

2012-2014 Business Plan

Port Hope Police Service



The members of the Port Hope Police Service, with professionalism, honour and fairness, working as a team, are committed to ensuring the safety and security of every citizen, through timely response, community engagement, full complete investigations and assistance to victims and witnesses.

December 15th, 2011



Port Hope Police Service Mission Statement:

The Port Hope Police Service is committed to achieving excellence in the service of our community and in ensuring the safety and security of every citizen.

Timely response, team work, community engagement, full complete investigations and assistance to victims and witnesses, will be the hallmarks of our performance.

Members shall perform their duties with full regard to our tradition of performing all duties with professionalism, dignity, respect, service and honour.

Members will approach each task with a view to the foregoing as the touchstones by which we conduct every facet of our work. Common sense and fairness to all shall be valued.

Members shall perform their duties with full regard to the Charter of Rights and Freedoms, the laws of our country, the policies of the Port Hope Police Services Board and the directives of the Port Hope Police Service.

Message from the Board Chair

It has been over a year since Kevin McAlpine was sworn in as our new Chief of Police. Under his leadership, the PHPS is undertaking a number of new initiatives, developed in response to emerging issues such as street crime, fraudulent activities targeting seniors and cyber crime. This proactive approach is exactly what is required to maintain Port Hope as a community where 77% of its citizens “always feel safe”. We can now say this with certainty because in the spring of this year, the Police Services Board undertook its first ever Community Survey to poll members of the public as to their concerns and priorities in the area of policing. The findings of the survey demonstrate the overwhelming support that this community has for the work of the Port Hope Police Service.



The Board continues to work to ensure that adequate and effective policing services are available throughout the Municipality of Port Hope. In addition, it is moving forward on its plans to bring the PHPS facilities and its Communications and IT systems into compliance with applicable legislation. It is the Board’s hope and intention that by 2014, the end of this Business Planning cycle, a new police facility will have been constructed that will meet the needs of the Ward 1 citizens of Port Hope and the members of the Port Hope Police Service for the next 25 years.

-David Houston, Chair

Message from the Chief

The Members of the Port Hope Police Service continue to provide very effective policing to our citizens. Of our 26 sworn members, 22 have completed the General Investigative Techniques Course, we have 4 trained Sexual Assault Investigators, 4 certified Breath Test Technicians, 2 Scenes of Crime Officers and 1 fully trained Forensic Identification Officer. In my experience this level of training is very high. Our members have a very good knowledge of the community and an excellent knowledge of those inclined to be career criminals. This new business plan is built on the foundation of the previous plan, and the excellent work of the Police Services Board in establishing policies. Our members are committed to excellence and professionalism in meeting the safety needs of our citizens. We look forward to building even stronger relationships with our community and municipal partners to ensure that our citizens have a safe and enjoyable community in which to live, work and play.



-Kevin McAlpine, Chief of Police

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1. CORE BUSINESSES

The core businesses of the Port Hope Police Service are:

- crime prevention & education
- communications & dispatch (for police)
- emergency response
- investigation
- victim assistance
- law enforcement
- counter-terrorism

Communications & dispatch for external agencies (fire, ambulance) and the Screening Program both continue to be functions provided by the Police Service but neither is defined as a core business.

2. ENVIRONMENTAL SCAN

Though there has been a downturn in the economy, businesses in the Municipality of Port Hope continue to serve their customers.

Retiring baby-boomers are abundant. Other social and cultural demographics appear to be remaining stable.

Environmental concerns have been heightened generally over the past three years. Residents are looking to municipalities and their service arms to adopt environmentally-friendly practices.

Technological advances continue at a dizzying rate, requiring a formidable investment to remain current and connected.

Though overall crime stats are down, anxiety re law and order issues continue to be publically expressed.

Emerging issues in the area of policing include: illegal drug activity related to the consumption of prescription medications, internet fraud and scams targeting seniors. Mental health and addictions issues continue to add to the challenging environment encountered by police officers on a daily basis.

