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To Make a Difference in Our Community

AGENDA PUBLIC SESSION

Wednesday, January 20, 2016, 1:00 p.m.

COMMITTEE ROOM "A"
ADMINISTRATIVE CENTRE
17250 YONGE STREET
NEWMARKET, ONTARIO

Pages

1. SWEARING IN OF NEW BOARD MEMBER

Swearing in of New Board Member

2. ELECTION OF BOARD CHAIR FOR 2016

Pursuant to Section 28(1) of the Act, the Board shall elect a Chair at its first meeting in each year. The Executive Director shall act as presiding officer at the first meeting of the Board in each year until the Chair is elected and shall call for nominations.

3. ELECTION OF BOARD VICE CHAIR FOR 2016

Pursuant to Section 28(2) of the Act, the Board shall elect a Vice Chair at its first meeting in each year. The Executive Director shall act as a presiding officer at the first meeting of the Board in each year until the Chair is elected and shall call for nominations.

4. INTRODUCTION OF ADDENDUM ITEMS AND OTHER BUSINESS

5. DISCLOSURE OF INTEREST

6. CONFIRMATION OF MINUTES OF NOVEMBER 18, 2015 BOARD MEETING

See Attached.

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7. PRESENTATIONS

7.1 Presentation on Civic Leadership Award

Chief will present a two-minute video of the recipients and read their bio. Followed by photo opportunities with Board Chair and Vice Chair, Chief and recipients.

7.2 Presentation on Auto Cargo Theft

8. COMMUNICATIONS

- 8.1 Minister Yasir Naqvi, Ministry of Community Safety and Correctional Services, December 10, 2015, regarding PAVIS funding for 2016. 7

See Attached.

- 8.2 Gerry McNeilly, Independent Police Review Director, OIPRD, November 27, 2015, regarding OIPRD new Rules of Procedure. 8

See Attached.

- 8.3 Order in Council, Lieutenant Governor of Ontario, December 2, 2015, re-appointing Bang-Gu Jiang as a member of the Regional Municipality of York Police Services Board for further period of three years 11

See Attached.

- 8.4 Adelina Urbanski, Commissioner of Community and Health Services, York Region, December 8, 2015, regarding the York Region 2015-2021 Multi-Year Accessibility Plan – Review and Update. 12

See Attached.

- 8.5 Denis Kelly, Regional Clerk, York Region, December 23, 2015, regarding the 2016 York Regional Police Budget. 34

See Attached.

- 8.6 Catherine Hardman, Development Officer, Yellow Brick House, December 9, 2015, regarding the Yellow Brick House 11th Annual Mending Hearts, Creating Dreams Gala. 46

See Attached.

- 8.7 Karen Addison, Executive Director, Character Community Foundation of York Region, December 21, 2015, regarding the 10th Annual Character Community Awards Celebration 48

See Attached.

8.8	Shekar Chandrashekar, January 11, 2016, regarding media article on Hamilton Police and Police Services Board.	50
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See Attached.

9. REPORTS OF THE CHIEF OF POLICE

9.1	Financial Statements for the Period Ending November 30, 2015	52
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See Attached.

RECOMMENDATION

1. That the Board receive the Financial Statements for the eleven month period ending November 30, 2015, pursuant to Financial Accountability Board Policy No. 01/05.

9.2	Toronto 2015 PAN/PARAPAN AM Games Financial Update	62
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See Attached.

RECOMMENDATION

1. That the Board receive this report for information.

9.3	Award of RFP P-15-14 Furniture and Related Services to Corporate Express Canada Inc o/a Business Interiors by Staples	64
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See Attached.

RECOMMENDATION

1. That the Board authorize the award of RFP P-15-14 for the supply, delivery and installation of various furniture, warehousing and move services to Corporate Express Canada Inc. o/a Business Interiors by Staples, who submitted the highest scoring, lowest price Proposal, at a cost not to exceed \$325,000 annually, excluding H.S.T., for a two-year period; and
2. That the Contract be awarded for a period of two years with an option to renew for one additional two-year period and an additional one-year period, subject to satisfactory performance, successful negotiations with respect to financial considerations and the Chief's approval.

9.4	2014-2016 Business Plan – Year 2 Implementation Status	68
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See Attached.

RECOMMENDATION

1. That the Board receive this report.

9.5	Quality Service Standards – 2015	73
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See Attached.

RECOMMENDATION

1. That the Board receive this report pursuant to the Police Services Board Accessible Customer Service Policy No. 04/09.

9.6	Quality Assurance Process	82
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See Attached.

RECOMMENDATION

1. That the Board receive this report pursuant to the Quality Assurance Process, Board Policy No. 01/08.

9.7	Update on Accessibility for Ontarians with Disabilities Act, 2005	87
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See Attached.

RECOMMENDATION

1. That the Board receive this report.

9.8	Accessibility for Ontarians with Disabilities Act, 2005 Public Feedback on Accessible Customer Service	92
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See Attached.

RECOMMENDATION

1. That the Board receive this report pursuant to Police Services Board Accessible Customer Service Policy No. 04/09.

9.9	Annual Report on Diversity Policy	94
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See Attached.

RECOMMENDATION

1. That the Board receive this report pursuant to Board's Diversity Policy No. 04/11.

9.10	Annual Report on Auxiliaries and Volunteers	97
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See Attached.

RECOMMENDATION

1. That the Board receive this report pursuant to the Police Services Board Auxiliary and Volunteer Program Board Policy No. 03/02.

9.11 Secondary Activities

112

See Attached.

RECOMMENDATION

1. That the Board receive this report pursuant to Section 31(1)(g) of the Police Services Act.

10. ADDENDUM ITEMS

we are expecting correspondence from Clerk's office on new Board appointment

11. OTHER BUSINESS

12. PRIVATE SESSION

Motion to resolve into Private Session.

That the York Regional Police Services Board adjourn the public portion of its meeting to move to private to discuss confidential items pertaining to legal and personnel matters in accordance with Section 35(4)(b) of the *Police Services Act*.

13. PUBLIC SESSION

Motion to reconvene into Public Session.

14. CONSIDERATION OF PRIVATE ITEMS

15. CONFIRMATORY BYLAW

114

See Attached.

16. ADJOURNMENT

MINUTES

THE REGIONAL MUNICIPALITY OF YORK POLICE SERVICES BOARD

November 18, 2015

The Board continued its meeting of November 18, 2015 in Committee Room A, York Region Administrative Centre, 17250 Yonge Street, Newmarket, Ontario on the above-noted date at 1:06 p.m. in the public session.

Board Members Present: F. Scarpitti, Chair, Mayor of the City of Markham
B. Bartlett, Vice Chair
W. Emmerson, Chairman & C.E.O., York Region
V. Hackson, Mayor of the Town of East Gwillimbury
J. Molyneaux, Member

M. Avellino, Executive Director
J. Kogan, Administrative Assistant

Absent: B. Rogers, Board Member

YRP Present: E. Jolliffe, Chief of Police
T. Carrique, Deputy Chief of Police
A. Crawford, Deputy Chief of Police
T. Cusimano, Superintendent, Executive Services
J. Channell, Manager, Financial Services
K. MacDonald, Manager, Associate Counsel
K. Griffin, Manager, Corporate Communications

YR Legal & Court Services: J. Hulton, Regional Solicitor

370 **MOMENT OF SILENCE**

A moment of silence was observed in recognition of the victims of the terrorist attacks which took place in Paris.

371 **INTRODUCTION OF ADDENDUM ITEMS, CONSIDERATION OF PRIVATE ITEMS AND ANY OTHER BUSINESS**

*Moved by Mr. Molyneaux,
Seconded by Mayor Hackson,
that the following items be added to the agenda of the public session of this meeting:*

Addendum Items

- (a) Communication from Attila L. Vinczer requesting to make a deputation (Addendum Item A)

Private Items to Proceed to Public Session

- (a) Human Resources (Recommendation 1)

- (b) Appointment of New Police Officers (Recommendation 1)
- (c) Appointment of Experienced Police Officers (Recommendation 1)
- (d) Appointment of York Region Transit Special Constables (Recommendation 1)
- (e) Re-Appointment of Special Constable (Recommendation 1)

372 **DISCLOSURE OF INTEREST**

Nil.

373 **CONFIRMATION OF MINUTES OF OCTOBER 21, 2015 BOARD MEETING**

*Moved by Chairman Emmerson,
Seconded by Vice Chair Bartlett,
that the minutes for the public session of the meeting held on October 21, 2015
be adopted.*

CARRIED

374 **PRESENTATIONS**

Presentation to Vice Chair Barbara Bartlett

The Board formally acknowledged the service and commitment provided by Vice Chair Barbara Bartlett during her seven and a half year tenure on the Board.

Presentation on Assisting Victims of Crime

*Moved by Chairman Emmerson,
Seconded by Mr. Molyneaux,
that the presentations be received.*

CARRIED

COMMUNICATIONS

- 375 Bill Hughes, Commissioner of Finance and Regional Treasurer, York Region November 6, 2015, regarding the 2016-2018 Budget presentation.

*Moved by Chairman Emmerson,
Seconded by Vice Chair Bartlett,
that the communication from Bill Hughes, Commissioner of Finance and Regional
Treasurer, York Region, November 6, 2015, be received.*

CARRIED

- 376 Cheryl Cannon, VimyBound Sub-Committee Chair, QYRACC Support Committee, November 9, 2015, requesting financial support for the Cadet trip to Vimy Ridge, France in spring of 2017 for the 100th Anniversary of the victory at Vimy Ridge.

*Moved by Mayor Hackson,
Seconded by Mr. Molyneaux,
that the communication from Cheryl Cannon, VimyBound Sub-Committee Chair,*

QYRACC Support Committee, November 9, 2015, be received.

CARRIED

DEPUTATIONS

- 377 Kathy Mitchell, MADD York Region Chapter, seeking deputant status to thank the Board for its support of "Golf Fore MADD".

*Moved by Mr. Molyneaux,
Seconded by Mayor Hackson,
that deputant status be granted to Ms. Mitchell.*

CARRIED

The Board made a further motion.

*Moved by Chairman Emmerson,
Seconded by Vice Chair Bartlett,
that the deputation from Ms. Mitchell be received.*

CARRIED

- 378 Attila L. Vinczer, November 12, 2015, seeking deputant status to present on domestic violence, rape and sexual assault and its effects on men, women and children.

*Moved by Chairman Emmerson,
Seconded by Mr. Molyneaux,
that deputant status be granted to Mr. Vinczer.*

CARRIED

The Board made a further motion.

*Moved by Chairman Emmerson,
Seconded by Mayor Hackson,
that the deputation from Mr. Vinczer be received.*

CARRIED

REPORTS OF THE CHIEF OF POLICE

- 379 **Financial Statements for the Period Ending October 31, 2015**

The Board had before it a Report of the Chief of Police recommending:

1. That the Board receive the Financial Statements for the ten month period ending October 31, 2015, pursuant to Financial Accountability Board Policy No. 01/05.

*Moved by Chairman Emmerson,
Seconded by Vice Chair Bartlett,
that the Report of the Chief of Police be received and that recommendation one
(1) contained therein be adopted.*

CARRIED

380 Property Taxes on Leased Premises

The Board had before it a Report of the Chief of Police recommending:

1. That the Board authorize the Chief of Police to enter into such Municipal Capital Facilities Agreements (MCFA) with The Regional Municipality of York and with the Board's landlords as may be required to exempt from property tax, those of the Board's leased premises subject to property tax exceeding \$10,000 per year; and
2. That the Chief be authorized to assign its leases to The Regional Municipality of York if required by the Municipal Property Assessment Corporation (MPAC) as a pre-condition to property tax exemption.

*Moved by Mayor Hackson,
Seconded by Mr. Molyneaux,
that the Report of the Chief of Police be received and that recommendations one
(1) and two (2) contained therein be adopted.*

CARRIED

Action: Chief of Police

REPORT OF THE EXECUTIVE DIRECTOR

381 Amendments to Records Classification and Retention Schedule

The Board had before it a Report of the Executive Director recommending:

1. That the Board approve the revised Records Classification and Retention Schedule 'A' as attached; and
2. That the Board forward the revised Records Classification and Retention Schedule 'A' to Regional Council and request an amendment to Bylaw No. 2013-15 under section 255 of the *Municipal Act, 2001*.

*Moved by Vice Chair Bartlett,
Seconded by Mr. Molyneaux,
that the Report of the Executive Director be received and that recommendations
one (1) and two (2) contained therein be adopted.*

CARRIED

Action: Executive Director

ADDENDUM ITEMS

- 382 Attila L. Vinczer, November 12, 2015, regarding making a public deputation at the Board's public meeting on November 18, 2015. (Addendum Item A)

This agenda item was addressed under deputations.

CARRIED

CONSIDERATION OF PRIVATE ITEMS

383 Human Resources

The Board had before it a Report of the Chief of Police recommending:

1. That the Board reclassify 39 officers pursuant to the 2013 – 2015 Uniform Working Agreement.

Appointment of New Police Officers

The Board had before it a Report of the Chief of Police recommending:

1. That the Board appoint 30 new individuals as Cadets-in-Training, effective November 30, 2015 pursuant to Section 51(1) of the *Police Services Act*.

Appointment of Experienced Police Officers

The Board had before it a Report of the Chief of Police recommending:

1. That the Board accept this report on the hiring of experienced officers, effective December 2, 2015, pursuant to Section 31(1) (a) of the *Police Services Act*.

Appointment of York Region Transit Special Constables

The Board had before it a Report of the Chief of Police recommending:

1. That the Board authorize the appointments of two York Region Transit Special Constables for a five year period, effective November 7, 2015 pursuant to Section 53(1) of the *Police Services Act*.

Re-Appointment of Special Constable

The Board had before it a Report of the Chief of Police recommending:

1. That the Board authorize the re-appointment of one York Regional Police Special Constable for a further five year period, effective December 8, 2015, pursuant to Section 53(1) of the *Police Services Act*.

*Moved by Mr. Molyneaux,
Seconded by Mayor Hackson,
that the Report of the Chief of Police be received.*

CARRIED

384 Confirming By Law No. 12-15

The Board had before it By Law No. 12-15. The By Law is necessary to confirm the proceedings of the Board at this meeting.

*Moved by Vice Chair Bartlett,
Seconded by Chairman Emmerson,
that By Law No. 12-15, being “a By Law confirming the proceedings of the
Board at this meeting,” be read and enacted.*

By Law No. 12-15 was read and enacted as follows:

“To confirm the proceedings of the Board at this meeting.”

CARRIED

385 **ADJOURNMENT**

*Moved by Vice Chair Bartlett,
Seconded by Mr. Molyneaux,
that the meeting be adjourned.*

CARRIED

The meeting adjourned at 2:28 p.m.

**Mafalda Avellino
Executive Director**

**Frank Scarpitti
Chair**



Office of the Minister

Bureau du ministre

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MC-2015-3059

NOV 19 2015

His Worship Frank Scarpitti
Chair
Regional Municipality of York Police Services Board
17250 Yonge Street
Newmarket ON L3Y 4W5
psb@yrp.ca



Dear Mayor Scarpitti:

Thank you for your correspondence of September 9, 2015, regarding funding information for the Provincial Anti-Violence Intervention Strategy (PAVIS) in 2016.

As part of the Strategy for a Safer Ontario, we are finding smarter, better ways to make our communities safer. We have listened to our partners and are ready to make the changes needed to support modern, effective and efficient policing and to help communities develop solutions to local safety and well-being priorities. This includes an outcomes-based funding model to better support local initiatives that reduce crime and help build safer and healthier communities. As part of the process in developing an outcomes-based funding model for community safety and well-being priorities, the Ministry of Community Safety and Correctional Services is currently reviewing its grant programs. As a result, details on funding are not yet available under PAVIS past December 31, 2015.

We are committed to working with municipalities and police services to ensure policing is sustainable and responsive to locally-identified needs. The ministry is moving towards community safety and well-being initiatives that will focus on collaborative partnerships that include police and other sectors such as education, health care and social services to make communities safer. These partnerships will allow communities to proactively identify their risks and mobilize the proper resources, along with support from their local police service. Moving away from a one-size-fits-all approach will ensure every community has the opportunity to implement projects that best suit their local needs to enhance safety and well-being.

Thank you again for writing.

Sincerely,

Yasir Naqvi
Minister

November 20, 2015

Ms. Mafalda Avellino
Executive Director
Regional Municipality of York Police Services Board
17250 Yonge Street
Newmarket, ON
L3Y 4WS



Dear Ms. Avellino:

Re: OIPRD new Rules of Procedure

I am extremely grateful for the individuals and organizations who took the time to provide feedback and comments on the OIPRD draft Rules of Procedure. My staff and I have reviewed and discussed your comments at length. As a result, we have revised our rules to reflect a number of your concerns. The Rules will be posted on our website and on the Ontario Gazette in the near future.

We have not adopted all of the recommendations. I wish to explain the rationale behind some of my decision where your comments were not implemented.

A number of the issues raised reflect provisions of the Act. These issues could only be addressed through legislative amendments. As you know, I have sought amendments to the current Act and will bring your concerns to the attention of the Attorney General. Those concerns include the role of police services boards in the screening of complaints about chiefs and deputy chiefs, and the role of the police services board in determining the reasonableness of delay pursuant to s. 83(17) in the case of OIPRD investigations.

Rules for boards

I received a number of questions and comments about my authority to make rules for police services boards. I wish to point out that the *Police Services Act* s. 56(1)(b) provides authority for me to “establish procedural rules for the handling by chiefs of police and **boards** of complaints made by members of the public.” These rules were made under that provision.

Mirroring of legislation in the rules

The rules are drafted to assist complainants Police Officers and Police Services and other member of the public. These rules provide a detail outline of the public complaints process, including areas not specifically addressed by the Act. In order to provide a complete narrative to the public, the Rules will mirror the Act in certain areas.

Witnesses as representatives for complainants

There were concerns raised about witnesses being permitted to act as agents or representatives for complainants. The purpose of the current rule is to allow a vulnerable individual to have the assistance of a support person who may also be a witness. Therefore, a parent (who is a witness to an incident) would be able to represent her or his child (who is a complainant). The rule has been redrafted to permit the hearing officer to determine who can be a representative.

Investigative reports to exclude names of witnesses

The concerns about information as to the identity of witnesses are addressed when the investigative brief is produced to the prosecutor, and subsequently provided to the officer (and complainant).

It should be noted that, pursuant to *Freedom of Information and Protection of Privacy Act*, information of individuals acting in their professional capacity does not fall under the definition of “personal information.” Therefore, the privacy concerns over the identity of complainants and witnesses do not apply to the officers acting in their professional capacity.

Representation during an interview

Rule 9.12 has been revised to require a representative to refrain from disrupting or interrupting an interview. The original intent of the rule was to permit an investigator to exclude an individual representing a complainant or a civilian witness when the representative behaves in a disruptive fashion. It was not intended to exclude association reps.

Providing informal resolution forms to complainants

The OIPRD has received a number of complaints about the conduct of PSB officers during the course of an investigation. In a few instances, complainants have alleged that they were duped into signing forms without being permitted to read them or that the forms were altered after they were signed. Providing a copy of the document to the complainant obviates this concern.

Providing investigative report to complainant

The Act does not require the investigating body (either the service or the OIPRD) to provide a copy of the investigative report to the complainant where there is a finding that misconduct had been substantiated. However, s. 71 permits a complainant to request a review of the investigative decision

In the event that the investigation was not completed in time for the notice of hearing to be served within six months of the date on which the investigation was retained or referred, the chief would bring an application to the board pursuant to s. 83(17). The Divisional Court has stated that the complainant has the right to make submissions to the board as the respondent officer does. A complainant cannot make any meaningful submissions as to the timeliness of the investigation without detailed knowledge of the investigation and the evidence gathered.

35 days before imposing discipline in less serious matters

The Act s. 71 permits a complainant to request a review from a finding that the complainant is unsubstantiated or determined to be not of a serious nature **within 30 days of being notified of the decision**. Rule 9.20(ii) requires the service to suspend the imposition of informal discipline for **35 days**. This rule takes into account the time for the mailing of the investigative report to the complainant.

Director's review (s. 71)

It is not possible for the OIPRD to conduct its review within 30 days of the request because most of the services are not able to provide the investigative files in a timely fashion.

While the OIPRD is not in a position to answer all of your concerns or to make the requested changes, I hope that the explanations above would assist in understanding the rationale for those rules.

Yours truly,



Gerry McNeilly
Independent Police Review Director



Ontario
Executive Council
Conseil exécutif

Order in Council
Décret

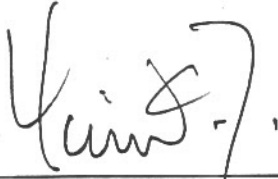
On the recommendation of the undersigned, the Lieutenant Governor, by and with the advice and concurrence of the Executive Council, orders that:

Sur la recommandation de la personne soussignée, le lieutenant-gouverneur, sur l'avis et avec le consentement du Conseil exécutif, décrète ce qui suit :

WHEREAS by Order in Council numbered O.C. 854/2013 dated the 19th day of June, 2013, Bang-Gu Jiang was appointed as a member of the Regional Municipality of York Police Services Board until June 19, 2015, and her appointment has expired;

AND WHEREAS Ms. Jiang has agreed to continue as a member of the Regional Municipality of York Police Services Board;

THEREFORE pursuant to section 27 of the *Police Services Act*, R.S.O. 1990, c. P.15, as amended, Bang-Gu Jiang is reappointed as a member of the Regional Municipality of York Police Services Board for a further period of three years, effective from the date of the Order in Council.

Recommended 
Minister of Community Safety and
Correctional Services

Concurred 
Chair of Cabinet

Approved
and Ordered DEC 02 2015
Date


Lieutenant Governor



ADELINA URBANSKI, Commissioner
Community and Health Services Department

December 4, 2015

Ms. Mafalda Avellino
Executive Director
The Regional Municipality of York Police Services Board
17250 Yonge Street, 4th Floor
Newmarket, ON L3Y 6Z1



Dear Ms. Avellino:

Re: York Region 2015-2021 Multi-Year Accessibility Plan – Review and Update

I am pleased to provide a copy of the *York Region 2015-2021 Multi-Year Accessibility Plan – Review and Update*. At its meeting on November 19, 2015, Regional Council adopted the recommendations of the Community and Health Services Committee which included forwarding a copy of the report to The Regional Municipality of York Police Services Board for their information.

The *York Region 2015-2021 Multi-Year Accessibility Plan – Review and Update* outlines the strategies and actions approved by Regional Council to prevent and remove barriers for people with disabilities and to meet requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The plan was developed in partnership with York Regional Police and with advice from people with disabilities and the York Region Accessibility Advisory Committee. It builds on the work established in the Region's previous nine accessibility plans.

Please contact Lois Davies, Manager, Social Policy and Accessibility (A) at Ext. 72060 or lois.davies@york.ca with any questions.

Sincerely,

Adelina Urbanski
Commissioner of Community and Health Services

Attachment (1)

LD/pt

York Region 2015 to 2021 Multi-Year Accessibility Plan

An Update to the York Region 2013 to 2021 Multi-Year Accessibility Plan



Accessible formats or communication supports for this document are available upon request. Please email AODA@york.ca or call 1-877-464-9675 ext. 72060 or TTY (for the deaf, deafened or hard of hearing) at 1-866-512-6228.

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Mayor
Frank Scarpitti
City of Markham



Regional Councillor
Jack Heath
City of Markham



Regional Councillor
Jim Jones
City of Markham



Regional Councillor
Joe Li
City of Markham



Regional Councillor
Nirmala Armstrong
City of Markham



Mayor
David Barrow
Town of Richmond Hill



Mayor
Maurizio Bevilacqua
City of Vaughan



Chairman & CEO
Wayne Emmerson



Regional Councillor
Vito Spatafora
Town of Richmond Hill

Message from York Regional Council

For more than a decade, York Regional Council has focused on creating an accessible York Region for residents of all abilities.

