



CHATHAM-KENT POLICE

2025 COMMUNITY SURVEY



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MESSAGE FROM CHIEF KIRK EARLEY

Thank you to everyone who shared their thoughts about our police service and public safety in our community. Your feedback is important, and it continues to guide the steps we are taking to strengthen our presence across Chatham-Kent.

Your willingness to share your experiences, concerns, and ideas is deeply appreciated. Every response and every voice matters. Your feedback guides us, challenges us, and ultimately strengthens the way we serve.

Policing is, at its core, a partnership. We work for you, and we work with you. Understanding what safety means to you, what issues you see emerging, and where you believe we can do better helps us shape the future of policing in meaningful and responsible ways. Your input allows us to align our priorities with the needs of the people we serve, ensuring that our actions reflect the realities of our neighbourhoods.

I want to assure you that every opinion shared is reviewed, considered, and used to inform our planning, training, and community engagement efforts. Your feedback does not sit on a shelf, it drives change. It helps us identify gaps, celebrate what is working and focus our efforts where they are needed most.

As part of our commitment to transparency and accountability, these community surveys will continue to be conducted annually. We will publish the results each year so you can see what we heard, what we learned, and how your input is shaping our path forward. This ongoing dialogue is essential to building trust, strengthening relationships, and ensuring that our approach to public safety remains responsive and community focused.

Thank you again for your time, your honesty, and your partnership. Together, we can continue building a safer, stronger, and more connected community.



SURVEY RESULTS

KEY AREAS FOR REVIEW AND RESPONSE

CRIME TRENDS AND ANTI-SOCIAL BEHAVIOUR

Residents have raised concerns about drug activity, homelessness, property crime, and traffic safety. While many neighbourhoods remain safe and connected, we recognize that visible disorder and repeat offending have affected confidence in some areas. Strengthening public safety remains a top priority.

To address these challenges, we have made significant structural improvements. The Criminal Investigation Branch has been realigned into a Major Crime Team, supported by a new General Investigators Unit and expanded Vulnerable Persons Unit. These changes improve investigative capacity and allow frontline officers to focus more on proactive policing.

Our Intelligence Unit has doubled, adding five specialized officers in 2025. Their work has led to major results: search warrants increased from 17 in 2024 to 40 by September 2025, and drug and stolen property seizures rose from

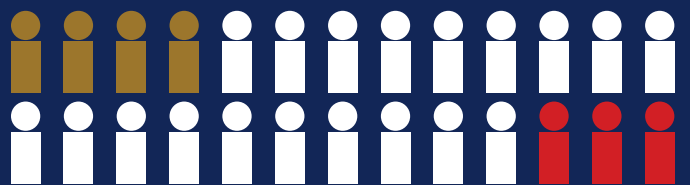
\$814,845.55 in 2024 to \$26.9 million by September 2025. This reflects the impact of intelligence led policing on drug enforcement and property crime reduction.

Traffic safety remains a major concern for residents, and we have expanded our Traffic Unit to address aggressive driving, impaired driving, and high-risk intersections. In 2025, the service laid 4,334 provincial offence charges, made 143 impaired driving arrests, a 32% increase, and conducted 97 RIDE programs. CCTV supported nine of 24 major traffic callouts, helping investigators reduce on scene time and reopen key infrastructure sooner. Members also took part in provincial road safety blitzes and local awareness campaigns, strengthening community safety efforts throughout the year.

Crime data provides important context. From 2023 to 2024, Chatham Kent's overall Crime Severity Index decreased by 2.8%. Violent crime rose by 6.4%, while nonviolent crime decreased by 6.3%. Clearance rates remained stable overall, with slight improvements in nonviolent crime clearances.

We also recognize that many concerns, such as addiction, homelessness, and repeat offending, are rooted in broader social challenges. CKPS continues to work closely with community partners to balance enforcement with compassion, ensuring vulnerable individuals receive support while those who repeatedly harm others are held accountable.

Frontline capacity is increasing as well. By mid 2026, each platoon will include 4 supervisors, 24 constables, and 3 special constables, strengthening coverage and improving response times across the municipality.



Our focus remains clear: a visible, data driven, and community focused approach to public safety across all of Chatham-Kent.

