



North Bay Police Service

Report on Policing 2006



**Peter Chirico – Chair
North Bay Police Services Board**

**Chief of Police Paul D. Cook
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Foreword

The North Bay Police Services Board and Chief of Police are pleased to present our 2006 Annual Report to our community as well as the Ministry of Community Safety and Correctional Services. We would also like to take this opportunity to recognize the members of our Police Service, both civilian and sworn, for their ongoing professionalism and commitment to the communities we serve.

Sir Robert Peel once wrote, "Police at all times, should maintain a relationship with the public that gives reality to the historic tradition that the police are the public and the public are the police; the police being only members of the public who are paid to give full-time attention to the duties which are incumbent on every citizen in the interests of community welfare and existence." Our Police Service has proudly served the residents of North Bay since Wesley Coleman, our first officer, patrolled the village streets back in 1882 and the words of Sir Robert Peel are as true today as they were in the 1800s. We continue to use a team approach with community partners to provide adaptable problem solving strategies through open communication, community consultation and support.

Once again this year we are reporting reduced levels of crime, high clearance rates and continued high community satisfaction levels. We have attributed our past success to our strong ties with the community and the ongoing support we receive. This annual report on policing is a testament to that support and reflects our Police Service's commitment to working with the citizens of North Bay and Callander to make these communities the envy of many other cities and municipalities.

The year 2007 marks our 125th Anniversary as a Police Service and we look forward to providing policing to the residents of North Bay and Callander and celebrating this significant milestone in our proud history with them.


Peter Chirico
Chair, North Bay Police Services Board


Paul D. Cook
Chief of Police

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NORTH BAY POLICE SERVICE

MISSION STATEMENT

Dedicated to service, committed to community.

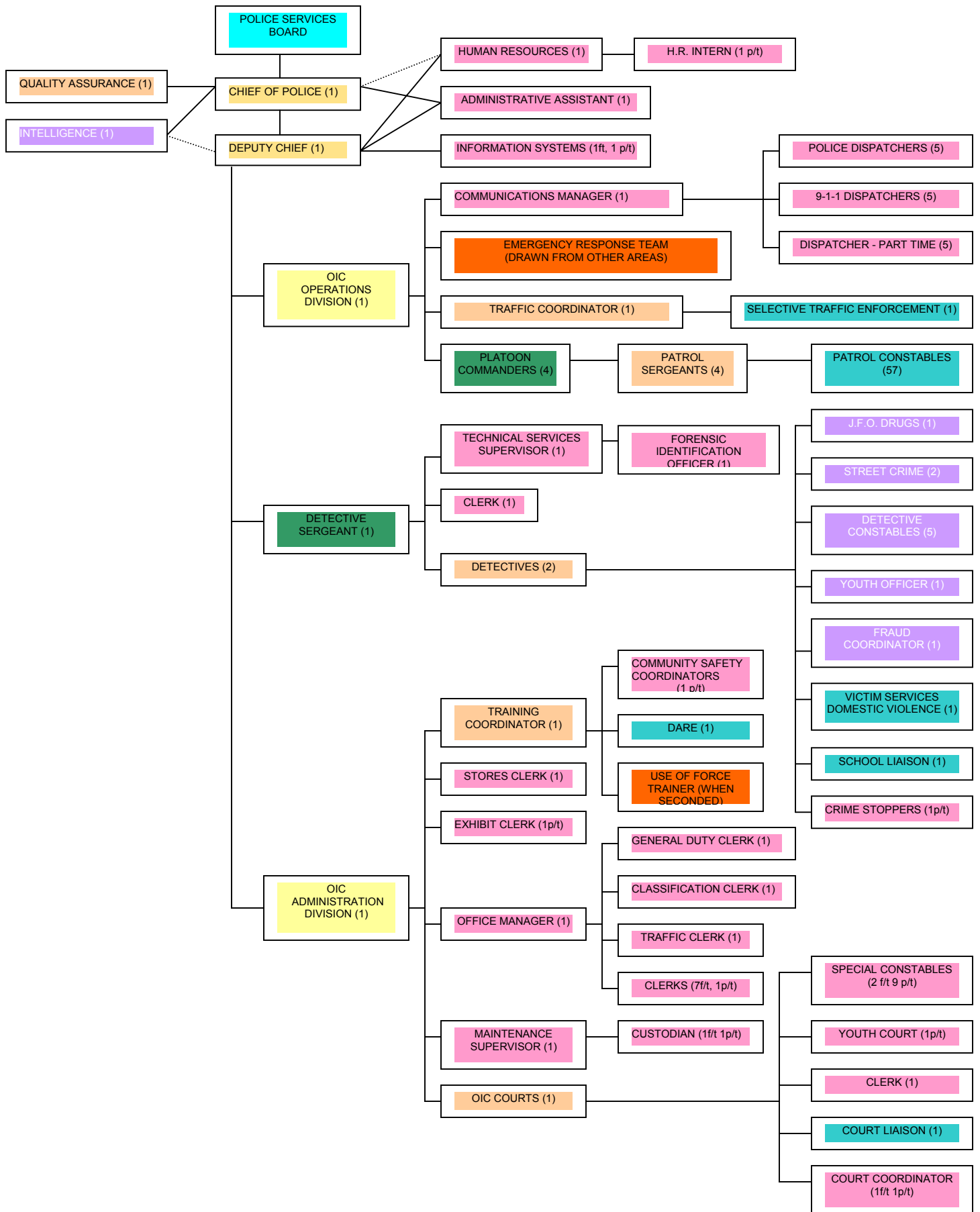


VALUES

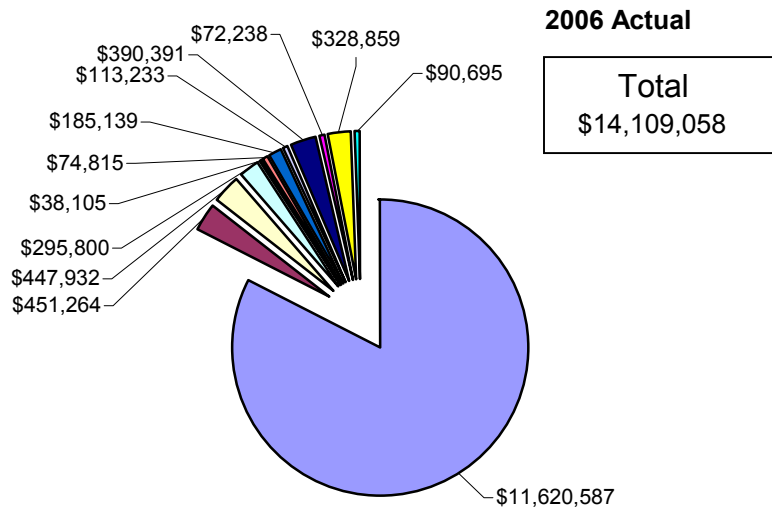
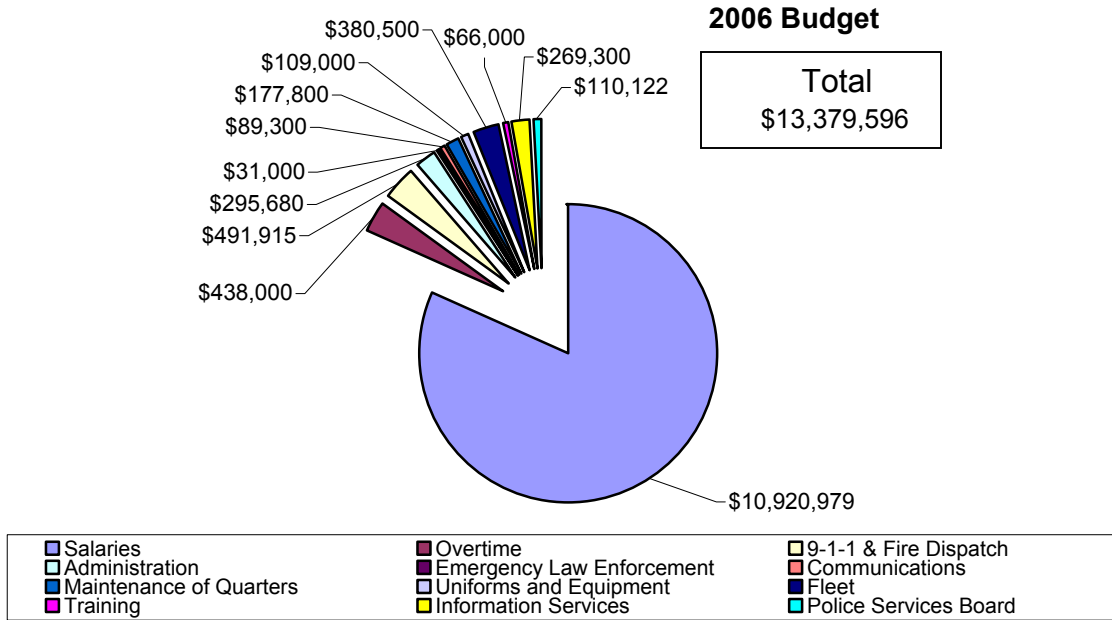
We, the members of the NORTH BAY POLICE SERVICE are committed to:

