

Classification **PUBLIC**

Meeting **June 27, 2013**

Agenda Item **Monitoring Report:
Adequacy and Effectiveness of Police Services**



Recommended Motion:

THAT the Board receive the Executive Limitations Policy: Adequacy and Effectiveness of Police Services monitoring report.

I hereby submit my monitoring report on your Executive Limitations Policy: Adequacy and Effectiveness of Police Services according to the schedule set out. I certify that the information contained in this report is true.

I report compliance to all provisions of this policy.

Signed: _____
Chief of Police

Date: _____

BROADEST POLICY PROVISION:

The Chief of Police shall not fail to comply with all requirements of the Adequacy and Effectiveness of Police Services Regulation.

Further, without limiting the scope of the foregoing, the Chief of Police will not:

1. *Fail to establish, communicate and operate with procedures that ensure adherence in the following areas:*
 - a. *Crime prevention*
 - b. *Law enforcement*
 - c. *Victims assistance*
 - d. *Public order*
 - e. *Emergency services*
 - f. *Administration and infrastructure*

Interpretation of the Chief of Police:

This executive limitation focuses on all of the Adequacy and Effectiveness provisions within Regulation 3/99 of the *Police Services Act* and the minimum provisions referenced in sec 4 (2) of the *Police Services Act*.

It is therefore my interpretation that the Durham Regional Police Service shall have, as our fundamental priorities, the provision of services that deal with the six noted areas: Crime prevention, Law enforcement, Victims assistance, Public order maintenance, Emergency services response, and Administration and Infrastructure.

It is my further interpretation that adherence to Provincial Adequacy Standards is also demonstrated throughout the year based on compliance with Board Monitoring Reports and reference is made through this document where appropriate.

Data Support:

As part of ensuring that Provincial Adequacy Standards are entrenched in our organization, Durham Regional Police Service (DRPS) has directives that are written orders of the Chief of Police for all members to follow. They outline processes procedures, roles and responsibilities for all members and are published through the DRPS intranet. These directives and policies meet and exceed adequacy standards.

Routine Orders have also been reinstated within the DRPS and, among other items, form direction from the Chief of Police to enhance or augment existing policy in an expedient manner. A comprehensive list of policies and procedures is available for Board review but has not been included in this report.

In addition, the 2011 – 2013 Business Plan sets out goals that encompass and reflect Provincial Adequacy Standards. The specifics of the goals are developed in consultation with the community and are accomplished through unit operational plans and initiatives.

