

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

Board Report Number: 4.1 (Regular)
Date of Report: February 28, 2022
Date of Board Meeting: March 09, 2022

Reference:**New Hires**

As a result of a hiring process, it is recommended that Helen Grubb be hired as a Permanent Full-Time Emergency Communications Operator (ECO), Grade 7 Level 2, effective Sunday January 16, 2022.

As a result of a hiring process, it is recommended that Kayla Johnson be hired as Permanent Part-Time Emergency Communications Operator (ECO), Grade 7b Level 1, effective Sunday February 06, 2022.

As a result of a hiring process, it is recommended that Manuela Carmona be hired as a Cadet - Level 1, effective Monday February 28, 2022.

As a result of a hiring process, it is recommended that Cynthia Moore be hired as Permanent Part-Time Emergency Communications Operator (ECO), Grade 7b Level 2, effective Tuesday March 08, 2022.

As a result of a hiring process, it is recommended that Lauren Perry and Lindsie DePelsmaeker to be hired as contract Summer Students –Traffic Management Section Assistants, effective Monday May 02, 2022 until Friday September 02, 2022.

Reclassification

It is recommended that Third Class Constable, Sydnye Gagner, be elevated to Second Class Constable, effective April 9, 2022. She has successfully obtained the 2022 fitness pin and her immediate supervisor(s) support this elevation.

Retirements

Sergeant Paul Pomajba has tenured his retirement notice, effective December 31, 2022. He will have completed over 33 years of service with CKPS

Recommendation:

A Board resolution approving the above mentioned new hires, reclassification and retirement notice.

Recommended by:



Chief of Police, Gary Conn

REPORT OF THE POLICE SERVICE

TO

THE CHATHAM-KENT POLICE SERVICES BOARD

Board Report Number: 4.2 (Regular)

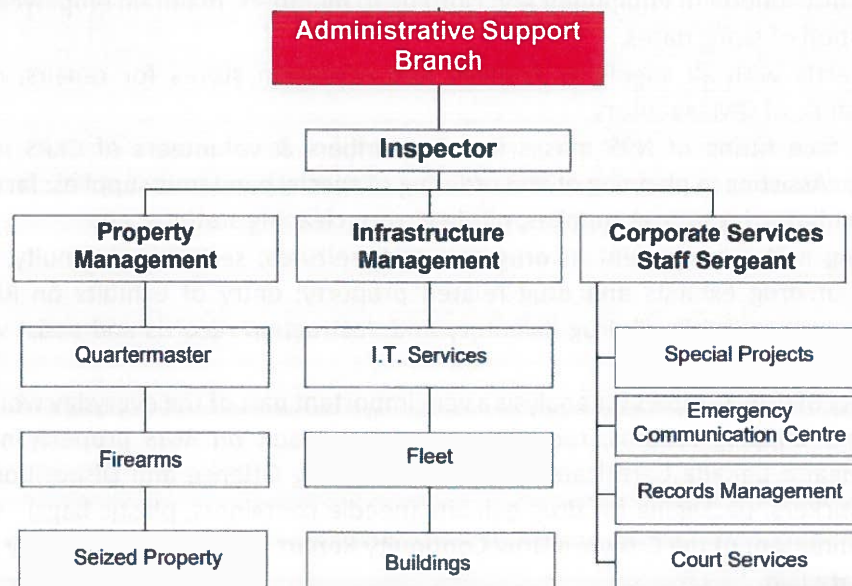
Date of Report: March 1, 2022

Date of Board Meeting: March 9, 2022

Reference: 2021 Year End Annual Report – Administrative Support Branch

Recommendation: In compliance with O. Reg. 3/99 Section 31 of the Ontario Police Services Act, we request the Board 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.

Property Management

Annual Report – 2021

The Property Management 2021 Annual Report is broken down into two (2) sections:

1. Quartermaster and Drug Exhibit Coordinator
2. Seized Property

Quartermaster/Drug Exhibit Coordinator

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 **Katie Eagen**.

Katie Eagen is instrumental in researching the equipment and uniform needs of the front line officers. 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.

Katie's main responsibilities are as follows:

- 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 and 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.

2021 Year in Review

There were 97 purchase orders submitted in 2021 to various suppliers for equipment and supplies.

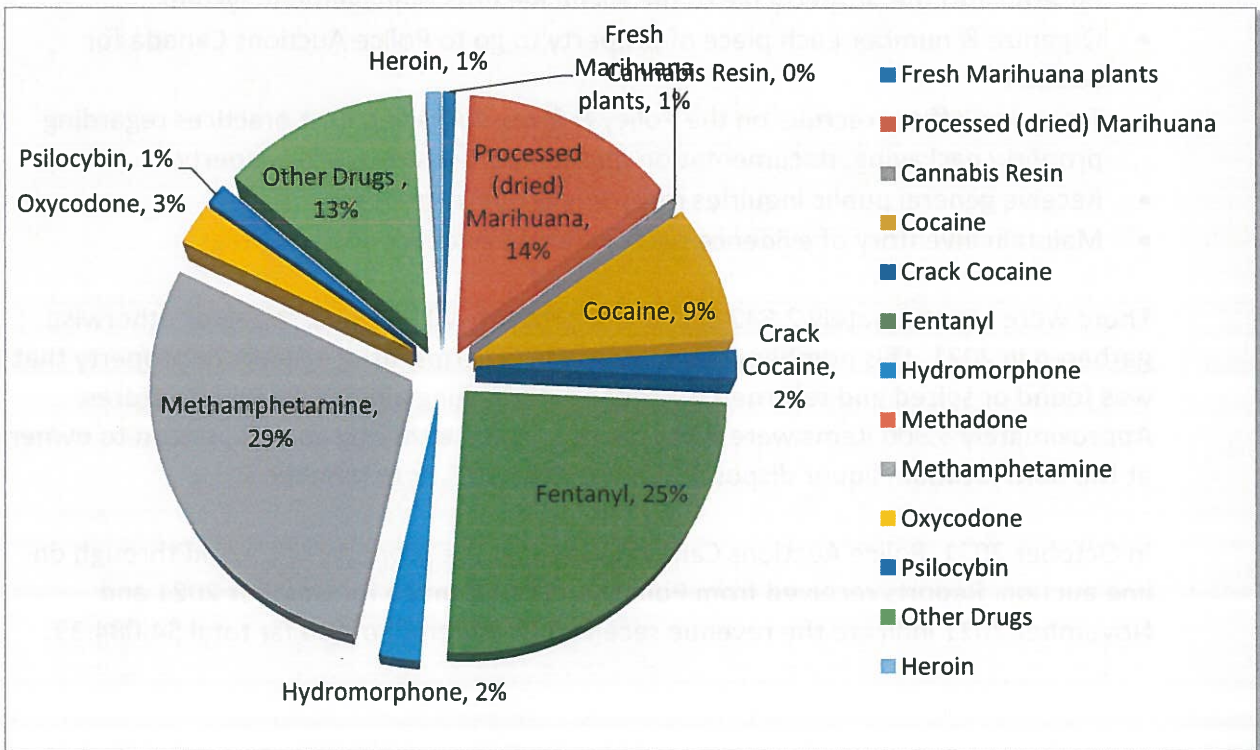
2021 saw two trips made to "Stericycle" in Brampton to destroy drugs, related property, as well as general property from Property/Exhibit Manager.

The Chatham-Kent Police Service consistently has in its possession several hundred drug occurrences with several exhibits attached to each. In 2021 there were 506 occurrences where drugs were seized, and submitted as evidence or under other circumstances.

Biannual face fitting of N95 masks for all members & volunteers of CKPS was completed in spring of 2021 primarily by Mr. John Kopinak.

In 2021, there were 136 incidents in which drug paraphernalia was seized. Prescription medication was seized for disposal under 92 occurrences.

The chart below is a breakdown of the number of incidents various drugs were seized.



