

Community Safety Services Transition Plan

January, 2017

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Our community,
our inspiration



OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA

The Trusted Leader in Policing
Le chef de file de confiance dans la police



Presentation Objective

To provide an overview of what communities can expect on January 23, 2017 in relation to:

- The formation and orientation of the CSS Team
- Working towards the future state
- Bridging strategy – transition plan
- Maintaining a point of contact during transition
- Operationalizing the CSS Strategy

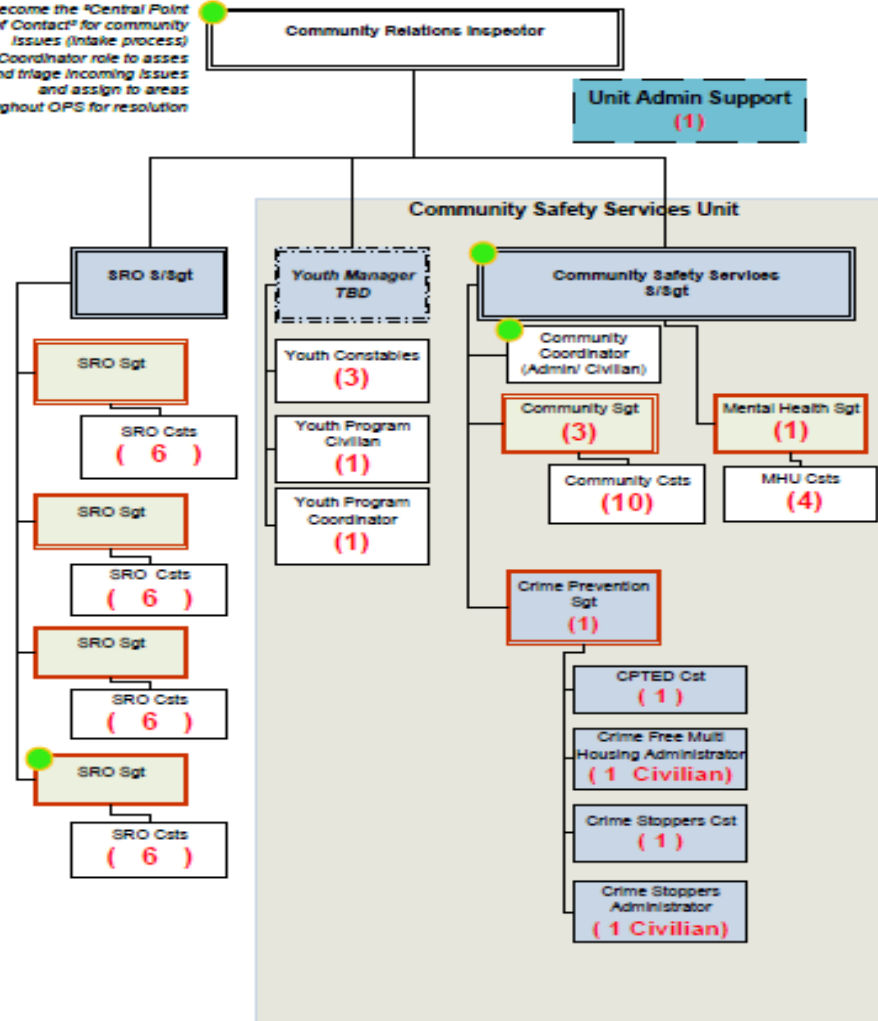


Community Safety Services Composition

—effective January 23, 2017

Community Relations & Frontline Specialized Support

Community Safety Services will become the "Central Point of Contact" for community issues (Intake process)
 - Coordinator role to assess and triage incoming issues and assign to areas throughout OPS for resolution



