics Report for Ottawa and City Wards.

Additionally, the Ottawa Police Service offers detailed information related to calls for service by geographical area, time of day and type of incident. Visit ottawapolice.ca.

City-wide Crime Statistics:

- Crimes Against the Person 5,245 (2010 – 5495)
- Crimes Against Property 27,151 (2010 – 27,384)
- Other CCC Offences 4,226 (2010 – 4,603)
- Total CCC Offences excl. Traffic 36,622 (2010 – 37,482)

2011: A YEAR IN REVIEW

City-wide Road Safety:

- Highway Traffic Act Violations 92,109 (2010 - 108,608)
- Motor Vehicle Fatalities 19 (2010 - 36)

District Statistics for 2011

Rural West District

Crimes Against the Person - 96 (2010 - 116)
Crimes Against Property - 753 (2010 - 826)
Other CCC Offenses - 48 (2010 - 40)
Total CCC Offenses excl. Traffic - 897 (2010 - 982)

West District

Crimes Against the Person - 1559 (2010 - 1781)
Crimes Against Property - 8786 (2010 - 8986)
Other CCC Offenses - 579 (2010 - 575)
Total CCC Offenses excl. Traffic - 10924 (2010 - 11342)

Central West District

Crimes Against the Person - 706 (2010 - 744)
Crimes Against Property - 3980 (2010 - 3820)
Other CCC Offenses - 2135 (2010 - 2340)
Total CCC Offenses excl. Traffic - 6821 (2010 - 6904)

Central East District

Crimes Against the Person - 1274 (2010 - 1235)
Crimes Against Property - 5765 (2010 - 5523)
Other CCC Offenses - 780 (2010 - 917)
Total CCC Offenses excl. Traffic - 7819 (2010 - 7675)

East District

Crimes Against the Person - 1463 (2010 - 1465)
Crimes Against Property - 7024 (2010 - 7328)
Other CCC Offenses - 608 (2010 - 666)
Total CCC Offenses excl. Traffic - 9095 (2010 - 9459)

Rural East District

Crimes Against the Person - 145 (2010 - 148)
Crimes Against Property - 829 (2010 - 886)
Other CCC Offenses - 76 (2010 - 65)
Total CCC Offenses excl. Traffic - 1050 (2010 - 1099)

911: CALL TO CLEAR

'On Patrol with Ottawa Police' Communications Video

Link: <http://opsannualreport.ca/en/911-call-to-clear.aspx>

2011: A YEAR IN REVIEW

Arrest and Lodging in Cells



The Central Cell Block had two notable projects under way in 2011: the Audio/Video Project and the Cellblock Review Project.

The Audio/Video Project saw the redesign, upgrade and expansion of the existing system using the latest technology. The new Video Management System (VMS) server provides clear high-definition digital video footage combined with 14 three-way, audio talk channels with recording capability. All existing cameras were replaced with new high-definition (HD) digital cameras. In addition, new cameras were added to the system to increase and improve coverage. The VMS server now runs 106

HD digital cameras on a 12-core processor with 16 MB of RAM and 97 terabits of storage space on a RAID six-disk array. The system has built-in redundancies and backup systems to combat a variety of potential system failures.

The Cellblock Review Project was initiated in March 2011. The purpose of the project was to conduct analysis of the workload, staffing and business processes in the Central Cellblock and the Court House Court Security Cellblock and make recommendations for more effective, efficient, manageable and auditable processing of arrested persons.

There were several elements to the Cellblock Review Project, that included: a workload analysis, interviews with employees, a best practice review of other Canadian Police Services, and analysis of data collected on various measures. A review of training was conducted and a review of policies and practices for transfers of officers was initiated. Once completed, more than 40 recommendations were presented, which focused on the restructuring of positions, work environment, policy and procedures, technology and training. The implementation of the recommendations is currently ongoing.

*by Staff Sergeant Neil Preston
Central Cellblock*

Assisting Victims

The Ottawa Police Service Victim Crisis Unit works in partnership with police officers to serve victims of crime and tragic circumstances. Clinicians — who have expertise in a variety of areas, including trauma response, critical incident stress management, partner abuse, suicide intervention, risk assessment and crisis intervention — provide this service to those in need. The service is available 24 hours a day, and in partnership with many community agencies, including the Canadian Red Cross, The Salvation Army, Ottawa Victim Services, The Ottawa Hospital, Victim Witness Assistance Program and the City of Ottawa.

