



The Regional Municipality of York Police Services Board

To Make a Difference in Our Community

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REVISED AGENDA PUBLIC SESSION

Wednesday, January 25, 2017, 9:00 a.m.
COMMITTEE ROOM "A"
YORK REGION ADMINISTRATIVE CENTRE
17250 YONGE STREET
NEWMARKET, ONTARIO

Pages

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2. ELECTION OF BOARD VICE CHAIR FOR 2017
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RECOMMENDATION

1. That the Board receive this report.

8.2	Quality Service Standards - 2016	148
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RECOMMENDATION

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

8.3	Quality Assurance Process	156
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RECOMMENDATION

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

8.4	Accessibility for Ontarians with Disabilities Act, 2005 Public Feedback on Accessible Customer Service	160
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RECOMMENDATION

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

8.5	Annual Report on Diversity Policy	162
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RECOMMENDATION

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

8.6	Annual Report on Auxiliaries and Volunteers	166
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RECOMMENDATION

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

8.7	Annual Report on Hate Crime Policy	182
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RECOMMENDATION

1. That the Board receive this report pursuant to Policy No. 04/03.

8.8	Annual Report on Freedom of Information Access Requests	188
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RECOMMENDATION

1. That the Board receive this report in accordance with its By-Law No. 09-15, a By-Law to Establish Administration Policies for Municipal Freedom of Information and Protection of Privacy Act Access Requests.

8.9	Secondary Activities	190
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RECOMMENDATION

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

8.10	<i>Interim Financial Reporting for the Period Ending November 30, 2016</i>	192
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RECOMMENDATION

1. That the Board receive the interim financial reports for the 11 month period ending November 30, 2016, pursuant to Financial Accountability Board Policy No. 01/05.

9. REPORTS OF THE EXECUTIVE DIRECTOR

9.1	Amended Accessible Customer Service Policy	206
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RECOMMENDATION

1. That the Board approve the amended Accessible Customer Service policy as it relates to Ontario Regulation 191/11 Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005.

9.2	Reporting and Monitoring Requirements	218
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RECOMMENDATION

1. That the Board receive, for its information, the Monitoring Requirements Status Report attached as Appendix A.

9.3	Freedom of Information Access Requests - 2016	226
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RECOMMENDATION

1. That the Board receive this report in accordance with its Bylaw No. 09-15, a bylaw to establish administration policies for Municipal Freedom of information and Protection of Privacy Act Access Requests.

10. ADDENDUM ITEMS

11. OTHER BUSINESS

12. CONSIDERATION OF MOTION TO MOVE INTO PRIVATE SESSION

13. CONSIDERATION OF MOTION TO MOVE INTO PUBLIC SESSION

14. CONSIDERATION OF PRIVATE ITEMS

15. CONFIRMATORY BYLAW

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16. ADJOURNMENT

MINUTES OF THE PUBLIC MEETING

of

THE REGIONAL MUNICIPALITY OF YORK POLICE SERVICES BOARD

November 23, 2016

The Board commenced its meeting of November 23, 2016 in Committee Room A, York Region Administrative Centre, 17250 Yonge Street, Newmarket, Ontario on the above-noted date at 9:15 a.m. in public session.

Board Members Present: F. Scarpitti, Chair, Mayor of the City of Markham
V. Hackson, Vice Chair, Mayor of the Town of East Gwillimbury
J. Molyneaux, Member
B. Jiang, Member
B. Rogers, Member
K. Usman, Member

Absent: W. Emmerson, Chairman & C.E.O., York Region

Board Staff: M. Avellino, Executive Director
J. Kogan, Administrative Assistant

YRP Present: E. Jolliffe, Chief of Police
T. Carrique, Deputy Chief of Police
A. Crawford, Deputy Chief of Police
D. Conley, Executive Officer to the Chief of Police
J. Channell, Manager, Financial Services
K. MacDonald, Associate Counsel, Legal Services
K. Griffin, Manager, Corporate Communications

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

420 **INTRODUCTION OF ADDENDUM ITEMS AND OTHER BUSINESS**

Nil.

421 **DISCLOSURE OF INTEREST**

Nil.

422 **CONFIRMATION OF PUBLIC MINUTES OF OCTOBER 26, 2016 BOARD MEETING**

It was moved by Vice Chair Hackson, seconded by Mr. Usman that the Board confirm the

minutes for the public session of the meeting held on October 26, 2016 in the form supplied to the members.

CARRIED

COMMUNICATIONS

- 423 Minister David Oraziotti, Ministry of Community Safety and Correctional Services, November 21, 2016, regarding the reappointment of John Molyneaux to the Regional Municipality of York Police Services Board.

It was moved by Mr. Rogers, seconded by Mr. Usman that the communication from Minister David Oraziotti, Ministry of Community Safety and Correctional Services, November 21, 2016, be received.

CARRIED

- 424 Chair Roger Anderson, Durham Regional Police Services Board, November 17, 2016, regarding the reduction of funding under the Court Security and Prisoner Transportation Grant.

It was moved by Mr. Molyneaux, seconded by Ms Jiang that the communication from Chair Roger Anderson, Durham Regional Police Services Board, November 17, 2016, be received.

CARRIED

- 425 Chair Roger Anderson, Durham Regional Police Services Board, November 17, 2016, regarding responses to Justice Tulloch's questions in relation to police oversight

It was moved by Mr. Molyneaux, seconded by Mr. Rogers that the communication from Chair Roger Anderson, Durham Regional Police Services Board, November 17, 2016, be received.

CARRIED

REPORTS OF THE CHIEF OF POLICE

- 426 **Interim Financial Reporting for the Period Ending September 30, 2016**

It was moved by Mr. Usman, seconded by Mr. Rogers that the Board adopt the following recommendation contained in the Report of the Chief of Police and that the Chief report back at the Board's meeting on February 15, 2017:

1. That the Board receive the interim financial reports for the nine month period ending September 31, 2016, pursuant to Financial Accountability Board Policy No. 01/05.

CARRIED

427 **Award for Retail Fuel Services**

It was moved by Vice Chair Hackson, seconded by Ms Jiang that the Board adopt the following recommendations contained in the Report of the Chief of Police:

1. That the Board authorize the award of the contract for Region of York's Request for Proposal (P-16-06) for the provision of retail fuel services to Imperial Oil Limited, for an annual cost of \$650,000 in years one to three and \$175,000 in years four and five, for a total contract cost of \$2,300,000, excluding HST; and
2. The term of the contract be for 5 years, commencing on November 23, 2016 and expiring on November 22, 2021; and
3. That the Chief of Police be authorized to execute the contract, subject to the approval of The Regional Municipality of York's Regional Solicitor, or his or her designate, as to form and content.

CARRIED

428 **Contract Extension Beyond Five Years**

It was moved by Mr. Molyneaux, seconded by Ms Jiang that the Board adopt the following recommendation contained in the Report of the Chief of Police:

1. That the Board authorize an extension to the contract for caretaking supplies to Swish Maintenance Limited, for an additional six month term to March 31, 2017 at a total additional cost of \$76,502 excluding HST; and
2. That the Board authorize extensions to the contracts for towing services to Metro North Towing Incorporated operating as Elliott's Towing, York Region Traffic Services Incorporated, 730162 Ontario Limited operating as York Auto Towing and Recovery and Cardinal Towing Incorporated, for an additional five month term to March 31, 2017 with no additional cost.

CARRIED

429 **Donations of \$10,000 or More**

It was moved by Mr. Rogers, seconded by Mr. Usman that the Board adopt the following recommendation contained in the Report of the Chief of Police and that a Thank you letter be sent on behalf of the Board:

1. That the Board approve the donation of \$20,000 from The Corporation of the City of Vaughan to support the York Regional Police Peer Support House, pursuant to the Police Services Board Public Donations Policy No. 01/15.

CARRIED

Action: Executive Director

430 **Execution of Documents Bylaw and Purchasing Bylaw**

It was moved by Ms Jiang, seconded by Mr. Usman that the Board adopt the following recommendation contained in the Report of the Chief of Police:

1. That the Board receive this report pursuant to the Execution of Documents By-Law No. 08-15 and Purchasing By-Law 06-14 quarterly reporting requirements.

CARRIED

431 **2014-2016 Business Plan: Year 3 Status Update**

It was moved by Mr. Rogers, seconded by Mr. Molyneaux that the Board adopt the following recommendations contained in the Report of the Chief of Police:

1. That the Board receive this report.

CARRIED

REPORTS OF THE EXECUTIVE DIRECTOR

432 **Independent Police Oversight Review**

It was moved by Ms Jiang, seconded by Mr. Molyneaux that the Board adopt the following recommendation contained in the Report of the Executive Director with amendments to the proposed responses to Justice Tulloch:

1. That the Board consider the proposed responses to Justice Tulloch for his review of the police oversight bodies in Ontario;
2. That the Executive Director submit the Board's approved responses to Justice Tulloch by the November 30, 2016 deadline.

CARRIED

Action: Executive Director

433 **Major Case Management Policy**

It was moved by Mr. Usman, seconded by Ms Jiang that the Board adopt the following recommendations contained in the Report of the Executive Director:

1. That the Board approve the attached policy as it relates to Ontario Regulation 354/04 (Major Case Management) under the *Police Services Act*.

CARRIED

434 **Execution of Documents Report**

It was moved by Vice Chair Hackson, seconded by Mr. Rogers that the Board adopt the following recommendation contained in the Report of the Executive Director:

1. That the Board receive this report pursuant to the Execution of Documents Bylaw No. 08-15.

CARRIED

ADDENDUM ITEMS

- 435 *Nil.*

OTHER BUSINESS

- 436 *The Chief will provide a report to the Board about policing obligations on Lake Simcoe and recommendations on various models of service delivery on Lake Simcoe.*

CARRIED

CONSIDERATION OF MOTION TO MOVE INTO PRIVATE SESSION

- 437 *It was moved by Mr. Rogers, seconded by Ms Jiang that the Board convene in Private Session for the purpose of considering confidential items pertaining to legal and personnel matters in accordance with Section 35(4) (b) of the Police Services Act.*

CARRIED

The Board met in Private Session at 10:48 a.m. and reconvened in public at 11:11 a.m.

CONSIDERATION OF MOTION TO MOVE INTO PUBLIC SESSION

- 438 *It was moved by Mr. Molyneaux, seconded by Mr. Usman that the Board rise and report from Private Session.*

CARRIED

CONSIDERATION OF PRIVATE ITEMS

439 **Human Resources**

It was moved by Mr. Usman, seconded by Mr. Molyneaux that the Board adopt the following recommendation contained in the Report of the Chief of Police:

1. That the Board appoint five civilians, pursuant to Section 31(1)(a) of the *Police Services Act*.

CARRIED

440 **Appointment of New Police Officers**

It was moved by Mr. Usman, seconded by Mr. Molyneaux that the Board approve the recommendation in the following Reports of the Chief of Police:

1. That the Board appoint up to 12 new individuals as Cadets-in-Training, effective December 5, 2016 pursuant to Section 51(1) of the *Police Services Act*.

CARRIED

441 **Appointment of Experienced Police Officers**

It was moved by Mr. Usman, seconded by Mr. Molyneaux that the Board adopt the following recommendation contained in the Report of the Chief of Police:

1. That the Board appoint one experienced officer, effective December 5, 2016, pursuant to Section 31(1)(a) of the *Police Services Act*.

CARRIED

442 **CONFIRMATORY BYLAW**

The Board had before it Bylaw No. 13-16. The Bylaw is necessary to confirm the proceedings of the Board at this meeting.

It was moved by Mr. Usman, seconded by Vice Chair Hackson that Bylaw No. 13-16, being "a Bylaw confirming the proceedings of the Board at this meeting," be read and enacted.

Bylaw No. 13-16 was read and enacted as follows:

"To confirm the proceedings of the Board at this meeting".

CARRIED

443 **ADJOURNMENT**

It was moved by Mr. Molyneaux, seconded by Ms Jiang that the meeting be adjourned.

CARRIED

The meeting adjourned at 1:38 p.m.

Mafalda Avellino
Executive Director

Mayor Frank Scarpitti
Chair

Minutes to be confirmed and adopted at the meeting of the Board held on January 25, 2017.

Accessible formats or communication supports are available upon request.

**Ministry of Community Safety
and Correctional Services**

Office of the Minister

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et des Services correctionnels**

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Téléc. : 416-325-6067



Mr. John Molyneaux
180 John West Way, PH10
Aurora ON L4G 0R3

Dear Mr. Molyneaux:

As you are aware, you were reappointed to the York Region Police Services Board until December 04, 2016. At that time, your appointment was extended by a letter from the previous Minister of Community Safety and Correctional Services until January 20, 2017.

Pursuant to subsection 27(10) of the *Police Services Act*, I hereby reappoint you to the York Region Police Services Board. Your appointment will remain effective until the Lieutenant Governor in Council makes a new appointment by Order in Council.

I would like to take this opportunity to thank you for your continued and valuable service to the York Region Police Services Board.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Flynn".

Kevin Flynn
Minister of Community Safety and Correctional Services

December 19, 2016

Ms. Mafalda Avellino
Executive Director
Regional Municipality of York Police Services Board
17250 Yonge Street
Newmarket, ON L3Y 4W5



Dear Ms. Avellino:

Re: 2017-2018 Regional Budget – York Regional Police

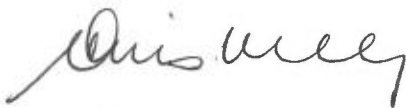
Regional Council, at its meeting held on December 15, 2016, adopted the recommendation of Committee of the Whole that your communications dated October 31, 2016 be received.

Regional Council also adopted Report No. 2 of the Commissioner of Finance entitled "2017 to 2018 Regional Budget" which included the 2017-2018 York Regional Police Budget.

A copy of Report No. 2 of the Commissioner of Finance is enclosed for your information.

Please contact Kelly Strueby, Director, Office of the Budget, at 1-877-464-9675 ext. 71611 if you have any questions with respect to this matter.

Sincerely,



Denis Kelly
Regional Clerk

DK/lmb
Attachment

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Report No. 2 of the Commissioner of Finance was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on December 15, 2016.

