



OTTAWA  
**POLICE**

**2022**

**ANNUAL  
REPORT**

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# SECTION 1 INTRODUCTION



# CHAIR'S MESSAGE



## Message from the Chair: Ottawa Police Services Board, Dr. Gail Beck

On behalf of the Ottawa Police Services Board, I am pleased to introduce the 2022 Annual Report of the Ottawa Police Service (OPS).

I had the distinct honour of being appointed to the Police Board as a Public Member just this past April and elected as Chair shortly thereafter. I look forward to serving my community through this role, and leveraging my experience, particularly in mental health, to help facilitate important dialogue between the Board, the Service, and various stakeholders.

Since I was not a member of the Board during the period this annual report covers, this report is just as informative for me, as it is for the broader community, in terms of describing the work the OPS completed on behalf of the community in 2022.

There is no question – 2022 started off as a very difficult year. An illegal protest unlike any other event experienced in the City of Ottawa occurred in January and February. This protest negatively impacted many community members and businesses, as well as Ottawa Police members and the Service as a whole. It caused a lot of strain on our community, at a time when many of us were already

collectively exhausted from the impacts of the global pandemic and the social inequities it served to highlight.

The end of the illegal protest marked the beginning of a ripple of change through the Service, the Police Board, and even the City, following the municipal election.

Yet, despite the unprecedented challenges and churn faced by the OPS and its members, the Service continued to deliver on its commitment to protecting the safety and security of the community.

I hope this report helps to provide a better understanding of how the OPS serves the City of Ottawa and contributes to the overarching goal of community safety and well-being. I also hope it inspires residents to reach out and share any ideas they may have to improve our policing services.

Sincerely,

**Dr. Gail Beck, O.Ont., MD, CM, FRCPC**

Chair, Ottawa Police Services Board

# CHIEF'S MESSAGE



## Message from the Ottawa Police Service Chief of Police, Eric Stubbs

I am pleased to present you with the 2022 Annual Report.

This report highlights the work our members are doing to serve and protect the residents of Ottawa and provides a snapshot of areas where we are making important investments.

When I joined the Ottawa Police Service (OPS) as Chief in November, I wanted to take time to learn about the Service, its members, as well as Ottawa's many diverse communities. I was grateful for the many friendly invitations I received to meet with the community, and I made it a point to listen and learn to help inform decision-making. I've enjoyed meeting with various diverse groups throughout the city and have learned a great deal about their specific concerns. It's crucial to continue building trust between the police and the community so we can work together to increase safety for all.

A common theme that I hear from business owners, concerned citizens and community groups is the need for more policing in their communities; that the work we do to ensure our city's safety is important to our neighbourhoods' well-being.

The demand often exceeds our resources, and we are working to identify gaps and develop models that

maximize our efficiency to respond to calls for service effectively.

We are also working on hiring qualified recruits and experienced officers that bring a wealth of experiences and backgrounds to our Service to help us better connect with residents in their communities and build trust.

Our Outreach and Recruitment team is working hard to ensure that we identify any barriers to the application process and provide mentoring opportunities to encourage those who traditionally would not have considered a career in policing. The goal is to increase the OPS' diversity so that our Service better reflects the communities we serve.

We also witnessed a significant illegal protest that occupied our city's downtown core in February. Since then, we have developed a strategic and structured approach to all public events and demonstrations. We have worked hard to address issues raised during the Public Order Emergency Commission's hearing, recommendations from the City's Auditor-General, and recommendations from public groups. Our new model now includes a flexible and coordinated response that engages all of our policing and City partners and leverages proactive outreach by our Police Liaison Team, our Neighbourhood Resource Teams (NRTs), and our Community Police Officers in advance of any event. We can anticipate that these types of large public demonstrations will continue, and it is necessary that we make strategic investments in how we respond as a city and as a police service. I'm also aware of the trust in policing that was compromised during the illegal protest in February, and we are all working hard to earn that trust back from the community.

We continue to modernize our Service to keep pace with technology. Investments in our Digital Information Management System (DIMS) will help to enhance how we do our investigative work and support the modernization of how information is shared Service-wide. This, in turn, can help to identify efficiencies, create greater transparency and accountability, and provide us with the tools to effectively do our jobs.

We are also working with our partners on important initiatives that align with the City's Community Safety and Well-Being (CSWB) plan, including our work with the Mental Health Guiding Council and a new Call Diversion program that looks to redirect those most in need away from the criminal justice system and provide needed social services supports to help them.

Our members are extremely invested and passionate about the work they do; I have seen it first-hand while

working with our NRTs, in our 911 Communications Centre, and with frontline patrol.

Our Guns and Gangs Unit seized a record 107 illegal firearms last year, and our small nine-person Homicide Unit had 100 percent solvency rates on all investigations in 2022.

I'm equally impressed with the important work we are doing on Equity, Diversity and Inclusion, with the introduction of the DRIVE<sup>2</sup> Strategy in March of this year that will guide us into 2025.

We also saw the formalization of our Safe Workplace program, with a new independent office established in the fall of 2022, which ensures the Ottawa Police Service is a safe and respectful place to work, free of harassment, violence, or discrimination.

Additionally, continued investments into the Early Intervention Program have helped us to identify critical and traumatic thresholds for our members to get them the help they need. Member wellness will continue to be a priority to ensure we can effectively respond to any calls for service.

As we transition from the pandemic, it is important to highlight the comparability between these two periods. As a result, several public safety metrics have risen compared to the previous year. Here are some of the highlights from 2022:

- Demand for service increased nearly 4 percent in 2022 to 370,000 requests for service, translating into 8,600 more calls received through the dispatch system and 4,700 more reports received online.
- With approximately 43,000 reported Criminal Code of Canada offences (excluding traffic) in the city of Ottawa, the level of reported crime increased by 19 percent last year.
- The clearance rate for total Criminal Code offences (excluding traffic) declined by 3 percent with 29 percent of all cases cleared by charge or cleared otherwise.
- Ottawa's Crime Severity Index (CSI) increased by over 12 percent last year to 54 points (Violent CSI 3 percent; Non-Violent CSI 17 percent).
- The volume of reported violent crimes increased by 6 percent in 2022, driven by assaults, threats, and robberies.
- Property related offences increased by 26 percent in 2022 primarily due to increases in the number of thefts (including shoplifting), thefts from motor vehicles, and commercial break and enters.
- There were 13 homicide incidents in 2022 with 15 victims, and a 107 percent clearance rate including historical cases solved.
- The number of shootings has declined from 82 in 2021 to 60 in 2022 (-27%).
- OPS officers seized 107 crime guns.
- Naloxone was administered 104 times by officers to help save lives last year.
- The number of collisions on our roadways increased by 40 percent to 15,100 collisions while fatalities increased by 15 percent to 23 on Ottawa roadways.

As we move forward, I'm pleased to welcome our new Ottawa Police Services Board Chair, Dr. Gail Beck. Her background in mental health will help to inform our approach to serving vulnerable populations. It's an important conversation to have, and I look forward to working with her on this and other important issues that matter most to our members and our residents.

I'm also looking forward to developing a new Strategic Plan with the Board and in tandem with the community through a multi-tiered consultative approach that can help to inform OPS on priority areas of focus for our Service.

In the end, police are there to help you when you need it most. And it's my goal to ensure that we are equipped to meet those needs on each and every call for service.

Sincerely,

**Eric Stubbs**

Chief of Police, Ottawa Police Service

**vision:**

**Our Vision, to be a trusted partner in community safety, is forward-looking and challenges the organization to reach a desired future state.**

**mission:**

**Our Mission is to protect the safety and security of our communities.**

**values:**

**Our Values of Honour, Courage and Service guide the actions, behaviours and professionalism of OPS members in achieving our vision and mission.**







SECTION 2  
**COMMUNITY SAFETY  
& WELL-BEING**



# BY THE NUMBERS



90.2%



of PRIORITY 1 CALLS were responded to within 15 minutes



Hate and bias motivated offences up

+397%

between 2013 and 2022

Crime rate per  
**100,000**  
residents



**4,026**  
offences

Calls for service of suspected overdose increased

**136%**

between 2017 and 2022



**4,916 tips**

Received in 2022 through Crime Stoppers



On average it took

**8.5** minutes

to arrive on scene at an emergency call

**214,956 calls**

required a mobile police response.

Mental health reports up

**54%**

in the last 10 years



Average of 12 homicide incidents in the last ten years

**88%**

were cleared in the last ten years



# ROAD SAFETY

Some of the top complaints the Ottawa Police Service receives from the community are related to road safety. Improving road safety and enforcing the rules of the road are significant priorities for the Service.

The Traffic Services Unit is committed to working with its partners to enhance safety for all road users through proactive education and enforcement.

The Traffic Unit was busy in 2022 with:

- Traffic enforcement and special projects focused on things like speeding, wearing seatbelts, distracted driving and much more
- Assisting at serious collisions for traffic management (155 collisions)
- Head of State traffic security escorts (three)
- Parades, demonstrations, and major events (5,000+ hours)
- Traffic complaint investigations (4,200 complaints; 36% received a traffic warning letter)

Criminal Code of Canada traffic offences in Ottawa increased by 15 percent in 2022.

There were 724 incidents of operation while impaired by alcohol, drugs or a combination of both. This represents an increase of 10 percent since 2021.

*Provincial Offences Act* (Part I) tickets are issued under multiple provincial statutes. Provincial Offence Notices (PON) categories include moving, document,

equipment and parking violations. Moving violations generally refer to offences that occur while a vehicle is in motion, including failing to yield right-of-way or failing to stop at a traffic signal. Document violations refer to “paper violations,” such as offences relating to insurance, licenses and permits. Equipment violations are related to vehicle maintenance and the use of safety equipment such as seatbelts and the use of hand-held devices. In 2022, the OPS issued nearly 27,000 traffic-related *Provincial Offences Act* (Part I) tickets; approximately 50 percent of these tickets were for moving violations such as speeding.

Overall, motor vehicle collisions increased to just over 15,000 in 2022, up from 10,809 in 2021. There were over 2,200 collisions causing injuries and 22 fatal collisions resulting in 23 fatalities in 2022. Tragically, these fatalities included pedestrians (10), drivers (8), passengers (2), motorcyclists (2) and one cyclist.

Starting in November 2022, ASSIL assumed responsibility for the three Collision Reporting Centres in Ottawa. From November until the end of the year, over 3,000 collisions were reported to the Collision Reporting Centres, and just under 400 collisions required an officer to attend the scene and submit a report.

Traffic Services developed new strategies to address enforcement and deployment for a more collaborative Service-wide approach to information sharing. The goal is to enhance proactive measures around road safety focus on intelligence-based high-risk driving behaviour and high collision and complaint locations. For example, complaints about stunt driving and loud vehicles have risen. To address this, we have targeted high-complaint areas in the city, resulting in numerous charges.



## ***Automatic Licence Plate Readers***

Traffic Services continues to use Automatic Licence Plate Recognition units with great success. Last year, the Ottawa Police Service purchased an additional 37 ALPR units that also serve as in-vehicle dash camera systems. This new dual-purpose system allows for seamless operability between the ALPR system and an in-car dash video camera recording system with the future opportunity to link in body-worn cameras.

An ALPR can identify:

- Stolen licence plates
- Misuse of plates
- Driving while disqualified (CC)
- Driving while suspended (HTA)
- Unlicensed driver
- Expired validation
- Persons wanted on warrant

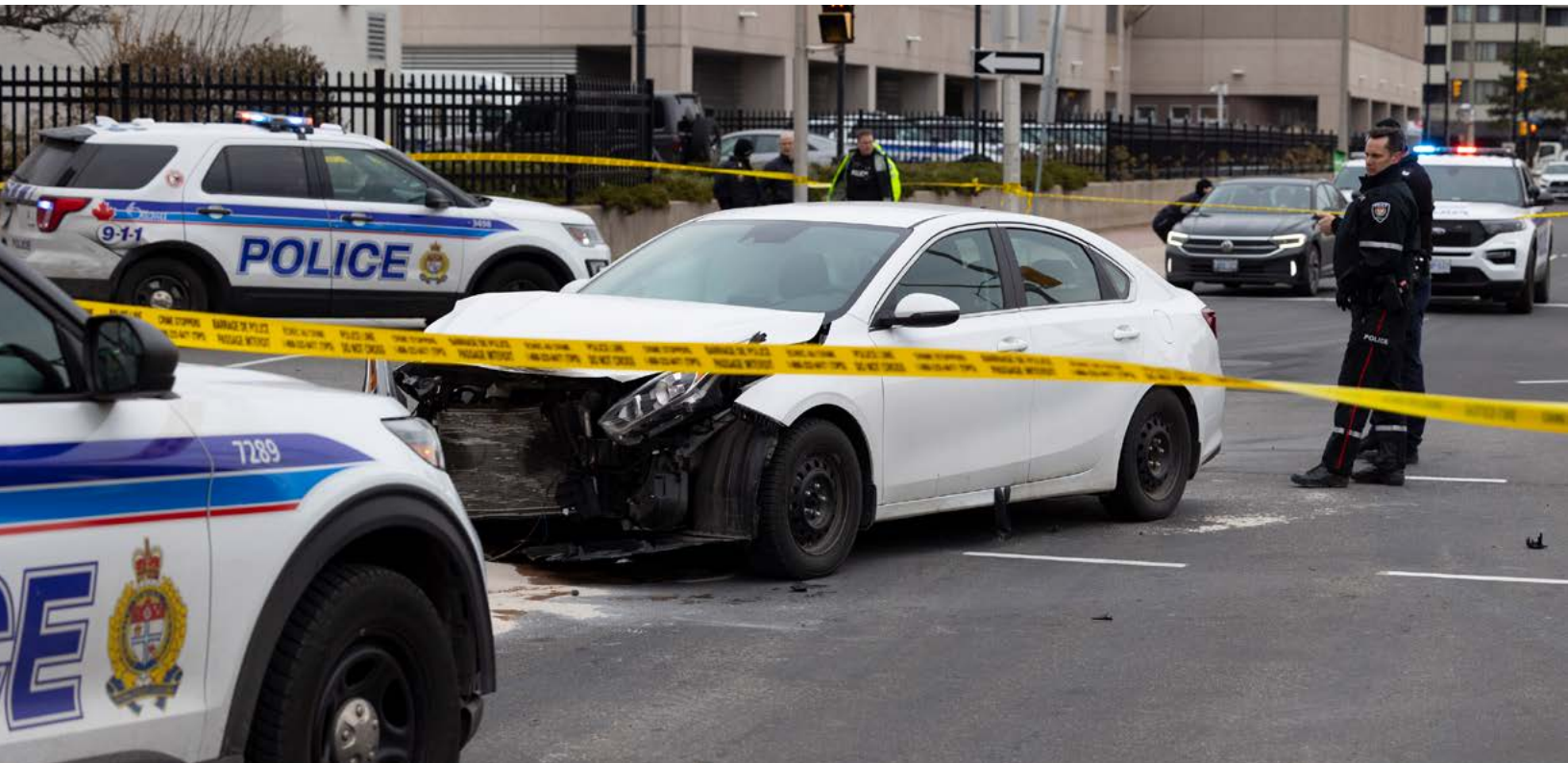
It can also alert officers of the presence of vehicles involved in serious crimes or wanted in instances of Amber Alerts.