Property Coordinator

The Chatham-Kent Police Service has one civilian assigned on a full-time basis as Property Coordinator. That position is currently held by Ms. **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 and 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.

Specific responsibilities include:

- 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 2,642 entries for property which were seized or otherwise gathered in 2021. 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 3,300 items were disposed of in 2021, either by auction, return to owner, at the burn location, liquor disposal, returned to MTO, or to garbage.

In October 2021, Police Auctions Canada picked up the property to be sold through on-line auction. Reports received from Police Auctions Canada for October 2021 and November 2021 indicate the revenue received from items sold so far total \$4,084.33.

Infrastructure Management

Annual Report – 2021

INFRASTRUCTURE MANAGEMENT

The 2021 Infrastructure Management Annual Report is broken down into three (3) sections:

1. IT Services
2. Fleet
3. Buildings

Information Technology Services

With the increase use of computers and software the IT Section was forced to grow and currently features three (3) IT professionals. Quentin Sprik, Anita Scott were joined by Neil Moskal who came over from the Municipalities ITT Section to augment our Services IT section. This group continues to perform at a high level and are frankly the unsung heroes of the entire service.

In late 2021, Michael Cox was formerly seconded to 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.

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.

On top of that, the IT Section are also heavily driving the following projects to enhance services to the community:

1. Mobile Data Terminals (MDT) are now installed in 40 vehicles
2. Virtual Machine (VM) Network Infrastructure implemented to realize savings
3. SCOPE (Crown software) and support of Crown with computers and various projects
4. Cellular Phone management – order and maintain phones for pretty much every employee
5. Command Post – maintenance and updating
6. Avigilon Cameras at numerous CKPS sites
7. Avigilon Doors at numerous CKPS sites
8. SIT Consoles (softphones) implementation in dispatch
9. CCTV in Downtown Chatham core

With one of the 4 core pillars of our 2021-2024 CKPS Strategic Plan indicating that we will build capacity for technology in a changing world, the next few years will continue to be very busy for the Information Services Section with the following projects on the horizon:

1. Next Generation 911 is a major project to be carried on over the next 3 years and will involve major IT related changes to the service and especially the Emergency Communications Centre.
2. Development of a Full-Functioning Backup Communications Centre
3. Digital Evidence Management (DEM) is required by the government to streamline digital evidence disclosure to the Crown Attorney's office.
4. Body Worn Cameras (BWC) will be researched and implemented, which carry with it significant IT resources.
5. Police property and asset management system to manage police equipment more efficiently.

All of the aforementioned including the day-to-day requirements to maintain and enhance the local information technology system here at HQ and the service centers to ensure all of our members have network access.

Fleet and Buildings

The Chatham-Kent Police Service has one civilian assigned on a full-time basis as Logistics Coordinator. That position is currently held by **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. In total, the CKPS operates over 70 police fleet vehicles and utilizes seven (7) different buildings throughout Chatham-Kent. Jeff works hand-in-hand with the fleet and building services divisions of the Municipality of Chatham-Kent to ensure the members have solid vehicles and safe buildings to work in.

The global pandemic has forced Jeff to expand his knowledge of PPE's as well to ensure our members have the safety equipment required to interact with members of the community safely. 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.

Corporate Services Section Annual Report – 2021

The Corporate Services Section 2021 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 Section

Annual Report - 2021

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 Intimate Partner Violence Community Coordinating Committee, John Howard Society, Judiciary, the local Defence Bar and Court Administration.

The year 2021 continued to be particularly challenging for the Court Services Section due to the ongoing COVID-19 pandemic. The second year of the pandemic continued to require rapid and creative changes to both long-standing Court processes and security functions. The year focused on the reintroduction of in-person matters and continued refinement of the virtual Court system. Although the number of individuals physically attending the Courthouse continues to be well below pre-pandemic levels, 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 has led to a noticeable increase 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, 2021, the Court Services Section has been supervised by Sergeant Nelson Das Neves. Sgt. Das Neves reports directly to Staff Sergeant Kate McArthur and Inspector Jason Chickowski.

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; and
- 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 2021, 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*);
- 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, Jake Reed, 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;

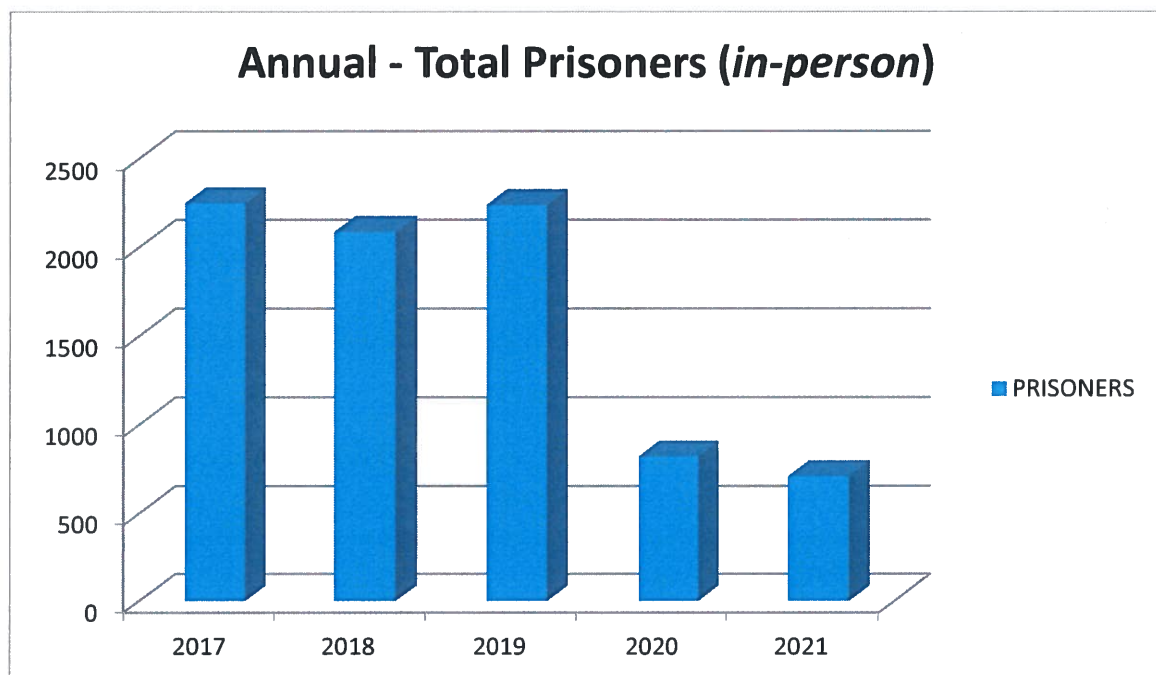
- preparation and assembly of Crown briefs so as to ensure the orderly flow of documents through Court;
- liaising with various justice sector partners as previously mentioned;
- administration of the Intimate Partner Violence program for the Chatham-Kent Police Service; and
- provision of assistance, as necessary, with all aspects of the day to day operations within the Courthouse.

PRISONER HANDLING

In 2021, members of the Court Services Section were responsible for processing, monitoring and accommodating 709 prisoners. Note that, similar to the year prior, the number of *in-person* prisoners continues to be down substantially in 2021 due to the restrictions put in place to combat the spread of the COVID-19 virus. Conversely, the amount of audio/video appearances remained high as the vast number of appearances continue to be virtual. The net result of the two statistics is that a similar amount of prisoners were processed in 2021 (5507) as in the four prior years (average 4205). In fact, the number of prisoners processed in 2021 increased significantly, as the initial backlog created by the pandemic was re-introduced.

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.

The below graph displays *in-person* prisoner statistics from the past five years as it relates to the Court Services Section.