2017 to 2018 Regional Budget

Committee of the Whole recommends adoption of the following recommendation contained in the report dated December 14, 2016 from the Commissioner of Finance:

1. Approve the operating and capital budgets as follows:
 - a. The 2017 operating budget and the 2018 operating outlook tabled on November 17, 2016, as summarized in Attachment 1
 - b. The 2017 capital expenditures and Capital Spending Authority by project, as detailed in the 2017 to 2018 Budget book tabled on November 17, 2016
 - c. The 2017 capital expenditures and Capital Spending Authority by program group, as summarized in Attachment 2, and the authority to reallocate funding between projects in a program group as detailed in this report
2. Approve debt authority and reserve items as follows:
 - a. Incremental debt authority of \$214,090,709 required for the 2017 Capital Spending Authority as specified in Column (B) of Attachment 3
 - b. Total debt authority for capital projects up to the amounts specified in Column (C) of Attachment 3 in accordance with the Capital Financing and Debt Policy
 - c. Approve the contribution of \$142,490,198 to the Sinking Fund Reserve for the purpose of meeting the Region's 2017 sinking fund obligations
 - d. Authorise the funding of capital projects that have been previously approved for debt financing from reserves where there are sufficient funds available and, in the opinion of the Treasurer, it is prudent to do so

2017 to 2018 Regional Budget

3. Endorse the reconciliation of the 2017 to 2018 Budget to the full accrual basis of accounting, as required under Ontario Regulation 284/09, which is included in the Accrual Budget Presentation section of the 2017 to 2018 Budget book tabled on November 17, 2016.
4. Authorize the Commissioner of Finance and Regional Treasurer to make any necessary adjustments within the total approved budget to reflect organizational changes and any other reallocation of costs.
5. Fund the unbudgeted sick leave payouts for York Regional Police in early 2017 up to an amount of \$2,273,293 from inter-reserve borrowing.

Report dated December 14, 2016 from the Commissioner of Finance now follows:

1. Recommendations

It is recommended that Council:

1. Approve the operating and capital budgets as follows:
 - a. The 2017 operating budget and the 2018 operating outlook tabled on November 17, 2016, as summarized in Attachment 1
 - b. The 2017 capital expenditures and Capital Spending Authority by project, as detailed in the 2017 to 2018 Budget book tabled on November 17, 2016
 - c. The 2017 capital expenditures and Capital Spending Authority by program group, as summarized in Attachment 2, and the authority to reallocate funding between projects in a program group as detailed in this report
2. Approve debt authority and reserve items as follows:
 - a. Incremental debt authority of \$214,090,709 required for the 2017 Capital Spending Authority as specified in Column (B) of Attachment 3
 - b. Total debt authority for capital projects up to the amounts specified in Column (C) of Attachment 3 in accordance with the Capital Financing and Debt Policy

2017 to 2018 Regional Budget

- c. Approve the contribution of \$142,490,198 to the Sinking Fund Reserve for the purpose of meeting the Region's 2017 sinking fund obligations
 - d. Authorise the funding of capital projects that have been previously approved for debt financing from reserves where there are sufficient funds available and, in the opinion of the Treasurer, it is prudent to do so
- 3. Endorse the reconciliation of the 2017 to 2018 Budget to the full accrual basis of accounting, as required under Ontario Regulation 284/09, which is included in the Accrual Budget Presentation section of the 2017 to 2018 Budget book tabled on November 17, 2016.
- 4. Authorize the Commissioner of Finance and Regional Treasurer to make any necessary adjustments within the total approved budget to reflect organizational changes and any other reallocation of costs.
- 5. Fund the unbudgeted sick leave payouts for York Regional Police in early 2017 up to an amount of \$2,273,293 from inter-reserve borrowing.

2. Purpose

This report seeks Council's approval of the Region's operating and capital budgets. For the operating budget, approval is being sought for 2017 expenditures and funding sources, and an outlook for 2018. For capital, Council is being asked to approve annual capital spending in 2017 and 2017 Capital Spending Authority to authorize expenditures for multi-year spending commitments, along with the related funding sources, including the debt authority required for these projects.

This report responds to Ontario Regulation 284/09, which requires the Region to reconcile the budget with the full accrual basis of accounting.

Finally, this report also seeks approval of administrative recommendations in response to specific requirements within the budget for York Regional Police sick leave payouts.

3. Background and Previous Council Direction

The 2017 to 2018 Budget was developed over the past several months

The Region's budget was developed over the past several months, with the timeline for budget development and approval as follows:

- Departmental submissions – August 2016
- Treasurer and CAO reviews – September/October 2016
- Draft 2017 to 2018 Budget tabled at Council – November 17, 2016
- Committee of the Whole reviews – December 2016

Council approved an outlook for 2017 and 2018 as part of the 2016 multi-year budget

The 2016 to 2018 Budget was approved by Council on December 17, 2015. This was the second year of the Region's multi-year budget that spans the full term of Council. As part of the 2016 to 2018 Budget, Council approved an outlook for 2017 and 2018 that included tax levy increases of 2.69% in 2017 and 2.35% in 2018. The approved outlook formed the basis of the 2017 budget process. Consistent with the multi-year budget process, Council will be asked to approve an annual budget and outlook every year, as shown in Table 1.

Table 1
Annual Budget Approval

Budget Year to be Approved	Years of Approved Outlook
2015	3
2016	2
2017	1
2018	0

The proposed 2017-2018 tax levy increases have been revised from the previously approved outlook

The 2017 to 2018 Budget recommends tax levy increases of 2.87% in 2017 and 2.65% in 2018. These increases have been revised from the approved outlooks of 2.69% and 2.35% included in the 2016-2018 Budget, due to higher than

2017 to 2018 Regional Budget

anticipated staffing needs for York Regional Police and lower than anticipated assessment growth revenue.

Committee of the Whole reviewed the proposed budget

After the tabling of the budget on November 17, Committee of the Whole reviewed the budget for each business area. During the review process, the Committee recommended that the budget as tabled for all departments/agencies be consolidated by the Treasurer for consideration by Council on December 15, 2016.

4. Analysis and Implications

Operating and Capital Budget

The budget responds to service needs in all of the Region's communities

The budget supports a wide range of services for York Region residents and businesses. In addition to maintaining existing services, the budget provides funding for new initiatives in 2017, including:

- Expanding the Rent Supplement Program to support housing stability for low and moderate income families and individuals
- Enhanced YRT/VIVA communications, customer service and system efficiency through innovative technology such as WiFi at the Richmond Hill Terminal and transit mobile apps
- 43 additional York Regional Police staff to meet the needs of a larger population, with further funding to support the accelerated hiring of new officers to prepare for the impact of anticipated retirements
- Continuing to implement the SM4RT Living Plan, focused on the 4 Rs (reduce, reuse, recycle and recover)
- Improved real time monitoring, coordination and response times related to road disruptions, traffic congestion, and road closures through installing traffic cameras and upgrading traffic signal controllers
- 16 new Paramedic Services staff to support Regional growth

2017 to 2018 Regional Budget

- More investment in water and wastewater to support growth and renew existing assets
- Completion of Spadina subway extension from Downsview station to Vaughan Metropolitan Centre, including opening of three stations: Pioneer Village, Highway 407 and Vaughan Metropolitan Centre

The use of capital program groups improves capital delivery

The budget seeks approval of the 2017 single-year capital expenditures and 2017 Capital Spending Authority. Capital Spending Authority (CSA) is the authority from Council to commit funding to a capital project. The authority may span several years for large multi-year projects.

In addition to individual capital projects, program groups that combine individual projects with similar business needs have been identified.

As in previous years, approval is sought to provide the ability to reallocate funding between projects in a program group, subject to the following conditions:

- No increase in the total cost of the program group's 2017 and ten-year capital plan totals
- No increase in the 2017 Capital Spending Authority for the program group
- The reallocation is between projects with similar funding sources

This additional flexibility will enable departments to better manage variations in project timing and deliver a higher proportion of the capital plan.

Attachment 2 summarizes the 2017 single-year capital expenditures and the 2017 Capital Spending Authority by program group. Details on the individual projects that make up the program groups are included in the 2017 to 2018 Budget book tabled with Council, in the appendix entitled "Capital Budget Reports" (pages 221 to 348).

Debt Authority and Reserves

Incremental debt authority of \$214.1 million is required for capital projects with 2017 Capital Spending Authority

The total debt authority required for capital expenditures identified as part of 2017 Capital Spending Authority is shown by project number on Attachment 3. Of the \$1.21 billion of debt authority that is being requested, approximately \$991 million was previously approved in 2016, leaving an incremental requirement of \$214.1 million.

Total debt authority being sought may exceed the actual debt ultimately required

The total amount of debt that Council is being asked to approve includes an increment over and above the debt that is being projected in the 2017 Budget, as a risk mitigating feature. This is done principally to provide debt flexibility so that approved capital projects can continue if anticipated funding is not available as soon as expected.

This practice also allows staff to optimize the use of the DC reserve by shifting available reserve funding to those projects ready to proceed rather than committing the reserves to a specific project that may be delayed or not as active in a particular year. Any excess debt authority will be cancelled once it is no longer needed as part of the following year's budget.

\$142.5 million has been included in the 2017 Budget to meet the Sinking Fund contribution requirements for York Region

Section 424(4) of the Municipal Act requires that the Treasurer advise Council each year of the amount that must be raised for sinking fund purposes.

The Region finances with term debentures that have sinking fund features, as this type of debt is generally required to attract large investors. For each new term debenture issue, a sinking fund is established, with a fixed amount contributed each year until the maturity date of the debenture. The sum of the annual contributions, together with the interest earned on those contributions, is used to repay the debenture at maturity.

The 2017 sinking fund contributions required for debt issued by York Region are shown in Table 2. Of the total amount shown, the Region must raise \$142.5 million for debt issued for its own capital projects. The balance will be for debt issued on behalf of local municipalities, which they will raise through their own budgets.

Table 2
2017 Sinking Fund Contribution Requirements

	\$
City of Vaughan	1,175,096
Township of King	2,373,655
Town of Newmarket	<u>401,609</u>
Subtotal	3,950,360
York Region	<u>142,490,198</u>
Total Contribution Requirements	146,440,558

2017 to 2018 Regional Budget

The sinking fund contributions are part of the debt repayment expenditures included in the 2017 to 2018 Budget.

Ontario Regulation 284/09 requires additional reporting on specific expenses if they have been excluded from the budget

In addition to presenting the results of the Committee of the Whole reviews, this report also responds to an additional requirement under Ontario Regulation 284/09. While preparing budgets on an accrual accounting basis is not required, Ontario Regulation 284/09 requires municipalities to report on whether they are budgeting for amortization expenses, post-employment benefit expenses and solid waste landfill closure and post-closure expenses. The regulation also requires that this report be prepared prior to adopting the budget for that year.

The full accrual budget reconciliation was included in the Accrual Budget Presentation section of the 2017 to 2018 Budget book tabled on November 17, 2016 (pages 23 to 30).

The budget is informed by Council-approved strategies and plans

The 2017 to 2018 Budget reflects the directions and strategies set out in Vision 2051, the York Region Official Plan, the 2017 Regional Fiscal Strategy and the approved 2016 to 2021 Water and Wastewater Rates. The budget also supports the strategic objectives outlined in the 2015 to 2019 Strategic Plan.

The recently approved Water and Wastewater Master Plan and Transportation Master Plan will provide input into the upcoming 2017 development charge bylaw update and more fully inform the 2018 capital budget. Full implementation of the Transportation Master Plan will require new revenue sources and enduring funding commitments from the federal and provincial governments.

5. Financial Considerations

Committee of the Whole has recommended the 2017 to 2018 operating budget as tabled

The 2017 to 2018 Budget was recommended by Committee as tabled. The operating budget proposes a tax levy increase of 2.87% in 2017 with an outlook of 2.65% in 2018, as summarized in Attachment 1 and detailed in the 2017 to 2018 Budget book tabled on November 17, 2016.

2017 to 2018 Regional Budget

The capital budget includes \$942 million of spending in 2017 and multi-year capital spending authority of \$2.6 billion, as summarized in Attachment 2 and detailed in the 2017 to 2018 Budget book tabled on November 17, 2016.

Authority is requested for the Region to fund unbudgeted York Regional Police early sick leave payouts during 2017

York Regional Police ratified their collective agreements in August 2016. The contract provided staff with the option of taking an early payout from their sick leave banks in February 2017. Previously, Council approved early payouts of \$8.9 million for 2013, \$7.3 million in 2014 and \$13.3 million in 2015, to be funded from the Sick Leave Reserve for police staff.

The 2015 payment resulted in a draw beyond the reserve balance resulting in inter-reserve lending to York Regional Police at an interest rate equal to what the Region earns on its general reserve. Contributions of \$1.5 million per year to the Sick Leave Reserve for police staff were established in the 2011 police budget. These annual allocations will be used to repay inter-reserve borrowing.

York Regional Police are requesting that a \$2,273,293 draw from the Sick Leave Reserve for 2017 sick leave payouts be funded in the same manner as the 2015 reserve draw (i.e., by inter-reserve lending).

6. Local Municipal Impact

The Region provides essential services and capital infrastructure for residents and businesses in all local municipalities within York Region. The 2017 to 2018 Budget endeavours to meet growing demands for service with reasonable tax levy requirements and sustainable multi-year capital investment.

7. Conclusion

This report provides the results of budget review by Committee of the Whole and related recommendations regarding the 2017 to 2018 Budget. The budget is summarized in this report and Council's approval is recommended.

2017 to 2018 Regional Budget

For more information on this report, please contact Kelly Strueby, Director, Office of the Budget, at 1-877-464-9675 ext. 71611.

