



# North Bay Police Service

## Report on Policing 2010

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

**Chief of Police Paul D. Cook  
North Bay Police Service**



## North Bay Police Service

P.O. Box 717, 135 Princess Street West, North Bay, ON P1B 8J8  
(705) 497-5555 FAX (705) 497-5591  
Website: [www.northbaypolice.on.ca](http://www.northbaypolice.on.ca)

Paul D. Cook  
Chief of Police

Alan Williams  
Deputy Chief of Police

April 14, 2010

Dear Community Members:


It is with great pride that we present our 2010 North Bay Annual Report on Policing to our community. We would also like to take this opportunity to thank the members of our Service, both civilian and sworn, for their ongoing professionalism and dedication to duty. They continue to make a difference in our community every-day.

According to Sir Robert Peel, "the test of police efficiency is the absence of crime and disorder, not the visible evidence of police action in dealing with it." Based on our 2010 statistics we enjoyed a very successful year with reduced levels of crime, excellent clearance rates, especially in the area of violent crime and continued high community satisfaction levels.

Our success has been achieved in part due to our strong ties with a multitude of community partners that work with our Service on a day-to-day basis and the respectful, law abiding citizens who call North Bay and Callander home. This report is a testament to their support and reflects our Police Service's commitment to working with the community to make North Bay and Callander the envy of many other cities and municipalities.

We look forward to working with the members of Council and the communities we serve in relation to the provision of policing services to North Bay and Callander for many years to come.

Sincerely,

  
Paul D. Cook  
Chief of Police

## TABLE OF CONTENTS

Mission Statement and Values .....	1
North Bay Police Services Board .....	2
Organizational Chart .....	3
Cost of Policing .....	4
Staffing Levels .....	5
Community Based Crime Prevention .....	6
Community Patrol .....	8
Criminal Investigation Services .....	10
Community Satisfaction .....	13
Emergency Calls for Service .....	15
Violent Crime .....	16
Property Crime .....	20
Youth Crime .....	24
Victim Assistance .....	26
Road Safety .....	28
Information Technology .....	32
Public Complaints .....	33
Community Involvement .....	34
Exemplary Service Awards .....	37
Conclusion .....	39

## **MISSION STATEMENT**

### **NORTH BAY POLICE SERVICE**

**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-Growth-Teamwork**

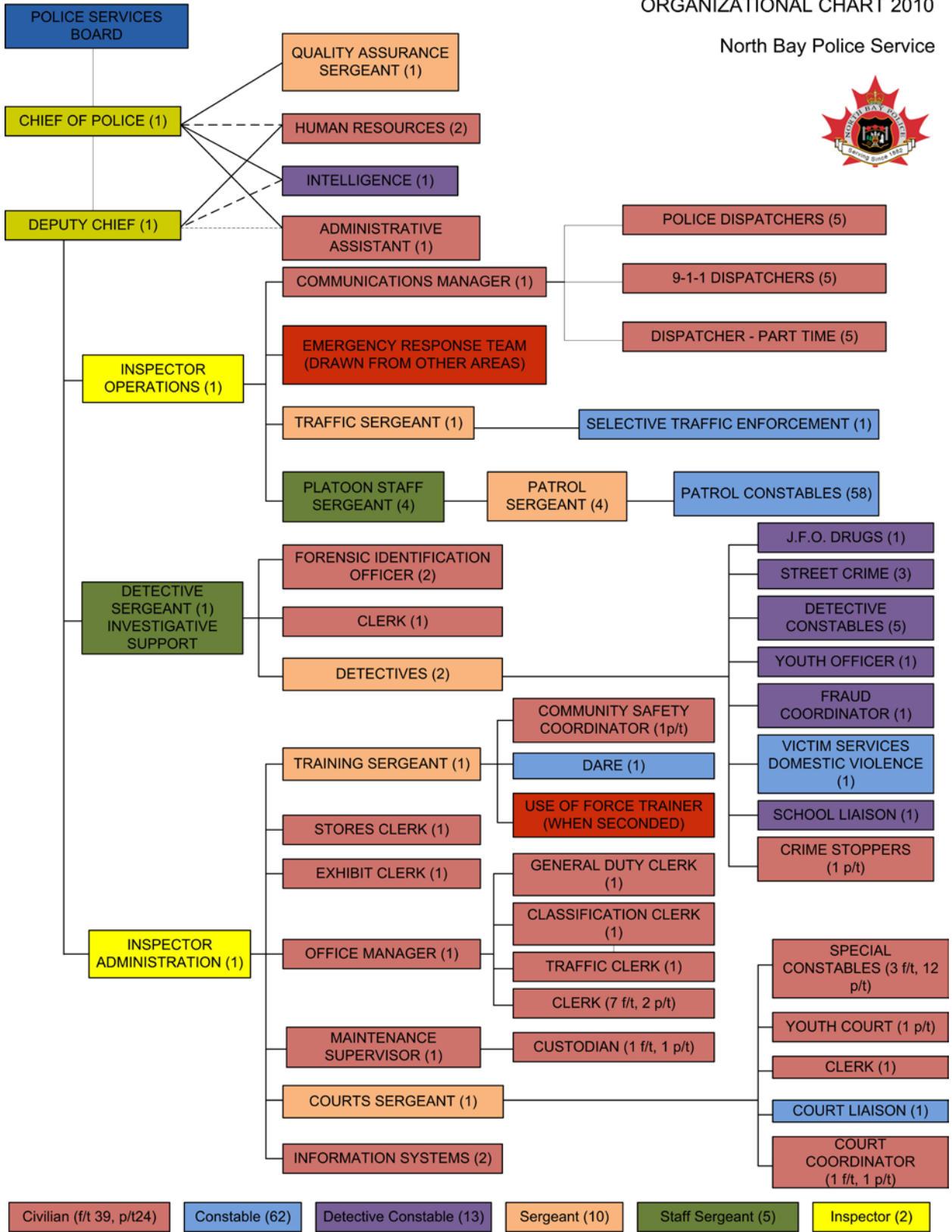
## **NORTH BAY POLICE SERVICES BOARD**

### **Police Services Board Members**

Peter Chirico	Chair
Denis O'Connor	Vice-Chair
Al McDonald	Member
Bill Hagborg	Member
Tiziana Silveri	Member
Carol Miller	Secretary
Michael Burke	City Solicitor