INCREASE POLICE VISIBILITY AND PRESENCE

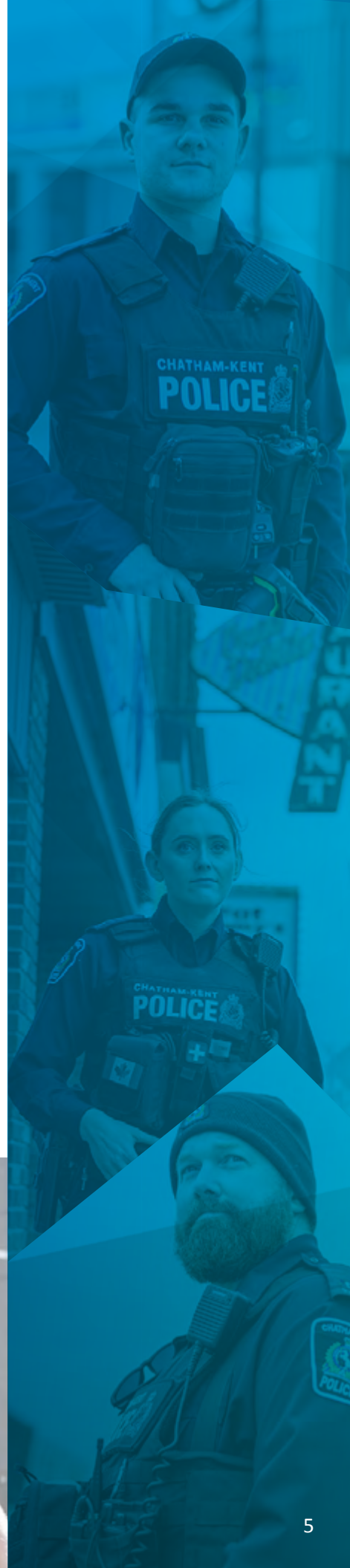
Over the past year, we have made meaningful progress through several strategic initiatives designed to enhance community safety, improve response times, and ensure our officers are consistently present where they are needed most.

A major part of this work has been our patrol zone realignment, including the creation of Zone 15 to improve coverage in the core Chatham downtown area. This change has allowed us to increase focused downtown patrols and respond directly to what residents told us they wanted to see. The results have been encouraging. Between September 2023–2024 and September 2024–2025, Proactive officer engagement such as foot patrol and property checks have increased significantly. Foot patrol stats were 900 in 2024 and moved to 2196 in 2025, an Increase of 144%. Community Services calls increased by 137.3%, showing a significant rise in officer-initiated engagement. During that same period, police-initiated property checks increased by 137.5%, contributing to a 36% reduction in reported break and enters. These outcomes reflect the impact of a proactive, evidence-based approach to policing.

We have also expanded our tiered policing model in busy tourist and high traffic areas during peak seasons, ensuring a visible and responsive presence when demand is highest. These deployments are guided by real time data and historical trends, helping us place officers where they can make the greatest difference.

The increase in staffing has had a positive effect on both community safety and officer wellbeing. Enhanced coverage has reduced workload pressures, improved response times, and strengthened our ability to engage proactively with residents and businesses. With CKPS responding to an average of 200 calls per day, these investments are essential to keeping pace with the needs of a growing municipality.

Looking ahead, we will be conducting a comprehensive review of our patrol zones in 2026 to ensure our deployment model continues to reflect the geographic, demographic, and operational realities of Chatham-Kent. As our community grows, we remain committed to growing with it, maintaining a visible, responsive, and community-focused police service.



STRENGTHEN COMMUNITY ENGAGEMENT

Community engagement has always been at the heart of policing in Chatham-Kent, and your feedback reinforces just how important it is that we continue to show up, in your neighborhoods, your schools, your places of worship, and at the events that bring our municipality together.

Over the past two years, our Community Mobilization Unit (CMU) has continued to expand its outreach. From 2024–2025, our officers and special constables delivered 688 presentations, events, and outreach initiatives, and from 2025–2026, that number increased to 700, representing a 1.74% increase in community engagement activities. These efforts include school visits, safety presentations, neighborhood meetings, and participation in local events across Chatham-Kent.

We know that meaningful engagement happens not only in formal settings, but also through everyday interactions. Our officers regularly attend parades, fairs, festivals, and community celebrations, and we've strengthened our presence in rural areas through coordinated foot patrols supported by both community patrol and auxiliary members. Safety and crime prevention campaigns, such as fraud awareness for older adults, RIDE initiatives, bike safety, anti-bullying programs, and youth engagement, now reach more residents than ever before.