The 10th anniversary of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* was celebrated in 2015. The AODA is an important piece of legislation with the ultimate goal of creating an Ontario where it is possible for all people to realize their full potential.

The Region has been proactive with its approach through identifying, removing and preventing barriers through accessibility planning. The *York Region 2015 to 2021 Multi-Year Accessibility Plan* highlights the accessibility work ahead of us to address the needs of our growing and diverse community.

Accessibility is rooted in many of our key strategies, including *Vision 2051*, the *2015 to 2019 Strategic Plan* and our *Accessibility Policy*. These strategies affirm the Region's commitment to creating an inclusive and welcoming community where all people can access the same programs, services and facilities.

With help and input from our York Region Accessibility Advisory Committee and York Regional Police we will continue to make accessibility a part of the way we do business every day.



Regional Councillor
Michael Di Biase
City of Vaughan



Regional Councillor
Brenda Hogg
Town of Richmond Hill



Regional Councillor
Mario Ferri
City of Vaughan



Mayor
Tony Van Bynen
Town of Newmarket



Regional Councillor
Gino Rosafi
City of Vaughan



Regional Councillor
John Taylor
Town of Newmarket



Mayor
Margaret Quirk
Town of Georgina



Regional Councillor
Danny Wheeler
Town of Georgina



Mayor
Geoffrey Dawe
Town of Aurora



Mayor
Virginia Hackson
Town of East Gwillimbury



Mayor
Steve Pellegrini
Township of King



Mayor
Justin Aitmann
Town of Whitchurch-Stouffville

Message from the York Region Accessibility Advisory Committee

We know everyone is likely to be affected by disability at some point in their lives – whether personally or indirectly through the experiences of family, friends or coworkers. Better access helps everyone. It improves the quality of life of our entire community.

As the York Region Accessibility Advisory Committee, we advise Regional Council and York Regional Police on behalf of the community about accessibility initiatives to create a barrier-free York Region.

Our committee represents different backgrounds and abilities that offer many perspectives to improve accessibility for all York Region residents. To us, accessibility means giving people of all abilities the opportunity to participate fully in life.

This updated *York Region Multi-Year Accessibility Plan* builds on the accomplishments of York Region's previous accessibility plans and AODA implementation activities. This plan outlines how we are:

- making regional programs, services and facilities more accessible, and
- helping to create an accessible Ontario by 2025.

Our Region is enriched by the contributions of people of all abilities. Our community is strengthened when everyone is included. It is our privilege to continue to advise Regional Council on removing barriers, changing attitudes and creating more awareness around the importance of accessibility in York Region.

The York Region Accessibility Advisory Committee

Did you know?

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) aims to have an accessible Ontario by 2025 through the implementation of mandatory accessibility standards in the areas of:

- **Customer Service**
- **Information and Communications**
- **Employment**
- **Transportation**
- **Design of Public Spaces**

Both public and private sector organizations must implement these standards in phases.

Background

The 2015 to 2021 Multi-Year Accessibility Plan - Review and Update

Creating communities where every person can participate is important for people, businesses and community life. For this reason, it is important that York Region continues planning for the future so that programs, services and facilities are accessible and welcoming for everyone.

The *York Region 2015 to 2021 Multi-Year Accessibility Plan* outlines strategies and actions approved by York Regional Council to identify, prevent and remove barriers for people with disabilities. The plan also details our strategy for meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

York Region and York Regional Police provide annual updates on the actions taken to improve accessibility and implement requirements by the Government of Ontario. Accessibility Status Reports were provided in 2013 and 2014. This plan includes all actions to date and is an update to the *York Region 2013 to 2021 Multi-Year Accessibility Plan* approved by Regional Council in 2013.

York Region at a Glance

The Regional Municipality of York is one of six regional governments in Ontario. York Region is made up of nine local municipalities: Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan and Whitchurch-Stouffville. It is a diverse region made up of both urban centres and rural areas. It is located in the northern part of the Greater Toronto Area.

York Region provides services and programs that are delivered across wide areas or with large-scale coordination. Some of those services include both conventional and specialized transit services, water and wastewater, solid waste management, public health, housing, social services, policing, paramedic services and courts. The nine local municipalities provide services that are more local in nature such as fire services, garbage and recycling collection, libraries, zoning licences and permits, local water and sewage, and local roads.

In Ontario, 1.85 million people (15.5 per cent) have a disability. That is one in seven people. It is estimated that by 2036, 20 per cent of

Did you know?

The **York Region Accessibility Policy** affirms the Region's commitment to creating an inclusive and welcoming community where all people benefit from the same services and opportunities:

The Regional Municipality of York is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to Regional programs, goods, services and facilities in a way that respects a person's dignity and independence (Accessibility Policy).

Ontarians will have a disability and people with disabilities will represent 40 per cent of the total income in Ontario¹.

Approximately 1.15² million people currently live in York Region, including an estimated 149,500 residents aged 15 and over³ who are living with a disability⁴. By 2036, it is estimated that York Region will have 259,600 residents aged 15 and over living with a disability⁵. As York Region's population continues to grow in size and age, this number will continue to grow. This growth shows how important the actions listed in this plan are in making our programs, services and facilities more accessible.

Ontario Laws Require Accessibility Plans

Accessibility planning began under the *Ontarians with Disabilities Act, 2001* (ODA). As required by the ODA, each department at York Region, including York Regional Police, made its own annual accessibility plan to identify, remove and prevent barriers in its programs, services and facilities. The actions listed in these departmental plans were combined to form an annual accessibility plan. Since accessibility planning began in 2003, York Region and York Regional Police have addressed more than 750 accessibility actions to make our programs, services and facilities more accessible.

The AODA became law in 2005. It sets out accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the design of public spaces. These are called standards. The Information and Communications, Employment, Transportation and the Design of Public Spaces Standards were all combined under the Integrated Accessibility Standards Regulation (IASR).

One of the IASR requirements is to prepare a multi-year accessibility plan. This is a shift from annual accessibility planning under the ODA. The multi-year plan must include an organization's strategy to prevent and remove barriers and meet the requirements in the standards. Each year the organization must report on the progress in implementing the plan.

This document is York Region's first review and update of its multi-year accessibility plan. It is designed to include the requirements of both accessibility laws (ODA and AODA) and meet the requirement to review and update the multi-year accessibility plan at least once every five years.

1 Ontario Ministry of Community and Social Services, 2015. Accessed April 20, 2015 from http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/understanding_accessibility/.

2 The Regional Municipality of York, Corporate Services Long Range and Strategic Planning Branch, Population Estimates, 2015.

3 2012, Statistics Canada introduced the new Canadian Survey on Disability (CSD) to replace the Participation and Activity Limitation Survey (PALS) used in 2006. As the CSD target population comprised of all Canadians aged 15 or older who were living in private dwellings in 2011. Thus, the institutionalized population, e.g., older adults living in long-term care facilities, and those under the age of 15 are excluded. Because of the age groups chosen, the estimated number of people living with a disability is generally smaller than those from the PALS. These factors should be considered when interpreting data from the CSD.

4 Statistics Canada, Canadian Survey on Disability, 2012 and Ontario Ministry of Finance Ontario Population Projections, 2013 to 2041 (Accessed on April 20, 2015 from <http://www.fin.gov.on.ca/en/economy/demographics/projections/>).

5 Statistics Canada, Canadian Survey on Disability, 2012 and Ontario Ministry of Finance Ontario Population Projections, 2013 to 2041 (Accessed on April 20, 2015 from <http://www.fin.gov.on.ca/en/economy/demographics/projections/>).

Accessibility Planning Supports York Region's Strategic Vision

The Region uses strategic planning initiatives to create programs and deliver services that meet the needs of rapid population growth and an increasingly diverse community.

Accessibility planning in York Region includes the requirements of the AODA and supports the Region's strategic direction and long-term strategies. Creating a community that is inclusive and accessible for everyone links with the goals set out in the following Regional strategies and policies:

- *Vision 2051*
- *2015 to 2019 Strategic Plan - From Vision To Results*
- Accessibility Policy
- Statement of Commitment to Accessibility

Vision 2051: A Place Where Everyone Can Thrive

Looking almost 40 years ahead, York Region's strategic vision, *Vision 2051*, aims to create a place where everyone can thrive. In *Vision 2051*, York Region's population will enjoy an environment that fosters healthy living and is safe, accessible, inclusive and supportive. To support this goal, the Region will continue to make its programs, services and facilities accessible to everyone. This goal is included in other long-term corporate strategies such as the Region's Official Plan.

2015 to 2019 Strategic Plan: Improve Social and Health Supports

The Region's Strategic Plan is aligned with the four-year term of Regional Council. The *2015 to 2019 Strategic Plan* includes strategic direction to support community health and well-being. Accessibility planning supports this strategic direction by fostering social inclusion and addressing the needs of a growing and diverse community.

Did you know?

The York Region Accessibility Advisory Committee (YRAAC) advises Regional Council and York Regional Police on making it easier for people with disabilities to use the Region's many programs and services. Members come from different backgrounds and most members must be people with a disability. Meetings are open to the public and are held at the York Region Administrative Centre. For details visit York.ca/AccessibilityPlanning

Did you know?

York Regional Police **Text-with-911** service allows registered participants to communicate directly with a 911 call taker using text messaging. This service enhances access to emergency services for people who are deaf, deafened, hard of hearing or experience communication disabilities.

Accessibility Policy: Establishes York Region's Core Accessibility Principles

In addition to supporting the Region's strategic direction and long-term strategies, this planning supports the principles of the Region's Accessibility Policy. The Accessibility Policy groups the requirements of all AODA standards under one policy. The policy establishes York Region's core accessibility principles and guides the work we do to make Regional services accessible to everyone. Accessibility planning is one of the Region's core accessibility principles.

Statement of Commitment: Affirms York Region's Commitment to Accessibility

Accessibility planning also supports York Region's "statement of commitment" to accessibility that is part of the Accessibility Policy. This statement affirms the Region's commitment to creating an inclusive and welcoming community where all people benefit from the same services and opportunities, as follows:

"The Regional Municipality of York is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to Regional programs, goods, services and facilities in a way that respects a person's dignity and independence."

Accessibility Planning Involves Many Stakeholders

York Regional Council encourages involvement from different people and groups in the accessibility planning process. Developing this plan involved many groups and people from across York Region who provided their time and expertise, including the York Region Accessibility Advisory Committee, members of the AODA Staff Committee, Regional employees from across all departments and York Regional Police.

Did you know?

Accessibility standards for the **Design of Public Spaces** are the most recent standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) to become law. The standards include accessibility requirements for:

- Recreational trails and beach access routes
- Outdoor, public-use eating areas like rest stops or picnic grounds
- Outdoor play spaces such as playgrounds in parks and communities
- Traffic paths including sidewalks and pedestrian signals
- Accessible parking

The standards apply to public spaces that are new or redeveloped as of January 1, 2016.

The AODA Staff Committee is made up of York Region employees from across all departments including York Regional Police. Committee members advise on the development of the accessibility plan and carry out the actions within their own departments. Members provide skills, knowledge and time to help the Region encourage the principles of dignity, independence and equality within the community.

The Region has also formed external partnerships with local municipalities, schools, hospitals, stakeholder organizations and the public to support the accessibility planning process.

York Region Accessibility Advisory Committee (YRAAC)

Ontario's accessibility laws require York Region to have an accessibility advisory committee to advise Council on preparing accessibility plans and achieve the actions within the plan. It is legislated that a majority of members must be people with disabilities. York Region has had an accessibility advisory committee since 2003.

Members of the York Region Accessibility Advisory Committee (YRAAC) come from different backgrounds, types of disabilities and municipalities of the Region. Members can be on the committee for four years, which is the same term length as Regional Council. At the end of each term, a new committee is formed from the community through an application process.

The YRAAC provides valuable feedback and advice to York Regional Council and employees. Members often participate in additional accessibility-related activities as well. Since the last accessibility plan was approved in 2013, the YRAAC has:

- Participated in the 2013, 2014 and 2015 Annual Regional Emergency Planning Exercises, providing important insight into the needs of people with disabilities and special needs in an emergency
- Provided advice on:
 - this accessibility plan
 - York Region Customer Experience Plan
 - York Regional Police 2014-2016 Business Plan
 - the revision of YRT/Viva's Mobility Plus application form
 - the York Region Accommodation Guidelines for employees with disabilities
 - the York Region Accessibility Guidelines for York

Did you know?

The **Integrated Accessibility Standards Regulation (IASR)** under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) became law in 2001 with staggered compliance dates to 2021. Its purpose is to make the employment, information and communications, public spaces and transportation operations in organizations more accessible for people with disabilities.

Did you know?

Not all disabilities can be seen. **Invisible disabilities** are disabilities that are not obvious to the onlooker, but can limit a person's daily activities. They can include chronic illnesses or pain and conditions such as mental illness, learning differences, hearing or vision disabilities. Accessibility planning helps break barriers that people with all types of disabilities may face.

Regional Forest Trails

- the York Region Administrative Centre Annex preliminary site plan
- Participated in focus groups to:
 - inform an accessibility self assessment tool for organizations developed in partnership with the Government of Ontario
 - test York Region's new York Maps application on different mobile devices
 - advise on design and construction of accessible pedestrian crossing at intersections as part of the Viva Bus Rapid Transit (BRT) project.
- Hosted a visit from the Accessibility Directorate of Ontario Assistant Deputy Minister, including site tours
- Served as accessibility ambassadors at the 2013 Accessibility Awards and 2013 Special Olympics
- Helped with York Region's National Access Awareness Week public celebration in June 2013 and 2014. These events were produced in partnership with York Region, York Regional Police, local municipalities, hospitals and school boards
- Participated in a Metrolinx video promoting accessible travel options and connectivity
- Took part in a provincial forum for Access Advisory Committees from across Ontario



Highlights of Achievements to Remove and Prevent Barriers

Since the Region's last accessibility plan, several exciting milestones have been achieved, including:

- On behalf of the Ministry of Transportation, provided and operated the Call One Call Centre for spectators requiring accessible transit services to or from venues at the Toronto 2015 Pan Am and Parapan Am Games
- Increased ease and access for cross-boundary travel by signing the Metrolinx Memorandum of Understanding, allowing transfers and trip booking with other specialized service providers in the Greater Toronto Area, without applying for eligibility with them
- Developed an accessible and user-friendly web mapping application with input from a focus

group of people with varying abilities

- Expanded on legislated requirements by developing the *Building and Facilities Design Standards and Guidelines* to ensure consistent accessibility features in all future Region building projects
- Celebrated the 10th anniversary of the AODA and had the York Regional Forest accessible trail included in the Government of Ontario's celebration video
- Hosted additional National Access Awareness Week celebrations in partnership with York Regional Police, local municipalities, school boards and hospitals
- Launched York Regional Police Text-with-911 service allowing registered participants to communicate directly with a 911 call taker using text messaging. This service enhances access to emergency services for people who are deaf, deafened, hard of hearing or experience communication disabilities
- Partnered with the Province of Ontario to develop an online accessibility self-assessment tool that will help measure an organization's accessibility status and track organizational change over time
- Launched a mental health initiative to provide more integrated and effective supports for clients who are living with mental illness. To address mental health issues holistically, York Region will partner closely with others in the community to continue to build capacity including building resilience in our communities
- Worked with Community Living York South to adapt the YorkSafe Food Handler Certification course for people with intellectual disabilities, increasing access to food safety certification
- Partnered with Communication Disabilities Access Canada to provide lunch and learn sessions for staff on how to best provide customer service to people with communication and language disabilities
- Approved a plan to increase inclusionary practices for children in licensed child care programs. The Plan supports the development of all children by ensuring classrooms are inclusive for those with special needs

Including accessibility in the Region's everyday work has become the way of doing business. With the *York Region 2015 to 2021 Multi-Year Accessibility Plan*, York Region and York Regional Police will continue to strive for excellence to meet Ontario's requirements and enhance accessibility in our communities.



Did you know?

Accessibility is a general term used to describe the degree of ease that something can be used and enjoyed by someone with a disability. It implies conscious planning, design and effort to ensure it is barrier-free to people with a disability and, by extension, highly usable and practical for all people.

Did you know?

A **barrier** is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. A barrier can be physical or due to architectural design. Sometimes the way we communicate causes barriers, as can attitudes, technology and policies. Accessibility planning helps prevent, identify and remove those barriers.

AODA Progress to Date

The AODA sets out accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the design of public spaces, with staggered compliance dates to 2021.

The following outlines the AODA requirements by the year achieved:

2010

- Met all requirements of the *Accessibility Standards for Customer Service Regulation* including:
 - Created an *Accessible Customer Service Policy*
 - Trained all employees, volunteers and those providing service to the public on our behalf (ongoing)

2011

- Incorporated specific accessibility criteria into Mobility Plus and YRT/Viva services

2012

- Offered emergency or public safety information in accessible formats or with communication supports upon request (ongoing)
- Offered emergency response plans to employees with disabilities upon request (ongoing)
- Incorporated specific accessibility criteria into Mobility Plus and York Region Transit /Viva (YRT/Viva) services

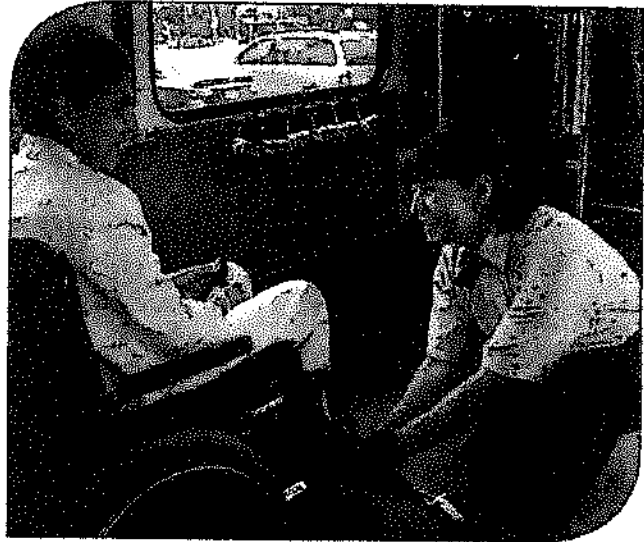
2013

- Established a corporate Accessibility Policy to guide the Region's accessibility work
- Created a multi-year accessibility plan that outlines long-term strategies to achieve AODA requirements and improve accessibility within programs, services and facilities
- Included accessibility criteria in purchases and acquisitions including self-service kiosks (ongoing)
- Incorporated specific accessibility criteria into Mobility Plus and YRT/Viva services

2014

- Trained employees, volunteers and contractors on the requirements of the AODA's Integrated Accessibility Standards Regulation and Ontario's Human Rights Code as it pertains to people with disabilities
- Ensured processes for receiving and responding to feedback continue to be accessible to people with disabilities by providing accessible formats or communication supports upon request

- Met and exceeded the Web Content Accessibility Guidelines⁶ (WCAG) 2.0 Level A by redesigning the York Region website and:
 - Establishing corporate website accessibility standards
 - Offering accessibility training for York Region employees involved in website development
- Developed and documented accessible employment practices and policies across all stages of the employment life cycle
- Incorporated specific accessibility criteria into Mobility Plus and YRT/Viva services



2015

- Established corporate standards for providing accessible formats of information or communication supports upon request by:
 - Developing guidelines and training to help employees
 - Letting the public know about the options of accessible information and communication supports available to them.

Work towards completing the AODA requirements has not ended with the 2015 requirements

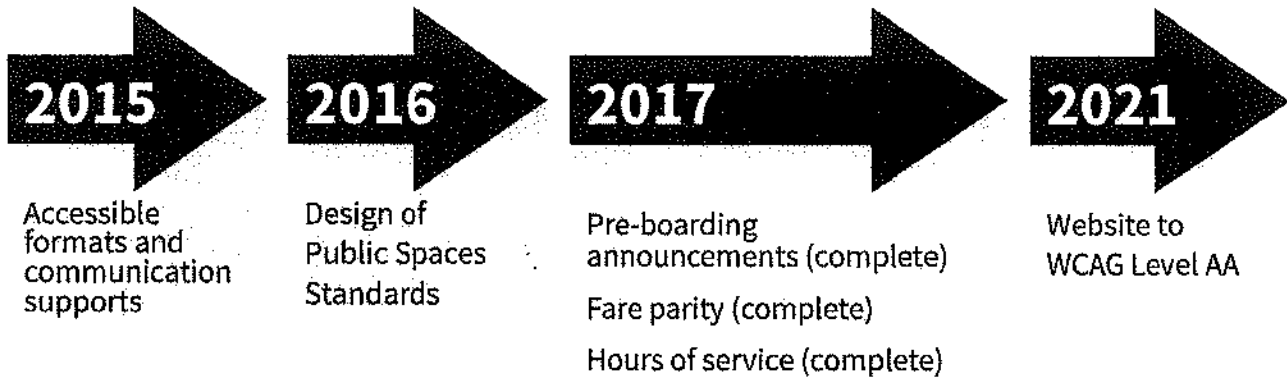
The following AODA requirements have been achieved before the required compliance date:

- Incorporated the requirements of the Design of Public Space Standard into future capital projects (Due January 1, 2016)
- Provided on-board and pre-boarding audio announcements on all YRT/Viva vehicles (Due January 1, 2017)
- Offered three categories for a person to be eligible for specialized transportation services: unconditional, temporary and conditional (Due January 1, 2017)

⁶ Web Content Accessibility Guidelines (WCAG) is an international standard for making websites and web content accessible to a broader range of users with disabilities. WCAG 2.0 A and Level A refer to a series of technical checkpoints to make websites more accessible.

AODA Compliance Timeline from 2015 to 2021

Compliance activities continue as York Region and York Regional Police work towards meeting AODA requirements now and in the future. This timeline shows the upcoming provincial requirements to make an accessible Ontario.



Did you know?

Each of the **accessibility actions** in the *York Region 2015 to 2021 Multi-Year Accessibility Plan* is a requirement of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). In addition to achieving these actions, York Region and York Regional Police will continue to identify, remove and prevent barriers that people with disabilities may face when accessing goods, programs, services or facilities. These additional accessibility initiatives will be highlighted in an annual status report.



York Region Multi-Year Accessibility Plan Development

The *York Region 2015 to 2021 Multi-Year Accessibility Plan* outlines York Region and York Regional Police's long-term strategy to improve accessibility within programs, goods, services and facilities through the implementation of the AODA. It includes an overall work plan with key deliverables and timelines from 2015 to 2021.

The overall accessibility process is governed by the Region's Accessibility Planning Policy Framework. This Council-endorsed framework outlines the roles and responsibilities of the many groups involved in developing the plan.

The AODA requires that the plan is developed, reviewed and updated in consultation with people with disabilities and an accessibility advisory committee. York Region and York Regional Police collected feedback about the plan from people with disabilities, the community and the York Region Accessibility Advisory Committee. This requirement was met through the use of public meetings, social media and an online survey conducted during the plan's development phase.

York Region Transportation Services also holds its own annual consultations with people with disabilities on the transportation-specific section of the plan, as required by the AODA. The department collected feedback and included it for consideration in the development of this plan.

