

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

Board Report Number: 4.1 (Regular)

Date of Report: May 3, 2021

Date of Board Meeting: May 11, 2021

Reference:

Retirement

Constable Chris Baillargeon has tenured his retirement notice, effective August 31, 2021. He will have completed over 34 years of service with CKPS.

Resignation

Constable Andria Dyer has tenured her resignation notice, effective May 6, 2021.

New Hires

As a result of an internal/external hiring process, Andria Dyer was the successful candidate of the Special Constable – Crime Prevention position, effective May 6, 2021.

Elevations

It is recommended that Finance and Budget Coordinator, Kaley Veldboom, be elevated to Grade 7, Level 3, effective May 21, 2021. Her immediate supervisor supports this elevation.

It is recommended that Administrative Clerk – Records Management, Jennifer Pauwels, be elevated to Grade 6, Level 4, effective June 10, 2021. Her immediate supervisor supports this elevation.

Reappointment

Special Constable, John Carter, requires reappointment by the Ministry of Community Safety & Correctional Services. He must be approved by the Board for his reappointment.

Recommendation:

A Board resolution approving the above mentioned retirement notice, resignation, new hire, elevations and reappointment.

Recommended by:



Chief Gary Conn

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

Board Report Number: 4.2 (Regular)

Date of Report: 2021-04-21

Date of Board Meeting: 2021-05-11

Reference: SIU Investigation and section 11 parallel compulsory CKPS investigation

Recommendation: Receive the report


On August 6, 2019, CKPS officers attended a residence in Chatham to assist paramedics with an overdose. When they arrived, a male patient was on a stretcher and being loaded into an ambulance. An officer went in the ambulance because the patient was combative. Once they arrived at the hospital, the patient continued to be combative and was spitting at hospital staff. Two additional CKPS arrived to assist. The officers physically controlled the patient and Narcan was administered. The patient lost vital signs and despite life-saving efforts, died.

CKPS contacted the Special Investigations Unit (SIU) to investigate the police interaction with this male, their file number 19-OCD-183.

On April 12, 2021, SIU Director Joseph Martino, issued a clearance letter to Chief Conn. The letter indicated that the file was closed with no further action contemplated. The Director stated that there were no grounds in the evidence to proceed.


A parallel investigation conducted by the CKPS Professional Standards Branch into the incident related to procedures and actions by the officer. This investigation found no breaches of procedure or misconduct, and the officer will face no internal discipline.

Prepared by:

 # 7220

Staff Sergeant Michael Pearce

Approved 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: April 29, 2021

Date of Board Meeting: May 11, 2021

Reference: 2020 Year End Report – Administrative Support Branch

Recommendation: Receive the report for information purposes

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 Eagen

Katie is instrumental in researching the equipment and uniforms needs of the front line officers. 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. In 2018 there was a realignment of resources, as such Michael Cox was added to the IT Team from the Records Management Position in our Records Section. This group continues to perform at a high level and are frankly the unsung heroes of the section. In the fall of 2020 we were able to secure an opportunity for Michael Cox to work in seconded position with the Ministry of the Solicitor General under the Criminal Justice Transformation branch where his role includes providing support and training for the on-going E-Intake project (computerization of hard copy records) as well as trouble shooting issues with this platform.

Ongoing projects related to the Next Generation 9-1-1 continue to be part of the workload of this section in conjunction with our communication section. Additional projects include computer network refresh, and assisting with our security camera and door security projects completed in 2020.

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 (SLA) 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 – Jeff Hopman

The value of work provided by Jeff Hopman is immeasurable. In his role Jeff has become a jack of all trades and is called on continuously to help manage a variety of problems. With COVID-19 he has had to expand his knowledge of PPE as well. He ensures our fleet

is kept in good repair and that all building required needs are met in a timely manner. He does this by utilizing his networking and people skills. Jeff is always ready to assist no matter what the challenge may be and is a respected “go to” person to solve daily problems as well as enduring ones.

Firearms/Property – Dwayne June

Dwayne June took over this position in 2019 and his primary role is to insure 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 Dwayne’s primary role he also plays an instrumental role in assisting the Quartermaster, property coordinator as well as Building and Fleet Logistics. Dwayne will also be an active trainer for the service assisting with use of force and firearms training for our front-line members.

The Corporate Services Section 2020 Annual Report is broken down into five (5) sections:

1. Court Services Section
2. Emergency Communications Centre
3. Records Management Section
4. Firearms/Training
5. Special Projects

Personnel

The section has a total of **51** members, broken down as follows:

	Civilian	Special Constable	Sworn
Court Services Section	1	7	6
Emergency Communications Centre	20	0	0
Records Management Section	15	0	1
Firearms/Training	0	0	1
Total	36	7	8

Court Services – Team Lead: Acting Sergeant Nelson DasNeves

The Court Services Staff are those dedicated Constables and Special Constables that insure 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 800 prisoners were processed through the Courthouse in 2020. Further to this they insure 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 lifeline to the officers and fire services within our Municipality. These dedicated men and women receive in excess of 197,000 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 lifeline 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.

Records Management Team – Team Lead: Staff Sergeant Jason Chickowski

The Records Management staff is truly the behind the scenes group that insures 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.

Quartermaster / Exhibit Coordinator-Katie Eagen

The Chatham-Kent Police Service has one civilian assigned on a full-time basis as Quartermaster / Drug Exhibit Coordinator. That position is currently held by Ms. Katie Eagen. Katie also reports to the Branch Commander of Administrative Support.

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, purchasing, shipping and receiving, managing inventory levels, forecasting requirements based on budget, personnel and changing policing trends.
- Manage distribution of equipment and clothing to members, maintain employee records and organization of sizing dates.
- Deal directly with all suppliers, cleaners and alteration stores for repairs, cleaning and maintenance of QM inventory.
- Conduct face 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 and cash 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 stickers, packaging for drug exhibits (needle containers, plastic bags). In 2020, as a new requirement of the Crown, a Drug Continuity Report is completed for every incident that charges are laid.
- Katie also trains members regarding drug property submissions: paperwork, safety and packaging, Health Canada guidelines, policy and procedures.

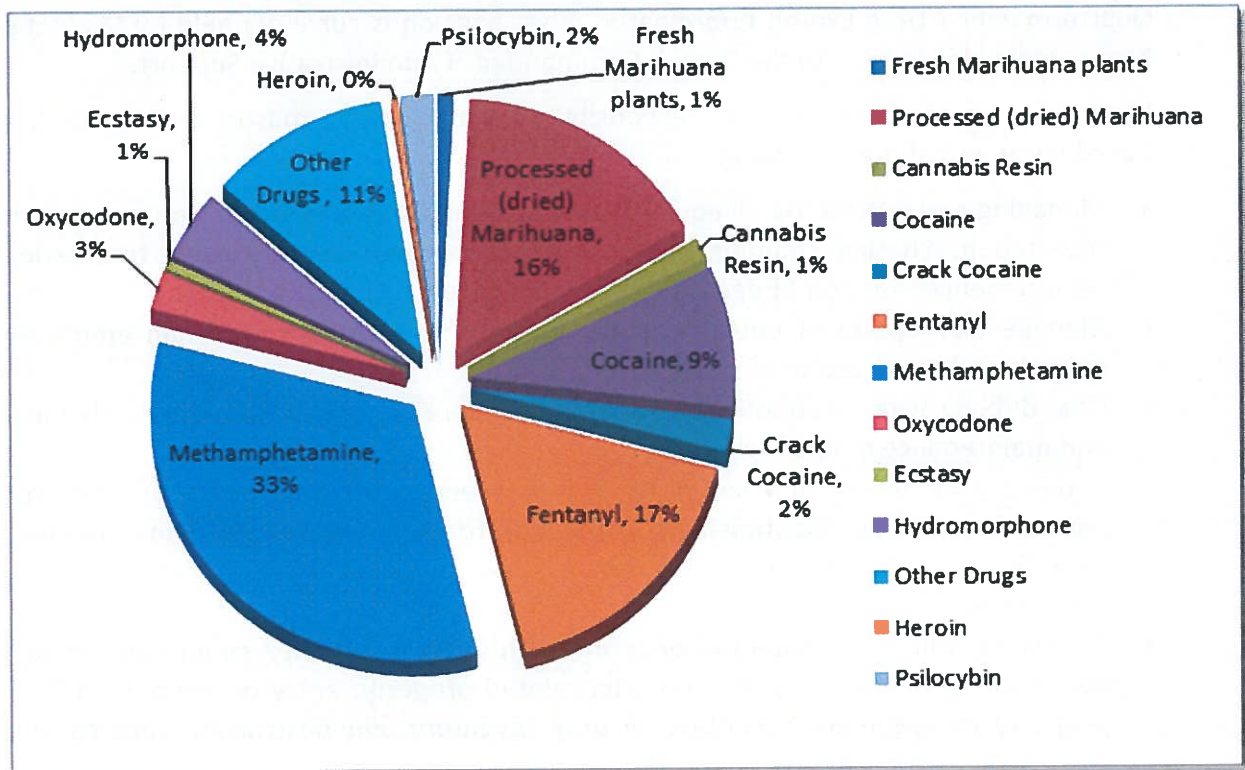
There were 101 purchase orders submitted in 2020 to various suppliers for equipment and supplies.