The Senior Management Group has reviewed this report. December 14, 2016

Attachments (3)

7170530

Accessible formats or communication supports are available upon request

Consolidated Tax Levy Summary

(in \$000s)	2016 Budget		2017 Proposed		% Change Net	2018 Outlook		% Change Net
	Gross	Net	Gross	Net		Gross	Net	
Transportation Services								
York Region Transit/Viva	184,319	96,311	188,121	96,722	0.43%	193,390	98,639	1.98%
Contribution to Pay-As-You-Go Capital	9,100	9,100	9,100	9,100	-	9,100	9,100	-
Roads & Traffic	77,980	51,728	92,652	54,316	5.00%	97,254	56,557	4.12%
Contribution to Pay-As-You-Go Capital	32,185	32,185	29,185	29,185	(9.32%)	29,185	29,185	-
Transportation Program Support	16,071	16,056	17,977	17,917	11.59%	18,786	18,716	4.46%
Sub Total	319,655	205,380	337,035	207,241	0.91%	347,715	212,196	2.39%
Environmental Services								
Waste Management	62,636	42,543	64,674	43,813	2.99%	67,566	45,413	3.65%
Water & Wastewater Services	470,639	-	488,965	-	-	509,311	-	-
Natural Heritage & Forestry	7,834	6,804	8,351	7,271	6.86%	8,376	7,296	0.35%
Contribution to Pay-As-You-Go Capital	1,210	1,210	967	967	(20.08%)	818	818	(15.41%)
Energy Management	624	544	895	740	36.04%	963	755	2.09%
Sub Total	542,943	51,101	563,851	52,791	3.31%	587,034	54,282	2.82%
Community & Health Services								
Employment & Financial Support	98,132	17,367	99,939	17,752	2.22%	101,548	18,378	3.52%
Integrated Children's Services	115,041	15,191	116,505	15,361	1.12%	116,920	15,729	2.40%
Housing Services	76,831	47,438	82,231	48,168	1.54%	80,477	48,941	1.61%
Public Health	62,107	13,819	62,574	14,896	7.80%	64,395	15,899	6.73%
Paramedic Services	71,963	33,365	75,783	35,100	5.20%	79,186	36,877	5.07%
Seniors Services	33,332	12,403	33,576	12,449	0.37%	34,123	12,711	2.11%
Strategies & Partnerships	14,446	14,197	14,564	14,374	1.25%	14,968	14,968	4.13%
Business Operations & Quality Assurance	18,672	18,672	18,719	18,719	0.25%	19,130	19,130	2.19%
Sub Total	490,524	172,452	503,892	176,819	2.53%	510,745	182,633	3.29%
Corporate Management								
Chair & Council	2,312	2,312	2,352	2,352	1.73%	2,392	2,392	1.73%
Office of the C.A.O.	5,944	5,605	6,075	5,733	2.30%	6,347	6,004	4.72%
Legal Services	6,087	5,683	6,313	5,903	3.86%	6,746	6,329	7.22%
Financial Management	17,616	15,731	17,920	16,191	2.92%	18,661	16,793	3.71%
Information Technology Services	19,748	19,748	21,231	21,231	7.51%	22,136	22,136	4.26%
Contribution to Pay-As-You-Go Capital	6,800	6,800	5,710	5,710	(16.03%)	5,446	5,446	(4.63%)
Communications, Information and Data	12,873	12,610	13,539	13,274	5.27%	14,472	14,204	7.00%
Human Resource Services	8,652	8,588	8,953	8,873	3.31%	9,276	9,196	3.65%
Planning and Economic Development	9,252	6,957	9,729	7,087	1.86%	9,923	7,281	2.74%
Property Services	5,065	4,116	5,184	4,395	6.77%	5,390	4,596	4.58%
Contribution to Pay-As-You-Go Capital	332	332	80	80	(75.90%)	80	80	-
Sub Total	94,680	88,483	97,085	90,829	2.65%	100,868	94,457	3.99%
Recovery from W/Ww (User Rate)		(5,407)		(6,014)	11.23%		(6,200)	3.08%
Total Regional Programs	1,447,802	512,008	1,501,864	521,665	1.89%	1,546,362	537,369	3.01%
Court Services	12,626	(742)	13,170	(2,384)	221.42%	13,357	(2,422)	1.61%
Financial Initiatives								
Fiscal Strategy	127,479	118,326	155,299	146,644	23.93%	171,191	162,436	10.77%
Non-Program and Financial Management	18,917	7,230	17,239	5,555	(23.17%)	14,839	4,246	(23.55%)
Sub Total	146,396	125,556	172,538	152,199	21.22%	186,031	166,682	9.52%
Boards & Authorities								
Conservation Authorities	5,703	5,703	5,948	5,948	4.29%	6,107	6,107	2.67%
Hospital Capital Funding	14,176	14,176	14,424	14,424	1.75%	14,660	14,660	1.63%
Property Assessment (MPAC)	18,729	18,729	18,673	18,673	(0.30%)	19,221	19,221	2.93%
GO Transit	2,500	-	2,500	-	-	2,500	-	-
Sub Total	41,109	38,609	41,546	39,046	1.13%	42,488	39,988	2.41%
York Region Rapid Transit Corporation	24,155	7,878	24,884	4,667	(40.76%)	31,535	4,441	(4.83%)
Total Operating Programs	1,672,088	683,310	1,754,001	715,192	4.67%	1,819,772	746,058	4.32%
Police Services	330,874	297,499	342,695	310,947	4.52%	358,093	324,081	4.22%
Total Operating Budget	2,002,961	980,809	2,096,696	1,026,140	4.62%	2,177,866	1,070,139	4.29%
Less Assessment Growth Revenue				(17,210)	(1.75%)		(16,760)	(1.63%)
Total After Assessment Growth	2,002,961	980,809	2,096,696	1,008,930	2.87%	2,177,866	1,053,379	2.65%

Summary of 2017 Multi-Year Capital Spending Authority by Program Group

(in \$000s)	Capital Spending Authority	Pay-As- You-Go Tax Levy	Debt Reduction Reserve	Asset Replacement Reserves	Program Specific Reserves*	Development Charge Reserves	Federal Gas Tax Reserves	Grants & Subsidies	Other Recoveries	Planned Debt Proceeds
Program Groups as Summarized Below										
Transportation Services										
York Region Transit										
Rehabilitation and Replacement	59,879	9,100	-	50,524	100	-	-	155	-	-
Growth	177,766	-	39,377	-	-	30,112	108,277	-	-	-
York Region Transit Subtotal	237,645	9,100	39,377	50,524	100	30,112	108,277	155	-	-
Roads										
Rehabilitation and Replacement	22,808	10,008	4,475	4,048	-	1,635	-	-	150	2,492
Growth	448,226	48,583	24,760	-	-	235,756	2,665	-	63,845	72,617
Roads Subtotal	471,034	58,591	29,235	4,048	-	237,391	2,665	-	63,995	75,109
Transportation Services	708,679	67,691	68,612	54,572	100	267,503	110,942	155	63,995	75,109
Environmental Services										
Water										
Rehabilitation and Replacement	102,646	-	-	102,646	-	-	-	-	-	-
Growth	134,285	-	-	5,247	-	93,748	-	-	3,920	31,370
Water Subtotal	236,931	-	-	107,893	-	93,748	-	-	3,920	31,370
Wastewater										
Rehabilitation and Replacement	422,759	-	-	378,283	-	-	-	-	44,476	-
Growth	289,397	-	-	11,511	-	217,296	-	-	8,325	52,265
Wastewater Subtotal	712,156	-	-	389,794	-	217,296	-	-	52,801	52,265
Waste Management										
Rehabilitation and Replacement	4,069	-	-	-	4,069	-	-	-	-	-
Growth	14,428	-	-	-	14,428	-	-	-	-	-
Waste Management Subtotal	18,497	-	-	-	18,497	-	-	-	-	-
Natural Heritage and Forestry	2,072	1,347	-	-	-	725	-	-	-	-
Energy Management	4,260	-	-	-	4,260	-	-	-	-	-
Environmental Services	973,916	1,347	-	497,687	22,757	311,769	-	-	56,721	83,635
Community and Health Services										
Housing Services	119,954	-	-	-	52,749	15,136	-	33,194	-	18,875
Seniors Services	3,432	-	2,639	643	150	-	-	-	-	-
Paramedic Services	39,037	-	19,755	6,089	-	5,790	-	-	-	7,403
Community and Health Services	162,423	-	22,394	6,732	52,899	20,926	-	33,194	-	26,278
Information Technology Services	103,509	-	-	59,444	44,065	-	-	-	-	-
Corporate Services										
Property Services										
Rehabilitation and Replacement	5,930	-	-	412	5,518	-	-	-	-	-
Business Initiatives	210,102	-	204,098	-	6,004	-	-	-	-	-
Property Services Subtotal	216,032	-	204,098	412	11,522	-	-	-	-	-
Planning and Economic Development	1,458	146	-	-	-	1,312	-	-	-	-
Corporate Services	217,490	146	204,098	412	11,522	1,312	-	-	-	-
Approval by Individual Project as Detailed in the 2017 to 2018 Budget Book										
York Region Rapid Transit Corporation	442,420	-	3,438	-	6,414	91,602	73,505	138,242	12,010	117,209
York Regional Police	29,149	-	5,289	5,089	1,415	6,188	-	-	2,225	8,943
York Region	2,637,586	69,184	303,831	623,936	139,172	699,300	184,447	171,591	134,951	311,174

*Program Specific Reserves also includes the General Capital Reserve

Summary of 2017 Single-Year Capital Expenditures by Program Group

(in \$000s)	Capital Spending Authority	Pay-As- You-Go Tax Levy	Debt Reduction Reserve	Asset Replacement Reserves	Program Specific Reserves*	Development Charge Reserves	Federal Gas Tax Reserves	Grants & Subsidies	Other Recoveries	Planned Debt Proceeds
Program Groups as Summarized Below										
Transportation Services										
York Region Transit										
Rehabilitation and Replacement	20,879	9,100	-	11,524	100	-	-	155	-	-
Growth	60,845	-	19,176	-	-	12,641	29,028	-	-	-
York Region Transit Subtotal	81,724	9,100	19,176	11,524	100	12,641	29,028	155	-	-
Roads										
Rehabilitation and Replacement	21,408	9,080	4,475	4,048	-	1,238	-	-	75	2,492
Growth	146,833	12,254	6,510	-	-	24,394	2,665	-	28,393	72,617
Roads Subtotal	168,241	21,334	10,985	4,048	-	25,632	2,665	-	28,468	75,109
Transportation Services	249,965	30,434	30,161	15,572	100	38,273	31,693	155	28,468	75,109
Environmental Services										
Water										
Rehabilitation and Replacement	36,321	-	-	36,321	-	-	-	-	-	-
Growth	41,481	-	-	3,247	-	2,944	-	-	3,920	31,370
Water Subtotal	77,801	-	-	39,568	-	2,944	-	-	3,920	31,370
Wastewater										
Rehabilitation and Replacement	40,696	-	-	39,772	-	-	-	-	924	-
Growth	65,436	-	-	7,739	-	509	-	-	4,924	52,264
Wastewater Subtotal	106,132	-	-	47,511	-	509	-	-	5,848	52,264
Waste Management										
Rehabilitation and Replacement	3,354	-	-	-	3,354	-	-	-	-	-
Growth	8,746	-	-	-	8,746	-	-	-	-	-
Waste Management Subtotal	12,100	-	-	-	12,100	-	-	-	-	-
Natural Heritage and Forestry	2,022	1,297	-	-	-	725	-	-	-	-
Energy Management	770	-	-	-	770	-	-	-	-	-
Environmental Services	198,825	1,297	-	87,079	12,870	4,178	-	-	9,768	83,634
Community and Health Services										
Housing Services	23,031	-	-	-	11,180	-	-	11,851	-	-
Seniors Services	3,432	-	2,639	643	150	-	-	-	-	-
Paramedic Services	24,058	-	12,911	3,538	-	206	-	-	-	7,403
Community and Health Services	50,521	-	15,550	4,181	11,330	206	-	11,851	-	7,403
Information Technology Services										
Information Technology Services	19,731	-	-	11,321	8,410	-	-	-	-	-
Corporate Services										
Property Services										
Rehabilitation and Replacement	5,930	-	-	412	5,518	-	-	-	-	-
Business Initiatives	82,793	-	76,789	-	6,004	-	-	-	-	-
Property Services Subtotal	88,723	-	76,789	412	11,522	-	-	-	-	-
Planning and Economic Development	1,458	146	-	-	-	1,312	-	-	-	-
Corporate Services	90,181	146	76,789	412	11,522	1,312	-	-	-	-
Approval by Individual Project as Detailed in the 2017 to 2018 Budget Book										
York Region Rapid Transit Corporation	310,413	-	3,438	-	4,802	58,464	41,005	85,485	10	117,209
York Regional Police	22,450	-	4,116	5,089	1,046	1,031	-	-	2,225	8,943
York Region	942,086	31,877	130,054	123,654	50,080	103,464	72,698	97,491	40,471	292,298

*Program Specific Reserves also includes the General Capital Reserve

**Incremental Debt Authority Requirements
Based on 2017 Capital Spending Authority
(\$000's)**

Business Unit	Project No.	Project Description	2016 Remaining Debt Authority (A)	2017 Incremental CSA Debt Authority (B)	Total 2017 Debt Authority ¹ (C)
Transportation and Community Planning					
York Region Transit					
	82150	Bus Terminals, Loops & Stops - Expansion	4,018	(1,311)	2,707
	81582	Transit Vehicle Garage - North	-	-	-
	81583	Transit Garage Southeast	26,143	(1,651)	24,492
	82155	Major Mackenzie West Terminal	-	8,000	8,000
	82157	Major Mackenzie East Parking Facility	5,000	(5,000)	-
	86119	Viva Network Expansion - TMS	-	4,178	4,178
	Sub Total York Region Transit		35,161	4,216	39,377
Roads					
	39920	Property Acquisition for Future Capital Projects	-	450	450
	39930	Bridge & Culvert Rehabilitation	675	364	1,039
	39960	Asset Renewal and Replacement	4,815	(340)	4,475
	39980	Various Road Improvements	-	990	990
	39999	Viva Network 2017 TE & ITS	-	193	193
	80101	King Road - Yonge Street to Bond Crescent	-	-	-
	80104	Keele Street and Lloydtown/Aurora Rd	346	342	688
	80116	Teston Rd and Pine Valley Dr - Jog Elimination	5,087	879	5,966
	80118	Capital Requirement for Roads Maintenance Yards	4,542	(1,432)	3,110
	80120	2nd Concession - Doane Road to Queensville Side Road	300	(300)	-
	80660	Ninth Line - N of Major Mackenzie Dr to Stouffville Main St	229	(229)	-
	80670	Bayview Ave - 19th Ave to Stouffville Rd	3,101	2,299	5,400
	80680	Bayview Ave - Elgin Mills Rd to 19th Ave	7,009	(4,624)	2,385
	80720	Markham Bypass - Major Mackenzie Dr to Hwy 48	-	-	-
	81010	King Road at Weston	-	-	-
	81020	King Road at Highway 27	-	2,730	2,730
	81030	Leslie Street at 19th Avenue	67	3,145	3,212
	81040	York Region Roads Operations Facility Strategy	-	-	-
	81045	Southwest Central Roads Maintenance Facilities	17,950	3,700	21,650
	81320	Major Mackenzie Dr - Hwy 27 to Pine Valley Dr	29,695	6,804	36,499
	81390	Bathurst St - North of Hwy 7 to Rutherford Rd	1,125	315	1,440
	81420	Bayview Avenue - Highway 7 to John Street	-	-	-
	81510	Keele St and 15th Sideroad	-	-	-
	81810	Hwy 50 - Hwy 7 to Rutherford Rd	941	(375)	566
	81915	Leslie Street - Elgin Mills Road to 1 km South of Stouffville Road	1,330	(556)	774
	81932	Viva Network Expansion Plan	589	1,519	2,108
	81944	Major Mackenzie Drive - Weston Road to Highway 400	864	(360)	504
	81952	Dufferin Street Langstaff Road to Major Mackenzie Drive	-	648	648
	81954	Kennedy Road - Highway 7 to Major Mackenzie Drive	261	400	661
	81964	Hwy 27 road widening at the CPR Bridge	990	(990)	-
	81968	Mid Block Crossing - Hwy 404 north of 16th Ave	5,250	1,988	7,238
	81969	Elgin Mills Rd - Yonge St to Bathurst St	4,482	885	5,367
	81972	Stouffville Rd - Bayview Ave to Hwy 404	54	(54)	-
	81974	Mid Block Crossing - Hwy404 North of Elgin Mills Rd	5,364	(5,364)	-
	81996	Bayview Avenue - Steeles Avenue to John Street	-	-	-
	82680	Hwy 404 Crossing north of Hwy 7	6,215	(2,007)	4,208
	82685	Highway 404 Northbound Off-Ramp Extension at Highway 7	8,216	(1,293)	6,923
	82690	Vaughan Metropolitan Centre-HWY400/HWY7 Interchange	-	-	-
	82740	Bayview Avenue - 16th Avenue to Major Mackenzie Drive	108	5,859	5,967
	82860	Bathurst St - Rutherford Rd to Major Mackenzie Dr	1,125	585	1,710
	83450	Major Mackenzie Drive - Hwy 50 to Canadian Pacific Railway	16,618	(15,358)	1,260
	83480	Transportation Master Plan Update	-	450	450
	83850	Highway 50 and Albion - Vaughan Road/Mayfield Road	-	1,036	1,036
	83870	Ninth Line and Elgin Mills Rd	-	-	-
	83880	Ninth Line and Major Mackenzie Dr	-	-	-
	83890	Hwy 50 - Rutherford Rd to Major Mackenzie Dr	-	4,117	4,117
	83900	Hwy 50 - Major Mackenzie Dr to Albion-Vaughan Rd	-	6,094	6,094
	84005	Stouffville Road - Yonge Street to Bayview Avenue	-	-	-
	84008	16th Avenue - McCowan Road to 9th Line	584	(19)	565
	84044	Construction of Roads related Capital Works within Viva/Next corridors	9,361	(9,361)	-
	84045	Lake to Lake Cycling Facilities	289	843	1,132
	84150	Bathurst St - Major Mackenzie Dr to Elgin Mills	1,305	405	1,710
	84180	Leslie St - Wellington St to St. John's	8,673	4,871	13,544