The Plan's Actions are Organized Under the Standards of the AODA

The actions outlined in the *York Region 2015 to 2021 Multi-Year Accessibility Plan* are specific AODA requirements. These actions are organized under the accessibility standards of the AODA to support one of the following accessibility goals:

- **Customer Service** – Provide accessible customer service to people with disabilities
- **Information and Communications** – Create, provide and receive information and communications in ways that are accessible to people with disabilities
- **Employment** – Incorporate accessibility practices across all stages of employment including recruitment, selection and supporting Regional employees with disabilities
- **Transportation** – Make it easier to move around the Region by considering the accessibility needs of people with disabilities
- **Design of Public Spaces** – Make Regional public spaces more accessible

These goals correspond to the standards included in the AODA and represent the Region's commitment to meet the accessibility needs of people with disabilities. This link ensures consistency across the actions of the plan and supports achieving compliance with the AODA.

In addition to meeting the requirements of the AODA, the Region will continue to identify, remove and prevent barriers that people with disabilities may face when accessing Regional goods, programs, services or facilities. These additional accessibility initiatives will be highlighted in annual status reports.

Monitoring and Evaluation

The AODA requires York Region and York Regional Police to review and update the plan at least every five years. An annual status report outlining the progress of the actions in the plan must also be prepared. Both of these documents are posted on the Region's website at York.ca and can be made available in an accessible format or with communication supports upon request.

Obtaining feedback is an important part of the evaluation process. The Region and York Regional Police will continue to review and create strategies to engage key stakeholders in providing accessibility related feedback, including people with disabilities.

Accessibility (compliance) reports are submitted as required to the Accessibility Directorate of Ontario, which regulates compliance for all Ontario organizations. Going beyond compliance, York Region and York Regional Police will use an assessment tool to measure the effectiveness of the organization's implementation activities.

York Region Multi-Year Accessibility Plan

Integrated Accessibility Standards Regulation Work Plan

York Region and York Regional Police will continue to develop plans and strategies to meet the requirements of the Integrated Accessibility Standards Regulation of the *Accessibility for Ontarians with Disabilities Act, 2005*.

The following charts highlight the details and planned actions to comply with the individual standards within the regulation to 2021, with the date the action must be achieved by. Behind each requirement are detailed work plans to make the requirement operational.

Information and Communications

Requirement	Action
January 1, 2021	
<p>Accessible websites and web content: All websites and web content must meet WCAG Level AA standard</p>	<p>York Region and York Regional Police will: Develop a strategy to ensure all websites and web content conform to WCAG Guidelines 2.0 Level AA.* Provide accessible formats of content published before 2012, upon request.</p> <p>*Web Content Accessibility Guidelines (WCAG) is an international standard for making websites and web content accessible to a broader range of users with disabilities. WCAG 2.0 A and AA refer to a series of technical checkpoints to make websites more accessible, with Level AA building on the checkpoints of Level A.</p>

Transportation

The following accessibility performance measures are required to be included in the Transportation specific section of the Multi-Year Accessibility Plan	
<p>Process for managing, evaluating and taking action on customer feedback</p>	<p>The process includes, but is not limited to, the following steps:</p> <ul style="list-style-type: none"> • Customer feedback and complaints are received by YRT/Viva and Mobility Plus staff representatives, tracked in the complaint tracking system and forwarded to the appropriate functional area for investigation and resolution, and customer follow-up, where requested. • Monthly reports summarize the number of complaints received and categorize them according to functional area. Customer feedback is used to identify opportunities for service improvement.
<p>Demographic and ridership projections for specialized transportation services</p>	<p>YRT undertakes a demand analysis for Mobility Plus as part of the five year service plan. The five-year service plan for Mobility Plus includes ridership projection as well as measures to reduce waiting times.</p>
<p>Steps to reduce waiting times</p>	<p>As part of the five-year service plan for Mobility Plus, YRT identifies steps to reduce waiting times, including maintaining contractual obligations for on-time service delivery and providing same-day service.</p>

Transportation (Continued)

<p>Accessibility equipment failures</p>	<p>Measures to identify, prevent and address accessible equipment failure are documented in the operating contract between YRT/Viva and the operating contractors. These include pre-trip, in-trip and post-trip inspections and regularly scheduled maintenance of vehicles.</p>
<p>Development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters</p>	<p>YRT/Viva ensures that there is a staff representative at every YRAAC meeting. YRT/Viva continues to provide updates and gather feedback on transit-related matters, including the design of bus stops and facilities, when required.</p> <p>YRT/Viva continues to upgrade stops and terminals using accessible design criteria to increase accessibility.</p>

Design of Public Spaces

Requirement	Action
<p>January 1, 2016</p>	
<p>Accessible public spaces</p>	<p>York Region and York Regional Police will:</p> <ul style="list-style-type: none"> • Review and update current processes to make sure the accessibility requirements of the Design of Public Spaces Standards are applied, where applicable, to new or redeveloped projects. • Update procurement procedures and guidelines, where needed, to reflect the requirements for public spaces. • Inform staff about the public spaces requirements.
<p>The following maintenance procedures are required to be included in the Design of Public Spaces specific section of the Multi-Year Accessibility Plan</p>	
<p>Maintenance of accessible elements in public spaces</p>	<p>York Region and York Regional Police will:</p> <ul style="list-style-type: none"> • Review and update procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards. • Review and update procedures for dealing with temporary disruptions when these accessible elements are not working.

Creating an Accessible York Region

Accessibility not only helps people with disabilities, it benefits everyone and that means giving people of all abilities opportunities to participate in everyday life. Creating communities where every person who lives or visits can participate makes good sense for people, for businesses, for communities... for all of us.

Let Us Know What You Think

We welcome your feedback. Please let us know what you think about the *York Region 2015 to 2021 Multi-Year Accessibility Plan* and accessibility matters in general. To request a copy of the plan in another format or to send us your comments or questions, please contact us at:

Email:

AODA@york.ca

Mail:

Community and Health Services
Attention: Accessibility Unit
The Regional Municipality of York
17250 Yonge Street, Newmarket ON L3Y 6Z1

Telephone:

1-877-464-9675 ext. 72060

TTY (for the deaf, deafened or hard of hearing):

1-866-512-6228

Fax:

905-895-6616

To view this plan online visit [York.ca /AccessibilityPlanning](http://York.ca/AccessibilityPlanning)

December 18, 2015

Ms. Mafalda Avellino
Executive Director
York Region Police Services Board
17250 Yonge Street
Newmarket, ON L3Y 6Z1



Dear Ms. Avellino:

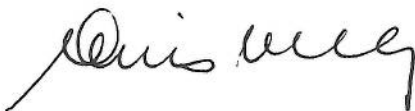
Re: 2016 York Regional Police Budget

Regional Council, at its meeting held on December 17, 2015, adopted the recommendations of Committee of the Whole that your communications dated October 26, 2015 regarding the 2016 York Regional Police Capital and Operating Budgets be received and that the 2016 Budget and 2017-2018 Outlook for York Regional Police be approved.

A copy of Clause 2 of Committee of the Whole Report No. 19 is enclosed for your information. The approved budget is shown in Attachments 1 and 2.

Please contact Kelly Strueby at 905-830-4444 ext. 71611 if you have any questions with respect to this matter.

Sincerely,



Denis Kelly
Regional Clerk

/C.Clark

Attachments - 3



Clause 2 in Report No. 19 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on December 17, 2015.

2

2016-2018 Budget – York Regional Police

Committee of the Whole recommends:

1. Receipt of the presentation by Eric Jolliffe, Police Chief, Barbara Bartlett, Vice Chair, Police Services Board and Jeffrey Channell, Manager, Financial Services, York Regional Police regarding "2016-2018 Budget – York Regional Police".
2. Receipt of the communication from Mafalda Avellino, Executive Director, Police Services Board, dated October 26, 2015 regarding "2016 York Regional Police Operating Budget".
3. Receipt of the communication from Mafalda Avellino, Executive Director, Police Services Board, dated October 26, 2015 regarding "2016 York Regional Police Capital Budget".
4. Adoption of the report of the Commissioner of Finance, dated November 17, 2015 recommending that:
 1. The Committee of the Whole recommends the budget as submitted for York Regional Police as follows:
 - a. The 2016 Operation Budget and the Outlook for 2017 to 2018, as summarized in Attachment 1.
 - b. Capital Spending Authority, as summarized in Attachment 2.
 2. The recommended budget be consolidated by the Treasurer for consideration by Council on December 17, 2015.

2016-2018 Budget – York Regional Police

1. Recommendations

It is recommended that:

1. The Committee of the Whole recommends the budget as submitted for York Regional Police as follows:
 - a) The 2016 operating budget and the outlook for 2017 to 2018, as summarized in Attachment 1.
 - b) Capital Spending Authority, as summarized in Attachment 2.
2. That the recommended budget be consolidated by the Treasurer for consideration by Council on December 17, 2015.

2. Purpose

This report provides a summary of the 2016-2018 Operating and Capital Budget for York Regional Police for consideration by Committee.

3. Background

In February 2015 Council approved an outlook for 2016, 2017 and 2018

As part of the 2015-2018 Budget, Council approved an outlook for the operating budget for 2016, 2017 and 2018. This approved outlook formed the starting point for this year's budget. Adjustments to the outlook are a natural part of a multi-year budget process. The 2016-2018 operating budget reflects any revisions that have been made to the previously approved outlook.

The 2016 Budget was tabled on November 19, 2015

The consolidated 2016-2018 Operating and Capital Budget was tabled with Council on November 19, 2015. It was received and referred to the December meetings of Committee of the Whole for consideration and recommendation.

The 2016 Budget Directions report, approved by Council on May 21, 2015, outlined the proposed timelines and indicated that the 2016 to 2018 budget would be approved in December 2015, as long as Council is satisfied with it through the review process.

A three-year operating budget was tabled for Council's consideration

The operating budget presented is a three-year budget that spans the remaining years of Council's term. Council is asked to approve the budget for 2016 and the outlook for 2017 to 2018. The approved outlook will then form the basis for the budget process in subsequent years. Council can still change the budget each year in response to changing circumstances and new information.

Multi-year commitments for capital projects are proposed as part of the budget process

Many complex capital projects span several years of planning, design and construction, requiring multi-year spending authority.

Capital Spending Authority is requested for projects with contractual and other clear or certain multi-year commitments. As in previous years, Council is asked to approve multi-year Capital Spending Authority for capital projects.

4. Analysis and Options

Operating Budget (page 196)

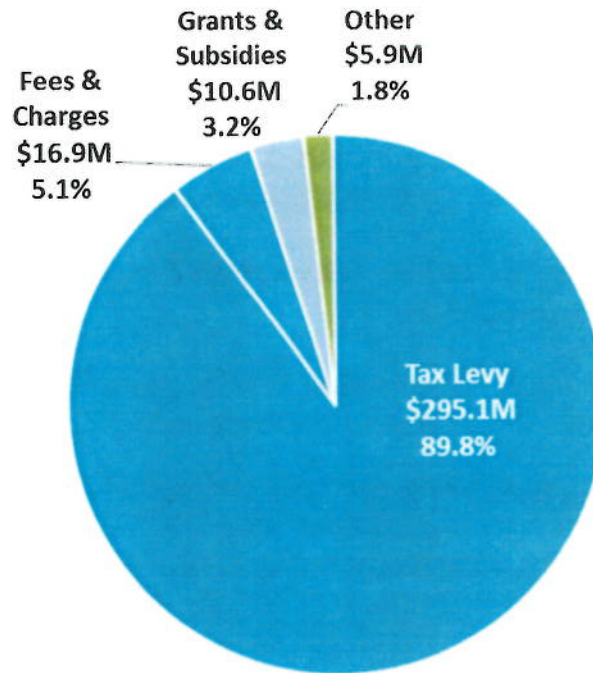
York Regional Police are mostly funded through tax levy

The budget shows both the gross expenditures (total spending) and the net tax levy (the portion of the budget paid for by the tax levy).

The total gross spending for police services in 2016 is \$328.4 million. As shown in Graph 1 below, the tax levy pays for 89.8% of the services provided by York Regional Police. The rest of the funding comes from fees such as those for accident reports.

2016-2018 Budget – York Regional Police

Graph 1
Gross expenditures of \$328.4 million are primarily funded by tax levy



Note: Percentages may not add due to rounding.

The proposed budget for York Regional Police reflects net operating expenditures of \$295.1 million in 2016

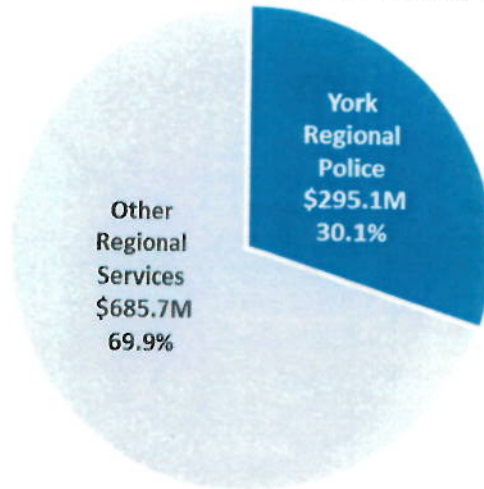
The 2016-2018 Operating Budget includes the cost of providing:

- Base services
- Legislated and contractual requirements
- Impact of capital
- Growth
- Service enhancements

The proposed budget for York Regional Police is \$295.1 million, or 30.1% of the total 2016 proposed Regional net operating expenditures, as shown in Graph 2 below.

2016-2018 Budget – York Regional Police

Graph 2
York Regional Police accounts for 30.1% of the tax dollar



The proposed budget also includes a proposed outlook for 2017 and 2018.

Table 1 in Attachment 1 summarizes the proposed gross and net operating budgets for 2016 and the outlook for 2017 to 2018.

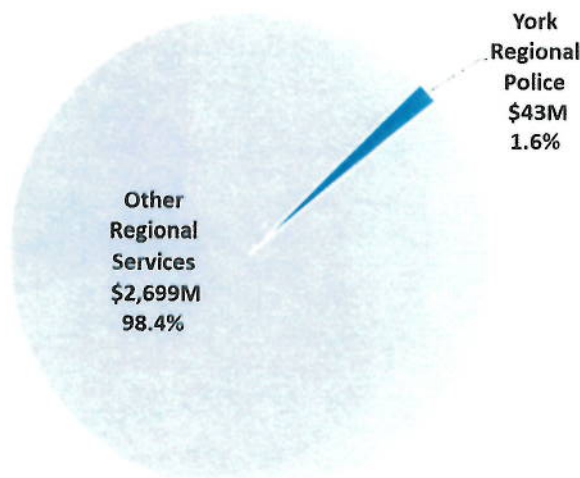
Capital Budget (page 198)

Approval of Capital Spending Authority of \$43.4 million in 2016 is requested for York Regional Police

The capital budget includes new infrastructure projects in support of growth, rehabilitation and replacement of existing infrastructure and service enhancement.

The proposed Capital Spending Authority for York Regional Police is \$43.4 million, or 1.6% of the total Regional 2016 Capital Spending Authority, as shown below in Graph 3.

Graph 3
York Regional Police accounts for 1.6% of 2016 Capital Spending Authority



Attachment 2 summarizes the 2016 Capital Spending Authority by program and shows the associated financing sources for York Regional Police. Details on the individual projects included in the program groups are available in the 2016 to 2018 Budget book.

Link to key Council-approved plans

The 2016 to 2018 budget for York Regional Police reflects the directions and strategies set out in Vision 2051 and the York Region Official Plan. The budget is also supportive of the objectives outlined in the 2015 to 2019 Strategic Plan.

5. Financial Implications

The net operating budget for York Regional Police totals \$295.1 million in 2016 and includes an outlook for 2017 to 2018, as summarized in Attachment 1. Council will have an opportunity to make adjustments to the outlook in subsequent years.

The proposed 2016 Capital Spending Authority reflects a multi-year commitment of \$43.4 million, as summarized in Attachment 2. Expenditures not identified as part of Capital Spending Authority but contained within the Ten-Year Capital Plan are provided for planning purposes and will be brought forward for formal approval in subsequent budget years.

6. Local Municipal Impact

The Region provides essential services to the residents and businesses in York Region. The challenge of meeting growing demands for service and improving service delivery is addressed through the Region's business planning process. The Region's investments support local municipalities.

7. Conclusion

This report sets out the proposed 2016-2018 budget for York Regional Police. To facilitate the completion of the budget process, it is recommended that the Committee's recommendations be forwarded to Council on December 17, 2015.

For more information on this report, please contact Kelly Strueby, Director, Office of the Budget, at ext. 71611.

The Senior Management Group has reviewed this report.

November 17, 2015

Attachments (2)

6435389

Accessible formats or communication supports are available upon request.

2016 to 2018 Budget Summary for York Regional Police

Proposed Operating Budget Expenditures
(in \$000s)

Department	Page No.	2016 Proposed		2017 Outlook		2018 Outlook	
		Gross	Net	Gross	Net	Gross	Net
York Regional Police	196	328,440	295,066	342,808	307,188	354,361	317,726
Total		328,440	295,066	342,808	307,188	354,361	317,726

Note: Net operating expenditures = tax levy

**2016 Capital Spending Authority (CSA)
York Regional Police**

York Regional Police	Page No.	2016 CSA \$000s
Project Expenditures:		
York Regional Police	198	43,357
Total 2016 Capital Spending Authority		43,357
Financing Sources:		
Debt Reduction Reserve	198	9,580
Reserves	198	6,515
Debenture Proceeds	198	22,855
Development Charge Reserve Draws	198	4,407
Total Financing Sources		43,357

From: Catherine Hardman [<mailto:CatherineH@yellowbrickhouse.org>]
Sent: December-09-15 11:01 AM
Subject: 11th Annual Mending Hearts Gala

Hi Jaclyn,

Hope this email finds you well. I would like to introduce myself as your new point of contact for Yellow Brick House working alongside with Pamela Massaro. I am hoping to connect with you regarding our upcoming Mending Hearts Gala. We appreciate York Region Police Services Board's continued support and hope that you will consider extending for 2016. I have included some information on sponsorship opportunities again for your reference. If you would like to meet in person to discuss, I am absolutely open to that as well. Look forward to hearing from you.

Warmest regards,
Catherine

Catherine Hardman
Development Officer

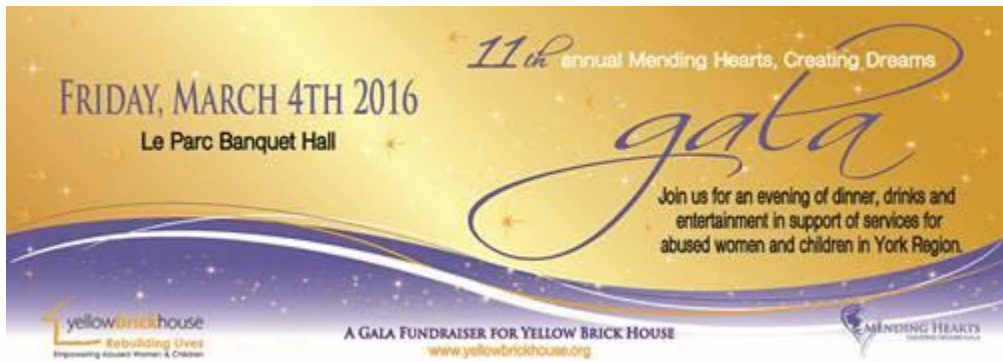


52 West Beaver Creek Rd., Unit 4
Richmond Hill, ON L4B 1L9
T: 905.709.0900 Ext. 2230
Toll Free: 1.800.263.2231
F: 905.709.1308

Crisis Line: 1.800.263.3247

catherineh@yellowbrickhouse.org

www.yellowbrickhouse.org



On Friday, March 4th 2016 please join Gala Chair, Vivian Risi and an unique guest panel, who will open their hearts and share their stories of courage and hope for abused women and children during an evening of dinner and fundraising.

<p>Your corporate sponsorship will be the difference to those who seek our shelter and support.</p> <ul style="list-style-type: none"> • 6,052 women and children served • 266 women & 152 children sheltered • 156 children received trauma informed counselling • 420 women accessed our transitional counselling services • 3,379 crisis calls answered • 1,515 women used our legal support program 	Sponsorship Opportunities	
	Life Changer \$18,000 Investment	<ul style="list-style-type: none"> • VIP Treatment and 10 tickets for you and your guests – prime seating and a personal concierge • Seated with Chuck Winters, former Toronto Argonaut • Prominent logo placement on yellowbrickhouse.org • Logo on invitation • Full page ad in gala program • Featured in Voices (newsletter)
	Community Builder \$14,000 Investment	<ul style="list-style-type: none"> • 10 tickets for you and your guests – prime seating and a personal concierge • Logo on yellowbrickhouse.org • Half page ad in gala program • Featured in Voices (newsletter) • Recognition at event based on sponsorship commitment (Photography, Wine Wall or Live Auction)
	Advocate \$10,000 Investment	<ul style="list-style-type: none"> • Complimentary table of 10 • Logo placement on yellowbrickhouse.org • Quarter page ad in gala program • Recognition at event based on sponsorship commitment (Registration, Volunteers or Coat Check) • Social media recognition
	Protector \$6,000 Investment	<ul style="list-style-type: none"> • Complimentary table of 10 • Company name on yellowbrickhouse.org • Logo in gala program • Recognition at event based on sponsorship commitment (Centrepieces) • Social media recognition
	Corporate Leader \$4,000 Investment	<ul style="list-style-type: none"> • Complimentary table of 10 • Logo in gala program • Social media recognition
Supporter \$1,000 - \$3,999	<ul style="list-style-type: none"> • Company name on Yellow Brick House website 	

Each sponsorship level and property is accompanied with its own set of recognition benefits. To learn more about how your company can be recognized for a contribution, please contact:

Pamela Massaro
 Manager, Resource Development
 T: 905.709.0900 Ext. 2233
 pamelam@yellowbrickhouse.org



December 21, 2015

Mafalda Avellino
Executive Director
York Regional Police Services Board
17250 Yonge Street
Newmarket, Ontario L3Y 4W5



Dear Mafalda,

On behalf of the Character Community Foundation of York Region, we would like to apply for funding for our **10th Annual Character Community Awards Celebration on Wednesday, April 27, 2016**, at the Richmond Hill Centre for the Performing Arts.

The Character Community Foundation of York Region represents a group of committed volunteers and leaders from the community, government, education and business sectors who support our ongoing **Mission to engage individuals and organizations in positive character development** and to work toward our **Vision of having York Region lead in community character development**.

We work closely with the York Regional Police on many of our initiatives such as our Slap Shot Newcomer Hockey program.

Last year, our celebration was attended by over 575 guests and we had the honour of recognizing over 155 nominated individuals and organizations.

We are requesting \$5000.00 to help offset our expenses for the evening and would like to offer you the **Evening Sponsorship**. Some of the benefits are:

- ✓ Recognition in the official communications of the Awards event including local newspaper coverage, program and other materials, as well as during the evening of the event
- ✓ All sponsors are invited to attend the ceremony on, April 27th and the **Evening Sponsor** level comes with 4 tickets to our inspiring evening
- ✓ An opportunity to present one of our Awards.

Other Sponsorship options available are also listed below for you review.

Presenting Sponsor
Venue Sponsor
Program Sponsor
Evening Sponsor

On hold - To be confirmed in January
Generously Supported by Town of Richmond Hill
On hold -To be confirmed in January
\$5,000

Compassion, Courage, Fairness, Honesty, Inclusiveness, Initiative, Integrity, Optimism, Perseverance, Respect, Responsibility



Memento Sponsor	Generously Supported by Sigma Promotions
Reception Sponsor	Generously Supported by Scotiabank Group
Plaque (Nominees) Sponsor	\$3,000
Trophy (Winners) Sponsor	\$2,000
Entertainment Sponsor	\$1,500
Individual Award Category Sponsor (limited number)	\$1,000
Floral Sponsor	\$ 750
Community Sponsor	\$ 500

During this event, we will also be celebrating the **Character Community Foundation of York Region's 15th Anniversary** which will showcase our History, our Founders and Awards Alumni.

