

Classification **PUBLIC**

Meeting **September 10, 2012**

Agenda Item **Monitoring Report:  
Treatment of Residents and Visitors**



Recommended Motion:

**THAT the Board finds that all provisions of the *Treatment of Residents and Visitors* report have been complied with.**

---

**Treatment of Residents and Visitors**

I hereby submit my monitoring report on your Executive Limitations Policy, “Treatment of Residents and Visitors” according to the schedule set out. This is the first monitoring report for this category for annual review of 2011. I certify that the information contained in this report is true.

Signed: \_\_\_\_\_  
Chief of Police

Date: \_\_\_\_\_

**BROADEST POLICY PROVISION:**

*“With respect to interactions with residents and visitors to Durham region, the Chief of Police will not cause or allow conditions, procedures, or decisions that are unnecessarily unsafe, undignified or intrusive for anyone.”*

**Interpretation of the Chief of Police:**

It is my interpretation of this Policy Provision that it is in fact broad based and does speak to issues not necessarily covered in the specific policies set out below. This policy in fact would encompass core values, the need to treat everyone with dignity and respect. It is my further interpretation that our members are authorized by the law to conduct activities such as the Use of Force that are necessary in the performance of our duty and to accomplish ends. Therefore use of those authorized tactics is “necessary” and does not contravene this policy.

## **Data Support:**

Many of our documents reflect the Service values and they are regularly discussed with our members. These would include our Vision, Oaths of Membership, Annual Report, Business Plan and so on. In addition to those items, our directives are relative to police operations and current to the state of the law with respect to searching of persons and other tactics that police officers employ that otherwise might be considered to violate the spirit of this policy. These are supplemented by Information Technology systems in place to keep our information secure.

## **Policy Provision #1**

*“Further, without limiting the scope of the foregoing by the enumeration, the Chief of Police will not:*

*1. “Elicit information for which there is no clear necessity.”*

## **Interpretation of the Chief of Police:**

It is my interpretation of this policy that it applies to the collection of information from residents and visitors in all transactions conducted by the Durham Regional Police Service. It is my further interpretation that information elicited by members and the Service as a whole in carrying out our duties pursuant to the *Police Services Act* specifically and all other statutes generally, is deemed to be necessary.

## **Data Support:**

Officers can only make enquiries concerning bona fide police functions. Information collected is recorded in appropriate documentation for which there is a monitoring process to ensure standards are achieved when collecting information. Legislation such as the *Youth Criminal Justice Act*, *Municipal Freedom of Information and Protection of Privacy Act*, case law regarding disclosure, Adequacy Standards under the *Police Services Act*, Service directives, CPIC by-laws, *Nuclear Safety and Liability Act* and the record retention by-law all ensure that data is treated with the requisite degree of security required. Pursuant to the *Municipal Freedom of Information and Protection of Privacy Act* all non-law enforcement documentation collecting personal information contains a “Notice of Collection” indicating the purpose and legislated authority

**Therefore, I report compliance with this provision.**

## **Policy Provision #2**

2. “Use methods of collecting, reviewing, transmitting or storing information that fail to protect against improper access to the material elicited.”

### **Interpretation of the Chief of Police:**

It is my interpretation of this policy that the Durham Regional Police Service complies with the provisions of all statutes governing this area, including but not limited to the Board’s Records Retention By-law as established under the authority of the *Municipal Act*, CPIC By-Laws, *Nuclear Safety and Liability Act* and the requirements of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). That further, the police service will afford all methods available to ensure the integrity of the storing of said information is safeguarded.

### **Data Support:**

As of May 31<sup>st</sup>, 2012 the Service has received 13,524 Criminal Information Requests. This number is an increase of just under 1,000 over the same time-frame of the previous year. There have been 509 requests made under the *Municipal Freedom of Information and Protection of Privacy Act* between January 1 and June 1<sup>st</sup>, 2012. To date, there has been no privacy complaints filed against the Service.

June 21, 2012 the Ontario Court of Appeal ruled in favour of the Service in the matter of *J.N. and The Durham Regional Police Service and the Durham Regional Police Services Board*. This case also had two interveners namely the Attorney General of Ontario and the Canadian Civil Liberties Association join the litigation. This favourable decision is a significant and clear indication that our process is fair and sound.

