

# OPS CALL CENTRE

613-236-1222

ext. 7300



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**OTTAWA POLICE SERVICE**  
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*Le chef de file de confiance dans la police*



# HOURS OF OPERATION

**Monday to Sunday**  
**0600am to 0200 am**

After hours 0200-0600hrs the 7300 extension is answered by the auto-attendant. Callers reporting **Missing Persons** and **Stolen Vehicles** are prompted to select an appropriate call path. If done properly, callers are routed to the Communications Centre.



# Call Centre Reports

- ✓ There are no injuries requiring medical attention
- ✓ There are no unidentified witness(es) on-scene
- ✓ The information received meets the criterias to be taken over the phone or online.





# REPORTS TAKEN BY THE CALL CENTRE

**The Call Centre takes various types of reports.  
For example:**

**Mischief**

**Thefts**

**Missing Person**

**Historical Sexual Assaults**

**Frauds**

**Lost Property**



# REPORTS TAKEN BY THE CALL CENTRE

**Traffic Complaints**

**Harassing Phone Calls**

**Suspicious Activity**

**Stolen Vehicle**

**Drug Complaints**

**Minor Assaults**

**Break and Enters**

**And any other report that does not require immediate police assistance.**



## CALL VOLUME FOR CALL CENTRE (2016)

- Call Center takes **28 %** of total reports taken by the organization

# OPS On-line Reporting (OLR)

Prepared by Supervisor Nicole Bordeleau  
Quality Assurance Lucille Michaud  
OPS Call Centre  
January 2014

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**SERVICE DE POLICE D'OTTAWA**

*Working together for a safer community*  
*La sécurité de notre communauté, un travail d'équipe*



- Official launch of On-Line Reporting was on May 12<sup>th</sup>, 2014
- On-Line Reporting is now also available for Businesses
- Approximately 50% of reports taken in the Call Centre are now done online.







# OTTAWAPOLICE.CA



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## Get to know the Chief

Learn more about Chief Bordeleau and his top priorities.





## Reports taken online are:

- Theft (excluding theft of passports)
- Lost Property (with a visible serial number or distinct marking such as a custom engraving)
- Mischief/Damage to Property
- Theft from Vehicle
- Traffic Complaints
- Drug Complaints
- [Fraud Complaints](#)
- [Hate Crimes](#)
- Add information to an existing report



## You CANNOT file a report online if...

- A threat was made or violence was used during the incident.
- Evidence was left on the scene such as, but not limited to blood, tools, clothes or any item related to the incident.
- The incident being reported did not happen in Ottawa.
- The stolen property is a passport(s) (*Stolen Canadian passports must be reported stolen to [Passport Canada](#). Stolen Foreign passports must be reported in person at [a police station](#)*)
- The property lost is a cell phone, licence plate, bank card or government issued identification, with or without a serial number.





## Select Incident Type

There are several different incident types that can be entered using the internet. Please select one from the list below and continue. If the incident you are reporting has a known suspect, you should instead call us.

Select	Incident Type	Definition	Examples
<input type="radio"/>	Damage/Mischief to Property	When mischief, damage or vandalism was done to private property. If you are reporting damage to your vehicle and suspect the damage was done by another vehicle, contact the Call Centre at 613-236-1222, ext. 7300, for further information. An online report cannot be made if the damage is "hate crime or gang tagging" related or if the damage was caused by any type of gun (including BB gun, pellet gun...). Note: "Acts of God" or non-criminal damage, such as weather-related damage, should be referred to your insurance company."	Car keyed, house egged, shrubs/plants damaged, spray painting.
<input type="radio"/>	Lost Property	Property is considered lost when there is no concrete indication that it was stolen. An online report cannot be made if the lost property consists of: a Passport, Citizenship card, Immigration papers, Diplomatic cards, or involves Social Assistance cheques. Ensure you cancel all accounts with all involved financial institutions. Contact <a href="#">Equifax</a> and <a href="#">Transunion</a> to protect your identity. For additional information, please visit our FAQs page	Purse left in shopping cart, backpack left on a bus, cell phone left in a cafeteria/public washroom.
<input type="radio"/>	Theft	When property is taken without your permission. This does not include someone physically taking something from your person. An online report cannot be made if the total value of the stolen items exceeds \$5,000.00 or if the theft was from a residence, garage, shed or a business, contact the Call Centre at 613-236-1222 ext 7300 to report the incident over the phone.	Items stolen from your yard, driveway, porch, locker or public area.
<input type="radio"/>	Theft from Vehicle	When property is taken without your permission from a vehicle. An on-line report cannot be made if the vehicle was parked in a residential garage.	Any personal items left in a vehicle including but not limited to: purses/wallets, GPS, CDs or vehicle documents. This would also include any vehicle parts including tailgates for trucks, tires... etc.
<input type="radio"/>	Traffic Complaint	Any traffic complaint which does not involve: passing a school bus while the lights are flashing, an impaired driver, street racing, a motor vehicle collision, an off road vehicle, an E-bike or bicycle or involves concerns for the safety of a child (smoking in car, child not properly strapped in). Note: If you are reporting an off-road or waterway incident, please call the Call Centre at 613-236-1222 ext 7300	On-going traffic complaints in an area (stop signs, speeding, heavy trucks), distracted driving (texting and driving), not obeying Highway Traffic Act laws.



## Theft from Vehicle

Definition	When property is taken without your permission from a vehicle. An on-line report cannot be made if the vehicle was parked in a residential garage.
Examples	Any personal items left in a vehicle including but not limited to: purses/wallets, GPS, CDs or vehicle documents. This would also include any vehicle parts including tailgates for trucks, tires... etc.

## Confirm Question(s)

Was the involved vehicle parked inside a residential garage?	<input type="radio"/> Yes <input type="radio"/> No
Did the theft include items taken from a trailer, boat, or other towed entity?	<input type="radio"/> Yes <input type="radio"/> No
Is the vehicle registered to a business?	<input type="radio"/> Yes <input type="radio"/> No
Are you the owner of all of the property you are reporting as stolen?	<input type="radio"/> Yes <input type="radio"/> No
Was the incident captured on video?	<input type="radio"/> Yes <input type="radio"/> No
I understand that filing a false police report is a criminal offence.	<input type="radio"/> Yes <input type="radio"/> No

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# Process Overview

- Once a report has been submitted On-Line a Temporary Report # is assigned and sent via email to the reporter.
- Within the next 24 hrs, the information is reviewed by an On-Line Report Analyst/Call Centre Agent.





- The Analyst have the following options:
  - Approve the information and a Permanent Report number is assigned and forwarded via email.
  - Request follow up information if the report is missing information or the information within the report is unclear. The follow-up is done via email or phone call.
  - Reject the information if it does not meet the On-Line Reporting criteria, the complainant will receive an email and be advised to contact the Call Centre.





# Kanata/ Stittsville/ Greenbank Community Police Centre

- Kanata/ Stittsville/ Greenbank Community Police Centre

Located at 245 Greenbank Road, or 211  
Huntmar Drive

Cst. Kevin Williams

Ph # 613-236-1222 ext 2243







# QUESTIONS?

