

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

**Board Report Number:** 4.1 (Regular)  
**Date of Report:** March 01, 2023  
**Date of Board Meeting:** March 08, 2023

**Reference:****New Hires**

As a result of a hiring process, it is recommended that John Krouse, Eben VanKoughnett and Nicole Finlay to be hired as Permanent Part-Time – Emergency Communication Operators, Grade 7b Level 1, effective Monday February 13, 2023.

**Elevations**

It is recommended that Financial Budget Coordinator, Kaley Veldboom, be elevated from Grade 7 Level 4 to Grade 8 Level 4 effective January 11, 2023. This was evaluated and approved by the JEC.

It is recommended that Grade 7b Level 1 Emergency Communication Operator, John Maunula, be elevated to Grade 7b Level 2 effective March 08, 2023.

**Resignations**

Constable Nathan McDonald has tenured his resignation, effective January 18, 2023.

Constable Andrew Jaconelli has tenured his resignation, effective January 26, 2023.

**Recommendation:**

A Board resolution approving the above mentioned resignations, new hires, and elevations.

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, 2023  
**Date of Board Meeting:** March 8, 2023  
**Reference:** Board Citation, Chief's Commendation and Deputy Chief Letters of Recognition  
**Recommendations:** Receive and Acknowledge Referenced Accolades

**RE: Life Saving Actions - CK22056126**

Please see attached official Board Citation for particulars associated to this event.

Prepared by:

  
Chief Gary Conn





# Chatham-Kent Police Service

24 Third Street • P.O. Box 366 • Chatham, Ontario • N7M 5K5

Tel: 519 436-6600 [www.ckpolice.com](http://www.ckpolice.com) Fax: 519 436-6643

*Gary Conn • Chief of Police*

January 11, 2023

## **BOARD CITATIONS, CHIEF'S COMMENDATIONS AND DEPUTY CHIEF LETTERS OF RECOGNITION**

To: Chatham-Kent citizens Mr. Roger Beaulé, Ms. Lori Beaulé and Mr. Peter Laliberté. Constables-Trevor Biskey, Ryan Federman, Danica Quenneville and Ian Scoyne. Emergency Communications Supervisor Jennifer Roesch and Emergency Communication Operators Nicole Torrieri, Chelsea Charron and Samantha Cowdrey.

### **RE: Life Saving Actions - CK22056126**

At about 5:26 p.m. on Thursday, December 1, 2022, emergency services responded to a vehicle fire on Ella Street in Tilbury. Initial information was that a vehicle had exploded, and a male party, was actively on fire.

Area residents Mr. Roger Beaulé and Mr. Peter Laliberté immediately assisted. Mr. Beaulé ran out of his house and began to extinguish the flames using a blanket and Mr. Laliberté helped. Ms. Lori Beaulé called 911.

Emergency Communication Operator (ECO) Chelsea Charron took the initial call, created the fire incident, sent out the fire pages and added information to the police incident while dealing with the complainant on the phone. She also took over asking questions for EMS dispatch when their dispatcher was having some technical difficulty during the call.

Constables Ryan Federman and Trevor Biskey arrived before Chatham-Kent Fire and EMS. The male victim's pants had completely burned off along with a layer of skin on his legs. His remaining clothing had sparks throughout and the officers put them out. They heard a hissing noise and learned that the engulfed vehicle had a propane tank inside. As a result, they pulled the male in question away from the vehicle minutes before it exploded.

Constable Danica Quenneville attended the hospital and remained with the injured male until it was determined he would be transferred to Toronto for further treatment due to the 2nd and 3rd degree burns he had sustained to his hands, legs and torso. Constables Federman and Biskey remained with the male's family and provided support after he was transported to the hospital. The officers also attended the following day and met with the family as well as Mr. Beaulé and Mr. Laliberté to offer their support.



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*Gary Conn • Chief of Police*

I strongly believe their collective response and actions, demonstrated the collaborative efforts of our members and local citizens to function as a team in an extremely high stress situation. Further, the collective effort by these parties recognized here today, without a doubt, brought a potentially critical situation to a successful conclusion, with no loss of life.

As a result of your actions, you are being recognized by way of a Board Citation for Mr. Roger Beaulé and Mr. Peter Laliberté. Chiefs Commendation for Constables Trevor Biskey and Ryan Federman. Deputy Chief Letters of Recommendation for Ms. Lori Beaulé, Constables Danica Quenneville and Ian Scoyne, ECO Supervisor Jennifer Roesch, ECO's Samantha Cowdrey and Nicole Torrieri for your teamwork, good judgement, quick actions and communication skills in relation to this incident.

We would like to present you with these awards at our next Police Services Board meeting, scheduled for Wednesday, March 8<sup>th</sup>, at 10:00 am at Chatham-Kent Police Headquarters, 24 Third Street, Chatham.

Please contact my Administrative Assistant, Larissa Jackson at 519-436-6600 ext. 228 by Wednesday, February 15<sup>th</sup>, 2023 to advise if you will be attending the meeting, or if a more suitable date can be mutually arranged for acceptance of this award.

Sincerely,

Gary Conn,  
Chief of Police.

**REPORT OF THE POLICE SERVICE**

CKPSB REGULAR

ITEM #

4.3

**TO**

**THE CHATHAM-KENT POLICE SERVICES BOARD**

**Board Report Number:** 4.3 (Regular)  
**Date of Report:** March 1, 2023  
**Date of Board Meeting:** March 8, 2023  
**Reference:** Insurance Coverage/Claims Costs and Reserve Transfers  
**Recommendation:** Receive the report from Ms. Emily Crawford for information purposes and authorization to transfer the \$3,774.66 from the Municipal Insurance Reserve to the Chatham-Kent Police Litigation Reserve in respect of the 2022 overage.

**Overview:**

Please see the attached report drafted by Ms. Emily Crawford in regards to police insurance coverage and claims costs associated to 2022.

Prepared by:

  
Chief Gary Conn



## Municipality Of Chatham-Kent

### Legal Services

**To:** Chatham-Kent Police Services Board  
**From:** Emily S. Crawford, Solicitor, Legal Services  
**Date:** January 24, 2023  
**Subject:** Insurance Coverage and Claims Costs – 2022

#### **Recommendation**

It is recommended that:

1. \$3,774.66 be transferred from the Municipal Insurance Reserve to the Chatham-Kent Police Services Board Insurance Reserve for claims occurring in 2022.

#### **Background**

The Municipality's insurer is Intact Public Entities (formerly the Frank Cowan Company).

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

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

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

#### **Insurance Coverage**

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

Not all risk is covered by insurance. Some claims against CKPSB, such as punitive damages or Human Rights complaints, are not covered by the insurance policy. Insurance for these types of claims cannot be purchased in the marketplace. These types of claims remain the risk of CKPSB but can be handled internally by Legal

## Insurance Coverage and Claims Costs -2022

Services on behalf of CKPSB. This is similar to the service provided by Legal Services to the Municipal Corporation.

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

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

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

CKPSB also carries a further form of insurance, aviation insurance, to cover drones. We changed insurance carriers to Canadian Aircraft Insurance Group (CAIG) for the policy term beginning January 1, 2022. The policy provided coverage for up to \$10,000,000 all four (4) drones in respect of liability, subject to a maximum of two (2) drones being used in CK operations at any one point in time. There is no physical damage protection provided by this policy and the annual premium is \$3,437.00 excluding tax.

### **Claims**

Claims against CKPSB are paid from one of two sources.

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

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

### **Current Claims**

Legal Services maintains a database wherein it tracks all claims and litigation files. Legal Services will summarize some of the major claims that CKPS faces in a closed session with the Board.

### **Claims and Insurance Expenses 2022**

## Insurance Coverage and Claims Costs -2022

In 2022, CKPSB paid \$182,703.55 in insurance premiums. This consists of Liability, and Property(\$71,178.55) as well as Fleet premiums (\$108,088.00) and Drone premiums (\$3,437.00).

An allocation of \$140,143.80 was paid into the Municipal Insurance Reserve from CKPSB. This consists of allocations for liability claims (\$48,125.40) and fleet claims (\$92,018.40).

In 2022 \$136,369.14 was paid out of the Municipal Insurance Reserve on behalf of CKPSB for all claims (\$51,888.10 in liability claims and \$84,481.04 in fleet claims). As a result there is an overage of \$3,774.66. Therefore it is recommended that \$3,774.66 be transferred from the Municipal Insurance Reserve to the Chatham-Kent Police Services Board Reserve for 2022. The approval in this report is to effect this transfer of funds.

### Consultation

Financial Services was consulted in the preparation of this report.

