

Classification **PUBLIC**

Meeting **April 14, 2014**

Agenda Item **Monitoring Report: Community Policing**



Recommended Motion:

**THAT the Board finds that all provisions of the Community Policing Ends Policy have been complied with.**

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**Community Policing**

I hereby submit my monitoring report on your Ends Policy “Community Policing” 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: \_\_\_\_\_

**Board Policy Statement:**

*The mission, philosophy and values of the Durham Regional Police Service emphasize the importance of working in partnership with citizens / communities. Working in collaboration with community partners fosters trust and confidence in the police.*

*It is the policy of the Durham Regional Police Services Board that police services in Durham Region shall be delivered in partnership with communities and citizens to proactively address and resolve community problems. These partnerships will focus on the root causes of crime, aim to reduce fear of crime, and maintain and enhance high levels of community safety.*

***Reporting***

*An assessment of community policing in Durham Region shall rely upon quantitative and qualitative analyses of relevant data, information and public input.*

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

It is my interpretation that the Board End of Community Policing relates to Section 1, principle 3 of the *Police Services Act, 1990* – Principle #3 identifies “*The need for co-operation between the providers of police services and the communities they serve*”.

The definition of “community policing” has evolved over the years, both within the Durham Regional Police Service and across the Ontario policing sector. The overarching philosophy of Problem Oriented Policing (POP) supported through Problem Based Learning (PBL) examines the root cause of community safety issues, including crime and the fear of crime and leveraging the appropriate subject matter expertise through credible partnerships to prevent or address the issue with meaningful and ideally permanent solutions.

The DRPS community policing philosophy has evolved and now aligns with the Province of Ontario’s Mobilization and Engagement Model of Community Policing. The Ontario’s Association of Chiefs of Police (OACP) accepts this model and it is currently taught as part of the recruit curriculum at the Ontario Police College.

It is my further interpretation that this policy also focuses on the community engagement and Community based partnerships that are developed by the Service as result of the activities within the current Business Plan, or arising from community requests, or issues based exigent/emergent circumstances that demand some response to an identified community safety need. The Service shall provide to the Board regular operational updates that confirm our commitment to the POP/PBL philosophies through such organizational activities.

The Board End measures of success involve both quantitative and qualitative measurements. Given the number of partnerships established across the Service, the Board in consultation with Senior Command will identify the programs and partnerships that are worthy of an annual review. The Service will then report on the nature of the partnerships; the activities and services delivered within those partnerships, and measure(s) of effectiveness that satisfy the resource commitment, value added and sustainability of the partnership.

The qualitative measures focus on root causes of crime, fear of crime; the community’s knowledge of what police/partner initiatives have been undertaken, and what the community understands of the impact that these initiatives are having on both individual and collective safety and well-being. These measures may be incorporated into our regular environmental scans and community surveys.

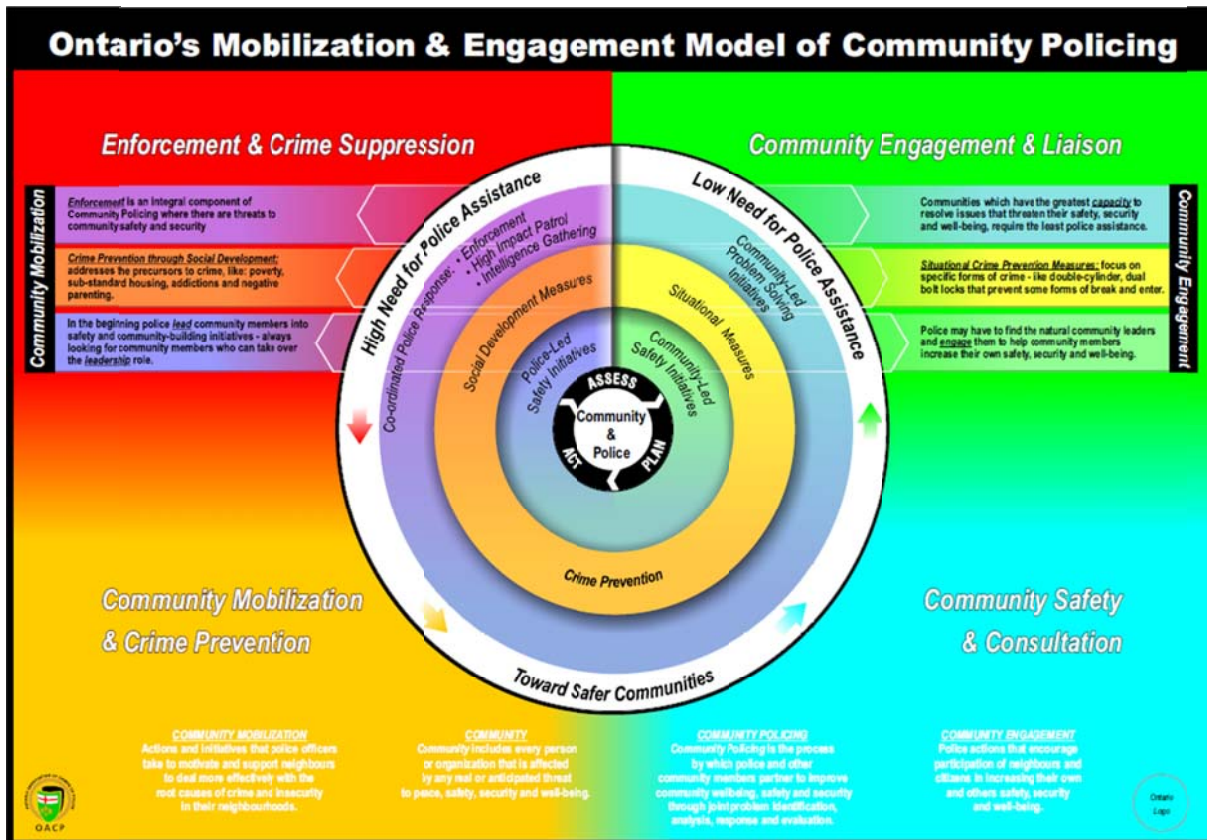
### **Executive Summary:**

It is the policy of the Board that the Durham Regional Police Service (DRPS) work in partnership with the community and citizens to enhance community safety and resolve community problems and the DRPS does that in a number of ways.