2020 saw two trips made to "Stericycle" in Brampton to destroy drugs, related property, as well as general property from Property/Exhibit Manager. Disposal of Marijuana plants seized during annual eradication was coordinated cooperatively by Katie and the Intelligence Section.

The Chatham-Kent Police Service consistently has in its possession several hundred drug occurrences with several exhibits attached to each. In 2020 there were 593 occurrences where drugs were seized, and submitted as evidence or under other circumstances.

In 2020, there were 141 incidents in which drug paraphernalia was seized. Prescription medication was seized for disposal under 87 occurrences.

The chart below is a breakdown of the number of incidents and variety of drugs seized. Other drugs includes a variety of drugs including Morphine.



Property Coordinator-Colleen Stonehouse

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 property file of 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 2,272 entries for property which were seized or otherwise gathered in 2020. 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 3,111 items were disposed of in 2020, either by auction, return to owner, at the burn location, liquor disposal, returned to MTO, or to garbage.

In July/August 2020 Police Auctions Canada picked up the property to be sold through on-line auction. Reports received from Police Auctions Canada from August 2020 – February 2021 indicate the revenue received from items sold so far total \$20,160.46.

FIREARMS / TRAINING-Constable Dwayne June

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.

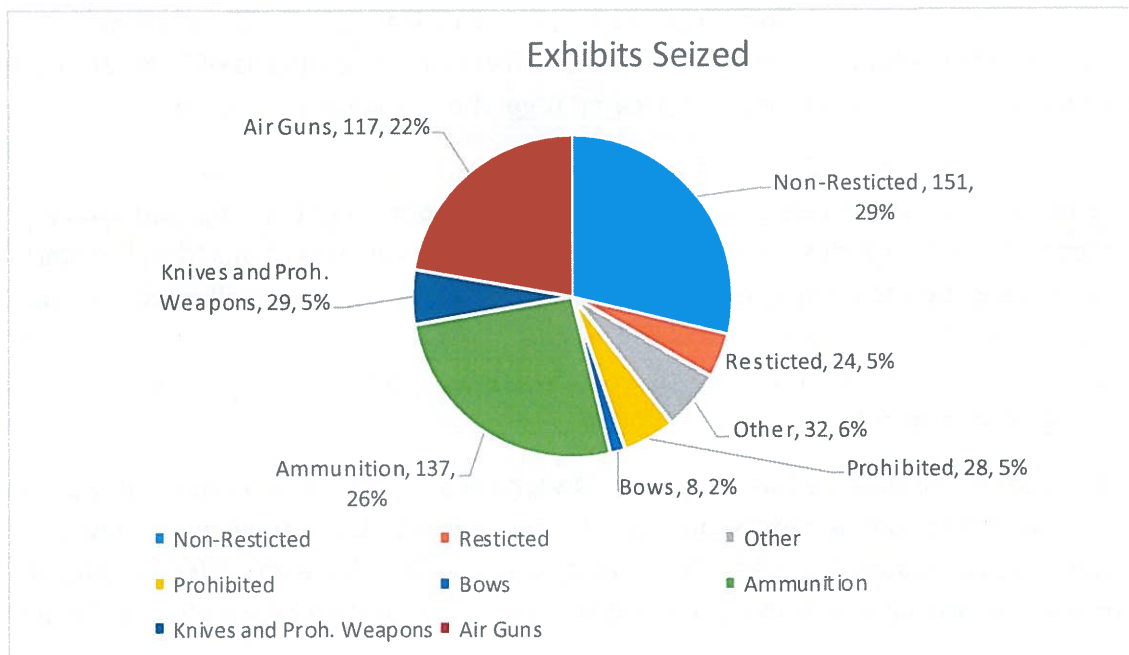
Constable Dwayne JUNE has two primary roles within his position. The major part of his role is to insure all needs in respect to seized weapons meet storage and safety needs. This role includes assisting officers with firearms investigations from the start of the investigation to completion in the court process. Dwayne is called on to provide expert evidence in court in regards to firearms. Dwayne is responsible for liaising with Chiefs Firearms Office, and RCMP to ensure we are up to date with all firearms laws and storage requirements.

The second role Dwayne has is training. Dwayne is a Use of Force trainer and assist in the onboarding of new cadets, prior to OPC deployment. Upon their return new cadets, spend approximately 2 weeks with training to ensure they have an understanding of the policy, and procedures of the CKPS, and prepare them for their coach officers. Dwayne is responsible for assisting the training Sergeant with the creation and implementation of lesson plans, and yearly training for the service. Dwayne delivers in-service training in regards to Defensive Tactics, and Firearms qualifications for all officers.

Dwayne is a Team Leader on the Critical Incident Response Team, and has been with the team since 2008. Dwayne is very organized, which provides him the ability to multi task in all these positions. Dwayne has been assigned the Firearms role since September of 2019, and took over full time in this new Firearms/Training position in April of 2020.

During Dwayne's time in 2019, and early 2020 a significant amount of time was spent revamping the firearms section. Dwayne was able to streamline the process of firearms coming into the service, and ensure all firearms information was properly documented. Dwayne has changed the firearms section over to have everything added and stored electronically instead of on paper.

In regards to firearms, duties there were 513 exhibits processed in 2020; this was substantial increase over the past two years. 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. There appears to be more seizures as front line officers have faster access to information when conducting investigation. Dwayne makes himself available all the time to assist Front line, CID, and Intel with their investigations. There also seems to be a trend of more gun crime across the entire country.



The breakdown of 2020 exhibits processed is as follows;

- 117 pellet/BB rifles, pistols and replica firearms
- 170 non restricted long guns (rifles/shotguns)
- 24 restricted firearms (handguns)
- 28 prohibited
- 8 bow/crossbows
- 137 ammunition exhibits (various amounts and calibres)
- 29 Knives or Prohibited Devices, Weapons

Several prohibition hearings were applied for and completed through the courts for public safety reasons throughout the year. One firearms/ammunition destruction was completed in May of 2020. The destruction only occurs when ordered by the courts or firearms/weapons are surrendered to the police for destruction. In total 267 lbs of ammunition, 91 canisters of pepper spray, 199 large weapons (long guns/swords) and 211 small weapons (handguns/knives) were destroyed.

Special Projects

Projects Completed

1. Secure Door Swipe Access
 - Headquarters, Blenheim, Ridgetown, Wallaceburg, Tilbury, Dillon Road
2. Security Camera Upgrades
 - Headquarters, Blenheim, Ridgetown, Wallaceburg, Tilbury, Dillon Road
3. CKPS Rapid Deployment Plan for Erie Shore Drive Flooding Potential
 - Plan completed to provide emergency response to area in addition to sustainable policing services to Village of Erieau in the event the Erie Shore Road Dyke breached causing catastrophic flooding
4. Electronic Intake of Court Documents
 - Expedited due to COVID-19 pandemic and in-person court appearances cancelled outright
 - All intake court now completed via an secure online system by members of courts and records

COURT SERVICES SECTION

The principal focus of the Court Services Section of the Chatham-Kent Police Service (“CKPS”) continues to be: a) case management of federal, provincial and municipal charges laid by CKPS; and b) the security of two Courthouses and its occupants.

In addition to the above, the Court Services Section continues to enhance relationships with all justice sector partners including the Crown Attorney’s Office, Victim Witness Assistance, Chatham-Kent Domestic Violence Community Coordinating Committee, John Howard Society, Judiciary, the local Defence Bar and Court Administration.

2020 was a particularly challenging year for the Court Services Section due to the COVID-19 pandemic. The first few months of the pandemic required rapid and creative changes to both long-standing Court processes and security functions. Initially the focus of change was on security matters as well as the hastily set-up virtual Court process. The last half of the year saw a gradual reintroduction of in-person matters and further development of the virtual Court system. Although the number of individuals physically attending the Courthouse decreased substantially, the volume of paperwork generated with the reintroduction of first appearance/case management Court and its backlog as well as the increased time demands of virtual Court created a noticeable uptick in workload. Notwithstanding, the Court Services Section has persevered and continues to produce high level work despite increased and changing demands.

COMPOSITION

Since January 1, 2020, the Court Services Section has been supervised by Acting Sergeant Nelson Das Neves. A/Sgt. Das Neves reports directly to Staff Sergeant Jason Chickowski and Inspector Mike Domony.

The CKPS - Court Services Section, under the umbrella of the Administrative Support Branch, is responsible for the security and operational management of two Courthouses within the Municipality of Chatham-Kent, namely:

- 1) Ontario Court of Justice and Superior Court of Justice located at 425 Grand Ave. W. in Chatham;
- 2) Provincial Offences Court located at 21633 Communications Road in Blenheim.

The Court Services Section consists of the following specialized units:

- Bail Safety Officer;
- Court Administration;
- Court Security; and
- Intimate Partner Violence Coordinator.

In 2020, the staffing compliment for the Court Services Section consisted of the following:

- 1 Sergeant – responsible for management of the Section (*Nelson Das Neves*);
- 3 Constables – responsible for bail safety, case management and security (*Mike Weedon, Sherri Keller, Amy McClellan/Jim Charbonneau (retired)*);
- 1 Constable – responsible for Provincial Offences Court case management and security (*Marcel Demaiter*);
- 1 Constable – responsible for the case management of Intimate Partner Violence files (*Kelly Helbin*);
- 7 Special Constables – responsible for security and prisoner management as well as administrative matters (*Kim Brown, Jessie Brooks, John Kopinak, Terry Kivell, John Carter, Kandis Fischer and Ron Metcalfe*); and
- 1 Administrative Clerk – responsible for Crown brief management and administrative matters (*Michael James*).

