

Service Initiative (SI) Program Update

Ottawa Police Services Board

July 25, 2016

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SERVICE DE POLICE D'OTTAWA

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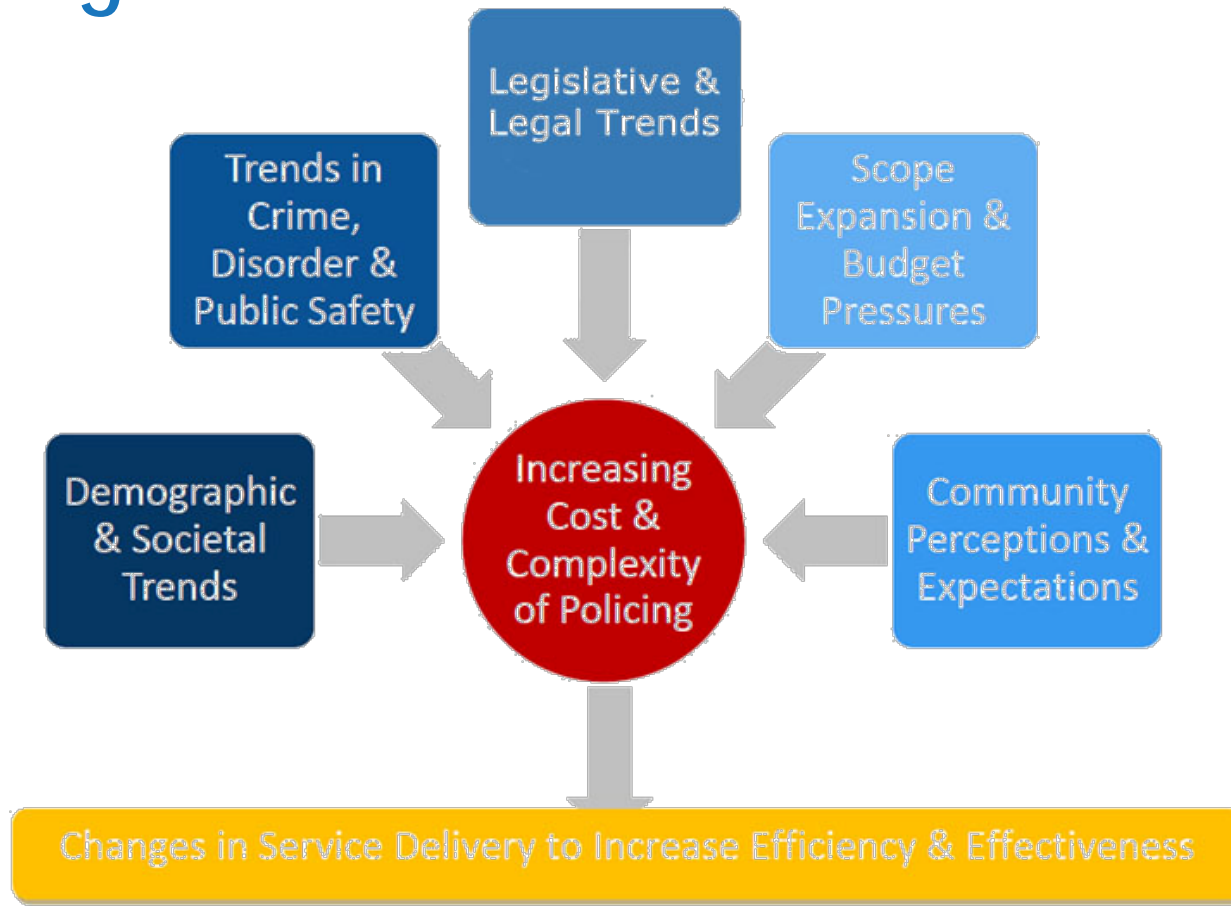