The Community Policing philosophy aligns with the Province of Ontario’s Mobilization and Engagement Model of Community Policing, a diagnostic tool to assess community readiness for community-led initiatives with a goal of moving towards safer communities. The model moves along

a continuum from enforcement and crime suppression efforts requiring a high need for police assistance to community engagement and liaison requiring a low need for police assistance. The Ontario's Association of Chiefs of Police (OACP) endorses this model and it is part of the recruit curriculum at the Ontario Police College; the DRPS refers to it when planning operational initiatives that align with the Business Plan.

Figure: 1



To view a larger version of Ontario's Mobilization and Engagement Model of Community Policing see Appendix A.

The DRPS continues to develop its knowledge base by training members to use critical thinking skills to solve community problems. Members are taught to be emotionally and socially aware of the public they serve, while engaging the community and increasing the safety and well-being of themselves and others.

Partnerships make the police more effective and efficient, encouraging community engagement and awareness of their own behaviours. Police are often the first line to recognize social issues and are in the position to get our community access to the services that can help them best. Community engagement and partnerships may be part of a long-term program or situational in nature; they range from long-term diversion programs to neighbourhood driving campaigns. The goal of engaging the

community is to move from police led initiatives to community led initiatives that contribute to the safety of all.

While not exhaustive, the following pages detail the different kinds of initiatives and partnerships in which the DRPS engages with the community.

### **Data Support:**

#### **Developing our Knowledge Base**

To be effective in Community Policing, members of the Durham Regional Police Service must have the problem-solving skills to gather essential information and work with others in the community. There are various problem-solving models in use; the DRPS is committed to training our members in the use of Problem Based Learning (PBL). By ensuring that our recruits have sound problem-solving skills before approving them for independent patrol, they start with an excellent foundation for Community Policing.

The training program encourages members to use critical thinking skills and develop outcomes. For example, rather than an officer repeatedly arresting the same individual for the same offence without further intervention, the officer uses the process to understand why the problem is continually occurring. All parties involved are encouraged to come up with a viable solution, supporting the DRPS philosophy of Problem Oriented Policing.

Since 2007 the Service has trained a total of 427 members. In 2012 the leaders at the PLC determined that PBL as it was being delivered required a full review. The previous format was taxing on front line resources as the course was 5-10 days long dependent on the level of preparation required.

Going forward into 2014 the PBL principles will be integrated over the next academic year into all courses delivered by the PEIC. Also, the traditional classroom delivery will be replaced with a hybrid model of delivery where a combination of on-line and in class instruction will occur to engage learners in a more accessible format.

## **COMMUNITY SAFETY REPORT**

### **Rachel's Challenge**

In February 2013, Sgt. Chuck Latour attended a youth conference presentation in relation to 'Rachel's Challenge'. Rachel Scott was one of the victims of the Columbine High School shootings. 'Rachel's Challenge' focuses on how she lived her life, and an essay she wrote in which Rachel talks about making a difference in the lives of others by doing the "little things," and her belief that in doing so she could start a chain reaction of kindness and compassion. In the context of Rachel's story, these objectives take on a much deeper meaning to the students. The objectives of the Rachel's Challenge program are to: look for the BEST in others, dare to DREAM, choose POSITIVE influences, practice acts of KINDNESS, augment a safe learning environment for all students and the

school community through proactive strategies for a positive school climate, reducing aggressive/violent behaviour and bullying, improve academic achievement by engaging students' hearts, heads and hands in the learning process, provide youth with social/emotional education that is culturally relevant; and train adults to inspire, equip and empower youth to affect permanent positive change.

Rachel's Challenge is delivered as a whole school approach through its assembly format, and a whole community approach through evening workshops open to parents, guardians and community members. The program was introduced to the Durham District School Board and the Durham Catholic District School Board. Sgt. Latour learned that the Kawartha Pine Ridge District School Board had enlisted Rachel's Challenge for their schools. He encouraged the school boards to partner together for a greater coordinated effort. During the week, presentations were done throughout the respective school board jurisdictions for the grade 8 and grade 11 students, as well as an evening community presentation at each location. This included a presentation to over 1200 Clarington students from both the public and Catholic school boards.

Community partners from Durham District School Board, Durham Catholic District School Board, Kinark, John Howard Society, DRPS Youth and School officers, Eastview Boys and Girls Club among others were in attendance during the youth presentations. The Town of Clarington assisted by advertising the community presentation event in their Recreation Centers. Algoma Orchards provided apples for refreshments.

Follow up assignments/group discussions were held following the presentations. Responses after the presentations were very positive and numerous student groups have indicated their willingness to pursue building upon the initiatives of Rachel's Challenge. Work is already being done to expand Rachel's Challenge into the 2014-2015 school year with the Clarington Schools.

### **The Regional Crime Prevention Signs ( A-Frame Signs ) Initiative launched 2013**

The A-Frame signs were a pilot project to see if we could help reduce theft from vehicles/homes through public education in certain areas. Working with our Crime Analysts to choose locations, the signs were placed in 52 different locations for two week durations from May-November 2013. Our Crime Analysis was in turn keeping statistics on the outcomes of crime in the areas of placement. The signs generated several calls from concerned community members wondering if they had a crime issue in their area. This validated to us that in fact people were reading the signs as they drove/walked by. We also had patrol officers who were experiencing a large number of thefts in their areas utilize the signs in hopes of lowering these numbers. A Crime Analysis report relating to the impact on crime trends in these areas is expected in Q2, although preliminary findings indicate a reduction in thefts from vehicles in the areas where the signs were placed. The 2014 year will kick off in April once all the snow is gone. We will once again continue to place the signs in the areas the Crime Analyst has indicated. Thus far, this initiative has proven quite successful from a community response perspective and has been copied by other Divisions (East Division). We also used the signs

at our large Community Events such as Police Week and Crime Prevention Week as well as many community lectures throughout the Region.