In 2022, 90 percent of suspension charges were issued by officers known to have used the ALPR. This is an increase of 21 percent from 2021.

## ***Marine, Dive and Trails***

The Ottawa Police Marine, Dive and Trails (MDT) Unit patrols the vast waterways and trail systems in the Ottawa area. In 2022, officers in the MDT unit participated in body recoveries, missing person land and water searches, evidence recovery searches, vehicle recovery from the water as well as education and enforcement stops on boats, snowmobiles and all-terrain vehicles.

Together, our goal is to improve road, trail, and waterway safety through intelligence-led, evidence-based, and proactive enforcement.





# JOINT OPERATIONS



The Ottawa Police Service relies on vital partnerships to conduct joint initiatives to reduce criminality and social disorder, locally and across Ontario.

Partnerships with other police agencies allows us to combine intelligence, logistics and resources to effectively coordinate education and enforcement strategies to resolve endemic issues related to crime.

In 2022, Ottawa Police partnered with other agencies on a number of initiatives, including:

- Integrated command with the RCMP and OPP to address the illegal protest and several other large demonstrations and events in the nation's capital.
- Project Amethyst was an operation funded by the Ontario Government, Criminal Intelligence Service of Ontario that resulted in nine crime guns, 2.5 kg of fentanyl and methamphetamine seized. Several individuals faced in excess of 100 charges combined for firearms possession, firearms trafficking, possession for the purpose of trafficking, trafficking controlled substances, possession of proceeds of crime, breach of release conditions, flight from police and dangerous driving.
- The Frontline Naloxone Pilot Program is a joint program with Ottawa Public Health and Ontario Ministry of Health. The Ottawa Police Service is committed to the overall Harm Reduction strategy with our community partners. In addition to programs such as the Frontline Naloxone Distribution Program, the OPS continues to use enforcement and suppression as a tool to help stem the flow of illicit and potentially fatal substances from hitting our streets.

# Managing Planned and Unplanned Demonstrations and Major Events

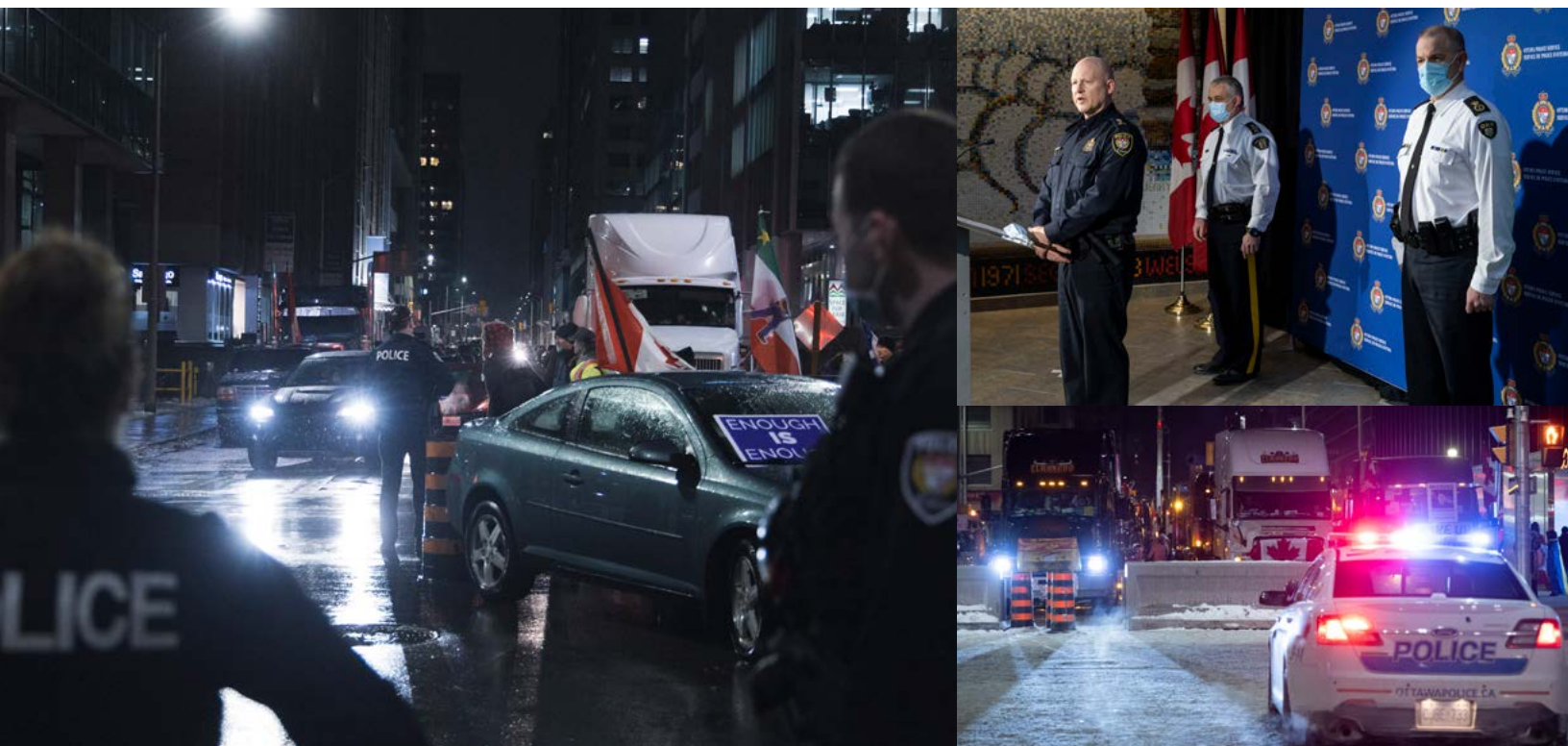
Safety and security provision within the National Capital Region (NCR) is a responsibility shared among multiple partners. While municipal, provincial, and federal police services all have some responsibility to protect Canada's Parliament and Ottawa's residents, the Ottawa Police Service (OPS) is the police service of jurisdiction and therefore has responsibility for the emergency response and investigation of crimes for the entire City of Ottawa.

With Ottawa being the nation's capital, the OPS responds to over 800 demonstrations and public events each year. The demands on the OPS are unprecedented due to several compounding factors, including increased scale and scope of public events and right-wing extremism, new and anticipated recommendations regarding public security operations and coordination in the NCR, and the growing complexity of the security intelligence landscape. Recommendations from the Standing Committee on Procedure and House Affairs and the Public Order Emergency Commission (POEC) underscored that "The OPS is inadequately funded to police large-scale protests of a national dimension." (Justice Rouleau, POEC - p. 307)

The OPS has already taken many necessary steps to address recent recommendations in the City of Ottawa Auditor-General's report and those contained in Justice Rouleau's POEC report. However, it must also take more significant action to find long-term, viable solutions. This includes but is not limited to enhancing the Specialized Policing Directorate by developing a more comprehensive Event Management Branch to better respond to public events, improving its strategic intelligence posture, and introducing a new and improved "Intersect 2.0".

The OPS is cognizant of the underlying contributors to improving its overall response to large-scale events in that it needs to be structured to effectively manage the day-to-day protest events that occur in the NCR. Accordingly, the OPS is currently exploring long-term, sustainable funding options outside of the current federal funding model for "extraordinary policing costs" that are currently in place.

We continue to see weather systems cause widespread damage and infrastructure challenges, all requiring an emergency response. From flooding in the Spring of 2022 to the derecho storm in May 2022, we have worked closely with the City of Ottawa's Office of Emergency Management to ensure public safety and allocate stretched policing resources accordingly.



## Illegal Protest

Between January 28, 2022, and February 20, 2022, protestors occupied much of the Ottawa's downtown core. This was an unlawful, unprecedented event in the Nation's Capital.

Protesters brought thousands of vehicles to our City, with the full intention of disrupting the Capital. Our residents and businesses were profoundly harmed by the incessant honking of horns and fumes of idling vehicles, intimidation, and widespread disregard of public safety.

On a daily basis the OPS received reports of intimidating and threatening behaviour. We also received reports of hate crimes being committed and of willful disregard of police and court orders.

As the police service of jurisdiction in the Nation's Capital, OPS members have extensive experience in keeping the peace during demonstrations. Every year, hundreds of protests occur in the City, the vast majority of which are peaceful and lawful. Officers are trained to maintain the safety of both demonstrators and the public at large.

We were able to ensure that no serious injuries, deaths, or damage to infrastructure were committed during this event. But despite our attempts at negotiation, and the threats of investigation or enforcement, the illegal and disruptive behaviours continued throughout the protest and became elevated on weekends when more protesters arrived.

In order to safely remove this unlawful protest from our streets, we required the assistance of multiple policing partners and the support of all levels of government.

### **Community Impact**

It is important to understand and appreciate the negative impacts this event had on our residents, businesses, and downtown communities.

The impacts were particularly harmful to our vulnerable, marginalized, 2SLGBTQIA+, and racialized communities.

During the protest, we saw clear signs of hate and anti-government sentiment, threatening language on social media, and other various forms of social disorder.

This undermined the ability of the police and government to keep our communities safe.

## **Public Safety**

Our goal from the outset was to remove the protest safely.

Achieving this goal required careful coordination with all our policing partners to develop an effective strategy.

All three levels of government responded with legislative measures that aided our strategy, including the Federal Government invoking the Federal Emergencies Act.

From a policing perspective, this legislation provided the OPS with the ability to:

- Prevent people from participating in this unlawful protest;
- Restrict people from traveling to any area where this unlawful protest was taking place;
- Secure protected places and critical infrastructure;
- Create and maintain the secured area to prevent people from violating the Act and safely remove people who were attempting to do so;
- Go after the money funding the protest;
- Require third parties to assist us in removing the heavy vehicles that were clogging our streets and creating a safety hazard.

It was a critical piece of our effort. But it was only one piece.

Another critical piece was the rallying of police resources from the Royal Canadian Mounted Police (RCMP), the Ontario Provincial Police (OPP) and police services from across Canada.



## ***Collaborative Effort***

Once all authorities and resources were in place, the OPS was able to implement a methodical joint police operation between February 17-20, 2022, with an integrated command led by the Ottawa Police, RCMP, and OPP to safely remove the protest.

There were 230 arrests, with 118 individuals criminally charged with more than 400 criminal counts. Hundreds of provincial offence notices were issued. Some cases are still moving through the courts.

The OPS is proud of all the police members who worked on this operation, including the many who came from across Canada to assist us in this effort. The professionalism of police officers throughout the operation was highly commendable.

Resolving the protest was truly a collaborative, Canadian effort. It also showed the vital role police play in maintaining our democracy and keeping our residents safe.

# CRIME IN OTTAWA

| CRIME RATE                                   | REPORTED CRIME                                 | CRIME SEVERITY INDEX <sup>[1]</sup>    | CLEARANCE RATE % (pct.pt)                |
|--|--|--|--|
| <b>2021: 3,467</b><br><b>2022: 4,027</b><br> | <b>2021: 36,300</b><br><b>2022: 43,000</b><br> | <b>2021: 48</b><br><b>2022: 54</b><br> | <b>2021: 32%</b><br><b>2022: 29%</b><br> |

In 2022, the police reported crime rate in Ottawa increased (16%) to 4,027 per 100,000 population. The clearance rate for the total Criminal Code of Canada Offences (excluding traffic) declined to 29 percent in 2022 from 32 percent in 2021.

The Crime Severity Index (CSI) is a measure of crime reported to police that reflects the relative seriousness of individual offences and tracks changes in severity over time. Consistent with the national trend in 2022, the severity of crime in Ottawa increased 12 percent to 54 points in 2022. This increase can largely be attributed to an increase in threats, assaults, robberies, and thefts.

Visit [ottawapolice.ca](http://ottawapolice.ca) to view Ottawa’s crime trends for the City and by Wards, 2021–2022.

<sup>[1]</sup> Values are estimated and do not represent the official CSI as published by Statistics Canada.

## Violent Crime

| VIOLENT CRIME RATE                       | REPORTED CRIME                               | CRIME SEVERITY INDEX <sup>[1]</sup>    | CLEARANCE RATE % (pct.pt)                |
|--|--|--|--|
| <b>2021: 686</b><br><b>2022: 715</b><br> | <b>2021: 7,200</b><br><b>2022: 7,600</b><br> | <b>2021: 59</b><br><b>2022: 60</b><br> | <b>2021: 41%</b><br><b>2022: 43%</b><br> |

Violent crime refers to violations in the Criminal Code of Canada identified as “crimes against the person.” Specifically, a violent crime is any crime where physical or verbal threats of violence are made against a person.

This category includes offences such as homicide, attempted murder, assault, robbery, sexual assault and uttering threats or intimidation.

In 2022, there were increases in both the overall volume (6 %) and severity (2.5 %) of violent crime. Assaults, threats, and robberies influence this increase.

The Ottawa Police Service cleared nearly 43 percent of all violent crimes in 2022.

## Non-Violent Crime

| CRIME RATE                                   | REPORTED CRIME                                 | CRIME SEVERITY INDEX <sup>[1]</sup>    | CLEARANCE RATE %<br>(pct.pt)             |
|--|--|--|--|
| <b>2021: 2,781</b><br><b>2022: 3,313</b><br> | <b>2021: 29,100</b><br><b>2022: 35,400</b><br> | <b>2021: 45</b><br><b>2022: 52</b><br> | <b>2021: 30%</b><br><b>2022: 26%</b><br> |

Non-violent crime includes both police-reported property-related offences and other Criminal Code offences. These crimes involve unlawful acts to gain property but do not involve violence against a person. Crimes against property include offences such as arson, break and enter, theft, mischief, and fraud.

In 2022, non-violent offences increased 22 percent. The non-violent crime severity index increased by 17 percent. Contributing to the increase was a rise in thefts (shoplifting) (80%), thefts of motor vehicles (94%), and commercial break and enters (36%).

The Ottawa Police Service cleared approximately 26 percent of non-violent crimes, slightly below clearance rates from previous years.





