

## Youth violence: The Ottawa Police strategy

By Dr. Xavier Plaus

Academic research in North America and abroad has shown that:

- about five percent of offending youths is responsible for more than half of serious violent juvenile crime;
- serious violent crime ... begins to increase at age 12; doubles between ages 13 & 14; continues to increase to a peak at ages 16 & 17; drops by half by age 18; and, continues to decrease through age 27; and
- a small group of young people committed their first violent offence before age 11, with 45 per cent continuing their violent careers into their twenties.

The *Review of the Roots of Youth Violence* published by the Ontario Government in 2008, identified a number of individual risk factors for youth violence including alienation and a deep sense of injustice, among others. The report also suggests the root causes of youth violence involve poverty, racism, family conflict, mental health, substance abuse, immigration, the justice system and the youth's community.



Photo credit: Constable Mahad Hassan

DART officers at annual Police Athletic League Basketball Tournament.

Clearly, the issue of youth violence is complex and requires a multi-agency, integrated approach to address the problem and police are but one of

many partners. As the Ottawa Police works with the community to address youth issues, it has adopted a Five Pillar approach focused on:

- Education, Early Identification, Early Intervention; and
- Suppression and Enforcement.

A major focus is on the early identification of youth at risk and helping those youth avoid a path of crime. For example, the Police Service collaborates with the Ottawa Boys and Girls Club to deliver the Youth Intervention and Diversion program, which incorporates restorative justice practices. As well, the Service's 24 School Resource Officers are well positioned to work with our education and community partners, and participate in Safe Schools initiatives. The Youth Section also supports a community initiative to pilot restorative justice in selected schools within the Ottawa Board of Education.

Looking forward, success requires a multi-pronged approach involving a continual investment in our youth. Coordinated efforts by community partners will yield substantial improvements in the quality of life of our youth to the benefit of society as a whole.

## Fraud: Awareness is prevention

By Staff Sergeant Leo Janveau and Sergeant Richard Dugal

Fraud is on the rise. The Ottawa Police Organized Fraud Section has experienced a steady increase in fraud complaints, with over 3,300 cases reported in 2008. Identity theft and the manipulation of financial instruments, such as credit and debit card skimming continue to be a growing concern.

Today's technology has greatly expanded opportunities for criminals to illegally make money or obtain property. They use the Internet and other electronic devices (email and phone) to operate scams and to illegally get personal or financial information. Criminals do this by stealing personal information (i.e. date of birth, social

insurance number, etc.) and using it for fraudulent purposes. Unlike other fraud schemes, individuals can unknowingly become a victim of identity theft through no fault of their own.

It remains challenging for police services to keep pace with the rapid technological changes and innovative schemes to defraud its citizens. To combat this problem, Ottawa Police uses an intelligence-led approach that focuses on improving information sharing. Ottawa Police work with financial institutions, government agencies, and other police services to ensure fraudsters do not operate with impunity in this often borderless crime.

Without public vigilance, fraud will continue to be profitable for criminals. Everyone can do their part to prevent



Photo credit: Clint Eastop

### Top five fraud scams:

1. Identity theft
2. Credit and debit card skimming
3. Bogus forged cheques
4. Money wiring scams
5. Internet and phone based frauds

fraud ... it starts with awareness of the types of scams, and reducing the chances of becoming a victim. The Ottawa Police Service has created a web page to help citizens educate themselves on identity theft and fraud. Please visit [ottawapolice.ca](http://ottawapolice.ca) for information on the different types of scams, tips on how to avoid becoming a victim, as well as

links to available resources. March is Fraud Prevention Month in Canada and around the world, and education is the key to prevention: **Recognize it; Report it; and, Stop it.**



Photo credit: Sun Media Corp.

Chief Vern White on ride-along with media.

## A safer tomorrow

I am pleased to highlight the great work done by our civilian and sworn members over the past year. We have continued to embrace the challenge of working together to build a safer community and one that we can be proud to call home.