	2017	2018	2019	2020	2021
Total Prisoners Processed (<i>in-person</i>)	2249	2087	2238	821 ¹	709 ²
Adult Males	1893	1761	1819	699	559
Adult Females	307	255	391	96	128
Youth Males	43	64	26	25	20
Youth Females	6	7	2	1	2

Additional Statistics

Audio/Video Bail Hearings	1831	1767	2386	3443	4798
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Wash Court Prisoners	N/A	260	250	226	184
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DNA samples Collected	267	283	271	250	311
Fingerprints Collected	N/A	316	268	347	203

In addition to the above statistics, 71 arrests were made at the Courthouse by Court Services Staff in 2021.

COURT SECURITY ISSUES

The Court Services Section continues to modernize security at both Courthouse locations. In 2021 the following improvements were made:

- 1) Ontario Court of Justice - 425 Grand Avenue West:
 - as a result of a recently completed RFP process, a new security system provider has been selected and the process of undertaking a total replacement of existing security system including surveillance cameras, access cards and alarms has commenced and should be completed sometime in 2022;
 - the new system will be similar to the state of the art systems installed in the newest Courthouses within the province; and

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.

² *Idem.*

- 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 various items/weapons that pose a threat to building occupants including used syringes, knives, steel bars, smoking pipes, torches and handcuff keys. Below are statistics from 2018 to 2021 together with a small sample of seized items.

	2018	2019	2020	2021
Total Items/Weapons Seized	413	394	86	67

INTIMATE PARTNER VIOLENCE SECTION

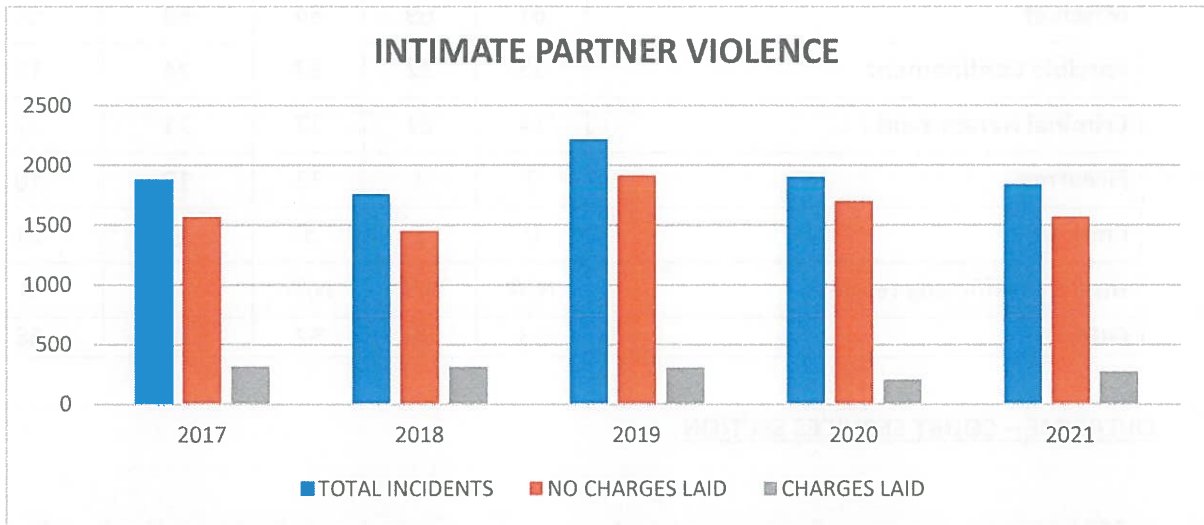
Intimate partner violence is any use of physical or sexual force, actual or threatened, in an intimate relationship, including emotional/psychological abuse or harassing behavior. Intimate relationships include those between the opposite-sex and same-sex partners. These relationships vary in duration 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.³

³ Source: Policing Standards Manual (2000), guideline on Domestic Violence Occurrences, LE-024.

Intimate Partner Violence – Statistics



2017	2018	2019	2020	2021
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Intimate Partner Occurrences	1882	1760	2219	1904	1839
Resulted in Charges Laid	314	310	305	204	270
Resulted in No Charges Laid	1568	1450	1914	1700	1569

Additional Intimate Partner Violence Statistics

	2017	2018	2019	2020	2021
Assault	270	338	377	216	212
Assault	192	263	292	178	157
Assault with a Weapon / Bodily Harm	64	73	79	36	54
Aggravated Assault	1	2	6	2	1
Sexual Assault	13	16	20	4	14
Sexual Assault	13	15	16	4	14
Sexual Assault with a Weapon	0	1	4	0	0
Aggravated Sexual Assault	1	0	0	0	0
Breaches	216	201	201	151	266

Uttering Threats	71	98	78	63	85
Mischief	67	69	84	59	55
Forcible Confinement	23	32	37	24	18
Criminal Harassment	14	21	27	21	27
Firearms	2	3	13	17	10
Choking	0	2	5	8	21
Human Trafficking related	N/A	N/A	N/A	5	0
Other	93	99	52	24	66

OVERTIME – COURT SERVICES SECTION

In 2021, 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 continuation of the pandemic this matter could not be properly addressed in 2021. The issue will be revisited towards the middle to end of 2022 when it is anticipated that Courts may begin to return to the new normal.

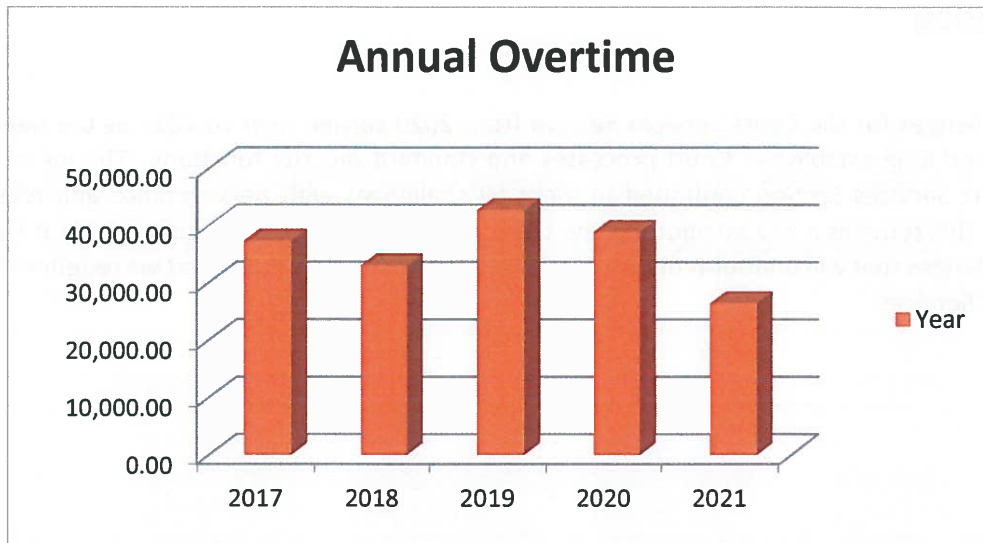
It also bears mentioning that in 2021, the provincial government abruptly and without warning shuttered the majority of the Youth Detention Centers in Ontario as well as related transport units. The result was that police services were left to scramble to arrange for the transport all remanded young offenders to facilities near Niagara Falls, Hamilton and Brampton. This has resulted in an increase in associated overtime costs.

The amount of overtime in 2021 was lower than the past four years. Overtime is typically attributed to the following:

- Court overruns;
- down staffing from previous years (*still down 2 officers from 2017*);
- number of prisoners and audio remands; and
- prisoner transports/escorts.

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

2017	2018	2019	2020	2021
\$37,355.92	\$33,067.03	\$42,732.18	\$38,956.25	\$26,481.89



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 2021 the Office of the Solicitor General was billed for 19 escorts from the Court Services Section.

Total cost recovery for 2021 resulting from escorts was \$22,008.46.

GOALS FOR 2022

In 2022, the Court Services Section will seek to address the areas of improvement identified herein, including:

- a complete replacement of existing security equipment including surveillance cameras, access cards and alarms; and
- enhancement 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 a new normal.