Our partnerships with community organizations continue to grow as well. CKPS works closely with local housing providers, mental health agencies, addiction recovery programs, and social service partners to address complex issues such as homelessness and addiction.

These collaborations reflect a shared commitment to compassionate, person-centered care and align with broader community safety and wellbeing strategies across Ontario. Increased staffing has allowed us to participate more actively in multi-agency initiatives, provide consistent follow-up, and support crisis intervention efforts. This expanded capacity has strengthened relationships, improved service coordination, and reduced pressure on emergency resources.

We also continue to invest in programs that bring residents closer to the work we do. Our Citizens Police Academy, relaunched in 2024, has been a tremendous success, with strong community participation and early demand for the 2026 program. These opportunities help build understanding, trust, and a shared responsibility for community safety.

It's also important to recognize the personal contributions of our members. Many of our officers and civilian staff were born and raised here, and they continue to give back well beyond their professional roles. Members of CKPS serve as presidents of local associations such as the Chatham Minor Baseball, Crime Stoppers, Goodfellows, Victim Services, Minor Hockey,

Special Olympics and Salvation Army to name a few. We have directors on community boards, and volunteers in youth sports, charity events, and service organizations. Collectively, they contribute thousands of hours each year to strengthen the fabric of Chatham-Kent.

Looking ahead, we remain committed to hosting regular town halls, expanding school and neighborhood visits, and increasing our presence at community events. We will continue to collaborate with local organizations, schools, and faith groups to ensure our approach reflects the needs and values of the people we serve.

Enhanced media engagement strengthens the police service's ability to keep the public informed, educated, and supported. By using timely, accessible, and multi platform communication, the service can share critical safety information, promote awareness of emerging issues, and offer guidance during high risk or rapidly evolving situations. This proactive approach builds trust, supports community understanding, and ensures residents have the knowledge they need to stay safe and engaged.

Our goal is simple: to be a police service that is visible, approachable, and deeply connected to the community, because safety is something we build together.

IMPROVE TRANSPARENCY AND COMMUNICATION

We know how important it is for our community to feel informed, connected, and confident in the work we do every day. Over the past year, we've taken meaningful steps to improve how we share information and how you can reach us.

We continue to provide regular updates on crime trends, investigations, and policing initiatives, and the numbers reflect just how active our service is. In 2024, officers completed 335 compliance checks, 4,695 property checks, and 900 community service interactions. In 2025, those numbers increased significantly, with 333 compliance checks, 8,975 property checks, and 2,196 community service interactions. These increases show our commitment to proactive engagement and keep residents informed about what's happening in their neighbourhoods.

To support this, we launched a new CKPS website designed to make information easier to find, more accessible, and more user-friendly. The site offers improved navigation, clearer service information, and more frequent updates on community initiatives, crime prevention, and organizational news. It also lays the foundation for future interactive tools that will support two-way communication.

We have also added a dedicated Corporate Communications role to ensure our community receives more consistent updates, timely news releases, and stories that highlight the work our officers and civilian members do every day. This role has already strengthened our presence across social media, traditional media, and community channels, helping us showcase the positive impact of our service.

Each year, we publish comprehensive summaries of all Professional Standards (internal affairs) investigations, Special Investigations Unit (SIU) matters, and Use of Force reports within our Annual Report. These sections provide clear, accessible information on the nature of incidents, investigative outcomes, and any resulting organizational actions. By sharing this information, we reinforce our commitment to integrity, strengthen public trust, and ensure our community has meaningful insight into how we uphold the highest standards of policing.

Looking ahead, we are exploring new ways to make communication even more accessible and interactive. This includes planning for a mobile app that would allow residents to receive alerts and access community updates directly from their phones. We are also working towards more two-way communication tools that will make it easier for residents to share feedback, ask questions, and stay connected with CKPS in real time. We are also exploring further enhancements to our Media Relations Office, with the addition of a Media Relations Officer along with our Corporate Communications Role.

Our commitment is simple: to be open, accessible, and transparent in everything we do. As our community grows, we will continue to expand the ways we communicate so that you always feel informed and supported.