Members of the Unit work with police officers to provide support to the community following tragic and difficult life situations, such as assisting police officers in providing a death notification. Crisis Counsellors are mobile and work with people in their homes, on the scene of a crime or in an office setting. The counsellors work with victims to help them identify their needs so they can receive the required supports and resources, for example: supporting families affected by suicide, following up with a partner assault file or advocating with housing authorities to assist victims in getting housing

2011: A YEAR IN REVIEW

for themselves and their children. In 2011, the unit responded to 3,037 incidents, many of which included multiple victims.

Many residents are unaware that the Ottawa Police Service offers these services to the community. The Ottawa Police Service is one of only seven police agencies across the province providing this type of program.

Given the complexity of the situations the Unit handles, members are continuously working towards a better understanding of the needs of victims. Over the past year, the unit has been focusing on such topics as honour-based violence, victims of human trafficking and recognizing the needs of our diverse community. Members have also committed to becoming more consistent in the delivery of their services, as well as focusing on victim-centred practices.

The Unit continues to work together with members of the Coordinated Victim Assistance Network (CVAN), a network of service providers who have come together with the shared vision of improving services to all victims of crime. To date, CVAN has hosted two community consultations that continue to be the foundation and road map for the development of goals and objectives for the network.

If you are a victim needing assistance or information, please contact the Ottawa Police Service Victim Crisis Unit at 613-236-1222, Ext. 2223.

*by Donna Watson-Elliott
Manager, Victim Services Unit*

Technology Upgrades to Police Vehicles

Coming off a successful implementation of trunk-mounted laptops in our fleet of motorcycles in 2010, a Canadian policing first, our Mobile Implementation Team turned its attention to the Police cruiser. Much had changed in cruiser computer technology since the Ottawa Police originally equipped their fleet of vehicles with laptops in early 2001. Better mounts, faster computers and the prospect of smaller cruisers in the not so distant future would all converge to make this project of updating the technology in the OPS cruiser a challenge!

The work began with the drafting of a RFQ (Request for Qualification) to solicit marketplace response to a requirements list that the team drafted from in-house focus groups with officers, input from city partners, and other Police agencies. With technology making more information available directly to the cruiser, the car has become the new office for the Officer. A lesson learned from ten years of in-car computer capability is that poor in-vehicle computer ergonomics was becoming an issue.

Improving ergonomics was a main goal of this project. To this end, Dr. Jack Callaghan, a professor from the University of Waterloo Kinesiology Department specializing in police cruiser ergonomics, was hired to evaluate and recommend ergonomic improvements.

Nine vendors responded with twelve unique proposals to the RFQ. Four of these twelve companies advanced to the interview and demonstration phase. The two top-rated solutions advanced to the field test where their solutions were installed and tested in OPS vehicles. The field-test results led to the awarding of the contract to Inter-cel Radio Mobile Inc. The new mobile computer configuration has a brighter, more compact LCD screen; a Mag-stripe and 2D barcode license reader; console

2011: A YEAR IN REVIEW

mounted radio and climate controls and a moveable, full size keyboard.

Inter-cel began installations of the new in-vehicle solution in September 2011 with the goal of outfitting 216 OPS vehicles by the end of March 2012. A survey to evaluate ergonomic improvements over the previous computer setup was conducted during the implementation with results expected in March 2012.

by *Todd Pulsifer*
Senior Network Analyst – Mobile Environment
IT Operations

INVESTING IN OUR PEOPLE

Authorized Strength 2011

Directorate	Sworn	Civilian	Total
Criminal Investigations	243	46	289
Corporate Support	2	172	174
District Directorate	295	8	303
Emergency Operations	131	8	139
Executive Services	3	10	13
Office of the Chief	20	32	52
Patrol Services	528	3	531
Resourcing & Development	113	32	145
Support Services	27	271	298
Board	0	2	2
Total	1362	584	1946

Percent Change	2011	2010	% Change
Sworn	1362	1371	-0.7%
Civilian	584	578	1.0%
Total	1946	1949	-0.2%

Ottawa Police Service Active Volunteers

The Ottawa Police Service has 355 active volunteers who contribute their valuable time and effort at Community Police Centres, the Ottawa Police Gift Shop, Outreach Recruitment, Venturers Program, Auxiliary Police Program, the Ottawa Police Pipe & Drums, Chorus and our Chaplaincy/Spiritual Program.

Did you know that our volunteers range in age from 15 to 87 years young?