Prepared by:

Emily

Crawford

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Emily S. Crawford  
Solicitor, Legal Services

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

Victor Ferreira

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Date: 2023.02.16 09:59:53 -05'00'

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Victor Ferreira  
Financial Analyst

c Police Chief Gary Conn



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

**Board Report Number:** 4.4 (Regular)

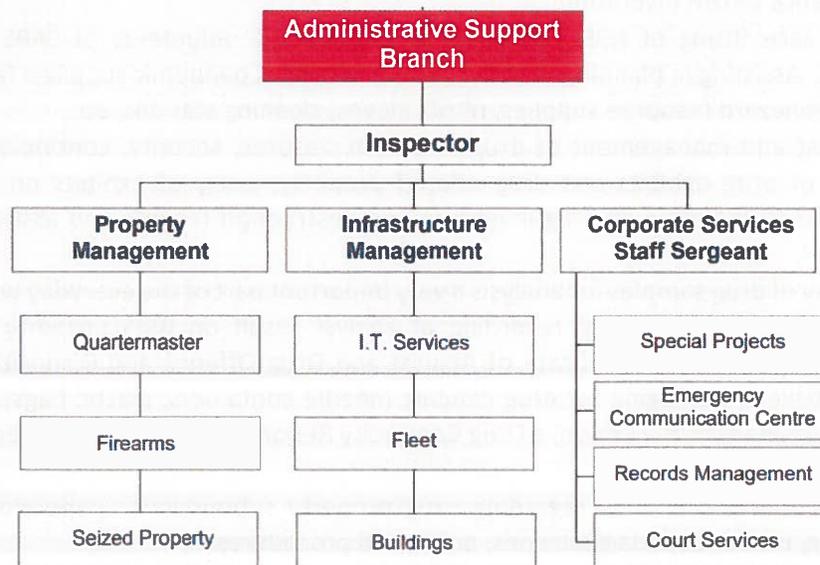
**Date of Report:** March 1, 2023

**Date of Board Meeting:** March 8, 2023

**Reference:** 2022 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 thorough breakdown of services provided by these sections is encompassed in the attached individual reports. 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 – 2022

The Property Management 2022 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 Quagliotto**.

Katie Quagliotto 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.

**2022 Year in Review**

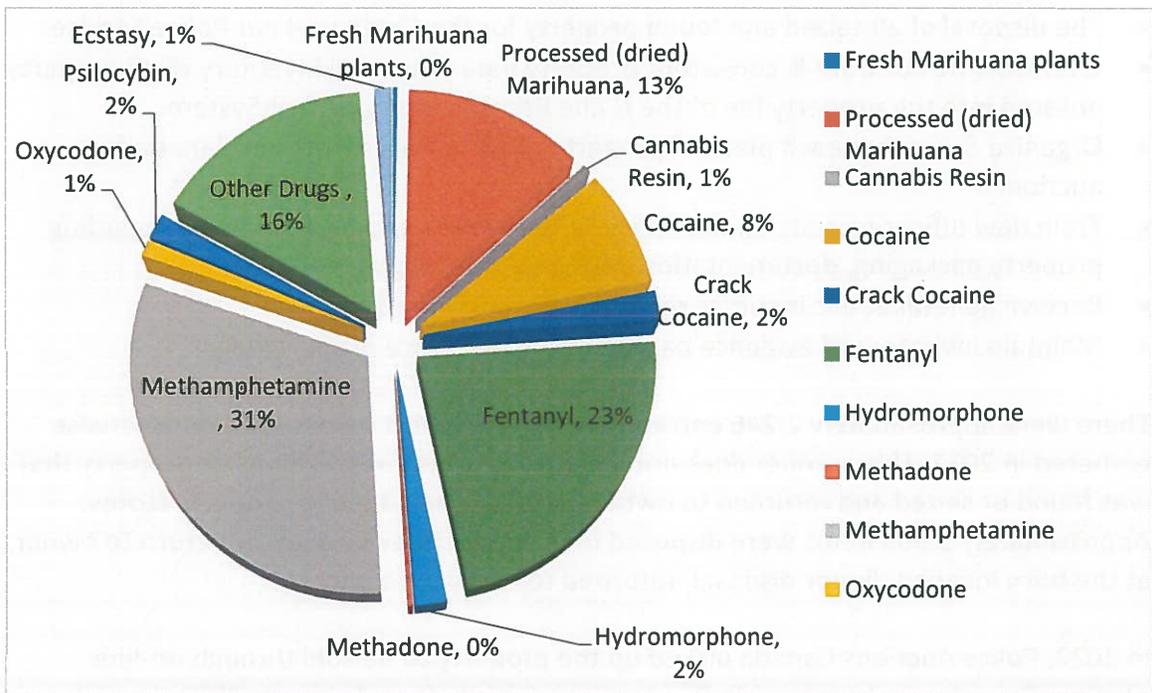
There were 97 purchase orders submitted in 2022 to various suppliers for equipment and supplies.

2022 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 2022 there were 544 occurrences where drugs were seized and submitted as evidence or under other circumstances.

In 2022, there were 130 incidents in which drug paraphernalia was seized. Prescription medication was seized for disposal under 76 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 **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 2,246 entries for property which were seized or otherwise gathered in 2022. 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 2022, either by auction, return to owner, at the burn location, liquor disposal, returned to MTO, or to garbage.

In 2022, Police Auctions Canada picked up the property to be sold through on-line auction. Reports received from Police Auctions Canada from February 2022 through October 2022 indicate the revenue received from items sold total \$9,742.05.

# Infrastructure Management

## Annual Report – 2022

### INFRASTRUCTURE MANAGEMENT

The 2022 Infrastructure Management Annual Report is broken down into three (3) sections:

1. IT Services
2. Fleet
3. Buildings

#### Information Technology Services

Quentin Sprik is now the new I.T. Coordinator lead for Technical Projects.

With the increased use of computers and software the IT Section was forced to grow and now features five (5) IT professionals; Quentin Sprik, Anita Scott, Neil Moskal, Reide McCabe and Michael Cox.

However, Anita Scott is in the midst of her retirement year after 30 years of service. Her ongoing commitment and dedication to the police service has been a tremendous asset and we are sad to see her leave.

Reide McCabe has experience with systems and network administration (formerly with the Municipality) and will be a tremendous asset to the police team.

Michael is returning back from a secondment at OPTIC at the end of March 2023 to give the IT team a much-needed 4<sup>th</sup> body.

Members in IT are responsible for all computer related issues as well as software management, equipment upgrades and project management. The ever-changing demands have put the IT Section to the test and the team members have stepped up to exceed all expectations.

On a daily basis, the IT Section are heavily engaged with the following responsibilities to enhance services to the community:

1. 40 Mobile Data Terminals (MDT) in police vehicles
2. 190 laptop and desktop workstations
3. Virtual Machine (VM) Network Infrastructure implemented to realize savings
4. Support for SCOPE (Crown management software) providing the Crown with computers
5. Cellular Phone management – order and maintain phones for over 200 employees
6. Command Post – maintenance and updating
7. Avigilon Cameras at numerous sites
8. Avigilon Door Access controls at numerous sites
9. All technological tools for the ECC
10. CCTV in Downtown Chatham core
11. CROMS (digital accident reports for frontline members)
12. Online Crime Reporting platform

With 2023 under way the project list has grown exponentially for the POLICE-IS team. Technology is necessary in today's policing world and there is an ongoing need for that support. The NG-911 project is a next generation 911 solution that offers the public the next step into 911 emergency services. Projects being introduced in 2023 include

1. NG-911 Readiness and Implementation
2. Backup ECC
3. DEM (Digital Evidence Management) Implementation
4. BWC (Body Worn Cameras) Phase I
5. Computer / Tablet Refresh 2023
6. Admin PBX (phone system)
7. CAD (Computer Aided Dispatch) refresh
8. ALPR (Automated License Plate Recognition)

Many new technologies will be implemented in 2023 giving the police service many tools to increase efficiency in day-to-day activities. The POLICE-IS teams continued work ethic, knowledge and determination has ensured that the service is getting the best possible technical support that it can. This group continues to perform at a high level and are frankly the unsung heroes of the entire service.

### **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 seventy (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.

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 – 2022

The Corporate Services Section 2022 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<br>Constable | Sworn    |
|---------------------------------|-----------|----------------------|----------|
| Court Services Section          | 1         | 6                    | 6        |
| Emergency Communications Centre | 21        | 0                    | 0        |
| Records Management Section      | 15        | 0                    | 1        |
| Firearms/Training               | 0         | 0                    | 1        |
| <b>Total</b>                    | <b>37</b> | <b>6</b>             | <b>8</b> |

## **Court Services Section**

### **Annual Report - 2022**

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 (2) 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.

2022 continued to be a particularly challenging year for the Court Services Section due to the lifting of the pandemic restrictions and operating in hybrid system of virtual and in-person matters. Court Services had to continuously adjust the long-standing Court processes and security functions to handle the new way of business. Initially the focus of change was on security matters however, the new challenges we face is the back log caused by the closing of courts due to Covid-19. The Court Services Section has persevered and continues to produce high level work despite increased and changing demands.