Port Hope Council has undertaken an examination of the potential implications and cost savings of a new Municipal policing model. The investigation of alternate policing models is causing some understandable feelings of uncertainty for officers, staff and the community.

Municipal Council is responsible for decisions regarding municipal policing and related funding. The Police Services Board has oversight of the provision of effective policing services as legislated by the Police Services Act. The PHPS Chief of Police and OPP Detachment Commander are accountable for the respective police service operations in the urban and rural areas.

3. CONSULTATION PLAN

Stakeholder Group	Specific Stakeholders	Consultation Focus	Consultation Method	Timing
1. Municipal Council		Input on Business Plan	Annual Meeting, presenting Business Plan (BP) and Annual Report, and soliciting input	May /June
2. School Boards	Kawartha Pine Ridge District Bd. of Ed.	Input on Business Plan	Mail-out of letters, attaching Business Plan (BP) and Annual Report, soliciting input	Mail-out in May Input due in June
	Peterborough Victoria Northumberland Clarington Catholic District School Board			
	Trinity College School			
	School Principals			
3. Community Orgs./ Groups	Northumberland Children's Aid Society	Input on Business Plan	Annual Meeting presenting Business Plan (BP) and Annual Report, and soliciting input	May/June of each year
	Northumberland Services for Women			
	Kinark Child & Family Services			
	Rebound Youth Services			
	Peterborough/ Northumberland Victim Crisis Assistance & Referral Service (VCARS)			
4. Businesses	Heritage Business Improvement Association	Input on Business Plan	Mail-out of letters, attaching Business Plan (BP) and Annual Report, soliciting input	Mail-out in May Input due in June
	Chamber of Commerce			
5. Port Hope Police Service (PHPS)	Command staff	Emerging trend & issues, input on future priorities, recommended revisions	Semi-annual meetings in Year 1 & Year 2 with reps of both uniform and civilian staff Quarterly meetings in Year 3 with reps of both uniform and civilian staff	May
	Other officers			
	Civilian staff			
6. Victim serving Organizations	Victim-serving organizations	Police Response to Victims of Crime	Annual Meeting	May/June
7. Public	Every household in Port Hope and high school civics classes	Satisfaction with policing services	Survey distributed through: mail with drop-off at Town Hall; high school civics classes	Year 2 of business cycle

4. STRATEGIC OVERVIEW

	Public Safety	Effectiveness	Relationships	Workforce
Goals	security and security of every citizen	excellence in policing	working relationships with community members, service providers and other stakeholders	members performing all duties with professionalism and fairness
Strategic Directions	maintenance of efficient and effective policing operations	a commitment to best practices through policy development, planning, performance measurement and financial management	meaningful relationships with community, municipal agencies, other police services and crown attorneys	promotion of professionalism, accountability and transparency
2012-14 Priorities	<ul style="list-style-type: none"> development and implementation of a Street Crime Action Plan, including increased downtown foot and bike patrols initiation of community safety activities: i.e. working with high schools; crime prevention liaison; problem solving year-round RIDE 	<ul style="list-style-type: none"> strategic investment in information technology and facilities 	<ul style="list-style-type: none"> strengthen the relationship with Planning & Development re Crime Prevention design input implementation of a public education campaign through local media, focusing on one issue every month (including fraud, home security, victim services, cyber crime, prescription drugs, driver's education for youth & seniors) 	<ul style="list-style-type: none"> provision of learning and development opportunities for officers and civilian staff recognition of high performance initiation of a mentoring/ coaching model of performance enhancement & succession planning
Performance Indicators	<ul style="list-style-type: none"> community service stats response time stats crime & traffic stats victim services referral stats road safety stats 	<ul style="list-style-type: none"> responses to inquests/audits progress on IT & Facilities Projects qualitative & quantitative objectives & performance indicators for all mandatory areas 	<ul style="list-style-type: none"> community satisfaction stats citizen complaint stats victim services referral stats 	<ul style="list-style-type: none"> training /learning stats recognition/ award recipients