## Merivale Explosion

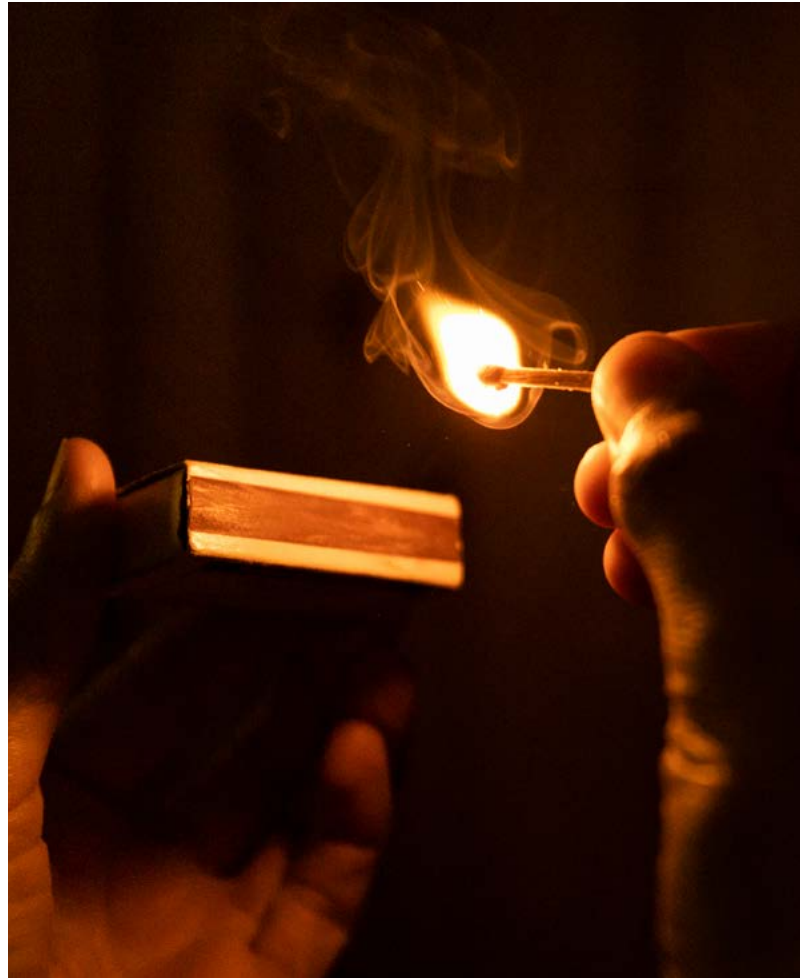
As police responded to the scene of a massive fire and explosion at Merivale Road's Eastway Tank, Pump and Meter on January 13, 2022, it would be the start of an enduring and challenging investigation. It also became one of the deadliest workplace accidents in Ottawa, claiming the lives of six employees.

On those initial cold winter days and in the months that followed, Ottawa Police Service (OPS) investigators worked in cooperation with the Ontario Fire Marshal's (OFM) office, the Office of the Chief Coroner, the Ontario Forensic Pathology Service, Transport Canada, the Ontario Ministry of Labour (MOL) and the Technical Standard and Safety Authority (TSSA) to carefully collect evidence in order to determine the cause and origin of the fire.

In January 2023, the Ministry of Labour laid six provincial charges; three against Eastway and three against its owner Neil Greene, under the Occupational Health and Safety Act. Those charges are currently before the courts.

The OPS investigation into the fire and explosion continues with a heavy reliance on the technical expertise of the MOL, TSSA, OFM and witness interviews. The OPS will submit the results of its final investigation and work with the Crown Attorney's office to determine if any criminal charges will be laid.

In 2022, the Arson Unit investigated over 122 incidents. Of those, 46 are concluded, and 76 are still under investigation.



In 2022, the Street Crime and Drug Units concluded an eight-month investigation into a local crime group that was trafficking firearms and had a wholesale fentanyl distribution line.

Four men and one woman were charged with crimes relating to trafficking after officers executed a warrant and seized nine firearms, over 2,000 grams of fentanyl, 680 grams of cocaine, crystal meth, and opiate pills.

The officers are commended on their hard work to get dangerous drugs and guns off our streets.

## Officers saving lives with Naloxone kits

Last year, Drug Unit Staff Sergeant James McGarry and Ottawa Public Health Program Manager, Sexual Health and Harm Reduction Services Kira Mandryk worked on a plan to supplement emergency aid provided by first responders to those experiencing an overdose. Early intervention during an opioid overdose is critical to life-saving efforts, and often it's loved ones or friends who are immediately present.

The pilot program, launched in August 2022 with support from the Ontario Ministry of Health, provides naloxone kits to frontline officers, who in turn also hand them out to people they meet on calls for service and routine patrol. Officers record the number of kits distributed and locations of distribution to help identify areas where further outreach and intervention will be most impactful. Since launching the pilot, officers have distributed 76 naloxone kits to residents at risk of overdose or their families and friends.

In 2020, the Ottawa Police Service responded to 542 calls for someone experiencing a suspected overdose; of those calls, 84 people lost their lives. And those numbers keep increasing. In 2021, officers responded to 622 overdose calls; in 2022, there were 668 such calls, of which 101 people lost their lives. So far, in 2023, there have been 194 calls for service relating to a suspected overdose, with 24 people\* losing their lives.

Since 2020, officers have used naloxone 319 times, saving lives.

*\*Number accurate as of May 19, 2023.*



# ELDER ABUSE

Elder abuse is a contemporary issue that, given the projected demographics, is expected to intensify over the coming years.

The Ottawa Police Elder Abuse section works diligently to investigate all allegations of elder abuse (including vulnerable adults 18 years and over). They investigate situations where there is a relationship of trust or dependence between the victim and their abuser.

Investigators continue to work closely with front-line workers to educate them and the public to help raise awareness of elder abuse and support for seniors in Ottawa.

They also work in partnership with the Ottawa Police Victim Support Unit, which provides information, crisis counselling and resources to vulnerable persons and victims of elder abuse.





# GUN VIOLENCE

Although the number of shootings in our city declined by 27 percent, 22 fewer compared to 2021, Ottawa Police officers still come into contact with firearms regularly.

Officers responded to 60 shootings city-wide in 2022 where 35 people were injured and five individuals died of their injuries.

In 2022, officers seized 107 crime guns, compared to a total of 80 guns recovered by police in 2021.

We continue to see an influx of illegal firearms entering our community, with about 80 percent coming across our border from the United States.

In 2022, Ontario made significant investments in countering gun and gang activity and set up new Provincial Guns and Gangs teams at key hubs across the province, led by the Ontario Provincial Police (OPP).

One of those units is embedded within our community and based out of the Ottawa Police Service's Elgin Street headquarters and includes multi-agency coordination between the OPP, Ottawa Police, Kingston Police, Gatineau Police, and the Sûreté du Québec.

In addition to the Provincial Guns and Gangs teams, the province also invested in increasing staffing for its Provincial Weapons Enforcement Unit which helps to coordinate the flow of information from other organizations like the Canada Border Services Agency.

## ByWard Market Shooting

While Ottawa remains one of the safest big cities in Canada and anywhere in the world, there are real and present dangers from violent offenders who reside in or frequent our beautiful city.

Once such an example occurred over the Labour Day long-weekend, when an out-of-town man was denied entry into a Market area bar.

In a brazen act of criminal violence, the man then took out a handgun and fired several shots two of which struck a member of the bar's security team in the leg. Officers who had been assigned to the Market were steps away from the incident and immediately responded—with one officer attending to the shooting victim to apply lifesaving first aid.

The remaining officers pursued the suspect on foot through the crowded Market. During the foot pursuit, the suspect turned and fired his handgun at the pursuing officers narrowly missing one of them.

After an extremely difficult and dangerous foot pursuit, the officers arrested the suspect and recovered the crime gun.

The arresting officers discovered that the crime gun apparently jammed which meant that the violent suspect could have intended to engage in an even more dangerous firefight in his attempt to evade arrest.

The man was charged with attempted murder, pointing a firearm and several other firearms-related offences.

The security guard suffered non-life-threatening injuries.

Without regard for their personal safety, our officers ran towards danger, saved the life of the victim and arrested an extremely violent and dangerous offender.

Their teamwork and bravery resulted in the arrest of a dangerous offender, saved the shooting victim's life and protected countless other innocent people who were in the Market that night.





# HATE AND BIAS CRIME

The Ottawa Police Service Hate and Bias Crime Unit saw 377 total incidents in 2022, including 300 criminal and 77 hate incidents, which marks an increase of 13 percent over 2021.

In 2022, 51 individuals were charged with 174 counts of criminal offences. Five of these offences included formal Hate Crime Offences. This included two Willful Promotion of Hatred and Public Incitement of Hatred charges, which were the first such charges ever laid by the Ottawa Police Service. They are formal hate crime charges that require the approval of the Attorney General of Ontario.

Six students were charged with 13 counts of hate-motivated criminal offences and another eight students were given *Youth Criminal Justice Act* warnings.

A hate crime is a criminal offence committed against a person or property motivated by hate/bias or prejudice based on race, nationality or ethnic origin, disability, sexual orientation, or other similar factors.

The most serious violations in 2022 were:

- Mischief to property
- Threats
- Assault
- Assault with a weapon

The groups most victimized last year were:

- Jewish
- Muslim
- Black
- 2SLGBTQIA+
- Arab West Asian
- East and South Asian

Note: the groups listed above are established and defined by Statistics Canada.

We encourage anyone who has experienced a hate-motivated incident to report it to the police for further investigation.



# HOMICIDES: 100% SOLVENCY

In 2022, the Homicide Unit had a 100 percent charge rate for 16 homicides—up from 80 percent in 2021. The Homicide Unit laid charges in 2022 in three homicide cases from the previous year.

The small team of talented investigators are passionate and hard-working, tasked with investigating the most serious of crimes.

Over the course of a homicide investigation, from the initial call to the police to someone going through the criminal justice system, there are many Ottawa Police members involved at various stages. The aftermath of a homicide requires police resources for forensics, criminal investigation, victim services, member health and wellness and post-incident response community support. The criminal investigation and prosecution require months, if not years, of ongoing resource commitments.



# HUMAN TRAFFICKING



Our Human Trafficking Unit continues to do exceptional work in identifying those who would target vulnerable residents in our city.

In 2022, the Unit concluded Project Exodus, which was part of a nearly year-long investigation involving female victims, three of whom were under the age of 18 at the time these incidents occurred.

Four men were charged with criminal offences relating to trafficking and sexual assault, and we are asking for any other victims to come forward.

Our Human Trafficking Unit is focused on empowering survivors and victims of sexual and/or labour exploitation to break the cycle of abuse.

The addition of a Victim Support Specialist has helped the unit connect those impacted with an extensive network of external agencies and supports.

# INTIMATE PARTNER VIOLENCE

The Ottawa Police Service recognizes that abuse goes beyond physical assault and is hopeful that anyone experiencing intimate partner violence will feel comfortable coming forward if they recognize that they are in an unhealthy relationship.

At every stage of the process of coming forward, a victim/survivor's safety and well-being, along with their family, is always the primary objective. An intimate partner violence report is a process which may include multiple meetings with their assigned investigator(s), support workers and all other involved stakeholders before determining whether or not the complaint can enter the justice system.

Throughout 2022, the Intimate Partner Violence Unit continued to work collaboratively with several stakeholders, a variety of community groups and representatives and/or third parties that may be the recipient of a disclosure from a victim/survivor. This engagement is designed to provide the best possible advice, support and guidance to instill confidence in the victim/survivor to make an informed decision as to whether they wish to proceed with the criminal justice process.

Investigators' training is continuous and constantly evolving with the objective of improving the methods of managing a disclosure made by a victim/survivor. Over a period of five years, the Ottawa Police Service initiated a case study to look into how trauma impacts the nature of a statement provided by a victim/survivor/witness while being interviewed by a law enforcement officer. The findings allowed the creation of trauma-informed training that has been delivered to a large portion of Ottawa Police members ranging from recruits to Executive members. This training has positively impacted the ability to accurately interpret the content of a statement.

There was an increase of 10 percent in the number of reported occurrences where charges were laid in 2022. There was also an increase of 13 percent in the total number of charges laid concerning IPV matters.

## Number of IPV-related charges laid by OPS

**2021: 3,513**

**2022: 3,967**

**+13%**

## Number of IPV-related occurrences

**2021: 1,240**

**2022: 1,367**

**+10%**

## Most commonly laid IPV-related charges in 2022:

**Assault - 21%**

**Violation of probation order - 11%**

**Failure to comply with release order - 10%**



# VEHICLE THEFTS

The Ottawa Police Service continues to advise residents to be vigilant with an increase in vehicle thefts from homes and businesses citywide.

Warnings were issued to the public when a new trend appeared that saw brazen thefts from parking lots of grocery stores, sporting venues and shopping malls during daylight hours.

In 2022, 1,289 vehicles were reported stolen. Of them, 411 were recovered, 71 of them in November alone. There were 81 arrests last year connected to stolen vehicles.

## How does this happen?

Sometimes, the driver-side door is mechanically breached to gain access to the car. Once entry is gained, thieves access the vehicle's Engine Control Module (ECM) port to reprogram a new key. This remains the most common type of vehicle theft and it is not deterred using a Radio Frequency Shield (known as a 'Faraday bag/box').

The Signal Amplification Relay Attack (SARA) is not a common technique in Ottawa -- however police continue to raise public awareness about this method, where thieves use an amplification device to amplify the signal emanating from the key fob inside the house. That signal is then relayed to the car which unlocks the vehicle and allows it to be started. This type of theft will be deterred using a Radio Frequency Shield (the Faraday bag/box.)

Owners are encouraged to engage any security system available on the vehicle. For example, engage an Engine Control Module (ECM) port lock or attach a club to the steering wheel.

The gold standard in anti-theft is an engine immobilizer – such as the IGLA. After-market tracking devices are a worthy investment, such as TAG trackers that some local companies will install, or multiple owner-installed trackers hidden throughout the vehicle. The latter are vulnerable to being discovered and/or disabled and may facilitate recovery of the vehicle however won't prevent the theft.

Vehicle theft is not only a property crime. People feel violated and victimized as they realize someone has been on their property and has stolen their vehicle(s) containing their personal items.

Victims also pay hidden costs – increase in the overall price for a replacement vehicle, stolen personal items, limited time for a rental vehicle (if available), lengthy wait for a replacement vehicle, and increase in insurance rates.

Ottawa police would like to remind people shopping for vehicles that OMVIC provides safeguards to purchasing vehicles from licensed dealers. If you purchase a privately sold vehicle, it is buyer-beware. Remember the old adage of “if it sounds too good to be true...” Vehicles sold well below market value, especially from a private seller demanding a cash-only payment, may indicate a re-vinned vehicle.

Organized vehicle theft is increasing nationally, with Ontario and Quebec being the hardest hit. Thieves are increasingly targeting a wide range of different vehicles/brands. Those vehicles at the highest risk are newer (current to three-year-old) models, push-button SUVs and trucks.

We work in partnership with other police agencies and the Insurance Bureau of Canada to dismantle criminal networks operating in Ottawa and beyond.





SECTION 3  
**OUR PEOPLE**



# RESPONDING TO YOUR CALLS

This has been a challenging time in policing. Throughout it all, our members have continued to serve this community every day. It's not always easy.

They work hard every day to keep this community safe and they often work under difficult circumstances. Every success we have is because of their professionalism and hard work.

Here are some of those examples...

## Frontline officer resuscitates woman

As John Gray sat down at the table to have breakfast with his wife, he noticed something was off. Judi was acting oddly and when he asked her if she was ok, she only replied, "I don't know" and then she collapsed.

"She took one breath, exhaled and then died," said her son Tim. "My father immediately dialed 911."

When officers from East Platoon F arrived, they ran to Judi and checked her pulse and found her non-responsive. Then they removed her from the chair and placed her on to the floor to start CPR.