	2024	2025
Compliance Checks	335	333
Property Checks	4,695	8,975
Community Service Interactions	900	2,196



ENHANCE OFFICER ACCOUNTABILITY AND PROFESSIONALISM

We understand how important trust is in policing, and we want our community to feel confident that every member of the Chatham-Kent Police Service is held to the highest standards.

When it comes to hiring, we use a thorough, merit-based recruitment process to ensure we bring in the best candidates, people who demonstrate integrity, sound judgment, and a genuine commitment to serving others. We have also begun welcoming back some retired members in specialized roles. Their experience and knowledge help mentor newer officers and strengthen the professionalism of our service as a whole.

We are also taking steps to better understand and support our members internally. Anonymous surveys are being used to gather honest feedback about morale, workplace culture, and conduct. This helps us identify areas for improvement and ensures that our officers feel supported and accountable in their work.

Body worn cameras are being introduced as a practical tool to strengthen transparency while reinforcing accountability for both officers and the community members we interact with. Their use provides an objective record of our interactions, helping clarify events, support professional conduct, and build trust through consistent, unbiased documentation. By capturing real-time interactions, body worn cameras not only enhance officer safety and confidence but also encourage respectful, accountable behavior from everyone involved, contributing to a safer and more transparent policing environment.

For the public, we have clear procedures in place for filing complaints or concerns, and every complaint is reviewed carefully and fairly. Transparency is important to us, and we continue to strengthen our processes, so residents know their voices are heard.

It's also important to know that policing in Ontario is subject to some of the strongest oversight in the country. CKPS operates under several independent bodies and laws that ensure accountability at every level:

- **CSPA (*Community Safety and Policing Act*)**
Sets the rules for how police services operate, including training, conduct, and discipline.
- **LECCA (*Law Enforcement Complaints Agency*)**
Handles public complaints about police conduct independently from the police service.
- **SIU (*Special Investigations Unit*)**
Investigates incidents involving police where there is serious injury, death, or allegations of sexual assault.
- **IOP (*Inspectorate of Policing*)**
Audits and inspects police services to ensure compliance with provincial standards.
- **Criminal Code of Canada**
Applies to everyone, including police officers, ensuring that officers are held to the same legal standards as the public.

These layers of oversight help ensure that our service remains transparent, accountable, and aligned with the expectations of the community we serve.

As we move forward, we will continue to strengthen our hiring practices, support our members, and maintain clear standards for respectful engagement. Our goal is simple: to ensure that every interaction with CKPS reflects professionalism, fairness, and a commitment to serving Chatham-Kent with integrity.



PRIORITIZE MENTAL HEALTH AND OFFICER WELLNESS

The well-being of our members is directly connected to the quality of service we provide to the community, and we take this responsibility seriously. Over the past several years, we have made significant changes to ensure our officers and civilian staff have the support, resources, and healthy work environment they need to thrive.

We have taken meaningful steps to reduce burnout and improve effectiveness by reassessing our internal structures and workloads. The realignment of our Criminal Investigation Branch into a dedicated Major Crime Team, the creation of the General Investigators Unit, and the strengthening of our Vulnerable Persons Investigators have all helped distribute responsibilities more evenly and improve investigative efficiency. These changes, along with adjustments to shift structures, were designed to reduce operational pressures and create a healthier balance for our members.

A cornerstone of our progress has been the introduction of a dedicated Wellness Coordinator, a role that has had a transformative impact on staff morale, health, and overall service delivery. This position provides confidential guidance, timely resources, and proactive outreach to members navigating personal or professional challenges. Officers and civilian staff now have improved access to Peer Support, chaplains, and wellness resources through centralized platforms, enhanced onboarding, and targeted follow-up after critical incidents.

One of the early successes of this program has been the reintegration of members returning from long-term leave. Flexible wellness check-ins and streamlined referrals have reduced barriers to care, resulting in multiple successful return-to-work transitions that may otherwise have led to prolonged or indefinite absences. The impact is also measurable: sick time utilization decreased by 47.4%

year-over-year, dropping from 10,150.25 hours in 2024 to 5,342.25 hours in 2025. This reduction reflects both the strength of our wellness support and the positive effect of increased staffing, which has helped reduce fatigue and prevent illness-related absences.