Members of the Court Services Section are responsible for the following:

- security of two Courthouses and its occupants including support staff, patrons, visitors, prisoners and the judiciary;
- management of prisoners, including coordination of Court attendance and escorts to and from Correctional facilities;
- preparation and coordination of documentation required for federal, provincial and youth Correctional facilities and Courts with respect to prisoner attendance including Judges Orders;
- case management;
- facilitation of the bail hearing process including case preparation, testimony and the provision of general assistance to Crown counsel;
- intake, including the preparation of and swearing to information's, affidavits, warrants and various applications;
- preparation and assembly of Crown briefs so as to ensure the orderly flow of documents through Court;
- liaising with various justice sector partners as previously mentioned;
- administration of the Intimate Partner Violence program for the Chatham-Kent Police Service; and
- provision of assistance, as necessary, with all aspects of the day to day operations within the Courthouse

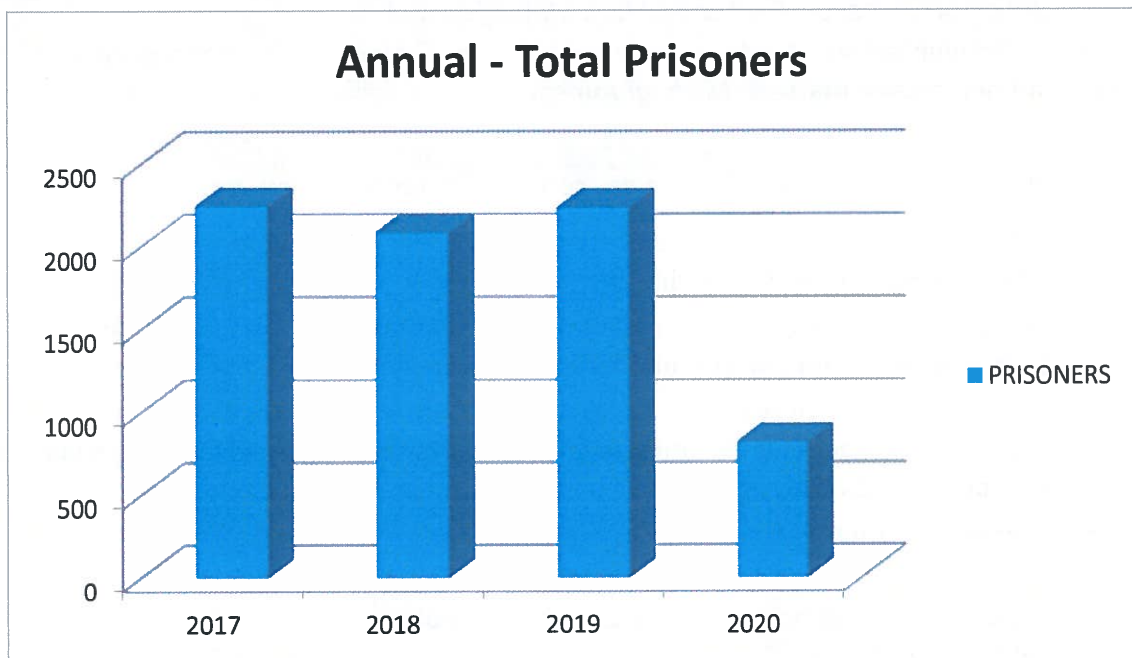
PRISONER HANDLING

In 2020 members of the Court Services Section were responsible for processing, monitoring and accommodating 821 prisoners. Note that the number of *in-person*

prisoners was down substantially in 2020 due to the restrictions put in place to combat the spread of the COVID-19 virus. Conversely, the amount of audio/video appearances increased measurably as the vast number of appearances turned virtual. The net result of the two statistics is that a similar amount of prisoners were processed in 2020 (4264) as in the three prior years (*average 4186*).

In addition, it should be noted that as a result of the reduction in prisoners attending the Courthouse two Special Constables and two Constables were temporarily redeployed to assist in other sections and one roving Special Constable was assigned to headquarters to assist with the temporary bail process.

Below are prisoner statistics from the past 4 years as it relates to the Court Services Section.



2017	2018	2019	2020
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Total Prisoners Processed	2017	2018	2019	2020 ¹
Adult Males	1893	1761	1819	699
Adult Females	307	255	391	96
Youth Males	43	64	26	25
Youth Females	6	7	2	1

¹ *In-person* prisoner appearances essentially stopped at the outset of the pandemic and have yet to return to pre-pandemic levels. The above figure includes any prisoners held at headquarters for the bail process as Court Services - Special Constables were redeployed to headquarters to facilitate the bail process.

Additional Statistics

Audio/Video Bail Hearings	1831	1767	2386	3443 ²
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Wash Court Prisoners	N/A	260	250	226
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DNA samples Collected	267	283	271	250
Fingerprints Collected	N/A	316	268	347

In addition to the above statistics, 17 arrests were made at the Courthouse by Court Services Staff in 2020.

COURT SECURITY ISSUES

The Court Services Section continues to modernize security at both Courthouse locations. In 2020 the following improvements were made:

- 1) Ontario Court of Justice - 425 Grand Avenue West:
 - addition of several new surveillance cameras;
 - upgrades to existing surveillance cameras (*both internal and external*) and related equipment;
 - addition of card readers to entry points on the fourth floor;
 - addition of CEW loading station; and
 - addition of a thick glass barrier at the front screening area.

In addition to the above, a request has been made for the addition of several pole cameras around the building grounds. Also, although not directly related to security, mattresses were added to every cell. This relatively inexpensive item instantly led to less movement and complaints from prisoners and has consequently reduced the likelihood of related security risks; and

- 2) Provincial Offences Court - 21633 Communications Road:
 - all security improvements were completed in 2018.

As part of the day to day operations, members of the Court Services Section are responsible for screening of all patrons entering the building as well as monitoring those who have been identified as a threat to staff and the judiciary. The said screening process has resulted in the seizure of a large amount of items/weapons that pose a

² As a consequence of the above referenced lack of in-person appearances, the number of audio/video appearances increased substantially.

threat to building occupants. Below are statistics from 2018 to 2020 together with a small sample of seized items.

	2018	2019	2020
Total Items/Weapons Seized	413	394	86 ³



Items are seized for the safety of building occupants. In many instances items are returned to the owner upon leaving the premise without incident.

INTIMATE PARTNER VIOLENCE SECTION

Intimate partner violence is any use of physical or sexual force, actual or threatened, in an intimate relationship, including emotional/psychological abuse or harassing behavior. Intimate relationships include those between the opposite-sex and same-sex

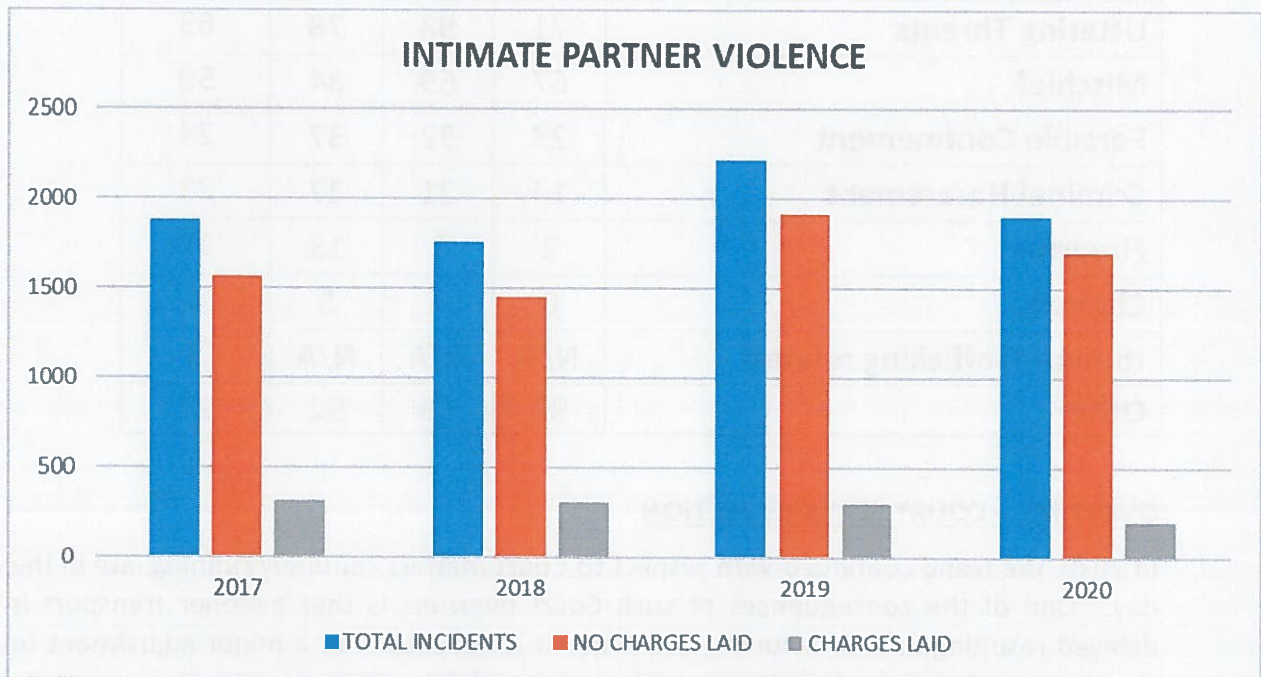
³ Statistics for 2020 reflect well below average figures as a direct result of the various restrictions on public attendance enacted to combat the spread of the COVID-19 virus.

partners. These relationships vary in duration and legal formality and include common-law and married couples as well as current and former dating partners.