That act saved her life.

"She didn't have a pulse when I got there," said the officer. "But as soon as I moved her to the ground, I guess my big bear hug put pressure on her chest, and she started laboured breathing on her own."

Since 2001, OPS officers are trained on how to use a defibrillator, and each frontline police car is equipped with a portable device that has been credited for saving countless lives over the years.

Judi is recovering thanks to the quick thinking of first-responding officers.

"This is part of our work on a daily basis," said the officer. "Every frontline officer has had to deal with something like this and it's a great feeling to be able to help someone in their time of need."

## Lost in the woods

The call came in at about 4 p.m. on December 28 to the Ottawa Police Service's (OPS) 911 Communications Centre.

The woman on the phone indicated that she and her friends were lost in the woods in rural Ottawa and could not find their way out.

The day had started bright, crisp, and sunny at -4C, but temperatures were beginning to dip, and it was expected to reach -10C by the evening.

The OPS 911 agent knew she had to work quickly and launched the RapidSOS tool that provides accurate GPS coordinates of any caller, often down to a 9-metre radius. That, coupled with What3Words app introduced in 2022, has become an integral new technology to help police quickly locate missing persons.

"The greatest thing about it is that it gives us an almost exact location of where the person is calling from," said 911 Performance Analyst Joelle Martin.

The 911 agent was able to find an initial location for the woman using RapidSOS. She then texted her a link to What3Words website and the woman relayed that information back to the agent. This confirmed the location from RapidSOS and helped the agent direct officers to their location and get them safely out of the woods.

## Successful prosecution related to Project Street Sweeper

The Ottawa Police Guns and Gangs Unit worked with the Crown on another successful prosecution that resulted in a nine-year sentence for an Ottawa man who was charged with selling firearms and trafficking drugs. This collaboration is part of an overall strategy to address gun violence in our community, from prevention to enforcement to prosecution.

In January 2022, the Guns and Gangs Unit commenced an investigation dubbed “Project Street Sweeper” to investigate the sale of firearms and illegal drugs in Ottawa. Undercover officers purchased a large amount of controlled substances and numerous firearms. As a result of the six-month-long investigation, two men from Ottawa were arrested and charged.

By October 2022, 87 crime guns had been seized and surpassing the total for 2021, with a 29 percent decrease in gun violence events that year. Still, there were over 50 gun violence events, and tragically five deaths last year.

“The decrease in trend is no comfort to anyone,” said Inspector Tim Hodgins, with Major Investigations Branch of the Ottawa Police Service. “Each and every shooting incident matters to our police service. They are investigated fully and charges are laid to restore the sense of security to our impacted communities.”

Families and communities can play a role and help police remove crime guns from our streets. If someone you know is at risk of perpetrating or becoming a victim of gun violence, please contact police or crime stoppers.

## Witnesses credit Ottawa Police officers with saving man when he jumped off a 7th story balcony

Police were called to a downtown apartment building shortly after 6 am about an injured man trying to harm himself.

Csts. Dan Jessop, Mark Talbot, Sydney Klager and Rachel Robinson arrived to find a man straddling the balcony and struggling with two people trying to hold on to him.

“Normally I would try to speak to a person in distress to get them to come back to safety on their own,” said Cst. Jessop, who’s been an officer for two years. “It can be dangerous to physically grab them, but this man’s demeanour told me he was intent on jumping and we had to intervene.”

As the officers reached for him, the man pushed one of the officers to the ground and jumped. Without hesitation, Cst. Talbot grabbed the man around his torso and pulled him back. A struggle ensued as the officers and the good Samaritan who was in the apartment before police arrived, tried to subdue him.

“The man had effectively already jumped off the balcony and was past the point of no return, but the two officers swiftly pulled him back out of mid-air,” said Ottawa resident Suzanne B, who witnessed the incident. “There is no doubt the officers saved his life.”





## Magnet Fishers and Police Dive Team Recover Gun in Green's Creek

A magnet fishing mother and son team discovered a rifle in Green's Creek last week that was recovered by the Ottawa Police Marine and Dive team.

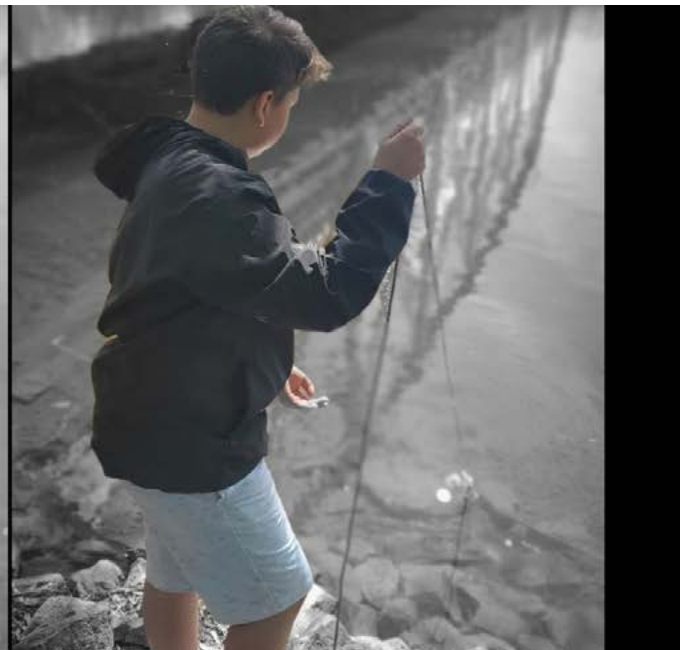
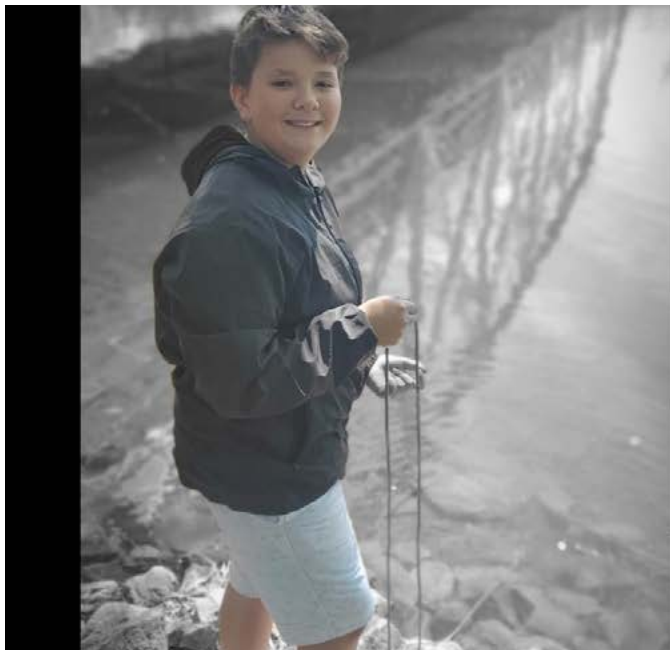
Nathan Sirois, 12, was magnet fishing with his mom, Melanie, on May 13 when their line caught something unexpected. This was their first visit to Green's Creek, under the Sir Georges Etienne Cartier Parkway.

"We could see it in the water when it came close to the surface. It was a rifle or long gun of some sort."

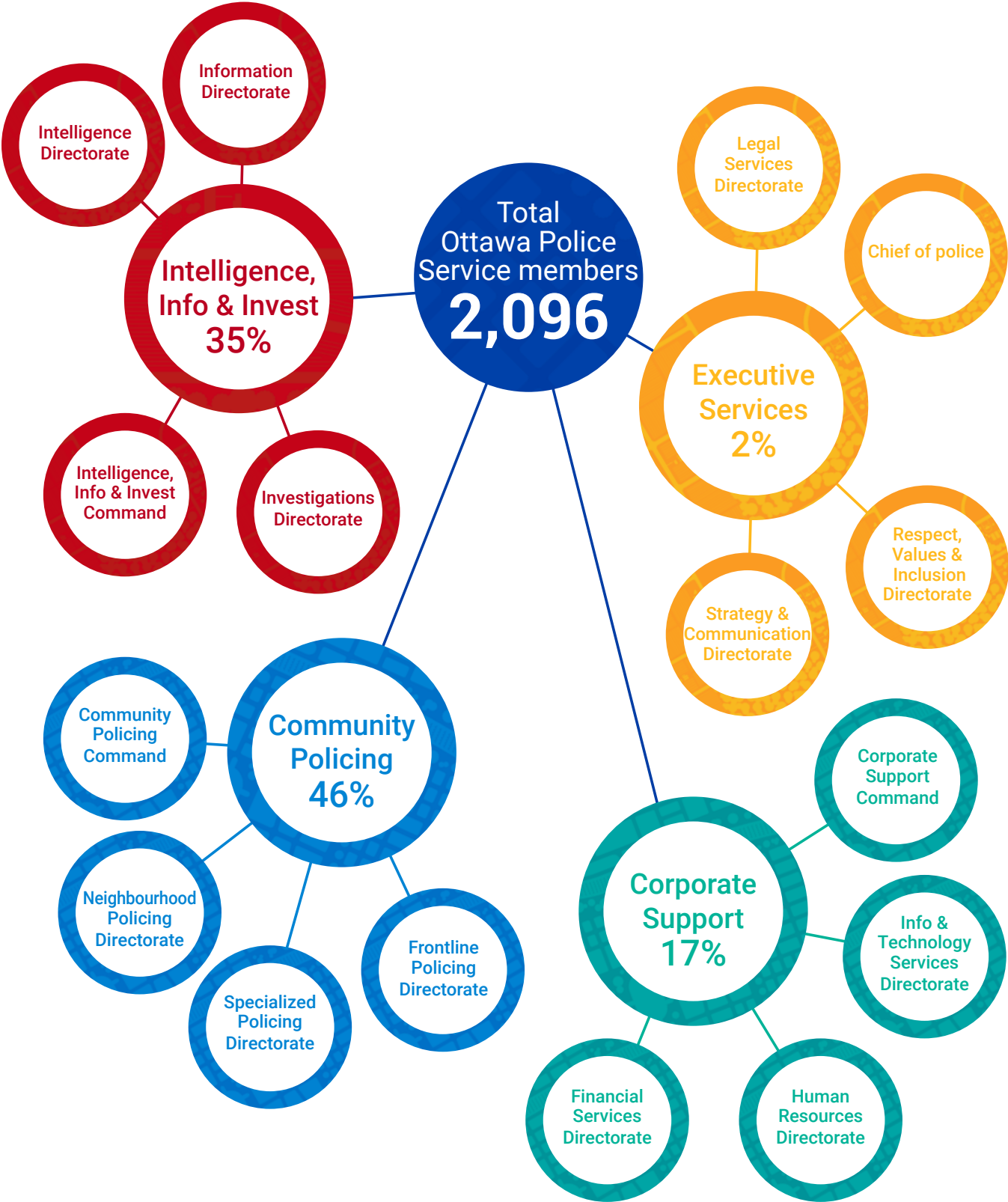
The gun came off their line before they got it out of the water. They tried to get it for another hour, but darkness set in. The next day, they led police to the area and within 30 minutes, the dive team located the gun.

"We're glad Nathan and Melanie reported this," said Cst. Caroline Gallant, the Marine Dive Trail officer who located the gun. "Someone threw this in the water, intending it not to be found, so it may be evidence in a crime."

For magnet fishers, a gun is a rare find. "We've located lots of pipes, metal, some bb pellets and trash," said Melanie, "but nothing as exciting as this before."



# OTTAWA POLICE SERVICE



# SAFE WORKPLACE



The Ottawa Police Service and the Ottawa Police Services Board recognize that sexual violence and harassment are symptoms of a greater epidemic of gender disparity, as well as other inequities in our society that impact workplace culture. These issues have no place in any workplace - they are damaging and debilitating to all those impacted.

An action plan guided work in 2022 to further prevent and address workplace sexual violence, systemic misogyny/racism, bullying and all forms of harassment and culminated in the development of the Safe Workplace Program. This included the creation of a Safe Workplace Office with expertise to appropriately triage complaints and improve coordination of an interdisciplinary team response for incidents requiring concurrent support measures.





SECTION 4  
**MODERNIZING POLICING**



# FRONTLINE AND COMMUNITY POLICING

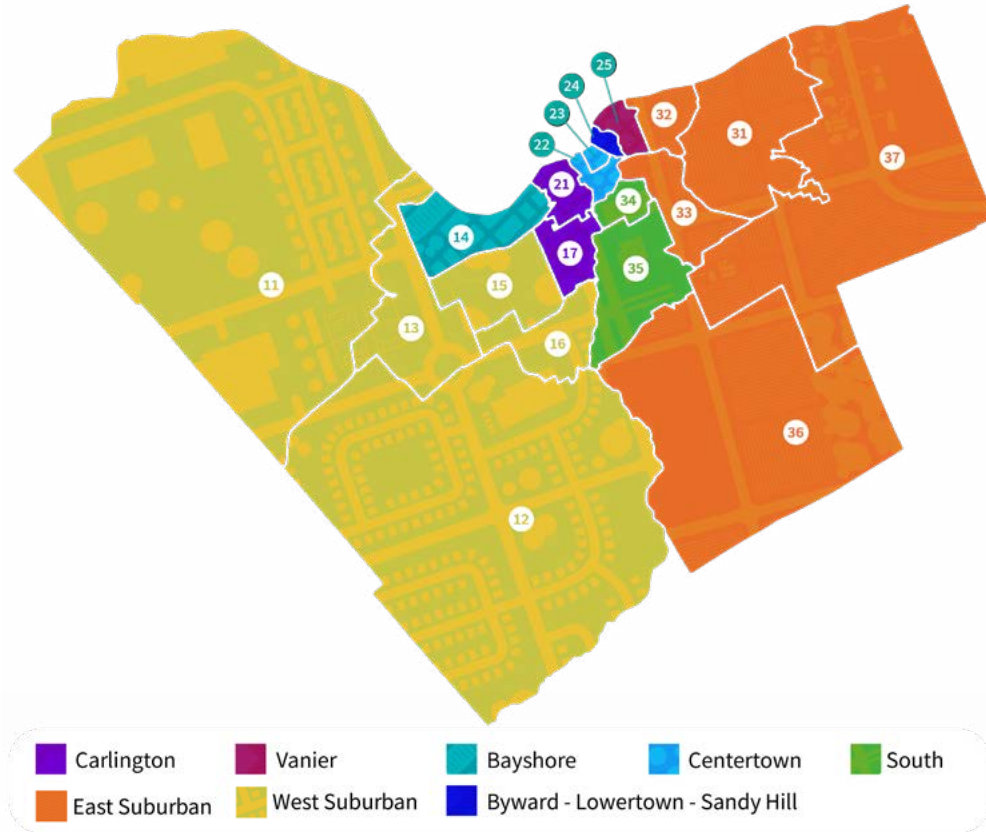
Frontline policing is committed to outreach and engagement in the communities we serve to advance community safety and well-being beyond just responding to calls. We foster partnerships and connections to build public trust, identify efficiencies, and improve service delivery.