For volunteer opportunities please visit <http://careers-carrieres.ottawapolice.ca/volunteer/index.cfm>

2011: A YEAR IN REVIEW

The Real You Program

With her passion for helping others and a keen interest in fitness from an early age, Dr. Neda Amani, a family physician whose focus is physical and mental health, nutrition and overall wellness, took those initiatives and founded the *Real You Program*. Dr. Neda believes doctors should be trained – and paid – to prevent disease, not just treat symptoms. She says, “Exercise and good nutrition would put a dent in many of the most common diseases.”

Driving positive change and helping to motivate people to excel in personal health and wellbeing defines Dr. Amani’s vision for *The Real You Program*. This pilot project was introduced to the Ottawa Police Service in April 2011. When the program was launched, 300 members, sworn and civilian, applied to participate in the program. As the program capacity was limited to 100 participants, several factors were applied to assess eligibility such as the motivation of participants and a determination of whether participants were at a high, medium or low risk for disease.

To date, Dr. Neda and her multi-disciplinary team which includes naturopathic physicians, physiotherapists/chiropractors, psychologists and personal trainers, are seeing incredible outcomes and are thrilled with the positive results in the lives of participants because of their involvement in *The Real You Program*. It is exciting to hear inspiring testimonies of how this program has impacted their personal health and wellbeing and to learn how their families are also implementing changes to their diet, changing eating habits and forming new traditions for personal fitness.

Here are some of the diagnoses made during this project:

1. Diabetes,
2. Hypertension,
3. Anxiety and mood disorder,
4. Sleep Apnea,
5. Alcohol dependency,
6. Colon polyp.

Here are some positive medical, fitness and psychological outcomes during this project:

Medical:

Weight loss: 5-80 lbs,
Blood pressure reduction: 20 points reduction,
Improved Sleep: 50-100%,
Improved Energy: 50 -100%,
Reduction in muscular skeletal pain,
Significant reduction in the frequency of migraine headaches.

Fitness:

The adoption of regular physical activity program resulted in an increase in strength, endurance, and flexibility.

Lifestyle & Behavioral:

Significant caffeine and alcohol reduction.

2011: A YEAR IN REVIEW

Increased consumption of fruits and vegetables.
Many started mindfulness and meditation practice.
Increased family time.

Psychological:

Ability to handle stress and improved mood
Reduction to elimination of chronic anxiety

The Real You Program provides the participants with the “How to” to lose weight in a healthy manner, helps to diagnose and prevent diseases, deals with psychological stumbling blocks and reduces the negative effects of the aging process. For Dr. Amani, this has proven to be an interesting task, dealing with men and women who are viewed as physically fit, conditioned to see things and deal with situations that may be disturbing to the average member of the community, and who may not have the capabilities to always make a healthy food choice given their long hours of work.

by Kyla Taitt
Project Specialist
Planning, Performance and Analytics

Chief, Senior Officer and Manager/NCO Commendations

Commendations are issued by satisfying the criteria of:

Chief's Commendation:

1. Demonstrating outstanding skill, judgement or dedication;
2. Demonstrating a high standard of police conduct or humanitarianism;
3. Diligent and sustained effort (significantly exceeding normal);
4. Developing a method or program with substantial effect.

Senior Officer Commendation:

1. Demonstrating exceptional skill, judgement or dedication;
2. Demonstrating a high standard of police conduct or humanitarianism;
3. Diligent and sustained effort (exceeding normal);
4. Developing a method or program with significant effect.

Manager/NCO Commendation:

1. Demonstrating notable skill, judgement or dedication;
2. Demonstrating a high standard of Police conduct or humanitarianism;
3. Diligent and sustained effort (well above normal);
4. Developing a method or program with positive effect.

Chief's Commendation:

Sgt. Iain Pidcock

Senior Officer Commendation:

Cst. Megan Arbuthnot

Cst. Carrie Archibald



2011: A YEAR IN REVIEW

Cst. Woody Aspilaire
Cst. Carissa Beck
Cst. Jackalyn Beck
Cst. Michael Bellefeuille
Sgt. Mario Bergeron
Jeffrey Blackburn
Cst. Lisa Brogan
Acting S/Sgt. Roland Campbell
Brian Card
Cst. Louis Carvalho
Cst. Caroline Charron
Cst. Roberto Corzato
Allison Currier
Cst. Mazen Dikah
Cst. Jamie Foley
Cst. Serge Fortin
Sgt. Mark Gatien
Sgt. Stephen Gorgichuk
S/Sgt. Kalid Ghadban
Sgt. Dale Hayes
Sgt. Michael Herasimenko
Cst. Greg Janes
Cst. Philip Kane