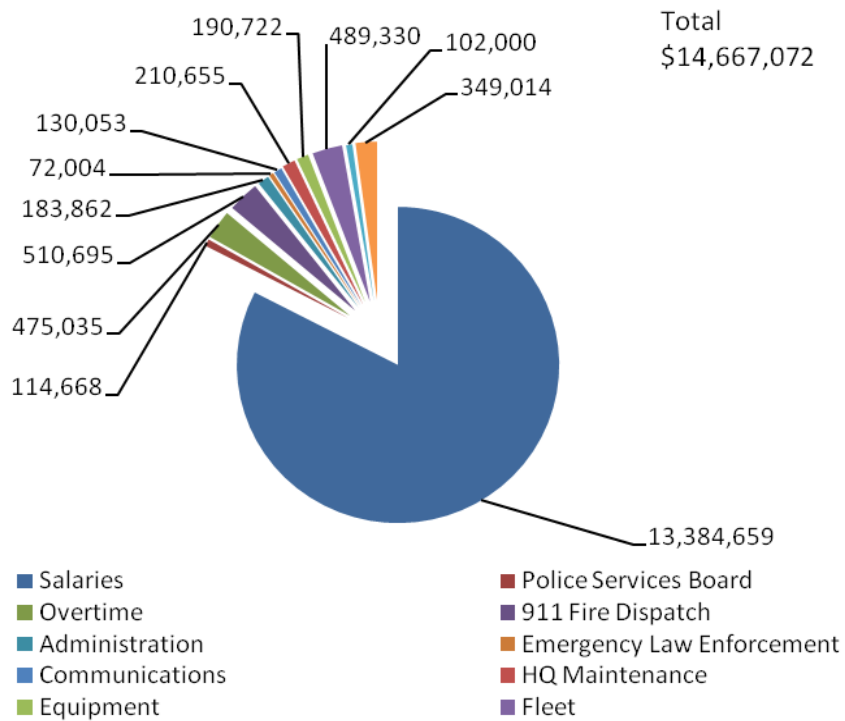
ORGANIZATIONAL CHART 2010

North Bay Police Service

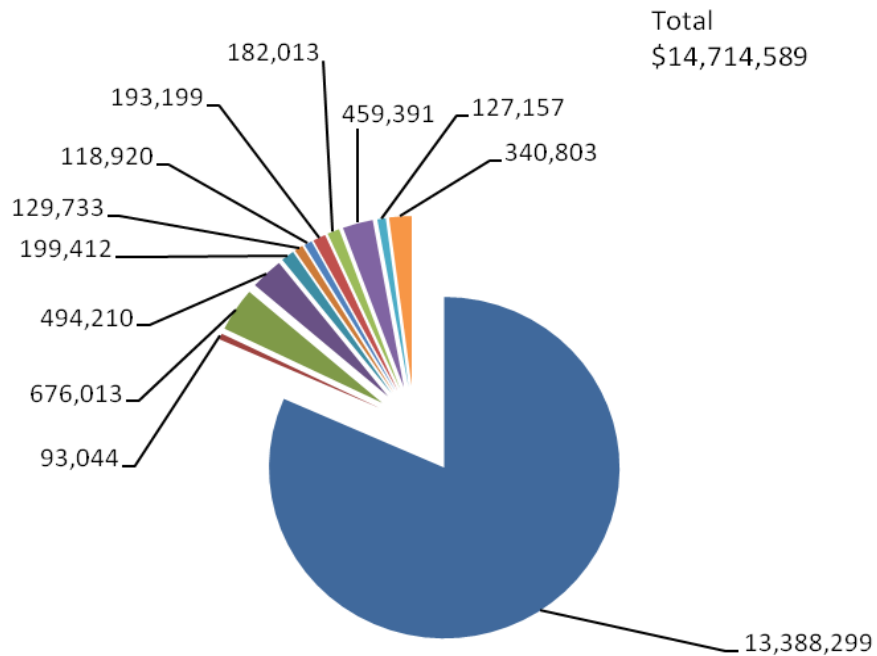


## COST OF POLICING

### 2010 Budget



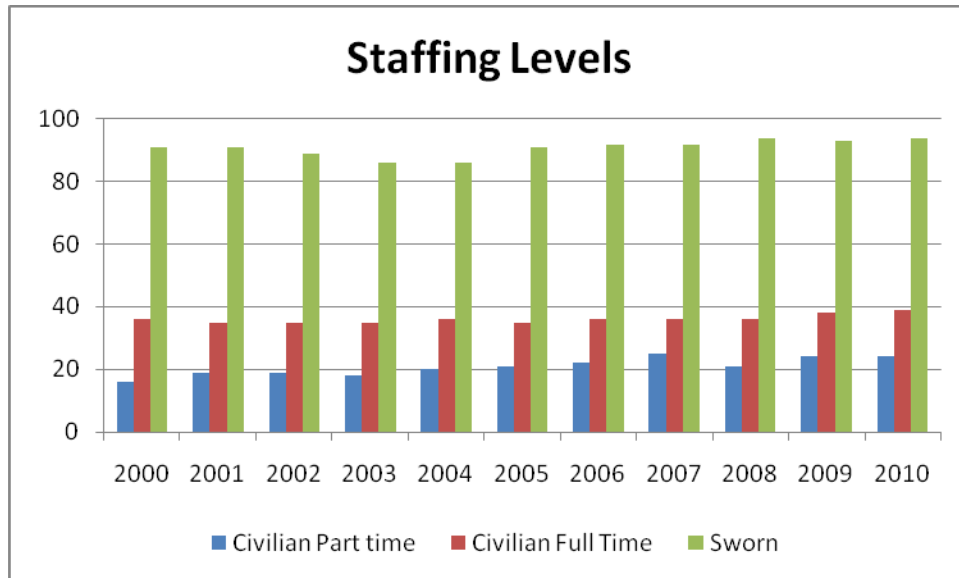
### 2010 Actual



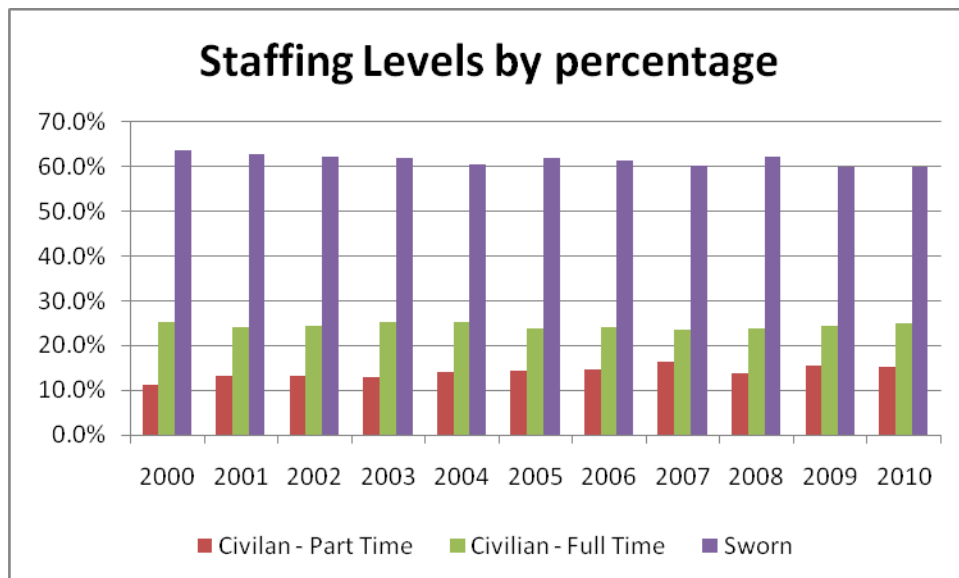
<b>Revenues</b>	Budget \$1,545,625	Actual \$1,687,605
<b>Year end Deficit</b>	(\$47,517)	

## STAFFING LEVELS – January 1, 2010

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.



## COMMUNITY BASED CRIME PREVENTION

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

### Goal

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

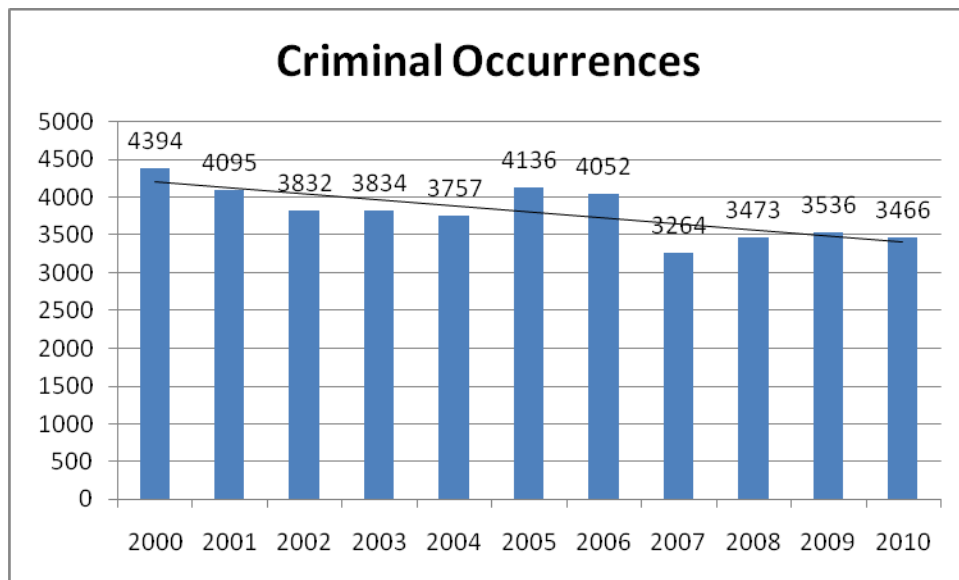
### Objectives

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.

As noted in the chart below there continues to be a decrease in the number of criminal occurrences reported to our Service. In 2010 there was a decrease of 70 criminal occurrences than reported in 2009 or approximately 1%.



Crime Prevention is an education process that encompasses all ages. The Community Programs Section (CPS) provides non-enforcement needs for citizens of North Bay and Callander. In 2010 members of this Section participated with many groups and associations as community partners and in some instances assisted with their community responsibilities.

The CPS also helps problem solve various concerns that the public bring to the Service in a collaborative fashion. Using the tenets of Community Based Policing, it not only improves on developing relationships with our community, but also instills confidence in the public that the police are not only to be observed as enforcement figures within the

community but also mentors and supporters of creative ideas to solving community problems.

Education, awareness and prevention are all common themes for providing excellent service and addressing social disorder. Utilizing our resources to combat crime does not only rest with uniformed patrol officers but includes such dedicated areas as Investigative Support, Community Programs, Victims Assistance, Fraud Coordinator and officers assigned to Youth, DARE and School Liaison. Our efforts in conjunction with members of the community are having a significant impact on the total of criminal occurrences on a year to year basis. Since 2000 criminal occurrences have decreased 21%.

In March of 2011 our 2011 – 2013 Business Plan was adopted by the Police Services Board. Assisting our organization to reach a higher potential of effective community policing is the implementation of the Community Resource Officer.

The Community Programs Section has been an integral part of the service delivery to our communities. We will continue to identify new partnerships and maintain existing ones utilizing the CPS Officer. We are committed to not only mentoring our citizens but also providing them with ideas for solutions to problems that are important to them. Identifying new methods of communication with all areas of the community is important to our organization.

In January 2011 the position of Community Resource Officer was created. This position will consist of a sworn member who will implement the new Mobilization and Engagement Model of Community Policing. Throughout our organization officers will also utilize this model as a diagnostic tool to assist in recognizing what level of safety and security is present in the neighbourhood they are working in and what strategies to employ to assist in the creation of long-term solutions. Our strategy of working with members of our community will strengthen existing relationships, create new partnerships and hopefully continue to have a positive impact on lowering occurrences of crime and social disorder.



## COMMUNITY PATROL

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

### Goal

**To continue to evaluate and adjust our patrol deployment model.**

### Objectives

1. Review data relating to the deployment of patrol personnel.
2. Review best practices provincially in relation to deployment of personnel in both general and directed patrol.

### Performance Measures

1. Adjustments and adoption of a consistent and effective deployment model for patrol personnel.

The uniformed officers are the first responders to emergency calls for service. In addition to the general and directed patrols uniformed officers provide traffic enforcement, accident investigation, conduct criminal investigations and general police assistance.

Supporting community based initiatives and special events by ensuring hi-visibility or police presence at such events heightens public safety and adds to the tasks and diversity for the requirements of the uniformed officer.

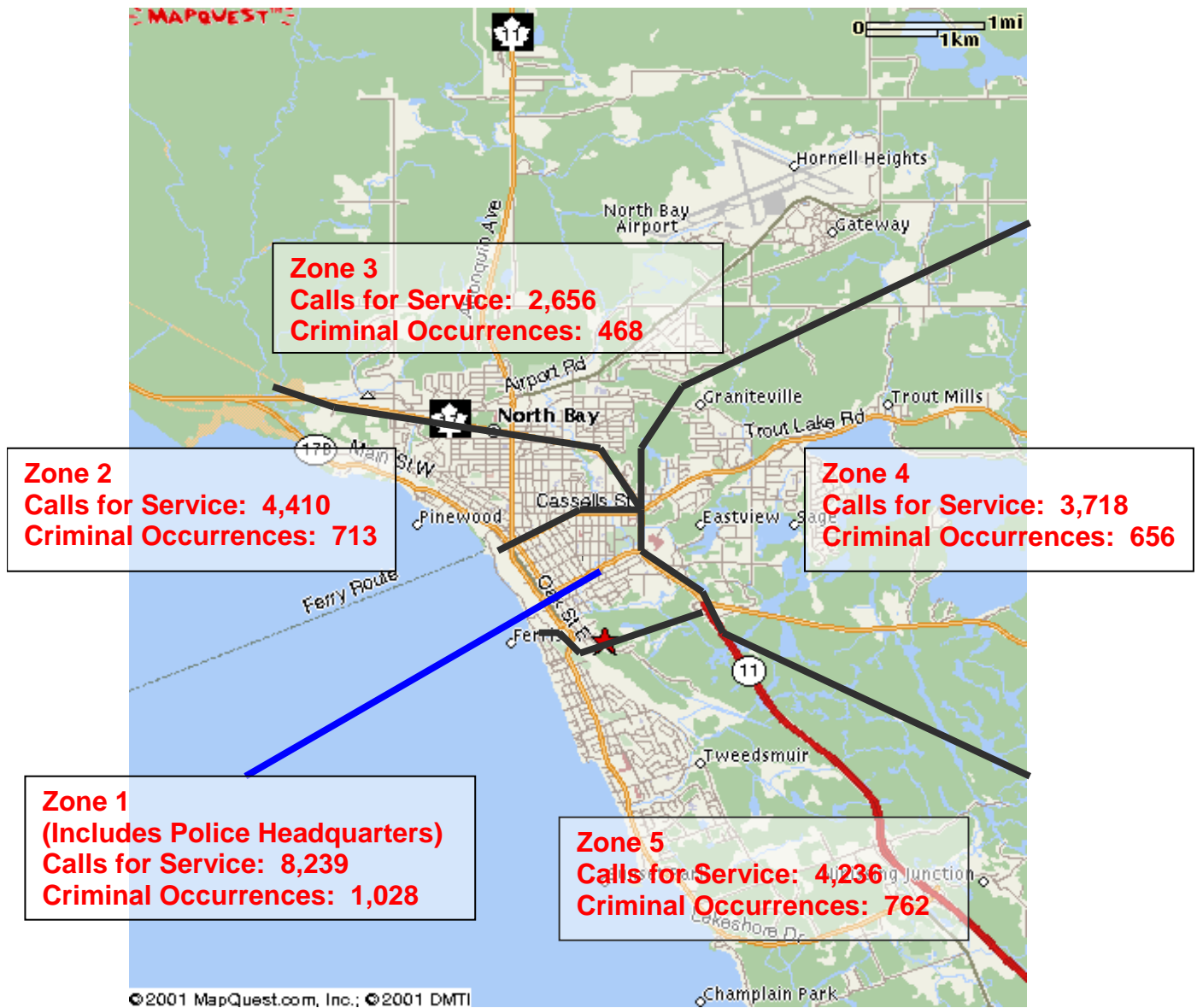
The four platoons providing front-line community patrol work a rotating 12-hour shift. This provides round the clock policing services to the community. Each platoon is comprised of one Staff Sergeant, one Sergeant and thirteen to fourteen Constables.

