


REPORT OF THE POLICE SERVICE
TO
THE CHATHAM-KENT POLICE SERVICES BOARD

Board Report Number: 4.1 (Regular)
Date of Report: April 29, 2019
Date of Board Meeting: May 14, 2019
Reference: Insurance Coverage and Claim Costs
Recommendations: Receive the report for information purposes and authorize 2018 net overpayment be transferred to the Police Litigation Reserve.

Mr. Dave Taylor to provide verbal overview in regards to 2018 Insurance Coverage and Claim Costs associated to the Chatham-Kent Police Service Board for 2018.

It is recommended that the \$125,683.57 that the Chatham-Kent Police Services Board received from the Municipal Insurance Reserve for the net overpayment of claims costs occurring in 2018 be transferred into the Police Litigation Reserve.

Prepared by:


Chief Gary Conn

Municipality Of Chatham-Kent**Community Development****Legal Services**

To: Chatham-Kent Police Services Board
From: David V. Taylor, Manager, Legal Services
Date: April 26, 2019
Subject: Insurance Coverage and Claims Costs – 2018

Recommendation

It is recommended that:

1. The Board approve receipt of \$125,683.57 from the Municipal Insurance Reserve to the Chatham-Kent Police Services Board based on a net overpayment of claims costs occurring in 2018.

Background

The Municipality's insurer is the Frank Cowan Company.

Legal Services manages the insurance and claims reserve for the Municipality, including all boards and committees of Council. This includes the Chatham-Kent Police Services Board ("CKPSB").

Legal Services manages the relationships with external legal counsel assigned to defend CKPSB in litigation. CKPSB's usual litigation defence counsel is McCall Dawson Osterberg Handler LLP, based out of London. This law firm has extensive experience handling civil police claims. They also have a long relationship with Frank Cowan Insurance. Their hourly billing rates are considered reasonable and are monitored by Legal Services.

In most instances, in order to provide better service and at no cost to CKPSB, Legal Services will defend claims on behalf of CKPSB rather than send claims out to external legal counsel.

Insurance Coverage

Insurance is the transfer of risk from one entity to another. CKPSB transfers the risk of future unknown litigation to its insurance company. The cost of purchasing this transfer of risk is the insurance premium that is paid annually to the insurance company.

Not all risk is covered by insurance. Some claims against CKPSB, such as punitive damages or Human Rights complaints, are not covered by the insurance policy.

Insurance Coverage and Claims Costs -2018

Insurance for these types of claims cannot be purchased in the marketplace. These types of claims remain the risk of CKPSB but can be handled internally by Legal Services on behalf of CKPSB. This is similar to the service provided by Legal Services to the Municipal Corporation.

The two main areas of litigation risk for CKPSB are (i) general liability and (ii) fleet auto. These areas of risk are protected through the purchase of insurance, within limits. Building fire insurance is provided through the Municipal building maintenance insurance program.

CKPSB transfers the liability risk for claims above \$250,000 and below \$50 million to the insurance company, through the payment of the insurance premium. The risk for the first \$250,000 and above \$50 million belongs to CKPSB.

CKPSB transfers the fleet property risk to the insurer subject to two levels of deductibles. If fault of the collision is due to another driver, the deductible is \$1,000. If the fault of the collision from the police driver, the deductible is \$100,000, (which essentially makes the cost of repairs and write-offs for vehicles a self-insured expense for almost all vehicles).

CKPSB also carries a further form of insurance, aviation insurance, to cover a recently purchased drone. This has a premium of approximately \$6,500.00. The deductible for this insurance policy is \$400 per occurrence in respect of liability and 10% of the loss claimed in respect of physical damage. The policy provides coverage up to \$10,000,000 in respect of liability and \$100,000 in respect of physical damage.

Claims

Claims against CKPSB are paid from one of two sources.

The first source for paying claims is the insurance company, which pays all claims covered under the insurance policy for liability between \$250,000 and \$50 million. Insurance also currently pays all fleet property claims for damage to police vehicles above \$1,000 which are the fault of another driver.

The second source for paying claims is the insurance reserve, which pays all liability claims as follows: (a) below \$250,000 or the first \$250,000 on claims above that amount and (b) all claims which are not covered by the insurance policy.

Current Claims

Legal Services maintains a database wherein it tracks all claims and litigation files. In Closed Session, CKPSB members will receive a copy of the current files, and those that closed in 2018, on this database against CKPSB.

Insurance Coverage and Claims Costs -2018

Claims and Insurance Expenses 2018

In 2018, CKPSB paid \$91,568.02 in insurance premiums. This consists of Liability, Property and Drone premiums (\$46,783.02) as well as Fleet premiums (\$44,785).

\$138,326.60 CKPSB Insurance Reserve allocation was paid into the Municipal Insurance Reserve. This consists of allocations for liability claims (\$57,073.13) and fleet claims (81,253.47).

In 2018 \$73,089.32 was paid out of the Municipal Insurance Reserve on behalf of CKPSB for Liability related claims (\$38,182.17) and Fleet related claims (\$34,907.15). Fleet related claims consist of both at-fault claims (\$31,474.21) and not-at-fault claims (\$3,432.94).

Additionally, in 2018 \$60,446.29 was recovered in relation to not-at-fault fleet related claims.

Allocated to reserve:	\$138,326.60
Spent from reserve:	-\$73,089.32
Surplus reserve:	\$65,237.28
Surplus reserve	\$65,237.28
Recovered funds:	\$60,446.29
Total to be transferred to CKPSB from the Municipal Insurance Reserve:	\$125,683.57

Therefore \$125,683.57 is being transferred from the municipal reserve to the Chatham-Kent Police Services Board for 2018. The approval in this report is to effect this transfer of funds back to the Chatham-Kent Police Services Board.

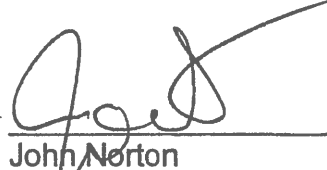
Consultation

Financial Services was consulted in the preparation of this report.

Prepared by:

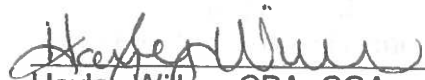
Reviewed by:


Dave Taylor
Manager, Legal Services


John Norton
General Manager, Community
Development

Insurance Coverage and Claims Costs -2018

Consulted and confirmed the content of
the consultation section of the report by:


Hayley Wilbur, CPA, CGA
Financial Analyst

c Police Chief Gary Conn

REPORT OF THE POLICE SERVICE**TO****THE CHATHAM-KENT POLICE SERVICES BOARD****Board Report Number: 4.2 (Regular)****Date of Report: May 7, 2019****Date of Board Meeting: May 14, 2019****Reference:****Retirement**

On April 10, 2019, Data Entry Clerk Bonnie Morgan tenured her retirement notice, effective April 30, 2019. She will have completed over 19 years of service with CKPS.

On April 24, 2019, Records Manager, Bev Evans, tenured her retirement notice, effective July 31, 2019. She will have completed over 34 years of service with CKPS.

On April 15, 2019, Criminal Investigations Branch Administrative Assistant, Dianna Branton, tenured her retirement notice, effective November 13, 2019. She will have completed 41 years of service with CKPS.

On April 26, 2019, Administrative Clerk, Criminal Record Checks, Susan Hewings, tenured her retirement notice, effective October 31, 2019. She will have completed 16 years of service with CKPS.

New Hire

As a result of a hiring process, it is recommended that Kaley Veldboom be hired as the Financial Clerk, Grade 6 Level 1, effective Tuesday May 21, 2019.

Reappointment

On May 15, 2019, Special Constable Kim Brown's Ministry of Community Safety & Correctional Services appointment expires and he must be approved by the Board for his reappointment.

On May 15, 2019, Special Constable Terry Kivell's Ministry of Community Safety & Correctional Services appointment expires and she must be approved by the Board for her reappointment.

Recommendation:

A Board resolution approving the above-mentioned retirement notices, hire and Special Constable re-appointments.

Recommended by:



Chief Gary Conn

**REPORT OF THE POLICE SERVICE
TO
THE CHATHAM-KENT POLICE SERVICES BOARD**

Board Report Number: 4.3 (Regular)

Date of Report: March 6, 2019

Date of Board Meeting: May 14, 2019

Reference: 2018 Year End Report – Administrative Support Branch

Recommendation: Acceptance of the Administrative Support Branch Year End Report for information purposes

Summary:

The administrative support portfolio is comprised of a team of sworn and civilian members that collectively keeps the Police Service functioning from behind the scenes. The branch consists of Quartermaster/Drug Exhibits, Property Coordinator, Information Technology Services, Building and Fleet Logistics, Firearms/Property, Records Management, Court Services and the Emergency Communications Center.

A more complete and detailed breakdown of services provided by these sections is encompassed in the attached individual reports. An executive summary outlines the services provided by each section and the impact they have on the business of policing. While each section has their own individual mandate of service level expectations, collectively they are dependent upon each other to ensure success.

Quartermaster – Katie Eagan

Katie is instrumental in gathering research on the best and most suitable equipment and uniforms needed for our members. This is no small task as she not only has to interact with vendors insuring quality and delivery to the Police Service but she also has to manage the individual clothing and equipment needs of each officer making sure that safety and quality standards are met. In addition to this, Katie is responsible for the drug exhibits that are seized and found by police officers. There is a very specific chain of evidence with the seizure and storage of drugs that must be aligned with Health Canada and judicial requirements.

Property Coordinator – Colleen Stonehouse

Colleen is responsible for the storage, retention and destruction of property that is either recovered, seized or found by members in the course of their duties. A key role is to ensure the chain of evidence rules are followed. Failure to do so could result in the exclusion of evidence at trial and subsequent acquittals in some of those cases. In addition to this, Colleen is responsible for the destruction of property. The property that is not returned to victims and identified by property owners is sold through an on-line auction process. This initiative was researched and implemented by Colleen and continues to this day.