The DRPS maintains over 30,500 entries on CPIC. These entries are subject to audit by the Ministry of Community Safety and Correctional Services with our most recent audit having occurred in 2011.

All members of the DRPS are required to take an Oath of Secrecy. CPIC access standards, password protection and strict operating procedures surround the release and access to confidential information including data related to the *Youth Criminal Justice Act*.

Periodic audits continue to be conducted on police information systems such as the Virtual Mobile Data Terminals (VMDT), Media One, E-parade, and Microsoft Outlook to ensure the content is professional and appropriate and does not contravene any legislation.

To date, two personnel breaches have been identified, investigated, actioned and the results shared with the Board. Personal information gathered for non-law enforcement purposes, such as Criminal Information Request (CIR) applications, is permitted as long as a ‘Notice of Collection’ is included on the form so that the individual providing the information is aware of the purpose and legislated authority for the collection of their personal information. The DRPS has a ‘Notice of Collection’ on all non-law enforcement forms used to collect personal information.

Personal information collected by Human Resources regarding employment with the Service is not covered by MFIPPA and is therefore not *required* to have a ‘Notice of Collection’ included, however, in keeping with the spirit of the privacy legislation the DRPS has included this information on the Notice to Collect Personal Information form, completed by all potential employees.

The release of information, whether it is through an FOI request or a routine release to an outside agency, is carefully monitored through the Information Release and Privacy Coordinator.

Transmission of information is done through various mediums, including CPIC, fax, e-mails and post/courier. The DRPS has a number of Directives covering these methods: Internet Use by Police Service Members; CPIC – Security, Capabilities and Use; and Records Management/Request for Officer Interview.

**Therefore, I report compliance with this provision.**

### **Policy Provision # 3**

3. *“Fail to operate facilities with appropriate accessibility, privacy, and safety for residents and visitors to Durham Region.”*

#### **Interpretation of the Chief of Police:**

It is my interpretation of the policy that our facilities are to meet Ontario Building Code requirements, *Accessibility for Ontarians with Disabilities Act* requirements, and further to provide ease of use and a sense of comfort, safety and well-being to our customers.

#### **Data Support:**

Our buildings, meet the requirements that would provide for appropriate accessibility, privacy and safety.

#### **Services available in each Division (during open hours):**

- Criminal Information Requests
- Freedom of Information Requests
- Incident Reports
- Property Reports
- Accident Reports
- Vehicle Release
- Public Complaints
- General Inquiries

The following was reported on in my 2011 reports and remains current.

#### **Open to the Public**

Central East Division in Oshawa and West Division serving Ajax and Pickering continue to provide full time public access. Central West Division in Whitby is open to the public weekdays from 8 a.m. to 9 p.m. East Division in Bowmanville is open weekdays from 8 a.m. to 4 p.m. while North Division in Port Perry is open weekdays from 8 a.m. to 5 p.m. The Durham Regional Police Reporting Centre, 650 Rossland Road East, Whitby is open seven days per week from 7 a.m. to 9 p.m. providing Incident, Property Reports and answering general inquiries. Collision reports can be taken at the Accident Support Services Collision Reporting Centre at this location from 7 a.m. to 9 p.m. weekdays and 10 a.m. to 6 p.m. on weekends.

Emergency telephones that ring directly to Communications/911 are located at the three Divisional buildings which are not open 24 hours, (East, Central and also at the Regional Reporting Centre and our four Community Police Offices (Beaverton, Uxbridge, Courtice and South Oshawa).

### **Criminal Information Requests**

The Criminal Information Request Unit offers their services, including while you wait processing and digital fingerprinting as required, to the public weekdays from 7:00 a.m. to 5:30 p.m. We also keep the public up to date with the expected response time for these documents by posting notices at each station and updating our external web site on a weekly basis.

### **Accessibility**

All Divisions, Community Policing Centres and the Regional Reporting Centre have barrier free public access. East Division currently has poor accessibility but will be remedied when the new East Division is open in 2015. The Uxbridge Community Police Office does not have a lobby with directly accessible public access. Rather the public must come in through the Youth Centre located at the front of the building.

East Division, West Division, the Regional Reporting Centre and Property Bureau are buildings with either a basement and/or second storey but do not have an elevator. The lack of an elevator affects staff rather than the public.