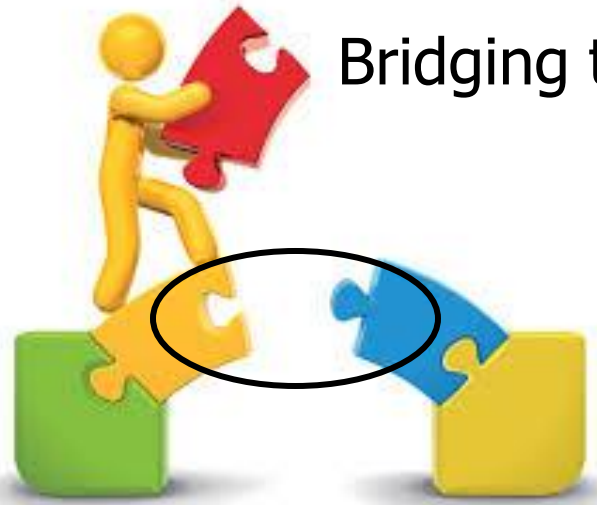


Working towards future state

- Advance development work completed in relation to Community Safety Services framework and strategy
- Working towards staffing vacancies within Unit
- Securing knowledge transfer and assets (i.e. Contact Lists, OPS Plans etc...)
- Bridging strategy – Transition Plan



Bridging Strategy



Bridging the gap

**Current Service
Delivery Model**

**Future Service
Delivery Model**



Transition Plan

Work migration:

- Understanding active initiatives/plans with community partners (what's ongoing, who's involved, status/ progress)

Maintain Point of Contact:

- Ensure Community Partners continue to have access to OPS during transition phase

Future State Point of Contact:

- Develop future state point of contact process in consultation with internal and CAG members



Maintain Point of Contact during Transition

- All neighbourhoods will have a point of contact
- Prior to January 23rd, all community contacts will be aware of upcoming changes of CPC assignment areas
- Communication strategy is as follows:
 - Customized emails to community members with CPC contact information
 - Community Information Sessions being held 1 week prior to January 23rd go live date (*presentation this evening*)
 - Briefings to key community partners (GLBT, YAC, COMPAC) & City Councillors
 - Media Release and Social media
 - OPS website updated with CPC information