Information Technology Services – Anita Scott, Quentin Sprik and Michael Cox

With the increase use of computers and software the IT Section was forced to grow. 2018 saw a realignment of resources, as such Michael Cox was added to the IT Team from the Records Management Position in our Records Section. Members in IT are responsible for all computer related issues as well as software management, equipment upgrades and project management. With the addition of Mobile Data Terminals over the last few years, this is essentially 30 new bodies for an IT Section. The demands have put the IT Section to the test and the team members have stepped up to exceed all expectations. In keeping with our goal to maintain a close working relationship with our Municipality, the Service continues to operate under a Service Level Agreement with the Municipal ITS section. This SLA assists with networking challenges and identified gaps with project requirements. It is a seamless partnership that has proven to be mutually beneficial to the Police Service and Municipal ITS staff.

Building and Fleet Logistics – Keith Cooper

The value of work provided by Keith is difficult to assess, Keith is a jack of all trades and called on continuously to solve and manage problems. He not only manages all the services fleet requirements, he ensures that all building required needs are met in a timely manner. He does this through; not only years of experience and expertise in the field but also and more importantly through his networking and people skills. Keith is always ready to assist no matter what the challenge may be. Keith is a constant professional and his skillset has led to a first class fleet of vehicles, recognized by services across the Province.

Firearms/Property – Rob Tobin

Rob's primary role is to ensure all needs in respect to seized weapons meet storage and safety needs but also is called upon for expert testimony in respect to firearms offences. While this may be Rob's primary role he also plays an instrumental role in assisting the Quartermaster, property coordinator as well as Building and Fleet Logistics. Further to these functions, Rob was instrumental with the rollout of our Mobile Data Terminals.

Rob assisted with training and mentoring our officers. Rob's ability to multi-task and manage multiple responsibilities assists greatly in the smooth day to day operations of the police service.

Records Management Team – Team Lead: Staff Sergeant Tetrault

The records management staff is truly the behind the scenes group that ensures all matters involving records management are completed in an efficient and accurate manner. These functions include Service level collection of crime stats, CPIC maintenance, freedom of information requests, court preparation through SCOPE, Court information preparation, purging of records according to Ministry guidelines, police records checks and data entry. The records office has undergone significant changes over the last few years and the dedicated staff has proven that despite the challenges of learning new processes and software they are up to the task. It is important to know that each job function in this section is interdependent upon each other and the end product produced is always high quality.

Court Services – Team Lead: Acting Sergeant Ken Lauzon

The Court Services Staff are those dedicated Constables and Special Constables that ensure the safe and effective management of all courthouse proceedings. This includes; domestic violence coordinator, prisoner management, courthouse security and safety, public safety and the seamless flow of judicial documents. This is no small task as more than 2300 prisoners were processed through the Courthouse in 2018. Further to this they ensure that a proactive and engaged relationship exists with Provincial Court Staff, the Crown Attorney's office, Victim-Witness Assistance and Defense Counsel. The Court Services Sergeant Manages all of these functions and also provides monthly security reports to the Judiciary and addresses safety needs concerning the staff and building as they arise.

Communications – Team Lead: Sheri Sommerville

The true first line of communication with victims of crime and life line to the officers and fire services within our Municipality. These dedicated men and women receive in excess of 177,000 telephone calls to the center annually and are responsible for dispatch and communications for Chatham Kent Fire Services as well as the Police Service. In addition to the safe and efficient dispatch of officers and fire fighters they are responsible for event records management as well as CPIC after hour's entry. They are truly a life line for those they encounter daily. The 911 communicator position is a true calling and our members are professional, empathetic and efficient under tremendously stressful circumstances. They are true professionals in every sense of the word and tremendous ambassadors for the Police Service.

This brief summary of the various sections provides a snapshot into the various roles within the Administrative Support Branch and is in no way a complete accounting of their job functions. The one constant with all members of the Administrative Support Branch, is their commitment, compassion and professionalism that has become synonymous with the Chatham Kent Police name. We are very fortunate to have this dedicated team of professionals.

QUARTERMASTER/EXHIBIT COORDINATOR

The Chatham-Kent Police Service has one civilian assigned on a full-time basis as Quartermaster / Drug Exhibit Coordinator. Katie has two separate areas of responsibility as the Quartermaster & Drug Exhibit Coordinator with duties including;

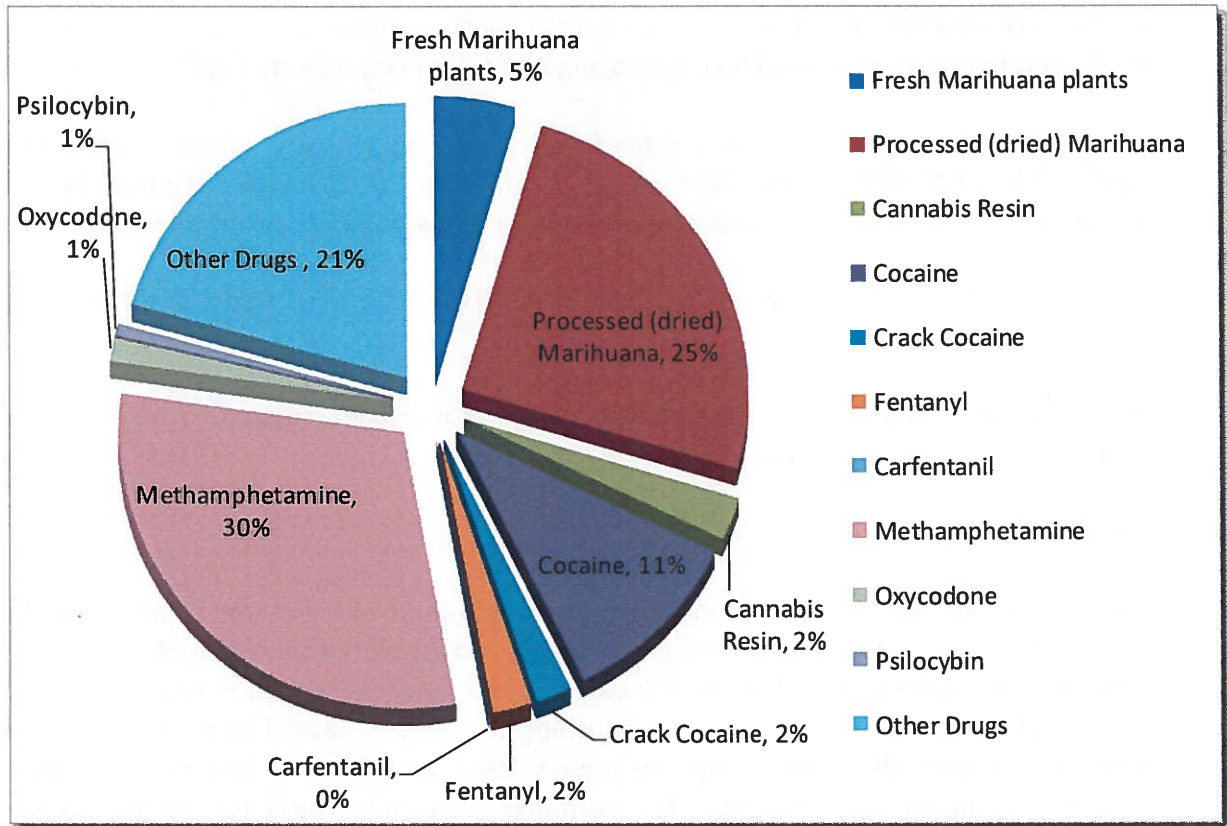
- Managing and purchasing all equipment & clothing for the Service including product research, analysis, shipping/receiving, managing inventory levels, forecasting requirements based on budget, personnel and changing policing trends.
- Deal directly with all suppliers, cleaners and alteration stores for repairs, cleaning and maintenance of QM inventory.
- Conduct mask fitting of N95 masks for all members & volunteers of CKPS for pandemic planning. Assisting in planning of & ordering of special pandemic supplies: face fit kits, N95 masks, biohazard response supplies, nitrile gloves, cleaning stations, etc.
- Processing and management of drug seizures; security, continuity, storage and disposal of drug exhibits and drug related property; entry of exhibits on RMS property management; maintain all drug inventory and destruction records and assist with external audits.
- Continuity of drug samples for analysis a very important part of the everyday work: collection, packaging, shipping records; recording of analyst result on RMS property management; issuing Health Canada Certificate of Analyst and Drug Offence and Disposition Forms and Exhibit Envelopes, packaging for drug exhibits (needle containers, paper bags).
- Katie also trains members regarding drug property submissions: paperwork, safety and packaging, Health Canada guidelines, policy and procedures.

There were 127 purchase orders submitted in 2018 to various suppliers for equipment and supplies.

May 5th, 2018, marked the annual Prescription Drop off date, organized by Sgt. Jim Lynds. All medications turned over on this date was destroyed during a regular scheduled trip to Stericycle in Brampton.

2018 saw 2 trips made to "Stericycle" in Brampton to destroy drugs, related property, as well as general property from Property/Exhibit Manager. 5 trips were made to the Ridge Landfill to destroy fresh marihuana plants, including plants seized during annual eradication.

In 2018 there was 439 occurrences where drugs were seized, and submitted as evidence or under other circumstances. Further, there were 119 incidents in which drug paraphernalia was seized and another 66 incidents where prescription medications were seized for disposal. The chart below provides a breakdown:



PROPERTY COORDINATOR

Colleen Stonehouse is the Property Coordinator for the Service, a position which carries numerous areas of responsibility including;

- The management, security, continuity and safe storage of all exhibits and found property for the Chatham-Kent Police Service.
- The disposal of all seized and found property for the Chatham-Kent Police Service.
- Oversees the accurate & consistent property data entry and inventory of all property entered into the Niche Records Management System.
- Organize & number each piece of property to go to Police Auctions Canada for auction.
- Train new officer recruits on the Policy & Procedures and best practices regarding property packaging, documentation and temporary storage of property.
- Receive general public inquiries regarding property matters.
- Maintain inventory of evidence packaging and evidence property tags.