CONCLUSION

The challenges for the Court Services Section from 2020 carried over to 2021 as the pandemic overturned long established Court processes and standard security functions. The members of the Court Services Section continued to meet all challenges with perseverance and relentless vigour. This remains a key attribute of the team and one that will continue to guide it through the challenges that will undoubtedly arise in 2022 as the pandemic eases and we redefine *normal* at Court Services.

Records Management Section

Annual Report - 2021

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, 1 Part time civilian and 1 Uniformed Manager deployed at Police Headquarters and the Wallaceburg Police Service Centre.

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 Ms. Kelley Sheeler this past year. Upon her retirement, we were fortunate to hire Ms. Caitlyn Weaver.

Police Clearance Checks

	2019	2020	2021
Employment	2883	2585	2892
Volunteering	2098	1098	1265
Students	1133	963	1046
Submitted - Online	5945	4568	5343
Submitted - In-Person	169	88	139
Total	6114	4656	5482

Note:

The CKPS once again led 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	2021
Insurance Requests	194	129	114
FOI Requests	251	247	250
Court Orders	28	13	14
Children's Aid/Office of Children's Lawyer	26	16	25
Municipality of CK Requests	105	83	40

Fingerprints Received	2019	2020	2021
Headquarters	1530	1280	1417
Courts	335	292	198

Motor Vehicle Collisions	2019	2020	2021
CKPS Investigated	472	466	1189
Collision Reporting Centre	653	477	496

CPIC	2019	2020	2021
ADD to CPIC transactions	11628	12192	12283
MODIFY to CPIC transactions	18133	16884	29178
REMOVE from CPIC transactions	3730	3100	4298

Criminal Records Administration	2019	2020	2021
Letters from Public Requesting File Destructions	39	65	7
Public Requests for Pardon of Local Police Records	17	16	54
Charges Settled	5341	3457	4611
C216 Fingerprints Submitted	1865	1572	1615

Citizen Online Reporting System (CORS)

	2017	2018	2019	2020	2021
Bicycle Registry		243	117	116	90
Breach of Bail Conditions			25	19	38
Community Agency Mandatory Reporting		28	127	112	72
Damage/Mischief to Property	29	42	31	56	50
Damage/Mischief to Vehicle	20	31	30	34	38
Key Holder Registration		82	75	88	52
Lost Property	27	41	33	37	28
Lost/Stolen License Plate	11	24	15	20	21
School Bus Video Submission		6	13	17	0
School Incident Mandatory Reporting			13	13	6
Security Camera Registry	9	83	45	100	61
Supplement			3	21	10
Theft From Vehicle	39	87	52	50	48
Theft Under \$5000	67	119	98	72	96
Vulnerable Person	57	39	48	36	50
Total	259	825	725	791	660

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 (298 locations registered) which has assisted the CKPS in numerous investigations to date.

As well, we have 230 vulnerable persons registered with our program which has demonstrated to be an effective tool in instances where vulnerable persons have gone missing.

Firearms/Training Section

Annual Report - 2021

The firearms section consists of one member, Constable Dwayne June who is designated as a Firearms Examiner. The examiner is responsible for:

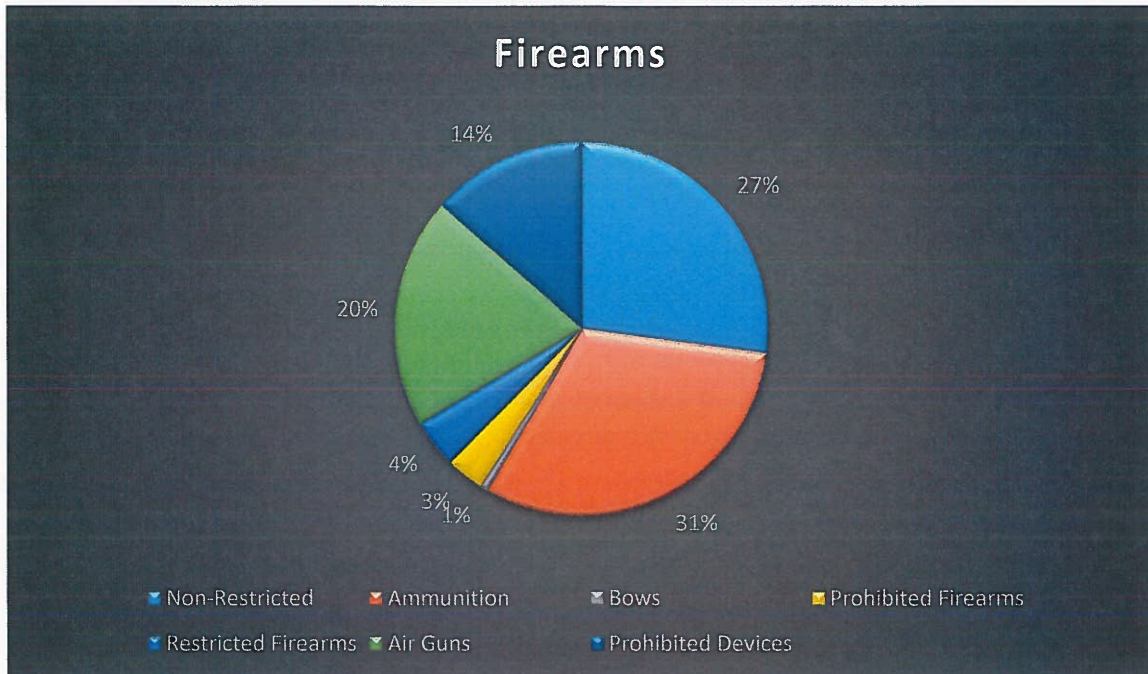
- examining, classifying and legislated reporting of all firearms that come into possession of the police service;
- managing the firearms inventory (returning firearms to lawful owners, destroying weapons ordered disposed of by the courts, etc.);
- testing of firearms involved in criminal investigations; and
- being a resource for the local crown attorney, other officers and the citizens of Chatham-Kent for navigating the sometimes-complicated regulations involving weapons.

This role includes assisting officers with firearm 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.

In addition, Dwayne is also a certified Use of Force trainer and assists with the three-week onboarding of new cadets, prior to OPC deployment. Upon their return new cadets, spend approximately two 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 re-qualifications for all officers.

In regard to training, Dwayne completed the onboarding of numerous cadets this year in August, and November and was also tasked with the Pre, and Post OPC training with all new officers that were hired in 2021. This training included Defensive Tactics, Use of Force, Federal Statutes, Provincial Statutes, and Firearms. In 2021, the Training Sergeant role changed officers. Dwayne spent an abundance of time assisting the new training Sergeant as well as temporarily taking over some of the duties of the Training Sergeant during the transition period.

In regard to Firearms, duties there were 454 exhibits processed in 2021. This is a slight decrease over last year. 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. Dwayne makes himself available to assist Front line, CID, and Intel with their investigations, and is actively involved in numerous investigations



The breakdown of 2021 exhibits processed is as follows.

- 91 pellet/BB rifles, pistols and replica firearms
- 123 non restricted long guns (rifles/shotguns)
- 19 restricted firearms (handguns)
- 15 prohibited
- 3 bow/crossbows
- 142 ammunition exhibits (various amounts and calibers)
- 61 Knives or Prohibited Devices, Weapons

Dwayne conducted 28 major firearms investigations either as the lead officer or assisting along the investigation. The following incident numbers involved Prohibition Hearings, CK21043953, CK21036400, and CK20034846. There were 21 Crime Gun submissions for the year to CISO through Firearms Tracing.

One firearms/ammunition destruction was completed on March 4th of 2021. The destruction only occurs when ordered by the courts or firearms/weapons are surrendered to the police for destruction. In total 123 lbs. of ammunition, 214 canisters of pepper spray, 166 Firearms and 434 knives were destroyed.