Cst. Guy Lacelle
Cst. Christian Lamarche
Line Laurin
Cst. Rebecca Lee-Greene
Robert Lefebvre
Angèle Lévesque
Warner Li
Cst. Kevin Linnett
Sgt. Reginald MacDonald
Cst. Derek McCluskey
Cst. Jason Meehan
Cst. Nicola Moodie
Cst. Ryan O'Neil
Cst. Danick Payment
Cst. Maxime Periard
Cst. Ryan Pierce
S/Sgt. Bruce Pirt
Cst. Charles Proulx
Cst. Cory Robertson
Cst. Michael Robillard
Cst. Darren Saunders
Cst. Keri Saunders
Sgt. Marc-André Sheehy
Cst. Martin St. Denis
Cst. Stephen Williams
Sharon Ziai

Manager/NCO Commendation

Cst. Paul Baechler
Sgt. Robert Bernier
Cst. Mary-Laurel Boon
Michelle Buchan
Cst. Aaron Casselman
Cst. Garvin Chow Chong
Cst. Martin Corbeil
Cst. Shawn Cormier
Cst. Bernard Covic
Cst. Carl DeJong
Cst. Andrew Hall
Cst. Michel Houle
Cst. Kevin Jaques
Cst. Martin Labelle
Cst. Christian Lamarche
Cst. Sarah Marcantonio
Cst. Jafeth Maseruka

Ryan McEachern
Bryan McNally
Cathy Meehan
Cst. Domenic Multari
Cst. Abid Nasim
David Nieman
Cst. Nancy Ouellet
Cst. Mark Paterson
Marc-André Presseault
Cst. Luis Quintanilla
Cst. Alain Rochette
Cst. Brian Samuel
Sgt. Marc-André Sheehy
Cst. Jeffrey Simpson
Sgt. Sandra Sparling
Cst. Gino St-Louis
Cst. Aristidis Tasoulis

2011: A YEAR IN REVIEW

Cst. Bradford Tierney
Brooks Tilley
Cst. Trevor Tippins

Cst. Mannix Velho
Cst. Gregory Wilson
Sandie Wilson

Congratulations to all who received Commendations in 2011!

We're Recruiting, Nous Recrutons

Link:

http://careers-carrieres.ottawapolice.ca/vid_player.cfm?startMovie=1

WORKING WITH YOUTH

Building meaningful relationships with future generations

There can sometimes be a disconnect between our youth who often seek to explore societal boundaries and police officers who are tasked with protecting those boundary lines defined by our courts. A number of organizations, including the Ottawa Police Service, believe that we can manage this disconnect through proactive policing strategies that utilize a collaborative problem-solving model.

Policing today requires an understanding of the community-policing model, which emphasizes the process of engagement with the public, consultation, community mobilization, as well as enforcement. There's no Sheriff in this town; it is the responsibility of everyone to keep this city safe, not just the police.

It is perceived that young people have a high frequency of police interactions, and it may not always be in the best of circumstances. In fact, when considering police contacts with young people between the ages of 13 and 18, less than 1% of Ottawa youth will have been involved in the justice system in some way in 2011. This speaks volumes to the good character of the vast majority of the youth in our community. Effective policing will ensure that our youth are treated fairly while reducing the number of negative conditions that may influence future outcomes. The Ottawa Police Service is committed to building meaningful relationships with future generations, which means adapting from traditional reactive policing practices to invest in tomorrow's leaders.

OPS has been increasingly promoting youth within the workplace through a number of programs, such as Co-op student placements, summer employment, the Venturers Program and Youth In Policing Initiative (also known as YIPI). The Ottawa Police recently completed a successful "Let's Chat" Youth Café, that is leading to the formation of a Youth Advisory Committee. These opportunities for positive interaction are essential in managing the disconnect and improving police-youth relationships.

*by Constable Khoa Hoang
Community Police Centre Somerset*

2011: A YEAR IN REVIEW

2011 Ottawa Police Venturers Program



Established in 1984, the Ottawa Police Venturers Program is a Scouts Canada program sponsored by the Ottawa Police Service. The program informs and involves youth in various aspects of policing. Through the program, youth and police members develop a mutual understanding as they work together.

The program is an opportunity for the Venturers to explore policing as a possible career choice. Through weekly meetings, training sessions and volunteer opportunities, Venturers meet new friends, learn about policing and gain valuable experience with the Ottawa Police Service. The program operates from October to June each year with 30 youths participating.