In 2010 a total of 92,278 person hours were worked by members assigned to patrol in our community. Over the course of the year these officers laid 2,465 *Criminal Code* charges, responded to 23,881 dispatches and generated 7,827 reports.

Maintaining staffing levels on platoon will ensure deployment of the Platoon Traffic Officer, Joint Forces Snowmobile Officer and Bicycle Patrol Officer. This will address numerous traffic complaints that the public consistently identifies as a concern while maintaining a high visibility or police presence in and around our community.

The attached map on page 8 outlines the number of calls for service and criminal occurrences by patrol zone. Further analysis of the types of occurrences within each of the patrols zones will enable managers to deploy personnel based on "intelligence-led" policing principles. These criteria include not only the call volume but type, risk to the public and risk to the officers responding.

## NORTH BAY POLICE SERVICE PATROL ZONES



In total there were 23,881 calls for service in 2010. It should be noted that Zone 1 includes Zone 1A, which is comprised of the downtown core, 1223 calls for service were generated in Zone 1A. This included 60 criminal occurrences.

Of the total number of calls for service 47 calls were assigned to a zone entitled "other". These types of calls are attributed to such occurrences generated outside our jurisdiction by our Joint Force Snowmobile Officer.

Five hundred and seventy-five (575) occurrences were created to report mostly lost property, where the owner was unaware where he/she may have lost their property. Other instances occurred where officers initially responded to a call for service but later would be made aware that the occurrence transpired outside our jurisdiction.

## CRIMINAL INVESTIGATION SERVICES

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

### Goal

**To ensure highly skilled and trained investigators conduct criminal investigations.**

### Objectives

1. To provide skills 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 police services 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.

The following chart depicts the course name and the number of sworn personnel who participated in the training in 2010:

Major Case Management	2	Investigative Interviewing Techniques	2
Major Case Management Software	1	Lawful Justification C-24	4
Internet for Investigators	1	Asset Forfeiture	1
Sexual Assault Investigation	1	Search Warrant	1
Human Source Development	7	Investigating Offences Against Children	1

Section 12(1) of the Adequacy Standards Regulation requires the Chief of Police to develop and maintain procedures on and processes for undertaking and managing general criminal investigations.

In order to comply with Ministry Standards significant resources are allocated to training. Currently the Service has 47 officers designated as criminal investigators, 16 Intoxilyzer Technicians and 25 Coach Officers. Over the years specialized training has resulted in the following number of officers that are capable for alternate deployment: 11 Incident Commanders, 10 Crisis Negotiators and 12 Emergency Response Team members.

Supervision is a key component that ensures proper investigations are conducted to acceptable standards. At various times throughout the year officers are assigned temporary supervisory positions on an as needed requirement. This practice permits these individuals to obtain valuable supervisory related experiences and in part readies them for promotion. These officers are designated by the Chief of Police through

Routine Order and are subject to stringent provisions. Currently 9 Sergeants are authorized to act in a Staff Sergeant capacity while 15 Constables are authorized to act in a Sergeant capacity.

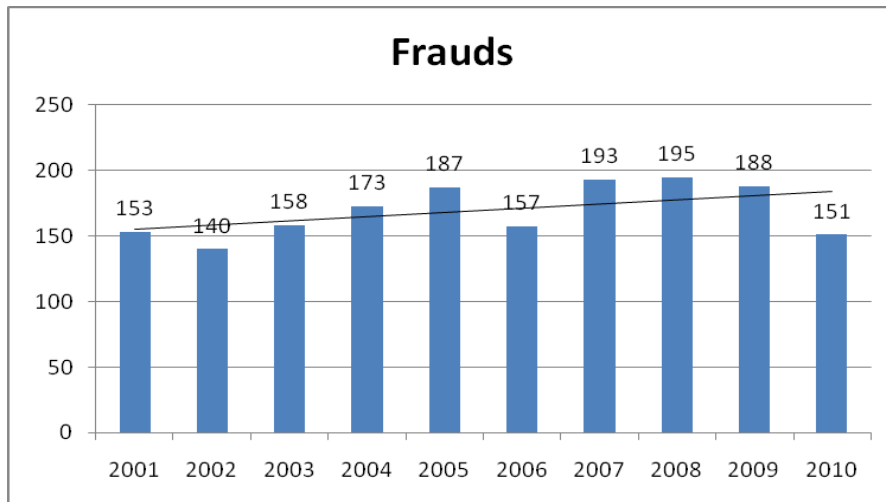
Specialty positions such as the Fraud Coordinator remain a vital link between the police service and the financial community. In part this position maintains a working relationship between investigators from banks and financial institutions and the law enforcement community. With concerns surrounding 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 impunity.

Identifying elusive perpetrators of fraud can be very challenging for investigators. Often their schemes are well thought out and they have a significantly broad victim base, which include seniors. One of the Adequacy and Effectiveness Standards requires police services boards to have a policy on elder abuse and vulnerable adult abuse, which includes addressing the dissemination of information to the public on fraud against seniors and other types of serial crime against seniors in the community. As trends or specific types of crime targeting are identified, and especially concerning our senior population, releases are fanned out to over 28 different organizations and media outlets.

In 2010 our Service received 151 fraud reports. In March of 2010 a change in the Standard Operating Procedure shifted the initial assigning and reporting provisions criteria from the Fraud Coordinator to the Patrol Section. Re-assigning fraud investigations to the Fraud Coordinator is now dependant on aggravating factors such as: complexity of the investigation, monetary amount, links to other offences, or multi-jurisdictional crimes.

In 2010 the Fraud Coordinator processed 61 fraud complaints, laying 64 criminal charges. From the chart below the trend line shows that the 10 year trend of reported frauds is on the rise, however, in actuality reports of fraud were the lowest in 8 years.

Similar to 2009, Internet fraud was again the most reported offence. The most common forms of internet fraud are fee frauds, counterfeit cheques and/or money orders. The majority of suspects made contact with the victims by responding to classified advertisements published on numerous free Internet classified sites. The suspects most often respond via e-mail and eventually send a fraudulent cheque to the victim with a value that exceeded the listed price of the item. The excess money was then sent back to the suspects using a money service.



Internet fraud is under reported by victims and a challenge to law enforcement personnel, thus making it 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. In its commitment to the public, the Service files media releases several times a year to encourage anyone who may have been the victim of such frauds to report it, and to warn when new “scams” are being detected.



## COMMUNITY SATISFACTION

The Business Plan set out the following goal 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.
3. To deliver a customer service training program.

### Performance Measures

1. Annual community satisfaction evaluation reports.
2. Community consultation initiatives.
3. Community problem solving initiatives.
4. Number of members receiving customer training.

In 2010 our 2010-2015 Strategic Plan came into effect. Results from an April 2009 workshop involving more than 68 members of our community were analyzed. These stakeholders were broken into syndicates. Their collaborative efforts identified the following as the most important issues:

- Training and Development
- Staff Deployment and Resource Allocation
- Technology
- Human Resource Management
- Communication
- Community Based Policing

In the summer of 2010 a survey, entitled Community Voice on Policing – Survey 2010 was conducted by two summer students employed by the Service. Dr. Greg Brown and members of the Criminal Justice Department at Nipissing University prepared a report based on the perceptions of people who participated in the survey. The information gleaned from this process was included in the 2011-2013 Business Plan.

Overall, people felt safe in their residences, neighbourhoods, shopping malls and at our waterfront. The survey delved into many areas such as perceived vulnerability, levels of importance as they relate to service and satisfaction with the Service. A Power Point presentation of the survey is available on our website at [www.northbaypolice.on.ca](http://www.northbaypolice.on.ca).

Since 2008 our Service has participated in a committee that consists of representatives from all the municipal enforcement agencies in a coordinated approach to dealing with neighbourhood concerns about chronic complaints. Issues such as loud music, tenant/neighbour disputes, rowdy behaviour and the declining property standards were identified. This committee continues to meet with stakeholders to identify issues and problem solve from an enforcement and community perspective. Group recommendations included updating municipal legislation and enforcement penalties.

As noted earlier in this report members of our Service work with, and support a wide variety of community groups and agencies. We welcome any learning opportunity that will promote better methods of serving the community.

In May 2010 our Service hosted a workshop at police headquarters that addressed: intake and processing of public complaints, associated investigations, resolution and withdrawals processes. Three members from the Office of the Independent Police Review Director (OIPRD), including its Director, Gerry McNeilly provided information on the complaints process. North Bay Police Service supervisors (sworn) and invitees from police services across northern Ontario attended this session.

In addition, all of the members have participated in training on proper customer service and ethics.

As indicated later in this report, in 2010 the police service received 8 Public Complaints compared to 5 complaints in 2009, which can be considered as one measure of community satisfaction in the level of service provided by our Police Service.



## EMERGENCY CALLS FOR SERVICE

The Business Plan set out the following goal 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 (ERT) has been in existence for seventeen years. Team members train with officers from Peel Regional Police Tactical Team, our Service's Crisis Negotiators and Incident Commanders. The objective is to maintain a level of proficiency and be prepared to deal with some of the most serious incidents in policing. The team had ten days of maintenance training in 2010.

The Emergency Response Team provides courtroom and witness protection in high-risk occurrences. They also provide transportation of violent or high risk of escape custody offenders and or convicted persons. ERT is specifically trained in search and rescue, including managing the search function. ERT will set up and conduct all searches for lost and or missing persons, provide recommendations and documentation to support continuing and discontinuing search incidents.

In 2010 deployment of the entire Emergency Response Team occurred 7 times. The types of occurrences varied from executing drug warrants, searching for missing or suicidal persons to affecting the arrest of an individual in possession of a handgun.

The Emergency Response Team is comprised of one Sergeant who in 2010 was assigned to the Traffic Section, and 11 constables. The constables are generally assigned to 2 to 3 per platoon including the Investigative Support Section.

Because each platoon may have 2 to 3 ERT members, they are sometimes called upon to handle situations where their additional training warrants their involvement. These situations include the use of the Conducted Energy Weapon. In 2010 ERT members (not team) were involved in three (3) occurrences where the CEW was utilized on individuals. In each of these instances the application of the CEW was successful, effective and appropriate.