*Excellence in Policing
Pride in Professionalism
Compassion for those in need
Honesty-Integrity-Vision-Teamwork*





COST OF POLICING

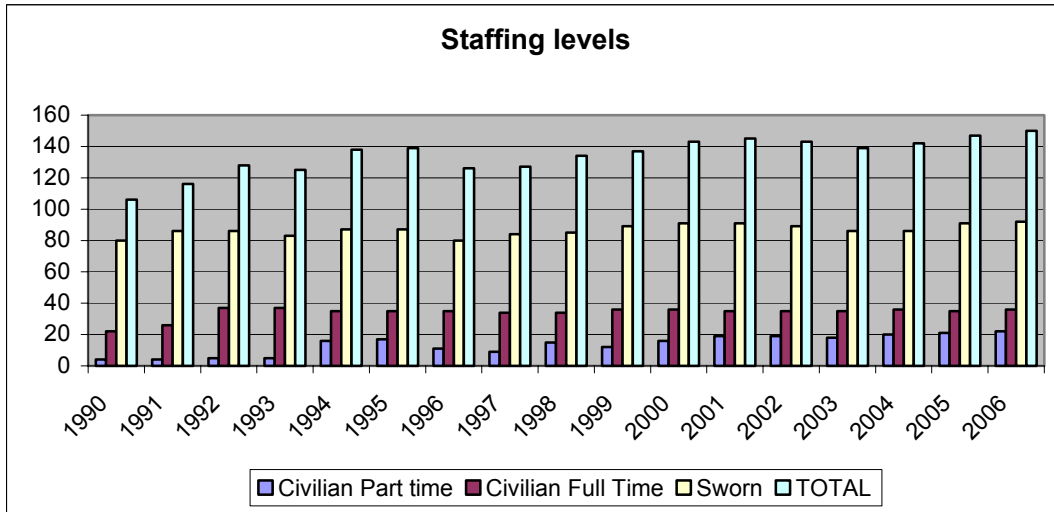


| Revenues | Budget | Actual |
|----------|-----------|-------------|
| | \$977,759 | \$1,287,764 |

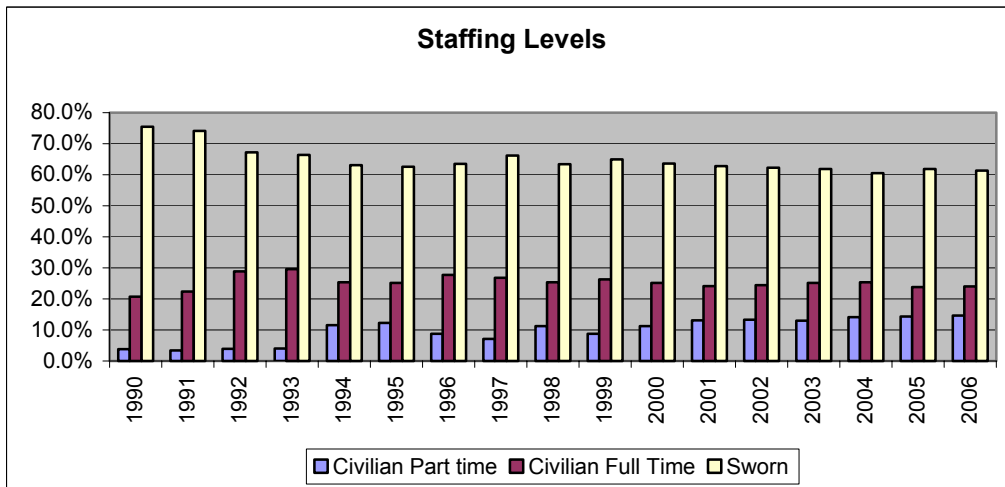
| | |
|----------------------------|------------|
| Year end (Surplus)/Deficit | \$419,457* |
| *2007-03-06 figures | |

STAFFING LEVELS - DEC. 31ST 2006

This chart depicts the staffing levels by employee as a total in each category.



This chart depicts the staffing levels as a percentage for each category.



Board Chair Peter Chirico waits to present badges to Chris Corbeil and Dan Shepstone as they are sworn in as Constables with the North Bay Police Service.

COMMUNITY BASED CRIME PREVENTION

The Business Plan set out the following goals in this area:

Goal

To develop effective, appropriate and sustainable crime prevention initiatives with community stakeholders.

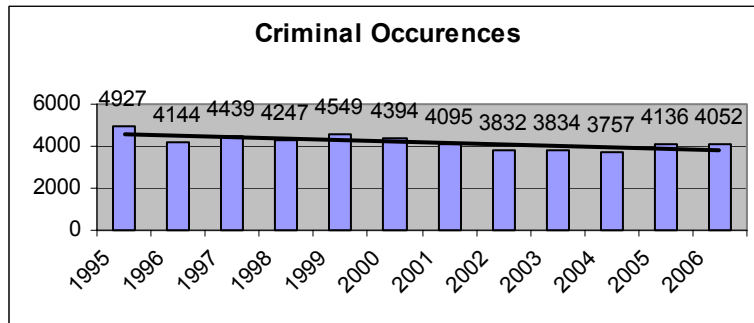
Objectives

1. To ensure that crime prevention initiatives involve appropriate stakeholders.
2. To educate the public on sound crime prevention practices.
3. To conduct ongoing reviews of existing programs and determine their viability.

Performance Measures

1. Annual evaluation reports of all existing crime prevention programs.
2. Implementation of new programs.

The number of reported criminal occurrences continues its downward trend. This is consistent with the principle established by Sir Robert Peel who stated, "The test of police efficiency is the absence of crime and disorder, not the visible evidence of police action in dealing with it."



Although the number of reported criminal occurrences in 2005 was at its highest since 2000, we continue to see a declining trend in the number of reported criminal occurrences. 2006 figures indicate a 2% decrease from the previous year. This is equivalent to only 84 fewer criminal incidents from 2005. This is due in part to 45 fewer violent crimes, 8 fewer property crimes, 13 fewer drug offences, and 13 fewer Criminal Code Traffic offences. Other areas saw slight increases or decreases. Each of these will be subject of further analysis later in this report.

A new initiative in 2006 was in response to thefts from vehicles. The "Lock It or Lose It" campaign was launched as an increasing number of occurrences in this area was identified. The awareness campaign included radio ads and literature distribution. Preliminary figures indicate an increase in reporting from 298 occurrences in 2005 to 350 in 2006. Continuation of the program and further evaluation will be required to assess the true impact of the program.