**Incremental Debt Authority Requirements
Based on 2017 Capital Spending Authority
(\$000's)**

Business Unit	Project No.	Project Description	2016 Remaining Debt Authority (A)	2017 Incremental CSA Debt Authority (B)	Total 2017 Debt Authority ¹ (C)
	84190	Leslie St - St John's Sdrd to Mulock Dr	5,118	(4,822)	296
	84200	Doane Road - Highway 404 to Yonge St	10,379	3,526	13,905
	84860	Bathurst Street and Davis Drive	95	3,100	3,195
	84950	Drainage System Program	-	-	-
	85110	Teston Rd from Dufferin St to Keele St	-	-	-
	85560	Rutherford Rd - Keele St to Dufferin St	3,343	(2,716)	627
	85570	Rutherford Rd - Jane St to Keele St	3,080	2,365	5,445
	85580	Rutherford Rd - Dufferin St to Bathurst St	-	5,040	5,040
	85590	Carrville Rd - Bathurst St to Yonge St	-	-	-
	85600	16th Avenue - Yonge Street to Bayview Ave	209	(46)	163
	85620	2nd Concession - Green Lane to Doane Rd	4,664	(3,516)	1,148
	85650	Major Mackenzie Dr - CPR to Hwy 27	32,643	3,946	36,589
	85660	Major Mackenzie Dr - Pine Valley Dr to Weston Rd	3,789	(2,484)	1,305
	85690	Stouffville Rd - Warden Ave to Kennedy Rd	-	-	-
	85710	Yonge Street - Davis Drive to Green Lane	8,154	(1,090)	7,064
	85730	Jane St and Rutherford Rd	-	-	-
	85780	Ninth Line & Stouffville Rd Jog Elimination	-	-	-
	85790	Southeast Patrol Area Works Yard	29,277	(2,581)	26,696
	87320	Gibney Bridge - McCowan Road North of Queensville Sideroad	-	463	463
	95110	Bayview Avenue - Major Mackenzie Drive to 19th Avenue	-	-	-
	96020	Bathurst St - Green Lane West to Yonge St	3,653	(3,325)	328
	96770	Keele St - Steeles Ave to Hwy 7	2,400	12,707	15,107
	97000	Bayview Avenue - Highway 7 to 16th Avenue	108	3,663	3,771
	97010	Bloomington Rd - Yonge St to Bayview Ave	-	-	-
	97080	Bloomington Rd - Bayview Ave to Hwy 404	-	-	-
	97100	St John's Sdrd- Bayview Ave to Woodbine Ave	14,582	3,749	18,331
	97120	Stouffville Rd - Hwy 404 to Warden Ave	-	-	-
	97150	Leslie St - Bethesda Sdrd to Bloomington Rd	398	(398)	-
	98170	Hwy 7 - Rouge River to Verclaire Gate	-	-	-
	98180	Hwy 7 - Verclaire Gate to Sciberras Rd	2,201	4,891	7,092
	98320	Leslie St - Green Lane to Mount Albert Rd	-	-	-
	98330	Gamble Sdrd - Yonge St to Bathurst St	-	-	-
	98340	19th Ave - Yonge St to Bayview Ave	1,562	(212)	1,350
	98610	Teston Road - Weston Road to Jane Street	68	(68)	-
	98650	Major Mackenzie Drive - Donald Cousens Parkway to 9th Line	-	405	405
	98670	Warden Ave - 16th Ave to Major Mackenzie Dr	-	-	-
	98690	Bayview Ave - Stouffville Rd to Bloomington Rd	585	(270)	315
	99530	Bloomington Rd - Yonge St to Bathurst St	450	(450)	-
	99540	Langstaff Rd - Dufferin St to Keele St	77	157	234
	99780	McCowan Rd - 14th Ave to Bullock Dr	-	-	-
	99805	Langstaff Road - Weston Road to Jane Street	694	(460)	234
	99806	Langstaff Road - Jane Street to Keele Street	4,419	(3,231)	1,188
	99816	Teston Road - Keele Street to Dufferin Street	-	720	720
Sub Total Roads			279,509	28,311	307,820
Total Transportation & Community Planning			314,670	32,527	347,197
Environmental Services					
Water					
	70050	Leslie St. Watermain	617	(603)	14
	70120	Orchard Heights Pumping Station Upgrade	-	-	-
	71180	Queensville Elevated Tank No. 1	-	-	-
	72170	Georgina Water Supply-Keswick North Elevated Tank and Connecting Watermain to Woodbine Ave	-	-	-
	72200	Georgina Water Supply - Sutton Water Servicing	6,279	2,111	8,390
	72390	Water for Tomorrow Program	-	-	-
	72450	Aurora Elevated Tank (related to project 70050)	135	(120)	15
	72490	East Gwillimbury Water Meter Chambers	450	(450)	-
	72500	Infrastructure Stimulus Fund - Georgina Water Supply & Georgina Water Treatment Plant Phase 2	-	391	391
	72520	PD6 Nashville Road Watermain- Huntington to the Kleinburg Elevated Tank	-	-	-
	73160	Nobleton - Additional Water Supply and Watermain	-	-	-
	73580	Toronto Cost Shared Work - 2005 Water Supply Agreement	17,868	56,006	73,874

**Incremental Debt Authority Requirements
Based on 2017 Capital Spending Authority
(\$000's)**

Business Unit	Project No.	Project Description	2016 Remaining Debt Authority (A)	2017 Incremental CSA Debt Authority (B)	Total 2017 Debt Authority ¹ (C)
	73790	Peel Water Supply - Cost-Shared Work	43,326	(16,831)	26,495
	74210	PD6 Markham Bypass	-	-	-
	74220	Decommission Markham Pumping Station	-	-	-
	75390	West Vaughan Water Servicing	3,871	(850)	3,021
	75400	East Vaughan Pump Station	5,288	(5,220)	68
	75460	Yonge Street Watermain from Gladman to Green Lane	-	-	-
	75520	Stouffville Zone 2 Elevated Tank and Watermain	1,661	189	1,850
	75530	East Vaughan Water Servicing	750	2,121	2,871
	75600	Green Lane Leslie Street Newmarket Central Watermain	2,297	(2,297)	-
	75620	Richmond Hill (Pugsley) Pumping Station Capacity Upgrade	-	-	-
	75700	Water Servicing – Richmond Hill/Langstaff Gateway Provincial Urban Growth and Regional Centre	173	10	183
	75790	380 Bayview Operate, Maintain, Monitor Expansion	-	-	-
	75800	Water & Wastewater Vehicle Purchases	-	-	-
	75860	South Maple Reservoir Upgrade	720	(470)	250
	76120	Pressure District #7 Elgin Mills (Enford to Bayview)	-	-	-
	76300	N. Richmond Hill Elevated Tank (ET) No. 2 and Yonge, Vondorf, Bloomington, Bayview Watermain	-	-	-
	78360	Orchard Heights Reservoir Inlet Upgrade	-	1,330	1,330
	78500	Water General	-	-	-
	78510	Surface Water Treatment	-	-	-
	78511	Ground Water Treatment	-	-	-
	78512	Pumping Water	-	-	-
	78514	Storage Elevated Tank	-	-	-
	78516	Storage Reservoir	-	-	-
	78517	Meter Chamber Water	-	-	-
	78519	Transmission Main	-	-	-
	78540	Supervisory Control and Data Acquisition Communication Network Water	-	-	-
	78563	Technology Integration Water	-	-	-
	78564	Technology Development & Implementation Water	-	-	-
	78581	Water Asset Management	-	-	-
	Sub Total Water		83,435	35,317	118,752
Wastewater					
	70340	Aurora Sewage Equalization Tank	-	-	-
	70460	Weldrick Sewer Overflow Gate	-	795	795
	71220	Queensville/Holland Landing/Sharon York Durham Sewage System (YDSS) Connection	-	-	-
	72240	Keswick Water Pollution Control Plant (WPCP) Expansion	4,490	(4,468)	22
	72360	Duffin Creek Water Pollution Control Plant (WPCP) Outfall / Effluent Strategy	10,600	6,185	16,785
	72410	Temp Flow Control System on YDSS	-	-	-
	72530	Duffin Creek Stage 1 & 2 Upgrades	23,150	(8,562)	14,588
	72580	Inflow & Infiltration Reduction Implementation	-	-	-
	73170	King City - Additional Water Supply watermain	1,735	1,151	2,886
	73210	King City Elevate Tank	-	-	-
	73640	Inflow & Infiltration Reduction	4,457	10,135	14,592
	73720	York Durham Sewage System (YDSS) Duffin Creek Water Pollution Control Plant Phase 3 Expansion	-	18	18
	74030	York Durham Sewage System (YDSS) 16th Ave Trunk (Stone Mason-Woodbine)	508	(508)	-
	74040	York Durham Sewage System (YDSS) Southeast Collector	7,663	(355)	7,308
	74260	Kennedy Watermain Milliken to Major Mackenzie Drive	-	-	-
	74270	Upper York Sewage Solutions (Pre-Construction)	57,803	111,471	169,274
	75300	West Vaughan Sewage Servicing (Pre-Construction)	11,805	18,421	30,226
	75310	East Vaughan Trunk Sewer	98	6,306	6,404
	75320	Primary Trunk Sewer Study	-	-	-
	75330	Green Lane Sewer Diversion	-	-	-
	75360	Upper York YDSS Improvements	-	-	-
	75420	Pressure District #7 Maple Pumping Station Upgrade and Flowmeter	-	-	-
	75450	Glenway Reservoir Expansion	-	-	-
	75510	Second Concession Watermain	-	22	22
	75570	Existing Odour Control Facility Modification Work	-	-	-

**Incremental Debt Authority Requirements
Based on 2017 Capital Spending Authority
(\$000's)**

Business Unit	Project No.	Project Description	2016 Remaining Debt Authority (A)	2017 Incremental CSA Debt Authority (B)	Total 2017 Debt Authority ¹ (C)
	75650	Wastewater Servicing – Richmond Hill/Langstaff Gateway Provincial Urban Growth and Regional Centre	456	(114)	342
	75760	North Don Relief Sewer	-	-	-
	75810	Humber Pumping Station Electrical Upgrade	-	40	40
	78310	Nobleton Waster Wastewater Servicing	-	1,950	1,950
	78582	Wastewater Asset Management	2,987	(2,987)	-
	79740	Peel System Cost Shared Works	28,670	(20,729)	7,941
	79850	York Durham Sewage System (YDSS) Duffin Creek Minor Capital	-	-	-
	79890	York Durham Sewage System (YDSS)-Leslie Pumping Station Upgrade	1,010	4,590	5,600
	Sub Total Wastewater		155,432	123,361	278,793
Waste Management			-	-	-
	71325	Energy From Waste Facility	-	-	-
	71335	Source Separated Organics Facility	-	-	-
	Sub Total Waste Management		-	-	-
Total Environmental Services			238,867	158,678	397,545
Community and Health Services					
Paramedic Services					
	54420	Holland Landing EMS Station	2,227	1,232	3,459
	54490	Pefferlaw EMS Station	-	-	-
	54510	Maple EMS Station	2,665	766	3,431
	54580	South Woodbridge EMS Station	347	77	424
	54638	EMS Land Acquisition - Growth	1,746	3,229	4,975
	54639	EMS Land Acquisition - Rep	2,000	(400)	1,600
	54640	Newmarket Northwest EMS Station	3,863	164	4,027
	54645	Newmarket Southeast EMS Station	3,251	2,050	5,301
	54650	South Markham EMS Station	2,661	570	3,231
	54665	Oak Ridges Paramedic Response Station	1,839	611	2,450
	54675	Thornhill EMS Station	2,963	469	3,432
	Sub Total Emergency Medical Serices		23,562	8,768	32,330
Seniors Services					
	55282	Balconies Conversion - Maple Health Centre	1,000	-	1,000
	55286	Scheduling Software	699	100	799
	55291	Resident Tub Room	230	400	630
	55295	Fire Separation	-	145	145
	59415	Long-Term Care & Adult Day Centres - Moderization	-	-	-
	59455	Technology Upgrade	-	65	65
	Sub Total Long-Term Care		1,929	710	2,639
Housing Services					
	67876	Unionville Redevelopment	24,547	(3,891)	20,656
	67916	Woodbridge Redevelopment	12,376	(5,298)	7,078
	67922	Richmond Hill Housing and Community Hub	392	(392)	-
	Sub Total Housing Services		37,315	(9,581)	27,734
Total Community & Health Services			62,806	(103)	62,703
Corporate Services					
Property Services					
	14722	Master Accommodation Plan Implementation	-	-	-
	14733	Accommodation Master Plan Implementation	273	1,985	2,258
	14751	Energy Initiatives	-	-	-
	14780	Central Service Centre - Pre Construction	3,066	468	3,534
	14781	Annex Construction	196,918	-	196,918
	14855	Corporate Space Intensification Initiatives	1,388	-	1,388
	14858	CHS Capital Projects	628	(314)	314
	80119	Development Tracking System	1,314	(1,314)	-
Total Corporate Services			203,587	825	204,412
York Region Rapid Transit Corporation					
	90992	Bus Rapid Transit Facilities and Terminals	21,614	(2,915)	18,699
	90996	Spadina Subway Extension	68,866	86,294	155,160
	90999	Transport Upgrades & Initiatives	-	-	-
Total York Region Rapid Transit Corporation			90,480	83,379	173,859