## VIOLENT CRIME

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

### Goal

**To use crime analysis techniques more effectively in targeting violent crime investigations.**

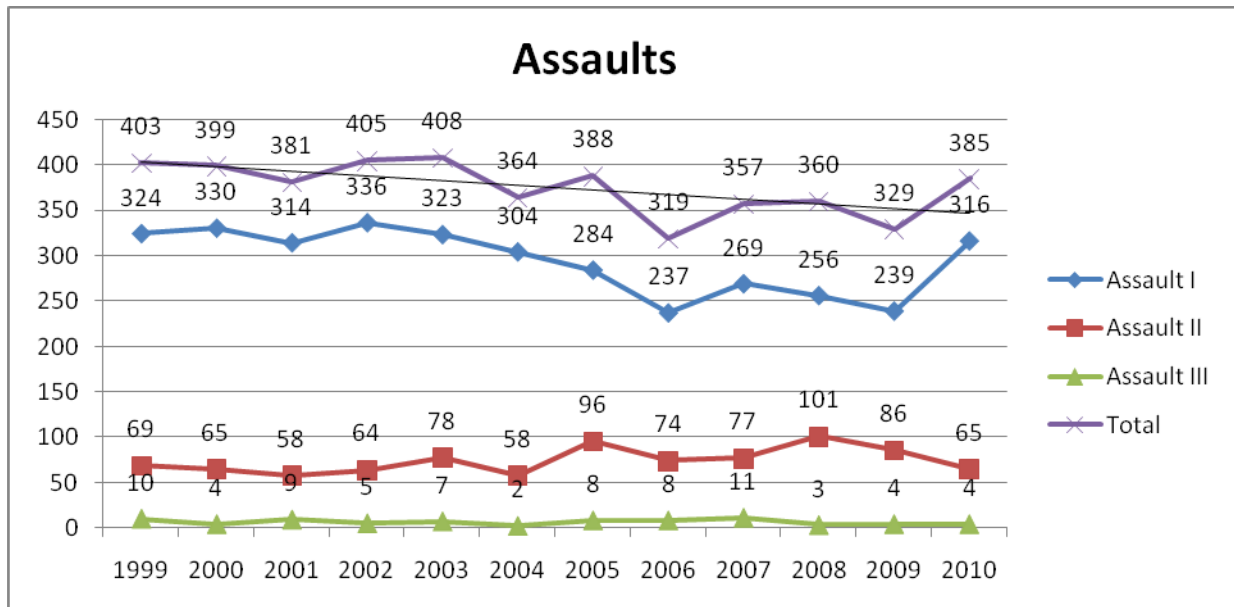
### Objectives

1. To establish systems for analysing short and medium term trends in violent crime in order to respond more effectively.
2. To increase the number of task force and joint forces (JFO) investigations dealing with linked violent crime occurrences.
3. To maintain clearance levels within 5% of the past three-year average of 85%.

### Performance Measures

1. Number of task force and JFO investigations initiated.
2. Clearance rate on violent crime.

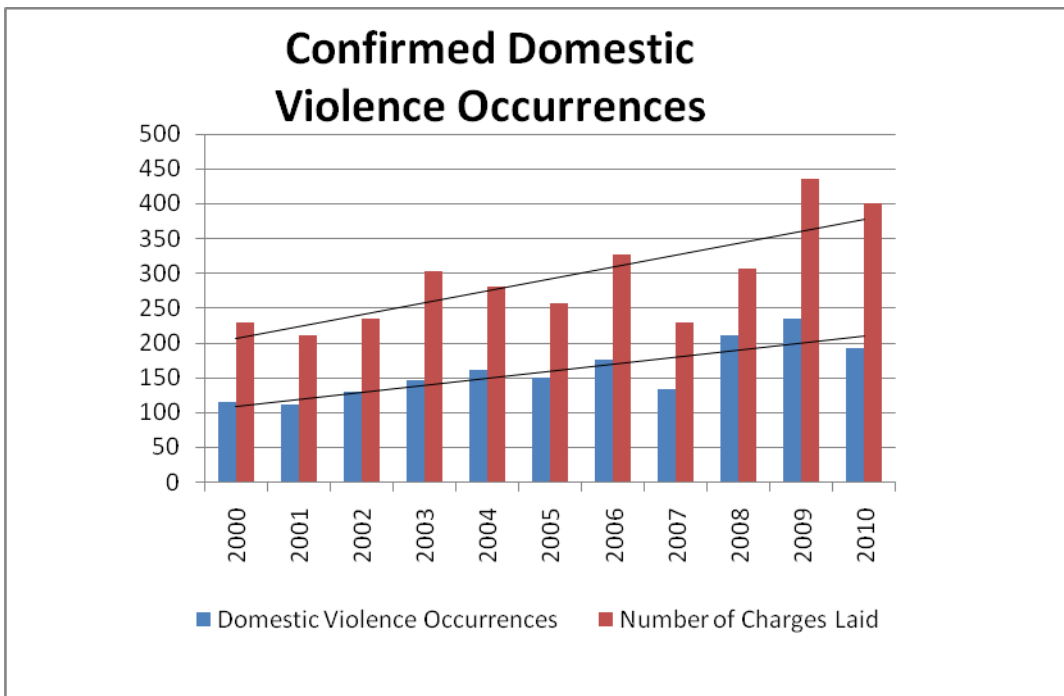
The service is continuing its aggressive response to violent crime by making these occurrences priorities. We maintain a high clearance level, with just over 91% of violent crimes being cleared, which is consistent with figures from 2009. This is above our stated objective.



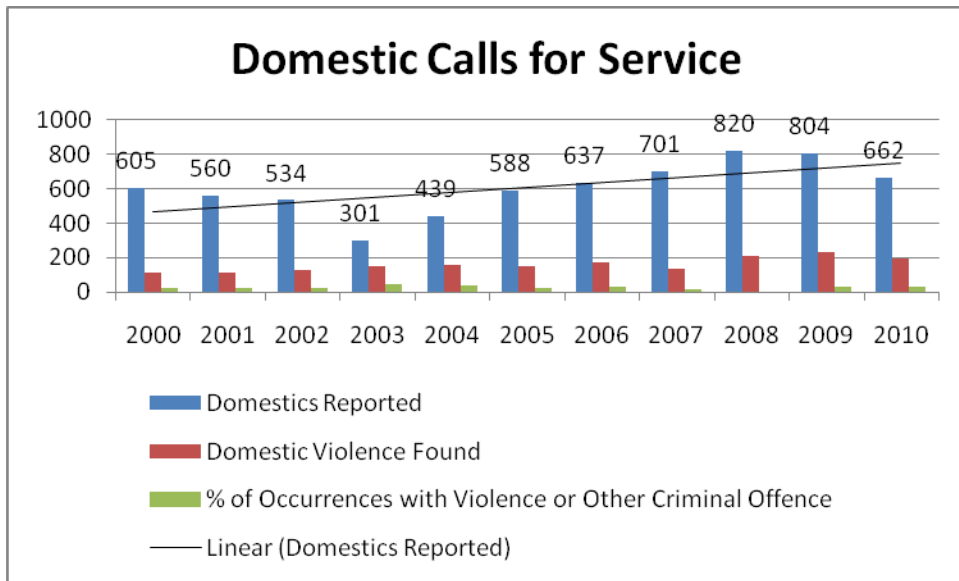
As seen above, Level I assaults have spiked to a seven year high and are the major contributing factor in the overall increase in this area. The additional 56 occurrences translate into a 17% increase. Over all, Level II assaults continue to decline and last year's figures represent a five (5) year low.

Mandated training of supervisors and frontline personnel continues to enhance the understanding of the complexities of domestic investigations. Maintaining a strict adherence to reporting guidelines has resulted in an increase in charges being laid in domestic violence occurrences. As depicted on the following chart, 662 domestic calls for service were received by the Service in 2010, which resulted in 191 occurrences where charges had been laid. The total number of charges emanating from those occurrences was 401 and varied to include assault, assault with a weapon, sexual assault, breach of court orders, threats and criminal harassment.

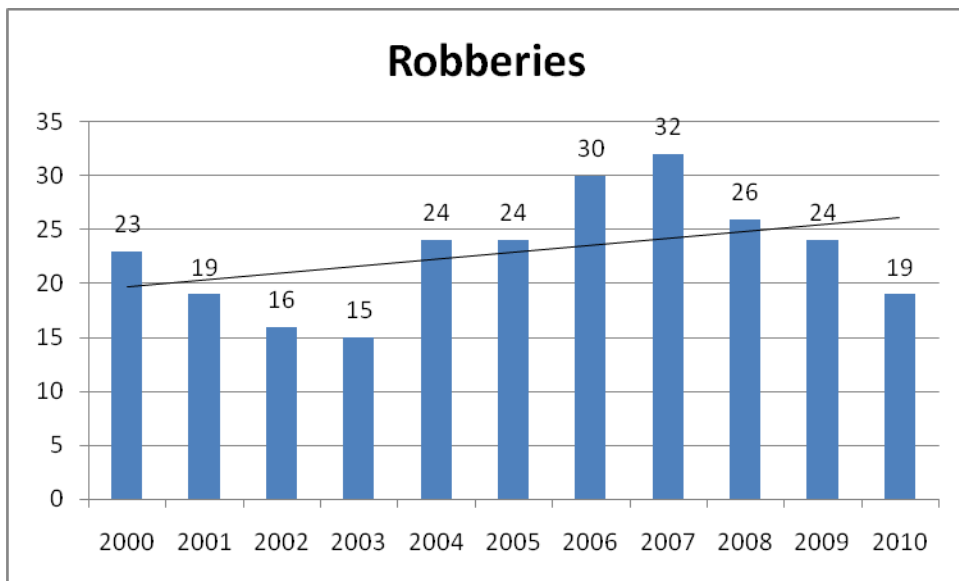
In 2009 29.1% of calls for service resulted in charges, while in 2010 the figure fell very slightly to 28.8%. The ratio of charges was approximately 4.2:1 with men being the predominant offender. In 2010 174 men were charged with domestic violence related offences compared to 41 women. In 6 instances dual charges were laid.



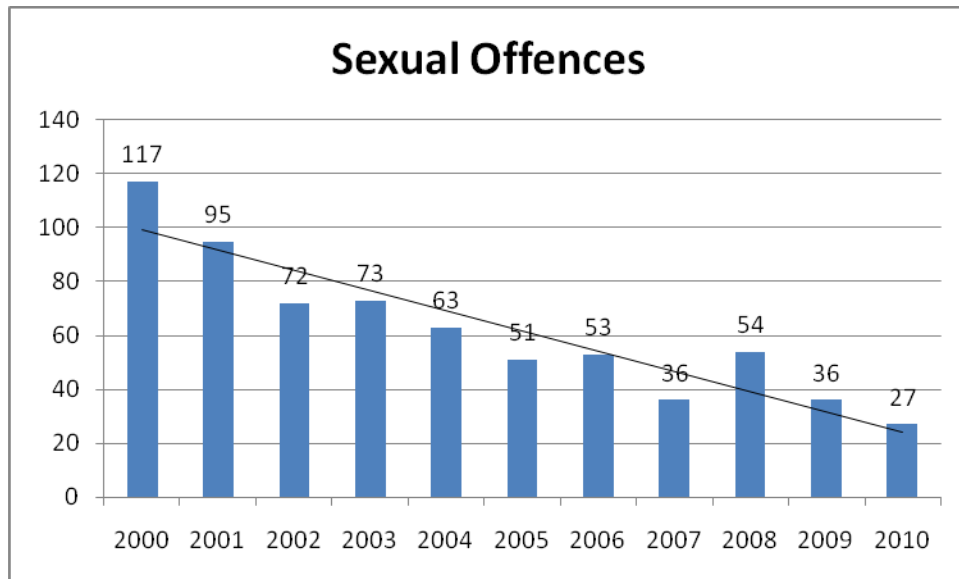
Domestic violence reports are provided to the Ministry of Community Safety and Correctional Services on a quarterly basis. Of the 662 calls for service, 66 were attributed to instances where domestic violence was alleged but charges were not laid, primarily due to insufficient grounds. The chart below suggests that, in 2010, on average when police officers attended a domestic violence related call for service, there was a 28.8 % chance that evidence that domestic violence had occurred would be revealed in their investigation.



As the chart below confirms, robberies have been declining for three years in a row.



The number of sexual assaults continues its downward trend and is at its lowest level in the past 10 years. It is encouraging to see the downward continuum in this area.