Your past participation is truly appreciated and if you would once again like to support this community event of Character or would like more information, please contact me at email Karen@charactercommunity.com or directly at 416 996 0180.

Thank you for considering this worthwhile community initiative!

Yours kindly,

Karen Addison, Executive Director
Character Community Foundation of York Region
17250 Yonge Street
Newmarket, ON L3Y 6Z1
416 996 0180 (cell)
karen.charactercommunity@gmail.com

www.charactercommunity.com

Registered charity #88722 1406 RR0001

January 11, 2016

Taxpayers' interests obscured by Hamilton police and board



police cruiser

Scott Gardner, The Hamilton Spectator

Dec 23, 2015-*Generic Hamilton Police images.* .Photo by Scott Gardner, The Hamilton Spectator

Hamilton Spectator

By Shekar Chandrashekar

Just weeks before his retirement, Police Chief Glenn De Caire saw his contract renewed, amid some controversy. Some members of the Police Services Board have never seen the contents of the employment contracts of the Hamilton chief and deputies. I was able to obtain copies of the contracts only through freedom of information and the Information Privacy Commissioner of Ontario. When the chief's contract was extended, did the board members actually look at the contents of the contract?

I have a difficult time understanding why generous benefits have continuously been approved for police officers such as annual merit increases which apply after the top rate has been reached, plus two additional weeks of vacation at the time of retirement. This clause is also contained in the contracts for Hamilton police deputies. It is unusual, in comparison to other police services, that our police services has a lawyer that reports directly to the chief. This raises questions about who drafted employment contracts for the chief and deputies, whether the contracts were excessively generous to them, and whether the contracts were sufficiently scrutinized by the Board.

The chief and deputies use departmental vehicles seven days a week, 24 hours a day, including for personal driving and vacations. Yet the chief and deputies also receive a substantial car allowance.

One wonders what role the police board plays when you see a former deputy walk away on retirement with over \$128,000 in accrued vacation pay — a payment that did not receive police board approval. The payment became apparent through a freedom of information request. The accrual of vacation time was based on a contract clause allowing accruals based on "exigencies." Disclosure of just exactly what those exigencies were is still pending on an appeal to Ontario's adjudicator at the Information and Privacy Commission.

Until city council stepped in and ordered a separate audit of the police services, its board had continually resisted having an external audit of their financial operations in spite of the fact that their annual gross budget is over \$154 million. The former deputy chief and the police services accountant claimed that an external audit would cost \$250,000. It is now apparent that the actual cost of such an audit will be approximately \$10,000 depending upon the scope of the audit. Why was incorrect misinformation provided to the police board? Twenty per cent of the residential levy goes toward the police budget, therefore an external audit should be an obvious requirement to ensure accountability.

According to an agreement entered into between the Hamilton Police Services Board and the Hamilton Police Association, police services continue to pay the association president his salary, including the employer's share of benefits. At year-end an invoice is sent to the association by police services to recoup both the salary and the employer share of benefits. As a result of the reimbursement, the salary and benefits do not impact the police. Yet the budget continues to include the president's salary and does not show the offsetting reimbursement. Why?

A more thorough disclosure of revenues received also needs to be implemented. For example, there is no apparent disclosure of revenues received from the proceeds on the auctioning of unclaimed stolen property. The receipt and disbursement of those funds should be subject to the same approval process as are transactions from other police services accounts, and this account should be part of the external audit.

It is easier to get blood from a stone than get information from Hamilton Police Services. Freedom of Information requests are turned down forcing concerned citizens to pursue the request through the Information Privacy Commissioner of Ontario. Even at that point, requests can be unsuccessful and an appeal to the adjudicator required. Other services are very willing to fulfil freedom of information requests.

I have obtained employment contracts, policies and bylaws from several Ontario police services and boards. Other police services have discussions before the full board regarding the terms of the employment contracts of their chief and their deputies. Other police services boards have instituted bylaws and policies concerning financial and management matters. Hamilton has only one bylaw. Hamilton police board is alone and unique in their isolation.

The current board chair has stated in the past that the board is perceived as being dysfunctional. The board is often divided. The mayor, who is a police board member, is to be credited for playing the role of diplomat. The police board should be acting in a transparent manner and they should be accountable to the taxpayers of Hamilton.

The author is a retired civic employee and concerned citizen.

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 20, 2016

**Financial Statements for the Period Ending
November 30, 2015 - Public**

RECOMMENDATION

1. That the Board receive the Financial Statements for the eleven month period ending November 30, 2015, pursuant to Financial Accountability Board Policy No. 01/05.

SYNOPSIS

This report provides financial updates that the Regional Municipality of York Police Services Board (the "Board") is 70.1 percent spent and York Regional Police is 95.5 percent spent at the end of November 2015. A statement of reserves and capital projects has also been supplied for information purposes. The financial updates are provided in accordance with the monthly reporting requirements outlined in the Financial Accountability Board Policy No. 01/05.

FINANCIAL IMPLICATIONS

At this time, it is projected that the Regional Municipality of York Police Services Board and York Regional Police 2015 operating budgets will be within funding approved by the Regional Municipality of York Police Services Board. Financial analysis and reporting on all major accounts, including salaries, benefits, court time, overtime, fuel and investigative expenses are ongoing. Financial notes have been attached for all major variances. Total spending authority for capital projects is defined as actual cost from prior year(s) plus 2015 approved funding.

BACKGROUND

The Board's Financial Accountability Policy states that "the Chief of Police shall report monthly on actual financial performance to the Police Services Board". The Regional Municipality of York Finance Department month-end accounting period is now complete and the Financial Statements for the Board and York Regional Police for the period ending November 31, 2015 are attached to this report.

Net expenditures for the Board are \$281,233 or 70.1 percent of budget. For comparison purposes, the Operating Budget for the Board was 70.1 percent spent at November 31, 2014. Favourable variances exist in the salaries and benefits, conferences and seminars, training, legal fees, consultant and advertising fees, and minor equipment accounts.

Net expenditures for York Regional Police are \$275,975,396 or 95.5 percent of budget. For comparison purposes, the Operating Budget for York Regional Police was 91.3 percent spent at November 30, 2014. Expenditures for salaries and benefits are ahead of plan and overtime expenses have exceeded annual budget. Favorable variances exist in many administrative, program, professional services, and financial items accounts. Revenues are ahead of plan. Financial notes have been attached for all major variances.

It is therefore recommended that the Board receive this report in accordance with the monthly reporting requirements outlined in the Financial Accountability Board Policy No. 01/05.

EJ/cc

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

Accessible formats or communication supports are available upon request

YORK REGIONAL POLICE SERVICES BOARD

FINANCIAL STATEMENT FOR THE PERIOD ENDING NOVEMBER 30, 2015

11 MONTHS REPRESENTS = 91.7%
CURRENT EXPENDITURES = 70.1%

	Y-T-D ACTUALS	ANNUAL BUDGET	BALANCE	% SPENT
SALARIES	\$175,944	\$214,000	\$38,056	82.2%
EMPLOYEE BENEFITS	\$42,865	\$52,400	\$9,535	81.8%
CAR EXPENSES	\$1,467	\$2,000	\$533	73.4%
CONFERENCES & SEMINARS	\$11,008	\$14,000	\$2,992	78.6%
MEETINGS	\$2,113	\$2,900	\$787	72.9%
TRAINING	\$450	\$2,200	\$1,750	20.5%
MEMBERSHIPS	\$11,387	\$12,000	\$613	94.9%
PUBLIC RELATIONS	\$96,488	\$100,000	\$3,512	96.5%
BOARD DISBURSEMENTS	\$5,478	\$3,100	\$(2,378)	176.7%
OFFICE SUPPLIES	\$759	\$1,300	\$541	58.4%
PRINTING	\$2,687	\$3,500	\$813	76.8%
CELLULAR TELEPHONE	\$3,076	\$1,000	\$(2,076)	307.6%
LEGAL FEES	\$10,846	\$60,000	\$49,154	18.1%
CONSULTANT & ADVERTISING FEES	\$2,035	\$18,000	\$15,965	11.3%
CONTRIB TO PUBLIC RELATIONS RESERVE	\$54,877	\$60,000	\$5,123	91.5%
MINOR EQUIPMENT	\$0	\$3,000	\$3,000	0.0%
COMPUTER HARDWARE	\$2,569	\$11,800	\$9,231	21.8%
COMPUTER SOFTWARE	\$8,548	\$0	\$(8,548)	NIL
SUNDRY REVENUE	\$(54,877)	\$(60,000)	\$(5,123)	91.5%
FUNDING FROM RESERVES	\$(96,488)	\$(100,000)	\$(3,512)	96.5%
NET OPERATING BUDGET	\$281,233	\$401,200	\$119,967	70.1%

YORK REGIONAL POLICE SERVICES BOARD

STATEMENT OF RESERVES

RESERVE FUND	Balance at 31-Dec-14	Funding to Reserve	Funding to Budgets	Interest Earned	Balance at 30-Nov-15
Board Public Relations Fund	\$259,734	\$54,877	\$(96,488)	\$13,828	\$231,950
Development Charge Reserve	\$13,457,065	\$3,552,691	\$(2,919,125)	\$157,730	\$14,248,361
Sick Bank Reserve	\$6,577,584	\$1,375,000	\$0	\$385,640	\$8,338,223
Total Reserves	\$20,294,382	\$4,982,568	-\$3,015,613	\$557,198	\$22,818,535

YORK REGIONAL POLICE
FINANCIAL STATEMENT
FOR THE PERIOD ENDING NOVEMBER 30, 2015

11 MONTHS REPRESENTS = 91.7%
CURRENT EXPENDITURES = 95.5%

OPERATING BUDGET	Y-T-D ACTUALS	ANNUAL BUDGET	BALANCE	% SPENT	
SALARIES	\$206,619,306	\$212,040,800	\$5,421,494	97.4%	
OVERTIME	\$4,948,473	\$3,843,000	\$(1,105,473)	128.8%	
BENEFITS	\$52,052,691	\$54,978,300	\$2,925,609	94.7%	
ADMINISTRATION EXPENSE	\$7,215,852	\$8,696,500	\$1,480,648	83.0%	
PROGRAM RELATED EXPENSE	\$6,537,451	\$8,147,500	\$1,610,049	80.2%	
PROFESSIONAL SERVICES EXPENSE	\$230,473	\$338,300	\$107,827	68.1%	
OCCUPANCY EXPENSE	\$5,438,115	\$5,873,700	\$435,585	92.6%	
REPAIRS & MAINTENANCE EXPENSE	\$4,089,977	\$4,535,400	\$445,423	90.2%	
FINANCIAL ITEMS	\$5,523,802	\$6,728,651	\$1,204,849	82.1%	
CONTRIBUTIONS TO RESERVES	\$7,633,200	\$8,039,649	\$406,449	94.9%	
INTERNAL CHARGES	\$996,050	\$1,086,600	\$90,550	91.7%	
MINOR EQUIPMENT	\$616,797	\$854,500	\$237,703	72.2%	
TOTAL EXPENDITURES	\$301,902,187	\$315,162,900	\$13,260,713	95.8%	
PROVINCIAL FUNDING	\$(9,024,656)	\$(10,357,500)	\$(1,332,844)	87.1%	
FEES & CHARGES	\$(16,162,307)	\$(15,090,300)	\$1,072,007	107.1%	
CONTRIBUTIONS FROM RESERVES	\$(2,919,125)	\$(3,159,500)	\$(240,375)	92.4%	
TOTAL REVENUES	\$(28,106,089)	\$(28,607,300)	\$(501,211)	98.2%	
NET OPERATING BEFORE ALLOCATIONS	\$273,796,098	\$286,555,600	\$12,759,502	95.5%	
REGIONAL ALLOCATED CHARGES	\$2,179,298	\$2,377,400	\$198,102	91.7%	
NET OPERATING BUDGET	\$275,975,396	\$288,933,000	\$12,957,604	95.5%	

CAPITAL PROJECTS	2015 ACTUALS	PROJECT ACTUALS TO DATE	TOTAL SPENDING AUTHORITY	BALANCE	% SPENT	ANTICIPATED COMPLETION DATE
Radio System	\$447,212	\$22,016,410	\$27,391,198	\$5,374,788	80.4%	Dec 2015
Training Facility	\$3,838,817	\$4,901,138	\$27,102,322	\$22,201,183	18.1%	Dec 2016
Vehicles (Replacement & Additional Staff)	\$3,564,041	\$3,564,041	\$4,107,000	\$542,959	86.8%	Dec 2015
Info Technology Infrastructure & Retention	\$212,931	\$3,474,922	\$3,944,991	\$470,069	88.1%	Dec 2015
In-Car Video	\$97,475	\$2,265,497	\$2,299,022	\$33,525	98.5%	Dec 2015
#3 District Marine Headquarters	\$89,813	\$271,811	\$1,824,998	\$1,553,187	14.9%	tba
Info Technology Hardware & Software	\$820,617	\$820,617	\$1,445,000	\$624,383	56.8%	Dec 2015
Specialized Equipment	\$464,948	\$464,948	\$620,000	\$155,052	75.0%	Dec 2015
Data Governance & Retention Management	\$2,849	\$2,849	\$450,000	\$447,151	0.6%	Dec 2015
Renovations #4 District	\$9,871	\$263,556	\$403,685	\$140,129	65.3%	tba
Renovations to Existing Facilities	\$335,742	\$335,742	\$335,000	-\$742	100.2%	Dec 2015
Business Intelligence	\$21,521	\$21,521	\$250,000	\$228,479	8.6%	Dec 2015
Robotics / Support Services Equipment	\$251,896	\$251,896	\$250,000	-\$1,896	100.8%	Sept 2015
Surveillance Equipment	\$95,713	\$95,713	\$135,000	\$39,287	70.9%	Dec 2015
Capital Total	\$10,253,447	\$38,750,661	\$70,558,215	\$31,807,553	54.9%	

<i>Police Services Operations</i>		<i>Year to Date Actuals</i>	<i>Annual Budget</i>	<i>Unexpended Amount</i>	<i>% Expended</i>
<i>Expenditures</i>					
Salary	1000	203,738,908.69	209,454,800.00	5,715,891.31	97.27
SalaryOverTime	1020	4,381,243.94	3,251,600.00	-1,129,643.94	134.74
CourtOvertime	1021	1,504,355.54	1,667,700.00	163,344.46	90.21
ReturnedOvertime	1022	-937,126.65	-1,076,300.00	-139,173.35	87.07
Salary Adjustments	1050	3,056,341.20	2,800,000.00	-256,341.20	109.16
Subtotal Salaries		211,743,722.72	216,097,800.00	4,354,077.28	97.99
Benefits	2500	52,095,556.57	55,030,700.00	2,935,143.43	94.67
Total Salaries & Benefits		263,839,279.29	271,128,500.00	7,289,220.71	97.31
OtherAllowances	5000	701,843.81	1,220,500.00	518,656.19	57.50
Travel Allowance	7000	802.01	2,500.00	1,697.99	32.08
Professional Development	9000	252,191.31	262,500.00	10,308.69	96.07
Meetings	9002	88,280.68	101,200.00	12,919.32	87.23
Staff Training & Development	10000	1,069,976.41	1,043,600.00	-26,376.41	102.53
Tuition-Taxable	10020	212,068.17	175,000.00	-37,068.17	121.18
Training Ontario Police College	10100	160,465.19	225,000.00	64,534.81	71.32
Training Canadian Police College	10110	116,316.97	121,000.00	4,683.03	96.13
Membership Fees	11000	116,989.38	108,800.00	-8,189.38	107.53
Advertising Publicity	11050	28,178.23	49,500.00	21,321.77	56.93
SpecialEvents	11250	174,327.05	209,000.00	34,672.95	83.41
PublicRelations	11300	261,278.63	227,600.00	-33,678.63	114.80
BoardDisbursements	11350	5,477.79	6,000.00	522.21	91.30
Telephone	120x0	788,303.75	795,800.00	7,496.25	99.06
TelephoneAllocation	12098	443,561.80	483,900.00	40,338.20	91.66
Publications_Subscriptions	12100	55,966.62	78,500.00	22,533.38	71.30
Courier	12200	15,685.83	14,400.00	-1,285.83	108.93
Postage	12250	64,328.34	75,900.00	11,571.66	84.75
Office Supplies	12350	231,900.32	319,700.00	87,799.68	72.54
Repair_MaintComputerSoftware	12400	2,109,343.59	2,227,300.00	117,956.41	94.70
ComputerSupplies	12410	101,984.40	284,500.00	182,515.60	35.85
PrintshopPrintingAllocation	12658	41,295.14	120,000.00	78,704.86	34.41
Printing-External	12750	161,879.17	171,500.00	9,620.83	94.39
OfficeEquipmentRental	12850	67,265.97	91,800.00	24,534.03	73.27
TelecommunicationLines	13050	482,816.46	571,900.00	89,083.54	84.42
TelecomContracts	13060	41,800.63	335,000.00	293,199.37	12.48
Total Administration Expense		7,794,327.65	9,322,400.00	1,528,072.35	83.61
ClothingSupplies	20000	1,139,004.47	1,257,700.00	118,695.53	90.56
Uniforms-SpecialUnits	20030	256,184.44	303,600.00	47,415.56	84.38
Equipment-FirearmsSpecialUnit	20170	524,468.56	460,900.00	-63,568.56	113.79
Radio License	21000	160,575.64	167,000.00	6,424.36	96.15
MealsCatering	23135	42,355.72	63,500.00	21,144.28	66.70
AudioVisual	24010	62,440.44	94,800.00	32,359.56	65.87
PhotographicFilm	24020	9,604.43	19,600.00	9,995.57	49.00
PhotographicChemicals	24030	3,794.06	5,500.00	1,705.94	68.98
PhotographicEquipment	24040	77,162.13	97,500.00	20,337.87	79.14
PhotographicPaper	24050	19,067.68	23,700.00	4,632.32	80.45
PhotographicSupplies	24060	3,059.27	6,500.00	3,440.73	47.07
FingerPrintMiscellaneous	24070	9,545.55	28,700.00	19,154.45	33.26
FingerPrintChemicals	24080	1,789.83	8,000.00	6,210.17	22.37
InvestigationExpense	24090	290,389.69	370,400.00	80,010.31	78.40
Recruiting	25210	33,231.81	56,900.00	23,668.19	58.40
ServiceAgents	25220	1,047,945.47	1,113,100.00	65,154.53	94.15
Material Supplies-External	26030	120,858.93	201,300.00	80,441.07	60.04
Gas Oil	26060	2,197,918.80	3,146,300.00	948,381.20	69.86
Diesel	26070	54,366.32	42,500.00	-11,866.32	127.92
Purchase Of Service	28520	460,010.48	657,500.00	197,489.52	69.96
RentVehicles	29610	19,421.66	0.00	-19,421.66	NIL
Rent-CommunicationProperty	29630	3,833.14	7,500.00	3,666.86	51.11
LeasedPagingEquipment	29640	422.90	15,000.00	14,577.10	2.82
Total Program Related Expense		6,537,451.42	8,147,500.00	1,610,048.58	80.24

<i>Police Services Operations</i>		<i>Year to Date Actuals</i>	<i>Annual Budget</i>	<i>Unexpended Amount</i>	<i>% Expended</i>
LegalFees	25020	79,182.66	131,500.00	52,317.34	60.21
Translation	25070	19,190.84	45,100.00	25,909.16	42.55
Consultant	25100	144,980.64	239,700.00	94,719.36	60.48
Total Professional Services Expense		243,354.14	416,300.00	172,945.86	58.46
Hydro_Water	30000	1,204,733.15	1,178,700.00	-26,033.15	102.21
Heat	30020	278,063.53	227,700.00	-50,363.53	122.12
OfficeCleaning	30031	745,454.41	940,800.00	195,345.59	79.24
Caretaking	30050	118,045.16	154,000.00	35,954.84	76.65
OccupancyCostsAllocation	30088	383,697.71	418,600.00	34,902.29	91.66
PropertyBuildingRental	30090	882,916.16	1,022,500.00	139,583.84	86.35
InsuranceAllocation	30118	2,108,333.37	2,300,000.00	191,666.63	91.67
BuildingRenovations	30120	100,568.91	50,000.00	-50,568.91	201.14
Total Occupancy Expense		5,821,812.40	6,292,300.00	470,487.60	92.52
Repair_MaintBuildingExternal	31000	132,966.13	113,400.00	-19,566.13	117.25
Repair_Maint Contracts	31xx0	1,312,049.66	1,376,800.00	64,750.34	95.30
Repair Maint Vehicles	37510	1,404,699.05	1,331,500.00	-73,199.05	105.50
Repair Vehicle Accidents	37515	216,664.12	509,000.00	292,335.88	42.57
Repair_Maint Office Equipment	37590	3,095.44	31,300.00	28,204.56	9.89
Repair_Maint Special Equipment	37600	504,708.80	525,900.00	21,191.20	95.97
Repair_Maint Computer Equipment	37610	73,350.97	175,800.00	102,449.03	41.72
Repair_Maint Telecommunications	37630	442,442.49	471,700.00	29,257.51	93.80
Total Repairs & Maintenance Expense		4,089,976.66	4,535,400.00	445,423.34	90.18
BankCharges-General	50030	158,833.83	184,000.00	25,166.17	86.32
Allocated-Debt Principle	54508	2,944,807.08	3,212,400.00	267,592.92	91.67
Allocated-DebtInterest	54518	2,377,903.38	3,332,251.00	954,347.62	71.36
Total Financial Items		5,523,802.29	6,728,651.00	1,204,848.71	82.09
Contribution to Capital - Facilities	57210	307,083.37	335,000.00	27,916.63	91.67
ContribToDebtReductionReserve	57635	0.00	24,649.00	24,649.00	0.00
ContribToFuelCostStabilization	57644	286,116.77	0.00	-286,116.77	NIL
ContribToSickLeaveReserve	57650	1,375,000.00	1,500,000.00	125,000.00	91.67
Contribution to Capital - Equipment	57670	1,900,250.00	2,073,000.00	172,750.00	91.67
Contribution to Capital - Vehicles	57690	3,764,750.00	4,107,000.00	342,250.00	91.67
ContribToSeizedMoney	57970	54,876.62	60,000.00	5,123.38	91.46
Total Contributions to Reserves		7,688,076.76	8,099,649.00	411,572.24	94.92
Recovery - Emergency Services	61009	-47,391.63	-51,700.00	-4,308.37	91.67
Allocated - Planning	62038	153,083.37	167,000.00	13,916.63	91.67
Allocated Transportation & Works	62048	374,733.37	408,800.00	34,066.63	91.67
Allocated IT	62088	23,558.37	25,700.00	2,141.63	91.67
Negotiated Legal	62098	478,500.00	522,000.00	43,500.00	91.67
Allocated Property Services	62108	13,566.63	14,800.00	1,233.37	91.67
Allocated - Human Resources	65068	175,008.57	190,900.00	15,891.43	91.68
Allocated - Legal	65088	142,112.74	155,000.00	12,887.26	91.69
Allocated - Finance	65708	1,034,917.07	1,129,000.00	94,082.93	91.67
Total Internal Charges		2,348,088.49	2,561,500.00	213,411.51	91.67
Purchase Of Equipment	40000	210,249.00	432,400.00	222,151.00	48.62
OperatingEquipment	40010	266,426.02	166,700.00	-99,726.02	159.82
VehicleEquipment	40040	64,278.11	100,000.00	35,721.89	64.28
ComputerHardware	41000	2,568.87	0.00	-2,568.87	NIL
ComputerSoftware	41010	84,391.25	170,200.00	85,808.75	49.58
Total Minor Equipment		627,913.25	869,300.00	241,386.75	72.23
Total Expenditures		304,514,082.35	318,101,500.00	13,587,417.65	95.73
Revenues					
ProvincialGrant	71010	-9,024,656.41	-10,357,500.00	-1,332,843.59	87.13
Total Provincial Funding		-9,024,656.41	-10,357,500.00	-1,332,843.59	87.13

<i>Police Services Operations</i>		<i>Year to Date Actuals</i>	<i>Annual Budget</i>	<i>Unexpended Amount</i>	<i>% Expended</i>
Recovery - Other	70400	-417,875.61	-839,000.00	-421,124.39	49.81
Fees & Charges	75000	-3,423,358.39	-3,168,100.00	255,258.39	108.06
Administrative Fees	75040	-750,162.49	-777,000.00	-26,837.51	96.55
Sundry Revenue	75060	-2,491,903.13	-152,000.00	2,339,903.13	1,639.41
Police Escorts	75090	-862,019.43	-915,000.00	-52,980.57	94.21
Accident Reports	75130	-1,145,743.52	-1,755,000.00	-609,256.48	65.28
Prisoner Escorts	75150	-7,764.02	-40,000.00	-32,235.98	19.41
Lease Rental Revenue	75160	-108,862.41	-150,000.00	-41,137.59	72.57
Alarm Monitoring Fees	75180	-1,912,866.35	-2,599,000.00	-686,133.65	73.60
Third Party Recovery	75310	-1,368,102.92	-1,746,100.00	-377,997.08	78.35
Clearance Letter Revenues	75330	-1,490,693.20	-1,534,000.00	-43,306.80	97.18
Volunteer Applicant Screening Rev	75335	-1,548,180.01	-976,000.00	572,180.01	158.63
Freedom of Information Revenue	75340	-208,544.81	-125,000.00	83,544.81	166.84
Vehicle Auction Proceeds	75520	-481,107.50	-374,100.00	107,007.50	128.60
Total Fees & Charges		-16,217,183.79	-15,150,300.00	1,066,883.79	107.04
Contrib From Police Building Reserve	77060	-2,919,125.00	-3,184,500.00	-265,375.00	91.67
Contri From Seized Money	77830	-96,488.01	-75,000.00	21,488.01	128.65
Total Contributions from Reserves		-3,015,613.01	-3,259,500.00	-243,886.99	92.52
Total Revenues		-28,257,453.21	-28,767,300.00	-509,846.79	98.23
Net Position		276,256,629.14	289,334,200.00	13,077,570.86	95.48

FINANCIAL NOTES

SALARIES

The Salaries account is 97.4 percent spent at November 30, 2015. The November expense includes \$13.3M of sick bank payouts an option provided to staff in 2013, 2014 and 2015 under the existing collective agreement. A year-end draw to fund the payout in full will be made from the Sick Bank Reserve. The Reserve will be replenished from annual Reserve contributions of \$1.5M.