Our commitment to mental health extends beyond individual supports. The CKPS Wellness Program has strengthened team cohesion through group debriefs, family friendly activities, and our highly successful Wellness Expo, all of which help foster a culture of care and connection. Behind the scenes, ongoing data tracking, funding efforts, and flexible support ensure the program continues to evolve and meet the needs of our members.

We also recognize the importance of trauma informed training and mental health awareness in policing. CKPS continues to work closely with community partners, including the HELP Mobile Crisis Team, a longstanding collaboration between CKPS and the Chatham-Kent Health Alliance that pairs officers with psychiatric nurses to support individuals in crisis. This model, used across Ontario, reflects a broader shift toward compassionate, collaborative, and clinically informed responses to mental health-related calls.

As we move forward, we remain committed to strengthening wellness support, expanding training, and ensuring that every member of our service has access to the tools they need to stay healthy, physically, mentally, and emotionally. A strong, well supported police service is better equipped to serve the community with empathy, professionalism, and resilience.

ADDRESS PUBLIC SAFETY AND ENFORCEMENT GAPS

We understand the concerns about enforcement, repeat offenders, and the balance between accountability and compassion. These are issues we take seriously, and they reflect challenges faced by police services across Ontario. Our goal is to ensure that enforcement is effective, fair, and supported by strong partnerships across the justice and social service systems.

Over the past year, we have strengthened our enforcement capacity by doubling the size of our Intelligence Unit and embedding a dedicated Crime Analyst directly into the team. This role has already improved our ability to identify trends; target repeat offenders and deploy resources where they are needed most. In addition to the analyst, the Intelligence Unit has welcomed several new officers, allowing for greater specialization and the addition of a Tech Officer to support digital investigations, an increasingly important area as crime becomes more complex.

These enhancements support our evidence-based policing (EBP) approach, which includes ongoing zone reviews, targeted enforcement initiatives, and outreach programs focused on retail theft, fraud prevention, human trafficking, online luring, and other priority concerns. Officers continue to take a proactive approach in the community, engaging with residents and businesses to prevent crime before it occurs.

	2024	2025
<i>Search Warrants</i>	17	40
<i>Drugs and Property Seizures</i>	\$814,845.55	\$26,943,502.00
<i>Proactive Policing Initiatives</i>	13,572	20,985

We also recognize the importance of working closely with our judicial partners to address concerns about repeat offenders and “catch and release” patterns. Recent bail reform advancements in Ontario and Canada have strengthened the ability of courts to consider community safety and repeat violent offending when making release decisions. Through the Ontario Association of Chiefs of Police (OACP), CKPS continues to advocate for improvements that support both accountability and public safety.

At the same time, we know that enforcement alone cannot address the root causes of crime. Many individuals involved in property crime, drug related offenses, or repeat calls for service are also struggling with addiction, mental health challenges, or unstable housing. To support a more compassionate and effective response, CKPS has launched a new addictions focused pilot position designed to connect vulnerable individuals with treatment, recovery supports, and community services. This work complements our partnerships with local agencies and aligns with Ontario’s broader Community Safety and Well-being (CSWB) framework.

These efforts reflect a balanced approach, one that prioritizes enforcement where necessary, supports vulnerable individuals with compassion, and uses data and partnerships to guide our decisions. As we move forward, we remain committed to working collaboratively with the courts, community agencies, and our residents to build a safer, healthier Chatham-Kent.

EXPAND COMMUNITY-FOCUSED PROGRAMS

Your feedback reflects what we hear every day across Chatham-Kent: residents want a police service that is engaged, supportive, and connected to people of all ages and backgrounds. We share that commitment. Over the past several years, we have expanded our programs, partnerships, and outreach to better serve youth, seniors, victims, and marginalized groups.

Youth Mentorship, Education, and Opportunities: Supporting young people remains one of our highest priorities. CKPS continues to offer meaningful opportunities for youth through coop placements, summer student roles, school presentations, and engagement initiatives such as anti-bullying education, online safety sessions, and crime prevention workshops. Beginning in 2026, every member of our Community Mobilization Unit (CMU) will contribute at least one new project idea each year.

We know that some of the best ideas come directly from the people we serve, and we want to hear from you. This year, we're inviting residents to share suggestions for community focused projects that our frontline officers could lead or support, whether it's a neighbourhood initiative, a youth focused activity, a safety campaign, or something entirely new. Community members are encouraged to submit their ideas, and each year we will select a number of projects to move forward. Your creativity, insight, and lived experience help shape meaningful initiatives that strengthen safety, connection, and trust across Chatham-Kent.