### **Directional Signage**

All Divisional and Community Policing Centre facilities have signs on streets and roadways to direct the public to the building, and off-hour access to police services via a hotline. The DRPS reviews the need to expand service availability to the public throughout the communities served.

### **Safety**

DRPS facilities are operated and maintained in a safe manner. Issues reported to Facilities are addressed promptly. Mandatory inspections of Service facilities are being performed on a monthly basis by members of the Health and Safety Committee. There are no major issues outstanding.

**Therefore, I report compliance with this provision.**

### **Policy Provision # 4**

4. *“Fail to establish with residents and visitors to Durham Region a clear understanding of what may be expected and what may not be expected from the services provided.”*

### **Interpretation of the Chief of Police:**

It is my interpretation of this policy that we are to make sincere efforts to inform and educate our citizens and take into account their feedback. It is my further interpretation that the activities described below fulfill this requirement.

### **Data Support:**

The following organizational activities all support our achievement of this policy and are listed below:

- Daily Media Transactions from Corporate Communications

- Community Liaison Committees (e.g. committee on diversity issues)
- Annual Report compilation and distribution
- Business Planning Process
- Monthly Board meetings (public sessions)
- Briefings to Council (Municipal and Regional)
- External Web site ([www.drps.ca](http://www.drps.ca))
- Community Police Office and Municipal Council Interactions
- Community Speakers, including presentations at recruiting fairs, senior safety presentations etc.
- Building signs and road signs directing the public to police facilities
- Interagency Partnerships (e.g. Joint Forces Operations, reciprocal service agreements, school safety presentations), Community Police Offices, satellite Community Policing Centres, and the Police Learning Centre all provide a point of contact for citizens within the Region
- Public Needs Survey

As of June 26th, 2012 Corporate Communications has issued 371 formal media releases this year, which is ahead of last year's pace (299) and on track to set an all-time record. In 2011, DRPS issued 706 formal media releases, responded to about 5,200 media phone calls and about 3,000 media/public emails. The majority of media releases also made reference to the DRPS website and Durham Regional Crime Stoppers, which encourages confidential tips. Our website, [www.drps.ca](http://www.drps.ca), has a wealth of information for the public, including safety tips, updates on investigations and images of wanted suspects. Our external website has attracted 644,778 individual visitors so far in 2012, generating 26.9 million hits.

With respect to our Community Police Offices, I report the following:

#### ***Diversity Advisory Committee(DAC)***

The DAC is comprised of members from the community, our Police Service and the Police Services Board. We are presently going through a review process to identify community priorities and issues that can be addressed in a more proactive way. We are focusing on developing a more formal outreach program to strengthen present relationships and build new ones with our various diverse communities. We are also looking to "refresh" our membership to ensure we have a better representation of our community and to ensure we are better prepared to deal with any sensitive police related issue that we are confronted with in the future.

Our Committee presently meets on the third Wednesday each month here in Regional Headquarters.

#### ***NORTH DIVISION***

Leadership from North Division meets 3 or 4 times a year with the respective mayors of Uxbridge, Scugog and Brock.

In 2012 a new program was introduced where on a monthly basis the Mayors of each municipality accompany the Administrative Staff Sergeant and the zone patrol officer during a patrol of the downtown business area. This enables our officers to meet with the local business community and the public continuing our commitment of improving community accessibility to the police service. Mayor Mercier accompanied our officers on May 20<sup>th</sup>, 2012 and Mayor Clayton on June 28<sup>th</sup>.

To measure local community satisfaction with the police service a survey will be distributed to local businesses in Beaverton and Uxbridge during the first week of July seeking input regarding the most recent interaction with the Durham Regional Police Service. Results of the survey will measure community satisfaction with police response to community complaints and accessibility to the police service. Both initiatives address Organizational excellence. An additional survey will be delivered to Scugog businesses in early August.

They also do deputations before councils regularly and provide updates on community safety and enforcement initiatives that are supported by statistical and informational handouts.

At least once yearly leadership meets with the Chief and Councilors of the Mississaugas of Scugog Island First Nation. We have a liaison officer- Constable Ron Crouch who was specially trained at the Ontario Police College for this role. Constable Crouch has spoken last year at the Band's 'Pow Wow' and participated in their career day. This summer, PC Crouch and the Divisional Leadership will be attending the 2012 "Pow Wow".

PC Danny Mitchell #177, the Local Community Services Officer, speaks and attends at numerous community events.