Net Overtime is 128.8 percent spent which includes the estimated banked liability. To date, Salary Overtime is over budget, Court Overtime is under budget and Returned Overtime is under budget, causing a net unfavorable variance. Activities related to the Pan Am games have contributed to higher than planned net overtime, costs which are recovered under the Sundry Revenue account. The actual payout to date, before overtime bank accrual, is \$2,693,686. For comparison purposes, net overtime as of November 30, 2014 was 93.2 percent spent.

BENEFITS

Employee benefits accounts are unfavorable at 94.7 percent spent due in part to higher than budgeted Extended Health and Dental expenses. Last year at this time accounts were 91.0 percent spent.

OPERATING EXPENSES

Administration Expense

Favorable variances in several accounts including Staff Allowances, Special Events, Publications, Office and Computer Supplies, Printing, Office Equipment Rental, Telecom Lines and Contracts have more than offset account deficits in Staff Training, Tuition reimbursements, Memberships and Public Relations, as well as ahead of plan spending, in Telephone and Software Maintenance accounts.

Program Related Expense

Overall spending is less than planned due to under spending in Clothing, Audio Visual, Investigative Expense, Material Supplies, Gasoline and Purchase of Service accounts. A surplus in the Purchase of Service account is due to revised pricing from our Employee Assistance Plan provider and under spending of member wellness services and medical and psychological testing for uniform recruits. The Service Agents account is forecasting a year-end deficit due to new contract pricing for AIR2 pilots and service and expanded document delivery services. Ammunition expenses have exceeded budget and annual Industry Canada Radio License fees have been processed. Rental vehicles for the PANAM games are unbudgeted but will be recovered by year-end.

Professional Services Expense

Legal, translation and consulting fees are all under plan.

Occupancy Expense

Both Hydro and Heat accounts are projecting year-end deficits with partial offsets coming from underspending of Office Cleaning and Caretaking accounts. Rental fees are under budget. Building renovations in excess of annual funding pertain to payments to the contractor

responsible for the new Community Resource Centre.

Repairs & Maintenance Expense

Combined repairs and maintenance accounts are under budget. Unfavorable variances in building maintenance and contracts accounts as well as vehicle, special equipment and telecom repairs accounts, are offset by favorable variances in vehicle accidents, office and computer equipment repairs accounts.

Financial Items

Debt interest charges and bank charges are well below plan.

Contribution to Reserves

A Contribution to the Fuel Stabilization Reserve, in return for lower than planned fuel pricing, is unbudgeted. The Contribution to Debt Reduction Reserve will be recorded at year-end.

Internal Charges

All Regional charges have been allocated at approved budget amounts. At year-end expenses will be trued up to reflect actual cost.

Asset Acquisition

The majority of budgeted operating equipment has been procured including cell modems, speed detector devices, field cameras and night vision monoculars. Underspensing of Computer Software funds is expected to drive a small asset acquisition surplus at year-end.

REVENUES

Provincial funding is slightly under budget due to revised Court Security and Prisoner Transportation upload funding communicated to York Regional Police after budget approval and revised PAVIS funding. Total Fees and Charges are ahead of budget with revenue for Fees and Charges (Officer Paid Duty Earnings), Paid Duties, Sundry Revenue, Clearance Letter, Volunteer Applicant Screening, Freedom of Information Revenue and Vehicle Auction Proceeds accounts being favorable. A surplus in Sundry Revenue is attributable to Pan Am games invoicing. Other fees and charges are under budget, most notably Accident Reports, Alarm Monitoring Fees and Third Party Recoveries. Under the Recovery account, the chargeback to Fire Services for the Voice Radio service is lower than planned. Contributions from seized monies to pay for Police Services Board public relations expenses have exceeded the annual budget.

POLICE SERVICES BOARD PUBLIC RELATIONS FUND

Year-to-date contributions to the reserve as of November 30, 2015 total \$54,877, \$40,923 from forfeited monies and \$13,954 from property auctions. Interest revenue on this account totals \$13,828. A draw from the reserve of \$96,488 has been made to pay for approved expenditures.

DEVELOPMENT CHARGE RESERVE

Development charge collections for the year total \$3,552,691. Interest earned on this account totals \$157,730. Combined payments made on the development charge portion of debentures and Capital projects total \$2,919,125.

SICK BANK RESERVE

The year-to-date contribution of \$1,375,000 is on plan. Interest earned on this account is \$385,640.

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 20, 2016

Toronto 2015 PAN/PARAPAN AM Games Financial Update

RECOMMENDATION

1. That the Board receive this report for information.

SYNOPSIS

This report provides a final financial update to the 2015 Pan and Parapan American Games (the Games) with actual costs to-date of \$2,437,608, or 68% spent of the budget of \$3,599,000. This final costing includes the demobilization phase and concludes all commitments under the Cost Contribution Agreement. All material incremental costs from the Games are expected to be fully reimbursed.

FINANCIAL IMPLICATIONS

As of October 31, 2015, \$2,437,608 or 68% of the Cost Contribution Agreement (CCA) budget has been incurred from expenses related to the Games. All of these costs, including the final demobilization costs, are anticipated to be fully reimbursed as eligible costs prior to Ministry fiscal year end of March 31, 2016.

BACKGROUND

At its March 25, 2015 meeting, the Board received a report on the Toronto 2015 Pan and Parapan American Games to commence on July 10, 2015, bringing thousands of athletes from

41 different countries to compete in Toronto and the Greater Toronto Area. The report discussed two outstanding issues of insurance and indemnification that were subsequently resolved and on June 24, 2015 a CCA was signed agreeing to a maximum amount of \$3,599,000 for security costs of the two competition and two practice venues located in The Regional Municipality of York.

The budgeted amounts included planning, operational, demobilization resources and expenditures, for the period of April 2014 until October 2015. The following chart summarizes the actual expenses compared to budget as of October 31, 2015.

Budget to Actual Variances

Item	Budget	Actual	Variance
Planning staff salaries and benefits	\$626,000	\$629,647	-\$3,647
Planning resources	\$153,000	\$72,882	\$80,118
Operational personnel	\$2,632,000	\$1,681,463	\$950,537
Operational resources	\$168,000	\$38,882	\$129,118
Demobilization resources	\$20,000	\$14,734	\$5,266
Total	\$3,599,000	\$2,437,608	\$1,161,392

Planning and Operational resources include vehicle usage, cell phone, fuel and meals. The demobilization activities occurred between September and October 2015. In addition, the agreement included 50% of the cost of equipment, that included purchases of a portable hailing system, a search endoscope with mirror and information technology equipment.

At present, invoices have been submitted and are currently in review by the Ministry of Community Safety and Correctional Services to determine eligibility for reimbursement in accordance with the CCA. From discussions with Ministry staff, disputed costs have been minimal, with approximately \$400 declined due to a correction of meal reimbursement rates and a submission of car cleaning not identified within the CCA. In short, all material incremental costs from the Games are expected to be fully reimbursed.

It is therefore recommended that the Games final financial results be received.

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

EJ:jc

Accessible formats or communication supports are available upon request

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 20, 2016

**Award of RFP P-15-14 Furniture and Related Services to
Corporate Express Canada Inc o/a Business Interiors by
Staples**

RECOMMENDATIONS

1. That the Board authorize the award of RFP P-15-14 for the supply, delivery and installation of various furniture, warehousing and move services to Corporate Express Canada Inc. o/a Business Interiors by Staples, who submitted the highest scoring, lowest price Proposal, at a cost not to exceed \$325,000 annually, excluding H.S.T., for a two-year period; and
2. That the Contract be awarded for a period of two years with an option to renew for one additional two-year period and an additional one-year period, subject to satisfactory performance, successful negotiations with respect to financial considerations and the Chief's approval.

SYNOPSIS

This report requests the Board's approval to award the contract for furniture and warehousing to Corporate Express Canada Inc. o/a Business Interiors by Staples. The recommendation is based on the highest scoring, lowest cost Proposal, representing the best value to the Board. If all options are exercised, the contract value totals \$1,625,000 over five years. Purchasing by-law No. 06-14, section 6.16 requires the Board's approval for awards that exceed \$1,000,000.

FINANCIAL IMPLICATIONS

Funds in the amount of \$370,000 have been approved in the 2016 Capital Budget for furniture and lockers. Future year costs are included in the Capital Outlook at \$370,000 per year and subject to approval by the Board during the annual Budget deliberations.

BACKGROUND

Capital Projects and Facilities has utilized a variety of service providers for the supply and installation of furniture including workstations, seating and storage components, maintenance for such furniture, reconfiguration design of existing furniture services, relocation and warehouse services for all of the York Regional Police locations. The procurement process was assessed and concluded the most cost effective and efficient delivery of services was via a single provider.

On September 24, 2015, York Regional Police Purchasing Unit released a Request for Proposal (RFP) for the Supply, Delivery Installation of Various Furniture, Warehousing and Move Services for York Regional Police.

The RFP was advertised electronically on Biddingo on September 24, 2015. The RFP was picked up by 13 Vendors and at the time of closing on October 20, 2015, four Proponents elected to submit Proposals.

Proponents that Picked Up the RFP

	Proponents	Bids Submitted
1.	At Work Corporate Interiors - Woodbridge, ON L4L 5X2	Yes
2.	Corporate Express Canada o/a Business Interiors by Staples - Mississauga, ON, L5T 2W6	Yes
3.	Mayhew & Associates - Richmond Hill, ON, L4S 0B8	Yes
4.	POI Business Interiors - Markham, ON, L3R 6P7	Yes
5.	ABCO Business Interiors - Toronto, ON, M1P 2R7	No
6.	Global Upholstery Company Inc - Downsview, ON, M3J 2M6	No
7.	Guardian Van Lines – Pickering, ON, L1W 3N9	No
8.	National Office Furniture - Markham, ON, L3R 6G1	No
9.	Neutral Posture - Cambridge, Ontario, N3H 4R7	No
10.	Paragon Office Installation Services Ltd - Mississauga, ON, L5S 1G1	No
11.	Pech Consulting - Mississauga, ON, L5T 2W6	No
12.	Salix Group - Markham ON L3R 2Z5	No
13.	Spacesaver Corporation - Aurora, ON, M5A 4L5	No

The Evaluation Committee included representation from the Capital Projects and Facilities and the Purchasing Unit. The goal of the Evaluation Committee was to reach a consensus and

recommend a Proponent who will meet the service requirements of York Regional Police and offer best value.

The Committee members were as follows:

1. Bernadette Searle # 5579 – Manager Capital Projects & Facilities;
2. Diana Robichaud #5369 – Facilities Coordinator, Capital Projects & Facilities;
3. Lynane Newton #5693, Facilities Coordinator, Capital Projects & Facilities; and
4. Janet Malloy #5672 – Buyer, Purchasing Unit (Facilitator).

The submission process for this RFP was a three stage process.

First Stage - Technical Proposals (60 points)

The Evaluation Committee established the weighting breakdown prior to the release of the RFP document. Upon closing of the RFP document, each member of the Evaluation Committee was provided a copy of each Proponent's Technical Proposal to score and evaluate.

The Technical Proposal submissions were scored out of 60 possible points and only Proponents receiving a minimum technical score of 36 points progressed to the interview stage of the process. Proponents that did not meet the minimum requirement were eliminated from further consideration.

The following criteria were used in evaluating Technical Proposal:

Qualifications and Experience (25 points):

- Experience and credentials of the Proponent;
- Experience and qualifications of personnel assigned to and resources to be used in the Contract; and
- References indicating competence and track record of the Proponent on similar Contract.

Service Deliverables (30 points):

- Detailed description of how new furniture can be incorporated into existing;
- Detailed description of services available and management of account;
- Proposed warranty, maintenance and service;
- Overall percentage discount average from current (2015) manufacturers list price – Envelope A;
- Product compatibility with existing furniture, ease of reconfiguration, product design, aesthetics, lead times, and availability;
- Detailed product specifications;
- Current (2015) manufacturers price list is also required, in an electronic format;
- Value-added products and services which would enhance the Work at no additional cost;
- Proponent's environmental (Green) policy, specific to deliverables;
- Detailed description of furniture lines serviced; and
- Detailed description of inventory and warehouse management.

Submission (5 points):

- Responsiveness to the RFP, completeness/comprehensiveness of submission; and

- Demonstrated full understanding of the work objectives and the services to be provided. Demonstrated willingness to comply with terms and conditions of the RFP.

Second Stage – Oral Presentation/Demonstration and/or Site Visits – (10 Points)

Proponents that met the minimum score in the First Stage were invited for an interview.

The Proponents were required to achieve at least six points out of ten allocated to the Oral Presentation/Demonstration to have their Price Proposal opened and evaluated; Proponents that did not meet the minimum requirement were eliminated from further consideration.

Third Stage – Price Proposal (30 points)

The Proponents that met the minimum score for the First Stage had their Price Proposal opened and reviewed.

The scoring was as follows:

Evaluation Scoring Chart

Company	Technical Score (out of 60)	Interview (out of 10)	Total Price (pre H.S.T.)	Pricing Score (out of 30)	Total Weighted Score	Cost per Technical Point
Corporate Express Canada Inc. o/a Business Interiors by Staples	45.9	8	\$41,028.60	30	83.9	761.20
POI Business Interiors	50.0	8	\$47,617.00	25.8	83.8	820.98
At Work Corporate Interiors	35.9	n/a				
Mayhew & Associates	34.2	n/a				

Approval to award is being requested pending the successful completion of all security clearances.

It is therefore recommended to approve the Furniture and Related Services award at a total cost of \$1,625,000 if all option years are exercised to Corporate Express Canada Inc., o/a Business Interiors by Staples, Mississauga, as the highest scoring, lowest cost Proponent whose proposal represents the best value to the Board.

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

EJ: jm

Accessible formats or communication supports are available upon request.

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

20 JANUARY 2016

**2014-2016 Business Plan
Year 2 Implementation Status**

RECOMMENDATION

1. That the Board receive this report.

SYNOPSIS

In compliance with the *Police Services Act*, Regulation 3/99, the 2014-2016 Business Plan was developed through extensive consultation with our residents, community partners and members of York Regional Police. Its objectives and actions reflect the considerable feedback we received during our consultation process and our commitment to providing excellent policing services. This report will summarize the status of the second year objectives, actions and activities of the 2014-2016 Business Plan.

FINANCIAL IMPLICATIONS

None.

BACKGROUND

In the development of the 2014-2016 Business Plan, a significant amount of time was spent in consultation with both the community and members of York Regional Police. As a result, a concerted effort was made to communicate the Business Plan to both our members and to the community to encourage them to participate in the implementation of the Business Plan.

The 2014-2016 Business Plan was designed to provide greater flexibility for the creation of Implementation Plans, which provide an overview and status of activities to be undertaken to achieve the Business Plan Actions. There has been greater collaboration and input of members in the development of these activities. Throughout the duration of the Business Plan, more activities may be proposed and implemented.

Within the 2014-2016 Business Plan, there are four cornerstones; Community Focus, Operational Excellence, Preferred Place of Employment and Superior Quality Service. Together, these cornerstones describe 18 objectives and 82 actions that York Regional Police has committed to achieve by 2016. In 2015, 19 new implementation plans were added by York Regional Police members, bringing the new total to 242 activities in order to accomplish these 82 actions.

Implementation of the Business Plan objectives and actions are member-driven and exemplified through activities such as the successful application to be one of the Greater Toronto's Top 2016 Employers, the implementation of a new Traffic Management Strategy, an updated Victim's Assistance Procedure and pamphlet and the creation and delivery of the "Road to Mental Readiness" course to all of our members. Our citizens, volunteers and stakeholders have been instrumental in the implementation of the Business Plan through their assistance in the creation of a Mental Health Co-Responder Model, an enhanced collaboration with the York Region Bully Prevention Partnership, and providing essential feedback to assist in the creation of an improved York Regional Police website that includes a translation feature. Highlights of this year's accomplishments and priorities for 2015 can be found in Appendix A and further details of our achievements can be found in Appendix B.

Internally, the implementation of the Business Plan is overseen by the Executive Command Team. Each Deputy Chief is responsible for monitoring the implementation of two of the four cornerstones. The Deputy Chief of Operations is responsible for the Operational Excellence and Superior Quality Service Cornerstones. The Deputy Chief of Administration is responsible for the Community Focus and Preferred Place of Employment Cornerstones. Senior officers have been assigned to lead each strategic cornerstone. They are responsible for establishing the implementation teams to develop detailed plans and timelines for the successful achievement of specific objectives and actions. Each implementation team submits regular reports to their assigned cornerstone leader to track their progress. The Chief regularly reports our progress to citizens at Police Services Board meetings and through our Annual Report. In addition, yearly status reports are provided to the Police Services Board.

The following chart shows a breakdown of the 2014 – 2016 Business Plan objectives, actions and activities.

2014 – 2016 BUSINESS PLAN STATUS

CORNERSTONES	OBJECTIVES	ACTIONS	STATUS OF COMPLETED ACTIVITIES		
			2014	2015	2016
Community Focus	4	20	3 of 3	0 of 1	24 of 53
Operational Excellence	5	19	4 of 4	21 of 23	9 of 19
Preferred Place of Employment	4	22	9 of 14	19 of 24	18 of 34
Superior Quality Service	5	21	9 of 11	9 of 10	23 of 46
Total	18	82	25 of 32	49 of 58	74 of 152

In summary, of the 19 actions that were targeted for completion in Year 2 of our Business Plan, we have completed at least one activity per action in 18 of the 19 resulting in a 95 percent completion rate. The outstanding action proposed for Year 2 is the implementation of a new Youth Strategy which is well underway. Overall, we have completed over 60 percent of the actions for all three years of the Business Plan, which includes the successful completion of 148 activities. We are well on track to continuing our commitment to ensuring high quality police services to the citizens of York Region.

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

EJ:jg

Appendix A: 2015 Highlights

Appendix B: Status Summary of 2014-2016 Business Plan Activities

Accessible formats or communication supports are available upon request

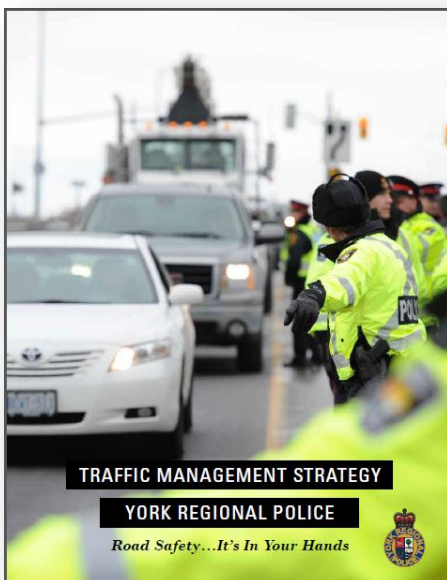
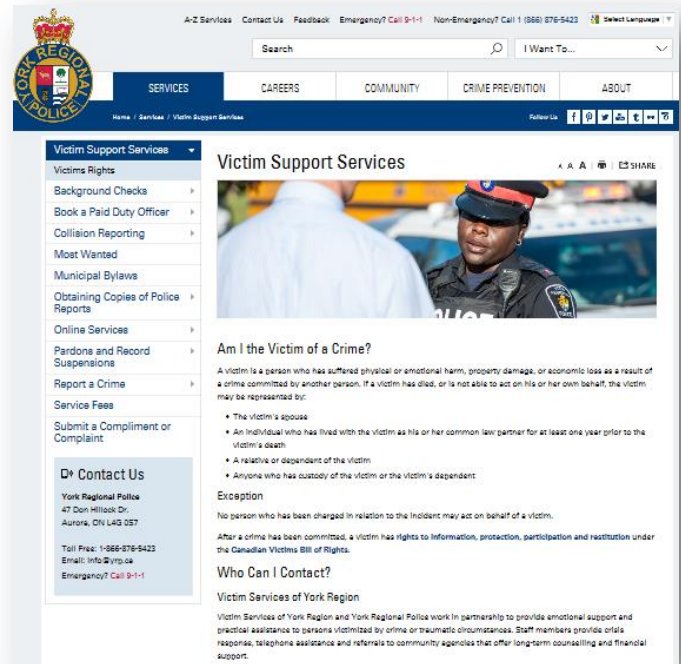


January 20, 2016

APPENDIX A 2015 Highlights 2014-2016 Business Plan

Community Focus:

- Updated Victim's Assistance procedure, pamphlet and other victim related material
- In collaboration with external partners a Mental Health Co-Responder Model was established
- Incorporated Ontario's Community Mobilization and Engagement Model in all crime prevention presentations to the public and external partners
- Collaborated with the York Region Bully Prevention Partnership



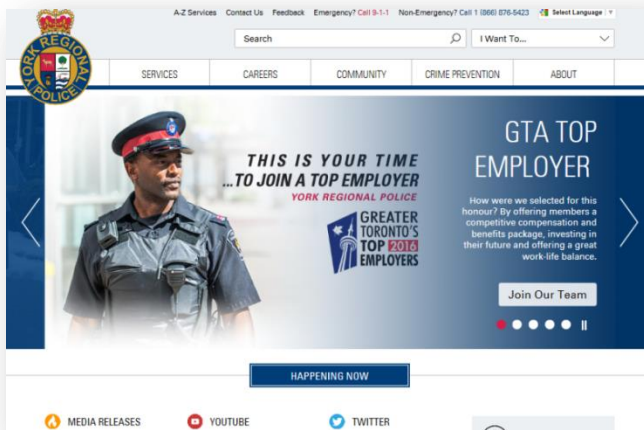
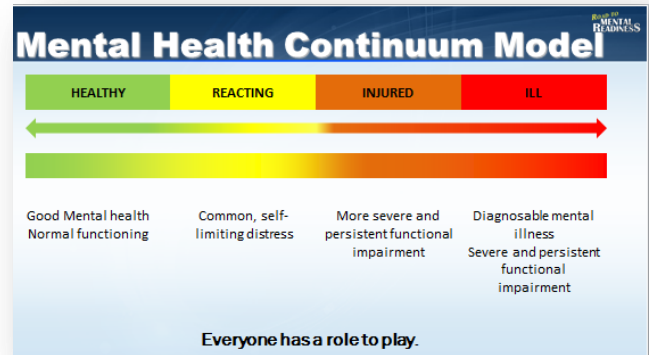
Operational Excellence:

- Implemented the new Traffic Management Strategy
- Implemented the Data Driven Approach to Crime and Traffic Safety (DDACTS)
- Completed the Call Prioritization Project
- Members of York Regional Police completed the Pan Am Games Incident Management System training and were successfully deployed throughout the Games
- New alarm response procedure



Preferred Place of Employment:

- Road to Mental Readiness (R2MR) course provided to all York Regional Police members to assist in mental health awareness
- Incorporated the Professional Code of Ethics into the Training Strategy
- Enhanced promotion of the Employment Assistance Program
- Implemented the Cadet Program
- 33 sworn and 13 civilian members were added to York Regional Police's authorized strength



Superior Quality Service

- York Regional Police was recognized as one of Greater Toronto's Top 2016 Employers
- Updated the York Regional Police website, including a language translation feature
- Increased Hate Crime awareness training
- Developed a program evaluation framework
- An internal working group focused on our Records Management System was able to create additional efficiencies and reduce data entry for members
- Many audits were completed including our Quality Service Standards, Property Rooms, Suspect Apprehension Pursuits, In-Car Cameras and WASH Court Operations

PUBLIC

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

20 JANUARY 2016

Quality Service Standards - 2015

RECOMMENDATION

1. That the Board receive this report pursuant to the Police Services Board Accessible Customer Service Policy No. 04/09.

