

Classification **PUBLIC**

Meeting **July 8th, 2013**

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 2012. 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:

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*.

As of May 31st, 2013 the Service has received 13,472 Criminal Information Requests. This number is in line with the same time-frame of the previous year. There have been 468 requests made under the *Municipal Freedom of Information and Protection of Privacy Act* between January 1 and May 31st, 2013. To date, there has been one privacy complaint filed against the Service where an individual alleged that the Service misplaced a consent form that he had signed. The Service has submitted representations to the Privacy Commissioner Ontario and is awaiting a decision.

The DRPS maintains over 30,000 entries on CPIC. The responsibility for auditing these entries has been passed from The Ministry of Community Safety and Correctional Services to the RCMP. At this point the RCMP has not identified a new audit process. In the interim, the DRPS will continue to utilize the monthly purge and validation list to ensure quality entries on CPIC.

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. In 2012, three 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

Open to the Public

Central East Division in Oshawa and West Division serving Ajax and Pickering continue to provide full time public access 24 hours a day/ 7 days a week. 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, (North, East and Central West 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.

Central East Division has undergone significant renovations in 2012-2013 that has improved access into the front entrance of the building due to the construction of a gently sloping ramp from the sidewalk to the main lobby level.

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 and Social Media Interactions 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)
- Distribution of monthly PSB Highlights packages
- Briefings to Council (Municipal and Regional)
- External Web site (www.drps.ca)
- DRPS Facebook and Twitter accounts
- 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)
- Public visitation Centres (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, 2013 Corporate Communications has issued 421 formal media releases this year, which is ahead of the pace set in the past two years (371, 299) and on track to set an all-time record. In 2012, DRPS issued 813 formal media releases, responded to about 5,000 media/public phone calls and about 3,000 media/public emails. These media releases also made reference to the DRPS website, Facebook page and Twitter account, as well as the Durham Regional Crime Stoppers telephone line, which encourages confidential tips. Our website (www.drps.ca) has a wealth of information for the public, including public safety tips, updates on investigations and images of wanted suspects. Our external website has attracted 729,015 visits so far in 2013 (compared to 644,778 visits this time last year) and has generated 31.16 million hits (26.9 million hits at this time last year). In 2012, there were 1.4 million visits and 56.3 million hits generated by the website. In terms of social media, we now have 852 “likes” on our corporate Facebook page and 1,665 followers on the corporate Twitter account. A Twitter pilot project in West Division began on June 12 and it currently has 221 followers.

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

Diversity Advisory Committee (DAC)

The Diversity Advisory Committee (DAC) was established to deal with challenges that impact the diverse communities of Durham Region. The appointed citizens to the committee sit as a consultative and advisory body to the Office of the Chief of Police.

The vision of the DAC is to enhance harmony and communication between the community and the Durham Regional Police Service in the interest of providing increased public safety. Our mission is to create a mutual partnership between the community and the DRPS. We work collectively to create

an environment of trust and openness to stimulate dialogue that results in a safer community. The DAC's primary role is to provide relevant and timely advice to the DRPS on issues relating to diversity. The secondary role of the DAC is to act as a catalyst for change and to perform the role of an informed resource on diversity. The DAC assists the DRPS in recognizing and responding to rapid social change in the external environment that creates challenges that may affect the internal police organization and the ability of the DRPS to respond equitably and fairly.

NORTH DIVISION

Leadership from North Division continues to foster a close relationship with the mayors of Uxbridge, Scugog and Brock Townships.

In 2013 North Division has continued with the program initiated in 2012 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. This program will now be transitioned to the responsibility of the zone supervisor and patrol officer to further strengthen the bond between the officer patrolling the area, the residents and business community.

Leadership meetings with local council will continue in 2013 to provide updates on community safety and enforcement initiatives that are supported by statistical and informational handouts.

North Division has continued to initiated community contact and education through the use of informational articles in local newspapers. Traffic Safety Officer Sue Kelly writes a monthly article addressing various community safety concerns. In 2013 this process has been extended to include articles authored by the School Liaison and Local Community Services Officer addressing elder safety and graffiti. Recently a safety poster was designed and placed at local marinas highlighting public safety and the police presence on land and water.