PC Susan Kelly #872 our Traffic Safety Coordinator for North Division are liaising with municipal works and traffic staff to create a Traffic Management Advisory Committee.

As part of the 2012 North Division Community Safety Plan significant focus has been placed on roadway safety. Focused, directed patrol and enforcement initiatives have been introduced identifying high collision roads in an effort to reduce the number and severity of motor vehicle collisions. Discussion of traffic concerns will continue through the involvement of municipal partners.

Traffic complaints that originate from the community are addressed by the Traffic Safety Officer (TSO) through directed patrol and enforcement in the affected location. The TSO communicates the results of the patrol and any future police actions to the complainant. The complainant is asked to fill out a survey that offers them the opportunity to provide their feedback. The survey will address the promptness, courteousness and effectiveness of the police response, ensuring community access to police services.

### ***EAST DIVISION***

We have advertised and hosted the events which educate our citizens about the services we provide. Included are citizens nights in Newcastle addressing break and enter and property crime, Parent coalition nights for parents in Courtice and Bowmanville. Pro Active foot and bicycle patrols have been increased in Clarington that have identified business districts including Bowmanville, Newcastle and Orono. This is a weekly ongoing priority to promote offence prevention and more importantly community access and personal interaction with uniform officers on a regular basis.

Detective Sergeant Teresa Hutchinson has continued our neighborhood alerts program whereby she inputs quality of life type incidents such as, suspicious persons, thefts from auto, property damage

mischievous including graffiti that can plague neighborhoods. This information is shared with the affected area via the media and personally by officers door to door in the affected neighborhoods. On June 23<sup>th</sup>, 2012 our Service was well represented in the “Walk a Mile in Her Shoes” in support of Bethesda House. The Chief, Deputy Chief and Divisional Inspector were present to participate.

This year we worked with the Municipality and promoters of the Boots and Hearts Country Music Festival that saw approximately 20,000 persons attend Mosport Park for a concert weekend August 10-12 2012. This was the first of 15 years of music events planned for Canadian Tire Mosport Park. A comprehensive policing plan was developed to support a safe event.

Our School Liaison officers and Detective Sergeant identified youth in the community and provided an award for good assistance to police to selected young people who acted responsibly and significantly in the community. Three awards were given on June 25<sup>th</sup>, 2012 at the Division.

The Division has worked proactively with other agencies. Examples are our recent fishing season enforcement campaign on area streams along open recreational areas that was done in partnership with the District Ministry of Natural Resources Officer. Another example is licensed premises checks in area bars including the Alcohol and Gaming Commission of Ontario.

The Divisional Inspector addressed Town Council in June. An update of policing strategies and initiatives was provided after a question from the Regional Councilor. A delegation was provided by the Inspector to update work being done cooperatively with Municipal By-Law, The Mayor of Clarington and the Inspector to advance a community safety committee for the Municipality of Clarington. This matter is being advanced through Council currently and key stakeholders have been identified and have been, or are being, approached to participate.

East Division focused on delivering our Community patrol plan in support of Safe Roads with identified programs that ran throughout the summer months including RIDE, distracted driving, speeding, use of our speed board and working on our key intersections identified through traffic pattern analysis by our DRPS Analyst.

Our focus is in support of a balanced approach to safety in Open areas, Safe Roads, Compliance of high risk offenders and property crime. Compliance checks are an ongoing, weekly priority with numerous checks completed by Clarington officers. Property offence projects and investigations have been completed by our Divisional Criminal Investigations Branch. Media inclusion and messaging to the community has been included in our approaches.

### ***CENTRAL EAST DIVISION***

Divisional leadership enjoys an excellent relationship with the Mayor and members of his staff. Inspector Ostler provides the Mayor with regular high level updates on various Divisional initiatives and appropriate information on any serious calls/investigations that may cause concern for the Oshawa Community. Central East Division has been particularly focused on providing a quick turnaround on the public disorder and quality of life type calls. Our response is a balanced approach - traditional reactive responses such as directed patrols/enforcement, and at the same time providing timely information on crime trends and crime prevention methods to the impacted neighborhoods. We continue to build upon a strong relationship with Oshawa By-law and Oshawa Fire Service. We have implemented a Community Outreach program where we partner with Oshawa By-law and other



specialty units within Durham Regional Police. We continue with our commitment to work on problem areas in partnership with appropriate agencies. Examples of these initiatives include: joint bicycle and foot patrols with Oshawa By-law; collaborative RIDE program with Oshawa Fire Service.

