

August 19, 2015

Ontario Provincial Police  
Superintendent M.M. Bedard  
Commander, Municipal Policing Bureau  
777 Memorial Ave.  
Orillia, ON L3V 7V3

Dear Mr. Bedard:

RE: OPP PSB Reporting Tool – Haldimand County's Suggested Enhancements

At the July 22<sup>nd</sup>, 2015 Haldimand County Police Services Board meeting the following motion was passed:

*THAT Report CS-PSB-02-2015 Re: OPP PSB Reporting Tool – Suggested Enhancements dated June 18, 2015 be received;*

*AND THAT the Ontario Provincial Police, Contract Policing Bureau, be requested to make the enhancements to the monthly Police Services Board Reporting Tool, as outlined in Report CS-PSB-02-2015;*

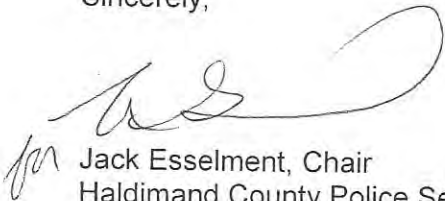
*AND THAT a copy of this report, as amended (by the Police Services Board), be made available to other affected municipalities and Section 10 Police Services Boards for their consideration.*

The above noted report was prepared in response to your request for feedback from OPP policed municipalities regarding the new reporting tool.

If you have any questions or require clarification, please contact me at (905) 318-5932 ext. 6321.

Haldimand County thanks you for the opportunity to review this template prior to its finalization this October. As you know, we are fully engaged in the process to improve the overall transparency and accountability of the policing services provided to our community.

Sincerely,



for Jack Esselment, Chair  
Haldimand County Police Services Board



AND Karen General  
General Manager, Corporate Services  
Haldimand County

Encl: Report to Haldimand County Police Services Board RE: OPP PSB Reporting Tool - Suggested Enhancements

cc: Haldimand County Council

Haldimand County Police Services Board

Ontario Association of Police Services Boards (for circulation to Section 10 Police Services Boards)

Ministry of Community Safety and Correctional Services, Public Safety Division  
(Attention: Peter Osinga)

Inspector Phil Carter, Detachment Commander, Haldimand County OPP



## HALDIMAND COUNTY

**AMENDED**  
**Report CS-PSB-02-2015**  
**of the General Manager of Corporate Services**  
**For Consideration by the Police Services Board**

**RE: OPP PSB Reporting Tool – Suggested Enhancements**

**OBJECTIVE:** To present suggested enhancements to the Ontario Provincial Police standard reporting tool.

### RECOMMENDATIONS:

1. THAT Report CS-PSB-02-2015 Re: OPP PSB Reporting Tool – Suggested Enhancements dated June 18, 2015 be received;
2. AND THAT the Ontario Provincial Police, Contract Policing Bureau, be requested to make the enhancements to the monthly Police Services Board Reporting Tool, as outlined in Report CS-PSB-02-2015;
3. AND THAT a copy of this report, as amended, be made available to other affected municipalities and Section 10 Police Services Boards for their consideration.

Respectfully submitted:

Karen General  
General Manager  
Corporate Services Department  
Date: July 16, 2015

## **BACKGROUND:**

Haldimand County has entered into a contract with the Province of Ontario to have the Ontario Provincial Police (OPP) provide policing services to this municipality. Paragraphs 5 and 13 of the current contract identify the reporting obligations of the OPP Detachment Commander. Paragraph 5 limits the regular reporting to information as determined by the OPP. Paragraph 13 obligates the Detachment Commander to provide the Police Services Board (PSB) with reasonable documentation (as agreed to between the PSB and the OPP) to evaluate the policing services. This information should be designed to enable the PSB to satisfy its paragraph 14 responsibility of monitoring the delivery of police services to ensure the legislated adequate and effective threshold is being met.