COMMUNITY PATROL

The Business Plan set out the following goals for this area:

Goal

To provide a safer community through a more visible, effective and efficient use of directed and general patrols.

Objectives

1. To review and adjust as needed our deployment strategy in order to provide quality service to the community while ensuring officer safety.
2. To utilize directed patrol initiatives based on crime analysis and community input.
3. To develop multi-disciplinary committees to address community issues.
4. To examine the functionality of the current patrol zone system.

Performance Measures

1. The completed review of our deployment strategy.
2. The number of directed patrol initiatives undertaken.
3. The number of issues dealt with in partnership with other agencies.

Since April of 2005, ten of the 57 officers assigned to patrol duties have been recruits, newly hired and graduating from the Ontario Police College. Eight of those were hired in 2006. Therefore, much of the focus within the Patrol Division has been training and supervision. In addition, changes in supervisors has necessitated time allocated to orientation and training. The deployment model remains an issue for the future.

Nonetheless, directed patrols and targeted enforcement remained one of the key functions of the Patrol Division. The additional four officers assigned as a result of the Safer Communities – 1,000 Officers Partnership Program has permitted the reassignment of one officer per platoon to targeted traffic enforcement. Although the impact of this initiative will not be felt until later in 2007, preliminary statistics indicate an average monthly increase in traffic enforcement in January and February of 2007 of 72.5% over the period in 2006.

Officers were also seconded to the Joint Motorized Snow Vehicle Patrol in conjunction with the Ontario Provincial Police, directed traffic enforcement during blitz weeks like the bi-annual seatbelt campaigns, Operation Impact in October, and school bus patrols in September. Patrol personnel also conducted joint inspections of licensed premises with Inspectors from the Alcohol and Gaming Commission.

The traffic enforcement officer has also worked closely with the Ministry of Transportation in targeting unsafe motor vehicles and hosting safety check lanes at North Bay Police Headquarters. Specific enforcement in the area of the Taxi By-Law, administered by the Police Services Board, resulted in some vehicles being removed from the various fleets due to mechanical defects. Traffic and Road Safety remain high priorities with our residents as is seen in both our town hall meetings and the recent survey we conducted.

CRIMINAL INVESTIGATION SERVICES

The Business Plan set out the following goals in this area:

Goal

To ensure highly skilled and trained investigators conduct criminal investigations.

Objectives

1. To provide skill training to criminal investigators.
2. To develop and maintain an ongoing inventory of members' investigative skills.

Performance Measures

1. The number of officers receiving the General Investigative Techniques Course and/or the Major Case Management Course.
2. The number of officers in specialty units receiving mandated specialty training.
3. The number of officers designated by the Chief of Police as Criminal Investigators.

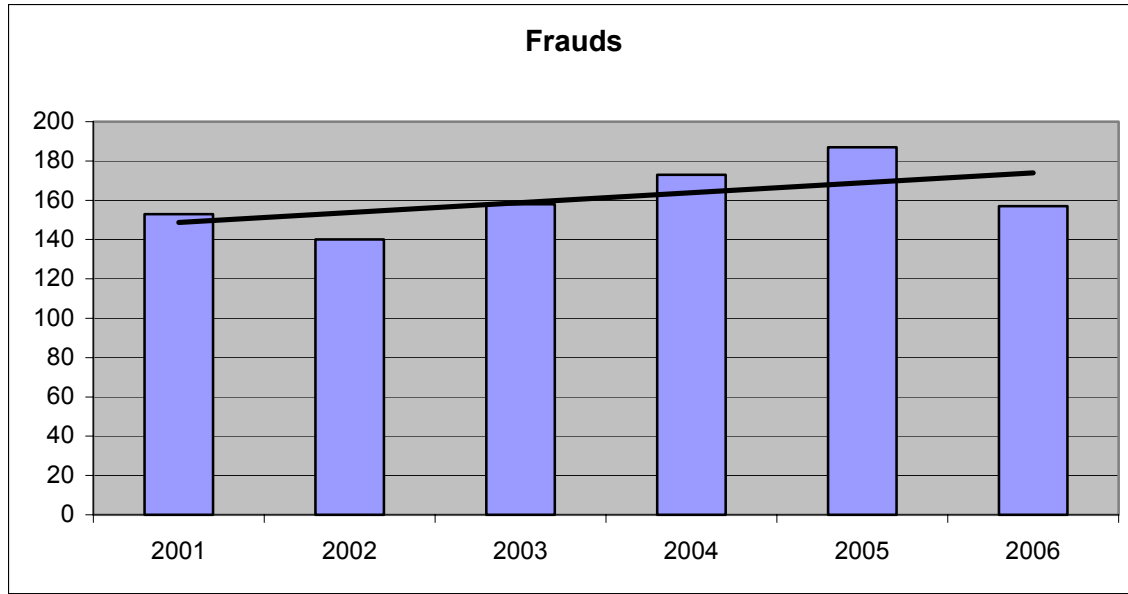
The Adequacy Standards Regulation requires that the police service have one or more Criminal Investigators who have completed the required training or have acquired equivalent competencies. In addition, investigative supports must be accessible to the service. These include forensic identification, breath testing, and criminal intelligence.

The goals and objectives in the Business Plan call for providing skills training for criminal investigators, and ensuring that those officers in specialty units receive the training required to ensure a high level of competency. To that end, the Service provided training to its members in 2006 as follows:

| | | | |
|----------------------------------|---|------------------------------|---|
| General investigative Techniques | 1 | Investigative Interview | 1 |
| Internet Searching Techniques | 1 | Sexual Assault Investigation | 5 |
| Search Warrant | 1 | Youth Restorative Justice | 1 |
| Drug Investigation | 1 | Asset Forfeiture | 1 |
| Mobile Surveillance | 1 | Fraud Conference | 4 |
| Human Source Development | 1 | Restorative Justice | 1 |

In addition to supervisors of each platoon being designated as criminal investigators, 21 of the 57 constables (37%) assigned to the Patrol Division are also designated, providing investigative expertise and experience at the front-line level. This is particularly important to the young officers who receive mentoring and supervision from those officers.

The position of Fraud Coordinator has become a vital link between the police service and the financial community, establishing a working relationship between investigators from banks and financial institutions and the law enforcement community. With concerns surrounding identity theft, internet fraud, and other offences in our seemingly borderless world, the reach of the criminal element is international and sophisticated, with the ability to operate with little impunity.



Although there has been a decrease in fraud and fraud related complaints in 2006, the Fraud Coordinator reports an increase in Internet fraud complaints. Internet fraud is increasingly utilized to foster fraudulent schemes. The accessibility of such an immense audience coupled with the anonymity of the subject, acts to protect the criminal from identification. Moreover, Internet fraud does not have fixed boundaries as seen in other, traditional crimes and, with technology, such as unsecured wireless Internet, makes it difficult to identify the location of the criminal.

It is these challenges for law enforcement personnel that make Internet fraud attractive to criminals. It stands to reason then that, as our dependence on technology increases, so will Internet fraud. People who fall prey to Internet fraud may be reluctant in making a complaint. They may feel embarrassed that they were 'duped' or that the likelihood that law enforcement will identify the criminal is remote and therefore don't want to 'bother' the police.

COMMUNITY SATISFACTION

The Business Plan set out the following goals for this area:

Goal

To ensure that members of the community are satisfied with the quality of policing provided to their community.

Objectives

1. To conduct ongoing community consultation.
2. To respond to community concerns through community problem solving.

Performance Measures

1. Annual community satisfaction evaluation reports.
2. Community consultation initiatives.
3. Community problem solving initiatives

In the fall of 2005, a fourth year student from Nipissing University's Criminal Justice Program was commissioned to conduct a community survey. Working with the Quality Assurance officer of the Service, residents of North Bay and Callander were asked to evaluate the North Bay Police Service in a number of areas. The respondents who indicated that they had contact with police in the past year accounted for 40% of the sample group, with 78.4% indicating positively to their level of satisfaction with the police service.