In addition to the above the following are some of the community partnerships Central East Division continues to work with:

- SafeCityOshawa Partnership – Committee of Council [www.safecityoshawa.ca/](http://www.safecityoshawa.ca/)
- City of Oshawa Harm Reduction Committee
- Mayor’s Drop in Centre Committee (sponsored by U.O.I.T.)
- John Howard Society
- Sex Support Workers Circle
- Durham Region Drug Court
- Alcohol and Gaming Commission of Ontario – Liquor Inspections.

The Division has developed a distracted driver’s information card to educate drivers personally about driving habits at problem intersections. We will continue with what has become our annual senior citizen's Christmas event to connect with our senior’s community. This involves our partnership with the local Regiment and supports Remembrance Day and Legion activities as well.

### ***CENTRAL WEST DIVISION***

In 2011 Inspector Reti and SSgt Roche attended the Town of Whitby Council meetings and a number of community meetings. In addition, they have liaised with the Town of Whitby, Whitby Fire Department, Whitby Hydro and a number of other agencies to promote community safety. In 2012, Inspector Saliba assumed the leadership role with SSgt Roche.

We continue to have a sound partnership with UOIT/Durham College. We have identified a liaison officer working from the CRU unit that works closely with the educational facility as well as with Oshawa Council, Bylaw and Oshawa Fire Department. For example, a thorough project plan was created and implemented named **PROJECT REPEAT**. (**R**) Review of past projects, operational plans and crime analysis reports (**E**) educating the community and police service, (**P**) patrolling identified areas in uniform capacity, (**E**) enforcing municipal, provincial and criminal statutes, (**A**) analyzing the success of the project, (**T**) translating lessons learned through this project into future proposals.

The following are some of the other programs Central West (CW) Division also participates in:

The after school program which includes West Lynn Public School has been expanded to include John Dryden Public School. This partnership which extends to and includes the Town of Whitby, Durham School Board, Durham Boys and Girls Club and members of the White Oaks community continues to provide support and education for at risk youth. Members of Central West Division (CW) attended a Blue Jay game with ‘at risk youths’ to continue to build community relationship. CW members also participated in a dodge ball game to raise funds for the ‘kids help line’.

Monthly meetings are held with Ontario Shores Centre for Mental Health Sciences, providing education and information sharing. Detective McFarlane is the designated divisional Liaison officer

Partner in Whitby 'ROADWATCH' program: We attend monthly meetings and have a designated officer liaising with the town and the many volunteers running this community initiative.

We have maintained and developed contacts in the North Oshawa Mary and Nonquon community, in particular with some of the property owners/agents.

DRPS participates in the following community events yearly: Meals on Wheels, Tim Horton's send a Kid to Camp Day, Cops and Kids Fishing Derby at Heber Down Conservation. CW members also attended neighborhood watch meetings in the Brooklin Community.

CW members used the festivities at the Brooklin Fair as a vehicle to meet and educate the community on topical issues such as frauds, bullying, target hardening, protecting their identity and the 'lock it or lose it' program. Approximately 120 attendees were provided with pamphlets on the aforementioned issues.

CW Elementary School Officer attended All Saints Catholic School and provided a presentation on internet safety to approximately 100 parents. Topics include cyber bullying and monitoring their children internet use.

## ***WEST DIVISION***

In January and February of this year, meetings were held with leaders and members of Devi Mandir. In addition meetings were held with Ajax Council regarding the West Division Community Plan and Mayor David Ryan.

This year, PC Dave Jaciuk participated in a student event named "I am who I am" that was in response to the suicide of a young boy who was being bullied. This program received significant recognition at all levels of government and the school received a provincial award that also recognized the participation of Police.

On February 11<sup>th</sup> Inspector Grant and SSgt Haskins attended the black history month celebration and RBC awards at J. Clarke Richardson High School.

February 25<sup>th</sup> SSgt Haskins attended a diversity celebration event at the Pickering Town Centre.

February 28<sup>th</sup> Inspector Grant and SSgt Haskins attended an open house hosted by Ajax Councilor Renrick Ashby where over 100 residents attended. They answered questions from residents and gave updates on issues in the Town. There were numerous positive comments about police from residents.