In 2022, the Ottawa Police Service continued to work on its community safety and well-being (CSWB) framework to develop, broaden, guide, and support community policing efforts, guided by the four areas of the provincial CSWB plan: incident response, risk intervention, prevention, and social development.

This work is critical given modern-day policing operations deal with increasingly complex issues beyond traditional policing efforts, such as mental health, addiction, poverty, and homelessness. New CSWB framework and strategies will help identify and address the root causes for these complex social issues, ensuring people get the right service at the right time. Police, along with fellow first responders, will always be the ones needed to respond to crises, emergencies, and crime. The proposed framework aims to find a way to exit the spaces where police are not the most appropriate responders and where community agencies and partners are more suitable.



# NEIGHBOURHOOD RESOURCE TEAMS & NEIGHBOURHOOD POLICING STRATEGY



*In 2022, NRTs developed a partnership with Shelter Movers, a national, volunteer-powered charitable organization providing moving and storage services at no cost to individuals and families fleeing abuse. The partnership allows us to support people, primarily women and children, as they transition to a life free of violence.*

The Ottawa Police Service (OPS) currently has Neighbourhood Resource Teams (NRT) that serve 19 Ottawa neighbourhoods. The NRTs are comprised of experienced officers well-trained in crime prevention, problem-solving, and cultural understanding.

Supported through funding from a three-year provincial Community Safety and Policing grant, steps were taken in late 2022 to initiate a review of the OPS Neighbourhood Policing Strategy, with specific goals to evaluate and strengthen the protocols and current deployment model. This initiative is occurring to evaluate and strengthen the existing neighbourhood policing strategy, protocols, and deployment models to improve operational effectiveness, build strong partnerships, foster positive relationships, and improve public trust with individuals, communities and organizations. This evaluation work will likely lay the foundation for identifying activities that will be used in continued efforts to co-develop Neighbourhood Safety Plans with communities, optimize the allocation of NRT resources, and evaluate the NRT Program overall.

Other work to be carried out in 2023 will include developing an enhanced district/zone Response Model for improved service delivery; reviewing organization structures, policies, and procedures to ensure they support and align with the Neighbourhood Policing Strategy; and embedding Community Policing / CSWB philosophies and a Neighbourhood Policing mindset across the Service.



Finally, community feedback has provided some invaluable input that the NRT Program performance data is not where it needs to be; developing and monitoring meaningful performance indicators will be part of our efforts to improve our NRT Program and over-arching Neighbourhood Policing Strategy in 2023.

Members of the community found an elderly gentleman lost in a snowstorm last year. Trying to help him, he became increasingly agitated to where they felt the safest option was to call the police. This is what they told us...

*"The officers joined our efforts to calmly convince this gentleman to go to the hospital, and they deserve recognition for their efforts. They were the perfect mix of calm, clear, and firm without a hint of aggression or escalation. They were patient and ultimately helped us succeed in getting the man to hospital. All four officers were friendly with us, professional with the patient, and were extremely effective as teammates."*

A kind message from residents in Pleasant Park...

*"We would like to express our gratitude to Neighbourhood Resource Team Constables Eric Douglas and Wayne Clayton. For months we have had parcels stolen and property damaged by one individual, and your officers managed to resolve it. We have begun to rely on them heavily to combat theft, drugs, and answer any questions (and there*

*were a lot) we had with respect to video surveillance, and what we could do as a team to stop these events from occurring. With their patience and their advice, we were able to identify the people involved and have them either arrested or trespassed from our property. It's created a more tranquil environment for the families and people of Pleasant Park to live here without concern. Constables Douglas and Clayton are greatly in need in our community and deserve our thanks and appreciation. We are very grateful for their continued work and support."*

Another partnership was formed with Capital Integral Charitable Foundation (CICF) as a six-month pilot with the goal of improving the lives of children and their families, particularly those in marginalized communities in Ottawa.

CICF is a foundation focused on supporting families to address food security. They wished to broaden their community outreach and support and approached the Ottawa Police Service to participate in distributing gift cards to families in need.

Community Police Officers and the Ottawa Police Hoopstars helped the Neighbourhood Resource Teams deliver the program.



On August 3, the Suburban West Neighbourhood Resource Team was called to a residence off Jockvale Road about a stolen bike. They learned the owner was an eight-year-old boy who was gifted the bike earlier this year through the charity Big Give, following a family tragedy. After searching for the boy's bike without success, they decided to replace the bike, complete with a helmet, lock, bell and light and were excited to deliver it to him the next week.



# ADULT PRE-CHARGE DIVERSION



In late 2022, the Ottawa Police Service (OPS) began a one-year pilot to enhance referrals for vulnerable individuals through its partnership with the Elizabeth Fry Society of Ottawa (made possible via the Ministry of Attorney General’s Direct Accountability Program (MAG-DAP)).

To date, the Adult Pre-Charge Diversion pilot has made significant strides in terms of diverting a number of individuals away from the criminal justice system and, instead, directing them to other services that are better able to address root cause issues.

According to MAG-DAP’s Program Coordinator, “the OPS is tops within the province” in terms of the number of individuals it has referred for adult pre-charge diversion. As well, other police services have sought ‘Best Practice’ information from the OPS in hopes of emulating its program.



# DATA ANALYTICS PROJECT

The Ottawa Police Service (OPS) strives to be a trusted partner in community safety. Being transparent and accountable is fundamental to building public trust. The sharing of data can demonstrate that transparency and foster accountability.

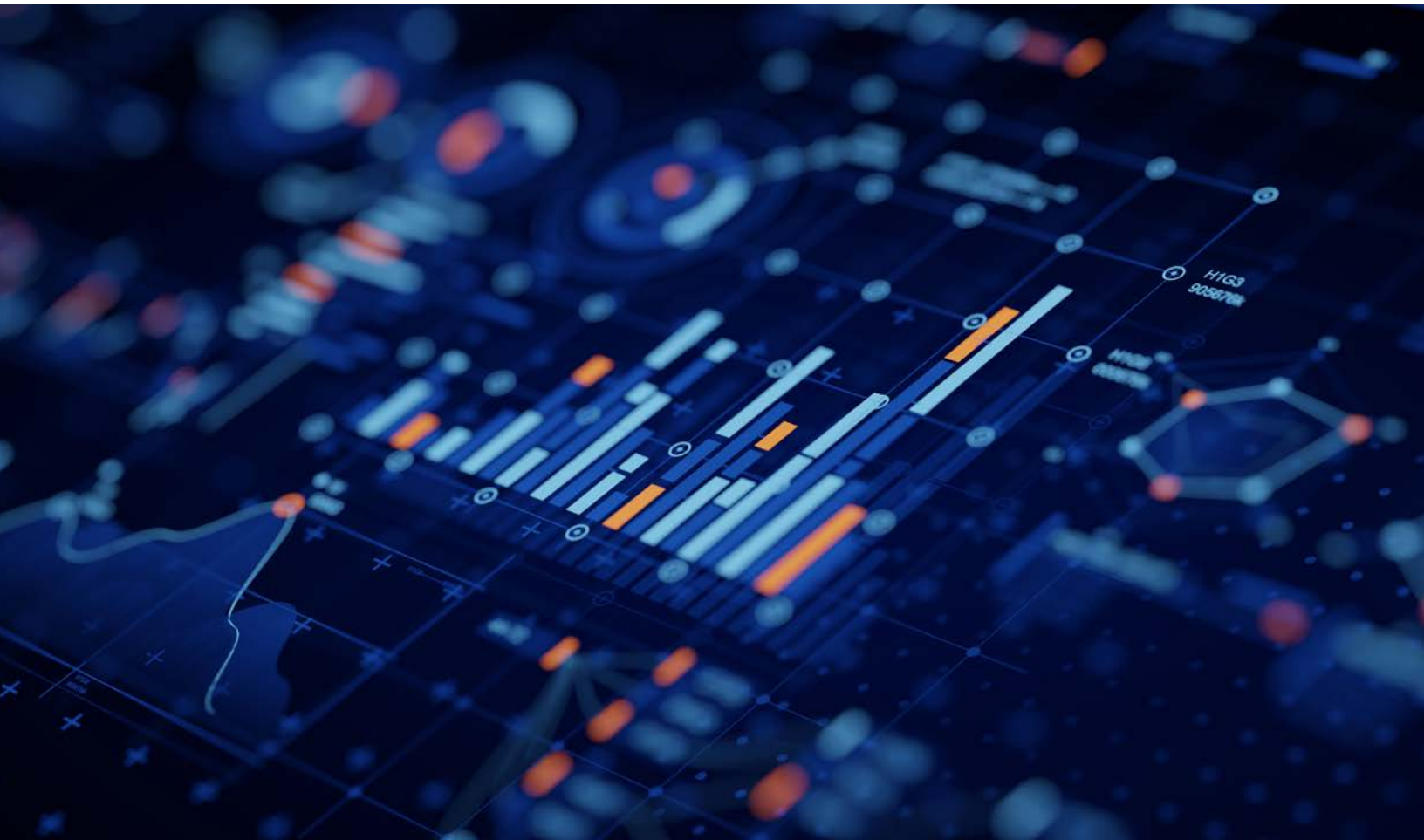
In 2022, the OPS made key advancements toward developing a data analytics project, the goal of which is to provide timely, accurate information to the public, the Ottawa Police Services Board, and OPS members and leaders. OPS data development and analytics will foster data-informed optimization across the Service and improve public transparency and accountability.

We are working to make data analytics meaningful, accessible, actionable, and relevant.

Some of the highlights of 2022 include:

**Race and social identity:** Our approach to data analytics includes developing a community-led race and social identity data strategy. By identifying and monitoring racial and social disparities, the OPS will be better able to advance the fair treatment of everyone, build public trust, and address systemic racism.

**Interactive data tools:** We are laying the foundations for publicly available, interactive data. This foundational work includes investing in our data management tools and services, improving data quality, training our members in data analytics, and developing tools for interactive analytics and data visualization. This information will enable the OPS to build situational awareness (such as by mapping crime hot spots), understand policing and community resource distribution across space, and leverage locational technology to monitor and deploy resources.







SECTION 5  
**EQUITY, DIVERSITY,  
AND INCLUSION**



# EQUITY, DIVERSITY AND INCLUSION

The Ottawa Police Service’s continued and growing commitment to Equity, Diversity, and Inclusion (EDI) remained a priority throughout 2022 and is part of our overall approach to improved service delivery and member wellness. As our first EDI Action Plan drew to a close this past year, we focused on ensuring we had the foundational supports in place to affect future change – delivering on our initial commitments, assessing our progress to date, and identifying areas of opportunity to drive progress going forward.

With the 2021 hiring freeze lifted, we hired an additional 58 new recruits in 2022. Among the talented and well-qualified individuals invited to join the Service, 22 percent self-disclosed as women, 2 percent self-disclosed as Indigenous, and 38 percent self-disclosed as identifying with a racialized identity group. The newly hired sworn recruitment complement brings with them a wealth of education and experience, as well as diverse language skills.

In support of a more equitable workplace, the use of the Service’s customized EDI & Engagement Lens increased in 2022 as the benefits of applying the Lens to policies, projects, processes, and decision-making were realized. We also introduced two inclusive language guides in 2022 – one specifically focused on 2SLGBTQIA+ community inclusive language – and expanded on anti-Black racism training formerly delivered to members in leadership roles, offering the learning sessions to all OPS members this past year. We hosted our seventh annual Human Rights Learning Forum in December 2022, with the theme “A Healing Journey: Understanding the trauma of hate and bias” focused on greater understanding to impact positive change. Additionally, the Service continued to focus on member wellness, supporting the implementation of the new independent Safe Workplace Office, which was established as an impartial party to respond to workplace discrimination and harassment complaints.



Throughout 2022 we also continued to work closely with community partners to better understand and address issues and concerns, including engaging with stakeholders such as the Community Equity Council to develop the next iteration of our EDI plan – the DRIVE<sup>2</sup> Strategy.

The new three-year DRIVE<sup>2</sup> Strategy is a follow-up to our first EDI action plan and takes an even more targeted approach to action and delivering change. The Strategy was approved by the Ottawa Police Services Board in April 2023 and will serve as our roadmap for continued progress in the EDI realm. The DRIVE<sup>2</sup> Strategy embeds EDI as a shared responsibility across the Service and sets the organization in the direction of continued teamwork, growth, and progress. We are excited to continue this transformative journey and invite you to learn more at [ottawapolice.ca/DRIVETWO](https://ottawapolice.ca/DRIVETWO).





# ASSISTANCE TO VICTIMS OF CRIME

## Indigenous Strategy and Working Group

The Ottawa Police Service has worked hard to improve relationships and continues to seek ways to improve service delivery to Indigenous communities by gaining a better understanding of their needs and concerns, building relationships with key partners, and co-developing a strategy and plan. Specifically, a work plan was developed at the Indigenous Women's Safety Table, which included an educational session for 25 frontline Ottawa Police members on real-life scenarios and interactions between police and Indigenous members. Elders and researchers were present, along with professional development staff to ensure that the lessons learned would be incorporated into training for the entire Service.



Annie was a prominent artist from Kinngait, Nunavut, who lived in Ottawa prior to her tragic death in 2016.

Her artwork and life story are reminders of our collective colonial history and the need to consistently work toward inclusion and reconciliation.

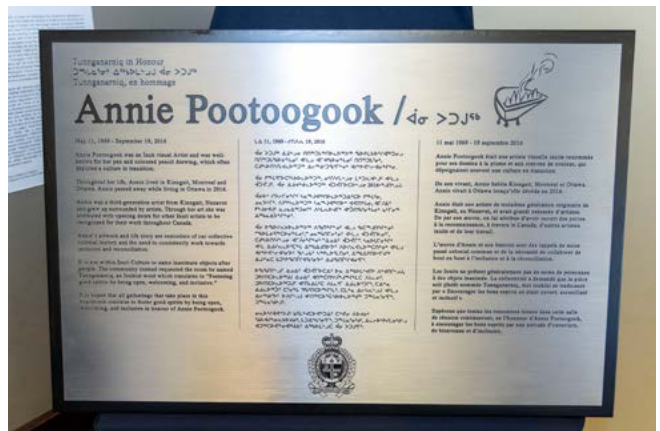
The naming of the room was achieved through the culmination of learning, understanding, and through the building of relationships that have been fostered over time between the Inuit community and the OPS after a strained relationship following Annie's death.

To commemorate International Inuit day, we were honoured to be joined by members of Ottawa's Inuit community for a special plaque unveiling ceremony to commemorate the newly named boardroom.

The word Tunnganarniq, (Toon-ga-nar-neeek) translates to "Fostering good spirits by being open, welcoming, and inclusive."



The Executive Boardroom at 474 Elgin Street was renamed in 2022 to the Tunnganarniq (Toon-ga-nar-neeek) Boardroom in honour of Annie Pootoogook.





## Violence Against Women

Ending the epidemic of violence against women is a priority for the OPS. We recognize that the best way to serve and support victims is by listening, continually improving our services and supporting external agencies to ensure victims receive the assistance they need.

The community is and must be an active partner in these efforts. We thank all of the partners who have worked with us.