#### **COMPOSITION**

Since January 1, 2022, the Court Services Section has been supervised by Sergeant Ken Lauzon. Sgt Lauzon 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 2022, the staffing compliment for the Court Services Section consisted of the following:

- 1 Sergeant – responsible for management of the Section (Ken Lauzon);
- 3 Constables – responsible for bail safety, case management and security (*Mike Weedon, Sherri Keller, Amy McClellan*); PC Keller was replaced by PC Jeff Murray in early 2023.
- 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*);
- 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 2022, members of the Court Services Section were responsible for processing, monitoring, and accommodating 585 prisoners. Note that, similar to the year prior, the number of *in-person* prisoners continued to decrease and was slightly less than 2021 (709) 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 however there was slight decrease from 2021 as the vast number of appearances continue to be virtual. The net result of the two statistics is that there was a decrease in the number of prisoners processed in 2022 (4,759) compared to 2021 (5,507) however it is in line with the 4-year average of 4,562.

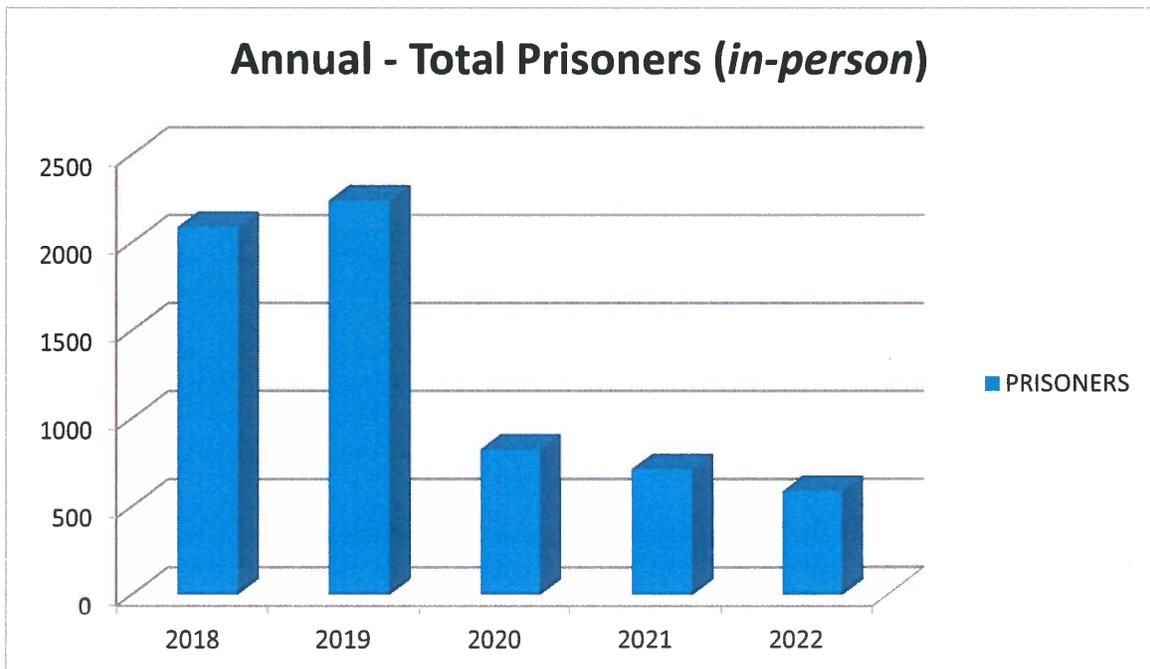
In addition, it should be noted that because of the reduction in prisoners attending the Courthouse two Special Constables and two Constables were temporarily redeployed to assist in other sections and one dedicated Special Constable was assigned to headquarters to assist with the temporary bail process.

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

Court - in person prisoners – 108

Bail – HQ Prisoners – 477

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



|   | 2018 | 2019 | 2020             | 2021             | 2022 |
|---|------|------|------------------|------------------|------|
| <b>Total Prisoners Processed (<i>in-person</i>)</b> | 2087 | 2238 | 821 <sup>1</sup> | 709 <sup>2</sup> | 585  |
| Adult Males   | 1761 | 1819 | 699              | 559              | 467  |
| Adult Females                                       | 255  | 391  | 96               | 128              | 113  |
| Youth Males   | 64   | 26   | 25               | 20               | 5    |
| Youth Females                                       | 7    | 2    | 1                | 2                | 0    |

### Additional Statistics

|                                  |      |      |      |      |      |
|----------------------------------|------|------|------|------|------|
| <b>Audio/Video Bail Hearings</b> | 1767 | 2386 | 3443 | 4798 | 4174 |
| <b>Wash Court Prisoners</b>      | 260  | 250  | 226  | 184  | 170  |
| <b>DNA samples Collected</b>     | 283  | 271  | 250  | 311  | 366  |
| <b>Fingerprints Collected</b>    | 316  | 268  | 347  | 203  | 216  |

In addition to the above statistics, 86 arrests were made at the Courthouse by Court Services Staff in 2022.

### COURT SECURITY ISSUES

The Court Services Section continues to modernize security at both Courthouse locations. In 2022 the following improvements were made:

- 1) Ontario Court of Justice - 425 Grand Avenue West:
  - In 2021 after the selection of the security provider the goal was for the security system installation to be completed in 2022. However due to supply chain constraints and other variables very little work was completed.
  - In 2022 the work had begun on the planning and installation with work site visit in Feb 2023 to finalize small details (panic strip locations).
  - Work is continuing through out 2023 and is expected to be completed in the Fall. The security system includes surveillance cameras, access cards and panic alarms.
- 2) Provincial Offences Court - 21633 Communications Road:

<sup>1</sup> *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.

<sup>2</sup> *Idem.*

- 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.

|                                   | 2019 | 2020 | 2021 | 2022 |
|-----------------------------------|------|------|------|------|
| <b>Total Items/Weapons Seized</b> | 394  | 86   | 67   | 124  |

**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.

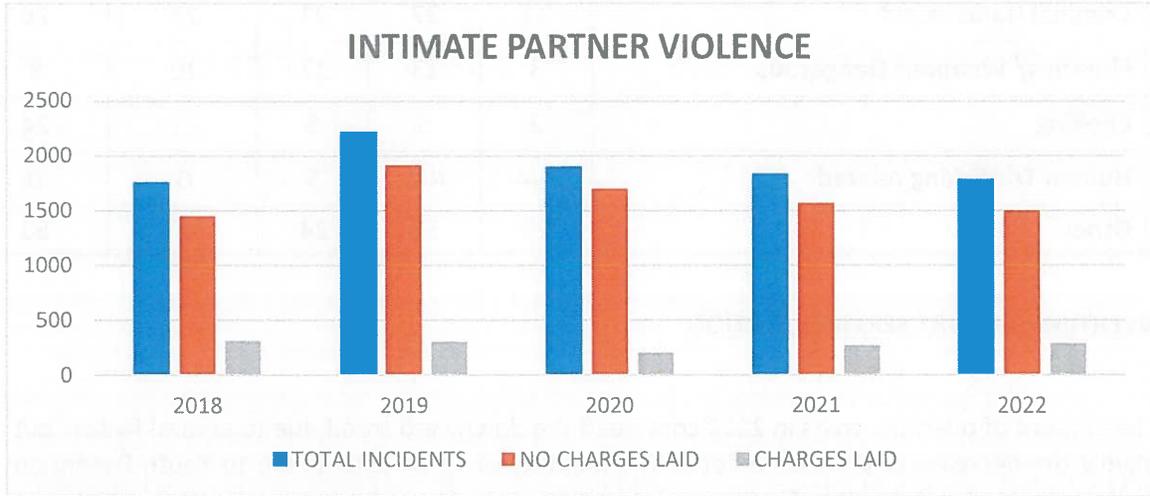
Intimate partner crimes are often committed in a context where there is a pattern of assault and/or controlling behavior. Violence may include physical assault as well as emotional, psychological, and sexual abuse. Intimate partner crimes also include threats to harm children, other family members, pets, 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.<sup>3</sup>

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

**Intimate Partner Violence – Statistics**



| 2018 | 2019 | 2020 | 2021 | 2022 |
|------|------|------|------|------|
|------|------|------|------|------|

|                                     |      |      |      |      |      |
|-------------------------------------|------|------|------|------|------|
| <b>Intimate Partner Occurrences</b> | 1760 | 2219 | 1904 | 1839 | 1788 |
| Resulted in Charges Laid            | 310  | 305  | 204  | 270  | 288  |
| Resulted in No Charges Laid         | 1450 | 1914 | 1700 | 1569 | 1500 |