### **Kids' Safety Village and new OPG Partnership**

The Kids' Safety Village has become a community hub for various events while inviting the public to participate in hands on safety lessons. The 'Halloween Haunt' provides a safe place for children of all ages to enjoy an evening of ghoulish delights without being frightened and learn about being safe while out trick or treating for Halloween. The 'Christmas in the Village' provides the community a place to walk around and see Christmas lights and learn about fire and electrical safety for the season. Easter brings children and their families in to enjoy an Easter Egg Hunt and to participate in 'Bicycle Helmet Safety' sponsored by the Durham Health Department, and 'Traffic Safety' provided by the Kids' Safety Village.

Recently, the Kids' Safety Village has partnered with Ontario Power Generation for their 'March Break Madness'. On the Thursday, the Kids' Safety Village opens to the public and provides a 'Safety Day' covering the following topics; water safety, 9-1-1, fire safety, traffic and pedestrian safety, and bicycle and helmet safety. Each of these topics has its own station where children and adults learn.

### **Mental Health Pre-Charge Diversion**

The Mental Health Pre-Charge Diversion Program is a partnership between the Durham Regional Police Service, Durham Mental Health Services (DMHS) and the Crown Attorney's Office that aims to divert adults to health and human services who have committed a minor offence and suffer from mental illness. This means that we are not criminalizing the mentally ill when health services and other community supports are the most appropriate, and needed, resources for the individual.

From a police perspective, the objectives of this partnership are to reduce calls for police service, reduce the load on the court system and create a positive police contact for the client and their family. This strategy aims to increase accountability by ensuring the clients receive a closely monitored and structured program that will better contribute to their success in the mental health system. The goal of DMHS is to ensure that the client receives the appropriate support services and that there is early intervention and linkage. There is an opportunity for DMHS to engage clients they may not otherwise see and provide more effective symptom management, while reducing recidivism. The Crown Attorney's Office is supportive of these programs as they fit with the province's "Justice on Target" strategy.

The program itself is a voluntary program. To be eligible to participate the adult client must be known or appear to be experiencing a mental health disorder. In addition, there must be evidence that a minor criminal offence has occurred and there is not a victim requiring protection. Offences considered as minor for the purpose of the program include, but are not limited to, the following:

- Theft Under
- Possession Under

- Mischief Under
- Fraud Under
- Cause Disturbance
- Minor Drug Possession
- Take Motor Vehicle without Consent
- Passenger in a Stolen Auto

If the offender, after being read the Rights to Counsel and having their options explained, elects to participate in the program then they must attend the DMHS office at the Durham Court House within seven days. DMHS identifies the necessary support strategies and arranges for support services to ensure the successful completion of the program.

In 2013, seven people elected to take part in the program; no clients have re-offended following participation in the program. This is an increase from three people in 2012. While the Mental Health Pre-Charge Diversion Program makes very effective use of a service that is already available in the community, increasing the accessibility of these community services to individuals in need could mean there would be no need for police involvement from the start. The Mental Health Unit works in collaboration with frontline officers to increase participation in the program.

### **Elderly Missing Persons - Public Order Unit**

The DRPS Public Order Unit (POU) has a mandate to facilitate peaceful demonstrations and to conduct ground searches for missing persons and evidence. A significant number of missing person searches involve seniors that suffer from dementia and Alzheimer's disease.

In 2013, the POU partnered with Alzheimer's Durham to implement a proactive initiative directed towards Long Term Care and Nursing Homes throughout all of Durham Region. The initiative involves having POU members attend each of the forty-four (44) locations across the five patrol divisions.

The officers meet with the managers or patient care directors to explain the role of the DRPS during a missing person search. It is strongly recommended to the staff members that they assemble as much information as possible about their residents in case they were to wander from their facility. Information would include a current picture, favourite jacket, previous incidents, places they may attend, historical addresses, family members etc. The importance of having this information readily available when a resident goes missing is emphasized. Without exception, the feedback has been positive, with several locations requesting the POU attend to share the same information with caregivers and family members.

The messaging aligns with Alzheimer Ontario programs. Alzheimer Durham packages are left with the staff that offer recommendations and community support options. The POU have also partnered with Alzheimer Durham in public forums to explain the role of the DRPS during a missing person event. This has led to other groups requesting the POU attend functions including Community Care.

The next phase of this initiative is to identify vulnerable persons that live in private residences to provide the same messaging to family members and caregivers. This phase will include autistic children and vulnerable youth within our group homes.

### **Establishment of DRPS/Hospital MOU's**

Officers when dealing with an emotionally disturbed member of the community quite often find themselves waiting for the individual to be medically triaged and cleared prior to getting access to a mental health professional. This waiting period can be quite long for an individual experiencing a critical mental breakdown. Realizing the negative impact this can have on the individual and other members of the public in the emergency waiting area the DRPS, represented by Inspector Saliba from the Central West Division, in collaboration with our Region of Durham mental health partners entered into a Memorandum of Understanding (MOU) with Rouge Valley, Ajax/Pickering and Lakeridge Health to address the issue. The intention of the MOU's was to outline the responsibilities of each agency regarding a mental health apprehension and lessen wait periods associated to mental health apprehensions thereby placing the correct resource with the desired need.

An additional benefit of the MOU's is the reduction in time that officers are spending in hospitals awaiting the transfer of individuals suffering from a mental health issue to the appropriate caretaker.

### **Extrajudicial Measures (EJM) Youth Diversion Pre-Charge Program**

With a goal to promote youth safety and reduce youth involvement in crime and disorder, the Durham Regional Police Service engaged in a partnership that aims to respond to the needs of youth in conflict with the law through a continuum of programs, services and community supports. The agencies involved in this collaborative, formal partnership meet regularly to discuss service levels, case management protocols, the evolving needs of our youth, and creative responses using existing support services in the community. Agencies taking part in the formal EJM partnership include Eastview Boys and Girls Club, John Howard Society of Durham, and Lakeridge Health Corporation (Pinewood Centre) with The Ministry of Children and Youth Services providing funding and oversight. In addition to this formal partnership, the DRPS connects youth with other community agencies and programs including Ontario Shores Centre for Mental Health Sciences (Assessment and Counselling), TAPP-C (Arson Prevention Program for Children), and Champions for Youth (Mentoring Program).