Although not a performance indicator listed above, the number of public complaints and their resolution are key indicators in community satisfaction. A total of 12 complaints were received in 2006 versus 18 in 2005. Of those 12, one resulted in disciplinary actions being taken, 10 were either withdrawn or found to be unsubstantiated. The remaining matter is still under investigation at the time of this report.

The survey also raised the issue of vulnerability to violent crime. Just over 40% of the respondents indicated that they felt vulnerable to assault. With 57.6% of the respondents being between the ages 12 and 30, this response is consistent with the Statistics Canada Criminal Victimization in Canada, 2004 report, which states:

Young people were particularly vulnerable to violent crime. In 2004, the rate for Canadians aged 15 to 25 years (226) was 1.5 to 19 times greater than the rate recorded for other age groups. The risk of violent victimization steadily declined as age increased. For example, those aged 25 to 34 years had a rate of 157 per 1,000, compared to 115 per 1,000 for the next oldest age group (those aged 35 to 44 years).

Therefore, this is not a phenomenon unique to our community but a trend amongst young people nationwide to participate in activities that raised their level of vulnerability. This includes social activities in the evening and early hours of the morning, usually in public places where the risk is higher.

EMERGENCY CALLS FOR SERVICE

The Business Plan set out the following goals in this area:

Goal

To ensure efficient and safe response to calls that involve emergency response personnel.

Objectives

1. To ensure that all emergency response personnel receive the required training and re-qualifications necessary for them to conduct themselves in a professional and safe manner.
2. To ensure participation of the service in community emergency response preparation and training.

Performance Measures

1. Number of training hours/days dedicated to emergency response training.
2. Number of community preparedness and training initiatives.

The Service's Emergency Response Team, along with trained Crisis Negotiators and Incident Commanders, must maintain their level of proficiency and be prepared to deal with some of the most serious incidents in policing. In recognition of this, the goals established in the Business Plan deal specifically with training for these members. The team had nine days of Maintenance Training in 2006, covering a variety of topics including:

1. Stealth Searching and Covert clearing techniques of buildings
2. High Risk Warrant Service on Residential and Commercial Buildings
3. High Risk Vehicle Stops
4. Containment of Barricaded Persons
5. Rapid Deployment involving active shooter scenarios
6. TASER
7. Firearms training on Bushmaster .223, 12 gauge shotgun, .40 cal. pistols
8. Specialized less lethal weapon training on the ARWEN
9. Chemical Munitions, and Gas training
10. Distraction Device training
11. Command and Control and SMEAC
12. Search and Rescue
13. Map and Compass
14. Fitness and Task Specific



In addition, one member continued with maintenance training as a Sniper/ Observer, which involves 4 hours on 7 separate days on the range, throughout the year. The team also received

3 days of training from their colleagues from the Peel Regional Police Tactical Team in the areas of:

1. Clearing techniques and arrest procedures
2. Immediate action response
3. Bus assaults
4. Command and control
5. High-risk vehicle stops
6. Warrant service, and
7. Less lethal applications.

During the fall of 2006 members of the ERT team were fortunate to re-establish links with the Civilian Air Search and Rescue Association (CASARA) and Bay Search and Rescue (BAYSAR) groups. Both OPP and North Bay Police Service took part in the National Search and Rescue Excursive (SAREX) 2006 hosted by CFB Trenton in North Bay. This was an impressive exercise to say the least. The military SARTEC'S personnel are some of the most highly trained personnel in Canada. ERT members were involved in a ground search prepared by Sgt. Taylor from the OPP and A/Sgt. Hunter of our Service. The scenario exercise was designed to mix all the teams with NBPS, OPP, BAYSAR, and CASARA members. The operating teams then responded to a simulated downed aircraft search and rescue. All the teams completed the exercise and came away with an increased awareness and appreciation for each member's respective profession. It was a fantastic opportunity and a great chance to work with the military and civilian members of the search community.

Two senior members of the team had the opportunity to attend the Managing the Search Function Course, hosted by Halton Regional Police Service. The course instructor, Mr. Ted Phillips is one of the foremost authorities for the Province of Ontario. The course focused on the liability of the search, suspending the search, the probability of success in a search, and articulating the search for inquests. This will also complement the planned search course for all our members of ERT in the fall of 2007.

The Emergency Response Team was involved in 45 incidents. These include team calls and patrol calls for service where ERT members were called upon to attend specifically for TASER deployments. In addition members of the team provided several lectures throughout the year to differing groups, on a variety of topics.

As a team, ERT responded to 18 occurrences including:

- Six search warrant executions
- Two surveillance details
- Two high-risk arrests
- Two arrests of armed suspects
- One barricaded person with a weapon
- One domestic disturbance
- One suicidal person
- One prisoner escort
- One building clearance and arrest
- One disturbance at the North Bay Jail

VIOLENT CRIME

The Business Plan set out the following goals for this area:

Goal

To provide effective response to violent crime.

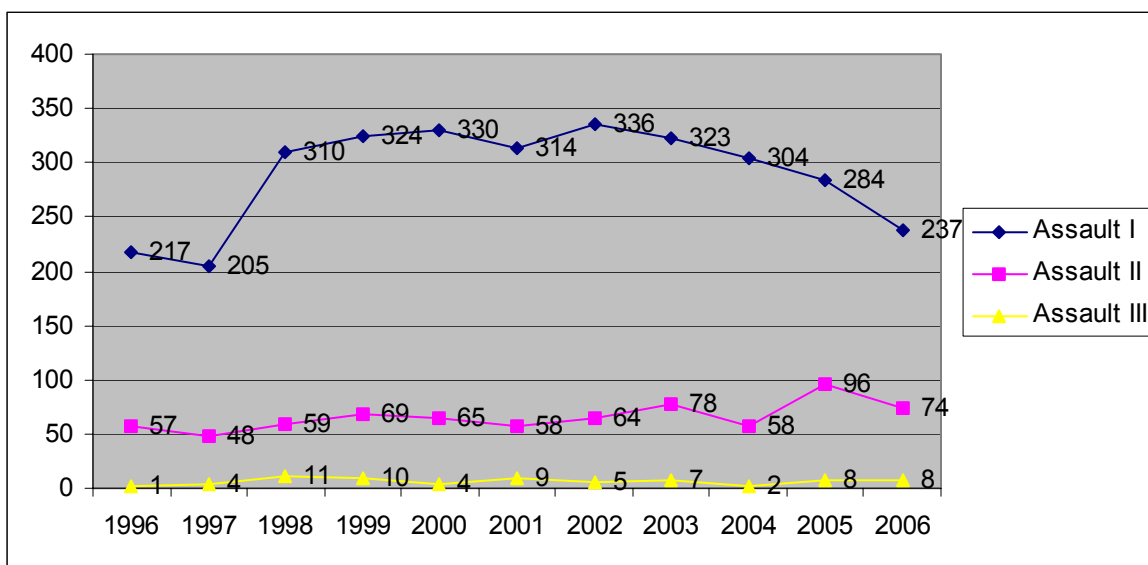
Objectives

1. To ensure an appropriate response to domestic violence.
2. To ensure an appropriate response to other violent crimes.
3. To maintain high clearance rates in the area of violent crime.
4. To increase the use of crime analysis in violent crime response.