Link: <http://ottawapolice.ca/venturers>

2011 Youth in Policing Initiative (YIPI)



For the fifth consecutive summer, the Ottawa Police Service ran the Youth In Policing Initiative (YIPI), offering summer employment for youths 14-17 years of age, attending a secondary school program. In 2011, 39 youth participated. The goal of YIPI is to give young people an opportunity to develop job skills while enhancing police and community relations. The program is for youth who may experience barriers to success and would benefit from this unique opportunity.

Over the course of eight weeks, during July and August, the participants worked in various sections of the Ottawa Police Service, supporting community initiatives and learning valuable life and employment skills. At the same time, participants earned high school credits through the Cooperative Education Program.

Link: <http://ottawapolice.ca/yipi>

by Sergeant Mark Houldsworth
Youth Section

#No More Bullies Campaign (NMB)

After seeing too many stories about bullying, the Majic 100 FM's Morning Show with Stu, Angie and Trish wanted to do something. Once a victim of bullying in high school, one day Stu tweeted that, "If I had to visit every school in Ottawa to speak out against bullying, I would." The #NoMoreBullies hashtag was created, and the idea was born. The response was instant and overwhelming. The floodgate was opened, and students and parents alike finally had a platform on which they could share in the discussion about the ever-growing problem of bullying in our schools.

Parents, students and the people in the City of Ottawa wanted to show their support for the campaign, after the hashtag was created, Stuntman Stu wrote the words "#No More Bullies" on his hand, took his own picture and posted it on Facebook and Twitter. The response was incredible — within a week,

2011: A YEAR IN REVIEW

there were hundreds of people who did the same thing. The powerful message was being shared all over the city. Every day, the NMB team got requests to speak at schools and had enough emails to last about three years. So many parents, teachers and children send in stories that sometimes it's difficult to read them. Their stories can be heartbreaking, but in sharing their own personal stories, it has started the healing process and opened the discussion on how we can stop the epidemic among our youth.

So far, the visits have been very successful, and the students respond well to the presentations; many students stay afterwards asking questions and sharing their stories. The No More Bullies Facebook page often has students who've seen the presentation posting their stories of bullying. The campaign is growing so much that Ottawa Mayor Jim Watson, NHL alumni Chris Nilan, comedian Rick Mercer and Canadian music sensation Carly Rae Jepsen are lending their support. For more information and to request that the NMB tour come to your school, visit NoMoreBullies.ca.

Link: <http://www.facebook.com/majicioonomorebullies?sk=wall>

*by Stuntman Stu
Morning Show host & Ottawa Senators PA announcer
Majic 100 FM*

Following the successful Let's Chat Youth Café where over 100 youth and police chatted about their ideas for a safer Ottawa and a Youth Advisory Committee, the Ottawa Police were quick to join the "#No More Bullies" campaign during Bullying Awareness Week. Both officers and civilian members had their pictures taken and posted to the #No More Bullies Facebook page. It was a great opportunity for the Police Service to show support and community leadership for an important community issue.

The "No More Bullies" campaign is a small way for adults and youth to speak out against bullying and offer support to reduce the isolation. If people are talking and asking questions as a result, then we are moving the issue forward and giving more voice to it.

Bullying is a community issue affecting both youth and adults. Referrals to community resources could include:

- Child, Youth & Family Crisis Line for Eastern Ontario, 613-260-2360 (24/7);
- Distress Centre of Ottawa and Region, 613-238-3311 (24/7 crisis line for ages 16+);
- Website: www.prevnet.ca; and
- Community Information Centre of Ottawa: 211.

*by Laurie Fenton
Community Development Coordinator*

Youth Let's Chat



In September 2011, the Ottawa Police embarked on the development of an internal youth engagement strategy.

The first step was a "Let's Chat" Youth Café on October 26, hosted by both the Ottawa Police Service and the Ottawa Police Services Board. Approximately 100

2011: A YEAR IN REVIEW

youth and officers came together and were consulted on: what their ideas were for a safer Ottawa; how they can contribute; as well as, what can we do together to reach that goal, and, ultimately, how do they envision a Youth Advisory Committee (YAC) at the Ottawa Police. Youth were actively involved in both the planning and outreach for this event as youth from both YOUCAN (Youth Organizing to Understand Conflict and Advocate Non-violence) and Youth Net/Réseau Ado (YN/RA) facilitated the round-table conversations at the Youth Café.

The responses to these questions are helping shape our strategy.