**Additional Intimate Partner Violence Statistics**

|                                     | 2018 | 2019 | 2020 | 2021 | 2022 |
|-------------------------------------|------|------|------|------|------|
| <b>Assault</b>                      | 338  | 377  | 216  | 212  | 224  |
| Assault                             | 263  | 292  | 178  | 157  | 172  |
| Assault with a Weapon / Bodily Harm | 73   | 79   | 36   | 54   | 52   |
| Aggravated Assault                  | 2    | 6    | 2    | 1    | 0    |
| <b>Sexual Assault</b>               | 16   | 20   | 4    | 14   | 7    |
| Sexual Assault                      | 15   | 16   | 4    | 14   | 7    |
| Sexual Assault with a Weapon        | 1    | 4    | 0    | 0    | 0    |
| Aggravated Sexual Assault           | 0    | 0    | 0    | 0    | 0    |
| <b>Breaches</b>                     | 201  | 201  | 151  | 266  | 305  |
| <b>Uttering Threats</b>             | 98   | 78   | 63   | 85   | 62   |
| <b>Mischief</b>                     | 69   | 84   | 59   | 55   | 47   |

|                                    |     |     |    |    |    |
|------------------------------------|-----|-----|----|----|----|
| <b>Forcible Confinement</b>        | 32  | 37  | 24 | 18 | 17 |
| <b>Criminal Harassment</b>         | 21  | 27  | 21 | 27 | 26 |
| <b>Firearms/ Weapons Dangerous</b> | 3   | 13  | 17 | 10 | 8  |
| <b>Choking</b>                     | 2   | 5   | 8  | 21 | 24 |
| <b>Human Trafficking related</b>   | N/A | N/A | 5  | 0  | 0  |
| <b>Other</b>                       | 99  | 52  | 24 | 66 | 50 |

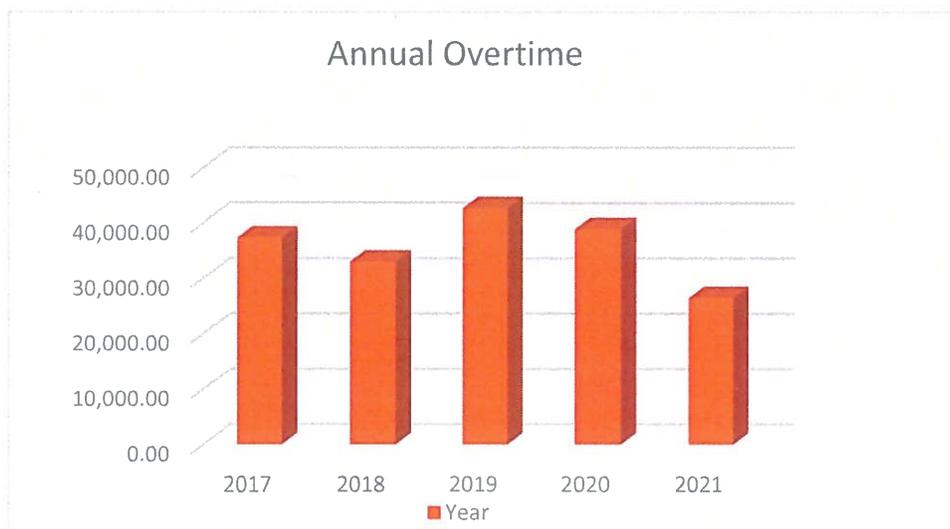
### **OVERTIME – COURT SERVICES SECTION**

The amount of overtime costs in 2022 continued the downward trend due to several factors but mainly the decrease in prisoner escorts. The majority of Court escorts are to Youth Detention facilities located in Brampton, Niagara and Hamilton areas. 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.

| <b>2018</b> | <b>2019</b> | <b>2020</b> | <b>2021</b> | <b>2022</b> |
|-------------|-------------|-------------|-------------|-------------|
| \$33,067.03 | \$42,732.18 | \$38,956.25 | \$26,481.89 | \$16,221.49 |



### **ESCORTS**

A significant amount of overtime costs is 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 2022 the Office of the Solicitor General was billed for 17 escorts from the Court Services Section.

**Total cost recovery for 2022 resulting from escorts was \$31,257.28.**

### **GOALS FOR 2023**

In 2023, the Court Services Section will seek to address the areas of improvement identified herein, including:

- provide input during installation of the incoming security system which includes surveillance cameras, access cards and panic alarms.
- Complete training for Court officers on new security system to maximize efficiency, safety and security of all persons in the Courthouse
- enhancement of relationships with justice sector partners.
- Assist and support Judiciary in handling of backlog and pressure placed on Court system

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

### **CONCLUSION**

The challenges for the Court Services Section from 2022 will carry over into 2023 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 vigor. This remains a key attribute of the team and one that will continue to guide it through the challenges that will undoubtedly arise in 2023 as this group deals with the challenges and strains placed on the Judicial system.

## Records Management Section

### Annual Report - 2022

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, CPIC 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.

#### Police Clearance Checks

|                       | 2020        | 2021        | 2022        |
|-----------------------|-------------|-------------|-------------|
| Employment            | 2585        | 2892        | 3345        |
| Volunteering          | 1098        | 1265        | 1803        |
| Students              | 963         | 1046        | 1122        |
| Submitted - Online    | 4568        | 5343        | 6107        |
| Submitted - In-Person | 88          | 139         | 163         |
| <b>Total</b>          | <b>4656</b> | <b>5482</b> | <b>6270</b> |

**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. **97%**

## General Statistics

| <b>Freedom Of Information Co-Ordinator</b> | <b>2020</b> | <b>2021</b> | <b>2022</b> |
|--|-------------|-------------|-------------|
| Insurance Requests                         | 129         | 114         | 115         |
| FOI Requests                               | 247         | 250         | 230         |
| Court Orders                               | 13          | 14          | 11          |
| Children's Aid/Office of Children's Lawyer | 16          | 25          | 35          |
| Municipality of CK Requests                | 83          | 40          | 58          |

| <b>Fingerprints Received</b> | <b>2020</b> | <b>2020</b> | <b>2022</b> |
|------------------------------|-------------|-------------|-------------|
| Headquarters                 | 1280        | 1417        | 1295        |
| Courts                       | 292         | 198         | 200         |

| <b>Motor Vehicle Collisions</b> | <b>2020</b> | <b>2020</b> | <b>2022</b> |
|---------------------------------|-------------|-------------|-------------|
| CKPS Investigated               | 466         | 1189        | 1214        |
| Collision Reporting Centre      | 477         | 496         | 710         |

| <b>CPIC</b>                   | <b>2020</b> | <b>2021</b> | <b>2022</b> |
|-------------------------------|-------------|-------------|-------------|
| ADD to CPIC transactions      | 12192       | 12283       | 11900       |
| MODIFY to CPIC transactions   | 16884       | 29178       | 25627       |
| REMOVE from CPIC transactions | 3100        | 4298        | 4585        |

| <b>Criminal Records Administration</b>             | <b>2020</b> | <b>2021</b> | <b>2022</b> |
|--|-------------|-------------|-------------|
| Letters from Public Requesting File Destructions   | 65          | 7           | 15          |
| Public Requests for Pardon of Local Police Records | 16          | 54          | 46          |
| Charges Settled                                    | 3457        | 4611        | 4864        |
| C216 Fingerprints Submitted                        | 1572        | 1615        | 1521        |

### Citizen Online Reporting System (CORS)

|                                      | 2018       | 2019       | 2020       | 2021       | 2022       |
|--------------------------------------|------------|------------|------------|------------|------------|
| Bicycle Registry                     | 243        | 117        | 116        | 90         | 36         |
| Breach of Bail Conditions            |            | 25         | 19         | 38         | 55         |
| Community Agency Mandatory Reporting | 28         | 127        | 112        | 72         | 52         |
| Damage/Mischief to Property          | 42         | 31         | 56         | 50         | 52         |
| Damage/Mischief to Vehicle           | 31         | 30         | 34         | 38         | 33         |
| Key Holder Registration              | 82         | 75         | 88         | 52         | 26         |
| Lost Property                        | 41         | 33         | 37         | 28         | 38         |
| Lost/Stolen License Plate            | 24         | 15         | 20         | 21         | 18         |
| School Bus Video Submission          | 6          | 13         | 17         | 0          | 4          |
| School Incident Mandatory Reporting  |            | 13         | 13         | 6          | 7          |
| Security Camera Registry             | 83         | 45         | 100        | 61         | 52         |
| Supplement                           |            | 3          | 21         | 10         | 10         |
| Theft From Vehicle                   | 87         | 52         | 50         | 48         | 35         |
| Theft Under \$5000                   | 119        | 98         | 72         | 96         | 80         |
| Vulnerable Person                    | 39         | 48         | 36         | 50         | 44         |
| <b>Total</b>                         | <b>825</b> | <b>725</b> | <b>791</b> | <b>660</b> | <b>542</b> |

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

As well, we have 258 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 - 2022