Performance Measures

1. Maintaining appropriate trends in all areas of violent crime.
2. Clearance rate for violent crime.

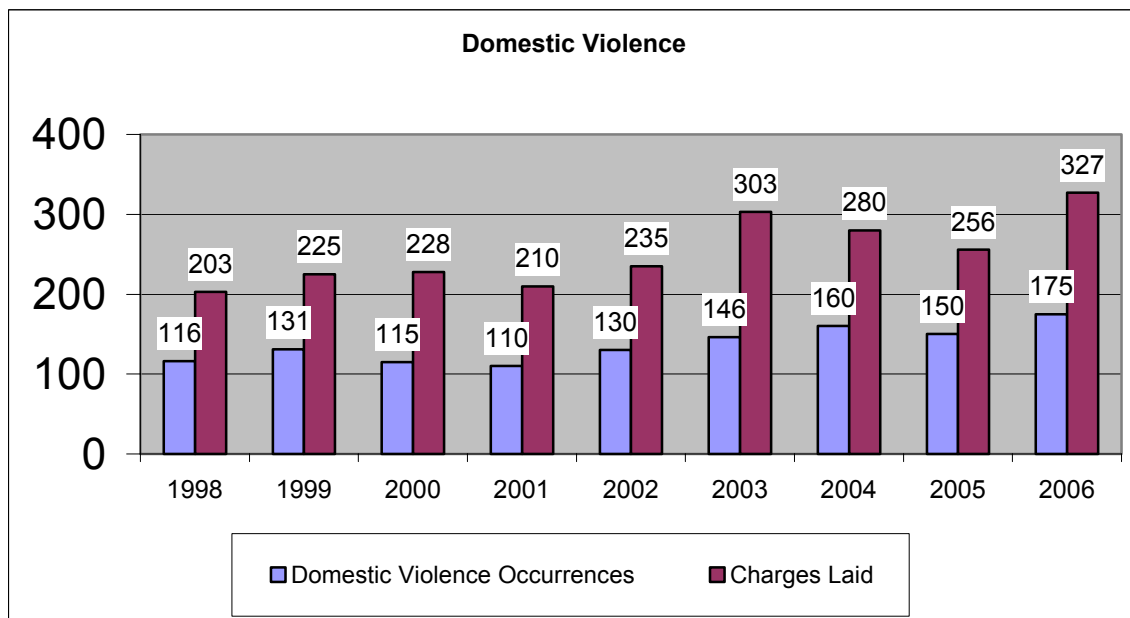
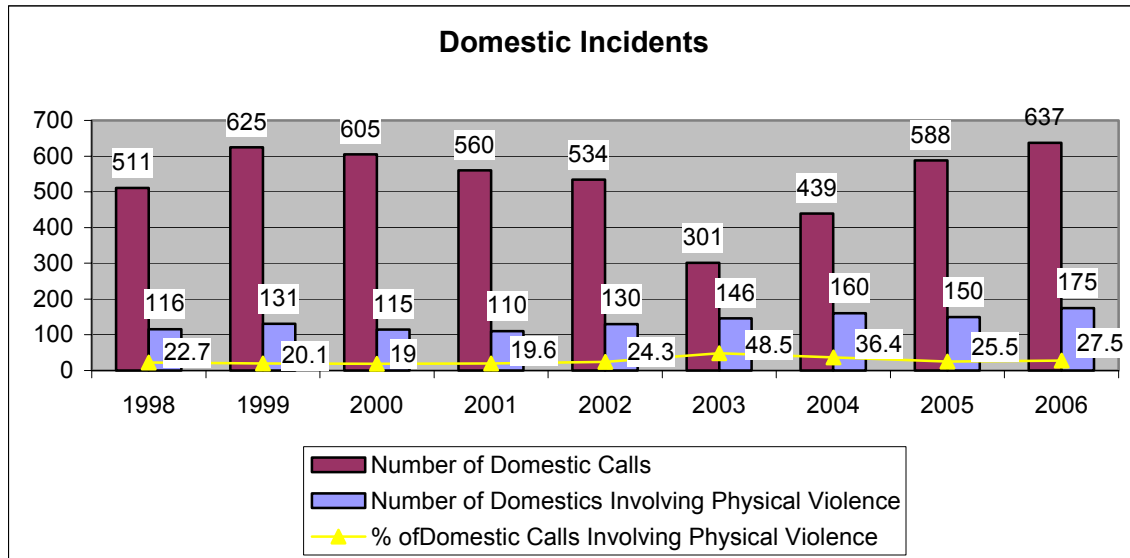
The service is continuing its aggressive response to violent crime by making these incidents priorities. We maintain a high clearance level, with 89.7% of violent crimes being cleared in 2006, up from 83.3% the previous year. That is to say that the offender was charged or, at a minimum, identified but not charged. Crime trends in these areas are constantly monitored.



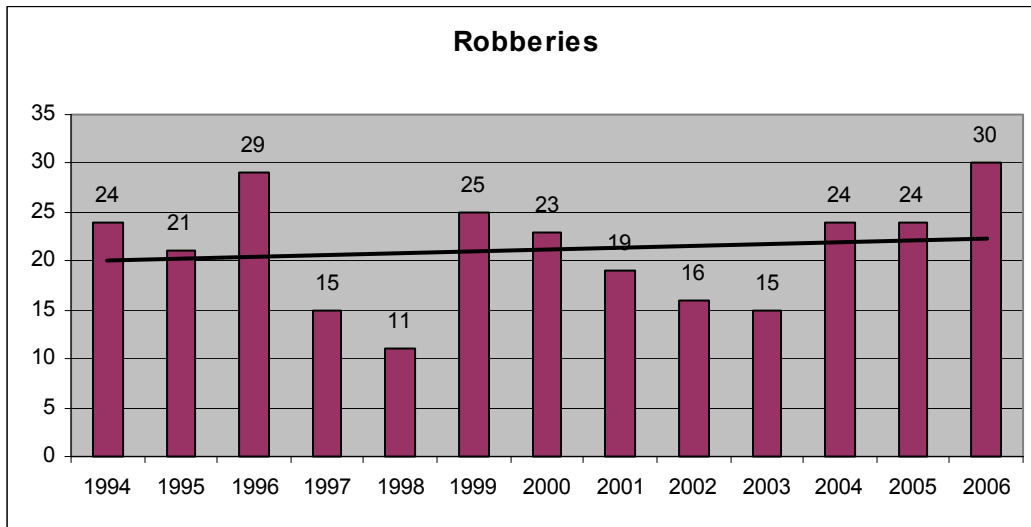
Of note is the change in the level of violence and injuries to victims. Although the overall number of assaults may be decreasing, Assault level II (causing bodily harm) has seen an increase, particularly in 2005, with a slight decrease in 2006. Analysis of these and other related occurrences has linked much of the violence to that portion of our community that chooses to participate in the illicit drug trade. Two recent attempt murder cases were cleared in 2006 and are directly related to this lifestyle. These are not random acts perpetrated against strangers. In most instances, the victim knows his or her attackers through their association to the illicit drug sub-culture.

The reporting of domestic disturbances continues to increase. The percentage of domestic disturbance calls involving violence has averaged 27.6% over the past eight years. During the same period of time, the rate at which charges are laid has varied from 1.72 to 2.78 charges per

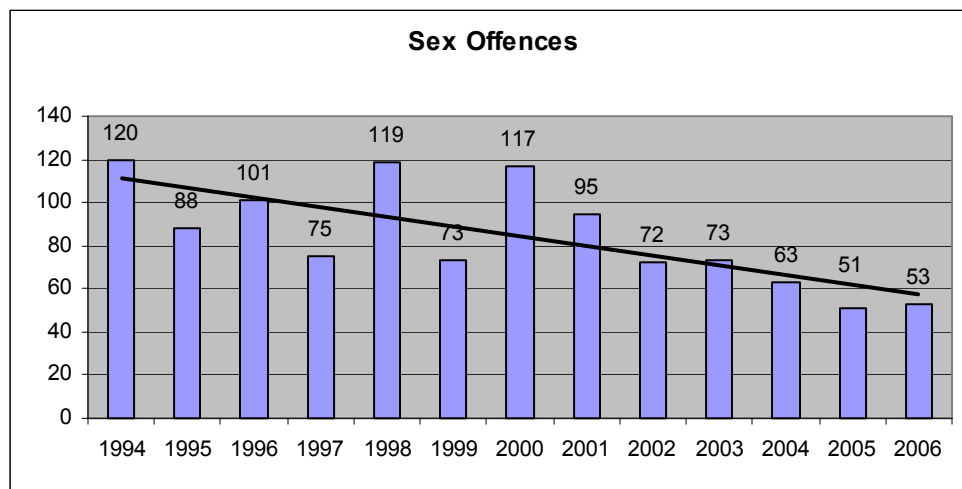
occurrences. 2006 saw a rate of 1.87 charges per occurrence, slightly higher than the average of 1.84.



