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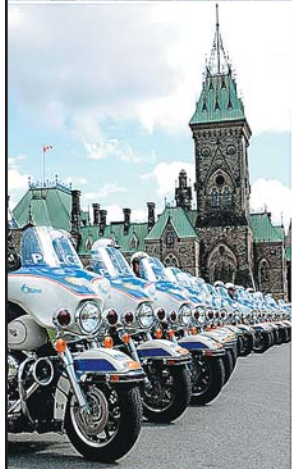
OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA
Working together for a safer community
La sécurité de notre communauté, un travail d'équipe

2009: 'A Year in Review'

Our community, our inspiration

AN OTTAWA POLICE SERVICE PUBLICATION

APRIL 2010



By the numbers

1

Drugs and drug dealers – the top concern of Ottawa residents

908,400

Number of Ottawa residents

86%

The percent of Ottawa residents satisfied with the quality of policing services

2996

The first green cruiser in all of North America patrolling Ottawa streets

60 minutes

The approximate driving time from the east to west boundary of Ottawa

11,000,000 km

Approximate mileage patrolling Ottawa Streets

1:670

One police officer for every 670 Ottawa residents

\$255

The cost of policing services for every Ottawa resident (net operating budget)

87%

The percent of time the Ottawa Police arrive on-scene to emergency calls within 15 minutes

3,065

Tips received through Ottawa Crime Stoppers in 2009

25th

Anniversary of the Ottawa Police Venturers

\$10,700,000

Street value of marijuana seized by the Ottawa Police

The changing face of robbery

By Staff Sergeant Don Sweet

In 2009, there was a dramatic increase in the number of youth facing robbery charges. Of the 103 people charged, 25% were under the age of 18, a far greater proportion than the 0.3% charged in 2008. Evidence gathered by the newly formed Robbery Unit – a centralized team that is able to share and analyze information and is well positioned to determine patterns and trends – indicates that many young people are being recruited to carry out the robberies, although the evidence does not link this to gang activity.

The mandate of the Robbery Unit, which completed its first full year of operation in 2009, includes the investigation of all retail and financial robberies, as well as all personal robberies and swarmings. The Unit also investigates home invasions, extortions and abductions where robbery is the primary motive. In 2009, the Unit investigated 831 events, 78 more than were reported in 2008. The factors driving this increase include a 36% rise in financial robberies (23 more incidents), and a 22% increase in retail robberies (44 more incidents).

Despite the increased number of offences in 2009, the rate of solving cases jumped by four percentage points to 40%, up from 36% in 2008. For the new 10-detective Unit – and the OPS as a whole – this was a very welcome outcome. It shows the



Photo: Bryan McNally

A suspect is fingerprinted by the Ottawa Police.

increased effectiveness of the centralized Robbery Unit in addressing this type of crime, which was identified as one of the top five concerns for Ottawa residents in the latest Public Survey of Policing Services.

Another success for the Robbery Unit involved the OxyContin robberies that took place over a 30-day period in the fall of 2009. The Unit collaborated with the Ottawa Police Crime Intelligence Analysis Unit and Neighbourhood Officers to gather the evidence

needed. As a result, several charges were laid in conjunction with 20 confirmed pharmacy robberies and four attempted robberies.

Another benefit of combining all robbery investigations within one Unit is that it's easier to identify physical or design features of establishments that can be pivotal in reducing, and even preventing, robberies.

The Unit also works very closely with the Police Service's Youth Intervention and Diversion

Unit, providing information that can be used to identify others within a suspect's family who may be considered at risk for similar behaviours. In addition, the Unit participates in many community events to educate residents and businesses about the robbery issues within our city.

In 2010, the Robbery Unit will strive to improve on its 2009 performance by continuing its focus on prevention, while working with the community to investigate and solve these types of crimes.

How do I work for the police?

I challenge myself to be the best

ottawapolice.ca



Michelle Lacroix
Ironman triathlete • Ski instructor • Big sister • Girl Guide leader • Constable



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Safe today, even safer tomorrow

I am proud to highlight the great work done throughout 2009 by the civilian and sworn members of the Ottawa Police Service (OPS). We are lucky to live in Ottawa, considered one of the safest large urban centres in Canada, according to the National Crime Severity Index. While this is good news, we must continue to work with residents and our community partners to preserve the security we enjoy and build a community that's safer still – all while enhancing Ottawa's quality of life.