SYNOPSIS

In accordance with section 5.6 of the Accessible Customer Service Board Policy No. 04/09, the Quality Assurance Unit completed a Quality Service Standards (QSS) audit. The purpose of the audit was to verify the level of compliance with the 13 identified Quality Service Standards and to identify areas of potential improvement in order to ensure York Regional Police continues to provide the highest quality of service to the members of our community.

The results of the audit are provided to Managers and Commanders for review, feedback and implementation of the recommendations.

FINANCIAL IMPLICATIONS

None.

BACKGROUND

The Quality Service Standards prescribe the expected level of service that York Regional Police provides in the following categories:

1. Complaint Areas
2. Correspondence
3. Criminal Background Checks
4. Emotionally Disturbed Persons
5. E-Mail Set-up
6. Front Desk Reception
7. Investigative Follow-up
8. On-line Reporting
9. Paid Duties
10. Telephone Inquiries
11. Training and Awareness
12. Victims of Crime
13. Vulnerable Sector Screening

Complaint Areas

STANDARD:

The Officer-in-Charge of the District Community Oriented Response Unit shall provide a file number to a complainant within five business days of receiving a complaint from a citizen regarding activity of concern.

The Officer-in-Charge of the District Community Oriented Response Unit shall update the complainant regarding any action taken within 15 days of receiving the complaint.

The five District Community Oriented Response (COR) offices maintained a 90 percent level of compliance with this standard. An identified issue involved replacement or acting supervisors not accessing the complaint area database in a timely manner. This contributed to 10 percent of the complaints not being responded to within the prescribed timeframe. For example, during the review period, one of the District COR offices was assigned a new Sergeant and another had a back-up who was also assigned to several other tasks while covering for the full-time supervisor.

The complaint process was difficult to manage in the past, as the methods used led to multiple reports concerning the same complaint and difficulties in managing these areas existed. The new system keeps a list of active Complaint Areas where officers are able to review and record enforcement action.

The Audit Team feels that because this is still a relatively new system and the overall results are high, this non-compliance rate is an anomaly that will be reduced in future audits.

Correspondence

STANDARD:

All correspondence requiring a response shall be responded to within 15 working days.

The annual review of Executive Command Team correspondence revealed an improvement in compliance over past years, with a rate of 100 percent.

There were no recommendations made in the audit as organizational personnel responsible for this standard provide a consistently high level of service.

Criminal Background Checks

STANDARD:

Criminal background check applications will be processed and completed within one hour.

From January 1 to June 30, 2014, there were 16,459 applications for Criminal Background Checks (both Police Criminal Background Checks and Police Information Checks) handled by Information Management. During the same six month period of 2015, there were 15,967 applications. This represents a three percent decrease in applications over 2014.

A tracking mechanism to effectively evaluate compliance with this standard does not exist and past audits have relied on verbal confirmation based on average observed rates of processing. As a result, a recommendation was made in the review of the Quality Service Standards 2015 Audit to remove this standard from future consideration.

Emotionally Disturbed Persons

STANDARD:

The Community Services Mental Health Support Unit shall conduct follow-up with officers and support organizations, within five business days, for all occurrences involving emotionally disturbed persons.

In 2015, the hospitals servicing York Region implemented a new protocol improving how they deal with emotionally disturbed patients in their Emergency Departments. They have greatly increased the resources devoted to mental health treatment which has significantly reduced the number of follow-ups required by the MHST.

Because of the working relationship with York Support Services Network, the standard for follow-up was met by MHST personnel in 100 percent of occurrences.

In September the new Co-Responder Crisis Workers Project commenced in One and Three Districts. The implementation of this project was not considered as a component of this Audit.

E-mail Set-up

STANDARD:

When a member is not returning for their normal tour of duty, the member shall use the out of office assistant to set-up a message advising the sender when they will be returning to work and who to contact for immediate assistance.

In order to evaluate this standard, an e-mail was created by the Auditors and sent to York Regional Police Members who were scheduled to be on vacation, statutory holiday or accrued time-off.

The intent of the e-mail was to determine how many members had their Automatic Reply notification activated, if they indicated their return to work date and the name of an alternate person to contact for immediate assistance.

The Auditors selected two days at random and contacted a sampling of members who were scheduled to be off-duty.

Of the members that were contacted in this manner, the Automatic Reply was activated and properly set up as described above in 56 percent of contacts made, which is an 11 percent increase from 2014.

Members have the ability to access their emails from home or on their smartphone through the YRP Member Portal. This allows members to receive and respond to email and telephone messages when they are not at work. An unknown percentage of members check their email from home or while off-duty; therefore, compliance rates can be presumed to be substantially higher than the audit findings indicate.

Front Desk Reception

STANDARD:

When a person comes to the Front Desk of a District, a member of the Front Desk staff shall address or acknowledge that person, go to the front counter where the person is standing, make eye contact, greet the person in a courteous and professional manner and make reasonable efforts to satisfy any enquiries.

In order to assess this standard, a “secret shopper” was utilized to accurately evaluate the reception of front desk personnel. A summer student who was unknown to organizational personnel was utilized to assess the employees of all Districts and Customer Service areas on various dates throughout the summer. Members of the Quality Assurance Unit escorted the student, but remained out of view during the assessment interview.

Although the student’s questions were correctly answered most of the time, often with supporting written information provided, there were occasions when inaccurate information was given to the student. Inaccuracies included incomplete or incorrect information. The incorrect information most often concerned pardons, record suspensions and service complaints.

Out of 23 visits in total, the students rated 16 as positive, 6 neutral and one as somewhat negative. Overall, the students described the members serving them on their visits as polite, helpful, accommodating and very friendly.

Investigative Follow-up

STANDARD:

All assigned District CIB cases classified as a “crime against persons” offence or “break and enter” shall receive at least one investigative contact.

Investigative contact shall occur in all cases when a suspect has been identified, arrested or charged, stolen property is recovered or additional information is required to assist the investigation.

The two incident types selected for review were assaults and residential break and enters from which a statistical sampling was evaluated in 2015.

Auditors found that victims and/or complainants of a crime who were entitled to a follow-up from police following the initial response received a follow-up:

- 100 percent of the time for an investigation involving an assault; and
- 100 percent of the time for an investigation involving a residential break and enter.

A consistent tracking method was determined in 2015 which ensured investigative call-backs were occurring as required and provides effective tracking of the results to maintain this standard.

On-line Reporting

STANDARD:

Any person filing an on-line report will be contacted via e-mail or telephone by the next business day.

The public have the ability to file a report utilizing the York Regional Police on-line reporting system (Cop Logic). Once a report is submitted, an automatic e-mail response is generated to the person who filed the on-line report. This automatic response ensures 100 percent compliance with the On-line Reporting Standard.

The majority of the on-line reports received are submitted through Cop Logic; however, for those members of the public who are unable to access the YRP website, it is possible to file a report via telephone. Alternate Response Unit (ARU) personnel are responsible for calling the complainant back to acquire the necessary information to complete the report.

There were 617 ARU General Occurrences generated within the Audit time frame. Although reports submitted by telephone are not covered by the QSS, a review of these occurrences showed that approximately 90 percent of them were responded to within the on-line reporting standards.

Paid Duties

STANDARD:

Satisfaction surveys will be conducted for all new paid duty customers and random sampling will take place throughout the year for ongoing customers.

All surveys will be reviewed by the Quality Assurance Unit to ensure that York Regional Police is providing the highest quality of service.

Staffing levels and work responsibilities in the Paid Duty Office changed in 2013, leading to discontinuation of the practice of faxing surveys to paid duty customers. In 2014, there were no surveys returned.

The Audit Team determined that the poor return rate was due to the way the Paid Duty Office provided the survey. In most cases, especially those where the customer was a larger business, the survey was attached to the billing invoice which was received by the customer before the paid duty was completed.

In order to address this, the survey was sent to customers after the completion of the paid duty, leading to 189 returned questionnaires.

Customers were asked to rate their level of satisfaction as excellent, satisfactory or poor, as well as whether the officers arrived on time and if their duties were performed as expected.

In 100 percent of the replies, the officers arrived on time and 176 replies or 93 percent indicated the officer's duties were performed as expected.

Assessment of the service provided was rated as excellent in 147 replies (78 percent), good in 29 replies (15 percent), average in 5 replies (3 percent), poor in 2 replies (1 percent) and other in 5 replies (3 percent). One survey was returned with this category not completed.

The survey also gives respondents an opportunity to add comments or suggestions. Seventy-two customers took the time to add their input, which was overall very positive. The dissatisfaction expressed consisted of an administrative nature (e.g. payment options, hours billed, etc).

Telephone Inquiries

STANDARD:

With the exception of a call received by a switchboard operator a caller shall not be transferred more than once and every effort shall be made to satisfy any inquiries. All voice mail shall identify the name and assignment of the member and shall further indicate how a caller can obtain immediate assistance.

Voice mail shall be checked during each member's assigned shift and responded to within one working day. When a member is not returning for their normal tour of duty, the member shall set-up their voice mail with a message advising the caller when they will be returning to work and whom to contact for immediate assistance.

Voice Mail

A list of members who were scheduled to be off-duty on a randomly selected day was created. These members' extensions were called to determine if their out-of-office assistant for voice mail was properly activated in order to determine compliance levels with this standard.

In 45 percent of calls made, members had their voice mail engaged according to the standard. This is a 15 percent decrease from 2014's compliance rate. It should be noted that comparing this year's results to audits over the past several years reflects a fairly consistent rate of compliance with this standard. For example, in 2011 compliance was 55 percent, in 2010 it was 32 percent, and 59 percent in 2009.

Attended Phone Extensions

The Auditor completed 50 telephone calls at various times (between 8:00 am and 4:00 pm) to all five Districts. These telephone calls were answered promptly and professionally.

During regular business hours (7 am to 11 pm) non-emergency telephone calls are answered by the Switchboard Operators. Outside of regular business hours incoming telephone calls are received by Communications (11 pm to 7 am).

Training & Awareness

STANDARD:

Quality Service Standards shall be posted on the York Regional Police website and on the YRPNet. All new members shall receive training in relation to Quality Service Standards.

The Quality Service Standards are posted on the YRPNet and the York Regional Police external website. New members are advised during their initial training of the existence and importance of these Standards.

Staff Services has implemented a mandatory training and orientation program for all new hires to York Regional Police. This training ensures that important organizational messages are delivered and tracked on a consistent basis. Information from the Training and Education Bureau confirmed that 100 percent of all new members have completed this training. York Regional Police is in full compliance with this standard.

Victims of Crime

STANDARD:

When an officer takes a report from a victim, they shall fill out a YRP384 Criminal Incident Information Pamphlet, explain the contents and leave the pamphlet with the victim.

Auditors reviewed a statistical sampling of General Occurrences involving “property” and “persons” offences in 2015. Victims received an YRP384 Victim Information Pamphlet 56 percent of the time in assault occurrences and 62 percent in property crimes. This overall average of 59 percent is a 4 percent decrease from the same time period in 2014.

The YRP384 Victim Information Pamphlet was revised in 2015 in accordance with:

- Bill C32;
- the Canadian Association of Chiefs of Police (CACP); and
- through working groups and partnerships with outside organizations to ensure it meets the diverse needs of victims of crime.

The results associated with this standard are expected to improve with enhanced communication with the development of a new tracking mechanism within Versadex and a planned review of compliance within the first quarter of 2016. Results of 100 percent are not anticipated as in some instances the Victim Information Pamphlet is refused or had been provided during a previous related call for service.

Vulnerable Sector Screening

STANDARD:

Vulnerable Sector Screening applications that require contact with an external police service will be processed within five business days of York Regional Police receiving a response. Those applications requiring a York Regional Police database search only will be processed within five business days.

For the first half of 2015, a total of 19,215 applications for Police Vulnerable Screening Checks (PVSC) were processed by Customer Service Unit personnel in all locations of York Regional Police. This figure represents an 8.7 percent increase from 2014.

The time required to complete a PVSC check varies depending on the volume of applications and time of year. Customers who visit the York Regional Police website are advised "Customer Service representatives will strive to complete background checks within 7 to ten business days. Delays may occur if you are required to attend for fingerprints, response from the RCMP or other agencies or a large volume of requests". In addition, during each of the secret shopper visits to customer service locations, the attending student was advised that the time for processing applications can vary depending on the time of year and volume of requests received.

On-line requests for Criminal Background Checks and Police Vulnerable Sector Checks have been available since April 2015. To date, the number of applications has been very small (1720), having minimal impact on the in-person applications received (less than one percent).

Conclusion

The Quality Service Standards were first established in response to the Police Services Board Customer Service Board Policy 04/09. The Quality Service Standards were contained in the York Regional Police 2005-2007 Business Plan and since then, revisions and additions to the Standards were made in 2004, 2005 and 2006. As a result of the 2015 QSS Audit it was recommended and approved by the Executive Command Team that a further review of the Standards occur to ensure the services provided by York Regional Police continue to meet or exceed the high standards expected by the communities served. The following 13 standards will be reviewed in future audits (those in bold reflect new standards adopted to replace aging and redundant standards):

1. **Accessible Facilities**
2. Complaint Areas
3. External Correspondence
4. **Courteous and Respectful Conduct**
5. Emotionally Disturbed Persons
6. **Freedom of Information**
7. Front Desk Reception and Complaint Management
8. Investigative Follow-up
9. **Investigative Reporting**
10. Paid Duties
11. Telephone Inquiries
12. Training and Awareness
13. Victims of Crime

New 2016 QSS Standards:

1. Accessible Facilities:
 - All York Regional Police facilities accessed by members of the public will be accessible in accordance with Accessibility for Ontarians with Disabilities Act standards.
2. Courteous and Respectful Conduct:

- Officers will maintain courteous and respectful conduct when interacting with members of the public.
3. Freedom of Information (FOI):
 - Freedom of Information requests will be responded to in accordance with applicable legislation.
 4. Investigative Reporting:
 - York Regional Police will strive to produce investigative reports that are free from spelling errors, grammar errors or omissions, including appropriate case clearance and Uniform Crime Report (UCR) coding.

Removed QSS Standards:

The following standards were removed and replaced by those noted above.

1. E-Mail Set-up:
 - This standard is now redundant with the availability to check mail from home, members are often responding even when they had been using out of office assistant.
2. On-Line Reporting:
 - Technological advances have made this standard redundant. Auto-acknowledgement email is sent out when a report is received on-line.
3. Vulnerable Sector Screening:
 - This standard no longer reflects current processes.
4. Criminal Background Checks:
 - This standard no longer reflects current processes.

The Quality Service Standards audit has demonstrated that York Regional Police continues to provide a high standard of customer service to the communities it serves. By revising the Quality Service Standards, York Regional Police has demonstrated its ongoing commitment to maintaining excellent service and emphasizes our mission of achieving excellence in policing.

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

EJ: cj

Accessible formats or communication supports are available upon request.

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT TO THE CHIEF OF POLICE

20 JANUARY 2016

Quality Assurance Process

RECOMMENDATION

1. That the Board receive this report pursuant to the Quality Assurance Process, Board Policy No. 01/08.

SYNOPSIS

The York Regional Police Quality Assurance and Risk Management Unit conducted a series of internal audits and inspections throughout 2015. This report summarizes the results, recommendations and actions taken in order to ensure compliance with the Adequacy Standards Guidelines.

FINANCIAL IMPLICATIONS

None.

BACKGROUND

The Quality Assurance Process, Board Policy No. 01/08 was approved on January 23, 2008 and amended on June 25, 2014. This policy outlines the requirement for internal audits based on a risk assessment and regular procedure/regulation reviews, the results of which are to be presented to the Regional Municipality of York Police Services Board.

In order to ensure York Regional Police is in compliance with the requirements of the Adequacy Standards Guidelines made under the *Adequacy and Effectiveness Regulation 3/99*, the Quality Assurance and Risk Management Unit is responsible for conducting audits and procedure/regulation reviews.

In compliance with the aforementioned requirements, the annual Property, Evidence and Records Retention Audit and Quality Service Standards audits were conducted in 2015. Additionally, at the direction of the Chief of Police, Weekend and Statutory Holiday Court (W.A.S.H.), Safe Arrival Initiative and In-Car Camera processes were also audited.

Pursuant to their responsibility for procedure and regulation reviews, the Quality Assurance and Risk Management Unit completed the research and development of 38 procedures, 130 Chief's Orders, 64 general documents and responded to 234 external requests for assistance throughout 2015.

The Quality Assurance and Risk Management Unit is committed to improving the operations of York Regional Police by oversight through audits to identify and manage risk and policy/procedure reviews to ensure accountable and transparent officer conduct. This report summarizes the findings and actions taken to meet these goals and ensure compliance with *Adequacy and Effectiveness Regulation 3/99*.

INTERNAL AUDITS

Property, Evidence and Records Retention Audit

Policing Standards Guidelines, York Regional Police Procedure LE-020 and Board Policy 02/00-22 Collection, Preservation and Control of Evidence and Property requires York Regional Police to undertake an annual audit of all property and evidence under the control of the Service and report the results to the Board. There are nine property rooms that are located within York Region, eight within police facilities and one external storage location.

Representative samples of property from each property room were examined in accordance with International Standards on Auditing established by the International Auditing and Assurance Standards Board. Only administrative errors were identified and reported to the Information Governance and Evidence Management Bureau Supervisors for immediate attention.

As a result of the audit there were six recommendations presented to the Executive Command Team, all of which were minor and administrative in nature. These recommendations are in the process of being implemented in an effort to continually improve our practices.

Quality Service Standards (QSS) Audit

Board Policy 04/09 Accessible Customer Service Policy provides that the Chief of Police shall ensure that minimum customer service standards are developed and that community satisfaction is monitored through a variety of means and the results reported annually to the Board.

York Regional Police has 13 Quality Service Standards which set forth the organizational standards of service that are to be provided to all citizens. The Quality Service Standards audit was conducted to determine the level of compliance with the Standards and to identify opportunities for ongoing improvement.

The QSS audit resulted in 6 recommendations which were presented to the Executive Command Team, including a recommendation to revise the existing Quality Service Standards to ensure that they are customer service focused and reflect current operating environment and service delivery models. Audit findings have been further detailed in a separate report to the board. The revised Quality Service Standards include:

1. Accessible Facilities (AODA)
2. Complaint Areas
3. External Correspondence
4. Courteous and Respectful Conduct
5. Emotional Disturbed Persons
6. Freedom of Information
7. Front Desk Reception and Complaint Management
8. Investigative Follow-up
9. Investigative Reporting
10. Paid Duties
11. Telephone Inquiries
12. Training and Awareness
13. Victims of Crime

Weekend and Statutory Holiday Court (WASH) Audit

The WASH Court audit was requested by the Deputy Chief Administrative Branch to examine the efficacy of processes followed during WASH Court and provide assurance of compliance with Policing Standards, York Regional Police procedures, effective risk management and security processes.

WASH court is a shared process involving 15 other municipalities; however, York Regional Police maintains responsibility for court security and prisoner management processes without external support or funding from other police services to cover the costs involved. The audit team conducted inspections of court facilities, interviews with staff members and a review of relevant procedures, security and prisoner management processes.

The audit was presented to the ECT and three of the five recommendations were approved to improve operations. The remaining recommendations required additional budgeting research and will be examined for implementation. The recommendations were minor in nature and pertained to planned improvements in the staffing and administrative processes.

Safe Arrival Initiative Audit

As requested by the Chief of Police, the Quality Assurance and Risk Management Unit undertook an audit of the Safe Arrival Initiative, specifically with relation to speed safety notifications (SSN). This Audit provided an objective view of the speed safety notification process by reviewing records and processes in the interest of improving current operations and reducing any potential exposure to risk.

Through this process officers and their supervisors receive an email notification when an officer's vehicle exceeds a pre-determined speed threshold. The purpose of the initiative is to ensure York Regional Police vehicles are being operated in a safe and professional manner.

This Audit involved an in-depth examination of speed safety notifications which occurred between January and April 2015. The notifications were analysed to determine their validity and to identify any incidence of excessive speed not related to specific police response to an

incident. The audit findings were positive and provided four recommendations which were administrative in nature that the Executive Command Team endorsed.

In-Car Camera Audit

The In-Car Camera Audit was conducted as a result of the findings and subsequent recommendations in the Safe Arrival Initiative Audit. The purpose of the audit was to ensure officers were employing the technology properly and in-car videos were being retained as required. The effectiveness of the In-Car Camera system had not been reviewed since its introduction in 2011 and the audit provided an opportunity to review its functioning.

The In-Car Camera system provides evidence of police investigations of varying nature including traffic stops and impaired investigations. The system provides video and audio evidence of both officer and citizen actions ensuring accountability and transparency of police operations and improved evidence available for court processes.

The In-Car Camera Audit was presented to the ECT and four of the five recommendations were approved to improve operations related to use of the technology. The recommendations were minor in nature and pertained to planned improvements in the system and administrative processes.

Training Records Audit

The audit of training records was scheduled to take place in 2015; however, it was determined that the In-Car Camera Audit was a higher priority given the operational and environmental risks associated to ensuring effective resource usage of video recording equipment in operational deployments.