Intimate partner crimes are often committed in a context where there is a pattern of assault and/or controlling behavior. Violence may include physical assault as well as emotional, psychological and sexual abuse. Intimate partner crimes also include threats to harm children, other family members, pets and property. The violence is used to intimidate, humiliate or frighten victims and, generally, to make the victim feel powerless.

Intimate partner 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.⁴

Intimate Partner Violence - Statistics



	2017	2018	2019	2020
Intimate Partner Occurrences	1882	1760	2219	1904
Resulted in Charges Laid	314	310	305	204
Resulted in No Charges Laid	1568	1450	1914	1700

Additional Intimate Partner Violence Statistics

⁴ Source: Policing Standards Manual (2000), guideline on Domestic Violence Occurrences, LE-024.

	2017	2018	2019	2020
Assault	270	338	377	216
Assault	192	263	292	178
Assault with a Weapon / Bodily Harm	64	73	79	36
Aggravated Assault	1	2	6	2
Sexual Assault	13	16	20	4
Sexual Assault	13	15	16	4
Sexual Assault with a Weapon	0	1	4	0
Aggravated Sexual Assault	1	0	0	0
Breaches	216	201	201	151
Uttering Threats	71	98	78	63
Mischief	67	69	84	59
Forcible Confinement	23	32	37	24
Criminal Harassment	14	21	27	21
Firearms	2	3	13	17
Choking	0	2	5	8
Human Trafficking related	N/A	N/A	N/A	5
Other	93	99	52	24

OVERTIME – COURT SERVICES SECTION

In 2020, the trend continued with respect to Court matters routinely running late in the day. One of the consequences of such Court overruns is that prisoner transport is delayed resulting in staff incurring overtime. It is believed that a minor adjustment to the current employee schedule may address some of the overtime costs. Unfortunately, due to the advent of the pandemic this matter could not be properly addressed in 2020. The issue will be revisited towards the middle to end of 2021 when it is anticipated that Courts may begin to return to normal.

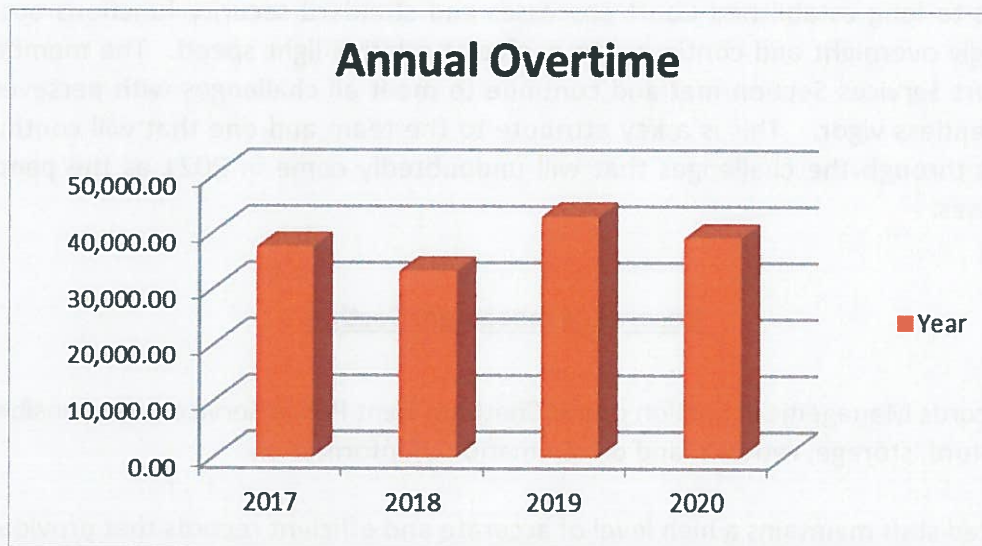
The amount of overtime in 2020 remains consistent with past years. Overtime is typically attributed to the following:

- Court overruns;
- down staffing from previous years (*still down 2 officers from 2017*);

- increased number of prisoners and audio remands; and
- increased prisoner transports/escorts

The following are overtime costs related to the Court Services Section from the past four years.

2017	2018	2019	2020
\$37,355.92	\$33,067.03	\$42,732.18	\$38,956.25



ESCORTS

A significant amount of overtime costs are directly attributable to prisoner transports/escorts across the Province that are not conducted by the Ontario Provincial Police Transport Unit. Such escorts include young offenders, pregnant or injured prisoners and prisoners attending for mental health assessments. In these said instances, CKPS invoices the Office of the Solicitor General, via the Crown Attorney's office, for cost recovery. While not all escorts are billable to the Solicitor General, most are reimbursed. In 2020 the Office of the Solicitor General was billed for 18 escorts from the Court Services Section.

Total cost recovery for 2020 resulting from escorts was \$19,441.80.

GOALS FOR 2021

In 2021, the Court Services Section will seek to address the areas of improvement identified herein, including:

- improvements to security equipment;
- refining processes related to virtual Courts; and
- Continued development of relationships with justice sector partners.

Furthermore, the Court Services Section looks forward to the challenges of redefining processes and security functions as the pandemic ends and Courts begin to return to the new normal.

CONCLUSION

2020 was an incredibly challenging year for the Court Services Section. The plethora of changes to long established Court processes and standard security functions occurred seemingly overnight and continued to evolve at relative light speed. The members of the Court Services Section met and continue to meet all challenges with perseverance and relentless vigor. This is a key attribute to the team and one that will continue to guide it through the challenges that will undoubtedly come in 2021 as the pandemic progresses.

Records Management Section

The Records Management Section of the Chatham-Kent Police Service is responsible for the capture, storage, retrieval and dissemination of information.

Dedicated staff maintains a high level of accurate and efficient records that provide essential and attainable information sharing, while being committed to service delivery based on the needs of our community.

The Records Management Unit is comprised of 14 full time civilian and 1 Uniformed Manager deployed at Police Headquarters as well as Wallaceburg, Ridgetown and Blenheim Police Service Centre's.

Information sharing, employee and volunteer screening services, processing and maintaining court documentation, criminal records and police file maintenance, C.P.I.C. services, records quality control, accident reports, statistics, Freedom of Information and protection of personal privacy, and 24 hour data entry are among the many responsibilities within this Unit.

Retirements and New Hires

We saw the retirements of clerks Penny Turner and Suzanna Nead. Upon their retirement, we were fortunate to hire Kate Bowen and Erica McIntosh as their replacements in addition to Mackenzie Rehill to help offset the void due to another member off with illness.

Police Clearance Checks

	2018	2019	2020
Employment	3317	2883	2585
Volunteering	1996	2098	1098
Students	1162	1133	963
Submitted - Online	6026	5945	4568
Submitted - In-Person	449	169	88
Total	6475	6114	4656

Note:

In 2020, we saw a significant reduction in the number of overall clearance checks, specifically for those required for volunteering. This can be directly tied to COVID-19.

However, the CKPS once again lead the entire nation in the percentage of clearance checks completed via the online method versus in-person visiting to our Headquarters and sub-stations. **98%**

General Statistics

Freedom Of Information Co-Ordinator	2019	2020
Insurance Requests	194	129
FOI Requests	251	247
Court Orders	28	13
Children's Aid/Office of Children's Lawyer	26	16
Municipality of CK Requests	105	83

Fingerprints Received	2019	2020
Headquarters	1530	1280
Courts	335	292

Motor Vehicle Collisions	2019	2020
CKPS Investigated	472	466
Collision Reporting Centre	653	477

CPIC	2019	2020
------	------	------

ADD to CPIC transactions	11628	12192
MODIFY to CPIC transactions	18133	16884
REMOVE from CPIC transactions	3730	3100

Criminal Records Administration	2019	2020
Letters from Public Requesting File Destructions	39	65
Public Requests for Pardon of Local Police Records	17	16
Charges Settled	5341	3457
C216 Fingerprints Submitted	1865	1572

Note:

The reduction in the number of charges settled (or completed) in courts is directly related to the COVID-19 pandemic and the fact that a substantial number of court cases remain before the courts due to continued adjournments.

Citizen Online Reporting System (CORS)

	2016	2017	2018	2019	2020	To Date
Bicycle Registry			243	117	116	476
Breach of Bail Conditions				25	19	44
Community Agency Mandatory Reporting			28	127	112	267
Damage/Mischief to Property	3	29	42	31	56	161
Damage/Mischief to Vehicle	7	20	31	30	34	122
Key Holder Registration			82	75	88	245
Lost Property	6	27	41	33	37	144
Lost/Stolen License Plate	2	11	24	15	20	72
School Bus Video Submission			6	13	17	36
School Incident Mandatory Reporting				13	13	26
Security Camera Registry		9	83	45	100	237
Supplement				3	21	24
Theft From Vehicle	18	39	87	52	50	246
Theft Under \$5000	26	67	119	98	72	382
Vulnerable Person	14	57	39	48	36	194
Total	76	259	825	725	791	2676

Note:

We continue to see consistent use of the online reporting system which helps to reduce the number of events in which a frontline officer is required to attend.