**Incremental Debt Authority Requirements
Based on 2017 Capital Spending Authority
(\$000's)**

Business Unit	Project No.	Project Description	2016 Remaining Debt Authority (A)	2017 Incremental CSA Debt Authority (B)	Total 2017 Debt Authority ¹ (C)
York Regional Police			-	-	-
	29011	Business Intelligence	300	150	450
	29013	Central Services Building	-	-	-
	29020	#1 District Multi-Functional Facility	-	250	250
	29023	Specialized Equipment - Investigative Services	1,321	(452)	869
	29030	IT Infrastructure and Retention	-	1,023	1,023
	29031	#3 District - Marine Headquarters	7,800	-	7,800
	29032	Data Governance Retention Management	20	(20)	-
	29033	Renovations to Existing Facilities	-	252	252
	29038	Outfit 3rd Floor - 47 Don Hillock Drive Aurora	-	-	-
	29039	Employee Scheduling	-	190	190
	29040	Training Facility	5,599	116	5,715
	29041	Whitchurch-Stouffville Sub-Station	-	-	-
	29042	Radio System	-	-	-
	29043	Renovations #4 District	1,415	(1,415)	-
	29045	Land Bank Acquisition	-	775	775
	29046	Sub-Station Outlook	1,300	(200)	1,100
	29048	YRP Net Rewrite	-	115	115
	29050	Air Support	689	(689)	-
	29051	Community Safety Village Expansion & Renovations	-	850	850
Total York Regional Police			18,444	945	19,389
Corporate Initiatives			-	-	-
	99997	Capital Contingency	62,160	(62,160)	-
Total Corporate Initiatives			62,160	(62,160)	-
Total York Region			991,014	214,091	1,205,105

Note 1: \$4.9M issued in Fall of 2016 to prefund Water and Wastewater projects will be deducted from Total 2017 Debt Authority. Projects prefunded include:
72200 Georgina Water Supply (GWS) - Sutton Water Servicing and 74040 York Durham Sewage System (YDSS) Southeast Collector

**Ministry of Community Safety
and Correctional Services**

Public Safety Division

25 Grosvenor St.
12th Floor
Toronto ON M7A 2H3

Tel.: 416 314-3377
Fax: 416 314-3092

**Ministère de la Sécurité communautaire
et des Services correctionnels**

Division de la sécurité publique

25, rue Grosvenor
12^e étage
Toronto ON M7A 2H3

Tél.: 416 314-3377
Téléc.: 416 314-3092



Mr. Frank Scarpitti
Chair
York Regional Police Services Board
17250 Yonge Street
Newmarket ON L3Y 4W5

Dear Mr. Scarpitti:

Under the Strategy for a Safer Ontario, the Ministry of Community Safety and Correctional Services (Ministry) has been undertaking a review of its grant programs. The goal is to ensure they align with the Strategy for a Safer Ontario as we move towards community safety and well-being planning. This involves a shift from reactive, resource-intensive approaches to a focus on prevention and social development.

As such, effective April 1, 2017, the Ministry will repurpose funding allocated under the Toronto Anti-Violence Intervention Strategy (TAVIS), Provincial Anti-Violence Intervention Strategy (PAVIS), Community Policing Partnerships (CPP) and Safer Communities - 1,000 Officers Partnership (1,000 Officers) programs. A new, transitional Policing Effectiveness and Modernization (PEM) Grant will be implemented in April 2017.

The PEM Grant will support municipal police services and Ontario Provincial Police contract locations currently receiving funding under TAVIS, PAVIS, CPP and 1,000 Officers as they develop programs that modernize community safety and the delivery of policing services. The transitional PEM Grant will be available as the Ministry moves towards supporting initiatives that address locally-identified risks to safety and well-being. Proactively addressing risk factors such as mental health and domestic violence in a strategic and holistic way will help reduce reliance on police to respond to social disorder situations that are non-criminal in nature.

Since 2006 and 2007, the Ministry has invested over \$105 million in funding to support municipal and First Nations police services under TAVIS and PAVIS to help combat guns and gangs activities. In addition, since 1998 and 2005, the Ministry has invested over \$760 million in funding under CPP and 1,000 Officers to support police services to hire over 2,000 additional sworn officers to keep our communities safe.

Specifically, under PAVIS, the Ministry has provided York Regional Police Service with \$5,383,664.58 in funding. York Regional Police Service has also received \$71,765,872.90 under CPP and 1,000 Officers to support additional sworn officers.

.../2

Mr. Frank Scarpitti

Page two

Please find attached the PEM Grant application package. Note that police services boards are eligible to apply for up to the amount of annual funding they were allocated under PAVIS, CPP and 1,000 Officers in 2016/17. Funding will be provided based on demonstrated need and permitting all other program criteria are met in the PEM Grant Application Instructions and Guidelines. All funding is subject to the Ministry receiving the necessary appropriation from the Ontario Legislature.

If you have any questions, please contact Silvana Burke, Community Safety Analyst, Program Development Section, at Silvana.Burke@ontario.ca.

I would like to take this time to thank you for your participation and dedication in the PAVIS, CPP and 1,000 Officers and for your cooperation during this transition.

Sincerely,

A handwritten signature in dark ink, appearing to read 'S. Beckett', with a stylized flourish at the end.

Stephen Beckett
Assistant Deputy Minister
Public Safety Division

cc: Regional Chairman Wayne Emmerson
Bruce Macgregor, Chief Administrative Officer
Chief Eric Jolliffe
Iris Zhu, Financial Analyst

Enclosed



Ministry of Community Safety and Correctional Services

**Policing Effectiveness and
Modernization
“PEM” Grant
(2017/18)**

Application Instructions and Guidelines

INTRODUCTION

The Ministry of Community Safety and Correctional Services (MCSCS) is pleased to present the Policing Effectiveness and Modernization (PEM) Grant. The PEM Grant is a transitional program for police services currently receiving funding under the Toronto Anti-Violence Intervention Strategy (TAVIS), Provincial Anti-Violence Intervention Strategy (PAVIS) and the Community Policing Partnerships (CPP) and Safer Communities – 1,000 Officers Partnership (1,000 Officers) programs.

In the short-term, the PEM Grant will support police services currently receiving funding under TAVIS, PAVIS, CPP and 1,000 Officers as they implement local initiatives that modernize the delivery of policing services. These guidelines outline the grant process, eligibility criteria and examples of activities that may be implemented as part of initiatives under the PEM Grant.

CONTEXT

Expectations that communities have of their police services have changed and therefore change is required in the way the police interact with their communities and how community safety services are delivered. These new expectations have created additional pressures on the police to ensure they establish effective community partnerships, demonstrate accountability and inclusiveness, and are transparent in their delivery of information and decision-making.

To prepare for the future of community safety services, police services need to identify best practices for service delivery, including new technologies that advance and support their public safety functions. This may require a review of how existing public safety personnel are utilized to ensure the most appropriate personnel are responding to the needs of the community.

COLLABORATION AND PARTNERSHIPS

MCSCS has affirmed that ensuring the safety and well-being of our communities cannot be achieved by one agency or sector alone. Community safety and well-being should be a shared responsibility, including but not limited to community members, traditional and political leaders, the police and other justice partners, community organizations, healthcare providers, social services, victim services, education, housing, cultural groups and private enterprise.

In recognition of the work already underway in many Ontario communities to move towards collaborative approaches to community safety and well-being, applicants are encouraged to work with their community partners in the development and implementation of their modernization initiatives. Applicants should demonstrate how their initiatives use collaboration and partnerships with other multi-sector agencies to implement activities and achieve common goals.

ACTIVITIES

Police services must provide a comprehensive outline of the activities that will be implemented as part of their initiative(s) in their application. Some examples of initiatives to modernize policing services may include:

- ❖ services that utilize the continuum of public safety personnel to ensure the most appropriate personnel are responding to the needs of the community (e.g., mobile crisis response teams with special constables and mental health service providers responding to emergency situations);
- ❖ research and evaluations to support modernization efforts (e.g., specialized technologies, consolidation of service delivery); and
- ❖ tools for de-escalation.

ELIGIBILITY CRITERIA

Who is eligible?

- ❖ Municipal police services and Ontario Provincial Police (OPP) municipal contract locations currently receiving funding under TAVIS, PAVIS, CPP and/or 1,000 Officers.

What is eligible?

- ❖ Initiatives that modernize and improve the efficiency and effectiveness of community safety and policing services.

Eligible budget items:

- ❖ **Public safety personnel: officer salary and/or** contractual work/secondments to support alternative service delivery options.
- ❖ **Mobilization and engagement:** education and training for police services and their partners.
- ❖ **Research and analysis:** costs associated with research into new/innovative policing techniques, including evaluations of policing practices, tools and resources.
- ❖ **Equipment (up to a maximum of 20%):** costs associated with purchasing equipment to modernize community safety service delivery.
- ❖ **Other:** additional costs associated with the implementation of initiative(s) and the development of new/improved services.

What is not eligible - the PEM Grant will not cover expenses related to:

- ❖ non-police related initiatives; and/or
- ❖ body-worn cameras.

FUNDING & APPLICATION REVIEW

Municipal and OPP municipal police services boards (PSB) currently receiving funding under TAVIS, PAVIS, CPP and/or 1,000 Officers will be eligible for up to the amount of funding they

were allocated in 2016/17, permitting all other criteria outlined in these guidelines are met. Funding will be provided based on demonstrated need.

Applications that qualify under the eligibility criteria will be reviewed by a PEM Grant Review Committee. The Review Committee's primary mandate will be to evaluate applications based on eligibility and assessment criteria and make recommendations for funding to the Minister of Community Safety and Correctional Services.

OUTCOMES & PERFORMANCE INDICATORS

As part of the Strategy for a Safer Ontario, MCSCS is moving towards funding initiatives that are outcomes-based in order to demonstrate results for Ontario communities.

To demonstrate that initiative(s) funded under the PEM Grant are improving policing effectiveness and modernization, successful PEM Grant recipients will be required to report to MCSCS on local and provincial outcomes. In order to consistently demonstrate provincial outcomes, MCSCS may also require funding recipients to report back on provincially-identified performance indicators, once all applications have been submitted. Applicants will be required to identify local outcomes related to their initiative(s) in their application, and all successful PEM Grant recipients will be required to report on the following two provincial outcomes:

Outcome #1:

- ❖ Enhanced effectiveness of policing services.

Examples of Performance Indicators:

- ❖ Percent increase in the number of individuals (e.g., community partners) who reported that the police are more effective in delivering services as a result of the initiative(s).
- ❖ Percent increase in the number of police officers who reported having access to appropriate resources (e.g., tools, training) to do their job more effectively as a result of the initiative(s).
- ❖ Percent increase in the number of initiatives that effectively utilize the continuum of public safety personnel.
- ❖ Percent increase in the number of partnerships established that result in effectiveness and modernization of policing service delivery.

Outcome #2:

- ❖ Enhanced efficiency of policing services.

Examples of Performance Indicators:

- ❖ Percent decrease in policing costs through effective allocation of resources and/or consolidation of service delivery as a result of the initiative(s).
- ❖ Percent decrease in policing resources (e.g., personnel, time) dedicated to specific tasks as a result of the initiative(s) that may include new/specialized technologies.

ASSESSMENT CRITERIA

Please review the following Assessment Criteria carefully. It includes important information that must be addressed in your application. Ensure you answer each component of every question in as much detail that is required.

Do not leave any questions blank on the application form. Where not applicable, please insert N/A.

1) Demonstrated Need: Indicate the need for your initiative(s) and Ministry funding.

- ✓ Provide brief statistical data that demonstrates the need for your modernization initiative(s) and how your initiative(s) will address this need.
- ✓ Identify factors limiting your police service's ability to implement the modernization initiative. Explain why funding is beyond current local capability.

2) Activities: Provide a comprehensive outline of the activities that will be implemented as part of the initiative(s).

- ✓ Demonstrate that your initiative(s) is a best/promising practice and/or describe how it is new and/or innovative to your service.
- ✓ Describe in detail all of the activities that you will implement during the initiative(s) and how they will improve policing effectiveness and modernization.
- ✓ Identify who will benefit from each activity (e.g., the community, police service).
- ✓ Clearly indicate when each activity will be implemented.

3) Partnerships: If applicable, provide an overview of the different partnerships that will be utilized during your initiative.

- ✓ Identify who you will be partnering with (e.g., mental health service provider, local government).
- ✓ Describe each partner's role and how they will contribute to the success of your modernization initiative.

4) Evaluation Strategy: Indicate the expected outcomes that will result from your initiative(s), the performance indicators that will be measured to assess achievement of outcomes against expected targets, and the baseline data for those indicators. Where applicable, ensure that outcomes and performance indicators reflect input from all partners.

- ✓ Outline your locally-identified outcomes for your initiative.
- ✓ Outline your locally-identified performance indicators – qualitative and/or quantitative – to demonstrate that local and provincial outcomes have been achieved.
- ✓ Indicate the targets you will use to assess achievement of outcomes.
- ✓ Indicate the baseline data from which you will be able to assess change.
- ✓ Identify which partner will collect each indicator and how often.



TIP: Expected Outcomes are the positive impacts or changes your activities are expected to make in your community.

- A performance **indicator** is an observable, measurable piece of information (i.e., numeric result) about a particular outcome, which shows to what extent the outcome has been achieved.
- **Quantitative** indicators are numeric or statistical measures that are often expressed in terms of unit of analysis (e.g., frequency of, percentage of, ratio of, variance with).
- **Qualitative** information is non-measurable information that describes attributes, characteristics, properties, etc. It can include descriptive judgments or perceptions (e.g., program participants' verbal or written feedback) measured through an open-ended questionnaire or an interview.
- **Target** is the planned result to be achieved within a particular time frame. Along with the baseline, this provides an anchor against which current performance results can be compared. Reasonable targets are challenging but achievable.
- **Baseline** data is information captured initially to establish the starting point against which to measure the achievement of outcomes.

5) Equipment: If applicable, advise what equipment you will be purchasing and how it will help to enhance the effectiveness and modernization of your service. Please provide details.

- ✓ Indicate if your service currently has the equipment for which you are requesting funding. If yes, indicate why additional equipment is required.
- ✓ Advise how the equipment will help enhance the effectiveness and modernization of your service.
- ✓ Include details on academic research that supports the beneficial use of this equipment, including effectiveness and modernization.
- ✓ Note: only 20% of the funding requested from MCSCS may be used to pay for equipment.

6) Budget: Using the Budget Sheet provided, clearly itemize all expenditures associated with the initiative and answer the questions below.

- ✓ Clearly describe the need/use for the items that are being requested as part of the initiative(s) Budget as indicated under the Demonstrated Need section.
- ✓ Budget items without an associated explanation may not be funded.
- ✓ Note: only 10% of the funding requested from MCSCS may be used to pay external consultants.

