

Service Initiative (SI) Program Update

Ottawa Police Services Board

April 25, 2016

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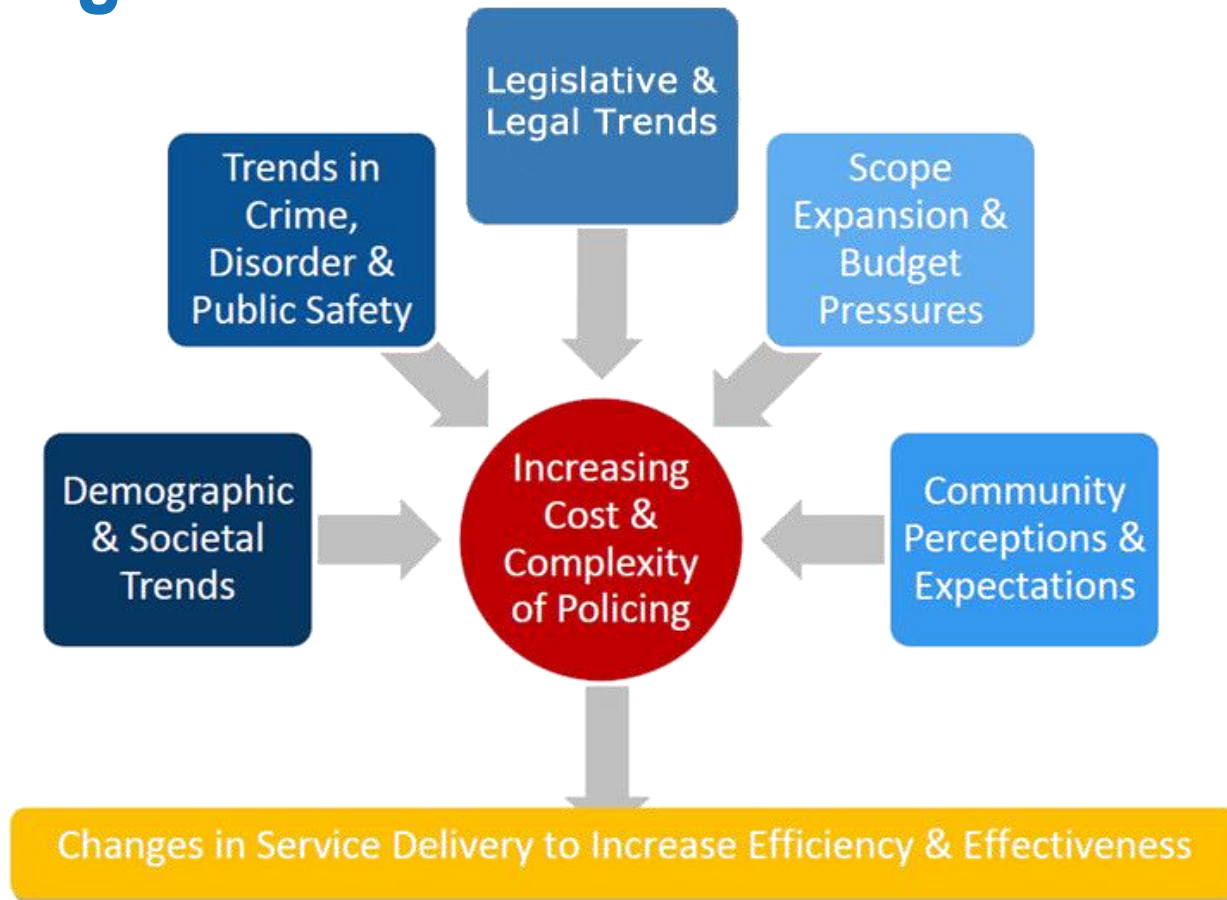
Agenda

- Policing Context
- Goals of SI Program
- New Service Delivery Model
 - Demand Management
 - Frontline
 - Investigative
 - Control Centre
 - Courts
- Changes to date
- Consultation & Engagement