Beyond our daily policing activities, your Police Service invested in a fundamental review of the way we do business. The Strategic Deployment Project examined how we use our patrol and district resources to put the right people, at the right place, at the right time. Street crime continues to be a major concern for the citizens of Ottawa. To counter this criminal activity, we put in place the Guns and Gangs Unit focusing on gang activity; the Street Crime Unit concentrating on the drug trade in the downtown core and in communities across the City; and, Foot Patrols to create a personal presence that can respond to community needs.

Policing is not limited to enforcing the law, but also preventing crime and assisting victims of crime. The Ottawa Police Service strives to protect the vulnerable in our community. Together with a variety of community partners, we deliver early intervention, education, diversion and restorative justice programs for youth. After extensive

lobbying, the announcement by the Province to build a residential drug and alcohol treatment facility for young people is indeed welcome, and will give those with addictions a chance to escape the vicious cycle of drugs and crime. It will also assist in reducing crime – studies have shown that drug addicts will commit up to eight crimes a day to support their habits.

Being a victim of a crime can be traumatic and can have significant personal and financial ramifications. The Ottawa Police supports and will continue to assist victims of crimes, whether it be family violence, elder abuse, or the increasing and complex fraudulent crimes, such as identity theft.

The safety and security of Ottawa depends on everybody. By working together and caring for the well-being of our fellow citizens, all of us build a community we can be proud to call home, and one that will be safer tomorrow than yesterday.

Sincerely,

Vern White  
Chief of Police

## A focus on community engagement and strong governance

On behalf of the Ottawa Police Services Board, I am pleased to welcome you to the annual report of the Ottawa Police Service and share with you some of the activities of the Ottawa Police Services Board in 2008.

A highlight for the Board over the past year was its focus on community engagement and outreach. In February the Board introduced a multi-pronged Community Engagement Strategy designed to enhance awareness and understanding about the Board and its role, and to build better relations with key partners and the community in general. One of those initiatives was the publication of a quarterly newsletter called Board Matters; copies are available online at ottawapolice.ca should you wish to learn more about the Board, its members and some of its key responsibilities. I would like to thank my Board colleagues for their valuable contributions and diligent efforts throughout what proved to be an exciting year of new initiatives, and extend best wishes to my successor, Councillor Eli El-Chantiry, who will be serving as Chair in 2009.

The Police Services Board continued its pursuit of excellence throughout 2008 with an emphasis on strong accountability mechanisms and best

practices in governance practices and policies. It also successfully met its provincially legislated responsibilities in ensuring the delivery of adequate and effective police services in the City of Ottawa.

As we move forward to meet new challenges, please be assured that the Ottawa Police Services Board will continue to ensure that residents and visitors to this City are served by a police service that is held to the highest standards, and that the dedicated members of the organization have the support and tools they need to meet continually expanding demands.

I wish to conclude by extending our gratitude and appreciation to the uniformed and civilian members of the Ottawa Police Service for their constant professionalism, compassion and dedication. We can all be very proud of our Police Service and the men and women who work so hard every day to improve the quality of life in our City and ensure we have a safe community in which to live and work.

Sincerely,

Henry Jensen, Chair,  
Ottawa Police Services Board (2008)



Photo credit: Bryan McNally

**2008 Ottawa Police Services Board.** Front row from left to right: Des Doran; Executive Director; Wendy Fedec; Chair; Henry Jensen. Middle: Vice Chair; Jim MacEwen; Eli El-Chantiry; Bob Monette. Back row: Maria McRae; Diane Guilmet-Harris.

## Protecting vulnerable members of our community

By Detectives Christina Wolf  
and Brenda McGillvray

Elder Abuse is a community concern that is expected to rise over the coming years. By 2031, it's anticipated that one in four persons living in Ottawa will be over 65 years of age, with the largest group between 79 and 84.

In preparation for this demographic shift and recognizing the need to provide a specialized police response to victims of this form of abuse, the Ottawa Police Service created an Elder Abuse Section in January 2005.