The training records audit was commenced in 2015 and will examine training records for all mandatory training courses scheduled in 2015. The results of the audit will be reported to the Board as part of the 2016 Quality Assurance Process.

PROCEDURAL REVIEWS

Procedural reviews are conducted independently of internal audits and incorporate legislative changes, risk management, leading practices, training or a recognized opportunity to build on the services and response provided by York Regional Police.

The Quality Assurance and Risk Management Unit worked in collaboration with members of various Bureaus and Units in order to revise 38 procedures throughout 2015. The procedure reviews were conducted to ensure a superior quality of service when responding to the needs of both the organization and the community. Additionally, procedures provide officers with a standard of conduct to ensure consistency of operations reflecting leading practices in policing.

EXTERNAL REQUESTS FOR ASSISTANCE

York Regional Police is committed to our organizational values of leadership and competence, which is reflected in the external requests for assistance received throughout the year. We frequently field requests concerning our industry leading programs such as our risk management processes, Safe Arrival Initiative and procedural developments.

The Quality Assurance and Risk Management Unit responded to 234 external requests for assistance. These requests ranged from in-person meetings on organizational development to minor requests for the sharing of documents or best practices. The requests were received from police services throughout the province and Canada, reaching as far as Calgary, Fredericton and Edmonton.

AUDITS SCHEDULED FOR 2016

It has been determined by the Chief of Police that internal audits of the following areas will be conducted by the Quality Assurance and Risk Management Unit in 2016:

- Quality Service Standards (QSS) Audit
- Property, Evidence and Records Retention Audit (Mandatory)
- Suspect Apprehension Pursuit (SAP) Audit
- Major Case Management (MCM) Audit (to ensure compliance with upcoming Ministry of Community Safety and Correctional Services inspection of York Regional Police)

The Quality Assurance and Risk Management Unit will continue to work to improve the quality of service delivery, accountability and transparency of York Regional Police through effective procedures, risk management processes, audits and inspections. Quality assurance forms a part of the management process and is a critical component of good governance and effective policing which assists in meeting business goals and objectives of the police service, and the Chief's responsibilities to the Police Services Board.



Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

EJ: cj

Accessible formats or communication supports are available upon request.

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

20 JANUARY 2016

Update on the *Accessibility for Ontarians with Disabilities Act, 2005*

RECOMMENDATION

1. That the Board receive this report.

SYNOPSIS

York Regional Police is committed to fostering a culture of inclusivity in all aspects of its service delivery and its work environment. We are a proven supporter of accessibility for all citizens and have made considerable progress to ensure all of our services are inclusive and accessible. York Regional Police works co-operatively with Regional staff to implement the requirements of the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

FINANCIAL IMPLICATIONS

Not applicable.

BACKGROUND

ODA/AODA Overview

York Regional Police is currently governed by both the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The AODA came into effect in June 2005 and applies to both the public and private sectors. The goal of the legislation is to ensure that all Ontarians with disabilities have full access to goods, services, facilities, accommodation, employment, building structures and premises by January 1, 2025. This goal will be achieved through the development, implementation and enforcement of provincially-set accessibility standards.

AODA Customer Service Regulation

The Accessibility Standards for Customer Service Regulation came into effect on January 1, 2008, and York Regional Police has complied with the regulation by January 1, 2010. The purpose of the Customer Service Regulation is to make customer service operations accessible for all persons with disabilities by identifying and removing barriers to customer services in operational practices, policies and procedures, communication and training. York Regional Police filed a compliance report with the Accessibility Directorate of Ontario prior to March 31, specifying all requirements of this Standard have been met by 2010. Training of employees is an on-going requirement under this Standard and activities taken to meet this requirement must be included in future compliance reports to the Accessibility Directorate.

AODA Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards Regulation (IASR) came into effect on July 1, 2011. The IASR has requirements for policies and practices; it seeks to ensure accessibility in communication and information, sets deadlines for technological barriers on websites to be addressed, requires additional awareness training for employees and outlines the support that employers must build into their human resources practices to support their employees.

A compliance report outlining activities taken to date to meet the requirements of the IASR was filed with the Province prior to December 31, 2013. York Region, York Regional Police and the Police Services Board submitted one combined accessibility report by the deadline. The next compliance report will be due to the Province by December 31, 2015, and every two years thereafter.

Listed below are the requirements of the IASR that had to be met by Jan 1, 2016. York Regional Police will be required to report on these requirements to the Province by December 31, 2015.

Requirements of the Integrated Standard Regulation Provision

Integrated Standard Regulation provision	Completed Activities
Is your organization complying with the requirements of the Customer Service Standard and are you implementing the Customer Service training policy by continuing to train staff on an ongoing basis? [ACSR s.6]	Procedure AI-345, Accessibility for Ontarians with Disabilities Act, 2005 (AODA) states that “all York Regional Police members and volunteers will be trained in accordance with the prescribed regulations made under the AODA.” New members of York Regional Police are automatically assigned Accessible Customer Service Training through the Canadian Police Knowledge Network (CPKN). This training consists of a PowerPoint presentation and the 30 minute video developed by the Regional Municipality of York. Training records are maintained by the Training and Education Bureau.

	<p>Training for volunteers and summer students is conducted in class during orientation sessions. Training records for these groups are maintained by the departments responsible for conducting the training.</p>
<p>Does your organization have written accessibility policies and a statement of commitment? [IASR s.3]</p>	<p>Procedure AI-345 was revised to include the requirements of the IASR which include accessibility planning, procurement, websites and web content and employment. A section on how to request an individualized emergency workplace plan was also added to the procedure.</p> <p>An organizational statement of commitment was added to the procedure which states, "York Regional Police is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner so that all people may have equitable access to programs, goods, services and facilities in a way that respects their dignity and independence."</p>
<p>Has your organization established, implemented, maintained and posted a multi-year accessibility plan? [IASR s.4]</p>	<p>Procedure AI-345 states that "York Regional Police will establish, implement, maintain and document a multi-year accessibility plan in accordance with the AODA. The multi-year plan will outline the ways that York Regional Police will identify, prevent and remove barriers and meet the requirements of the standards developed under the AODA."</p> <p>York Region's Multi-Year Accessibility Plan outlines York Region and York Regional Police's accessibility planning strategy for 2013 to 2021. The development of the plan was in accordance with the Multi-Year Accessibility Plan Policy Framework. This plan is available on both the Region of York's website, www.york.ca, and the YRP website, www.yrp.ca.</p> <p>The AODA requires that the Multi-Year Accessibility Plan is developed, reviewed and updated in consultation with persons with disabilities and an accessibility advisory committee. York Regional Police collected feedback about the Multi-Year Accessibility Plan from people with disabilities, the community and the York Region Accessibility Advisory Committee.</p>
<p>Does your organization include accessibility design, criteria and features when procuring or acquiring goods, services, facilities and self-service kiosks, if practicable? [IASR s.5 and s.6]</p>	<p>Under Section E Procurement, Procedure AI-345 states that "Whenever possible, York Regional Police will take into account accessibility features and criteria when procuring or acquiring goods, services, facilities and self-service kiosks. If it is not practicable to do so, members will provide an explanation, upon request."</p> <p>The Purchasing Unit Bid Request Form and Quotation Summary Form were modified so that purchasers must indicate whether accessibility criteria have been incorporated into the bid and quote request. An accessibility checklist assists in identifying whether the "proposed purchase or acquisition could create barriers for</p>

	<p>people with disabilities, whether they are members of the public or York Regional Police employees.”</p> <p>The Diversity, Equity and Inclusion Specialist is listed as a contact person on both documents to assist with completion if required.</p>
<p>Does your organization provide its emergency procedures, plans or public safety information that it makes available to the public, in an accessible format upon request? [IASR s.13]</p>	<p>York Regional Police does not have an individual emergency plan. The responsibilities of the Police Service are captured within Regional and municipal emergency plans. It would therefore be the responsibility of the Region and municipalities to make those emergency plans available to the public in alternate formats upon request.</p> <p>York Regional Police uses a variety of methods to disseminate public safety information including media releases and interviews, and social networking sites such as Facebook and Twitter. Per Procedure AI-345, “When providing documents to a person with a disability, York Regional Police shall take into account the person’s disability and provide the information accordingly. When not practicable to provide an alternate format, the unit/bureau responsible for providing the information shall provide an explanation and a summary of the document in an accessible format.”</p>
<p>Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standard? [IASR s.27]</p>	<p>Under Section F Workplace Emergency Response Information, Procedure AI-345 details the process that members with a disability may request individualized workplace emergency response information depending on their accommodation needs.</p> <p>The Health and Wellness Unit, Human Resources Bureau will contact members if they are aware of a member’s disability and/or if a member is accommodated to discuss if they require an individualized plan. Members who have a disability that York Regional Police is not aware of can contact the Health and Wellness Unit, Human Resources Bureau to request that an individualized workplace emergency plan be developed for them. It is the responsibility of the Diversity, Equity and Inclusion Specialist to “liaise with the member that requires the individualized workplace emergency response information and the Health and Wellness Unit, Human Resources Bureau to review the member’s needs and prepare the individualized workplace emergency response information as soon as practical.”</p> <p>The formal civilian orientation program for new employees includes information about the availability of individualized emergency workplace plans upon request. Police officers must meet health and fitness standards that are set by the government prior to applying to be a police officer so a new hire would not require an individualized plan. Officers who require an individualized plan due to illness/injury occurring after hiring would be notified by the Health and Wellness Unit, Human Resources Bureau.</p>

	Members were also notified of the ability to request an individualized workplace emergency plan through articles in two internal newsletters, the January 2012 issue of The HR Gazette, Vol. 1, Issue 2) and the June 2012 Health and Safety Bureau newsletter SafetyNet (Vol. 1, Issue 1).
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Requirements for 2016

The IASR sets out regulations which must be met beginning January 1, 2012 up to and including January 2, 2021. Future requirements include providing accessible formats and communication supports, ensuring that public spaces such as parking and service/waiting areas are accessible, and complying with barrier free requirements within Ontario's *Building Code*.

Monitoring and Reporting Process

The Police Services Board will continue to be updated in January of every year concerning York Regional Police's compliance with the AODA Regulations.

Conclusion

York Regional Police has demonstrated the requirements of the AODA are now part of its ongoing, daily operations. We are committed to creating services and facilities that people of all abilities can access. Accessibility not only helps people with disabilities, it benefits everyone as York Regional Police continues to ensure equitable, high quality policing services.

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

EJ:al

Accessible formats or communication support are available upon request

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

20 JANUARY 2016

**Accessibility for Ontarians with Disabilities Act, 2005 Public Feedback
on Accessible Customer Service**

RECOMMENDATION

1. That the Board receive this report pursuant to the Police Services Board Accessible Customer Service Policy 04/09.

SYNOPSIS

This report will provide an overview of the Customer Service Standard's public feedback process including the response and actions taken in accordance with section 6.5 of the Accessible Customer Service Board Policy No. 04/09.

FINANCIAL IMPLICATIONS

Not applicable.

BACKGROUND

Accessibility for Ontarians with Disabilities Act: Customer Service Regulation

The Accessibility Standard for Customer Service came into effect on January 1, 2008. Designated public sector organizations, including municipalities, were required to comply with the provisions of the Regulation by January 1, 2010. Police Services are included within the scope of "municipality" as defined in the Regulation.

The purpose of the Customer Service Regulation was to make customer service operations accessible for all persons with disabilities by identifying and removing barriers to customer services in operational practices, policies and procedures, communication and staff training.

The Customer Service Regulation required that York Regional Police establish and document a process to receive and respond to feedback on how our goods and services are provided to people with disabilities, including actions that our organization would take when a complaint is received.

Procedure AI-345, Accessibility for Ontarians with Disabilities Act, details the process by which members of the public can provide feedback. Feedback regarding goods and services that are provided by York Regional Police to people with disabilities and accessibility issues, should be directed to the Diversity, Equity and Inclusion Specialist, Diversity Equity and Inclusion Bureau, by phone, email, in writing or by making an appointment to meet in person. This contact information is available on the YRP website.

Integrated Accessibility Standard Regulation

The Integrated Accessibility Standard Regulation (IASR) came into effect on July 1, 2011. In addition to the existing requirements under the Customer Service Regulation, the IASR requires that every obligated organization that has processes for receiving and responding to feedback ensures that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Obligated organizations shall consult with the person making the request in determining the suitability of an accessible format or communication support. These accessible formats and communication supports shall be provided in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.

Feedback Received

During 2015, there was no feedback from members of the public regarding York Regional Police's provision of goods and services to persons with disabilities.

Conclusion

Going forward, York Regional Police will continue to work closely with The Regional Municipality of York and the York Region Accessibility Advisory Committee to ensure that all citizens of York Region have equitable access to our services, programs and facilities.

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

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Accessible formats or communication supports are available upon request

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

20 JANUARY 2016

Annual Report on Diversity Policy

RECOMMENDATION

1. That the Board receive this report pursuant to the Board's Diversity Policy No. 04/11.

SYNOPSIS

The Regional Municipality of York is one of the most diverse regions in Canada. The Regional Municipality of York Police Services Board (the "Board") is committed to developing an organization that is culturally sensitive and responsive to the diversity of the citizens of the Region. The Board is committed to ensuring that:

The Board and York Regional Police provide services in partnership with all the communities of the Region in a manner that is respectful, equitable, inclusive and culturally competent.

The Board and York Regional Police have practices in place which aim to enable all its employees and volunteers to work without discrimination or harassment, regardless of race, ancestry, place of origin, ethnic origin, citizenship, sexual orientations, sex, gender, gender identity, disability, colour, creed, age, marital status, family status.

Board Policy #04/11 requires an annual report from the Chief on the impact and effectiveness of this policy.

FINANCIAL IMPLICATIONS

Not applicable.

BACKGROUND

Trends and issues arising out of diversity continue to challenge organizations in governance, their role as employer, community partners and service providers. York Regional Police is no different as it continues to incorporate community policing within a highly globalized population. A shift from traditional to community policing involves a change in community relations that leverages diversity and inclusion, and human rights and equity.

Reporting Requirements for 2015

- a) Procedures developed/and or amended:
- AI-345 Accessibility for Ontarians with Disabilities Act (AODA) – Design of Public Spaces in accordance with Design of Public Spaces standard.
 - LE-012 Search of Persons – Conducting a strip search of a transgender person is subject to specific questions about gender identity of individual being searched.
 - LE-016 Prisoner Care and Control – The Ministry of Community and Safety and Correctional Services has provided a New Admission Information form in accordance with the policy for Admission, Classification and Placement of Trans Inmates.
- b) Training programs developed or administered:
- Ongoing delivery for Level 1 and Level 3 Recruits, which include Hate Crime Investigations
 - Places of Worship Tour
 - Inclusive Policing pilot program delivered to sworn and civilian supervisors
 - OACP Diversity Training Symposium – Mental Health and Stigma within Policing
 - Human Rights Compliance – Police Services Act vs. Ontario Human Rights Code – delivered at a Staff Leadership meeting
 - Diversity and policing delivered to elementary schools and high schools
 - Welcome Centres
 - Hate Crime training delivered to York Region Transit Special Constables
- c) Internal/external complaints related to discrimination – deferred to Human Resources
- d) Internal/external complaints of members against other members or against members of the public – deferred to Professional Standards

Diversity and Inclusion Initiatives for 2015

Community Engagement – Ongoing community engagement initiatives to date include annual events such as:

- Police initiated Canadian Citizenship ceremonies;
- Black History and Asian Heritage Month celebrations;
- Menorah Lighting ceremonies;
- Places of Worship Tours;
- Multicultural Day Celebrations;
- Commemorations of International Human Rights Day;
- International Day for the Elimination of Racial Discrimination.

Hate Crime Unit – Undertook a hate crime initiative within the context of the current global unrest. Having seen a rise in hate crime in both the Jewish and Muslim faith communities, the Hate Crime Unit engaged both communities on separate occasions to meet with the Executive Command Team. Outreach was also made to other communities impacted by global tension, such as the Russian community impacted by the Ukraine conflict. Likewise, the Ukraine community will also be contacted as part of the unit’s inclusive outreach initiatives.

Diversity Cultural Resources – Continue to build partnerships within the Region through various initiatives. In collaboration with the Marine Unit, DCR officers promoted water safety and outreach to youth in the Town of Georgina. Upon request, diversity presentations continue to occur in high schools and also within the Seneca/Markham campus. DCR officers also continue to assist with the integration of newcomers to the Region through their Welcome Centres presentations.

Countering Violence Extremism (CVE) – Consultant has developed a CVE strategy for York Regional Police, which is currently under review.

Diversity Specialist – Re-established the Chief’s Equity Advisory Committee (CEAC) to drive the development of a York Regional Police Inclusion Strategy. Part of the process included a Self-Assessment Tool, measuring eight areas of the organization. The tool assisted in identifying potential barriers to serving diverse communities and reinforcing good practices in the development and implementation of inclusive policies, services and programs.

Internal Support Networks (ISNs) – Internal Support Networks were established to focus on mutual support for its members, educate the organization about the members’ culture and/or their experience of the work environment, assist in enhancing members’ personal and professional development. ISNs have achieved the following:

- YRP Pride – Hosted first annual Pride Flag Raising event at HQ
- Women In Leadership – Hosted 40th anniversary of women in policing at YRP
- Afro-Caribbean Canadian – Attended job recruitment fairs within the GTA
- All ISNs participated Learn @ Work Month to showcase how they can support members

Conclusion

Effective diversity facilitates an environment of trust and respect that mitigates risk, improves organizational/social image and leads to innovation, engagement and results. With this focus in mind, lies an opportunity to advance inclusion in York Regional Police and the community.

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

EJ:al

Accessible formats or communication supports are available upon request

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 20, 2016

Annual Report on Auxiliaries and Volunteers

RECOMMENDATION

1. That the Board receive this report pursuant to the Police Services Board Auxiliary and Volunteer Program Board Policy No. 03/02.

SYNOPSIS

In accordance with section 5.4 of the Auxiliary and Volunteer Program Board Policy No. 03/02, the purpose of this annual report is to outline the contributions made by members of the Auxiliary Unit, the Volunteer Program, the Chaplain Program, the District Community Liaison Committees and the Police/Community Advisory Council and to report on highlights and program implementation by the police service.

FINANCIAL IMPLICATIONS

Not applicable.

BACKGROUND

Community Partnerships, within Community Services, administers the Auxiliary Unit and the overall Volunteer Program for York Regional Police.

Additionally, Executive Services manages the Chaplain Program and the Police/Community Advisory Council. All five Districts manage a District Community Liaison Committee. Districts 1 and 3 also manage three Community Policing Centres. These are all volunteer based programs.

AUXILIARY UNIT

York Regional Police established an Auxiliary Unit in 1980. Section 52(1) of the *Police Services Act* provides the authority for a police services board to appoint members of an auxiliary for a police force. The Act states:

An auxiliary member of a police force has the authority of a police officer if he or she is accompanied or supervised by a police officer and is authorized to perform police duties by the chief of police; and

The chief of police may authorize an auxiliary member of the police force to perform police duties only in special circumstances, including an emergency, that the police officers of the police force are not sufficiently numerous to deal with.

Auxiliary members are volunteers who are appointed by the Police Services Board and are governed by the *Police Services Act*. The Auxiliary Unit's function is therefore reported independently from other remaining volunteer groups managed within the York Regional Police. The Auxiliary Unit's independence is further reflected on the York Regional Police Organizational Chart.

Auxiliary members are required to commit a minimum of 12 hours per month to the Unit for a total of 144 hours per year. This includes mandatory attendance at monthly meetings. The monthly commitment can include a variety of duties including, but not limited to, training, meetings, special event participation, administrative duties, recruiting information sessions, community canvasses, emergency and disaster response, traffic control, ride-a-longs, parades, funerals of fallen officers and police memorials. The minimum standard of hours is consistent with the expectation of a number of GTA area police services including Toronto, Durham, Halton, Peterborough, London, Hamilton and Barrie Police. Peel and Orangeville Police Services require a greater commitment of 24 hours and 20 hours per month respectively. Peel Regional Police was specifically contacted to assess its enhanced level of commitment. It was learned that its members averaged between 150-200 hours per year, which falls short of the mandatory minimum level, however, its outcomes are consistent with the average of 144 hours committed to by York Regional Police Auxiliary members.

At the commencement of 2015, the Auxiliary Unit had 125 members. At the conclusion of the year, the Unit had 117 members. While there are no provisions under the *Police Services Act* that dictate the permitted number of auxiliary members, York Regional Police has adopted a policy of targeting up to ten percent of the authorized sworn strength. Currently, the Unit is 38 members shy of the allotted authorized strength.

Throughout the year, 16 new members joined the Unit and 24 members resigned. Twelve of the members who resigned were hired as Cadets-in-Training with York Regional Police. One member was hired by Peel Regional Police, one member moved out of Province and the remainder of the members resigned due to insufficient personal time available to commit to the Unit. The average length of service of an Auxiliary member is 5.6 years.

The Auxiliary Unit participated in over 300 events throughout York Region. (See Appendix A for an inclusive list of events attended in 2015). These events included municipal Santa Claus parades, special events, recruitment sessions, crime prevention initiatives, the Holiday Heroes Program, Citizens Academy, Remembrance Day activities, ECOTrip Youth Program, car seat clinics, numerous PAN AM Games events, a variety of fundraising events and investigative canvassing for York Regional Police specialty units.

In addition to providing assistance at events, members of the Unit participated in 180 ride-a-longs supporting the work of front line officers throughout the Region.

Of note, Auxiliary members participated in Blood Donor Drives, competitions, fundraising events and served as mentors during the annual ECOTrip Youth Program. Six members completed and passed the annual Police Fitness Test. Two female members were specifically requested to present their Auxiliary perspective at the Women's Symposium at Seneca College.

Pursuant to 7.14.2 of the York Regional Police Regulations, two service badges were issued to members for five years of service, seven service badges were issued to members for ten years of service, one service badge was issued to a member for 15 years of service, and two service badges were issued to members for 20 years of service to the organization. At the conclusion of 2015, four more members had completed five years of service. In addition, ten members, representing two outstanding members from each District, were recognized by their peers for excellence and were issued YRP Coins.

A cost analysis was done on the Auxiliary Unit with respect to equipment and training. An Auxiliary member is initially issued with equipment totalling \$2,600.00. Total equipment costs for the current Auxiliary membership is \$325,000. This is an average of \$26,000 to \$39,000 per year, allowing for 10-15 new hires. In addition, the cost of training one recruit class of Auxiliaries per year is \$10,002.50 accounting for the salaries of training staff. The cost of training staff salaries to conduct annual requalification is \$8,912.16. This amounts to a total training cost of \$18,914.66 per year. (See Appendix B for a cost break down for training and equipment requirements of the Auxiliary Unit).

In summary, the Auxiliary Unit contributed 16,415 volunteer hours to the organization in 2015.

VOLUNTEER PROGRAM

The York Regional Police Volunteer Program is administered separately from the Auxiliary Program. It manages five groups, including Special Event Volunteers, the Male Chorus, Pipes and Drums, Venturer/Rover Scouts and the Youth Band. The Program provides opportunities for citizens to support the community and York Regional Police through volunteer placements. The use and administration of the Volunteer Program is governed by General Procedure AI-006 and specifically states the following:

Volunteers shall not:

- (a) be considered as strength in the general staffing levels;
- (b) perform any functions or activities that members of York Regional Police perform;
- (c) carry or be equipped with weapons;
- (d) operate a marked general patrol vehicle; or
- (e) wear a police uniform, with the exception of the uniform assigned to police chaplains, Pipes and Drums members, Youth Band members and members of the Male Chorus.