To be eligible to participate in the diversion program, the young person (age 12-17) must accept responsibility for participation or involvement in the commission of an offence. The young person having been informed of their rights and consenting to participate in an extrajudicial measure is connected with a Youth Diversion Coordinator within the DRPS. The coordinator engages the youth and their parent(s) or guardian(s) and makes a referral to one of the identified service providers to complete the needs-based EJM.



### *The Community Partners:*

The Eastview Boys and Girls Club facilitates the Restorative Justice component of the EJM. This process helps to restore relationships between youth, families and communities when dealing with issues of bullying, theft, mischief and minor assaults. Parents and guardians are encouraged to participate in the Restorative Justice process and have chosen to be highly involved with the process and their youth since the inception of the program.

The John Howard Society of Durham's services for youth includes Anger Management and Anti-Theft group sessions. Program materials for the Anger Management sessions address communication skills, anger awareness, cognitive appraisal, anger payoffs, personal triggers, bullying and time-outs. The materials for the Anti-Theft sessions include general awareness and an overview of consequences, decision-making and personal values, peer pressure, empathy, victim awareness, case studies, along with a questionnaire. Individual counselling is available to accommodate those youth who are unable to attend a group session.

Pinewood Centre is the addictions program of Lakeridge Health and through this partnership accepts direct referrals from DRPS to its programs. Most youth requiring these services are referred to the DAWN (Drug Awareness for Newcomers) Program, an educational and motivational program for youth who are using alcohol and/or drugs. These youth are either uncertain about or do not intend to alter their pattern of use. They are encouraged to reflect on their present situation and the impact that substance use has on various aspects of their life. Pinewood Centre attempts to engage parents in treatment, as family involvement increases the potential for lasting change.

**In 2013, DRPS officers diverted 439 youths to our community partners, a decrease from 529 in 2012. Diversions were used for minor criminal offences involving theft, mischief, assaults, thefts and drug possession (marijuana).**

## **Patrol Operations Support – Traffic Services Branch (TSB)**

Traffic Services directly supports the Regional response to involving two driving behaviours that cause the most serious injury and death on our highways in Durham, namely **Impaired Operation** and **Distracted Driving**. They are but two of the **“Big 4” Killers** on our roadways. The other two are aggressive driving and not wearing seat belts.

### **Impaired Operation**

Impaired Operation is the leading cause of criminal death in our nation. The Durham Regional Police is committed to addressing this very serious criminal behavior in numerous ways including community involvement. The members of the Traffic Services Branch (TSB) work with Divisional

officers, schools, regional health department, regional traffic and works departments and the media throughout the year to address this criminal behavior.

Festive R.I.D.E. (Nov 17 – Jan. 01). Our R.I.D.E. team has been a model for Police Services throughout Ontario and indeed across Canada. In 2011 the Alcohol & Gaming Commission of Ontario (AGCO) initiated a pilot project with six Ontario Police Services based on DRPS Festive R.I.D.E program. Our team goes beyond arresting impaired drivers. They commence an investigation involving where they consumed the alcohol, interviewing the bar owner and servers, and following the cases through the courts. We team with M.A.D.D. Durham and Canada and community partners for our R.I.D.E. kick-off in late November each year. In 2013 this included the Pickering Town Centre, GO Transit and Durham Transit.

Figure: 2

**2013 FESTIVE RIDE STATISTICS**

<b>2013 RIDE Final Totals After Week 7</b>	
<b>Vehicle Stops</b>	<b>7062</b>
Roadside Tests	566
3, 7 and 30 Day Suspensions	93
Driver Under 22 – 24hr Suspension	2
G1 & G2 24hr Suspension	15
Impaired Exceed:	
Refuse – Arrests	113
Refuse – People Charged	107
Refuse – charges laid	144
Drug Arrests	38
Drug Charges	20
CC Arrests – Other	2
CC Charges – Other	19
PON G1/G2 Young Driver Violation-Alcohol	42
PON Suspension – Notices Served	172

**Special Events** – Divisional R.I.D.E.s are conducted on the last Thursday of each month using divisional personnel and traffic services members. We also conduct R.I.D.E. during the Super Bowl, St Patrick’s Day, Brooklin Spring Fair and the Boots & Hearts Festival.

**Educational** – The 2013 R.I.D.E. saw drinking and driving posters on GO Trains, in GO stations and on GO buses. Traffic officers attended schools throughout the year and gave talks to students about drinking and driving. This was also done prior to Prom night. Posters were placed in most of the taverns and bars in the Region advising of patron and owner responsibilities. The TSB sent a monthly report to the AGCO advising of the number of impaired arrests and the taverns that the accused had been drinking in. As a result the AGCO conducted education/enforcement on those taverns. TSB members met with hospital staff to have frank discussions on drinking and driving. We also met with

seniors to discuss numerous driving topics. As a result of our efforts, we have seen DRPS officers receive provincial and national recognition from M.A.D.D. and the OACP.

There is no criminal offence that receives as much media attention as Impaired Operation. Vehicle manufacturers, distillers, M.A.D.D., O.S.A.I.D., Festive R.I.D.E. and local media outlets continually send out the message about drinking and driving. Our members continue to improve, educate and enforce the “zero tolerance” that the DRPS has for Canada’s leading cause of criminal death.

**In 2013, DRPS charged 774 drivers with impaired related criminal charges- this includes impaired by drugs where breath test was not completed. In 2012, DRPS charged a total of 707 drivers.**

### **Distracted Driving**

This offence is becoming a concern for Police Services throughout the country. A recent OPP report stated that Distracted Driving has moved ahead of Impaired Operation as the number one cause of fatal crashes in Ontario.

**In 2013 the Service issued a total of 2862 tickets for Distracted Driving, almost doubling the number of tickets issued in 2012 (1542).**

**During the first quarter of 2014, 1500 tickets have been issued.**

TSB has worked with the Durham District School Board (DDSB) and the Regional Health Department to produce a Road Safety School Handbook. Once the book is complete it will be printed and distributed to local schools. Presentation by traffic officers to Grade 11 & 12 students on the dangers of distracted driving. The presentation has been approved by the DDSB. Traffic officers will be working with HSLO officers at the divisional level to expand the presentation throughout all divisions. Displays are set up at Durham College/UOIT during the week of September 3<sup>rd</sup>. School Safety Week in September will see presentations and displays. TSB officers will be involved in Race Against Drugs Durham (RADD) running two pit stops on the dangers of distracted driving.