Some highlights from this event are:

- 1) The importance of open, trusting relationships/communication with youth and officers;
- 2) increased awareness around safe ways for youth to be reporting crimes and victimization;
- 3) The creation of a YAC where youths' voices are heard and contributions are made towards training, projects, outreach and events;
- 4) Where OPS is kept informed of youth culture and current trends.

The next step for the upcoming year is to hold a consultation with youth-serving agencies so as to learn from their expertise around youth engagement; and ultimately, to reach out and seek youth applicants from the community for our own internal Youth Advisory Committee at the Ottawa Police Service in 2012!

For more information or to stay in touch, visit ottawapolice.ca/yac, <http://ottawapolice.ca/en/Community/opsyouthcafe.aspx>, or find us on Facebook.

*by Jessica Ripley
Strategic Youth Program Specialist
Youth Section*

CRIME PREVENTION AND COMMUNITY MOBILIZATION

Carlington Restore



In 2009, the City of Ottawa launched an iteration of the Community Development Framework (CDF) in the Carlington area. The CDF — founded on the belief that community change can be best effected through social mobilization and the coordination of resources — has been met with great success in other areas of the city. Among the goals of the CDF is the aim to increase neighbourhood safety and perceptions of safety. In January 2011, the Ottawa Police Service initiated a multi-faceted project to help achieve this goal, dubbed the Carlington Restore Initiative. The impetus for the development of the initiative was a 2009 community survey which revealed that crime, and fear of crime, was high in the Carlington area, but less than half of those who claimed to have experienced a criminal offence had reported it to police. A belief that police could not do anything and a fear of retaliation were cited, among others, as contributing factors to this lack of reporting.

2011: A YEAR IN REVIEW

An operational plan for Restore was created based on the Ontario Mobilization and Engagement Model of Policing. This model suggests that when social cohesion is low, communities are often dependent upon police for crime prevention and problem solving. However, through a blend of community engagement and high-impact enforcement, the model purports that communities can be led towards quasi-autonomy, in terms of crime prevention and community safety, with police no longer leading but, rather, acting as a liaison.

Ultimately, the primary objective of Restore was to suppress crime, while engaging community members so they would not only feel safe in reporting crimes to police, but also so they would feel empowered in the goal of preventing crime as a community.

Constable Abdul Abdi was responsible for the community mobilization and engagement aspect of the initiative. Through advertising, organizing and attending resident and business community-information sessions, neighbourhood watch meetings and community stakeholder functions, Constable Abdi worked to get residents involved and open the lines of communication between community members and the police. Meetings were held at different times and at various venues within the area so all residents could have the chance to attend. Constable Abdi also worked to facilitate the development and maintenance of a neighbourhood watch program in Carlington.

Constable Joe Brownrigg and Constable Ian Matyas led the enforcement side of Restore. In close collaboration with members of the West Division Neighbourhood Officers Unit, Constable Matyas and Constable Brownrigg made almost daily proactive patrols of the area, laying a high number of criminal and *Provincial Offences Act* charges. Some offences for which charges were laid included trespassing, robbery, theft, and arson. Several drug search warrants were executed with the Drug Unit, and a number of suspects were charged with drug trafficking. Two prostitution sweeps were carried out with a variety of charges being laid both times. Constable Matyas and Constable Brownrigg made efforts to attend community meetings as well, in order to foster an information-sharing environment and trust, as well as to gather intelligence.

The outcomes of the Carlington Restore Initiative were very positive. First, members of the community became more engaged and involved. While attendance at community meetings was relatively low at the start of the project, presence at community functions increased substantially by September 2011, the end of the initiative. Second, there was clear evidence of a closer relationship between residents and the police. Many officers involved in the project saw a considerable change in the willingness of residents to report crimes and provide information. Finally, crime appeared to be significantly suppressed during the course of the initiative. The visibility of prostitution, drug trafficking and petty crimes decreased, as those involved in these activities became acutely sensitive to, and concerned about, the presence of police in the area.

Preliminary crime statistics for 2011 complement the success of the RESTORE initiative. Calls for service and police reports filed by members of the public increased during the period indicating that the goal of greater citizen engagement was realized.

However, not all of the initiative's objectives were achieved to the expected degree. While some residents became more engaged, there was lower-than-expected citizen interest in crime-prevention programs, such as Neighbourhood Watch. Additionally, in spite of the suppressive effect of the enforcement strategy during the Restore initiative, crime and disorder issues remain a problem.

2011: A YEAR IN REVIEW

Despite these challenges, the Ottawa Police Service continues to work diligently with residents to increase engagement and mobilization so the successes of Restore can be sustained over the long term.