Special Constables will focus on youth engagement and crime prevention, while Constables will lead initiatives tied to current crime trends, community outreach, and their specialized roles, such as youth focused programming or mental health related support through the Mobile Crisis Team. These efforts align with provincial priorities around early intervention and community safety education.

Supporting Seniors, Victims, and Marginalized Groups: We continue to strengthen support for seniors, victims of domestic violence, and individuals facing barriers. This includes expanded fraud prevention outreach, safety presentations, and partnerships with agencies serving older adults. Our dedicated Intimate Partner Violence Officer

within our Court Services vision provides specialized support to victims, working in alignment with Ontario's Domestic Violence Action Plan. We also collaborate with local organizations to assist newcomers, individuals experiencing homelessness, and those facing mental health or addiction challenges, reflecting our commitment to trauma-informed, person-centered care.

Public Education and Community Awareness: Public education remains a key part of community safety. CKPS continues to deliver crime prevention campaigns on fraud, online safety, human trafficking, and personal safety, along with workshops and presentations across both rural and urban areas. Our new community information booklet helps residents better understand their rights, available services, and how to access support.

Strengthening Programs Through Provincial Grants: Through successful Community Safety and Policing (CSP) Grant applications, CKPS has secured funding to support youth engagement, crime prevention, and community safety initiatives. These grants help us address local risks, strengthen partnerships, and improve outcomes for vulnerable residents.

Our goal is to build a stronger, more connected community by expanding programs that reflect the needs of Chatham-Kent.



IMPROVE REPORTING AND RESPONSE SYSTEMS

We know that when someone reaches out to police, whether for a nonemergency concern or to report a crime, they deserve accessible options, timely follow-up, and clear information about what we can help with. Over the past year, we have taken important steps to improve these systems and enhance the overall experience for our community.

CKPS continues to maintain and promote multiple non-emergency reporting options, including telephone reporting, online reporting through our website, and access to our Emergency Communications Centre for guidance. These options help ensure residents can reach us in the way that works best for them, whether they are seeking information, reporting suspicious activity, or requesting officer follow-up.

We are also modernizing our internal systems to improve efficiency and communication. The introduction of our new online reporting system gives residents a convenient way to report nonemergency incidents, situations that are not in progress and not life threatening. This tool helps streamline how we receive and manage information, supports timely follow-up, and improves communication with the public by ensuring reports are documented clearly and efficiently.

In the coming months, we will be launching a new remote interview tool that will allow victims and witnesses to participate in secure, high-quality interviews from a location that is comfortable and convenient for them. This technology will help reduce barriers, accommodate personal schedules, and provide a more trauma informed experience for those who may find interviews in person difficult.

CKPS continues to invest in modern tools and technologies that streamline administrative tasks and support frontline officers in their daily work. By reducing time spent on paperwork and manual processes, these solutions allow officers to focus more fully on community safety, proactive engagement, and responsive policing.

Enhancing customer service remains a key priority. We continue to use community surveys and feedback tools to better understand residents' experiences and identify areas for improvement. These insights help us refine our processes, strengthen communication, and ensure that follow-up is timely and meaningful.

We also recognize that many residents are unsure about what constitutes a reportable crime. CKPS is working to provide clearer guidance, through our website, community presentations, and public education materials, so people know when and how to report concerns. This includes information on suspicious activity, online fraud, property crime, and situations where police may direct callers to partner agencies better suited to assist.

As we move forward, we remain committed to making reporting easier, strengthening communication, and ensuring that every resident feels heard and supported when they reach out to CKPS. Improving these systems is an ongoing effort, and your feedback continues to guide our progress.



FOSTER EQUITY AND INCLUSION

We are committed to ensuring that every resident, regardless of background, language, or lived experience, feels respected, heard, and supported when they interact with the Chatham-Kent Police Service.

A key part of this commitment is increasing diversity within our leadership and frontline roles. We continue to focus on inclusive recruitment practices and outreach efforts that encourage applicants from a wide range of cultural, linguistic, and lived backgrounds. A diverse police service helps us better understand and serve the community we protect.