There were approximately 3,200 entries for property, which were seized or otherwise gathered in 2018. This number does not include firearms, drug exhibits or property that was found or seized and returned to owner before being added to property stores.

Approximately 3,700 items were disposed of in 2018. Disposal is done by destruction, auction, or return to owner.

In June 2018 Police Auctions Canada picked up property to be sold through on-line auction and the revenue generated totaled \$9,543.25.

FIREARMS

The firearms section consists of one constable designated as a Firearms Examiner. The examiner is responsible for examining, classifying and legislated reporting of all firearms that come into possession of the police service. The firearms section is also responsible for managing the firearms inventory (returning firearms to lawful owners, destroying weapons ordered disposed of by the courts, etc.) and for the testing of firearms involved in criminal investigations. The examiner is also a resource for the local crown attorney, other officers and the citizens of Chatham-Kent for navigating the sometimes complicated regulations involving weapons. The firearms section also assists with in-service training for CKPS officers.

Other duties regularly performed by the firearms examiner include assisting with the property management, logistics, information services, drug exhibit and Quartermaster sections. During 2018 a significant amount of time was spent assisting on the MDT (mobile data terminal) committee. A majority of the one on one training was

accomplished by using the officer from the firearms section without incurring any overtime expenses. Assistance was also given to the Logistics section transporting new front line vehicles to the vendors for equipment and returning them for deployment.

In regards to firearms duties there were 381 exhibits processed in 2018, an increase from 190 in 2017. Exhibits include non-restricted firearms (long guns), restricted firearms (handguns), prohibited firearms (certain classes of handguns and military weapons), prohibited devices (conducted energy weapons, mace/pepper spray, brass knuckles) and ammunition. There are several reasons that contribute to this. With the training for MDT's complete, there appears to be more seizures as front line officers have faster access to information when conducting an investigation. Also the Chatham-Kent Police Service participated in a province wide firearms/weapons amnesty which added approximately 50 firearms to the total.

The breakdown of 2018 exhibits processed is as follows;

- 105 pellet/BB rifles, pistols and replica firearms
- 78 non restricted long guns (rifles/shotguns)
- 13 restricted firearms (handguns)
- 10 prohibited
- 8 bow/crossbows
- 95 ammunition exhibits (various amounts and calibres)
- 72 other exhibits (prohibited devices – over capacity mags, pepper spray/mace, switchblades, brass knuckles – as well as firearms cases/licenses and miscellaneous items)

Several prohibition hearings were applied for and completed through the courts for public safety reasons throughout the year. Also the firearms section assisted with presentations during in service training in the spring of 2018. One firearms/ammunition destruction was completed in June of 2018. The destruction only occurs when ordered by the courts or firearms/weapons are surrounded to the police for destruction. In total 258 lbs of ammunition, 53 canisters of pepper spray, 91 large weapons (long guns/swords) and 169 small weapons (handguns/knives) were destroyed.

COURT SERVICES SECTION

The Chatham-Kent Police Service is responsible for the security and operational management at two court locations. 425 Grand Ave W Chatham (Criminal and Federal matters) and the other being located at 21633 Communications Road. (Provincial Offence matters).

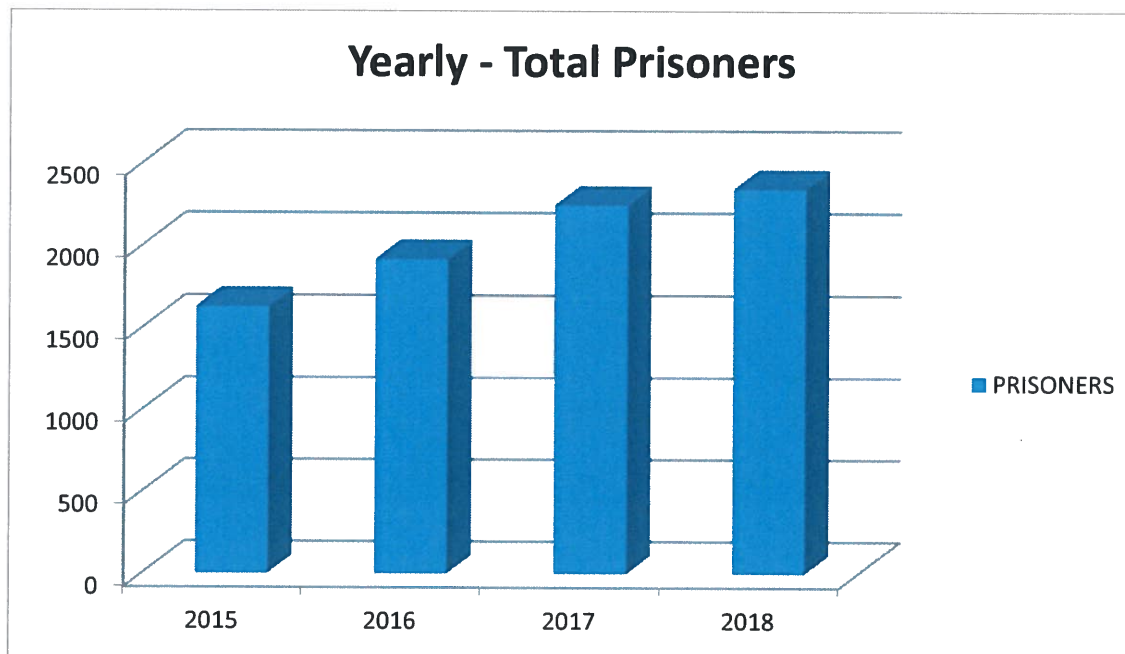
In 2018, staff compliment consisted of:

- 1- Acting Sergeant/Constable
- 3-Constables (Bail Officers)
- 1-Constable (POA court security/Case Management)
- 1-Constable (Domestic Violence/Case Management/Bail Safety Officer)
- 8-Special Constables (security, transportation and monitoring of prisoners)
- 1-Administrative Clerk (subpoena processing and Crown Brief management)

Overall, the duties of the Court Services Staff include but were not limited to the management of prisoners, escorts, transfers, bail hearings, swearing to information's, affidavits, preparing Judge's orders, warrants, taking of court ordered DNA samples, preparing required court briefs as well as liaising as necessary with the Crown Attorney's office, Victim Witness Assistance, Defense counsel and other court administration staff.

Prisoner Handling

In 2018 Court Services Staff were responsible for the processing, monitoring and accommodating over **2,300** prisoners at the Courthouse.



	2015	2016	2017	2018
Total Prisoners Processed	1631	1920	2249	2347
Adult Males	1365	1655	1893	1972
Adult Females	248	233	307	297
Youth Males	14	32	43	64
Youth Females	5	0	6	14

Additional Statistics

Audio/Video Bail Hearings	1016	1422	1831	1809
DNA Samples Collected	104	200	267	283
Fingerprints Collected	N/A	N/A	N/A	316
Escorts	N/A	N/A	N/A	36

Court Security Issues

In 2018 there was a push to improve security at the two courthouses locations. This effort continues to be a priority. In 2018 the following improvements were made:

-Ontario Court of Justice - 425 Grand Ave West

- Surveillance cameras – External cameras added to the west side of building
- Surveillance cameras – Additional internal cameras throughout the building
- Additional monitors in the control module
- Addition of two carbine rifles – For emergency situations

-Provincial Offences Court - 21633 Communications Road

- Glass barrier – Partial wall and glass barrier providing safety for staff and public
- Interior passcode steel door for employees
- Full glass (floor to ceiling glass) wall for enhanced visibility

As part of the duties of the Court Services Section, members are responsible for screening all patrons that enter the building as well as monitoring those that have been identified as a threat to staff and the Judiciary.

This process has resulted in the seizure of a large amount of items / weapons that pose

a threat to those in the building. Below are the stats from 2018 and photographs of just some of the items that were seized:

	2015	2016	2017	2018
Total Items / Weapons Seized	N/A	N/A	N/A	413

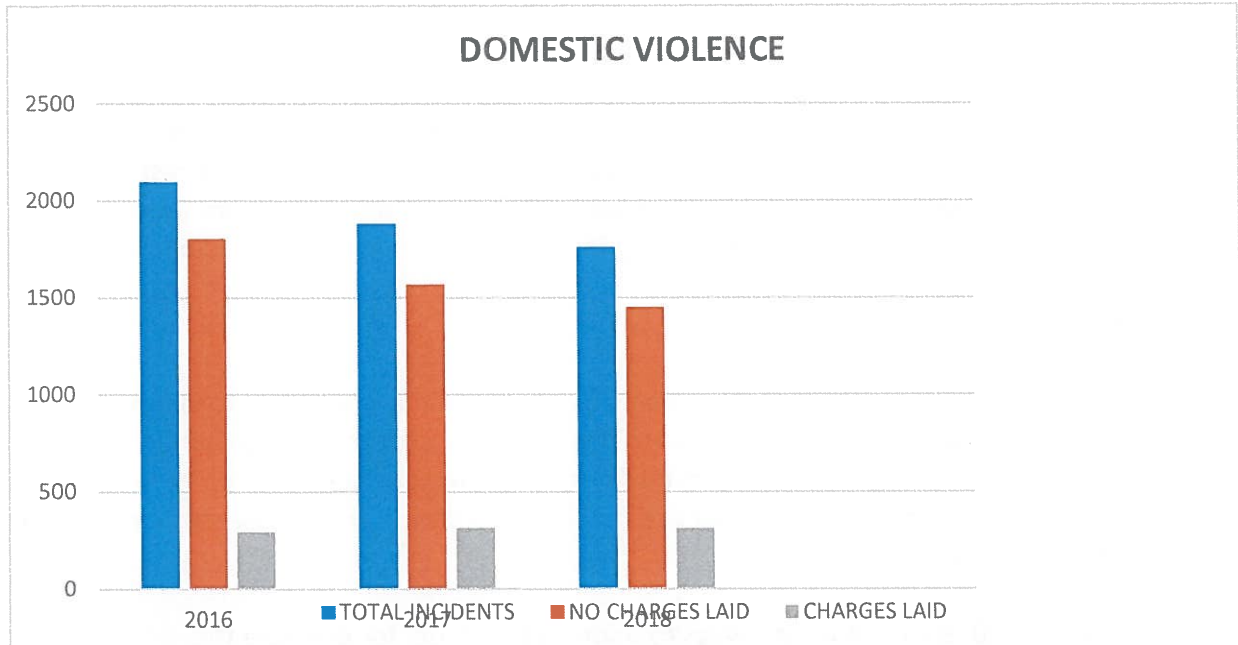


Domestic Violence

The Chatham-Kent Police Service is mandated to investigate all Domestic Violence Occurrences, defined by the Ministry of Community Safety and Correctional Services. The Domestic Violence Coordinator is assigned to Court Services and is responsible for undertaking, managing and reviewing all Domestic Violence occurrence investigations.