North Division has continued its partnership with the Mississaugas of Scugog Island First Nations. We have a liaison officer – Constable Ron Crouch who was specially trained at the Ontario Police College for this role. Constable Crouch has met with First Nations children and conducted reading sessions. Divisional Leadership has made it a priority to ensure North Division officers regularly patrol First Nations Lands and interact with members of the First Nations Community. Officers recently participated in Aboriginal Appreciation Day; the first time the Police Service has been in attendance at this event. Displays from POU, Marine, Air One and divisional equipment were present. North Division officers have been invited back for the 2014 event. To continue to foster this relationship discussions are ongoing to include participation by our Human Resources Unit and a divisional display of police equipment at this year's "Pow Wow". Divisional officers will be encouraged to attend the event and bring their family members.

North Division through its School Liaison Officers has initiated a pilot project in cooperation with the Port Perry High school to produce a series of short videos dealing with relevant legal and social issues pertaining to youth and school. Partnering with Chris Theriault DRP videographer students from the schools audio visual unit will produce the short information videos which will be accessible

on the schools web page. This program provides for mentorship and continues our partnership within the school system. Once the program is launched it will be expanded to include other officers within North Division highlighting different field expertise.

As part of the 2013 North Division Community Safety Patrol 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. Continuing with the process of discussion with municipal partners North Division recently introduce a pilot project in the Township of Uxbridge in conjunction with the Uxbridge High school and surrounding community members to address unsafe driving in and around the school. In a significant number of the instances the identified driver is a student or attendee at the school and the involved vehicle is registered to the driver's parent or other adult. Officers now attend the residence of the vehicle owner and meet directly with the driver and parent to address and resolve the identified driving concern. It is anticipated the direct involvement of the registered owner will assist in reducing the frequency of reported poor driving.

To address public safety and disorderly conduct at local community events North Division in partnership with the Township of Uxbridge is continuing with the project commenced in 2012. The Administrative Staff Sergeant and a representative from the Township meet with each event organizer to ensure an understanding of their responsibilities. Mandatory documentation is reviewed, compliance monitored and the event site is physically visited by both Township representatives and zone officers during the event. Working with community partners ensures the event is well run and those in attendance enjoy their experience. In 2012 this process reduced disorderly conduct calls for service at the Uxbridge Fall Fair by 88%.

PC Dawna Murray #954, the Local Community Services Officer, speaks and attends at numerous community events.

EAST DIVISION

The East Division leadership team of Inspector Kluem, S/Sgt Fitzgerald and S/Sgt. Hutchinson supported by our four platoon Sergeants and three Detectives are focused on community based problem oriented policing outcomes, in partnership with the community, that uncover and respond to root causes of problems.

Inspector Kluem continues to support and attend The Clarington Safe Community Committee established in 2012 by Mayor Adrian Foster as a safety committee reporting to Town Council. The Mayor of Clarington sits on this committee. Various community groups also attend the meetings including the local school boards, the John Howard Society, The local Business Improvement Association, Clarington Emergency Services, Ontario Power Generation, the Fireside Youth Centre, both Federal Provincial elected officials, Clarington By-Law and other municipal offices. Community Safety issues are discussed and community action is undertaken by the stakeholders. Most recently community clean up days, information sharing with Clarington Rotary, and a planned Graffiti abatement initiative are being advanced by this new group. The networking has improved and advanced collegial shared safety initiatives and continues to do so. The various agencies attend and support each other's events and profile in the community. This has led to an enhanced relationship with Town officials and community agencies.

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 mischief 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 22th, 2013 our Service was well represented in the “Walk a Mile in Her Red Shoes” in support of ending domestic violence as sponsored by Bethesda House. Chief Ewles, Deputy Chief Burns and Inspector Kluem participated. Other events were also supported by East Division recently such as, the Clarington Community Safety Day, the Clarington Sports Hall of Fame Gala, the Mayor’s Gala for the Arts, The annual Bethesda House Dinner, the Mayor’s Golf Classic, the Community Living Oshawa and Clarington Gala and the Canadian Citizenship ceremonies held at Bowmanville High School to name a few.

The Boots and Hearts Country Music Festival of 2012 was a success with very minimal police intervention required and over 20,000 people attending over three days at Canadian Tire Motorsport Park. In 2013 the July 31 to August 3rd, Boots and Hearts Music Festival has expanded with over 30,000 people expected and additional camping grounds secured by the event organizers. Durham Regional Police are leading a collaborative of event organizers, private security, fire and ambulance to work cooperatively to ensure public safety under a unified command structure at this event as it continues to expand. S/Sgt. Fitzgerald is leading this initiative with Sergeant Paul Dobbs. This approach is very organized and raises our professionalism and public service at such events.

Our School Liaison officers and Detective Sergeant identified youth in the community and provided a community citizenship award for good assistance to police to selected youth who acted responsibly and significantly in the community. Three awards were given to recipients, with their families in attendance, in June of 2013 at the Division.