Citizens are continuing to take advantage of the Security Camera Registry which has assisted the CKPS in numerous investigations to date.

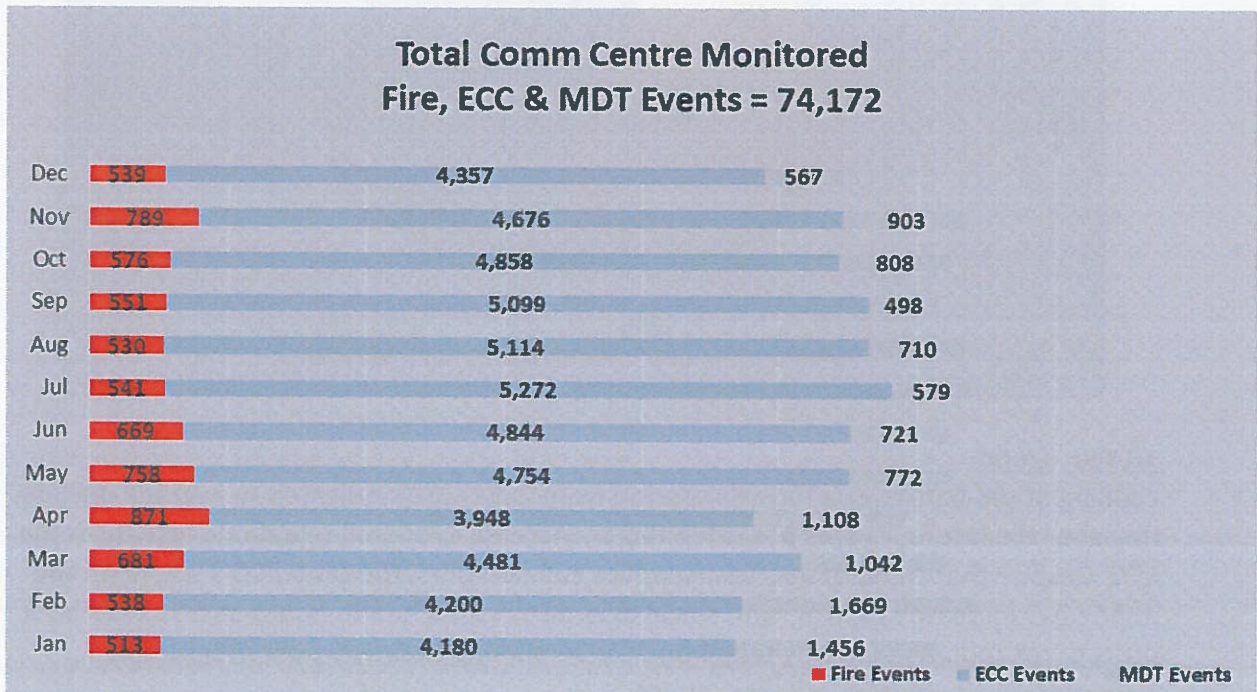
As well, we have close to 200 vulnerable persons registered with our program which has demonstrated to be an effective tool in instances where vulnerable persons have gone missing.

EMERGENCY COMMUNICATION CENTER

In 2020 the Emergency Communication Centre (ECC) answered a total of 199,776 telephone calls; 7 % increase from 2019.

ECC dealt with 37,990 E911voice/non-voice calls this quarter. Of all the E911 voice/non voice calls received; 35% of the E911 calls were transferred to secondary agencies; 65% of the calls remained in the ECC to investigate for police or fire services. The ECC maintained an average answer rate of 8 seconds in 2020. ECC maintained control over 25,354 E911 calls received on behalf of police or fire services.

The ECC generated 63,339 CAD (Computer Aided Dispatch) events for Police and Fire services, an increase of 4.7% from 2019. In June 2017, MDT's were deployed in patrol division; Patrol generated 10,833 CAD events in 2020, this is a 33 % reduction in officer-generated events from 2019. The ECC managed 74,172 events in 2020.



CKPS continues to transition our hardware/software applications to be conducive for the NG911 platform. Due to the global pandemic, the deadline for transition has been shift by one year. The traditional 911 network will transition to an IP network by mid 2024.

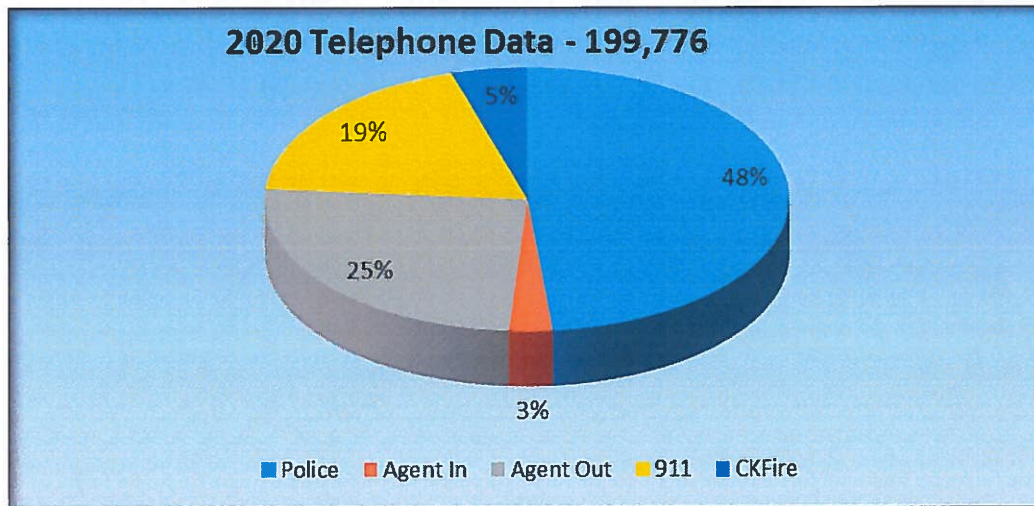
ECC Statistical Data and Resource Information

The following is the compilation of operational statistics for the Emergency Communication Centre for the year 2020.

Telephone

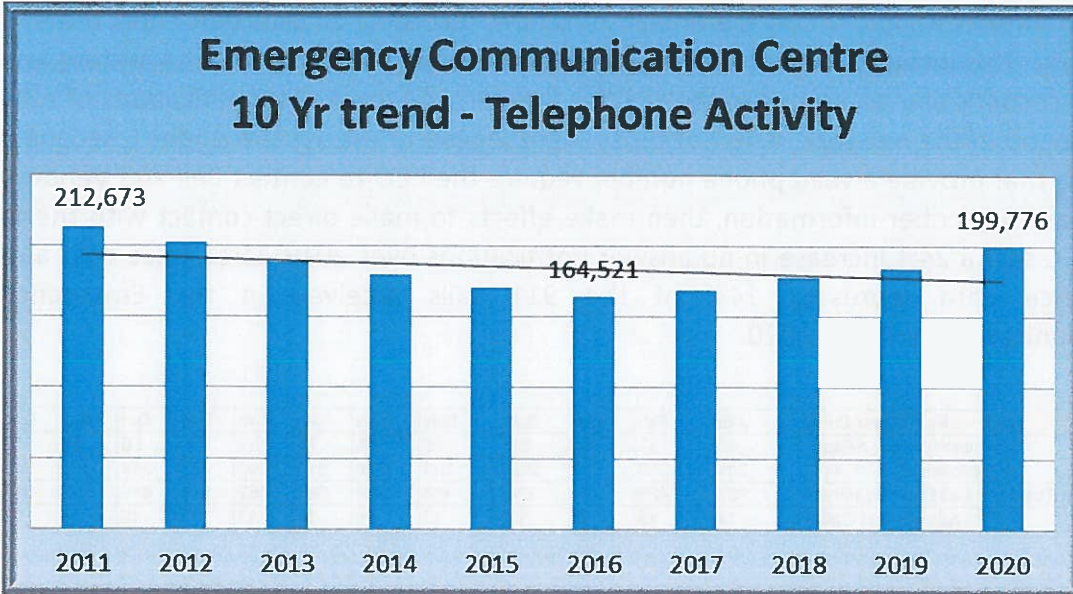
The ECC had a 7% increase in volume in comparison to 2019 answering 199,776 telephone calls.