The OPP has committed to provide standardized reporting to Section 10 PSBs in response to the contractual obligations (Paragraph 5 as outlined above), as well as to address a recommendation from Ontario's Auditor General regarding the need for improved transparency and accountability. Accordingly, a PSB Reporting Tool (the "Tool") was developed and implemented in April 2015 for all municipalities policed by the OPP. Phase 1 of the Tool has been issued for a six month trial period to assess accuracy and to identify gaps in the information provided to the PSBs. Feedback from the OPP Detachments, PSB and municipalities will be gathered over this time period. The Tool is to be in place permanently in October 2015.

The comments below are based on a review of the April and May 2015 Haldimand County OPP Detachment Commander's monthly reports using this new Tool. The intent is to provide feedback and suggestions that can be passed on for consideration by the OPP. A copy of this report was also provided to the local OPP Detachment Commander.

## **ANALYSIS:**

The OPP's standardized reporting Tool has the following goals:

- support the deployment of OPP resources through reporting of crime, traffic and charge data
- help PSBs fulfill their legislated responsibilities and assist with decisions on community safety priorities.

The OPP gathers a wide variety of information from many sources, with this data then compiled into various reports, depending on the reason and audience. There are four reports available through the new PSB Tool:

1. Records Management System (RMS) report: Violent, Property, and Drug Crime counts and clearance rates.
2. Integrated Court Offences Network (ICON) report: Criminal Code and other Provincial statute charges.
3. Collision Reporting System (CRS) report: motor vehicle collisions by type.
4. Complaints and Optional Categories report: public complaints, secondary employment, intelligence led policing (crime abatement strategy), patrol hours, staffing updates, detachment initiatives and emergency planning activities.

Information from each of the above will be compiled into the monthly Detachment Commander's report to the PSB. The goal of the standardized Tool should be to ensure that the extracted data is timely, accurate, consistent and relevant, while assisting both the OPP and the PSB in fulfilling their respective mandates. The information should be presented in a meaningful way so that the PSB can interpret and evaluate the OPP's performance.



### Suggested Enhancements to the Tool:

The following comments are presented in the same order as laid out in the Tool.

a) General Comment:

- for **all** applicable statistics within the monthly report, it would be very beneficial to also provide comparison data for other OPP jurisdictions, particularly Western Region, but also Province-wide. Monthly and year-to-date (YTD) comparisons are given for this Detachment's policing service but more information is needed to compare to other OPP policed jurisdictions to be able to measure and evaluate adequacy and effectiveness of the local service. Comparison data will indicate whether trends that appear to exist in this Detachment are unique or wide spread; such information will assist in determining local priorities, not just for policing but on a larger socio-economic scale.

b) Crime Reporting (from the Records Management System report):

- as the municipality will be billed for all non-Provincial policing, include total calls for service (not just major crime), broken down by type and by patrol zone. Patrol zone information is important information that will assist our local Community Policing Committees
- provide average response time for a priority one call for service
- provide the ratio of actual calls for service per available uniformed officer
- optional information should be mandatory, such as reporting of unfounded crimes (which has an impact on front line policing resources), as well as criminal record and screening checks (which has an impact on civilian staffing).

c) Complaints & Optional Categories:

- public complaints (policy, service, conduct) are provided but the number of internal complaints should also be provided
- optional categories should be mandatory, with the following enhancements to the data as currently presented:
  - o Intelligence led policing (crime abatement strategy) – include comparative data for this detachment (monthly and YTD)
  - o Daily Activity Reporting Patrol Hours
    - in addition to actual hours by category, provide a total of front line policing hours and compare to available hours (for time/performance management); otherwise, the information as currently presented is just statistical with no means of evaluating whether it is reasonable
    - include comparisons for prior month and YTD, rather than just current period
    - provide a breakdown of front line policing hours by patrol zone
    - include the following ratios: number of available officers per capita; number of available NCO to front line officers (span of control)
    - clearly outline the number of overtime hours worked as well as earned (financial impact)
    - segregate, but still report to the PSB, any Provincial responsibility hours (ie. First Nations, provincial highways/parks/waterways, etc.) utilized within the local detachment that affects any of the above reported categories. This information regarding the Provincial resource demand is important to the PSB in terms of understanding the overall workload issues within an integrated detachment.