Photo: Clint Eastop
Chief White addresses new recruits at an OPS graduation ceremony.

As safe as Ottawa is, the city does have crime. Street crime, drugs, youth crime and gang activity continue to be a concern of the community and the police, especially for our patrol officers and specialty units – such as the Street Crime Unit, the Guns and Gangs Unit, and the Robbery Unit. Their good work continues to improve the quality of life in the communities most affected by these forms of criminal activity.

Investigation and patrol represent only a portion of our policing duties. During 2009, we continued to collaborate with our many partners in the National Capital Region as part of Operation INTERSECT. This partnership works to collectively ensure the safety and security of the community during major events, as was done for the visit of U.S. President Barack Obama and in dealing with the H1N1 flu pandemic.

Good policing also seeks to prevent crime. Our Robbery Unit provides advice to the community in order to reduce preventable crimes. Members of the community are also taking a more involved role with the police to prevent crime, as seen in the valuable work of our volunteers at community police centres and in the Auxiliary Police program.

During Crime Prevention Week, we heard residents' concerns during the successful Let's Chat coffee-shop sessions, held to help formulate what the Ottawa Police Service should look like in the future. This

positive dialogue will continue as we implement our latest three-year business plan, 2010–2012 Plan for a Safer Ottawa.

Beyond daily policing activities, we at the Police Service continue to review the way we do business, including an examination of the way we use our patrol and district resources to ensure the right people are at the right place at the right time. The opening of the new West Division Patrol Station in December 2009 improves service to residents, but the methods of construction also

show how we have looked for ways to reduce our carbon footprint and become a greener organization. In addition, we are more mindful than ever of victims of crime, who can suffer significant personal trauma. In 2009, the Ottawa Police introduced a number of new initiatives to improve our support for victims of crime and to protect the vulnerable in our community.

Unfortunately, 2009 ended on a tragic note, with the death of Cst. Eric Czapnik – a husband, a father and a son. On behalf of the Ottawa Police Service, I offer the sincerest of condolences to Cst. Czapnik's family and extend thanks to the entire community for the overwhelming support given to the family, as well as to all members of the Ottawa Police Service.

The safety and security of Ottawa is a shared responsibility. By working together and caring for the well-being of our neighbours, we can build a community that will be even safer tomorrow than it is today.

Sincerely,

Vern White
Chief of Police



Photo: Bryan McNally

Ottawa Police Service Board: Front Row: Henry Jensen, Eli El-Chantiry (Chair), Diane Guilmet-Harris, Maria McRae. Back Row: Wendy Fedec (Executive Director), Bob Monette, Jim MacEwen (Vice Chair), Des Doran.

Continuing our commitment to community engagement

On behalf of the Ottawa Police Services Board, I am pleased to welcome you to the '2009: A Year in Review' from the Ottawa Police Service (OPS) and would like to take the opportunity to share with you some of the year's highlights from the Board's perspective.

In developing the OPS 2010–2012 Business Plan, the Board had the opportunity to co-host extensive community consultations. This provided us an unprecedented opportunity to hear firsthand from a wide range of community partners and individuals concerned with public safety. We're very proud of the resulting 2010–2012 Plan for a Safer Ottawa, and look forward to engaging with the community further as we work to implement it over the next three years.

In addition, the Board continued its Community Engagement Strategy to enhance awareness and understanding about the Board and its role, and to build better relations with key partners and the community in general. Should you wish to learn more about the Board and its key responsibilities, please visit our website at ottawapoliceboard.ca.

I would like to thank my Board colleagues and staff for their valuable contributions and commitment throughout the year. In particular, I wish to extend thanks on behalf of the Board to departing member, Des Doran, for his five years of dedicated service to the residents of Ottawa. In 2010, Mr. Doran will be completing his term as a provincially appointed community

representative. We are sorry to lose his expertise and camaraderie.

The year ended with the tragic death of Cst. Eric Czapnik. On behalf of the Police Services Board members and staff, I wish to reiterate our condolences to Cst. Czapnik's family, friends and extended family within the Ottawa Police Service. I would also like to thank everyone in Ottawa who contributed to the extraordinary outpouring of support.