Telephone	2020												Year to Date			
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2020	2019	Difference	Variance %
Police	7,255	7,195	7,881	7,708	8,206	8,394	8,876	8,431	8,529	8,207	8,645	7,491	96,818	94,817	2,001	2.07
Agent In	344	335	452	544	471	401	472	431	412	518	486	512	5,378	3,175	2,203	40.96
Agent Out	3,583	3,602	4,104	3,816	4,337	4,486	5,245	4,825	4,294	4,093	4,083	3,824	50,292	43,184	7,108	14.13
911	2,788	2,799	2,957	2,620	3,116	3,326	3,746	3,582	3,513	3,343	3,266	2,934	37,990	36,033	1,957	5.15
CKFire	601	491	911	1,355	502	901	661	725	744	716	1,018	673	9,298	8,252	1,046	11.25
Total	14,571	14,422	16,305	16,043	16,632	17,508	19,000	17,994	17,492	16,877	17,498	15,434	199,776	185,461	14,315	7.17



10 Year Trend

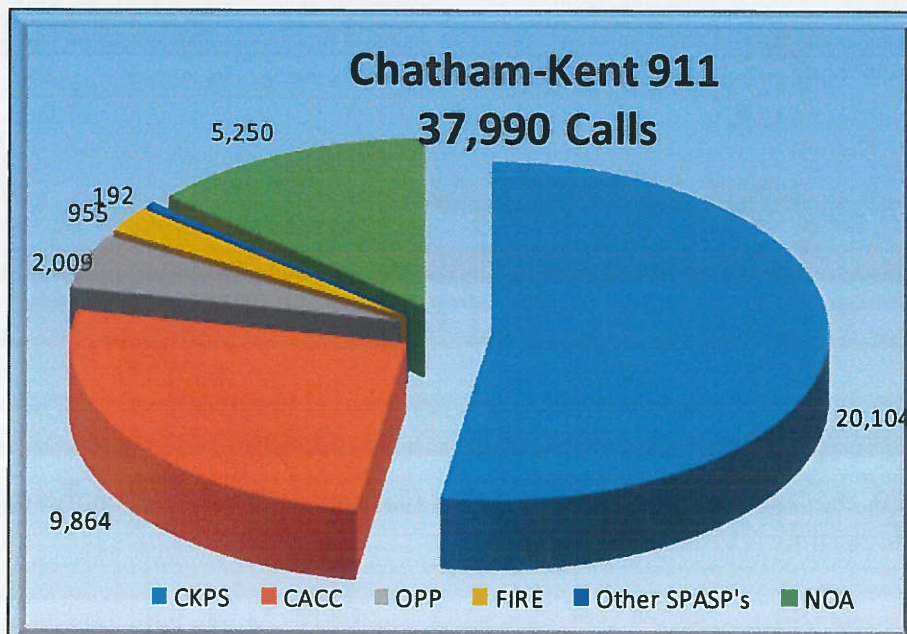
Looking at the data over a ten-year period from 2011-2020 indicates an average decline, however the last four years has exhibited an increase in overall telephone activity in the ECC. Despite that trend of decreasing police call numbers, the time ECO's spend on the phone has increased dealing with social 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 those classified as abandoned/no answer in the network. These notifications consist of any phone or device that dials the 911 emergency number and have hung up before a full connection is made at the PPSAP. These E911 notifications logged in a web based program where data is retrieved by ECO's and call back procedures are applied.

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Answered E911	2,401	2,374	2,563	2,296	2,702	2,838	3,149	3,120	2,972	2,933	2,853	2,539	32,740
Abandoned/Disconnected E911	387	425	394	324	414	488	597	462	541	410	413	395	5,250
Total E911 Calls/Notifications	2,788	2,799	2,957	2,620	3,116	3,326	3,746	3,582	3,513	3,343	3,266	2,934	37,990

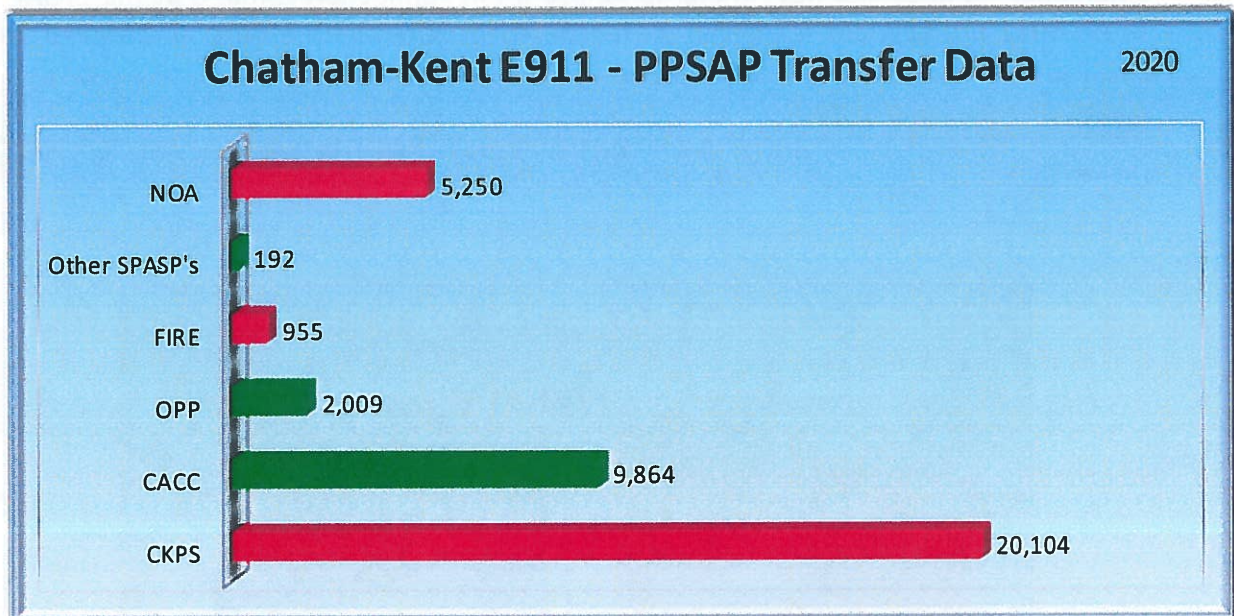


The No Answer Report (NOA) is granular in nature, recording all calls that enter the 911 network. This includes many call notifications/abandoned which are in the system less than 6 seconds and do not ring in the ECC for Answer. Of the 5,250 notifications of calls abandoned in the network, 4,460 of those were logged in the system under 6 seconds. All calls that provide a valid phone number require the ECO to contact Bell and Vendors to obtain subscriber information, then make efforts to make direct contact with them. The ECC saw a 24% increase in no answer notifications over 2019. E911 voice calls and non-voice data represent 14% of the 911 calls received in the Emergency Communication Centre in 2020.

No Answer Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Calls unanswered >7 sec	46	67	45	59	65	118	79	59	58	56	86	52	790
Abandoned Calls <6 sec	341	358	349	265	349	370	518	403	483	354	327	343	4,460
Total 911 Call Back Required	387	425	394	324	414	488	597	462	541	410	413	395	5,250
% of No Answer 911 Calls	14	15	13	12	13	15	16	13	15	12	13	13	14

E911 – PPSAP Transfer Data

31% of the 37,990 E911 voice/non-voice calls received were transferred to secondary agencies, displayed in green below. CKPS maintained 69% of the 911 calls received relating to police, fire or E911 hang up call (NOA); displayed in red.



E911 Answer Rate

In April 2020, the National Emergency Number Association (NENA) recommended a new industry standard for 911 answer:

- 90% of 911 calls answered ≤ 15 seconds
- 95% of 911 calls answered ≤ 20 seconds

Two Bell data reports utilized to capture the key performance indicators (KPI) for answer reporting;

- 911 answer/transfer report
- 911 No Answer Report (NOA)

For consistency, the 2020 reporting year measured answer performance based on the new standard. April and November indicated a modest failure to meet such standards.

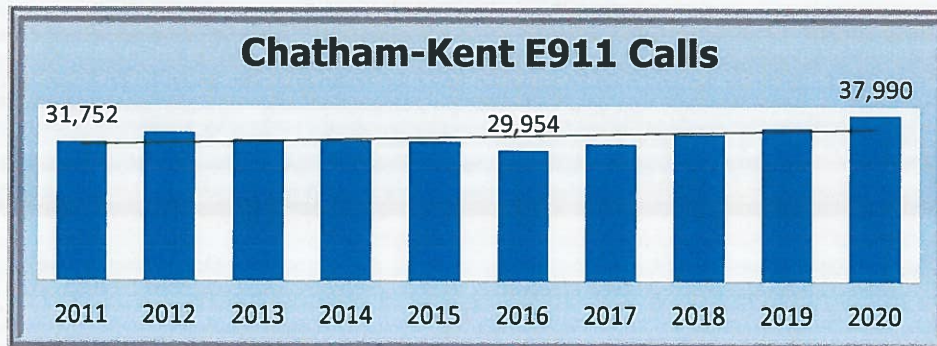
2020 NENA 911 Answer Standards	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Answerable Calls	2447	2441	2608	2355	2767	2956	3228	3179	3030	2989	2939	2591	33,530
Answered w/ 15 Seconds	2348	2,279	2,461	2147	2,538	2,652	2964	2,920	2,840	2771	2,602	2,374	30,896
Answered w/ 20 Seconds	2399	2,369	2,530	2218	2,662	2,796	3121	3,058	2,953	2909	2,757	2,498	32,270
90% answered <15s	96	93	94	91	92	90	92	92	94	93	89	92	92
95% answered < 20 s	98	97	97	94	96	95	97	96	97	97	94	96	96
Min time answered	2	4	2	2	2	2	2	2	2	2	2	2	2
Max time answered	67	63	60	90	118	120	57	90	107	85	98	86	87

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 2019, the quickest call answered within 2 seconds, the longest wait for answer was 101 seconds; our monthly average was within 8 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.