4.1 PUBLIC SAFETY

4.1.1 Efficient & Effective Policing Indicators

4.1.1.1 Community-based Crime Prevention

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To increase school-based crime prevention programming, targeting mischief; damage and theft concerns	To reduce the number of non-community service, school-related calls for service by 5%	# of hours spent in community service* # of Community Policing Volunteer Committee (CPVC) hours # of non-community service school-related calls for service
Increased consultation with seniors re safety issues	Increased # of presentations to seniors re safety issues, with target of 26	# of presentations to seniors groups

4.1.1.2 Community Patrol

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To enhance visibility of patrol officers in community	Require patrol officers to spend 50% of their duty time on patrol	# of hours of duty time spent by patrol officers on foot/bike/cruiser # of patrol hours

4.1.1.3 Criminal Investigation Services

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To reduce illegal drug activity	To decrease drug calls for service by 5%	# of drug calls for service # of charges laid # of officer hours involved in drug enforcement

4.1.1.4 Calls for Service

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To respond promptly to any and all citizen calls for service	To respond to 100% of calls for service within appropriate time	<ul style="list-style-type: none"> • Total # of calls for service • # of level 0* calls for service • #of level 1* calls • #of level 2* calls • #of level 3* calls • #of level 4* calls

*See Appendix A:

-for definitions of "level 0, level 1, level 2, level 3, level 4 calls" and

-for definition of "Community Service"

4.1.1.5 Property Crime

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To provide an effective police response to property crime	To reduce the # of property crimes by 5% To maintain current clearance rate for property crime at 29%	# of crimes against property # of charges laid % of property crimes cleared

4.1.1.6 Violent Crime

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To ensure compliance with provincial mandate in domestic violence cases	<ul style="list-style-type: none"> · To maintain compliance at 100% · To maintain current violent crime clearance rate of 94.6% 	# of calls for service re domestic violence # of charges laid in calls for service re domestic violence # of calls for service re violent crime * # of violent crimes cleared

***Note:** Increased stats on domestic violence may in part be due to increased reporting, due to increased awareness of domestic violence as a crime and to increased enforcement.

4.1.1.7 Youth Crime

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To decrease the # of young people involved in crime	To reduce the # of crimes involving young persons by 5%	# of charges laid against youth # of youth diverted to community programs (i.e. Rebound) # of youth crimes cleared

4.1.1.8 Road Safety

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To improve road safety in the community	To decrease the numbers of injuries and fatalities by 5%	# of charges laid for moving violations # of motor vehicle collisions, fatalities, personal injuries, property damage # of hours in RIDE checks # of impaired driving charges

4.1.1.9 Victim Assistance

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To contain /reduce impact on victims of crime	To increase police referral rate to victim services by 10%	# of DV offenders who have been previously charged with a DV charge in the preceding 12 months * # of police referrals

***Note:** Increased stats on domestic violence may in part be due to increased reporting of the crime.

4.2 EFFECTIVENESS

4.2.1 Performance Measurement Indicators

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To improve accountability through performance measurement	To identify, a minimum of one qualitative objective , one quantitative objective and one performance indicator for each of the eight functions set out in the Adequacy Standards	Qualitative and quantitative objectives, & performance indicators for: -provision of criminal investigation services, -crime prevention, -community patrol -community satisfaction -emergency calls for service -violent crime -property crime -youth crime -assistance to victims -road safety

4.3 RELATIONSHIPS

4.3.1 Partnership Building Indicators

Community Satisfaction

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To increase the overall level of satisfaction with the police service in the community	To maintain the number of persons surveyed every second year who report being satisfied at the current level of 95.5% (see Consultation Plan #7) To decrease the # of complaints by 5%	# of persons reporting being (somewhat or very) satisfied with police service # of complaints laid against members of the police service