On March 10<sup>th</sup> MP Chris Alexander attended West Division and met with Inspector Grant and SSgt Haskins. He was provided a tour of the Division and spoke of ongoing initiatives within the Division. He provided positive feedback from his perspective on how well the police in West Division are performing.

On March 31<sup>st</sup> Inspector Grant attended a 1 day seminar in Toronto held by the Afghan Community meeting with Afghan leader's politicians from all levels of government and making a presentation to a group of youth from the Afghan community. He also spoke and brought greetings from the police to the entire group.

SSgt Haskins is a member of CCCAD - Canadian Caribbean Cultural Association of Durham and he along with Chief Ewles, Inspector Townley, SSgt Itheme and Inspector Grant attended the inauguration event this year in Pickering.

In April and June meetings were held with local church leaders in Ajax and on June 17<sup>th</sup> the Ajax Community Day was held which provided education to the community on safety issues.

On May 13<sup>th</sup> 8 members of the West Division including the Leadership Team attended the Pickering Community Leaders prayer breakfast.

On May 26<sup>th</sup> Inspector Grant attended a celebration event with the Afghan community in Ajax and addressed the community.

Inspector Grant and SSgt Haskins attended a liaison community meeting in 43 Division in preparation for developing a West Division community liaison program. This was set up by MP Cornelius Chisu.

West Division has ongoing participation with the Town of Ajax on their Community Safety Strategy and was present for an update to Ajax council on May 24<sup>th</sup>.

West Division with the support of the Police Services Board has purchased 3 ads in the News Advertiser addressing issues related to new immigrants to the Region. This is an ongoing 3 part series called Tapestry which is a partnership including the Town of Ajax, City of Pickering, The Durham District School Board, Community Council development of Durham and the News Advertiser.

In addition, leadership has attended numerous council functions this year for both Ajax and Pickering representing the DRPS which included City of Pickering Civic Award Ceremony, Student Recognition Night, and Ajax Home Week. On a weekly basis, SSgt. Jeff Haskins is in contact with members of Ajax and Pickering customer care personnel, who have forwarded community complaints that, require assistance with information, police response or follow up. We are quick to respond and provide quality service in partnership with our Town/City employees to our council members.

The West Division CRU, led by Sergeant Soffie, have attended community meetings hosted by Ajax or Pickering representatives involving concerns regarding traffic (speeding, congestions, school areas, stop signs) and other common themes around schools.

SSgt Haskins attended MP Chris Alexander's open house held in April at Kinsmen Park club Ajax. SSgt Haskins interacted with members of the public and answered questions.

Members of the Property Crimes Unit have attended Neighborhood Watch Meetings to act as a resource for community concerns, as well as educate residents on protecting property in reaction to current trends. D/Constable Dorego and Detective Price have also reacted to growing concern in the East Asian community regarding break and enters. They met with community leaders and presented information and crime prevention tips to congregations and leadership groups. They have also met with Neighbourhood watch groups and the Indo Canadian Cultural Association to provide crime prevention information as well as how to properly report crimes to police which have been a concern for police in the past. They also attended the Devi Mandir and spoke to the congregation on crime prevention.

A recent and ongoing street level robbery initiative has incorporated a survey to be distributed amongst students at local high schools to gauge fear of crime. The survey resulted in almost 4000 students from 3 high schools participating, which is one of the highest rates of involvement of any survey issued by the DRPS. The second phase of this investigation took place in May with another survey distributed to the same High Schools. The results of the survey are still being compiled. The investigation on street level robberies was very successful.

The Road watch program sponsored by the Town of Ajax and City of Pickering is partnered with the DRP. There is a liaison officer assigned (SSgt Jeff Haskins) who meets monthly with the committee. Members of this committee as well as Town of Ajax and City of Pickering representatives are also members of the West Division Community Patrol Plan Roadway safety committee.

**Therefore, I report compliance with this provision.**

### **Policy Provision # 5**

*5. "Fail to provide for the effective handling of calls for service by residents and visitors to Durham Region."*

#### **Interpretation of the Chief of Police:**

It is my reasonable interpretation of this policy that it requires us to maintain a system of call taking, dispatching, responding, investigating and reporting of calls for service that reasonably and efficiently balances the needs of individuals and the community as a whole and the resources available for this function. Information on this policy provision is also captured under the Emergency Response Boards Ends Policy.