Chatham-Kent Police Service Emergency Communications Centre

Annual Report - 2021

In 2021, the Emergency Communication Centre (ECC) answered a total of 203,325 telephone calls; a 1.75 % increase from 2020. The ECC dealt with 41,045 E911 voice/non-voice calls this year. Of all the E911 voice/non-voice calls received; 26% of the E911 calls were transferred to secondary agencies; 74% 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 2021. ECC maintained control over 27,993 E911 calls received on behalf of police or fire services.

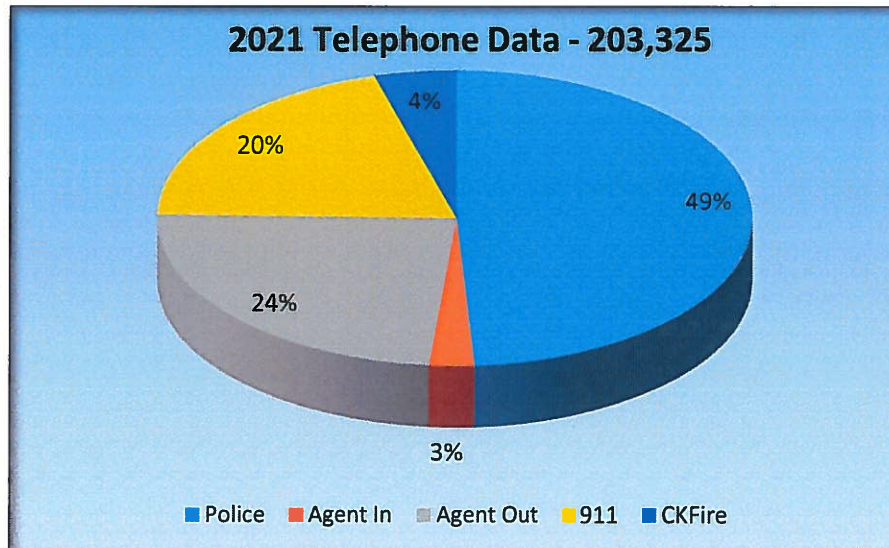
The ECC generated 64,886 CAD (Computer Aided Dispatch) events for Police and Fire services, an increase of 2.35% from 2020. In June 2017, MDT's were deployed in patrol division; Patrol generated 6,375 MDT events in 2021, this is a 41 % reduction in officer-generated events from 2020 which created an increase in workload on the Emergency Communication Centre. The ECC managed 71,241 events in 2021, a 4% reduction in comparison to 2020.

ECC STATISTICAL DATE AND RESOURCE INFORMATION

The following is the compilation of operational statistics for the Emergency Communication Centre for the year 2021.

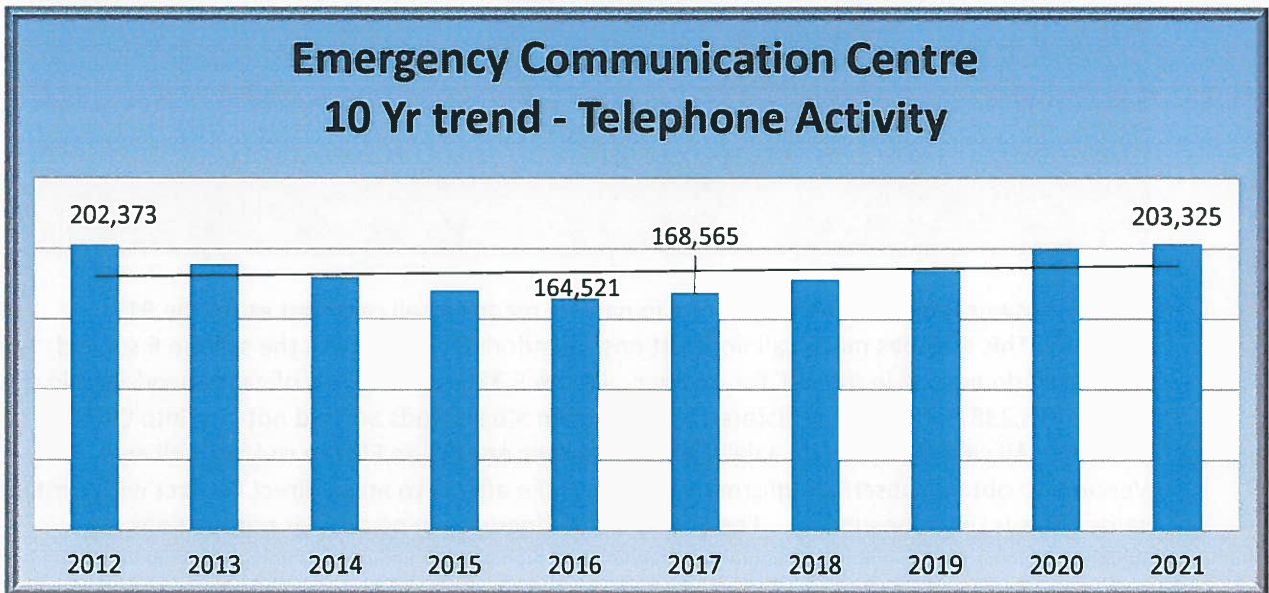
TELEPHONE DATA

The ECC had a 1.75% increase in volume in comparison to 2020 answering 203,325 telephone calls.



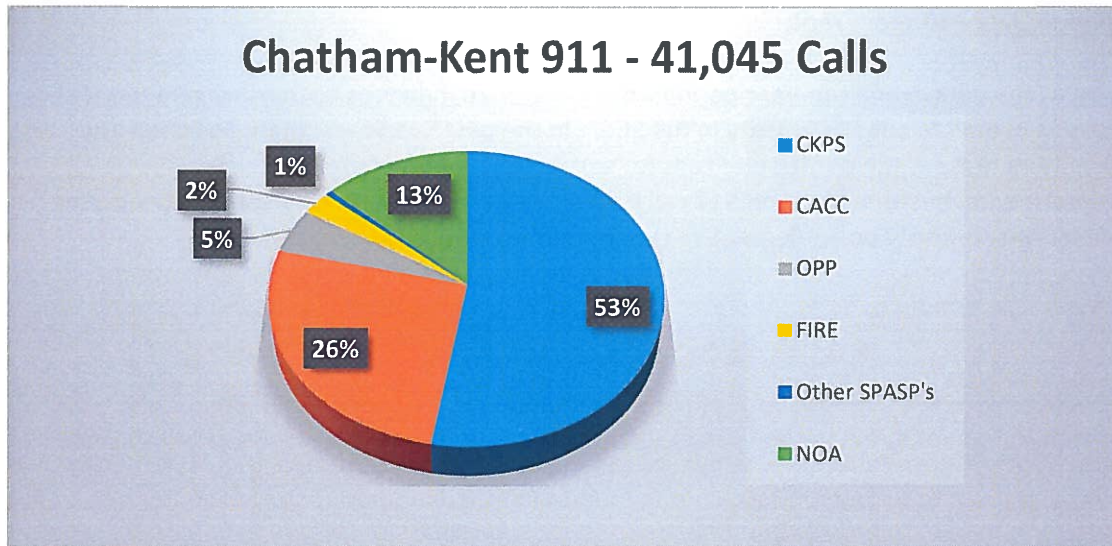
Telephone Data - 10 Year Trend

Looking at the data over a ten-year period from 2012-2020 indicates both a decline then steady increase in overall telephone activity in the ECC. In the past five years, there has been and significant increase in the duration of calls for service relating to complex social disorders/mental health issues and 911 call back procedures. All requiring lengthy telephone conversations to satisfy policy/legislative requirements on 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 PSAP. These E911 notifications are logged in a web based program where data is retrieved by ECO's and call back procedures are applied.