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

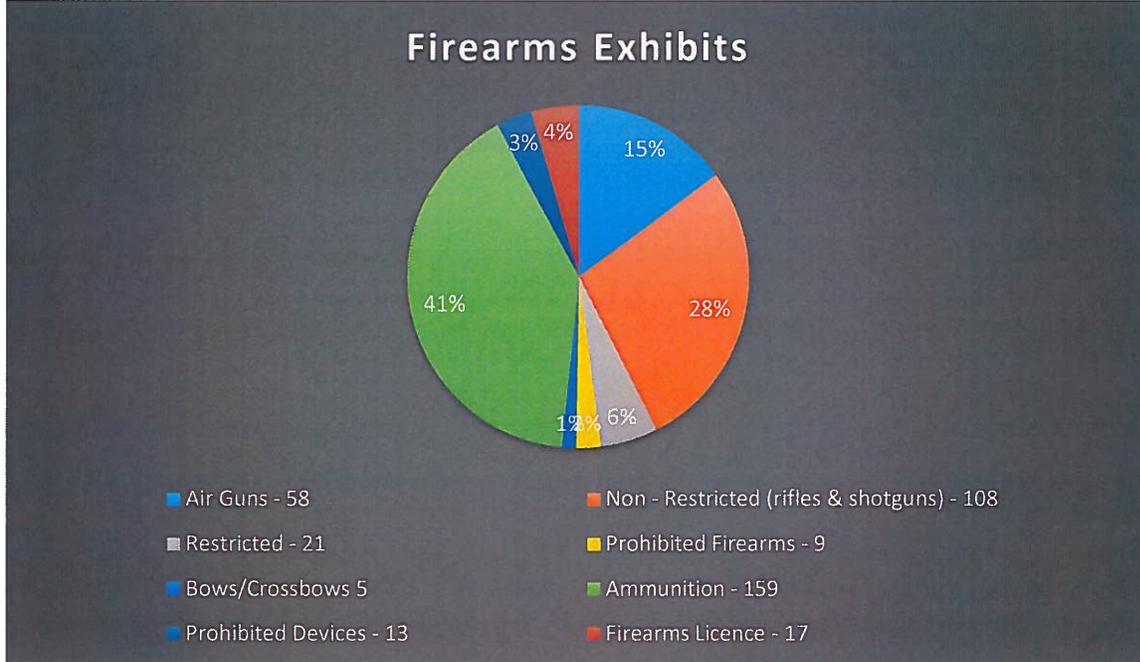
- examining, classifying and legislated reporting of all firearms that come into possession of the police service;
- managing the firearms inventory (returning firearms to lawful owners, destroying weapons ordered disposed of by the courts, etc.);
- testing of firearms involved in criminal investigations; 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.

Regarding training, 2022 was an extremely busy year, with the addition 23 cadets and 2 direct hires. Dwayne completed the onboarding training in April, August, and November for the new cadets which is a three-week program. Dwayne completed Pre OPC with 18 officers which is three weeks, and Post OPC training with 13 officers that were hired in 2022 which is two weeks. This training included Defensive Tactics, Use of Force, Federal Statutes, Provincial Statutes, Policy and Procedures, and Firearms.

Regarding Firearms, duties there were 373 exhibits processed in 2022. 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 2022 exhibits processed is as follows.

- 58 pellet/BB rifles, pistols, and replica firearms
- 108 non restricted long guns (rifles/shotguns)
- 21 restricted firearms (handguns)
- 9 prohibited
- 5 bow/crossbows
- 159 ammunition exhibits (various amounts and calibers)
- 13 Knives or Prohibited Devices, Weapons
- 17 Firearms Licenses

Dwayne conducted 17 major firearms investigations either as the lead officer or assisting along the investigation. The following incident numbers involved Prohibition Hearings, CK22018394, CK22037766, CK22044303 and CK22046241. There were 7 Crime Gun submissions for the year to CISO through Firearms Tracing.

One firearms/ammunition destruction was completed on October 14th of 2022. The destruction only occurs when ordered by the courts or firearms/weapons are surrendered to the police for destruction. In total 310 lbs. of ammunition, 32 canisters of pepper spray, 528 Firearms and knives were destroyed.

# Chatham-Kent Police Service Emergency Communications Centre Annual Report - 2022

In 2022 the Emergency Communication Centre (ECC) answered a total of 199,104 telephone calls which is a 2% decrease from 2021. The ECC managed 68,709 events in 2022 which is a 3% reduction in comparison to 2021.

The ECC dealt with 42,029 E911voice/non-voice calls this quarter. Of all the E911 voice/non voice calls received, 37% of the E911 calls were transferred to secondary agencies while 63% of the calls remained in the ECC to investigate for police or fire services.

The ECC delivered an average answer rate of 9 seconds in 2022 and the ECC maintained control over 26,597 E911 calls received on behalf of Police or Fire services.

The ECC generated 64,328 CAD (Computer Aided Dispatch) events for Police and Fire services resulting in a decrease of 0.02% from 2021.

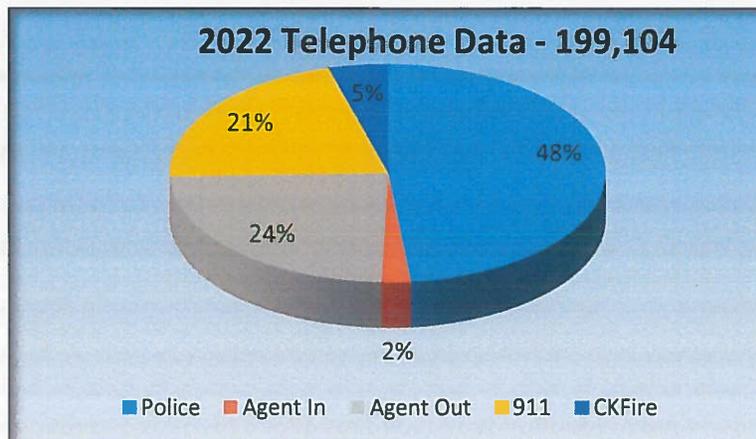
In 2022, the ECC experienced two significant weather events: a historical Derecho windstorm on May 22<sup>nd</sup> and a Bomb cyclone during December 23<sup>rd</sup> and 24<sup>th</sup>. Both events had a significant impact on resources in the Communication Centre where both wind events created record setting event creation and phone activity.

## **ECC STATISTICAL DATE AND RESOURCE INFORMATION**

The following is the compilation of operational statistics for the Emergency Communication Centre for the year 2022.

### **TELEPHONE DATA**

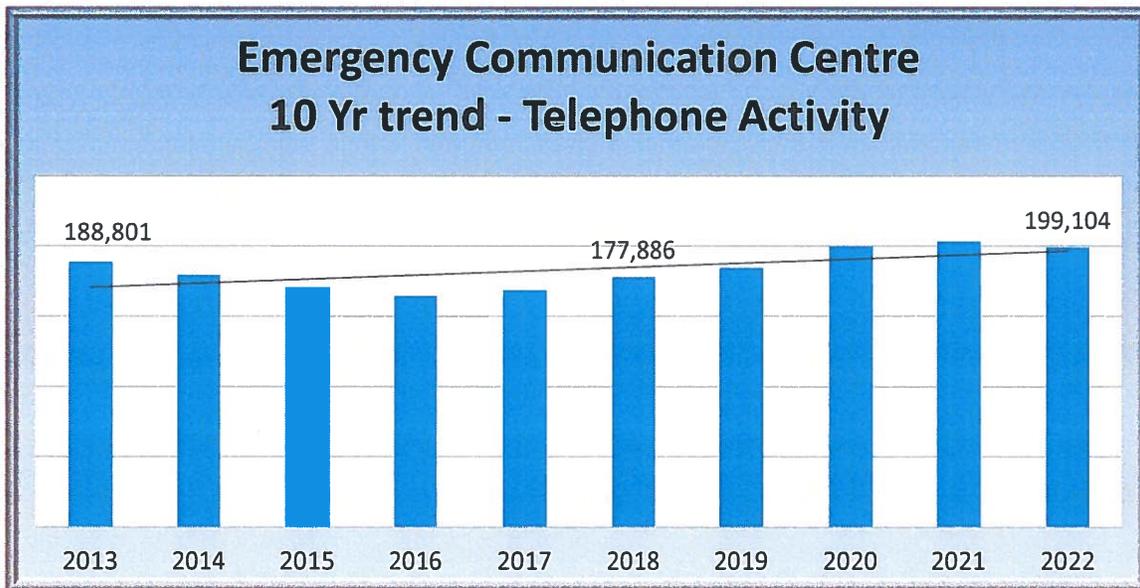
The ECC had a 2.12% decrease in volume in comparison to 2021 answering 199,104 telephone calls.



### 10 Year Trend

Looking back over a ten-year period from 2013-2022 indicates a fluctuation in volume with both a decrease and steady increase during this period.

