

## Neighbourhood Watch Bulletin – January 23, 2017

*This bulletin is prepared by the Wellington Community Police Centre (1064 Wellington St., 613-236-1222 ext. 5870) for distribution to area residents to promote safety and security in our neighbourhoods. Please distribute it to anyone who might be interested. Any questions or information concerning safety or security issues in your neighbourhood may be forwarded to [wellingtoncpc@gmail.com](mailto:wellingtoncpc@gmail.com).*

*Le français suit*

### 1. New hours at OPS front desks

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On January 23, 2017, the Ottawa Police Service will be adjusting the hours at the Elgin, Huntmar, and 10<sup>th</sup> Line Front Desks so they are the same across the city and more in line with public demand. The new hours for all three Front Desks will be 7:00am-7:30pm, seven days a week.

In addition to the change in hours, some services that were previously offered by the three Front Desks will now be offered exclusively at our 2670 Queensview Drive location, namely copies of police reports and alarm payments. Queensview Drive is opened Monday to Friday from 7:30am to 5:00pm; check [ottawapolice.ca](http://ottawapolice.ca) for various services hours.

The three Front Desks will continue to operate the Collision Reporting Centres, take police reports, accept applications for background checks, process sign-ins, and assist with vehicle releases.

#### **What our changes mean for the public...**

On weekends, Huntmar and 10<sup>th</sup> Line will have extended their service by over 4 hours, while Elgin will be reducing its hours by 1hour and 30 minutes – making our Front Desk services more widely available across the City.

Residents requesting copies of police reports, or to make alarm payments in-person must attend 2670 Queensview for these services. Alarm payments will continue to also be taken by phone.

As we continue to improve our processes, these services will no longer be available at our other Front Desks.

In the coming months, a new online application for police records checks will be available for residents of Ottawa. The application is currently being tested with selected users at Queensview.

After April 19, 2017, in-person background check applications will only be accepted at 2670 Queensview Drive.

### **Did you know?**

Records checks and collision reporting account for over 50% of the requests made by the public at our Front Desks; less than 5% of the requests are related to copies of police reports and alarm payments. Additionally, demands from the public peak between 9:00am-5:00pm.

Visit [ottawapolice.ca](http://ottawapolice.ca) for all of [our locations](#).

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## **1. Le SPO apportera des modifications aux horaires des comptoirs d'accueil**

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### 1. Le SPO apportera des modifications aux horaires des comptoirs d'accueil

Le 23 janvier 2017, le Service de police d'Ottawa apportera des modifications aux horaires des comptoirs d'accueil de ses postes de la rue Elgin, de la promenade Huntmar et du chemin Tenth Line, afin de les harmoniser dans l'ensemble de la ville et de faire en sorte qu'ils répondent mieux à la demande du public. Les trois comptoirs d'accueil seront dorénavant ouverts de 7 h à 19 h 30, sept jours par semaine.

En plus des changements à l'horaire, certains services qui étaient offerts auparavant dans les trois comptoirs d'accueil seront disponibles exclusivement à notre bureau du 2670, promenade Queensview, à savoir les copies de rapports de police et les paiements liés aux alarmes. Il faut noter que le bureau Queensview est ouvert du lundi au vendredi de 7h30 à 17h30; svp consulter les heures pour les différents services offerts à [ottawapolice.ca](http://ottawapolice.ca). Les trois comptoirs d'accueil continueront à opérer les Centres de rapport des collisions, à prendre les rapports de police et les demandes de vérifications des antécédents, à traiter les entrées et sorties, et à aider à la libération de véhicules.

### **Ce que ces changements signifient pour le public...**

Les fins de semaine, Huntmar et Tenth Line voient leur horaire respectif prolongé de plus de 4 heures, tandis qu'Elgin écourtera son horaire d'une heure et demi – rendant les services de nos comptoirs d'accueil plus disponibles à l'échelle municipale.

Les résidents souhaitant faire, en personne, une demande de copie d'un rapport de police, ou devant effectuer un paiement lié à une alarme devront se présenter au 2670, promenade Queensview pour se prévaloir de ces services. Les paiements d'alarme pourront toujours être réglés par téléphone.

Dans l'optique d'une amélioration continue de nos méthodes, ces services ne seront plus disponibles à nos trois comptoirs d'accueil.

Dans les prochains mois, une nouvelle application pour les demandes en ligne de vérifications de casier judiciaire sera proposée aux résidents d'Ottawa. L'application est présentement à l'essai, auprès d'utilisateurs sélectionnés, à notre bureau de Queensview.

Après le 19 avril 2017, les demandes de vérification des antécédents, au comptoir, ne seront acceptées qu'au 2670, promenade Queensview.

### **Le saviez-vous?**

Les vérifications de dossier et le signalement de collision représentent plus de la moitié des demandes du public à nos comptoirs d'accueil; moins de 5% des demandes ont trait à des copies de rapports de police et à des paiements d'alarme. De plus, les demandes du public sont plus nombreuses entre 9 et 17 heures.

Visitez le [ottawapolice.ca](http://ottawapolice.ca) pour connaître les coordonnées de [nos postes](#).

### **Key Ottawa Police Service numbers:**

- \* Life threatening emergency assistance or to report a crime in progress .. **911**
- \* Other emergency ..... **613-230-6211**
- \* Non-emergencies and general inquiries ..... **613-236-1222**
- \* To have the police attend your location ..... **613-236-1222**  
**ext. 7500**
- \* To make a police report ..... **613-236-1222**  
**ext. 7300**
- \* To make a police report online ..... [www.ottawapolice.ca](http://www.ottawapolice.ca)

OPS and By-Law services base their work on call statistics. The more calls that you make, the more neighbourhood services we receive. There are three steps to making the call:

#### **a) Deciding which number to phone.**

If you have an emergency or see a crime in progress, call 9-1-1. If your car was broken into or you need police to attend another non-urgent situation, please call the “other emergencies” number (613-230-6211). To report an incident after it occurred without police attending the scene, please call 613-236-1222 – ext. 7300. You can reach by-law services at 3-1-1.

#### **b) Getting a report number.**

When the dispatcher answers, it is a good idea to ask for a report number immediately. We've found that dispatchers sometimes hang up before we get to ask for a number or we forget. Asking for a report number right away solves these problems.

#### **c) Share your report number and incident.**

Please e-mail your report numbers and a brief description of the incident to your Block Captain (if you have one), or directly to us.

### **Importance of Reporting Prostitution and Problem Addresses**

Neighbourhood Watch members can support the police by writing down and phoning in important information such as: vehicle descriptions and license plate numbers (specify

Ontario or Quebec) of anyone soliciting prostitutes, descriptions of drug dealers and addresses of crack houses.

**Graffiti**

If you spot graffiti, call 3-1-1. Graffiti kits are available from your city councillor.