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.

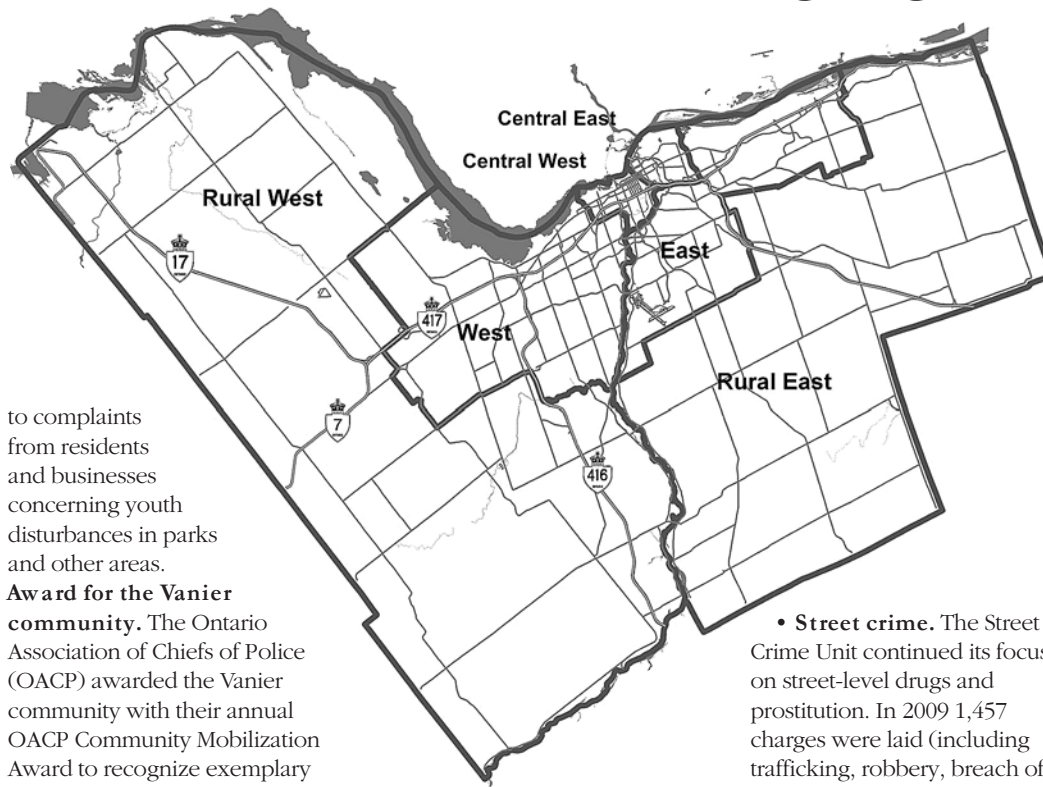
I wish to conclude by extending our deep gratitude to the civilian and sworn members of the Ottawa Police Service for their constant professionalism and compassion. We can all be very proud of our police service – the men and women who work so hard every day to maintain and improve the quality of life in our city, and who are dedicated to our goal of creating a community that will be even safer tomorrow than it is today.

Sincerely,

Councillor Eli El-Chantiry
Chair, Ottawa Police Services Board

Around the city: 2009 highlights

- **Project Scarecrow.** An 18-month joint operation with the OPP, RCMP, Canadian Border Services Agency and the Akwesasne Mohawk Police targeted an organized crime group suspected of growing and distributing marijuana. In late August, 27 people were charged with a total of 230 offences; seized items included more than \$540,000 in currency and 3,754 marijuana plants with a street value of \$1.75 million.
- **Community dialogue.** In partnership with the Lebanese and Arab Social Service Agency of Ottawa, the Ottawa Police Service and Ottawa Police Services Board hosted an evening of open dialogue with the Lebanese and Arab communities on July 28. More than 100 people attended this successful event.
- **New OPS website** features a cleaner, friendlier look, improved usability and access to services and information.
- **Integrated Youth Engagement Strategy.** Implemented by West and East Divisions, in partnership with other city partners in response