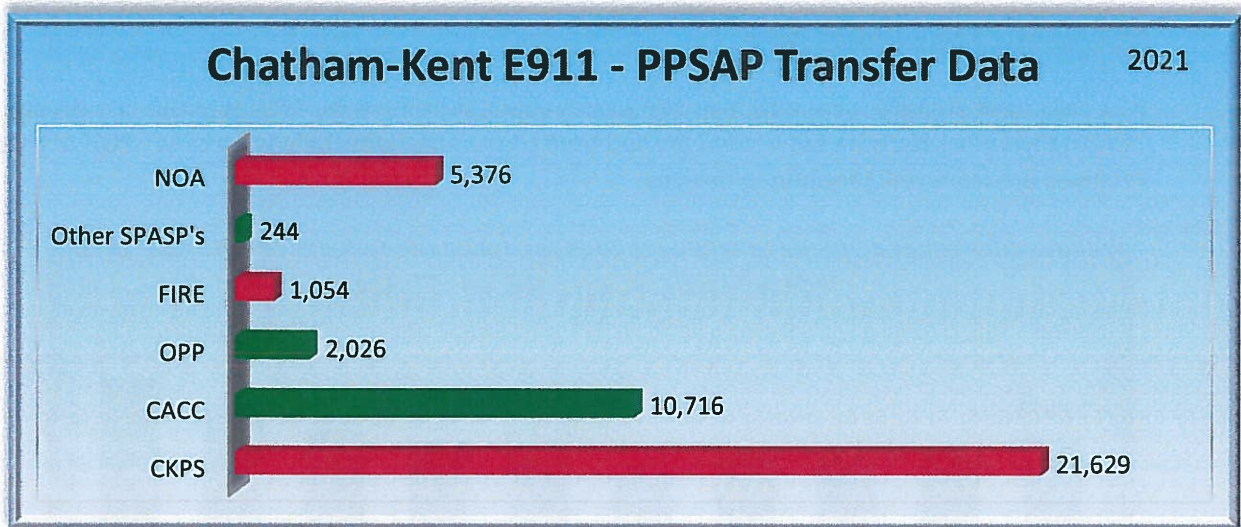
The No Answer Report (NOA) is granular in nature, recording all calls that enter the 911 network. This includes many call notifications/abandoned which are in the system 6 seconds or less which do not ring in the ECC for Answer. Of the 5,376 notifications of calls abandoned in the network; 3,238 of the NOA registered in the system ≤6 seconds and did not ring into CKPS for answer. All calls that provide a valid phone number require an ECO to contact Bell and Vendors to obtain subscriber information, then make efforts to make direct contact with contact same. This is time consuming. The ECC saw a 2% increase in no answer notifications over 2020.

No Answer Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Abandoned unanswered >7 sec	46	37	58	69	66	89	78	75	54	57	63	64	756
Abandoned Calls <6 sec	220	216	225	261	286	305	326	333	284	290	228	264	3,238
Total 911 Call Backs Required	266	253	283	330	352	394	404	408	338	347	291	328	3,994
% of No Answer 911 Calls	10	10	9	11	10	11	10	10	9	9	9	9	10
Unregistered Cell Phones	132	127	99	104	102	93	135	148	118	111	95	118	1,382

E911 voice calls and non-voice data represent 20% of the 203,325 calls processed by the Emergency Communication Centre in 2021.

E911 – PPSAP Transfer Data

32% of the 41,045 E911 voice/non-voice calls processed 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 \leq 15 seconds
- 95% of 911 calls answered \leq 20 seconds

In this calculation, any NOA notifications \geq 7 seconds has formed part of this calculation. It is reasonable to assume that any call \geq 7 seconds would have rung at least once in the Communication Centre for answer therefore is calculated as an answerable call.

2020 NENA 911 Answer Standards	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Answerable Calls	2425	2275	2839	2606	3205	3275	3526	3655	3193	3323	2989	3114	36,425
Answered w/ 15 Seconds	2292	2,159	2,648	2433	2,980	3,011	3324	3,425	3,116	3228	2,750	2,851	34,217
Answered w/ 20 Seconds	2380	2,228	2,757	2526	3,097	3,138	3418	3,536	3,027	3125	2,845	2,948	35,025
90% answered <15s	95	95	93	93	93	92	94	94	98	97	92	92	94
95% answered < 20 s	98	98	97	97	97	96	97	97	95	94	95	95	96
Min time answered	2	2	2	2	2	2	2	2	2	2	2	2	2
Max time answered	56	52	67	104	100	76	69	119	121	104	58	91	85

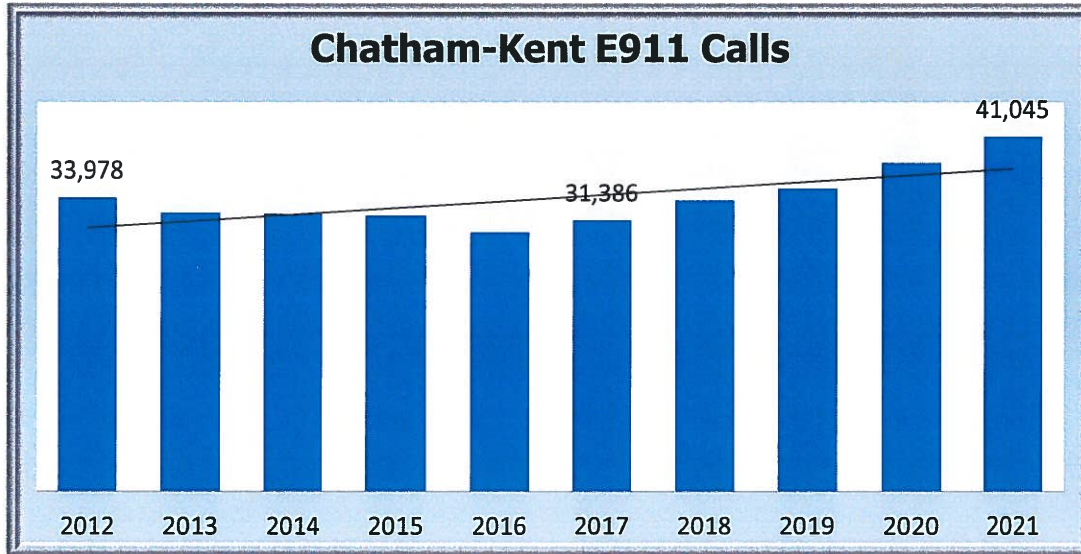
Given the staffing issues experienced in the Communication Centre in 2021; the ECC met or exceeded answer standards throughout the year for 911 call processing save and except for October.

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 2021, the quickest call answered within 2 seconds, the longest wait for answer was 121 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.

E911 Answer Rate - 10 Year Trend:

911 calls have steadily increased over the past 5 years, increasing by 17% over the last decade. PSAP delivery has become more complex and time consuming over the past decade. 80% of calls received are from cellular phones/devices.



EVENTS

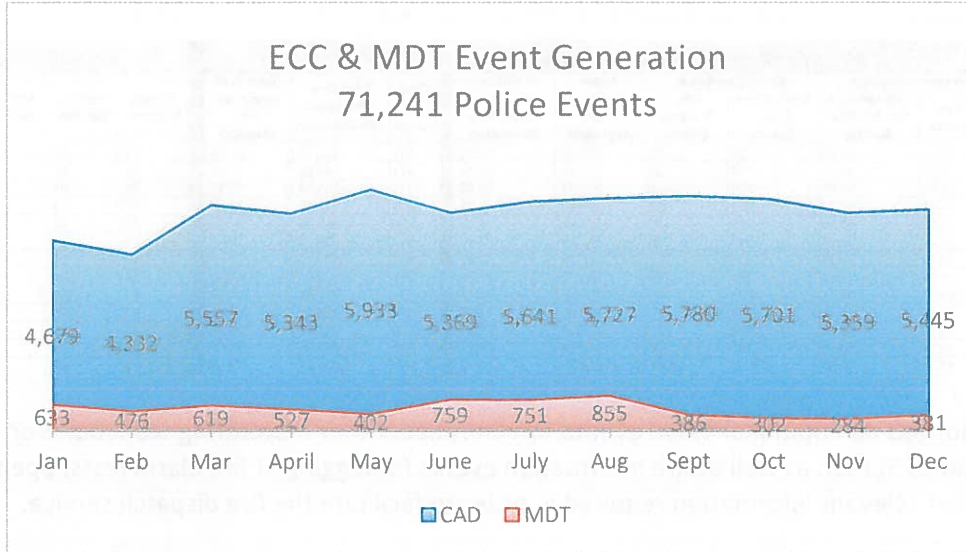
The ECC generated 64,866 CAD events in 2021. The ECC experienced 2.3% increase in event volume from 2020.