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 designated offences. Under provincially mandated guidelines, the thirty-eight page, 156 question form must be completed by the investigator and submitted for review by his/her supervisor within 30 days of commencing a designated investigation.

For the reporting year of January 1, 2010 to December 31, 2010 a total of 51 ViCLAS booklets were submitted to the Provincial ViCLAS Centre for analysis, consisting of the following number of submissions: 47 – allegations of Sexual Assault; 1 - Child Luring and 2 - Child Pornography. There was also one non-criteria submission for criminal harassment.

## PROPERTY CRIME

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

### Goal

**To provide timely and effective response to property crime.**

### Objectives

1. To research and develop more timely and effective crime analysis systems in relation to property crime.
2. To maintain clearance rates within 5% of the current three-year average of 22%.
3. To ensure the prompt return of property to victims.

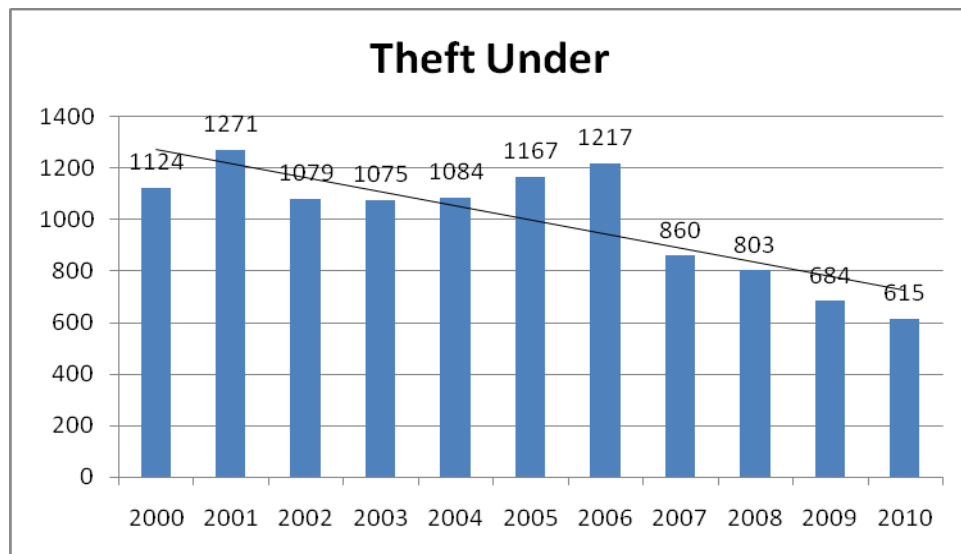
### Performance Measures

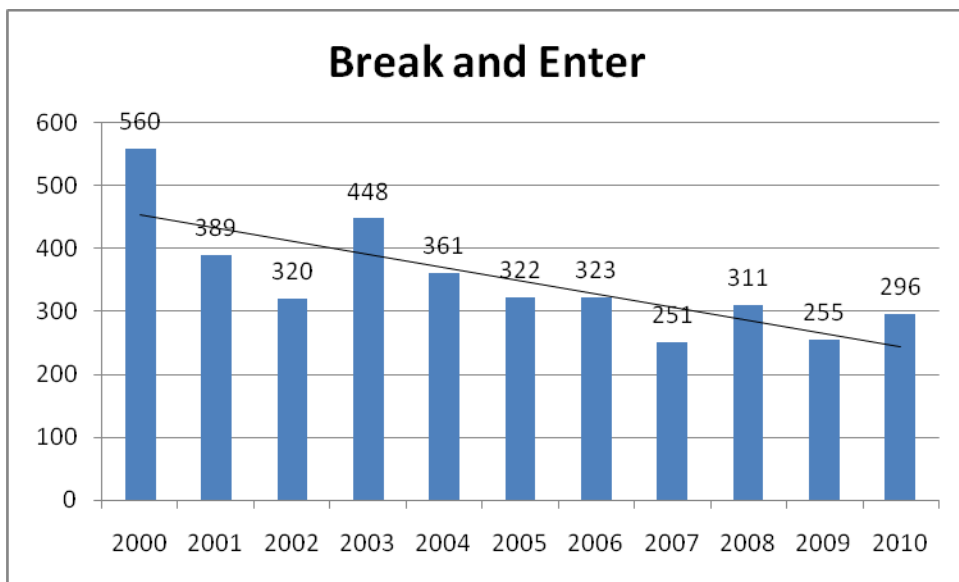
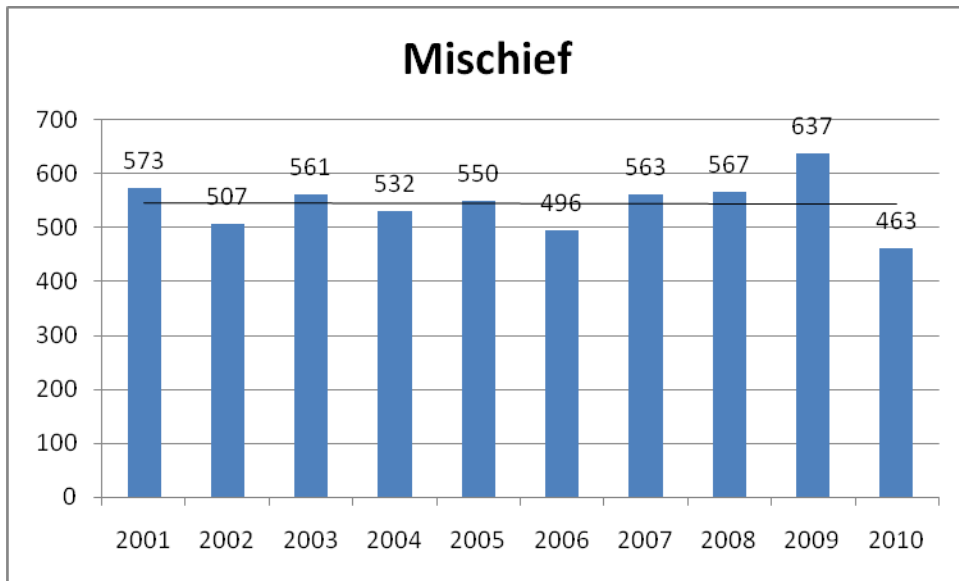
1. Implementation of systems.
2. Clearance rate on property crime.
3. Annual general property audit.

In the area of vehicle thefts, the number of reported stolen vehicles is up from 47 to 53. There were 450 reports of thefts from motor vehicles in 2010, which is an increase of 111 reports. Occurrences of mischief have decreased to its lowest level in ten years or a reduction of approximately 27.3%.

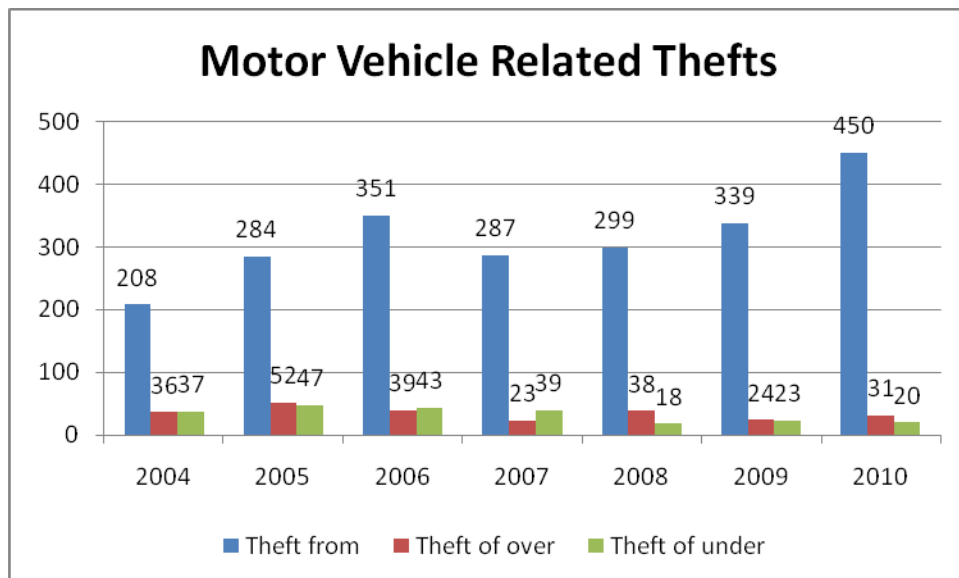
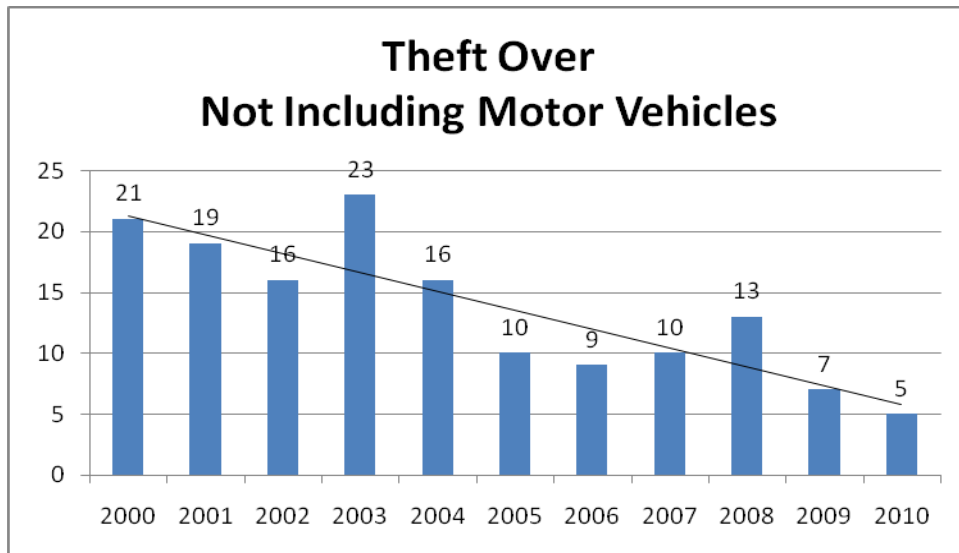
The Street Crime Unit continued to actively pursue those primarily responsible for property crimes, becoming involved in 201 separate investigations and laying 126 criminal charges. At various times throughout the year members of the Street Crime Unit provided their assistance to members from Patrol and the Investigative Support Section.

In 2010 the Street Crime Unit was expanded to 4 members. Their combined efforts led to several high profile arrests for offences that included drugs, firearms and counselling to commit murder.





Reports of break and enter increased in 2010 by 41 occurrences or 13.9%. Although our clearance rate in this area was 19.1%, slightly below our target, it is an increase from 14.5% reported in 2009. We will continue to effectively utilize our resources of detection through Patrol, Street Crime Sections and Community Resource Officer to target those persons responsible for these types of crimes and work with members of the community to collaboratively address this issue. The total clearance rate in relation to property has edged up to 26.15% versus 24% from 2009. Both of these figures are above our objective.



An audit of general property in the control of the North Bay Police Service is a requirement as set forth in our Standard Operating Procedure on the Collection, Preservation and Control of Evidence and Property (LE-020). General property includes articles seized as contraband, evidence, in an investigation, found property and articles turned over for destruction. The handling of these items by Service personnel is outlined in the procedure. Other legislative requirements also impact the requirements for a proper property audit.