Ultimately, the Carlington Restore initiative fostered the development of invaluable inroads between the public and the police that will pay dividends as we work together to make Carlington a safer and more secure community in 2012.

by Constable Ian Matyas
Neighbourhood Officer
West Division

Ottawa Police PACE CAR Program

The Ottawa Police Service regularly gathers residents' opinions on perceptions of safety, community concerns and priorities for police through the OPS *Public Surveys on Policing Service*. Ottawa residents have consistently identified speeding cars and aggressive driving as one of the top five concerns in their neighbourhood.

The PACE CAR Program is a speed-reduction initiative in which community members volunteer to participate. In effect, the PACE CAR participants become part of their own solution to reducing the speed of traffic in their community.



How the PACE CAR Program works

Step 1: A “team” within the community must be identified to champion the program. This team works in partnership with the Ottawa Police Service to implement the program.

Step 2: Communicate the program to the community.

Step 3: Implement the program, and continue to enroll new PACE CAR volunteers.

The PACE CAR participants agree to:

1. Obey posted speed limits.
2. Stop to let pedestrians cross the road and be courteous to other road users.
3. Avoid distractions by paying close attention to the road.
4. Display the PACE CAR adhesive in their vehicle and encourage others to take part.
5. Twitter – Road Closures.

By driving the posted speed limit, participants become mobile speed bumps for other vehicles travelling in the community; the greater the percentage of community involvement, the greater the effectiveness of the PACE CAR Program.

OPS remains a partner in traffic safety/enforcement within each of the PACE CAR communities, but the community is responsible for maintaining the program. This program has similarities to the Neighbourhood Watch Program in that the Ottawa Police Service is a partner with communities to implement the two programs. Both, however, are driven and maintained by the communities themselves. Communities in the west end of Ottawa were the first to implement the program, specifically the Bayshore community which has maintained momentum behind its program with the

2011: A YEAR IN REVIEW

support and assistance of the Pinecrest Queensway Community Health Centre. The Bayshore program currently has approximately 200 members.

To learn more and get involved in the PACE CAR program please visit

<http://www.safekidscanada.ca/Parents/Safety-Information/Pedestrian-Safety/Pace-Car/Pace-Car-Program.aspx>

by Jim Devine
Staff Sergeant, Public Safety
Collisions Investigations

Link: http://twitter.com/ottawa_traffic

Did you know @Ottawa_Traffic has more than 4,400 followers?

Autism Registry Program

In the Fall of 2008, an information session about autism was held with speaker Dennis Debbault, a retired Florida Investigator, autism advocate and father of an autistic son. He spoke about many instances where the interactions between an autistic individual and law enforcement officials had gone wrong, primarily because law enforcement officials were not knowledgeable about Autism Spectrum Disorder (ASD). The shocking point was the fact that there were instances where people with Autism had been mistakenly arrested as they were thought to have been under the influence of drugs or alcohol. After the presentation, Autism Ontario approached members of the Ottawa Police Service and asked if we would be willing to work with them in developing a program to improve communication between police and the Autism community.

On April 1, 2010, OPS partnered with Autism Ontario Ottawa Branch and launched the Autism Registry in its pilot project stage. The Autism Registry is a databank that holds personal information on individuals who have registered with the Autism Registry. The vision of the pilot program was to strengthen the partnership between the Ottawa Police Service and those in the community living with autism. At this time, the Registry is for individuals living with ASD only. After the evaluation stage is complete, there is a possibility that it will be open to other non-communicative communities. The personal information that is housed in the Registry include: name, method of communication, address, caregiver information, escalating/de-escalating techniques, attractants, and ways of approach and preferred places to go. This information is accessible to Police members only.

This is a voluntary service; no one is obligated to register on the Autism Registry. Currently, there are more than 400 registrants, and they range in age from as young as two years old to adult. A survey was sent out to registrants and caregivers of those on the registry in May 2011, and excellent feedback was received. The survey showed that 95% of the respondents felt more assured having registered with the Ottawa Police Autism Registry. Since implementation in April 2010, many patrol officers have provided positive feedback. The Autism Registry's final evaluation should be complete in 2012.