The Ottawa Police Service has also benefited from the work of Melanie Winwood, our Senior Advisor for Violence Against Women.

We saw continuous improvements in police response to violence against women, intimate partner violence, gender-based violence, sexual violence, and human trafficking.

We strived for improved community trust, especially with VAW advocates and community partners, such as those represented at the Indigenous Women's Safety Table and the VAW Advisory Committee.

We commit to continue working with the community to identify and develop strategies to address challenges that impact public trust, such as investigative delays.

### ***Intimate Partner Violence***

In collaboration with recommendations made by Ottawa's frontline violence against women (VAW) workers and advocates, the Ottawa Police Service changed the name of the Partner Assault Unit to the Intimate Partner Violence Unit in 2022. We know that language matters, particularly regarding education and support. It is why we are also incorporating terms like femicide in our communications and our internal conversations.

By changing the name of our response unit and using the term 'intimate partner violence,' we recognize that abuse goes beyond physical assault. We are hopeful that anyone experiencing intimate partner violence will feel comfortable coming forward if they recognize that they're in an unhealthy relationship.

We understand that women and other vulnerable groups associate VAW-related issues as strictly physical because of the use of words like 'assault.' It's important to make a distinction that domestic abuse can include anything from coercion, threats, criminal harassment or even controlling behaviours.

The Ottawa Police Service is committed to helping and supporting victims and survivors of violence and abuse. Still, despite those ongoing investments, violence against vulnerable populations remains one of the most common forms of police-reported crimes in our city and across the country.

If you, or someone you know, is experiencing abuse, you can contact our police reporting unit by dialing 613-236-1222, extension 7300. If it is an emergency, please dial 911 right away.

### ***White Ribbon Campaign***

In November 2022, the Ottawa Police Service participated in the White Ribbon Campaign. This campaign aims to engage men and boys in the conversation of ending violence against women and girls and toxic masculinity, challenging male stereotypes and changing the current culture. Over 250 male members wore the white ribbon to show their support and engagement in ending all forms of gender-based violence.



# MENTAL HEALTH RESPONSE

In 2021, the Ottawa Police Service welcomed the discussion in the community that recognized that mental health is a complex issue. We committed to a community-led and co-developed approach to determining the best way forward through its support and participation in the Ottawa Mental Health Guiding Council which continues to develop a strategy to respond to mental health crisis.

## Community Engaged Response Project

The Community Engaged Response Project, (formally the Call Referral Project), was initiated in 2022 to develop a better way of triaging calls by determining which calls, if any, the OPS can refer to alternate service providers. The project also aims to improve responses to persons with perceived mental health issues through supporting the development of alternative response methods while maintaining alignment with legislative responsibilities to uphold public safety and security. So far, the project has determined the current state of referrals through a phone call review that provided improved insight into the source of calls for service, the actions taken, and the reasons a police response was generated. An environmental scan explored alternative responses by other police services and communities. This important work has allowed the Ottawa Police Service to build relationships with community partners through ongoing and continued support for a community-developed solution under the Guiding Council.

## Careful consideration

In April 2022, officers responded to a call from a social worker about a client who was in crisis.

The man had armed himself with a knife and had barricaded himself in his home, refusing to go to the hospital for help.

Frontline patrol, in coordination with the Tactical Unit and OPS negotiators, talked with the man and listened to his story, finally getting him to come out of his home and relinquish the knife.

He was later taken to hospital.

These types of calls happen every day. It is the officer's ability to be patient and compassionate, and to communicate and hear the person's story that leaves the greatest impact.

The OPS is committed to developing alternative solutions for those in mental health crisis, to properly divert them away from the criminal justice system and get them the support and resources they need.

In 2023, the OPS will continue to work with community partners to develop a plan that will meet those needs, explore de-escalation and crisis intervention training, and determine the feasibility of having a mental health professional within dispatch operations.



# CRIME PREVENTION

The Ottawa Police Service's Crime Free Multi-Housing Program (CFMHP) and its Crime Prevention Through Environmental Design (CPTED) inspections work in tandem to enhance the safety of Ottawa's neighbourhoods.

This multi-faceted approach connects crime prevention officers with area landlords and property owners to provide assessments of their locations and offer recommendations on how they can improve the overall safety of their businesses and residences.

In 2022, the Crime Prevention team conducted 65 CPTED audits, met with 25 residents to provide guidelines on safeguarding their homes, and reviewed 45 CFMHP plans.

To expand the scope of education and awareness, the team developed a PowerPoint presentation that was shared with area landlords and businesses to help them make simple changes to enhance public safety. Throughout 2023, they are expanding the scope of that training to develop a more formalized online course and return to in-person sessions that had been put on hold due to the pandemic. The team also attended community Police Week events to answer direct questions from residents and provide information on crime prevention tools and best practices.

Members also attended training and gained Level 1 and 2 CPTED certifications at the National Institute of Crime Prevention in Florida.







SECTION 6  
**COSTS, PERFORMANCE AND  
ACCOUNTABILITY**

# COSTS, PERFORMANCE AND ACCOUNTABILITY

## Performance Measurement Framework

1. Reduce crime and victimization
2. Call offenders to account
3. Reduce fear and enhance personal security
4. Ensure civility in public spaces through neighbourhood problem solving
5. Use force and authority fairly, efficiently and effectively
6. Use financial resources fairly, efficiently and effectively
7. Ensure quality of service and customer satisfaction
8. Member engagement

As a way of demonstrating progress towards our mission, we have established a Performance Measurement Framework (PMF). The PMF is built on the work of Harvard Kennedy School of Government Professor, Mark Moore, combined with input from the Public Safety Canada's Economics of Policing Summit and the Citizen Advisory Committee.

This section provides residents with information on a range of indicators selected for their relevance to the citizens of Ottawa, various levels of government, and policing standards and practices.



# STRATEGIC DIRECTION FOR THE OTTAWA POLICE SERVICE 2019-2020



## SUPPORT OUR MEMBERS

- Optimize the frontline staffing allocation model
- Develop tools and processes that ensure equitable access to training and development opportunities
- Foster positive relationships with Associations (OPA, SOA)
- Continue to promote the Wellness Strategy to expand awareness (e.g., early intervention, peer support, fatigue management), and evaluate the Real You Program



## MODERNIZE THE WORK ENVIRONMENT

- Continue planning and development activities related to South Campus
- Implement the Technology Modernization Roadmap
- Prepare for Next Generation 9-1-1
- Explore opportunities to improve service delivery through back-office re-alignment and enhancements to online reporting
- Complete implementation of the radio project



## ADVANCE COMMUNITY POLICING

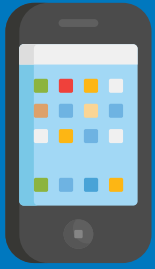
- Establish neighbourhood based problem solving teams to address local public safety concerns and enhance relationships with the community; and evaluate effectiveness of the approach
- Focus resources on addressing street violence, violence against women, and road safety
- Actively participate in Ottawa's Community Safety Well-Being Plan



## MAKE MEANINGFUL PROGRESS ON EQUITY, DIVERSITY & INCLUSION (EDI)

- Build a governance model and action plan
- Evaluate the effectiveness of external advisory committees (e.g., CEC, GLBT)
- Establish internal employee resource groups





Total calls received  
**1,069,643**



Entered in dispatch  
**346,143**



Number of calls requiring  
police presence  
**214,956**



Calls from members  
of the public  
**155,154**



Online reports  
received  
**24,397**



Proactive Calls Generated  
by OPS officers  
**59,802**

| Priority 1 | Priority 2 | Priority 3 | Priority 4 | Priority 5    | Priority 6 | Priority 7 |
|------------|------------|------------|------------|---------------|------------|------------|
| 1,792      | 28,596     | 56,872     | 226,179    | 4,658         | 26,745     | 1,281      |
| Emergency  |            |            |            | Non-Emergency |            |            |



**29%**  
of all Criminal Code  
Offences solved



**42,984**  
Criminal Code of  
Canada Offences  
(excluding traffic)

# CALLS FOR SERVICE

| TOTAL DISPATCH CALLS                         | P1 EMERGENCY CALLS                       | P1 RESPONSE PERFORMANCE (pct.pt)     | SERVICE TIME (HRS)                           |
|--|--|--------------------------------------|--|
| <b>2021: 337,200</b><br><b>2022: 346,000</b> | <b>2021: 1,470</b><br><b>2022: 1,650</b> | <b>2021: 93%</b><br><b>2022: 90%</b> | <b>2021: 314,000</b><br><b>2022: 339,000</b> |
|  |  |                                      |  |

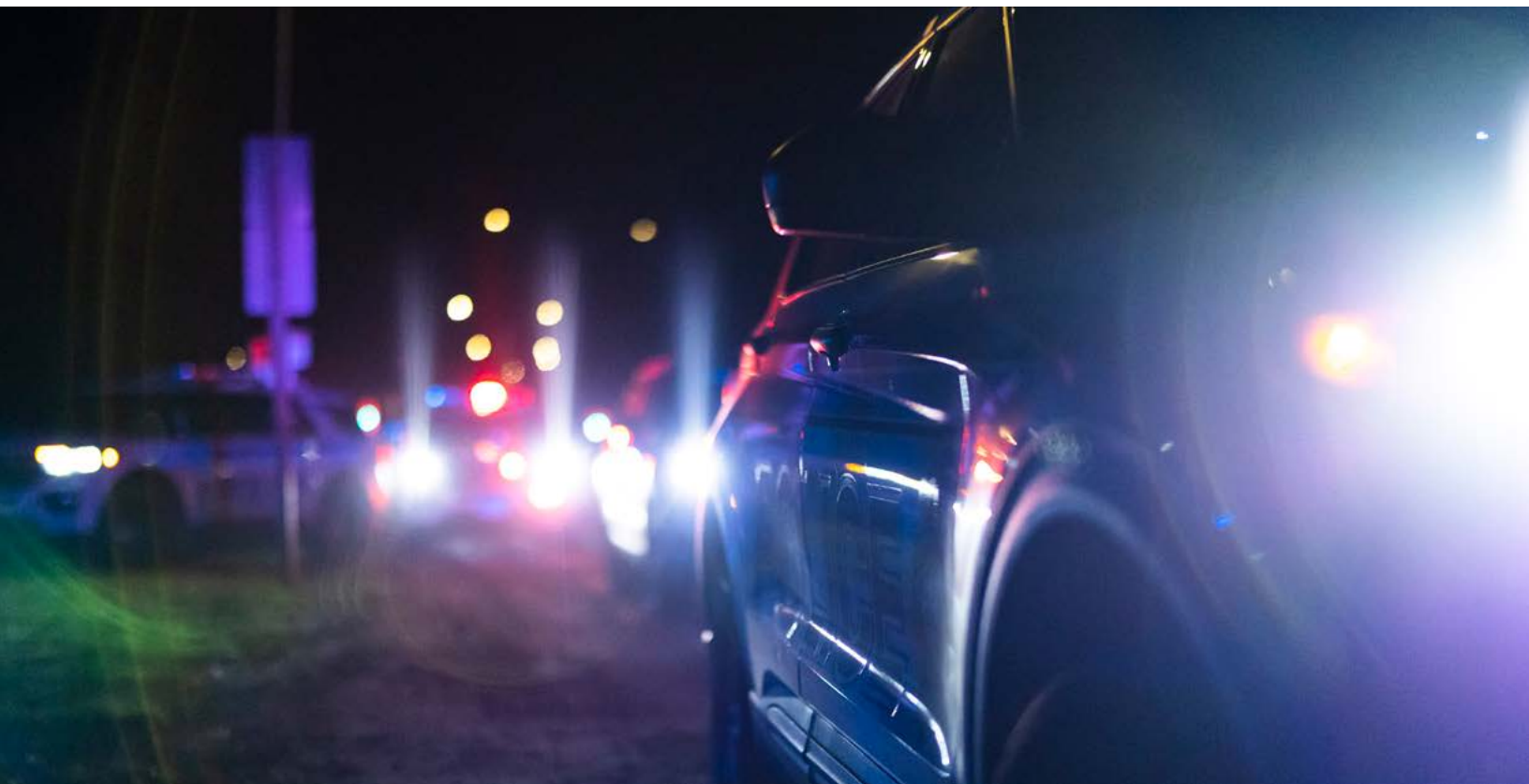
In 2022, the Ottawa Police Service received approximately 346,000 calls for service and 24,000 online reports, representing a 3 percent increase in demand for service compared to 2021.

Of these calls, police officers were dispatched to approximately 215,000 incidents, which is roughly on par with the previous year, and which represents on-scene police presence in approximately 62 percent of calls entered into the computer-automated dispatch (CAD) system.

In 2022, 1,650 CAD calls were categorized as Priority 1, an increase of 12 percent from 2021. Calls are identified as Priority 1 when there was an imminent threat to life; actual or potential danger for bodily injury or death; or crimes in progress or imminent. Police arrived on scene within 15 minutes to P1 calls 90 percent of the time last year, a decrease of 3 percent from 2021.

Service time refers to the cumulative amount of time (in hours) that officers spend responding to and dealing with calls for service from the public. The service time metric is used for operational planning and the deployment of personnel. In 2022, service time increased by 8 percent to approximately 339,000 hours. The service time in 2022 was 11 percent higher than the five-year average of 305,000 hours.

*\*These data were presented to the Ottawa Police Services Board in Quarterly Performance Reports.*



# COST OF POLICING

Typically, the OPS manages operational risks and pressures internally year-over-year through management interventions and revenue offsets. Historically, the OPS has managed less than \$10M in pressures, however in 2021, the OPS managed an unprecedented \$21.2M in risks and pressures. This above average pressure level continued again in 2022 resulting in \$16.8M of expense pressures and revenue shortfalls.

The increased attention to events and demonstrations, broader economic instability, and the requirement to meet a \$7.05M efficiency target, required the OPS to leverage several management interventions in 2022 to balance its budget.

Most of the solutions identified are one time in nature and aren't anticipated to be available in future budgets. Management interventions actioned included a discretionary spending freeze and line-by-line budget reviews with each Directorate.

There were savings found in salary and wages from a significant number of vacancies due to the recruitment freeze in 2021 that resulted in OPS starting 2022 under complement when historically the OPS starts the year over complement to account for retirements that typically occur in the first quarter of the year. This issue was compounded with the illegal protest that required the whole service to focus almost exclusively on that event. When the OPS did turn its attention to recruitment, the labour market was tight, and consequently the OPS ended the year in 2022 slightly under complement.

The Federal administration payments that are part of the National Capital Extraordinary Policing Contract with Public Safety Canada will aid in providing relief to any year-end pressures since the agreement will cover corporate administrative costs.

The aforementioned factors may lead to the assumption that OPS has flexibility annually when, in fact, once all vacant positions are filled, the OPS will have limited flexibility in future budgets to absorb pressures.