Events	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2021	2020	Difference	Variance %
Comm Centre - CAD	4,112	3,861	4,626	4,524	5,237	4,827	5,124	5,160	5,219	5,184	4,729	4,917	57,520	55,783	1,737	3.02
CKFES - CAD	567	471	931	819	696	542	517	567	561	517	630	528	7,346	7,556	-210	-2.86
Total	4,679	4,332	5,557	5,343	5,933	5,369	5,641	5,727	5,780	5,701	5,359	5,445	64,866	63,339	1,527	2.35

MTD Events:

Mobile Data Terminals were implemented into the patrol division mid-2017. There was 41% decrease in officers generating their own events on MDT's compared to 2021. Although this is concerning, part of the issue is attributable to COVID and the reduction of compliance checks and person stops by our officers. We should see an increase of MDT usage by officers returning in 2022.

The Communications Centre is responsible for the monitoring/management of all CAD events that enter the dispatch queue generated by ECO's or MDTs; 71,241 Police CAD events generated in 2021. As depicted on the next page.



Audio Activity

Police & Fire Dispatch and phone activity represents a continuous 24-hour a day communication for 216 days of the year.

Phone & Air Time	2021			
	Days	Hours	Min	Sec
Phones	146	7	56	48
Police Air Time	53	15	10	7
Fire Air Time	16	9	54	40
Total	216	9	1	35

FIRE DISPATCH

In 2021, the ECC generated 7,346 events for Chatham-Kent Fire Emergency Service activities, a 2.9% decrease from 2020. The ECC is generating events to log activities/responsibilities that relate to CKFES but do not necessarily necessitate an active Station response.

The ECC dispatched 2,906 active events for CKFES. Active events represent events where CKFES responds to calls for service. 2021 performance measures indicated the ECC answered calls and initiated a Fire Station response on average within 50 seconds.

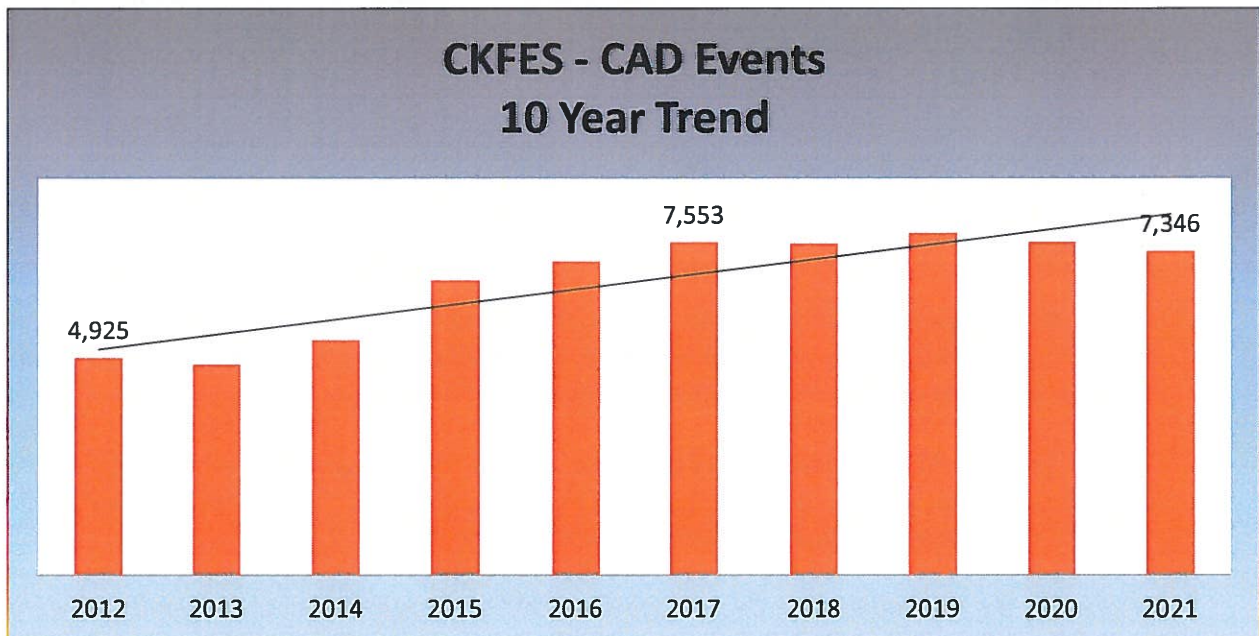
On average, the Communication Centre meets the 90/90 Industry Standard for service delivery for fire dispatch services 92% of the time. This element measures the time the call is received, interrogated and a Station is first alerted for response. April, May and June we experienced a lower average due to high training initiatives for new employees, learning the dispatch competencies during this period. This is a challenging task in a live environment.

ECC Fire Dispatch - Performance Measures											NFPA Industry Standard				Telephone Data	
2021	ECC Performance Average			Event Creation #		Active Events - Time Allocation	% of Month ECC Time Active Fire Monitoring	Total CAD Events	Total Time Allocation - Fire Dispatch	Total % of Month for Fire Dispatch	60/80% Standard	90/90% Standard	100/95% Standard	120/98% 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	42.25	14.10	42.25	185	382	165.20	22.20	567	205.94	27.68	73	88	90	92	720	58
February	31.55	9.68	41.23	182	289	121.96	18.15	471	149.80	22.29	87	97	98	99	561	65
March	38.74	46.00	50.86	255	676	200.02	26.88	931	263.55	35.42	76	91	95	96	1301	119
April	37.92	10.85	48.83	221	598	160.96	22.36	819	217.46	30.20	75	91	95	97	1142	98
May	39.15	13.68	52.30	260	436	224.44	30.17	696	265.46	35.68	77	92	93	95	873	113
June	38.06	12.32	50.25	249	293	597.11	82.93	542	624.12	86.88	76	90	95	96	620	84
July	38.13	12.95	50.08	244	273	244.03	32.80	517	163.14	21.93	80	93	95	97	566	75
August	34.00	9.80	43.82	289	278	236.97	31.85	567	302.05	40.60	84	94	96	98	628	85
September	38.73	11.70	50.37	275	286	238.80	33.17	561	272.86	37.90	81	95	97	98	610	98
October	34.26	10.19	44.28	247	270	185.85	24.98	517	209.11	28.11	80	94	97	98	557	87
November	36.08	10.78	46.88	258	372	194.93	27.07	630	223.03	30.98	78	91	95	96	812	81
December	40.41	19.16	50.04	241	287	210.84	28.34	528	237.85	31.97	72	93	95	97	625	91
	37.44	16.10	47.60	2,906	4,440	231.76	31.74	7,346	3,134.37	35.79	78	92	95	97	9,016	1,054

The ECC logged an additional 4,440 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.