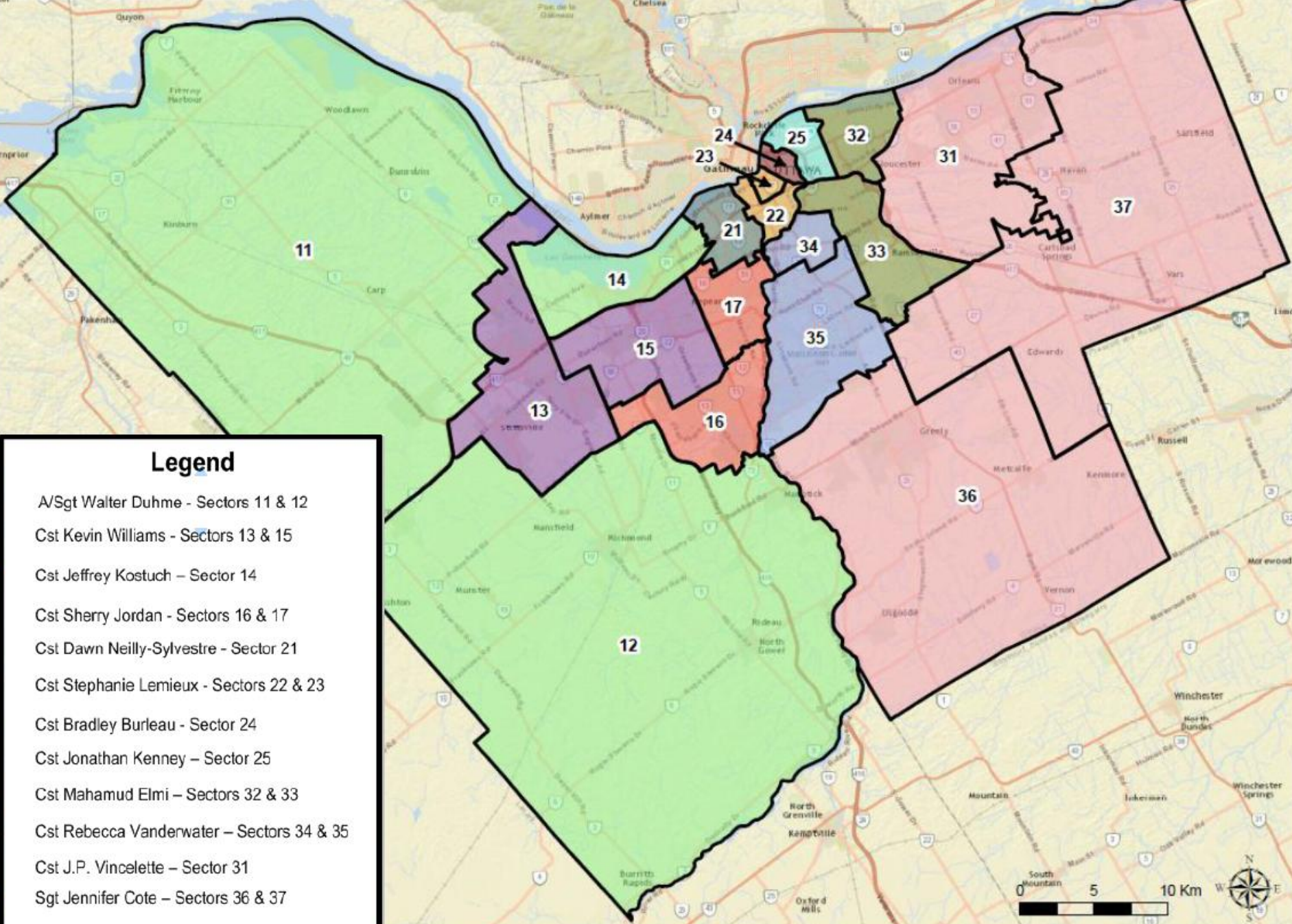
Our Community Police Officers (CPOs)

Inspector Sterling Hartley
Staff Sergeant Paul Wilson
***Community Coordinator – (to be determined)**

Resources:
City Wide

East	West	Central
Sgt. Jennifer Cote	Sgt. Walter Duhme	Sgt. Michel Proteau
Cst. Mahamud Elmi	Cst. Kevin Williams	Cst. Dawn Neilly Sylvester
Cst. Rebecca Vanderwater	Cst. Jeff Kostuch	Cst. Stephanie Lemieux
Cst. JP Vincelette	Cst. Sherry Jordan	Cst. Brad Burleau
		Cst. Jonathan Kenney

CPC Catchment Areas



- ### Legend
- A/Sgt Walter Duhme - Sectors 11 & 12
 - Cst Kevin Williams - Sectors 13 & 15
 - Cst Jeffrey Kostuch – Sector 14
 - Cst Sherry Jordan - Sectors 16 & 17
 - Cst Dawn Neilly-Sylvestre - Sector 21
 - Cst Stephanie Lemieux - Sectors 22 & 23
 - Cst Bradley Burleau - Sector 24
 - Cst Jonathan Kenney – Sector 25
 - Cst Mahamud Elmi – Sectors 32 & 33
 - Cst Rebecca Vanderwater – Sectors 34 & 35
 - Cst J.P. Vincelette – Sector 31
 - Sgt Jennifer Cote – Sectors 36 & 37





Operationalizing CSS Strategy

- Focus as of January 23rd:
 - Bringing the CSS Team together
 - Developing and establishing the Unit's operational plan (i.e. timelines related to operationalizing the CSS Strategy)
 - Developing required processes, tools and templates to support the new service delivery model and ensure consistency across the city
 - *Detailing the "how" in relation to the Engagement and Planning Framework*



Next Steps

- Continue to work with the Service Initiative Implementation Community Advisory Group to refine processes
- Work with community members to evolve our service delivery model
- Engage in community consultation