By virtue of the operation of our Communications / 9-1-1 Centre, our Divisional Police Offices and other resources, we have in place a prioritized call system. Directives and Community Patrol Plans govern these systems. The Computer Aided Dispatch (CAD) system has been replaced and is now providing management data that is currently being utilized for items like workload balancing, response times and call analysis.

#### **Data Support:**

In 2011, we had 109193 citizen generated calls for Service. This is comprised of 4885 Priority Calls, 28362 Urgent Calls and 75946 Routine calls.

This year to date, we have had 42773 citizen generated calls for Service. This is comprised of 1910 Priority Calls, 10968 Urgent calls and 29895 Routine calls for Service.

**Therefore, I report compliance with this provision.**

### **Policy Provision # 6**

*6. "Fail to ensure compliance with all requirements of the Accessibility for Ontarians with Disabilities Act, Customer Service Regulation, including the development and implementation of procedures in the following areas:*

- a. *Use of service animals and support persons;*
- b. *Notice of temporary disruptions*
- c. *Training for staff;*
- d. *Feedback process*
- e. *Notice of availability of documents*
- f. *Format of documents.*

### **Interpretation of the Chief of Police:**

It is my interpretation that that we will achieve a barrier-free workplace with persons with disabilities thus giving them a right of full participation. The customer service regulation of this Act sets out guidelines in order to achieve compliance.

It is my interpretation of this policy that we are currently providing quality Service to all members of our community including those persons with disabilities. With our partner agencies in the Region we are actively working on enhancing several aspects of our Service delivery to achieve full compliance within an acceptable time frame.

### **Data Support:**

Since 2003, the Region has had a Staff Working Group co-ordinated to address accessibility matters within Regional departments and services. Members understand the importance of removing barriers and work collaboratively to strategize and plan for accessibility. Our facilities manager Dave Simpson sits as a member of this working group.

Our Service allows persons with disabilities to be accompanied by support persons, guide dogs and service animals in all public areas of our properties.

Service disruptions such as the current renovation to the public entrance at Central East Division are rare and limited in both scope and duration. As a Service delivery alternative, members are able to call us to their location to assist with any request. All Service disruptions are issued by Corporate Communications to media outlets and posted on the DRPS website.

Since 2009 all members have been required to complete the Accessible Customer Service computer based training module which even won an award. The current compliance rate for those that have completed the course is very high at 96%.

We readily accept feedback from our community in a variety of forums. We can receive feedback, verbally either in person or via electronic device such as a telephone or TTY. We receive feedback in writing via post, email or our website. General feedback is able to be provided through the DRPS web site, however there is no section devoted to accessibility. To enhance our feedback regarding accessibility Corporate Communications is preparing an RFP to redesign and update the DRPS website that will meet the requirements of the AODA. The RFP is scheduled to be issued by the end of 2012 and the new website expected to be operational in early 2013.

Since the implementation of the Region of Durham Customer Service Standard, the Region of Durham has developed policies and procedures to enhance customer service. The Accessibility Feedback Form is used by all departments to identify accessibility barriers or issues. This feedback is important to us in the identification of barriers and helps to effectively plan for removal of barriers.

Accessibility feedback is welcomed from the public, as well as the employees of the Region.

**Therefore, I report compliance with this provision.**

**Policy Provision # 7**

*7. “Fail to service Criminal Information Requests in accordance with police-sector best practices, in a timely manner.”*

**Interpretation of the Chief of Police:**

It is my interpretation of this policy that we will keep abreast of and implement police-sector best practices in the methods we use to provide Criminal Information Requests and that we will also organize our service resources in such a way as to provide a timely response to those requests.

**Data Support:**

In April of 2011 the Information Release Unit began forwarding fingerprints electronically to the RCMP. This has had a positive impact on the response times from the RCMP confirming individuals Criminal Record or eliminating them as being a pardoned sex offender. After contending with a few RCMP training issues, most responses are now received within minutes as opposed to waiting months. From April 4<sup>th</sup> to August 31<sup>st</sup>, 2011 the Information Release Unit fingerprinted 1,431 individuals for this purpose. The addition of fingerprinting duties to the Information Release area (20 min/fingerprint), has required a supplement of part time staff. This coupled with the extension of hours open to the public continues to provide a challenge in maintaining a ‘timely manner’ response time.