Our East Division Community Resource Unit officers are engaged with Clarington youth and have organized many events for youth including Pro Action Cops and Kids initiatives. Go-Karting expeditions at Mosport Park, Tree Trekking Camps at the Ganaraska Forest Centre for at risk female youth, Algonquin Park camping and Ottawa River rafting adventures designed to build leadership and confidence in at risk youth have all been attended by East Division officers and the results shared with media and the community.

East Division has worked proactively with other agencies. One example is licensed premises checks in area bars including the Alcohol and Gaming Commission of Ontario (A.G.C.O). The Inspector with A.G.C.O sent a letter commending the tremendous spirit of cooperation with East Division officers on the various joint campaigns undertaken in 2013.

East Division focused on delivering our Community patrol plan in support of Safe Roads with identified programs that run throughout 2013 including monthly RIDE checks, Road watch, distracted driving, speeding, use of our speed board and working on our key traffic collision zones identified through traffic pattern analysis by our DRPS Analyst. Motor vehicle collisions in the targeted areas are decreasing. Impaired driving is a year round priority and a joint agency collaborative RIDE was accomplished with Clarington Fire at the end of 2012 which was picked up by local media. Quality of life related calls for service are trending downward as per our reported statistics from D.R.P.S planning Unit. Criminal driving offences are trending higher as more violators are identified through focused proactive attention.

Our Divisional Services Officer Martin Wind has attended community groups and entities in all of the Towns and Hamlets in Clarington. P.C. Wind is engaged with the Town planning department neighborhood planning process using his crime prevention expertise proactively. He has lead several crime prevention community canvassing strategies in neighborhoods affected by property crime using on duty officers and auxiliary officers. Reported property crime is decreasing in Clarington.

East Division focus supports a balanced approach of safety in Open Areas, Safe Roads, Compliance of high risk offenders and a focus on property crimes. Compliance checks are an ongoing, weekly priority with numerous checks on prolific offenders 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 planned initiatives and daily interactions.

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 & Clarington Fire Services.

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/
- 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 East is sustaining its community outreach program throughout 2012/13, where members regularly attend community events with the POU command vehicle. Events include school fun fairs, the Oshawa Centre farmers market, the Oshawa BIA Christmas event and the Oshawa FD open house at Station 5 on Harmony Rd N.

CENTRAL WEST DIVISION

Inspector Saliba and S/Sgt. Cousins attended a number of meetings with the Town of Whitby staff and Councilors. In addition, they have liaised with Whitby Fire Department, School Board Superintendants and a number of other agencies to promote community safety.

Central West Division (CW) continues to have a sound partnership with UOIT/Durham College. Inspector Saliba and Sgt Kapuscinski both are members of the Town and Gown Committee. Also, Sgt Kapuscinski meets regularly with Tom Lynch, Director of campus security. CW CRU Officers work closely with the educational facility as well as with Oshawa Council, Bylaw and Oshawa Fire Department. For example, thorough project plans have been created and implemented (**PROJECT REPEAT and LAST BASH**) to address the return to school of students and the end of school term.

Sgt Kapuscinski and members of the Central West (CW) Target Unit maintain a strong partnership with business owners in the Whitby downtown including bar owners to ensure it continues to be a safe place in which to frequent. This includes regular meetings with bar management and members of Town Council. Recently the CW Target Unit was instrumental in the creation of a new Public Order/Nuisance bylaw to assist Police in the management of disruptive bar patrons.

The after school program which includes West Lynn Public School and John Dryden Public School has now gone full time, Monday to Friday. This partnership which extends to and includes the Town of Whitby, Durham School Board, Eastview-Durham Boys and Girls Club and members of the White Oaks community continues to provide support and education for at risk youth.

In 2012 PC SITARAM organized, obtained sponsorship and helped to launch the Future Aces Positive Ticketing program in Durham Region. The purpose of the program is to build trust with youth in the community and promote positive behaviour.

In 2012 the Elementary School Liaison Officer began to hold Parent Police Coalition Team meetings at local schools. These meetings are an opportunity to bring together Police, Parents, Administrators, Community members and other Community organizations to address any concerns involving youth and offer helpful education and strategies to reduce crime and promote safety. These meetings provide the community with an opportunity to work with Police to identify and help solve problems

Crime Prevention through Education: Elementary and High School Liaison Officers deliver presentations to students on various topics including Youth and the Law and Drugs. They educate students on making positive choices, reducing their chances of being victimized and making positive contributions to the Community.