The number of robberies increased from 24 to 30 in the past 12 months. As is the case with assaults, in depth analyses of these occurrences was conducted and it was determined that over half of the robberies in 2006 were drug related. Corner stores, financial institutions and businesses are not being targeted but rather these crimes are being committed by individuals who are, in many instances, known to the victim. This often results in reluctant victims and witnesses, which hinders the investigation and its successful conclusion. These incidents are frequently personal disputes over money or property.



The number of sex offences reported to police continues to decline, as has been the trend over the past decade. A total of 53 sex offences were reported in 2006, an increase of only two from the previous year. Workload for criminal investigators in the early to mid 1990's included a large number of historical sexual assaults, offences that had occurred in years previous and were only reported at that time. This does not appear to be the case today. Some such reports are being received but not in the volume that was witnessed a decade or so ago.



The Service is pursuing the completion of a protocol agreement with other agencies involved in the areas of medical treatment and victim assistance in relation to the investigation of sexual assaults and domestic violence.

Since 1996 a Regulation made pursuant to the *Police Services Act of Ontario* requires policing agencies to submit ViCLAS (Violent Crime Linkage Analysis System) reports on all occurrences that meet the following criteria:

1. All solved and unsolved homicides and attempts;
2. All solved and unsolved sexual assaults or attempts;
3. Missing persons, where foul play cannot be ruled out;
4. Unidentified human remains where foul play cannot be ruled out as a manner of death;
5. All non-parental abductions and attempts;
6. False allegations of sexual assaults or attempted murder;
7. All solved, unsolved, or attempted Child luring and or Child Pornography;
8. Any violent crime where the investigator believes that the offender, whether known or unknown may have been responsible for other violent crimes or has the potential to offend or re-offend.

The thirty-eight page, 147 page questionnaire must be completed by the investigator and submitted within specified time lines. In 2006, 96 booklets were submitted for analysis. Of those, 7 were for information purposes including 4 criminal harassments, 3 indecent acts and 2 supplementary reports. Of the 87 meeting the criteria offence standard, two were in relation to attempt murders, 83 for sexual assaults, 1 in relation to an unidentified human remains dating back to 1975 and 1 in relation to a child luring investigation.

PROPERTY CRIME

The Business Plan set out the following goals in this area:

Goal

To provide effective response to property crime.

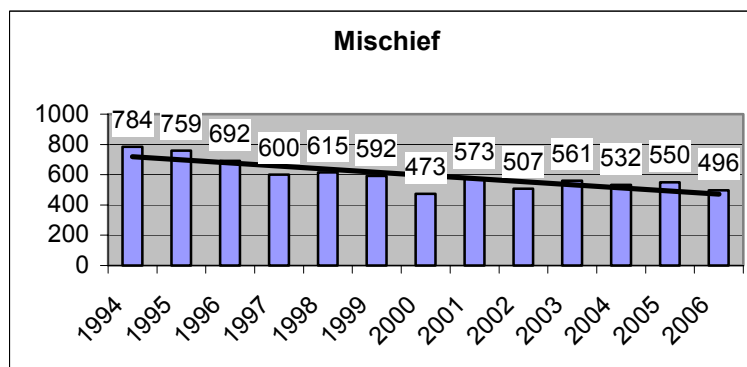
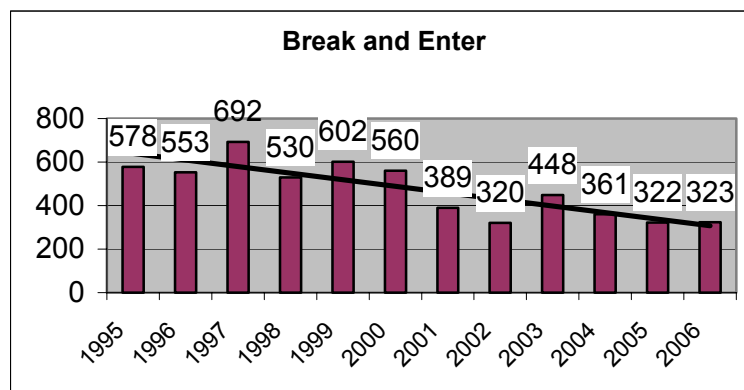
Objectives

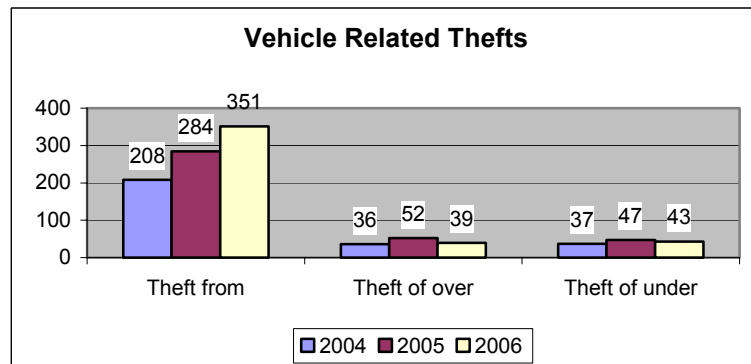
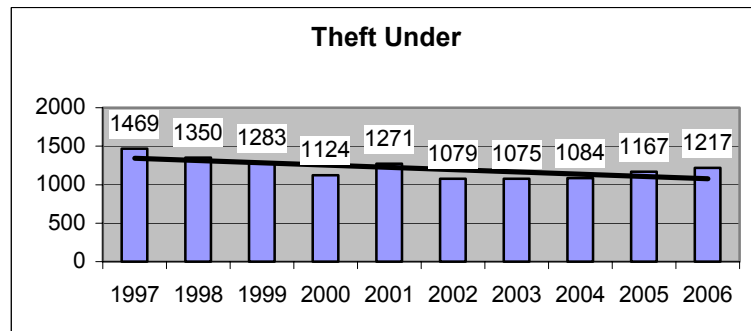
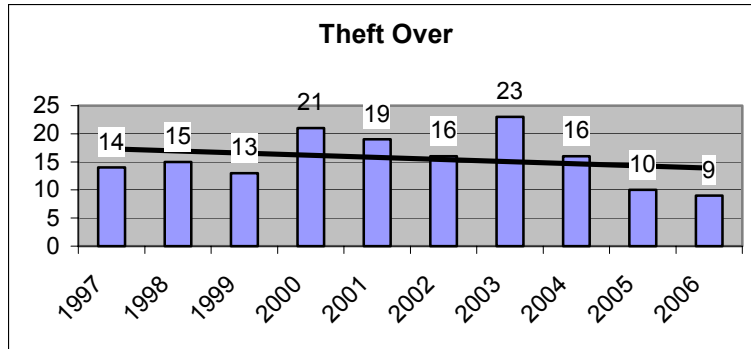
1. To monitor and maintain current trends in property crime.
2. To maintain high clearance rates in the area of property crime.
3. To increase the use of crime analysis in property crime response.