The police tax levy reflects the costs which are under the Board's control as well as those that are not but are required for tax-related purposes. With regards to the budgets that were under the control of the Board, the OPS ended the year in a surplus

position of \$0.4M. For the items that aren't under the control of the Board, a surplus of \$0.679M million was recorded in these tax-related accounts due to the police share of remissions and supplementary assessments. These tax-related accounts are budgeted and managed by City staff. As a result of the above, the total Police Services budget was in a total surplus position of \$1.1M for 2022.

The list of pressures and solutions in the fourth quarter financial report are as outlined in Table 1 followed by corresponding notes.

## Cost of Policing

2021: \$337.7 M

2022: \$343.9 M



# CHANGE IN EXPENDITURES, BUDGET AND ACTUAL, 2018–2022

The actual expenditures for 2022 were below the budgeted amount of \$343.9 million, by \$0.4 million, with actuals of \$343.5 million. This is an increase of 1.72 percent over 2021.

For more information on the OPS budget, please visit [www.ottawapolice.ca](http://www.ottawapolice.ca) or to access the 2022 Annual Financial Report please visit [ottawapoliceboard.ca](http://ottawapoliceboard.ca).

## **Pressures**

### **a) Non-Discretionary Operational Pressures**

The OPS identified pressures throughout the year related to non-recoverable overtime for policing events and demonstrations, inflation, legal settlements, WSIB claims, and a job evaluation settlement. These major pressures have been refined based on the fourth quarter data and are as follows:

- 1) \$6.0M - Job evaluation settlement payment
- 2) \$3.0M - Legal claims & settlements
- 3) \$2.8M - Non-recoverable overtime for policing events and demonstrations
- 4) \$1.2M - WSIB
- 5) \$0.6M - Fleet fuel

### **b) Revenue Pressures**

During the pandemic the OPS experienced a shortfall in anticipated revenues resulting in additional operational pressures. These revenue losses included the elimination of fees for all volunteer background checks, reduced recovery from policing contracts at the airport, from red light cameras, and from false alarm revenue shortfalls.

### **c) Pandemic Expenses**

The OPS experienced expenditure pressures due to the ongoing pandemic. This pressure includes the purchase of additional PPE and enhanced cleaning protocols implemented to protect members and the public.

## **Identified Solutions**

### **d) Federal Funding and other revenue**

The Federal Government, through Public Safety Canada, is expected to reimburse the OPS for costs incurred from policing the illegal protest as well as other large demonstrations that have occurred in 2022 and that are in keeping with the grant agreement. The OPS also experienced a surplus of \$0.5M from the paid duty program in 2022 as more paid duties were required than were budgeted for.

### **e) Vacancy Savings**

The OPS commenced fiscal year 2022 under complement due to the hiring freeze that was implemented throughout 2021. The hiring freeze, in addition to regular attrition and the illegal protest in the first quarter of 2022 resulted in a higher number of vacancies than usual, a diminished recruit pool, and delayed the recruiting and hiring efforts of the OPS. In 2022, the hiring freeze was cancelled and, as a result, the OPS worked diligently to hire the required new recruits in 2022.

On the civilian side, the OPS dealt with high vacancy numbers due to the very competitive labour market and record low unemployment numbers. Throughout the year work was underway to staff these vacancies, but efforts have taken longer than is typical and have, again, resulted in unanticipated savings through extended vacancies.

The OPS recognized \$6.3M in savings in 2022 because of the vacancies.

## f) Management Interventions

Considerable management interventions have been implemented in the past to manage the OPS budget and continued in 2022. These interventions included:

- \$1.9M from discretionary spending freeze in services, supplies and equipment-related costs; and
- \$0.6M from a mission-critical travel order.

## g) Non - Departmental Tax Related Accounts

Police costs and revenues have been separated into a singular city-wide police tax levy for many years. The police tax levy reflects the costs which are under the Board's control as well as those that are not but are required for tax-related purposes. In 2022, a surplus of \$0.679 million was recorded in these tax-related accounts due to the police share of remissions and supplementary assessments. These tax-related accounts are budgeted and managed by City staff. The OPS and the Board have no control over this aspect of the police tax rate.



# GRANT FUNDING PARTNERSHIPS

In 2022, the Ottawa Police Service secured more than \$67.27 million through government partnership. These are outlined in the table below.

|  |  |
|--|--|
| <p><b>Provincial Strategy for Protecting Children from Sexual Abuse and Exploitation on the Internet</b><br/>\$432,467</p>   | <p><b>Reduce Impaired Driving Everywhere (RIDE)</b><br/>\$50,990</p>   |
| <p>Funding from the Ministry of Community Safety and Correctional Services for specialized investigative teams to investigate cases of online child-luring and identify their victims.</p>   | <p>Annual funding from the Ministry of Community and Correctional Services to conduct year-round RIDE spot checks and enhance measures to counter impaired driving, such as additional enforcement on roadways, waterways and trails.</p>  |
| <p><b>Department of Justice – Victims Fund Human Trafficking programs</b><br/>\$91,134</p>   | <p><b>Proceeds of Crime CISO Law Enforcement Grant (PESEDP)</b><br/>\$87,305</p>   |
| <p>The Department of Justice administers the Victims Fund, which allows provinces and territories and non-governmental organizations to request funding to enhance services victims. It also provides financial assistance to victims of human trafficking in certain circumstances.</p>                               | <p>Funding from the Ministry of Community Safety and Correctional Services to support local efforts of Ottawa Police Service to address serious and organized crime.</p>   |
| <p><b>Youth in Policing Initiative (YIPI)</b><br/>\$107,978</p>  | <p><b>Community Safety and Policing (CSP)</b><br/>\$5,290,083</p>  |
| <p>Funding from the Ministry of Children and Youth Services that provides high-school students ages 15 to 18 with summer and winter employment opportunities within the Ottawa Police Service. These youth enhance police community relations while developing job skills that could lead to a career in policing.</p> | <p>Funding from the Ministry of the Solicitor General that supports the Strategy for Community Safety and Policing. Two initiatives are supported;</p> <ul style="list-style-type: none"> <li>- Advancing Community Policing</li> <li>- Advancing Traffic and Road Safety</li> </ul> |



**Court Security Prisoner Transport (CSPT)****\$4,227,731**

This provincial subsidy from the Ontario Municipality Partnership Fund (OMPF) offsets municipal expenditures for providing security at provincial courts and for transporting prisoners.

**Federal Support for Extraordinary Policing Costs in the Nation's Capital****\$54,127,867**

The NCEPC program provides a platform for the OPS to recover costs of performing policing services directly related to Ottawa being the Nation's Capital. This 5 year agreement provides for a maximum recovery of \$14.25M over its' term. The program cap has been set at \$2.25M 2020/21 and \$3M per 12 month period for 2021/22 to 2024/25. During 2022, there were unprecedented events in the Capital, including various demonstrations and protests and increased staffing needs at annual events, such as Canada Day. Therefore, there was a significant increase in policing costs and Federal support to recover these extraordinary costs.

**Ontario Strategy to end Human Trafficking****\$251,282**

Ontario's Strategy to End Human Trafficking, launched in 2016, aims to increase awareness and coordination, improve survivors' access to services and enhance justice-sector initiatives. The provincial funding is to assist with the Intelligence-Led Joint Forces Strategy (IJFS) project.

**Minister of Community Safety & Correctional Services - Gun Violence Suppression Strategy****\$2,000,000**

Funding from Minister of Community Safety and Correctional Services. Provincial funding to assist with the targeted strategy to combat an increase in gun violence in Ottawa.

**Community Safety and Policing (CSP) Grant - Call Referral Initiative****\$337,500**

Funding from the Ministry of the Solicitor General to support the Call Referral Initiative, in an effort to increase calls of a health, well-being, and social nature being referred to an alternate, more appropriate, service provider for response.

**Audit & Accountability Fund Project****\$270,000**

Funding to complete a service delivery review to identify opportunities for efficiency and to leverage technology to improve the QuarterMaster process. Also, to complete a system assessment of current de-centralized inventory and asset management processes across the Ottawa Police Services organization.

# COMMUNITY SATISFACTION

In 2022, the Ottawa Police Service (OPS) engaged an independent survey company to measure public perceptions of police. Advanis annually conducts national opinion surveys of Canadians over the age of 18 regarding perceptions of local police. Their core survey questions, which Public Safety Canada has validated, are supplemented with questions specific to Ottawa. Their random sampling method ensures the response sample is weighted to population demographics. More than 2,200 individuals in Ottawa completed the survey between May and July.

Ottawa Police results were compared to other police services with populations over 900,000 and to historical OPS results, where possible.

A key finding from the Advanis survey is that perceptions of police, in general, have worsened across the country. With respect to the OPS, perceptions of performance and service quality have also deteriorated since 2020. Just over half of the respondents (52%) were favourable of police, which is lower than in previous years and lower than favourable assessments in other large cities.




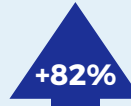
With regard to trust in police, among survey respondents, 41 percent reported very high/high trust, 31 percent moderate, and 28 percent none/little trust. These trust ratings are similar to the OPS 2021 Budget consultation (42% high, 30% moderate, and 29% low) but notably lower than the 2018 Budget consultations (56% high, 36% moderate, and 10% low). This suggests that trust in police has declined in recent years.

Respondents were asked about priorities for the OPS and the Ottawa Police Services Board for the next one to three years. The top five priorities were:

1. Reduce crime and disorder; improve public safety
2. Improve service delivery
3. Build trust with the community
4. Improve training and education
5. Improve accountability and transparency

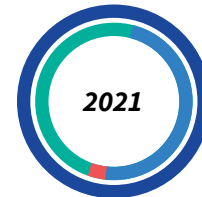






# PROFESSIONAL STANDARDS

| TOTAL NUMBER OF COMPLAINTS RECEIVED   | COMPLAINTS (CONDUCT) RECEIVED FROM THE PUBLIC   | CONDUCT COMPLAINTS RESULTING IN DISCIPLINE   | COMPLAINTS RESOLVED WITHIN YEAR   |
|---|---|--|---|
| <b>2021: 582</b><br><b>2022: 1,093</b><br> | <b>2021: 294</b><br><b>2022: 571</b><br> | <b>2021: 77</b><br><b>2022: 60</b><br> | <b>2021: 469</b><br><b>2022: 855</b><br> |





The Ottawa Police Service (OPS) values the trust and confidence of the public we serve and continuously strives to demonstrate a high level of duty of care when providing services. Oversight, accountability, and transparency are critical aspects of achieving and maintaining this trust and confidence. In addition to working closely with provincial oversight bodies such as the Office of the Independent Police Review Director (OIPRD) and the Ontario Special Investigations Unit (SIU), as well as the Ottawa Police Services Board, the Professional Standards Unit actively investigates public and internally generated complaints about officer conduct and the services we provide. Complaint resolutions may include discipline and, in appropriate circumstances, may also include alternative methods such as mediation, facilitated discussions, education and refresher training, and policy reviews. These alternatives facilitate better communication between the parties to a complaint and provide faster resolutions for matters less serious in nature.

## Complaints received, 2021-2022







|   |                                      |     |
|---|--------------------------------------|-----|
|  | Public Complaints (Policy & Service) | 29  |
|  | Public Complaints (Conduct)          | 294 |
|  | Chief's Complaints                   | 259 |
|  | Total                                | 582 |



|   |                                      |      |
|---|--------------------------------------|------|
|  | Public Complaints (Policy & Service) | 142  |
|  | Public Complaints (Conduct)          | 571  |
|  | Chief's Complaints                   | 380  |
|  | Total                                | 1093 |



|   |                                      |       |
|---|--------------------------------------|-------|
|  | Public Complaints (Policy & Service) | 43.4  |
|  | Public Complaints (Conduct)          | 392.8 |
|  | Chief's Complaints                   | 243.8 |
|  | Total                                | 680   |



## Comparison of Complaint Trends

| Complaint Type                       | 2021       | 2022         | 5 Year Average | Actual Change | Growth % 2021-2022 |
|--------------------------------------|------------|--------------|----------------|---------------|--------------------|
| Public Complaints (Policy & Service) | 29         | 142          | 43             | 113           | 390%               |
| Public Complaints (Conduct)          | 294        | 571          | 393            | 277           | 94%                |
| Internal (Chief's) Complaints        | 259        | 380          | 244            | 121           | 47%                |
| <b>Total</b>                         | <b>582</b> | <b>1,093</b> | <b>680</b>     | <b>511</b>    | <b>88%</b>         |

In early 2022, the illegal protest movement gave rise to a series of protests and blockades across Canada. Ottawa was hardest hit by this movement which resulted in an illegal occupation of downtown Ottawa and the Parliamentary Precinct and created policing challenges not seen in modern times.

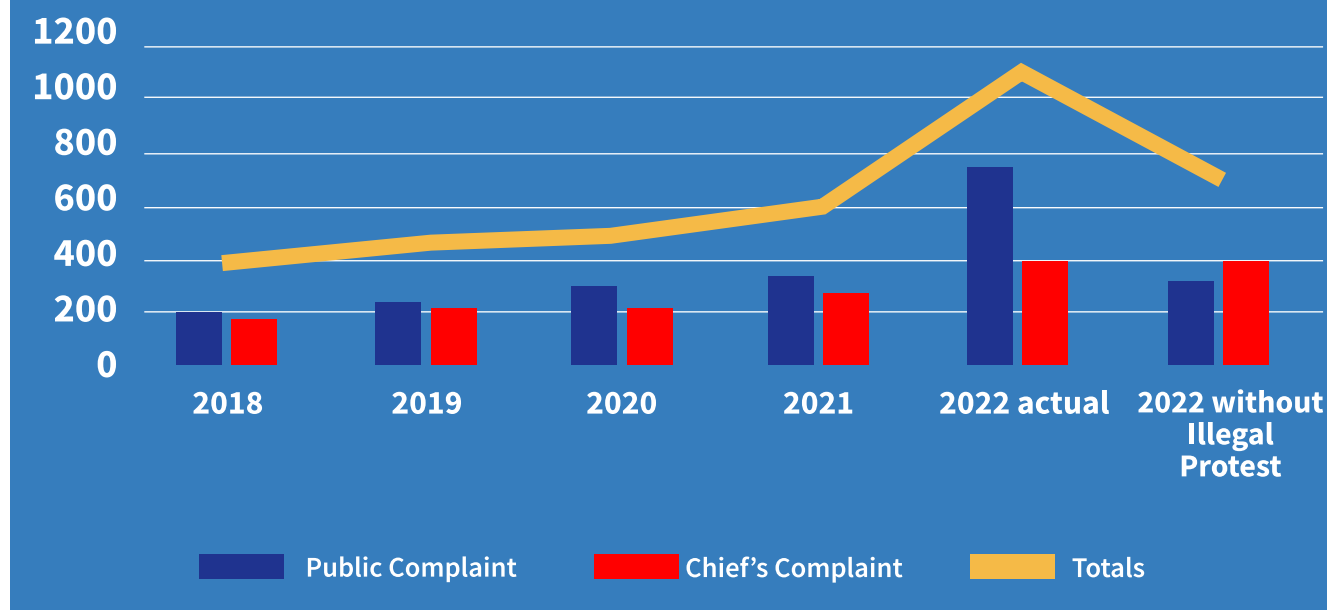
This significant event is directly responsible for a sharp increase in the number of Public Complaints directed at the OPS that was received by the OIPRD in 2022 (866), which was 516 more than they received in 2021 (350). Of the 516 Public complaints received by the OIPRD, 410 were attributed to the illegal protest, and 390 of those were screened out by the OIPRD. More than half of the screen-outs (199) were due to complaints made by complainants who were not directly affected by the incident or interaction.