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. Additionally, Inspector Saliba and Detective Sergeant Bawden have initiated regular meetings to discuss common practices between the DRPS and Ontario Shores.

CW continues to partner with the Town of Whitby in the Road Watch program. Our members attend monthly meetings and have a designated officer liaising with the town and the many volunteers running this community initiative.

Central West has developed and maintained contacts in the North Oshawa- Mary and Nonquon community, in particular with some of the property owners/agents such as Valiant Property Management.

West Division CRU, led by Sergeant Kapuscinski, have attended numerous community meetings and worked with our community partners in fostering a strong relationship within the community. Some of the highlights of the ongoing community initiatives included;

- ProAction Cops and Kids afterschool soccer program with 50 students from West Lynde Public School in Whitby
- Meals on Wheels
- Tim Horton's send a Kid to Camp Day
- Cops and Kids Fishing Derby at Heber Down Conservation.

CW continues to support the TAGG program (Tresspass, Alcohol, Gangs and Graffiti). This is a proactive initiative that involves four officers on bicycle patrol assigned to the initiative full time throughout the summer months. The impact of this interaction of the officers with members of the community is immeasurable.

CW members used the festivities at the Brooklin Spring 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. Attendees were provided with pamphlets on the aforementioned issues.

WEST DIVISION

Diversity and responsiveness to our community partners continues to be a strong focus within West Division. Divisional Leadership meetings with the leaders of Devi Mandar, and the Pickering Islamic Centre occurred throughout the year. Ongoing Leadership representation at a variety of diversity events including;

- EID celebration hosted by the Muslim community at the Pickering Recreation Complex
- 2012 celebration of India's independence
- Tamil celebration event at J. Clarke Richardson collegiate in Ajax
- Diversity celebration on International students at UOIT/Durham College that was hosted by Shashi Bhatia
- Pickering Prayer breakfast
- Ajax Prayer breakfast
- A Tamil family event in Pickering and in Ajax.
- Pickering Diversity meeting.
- Heritage celebration at the Pickering Town Centre.
- Black History month celebration at J. Clarke Richardson Collegiate.
- Pickering City Hall for a diversity recognition forum.
- LGBTA community conference at the Abilities Centre
- Caribbean Festival organization meeting.
- South Asian Heritage Festival in Ajax

Responsiveness and collaborative problem solving to our community partners are also a significant focus in West Division. This past year saw leadership and divisional representation at;

- Ten members of West Division including Inspector Grant attended the serving with Pride celebration event in Toronto. This is a support group for members from the LGBTQA community involved in emergency services
- Ajax Community Safety strategies meeting with members of the Town of Ajax and discussed new and developing strategies relating to safety in Ajax.
- Rouge Valley Hospital community meeting.
- HOPE church presentations to parents dealing with difficult youth.
- Twyn Rivers Drive Community meeting hosted by Regional councilor Jennifer O'Connell.
- Horizon house meetings

West Division leadership has met quarterly with OPG on issues relating to security and roles of DRP and OPG in relation to safety and security surrounding the Nuclear Plants. In April and May of this year, two Divisional training days were held at OPG with OPG members attending as well as police personnel.

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. The leadership team has represented the Service at the City of Pickering Christmas tree lighting, Remembrance Day celebrations in Ajax and Pickering, as well as updating both the City of Pickering council and Town of Ajax council on the Community Patrol Plan. Meetings with representatives from both Ajax and Pickering are ongoing when requested for any concerns surrounding Road watch, or community safety.

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.

West Division CRU, led by Sergeant Soffie, have attended numerous community meetings hosted by Ajax and Pickering representatives involving concerns regarding traffic (speeding, congestions, school areas, stop signs) and other common themes around schools. Some of the highlights of the ongoing community initiatives included;

- In October numerous members of West Division and attended and volunteered at the DRPS annual children's games that was hosted at the Pickering Recreation complex.
- In December approximately 35 volunteer members led by school resource officer Dave Morton of West Division along with Chief Ewles and Inspector Grant attended the Pickering Town Centre Cop Shop which in partnership the school boards and Pickering Town Centre assists students of families at Christmas time. By having students go shopping with police officers and gift cards from the PTC.
- Pineridge High School for the Proud of Pickering event sponsored by the City and Durham School Board.

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. 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.

The Road watch program sponsored by the Town of Ajax and City of Pickering is partnered with the DRP 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. Together they meet monthly.

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. A follow up to this program has been an education program that is being developed between the DRPS and Durham District School board.

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 provides management data that is currently being utilized for items like workload balancing, response times and call analysis.