Policing Context





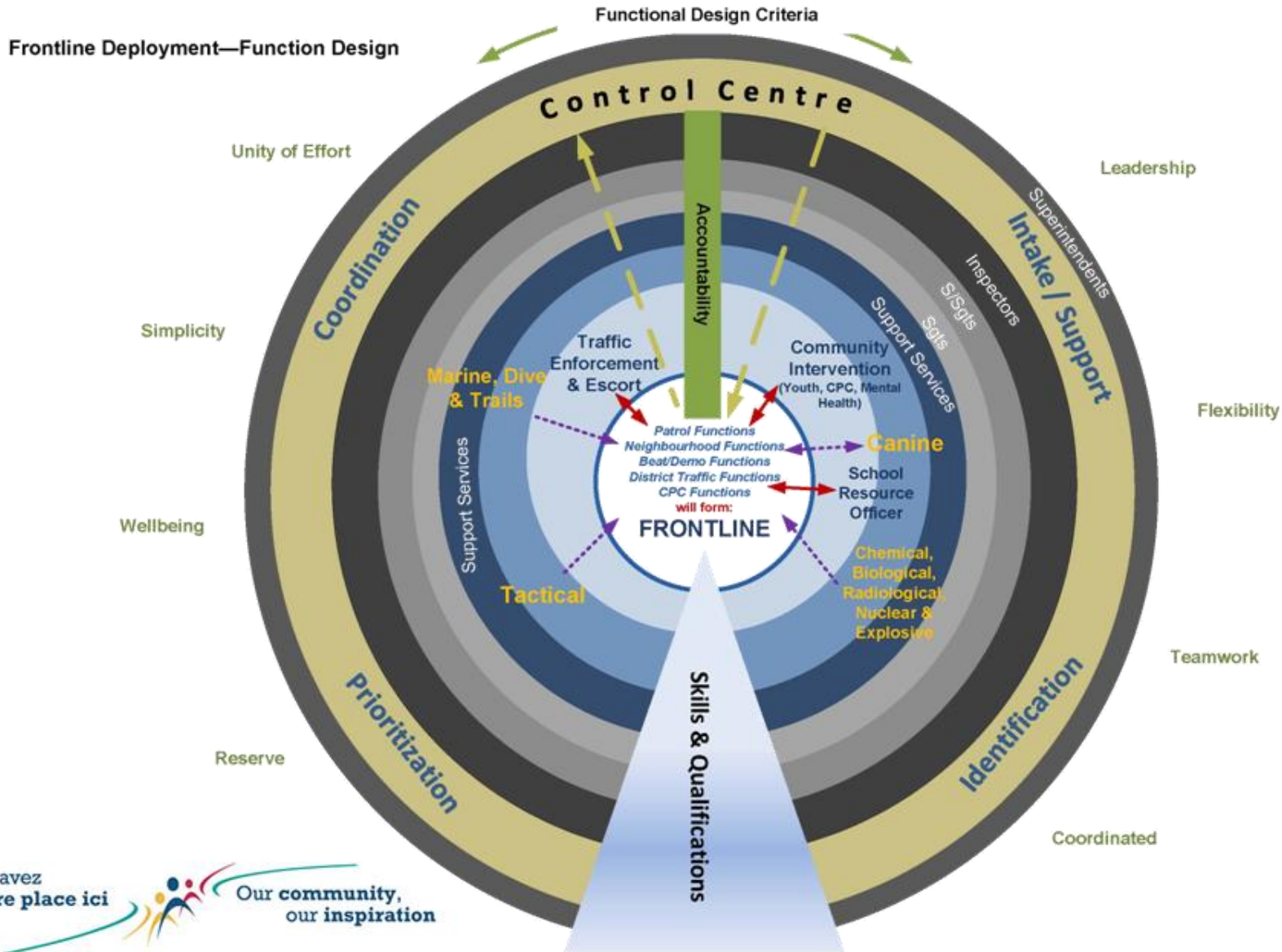
Goals of SI Program





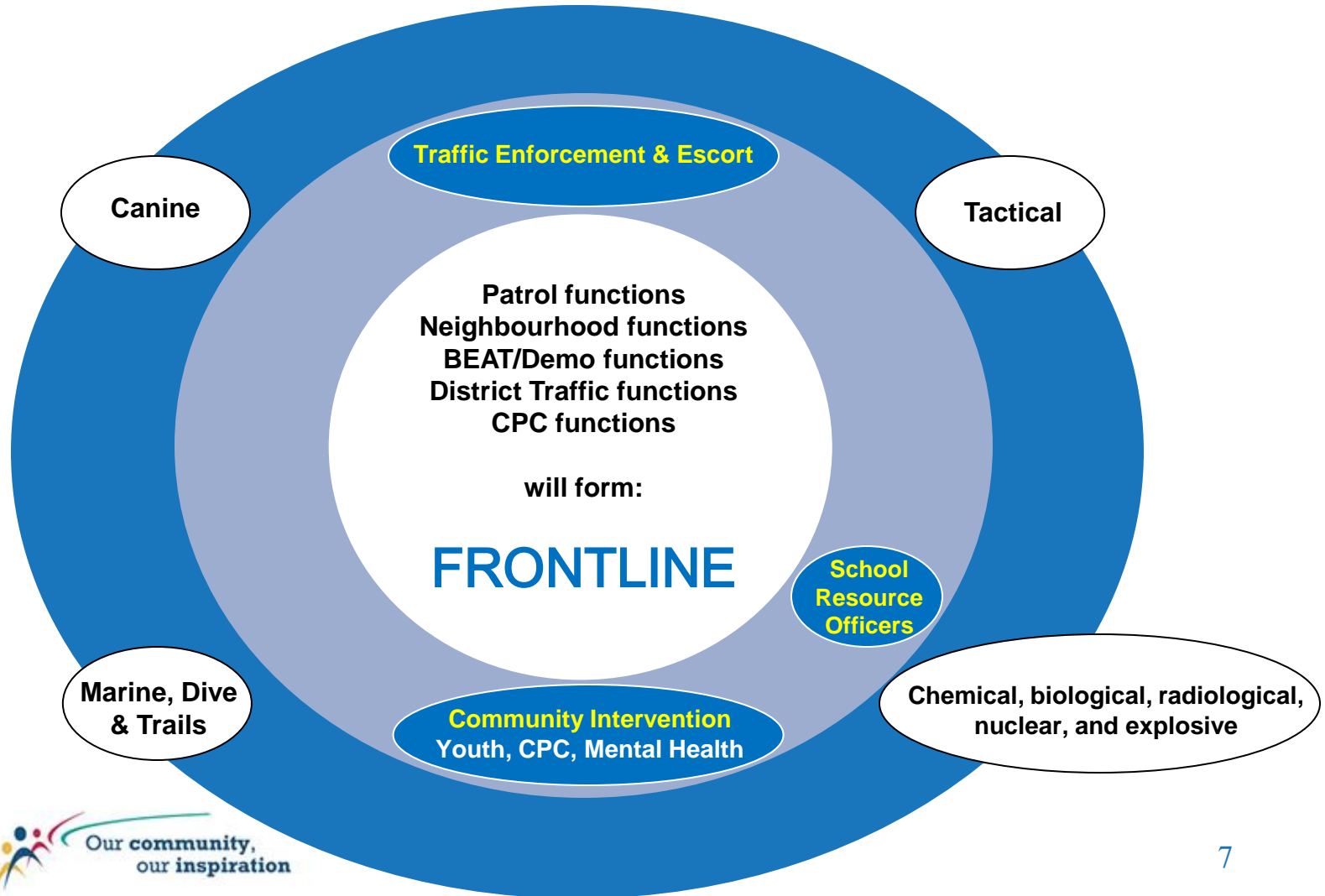
Changes to Service Delivery Model

- **Demand Management:** Streamlining intake process for demands and implementing Alternative Response Modes
 - = Easier for residents to access the services they need, frees up capacity on the frontline and other areas of organization, generates efficiencies
- **Frontline:** Integration of all frontline, uniformed members responsible for mobile response, proactive policing, and/or community engagement.
 - = Maintains community policing approach, builds capacity & creates a more fluid and flexible deployment





Frontline Functional Model





Changes to Service Delivery Model (cont'd)

- **Investigative:** Centralizing investigative functions, decentralized deployment
 - = Improved decision making, information sharing, priority setting, and flexibility with resources
- **Control Centre:** Hub for day-to-day frontline operations
 - = Improved situational and operational awareness and public and officer safety
- **Courts:** Streamlining processes related to court file quality and management, court attendance, and prisoner management
 - = More efficient handling of resources, court documents, and prisoners



Changes to date

- Integrated Operating Model – *Project approvals*
- MERIT Pilot
- Lost Property Reports
- Closure of Front Desks – Leitrim & Greenbank
- Online Reporting
- Bylaw
- Courts Organizational Structure
- Construction of Control Centre



Consultation & Engagement

- Internal members
 - Over 100 members involved in Working Groups
 - Section/Unit Presentations, Open Houses, Patrol Briefings
- Ottawa Police Association/Senior Officer Association
- Leading practices – public & private sector
- Other police & emergency services, community partners
- Community consultation– *to be announced in May*
 - Electronic forums, stakeholder meetings, public presentations