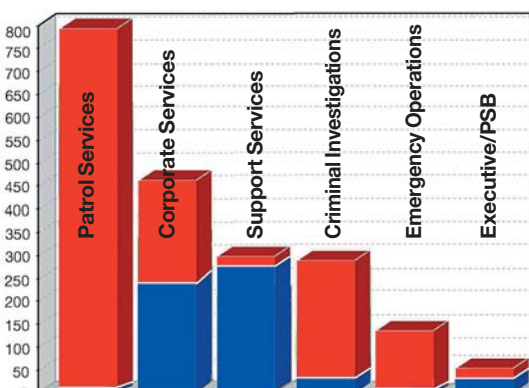
- to complaints from residents and businesses concerning youth disturbances in parks and other areas.
- **Award for the Vanier community.** The Ontario Association of Chiefs of Police (OACP) awarded the Vanier community with their annual OACP Community Mobilization Award to recognize exemplary ongoing community mobilization that improves the relationship between police and the community. The award is in recognition of the work from a number of community organizations, including Crime

Prevention Ottawa, the Vanier Business Improvement Area, community organizations, city councillors, and the residents of Vanier.

- **Street crime.** The Street Crime Unit continued its focus on street-level drugs and prostitution. In 2009 1,457 charges were laid (including trafficking, robbery, breach of probation, possession of stolen property and prostitution) against 300 persons and 11 problem addresses were shut down. Drugs seized include powder and crack cocaine, marijuana, hashish, ecstasy

- **Contraband Seizure.** In July, the Ottawa Police assisted with the largest contraband seizure in the area. In cooperation with the Ottawa RCMP Customs and Excise Section and the Canadian Border Services Agency, approximately 1.3 million contraband cigarettes of various brands were confiscated. The arrests and seizures were part of the RCMP Contraband Tobacco Enforcement Strategy.
- **New police station at 211 Huntmar Drive.** The 41,000 sq. ft West Division Patrol Station opened in December 2009, which will improve service to residents in the growing west end of the city.
- **Crime Prevention Week** was celebrated across Ontario during the first week of November 2009. The theme "Prevention Pays – Get Involved. It's your Community. It's Your Future" was marked by many local community crime prevention events, including the OPS "Let's Chat" Coffee Shops.

2009 Authorized Strength



Officers 1,356
Civilian 541
Total 1,897

In 2009 the number of Ottawa Police members grew by 4%.

*Corporate Services includes new recruits (50) and officers on training (30).

Cost of Policing



Net Budget Expenditures (\$,000)	2009	% Change 2008-2009
Compensation/Benefits	189,992	6%
Materials and Services	17,834	3%
Financial Charges	16,325	0%
Other Internal Costs	6,809	8%
Fleet Costs	1,987	0%
Transfers/Grants	29	7%
Total Gross Expenditures	232,976	6%
Recoveries & Allocations	(1,772)	2%
Total Net Expenditures	231,204	6%

The new CSI: Crime Severity Index

By Randy Mar

With the launch of their National CSI, the Canadian Centre for Justice Statistics and the Canadian Association of Chiefs of Police have produced a new tool that will help communities to better understand police-reported crime. It is an international first, but it also affirms that Ottawa is, and continues to be, one of the safest large urban centres in Canada.

Why was there a need for the CSI? Historically, the reporting of crime at the national or community level has been about presenting a crime rate, which is the number of crimes per capita. This statistic has its limitations because, in providing a community's overall picture of crime, the same weight is given to crimes of very different magnitudes – mischief, graffiti and murder are considered of equal value.

The CSI addresses this problem by assigning weights to each type of crime in the Criminal Code of Canada, based on sentences

Key Crime Trends

Crimes Against the Person	Crimes Against the Property	Other Criminal Code of Canada Offences	Total CCC Offences Excl. Traffic
2008: 6,029 2009: 6,021 % Change: -0.1%	2008: 30,751 2009: 30,228 % Change: -1.7%	2008: 4,207 2009: 3,669 % Change: -12.8%	2008: 40,987 2009: 39,918 % Change: -2.6%

handed down by judges over a five-year period. In other words, serious offences have a greater weight assigned. For example, the highest weight is given to violent crimes such as murder, and the lower weights given to crimes such as mischief and minor thefts. What does this mean for

Ottawa? Used in combination with the traditional measures that track crime over time, the CSI provides the community and OPS with a better understanding of crime trends in the city. Deputy Chief Sue O'Sullivan, who played a key role in developing the Index, kept an eye on the possible impact

for Ottawa. "Ottawa Police will not only be able to track the volume of crime, but whether or not crime is more or less serious on a yearly basis. It can also compare crime severity between jurisdictions," said O'Sullivan. This means the Index can also be used to examine crime severity at

the local ward level, which will help OPS set its priorities.