CONTRACTUAL AGREEMENT

As part of the terms of funding, MCSCS will enter into a contractual agreement with PSBs approved for PEM Grant funding. Agreements will be for one year – from April 1, 2017, to March 31, 2018. Funds will be released to the PSB after all of the applicable documentation has

been submitted and the contractual agreement has been signed by all parties. The funds must be used for the purposes described in the application and according to the terms of the contractual agreement. As part of the contractual agreement, recipients will be required to complete and submit interim and final reports to MCSCS.

Standard government procedures regarding grants will be followed. The contract will outline:

- purposes for which the grant funding will be used;
- commitments to be undertaken or specific activities to support the application;
- interim and final reporting dates, including performance indicators; and
- funding disbursement schedule.

LENGTH OF APPLICATION FORM

Completed application forms (excluding the budget sheet) **must not exceed 10 pages**.

Please do not include any attachments or website addresses as part of your responses. They will **not** be reviewed.

APPLICATION SUBMISSION

An electronic version of the completed application form and budget sheet must be submitted to MCSCS in their **original format (NOT scanned versions)**. Please submit these files by email to Silvana.Burke@Ontario.ca and James.Y.Lee@Ontario.ca.

In addition to the above, please scan a signed copy of the completed application form and budget sheets and all required documentation for your application and submit them by email to Silvana.Burke@Ontario.ca and James.Y.Lee@Ontario.ca.

APPLICATION DEADLINE

Completed application forms and budget sheets must be received by **4:00 p.m. (Eastern Standard Time) on Friday, February 10, 2017**.

GENERAL AND TECHNICAL ASSISTANCE

For questions about the grant or application process, please contact Silvana Burke, Community Safety Analyst, at Silvana.Burke@Ontario.ca or (416) 314-8245. For technical assistance on using the application form or budget sheet, please contact James Lee, Community Safety Analyst, at James.Y.Lee@Ontario.ca or (416) 325-6039.

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January 4, 2017

TO: Members of MARCO and LUMCO

FROM: Linda Jeffrey, Chair LUMCO, Ken Seiling, Chair MARCO

SUBJECT: Urgent Heads Up – Province Changes Police Grants on Short Notice

On December 28, the Province of Ontario notified Police Service Boards and their funding municipalities that effective April 1, 2017, the Ministry is arbitrarily repurposing funding allocated under the TAVIS, PAVIS, CPP and Safer Communities - 1,000 Officers Partnership programs.

Although AMO did have a meeting with the Ministry of Community Safety and Correctional Services (MCSCS) Minister in mid-December about policing modernization where the concept of a future policing grant program was touched upon, there was no discussion related to the repurposing of the TAVIS, PAVIS, CPP, and 1,000 Officers programs immediately and replacing them with a new transitional Policing Effectiveness and Modernization (PEM) grant for implementation in April. It is understood that Boards would be able to apply for funding up to the amount they were losing with the cancellation of the existing grants.

On December 28 when most Boards, Councils, and senior staff were on Christmas break, the Province issued letters announcing that this change was taking place effective April 1 and that Police Services had until February 10 to apply for funding under the new program. These applications were to be for new programs which were proactive and community oriented. It was also noted that the funding pot of moneys taken away from existing Police Boards would now be accessible to all OPP policed areas, thus reducing the funding available to those losing it.

This memo is to make sure that you are aware of this significant change and that you explore some of the implications for your Police service. Here are a few things to consider:


- Many Police services have already approved their budgets for 2017 and forwarded them to their respective Councils.
- The loss to the salary support line in all budgets will be real and must be filled with property tax increases, short term borrowing or reserves, reductions in staffing, or possibly the new grants for which programs or level of funding aren't guaranteed.

Ajax Barrie Brampton Brantford Burlington Cambridge Chatham-Kent Durham Region Greater Sudbury Guelph Halton Region Hamilton Kingston Kitchener London Markham Milton Mississauga Muskoka District Niagara Region Oakville Oshawa Ottawa Peel Region Richmond Hill St. Catharines Thunder Bay Toronto Vaughan Waterloo Waterloo Region Whitby Windsor York Region

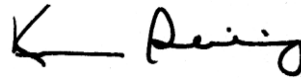
- There is no guarantee that applications will be accepted so there may be a substantial shortfall in funding to many forces.
- The Ministry has said that programs for millions of dollars must be designed and approved by their Boards and possibly Councils within 6 weeks (February 10 deadline) including any partnership negotiations if outside agencies are involved.
- The wording of the PEM grant application implies the funding is for new programs only and does not appear to allow for grandfathering of existing programs which meet criteria. Those forces which have implemented community based proactive policing may very well have their programs denied as already existing while others just starting under the new program may receive funding. There is the potential for uneven and unfair program funding across the Province.
- The term “transitional” is interesting in that it implies that these grants might be temporary only, leaving Forces and municipalities with both the costs of all existing Police staff and the cost of the new programs.
- It is difficult for Police forces to plan when potential changes to the Police Act and Police duties have not been released by the Province.

The Province needs to respect local Police services and municipal Councils and allow them adequate time to evaluate how their respective communities can best participate in the new Policing Effectiveness and Modernization Program. We must tell the Province this late announcement and lack of consultation is unacceptable and ask the Province to delay this for a year, give adequate notice, and allow the implementation to be discussed with Police, the public and the municipal sector.

Sincerely,



Linda Jeffrey
Chair LUMCO
Mayor City of Brampton



Ken Seiling
Chair MARCO
Regional Chair, Region of Waterloo

Ajax Barrie Brampton Brantford Burlington Cambridge Chatham-Kent Durham Region Greater Sudbury Guelph Halton Region Hamilton Kingston Kitchener London Markham Milton Mississauga Muskoka District Niagara Region Oakville Oshawa Ottawa Peel Region Richmond Hill St. Catharines Thunder Bay Toronto Vaughan Waterloo Waterloo Region Whitby Windsor York Region



DURHAM REGIONAL POLICE SERVICES BOARD

R. Anderson, Chair * A. Furlong, Vice-Chair
B. Drew, Member * S. Lal, Member
B. McLean, Member * R. Rockbrune, Member * R. Wilson, Member

January 17, 2017

The Honourable Marie-France Lalonde
Minister of Community Safety and Correctional Services
18th Floor, George Drew Building
25 Grosvenor Street
Toronto, Ontario M7A 1Y6

Dear Minister Lalonde:

On behalf of the Durham Regional Police Services Board, I would first like to offer my congratulations on your appointment as Minister of Community Safety and Correctional Services. We look forward to your collaboration and communication in addressing many pressing matters confronting the police community in Ontario.

As you are aware, we received a letter from the Ministry on December 28, 2016, informing us that funding under existing grant programs will not be renewed after their expiry on March 31, 2017. Instead, the Ministry will be implementing the Policing Effectiveness and Modernization Grant and Police Services would have to apply for funding, and may receive a maximum amount equal to the total funding received in 2016.

In July of 2015, we wrote to the Ministry requesting that municipal police services be provided sufficient notice should changes occur to the grant system. We did not receive a reply until fourteen months later, at which point in time we were advised by Minister Oraziotti that no decisions had been made. Indeed, your predecessor's letter to our Board dated September 14, 2016, gave assurance that "the ministry will be reaching out to its municipal and policing partners to consult on the development of the new funding model." The Ministry's announcement in late December that the Policing Effectiveness and Modernization Grant would be implemented in the coming months is grossly inconsistent with the message communicated to us three months prior. It is completely unacceptable that the Ministry would provide no advance notice or offer any meaningful consultation of this significant change to the funding framework, despite having committed to doing so.

While we appreciate the support that has been received and the Province's fiscal situation, this decision is profoundly disappointing. The lack of communication and consultation calls into question the value that the Ministry places upon partnership, and the result places significant hardship upon local police services to conduct effective planning. The Board finalized its budget for the current year in November 2016, and it

605 Rossland Road East, Box 911, Whitby, ON L1N 0B8
Phone: 905-579-1520, Ext. 4307 * Fax: 905-721-4249
Email: alongo@drps.ca

will be considered by our Municipality in the coming weeks. We are now in a position of uncertainty with respect to more than 1% of the budget.

For the Durham Regional Police Service, the amount at risk for 2017 is \$2.25 million, the equivalent of approximately 30 police officers for 9 months. The amount at risk in 2018 would be more than \$3 million, given this would be a full year in which there exists the possibility of no grant funding. The potential impact upon our local police service is clearly substantial. We would further note that funding to our Police Service under the Court Security and Prisoner Transportation Grant was also reduced unexpectedly and without notice by the Province for 2017. We wrote to your predecessor in November 2016 outlining our concerns with this decision and have not yet received a reply.

Given the impact that the new funding model will have upon Durham Region and in communities across Ontario, we hope that you are able to commit to finding an appropriate solution, including the possibility of delaying changes to the grant funding until 2018, after meaningful and adequate consultation has occurred. We look forward to your reply.

Yours truly,



Roger Anderson
Chair

c.c.: Chief Martin
Regional Chair Anderson, Durham Region
President El-Chantiry, Ontario Association of Police Services
Boards
President Bordeleau, Ontario Association of Chiefs of Police
President Randy Henning, Durham Regional Police Association
President Chapman, Police Association of Ontario
Chair Jeffrey, LUMCO
Chair Seiling, MARCO
President Dollin, AMO
Big 12 Chairs
Local MPPs

Attachment: Correspondence from Minister Orazietti – September 14, 2016

**Ministry of Community Safety
and Correctional Services**

Office of the Minister

25 Grosvenor Street
18th Floor
Toronto ON M7A 1Y6
Tel: 416-325-0408
Fax: 416-325-6067

**Ministère de la Sécurité communautaire
et des Services correctionnels**

Bureau du ministre

25, rue Grosvenor
18^e étage
Toronto ON M7A 1Y6
Tél. : 416-325-0408
Téléc. : 416-325-6067



MC-2016-1665

SEP 14 2016

Mr. Roger Anderson
Chair
Durham Regional Police Services Board
605 Rossland Road East
Box 911
Whitby ON L1N 0B8

Dear Mr. Anderson:

Thank you for your letter, addressed to the former Minister, regarding funding information under the Ministry of Community Safety and Correctional Services' grant programs in the 2016/17 fiscal year.

Please note that the ministry is still in the process of reviewing its grant programs as part of the development of an outcomes-based funding model to better support local initiatives that reduce crime and help build safer and healthier communities. The ministry will be reaching out to its municipal and policing partners to consult on the development of the new funding model.

As you are aware, the ministry is continuing the Provincial Anti-Violence Intervention Strategy (PAVIS), the Safer Communities – 1,000 Officers Partnership Program and Community Policing Partnership (CPP) Program in 2016. New agreements for these programs were distributed to grant participants for signatures in April 2016. Subject to the agreements being finalized, your allocation for these programs is as follows:

Grant Program	Funding Term	Allocation
PAVIS	April 1, 2016 – December 31, 2016	\$252,697
1,000 Officers	April 1, 2016 – March 31, 2017	\$1,750,000
CPP	April 1, 2016 – March 31, 2017	\$1,290,000

With respect to the Court Security and Prisoner Transportation Program, please be assured that your municipality's 2016 allocation has increased from \$3,052,537 to \$3,815,671, as outlined in the 2015-16 agreement. It is anticipated that new funding notices and agreements will be distributed to municipalities in November 2016.

Thank you again for writing.

Sincerely,

David Orazietti
Minister

**Ministry of Community Safety
and Correctional Services**

Public Safety Division

25 Grosvenor St.
12th Floor
Toronto ON M7A 2H3

Tel.: 416 314-3377
Fax: 416 314-4037

**Ministère de la Sécurité communautaire
et des Services correctionnels**

Division de la sécurité publique

25, rue Grosvenor
12^e étage
Toronto ON M7A 2H3

Tél.: 416 314-3377
Télééc.: 416 314-4037



MEMORANDUM TO: All Chiefs of Police and
Commissioner J.V.N. (Vince) Hawkes
Chairs, Police Services Boards

FROM: Stephen Beckett
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division

SUBJECT: ***Supporting Ontario's First Responders Act, 2016***

DATE OF ISSUE:	December 15, 2016
CLASSIFICATION:	For Action
RETENTION:	April 23, 2017
INDEX NO.:	16-0071
PRIORITY:	Normal

This memo is being shared on behalf of the Ministry of Labour as a reminder to all Police Services Boards and Chiefs of their obligations under the *Ministry of Labour Act*.

The *Supporting Ontario's First Responders Act, 2016* came into force on April 6, 2016. This legislation is a key component of Ontario's strategy to address prevention of and resiliency to post-traumatic stress disorder (PTSD). The Act included amendments to the *Ministry of Labour Act* to allow the Minister of Labour to direct certain employers to provide the Minister with information about their plans to prevent PTSD and authorizes the Minister to publish any information collected.

Under this authority, the Minister of Labour directed all employers who employ workers to whom section 14 of the *Workplace Safety and Insurance Act, 1997* applies to provide the Minister with information on their workplace PTSD prevention plans no later than April 23, 2017. Please refer to the enclosed copy of the Notice of Direction, published in the April 23, 2016 Ontario Gazette Vol. 149-17 at pages 923-24. This direction was also communicated to all Ontario municipalities in April 2016 in the attached letter from the Minister of Labour.

You will find resources to help you build prevention plans and programs at <http://www.firstrespondersfirst.ca/>.

Information about prevention plans must be submitted in an electronic word file to: ptsdprevention@ontario.ca. Where submission by this method is not possible, employers may mail information to: Ontario Ministry of Labour, 400 University Avenue, 14th Floor, Toronto, ON, M7A 1T7.

Should you have any questions with respect to legislative requirements, please contact Neil Salter, Manager, Workplace Insurance and Health and Safety Policy, Ministry of Labour, at (416) 325-4575 or neil.salter@ontario.ca.

A handwritten signature in black ink, appearing to read 'S. Beckett', with a stylized flourish at the end.

Stephen Beckett
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division



The Ontario Gazette La Gazette de l'Ontario

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Saturday, 23 April 2016

Toronto

ISSN 00302937
Le samedi 23 avril 2016

Parliamentary Notice Avis parlementaire

Royal Assent

THE PROVINCE OF ONTARIO

Toronto, Wednesday, April 6, 2016, 3:55 p.m.