Call Answer Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Average Answer	7.81	8.71	8.74	9.67	8.71	8.70	8.43	8.36	8.12	8.42	9.31	8.99	8.7
Min Seconds	2	2	2	2	2	8	2	2	2	2	2	2	2.5
Max Seconds	59	47	60	59	101	80	50	90	53	85	98	86	72.3
Total 911 Answered	2401	2374	2563	2296	2702	2838	3149	3120	2972	2933	2853	2539	32,740
% of 911 Calls Answered	86.1	84.8	86.7	87.6	86.7	85.3	84.1	87.1	84.6	87.7	87.4	86.5	86.2

10 Year Trend:

911 calls have steadily increased over the past 10 years, increasing by 16% over the last decade. PSAP delivery has become more complex and time consuming over the past decade. 82% of calls received are from cellular phones/devices.



PSAP Transition to NG911 IP Network

The traditional 911 network is being decommissioned by June 2024 in favour of an IP based network to support multi-media voice/data transactions. Many technological changes are being implement to support CKPS’s ability to deliver PSAP services in Chatham-Kent.

Currently 82% of Chatham-Kent’s 911-call activity originates from cellular device as opposed to the traditional landline service. The IP platform is conducive to the next generation of technology to support multi-media data options.

Events

The ECC generated 63,339 CAD events in 2020. The ECC experienced 4.7% increase in event volume in 2019.

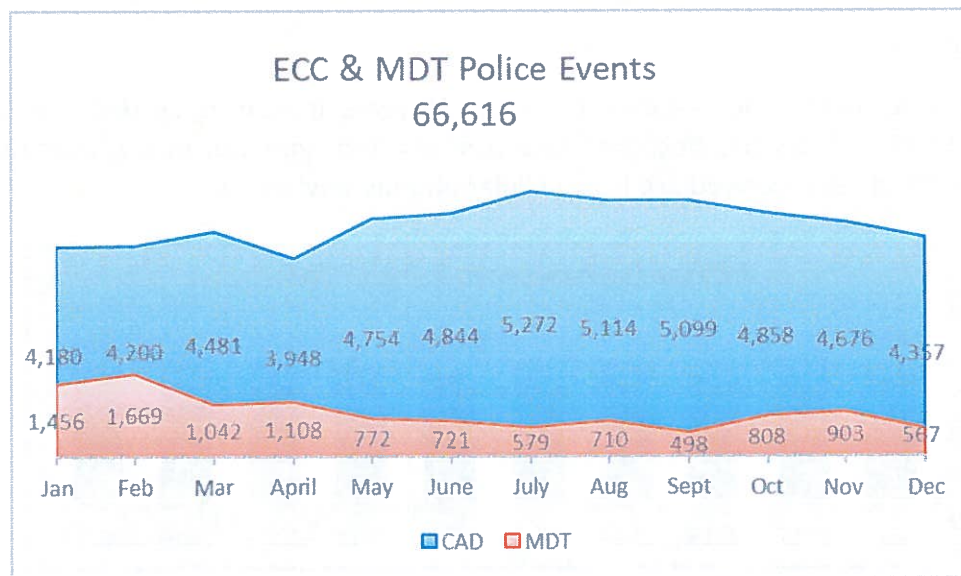
Events	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2020	2019	Difference	Variance %
Comm Centre - CAD	4,180	4,200	4,481	3,948	4,754	4,844	5,272	5,114	5,099	4,858	4,676	4,357	55,783	52,592	3,191	5.72
CKFES - CAD	513	538	681	871	758	669	541	530	551	576	789	539	7,556	7,764	-208	-2.75
Total	4,693	4,738	5,162	4,819	5,512	5,513	5,813	5,644	5,650	5,434	5,465	4,896	63,339	60,356	2,983	4.71

MDT Events:

Mobile Data Terminals were implemented into the patrol division mid 2017. There was 33% decrease in officers generating their own events on MDT’s compared to 2019.

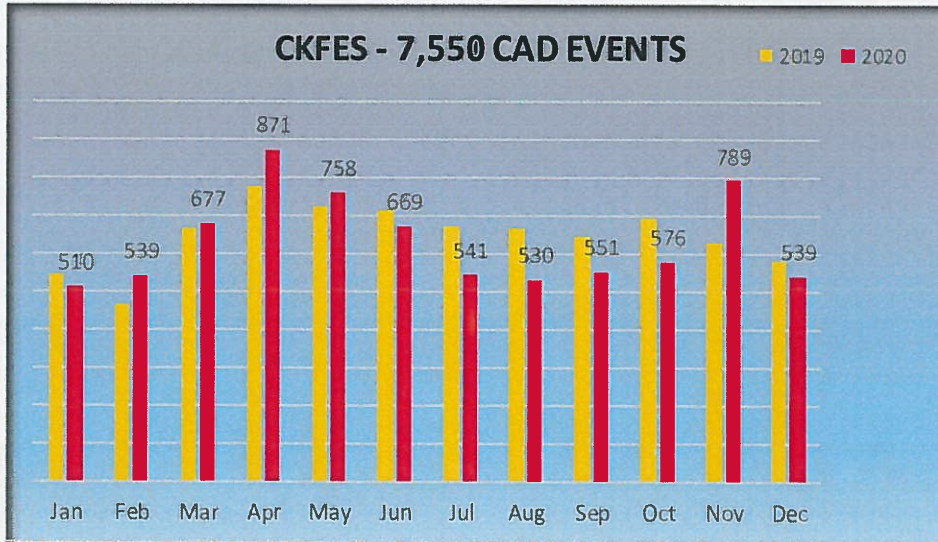
Patrol Events	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2020	2019	Difference	Variance %
MDT	1,456	1,669	1,042	1,108	772	721	579	710	498	808	903	567	10,833	14,483	-3,650	-33.69

The Comm Centre is responsible for the monitoring/management of all CAD events that enter the dispatch queue generated by ECO’s are MDTs; 66,616 Police CAD events were generated in 2020.



Fire Dispatch

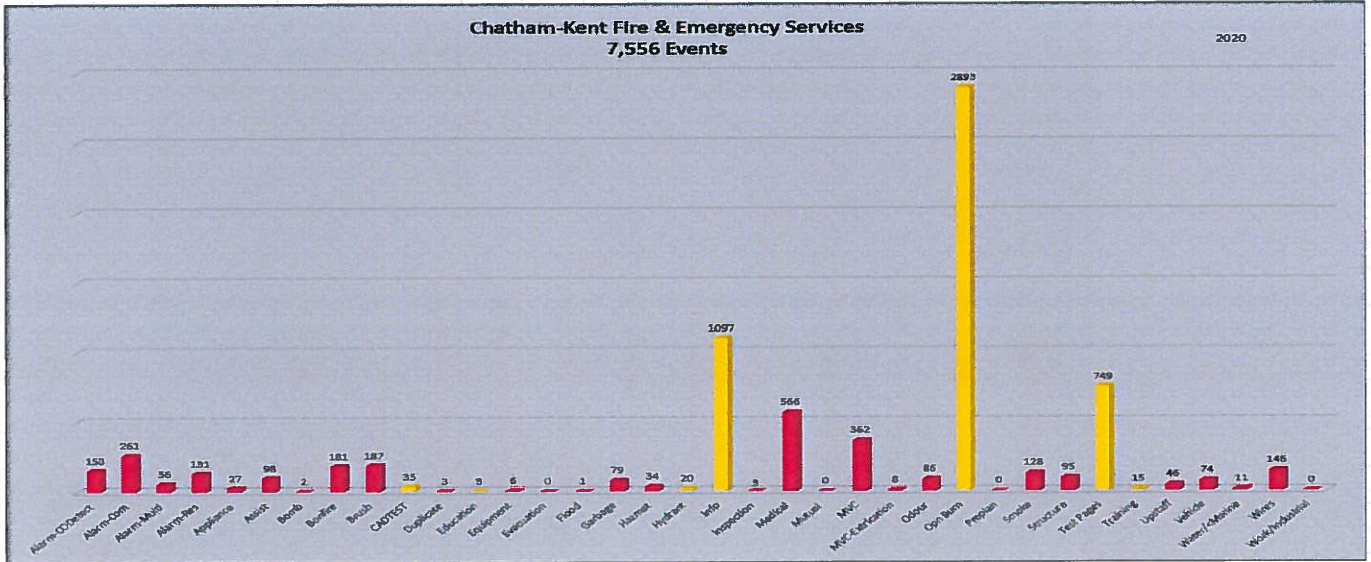
In 2020, the ECC generated 7,556 events for Chatham-Kent Fire Emergency Service activities, a 2.7% decrease from 2019. The ECC is generating events to log activities/responsibilities that relate to CKFire but do not necessarily necessitate an active Station response.



The ECC dispatched 2,691 active events for CKFES. Active events represent events where CKFES responds to calls for service. 2020 performance measures indicated the ECC answered calls and initiated a Fire Station response on average within 50 seconds. On average, the Communication Centre meets the 90/90 Industry Standard for service delivery for fire dispatch services 92% of the time. In March, April and May we experienced a lower average due to high training initiatives for new employees, learning the dispatch competencies during this period.