Data Support:

In 2012, our Communications Unit answered: 206,825 phone calls received on the emergency line. Additionally we answered 195,203 calls received on our internal and non-emergency number.

In 2012, we had 104,631 citizen generated calls for Service. This is comprised of 4,648 Emergency Calls, 28,179 Urgent Calls and 71,804 Routine calls.

This year to May 2013, we have had 39,194 citizen generated calls for Service. This is comprised of 1,725 Emergency Calls, 10,863 Urgent calls and 26,606 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 Manager of Facilities Management, 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 recent renovation to the public entrance at Central East Division are rare and limited in both scope and duration. As a Service delivery alternative, citizens 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. This training package will be replaced by an Integrated Accessibility Standards Training that includes accessible customer service plus appropriate portions of the Information and Communications Standard, Employment Standard and Transportation Standard. The Region is determining a suitable package for itself. DRPS may be able to adopt or customize the training for its own use. Training is required to be completed by January 1, 2014.

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, social media 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 this summer and the new website expected to be operational in late 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:

The Information Release Unit continues to submit fingerprints electronically where most responses are received with minutes which allows for on-the-spot processing of negative Criminal Information Requests. A total of 3,178 residents of the Durham Region were fingerprinted for the purpose of Criminal Information Requests and 1,414 residents have been fingerprinted up until the end of May, 2013.

Throughout the past year, for the most part, the Information Release Unit has been able to maintain a ten-day response time. In order to maintain this 10-day response time, it is necessary for the Information Release Unit to continue to utilize the 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 ninety (90) members. This reflects approximately ten percent of sworn strength. The Chief has determined through consultation that the DRP Auxiliary Unit should achieve ten percent of sworn strength to enable the Unit to fulfill their mandate.

In 2012 the Unit participated in 209 events throughout the Region. Members of the Unit contributed over 18,000 hours to the DRPS and citizens of our Region. Training was in excess of 2000 hours and all members of the Unit must complete their Use of Force training each year. The Unit meets the second Wednesday of each month, excluding July and August, at the Whitby Campus of Durham College. The Auxiliary Inspector and NCOs along with the liaison officers meet the first Tuesday of each month, excluding July and August, at DRPS HQ.

Victim Services

We continue our strong partnership with Victim Services of Durham Region (VSDR) as they operate the Victim Service Unit on behalf of the Service. Throughout 2013, VSDR has been responding to citizens of Durham whom have expressed an interest in volunteering with Victim Services. Recruitment, selection and training of a new class of volunteers is scheduled for the fall/winter of 2013. Knowledge, skills and abilities are provided during the extensive training program which is conducted both on-line and in-classroom including topics, such as, but not limited to the following:

- Victim Services Programs and Services
- Volunteer Roles and Responsibilities
- Crisis Intervention Skills
- Effective Communication and Active Listening
- Understanding Trauma and Crisis
- The Criminal Justice System
- Community Referrals and Support Systems
- Diversity and Inclusivity
- Sudden Death, Grief and Bereavement
- and, the Benefits of volunteering time with Victims.

Since 2007, the Service has operated in an MOU which provides funding for two Victim Support Workers whom report directly to the Executive Director to provide victim follow up care and case management. Additionally, there are 4 other staff members including the Executive Director, Program Coordinator, Project Coordinator (part-time) and a Victim Support Worker funded by the Ministry of the Attorney General. Currently, there are approximately 50-trained volunteers who are each scheduled for two 12-hour on-call shifts per month to supplement the work being handled by the paid staff. They will assist victims of crime and traumatic events wherever they are required, as requested by the Officer in Charge. The VSDR office is hosted in our Whitby division and functions as the VSU.

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

The police volunteer unit operating under the umbrella of the Neighbourhood Safety Units in the Community Safety Branch 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, and the DRPS Oath of Secrecy and DRPS Volunteer Agreement forms are filled out and signed. Volunteers are given a DRPS shirt and volunteer identification tag containing their photo and expiry date to wear at all events. 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 that DRPS Member(s) seeking their assistance must follow.

Our police volunteers are given training, and are utilized throughout the Region for Service and community partner related functions and events. Examples of these are Police Week, Crime Prevention Week, Community Days, Durham Regional Police Food and Toy Drive, Law Enforcement Torch Run for Special Olympics, Racing Against Drugs Programs and the Kids' Safety Village. They have direct contact with a member from our Service for all events and are mentored through the Neighbourhood Safety Units leadership. The number of police volunteers is carefully monitored to provide a consistent volunteer-to- 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.