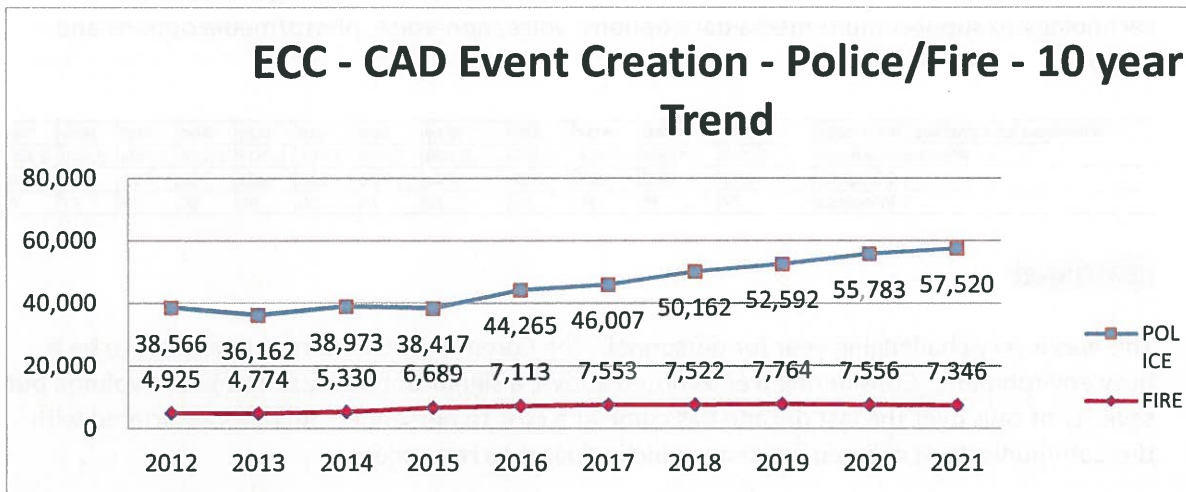
Fire Dispatch - 10 Year Trend

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 65% over the span of ten years going from 4,925 CAD events in 2012 to a high of 7,553 in 2017 as depicted below.



Police & Fire Event Activities

Over the last 10-year period, there was a steady increase and then a plateau for the last 5 years in fire event activity; while in policing the first four years were rather consistent with a steady incline over the past 6 years in CAD event activity. The Emergency Communication Centre generated 21,375 more events than a decade ago for police and fire activities. This represents a 33% increase in volume while less people are doing the work on average. *Below chart does not account for MDT generated events.*



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; 71,241 CAD events generated in 2021. This represents a 61% increase in volume.

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 link 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 intranet training as required.

PSAP TRANSITION TO NG-911 IP NETWORK

CKPS continues to transition our hardware/software applications to be conducive for the Next Generation 911 (NG911) platform. Due to the global pandemic, the deadline for transition has

been shifted by one year. The traditional 911 network will need to be transitioned to an IP network by mid-2025.

The traditional 911 network is being decommissioned by June 2025 in favour of an IP based network to support multi-media voice/data transactions. Many technological changes are being implemented to support CKPS’s ability to deliver PSAP services in Chatham-Kent over the next few years.

Currently 78% of Chatham-Kent’s 911-call activity originates from cellular devices as opposed to the traditional landline service. The IP platform is conducive to the next generation of technology to support multi-media data options; voice, non-voice, photo/media options and video.

Wireless vs Landline Total calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Wireless/Cellular	2,140	1,965	2,467	2,370	2,849	2,908	3,181	3,307	2,888	2,954	2,545	2,657	32,231
Landline	637	653	696	601	744	765	806	829	707	770	767	839	8,814
% Wireless	77	75	78	80	79	79	80	80	80	79	77	76	78

PERSONNEL

This was a very challenging year for personnel. The Communication Centre continues to be a busy environment. Considering trends noted above, a significant increase not just in volume but severity of calls over the last decade has come at a cost to personnel. All tasks associated with the Communicator’s role require time, which equates to resources.

Conclusion

All of the people that make up the Administrative Support Branch, and the way in which they work, have been affected by COVID-19 in 2021 and that has meant a great number of forced changes in the way we do business. The workload has not diminished for any of our staff and because of COVID-19, all of our staff have performed admirably in the face of so many changes over such a short period of time.

Prepared by:



Inspector Jason Chickowski

Reviewed by:



Deputy Chief Kirk Earley

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: February 23, 2022
Date of Board Meeting: March 9, 2022
Reference: 2022 Polar Plunge
Recommendation: Receive the report for information purposes and authorize requested \$1000.00 donation from Auction Account

Overview

The Chatham-Kent Police Service is hosting our 5th Annual Polar Plunge throughout the months of February and March.

Last year the Police Association generously donated \$1000.00. The committee has asked them for the same amount again for 2022. It is the committee's hope that the Chatham-Kent Police Services Board will match their donation and provide Gold sponsorship.

This annual campaign hosted in Chatham-Kent has been able to raise over \$130,000.00 over the past four years for both our local and provincial Special Olympic Athletes. Please see attached flyer for this most worthy cause.

Subsequently, I would ask the Board to consider this request for donation and fund it through our Auction Account.

Prepared by: 
Chief Gary Conn

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

Board Report Number: 4.4 (Regular)

Date of Report: February 28, 2022

Date of Board Meeting: March 9, 2022

Reference: FIRST Strategy – Program Coordinator

Recommendation: Receive the report and endorse transfer of funding for FIRST Strategy Coordinator Position through grant funds

Summary:

The development of the CKPS Community Mobilization Unit has established the foundations of a collaborative, risk-driven approach to improving community safety.

Back in February 2016 the Fast Intervention Risk Specific Team (FIRST) strategy was developed under a Community Safety Plan which was a formal association of community agencies designed to meet and discuss information in a shared environment. This strategy continues to allow for various community agencies (who have signed the terms of reference) and their front line workers to meet and discuss situations, individuals and families which meet the threshold of acutely elevated risk. It further aligns with our current provincially mandated Community Safety and Well-Being Plan which is an invaluable resource in addressing issues related to our three priority focus areas of Community Awareness and Integration, Mental Health and Substance Use and finally Housing and Homelessness.

The goal is for the development of an intervention plan, reducing the risk to persons, families or specific locations. To date, there has been 139 situations brought before the FIRST strategy to which, 99 of them CKPS actively participated in one of the primary roles of either originating agency, lead or assisting agency. These situations are then put through a four filter process which identifies relevant risk factors, the agencies required to mitigate the risk and guide the coordinated collaborative response. All of this is compiled and facilitated through the FIRST Strategy Coordinator.

In 2021, there were several good news stories, however one in particular helps to demonstrate the effectiveness and strength associated to this FIRST Strategy. John Doe's case was presented as the first situation in 2016. Between January 2016 and July 2021, there were 378 documented police incidents with John Doe

and his highest risk factors were, homelessness, drug use, violence and he was known to be a very hard, difficult person to serve. The situation was presented by Emergency Medical Services as he had been frequently calling ambulance and Mr. John Doe was known to many of our social partners around the table.

The discussion around the table came up with some collaborative services to support him if he choice to accept. Fast forward to 2021 when Staff Sergeant Matt Stezycki presented the situation again as John Doe's mental health had deteriorated considerably in conjunction with his substance abuse. A very carefully coordinated plan was put in place to engage our mobile crisis team with an informed physician to get him the support he needed. To date, it is understood that John Doe is still housed and doing much better and there have been no calls for police service since July 2021, including no unnecessary ambulance calls and an overall improved wellbeing for John Doe.

As many of our Board members know, Family Services Kent (FSK) is a key partner of the CKPS and is the local agency that hosts the coordinators position for the FIRST Strategy. The original start-up funding for the coordinators position was provided in 2016 and unfortunately expired in 2018. Since that expiration, FSK has had to absorb the costs associated with the coordinators position internally, however like so many other not-for-profit agencies locally, they too have run into financial hardships compounded by the COVID-19 pandemic.

The CKPS has been able to secure funds received through our Victim Support grant associated to project RISE. The coordinators position for the FIRST Strategy is in the amount of \$37,500.00. This financial support will enhance project civilian staff and help cover funding for the coordinators position (\$7,500.00 per year) for the previous three years (2019, 2020, and 2021) and the current year (2022) plus 2023.

It is Chief Conn's recommendation that the aforementioned \$37,500.00 be directed by the Chatham-Kent Police Service to Family Services Kent in order to maintain this position and service to the citizens of our municipality. The CKPS believes strongly in the tremendous value afforded by the FIRST Strategy towards our Community Safety and Well-Being Plan, while further enhancing overall community safety and well-being for our citizens.

Prepared by:



Chief Gary Conn