Performance Measures

1. Maintaining appropriate trends in all areas of property crime.
2. Clearance rate for property crime.

In reviewing data on property crime, we have observed decreases in the number of reported occurrences in the four main categories. In relation to 2005 figures, reported break and enter incidents are relatively unchanged; mischief is down by approximately 10% while theft over \$5000 is also unchanged. Theft under \$5000 is the only category where an increase has been noted, in particular thefts from motor vehicles as seen in the chart entitled Vehicle Related Thefts. The increased reporting in 2006 may be due to publicity surrounding the “Lock It or Lose It” campaign. However, an increase of 68.75% over the past two years indicates the need for further research and action in 2007.





The Street Crime Unit continued to actively pursue those responsible, becoming involved in 104 separate investigations and responsible for laying 131 criminal charges. As a result, property valued at approximately \$129,564.00 was recovered and the seizure of illicit drugs valued at over six thousand dollars. Criminal charges varied from property crime offences, breach of court orders, fraud, robbery and extortion, drugs and assaults. The unit has also established a working relationship with Inspectors from the Alcohol and Gaming Commission and the second hand goods retailers in the area. The latter has reduced the ease with which thieves can dispose of stolen property locally.

YOUTH CRIME

The Business Plan set out the following goals in this area:

Goal

To provide effective response to youth crime.

Objectives

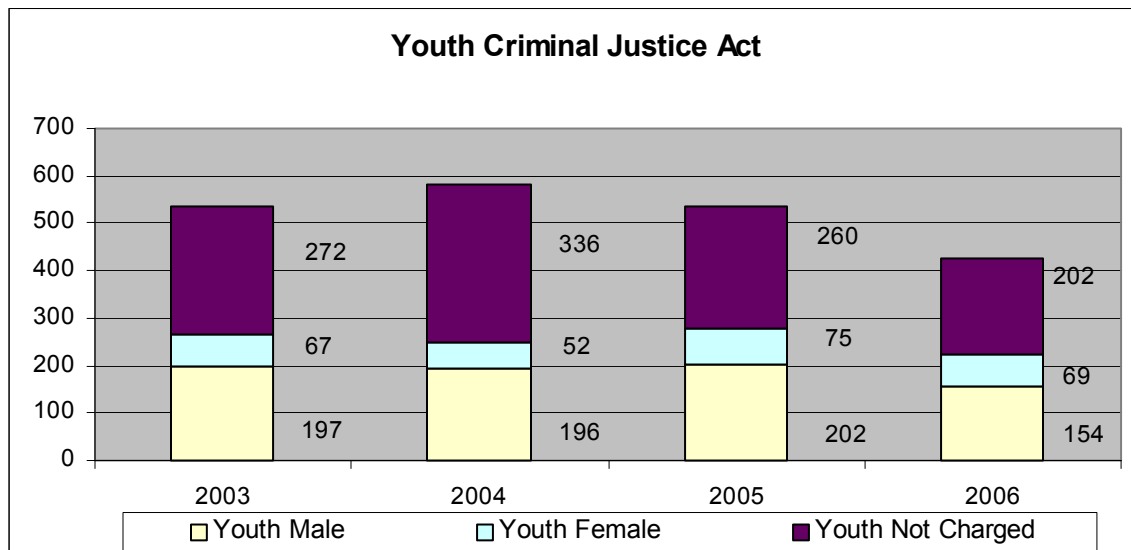
1. To establish recidivism rates of youth crime.
2. To develop community strategies in implementing all areas of the Youth Criminal Justice Act.
3. To appropriately respond to identified youth crime issues.

Performance Measures

1. Recidivism rate established.
2. Strategies and initiatives undertaken in response to youth crime

This is an area where new legislation has provided challenges and opportunities. The *Youth Criminal Justice Act* is beginning its fifth year. Youth referral data has been collected over the past four years and may provide some insights into recidivism and the programs being used in relation to the legislation. A review of tracking systems in this area resulted in an improved process that will provide better data for future analysis. Ongoing discussions with the Criminal Justice Program at Nipissing University indicate an interest in working with the Police Service in reviewing the data and providing some feedback on the steps being taken when young persons have been identified and coming into conflict with the justice system.

The distribution of criminal charges by age and gender indicates a decrease in the number of youths found in conflict with the judicial system than in the previous two years. An overall reduction of 20.9% in 2006 was seen, with an 8% reduction of female offenders being charged and a decrease of 23.8% in the male offenders charged.



VICTIM ASSISTANCE

The Business Plan set out the following goals in this area:

Goal

To provide enhanced assistance to victims of crime.

Objectives

1. To ensure members interact with victims in a professional manner.
2. To utilize community resources and partnerships in providing support to victims of crime.

Performance Measures

1. Level of satisfaction with services expressed by victims of crime in community satisfaction questionnaires.
2. Number of community initiatives and partnerships.
3. Letters to the Service from victims of crime.

Our most recent community survey indicates the level of satisfaction with our services by victims of crime at 73%. That is to say that of the 55 respondents who indicated they were a victim, 40 indicated a positive level of satisfaction, 14 indicated a level of dissatisfaction and one who did not comment. This does not reflect directly upon the Victim Services Unit but the Service in general. This area will be monitored in future surveys. This was the first time that this data was extracted and analyzed in this fashion and there is no base line for comparison.

Through its local partners like the Community Counselling Centre, Near North VCARS, Nipissing Transition House, Crisis Centre, Amelia Rising, the Indian Friendship Centre, the Children's Aid Society, North Bay General Hospital, the Crown Attorney's Office, neighbouring police agencies, Victim Witness Assistance Program and several provincial ministries, a number of initiatives are being planned in relation to public education and awareness on the issue of domestic violence.

There were 465 referrals made to partner agencies in 2006. One area to be targeted in 2007 is the Domestic Violence of seniors and working with community partners to generate greater awareness of the issue.

Interventions with the National Parole Board, Criminal Injuries Compensation Board and other government ministries have resulted in positive outcomes for the affected victims.

ROAD SAFETY

The Business Plan set out the following goals for this area:

Goal

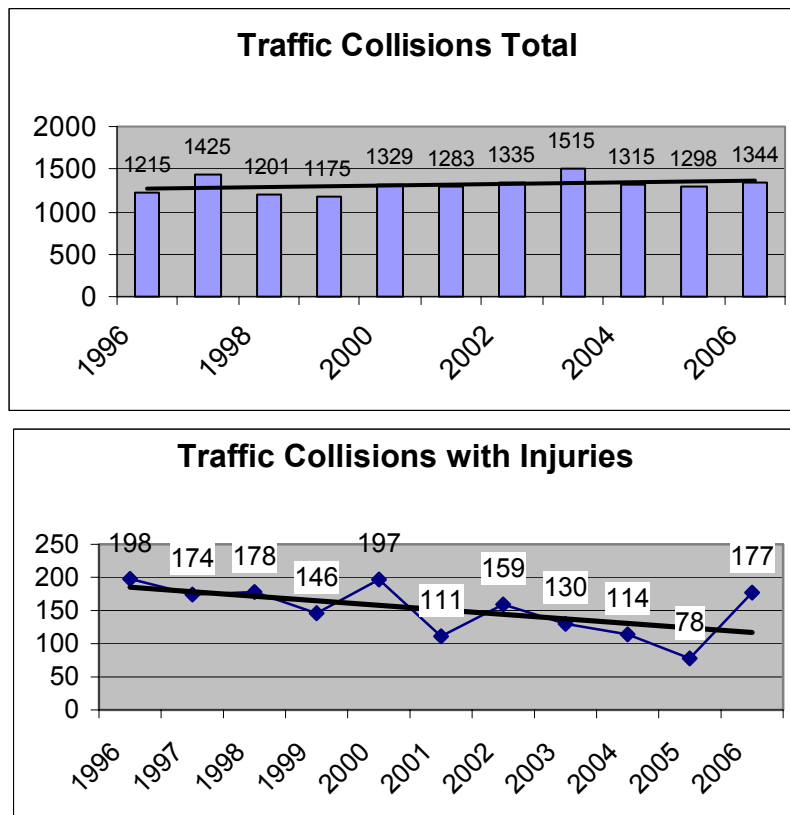
To improve upon the community response to traffic safety issues.