The intention of the Volunteer Program is to provide an opportunity for citizens to support the activities of York Regional Police members in the community. The Community Partnerships team strives to ensure that volunteer assignments personify the organization's values and vision of making a difference in the community. The team endeavours to engage volunteers in meaningful ways. The Program provides for mobilization of our citizens and allows them to contribute together towards a safer and more inclusive York Region.

The yearly commitment for volunteers is 24 hours. Volunteer placements include the following assignments: At one of three Community Policing Centres, the Male Chorus, the Pipes and Drums, the Youth Band, as a York Regional Police mascot, the Rover/Venturer Scouts, Special Events as well as assisting with the Project Lifesaver Program.

York Regional Police volunteers attend various special events (see Appendix C for an inclusive list of events attended in 2015). Our volunteers are involved in supporting events hosted by Community Services as well as the community. Volunteers can be seen collecting food for a local food bank, collecting toys for the Holiday Heroes Program and assisting with crime prevention initiatives. The Pipes and Drums and Youth Bands, Male Chorus and mascots provide entertainment at events, parades and competitions. The volunteers also support Community Services programs such as Citizen's Academy and Diversity, Equity & Inclusion events such as Black History Month, Asian Heritage Month and the International Day for the Elimination of Racial Discrimination.

2015 marked the third annual training/wellness day for our volunteers hosted by the staff of Community Partnerships. This training day was open to all of our volunteer groups which were provided information on wellness, Emergency Management and Peer Support.

Overall, our volunteers contributed 45,846 hours to York Regional Police and the community through their participation with the following groups and activities: Special Events and Mascots (7,285 hours); Community Safety Village events (3,850 hours); Rovers and Venturers (7,714 hours); Male Chorus (10,826 hours); Pipes and Drums (5,690 hours); King Township Community Policing Centre (1,347 hours); Youth Band (5,438 hours); East Gwillimbury Community Policing Centre (1,148); Georgina Community Policing Centre (1,896 hours) and Project Lifesaver (652 hours).

The Volunteer Program has grown since its formal inception in 2004 from 108 to 472 volunteers at the end 2015. This includes 110 additional volunteers who joined the York Regional Police family in 2015. The breakdown of volunteers in each of the groups at the end of 2015 were as follows: Special Events and Mascots - 235 volunteers, Community Policing Centres - 78 volunteers, Rovers and Venturers - 62 volunteers, Male Chorus - 44 volunteers; Pipes and Drums - 24 volunteers, Youth Band - 36 volunteers and Project Lifesaver – seven volunteers. There are several volunteers that participate in more than one group within the Program.

In 2015, 43 registered volunteers resigned due to their inability to continue to commit to the Program. The bulk of reasons for opting out of the Program were due to family or work related obligations.

In 2015, 28 members of York Regional Police became registered volunteers resulting in a total of 60 members that are now involved with the Volunteer Program. During the summer, 27 students were employed in our summer student program. Seven of these students were previously registered volunteers and five became volunteers at the end of their work term.

In 2015, four volunteers were hired as police officers and four were hired as civilian employees.

In 2015, nine of our volunteers were presented with volunteer service awards by the Ministry of Citizenship and Immigration for their dedicated volunteer service. This award recognizes volunteers from all sectors for continuous service in a community organization and provides a mechanism for the organization and the Ontario Government to provide recognition for service in a meaningful way. One Volunteer was recognized during Volunteer Appreciation Week with our Annual Chief of Police Volunteer of the Year Award. The Volunteer Award of Merit was also presented by the Town of Georgina presented to the Georgina Community Policing Centre.

In summary, the Volunteer Program managed by Community Partnerships, contributed 45,846 hours to York Regional Police, plus an additional 16,415 hours from the Auxiliary Unit generating a total contribution of 62,261 hours (7,782 8 hour days of service) in support of an enhanced York Regional Police profile and a safer community.

CHAPLAIN PROGRAM

The Chaplain Program is administered separately from the Volunteer Program by the Diversity, Equity & Inclusion Bureau under the umbrella of Executive Services.

York Regional Police currently has seven Chaplains on staff. All of our Chaplains have status within their chosen denomination with a minimum of five years of practice. Upon appointment, all Chaplains take an Oath of Office and Allegiance as well as an Oath of Secrecy. All Chaplains are assigned to the honorary rank of Inspector and are permitted to wear the uniform of that position while performing their duties.

The role of the Chaplain is to provide spiritual support and guidance to all members of our organization and members are encouraged to take advantage of this service. Chaplains also fulfill a spiritual function at ceremonial events, attend the home of next of kin in the event of serious injury or death of a member and visit sick or injured members at their request. In 2015, the Chaplains contributed 149 hours to York Regional Police at a variety of functions.

DISTRICT COMMUNITY LIAISON COMMITTEES

The District Community Liaison Committees are administered separately from the Volunteer Program by the corresponding District or Investigative Services. The committees are represented in each of the five Districts as well as in Investigative Services. The command staff works with members of these volunteer advisory groups with a focus on addressing local issues by developing suggested solutions and initiatives. The committees are comprised of a diverse group of citizens and community leaders.

The breakdown of the groups are as follows: 1 District - 21 members (113 hours), 2 District - 39 members (80 hours), 3 District - 33 members (240 hours), 4 District - 33 members (60 hours), 5 District - 10 members (40 hours) and Investigative Services - 10 members (92.5 hours). This represents a total of 146 members providing 625.5 hours of service in 2015.

POLICE/COMMUNITY ADVISORY COUNCIL

The Police/Community Advisory Council is administered separately from the Volunteer Program by the Diversity, Equity & Inclusion Bureau under the umbrella of Executive Services. The mission of the Police/Community Advisory Council is to promote and foster harmony, dialogue

and understanding between all members of the York Regional Police and the communities served. This volunteer advisory group is comprised of 19 residents or other stakeholders of York Region representing ethno-cultural, geographical and age diversity.

The Police/Community Advisory Council generally meets bi-monthly with the Chief with a view to providing informed advice on a variety of matters which include awareness of race relations, perceptions of social equality, assistance in formulating budgetary proposals, specific initiatives and the delivery of specialized programs.

This initiative is reciprocal in that the Council provides feedback to the community on policing perspectives, facilitates both community awareness programs and community responses to public safety and policing issues, takes every opportunity to remain current with community and policing concerns and is prepared to guide community members on appropriate procedures to follow should specific concerns arise.

The Police/Community Advisory Council, while remaining an independent resource to both the community and to the police, facilitates opportunities to promote ongoing positive public relations on behalf of the York Regional Police. In 2015, the Police/Community Advisory Council contributed 231 hours to York Regional Police and the community.

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

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Accessible formats or communication supports are available upon request

Appendix A

2015 Events Involving Participation of YRP Auxiliary Members

<u>Group</u>	<u>Event</u>
<u>Auxiliary Unit</u>	Police Constable Recruit Graduation – 3 Days Character Community Awards Investigative Canvass for SVU- Richmond Hill NHL Alumni Game supporting Special Olympics United Way CSI Birthday Party Eco Trip Information Night Eco Trip Interviews Newmarket Winterfest Polar Bear Plunge Sno*Fest Richmond Hill Winter Carnival Black History Month Aurora Legion Convention Parade Markville Mall Emergency Response Training Musselman's Lake Winterfest Vaughan Winterfest Cops for Cancer St Andrews College Church Parade – 2 Days Markham Amazing Race Stouffville Home Show – 3 Days GO Transit Railway Safety Event International Day for the Elimination of Racial Discrimination Canada's Wonderland CMV Blitz Mackenzie Health 5K run Car Seat Clinic – Numerous Events York Region Tri-Service Awards Newmarket Mandarin MS Walk Newmarket Baseball Association Parade Nobleton Victoria Day Parade Newmarket Youthpalouza Eco Trip Mentor Session – 2 Days Cops and Cowboys- Richmond Hill Lonestar Run for Southlake Cops and Cowboys- EG Lonestar Constable Recruit Training- Role player scenario Wonderland Emergency Response Scenario Rob Plunkett Memorial Torch Run Race for Plunkett Asian Heritage Month Youth Expo Southlake Hospital Training Scenario Habitat for Humanity – 2 Events Bike Patrol York Regional Police Memorial Ceremony Markham Car Show Israel Independence Parade Intro to Criminal Investigation Mock interviews

Group	Event
	<p>Police Week Open House – Numerous Duties</p> <p>ABLE Scholarship Awards Ball</p> <p>Justice Jaunt Run/walk</p> <p>Police Week - Station Tours – 4 Day Event</p> <p>Police Appreciation Night</p> <p>Sidewalk Sale and Car Show</p> <p>Road Rail Safety Day</p> <p>Victoria Day Celebrations – Numerous Region Locations</p> <p>ESP Year End Celebration</p> <p>Relay for Life</p> <p>Newmarket Community Clean Up</p> <p>Schomberg Spring Fair Parade</p> <p>Family Fun Car Seat Clinic</p> <p>Georgina Military Day</p> <p>Easter Seals Run – Numerous Duties</p> <p>Country Music Association of Ontario Awards</p> <p>Tour de Speed youth cycle race</p> <p>I Run & Rock</p> <p>Car Seat Inspection Clinic</p> <p>Aurora Street Festival</p> <p>D-Day Parade</p> <p>Ontario Police Memorial Ceremony</p> <p>Lock It or Lose It</p> <p>Tim Horton's Earn a Bike</p> <p>Seniors Day 2014 with YRP/Fire/EMS</p> <p>Mount Albert Sports Day Parade</p> <p>Angus Glen ½ Marathon</p> <p>Mount Albert Sports Day 5 Km Run</p> <p>YRP Ground Breaking – Training Centre</p> <p>Windfall Ecology Centre Event</p> <p>Crime Stoppers Golf Tournament</p> <p>Bike to work event Richmond Hill</p> <p>Bike to work event Newmarket</p> <p>ERASE Kickoff</p> <p>Heritage Village Festival</p> <p>Auxiliary Graduation Ceremony</p> <p>Operation Crosswalk II</p> <p>Markham Music Festival – 2 Day Event</p> <p>Ride Don't Hide Bicycle ride event</p> <p>Richmond Hill Pride Parade</p> <p>Ride for Styles</p> <p>Ride for Mental Health</p> <p>Dash for Diabetes fundraiser walk/run</p> <p>PAN AM Torch Relay</p> <p>Homicide Investigation- Distribution of flyers</p> <p>Strawberry Festival</p> <p>Boater Information Day 2014</p> <p>Community Street Party</p> <p>Taste of Asia – 2 Day Event</p> <p>Strawberry Festival</p>

Group	Event
	<p>Around the World Multicultural Event Canada Day Parades – Numerous Locations Kanata Festival Fireworks Strawberry Festival Richmond Hill Rib fest Heroes are Human PTSD Tour Night It Up – 3 Day Event Newmarket Canada Day Fireworks PAN-AM 1 Year Pre-Celebration Numerous PAN AM events Run for the Cure Aurora Haunted Forest Newmarket Jazz Festival 2014 – Numerous Days Pefferlaw Picnic Sutton Fair – Numerous Days Annual Peacekeepers Parade 41st Annual Antique and Classic Car Show Super Singer Tamil Festival Markham Jazz Festival – 2 Day Event Stroll for Steps walkathon Hockey Night in Stouffville Operation VALUE Cara Vaughan EID Muslim Festival Recruit Training- Processing the offender –role players Golf Fore MADD Tournament Unionville Heritage Festival St. Marks Coptic Cathedral CAPG Conference Kleinberg Binder Twine Festival Newbarket Ballantrae Community Summer Games St. Marks Golden Jubilee Police Constable Recruit Graduation Ballantrae Fall Fair Lock It or Lose It – 3 Day Event Recruiting Employment Information Session Stouffville Motorfest Markham Stouffville Hospital training scenario Terry Fox Run – Numerous Locations North Toronto Chinese Alliance Church BBQ Highway 11 Car Show OACP Trade Show Thornhill Village Festival VSY 7th Annual Charity 5k Run/Walk OACP Awards Dinner EcoTrip Graduation Ceremony Candlelight Vigil Neighbourhood Canvas for 2CIB</p>

Group	Event
	<p> East Gwillimbury Home Show Markham Fair – 4 Day Event Opportunities Camp Ernie's Journey: I Run and Rock Run for the Cure Beaver Grade 1 Traffic Safety Presentation Markham Fall Home Show – 3 Day Event Citizens Academy – 8 Week Program Halloween in the Village Halloween Ride Along – Various Districts Unionville Main Street Remembrance Day Santa Claus Parade – Numerous Region Locations Fire Prevention Week Kickoff Take Our Kids to Work Day Newmarket Investigative Canvass for SVU – Several Days Remembrance Day Events – Numerous Region Locations Georgina Island Police Picnic Candlelight Vigil RIDE KickOff MADD York Region Awards Presentation Kleinburg Festival of Lights Holiday Heroes – Numerous Region Locations Reducing Police Suicide Seminar Holidays in the Village YRP 5A Platoon Food Drive Christmas to Conquer Cancer Citizenship Ceremony </p>

Appendix B

Costing for Auxiliary Member Training								
Description	Unit	Rank	Cost per hour	Total Instructors	Instruction Hours per Day	# of Days	Cost	Total Cost
Annual Requalification	UOF	PC	\$58.04	2	8	6	\$5,571.84	\$8,912.16
	UOF	Sgt	\$69.59	1	8	6	\$3,340.32	
New member training	UOF	Sgt	\$69.59	1	8	3	\$1,670.16	\$10,002.50
	UOF	PC	\$58.04	2	8	3	\$2,785.92	
	PVO	Sgt	\$69.59	1	6	1	\$417.54	
	PVO	PC	\$58.04	3	6	1	\$1,044.72	
	ACAD	Sgt	\$69.59	1	8	4	\$2,226.88	
	ACAD	PC	\$58.04	1	8	4	\$1,857.28	
	ACAD	Civ	\$54.07	0	0	0	\$0.00	
Total Cost of Auxiliary Training								\$18,914.66

Notes for Cost per hour:

1. Annual rates assumed:

PC - 8-16 years: \$95,813

Sgt 23+ years: \$114,882

Civ band 7: \$89,261

2. Benefit rate assumed: 26%

Appendix C

2015 Events Involving Participation of YRP Volunteers

<u>Group</u>	<u>Event</u>
<u>Male Chorus</u> <u>done</u>	Terraces of Baycrest Ret. Res. Princess Gardens Ret. Res. Arbour Trail Ret. Res. PROBUS Club of Aurora St. Andrew's Presbyterian Church Holland Christian Homes Ontario Police Memorial Alexander Muir Ret. Res. Sunland Order of the Eastern Star Harbourfront Community Centre Roxborough Ret. Res. Dick Douglas's Funeral Service Salvation Army Ont. Srs. Retreat Ottawa Police Chorus Sat. Evening Concert Canadian Police & Peace Officer's Memorial Support the Troops Rally Romeo Dallaire P.S. Remembrance Day Service Grace Anglican Church MacKenzie Health LTC Maple Leaf Women's PROBUS Club 23 rd annual Male Chorus concert
<u>Pipes and Drums Band</u>	YRP Graduation X3 YRP Auxiliary Graduation Ontario Police College graduation ceremony Richmond Hill Presbyterian Church Robbie Burns Dinner Flag Day Celebration Tema Conter Gala Mock trial Competition Ceremony Newmarket House League Hockey Tournament – opening National Day of Pakistan Yonge at Heart Tri-Service Awards dinner Ontario Police Memorial (Toronto) 2 District Police Memorial Blue Mass PAN Dinner Kingston Competition Ontario Association of Property Standards Officers Conference Sutton Legion D-Day Parade and Service Special Olympics Unionville Festival Parade Bereaved families Butterfly Release Canadian Police & Peace Officer's Memorial Service (Ottawa) 3 District Remembrance Day Sutton Legion Remembrance Day Markham Veterans Remembrance Day HQ Remembrance Day Service Newmarket Santa Claus Parade Male Chorus Concert Citizenship Ceremony

<u>Group</u>	<u>Event</u>
<u>Youth Band</u>	Newmarket Santa Claus Parade Keswick Santa Claus Parade Mother's Day Concert Prayer Breakfast in Newmarket Oak Ridges Retirement Residence 2 District Police Memorial Scouts Investiture Ceremony New membership recruitment drives Holidays in the Village Shriners Christmas Service YRP graduation ceremony Yee Hong Concert Kristus Darzs Latvian Home Concert
<u>East Gwillimbury Community Policing Centre</u>	Family Day (Sharon) Town of East Gwillimbury- Park Cleanup Program National Railway Safety Week Annual Mount Albert Sports Day Mount Albert Spring Fair Annual Fair and Parade Seniors Presentation in Mount Albert Wakeboard Competition at the Rail Yard Wakeboard Park (Mount Albert) Children's Aid Society Annual Drive Church of Nazarene Annual Back to School Bash (Holland Landing) EGW Farmers Market Info Booth Halloween Open House Sharon Santa Claus Parade Mount Albert Santa Claus Parade Town of East Gwillimbury Annual Family New Year's Eve event
<u>Georgina Community Policing Centre</u> <u>done</u>	Georgina SnoFest Polar Plunge Young at Heart Easter Food Georgina Home Show KidFest Car Seat Clinic Heart and Stroke Big Bike Ride Youth A Palooza Georgina Highland Gathering Music in the Streets Canada Day Celebrations Boaters Information Day Festival on High Street Sutton Fair and Horse Show Stilettos and Sneakers 3-Dist Memorial Lock it or Lose it Campaign Georgina Community Living Holiday Heroes Toy Drive-Canadian Tire Holiday Heroes Food Drive-Zehrs
<u>King Township Community</u>	Annual King Township Community Volunteers meeting Township of King Outdoor Family Community Skating Event (Schomberg) Schomberg Agricultural Society Farm Tour

<u>Group</u>	<u>Event</u>
<u>Policing Centre</u>	Township of King Volunteer Showcase and Appreciation Night Railway Safety Week initiative at the King City GO train station Township of King Community Garage Sale Annual Schomberg Agricultural Fair Event Township of King Annual Craft, Beer and Food Truck Event in King City Muck Madness BMX Bicycle Event (King City) Annual Children's Aid Back to School Donation Drive Annual Schomberg Street Gallery Festival Township of King Bike Rally in Centennial Park Township of King Marlies Exhibition Hockey Game Ansnorveldt Annual Soup Fest Annual Schomberg Scarecrow Competition Halloween Open House Schomberg Remembrance Service at the Trisan Centre Schomberg Santa Claus Parade Main Street Christmas (Schomberg) Holiday Heroes donation drive - Schomberg Foodland
<u>Venturer Scouts</u>	Canadian Police & Peace Officer's Memorial Service (Ottawa) Elimination of Racial Discrimination Character Awards Ceremony Halloween in the Village Holidays in the Village York Region Police Station Tour
<u>Rover Scouts done</u>	Halloween in the Village Canadian Police & Peace Officer's Memorial Service (Ottawa) Aurora Street Festival Male Chorus Concert Elimination of Racial Discrimination Police Week Open House Holidays in the Village Easter Seals Run Christmas hospital event Seniors Day Coldest night of the year walk Character Awards Ceremony
<u>Special Events</u>	2015 Annual Road and Rail Safety Day 2015 Police Week Open House Candlelight Vigil – 2 District Station Caribbean and South Asian Showcase Classroom Assistant at the Community Safety Village Crime Stoppers Golf Tournament Crime Stoppers School Symposium CSV Golf Tournament Silent Auction Decorating CSV for Holidays in the Village Tim Horton's Earn a Bike Program Elimination of Racial Discrimination Day Black History Month Halloween in the Village Holiday Heroes events in all Districts Holidays in the Village International Volunteer Week Celebration Jambana One World Festival Remembrance Day Ceremony in Schomberg Richmond Hill Santa Claus Parade

<u>Group</u>	<u>Event</u>
	Seniors Day Vigil - Stouffville Sub-Station YES - Youth Empowerment Summit York Vintage Hockey Tournament
<u>Mascots</u>	Halloween in the Village Police week open house Holidays in the Village Caribbean and South Asian Showcase 5 District Annual Christmas Party Christmas to Conquer Cancer (Stouffville) Holiday Heroes events in all Districts Aurora Street Festival Keswick High School Charity Hockey Game 2015 Run for Southlake Stouffville Sub-Station Grand Opening Maple Parade Pedestrian Safety Event Richmond Hill Santa Claus Parade

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

20 JANUARY 2016

Secondary Activities

RECOMMENDATION(S)

1. That the Board receive this report pursuant to Section 31(1)(g) of the *Police Services Act*.

SYNOPSIS

Section 31(1)(g) requires the Chief of Police to provide regular reports on disclosures and decisions made relative to “Secondary Activities” under section 49 of the *Police Services Act*.

It is a practice of our service to report to the Board on secondary activities by members of York Regional Police at the beginning of each year.

FINANCIAL IMPLICATIONS

None.

BACKGROUND

Section 49(1) of the *Police Services Act* states that a member of a police force shall not engage in any activity that interferes with or influences adversely the performance of his or her duties, places him or her in a position of conflict of interest, would otherwise constitute full-time employment, or in which he or she has an advantage derived from employment as a member of a police force.

Section 49(3) of the *Police Services Act* states that a member of a police force who proposes to undertake activity that may contravene any of the foregoing conditions, or who becomes aware that an activity that he or she has already undertaken may do so, shall disclose full particulars to the Chief of Police. The Chief of Police shall decide whether the member is permitted to engage in the activity and the member shall comply with that decision.

In 2015, 17 new secondary activity requests were received and approved by the Chief's Office and there were 38 resignations resulting from a review of dated activities. At year-end 2015, 91 staff members were involved in secondary activities for which approval was granted pursuant to the *Police Services Act*.

Members who participate in secondary activities that do not contravene Section 49 of the *Police Services Act* or do not place the member in potential conflict do not require the Chief's approval to undertake the activity and are not required to disclose the activity to York Regional Police. These activities, therefore, are not tracked within the Secondary Activity report for 2015. The vast majority of secondary activities do not cause potential conflict, but, members often seek the Chief's approval out of an abundance of caution before undertaking their activities.

The majority of secondary activity requests are for positions captured under miscellaneous, such as consulting and carpentry work. Staff members are also engaged in secondary activities in the areas of mechanical & technical services, residential services, sales, police related roles and volunteer activities, as highlighted in the following chart:

Secondary Activities Table

Secondary Activity	2012	2013	2014	2015
Instructor/Teaching	22	34	34	24
Sales	16	34	36	25
Mechanical & Technical Services	9	12	14	4
Miscellaneous	5	9	14	28
Residential Services	5	6	10	1
Health Services	5	8	8	1
Volunteer	4	8	9	3
Police Related (Includes: Part-time Records Clerk, Communications for outside agency)	0	4	6	5
Secondary Activity Not Approved	0	0	1	0
Resigned from Secondary Activity	0	- 3	- 1	-38
Members with secondary activities approved by the Chief:	66	112	129	91

Eric Jolliffe, O.O.M., BA, MA, CMM III
Chief of Police

EJ: cj

Accessible formats or communication supports are available upon request.

**THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD**

BY LAW NO. 01-16

**A By Law to Confirm
the Proceedings of the Board at its Meeting
held on January 20, 2016**

The Regional Municipality of York Police Services Board HEREBY ENACTS as follows:

1. The action of the Board in respect of each motion, resolution and other action passed and taken by the Board at its meeting is hereby adopted, ratified and confirmed.
2. The Chairman of the Board, the Chief of Police and Deputy Chiefs of Police are hereby authorized and directed to do all things necessary to give effect to the said action or to obtain approvals where required, and, except where otherwise provided, the Chairman and Executive Director are hereby directed to execute all documents necessary in that behalf.

ENACTED AND PASSED this 20th day of January, 2016

Mafalda Avellino, Executive Director

Mayor Frank Scarpitti, Chair