The CSI is another tool to assess crime patterns and to ensure that OPS has the right people at the right place at the right time; ready to respond to our community's policing, safety and security needs.

Road Safety

2008: 112,108
2009: 111,946
% Change: -0.1%

2008: 23
2009: 25
% Change: 9%

Community standards, professional standards

By Staff Sergeant Denis Cleroux

Police are entrusted with certain privileges in order to serve the residents of Ottawa, such as the right to carry a gun and the powers of arrest. With these privileges come responsibilities and the need for officers to abide by a strict code of conduct. If they don't, complaints can be lodged and the Ottawa Police Service's Professional Standards Section (PSS) can be called in to investigate.

As part of the Office of the Chief Directorate, PSS is responsible for the impartial, professional investigation and resolution of complaints from the public regarding the conduct of OPS members. It also pursues complaints about police policies and service to residents. As well, PSS investigates and resolves Chief's complaints about member conduct and police services.

With the opening of the provincial Office of the Independent Police Review Director (OIPRD), October 2009 marked a significant change for the Professional Standards Section. The public now has an independent point of contact to bring forward any complaint. Upon receiving a complaint, the OIPRD determines if the matter will be investigated, and by whom. They can conduct the investigation themselves, assign it to the involved police service, or assign it to an external police service.

In 2009, the overall number of complaints about OPS decreased to 410, a 22% drop from 527 in 2008. Public complaints decreased by 35% and Chief's complaints by 12%. The only increase was seen in complaints about policy or service, which rose from 7 in 2008 to 10 in 2009 and were primarily about procedural issues, call-response standards and training.

Complaints that are investigated can, and do, improve police service. For example, one service complaint in 2009 concerned a criminal reference check a youth needed in order to volunteer. The investigation concluded that documentation requirements imposed on someone younger than 16 were unduly onerous and difficult to meet. As a result, the documentation requirements were changed.