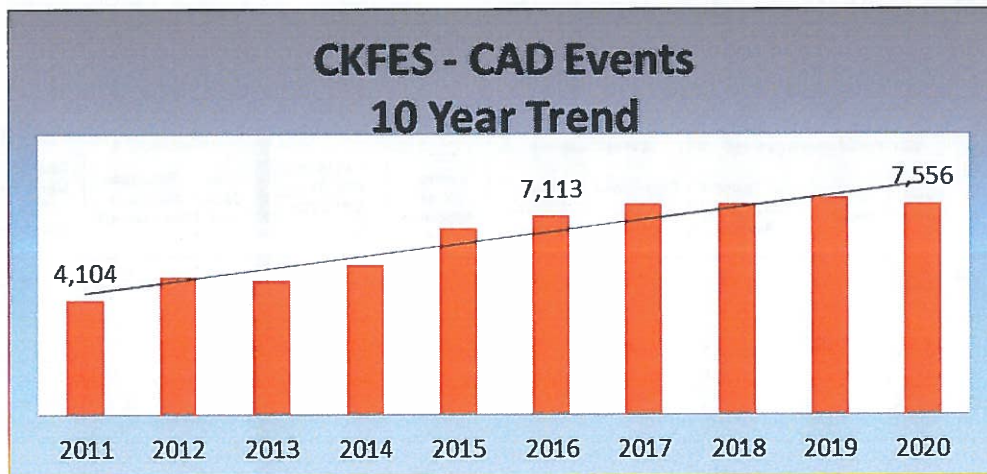
ECC Fire Dispatch - Performance Measures											Industry Standard	Telephone Data	
2020	ECC Performance Average			Event Creation #		Active Events - Time Allocation Hrs	% of Month ECC Time Active Fire Monitoring	Total CAD Events	Total Time Allocation - Fire Dispatch	Total % of Month for Fire Dispatch	90/90% Standard	Non-Emerg CKFES lines	E911 Fire
Month	Event Create	Event Dispatch	Call Taking & Fire Stn First Alerting	Dispatched Active Events	Info - Tracking Events								
January	26.94	11.41	38.35	226	287	166.89	18	513	166.89	22	97	601	4
February	31.96	13.67	45.73	228	310	133.35	19	538	185.44	27	95	491	5
March	35.35	17.71	53.06	241	440	156.56	21	681	207.64	28	88	911	6
April	41.90	16.46	58.34	200	671	128.33	18	871	188.08	26	89	871	9
May	35.62	12.46	48.13	230	528	161.08	22	758	221.46	30	89	758	9
June	35.94	10.83	46.85	253	416	224.94	31	669	290.60	41	96	669	10
July	41.12	13.01	52.92	236	305	187.81	25	541	229.25	31	91	661	10
August	39.43	11.40	50.82	209	321	142.48	19	530	185.00	25	92	775	8
September	38.23	9.36	53.91	204	347	144.17	20	551	216.88	30	94	744	8
October	35.59	10.68	46.26	188	388	131.73	18	576	172.16	23	95	716	6
November	39.85	16.89	56.61	273	516	249.99	35	789	330.38	44	91	1018	10
December	37.53	12.92	50.26	203	336	152.36	20	539	192.10	26	90	673	6
	36.62	13.07	50.10	2,691	4,865	164.97	22.20	7,556	2,585.88	353.40	92.11	8,888	95

The ECC logged an additional 4,865 events, which reflect other monitoring work done on behalf of each CKFES Station as well as 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. The illustration below indicates red for active events and yellow for logging/information event records.



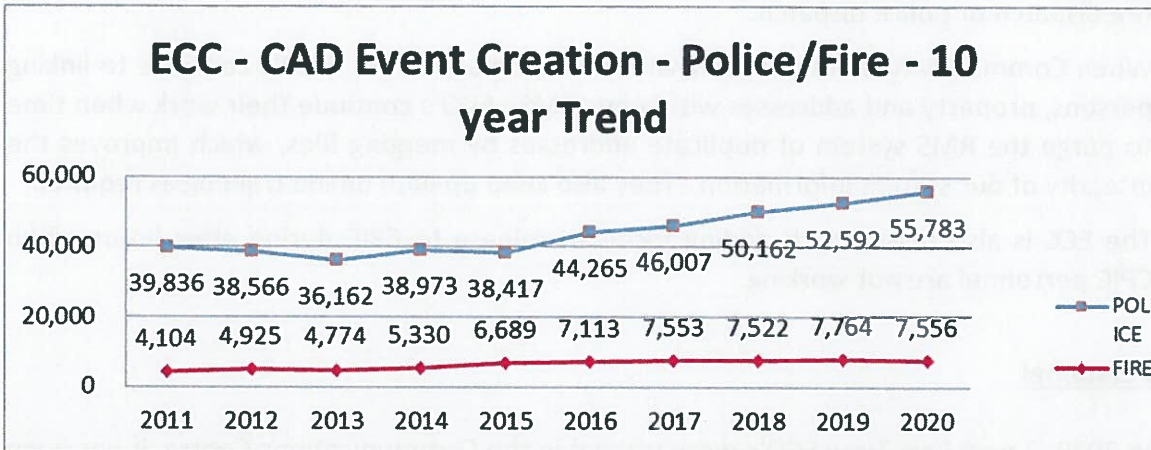
10 Year Trend

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 dispatch services. As a result, event generation for such tracking activities and active event generation have increased 45.6% over the span of ten years.

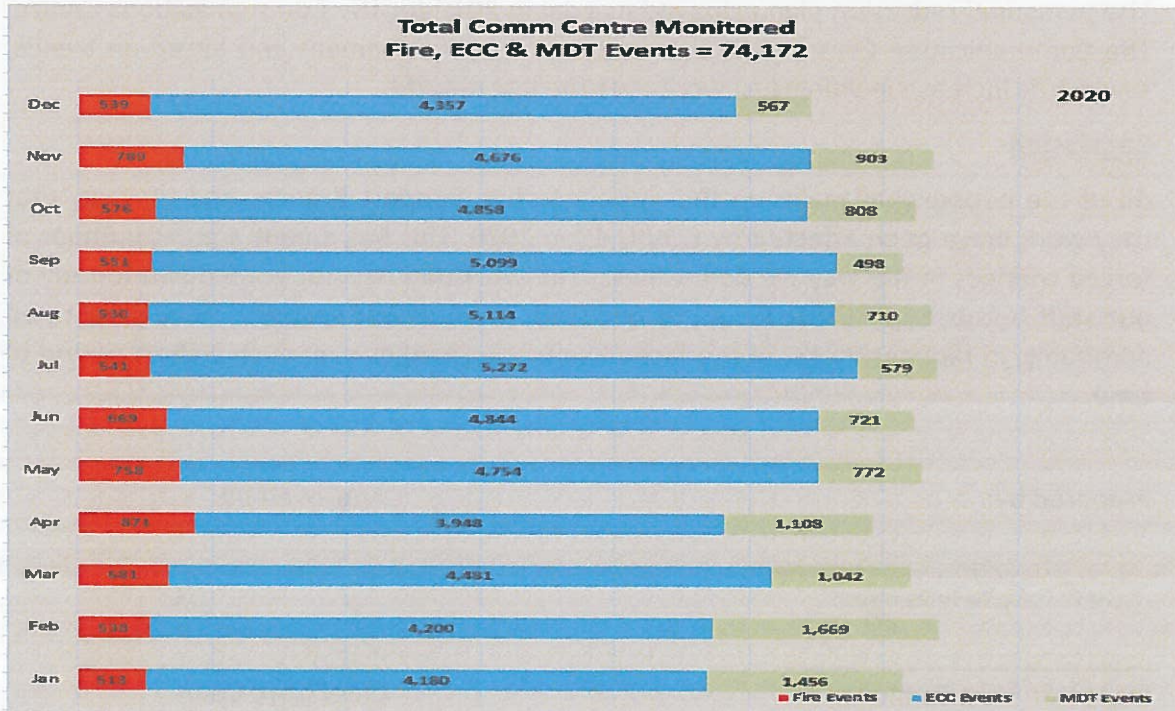


Police & Fire Event Activities

There has been a general increase in fire event activity over the last 10 years. In policing there had been a fall, then a corresponding greater rise over the last 5 years. The Communication Centre generated 19,399 more events than a decade ago for police and fire activities. This represents a 30.6% increase in volume while less people are doing the work on average.



With the addition of monitoring requirements in the Communication Centre for MDT activity, this has increased the dispatch workload significantly over the past couple of years; 74,839 CAD events generated in 2020. This represents a 41.3% increase in volume, again with less people doing the work on average than 2011.



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.

When Communicators are not busy with their primary duties, ECO's continue to linking persons, property and addresses within our RMS. ECO's continue their work when time to purge the RMS system of duplicate addresses by merging files, which improves the integrity of our system information. They also keep up with online training as required.

The ECC is also tasked with adding forms of release to CPIC during after hours when CPIC personnel are not working.

Personnel

In 2020, 7 new Part Time ECO's were trained in the Communications Centre, it has been a busy year with training initiatives. Each new ECO requires a minimum of 520hrs training; not all were successful in completing the program. This continues to be a complex job requiring a unique skill set and abilities in order to be successful. Part Time ECO's remain a mission critical resource to our operations where they provide support in covering the leave of full time members.

The personnel reduction plan achieved its goal in 2019 for the Communications Centre. The Communication Centre continues to be a busy environment and based on trends, saw a 40% increase in volume of work over the last decade.

Conclusion

All of the people that make up the Administrative Support Branch, and the way that they work, have been affected by COVID-19 in 2020. This has meant a great number of forced changes in the way we do business. The workload has not gone down for any of our staff because of COVID-19. All of our staff, in all of our sections, have performed admirably, in fact heroically, in the face of so many changes over such a short period of time.

Prepared by:



Inspector Mike Domony

Approved by:



Chief Gary Conn