



Strategic Direction 2027

A trusted partner in building an inclusive, equitable and safe Ottawa

**Enhance
Community Safety**

**Build Trust
Through Strong
Partnerships**

**Equity, Diversity, and
Inclusion - Strengthen
our Commitment to
Human Rights**

**Advance & Support a Resilient
Thriving Membership**



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Enhance Community Safety

- Develop a community policing model that is (more) responsive to unique geographical and community priorities.
- Work with partners to deliver alternative responses that address root causes of crime and disorder, in alignment with the City's Community Safety and Wellbeing Plan.
- Modernize the use of technology and data to enhance community safety, operations and equity.

Build Trust Through Strong Partnerships

- Work with community partners to support effective service delivery and promote better outcomes.
- Engage with the community and act on feedback, inspired by proven solutions and successful best practices.
- Improve communication and openness around our people, activities and processes.

Equity, Diversity, and Inclusion - Strengthen our Commitment to Human Rights

- Deliver culturally sensitive services that address varied member and community concerns.
- Build trust in all communities, with a focus on Indigenous, 2SLGBTQQIA+, Black, faith-based, and additional racialized and marginalized communities through a commitment to mutually developed solutions.
- Support diversity and inclusion within the workforce by respecting the individual skills and experiences of every employee and providing equitable access to opportunities.
- Continue to evolve our culture through best practices, measurements and inclusive internal processes.

Advance & Support a Resilient Thriving Membership

- Stabilize the workforce by appropriately staffing the Service.
- Invest in OPS member wellness.
- Cultivate a workplace where Members feel valued and morale is high.