The *Victim's Bill of Rights* was proclaimed as law on June 11, 1996. The *Act* supports and recognizes the needs of victims of crime. One of the principals of the *Act* stipulate that victims are entitled to have their property returned as promptly as possible by the justice system officials, where property is no longer needed for the purposes of the justice system. To ensure our Service meets the prescribed criteria in the *Act*, audits with respect to general property, alcohol, firearms and drugs are conducted annually.

In September 2010 an audit of 3,042 occurrences with associated property items in the control of the North Bay Police Service was conducted. The audit examined seized articles such as contraband, evidence in an investigation, found property, and articles turned over for destruction.

From September 1, 2009 to September 1, 2010 the Exhibit Clerk either returned or disposed of property items that were no longer required. These items derived from: 829 occurrences, archived items from 177 occurrences (mostly video tapes and compact disks), the auction of 132 bicycles and items for auction from 36 separate occurrences.

With respect to audits related to alcohol, firearms and drugs, these exhibits are accounted for on an annual basis and where warranted they are destroyed when they are no longer required for court. The exception occurs when firearms held by the Service for safe keeping are returned.

## YOUTH CRIME

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

### Goal

**To ensure an appropriate and timely response to youth crime.**

### Objectives

1. To implement effective data collection and reporting systems.
2. To analyze youth crime data and identify trends and issues.
3. To respond to identified trends and issues (e.g. rise in a particular crime area).

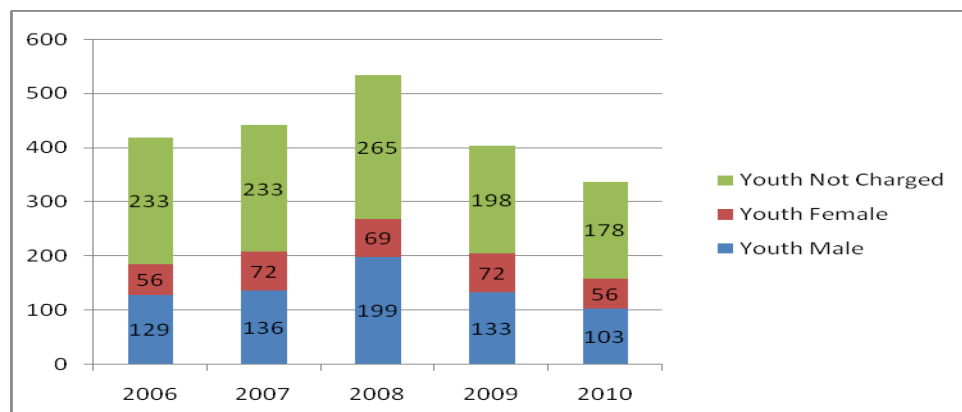
### Performance Measures

1. Implementation of data collection system.
2. Trends and issues identified.
3. Number of issues identified and responded to.

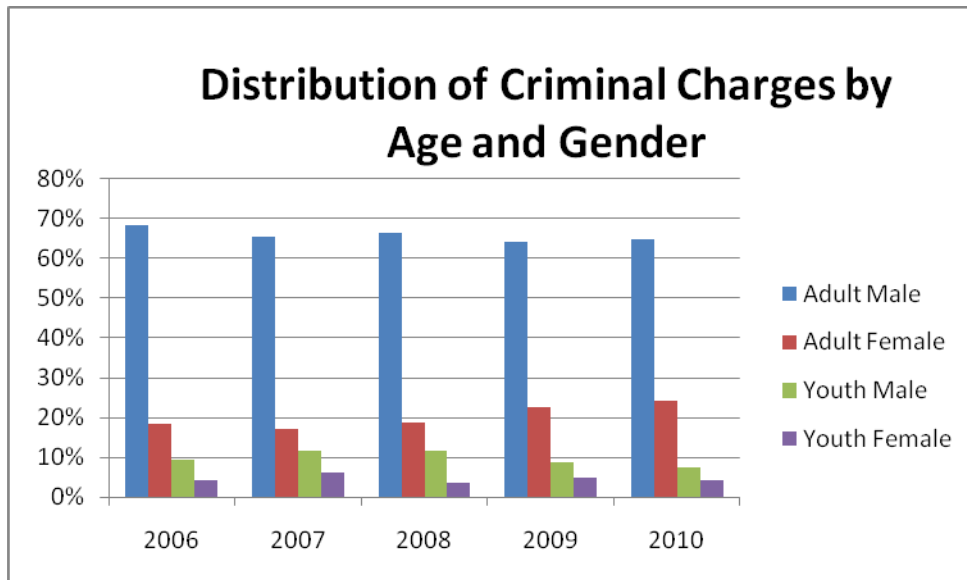
Working with community partners, such as the Youth Criminal Justice Committee, young people are given an opportunity to take responsibility for their actions by means of non-judicial sanctions and consequences. This is one of the tenets of the *Youth Criminal Justice Act*.

One of the mandates of the Youth Office is to interview young offenders who have been referred by other officers. This is in accordance with the Standard Operating Procedure on Youth Crime as it relates to extrajudicial measures and more specifically, Youth Referrals. For the reporting year of 2010, there were a total of 89 Youth Referral interviews conducted consisting of 56 males and 33 females.

The chart below depicts the number of youth criminal charges processed in 2010. This includes instances where charges were not laid, for example youth referrals and other means of diversion. 2010 had the lowest number of young male offenders in the last five years.



Evidenced by the following chart is the trend that the distribution of criminal charges has been relatively similar over the last 5 years. In 2010 percentages in relation to offender age and gender were as follows: adult male offenders 65%, adult female offenders 24%, young male offenders 7% and young female offenders 4%.



The School Liaison Program was initiated in January 2000 with the identified need to increase service delivery to area schools. The goal is to foster and maintain a safe and non-threatening environment for students, staff and community members. The School Liaison Officer (SLO) deals exclusively with 17 area schools in an effort to deliver policing services that foster or promote a safe, non-threatening environment for students and teachers. Because of this officer's close ties to our schools and students we can realize our objective of identifying trends and issues pertaining to youth crime

In 2010 the School Liaison Officer responded to 248 calls for service. Under the *Youth Criminal Justice Act* the SLO is able to apply its principles similar to the duties of the Youth Officer (YO). In many instances the SLO will work in conjunction with the YO in an on going effort to enforce the Act, which benefits the youth.

One method of pre-charge diversion utilized by the SLO can be found in the Restorative Justice Process. This is a form of school discipline whereby an offending youth (student) participates in a meeting with other student(s), teachers, parents and the Principal or Vice-Principal. In this process a discussion is held to address the impact that has been incurred and how it affects all stakeholders. It allows all participants to agree on an appropriate resolution for the problem and instills in the youth ownership of the problem

The following table reflects some of the School Liaison Officer's activities:

	2007	2008	2009	2010
Calls for Service	399	254	222	248
Criminal Code Charges	51	50	42	62
Provincial Offences Notices	1	4	2	2
Youth Referrals	12	21	17	29
Warnings/Cautions	62	17	53	77

## VICTIM ASSISTANCE

The Business Plan set out the following goal 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.

The Victim Assistance / Domestic Violence Coordinator's mandate is to implement and maintain programs to ensure the North Bay Police Service provides comprehensive and efficient services to victims of crime and tragic circumstances.

The unit also provides follow-up assistance to victims by coordinating the response of all Service Sections with involved community agencies.

There were 636 referrals made to partner agencies in 2010. There has been an increase in the number of referrals for the last four years. Cumulatively, 2,531 referrals with partnering agencies have taken place in the last 5 years. This would be in keeping with the overall reporting in the areas of domestic violence and sex offences as noted earlier, which were the primary source of referrals. A total of twenty-two partnerships have been forged and sustained, with a clear focus of providing a concerted delivery of service to victims of crime that draws on compassion and professionalism.

The Domestic Violence Coordinator also maintains a strong focus in other areas including: enhancing the quality of service delivery to victims of domestic violence, their children and abusers; improving the community's overall response to domestic violence; developing, implementing and monitoring local policies, procedures and protocols; and ongoing prevention and education efforts.

Our Domestic Violence Coordinator is also active in an Education Sub-Committee that is comprised of a small and enthusiastic working group of members from the Domestic Violence Coordinating Committee. In 2010 this committee hosted a workshop, entitled "Expose the Truth". The workshop focused on "Healthy Relationships" and targeted grade 11 students. It covered such topics as; healthy relationships, internet and social networking awareness, communication, and domestic and dating violence. During the morning sessions students had an opportunity to increase their knowledge on these topics. In the afternoon the students were encouraged to work in groups to develop healthy relationship awareness campaigns.

In September 2010 the Domestic Violence Coordinator took on the added duties of a Seniors Liaison Officer. In this role the DVC provides support and advice to the

investigative efforts of Patrol personnel with respect to occurrences related to elder and vulnerable adult abuse. The DVC also provides information, makes referrals to community agencies, liaises with and strengthen relationships with community partners and local organizations to develop programs for preventing and responding to complaints of elder and vulnerable adult abuse, including fraud awareness and prevention.

The DVC is also a member of the Seniors at Risk Network. The goals of this committee are to raise awareness in our community via annual educational conferences, develop educational protocols within our agencies and provide educational sessions to community members, empower seniors in our community to not be victimized by abuse and establish contact information for seniors who require further information or education regarding abuse.

In the fall of 2010, the committee facilitated presentations of the play "Awake Arthur". The play encourages seniors of all social classes to recognize and expose abuse. Very often seniors will live this reality in silence. The play was presented in a dramatic and humorous way to encourage and support seniors in their efforts to end abuse.

In November the Seniors Liaison Officer attended "An Eye on Seniors" Crime Prevention Conference held at the Clarion Resort. The conference offered interesting and knowledgeable speakers from the police, medical and banking professions. Attendees were presented with information on the signs and symptoms of financial abuse, recognizing abuse from a health care perspective, power of attorney for personal care and property, and presentations from the Canadian Anti-Fraud Centre and Crime Stoppers.

The DVC in conjunction with the Fraud and Community Programs Coordinator disseminates information to the public on crimes targeting seniors and where appropriate, they work with families and/or other caregivers to help resolve situations where elder and vulnerable adults are at risk of abuse.

## ROAD SAFETY

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

### Goal

**To fully implement the Platoon Traffic Officer program as outlined in the Safer Communities - 1000 Officers Partnership Program funding application.**

### Objectives

1. To positively affect the rising number of traffic collisions through an increase in general and directed traffic enforcement and public education initiatives.
2. To increase the service's participation in provincial and local road safety initiatives.
3. To train designated traffic enforcement officers in Radar/Laser Speed Detection, Problem-Oriented Policing, Child Restraint Seat Inspections and other road safety matters.
4. To increase traffic enforcement by 10% annually.
5. To increase drinking and driving enforcement by 10% annually.