The Information Release Unit has now perfected the process of electronic fingerprint submissions to the point where most responses are received within minutes of being submitted as opposed to having to wait for months. With the exception of the three weeks following the Versadex outage in May, the Unit has been able to maintain a ten-day response time throughout 2012. In order to maintain this 10-day response time, it is necessary for the Information Release Unit to continue to utilize the additional part-time members that were initially acquired in the implementation stages of the electronic fingerprint submissions.

**Therefore, I report compliance with this provision.**

**Policy Provision # 8**

*8. “Fail to ensure that citizen volunteers involved in approved police service activities are appropriately selected, trained, equipped, supervised and indemnified.”*

**Interpretation of the Chief of Police:**

It is my interpretation of this policy that we will leverage our existing member resources by encouraging interested and responsible members of our community to help us achieve our service’s goals in a structured and properly supervised fashion.

## **Data Support:**

### **Auxiliary**

The DRP Auxiliary Unit is authorized under the *Police Services Act*. The authorized strength of the Unit is seventy (70). We recently trained 22 new members which brings our strength to near authorized.

The Auxiliary Unit participates in over 160 events throughout the year and spent approx. 10,000 hours in service to the community and the DRP.

### **Victim Services**

We continue our strong relationship with Victim Services of Durham Region and on October 5<sup>th</sup>, 2011 an open house was held at Regional Headquarters to promote the image of the unit and invite interested people to join. Information provided included:

- Victim Services Programs and Services
- Volunteer Roles and Responsibilities
- Application and Screening Process
- Volunteer Crisis Responder Training
- Benefits of volunteering your time with victims.

Two staff members are funded by the DRPS, and there are 3 additional staff that are funded by the Ministry of the Attorney General. There are also 94 fully-trained volunteers who are each scheduled for two on-call, 12-hour shifts per month. They will assist victims of crime and traumatic events wherever they are required. The office is hosted in our Whitby division.

### ***Ride-Along Program***

Participation in our Ride-Along program is governed by our internal directive (AO-20-001). This directive has been developed to ensure that all requests for involvement in the Durham Regional Police Service (DRPS) Ride-Along Program are processed and administered in a consistent manner. The provisions of this directive are intended to protect the rights and interests of both the Service and any person taking part in the Ride-Along Program.

The program is available to persons 18 years and over unless both the participant and participant's parent or guardian signs the necessary DRP Release Form. The following persons are eligible for the program:

1. Visiting police officers from other policing jurisdictions.
2. Police Service Board members.
3. Regional and municipal council members.
4. Civilian members, as part of a training / orientation program.
5. Volunteer members, as part of an incentive / reward program.

Any other person(s) authorized by the leader of the division, branch or unit conducting the Ride-Along Program.

### **Community Services**

To date the Police Volunteer Unit operating under the umbrella of the Community Service/Crime Prevention Unit currently has 29 volunteers. The selection process to become a Volunteer consists of an application process, interviews, resume and reference/background checks as well as a successful Criminal Information Request and Driver's License Abstract. Successful Candidates are fingerprinted and photographed as well as DRPS Oath of Secrecy and DRPS Volunteer Agreement forms are filled out and signed. Volunteers are given a DRPS shirt to wear at all events as well as a Volunteer ID tag containing photo as well as expiry date. Each volunteer is given a copy of the Volunteer Directive as well. The Directive covers the complete process of being a Volunteer with rules and regulations they must follow. It also covers the process the DRPS Member(s) seeking their assistance must follow.

Our Police Volunteers are utilized throughout the Community only for Department functions/events and with the direct partnerships we have throughout the Region. Examples of events are Police Week, Crime Prevention Week, Community Days, Durham Regional Police Food and Toy Drive, Law Enforcement Torch Run for Special Olympics and Racing Against Drugs Programs. Volunteers are given training as need be for a variety of events. They have direct contact with a member from our Service for all events and are mentored through the Community Service/Crime Prevention Unit. The number of Police Volunteers is carefully monitored to provide a consistent Volunteer/Event ratio. This ensures that the Volunteers are given the opportunity to remain active throughout the year.

**Therefore, I report compliance with this provision.**

**Based on the above proof provided, I report overall compliance with the policy.**