Partnership Development

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To continue liaison with Northumberland Services for Women	Maintain 100% police referral of victims to Northumberland Services for Women, as appropriate Increase the ratio of meetings attended/ meetings held by 10%	# of referrals to Northumberland Services for Women, # of meetings on DV issues attended / total meetings held # of officers trained in domestic violence
To continue liaison with Northumberland Children's Aid Society	Maintain 100% police referral of victims/witnesses to Northumberland Children's Aid Society, as appropriate Increase the ratio of meetings attended/ meetings held by 5%	# of referrals to Northumberland Children's Aid Society # of meetings on child protection issues attended / total meetings held # of officers educated in child protection issues
To continue liaison with Kinark Child & Family Services	Maintain 100% police referral of victims/witnesses to Kinark Child & Family Services, as appropriate Increase the ratio of meetings attended/ meetings held by 5%	# of referrals to Kinark Child & Family Services # of meetings on child safety attended / total meetings held # of officers educated in child safety

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To continue liaison with Rebound Youth Services	Maintain 100% police referral of youth to Rebound Youth Services, as appropriate Increase the ratio of meetings attended/ meetings held by 5%	# of referrals to Rebound Youth Services # of meetings on youth justice issues attended / total meetings held # of officers trained in youth justice
To continue liaison with Peterborough/ Northumberland Victim Crisis Assistance & Referral Services (VCARS)	Maintain 100% police referral of victims to VCARS as appropriate Increase the ratio of meetings attended/ meetings held by 10%	# of referrals to Peterborough/ Northumberland VCARS, # of meetings on victims issues attended / total meetings held # of officers trained in victim services

4.4 WORKFORCE

4.4.1 Training/ Awareness Education

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To provide learning and development opportunities for officers and civilian staff	Provide each staff person with an annual learning /development opportunity	Training records indicating # of staff involved in learning /development activities
To recognize high performance	Develop an annual staff recognition award or event	# of recognition letters/awards
To initiation a mentoring/ coaching model of performance enhancement & succession planning	Initiate a mentoring program	# of coaches # of mentorees

5. RESOURCE PLANNING

5.1 Workload Assessment & Service Delivery Evaluation Plan

Mandatory Areas	Workload Assessments	Service Delivery Evaluations	Board Reporting Requirements
Crime Prevention	Provided by Community Liaison Officer and by Patrol Officers as part of their response to calls for service.	Deputy Chief will monitor both Community Liaison and Patrol activity and will receive quarterly reports from the Community Liaison Officer. The Deputy will further cause an audit to be conducted twice annually of crime reports to determine the frequency with which patrol officers provide crime prevention advice.	Annually
Law Enforcement • Community Patrol	The service will provide patrol functions involving cruiser, bicycle and foot patrol.	Each officer shall submit the hours spent on each activity as part of their monthly statistics. The Deputy Chief shall compile, analyze and report to the Chief of Police on these activities.	Contained in Chief's Monthly Statistical Report
Communications & Dispatch	The Communications Supervisor shall conduct monthly monitoring of the Communications Operation including a quality control audit to ensure that calls are accurately and efficiently entered into the CAD/NICHE system. A response time report will also be prepared monthly.	The Chief of Police shall receive the quality control and other reports from the Communications Supervisor and determine what improvements may be necessary from time to time.	Response Time report provided to the Board quarterly

Mandatory Areas	Workload Assessments	Service Delivery Evaluations	Board Reporting Requirements
Crime Analysis	The Officer in Charge of the Criminal Investigation Branch shall analyze statistical and mapping of crimes on a quarterly basis and shall report findings to the Deputy Chief. Additional analysis shall be applied to any series of events at the tactical level.	The Deputy Chief of Police will review the reports as submitted and forward to the Chief of Police for review and Board Reports.	Statistical data contained in Chief's Monthly Statistical Report. Mapping version submitted quarterly
Criminal Intelligence	The Officer in Charge of the Criminal Investigations Unit shall manage the Criminal Intelligence function and maintain all files related thereto.	The Deputy Chief of Police shall monitor the Criminal Intelligence Function and shall annually audit the related files and report the results to the Chief of Police.	Annually
Criminal Investigation & Investigative Support	The Officer in charge of the Criminal Investigation Unit shall review all reports submitted on criminal matters and ensure the quality of the investigation and the report. This will include a review of the investigative supports utilized.	The Deputy Chief of Police, in concert with the Officer in Charge of the Criminal Investigations Unit, compile and analyze on a quarterly basis, the quality of investigations and the report thereon. This shall include an audit at least twice per year of investigative reports against the appropriate adequacy standard and Chief's Directives.	Annually
Victim Assistance	The liaison officer(s) assigned to our partners in victim services shall review all reports wherein victim services should have been considered to ensure that appropriate referrals were given.	The Chief of Police will receive from each liaison officer a quarterly report of their findings and deal effectively with any improvements required. The Chief/Deputy will meet at least once per year with the representatives of each such partner.	Annually