Agenda

- Policing Context
- Consultation
 - Public Consultation Key Themes
- SI Community Advisory Committee
- New Organizational Structure
- SI Projects
 - Frontline
 - Demand Management
 - Investigative
 - Ottawa Police Strategic Operations Centre (OPSOC)
 - Courts



Policing Context





Consultation

- Internal members
 - Over 100 members involved in Working Groups, different ranks
 - Section/Unit Presentations, Open Houses, Patrol Briefings, Q&A sessions
- Ottawa Police Association/Senior Officer Association
- Public Consultation
 - Held between May-June
 - Met with approximately 200 stakeholders face-to-face through focus groups, meetings, and presentations
 - Over 800 responses from residents to online questionnaire



Public Consultation – Key Themes

- 1) Community Police Officers
- 2) One Point of Contact
- 3) Training
- 4) Data and Knowledge
- 5) Measurement of the Model



Incorporating the feedback into the model

1) Community Police Officers

- Community officers are part of the new model
- We are looking to match resources to community needs, i.e. high priority neighbourhoods
- All residents will continue to have access to policing services

2) One Point of Contact

- Dedicated Community Safety Services Sergeants for East, West, and Central, as well as the community constables that fall under their command
- We will be streamlining the intake and report-back process



Incorporating the feedback into the model

3) Training

- We will be providing any necessary training to our members to ensure they have the knowledge, skills, and abilities to perform their duties under the new model

4) Data and Knowledge

- Implementation of the OPS Information Management and Information Technology (IM-IT) Roadmap will improve our ability to retrieve, integrate, and share information with the community and stakeholders

5) Measurement of the Model

- We are developing a program evaluation framework to assess the model; we will also be gathering input from the community