In the name of Her Majesty the Queen, Her Honour the Lieutenant Governor, assented to the following bill in her office:-

Bill 163 An Act to amend the Workplace Safety and Insurance Act, 1997 and the Ministry of Labour Act with respect to posttraumatic stress disorder.
[S.O. 2016, Chapter 4]

DEBORAH DELLER
Clerk of the Legislative Assembly

(149-G224E)

Sanction royale

PROVINCE DE L'ONTARIO

Toronto, mercredi, 6 avril, 2016, 15 h 55

Au nom de Sa Majesté la Reine, Son Honneur la lieutenant-gouverneure, a accordé la sanction royale au projet de loi suivant, dans son bureau:-

Projet de loi 163 Loi modifiant la Loi de 1997 sur la sécurité professionnelle et l'assurance contre les accidents du travail et la Loi sur le ministère du Travail relativement à l'état de stress post-traumatique.
[L.O. 2016, Chapitre 4]

La greffière de l'Assemblée législative
DEBORAH DELLER

(149-G224F)

Ontario Highway Transport Board Commission des transports routiers de l'Ontario

Periodically, temporary applications are filed with the Board. Details of these applications can be made available at anytime to any interested parties by calling (416) 326-6732.

The following are applications for extra-provincial and public vehicle operating licenses filed under the Motor Vehicle Transport Act, 1987, and the Public Vehicles Act. All information pertaining to the applicant i.e. business plan, supporting evidence, etc. is on file at the Board and is available upon request.

Any interested person who has an economic interest in the outcome of these applications may serve and file an objection within 29 days of this publication. The objector shall:

1. complete a Notice of Objection Form,
2. serve the applicant with the objection,

3. file a copy of the objection and provide proof of service of the objection on the applicant with the Board,
4. pay the appropriate fee.

Serving and filing an objection may be by hand delivery, mail, courier or facsimile. Serving means the date received by a party and filing means the date received by the Board.

LES LIBELLÉS DES DEMANDES PUBLIÉES CI-DESSOUS SONT AUSSI DISPONIBLES EN FRANÇAIS SUR DEMANDE.

Pour obtenir de l'information en français, veuillez communiquer avec la Commission des transports routiers au 416-326-6732.

ANZ Transportation Services Inc.
402-2446 Bank Street, Ottawa, ON K1T 1S1

47684

Applies for an extra-provincial licence as follows:

For the transportation of passengers on a chartered trip from points in the Cities of Toronto and Ottawa, and the Regional Municipalities of Peel, York, Durham, and Niagara Falls to the Ontario/Quebec and Ontario/U.S.A. border crossings for furtherance:

1. to points as authorized by the relevant jurisdiction and for the return of the same passengers on the same chartered trip to point of origin;

Date	Name of Corporation Dénomination sociale de la société	Ontario Corporation Number Numéro de la société en Ontario
2016-04-05	VALCAR DEVELOPMENTS INC.	002094930
2016-04-05	WEST STREET HOLDINGS LTD.	001093277
2016-04-05	1026662 ONTARIO INC.	001026662
2016-04-05	1637107 ONTARIO INC.	001637107
2016-04-05	1698433 ONTARIO LIMITED	001698433
2016-04-05	1709377 ONTARIO LTD.	001709377
2016-04-05	1714149 ONTARIO INC.	001714149
2016-04-05	1851741 ONTARIO INC.	001851741
2016-04-05	1854304 ONTARIO INC.	001854304
2016-04-05	1888052 ONTARIO LIMITED	001888052
2016-04-05	1897988 ONTARIO INC.	001897988
2016-04-05	1909708 ONTARIO INC.	001909708
2016-04-05	2033237 ONTARIO INC.	002033237
2016-04-05	2247471 ONTARIO INC.	002247471
2016-04-05	2271416 ONTARIO INC.	002271416
2016-04-05	2329732 ONTARIO INC.	002329732
2016-04-05	2412412 ONTARIO INC.	002412412
2016-04-05	2494467 ONTARIO INC.	002494467
2016-04-05	356123 ONTARIO LIMITED	000356123
2016-04-05	864525 ONTARIO INC.	000864525
2016-04-06	ANOVIA PAYMENTS CANADA, INC.	002393896
2016-04-06	ASHCOM INC.	002368101
2016-04-06	BRACCO BROS. AUTO SALES LIMITED	000236821
2016-04-06	CANADIAN EXECUTIVE CONSULTANTS INC.	000717194
2016-04-06	D.W. KING & COMPANY INC.	001280775
2016-04-06	FAMOUS ALI'S RESTAURANT CORPORATION	002265403
2016-04-06	FOURBRIDGES FINANCIAL INC.	002415311
2016-04-06	FURMAN FRUITS & VEGETABLES INC.	002387115
2016-04-06	JONDON HOLDINGS LIMITED	001706141
2016-04-06	KOU-BAX RESTAURANT LTD.	000449537
2016-04-06	KS EQUITIES NO. 2 INC.	002065077
2016-04-06	NUVO ELECTRONICS INC.	000892490
2016-04-06	PRAYOSHA METALS CORPORATION	002385170
2016-04-06	QUEENSBURY SERVICES LTD.	001031293
2016-04-06	RDD FREIGHT INTERNATIONAL (CANADA) INC.	002176733
2016-04-06	REAL CAPITAL INVESTMENTS LIMITED	002417579
2016-04-06	ROUND TABLE DISCUSSIONS INC.	001178570
2016-04-06	SMASHING ANIMATION INC.	002432237
2016-04-06	STONE RIDGE FARMS (HOUSE) INC.	001036291
2016-04-06	UPTOWN GARDEN INC.	002438151
2016-04-06	VALED ASSOCIATES INC.	001062623
2016-04-06	WILLIAM CLARFIELD HOLDINGS INC.	000753456
2016-04-06	YORKVILLE LASER ACUPUNCTURE & MASSAGA THERAPY INC.	001906934
2016-04-06	1025914 ONTARIO INC.	001025914
2016-04-06	1331313 ONTARIO INC.	001331313
2016-04-06	1496958 ONTARIO INC.	001496958
2016-04-06	1661794 ONTARIO INC.	001661794
2016-04-06	1701394 ONTARIO INC.	001701394
2016-04-06	1712382 ONTARIO INC.	001712382
2016-04-06	1754688 ONTARIO INC.	001754688
2016-04-06	2068314 ONTARIO INC.	002068314

Date	Name of Corporation Dénomination sociale de la société	Ontario Corporation Number Numéro de la société en Ontario
2016-04-06	2102372 ONTARIO INC.	002102372
2016-04-06	2108163 ONTARIO INC.	002108163
2016-04-06	2108979 ONTARIO INC.	002108979
2016-04-06	2111987 ONTARIO INC.	002111987
2016-04-06	2138875 ONTARIO INC.	002138875
2016-04-06	2281645 ONTARIO INC.	002281645
2016-04-06	2345418 ONTARIO LTD.	002345418
2016-04-06	2385893 ONTARIO INC.	002385893
2016-04-06	2405903 ONTARIO INC.	002405903
2016-04-06	2460260 ONTARIO INC.	002460260
2016-04-06	2462736 ONTARIO INC.	002462736
2016-04-06	696495 ONTARIO LTD.	000696495

WILLIAM D. SNELL
Director, Ministry of Government Services
Directeur, Ministère des Services
gouvernementaux

(149-G228)

Erratum Notice Avis d'erreur

ONTARIO CORPORATION NUMBER 720086

Vide Ontario Gazette, Vol. 149-12 dated March 19, 2016

NOTICE IS HEREBY GIVEN that the notice issued under section 241(4) of the Business Corporations Act set out in the March 19, 2016 issue of the Ontario Gazette with respect to Echo Technology Inc. was issued in error and is null and void.

Cf. Gazette de l'Ontario, Vol. 149-12 datée du 19 mars 2016

PAR LA PRÉSENTE, nous vous informons que l'avis émis en vertu de l'article 241(4) de la Loi sur les sociétés par actions et énoncé dans la Gazette de l'Ontario du 19 mars 2016 relativement à Echo Technology Inc. a été délivré par erreur et qu'il est nul et sans effet.

WILLIAM D. SNELL
Director, Ministry of Government Services
Directeur, Ministère des Services
gouvernementaux

(149-G229)

Notice of Direction Made Pursuant to Subsection 9.1(1) of the *Ministry of Labour Act*

Pursuant to the authority granted to me in subsection 9.1(1) of the *Ministry of Labour Act*, as the Minister of Labour, I hereby direct, all employers who employ workers to whom section 14 of the *Workplace Safety and Insurance Act, 1997* applies, to provide me information relating to their plans to prevent posttraumatic stress disorder arising out of and in the course of employment at the employer's workplace, which may include a workplace prevention plan.

I am directing those employers to provide me with information on their workplace posttraumatic stress disorder prevention plans no later than April 23, 2017, one year from the date of the posting of this notice. The information shall be provided in an electronic Word file and shall be submitted to: ptsdprevention@ontario.ca. Where submission by this method is not possible, employers may mail information to: Ontario Ministry of Labour, 400 University Avenue, 14th Floor, Toronto, ON, M7A 1T7.

Pursuant to subsection 9.1(4) of the Act, I also have the authority to publish the information provided to me and would direct employers not to include any personal information in any of the information filed.

Made by:
KEVIN FLYNN
Minister of Labour
Dated: April 14, 2016

(149-G230E)

Avis de directive prise en vertu du paragraphe 9.1 (1) de la *Loi sur le ministère du Travail*

En vertu du pouvoir que me confère le paragraphe 9.1 (1) de la *Loi sur le ministère du Travail* (la Loi), en qualité de ministre du Travail, j'ordonne par la présente aux employeurs qui emploient des travailleurs auxquels

s'applique l'article 14 de la *Loi de 1997 sur la sécurité professionnelle et l'assurance contre les accidents du travail* de me fournir des renseignements concernant leurs plans de prévention de l'état de stress post-traumatique survenant du fait et au cours de l'emploi au lieu de travail de l'employeur, ce qui peut inclure un plan de prévention dans le lieu de travail.

J'ordonne à ces employeurs de me fournir des renseignements concernant leurs plans de prévention de l'état de stress post-traumatique au lieu de travail, avant le 23 avril 2017 au plus tard, un an à partir de la date d'affichage du présent avis. Ces renseignements devront être fournis dans un fichier Word électronique et envoyés à ptsdprevention@ontario.ca. Si la transmission électronique n'est pas possible, les employeurs peuvent envoyer leurs renseignements par la poste à l'adresse suivante : Ministère du Travail de l'Ontario, 400, avenue University, 14^e étage, Toronto (Ontario) M7A 1T7.

En vertu du paragraphe 9.1 (4) de la Loi, j'ai également le pouvoir de publier les renseignements qui m'ont été fournis et je recommande aux employeurs de ne pas inclure de renseignements personnels dans les documents qu'ils m'envoient.

Fait par :
KEVIN FLYNN
ministre du Travail
Date: 14 avril 2016

(149-G230F)

Foreign Cultural Objects Immunity from Seizure Act Determination Détermination de la Loi sur l'insaisissabilité des biens culturels étrangers

Pursuant to delegated authority and in accordance with subsection 1(1) of the *Foreign Cultural Objects Immunity from Seizure Act*, R.S.O. 1990, c.F-23, the works of art or objects of cultural significance listed in Schedule "A" attached hereto, which works or objects are to be on temporary exhibit during the *Marvellous Creatures: Animal Fables in Islamic Art* exhibition at The Aga Khan Museum in Toronto, Ontario pursuant to loan agreement between The Aga Khan Museum and the lender listed in the attached Schedule "A" are hereby determined to be of cultural significance and the temporary exhibition of these works or objects in Ontario is in the interest of the people of Ontario.

DATE: April 13, 2016

Determined by Kevin Finnerty, Assistant Deputy Minister
Culture Division
Ministry of Tourism, Culture and Sport

Schedule "A" List of Works

Marvellous Creatures: Animal Fables in Islamic Art The Aga Khan Museum

	Lender	Artist	Object/Art	Date	Medium	Dimension	Inventory #
1	Qatar Museums Authority	Unknown	Tapestry	1575 – 1599	silk, metal thread	220 x 151 cm	CA.2.1997
2	Qatar Museums Authority	Unknown	Flask	8th – 11th Century	Glass	37 x 70 x 35 mm	GL.280.2004
3	Qatar Museums Authority	Unknown	Beaker	13th Century	Glass	31 x 8.8 cm	GL.380.2008
4	Qatar Museums Authority	Unknown	Bottle	873 – 999	Glass	168 x 100 mm	GL.515.2009
5	Qatar Museums Authority	Unknown	Plaque	10th Century	Glass	10.4 x 6 x 2 cm	GL.534.2012
6	Qatar Museums Authority	Unknown	Flask	975–1025	Rock crystal	31 x 8.8 cm	HS.20.2004
7	Qatar Museums Authority	Unknown	Hilt	1650–1700	Jade	168 x 100 mm	HS.24.2004
8	Qatar Museums Authority	Unknown	Flask	970–1050	Rock crystal	4.3 x 10 x 2.8 cm	HS.34.2004
9	Qatar Museums Authority	Unknown	Earring	1000–1157	Gold alloy	6 x 2.5 x 0.9 cm	JE.217.
10	Qatar Museums Authority	Unknown	Folio	1478	Ink, Opaque Watercolour, Gilt Paint	410 x 285 mm	MIA.2014.21.8



400 University Avenue
14th Floor
Toronto ON M7A 1T7
Tel: 416 326-7600
Fax: 416 326-1449

400, avenue University
14^e étage
Toronto ON M7A 1T7
Tél. : 416 326-7600
Télec. : 416 326-1449

Message from the Minister of Labour

I am proud to write today to inform your municipality that Bill 163, the *Supporting Ontario's First Responders Act, 2016*, has passed third reading and received Royal Assent on April 6, 2016. Municipalities across Ontario play a vital role in the delivery of emergency services. Consequently, it is important that municipalities are aware of this critical legislation to support Ontario's first responders.

Over the last decade there has been an increased awareness of the effects of post-traumatic stress disorder (PTSD). We know PTSD can be serious and debilitating, and that first responders are at least twice as likely as the general population to suffer from PTSD.

The Premier asked me to bring forward a plan that addressed prevention of and resiliency to PTSD, and she also asked that we create legislation that makes PTSD a workplace presumption for first responders. First responders put their lives at risk each and every day to keep all of us safe, and it's important we provide our first responders the same unconditional support they provide to us when we need them.

That's why I committed Ontario to becoming a leader in dealing with first-responder PTSD, and we know the solution lies with a comprehensive approach that includes both preventative and legislative measures. The *Supporting Ontario's First Responders Act, 2016* is a key component of that comprehensive strategy. It will provide a presumption that PTSD diagnosed in first responders is work-related, allowing for faster access to WSIB benefits, resources and the timely treatment needed to heal and return to work safely.

The specific groups covered under the PTSD presumption include:

- Police, including First Nations constables, and chiefs of police
- Firefighters (including part-time and volunteer firefighters), including those who are employed or who volunteer to provide fire protection services on a reserve, fire investigators, and fire chiefs
- Paramedics and emergency medical attendants, and ambulance service managers
- Workers involved in dispatching emergency services, including workers who play a role in the chain of communications which lead up to the dispatch for ambulance services, firefighters and police
- Correctional officers/youth services workers (including managers) and workers who provide direct health care services in adult institutional corrections and secure youth justice facilities
- Members of emergency response teams dispatched by a communications officer.