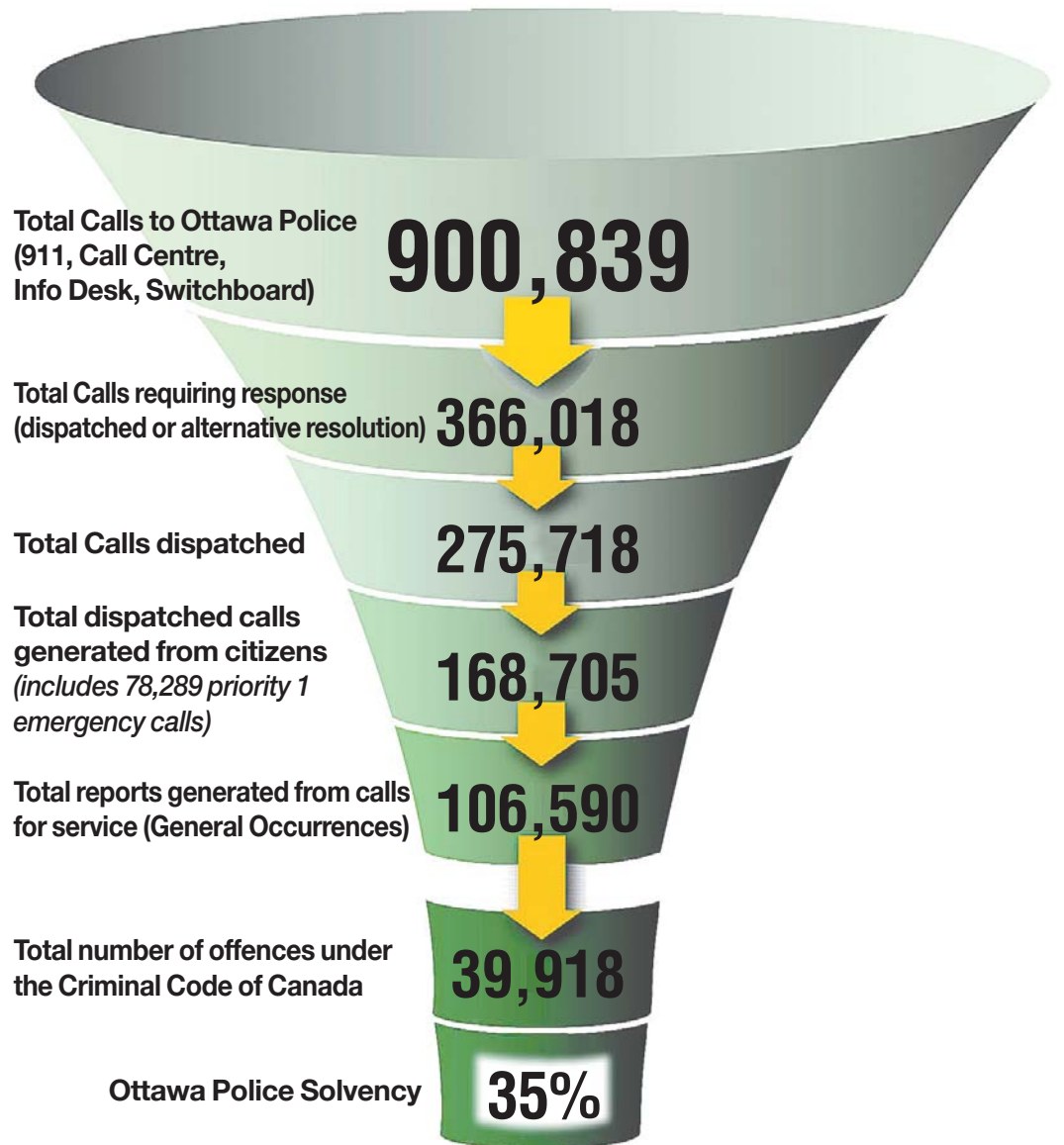
The Professional Standards Section also seeks ways to prevent complaints. As part of this proactive approach, PSS held sessions to raise awareness and educate officers about the most frequently received complaints, with an aim to reducing them. In addition, PSS is now using leading-edge technology to analyze, track and identify problem trends early on, so similar proactive measures can be taken sooner.

Of the 410 total complaints received in 2009, 22 resulted in discipline, 267 did not result in discipline or further proceedings, and the remaining 111 complaints were under investigation at the time of printing.

Complaints

	2008	2009	% Change 2008-2009
Public Complaints	237	155	-35%
Chief's Complaints	290	255	-12%
Total	527	410	-22%
Excessive Force	54	30	-44%
Improper Conduct	362	292	-19%
Neglect of Duty	97	71	-27%
Firearms Discharge	7	7	0%
Policy and/or Service Complaints	7	10	43%

When you called in 2009



Make the right call!

9-1-1 Life-threatening Emergency or Crime in Progress

613-230-6211 Other Emergencies

613-236-1222, ext. 7300 (TTY 613-760-8100) Call Centre: To report a theft, property damage, missing person or stolen vehicle

613-236-1222 (TTY 613-232-1123) Community Police Centres and all other enquiries

My first shift with the Ottawa Police Auxiliary

By Auxiliary Officer Simon Kelly

On July 1, 2009, I joined the other members of the Ottawa Police Auxiliary's inaugural class as we were deployed for the very first time. Our assignment: to help out with Canada Day festivities.

Our Unit is small, made up of 13 uniformed members (seven women and six men) who will volunteer a minimum of 160 hours a year. Each of us has completed a training program

that spanned 12 weeks, in which we received instruction from sworn and civilian members about crime prevention programs, special events and education programs related to community safety.

As a resident of Orleans, I was assigned to the Petrie Island Canada Day event. I reported for duty at the Tenth Line Station, where I met Cst. Richard Allman, my partner for the shift. Once at the island, we began patrolling the event – my first experience as

an Auxiliary Police member. I quickly lost my first-day jitters and was able to relax and enjoy my conversations with kids and adults of all ages. It was a great way to introduce the Auxiliary Police Unit to the public.