The Section's primary mandate is to investigate all allegations of abuse involving a relationship of trust and/or dependence between the victim and their abuser. The abuse may be physical, financial, emotional or neglect, or a combination of any of these. Since its inception, the Section has investigated 548 reports of abuse, made 69 arrests and laid 660 charges.

The unit's secondary mandate is to provide education to seniors as well as caregivers and other professionals who deal with seniors on a day-to-day basis, such as banking personnel, healthcare staff, the clergy, and social workers. Equipping others with the tools to properly detect signs and symptoms of abuse, to recognize and eliminate barriers associated with reporting it to police, and to simply understand

*"It is unfortunate that as Canadians we need people like you to do the work that you do on behalf of our seniors. It takes very special people to do what you do. I thank you very much."*

– Patti Kennedy,  
Extendicare Ottawa

how the community and police can work together, will go a long way to combating abuse against some of our most vulnerable seniors.

Starting with a single investigator, the Section is currently comprised of a Staff Sergeant and two full time investigators who work closely with the Ottawa Police Victim Crisis Unit (VCU) and often collaborates with the Council on Aging of Ottawa (COA) on a number of community initiatives. The Section actively partners with other community stakeholders such as the Community Care Access Centre, Office of the Public Guardian and Trustee, Elder Abuse Response and Referral Service, and the Ministry of Health and Long Term Care. Examples of recent successes are the development of a resource directory for seniors, as well as a training tool for front line police that is now being used as a model for police training across Ontario.

Silence is **not** golden



If you or a senior you know is being abused, call police. We can help.

To file an elder abuse report, call 613-236-1222, ext. 7300.

For elder abuse enquiries, call the Ottawa Police Elder Abuse Section at 613-236-1222, ext. 5650, ottawapolice.ca



OTTAWA POLICE SERVICE  
SERVICE DE POLICE D'OTTAWA  
Working together for a safer community  
Le travail de notre communauté, en faveur d'un plus sûr

For more information and community resources, please consult the Elder Abuse Section's web page at [ottawapolice.ca](http://ottawapolice.ca). If you or someone you know is a victim of Elder Abuse, call and report it.

## Domestic violence: A hidden story

By Staff Sergeant Larry Colotelo  
and Sergeant Peter Jupp

Domestic Violence is any use of physical or sexual force – actual or threatened – in an intimate relationship, which can include emotional/psychological abuse or harassing behaviour. Domestic Violence does not discriminate, it occurs within all backgrounds, ages and incomes. The majority of victims are women and every year in Canada there are tragic examples of woman abuse that escalate to homicide.

Unique strategies, continual participation and involvement with community advocates and a serious commitment to victim services are required to raise awareness and prevent this type of violence. The 14 investigators in the Ottawa Police Partner Assault Unit (PAU) serve the community by:

- investigating partner assaults and domestic conflict;
- investigating custody and access orders, as well as parental abductions; and
- conducting criminal harassment investigations relating to partner abuse.

In 2008, the PAU investigated over 3,400 reports of domestic violence.



Photo credit: Sun Media Corp.

Officers respond to a call.

Comprehensive policies and procedures and mandatory arrest provisions that are designed to protect victims of domestic violence guide patrol officers responding to domestic disputes. Police officers can arrest and charge an abuser when there are reasonable grounds to believe that a partner-related offence has been committed. Victims and offenders alike are advised that police are under a mandate to arrest under these circumstances. This fact helps alleviate the responsibility and blame from the victim.

The PAU works closely with the Ottawa Police Victim Crisis Unit – both units deal extensively with our community partners, including regular interaction with over 40 professional and community groups. Partner Assault Unit members regularly attend meetings with Interval House, the Ottawa Coalition To End Violence Against Women, Community Police Action Committee (COMPAC), and the Gay Lesbian Bisexual Transgender Committee, among others.