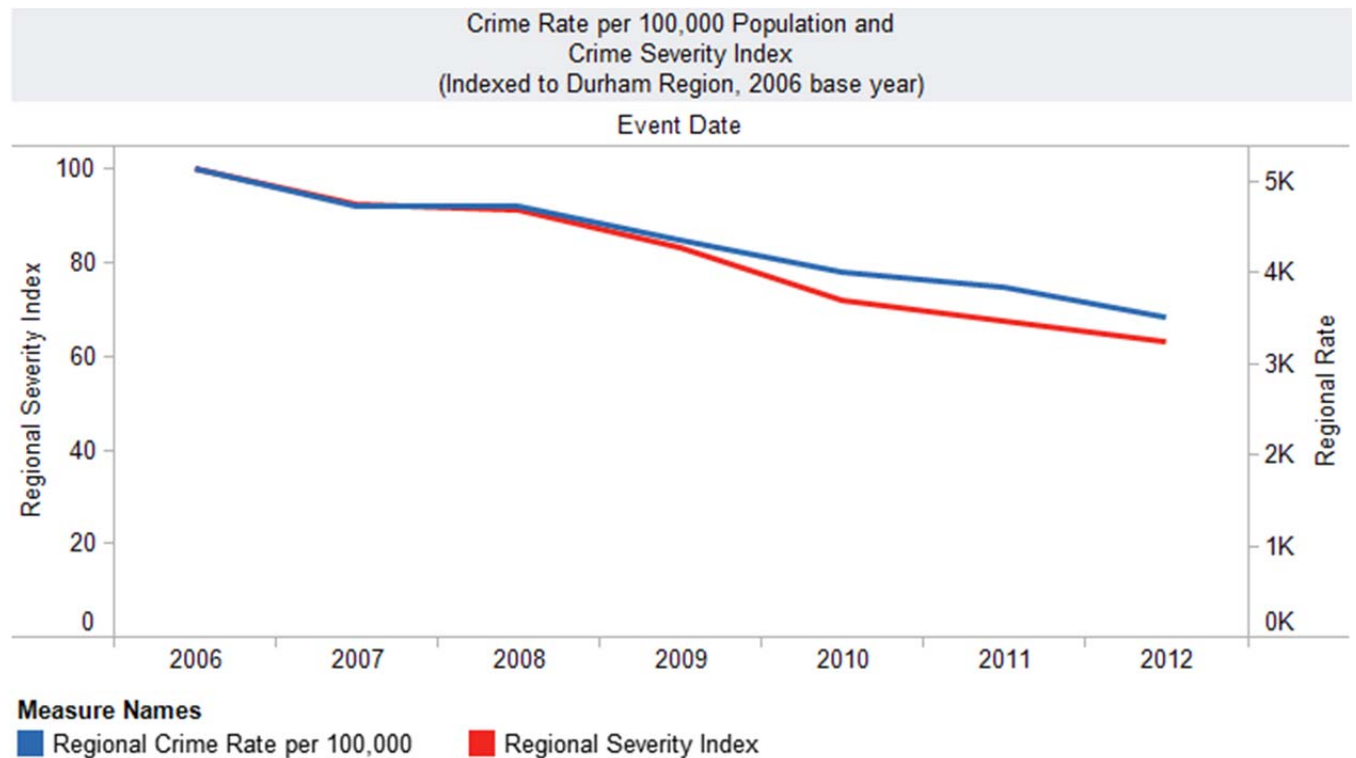
ONTARIO REGULATION 3/99 SECTION:	Compliant with Section	DRPS Policy in Place	Related PSB Monitoring	Related PSB Minutes
Crime Prevention (s.1 - 3)	YES	YES	Community Policing	M101-13
Law Enforcement (s. 4 - 16)	YES	YES	Community Safety Treatment of members	M219-12 M169-13 M158-12
Victims Assistance (s. 17)	YES	YES	Assistance of Victims of Crime	M065-13, M036-12
Public Order Maintenance (s. 18 - 20)	YES	YES	Repealed	n/a
Emergency Response Services (s. 21 - 28)	YES	YES	Community Safety	M219-12
Administration and Infrastructure (s. 29 - 35)	YES	YES		
<i>Business Plan (s.30)</i>	YES	YES	Strategic Business Planning	M159-12
<i>Annual Reporting (s.31)</i>	YES	YES	Strategic Business Planning	M174-13
<i>Skills Development and Learning (s.33)</i>	YES	YES	Adequacy and Effectiveness of Police Services	M132-12
<i>Procedures for the Investigation of Complaints (s.34)</i>	YES	YES	Complaints (Bylaw)	M067-13 M191-12
<i>Quality Assurance (s.35)</i>	YES	YES	Audit Function	M170-13 M104-12

In addition to the above compliance table, select examples for each of the six areas have been highlighted.

CRIME PREVENTION

One of the components of this Adequacy Standard is the use of Auxiliary members. Auxiliary members are the embodiment of the police and the community working together. These volunteers assist the DRPS with community events, searches, public education, and ceremonies and complement the frontline officers in the event of emergencies. In 2012 the 70 members of the unit contributed over 18,000 hours of volunteer time at events. At the end of 2012, the unit comprised 1 Auxiliary Inspector, 3 Auxiliary Staff Sergeants, 10 Auxiliary Sergeants and 56 Auxiliary Constables. It is anticipated that in 2013 the Auxiliary Unit will continue to attend over 200 community events representing our Service and keeping our communities safe.

Traditionally, the effectiveness of crime prevention efforts is measured by the crime rate per 100,000 population and more recently complemented using a crime severity index to describe the relative seriousness of criminal activity. The following chart shows how both the crime rate and the severity of crimes have declined over the past seven years.



The Community Safety Monitoring Report, which details the rates amongst the eight comparator services using figures from the Canadian Centre for Justice Statistics (CCJS), is submitted to the Board annually in September.

In cooperation with the DRPS Divisional Offices, the DRPS provides community-based crime prevention initiatives through its Crime Prevention Unit. The unit tailors crime prevention events and seminars to meet the needs of the community and the nature of the problems in a given area. Topics such as internet safety, precautions for women alone, identity theft and the dangers around door-to-door solicitation are made relevant to the audience and the activities taking place in the area. When faced with the problem of theft during house showings, the unit worked with real estate agents to educate them about how to protect their clients when showing a house.

Working with community partners is a priority of the DRPS, particularly when it comes to crime prevention. One such event is “Shredding Day” where citizens are invited to bring papers that they would like to dispose of in a secure manner to have them shredded. Shred it volunteers provide their services and the DRPS is on hand to educate citizens about identity theft and other crimes. In exchange for the service, citizens are asked to donate to Special Olympics Ontario; citizens who participated in October/April donated about \$2900 for this DRPS/OACP charity of choice.