- Staffing updates – include:
    - authorized strength (# of assigned officers who have this Detachment as their assigned home base);
    - incidents that have impacted officer availability such as leaves, secondments, vacancies, etc.;
    - provide number of available uniformed members by rank; include information on any specialty units (ie. detectives, aboriginal, etc.)
    - provide number of occasions when shift shortages occurred and how dealt with – ie. left unfilled, filled with overtime or OPP resources brought in from another jurisdiction
    - provide actual civilian staffing levels, by position.
  - Outside Detachment Usage – include the number of occurrences/hours/types of OPP resources that were required from outside the detachment (ie. due to shortage in front line policing; or Emergency Task Unit; etc.); as well, provide the number of occurrences/hours/reasons when local detachment resources were deployed external to the municipality.
  - Provide actual hours spent on non-front line policing activities, including: court time, training, administrative type duties, etc.
  - Include information (hours) on RIDE checks and other proactive policing “blitzes”.
  - Include information on Community Policing Activities and other community education/outreach initiatives, including youth related (high school, etc.).
- d) Collision Reporting System:
- the optional information should be mandatory reporting, including: fatalities in the Detachment, persons killed and primary causal factors in fatal motor vehicle collisions. The causal factors are particularly important to consider where more enforcement/education efforts are needed (speeding, impaired, wildlife, mobile device usage, etc.)
- e) Integrated Court Offence Network (ICON):
- need to work with municipality and MAG to reconcile timing of data input with report generation; or report these statistics one month in arrears on a regular basis
  - optional data related to traffic related charges (speeding, seatbelt, impaired, distracted) should be mandatory reporting

Most of the suggested enhancements to the reported information pertain to the issues of manpower and staffing. Consistent with Provincial regulations, this additional data will assist the PSB in evaluating the adequacy and effectiveness of the local municipal policing activities. If the standardized Province-wide OPP Reporting Tool cannot be modified to provide the additional information, as outlined above, the Detachment Commander should be requested to provide this through an ancillary monthly report to the Haldimand County PSB. This would be consistent with both Paragraphs 5 and 13 of the OPP policing contract whereby “reasonable” documentation is to be provided to evaluate policing services and allow the PSB to assess adequacy.

### **BUDGET/LEGAL IMPLICATIONS:**

Approximately 40% of the annual cost of the OPP policing contract pertains to the cost of calls for service. There are other local OPP expenses assigned directly to the municipality pertaining to usage of overtime, staffing enhancements, etc. As a result, it is critical that the PSB and the municipality are provided with monthly reports which provide sufficient information to understand and evaluate the costs and effectiveness of the service being delivered locally.

The requested enhancements to the monthly Detachment Commander reports to the Police Services Board have been vetted by the County solicitor who deems them consistent with the terms and conditions of the OPP contract with Haldimand County.

### **CONCLUSION:**

OPP Contract Policing has introduced a standardized reporting tool for implementation on a province-wide basis. During this trial period, PSBs, municipalities and Detachment Commanders have been asked to provide feedback to the OPP, with the intent that the finalized Tool will be in place by October 2015. Despite some current issues with the quality and delay in populating the data, the new reports are a significant improvement from the past ad hoc approaches.

Haldimand County's recent review of this Tool was undertaken with the view that clear and consistent information will assist all parties in meeting their respective responsibilities for ensuring that adequate and effective policing is being provided to the residents. In addition to the Police Services Act provisions, municipalities have further Municipal Act obligations to its taxpayers with regard to financial transparency and accountability for its decisions. The suggested enhancements to the reporting Tool are presented with these principles in mind.

The PSB has directed that this report and recommendations are passed onto OPP Contract Policing and other affected municipalities for their review and consideration. If the Tool is not amended to include all of the requested information, the PSB should review the items with the Detachment Commander with the intent of developing an ancillary report for Haldimand County.

### **ATTACHMENTS:**

None.