Throughout my shift with Cst. Allman, I saw how our presence helped kids to build a trusting relationship with police at an early age. I thought back to my childhood and realized how police had been positive role models in my life. I am proud that as a member of the Auxiliary Police I now have the opportunity fulfil that role for others and to give back to the community.



Photo: Shy Ing

Chief White welcomes new members of the Ottawa Police Auxiliary.



Photo: Shy Ing

Ranger the dog makes an appearance at a canine demonstration for the Aboriginal Soccer program.

Knowing when it's just a kid's mistake

By Louise Logue

Youth make mistakes, and sometimes those mistakes put them on the wrong side of the law. But should they always be charged and entered into the court system?

Take, for example, the case from last fall when an improvised explosive device (IED) was found in an Ottawa schoolyard. It was a startling discovery that had the potential to damage the building and injure people, but the IED was the result of two youth experimenting with homemade firecrackers and other devices. It was determined there was no intent to harm anyone or anything and the youth were diverted from the courts, instead receiving counselling through the school and the Ottawa Fire Department.

The Ottawa Police Service is firmly committed to providing such a variety of responses to these youth: education; early identification; early intervention; diversion; sanctions; and enforcement. These approaches ensure that youth have the opportunity to learn from their mistakes and

make better choices in the future, while fully understanding the extent of the law.

Pivotal to the OPS approach are 24 School Resource Officers (SROs) who carry out a program of crime prevention in secondary schools and their feeder schools, while building solid relationships with students and school officials. Our patrol officers are aware of the law that governs policing youth and the diversion options available – based on the guiding principles of the Youth Criminal Justice Act.

SRO and patrol officers can call on the Youth Intervention and Diversion Unit to provide education, consultation, support, and training to all officers and the community interested in youth at risk.

Additionally, the Youth Intervention and Diversion Unit facilitates referrals to community-based youth agencies who are well positioned to assess youth and provide meaningful treatment services that mitigate risk factors known to be associated with the likelihood to re-offend.

During 2009, the Unit referred

approximately 200 youth to the Ottawa Community Youth Diversion Program at the Boys and Girls Club, and well over 1,000 youth (or their caregivers) to youth-based intervention services within the community.

"Hundreds of young people in conflict with the law are now provided with effective interventions that hold them accountable for their actions, and help reduce or eliminate risk factors. Through the commitment and leadership of the OPS to this program, our community is a safer place and our young people and their families are receiving the support they need," says Scott Bradford, Executive Director, Boys and Girls Club of Ottawa.

The Ottawa Police Service's fundamental approach to policing youth seeks to implement a collaborative solution that involves the youth, the family, and informal and formal community supports. The better the assessment, the better the response, and the more effective our community of front-line service providers can be.

Heroes in life, not death: Constable Ireneusz 'Eric' Czapnik

By Anat Cohn

On December 29, 2009, Cst. Eric Czapnik was fatally stabbed while on duty. Born on May 26, 1958, Cst. Czapnik was 51 at the time of his death. It was 26 years since an Ottawa Police officer was killed on duty and the senseless act that took away Eric's life left everyone with many questions and few answers.

When Eric died that morning, the city was shaken. Words cannot express the feelings of grief, but the volume of attention spoke loudly to the appreciation, admiration and respect that people have for frontline workers like Cst. Czapnik. Condolences from the Polish community and around the world poured in, reaching out to his wife and four children. More than 8,000 fellow officers, emergency workers and civilians attended the police funeral in Ottawa on January 7, 2010, and more than 10,000 people watched the ceremony online from our live webcast.

Many events are underway to honour Eric's life and contribution to the community. On May 2, 2010, respects will also be paid at the Ontario Police Memorial in Toronto and on September 26, 2010 at the



Constable Ireneusz 'Eric' Czapnik

Canadian Police and Peace Officer's Memorial in Ottawa.

On behalf of the Ottawa Police Service, we would like to thank the community for your overwhelming response. It was greatly appreciated during this difficult time.