In partnership with Community Living Durham, the DRPS delivers a program called “Take Care Beware “ a Crime Prevention Academy. Community Living is a non-profit association that advocates for those living with an intellectual disability, so consideration of this audience is taken when delivering the program. The program is run with smaller groups and one-on-one time is available for

citizens to ask questions of the DRPS officers. Topics include home security, internet safety and identity theft. Community Living Durham takes care of advertising and bookings for the academy, while DRPS delivers the program. There is a waiting list to participate in this worthwhile program. This program has been expanded to include Community Living programs in the Eastern part of our Region as well as the North.

The Crime Prevention Unit launched its A-Frame Sign program this Spring. These Crime Prevention Signs are a pilot project to see if DRPS Crime Prevention unit can help reduce theft from vehicles/homes etc through Public Education in certain areas. The signs have a simple yet effective message on them reminding people to lock their doors and keep valuables out of sight. Working with our Crime Analysis to choose the locations, stats are being kept to measure the outcomes. These signs have been placed in every Municipality in the Region to date and are being relocated every two weeks. These signs have generated several calls from citizens who have seen them proving that they are working.

The Crime Prevention Unit also coordinates the annual Law Enforcement Torch Run as well as DRPS Food and Toy Drive. Many hours are spent planning/ executing to keep these two worthwhile causes up and running efficiently. In 2012 over \$24000 was raised for the Special Olympics alone.

To date the Police Volunteer Unit operating under the umbrella of the Neighborhood Safety Unit has 40 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.

In 2012, the Crime Prevention/Community Service Unit spent almost 10,000 hours working on crime prevention projects, or projects that directly involved a connection between the community and the DRPS. The unit made over 6000 phone consultations with members of the public and responded to 6500 public inquiries via email.

LAW ENFORCEMENT

Traditionally, the effectiveness of law enforcement efforts is measured by clearance rates and more recently complemented using a weighted index to describe the relative seriousness of the crimes being solved. The following table shows the operational clearance rates for 2013, along with the

weighted clearance rate for 2012. These figures are based on the DRPS operational figures and may vary from the CCJS figures that are published in July.

Offence Group	Actual 2013 YTD*	Cleared 2013 YTD*	Weighted Clearance Rate 2013 YTD*	Clearance Rate 2013 YTD*	Clearance Rate 2012 YTD*
Violent (Violations Against the Person)	1,815	1,323	61.7%	72.9%	77.6%
Crimes Against Property	4,673	1,370	31.1%	29.3%	28.8%
Other Criminal Code Violations	1,004	877	78.3%	87.4%	94.4%
Grand Total	7,492	3,570	44.9%	47.7%	48.6%

*YTD = Year to Date (May 31)

Offence Group	Actual 2012	Cleared 2012	Weighted Clearance Rate 2012	Clearance Rate 2012	Clearance Rate 2011
Violent (Violations Against the Pers..)	4,018	3,014	60.2%	75.0%	78.3%
Crimes Against Property	12,819	3,522	30.6%	27.5%	29.5%
Other Criminal Code Violations	2,580	2,390	85.6%	92.6%	92.4%
Grand Total	19,417	8,926	44.0%	46.0%	48.5%

The Community Safety Monitoring Report, which details the clearance rates amongst the eight comparator services using figures from CCJS, is submitted to the Board annually in September.

VICTIMS ASSISTANCE

The Durham Regional Police Victims Services Unit (VSU) is the primary provider or support to victims of crime within the service. In 2012, the unit continued to be a hybrid model of sworn police officers and civilian specialists from Victims Services of Durham Region, a program of the Ministry of the Attorney General (MAG)

For the year 2012 the VSU served 5264 residents. Of those cases, 4147 were Police referrals. The VSU provided 6,741 referrals to community agencies: (largely counseling for longer-term support and family court support). Volunteers donated 22,965 hours to ensure 24/7 service delivery outside of normal office hours.

In 2012, The Durham Regional Police Service provided 7784 prosecutorial briefs to the Durham Region Crown Attorney's office. Each brief constitutes a referral to the Victim Witness Assistance Program.. (VWAP –MAG).

PUBLIC ORDER

The Public Order Unit (POU) has a total of 50 officers, consisting of one Inspector, two Staff Sergeants, three Sergeants, and forty-four Constables. Ten Auxiliary officers trained in missing

persons search augment the team. Responsibilities are primarily divided between Search and Crowd Management.