There were a total of 1760 Domestic Violence related incidents were reported in 2018.

- 1450 of those occurrences either no offence was alleged or there were not enough grounds to lay a charge.
- 310 of those incidents domestic violence charges were laid.
- 253 males were arrested for domestic violence and 57 females were arrested for domestic violence.
- 226 males were held for bail and 32 females were held for bail
- 43 of those arrests the accused had been arrested on previous DV related offences 38 males and 5 females had been previously charged for domestic related offences.



Charges Breakdown

	2016	2017	2018
Assault	310	257	338
Assault	248	192	263
Assault with a Weapon	58	64	73
Aggravated Assault	4	1	2
Sexual Assault	9	13	16
Sexual Assault	9	13	15
Sexual Assault with a Weapon	0	0	1
Aggravated Sexual Assault	0	0	0
Breaches	249	216	201
Uttering Threats	93	71	98
Mischief	79	67	69
Forcible Confinement	20	23	32
Criminal Harassment	16	14	21
Firearms	2	2	3
Choking	0	0	2
Other	104	93	99

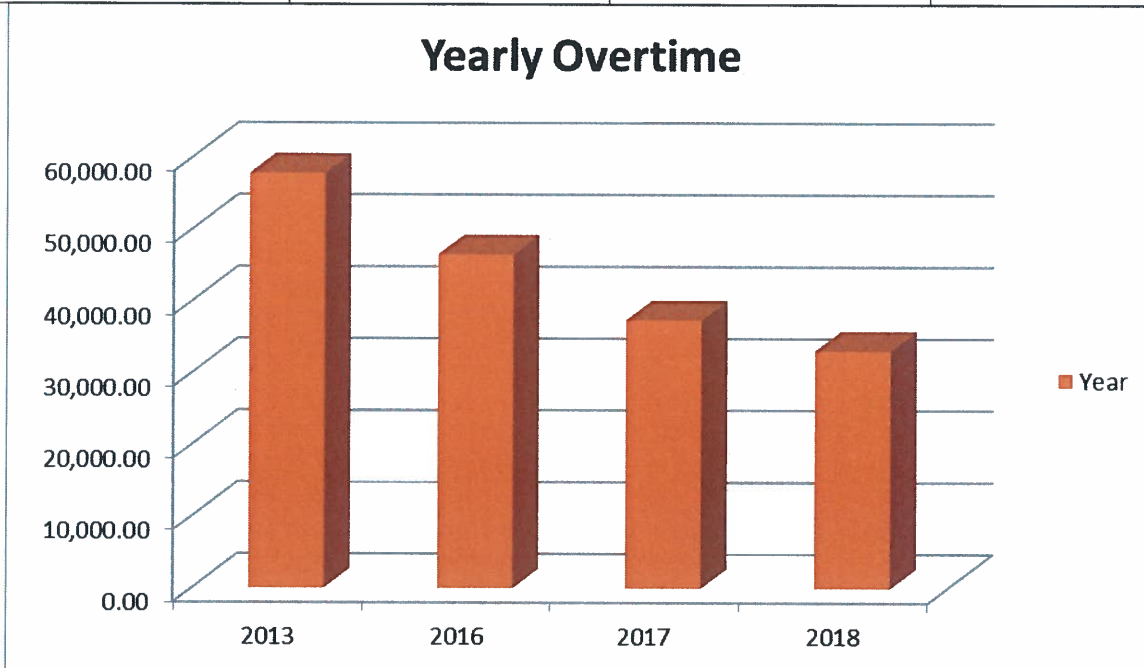
Domestic violence is an incident where significant trauma can occur for anyone associated. Domestic violence is any use of physical or sexual force, actual or threatened, in an intimate relationship. These crimes are often committed in a context where there is a pattern of assault and / or controlling behavior. The violence is used to intimidate, humiliate or frighten victims, or to make them powerless. Domestic violence may include a single act of abuse or a number of acts that may appear minor or trivial when viewed in isolation, but collectively form a pattern that amounts to abuse

Overtime Court Staff

Overtime has continued to drop since 2013, however a trend has developed where courts continue to run late each day. This leads to a delay with prisoner transport, paperwork which can lead to overtime for staff. Acting Sergeant Lauzon is cognizant of this trend and continually monitors shift schedules to try and adjust staffing levels to avoid excess overtime.

The goal in 2019 will be to find ways to address this issue, for example the implementation of case management. Below are the stats from the last three years (also included is the stat from 2013 which was available to me for purpose of this report). This Unit has been successful with reducing the overtime annual cost the last 3 years despite continuing increase in the number of prisoners yearly and lower staffing levels.

2013	2016	2017	2018
\$57,747.36	\$46,467.05	\$37,355.92	33,067.03



The Court Services Section will continue to make improvements moving forward and have identified areas that need to be addressed in 2019. Security, active shooter training, transform the building into a one egress, and update CHUBB mapping system. Operationally the section will review how we currently deal with administration of Justice Charges and with the ever-changing technological environment we will need to review how we manage digital evidence.

EMERGENCY COMMUNICATION CENTER

In 2018 the Emergency Communication Centre (ECC) answered a total of 177,886 telephone calls; 6 % increase from 2017.

ECC dealt with 33,674 E911voice/non-voice calls this quarter. Of all the E911 voice/non voice calls received; 37% of the E911 calls were transferred to secondary agencies; 63% of the calls remained in the ECC to investigate for police or fire services. The ECC maintained an average answer rate of 9 seconds in 2018. ECC maintained control over 21,144 E911 calls received on behalf of police or fire services.

The ECC generated 57,684 CAD (Computer Aided Dispatch) events for Police and Fire services, an increase of 7% from 2017.

MDT's were introduced into patrol activities in June 2017; Patrol self-generated 11,453 CAD events in 2018.

Next Generation 911 – NG911

Real Time Text (RTT) will be ready for public use through service providers by June 2020. The next major transition will be a full decommission of the traditional E911 copper trunk network in June 2023 to an IP based solution. This will see the Emergency Communication Centre transition to IP phones, software and hardware solutions to manage all facets of media packets for both voice/data transfers.

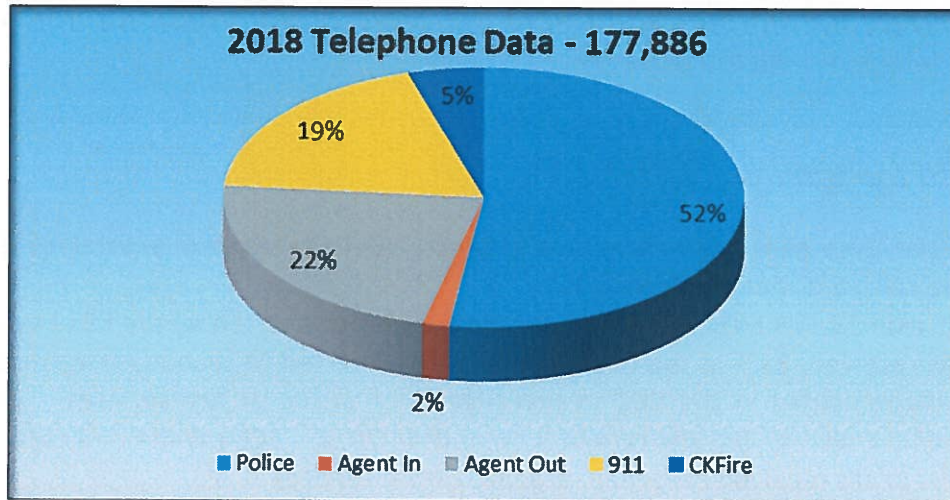
ECC Statistical Data and Resource Information

The following is the compilation of operational statistics for the Emergency Communication Centre for the year 2018.

Telephone

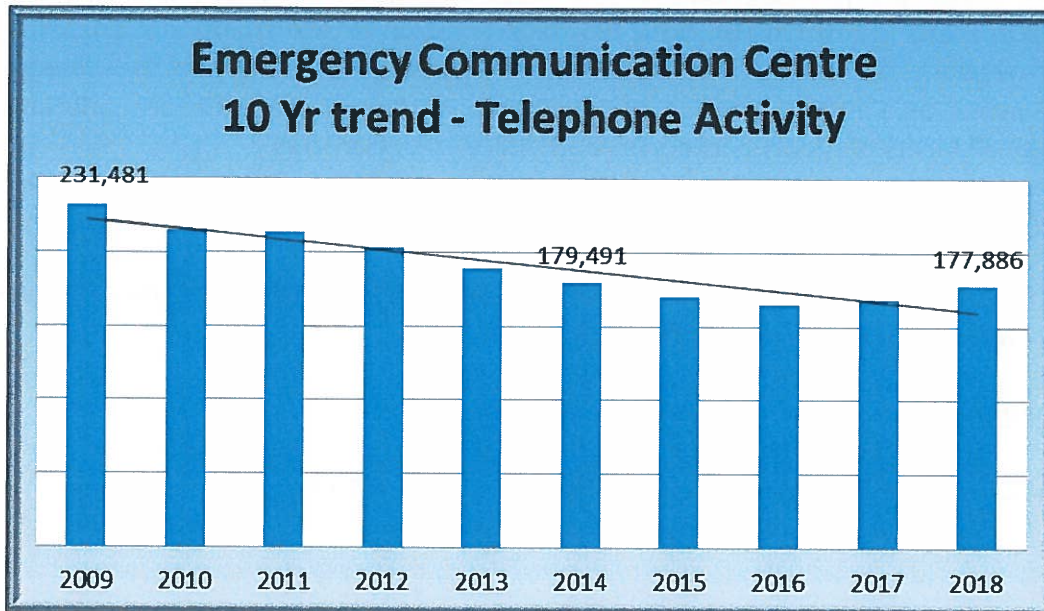
The ECC had a 6% increase in volume in comparison to 2017.