The Service has produced 100,000 pamphlets on the “Big 4 Killers” on our roadways. These pamphlets are given to motorists, citizens attending the Collision Reporting Centre (CRC) and are in the public lobbies of all Divisions. As well two display banners have been acquired and one is on display at the CRC and the other banner will be rotated throughout all divisions on a monthly basis. Banners and Pamphlets will be used during Police Week.

A media event was held in March and was very successful with coverage by City TV, CFTO, CHEX and numerous radio stations. Editorials have also been done in local papers with regards to the increasing usage and dangers of distracted driving. The Media has certainly picked up on the dangers of distracted driving and it is mentioned regularly on both TV and radio. Corporate Communications is very active through our website on the dangers of Impaired, distracted driving, aggressive driving and not wearing seat belts. The members of Corporate Communications have been helpful in the design of our “Big 4 Killer” banners and are always available to help us improve the manner in which we get the message out.

**Enforcement** – Traffic officers identify intersections in the Region where distracted driving is resulting in numerous collisions. Plain clothes officers attend these intersections to observe offence and uniform officers make the stop and issue offence notices. Fines have increased but seem to have had little impact.

The OACP Traffic Committee has recommended points for this offence. Members of TSB are on the committee and continue to seek solutions to this evolving traffic problem.

The DRPS is committed to “zero tolerance” enforcement.

Annual aggressive driving and seat belt campaigns are held every year throughout the country and TSB and divisional officers participate.

## **COMMUNITY POLICING INITIATIVES**

### **North Division (15)**

#### **Connect Cannington:**

In response to the lower percentage of satisfied constituents from the DRPS Public Opinion Survey in Brock Township, leadership from North Division came up with an innovative idea in relation to the OACP 2013 initiative “Crime Prevention”. As Brock Township covers a large area, with three distinct suburban/urban areas and the rest rural, North Division needed to come up with an innovative way to make sure that the people of Brock Township felt more connected to the Durham Regional Police and had more information and control over their own community and issues that arose. Mayor Clayton was consulted and came on board with the idea of utilizing Cannington as a Pilot Project.

The idea was to ensure that the police had a conduit to every member of the Town of Cannington to advise them of incidents occurring in their area. This was direct and timely information about issues that affect the safety and the well-being of the community.

On September 10<sup>th</sup> the Mobile Command was set up in the downtown core of Cannington, North Division Leadership, The Community Liaison Officer, Mayor Clayton and members of the Auxiliary canvassed the community capturing over 170 households. It is of note that EVERY family except for one (a Freeman of the Land), signed up to be connected to the police through their personal e-mail address. These addresses are now utilized to make families aware of all incidents that affect their community. Further this can be utilized as a way to ask for help from the community.

Cannington was chosen as the Pilot Project for Brock Township as it has fewer issues than Beaverton. In 2014, The Crime Prevention Initiative will be expanded to “Connect Beaverton”. Beaverton is suffering from quite a substantial drug subculture. Along with other initiatives, Connect Beaverton will be utilized to tackle this problem.

Connect Cannington has been a success thus far and has ensured members of the community remain informed.

### **Traffic Safety Committee:**

To address the concern brought to North Division's attention that the issuing of Provincial Offences Notices were down significantly, and that it had been proven that there was a direct correlation between the issuing of POANs, and the reduction of accidents, North Division Leadership sent out a survey to all of the North Division Officers to get their input as to what can be done to improve the safety on the Roads in North Durham.

Road Safety is our number one concern in the North and a major part of our Community safety plan. The survey was to ensure that all members had the opportunity to have their say in how we can make North Division, that much safer. Although only a few surveys were returned, one member, whom otherwise had shown very little interest in traffic safety, came up with the idea that a Traffic Safety Committee, made up of front line patrol officers could collectively work at solutions to traffic safety and be able to present them to the platoons as equals instead of leadership to assist with overall buy-in.

North Division Leadership took on the role of mentor and allowed members of each platoon and the Traffic Safety Coordinator come up with their own innovative ideas.

The first idea they came up with was a "Home Run". It consisted of a flyer that gave statistical data in regards to the "Big Four Killers" on the Highway: No Seatbelt, Aggressive Driving, Impaired and Distracted Driving. The idea was to educate the public about why we hand out tickets.

The pamphlets worked in three distinct ways:

- Often, citizens receiving POANs are not overly receptive to information given about why we are giving tickets at the side of the road, but have information to read and digest when they are reading and contemplating their actions later.
- All other family members related to the offender, have the opportunity to be educated.
- Officers "Buy In" to the reasoning to reduce improper driving behaviour and are more likely to enforce ticketing infractions.

One thousand pamphlets were created as a Pilot Project and shown to Police Leadership. The Leadership adopted the pamphlets and created 100,000 to be handed out to each violator as well handed out at events etc. Members of the committee all received an Inspector Commendation for their idea.

The Committee is now actively working with the Regional Safety Coordinator in regards to a dangerous stretch of roadway on Regional Rd 23 south of Beaverton.

### **Uxbridge Secondary School**

In June of 2013, Councillor Jacob Mantel requested that the North Division Police meet with members of the community who live around the Uxbridge Secondary School and Joseph Gould, the public School across the road.

A member of North Division Leadership, as well as the High School Liaison Officer and the Traffic Safety Coordinator met with concerned members of the community that expressed their concerns about what had been allowed to transpire in the neighbourhood before school, at lunch and after school. High School students had taken over their community. Students leaving school property at lunch were attending neighbouring properties to smoke, curse, litter smoke drugs etc. They were also intimidating the community members. The attitude of the school leadership at the time seemed to be that they were unwilling to enforce rules off of the school property.

The ESLO, the Traffic Safety Coordinator, North Leadership requested to work with all key stakeholders to come up with multi-faceted solutions to the problems. Requested stakeholders were, new school administration from the High School, Leadership from Joseph Gould P.S., By-Law, Student counsel, all members of the community, Municipal counsellors and the mayor.