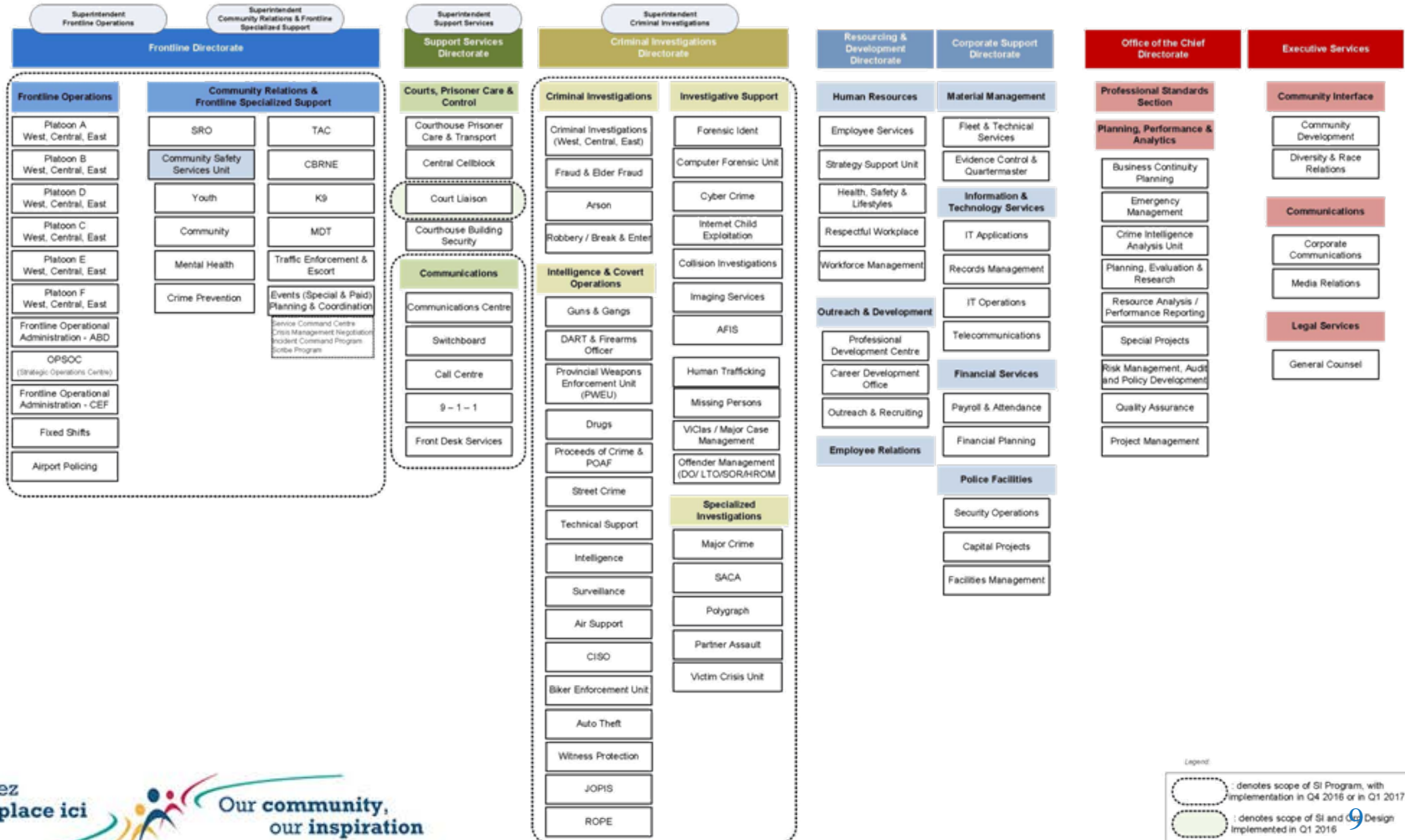
SI Community Advisory Committee

- The SI Community Advisory Committee will:
 - share opinions, perspectives, and recommendations for consideration by the SI Project Team
 - Assist with ensuring diverse needs and interests of the community are represented
 - Help post-implementation in evaluation of the model
- Opportunity for ongoing engagement with the community
- Builds trust & promotes transparency
- Membership will be selected by the OPS based on need for diverse representation & views
- Aiming to have Committee in place by September



New Organizational Structure

Ottawa Police Service Organization * Subject to change



Legend
 [Dashed border] denotes scope of SI Program, with implementation in Q4 2016 or in Q1 2017
 [Dotted border] denotes scope of SI and C Design implemented in Q1 2016



SI Projects - *Update*

- **Frontline**

- New model completed & approved
- Policing boundaries updated
- Frontline will consist of:
 - Platoons responsible for proactive, community engagement, and reactive activities;
 - Specialized Support (Canine, Tactical, CBRNE, MDT);
 - Traffic Enforcement & Escort;
 - Events Planning & Coordination; and
 - Community Safety Services, which includes Community, Youth, School Resource, Mental Health, and Crime Prevention officers
- Implementation in January 2017

Key Benefits

More fluid, flexible & coordinated deployment

Based on teamwork

Unified command

Matches resources to community needs

Enhances public & officer safety



SI Projects – *Update* (cont'd)

- **Demand Management**
 - Expanded use of online & telephone reporting
 - More efficient handling of break-and-enter calls for service

- **Investigative**
 - New model completed & approved
 - Implementation planning underway
 - Model taking effect in October

Key Benefits

Frees up capacity to focus more on proactive & community engagement activities

Improves service to the public

More efficient & effective use of resources

Improves service to victims of crime

Better use of skill sets

Reduces duplication of work

More balanced workloads



SI Projects – *Update* (cont'd)

- **Ottawa Police Strategic Operations Centre (OPSOC)**
 - Construction & installation of technology almost complete
 - Training to occur in September
 - Official launch in October
- **Courts**
 - Improvement to court file quality and management – *Completed*
 - Evaluation of the changes underway
 - Next: Court attendance and prisoner management

Key Benefits

Supports & coordinates
frontline resources

Improves public & officer
safety

Evidence-based decision
making

More efficient & streamlined
court processes

Better use of resources

Improves court file quality