### Performance Measures

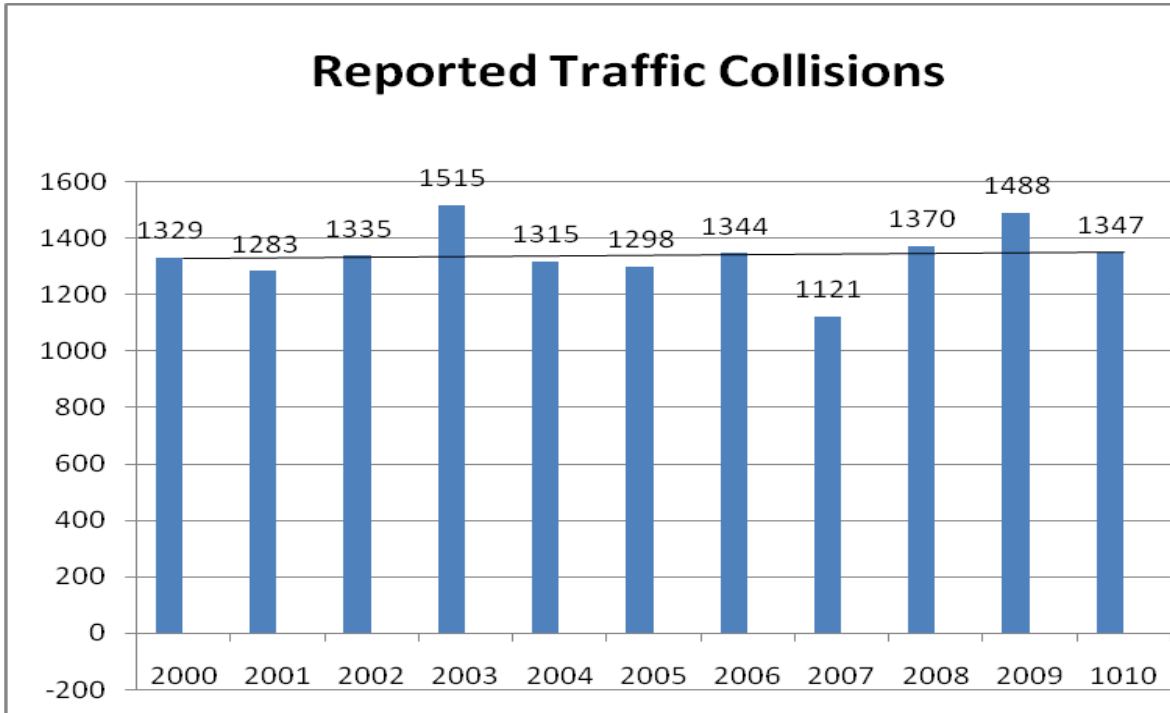
1. Number of traffic collisions reported.
2. Number of provincial and local road safety initiatives in which the Service actively participates.
3. Number of officers trained in specific traffic enforcement disciplines.
4. Number of charges/warnings/equipment notices issued.
5. Number of drinking and driving arrests.
6. Person hours of dedicated traffic enforcement by patrol personnel.
7. Person hours of directed traffic enforcement by patrol personnel.

As noted in the chart below, there were 1,347 collisions reported in 2010, which is relatively consistent over the last 10 years. Accidents are deemed reportable when injuries occur, the damage is \$1000 or more or when an accident report must be completed, for example with police service or city vehicles (regardless of the damage).

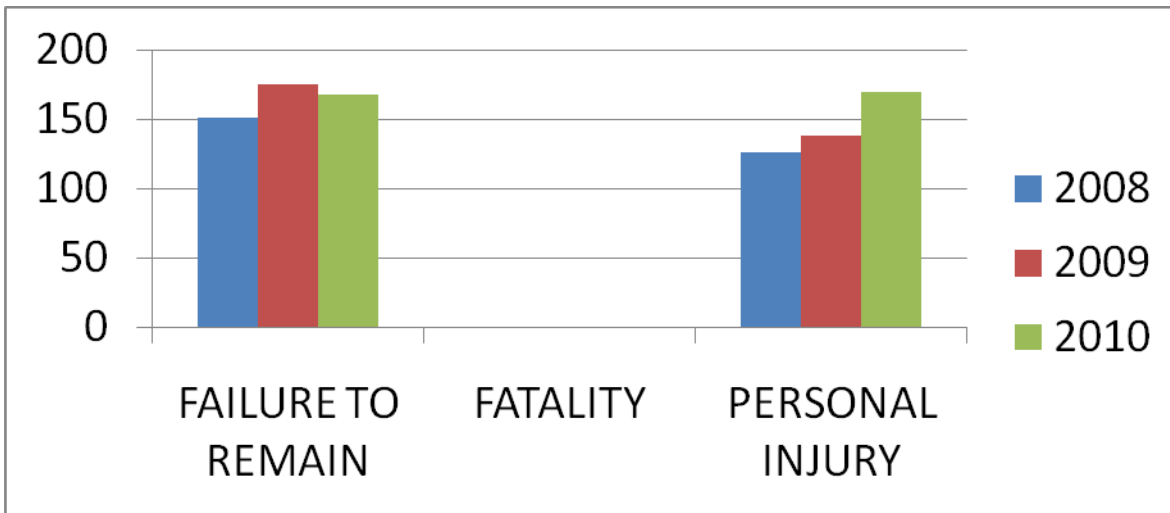
The Police Service investigates motor vehicle collisions and shares the reporting responsibility with the Collision Reporting Centre (CRC). In 2010 the CRC reviewed /documented 735 motor vehicle collisions. Also in that same year police officers attended 434 collisions that required a report.

The Police Service used directed enforcement and the media to educate the public on legislation regarding seat belts, school buses and safe driving measures. The Service used the additional campaigns to educate the public:

Seat Belt Campaign	Project Klunker for Taxis
Road Safety Week	Project Suspended Driver
Winter Driving Safety Initiative	Bicycle Helmet Participation
Project Scrap	Festive RIDE Program
September Traffic Project: School Buses	Safety Lanes
Project Klunker for the General Public	Operation Impact, safe driving measures

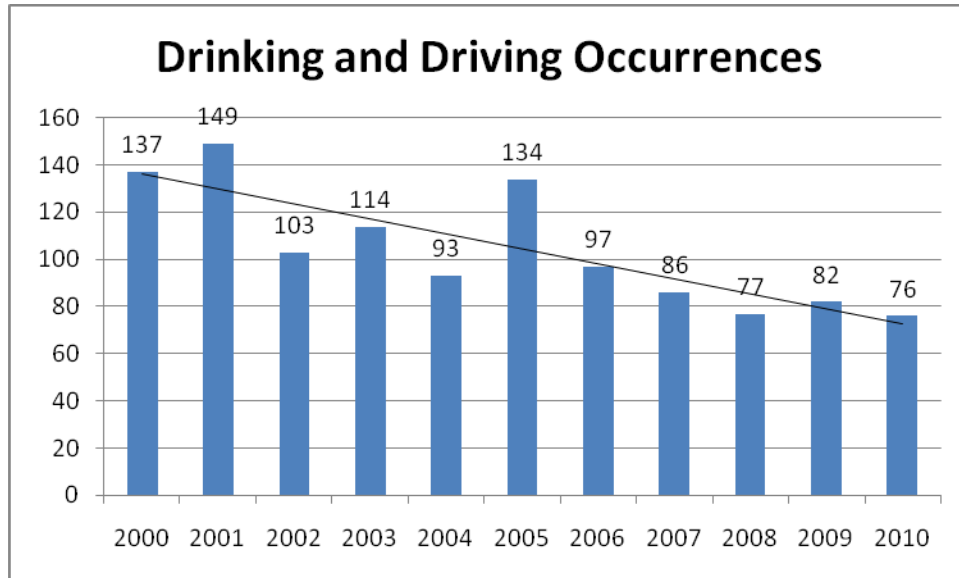


The significant measure of the accidents which occurred in 2010 is in those that resulted in personal injury and/or death. There were 169 personal injury accidents and no fatalities reported in 2010, in comparison to 138 personal injury accidents in 2009, which translates into a substantial increase of 22.5% in 2010 (see graph below).



Of the 434 accidents investigated by police in 2010, alcohol was identified as being involved on 21 occasions (4.8%). This would indicate an increase over 2009 in which alcohol was involved in 19 of the 436 collisions investigated, and in 2008 in which there were 14 alcohol related collisions out of 369 in total.

There were 76 impaired driving charges laid in 2010 resulting in 10 Vehicle Impoundments (VIP) for 45 days. The 45 day VIP is reserved for those operating a motor vehicle while prohibited from doing so as a result of a Criminal Code conviction. With changes to provincial legislation in 2010 causing all vehicles involved in impaired driving occurrences to be impounded for 7 days (7 day VIP), the number of impounded vehicles is expected to increase.



In 2010, our members documented 7,035 violations under the *Provincial Offences Act (POA)* compared to 8,264 violations in 2009, 8,463 in 2008 and 7,412 in 2007. This translates in a 14.9% decrease in *POA* notices issued from 2009 to 2010. Note, that although there was an overall decrease in *POA* notices issued in 2010, this is a reflection in a decrease in the 72 hour notices and written warnings. The number of actual offences issued in 2010 was up from the previous two years. The elimination of the written warning had a direct effect on this statistic. Also, the secondment of North Bay Police personnel to other agencies resulted in a number of personnel transfers, translating into an increase in administrative responsibility on the Traffic Enforcement Officer (TEO). This had a noticeable negative impact on this statistic as well.

The Police Service has participated in the Safer Communities – 1,000 Officers Partnership Program, which allowed the Service to increase authorized strength by four officers. These officers were assigned as a Platoon Traffic Officer (PTO). The PTO addressed issues related to road safety, general enforcement and directed traffic enforcement.

In 2010 our PTOs were deployed for 1,875 hours. These officers collectively issued 22% of all Provincial Offences Notices.

The Traffic Enforcement Officer (TEO), who is assigned on a full-time basis to the Traffic Office, documented 481 *POA* violations, which translated into 5.8% of the service's total.

Total directed enforcement measures (PTO and TEO) resulted in 2,010 documented offences or 24.3% of all *POA* Notices being written.

There were 1,355 calls for service regarding traffic complaints in 2010, in comparison to 1,251 in 2009, which would indicate a continued, and increasing, concern of the public in regard to the habits and actions of motorists.

The Traffic Section is also responsible for processing Provincial Offence Notices, which include parking violation notices and observation cards. These documents are issued by uniformed officers as part of their day to day duties. In 2010, uniformed patrol officers (excluding those assigned to the Traffic Section) processed in excess of 6,727 pieces of documentation through the Traffic Section.

Another means of enforcement that is administered by our Traffic Section is the Joint Snowmobile Unit, operated in conjunction with the OPP. The mandate of the Unit is to patrol North Bay and area Ontario Federation of Snowmobiler's Club (OFSC) trails and frozen bodies of water enforcing the *Motorized Snowmobile Vehicle Act* and other provincial and federal statutes.

Officers travelled 2,016 kms of snowmobile trails and lakes, conducting approximately 1,223 snowmobile and ATV checks. The Unit issued the following number of Provincial Offences Notices: 57 *Motorized Snow Vehicle Act*;; 12 *Off Road Vehicle Act*, 16 *Liquor Licence Act* and 17 *Fish and Wildlife Conservation Act*.



## INFORMATION TECHNOLOGY

The Business Plan set out the following goal 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.
3. Roll out the mobile workstations for patrol officers and remote computer access to other staff.

### **Performance Measures**

1. Annual reporting on systems integrity and security status.
2. Member participation in cooperative development, implementation and systems improvements.
3. Mobile workstation and remote computer access implemented.

During 2010 several systems were replaced or upgraded due to age and capacity. Our internet connection was upgraded from DSL high speed to 10 MB dedicated internet. This upgrade has improved network speed for users working remotely and also increased network speed of internet dependant applications.

Several security upgrades took place in 2010 including an upgrade of our Firewall, Intrusion Protection System and endpoint client software.