Mandatory Areas	Workload Assessments	Service Delivery Evaluations	Board Reporting Requirements
Public Order Maintenance	The Deputy Chief will review the maintenance of Public Order generally and specifically any event where public order was not maintained. Further, the Deputy Chief will ensure that shared resource agreements for provision of additional public order support are updated and current.	The Chief of Police shall review materials prepared by the Deputy Chief and shall report any unusual circumstances to the Board that may require policy changes.	As Required
Emergency Response Services ▪ Major Incident Commanders	The Deputy Chief of Police shall ensure that two members are trained in current to fulfill the role of Major Incident Commanders and that the hours spent thereon are recorded.	The Chief/Deputy shall liaise with those police services with which we have shared resources agreements to ensure that the agreements are current and that the required joint training is undertaken.	As Required
▪ Tactical Unit	Services provided through Shared Service Agreements with other Police Agencies (see Appendix F)		
▪ Hostage Rescue Unit			
▪ Crisis Negotiators			
▪ Police Explosive Forced Entry Technicians			
▪ Explosive Disposal Technicians			

5.2 Communications & Information Technology Plan

In January 2009, Westin Engineering Inc. was contracted to review and summarize the communications equipment and systems used by the PHPS for compliance to applicable legislation and requirements; for effectiveness and efficiency and to compare to appropriate best practices; and to better understand the capital and operating costs that may be occurring currently and may be reasonably anticipated in the upcoming years.

The CTR Final Report, dated October 27, 2009 was submitted to the Port Hope Police Services Board by Westin Engineering, Inc. The Board approved the plan contained in the report and directed staff to incorporate the resources required to implement the recommendations of the report into its Business Plan.

In general terms the project entails the following broad steps:

- replace identified existing Communications & IT assets;
- implement capital improvement projects, subject to need and availability of funding;

- undertake identified staff training;
- ensure that regular preventative maintenance is performed by MicroAge;
- review all policies, update them and post them in electronic format on the PHPS intranet;
- develop Communication and IT equipment standards to facilitate the future procurement or lease of technology assets;
- deliver on planned and scheduled software releases through OPTIC and CPIC.

The Chief of Police shall:

- by March 31st, 2012, have reviewed the Westin Report and will have produced a plan detailing all that remains to be implemented through the course of the 2012-14 Business Plan;
- manage implementation of the Communication and IT Plan; and
- provide regular reports on the progress of the overall project to the Police Services Board quarterly.

5.3 Police Facilities Plan

In the spring of 2009, Rebanks, Pepper, Littlewood Architects Inc. was contracted to study the existing PHPS facility and submit an estimated cost for bringing it into compliance with applicable legislation. The final report on the PHPS Facilities Review was received by the Port Hope Police Services Board (PHPSB) in October of 2009. The Board approved the plan contained in the report and directed staff to incorporate the resources required to implement the recommendations of the report into its business planning.