A plan was put together and before the beginning of the school year, all stakeholders met at the town hall. The plan was to ensure that we would all work together and curb the student's behavior at the beginning of the school year before the behavior had set in. Right before the school year was to commence, HSLO and Traffic Safety went door to door in the community to advise of the changes expected. The plan was execute by police, school officials and by-law officers, successfully changing student behaviour and significantly reducing calls for service.

This has been touted as a success and will be utilized as a template for Port Perry High School for September 2014. Meetings have already taken place with Scugog By-Law.

### **Scugog First Nations Community:**

*2014-2016 Business plan "Creating Strong Partnerships with the Community"*

North Division Leadership and Front Line patrol have been actively working on enhancing the relationship between the Police and the First Nation Community. Sgt. Maharaj has commenced meeting regularly with members of the Great Blue Heron Charity Casino to ensure that we are working together for a safe business.

To ensure that the First Nations recognize that we believe that they are an important and integral part of the Northern Community, Constable Maharaj came up with the idea to asked their permission to put a "First Nations Decal" on the North Division Cruisers to show our collaborative relationship and that we work together in relation to the safety and security of their lands.

Further North Division is in the midst of creating "Banners" that will be purchased utilizing funding from PADAN to show the uniqueness of each of our four communities:

Brock  
Scugog  
Uxbridge  
The First Nations of Scugog Island

We have requested and will receive photos from each community to be placed on our banners. The First Nations are in the midst of having a contest to create the decal to represent their community. We are also working with Chief Kelly LaRocca and Dean MacDonald Jenkins to work collaboratively on an educational /instructional course for all members in relation to the First Nation Culture and address their potential trepidations in relation to the police and how to best deal with apprehensions. We are also actively working on replacing the First Nation Liaison Officer.

### **Scugog Canada Day**

Port Perry celebrates Canada Day, with a one of a kind, celebration that starts with a parade, early in the morning and ends late at night with a massive fireworks display. Patrons attend from long distances, both by land and on the water to enjoy the day. Approximately 25,000 citizens attend annually.

As there has been tragedy in the past, North Division Leadership has requested and been granted a seat as a member of the Canada Day Committee. Last year a Risk Assessment was completed, CPTED officers were utilized to ensure that we were doing everything possible to maximize the safety of all who attend.

This year, we are actively working to see whether we can get a lighting system for the “Buoys” to assist with the massive marine exodus after the display. North Durham Leadership have been working collaboratively with Parks Canada, Trent-Severn Waterways, Scugog Township and members of the Canada Day Organizing Committee. Parks Canada has just granted permission to the stakeholders to install lighted navigational buoys on Lake Scugog.

## **East Division (16)**

The East Division developed their community patrol plan around key initiatives arrived at through review of the Durham Regional Police Services Business Plan objectives, internal discussion with supervisors and police officers within East Division, and through external consultation with groups like Town Council and the Clarington Community Safety Committee. The Ontario Model of Community Engagement is included in the East Division Community Patrol Plan as is a harm reduction mission statement that sets out steps to meet the goals of the O.A.C.P. Community Mobilization and Engagement Model through problem solving and directed problem oriented policing delivered in an intelligence driven model. Examples in 2013 of this model applied include Traffic Safety, Property Crime Reduction, violent crime compliance of offenders, with increased accessibility and community engagement of Clarington police officers with the public they serve and protect.

### **Roadway Safety**

Traffic safety is a Police Service priority. Clarington is statistically the safest community in the Region of Durham to drive as indicated by external insurance bureau review and also review

internally through the DRPS traffic analyst. Because of the large geography of Clarington accidents are difficult to cluster, pattern, analyze or assess. Analysis has revealed that the 20 % of all accidents in Clarington occur in an area that comprises .021 % of travelled roadway which happens to be two sections of highway # 2 one just west of Regional road 57 and the other area along highway # 2 just east of Regional road # 57 near Roenick Drive. This is the main thoroughfare through the Town of Bowmanville. Select enforcement initiatives were conducted in those specific areas identified through data analysis by our crime analyst. The traffic initiatives were built on pillars of public engagement, education of the public, enforcement and community engagement such as during Clarington's Community Safety Event held each year. The number of accidents was compared against the baseline of accidents that happened in 2012. The measured result most notably indicated a reduction of accidents by 29 percent in the selected enforcement area west of regional road 57 and a reduction of accidents by 15.2 percent averaged between the two zones respectively. No specific percentage target reduction was stated at the outset of the initiative. The goal was to sustain traffic initiatives on the affected area throughout the year and measure the actual rate of change which is indicated above and much higher than any "no less than" percentage that may have been stated. Traffic accidents were reduced in 2014 by 4.6 percent (measured at the end of August) across the Division which includes a large section of Scugog Township to the north up the shoreline of Lake Scugog. Aside from this specific initiative East Division officers focused on impaired operation as a year round priority running numerous impaired driving reduction pop up enforcement initiatives monthly to apprehend and deter drunk driving. Impaired driving arrests were increased as a result. Officers also specifically targeted schools and school community safety zones to ensure the safety of the 14,000 kids that go to school in Clarington.

### **Property Crime**

Neighbourhood Property Crime initiatives were set as a priority in the 2013 community patrol plan because property crimes affect a disproportionate number of average citizens not normally involved in crime or with the police. Property crime is the most difficult criminal activity to reduce with a statistical variance that is high because of the great number of property crimes that happen and are subsequently recorded by police. Theft from motor vehicles has been a problem and a priority for east Division residents over many years. In 2013 the four platoons at east Division were each assigned to a specific zone determined through crime analysis to be a prolific area for property crime such as theft from vehicles and mischief. Officers conducted foot patrol in affected residential neighbourhoods and educated the area residents. Sign boards were posted in neighbourhoods to remind residents what they could do to prevent theft from their cars and property like lock it or lose it. Presentations were made by the divisions' community services officer to neighbourhood groups. Arrests were made in the affected areas by officers on patrol throughout the year. A sustained effort was maintained. Measurement was done and disclosed that the theft from motor vehicles across East Division were decreased by 4.2 percent and in the four specifically selected priority neighbourhoods assigned to the platoons the reduction was 23.1 percent. In fact on several occasions the theft from vehicles was reduced to zero in a given month in some of the zones that were initially the hardest hit areas. Also noticed through the measurement of results was a corresponding decrease of 19.2 percent



in mischief property crime incidents in the affected areas although mischief was not a specific target of the initiative the increased attention paid to the problem locations also had a positive effect on this crime category. This was accomplished through community engagement, media awareness and reporting, municipal partner messaging, officer presence, engagement of internal DRPS units such as detectives, crime analysis, and directed patrol including increased foot patrol, education, analysis, planning, implementation, measurement and ongoing planning going forward.