To register, or for more information, visit ottawapolice.ca, then click on Community, and the Autism

2011: A YEAR IN REVIEW

Registry is on the drop-down menu, or visit <http://www.autismontario.com/ottawa>, where the Autism Registry link can be found on the main page.

by Katherine Britton-Pepin
Communication Centre Clerk
911 Bureau

Racial Profiling



Racial profiling is an issue that confronts society every day. We have heard many stories from our community and our own members about the negative experience of racial profiling. Just like society, the Ottawa Police Service is constantly challenged to deal with this issue. It is not easy to acknowledge — but it is necessary. The police service and community must be engaged on this issue to protect everyone from the harm that comes from actions that are in violation of our values or the standards we set.

The Ontario Human Rights Commission ruled in 2009 that the Service must develop and implement a clear policy to address racial profiling. We were also required to implement training for all members. These requirements were met in 2011. The policy was adopted and released in 2011. The OPS, however, was not prepared to simply *comply* — we were *determined* to lead. Part of leading, with regards to racial profiling in Ontario, includes working with our members and the community to develop future training that realistically addresses the problem.

The Police Service is now engaged in a second phase of policy and training development and data collection that will allow members of the community and our own police members to participate in continued improvements so that we are accountable for our actions and maintaining public trust. Anyone interested in the work being done in this important area in 2012, and beyond, can contact us via email at info@ottawapolice.ca to become involved. Visit ottawapolice.ca to access the Ottawa Police Service's racial profiling policy.

by David Pepper
Director
Special Projects

SUCCESS STORIES

“Ottawa Police Service Marine, Dive and Trail Team named CTV’s Amazing People”

Link: <http://opsannualreport.ca/en/success-stories.aspx>

Passport to Prosperity Designation



In 2011, the Ottawa Police Service qualified for the Passport to Prosperity designation. The Passport to Prosperity campaign encourages employers to provide high school students with experiential learning opportunities. Various Ontario employers are encouraged to provide high school students with practical learning experiences. The Ministry of Education and Ministry of

2011: A YEAR IN REVIEW

Training, Colleges and Universities both support the Passport to Prosperity program. The Ottawa Police Service provides local high school students with access to a variety of programs, including the Youth In Policing Initiative (YIPI), Venturers Program, annual participation in Take-Your-Kids-to-Work Day, Co-operative Education, along with other volunteer opportunities.

“In addition to contributing to youth skills development, youth employment programs provide an opportunity for the Ottawa Police Service to build relationships between police and youth. There is no question ... this is a win-win situation.”

Chief Charles Bordeleau

by Cathy Meehan
Volunteer Coordinator
Resourcing and Development

Soccer Mentoring Program

The Ottawa Police Soccer Mentorship Program is the 2011 Recipient of the Ottawa Sports Awards Community Donation

Congratulations go out to Staff Sergeant John Medeiros, Sergeant Mark Hayes, Constable Kevin Williams, Constable Fernando Vieira and Jo-Ann Dorey who were directly involved in the delivery of the sixth session of the Soccer Mentoring Program. To date, more than 60 members have been involved in this program, which works at building relationships between the youth community and police through the sport of soccer.



On January 25, 2012, the Ottawa Sports Awards made a \$500 donation to the Ottawa Police Soccer Mentorship Program, a cooperative venture to build relationships between Aboriginal youth and police officers through sport.

An initiative of the Aboriginal Working Committee (AWC), the program engages 20 Aboriginal youth (girls and boys) between the ages of 5 and 12 years, who are identified by the Wabano Centre for Aboriginal Health and the Ottawa Inuit Children's Centre. At each session of the 10-week program, officers help the youth improve their soccer skills and build a love for the game. Youth also develop skills around resolving conflict, teamwork and leadership.

Each year, the Board of the Ottawa Sports Awards selects a local organization that contributes to the enrichment of our community through their work to provide opportunities, through physical activity and play, to those who will benefit the most from the activity, camaraderie and spirit of teamwork that sport provides.

2011: A YEAR IN REVIEW

For further information about the Ottawa Sports Awards, please see

http://www.ottawasportsawards.ca/sites/www.ottawasportsawards.ca/files/PDFs/osa_program_inside_2011_single_pages.pdf

by Charles Bordeleau
Chief of Police

PHOTO GALLERY:

<http://www.opsannualreport.ca/en/photo-gallery.aspx>

What do you think?

The Ottawa Police Service is committed to monitoring the quality of the services and products we provide, as part of an ongoing improvement process. We would appreciate your feedback on the '2011: A Year in Review'.

Survey Link: https://www.surveymonkey.com/s/ar_2012



OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA
Working together for a safer community
Ensemble de nous y consacrons, un travail d'équipe



Voza aruz
votre place ici



Our community,
our inspiration

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