Donations for Cst. Czapnik's children can be made at all Scotiabank branches in Canada to account #400060117811 – in trust for Cst. Eric Czapnik. Any other donations can be made to the Ontario Police Memorial Foundation. Please visit www.opmf.ca/memorial/donations.php for details.

Supporting victims in time of need

By Donna Watson-Elliott

When there's a crime, there's a victim. The worse the crime, the more traumatic it is for the victim. While the traditional focus of policing has been, and continues to be, the apprehension of the criminal, there's no reason why a victim needs to be left alone in a time of crisis.

Recognizing this, OPS patrol officers – often the first contact for a victim of crime – can call on the Victim Crisis Unit (VCU) to provide crisis intervention, support and assistance to victims of crime and to those involved in tragic circumstances.

In 2009, the Unit was called to attend 156 crime scenes and provided follow-up support for 3,190 police calls to residents and families. For many of these calls, victims simply need support and information, not a professional counsellor. To meet these needs the Unit relies on the collaborative support of community partners such as Ottawa Victim Services, a non-profit service provider funded by the Attorney General of Ontario.

In 2009, the VCU carried out a pilot project to help the victims of High Risk Offenders (criminals

considered likely to re-offend and potentially cause violence against the victim). Once offenders are released into the community, victims have not historically received support and assistance. To address this gap, the one-year project reached out to 223 victims. Of those, 56% (124) accepted assistance from the designated VCU counsellor, and only 6 victims declined.

The work of the VCU is overwhelmingly appreciated by those they've helped. A survey sent to victims who received on-scene support from the Unit's professional counsellors in 2009 all reported the attention and support they received from the VCU either met or exceeded expectations, with the majority choosing the latter.

Such support and assistance to victims shall remain a priority for the OPS. In partnership with local community agencies, the Ottawa Police Service will continue to improve the service it provides to victims through the multi-agency Coordinated Victim Assistance Program.

If you are a victim needing assistance or information, please contact the Ottawa Police Service Victim Crisis Unit by phone at 613-236-1222, extension 5822 (TTY 613-760-8009).

Partnerships in the City: Operation INTERSECT

By Margaret MacDonald

When U.S. President Barack Obama strolled through the Byward Market during his visit last February, Operation INTERSECT was fully engaged.

Launched in May 2008, Operation INTERSECT is an emergency-preparedness partnership that brings together more than 20 public security and emergency agencies in the National Capital Region. Because the region encompasses two major cities in two provinces and has various national and international institutions, there is a critical requirement to ensure a collaborative approach for dealing with major events and potential threats to the community's safety and security.

Operation INTERSECT is about collaboration and coordination among agencies to increase public safety in the event of natural disaster or a major incident such as Obama's visit to Ottawa, and the more routine events hosted in the region, such as the annual Canada Day



Partners at work.

celebrations. Readiness means anticipating and planning for emergencies, regardless of size or complexity.

In addition to President Obama's visit, the partners of Operation INTERSECT also worked closely to implement the Interagency

Influenza Pandemic Plan in 2009 – developed to ensure a coordinated community response in Ottawa during the influenza

pandemic.

In August 2009, Operation INTERSECT won the Canadian Association of Chiefs of Police Motorola Award for Excellence in Emergency Preparedness.

"This award provides validation that the initiative undertaken in the National Capital Region is setting a new standard for emergency preparedness in Canada," said Operation INTERSECT's Steering Committee co-chair, Chief Superintendent Serge Therriault, a Criminal Operations Officer with the RCMP.

The award recognizes a standard of excellence in the combined efforts of law enforcement, fire services, and emergency medicine in preparing their agencies for any major emergency or event that poses a threat to a community's safety and security, and hence its quality of life.

For more information, visit the Ottawa Police website at: www.ottawapolice.ca/en/community/partnershipprofiles/operationintersect.aspx

Available at ottawapolice.ca

In addition to the Ottawa Police organizational chart and jurisdictional map, the Ottawa

Police provides the community with information on calls for service and crime activity.

Acknowledgements

Produced by the Planning, Performance, and Analytics Section, Office of the Chief Directorate. Inquiries about this publication can be sent by e-mail to CorporatePlanning@ottawapolice.ca or call us at 613-236-1222 ext. 5456.