There is a variance when comparing the total number of complaints received by the OIPRD and the total number received by the OPS Professional Standards Unit for investigation. This variance is normal and occurs due to Timing, Process and Jurisdiction issues. A brief explanation is included below, but a more fulsome explanation of the variance can be found on the comprehensive Professional Standards Unit – 2022 Annual Report on the Ottawa Police Services Board website.

- **Timing:** The date (or quarter) upon which a complaint is received by the OIPRD and then referred and received by the OPS for investigation.
- **Process:** Classification and categorization of complaint types.
- **Jurisdiction:** Certain complaints are not within the purview of Part V of the *Police Services Act* or the OPS Professional Standards Unit, such as complaints about a civilian member or complaints about a Chief or Deputy Chief, which are forwarded directly to the Ottawa Police Services Board.

Added together, public complaints (713) and internal complaints (380) totaled 1,093 in 2022, or an 88 percent increase over 2021 (582). By complaint type, this represents a 120 percent increase in public complaints and a 46 percent increase in internal complaints from 2021. However, when the 414 public and internal complaints attributed to the illegal protest are removed, we are left with 679 total complaints or an increase of 16 percent, which accords with the usual 5-year trend.

## 5 Year Comparison with and without Illegal Protest



Of the 713 public complaints in 2022, they were classified as follows:

- 142 were classified as policy or service complaints.
- 571 were classified as conduct complaints.

Further, of the 713 public complaint in 2022:

- 483 complaints were dismissed by the OIPRD on the basis they were determined to be frivolous, vexatious, over the six months limitation, or warranted no further action as they were not in the best interest of the public to proceed.
- 7 complaints were withdrawn by the public complainant prior to the complaint being screened by the OIPRD.
- 223 complaints were referred for investigation (72 withdrawn by complainant, 1 resolved through informal resolution, 7 closed as no further action as the complaint was amalgamated with another ongoing investigation, 22 were unsubstantiated, 1 resulted in informal discipline, and 120 complaints remained outstanding under investigation as of December 31, 2022).

Of the 380 internal complaints in 2022:

- 262 were resolved, and 118 were ongoing under investigation as of December 31, 2022. Of the resolved complaints, 1 resulted in a disciplinary hearing, 58 resulted in informal discipline, and 203 were unsubstantiated or resulted in no further action. Of the 58 internal complaints that resulted in informal discipline, 40 were the result of red-light camera infractions, 9 were the result of at-fault service motor vehicle collisions, and 6 were the result of Automated Speed Enforcement Cameras (ASEs), and 3 internal complaints resolved by informal discipline were for other forms of misconduct.

To review the full report, please visit the Ottawa Police Services Board website. Further information on all PSU activities and how to make a complaint can be accessed at [ottawapolice.ca](http://ottawapolice.ca).

# ANNUAL REPORT: REGULATED INTERACTIONS

The number of regulated interactions for the sixth annual Ottawa Police Service report is consistent with the totals across the province.

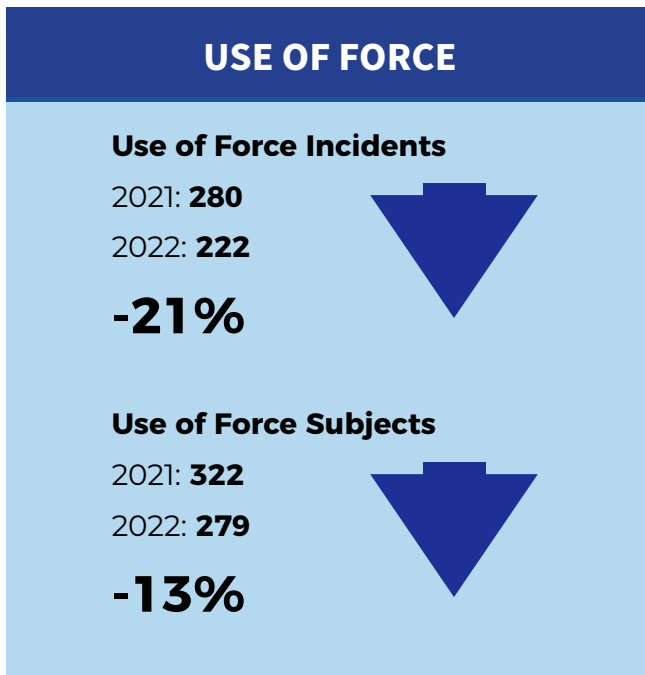
We are committed to professional and equitable policing. We will continue to work together with the community to ensure policing is without discrimination and done in a way that promotes public confidence and protects human rights.

View the full report to the Ottawa Police Services Board at [ottawapoliceboard.ca](http://ottawapoliceboard.ca).





# USE OF FORCE



The *Police Services Act* (PSA) sets out the requirements in relation to Use of Force, including approved weapons, training, reporting, and technical specifications for available Use of Force options. In accordance with the PSA, officers are required to submit a Use of Force Report when a service member:

- Draws a handgun in the presence of a member of the public, points a firearm at a person or discharges a firearm;
- Uses a weapon other than a firearm on another person; or
- Uses physical force on another person that results in an injury requiring medical attention.

The Professional Development Centre is responsible for ensuring that all sworn members are trained and certified in Use of Force. This also includes monitoring qualification status, reviewing each Use of Force Report, and reporting annually. All new recruits receive extensive Use of Force training, with a strong focus on communication and de-escalation techniques. OPS members must also participate in an annual full-day Use of Force requalification, which includes communication, de-escalation, and appropriate responses to people in crisis and mental health distress.

In 2022, OPS officers were dispatched to almost 215,000 calls. About 5 percent of these calls resulted in either an arrest (8,747) or a Mental Health apprehension (2,064). Officers used force in a total of 247 incidents. Of these, 24 were incidents in which police used their weapons on an animal, primarily to end the suffering of an animal involved in a motor vehicle accident. One incident was an unintentional discharge which resulted in no injuries. Thus, there were **222 incidents** in which OPS officers used force on one or more individuals. Of these incidents, 52 were for Mental Health apprehensions, 20 for weapons or firearm-related calls, 17 for assault police officer, and 16 for assault with a weapon.

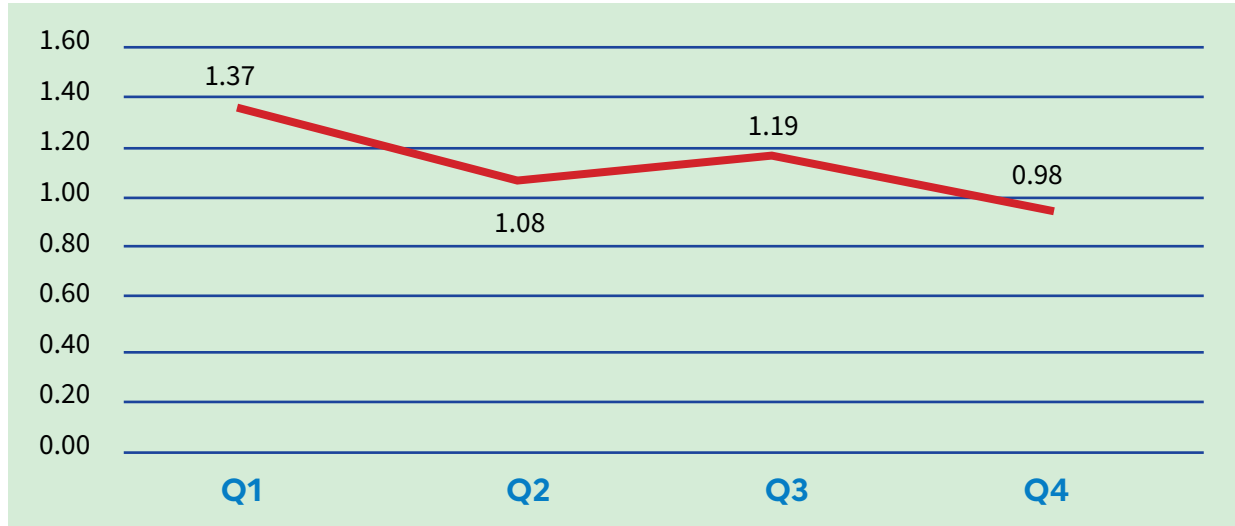
Overall, police Use of Force incidents are trending down. In 2020, officers used force an average of 1.58 times per thousand dispatched calls. In 2021, there were 1.27 use of force incidents per thousand dispatched calls. In 2022, there was an average of 1.16 incidents per thousand dispatched calls. Within the year, the number of use of force incidents also trended down.

Officers use the Ontario Use of Force model to continuously assess each situation and select the most reasonable option for a given point in time. Police officers have a responsibility to use only the level of force reasonably necessary to bring an incident under control effectively and safely. Police officers report the type of force used in an incident and whether it was effective. In a single incident, one or more officers may use one or more types of force. As such, while there were 247 incidents in 2022 in which force was used on a member of the public, a total of 483 types of force were reported.

In 2022, the number of times every category of type of force was used decreased, with the exception of pepper spray (used in 4 situations compared to once in 2021) and 'other' force types (used in 9 situations compared to once in 2021). Other force types include a less-lethal weapon that fires plastic munition, police dogs, pepper ball, and distraction device.

Similar to 2021, handgun drawn and handgun pointed were the most frequent types of force used by officers (27% and 21% respective in 2022; 34% and 17% in 2021)

## Use of Force Incidents per Thousand Dispatched Calls



## Type of force used on subjects in 2022

| Force Category                        | Type of Force  | 2021           | 2022           | Change 2021-2022 | Change 2021-2022 |
|---------------------------------------|--|----------------|----------------|------------------|------------------|
| Aerosol Weapon                        | Aerosol (Pepper Spray)                               | 1              | 4              | +3               | +300%            |
| Physical Control                      | Soft empty hand                                      | 38             | 27             | -11              | -29%             |
|                                       | Hard empty hand                                      | 28             | 21             | -7               | -25%             |
|                                       | <b>Sub-total physical control</b>                    | <b>66</b>      | <b>48</b>      | <b>-18</b>       | <b>-27%</b>      |
| Impact Weapon (Baton)                 | Soft impact weapon                                   | 3              | 1              | -2               | -67%             |
|                                       | Hard impact weapon                                   | 1              | 3              | +2               | +200%            |
|                                       | <b>Sub-total impact weapon</b>                       | <b>4</b>       | <b>4</b>       | <b>0</b>         | <b>0</b>         |
| Firearm                               | Rifle pointed  | 35             | 22             | -13              | -37%             |
|                                       | Handgun drawn  | 212            | 134            | -78              | -37%             |
|                                       | Handgun pointed                                      | 108            | 101            | -7               | -6%              |
|                                       | Handgun discharged                                   | 1 <sup>1</sup> | 3 <sup>2</sup> | +2               | +200%            |
|                                       | <b>Sub-total firearms</b>                            | <b>356</b>     | <b>260</b>     | <b>-116</b>      | <b>-27%</b>      |
| Conducted Energy Weapon (CEW) (Taser) | CEW demonstrated force                               | 118            | 76             | -42              | -36%             |
|                                       | CEW deployed   | 75             | 82             | +7               | +9%              |
|                                       | <b>Sub-total CEW</b>                                 | <b>191</b>     | <b>158</b>     | <b>-33</b>       | <b>-17%</b>      |
| Other <sup>3</sup>                    | Arwen, K9, Pepper bell, CS vapor, Distraction device | 1              | 9              | +8               | +800%            |
| <b>TOTAL</b>                          |  | <b>619</b>     | <b>483</b>     | <b>-136</b>      | <b>-22%</b>      |

<sup>1</sup> Note, in previous Annual Reports, the number of firearm discharges included use of firearms to put down a wounded animal. This report includes only incidents involving people.

<sup>2</sup> In 2022, 3 officers discharged their firearms when responding to the same stabbing incident that killed two women and injured a third. This incident was investigated and cleared by the Special Investigations Unit.

<sup>3</sup> Other weapon types: Arwen refers to a less-lethal weapon that fires plastic munition; K9 refers to police dog; pepper ball, CS vapor, distraction device

## Use of force subjects

Most Use of Force incidents involve one individual, but in some cases, there are multiple subjects. In 2022, there were 279 individuals involved in Use of Force incidents.

In 2020, the Ministry of the Solicitor General’s Office added the category of perceived race to the Use of Force form. Officers are required to report on their perception of the subject’s race when completing their Use of Force report. These data help ensure

public accountability and help to promote fair and equitable service delivery.

Two racialized groups are over-represented in Use of Force incidents. Black people were the most significantly over-represented at 2.9 times their share of Ottawa’s resident population. Middle Eastern people are also over-represented; 1.7 times what we would expect. Indigenous people were over-represented in 2021 Use of Force incidents, but not in 2022.

| Proportions of populations, by race, comparing Census data of residents to Use of Force subjects |                                   |                             |                             |
|--|-----------------------------------|-----------------------------|-----------------------------|
| Race Groups  | Ottawa Resident Populations, 2021 | Use of Force Subjects, 2021 | Use of Force Subjects, 2022 |
| White (n=166)*   | 68%                               | 52%                         | 60%                         |
| Black (n=65)   | 8%                                | 26%                         | 23%                         |
| Middle Eastern (n=28)  | 6%                                | 11%                         | 10%                         |
| Indigenous (n=5)   | 3%                                | 6%                          | 2%                          |
| East/Southeast Asian (n=5)   | 8%                                | 2%                          | 2%                          |
| Other Racialized (n=10)  | 7%                                | 4%                          | 4%                          |

\*n refers to the number of Use of Force incidents in 2022

The OPS is committed to working with our community partners to improve community safety and well-being by demonstrating a duty of care for all citizens. The Community Equity Council (CEC) has been instrumental in previous analysis and reporting. A fulsome report on all Use of Force incidents in 2022, including race and social identity analysis, will be completed with their guidance and input.

Finally, in response to previous recommendations, the Service has implemented various actions and measures to address Use of Force incidents:

- Co-development of a Use of Force review committee comprised of police and community members to review reports on police use of force incidents
- A new, diverse hiring class that is representative of our community; and
- An equity and race data specialist to continue previous efforts to increase reporting on police data and develop a race data collection strategy
- A community data hub designed for increased data transparency

Note: Data provided here reflects Use of Force reports received and reviewed by May 20, 2023. The OPS will table a full report of 2022 Use of Force incidents to the Ottawa Police Services Board in 2023.

### Did you know?

Less than 1 percent of calls for service received by the OPS are resolved with use of force. Almost all calls are resolved with officer presence and communication.

Communication and de-escalation techniques are central components of OPS Use of Force training and re-certification. De-escalation training assists officers in learning how to effectively respond to people in crisis and resolve situations without force.





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