The Port Hope Police Facility Project Working Group was formed early in 2011 to undertake the steps necessary to complete the Site Acquisition, Design and Construction of a new Police Station to serve the needs of the Ward 1 citizens of Port Hope and the members of the Port Hope Police Service for the next 25 years. In general terms the project entails the following broad steps:

- Site Identification and Acquisition Recommendation
- determining the most effective project methodology (Design Build vs. Traditional Architect/Contractor)
- Building Design and Drawings
- If Traditional, Tender or if Design Build Request for Proposal for the services of such Construction, Architectural Services and Project Management Services as are required
- Recommendations regarding awarding of the various contracts
- Maintaining oversight of the project to its completion

The 6-member Working Group includes the Mayor, the Police Services Board Chair, the Chief Administrative Officer of the Municipality and the Chief of Police.

The Working Group will manage the facility project, while receiving regular reports from the Chief of Police, CAO and/or the Project Manager on the progress of the project and will report to the Police Services Board and Council quarterly.

The Request for Proposals closes September 30th, 2011, with the meeting to select successful bid to take place on October 5th, 2011. The timeline for completion of the entire project is expected to be approximately 24 months.

Appendix A

Port Hope Police Service
 2009 - 2011 Financial History
 2012 - 2014 Budget Forecast

Account Description	2009 Actual	2009 Budget	2010 Actual	2010 Budget	2011 Projected Actual	2011 Budget	2012	2013	2014	O & C Facility
							3,813,866 4,100,000	4,066,204 100,000	4,249,572 100,000	
Police	3,681,689	3,224,500	3,721,463	3,957,600	3,394,564	3,541,000	7,913,866	4,166,204	4,349,572	
Communications	403,646	385,400	432,244	361,500	313,195	363,200	324,627	337,612	351,116	
Screening	-238,985	-339,950	-138,507	-181,850	-145,120	-135,500	(110,000)	(110,000)	(110,000)	
PSB	80,907	80,300	85,505	70,500	77,091	86,100	79,905	83,101	86,425	
CPVC	12,501	2,500	555	0	649	1,500	1,500	1,500	1,500	
Reserve Contributions	254,945	339,950	154,524	181,850	161,080	135,500	110,000	110,000	110,000	
Reserve Expenditures	-136,676	-102,000	-556,318	-791,013	-217,000	-217,000	(1,500,000)	(100,000)	(100,000)	

** TOTALS include Operating & Capitol
 *** 2013, 2014 Operating & Capitol include
 \$300,000 carrying costs for new facility

APPENDIX B

Definitions/Abbreviations:

1. PHPSB – Port Hope Police Services Board
2. PHPS – Port Hope Police Service
3. BP – Business Plan
4. n/a – for the purposes of this document n/a stands for not available
5. Patrol – time spent on patrol, excluding calls for service and administrative functions
6. Community Service – all activities that are proactively undertaken to enhance delivery of service, including but not limited to bike patrol, foot patrol, presentations and meetings. Each community service activity is documented as a call for service.
7. Level 0 call for Service - life-threatening situations and medical emergencies
8. Level 1 Call for Service – requires immediate response (crime in progress, perpetrator at the scene)
9. Level 2 Call for Service – requires immediate response (serious offence, perpetrator has left the scene)
10. Level 3 Call for Service – requires high level of investigation but does not require emergency response (serious offence, reported after the fact)
11. Level 4 Call for Service – response based on officer availability – (minor offence, not in progress)
12. VCARS – Victim Crisis Assistance & Referral Service –provides confidential immediate emotional and practical support/assistance to victims of crime, tragic circumstance and disaster 24 hours/day, 7 days per week by trained, accredited volunteers who respond at request of police or fire services on consent of victim; referrals to community agencies; court support; telephone support.
13. Shared Services Agreements – Under Section 21 (2) of the Police Services Act, a police services “board can enter into an agreement to provide any of the emergency response services through another police force” (See Appendix E)
14. Provincial Services - those investigative services provided by the Ontario provincial Police as provincial resources, pursuant to Section 19 of the Police Services Act i.e. Emergency Air Services, Provincial Auto Theft Team, Provincial Weapons Enforcement unit, Ontario Illegal Gaming Enforcement Unit