The Ottawa Police has put its support behind a new community-led initiative that promotes a safer community – Neighbours, Friends and Families (NFF). The NFF is an important awareness and educational campaign that provides the community with information to recognize the warning signs of women abuse and the identification of resources available to support members of the community who are affected by this type of abuse.

*"Everyone has a role to play in ending violence against women."*

– Chief Vern White  
during his keynote address  
at the February 21st launch of NFF

## Tackling quality of life issues on the streets of Ottawa

By Staff Sergeant Samir Bhatnagar

It didn't take long after his arrival for Chief Vern White to realize that Ottawa residents were concerned about drug-related crime. "I was receiving up to 30 e-mails a day from people regarding the open drug use problem and its impacts during my first week" recalls Chief White.

After seeing the street level drug problem firsthand, Chief White understood that substance abuse was a main contributing factor to many downtown crime-related issues. The use and sale of crack cocaine was quickly becoming an overwhelming problem impacting the quality of life in affected neighbourhoods. The situation required a more effective, consistent and targeted policing plan. In response, a pilot program was launched that included the creation of a dedicated Street Crime Unit.

From the outset, officers in the

*"Police on the street have played a big part of the increased sense of security in the neighbourhood"*

- Debbie St. Aubin, Vanier

Street Crime Unit focused on drug traffickers that preyed on addicted persons, charging dealers in the Market, Sandy Hill, Centertown, Westboro, Hintonburg, Vanier, and the Glebe. By the end of 2008, the Street Crime Unit had charged 434 persons for offences ranging from trafficking, robbery, weapons possession, possession of stolen property, prostitution, breach of probation and mischief. In total 2,210 charges were laid and 16 crack houses were shut down. Trafficking sentences have ranged from four months to four years. Probation orders and various other release conditions have prevented



Photo credit: Clint Eastop

Cash and crack cocaine seized.

traffickers from returning to "business as usual". Instead, their operations were shut down.

The community has been supportive and residents of some communities have actually come out of their homes, walked out onto their streets, and cheered as the Direct Action Response Team, Neighbourhood, Patrol or the Drug section made street crime arrests.

Along with enforcement and suppression, the Ottawa Police is focused on supporting those with addictions. Sixteen persons arrested by the Street Crime Unit have been accepted

into the drug treatment program. There is optimism that more will be helped because of the announcement by the Province to build a residential drug and alcohol treatment facility for young people in Ottawa which will give those with addictions a chance to escape the vicious cycle of drugs and crime.

The Street Crime Unit pilot was evaluated in 2008 to assess how well the program was working, if it was meeting its intended outcomes and if it was making a meaningful difference in the community. The results of the evaluation were positive and assisted with the decision to extend the Street Crime Unit into 2009.

## Responding to youth violence - anti-gang strategy

By Ottawa Police Guns and Gangs Unit

Youth involvement in street gangs is on the rise in many parts of our nation. Although the local gang scene is constantly changing, an estimated 550 members and associates operate in 15-19 street gangs.

In the last few years, there are more youth gangs appearing in the suburbs. Children as young as 10 are being recruited by gangs and more females are getting involved in what has traditionally been the domain of males. There's also a noticeable increase in displays of gang affiliations through signs/tags, colours, dress code, and graffiti vandalism. Gangs have also become more territorial, are involved in drug activity, prostitution, robberies, intimidation and swarmings. The increase in the use of guns and knives is also of great concern.

As part of the Five Pillar youth strategy, the Ottawa Police Guns and Gangs and DART Units are widely recognized by both the media and various community groups for its approach on the suppression and enforcement front. The specially trained Guns and Gangs Unit gathers relevant and timely intelligence on gang members and their activities. This helps Ottawa Police to quickly respond to gang-related crimes and disturbances. In 2008, the Unit executed 31 search warrants, seized 66 firearms, and laid 883 criminal charges and 183 provincial offences charges against gang members and their associates.