Telephone	2018												Year to Date			
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2018	2017	Difference	Variance%
Police	7,957	6,416	7,687	7,967	8,979	8,479	8,167	8,324	8,251	7,115	6,925	6,371	92,638	88,305	4,333	4.68
Agent In	305	221	222	285	276	237	227	205	230	280	180	248	2,916	2,287	629	21.57
Agent Out	2,925	2,853	3,633	4,161	3,696	3,531	3,367	3,535	3,748	3,302	2,520	2,923	40,194	36,877	3,317	8.25
911	2,561	2,304	2,666	2,659	2,974	2,985	3,144	3,105	2,978	2,847	2,630	2,821	33,674	31,383	2,291	6.80
CKFire	587	487	797	991	1,009	644	638	676	700	696	715	524	8,464	8,500	-36	-0.43
Total	14,335	12,281	15,005	16,063	16,934	15,876	15,543	15,845	15,907	14,240	12,970	12,887	177,886	167,352	10,534	5.92



10 Year Trend

Looking at the data over a ten-year period from 2009-2018 indicates a steady decline in overall telephone activity in the ECC. Although the phone trend has steadily decreased over the years, the time ECO's spend on the phone has increased dealing with social disorder/mental health issues and 911 call back procedures requiring lengthy telephone conversations to satisfy policy/legislative requirements for certain calls for service.

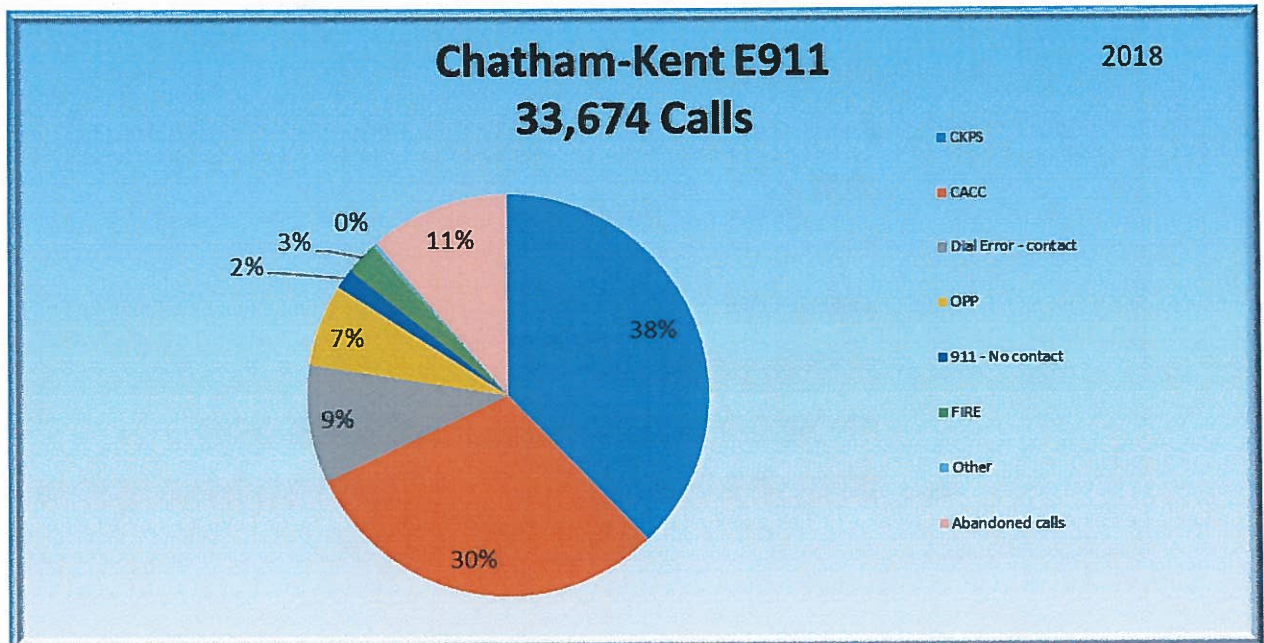


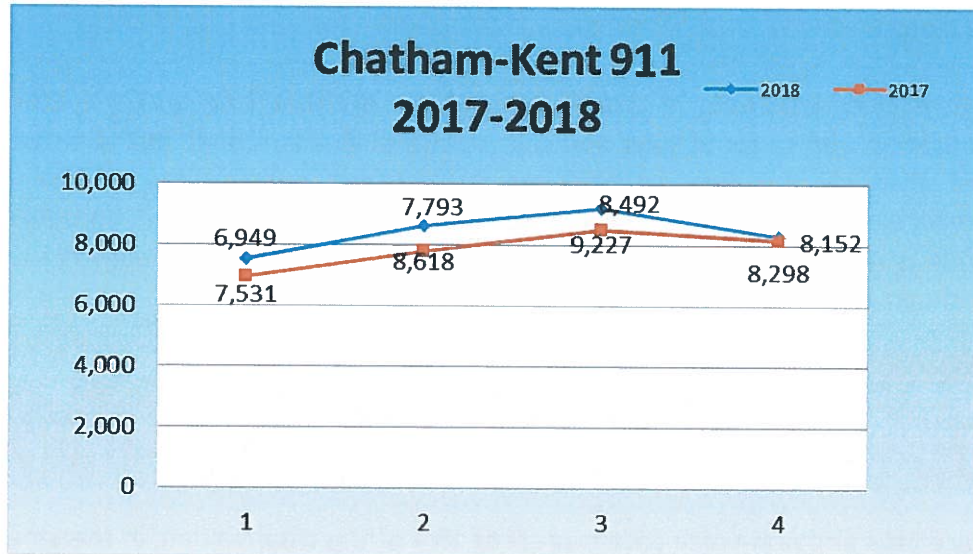
911 Call Data

The ECC receives 911 calls in two formats, live calls that ring into the Emergency Communication Centre for answer and calls classified as abandoned in the network and delivered through the Bell network portal. These notifications consist of any phone/device which dials the 9-1-1- emergency number and have hung up before a full connection is made at the PPSAP. These E911 notifications are manually retrieved by ECO's through a web application.

2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Answered E911	2,270	1,996	2,353	2,373	2,634	2,642	2,769	2,717	2,692	2,562	2,316	2,460	29,784
Abandoned E911 AQS	291	308	313	286	340	343	375	388	286	285	314	361	3,890
E911 Calls/Notifications	2,561	2,304	2,666	2,659	2,974	2,985	3,144	3,105	2,978	2,847	2,630	2,821	33,674

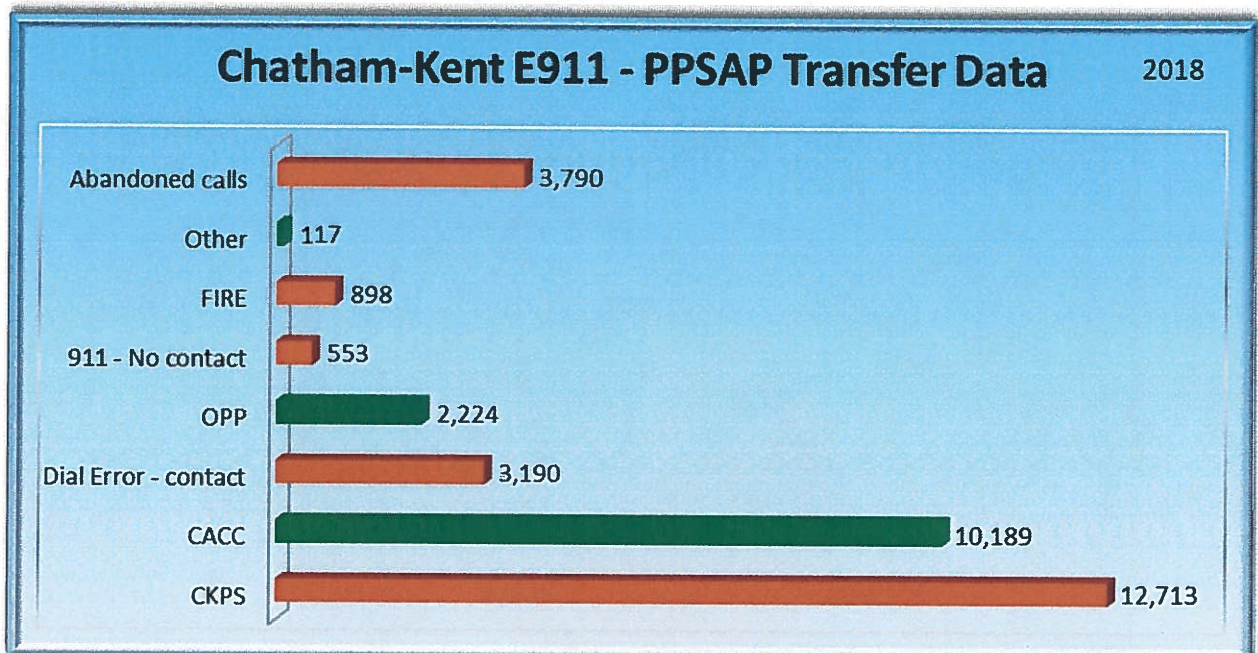
E911 voice calls and non-voice data represent 19% of the total volume in the Emergency Communication Centre in 2018. Of the 33,674 E911 calls/notices received; of those 3,890 were hang-up calls. Hang up calls represent 12.5% of the total E911 calls received. During investigation of the hang up calls, ECO's made direct contact with the caller 10% of the time, 2.5% no contact was ever made. Hang-up calls are classified as calls made to the E911 in error or "pocket dials" from cellular devices. Non-voice data E911 notifications set represent 11.5% of our E911 volume. The ECO's have to review all notifications and initiate call back procedures for all phone numbers validated; this takes up considerable time to track down owner information from cellular providers and initiate contact to ascertain if someone is in need of assistance.