APPENDIX C

PORT HOPE POLICE SERVICE STATISTICS 2009-2011

Community-based Crime Prevention

#	2009	2010	2011	
			Jan-Jun	Projected to year-end
community service hours	922	313	116	232
community policing volunteer hours	448	260	64	154
community service / school-related incidents	108	103	254	610
community service /seniors presentations	8	68	16	32

Community Patrol

#	2009	2010	2011	
			Jan-Jun	Projected to year-end
bike/foot patrol hours by uniformed officers	644	515	160	320
patrol hours by uniformed officers	12,967	13,274	5,816	11,632

Criminal Investigation Services

#	2009	2010	2011	
			Jan-Jun	Projected to year-end
reported crimes investigated by unit	(not collected)	69	41	82
warrants/production orders	(not collected)	48	17	34
charges laid by unit	(not collected)	134	32	64
court officer hours	1406	1482	735	1470
court security officer	300	134	73	146
# of drug-related calls for service	32	45	20	40
# of charges laid	30	41	12	24
# of officer hrs involved in drug enforcement (estimated)	1500	1500	800	1600

Youth Crime

# / %	2009	2010	2011	
			Jan-Jun	Projected to year-end
charges laid against youth	76	102	50	100
diversions in lieu of charges	26	85	28	56
youth crime cleared	0	187	78	156

Victim Assistance

#	2009	2010	2011	
			Jan-June	Projected to year-end
DV offenders who have been previously charged with a DV offence in the preceding 12 months	1	9	0	0
incidents where services offered	10	30	10	20

3.2 Performance Measurement

– the indicators provided in all other sections relate to this priority

Partnership Building

Community Satisfaction

#	2009	2010	2011	
			Jan-June	Projected to year-end
# of persons reporting being satisfied (or very satisfied) with the police service	-	-	Of the 970 urban respondents who completed the 2011 PHPSB Community Survey, 633 (65.3%) indicated that they were very satisfied with police services, while an additional 294 (30.2%) said that they were somewhat satisfied.	
# of citizen complaints laid against members of the police service	0	0	0	0

Partnership Building

#	2009	2010	2011	
			Jan - June	Projected to Year-end
# of referrals to Northumberland Women's Shelter	(not collected)	5	1	2
# of meetings on domestic violence issues attended	(not collected)	9	6	12

Communications

#	2009	2010	2011	
			Jan - June	Projected to Year-end
dispatch hours	(not collected)	10,495	5,215	10,430

Screening & Freedom of Information (FOI)

#	2009	2010	2011	
			Jan - June	Projected to Year-end
background checks per hour	(not collected)	5.16	6.07	6.07
background checks	(not collected)	29,518	15,225	30,450
staff hours	(not collected)	5,717	2,506	5,012

3.5 Training/ Awareness Education

#	2009	2010	2011	
			Jan - June	Projected to Year-end
# of hours of victim service training completed, on average, by each officer	0	20	0	20

Approved by:
PSB Resolution # 137/08 (November 13th, 2008)
Municipal Bylaw #120/2008 (December 2nd, 2008)

APPENDIX D

Communications Protocol between PHPSB & the Municipality of Port Hope

The PHPSB Administrator will act as a liaison between the Board and the Municipality as it relates to administration and management within the Board office. The Administrator will receive all inquires in relation to the Board and provide to the Municipality all decisions of the board. The minutes of the regular monthly PHPSB meetings once approved will be forwarded to the Municipal Clerk to be referred to the Protection to Persons and Property Committee of the Whole meeting for information purposes.

BUSINESS PLAN

The PHPSB Business Plan will be updated every three years and will be annually reviewed through the Port Hope Police Service Annual Report.

The PHPSB will present annual updates in regard to the Business Plan each September as a delegation to Council at a Committee of the Whole meeting.

At a minimum of every three years PHPSB will present the Draft Business Plan for comments as a delegation to Council at a Committee of the Whole meeting in September of the year in which the Plan is to be updated. The PHPSB would request that the Municipality post the Draft Business Plan on its web site for comments for a period of not less than one month and that the Draft Plan come back to a Protection to Persons and Property Committee Meeting and that any public comments and comments of Council and/or municipal staff be forwarded to the PHPSB no later than December 31st.