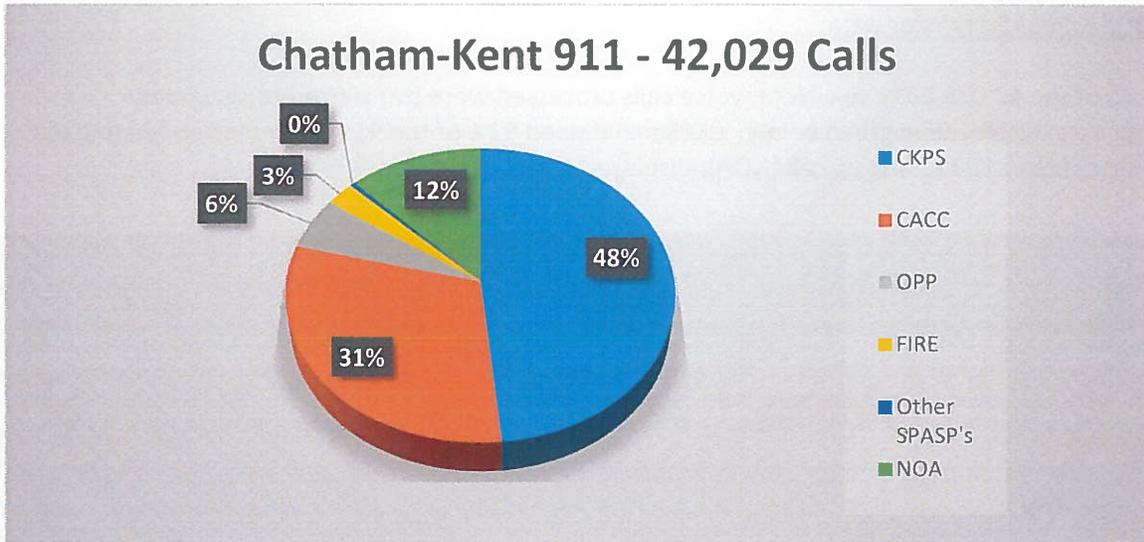
Between 2013 and 2022, the overall volume indicates a 5% increase. In the past several years, there has been a significant increase in the duration of calls for service relating to social disorder/mental health issues and 911 call service deliver inclusive of call back procedures. All of the aforementioned requires lengthy telephone conversations to satisfy policy/legislative requirements on calls service delivery. This trend continued in 2022 despite a slight decrease in overall volume.



### 911 CALL DATA

The ECC receives 911 calls in two formats:

- 1) LIVE calls that ring into the Emergency Communication Centre for answer, and
- 2) Calls classified as abandoned or “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.



The No Answer Report (NOA) is granular in nature whereas it records 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 5,094 notifications of calls abandoned in the network; 2,737 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 requires the ECO to contact Bell and cellular vendors to obtain subscriber information, then make efforts to make direct contact with contact same. This is extremely time consuming. The ECC saw a 5% decrease in no answer notifications over 2021.

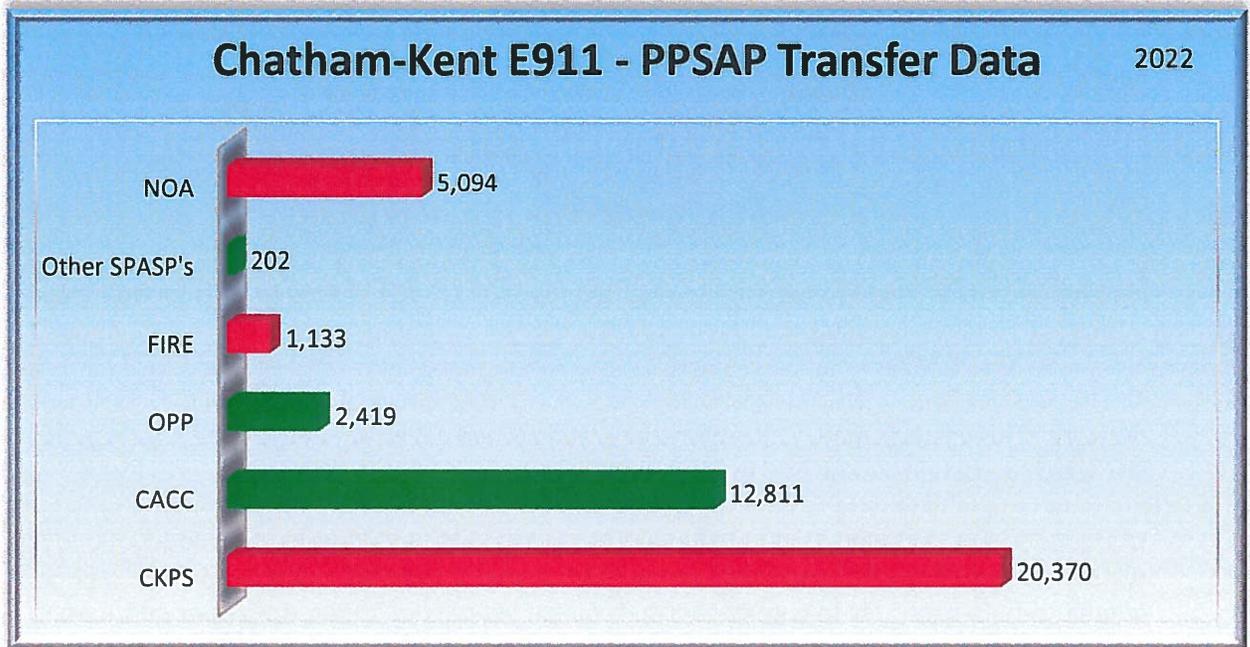
In preparation for NG911, a further analysis of our NOA data further identifies which of the “answerable calls” have unregistered cell phones within the numbers. Below is a representation of both answerable over/under 7 seconds of the NOA notifications where call back procedures can be performed. Of the 5,094 abandoned calls, only 3,615 were valid phone numbers.

| No Answer Data                        | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|---------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| <b>Abandoned unanswered &gt;7 sec</b> | 52  | 34  | 37  | 48  | 73  | 119 | 60  | 70  | 52  | 85  | 35  | 421 | 1,086 |
| <b>Unreg cell phones &gt;7sec</b>     | 9   | 5   | 6   | 13  | 8   | 14  | 14  | 10  | 10  | 14  | 7   | 14  | 124   |
| <b>Abandoned Calls &lt;6 sec</b>      | 346 | 261 | 204 | 181 | 223 | 189 | 215 | 213 | 199 | 176 | 208 | 322 | 2,737 |
| <b>Unreg Cell phones &lt;6 sec</b>    | 112 | 82  | 91  | 112 | 128 | 132 | 129 | 89  | 92  | 183 | 102 | 103 | 1,355 |
| <b>Total 911 Call Backs Required</b>  | 277 | 208 | 241 | 229 | 296 | 308 | 275 | 283 | 251 | 261 | 243 | 743 | 3,615 |
| <b>% of No Answer 911 Calls</b>       | 9   | 7   | 8   | 7   | 8   | 8   | 7   | 8   | 7   | 7   | 8   | 16  | 8     |
| <b>Unregistered Cell Phones</b>       | 121 | 87  | 97  | 125 | 136 | 146 | 143 | 99  | 102 | 197 | 109 | 117 | 1,479 |

E911 voice calls and non-voice data represent 21% of the 199,101 calls processed by the Emergency Communication Centre in 2022.

E911 – PPSAP Transfer Data

37% of the 42,029 E911 voice/non-voice calls processed were transferred to secondary agencies, displayed in green below. CKPS maintained 63% 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

In this calculation, any NOA notifications ≥ 7 seconds has formed part of this calculation. It is reasonable to assume that any call ≥ 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     |

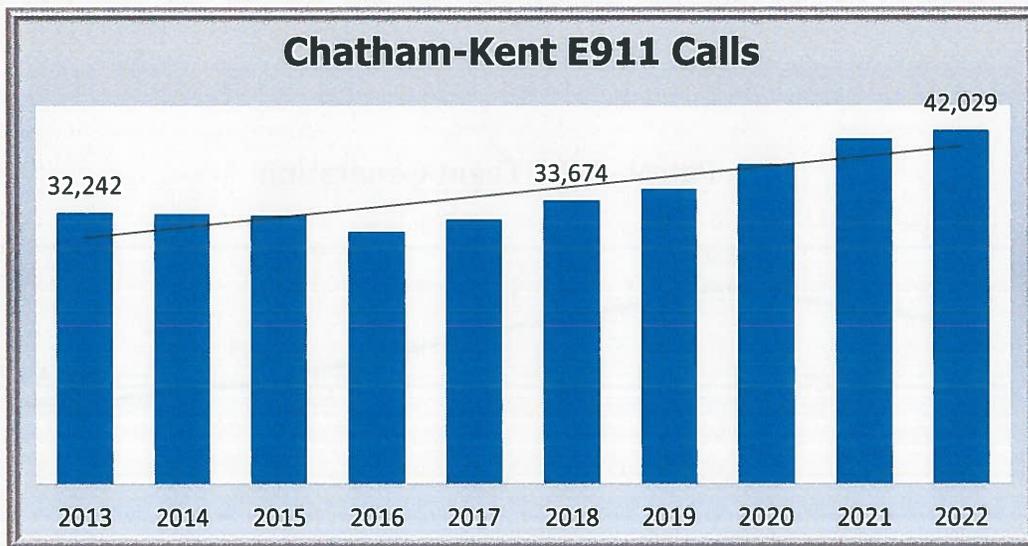
With the exception of October 2022, the ECC met or exceeded answer standards throughout the year for 911 call processing. Staffing shortages during that time frame contributed to that minor variance.