To support equitable engagement, we recently rolled out a new language translation app across the entire service. This tool gives frontline officers instant access to translation services in more than 200 languages, including ASL, ensuring that language is never a barrier to safety or understanding. Our Emergency Communications Centre also has immediate access to translators, allowing call takers to assist residents quickly and accurately in their preferred language.

We are also strengthening our partnerships with local organizations. Our ongoing collaboration with Adult Language and Learning (ALL) is helping us better engage with newcomers and residents whose first language is not English. We are currently scheduling language-specific Q&A sessions, with interpreters provided by ALL to ensure clear communication and meaningful dialogue.

Training remains an essential part of our approach. Members of our Community Mobilization Unit, and the service as a whole, continue to participate in equity,

diversity, and inclusion (EDI) training, including events and learning opportunities offered through the Ontario Association of Chiefs of Police (OACP). These sessions help ensure our officers are equipped with the cultural competency, sensitivity, and awareness needed to serve a diverse and evolving community.

To further support inclusive communication, we recently launched a community engagement booklet, translated into several key languages spoken in Chatham-Kent. This resource helps residents understand their rights, available services, and how to access support, regardless of language or background.

Our goal is simple: to ensure equitable treatment and meaningful engagement for every person in Chatham-Kent. By expanding language access, strengthening partnerships, investing in training, and promoting diversity within our ranks, we are building a police service that reflects and respects the community we serve.



COMMUNITY SUPPORT, SERVICE EXPECTATIONS, AND FUTURE IMPROVEMENTS

We appreciate the strong support expressed by residents throughout this survey. Many respondents highlighted positive experiences with our officers, particularly in areas such as professionalism, courtesy, and traffic enforcement. This feedback reflects the dedication of our members and the value they place on serving the community with integrity. At the same time, we recognize that concerns remain around response times, follow-up communication, and overall transparency. These are important areas of focus, and we are committed to improving them.

A key part of this work involves strengthening our differential response model, which ensures that calls are prioritized based on urgency, risk, and available resources. Calls for service are classified into categories, such as emergency, urgent, and routine, to ensure that life threatening and in progress incidents receive immediate attention, while nonemergency matters are managed through scheduled follow-ups, online reporting, or alternative response options. This approach is used across Ontario and helps police services manage increasing call volumes while maintaining public safety.

**CKPS WERE DISPATCHED TO 86,548 EVENTS
IN 2025 - A 14.9% INCREASE FROM 2024**

To better understand and improve response times, CKPS is participating in an Inspectorate of Policing (IOP) pilot project that establishes baseline response time standards for police services across the province. This initiative will help us measure our performance more accurately, identify gaps, and ensure that our deployment model aligns with community expectations and provincial benchmarks.

Like many growing municipalities, Chatham-Kent is experiencing rising calls for service and a steady increase in population. CKPS now responds to an average of 200 calls per day, and this demand continues to grow each year. As call volumes rise, so do the pressures on frontline staffing, investigative capacity, and support services. These realities directly influence response times, officer workload, and the ability to maintain proactive policing and community engagement.

Our police budget reflects these operational pressures. CKPS continues to take a fiscally responsible approach by maximizing the impact of existing resources, adopting technology driven efficiencies, and aligning staffing with community needs. However, as the community grows and calls for service increase, sustained investment is necessary to maintain service levels, support officer wellness, and expand programs that residents value, such as foot patrols, school visits, community events, and crime prevention initiatives all to ensure CKPS is providing adequate and effective policing to the community of Chatham-Kent.

The survey results also highlight a strong desire for improved communication, including more active digital engagement and the development of a mobile app for reporting and updates. We are already taking steps in this direction through enhancements to our website, expanded social media presence, and upcoming tools designed to make reporting easier and more accessible.

Overall, nearly half of respondents rated CKPS as “Good” or “Excellent,” and most expressed trust in our authority and their willingness to cooperate with police. At the same time, concerns about fairness, consistency, and accountability remind us that trust must be continually earned. We remain committed to strengthening transparency, improving follow-up communication, and ensuring equitable treatment across all demographics.

The message from the community is clear: residents want a policing approach that balances enforcement with empathy, one that is visible, responsive, and community driven. By continuing to increase patrol visibility, enhance communication, support officer wellness, and foster inclusive practices, CKPS will build on its strong foundation and continue working toward a safer, more connected Chatham-Kent



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