The PHPSB will complete the Business Plan no later than January 31st at which time the PHPSB Administrator will provide a copy to the Municipality to be forwarded to the PP&P committee and request that the Business Plan be posted on the Municipal Web site by February 28th.

ANNUAL REPORTS

The PHPSB will present its annual report(s) for the Port Hope Police Service and the OPP to the Municipality as a delegation to Council at a Committee of the Whole meeting each June.

APPENDIX E

PHPSB Shared Service Agreements for EMERGENCY RESPONSE SERVICES

Policy #	Services	Included in existing contracts with		Currently Under Negotiation	In-House Provision
		OPP	Durham	CPS	
ER - 001	Preliminary Perimeter Control & Containment	x		x	
ER - 002	Tactical Units	x	x		
ER - 003	Hostage Rescue Teams	x	x		
ER - 004	Major Incident Command	x	x		
ER - 005	Crisis Negotiation	x	x		
ER - 006	Explosives	x	x		
ER - 007	Ground Search for Lost or Missing Persons	x		x	
ER - 008	Emergency Plan				PHPS
ER - 009	Underwater Search & Recovery Units	x			
ER - 010	Canine Units	x	x		
	Collision Reconstruction Program	x			
	Forensic Identification Program	x			
	Electronic Interception Program	x	x		
	Surveillance- Physical, Video, Photo	x			
	Air Support Unit	x	x		
	Technical MV Collision Investigation	x	x		

PROVINCIAL SERVICES

The O.P.P. provides the following investigative services as provincial resources pursuant to Section 19 of the Police Services Act:

Provincial Weapons Enforcement Unit* - investigates importation and trafficking of illicit firearms/explosives.

Ontario Illegal Gaming Enforcement Unit – investigates illegal gaming across Ontario in partnership with a variety of police agencies and investigates all illegal gaming pertaining to Part VII of the Criminal Code within the Province of Ontario, with an emphasis on organized crime.

Provincial Auto Theft Team* - provides expert identification of vehicles and their component parts, investigates large scale, organized thefts of motor vehicles and construction equipment. This team is the lead agency in Ontario.

Provincial Special Squad* - is a joint police services unit comprised of intelligence officers of the OPP, Metro Toronto Police Force, Peel Regional Police and the RCMP. This Unit investigates the movement of organized crime members, suspected criminals and missing persons travelling on various airlines and coming in contact with related agencies such as Canadian and US Customs and Immigration, Ministry of Transport, rental car agencies, etc.

Provincial Level Drug Enforcement* - investigates the importation and trafficking that is almost without exception, multi-jurisdictional. The section initiates the majority of proceeds of crime investigations in Ontario.

Anti-Rackets Investigation* - investigates/case manages enterprise crime, including frauds and municipal and judicial corruption involving secret commissions.

Behavioural Sciences Services* – provides investigative support of a psychological and behavioural nature, specifically Criminal Investigative Analysis, Threat Assessment, and Violent Crime Linkage Analysis.

Project “P” – deals with the manufacture, sale and distribution of obscene material within Ontario and also investigates the communication of statements which willfully promote hatred towards a person of an identifiable group.

Emergency Based Air Services –assists in emergent search and rescue initiatives and to provide support and assistance to specialized police units during crimes in progress or emergent situations.

Chief Firearms Office - The Chief Provincial Firearms Officer represents the Solicitor General in all firearms matters and administers Canada's gun control program in Ontario.

Private Investigators and Security Guards Section – administers and enforces provisions of the Private Investigators and Security Guards Act, licenses, regulates and investigates the activities of private investigation and security guard agencies and licensed individuals, and conducts quasi-judicial hearings throughout the province to determine eligibility for licensing.

**OPP services focus on multi-jurisdictional, organized, high level or complex crimes only*