Missing Person Searches remain to be our principal contribution. POU has been involved in 15 missing person searches so far this year. Enhancements to protocols, requiring a Search Manager and on-duty POU officers be deployed to missing person calls where urgent circumstances exist has increased our effectiveness, and reduced the number of call outs. POU Search Managers will be delivering a missing person lesson at the 2014 NCO Training to follow up.

POU has conducted two evidence searches for Homicide.

POU has developed plans and monitored 8 protests. The only event that required a committed deployment was the Pickering Airport announcement, which was accomplished with on-duty officers. We supported the Peterborough Lakefield Police Service by developing a POU plan for the Ontario Chiefs of Police Conference. Organization to Crowd Management has been increased with the identification of 4 designated squads headed by Squad Leaders and 2 OICs.

POU has also contributed in unconventional ways. For example, we were called out to assist in managing a potential evacuation due to the McAsphalt Plant fire in Oshawa on January 19. In addition, the POU Command Vehicle and members have attended 5 community events encouraging interaction and education with members of the public.

We are beginning to see the benefits of reducing the number of NCOs (completed in 2012) designed to increase opportunities for constables to take leadership roles. Improvements to the web site, the creation of Mission and Vision statements, and production of a team crest were all accomplished by constables within the POU.

We have increased our exposure and commitment provincially and nationally. S/Sgt. Steve Jones has obtained the position of Secretary Treasurer with the Ontario Public Order Advisory Committee (OPOAC) and we are contributing to a nationwide POU bulletin. We have submitted requests to host a Touratech (GPS) search course in partnership with the OPP and an OPOAC meeting. The Touratech course will offer a maximum of DRPS officers to attend while offsetting cost. The OPOAC meeting will meet our provincial obligation while highlight our new Operations Training Centre.

EMERGENCY SERVICES

The DRPS provides emergency response services including:

- Tactical Support, Explosive Disposal, Major Incident Commanders, Crisis Negotiators / Hostage Rescue, Air Support, Canine, Dive Team (contracted to TPS), Emergency Plan / Labour Liaison.

The DRPS has entered into agreements through memorandums of understanding (MOUE) with adjacent police services in regards to emergency response services. Those services are Toronto Police Service, York Regional Police Service, O.P.P., R.C.M.P. 'O' Division (Bowmanville), Peterborough Lakefield Community Police, Cobourg Police Services and include Ontario Power Generation at Darlington and Pickering.

Maintaining peace at labour disputes such as strikes and lockouts often involves prior planning and coordination by the Police Service. The Labour Liaison Officer meets with management and organized labour prior to, and during a labour disputes. These consultations usually ensure that all parties understand their legal rights and obligations, and assist in maintaining peaceful and law-abiding activities during disputes. In 2012 the unit assisted and coordinated 78 training sessions, participated in 23 exercises, and dealt with 44 labour related contacts/strike related issues.

ADMINISTRATION AND INFRASTRUCTURE

The Police Education and Innovation Centre (PEIC), formerly the Police Learning Centre (PLC) has enjoyed a long tradition of providing quality education and training to its members. With a primary focus on mandated requirements, the Centre has engaged hundreds of members in thousands of hours of learning.

In September 2012, a new position was introduced to the PEIC. The Dean of Education and Innovation was created as a means of moving the curriculum of the PEIC to an education and innovation model of delivery. The Drummond Report (2012) discussed the need for a new trajectory of professional development in policing with a focus on innovative strategies. In response to provincial and national discussions in regard to the changing face of policing education, DRPS seconded a Senior Academic with expertise in hybrid, blended, online and simulation based education. This role was created to build on existing successes at the Centre and move toward a professional development model of educational delivery with a large focus on building innovative pathways and partnerships. This member centered educational strategy will continue to ensure we develop the best possible members that support community safety in the Durham region.

The Journey Ahead: Defining our Academic Direction identifies and offers a common understanding of the priorities of the Police Education and Innovation Centre. Through strategic actions undertaken in response to these priorities, energies can be focused across the organization as well as the PEIC to enhance both the academic profile as well as the reputation of DRPS. The intention is to remove silos around education and innovation that may exist and continue to establish a culture of collaboration through a cross Centre/cross –departmental focus on academic /educational priorities.

The DRPS has a Quality Assurance Unit that is responsible for the development of procedures and directives. The DRPS has continued a review (that commenced in 2012) of all directives to streamline them, prioritize them and separate policy from procedure. This process has reviewed and revised 218 directives, which will be phased in over the next several months. Priority has been given to Directives that address operational risk to the organization (i.e. Pursuit Apprehension Directive)