E911 – PPSAP Transfer Data

Of all the 33,674 E911 voice/non-voice calls received; 37% of the data shown in green below were transferred to secondary agencies; 63% of the data shown in red were managed by the ECC relating to police, fire services or E911 hang up call back services.



E911 Answer Rate

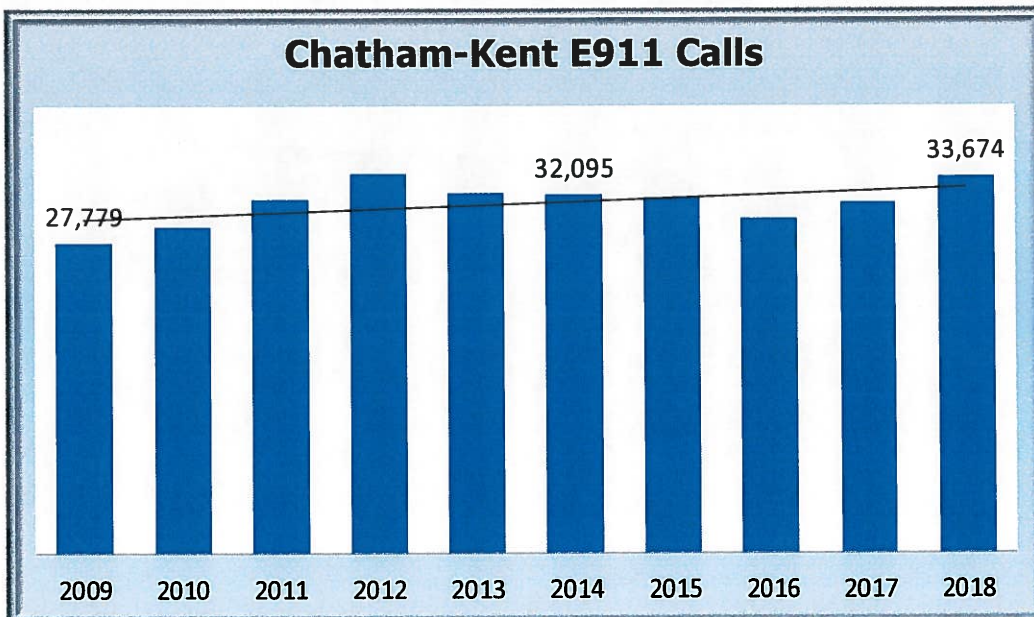
E911 calls have priority answer within the ECC and we strive to meet Bell’s guidelines to answer an E911 call within 2 ring cycles once it has reached the ECC for answer. Based on the ECC’s performance in 2018, the quickest call answered within 2 seconds, the longest wait for answer was 107 seconds; our monthly average was within 8.17 seconds.

A typical ring cycle takes 6 seconds. Call answer stats have been maintained since 2002. The ECC has maintained an average answer rate of 9 seconds or less.

Stats in seconds	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Average Answer	8.23	8.44	8.57	8.00	8.51	8.51	8.32	7.85	8.17	7.80	7.82	7.82	8.17
Min Seconds	2	2	2	2	2	2	2	2	2	2	2	2	2.00
Max Seconds	57	68	57	40	84	51	74	107	76	85	57	71	68.92

10 Year Trend:

Looking at data collected over the last ten years; 2009-2018 suggests a steady increase E911 phone activity. Going forward the time/resource commitment for the “no answer” notifications received and the time taken to track down cellular owner information from cell carriers then make contact continues to be time consuming on ECC staff. This trend will continue; although the number of calls may stabilize or continue to slightly rise, to greater impact is to staff resources to handle call back services for those whom enter the E911 network and the steps that must be taken to ensure no assistance is needed. When contact is made, these calls are largely found to be dial errors or duplicate calls to ongoing active events on the dispatch queue, if contact is ever made. ECO’s have however found dispatch calls for service relating to Domestic matters, civil disputes and medical assistance, validating the call back process undertaken to ensure emergency service needs are met.



PSAP Transition to NG911 IP Network

The traditional 911 network will be decommissioned and transitioned to an IP based network to support multi-media voice/data transactions by **June 2023**.

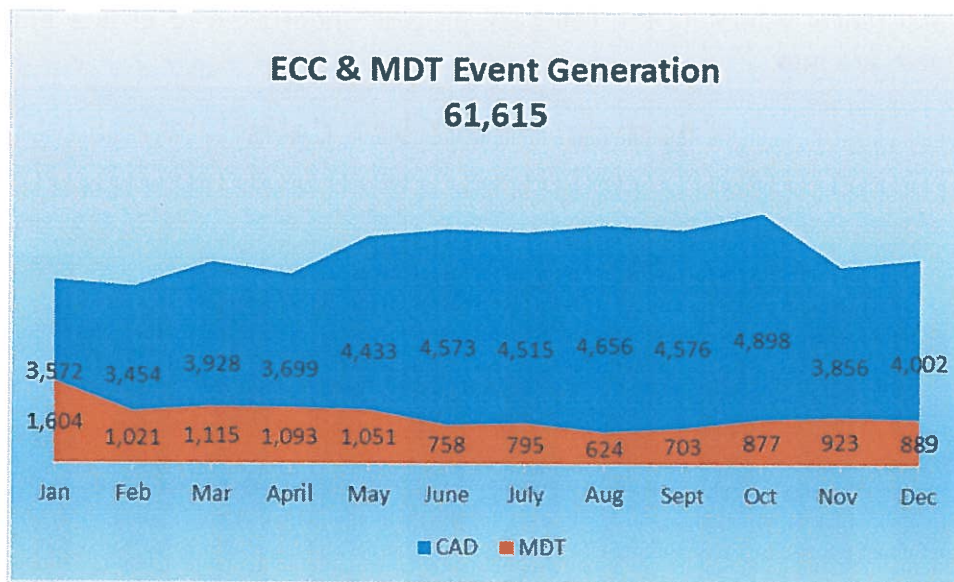
Future considerations for NG911 initiatives will be the public accessibility with a real-time text (RTT) from the general public through PPSAP by **December 2020**. Video/media file availability through the NG911 network. Currently there is text-with-911 and that is limited release for those who require hearing/speech considerations.

Considerable technical architecture will be required in order to facilitate the NG911 IP network for deliverables to the E911 Operator. Significant measures will be undertaken to support the handling of such media platforms with policies, training, and storage and budget considerations of all components. A phased in approach is desirable to lessen the transitional burden to the Communication staff.

Events

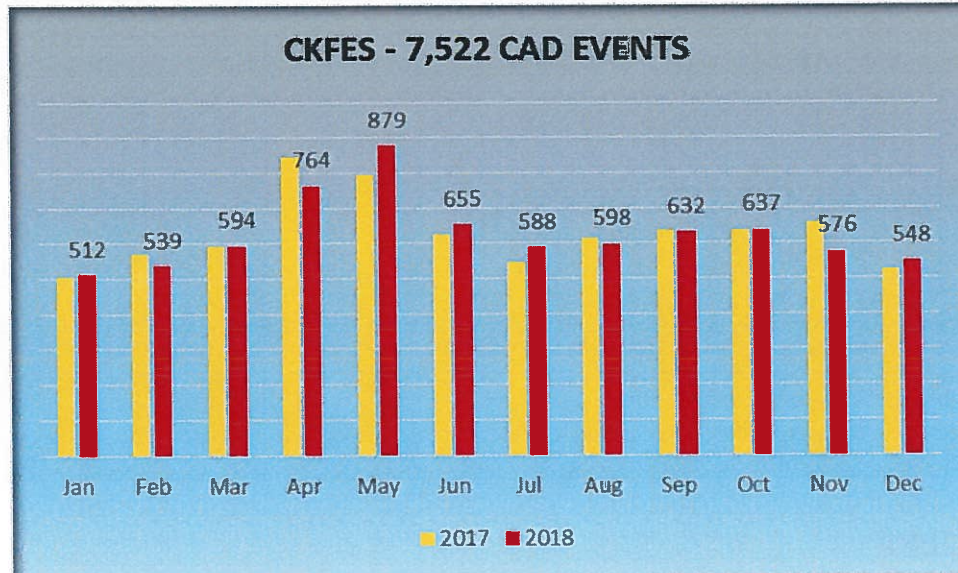
The ECC generated 61,615 CAD events in 2018. Mobile Data Terminals were implemented into the patrol division mid 2017; 2018 is the first full year of implementation; 11, 453 MDT events generated. Total CAD event generation was 61,615 events for the Service. Despite the MDT initiative to support patrol’s activities, the ECC experienced an 8.3% increase in event volume in 2018.