### **Visibility**

Patrol by police officers occurs when a police officer is out in the community interacting with the public for the benefit of public safety. Directed patrol should infer officer presence in an area requiring police visibility and accessibility at the right times. Directed patrol can be in a patrol car, on bicycle, all-terrain vehicle, or most intimately on foot in areas where citizens live, work or play. As a strategy in East Division increased visibility, accessibility to, communication with and engagement of the public was a central part of the 2013 East Division community patrol plan. The effort expended by officers on foot patrol as an example was increased by 8.7 percent over 2012 in 2013 recorded as at 450 by the end of *August* 2013 up from 414 for all of 2012.

## **Central East Division (17)**

### **Addressing Community Concerns**

One of Central East Divisions identified goals within the 2013-2014 Community Patrol Plan was to realize a reduction in Residential Break and Enters. The following efforts were undertaken: Residential Break and Enters were reduced from **385** in 2012 to **257** in 2013. This reduction of 128 incidents equates to a **33%** decrease.

Central East Division has a dedicated Break and Enter Team attached to the Criminal Investigative Bureau, investigating all residential and commercial break & enters. Reports of these particular crimes are reviewed by the Divisional Crime Analyst and members of the Break and Enter Team. This cohesive review ensures all reports are compiled and analyzed with trends identified in a timely manner.

Daily briefings occur every morning, Monday to Friday, with the Leadership Team and the Central East Division Crime Analyst. The focus is to review all Break and Enters, Mischief's, Motor Vehicle Thefts and Thefts from Motor Vehicle occurrences. This information is shared with platoon supervisors and relayed to Central East uniform patrol officers. Early identification of crime trends and clusters of events allow the platoon working that day to go into those neighbourhoods and share the trend with residents and offer crime prevention tips (i.e. Lock It or Lose It pamphlets, face to face contact) within 24 hours of the reported incidents. Utilizing prolific Break and Enter Offender information, these individuals were subject to enhanced compliance checks. Central East Division members conducted 1311 compliance checks in 2013 vs. 907 in 2012. This was an increase of 31 %. DRAVIS assets also conducted 580 compliance checks in 2013 vs. 178 in 2012.

As previously mentioned, crime trends and clusters of minor incidents are identified daily by our crime analyst. In addition to informing the officers working on a specific date, the information is also added into the proactive Central East Division *PRODI (Problem Divisional)* incidents. This provides our officers with information at their fingertips within Versaterm and allows them to adjust their proactive patrols to address the problem in their patrol area.

Documenting proactive patrols assists investigators with suspect identification regarding property crime incidents.

### **Community Engagement**

In 2013, the DRPS Central East Division partnered with Durham Region Housing to address community concerns within their complexes. Durham Housing has taken stronger steps to evict problematic residents from their properties. This has resulted in ‘calls for service’ being eliminated to those specific addresses. This has directly improved the quality of life for the other residents in those residential complexes.

As a result of the improved communications and working alongside Durham Housing managers, it was identified that youth in some locations feel a sense of seclusion. This is due to the geographical location of some townhouse complexes (Ritson Road South and Birchcliffe Drive area) being somewhat segregated from other neighbourhoods and community resources.

Central East Division Youth and School Liaison were engaged and committed to work with Durham Housing to support the youth living in these communities. The focus of the attention will be on those youth that are at risk for criminal activity and are having difficulty fulfilling their potential. The goal is to work strongly towards removing barriers to their success and create an environment where these youth flourish and become positive members of our community.

To support this, Central East Division members met with youth in that community to informally talk with them. The POU Command Vehicle was deployed into these housing complexes and tours of the vehicle were given to the youth. DRPS trinkets (pencils, pens, waterless tattoos, key chains, etc.) were provided to numerous youth. During March Break 2014, officers provided complimentary pizza slices and Durham Housing provided juice packs. The youth, children and their parents warmly welcomed the officers and many meaningful conversations occurred.

These interactions with the community were successful and quite encouraging. Future visits are planned to nurture communication and develop feelings of trust with the youth.

## **Central West Division (18)**

### **DRPS Loss Prevention Partnership with Retail Establishments**

D/C Eric Mamers hosted the first meeting with 20 “big box stores” retail- loss prevention managers. The purpose of the meeting was to determine if there is a communication breakdown on working

together and if regular meetings would be beneficial to work together towards combating thefts and frauds. Since the inception, the DRPS has been able to provide the Loss Prevention Managers assistance concerning crime trends within Durham Region which could directly affect their respective corporations.

To date, our statistical data concerning the effectiveness and coordination has revealed 5 cold cases being solved as a result of the established partnership. These are 5 cases that would have otherwise gone unsolved.

It is difficult for us to determine the pro-active effect this group has experienced but – it is reasonable to conclude - that due to shared information the Loss Prevention Managers were able to educate their staff and effectively put measures in place to protect their corporations.

As this partnership has evolved, quarterly meetings and information exchange (which includes each CIB office within DRPS as well as information to other policing agencies) has resulted in significant shared intelligence.

### **DRPS 18 CIB and LCBO Theft Partnership**

As a result of analysis conducted on the increased volume of LCBO thefts a 2 week project was established in an effort to impact significant thefts. This was achieved with the collaboration of Central West Division CIB, uniform officers & LCBO loss prevention and the LCBO District Manager.

The LCBO policy was to not intervene during a theft but to absorb the losses. With the direction provided by the DRPS during this two week project, LCBO loss prevention provided additional security guards who would, apprehend all suspects and in turn, would contact police to continue the arrest and proceed with charges in all cases. This zero tolerance approach and intelligence led policing methodology was used to gain further information about the offender(s) and hold the offender(s) accountable for their actions.