Of course, the Guns and Gangs Unit doesn't work alone. The provincially funded Direct Action Response Team (DART) provides a visible uniform police presence in the community and helps suppress gang activity through



Photo credit: Sergeant Roly Campbell

Joint team takedown on Donald Street.

strict enforcement of court imposed release conditions on gang members and their associates.

Enforcement tactics certainly help to combat street level gang activity. However, the Ottawa Police's anti-gang strategy also includes School Resource

Officers who work closely with local elementary and high schools to identify students at risk, and work with the school and other community agencies, to develop intervention strategies for youth. This approach is making a tangible difference in the safety of residents in our community.



- Photo credit: Sun Media Corp.

Officers on routine patrol.

## Balancing workload: 2004 to 2013

By Cameron Hopgood

Ottawa is home to about 895,000 residents today. That number is expected to climb by nearly 50,000 residents by 2013. Add to that the increasing number of people who commute from outlying areas to work and visitors to the City, and there can be well over a million people in the city at any given time – and that number is growing.

In addition to the increase in calls for police assistance (brought about in part by the growing number of people in the city), where those calls are coming from will change as population and development shifts. This means the Ottawa Police must continually monitor the deployment of resources and workload pressures across the City. One recent response was the rollout of four new patrol zones in January 2007 as a way of rebalancing an inequitable call

load. At the same time, 36 more Patrol Constables were added to the frontline to address shortages. The impact of added resources and redistributed workload was evident immediately, as the response/on-scene arrival time to emergency calls averaged less than nine minutes (8:49 minutes) across the City, a seven-year low.

While the volume of calls has fluctuated over the past five years, the time required to handle calls has grown by over eight percent. One measure of Patrol Constable workload is 'service time' – the cumulative amount of time officers spend responding to and dealing with calls. Based on best practices, the Ottawa Police strives to ensure that, on average, 58 percent of a patrol officer's time (or 35 minutes every hour) is available for handling calls from the public. The remainder can be spent patrolling, doing street

checks and traffic enforcement, and/or following up on bail violations and other complaints.

The Ottawa Police makes great effort to track and measure performance. Each patrol zone across the city has a defined service time capacity which includes time patrol officers spend handling calls for service from the public (reactive), officer-initiated calls (proactive), and all administrative duties, including report writing.

When these measures go beyond or below expected levels, adjustments are considered. Based on a reactive workload capacity only, 12 patrol zones were under call volume pressure in 2008 and exceeded the maximum reactive capacity to one degree or another. On a daily basis, the Ottawa Police deploys resources in a dynamic manner to priority calls.

## Ottawa Crime On-line Mapping Tool

In October, the Ottawa Police launched a Google-based crime mapping tool called Ottawa Crime on [ottawapolice.ca](http://ottawapolice.ca). The mapping tool lets users view police call data in an interactive, easy-to-use, visual, map-based format accessible through the Internet.

"The Ottawa Police has long recognized the value of sharing information on community safety and security," noted Chief Vern White. "We want members of our community to stay alert and stay informed about what is going on in their neighbourhood."

The mapping tool is one of many resources available to the public. Ottawa crime data and police activity are offered through various sources including annual Activity Reports (like this one); regularly updated crime, police and traffic statistics reports; and Ward Profiles – all available on-line!



Visit  
[ottawapolice.ca](http://ottawapolice.ca)  
and look under  
"Resources"

## Tracking our performance – 2008 annual statistics

### Key Crime Trends

	2007		2008		3-Year Average <sup>2</sup>	% Change 2007-2008
	Actual	Rate <sup>1</sup>	Actual	Rate <sup>1</sup>		
Crimes Against The Person	6,546	736	6,062	675	6,489	-7.4%
Crimes Against Property	33,566	3,776	30,839	3,434	33,265	-8.1%
Other Criminal Code of Canada Offences	4,425	498	4,284	477	4,609	-3.2%
<b>Total CCC Offences Excl. Traffic</b>	<b>44,537</b>	<b>5,011</b>	<b>41,185</b>	<b>4,586</b>	<b>44,363</b>	<b>-7.5%</b>
Criminal Code Traffic Offences	2,662	300	2,792	311	2,624	4.9%
<b>Total CCC Offences Incl. Traffic</b>	<b>47,199</b>	<b>5,310</b>	<b>43,977</b>	<b>4,896</b>	<b>46,987</b>	<b>-6.8%</b>

<sup>1</sup> Rate is calculated on a per 100,000 rate for each year. As provided by the City of Ottawa's Planning and Growth Management Department, the 2007 population was 888,865 and the 2008 population was 898,148.