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 2022, the quickest call answered was within 2 seconds while the longest wait for answer was 121 seconds. The monthly average is 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.

10 Year Trend:

911 calls have steadily increased over the past 10 years, increasing by 23% over the last decade. PSAP delivery has become more complex and time consuming over the past decade. 79% of calls received are from cellular phones/devices.



| Wireless vs Landline Answered | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   | Total  |
|-------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Wireless/Cellular             | 2,233 | 2,231 | 2,358 | 2,491 | 3,090 | 3,071 | 2,982 | 2,872 | 2,857 | 2,761 | 2,532 | 3,844 | 33,322 |
| Landline                      | 286   | 627   | 694   | 760   | 708   | 701   | 754   | 752   | 736   | 752   | 701   | 838   | 8,309  |
| % Wireless                    | 77    | 78    | 77    | 77    | 81    | 81    | 80    | 79    | 80    | 79    | 78    | 82    | 79.07  |

## EVENTS

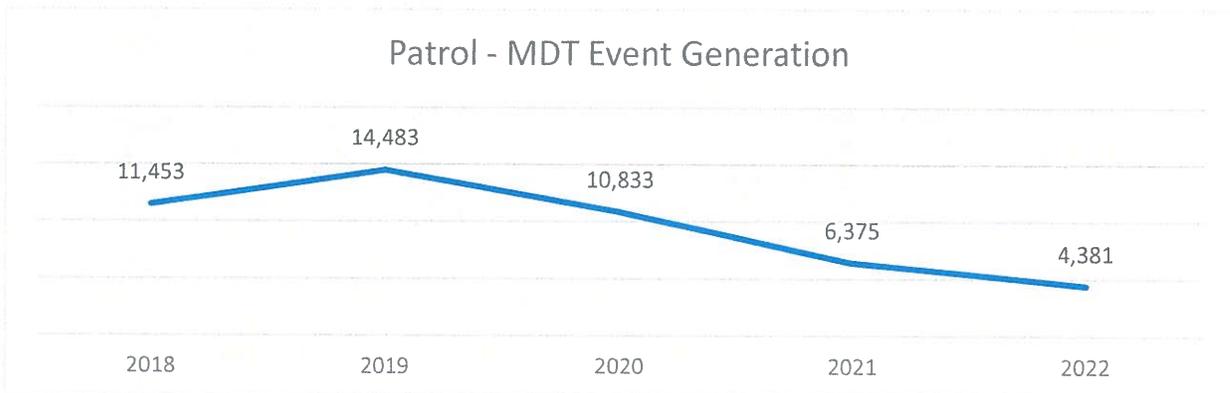
The ECC generated 64,866 CAD events in 2022. The ECC experienced 2.3% increase in event volume from 2021.

| 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       |
| <b>Total</b>      | <b>4,679</b> | <b>4,332</b> | <b>5,557</b> | <b>5,343</b> | <b>5,933</b> | <b>5,369</b> | <b>5,641</b> | <b>5,727</b> | <b>5,780</b> | <b>5,701</b> | <b>5,359</b> | <b>5,445</b> | <b>64,866</b> | <b>63,339</b> | <b>1,527</b> | <b>2.35</b> |

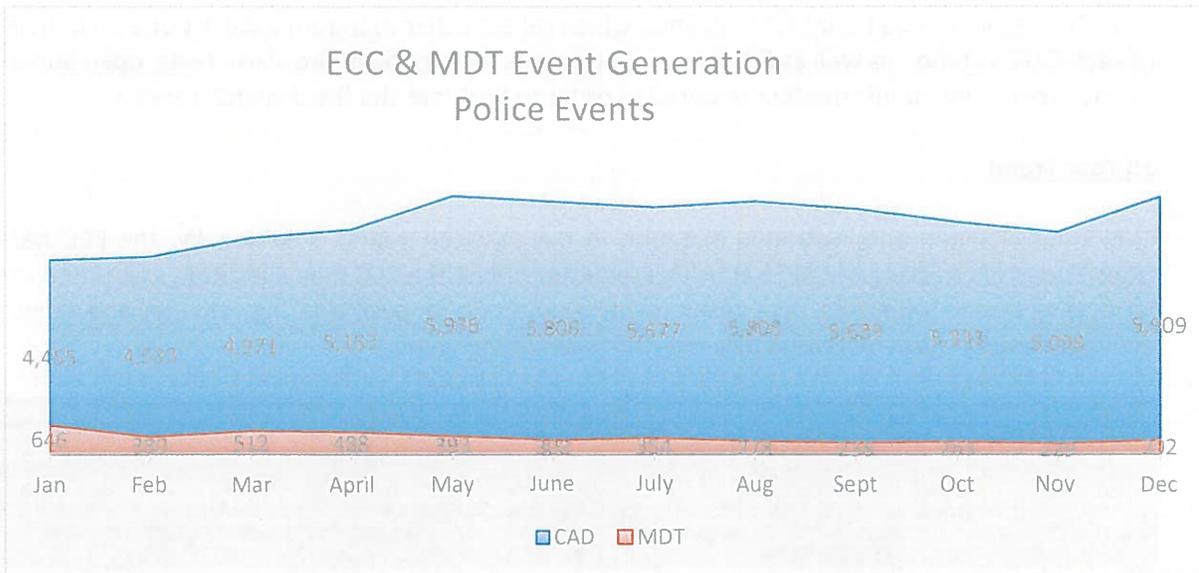
### MTD Events:

Mobile Data Terminals were implemented into the patrol division mid-2017. Patrol generated 4,381 events on MDTs in 2022. This data represents event generation on MDTs by patrol, it does not reflect officers overall usage of the terminals; that data does not have visibility in this report. Overall generation is down by 45% compared to 2021.

| Events                  | Jan | Feb | Mar | April | May | June | July | Aug | Sept | Oct | Nov | Dec | 2022  | 2021  | Difference | Variance% |
|-------------------------|-----|-----|-----|-------|-----|------|------|-----|------|-----|-----|-----|-------|-------|------------|-----------|
| Patrol Generated on MDT | 646 | 380 | 512 | 488   | 393 | 308  | 354  | 278 | 238  | 263 | 229 | 292 | 4,381 | 6,375 | -1994.0    | -45.5     |



The Comm Centre is responsible for the monitoring/management of all CAD events that enter the dispatch queue generated by ECO's or MDTs; 61,573 Police CAD events generated in 2022.



## FIRE DISPATCH

In 2022, the ECC generated 7,030 events for Chatham-Kent Fire Rescue activities which is a 2.4% decrease from 2021. 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 2,829 active events for CKFR. Active events represent events where CKFR responds to calls for service. The 2022 performance measures indicated the ECC answered calls and initiated a Fire Station response on average within 56 seconds.

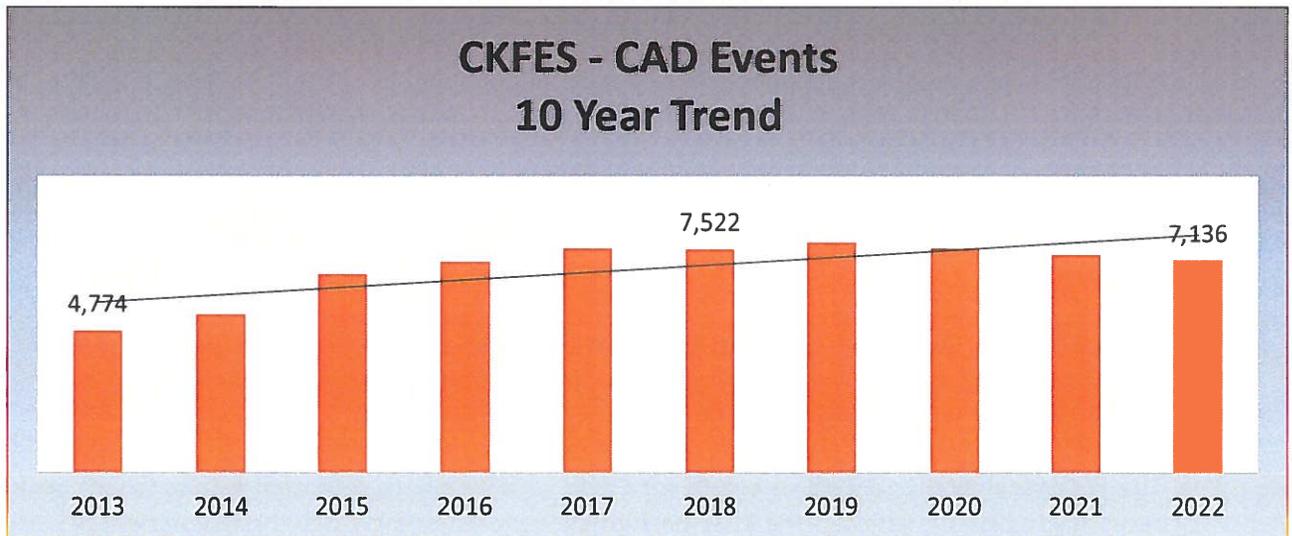
On average, the Communication Centre struggled to meet the NFPA performance measure standards for Fire dispatch services. 2022 was a high volume of fire dispatch trainees throughout the year on several platoons which is reflected in the performance measure data when examining every event. This element measures the time the call is received, interrogated and a Station is first alerted for response. Training is a challenging task, particularly in a live environment.