The combined value of all stolen items relating to this project was \$2959.70.

### **DRPS Partnership with MADD Canada and local restaurants and bars**

In December of 2013, DRPS and MADD Canada once again partnered in an effort to combat drinking and driving. The program that was developed was threefold. The first component of the program involved asking for each restaurant and bar to join in our partnership. All but one graciously agreed to the following:

- ✓ Tent cards- tent cards were supplied to each restaurant and bar and were placed on the tables for all to read. One side of the tent card provided statistics on impaired driving in Canada. The other side of the tent card provided a local statistic specific to drinking and driving arrests.

- ✓ Placards- each restaurant and bar were provided placards to be placed on the doors entering and exiting their establishment. Further placards were placed on the doors leading to and exiting from the washrooms.
- ✓ Advertising space was purchased in the local papers that told a specific story and the related impacts. The intention here is; to tell the personal side of the victims of drinking and driving.

In 2013, this program was adopted across all of Durham Region.

### **DRPS Partnership with Local Hotels and Motels and Walk with Me Canada**

In 2013, members of the DRPS- 18 Division commenced three separate investigations into Human Trafficking. These projects included; Project Spencer, Armstrong and Northern Spotlight.

In March and April 2013 Project Spencer was undertaken. This project confirmed the existence of Human Trafficking within Durham Region and Whitby. There were several significant accomplishments as a result of the work of the investigators. One of the greatest accomplishments has been our ability to work with community partners within the hotels and motels. Additionally, we established a significant partnership with “Walk with me Canada”. Walk with me Canada is a non-governmental organization that is designed to assist victims of Human Trafficking to escape the hands of their persecutors. Subsequent partnerships have now been established with Horizon House also to assist those victims of Human Trafficking.

As a result of our efforts, the DRPS has been asked to speak with MP’s and MPP’s on the subject of Human Trafficking. The DRPS was asked to speak with Zone 2; Chiefs and Deputy Chiefs of Police on the subject of Human Trafficking. Further, the DRPS has developed significant partnerships with other policing agencies as we battle this very transient criminal enterprise. Lastly, the DRPS led Operation Northern Spotlight- on January 22<sup>nd</sup> and 23<sup>rd</sup> 2014, 27 Police Services from across Canada participated in this cooperative effort. This National Initiative involved 185 officers, 34 Towns and Cities in 8 provinces. A total of 342 females were interviewed and offered support. The youngest female identified during the initiative was 15 years of age however; there were 7- 16 year old girls that were also interviewed. Eight Human Traffickers were arrested resulting in 28 Charges.

Three 15 year old girls were rescued during the initiative: one from Halifax NS, one from Edmonton Alta and one from Halton Region in Ontario.

### **DRPS and White Oaks Partnership**

In 2013, PC Mary Anne KARPIS was involved in initiating a youth program through the Boys and Girls Club of Durham. Commencing in 2014, the Boys and Girls Club of Durham is providing Youth Outreach Services every Tuesday evening from 1700 - 2000 hours in the meeting room of building 101 White Oaks Court. The property management has been very supportive in providing the space.

The Boys and Girls Club have offered some resources which included; a small TV, a laptop with access to the internet, board games and community resource pamphlets. They also provide free pizza for dinner.

As a result of this White Oaks project, the Boys and Girls Club are planning to do additional outreach so that all youth in the community are aware of the program and the services they provide.

## **West Division (19)**

### **West Division - Theft from Motor Vehicle Project**

Theft from motor vehicles significantly increases through the spring and summer and this type of crime affects residents throughout all eight Region of Durham municipalities. In May 2013 West Division formed a partnership between specific neighbourhood communities, within the Town of Ajax and the City of Pickering in an effort to reduce the rate of victimization. Crime analysis data from 2008 to 2012 identified the Amberlea East community in Pickering and the Duffins Bay community in Ajax as optimal residential areas for a crime prevention initiative. West Division collaborated with volunteers from the Neighbourhood Watch program, the Auxiliary Unit and various Town and City officials. A large integrated team proactively went door to door and distributed 'lock it our lose it' pamphlets in order to educate residents about locking their vehicles and garages and about removing valuables from their vehicles. The resident response and approval of this initiative was overwhelmingly positive. This proactive campaign was also profiled by the local media and garnered coverage on the radio, television, newspaper and various social media streams and had significant penetrative value beyond the targeted communities.

In September 2013 a follow-up review of theft from vehicle data between January 1, 2012 to August 31, 2012 and January 1, 2013 to August 31, 2013 was conducted on the two neighbourhoods to determine if there was any difference year over year for this offence. The year over year comparison illustrated that in the Amberlea community theft from vehicles decreased by 57 %; Duffins Bay community theft from vehicles decreased by 39 %. Although the crime reduction cannot be completely attributed to this proactive initiative, crime data indicates that most other areas of the Region experienced either an increase or was unchanged from previous years. This initiative improved community relationships and assisted in educating residents to be responsible for their property and community.

### **Social Media - Twitter**

Digital technology and social media is changing the way we communicate as a society. Social media has and will continue to structurally change the way we police. We will be required to re-engineer and re-organize how we approach police service delivery. Policing as an industry is being forced into a new operational and investigative landscape. In June 2013 West Division established a Twitter account as one of the first steps we took as an organization to ensure that we adapt to the new world environment. West Division has capitalized on the power of social media to drive better policing outcomes especially from an investigative perspective. Recently the use of social media under the program moniker "Wanted Wednesday" was a front page feature in the Ajax and Pickering editions of the Metroland 'This Week' newspaper publication. The number of ways in which we can use social media is expanding. Currently West Division has approximately 1700 followers and has

posted 2160 community focused messages. The analytics indicate that the West Division twitter account has established a penetration rate of 595,000 persons based how often each twitter message is 're-tweeted' to others. Cyber technology within a policing context has become an emerging issue in our industry. There are considerable percentages of our residents that live their lives in a virtual environment. The organizational use of digital technology will continue to expand to ensure we have a strong and sustainable presence in the digital realm.