<sup>2</sup> The 3-Year Average and %Change are based on the actual values.

### Traffic / Road Safety

	2007	2008	3-Year Average	% Change 2007-2008
Highway Traffic Act Violations (all)	111,329	112,037	108,449	0.6%
Motor Vehicle Fatalities	36	23	28	-36.1%

### Calls for Service

Priority Level	Response Type	2007	2008	3-Year Average <sup>2</sup>	% Change 2007-2008
Priority 1	Mobile Response	75,504	76,653	74,405	1.5%
	Alternative Response	50	39	41	-22.0%
	<b>All Priority 1</b>	<b>75,554</b>	<b>76,692</b>	<b>74,446</b>	<b>1.5%</b>
Priority 2	Mobile Response	183,451	174,494	178,033	-4.9%
	Alternative Response	32,951	35,638	33,954	8.2%
	<b>All Priority 2</b>	<b>216,402</b>	<b>210,132</b>	<b>211,987</b>	<b>-2.9%</b>
Priority 3	Mobile Response	25,400	26,952	26,596	6.1%
	Alternative Response	53,185	48,277	51,399	-9.2%
	<b>All Priority 3</b>	<b>78,585</b>	<b>75,229</b>	<b>77,995</b>	<b>-4.3%</b>
Priority 4	Mobile Response	1,059	890	975	-16.0%
	Alternative Response	1,144	1,114	1,146	-2.6%
	<b>All Priority 4</b>	<b>2,203</b>	<b>2,004</b>	<b>2,121</b>	<b>-9.0%</b>
<b>City of Ottawa</b>	<b>372,744</b>	<b>364,057</b>	<b>366,549</b>	<b>-2.3%</b>	

### Gross Budgeted Expenditures

	2007 (\$,000)	2008 (\$,000)	Variance (\$,000)	% Change 2007-2008
Compensation/Benefits	167,222	177,154	9,932	6%
Materials and Services	14,514	17,363	2,849	20%
Other Internal Costs	6,448	6,460	12	0%
Financial Charges	11,318	16,321	5,003	44%
Fleet Costs	1,987	1,987	-	0%
Transfers/Grants	27	27	-	0%
<b>Total Gross Expenditures</b>	<b>201,516</b>	<b>219,312</b>	<b>17,796</b>	<b>9%</b>

### Authorized Strength

	2007	2008	% Change 2007-2008
Patrol Operations/ Emergency Response	473	478	1.1%
Neighbourhoods/ Districts	302	298	-1.3%
Criminal Investigations	226	227	0.4%
Public Safety/ Emergency Operations	122	122	0.0%
Operations Support	25	25	0.0%
Corporate Support*	122	176	44.3%
<b>Total Sworn Officers</b>	<b>1270</b>	<b>1326</b>	<b>4.4%</b>
Civilian Members**	527	529	0.3%
<b>Population Per Officer</b>	<b>699.9</b>	<b>677.3</b>	<b>-3.2%</b>

\* Includes recruit officers in training, plus additions to the Outreach Team and Use of Force trainers.

\*\* Increase is due to transfer of two Police Services Board employees from City employee rolls.



Photo credit: Rick Wall

### Acknowledgements

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Executive Services. Inquiries about this  
publication can be sent by e-mail to  
CorporatePlanning@ottawapolice.ca or call  
Corporate Planning at 613-236-1222 ext. 5456