Objectives

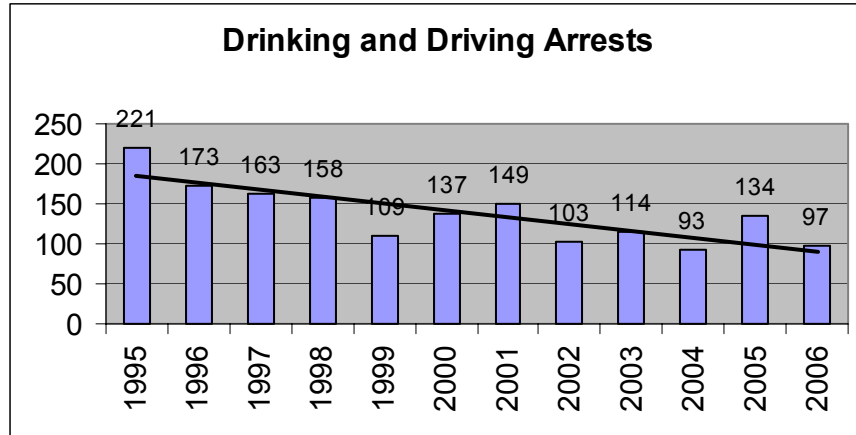
1. To utilize public consultation in identifying community traffic safety issues.
2. To establish a multi-agency body to review traffic safety concerns.
3. To reduce trends in identified areas of concern.

Performance Measures

1. The establishment of a traffic safety body.
2. Maintaining the falling level of injury collisions.



The number of collisions reported in 2006 rose only slightly from the 2005 level. Of greater significance is the apparent dramatic increase in injury collisions. Investigation into this area provided an explanation into what is considered the greatest factor. A change in interpretation in the criteria for assigning a collision as having injuries occurred along with a change in staff in the traffic office. A less liberal interpretation of those criteria has resulted in increased numbers. It should be noted that there were only two fatalities related to traffic collisions in 2006. The additional injury collisions reported appear to be those of a very minor nature requiring little or no medical aid.



Full implementation of the Platoon Traffic Officer took place in early 2007 with the resulting increased enforcement figures shown in the chart below.

| Total Provincial Offences Enforcement | 2006 | 2007 | Increase 2006 to 2007 | % Increase | Platoon Traffic Officer | % of Increase Attributable to Platoon Traffic Officer |
|---------------------------------------|------|------|-----------------------|------------|-------------------------|---|
| January | 501 | 651 | 150 | 29.9 | 136 | 90.7 |
| February | 324 | 580 | 256 | 79.0 | 139 | 54.3 |

Our traffic coordinator continues to dialogue with municipal officials to track issues and problem solve traffic and collision related public safety concerns. This approach is proving valuable in addressing citizen concerns. The 2005 Community Voice on Policing survey identified traffic as one of the top 4 areas of vulnerability and the majority of respondents (59.9%) identified Directed Traffic Enforcement as a valuable program.



In the area of community education and awareness, our Community Safety Coordinator and other staff are actively working with a number of community groups and coalitions, with such activities as Child Restraint Seat clinics, Road Safety Challenge committee, Mothers Against Drunk Driving, Operation Nez Rouge/Red Nose, and the North Bay Focus' anti drinking and driving campaigns.

INFORMATION TECHNOLOGY

The Business Plan set out the following goals in this area:

Goal

To provide computer technology in a secure environment, which supports the Service operationally and administratively and enhances our ability to best serve the public.

Objectives

1. To maintain system security and firewall levels in compliance with cooperative requirements.
2. To actively participate in computer cooperative initiatives.

Performance Measures

1. Annual reporting on systems integrity and security status.
2. Member participation in cooperative development, implementation and systems improvements

The service has continued to work on the implementation of mobile workstations in the cruisers. This project has been plagued with difficulty in creating a secure network connection via the Internet. However, this focus on network security is a vital component to ensuring the integrity of our network and the information that will pass over it. Several of the components that are required for this security were projects in themselves, such as anti-virus server upgrades, Windows Update Server upgrade, implementation of an endpoint security system and the introduction of two factor authentication, which is ongoing.

Two of the police service's cruisers were equipped with the brackets and hardware needed to hold the mobile workstations. Feedback from officers in the field identified several ergonomic issues, which resulted in changes to the style of console used, as well as relocating equipment to the trunk, enabling better security and access to the equipment.

The replacement of 48 computer systems took place in the fall of 2006, following the expiration of the lease. Included in the system refresh was a server and network upgrade.

A pilot project was initiated with replacement of videocassette recorders in the Criminal Investigation Section. These have been replaced with DVD recorders, which provide several distinct advantages over VCR's, including; reducing storage space requirements, ability to e-mail files, viewing on any computer, and produce a higher quality of both video and audio, both of which had been the concern of the courts with the VHS tapes during trials.

The most significant upgrade of the OPTIC system involved the implementation of digital mug shots within the Record Management System (RMS). This allows a digital photograph of a charged person to be attached to the persons details of the RMS. This will provide immediate access to the photograph on any computer in the network and reduces photographic development costs and storage. Non-digital photographs taken

prior to the implementation of the digital mug shot system are being added to the RMS by scanning them into the system, as personnel are available to do so.

The Deputy Chief has continued in his role with the OPTIC Board of Directors as Chair during 2006.

Network security continues to be a focus with the Ministry of Community Safety and Correctional Services. Several police services participated in a third-party integrity test of their networks that was facilitated by the Ministry. It is anticipated that a similar testing of our network will take place in 2007.

PUBLIC COMPLAINTS

There were a total of 12 complaints received in 2006 versus 18 in 2005. Of those 12, one resulted in disciplinary actions being taken, 10 were found either withdrawn or found to be unsubstantiated. The remaining matter is still under investigation at the time of this report.

EXEMPLARY SERVICE AWARDS

DEPUTY CHIEF OF POLICE COMMENDATION

Detective Constable C. Johnson
Detective Constable S. Trahan

RETIREES

Inspector R.A. Jolley
Staff Sergeant R. Sapinski
Sergeant E. H. Solman
Special Constable L. Landriault

SWORN LONG SERVICE RECOGNITION

Sergeant A. Kraft – 20 years service

EMPLOYEE OF THE YEAR

Shelly Hampel – Human Resource Coordinator



Alan Kraft being sworn in as a Sergeant by City Prosecutor Lauren Scully

CONCLUSION

This is the final report relating to the 2004-2006 Business Plan. The Police Services Board has adopted a new plan spanning three years beginning in 2007. The planning process included input from the community and the personnel of the North Bay Police Service. The established goals and objectives reflect that consultation along with analysis of local, provincial and national factors that impact on our service delivery and provide insight into future issues.

There are a number of events and issues that have impacted on policing in the past three years. New legislation has been enacted in the area of Major Case Management that will require the commitment of further resources to serious crimes. The countless Appeal Court decisions that change policing on a daily basis will require continued training and education for our officers. Public Inquiries and Inquests on matters occurring throughout the province have a direct impact on how we do business and the resources we must allocate to particular functions. These expectations are to be met within the financial resources provided to the Service.

One noteworthy event of the past three years was the inspection of our Police Service by the Policing Services Division of the Ministry of Community Safety and Correctional Services in February of 2006. For the most part, the Inspection Report was extremely positive. Many of the Recommendations for improvement were minor administrative issues that were quickly resolved or corrected.

We continue to enjoy the support and participation of the community in relation to policing issues. Our members look forward to continuing this partnership in making our neighbourhoods safe and secure, and the City of North Bay and Municipality of Callander the envy of other communities in the Province.

**Do not follow where the path may lead.
Go instead where there is no path and leave a trail.**

Ralph Waldo Emerson