Events	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2018	2017	Difference	Variance%
Comm Centre - CAD	3,572	3,454	3,928	3,699	4,433	4,573	4,515	4,656	4,576	4,898	3,856	4,002	50,162	46,007	4,155	8.28
Patrol - MDT	1,604	1,021	1,115	1,093	1,051	758	795	624	703	877	923	889	11,453	5,227	6,226	54.36



Fire Dispatch

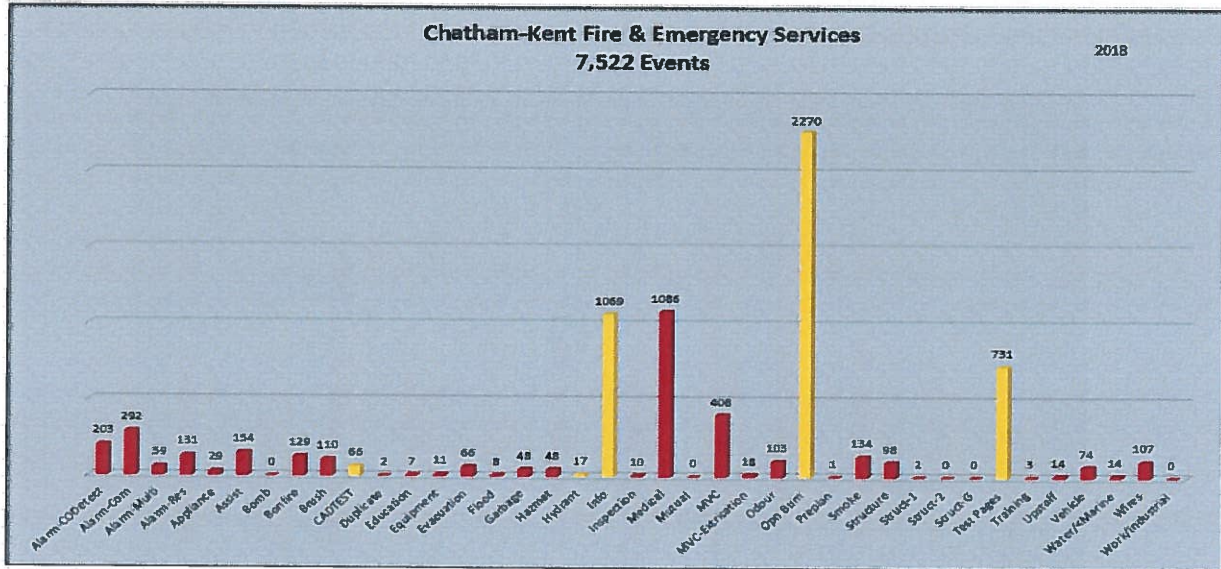
In 2018, the ECC generated 7,522 events for Chatham-Kent Fire Emergency Service activities. A slight decrease of the 7,585 events generated in 2017. The ECC is generating events to log activities/responsibilities that relate to CKFire but do not necessarily necessitate an active Station response.



The ECC dispatched 3,335 active events for CKFES. Active events are classified as events where CKFES stations are dispatched for fire services. The ECC provides CKFES with three performance measures on a monthly basis for active fires: the time taken to generate a call for service, the time lapse from when the call was generated on queue for dispatch until a Station is toned out for response and the ECC fire dispatch standard of 90/90; time the call is started until the time a Station is toned out for response. The average ECC performance measure for 2018 is 42.41 seconds to answer a call and activate a voice page for CKFES response.

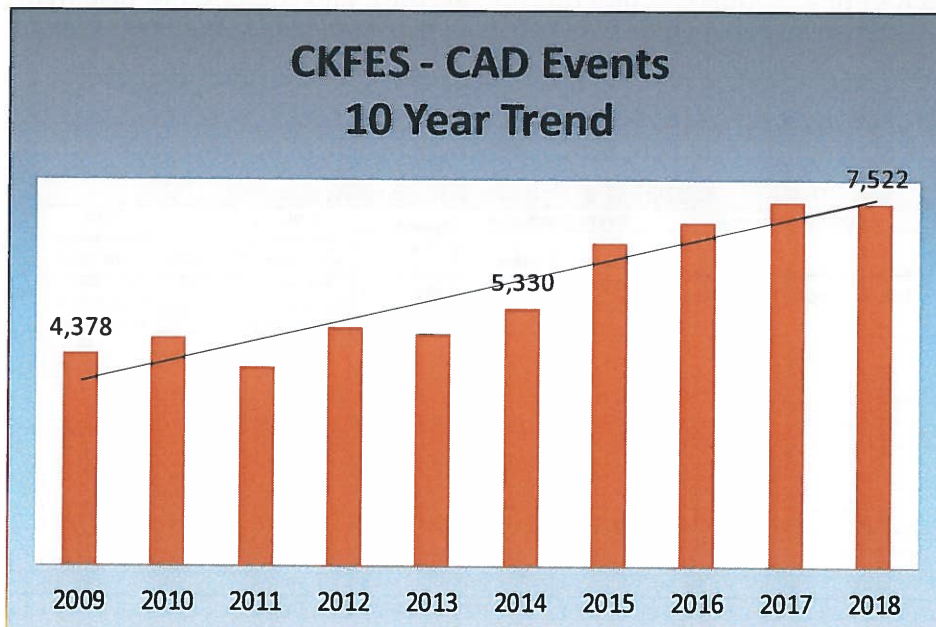
ECC Fire Dispatch - Performance Measures											Telephone Data	
Month	ECC Performance			Event Creation #		Operational Floor - Time Allocation Hrs	% of Month ECC Time Active Fire Monitorin	Total CAD Events	Total Operational Floor Time Allocation Month Fire Monitoring	Total % of Month Fire Monitoring	Non-Emerg CKFES lines	E911 Fire
	Event Create	Event Dispatch	90 sec Standard	Dispatched Active Events	Info - Tracking Events							
January	28.16	12.26	40.42	273	239	175.14	23.54	512	196.50	26.41	587	64
February	29.04	10.73	43.40	309	230	232.18	34.55	539	253.80	37.77	487	73
March	29.74	13.66	43.54	254	340	162.99	21.91	594	197.05	26.49	797	64
April	28.62	11.43	39.86	257	507	145.60	20.22	764	182.77	25.38	991	57
May	31.15	12.86	44.01	297	582	187.96	25.26	879	263.85	35.46	1009	83
June	32.16	12.57	44.65	274	381	171.56	23.83	655	208.08	28.90	644	74
July	33.07	14.06	47.04	306	282	261.65	35.17	588	303.31	40.77	638	83
August	35.91	11.64	47.51	294	304	185.11	24.88	598	213.82	28.74	676	88
September	32.59	13.01	45.62	304	328	224.95	31.24	632	260.90	36.24	700	93
October	29.12	11.95	41.11	293	344	189.41	25.46	637	227.19	30.54	696	96
November	26.66	10.81	37.40	225	351	148.60	19.97	576	182.29	24.50	715	66
December	24.47	10.47	34.39	249	299	146.69	19.72	548	173.39	23.31	524	57
	30.06	12.12	42.41	3,335	4,187	185.99	25.48	7,522	221.91	30.38	8,464	898

The ECC logged an additional 4,187 events which reflect either test pages done on behalf of each CKFES hall as well as other fire information events for logging of fire alarm tests, open burns or any other relevant information required in order to facilitate the fire dispatch service.



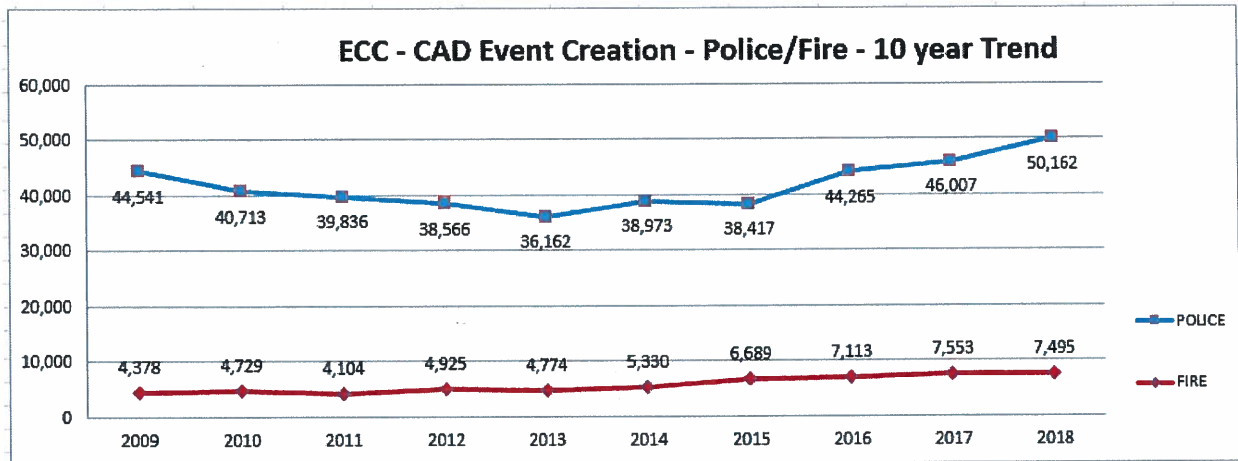
10 Year Trend

CKFES has changed Administrative direction in the past ten years. Additionally the ECC has transitioned it's tracking of CKFES activities to better reflect the ECC time allocation associated to facilitating this dispatch service. As a result, event generation for such tracking activities and active event generation have increased significantly over the span of ten years.



Police & Fire Event Activities

Over a 10 year period, there has been a steady increase in fire event activity, while in policing there has been a fall/rise of event generation during that same period. The Emergency Communication Centre generates 8,738 more events than a decade ago for police and fire activities.



Supplemental Activities

Communications continues to be a complex role within the Service. When an ECO reports for duty, they are required to sign into 14 different software applications in order to function in their role as a communicator during their tour. They must have a great deal of technical and cognitive knowledge in order to navigate flawlessly between all applications, often simultaneously in order to facilitate the functions of a call taker, fire dispatch or police dispatch.

Applications used in the daily course of the day: Intergraph CAD, Text Blue, TDD software, Niche RMS, Bell AQS server, ComLog, CPIC web, Active911, Datagate GPS, MTO, Outlook email, keyholder software, ECC home page, Geocortex viewer. Communicators must ensure proficiency when navigating these programs in the course of their duties; a high expectation.

When Communicators are not busy with their primary duties, ECO's continue to assist the Records division with linking files such as persons, property, addresses, and now the linking associated to all MDT event data generated by patrol. ECO's also continue their work to purge the RMS system of duplicate addresses by merging files which improves the integrity of our system information. They also keep up with intranet training as required.

The ECC has also been tasked with adding forms of release to CPIC to assist the Records division on a daily basis.