| ECC Fire Dispatch - Performance Measures |                         |                |                                       |                          |                        |                                     |  |                  |                                       | NFPA Industry Standard             |                 |                 |                  | Telephone Data   |                       |              |
|--|-------------------------|----------------|---------------------------------------|--------------------------|------------------------|-------------------------------------|--|------------------|---------------------------------------|------------------------------------|-----------------|-----------------|------------------|------------------|-----------------------|--------------|
| 2022                                     | 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 | 60/80% Standard | 90/90% Standard | 106/95% 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                                  | 35.98                   | 12.23          | 48.21                                 | 191                      | 286                    | 139.17                              | 18.71                                      | 477              | 144.61                                | 19.44                              | 74              | 93              | 96               | 98               | 540                   | 64           |
| February                                 | 37.50                   | 11.98          | 48.14                                 | 200                      | 240                    | 218.12                              | 32.46                                      | 440              | 262.00                                | 38.99                              | 81              | 94              | 96               | 96               | 541                   | 57           |
| March                                    | 37.27                   | 12.60          | 48.76                                 | 192                      | 353                    | 157.83                              | 21.21                                      | 545              | 189.56                                | 25.48                              | 68              | 91              | 94               | 95               | 921                   | 65           |
| April                                    | 40.85                   | 13.15          | 54.04                                 | 195                      | 448                    | 141.81                              | 19.06                                      | 643              | 180.05                                | 25.01                              | 76              | 94              | 95               | 97               | 1126                  | 73           |
| May                                      | 43.11                   | 11.66          | 54.35                                 | 298                      | 440                    | 236.58                              | 31.80                                      | 738              | 276.14                                | 37.12                              | 71              | 88              | 94               | 96               | 889                   | 111          |
| June                                     | 43.03                   | 14.71          | 58.47                                 | 293                      | 327                    | 238.68                              | 32.08                                      | 620              | 278.98                                | 38.75                              | 67              | 96              | 91               | 95               | 720                   | 124          |
| July                                     | 40.72                   | 15.01          | 55.63                                 | 264                      | 238                    | 198.66                              | 26.70                                      | 502              | 221.26                                | 29.74                              | 69              | 89              | 93               | 96               | 546                   | 96           |
| August                                   | 53.03                   | 19.09          | 72.19                                 | 269                      | 293                    | 191.26                              | 25.71                                      | 562              | 228.64                                | 30.73                              | 68              | 89              | 94               | 94               | 661                   | 102          |
| September                                | 44.86                   | 11.98          | 57.05                                 | 226                      | 316                    | 150.86                              | 20.28                                      | 542              | 180.81                                | 25.11                              | 66              | 90              | 92               | 94               | 678                   | 79           |
| October                                  | 41.21                   | 11.83          | 52.94                                 | 286                      | 362                    | 207.24                              | 27.85                                      | 648              | 244.36                                | 32.84                              | 66              | 90              | 95               | 98               | 641                   | 120          |
| November                                 | 43.38                   | 16.75          | 60.23                                 | 290                      | 379                    | 249.26                              | 33.50                                      | 669              | 286.37                                | 39.77                              | 61              | 87              | 93               | 95               | 779                   | 133          |
| December                                 | 44.71                   | 12.07          | 55.67                                 | 316                      | 328                    | 288.74                              | 38.81                                      | 644              | 315.15                                | 42.36                              | 73              | 92              | 96               | 97               | 696                   | 109          |
| <b>2022</b>                              | <b>42.70</b>            | <b>13.71</b>   | <b>56.41</b>                          | <b>2,829</b>             | <b>3,724</b>           | <b>201.52</b>                       | <b>27.35</b>                               | <b>7,030</b>     | <b>2,807.93</b>                       | <b>32.11</b>                       | <b>70</b>       | <b>90</b>       | <b>94</b>        | <b>96</b>        | <b>8,729</b>          | <b>1,133</b> |

The ECC logged an additional 3,724 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.

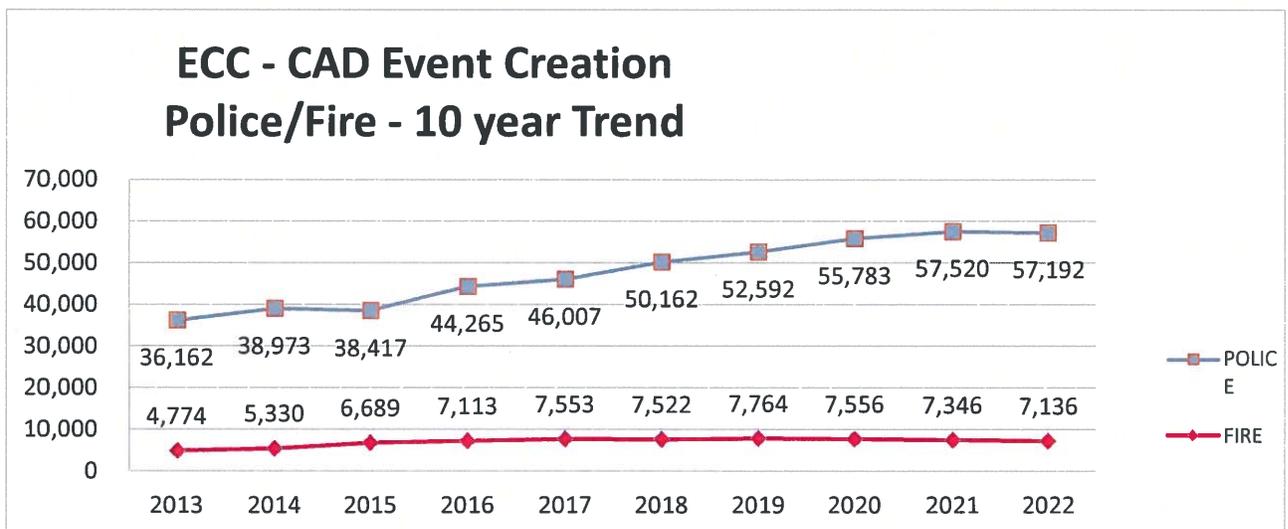
**10 Year Trend**

CKFES has changed administrative direction in the past ten years. Additionally, the ECC has transitioned its 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 67% over the span of ten years.



**Police & Fire Event Activities**

Over the last 10-year period, fire event activity has remained consistent, while in policing there has been a rise of event generation during that same period with a steady incline over the past 7 years. The Emergency Communication Centre generated 23,392 more events than a decade ago for police and fire activities. This represents a 36% increase in volume while less people are doing the work on average. *Below chart does not account for MDT generated events.*



## **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 Records Management System (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 NG911**

The services transition to Next Generation 911 is ongoing with significant progress already achieved in 2022. Sarah VandenBrand was brought on by the Municipality as Project Manager until the successful completion of this project. The deadline from the CRTC remains at March 2025 and although there remains a sizeable amount of work to be completed to ensure that our ECC is compliant, we are progressing ahead of schedule.

Future and separate reports will be provided to the Board and Council to outline the changes being implemented and future scale of this project.

## **PERSONNEL**

The 2022 was another incredibly challenging staffing year for the Emergency Communication Centre all the while the ECC continues to be a very 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.

Due to retirements and other members off on long term illness, there has been a steady rate of turnover within the ECC to get the personnel numbers to a sustainable volume. This has been a daunting task for personnel and not all trainees were successful. In the last couple of years, there has been a continuous state of training for call takers and fire dispatch competencies with the intent to support platoons with 5 Communicators/Supervisor.

This initiative, although needed does create a tremendous burden to the staffing/workload ratio during the training process. We continue to mitigate fatigue issues and work towards a more stable working environment with ample resources to be able to adapt to the working conditions.

Prepared by:



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Inspector Jason Chickowski

Reviewed by:



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Deputy Chief Kirk Earley

Approved by:



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Chief Gary Conn