The voice recording system used to record radio and telephone transmissions was no longer supported and needed to be replaced. Implementation and training was completed by mid-year.

The Mobile Workstations have been operational since 2009. However, ease of use has been an obstacle and new procedures are being implemented to allow officers to use the equipment effectively. This has required another analysis of the security impact to our network in the manner of a threat / risk assessment and this was completed in 2010.

A positive threat risk analysis was conducted on the proposed wireless network and approval of implementation was granted by the OPTIC security group. The wireless system allows users to be portable throughout the building and provides network connectivity in areas that previously did not.

## PUBLIC COMPLAINTS

Public complaints that are received by the Office of the Chief of Police are predominantly investigated by the Quality Assurance Officer (QAO) who holds the rank of Sergeant. These complaints can be made about the delivery of service, a policy of the Police Service or the conduct of an officer.

In 2010 8 Public Complaints were received by our Service, a decrease of 13 from the previous year. None of these complaints were related to service or policies of the North Bay Police Service.

A total of 8 Chief's Complaints were investigated the QAO. This was an increase from 5 the previous year.

In each of these instances it is the function of the QAO to fully investigate any *Criminal Code* or *Police Services Act* allegation(s) and provide the Chief of Police with a comprehensive report, detailing the circumstances along with recommendations.

One of the significant legislative changes affecting all the police services in Ontario in 2009 occurred with changes to Part V (complaints) of the *Police Services Act* and the creation of the Office of the Independent Police Review Director (OIPRD). This overhaul of the *Act* came into effect on October 19, 2009. The QAO is a liaison officer between our Service and the OIPRD.

The creation and mandate of the OIPRD has radically changed the public complaints process in Ontario. In 2009 it was incumbent for the QAO to become fluent in the changes and provide training to all sworn personnel within the Service on the new legislation and its processes.

Where a complainant has appeared at a police station with a minor complaint and chosen to proceed under the Local Resolution process, but then either refused to fill out the approved OIPRD form or sign it, the matter is recorded as a Local Inquiry. Police services are mandated to report to the OIPRD the number of Local Inquiries on a quarterly basis. In 2010 our Service reported no Local Inquiries.

## COMMUNITY INVOLVEMENT

Within the framework of the 2011 - 2013 Business Plan, the Community Policing Model serves as a template that assists the police service to consult with members of the community to problem solve community issues. The successful implementation of this model will be partially attributed to the vast number of different organizations, committees and boards our members have associated themselves with, either from a professional perspective or through volunteering. Listed below is a comprehensive list that also includes events that our members participated with in 2010.

<ul style="list-style-type: none"> <li>• North Bay Police Service Social Networking Committee</li> <li>• Environment Committee</li> <li>• Ontario Speed Expert Advisory Committee</li> <li>• OACP Traffic Committee</li> <li>• Benevolent Committee</li> <li>• Church on the Building Committee and as a Teller Bethel Gospel</li> <li>• U-11 Girls Soccer</li> <li>• Santa Fund</li> <li>• Santa Train</li> <li>• Kids Christmas Party Planning Committee</li> <li>• Child Abuse Prevention Committee</li> <li>• Youth Justice Steering Committee</li> <li>• Big Brothers Big Sisters of North Bay and District</li> <li>• Nipissing Motorcycle Ride for Dad</li> <li>• Scollard Hall - Senior Boys Football</li> <li>• Heart and Stroke Fund Raising</li> <li>• Mobile Workstation Committee</li> <li>• East Nipissing Minor Hockey Association</li> <li>• Colour Party</li> <li>• Business Planning Committee</li> <li>• Strategic Planning Committee</li> <li>• Mentorship Program – Canadore Police Foundations and Nipissing University</li> <li>• North Bay Youth Soccer</li> <li>• Charity Golf Tournament for the Canadian Mental Health Association</li> <li>• North Bay Power &amp; Sail Squadron</li> <li>• 50th Anniversary Committee for the Voyageur District AGM</li> </ul>	<ul style="list-style-type: none"> <li>• Remebrance Day Services and Parades in Callander and North Bay</li> <li>• Law Enforcement Torch Run for Special Olympics</li> <li>• North Bay Police Service Clothing Committee</li> <li>• Callander Missionary Church</li> <li>• Risk Watch Committee</li> <li>• Advisory Committee for Community Addiction and Mental Health Programs</li> <li>• Health &amp; Safety Committee</li> <li>• Canadore College Mental Health and Addiction Program Advisor Committee</li> <li>• Grievance Procedure Committee</li> <li>• Elks Club</li> <li>• International Police Association (IPA)</li> <li>• North Bay Junior Trappers</li> <li>• Dreamcoat Fantasy Theatre</li> <li>• Sunset Park Public School</li> <li>• 51 Aerospace Control and Warning Squadron</li> <li>• Ontario Injury Prevention Practitioners Network</li> <li>• Domestic Violence Coordinating Committee of Nipissing</li> <li>• North Bay Sports Awards Committee</li> <li>• Canadian Cancer Society</li> <li>• North Bay Special Olympics</li> <li>• North Bay General Hospital Foundation / Recruitment Drive</li> <li>• Terry McKerrow Cat Scan Fund</li> <li>• Coach4Food</li> </ul>
---	---

<ul style="list-style-type: none"> <li>• Critical Incident Stress Team CIST</li> <li>• West Ferris Minor Hockey</li> <li>• Christmas Awards &amp; Luncheon Committee</li> <li>• Human Resources Professional Association of the North Bay Chapter</li> <li>• Lions/CTV Children's Christmas Telethon</li> <li>• North Bay Youth Volleyball Club</li> <li>• EFAP Representative</li> <li>• Victim Services of Nipissing District (VSND)</li> <li>• Nipissing Transition House Board of Directors</li> <li>• Ontario Association of Chiefs of Police, Common Police Environment Group (CPEG) Committee</li> <li>• Ontario Association of Chiefs of Police, Asset Forfeiture Sub-Committee</li> <li>• Pay Equity Committee</li> <li>• Rebuilt Resources</li> <li>• Volunteer at Cassellhome</li> <li>• Temagami/Martin River Fire Department</li> <li>• Victims Services Nipissing District VCARS</li> <li>• Callander Volunteer Fire Dept.</li> <li>• Callander – Safe Halloween Night</li> <li>• Callander - Christmas Basket Deliveries</li> <li>• Community Resource Team</li> <li>• Northern Injury Prevention Practitioner Network</li> <li>• Race Against Drugs/Weeding Out Drugs</li> <li>• Gateway Advertiser &amp; Nipissing Reader (monthly)</li> <li>• Bonfield Fire Department</li> <li>• National Fire Protection Association Committee</li> <li>• Nipissing-Parry Sound Mutual Aid Fire Committee</li> <li>• Domestic Violence Coordinating Committee</li> <li>• DV Educational Sub Committee</li> <li>• Seniors @ Risk Network</li> <li>• Vintage Road Racing Association</li> </ul>	<ul style="list-style-type: none"> <li>• North Bay Food Bank</li> <li>• JDRF</li> <li>• Heart and Stroke Foundation</li> <li>• 22 Wing Blind Fund</li> <li>• Canadian Blood Services</li> <li>• West Ferris Secondary School Alumni</li> <li>• MADD</li> <li>• Near North Crime Stoppers</li> <li>• DARE</li> <li>• Project Focus</li> <li>• Community Counselling Centre of Nipissing</li> <li>• Amelia Rising Sexual Assault Centre</li> <li>• The Gathering Place Soup Kitchen</li> <li>• AIDS Committee of North Bay</li> <li>• Red Cross</li> <li>• Lifeline</li> <li>• Cystic Fibrosis</li> <li>• Easter Seals</li> <li>• Jessica Gough Foundation</li> <li>• Sara Whitehead Memorial Foundation</li> <li>• Tim Horton's Camp Days</li> <li>• Tim Horton's Earn-a-Bike Program</li> <li>• North Bay Partners in Injury Prevention</li> <li>• STOP Program</li> <li>• McHappy Days</li> <li>• North Bay and Area Community Foundation</li> <li>• CIBC Run for the Cure</li> <li>• The Jordan Foundation</li> <li>• YMCA Strong Kids Campaign</li> <li>• Nipissing University/Canadore College Learning Library</li> <li>• Sick Kids Hospital</li> <li>• North Bay North Stars Hockey Program for Developmentally Challenged Children and Adults.</li> <li>• Canadian Association of Chiefs of Police (CACP)</li> <li>• Ontario Association of Chiefs of Police - Ontario Director to CACP Board of Directors</li> <li>• International Association of Chiefs of Police (IACP)</li> <li>• Municipality of Callander</li> </ul>
---	---

<ul style="list-style-type: none"><li>• West Ferris Scouting</li><li>• Parent Council at Marshall Park Public School</li><li>• Harassment &amp; Discrimination Committee</li><li>• Board of Directors for NISKA Non Profit Housing</li><li>• Teach kids at the Native Centre how to cook basic foods</li><li>• Canadian Mental Health Association</li><li>• Road Safety Committee</li><li>• Dragon Boat Race</li></ul>	<p>Committee of Adjustment</p> <ul style="list-style-type: none"><li>• Board of Director of the North Bay Recovery Home</li><li>• Executive of the Knights of Columbus (the French council) Chevaliers de Colomb - Conseil 8163</li><li>• Crime Stoppers fundraising activities</li><li>• Canadore College Police Foundations Advisory Committee</li><li>• Cops for Cancer</li></ul>
--	--



2010 Cops for Cancer

## EXEMPLARY SERVICE AWARDS

**Long Service Recognition - 30 Years of Service**

Stores Clerk Lee Ransom

**Long Service Recognition - 20 Years of Service**

Sergeant Dan Webber  
Constable Walter Neeley  
Constable Greg Randall  
Clerk Karen Pendergast

**Employee of the Year**

Constable Merv Shantz



Constable Merv Shantz was recognized by Chief Cook at the Annual Awards Banquet held in December 2010. Prior to announcing the employee of the year recipient Chief Cook cited the following:

*“Whether representing our Police Service while carrying out his day-to-day assignments, sitting on the committees he has volunteered for or while ensuring our members are cared for in times of loss or sickness he is there. Whether coaching youth sports, representing his Church or caring for the homeless in Los Angeles he defines service to others.”*

## MADD Officer(s) of the Year

Constable Greg Dix  
Constable D. Weber  
Constable B. Reaume



Constable Dan Weber and Constable Bradley Reaume accepting a plaque from Jackie McLeod, MADD Nipissing Chapter President recognizing them as Co- MADD Officers of the Year. Missing from the photograph is co-recipient Constable Greg Dix.

## CONCLUSION

This past year was a very successful one for our Police Service thanks to the dedication and professionalism of our personnel and the cooperation of the public.

We continue to work with a multitude of community partners to develop and initiate policing strategies designed to improve the quality of life on our streets and in our neighbourhoods and enhance public safety.

It is only through the strong and respectful partnerships with the community that we will again be able to achieve the level of success we enjoyed this past year.

The implementation of our 2011 - 2013 Business Plan this spring sets new priorities that we have identified through consultation both internally and with members of our community. Working to achieve our new goals and objectives in concert with our community will ensure the continued success of our police service.

Our members look forward to serving and working with the citizens of North Bay and Callander long into the future.

*Our goals can only be reached through a  
vehicle of a plan, which we must fervently  
believe, and upon which we vigorously act.  
There is no other route to success.*

*Pablo Picasso*