CKFES remains actively involved in technical features to facilitate the fire dispatch service with the goal to lessen the burden to the Fire Dispatcher by automating some of the Station Alerting requirements while providing data directly to CKFES apparatus' to support responders. 2018 continued to experience a stabilization of work practices relating to Fire Dispatch services with few changes made to the day-to-day fire dispatch & event management processes.

Personnel

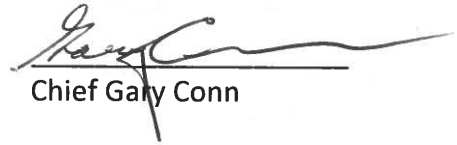
The ECC continues the attrition plan to support a 4 member platoon structure supported with part time ECO resources to facilitate all leave requirements. This attrition plan will be realized by the end of 2020.

Prepared by:

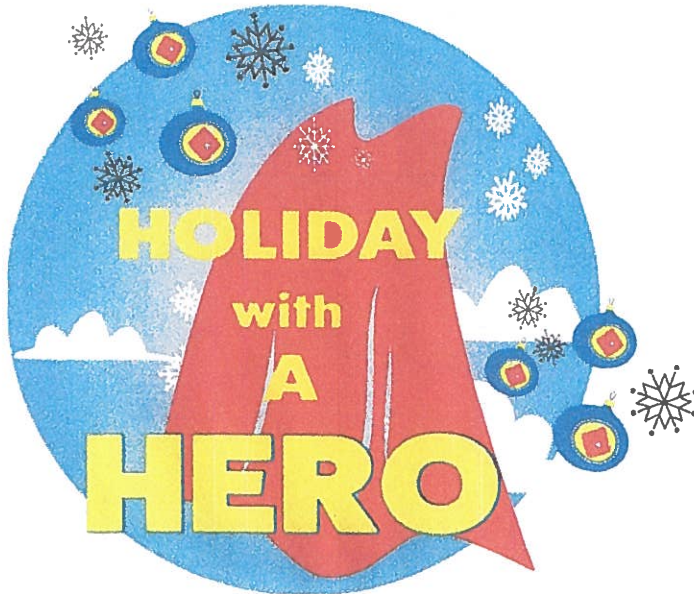


Inspector Kirk Earley

Approved by:



Chief Gary Conn



Thank you for supporting Holiday with a Hero 2018!
Over 120 children attended the event
& were thrilled with the experience.

Wishing you all the best in 2019!

Thank you for all your support!
Holiday with a Hero Committee

PSB - Regular
Acknowledgment Letter
May 14, 19
H.C.

Société Alzheimer Society
CHATHAM - KENT

CKPSB REGULAR

ITEM # 6.2

From:

Alzheimer Society of Chatham-Kent
Crystal Dama, Fund Development Coordinator
36 Memory Lane, Chatham, ON N7L 5M8
cdama@alzheimerchathamkent.ca

To:

Chatham-Kent Police Service
ATTN: Gary Conn, CK Chief of Police,
24 Third St, P.O. Box 366
Chatham, ON N7M 5K5
(519) 436-6603

April 11, 2019

Hello Chief Conn,

Since the creation of the Chatham-Kent Police Services (CKPS), the Alzheimer Society of Chatham-Kent (ASCK) has encouraged numerous individuals to be signed up for the Vulnerable Persons Registry, which has helped to protect those living with Alzheimer's disease and related dementias in our community should they become lost. We have also had the opportunity to collaborate on a number of cases brought forward to the FIRST Strategy Committee - Fast Intervention Risk Specific Teams, which has allowed us to work collaboratively with the client's wellbeing and safety at the forefront of our approaches. It is because of this collaborative relationship, I feel that you would be the perfect person to take on the role of the 2019 ASCK Ambassador for IG Wealth Management Walk for Alzheimer's.

I realize that you have a very demanding schedule, but I would be so grateful if you decide to use this exciting opportunity to show the CK community that you, and the entire Chatham-Kent Police Service care about people living with Alzheimer's disease and related dementias.

We walk because there are over 3500 people in Chatham-Kent living with dementia with no cure in sight. Funds raised through the IG Wealth Management Walk for Alzheimer's help meet the growing demand for the Alzheimer Society's services that are a lifeline for many residents affected by this devastating condition—I am sure you can attest to how vital our work is to those individuals. All monies raised will stay in CK.

We would be honoured if you become the 2019 ASCK Ambassador. This is what the role is responsible for:

1. Morning radio interviews with Blackburn Radio (CKSY&CFCO) 1/2 hr. commitment including wait time.
2. Morning radio interview with CKXS (Wallaceburg) 1 hr. commitment including travel.
3. Be present (15 min. commitment) at the Walk on Sat. Jun 8th (10 AM) at the Downtown Chatham Centre to share a short story of how the CKPS works seamlessly with ASCK by keeping those living with dementia safe.

If you feel that you are unable to commit at this time, please forward this request to a member of the Chatham-Kent Police Services who you think would like to participate in this wonderful opportunity. Please feel free to forward my contact information.

Thank you for your consideration, and I look forward to hearing you.

Sincerely,


Crystal Dama
cdama@alzheimerchathamkent.ca



SAT-JUN 8-2019

9:30 AM start at the Downtown Chatham Centre (near Ardene's)



WALKER INFORMATION

Help raise funds for Alzheimer's care, support and education.

NAME _____

ADDRESS _____

CITY _____ POSTAL CODE _____

PHONE HOME WORK

EMAIL _____

TEAM NAME (if applicable) _____ CAPTAIN _____

EVENT CITY _____

Early registration is now open: **Please register before Fri. Jun. 7. at 4 p.m.**

1. Online by visiting: walkforalzheimers.ca **OR**
2. Call 519-352-1043 and ask for Crystal **OR**
3. Visit the office at 36 Memory Lane, N7L 5M8, Monday - Friday (8:30 am—4:30 p.m.)

We want to learn more about who our Walk supporters are. This information is for data collection purposes only.

AGE Under 12 13-18 19-34 35-64 65+

How did you hear about this event? _____

Do you know people with Alzheimer's disease or other dementias?

What is your T-shirt size? _____
 (T-shirts and/or sizes may vary per location and are available while supplies last)

I give permission for the Alzheimer Society to contact me.

PARTICIPANT RELEASE AND WAIVER

In consideration of the Alzheimer Society permitting me to participate in this event, I hereby, for myself, executors, administration and personal representatives, release the organizers of this event, their agents and volunteers, the event sponsors, and the Alzheimer Society from all liability the Alzheimer Society, all claims of any kind whatsoever that I might have for personal injuries or property losses suffered by participation in this event.

I certify I have full knowledge of the risks involved in this event and I am physically fit and able to participate, and unless indicated to the contrary by the signature of the guardian below, I am 19 years or older.

By giving the Alzheimer Society permission to use my name and photo in media promotional materials I am helping to build awareness that will bring the Society closer to its vision of a world without Alzheimer's disease and dementias.

Photos and videos from the Walk may also be used to help the Society promote the event in flyers, brochures, and other materials.

Signature _____

Date _____

Everyone must sign this waiver. If under 19, a parent or guardian must sign.

Who are you walking for?

PRIVACY STATEMENT

The Alzheimer Society is committed to protecting the privacy of people whose personal information is collected and held by the Alzheimer Society and we adhere to all legislative requirements with respect to protecting privacy. The information you provided will be used to keep you informed on the activities of the Alzheimer Society including programs, services, special events, funding needs and opportunities to volunteer or give.

Société Alzheimer Society

CHATHAM - KENT

For More Information: Call Crystal D. at 519.352.1043 or email: cdama@alzheimerschathamkent.ca



SAT-JUN 8-2019
DOWNTOWN CHATHAM CENTRE (DCC)
 100 King St W, Chatham ON N7M 6A9
 Meet indoors (near Ardene) Park
 Free Parking available behind the DCC

9:30 Registration; T-shirt pick-up for \$50+ fundraisers
 10:00 Opening Ceremony
 10:10 Zumba Warm-Up
 10:20 Walk through Tecumseh Park
 10:30 Live Music; Sign the Memory Wall, Photo Booth
 11:10 Individual & Team Awards
 11:15 Door Prizes
 11:30 Closing Ceremony

Please **PRINT** the name and address of each donor clearly.

SPONSOR'S NAME	ADDRESS	CITY	POSTAL CODE	EMAIL	TELEPHONE	AMOUNT	RECEIPT?
Jane Sample	123 Sample St.	Sampleton	A1B 2C3	jsample@email.com	613 555 1234	\$20	YES
THANK YOU for your generous support!						TOTAL:	

CKPSB REGULAR

ITEM #

63



40 College Street
Suite 605
Toronto ON
M5G 2J3
Tel: (416) 926-0424
Fax: (416) 926-0436
www.oacp.ca

Vision: Excellence in police leadership: working together for safer communities.

PSB - ~~BEGHORE~~
Acknowledgement Letters

April 30, 2019

May 17, 2019

J.C.

Chief Gary Conn
Chatham-Kent Police Service
24 Third Street, P.O. Box 366
Chatham, ON N7M 5K5

Dear Chief Conn,

The Ontario Association of Chiefs of Police (OACP) and the Rotman School of Management, University of Toronto are pleased to provide Chatham-Kent Police Service with the enclosed cheque recognizing a successful candidate from our 2018 Police Leadership Program (PLP). The 2018 PLP scholarship was based on the successful Group Presentation. Sponsored by Johnstone and Cowling, LLP, the scholarship covers a portion of the registration fee for the successful candidates. The 2018 PLP scholarship was awarded to the group that presented on 'Hiring and Retaining the Best Employees'. I am pleased to advise that Staff Sergeant Mike Domony was part of that group.

The 2018 PLP was a success, with a record of 40 candidates registering and graduating from the program. We had an outstanding group of candidates and I have no doubt that other members of the graduating class such as Staff Sergeant Mike Domony will make a positive impact on policing and public safety for years to come.

Thank you for supporting the PLP. I trust 2019 PLP will include equally exceptional candidates such as Staff Sergeant Mike Domony from Chatham-Kent Police Service.

Sincerely,

Jeff McGuire
Executive Director
Ontario Association of Chiefs of Police