The *Supporting Ontario's First Responders Act, 2016* also amends the *Ministry of Labour Act* to allow the Minister of Labour to collect information about an employer's plans to prevent PTSD and authorizes the Minister to publish those plans. Collecting this information is intended to encourage the development of prevention plans and assess progress in the prevention of PTSD in these workplaces. It will also serve to highlight gaps and inform future prevention initiatives.

I will formally direct certain employers to provide me with information on their workplace post-traumatic stress disorder prevention plans by April 23, 2017. This direction will be published in the *Ontario Gazette*, Volume 149, Issue 17, which will be available at www.ontario.ca/search/ontario-gazette. Additional information can also be found on the Ministry of Labour website at www.labour.gov.on.ca/english/hs/ptsd.php.

As your municipality is an employer or is responsible for employers of workers covered under the PTSD presumption, I am advising you of this direction and look forward to receiving information in a timely manner. You are able to determine an approach that reflects your local context, taking into consideration the ways that first responder services are delivered and supported locally. I would request that you forward this correspondence to any administrations that fall within your purview, so they are aware of the direction to submit information and are engaged in the process as appropriate.

Information about prevention plans should be submitted in electronic Word format to ptsdprevention@ontario.ca. When submission by this method is not possible, information can be mailed to the Ontario Ministry of Labour, Att: PTSD Prevention Plan, 400 University Avenue, 14th Floor, Toronto, ON, M7A 1T7. Resources to assist in the development of a prevention plan are available online as part of a free online toolkit (see the link below). Should you have any questions, please contact ministry staff at 416-325-4575.

These legislative amendments build on our previously announced PTSD prevention strategy, which includes:

- The creation of a radio and digital campaign aimed at increasing awareness about PTSD among first responders, their families and communities and eliminating the stigma that too often prevents those in need from seeking help
- An annual leadership summit to be hosted by the Minister of Labour to highlight best practices, recognize leaders, and monitor progress in preventing and addressing PTSD
- A free online toolkit at www.firstrespondersfirst.ca with resources on PTSD tailored to meet the needs of employers and each of the first responder sectors
- Grants for research that supports the prevention of PTSD.

We started on the prevention initiatives in March 2016 with the launch of the public radio and digital awareness campaign, as well as the free online toolkit.

Through the alignment of research, prevention and treatment efforts, Ontario will create a solid and coordinated set of resources to provide the support needed by the brave men and women who put their lives on the line in our time of greatest need. This is the beginning of a new way forward in preventing PTSD and providing support for our first responder community in Ontario. With your help, our government has put in place a strategy that will help protect our dedicated first responders who put themselves in harm's way to ensure our safety.

These changes will positively impact many lives across the province, and will provide our 73,000 first responders and their families some peace of mind.

Please accept my thanks for your support.

Sincerely,

Original signed by

Kevin Flynn
Minister of Labour



Ontario Association of
Police Services Boards

610 – 111 Waterloo Street
London, Ontario N6B 2M4

admin@oapsb.ca
1-800-831-7727

oapsb.ca

15 December 2016

To all Members

RE: COORDINATED BARGAINING UPDATE

Greetings Members,

We held our annual Labour Seminar in October, and by all accounts it was an extremely informative event, albeit underattended. Many delegates felt that, all-in-all, it was one of the best Fall programs thus far. Some highlights:

- question and answer sessions were hosted by Minister Oraziotti and Justice Tulloch,
- bargaining updates were provided by boards in attendance
- Coordinated Bargaining was summarized from the provincial perspective

According to industry experts, Coordinated Bargaining is having a profound impact:

"The 1% cost reduction in police wages, achieved through Coordinated Bargaining, has saved Ontario tax payers over \$41 million per year, in perpetuity." Terry Baxter, Treasury Board

"Coordinated bargaining ...has been clearly successful as police sector settlements in Ontario for 2017 and 2018 are now closely aligned to municipal Employer settlements with municipal bargaining units." Rick Baldwin, Solicitor

"Coordinated bargaining was a success for Boards because it encouraged participants to share information, strategies and ideas, while discharging their obligation to individually bargain." Glenn Christie, Solicitor

Our recent survey showed that **84% of police employers want Coordinated Bargaining** to endure. Accordingly, OAPSB intends to continue, and eventually strengthen, our Coordinated Bargaining efforts. **Coordinated Bargaining needs constant coordination and communications to work, and we need your help!**

There are two ways you can help ensure Coordinated Bargaining continues to help control police costs. Firstly, we all need up-to-date bargaining information, and that requires everyone's input. So please check http://www.oapsb.ca/members/collective_agreements/ to verify that your latest collective agreements are indeed posted. If they are not posted, please send them to admin@oapsb.ca.

Secondly, you can donate to Coordinate Bargaining. Funds are used to help with our communications efforts, including information sharing and public awareness. In previous years, the following boards have generously donated to Coordinated Bargaining:

London
Toronto
York

Waterloo
Sudbury
Kingston

Durham
LaSalle
Brantford



Ontario Association of
Police Services Boards

610 – 111 Waterloo Street
London, Ontario N6B 2M4

admin@oapsb.ca
1-800-831-7727

oapsb.ca

We urge you to actively support Coordinated Bargaining, with information and funding, so that together we can sustain – and build upon - that \$41 million per year savings.

Thanks in advance for your service and continued support.

A handwritten signature in black ink, reading 'Eli El Chantiry'.

Eli El-Chantiry
President & Chair

A handwritten signature in black ink, reading 'Fred Kaustinen'.

Fred Kaustinen
Executive Director



Legislative Services
Lisa Lyons
905-726-4771
townclerk@aurora.ca

Town of Aurora
100 John West Way, Box 1000
Aurora, ON L4G 6J1

December 19, 2016

Delivered by email to:
psb@yrp.ca

Ms. Mafalda Avellino, Executive Director
York Regional Police Services Board
17250 Yonge Street, 3rd Floor
Newmarket, ON L3Y 6Z1

Dear Ms. Avellino:

Re: Town of Aurora Council Resolution of November 22, 2016
Motion (a) Councillor Mrakas, Re: Buy and Sell Designated Areas

Please be advised that this matter was considered by Council at its meeting held on November 22, 2016, and in this regard Council adopted the following resolution:

Whereas many residents in the Town of Aurora and York Region utilize online classified ads to purchase and sell products; and

Whereas there is always a risk when meeting a stranger in person; and

Whereas designated exchange areas in police stations, such as a couple of parking spots, would help residents safely conduct these transactions;

- 1. Now Therefore Be It Hereby Resolved That The Town of Aurora request that the York Regional Police Services Board review the possibility of designating areas in police stations or Headquarters for residents to meet buyers and sellers of online classified ads; and**
- 2. Be It Further Resolved That a copy of this Motion be sent to all York Region municipalities for endorsement.**

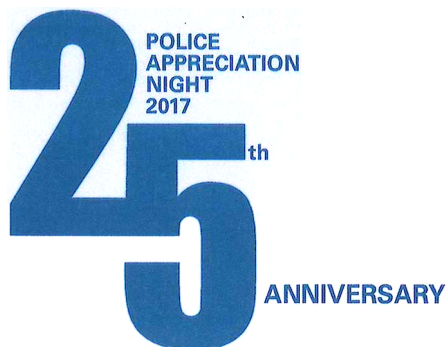
The above is for your consideration and any attention deemed necessary.

Yours sincerely,

Lisa Lyons
Town Clerk
The Corporation of the Town of Aurora

LL/lb

Copy: All York Region municipalities



WEDNESDAY, MAY 17, 2017

January 13, 2017

Founding Members

Michael Burns
George Crothers
Moffat Dunlap
Leo McArthur
Ken Sinclair

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

Chief of Police

Eric Jolliffe

Dear Mafalda

Organizing Committee

Desiree Amato
Lina Bigioni
David Blackwell
Charles Burns
Michael Burns
Thomas Carrique
André Crawford
Scott Cole
John Dunlap
Drew Gerrard
Susan LaRosa
Paul Martin
Blair McArthur
J. Philip Parappally
Patricia Preston
Dem Rogers
Derek Sifton
Kelly Sinclair
Scott Smith
Eric Tappenden
Daisy Wai

On May 17, 2017, we will be celebrating the 25th Anniversary of the Annual Police Appreciation Night at the Paramount Conference Event Venue, 222 Rowntree Dairy Road, Woodbridge.

As the Board is aware, this event is attended by 1,000 community members and funds raised support a number of York Regional Police initiatives including the Safety Village, Air Support, Marine, Canine and Ceremonial Mounted Units. To date, over \$2.5 million has been raised.

The Police Services Board has supported this community event since its inception. This year we invite you to be a Gold Sponsor of this event. Sponsorship is in the amount of \$7,500. Gold Sponsors receive a table of eight at a prime location, preferred parking, logo recognition in all multimedia presentations throughout the evening, a full page ad in the program and social media recognition on Twitter, Facebook and Instagram.

Kindly consider this opportunity to not only showcase 25 years of this prestigious evening which highlights community-based policing, but also reinforces the Board's incredible generosity in support of vital programs and purchases that benefit the public we serve.

Address all correspondence to:

Police Appreciation
Night Committee

Co-Chairs:

Eric Tappenden
Derek Sifton

c/o

York Regional Police
47 Don Hillock Drive
Aurora, Ontario
L4G 0S7

Derek Sifton
Co-Chair
Police Appreciation Night Committee

Eric Tappenden
Co-Chair
Police Appreciation Night Committee



Event Sponsor

For more information on this event, please visit yrp.ca.



January 9, 2017

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 **11th Annual Character Community Awards Celebration** on **Wednesday, April 26, 2017**, 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 York Regional Police on many of our initiatives and greatly value our shared attributes.

Last year, our celebration was attended by over 585 guests and we had the honour of recognizing over 150 nominated individuals and organizations.

We are requesting \$5000.00 to help offset our expenses for the evening and we have attached the overall Sponsorship and Benefits chart for your review. We have revised our levels this year and in the past you have taken what is now the Gold Sponsorship level.

Sponsors are recognized in the official communications of the Awards Celebration including local newspaper coverage, program and other materials, as well as during the evening of the event.

All sponsors will be invited to attend the ceremonies on April 27th and the Gold Sponsor level comes with 5 tickets to our inspiring evening, as well as an opportunity to present our Educator Award.



If you would like to support this community celebration of Character or would like more information, please contact me at <mailto:Karen@charactercommunity.com> or directly at 416 996 0180.

Thank you for considering this worthwhile community initiative!

Yours kindly,

Karen Addison

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

www.charactercommunity.com

Registered charity #88722 1406 RR0001



11th Annual York Region Character Community Awards – Wednesday, April 26, 2017
Sponsorship Package

BENEFITS	PLATINUM SPONSOR \$10,000 (1 only)	DIAMOND SPONSOR \$7,500	GOLD SPONSOR \$5,000	SILVER SPONSOR \$3,500	BRONZE SPONSOR \$2,500	AWARD CATEGORY SPONSOR \$1,000 (only 8 available)	COMMUNITY SPONSOR \$500
Complimentary tickets	8	6	5	4	3	2	1
Pre-event reception and theatre seating							
Opportunity to bring greetings during event night – 3 minutes	✓						
Opportunity for Letter of greetings in the event program	✓ Full page						
Opportunity for colour ad in the event program	✓ Full page	✓ Full page	✓ ½ page	✓ 1/3 page	✓ ¼ page	✓ Business card size	✓ Listing
Invitation to the media launch (TBC)	✓	✓	✓				
Recognition on signage and verbal during event	Presenting sponsor	Nominee recognition sponsor	Event program sponsor	Reception sponsor	Entertainment sponsor		
Company logo on signage at event	✓	✓	✓	✓	✓	✓	
Opportunity to present an award category	✓	✓	✓	✓	✓	✓	
Recognition on CCFYR website including logo and link to company website	✓	✓	✓	✓	✓		
On screen recognition at event	✓	✓	✓	✓	✓	✓	
Acknowledgement on social media sites	✓	✓	✓	✓	✓	✓	✓
Commemorative plaque	✓	✓	✓	✓	✓	✓	✓

Charactercommunity.com

Live each day with: Compassion, Courage, Fairness, Honesty, Inclusiveness, Initiative, Integrity, Optimism, Perseverance, Respect, Responsibility



11th Annual York Region Character Community Awards – Wednesday, April 26, 2017

Sponsorship Package

Advertisement Placement in Program Book (specs provided upon commitment)

- Full-page colour ad - \$600
- Half-page colour ad - \$300
- Quarter-page colour ad - \$150

PROUD 2017 CONFIRMED SPONSORS

Town of Richmond Hill
Venue Sponsor

Sigma Promotions
Memento sponsor

RogersTV York Region
Broadcast Media sponsor

Charactercommunity.com

Live each day with: Compassion, Courage, Fairness, Honesty, Inclusiveness, Initiative, Integrity, Optimism, Perseverance, Respect, Responsibility



Hello Ms. Jaclyn Kogan,

Thank you so much for the generous support the Regional Municipality of York Police Services Board has shown the women and children at [Yellow Brick House](#). The Regional Municipality of York Police Services Board's impact as a 2016 Yellow Brick House Gala sponsor has ensured that this year over 5000 women and children found the safety and the support needed to rebuild their lives.

As an important supporter of Yellow Brick House and our community, I invite you to [join us](#) for our 2017 Yellow Brick House Gala.

**Corporate Sponsorship
Opportunities**

**Secure your Sponsorship
Level Today**

Engage with prominent members of our community, including honorary chair Mayor Frank Scarpitti, to celebrate the courage of the women who've walked through our doors and address the crucial need for services supporting women and children facing violence and abuse.

**"One in four women in our community experience abuse. That's horrifying to me.
We can't do enough. And we can't do it alone."**

We are very excited for this year's Yellow Brick House Gala and hope you will continue to support the women and children in our community facing violence and abuse. Please feel free to call or email me with any questions about this year's Yellow Brick House Gala or [available sponsorship opportunities](#).

Thank you so much for your incredible support.

Rachael Sedman

Senior Development Officer

Yellow Brick House

905.709.0900 ext. 2255

rachaels@yellowbrickhouse.org





SAVE THE DATE



GALA 2017

FRIDAY, MARCH 3, 2017

5:30PM • LE PARC BANQUET HALL

Please join honorary chair
Mayor Frank Scarpitti at the 12th
annual Yellow Brick House Gala,
in support of services for abused
women and children in York Region.

For more details, visit www.yellowbrickhouse.org



GALA 2017

Friday, March 3, 2017
Le Parc Banquet Hall

Corporate Sponsorship Opportunities

As a corporate sponsor we welcome you to join prominent members of our community, including honorary chair Mayor Frank Scarpitti, to celebrate the courage of the women who've walked through our doors and address the crucial need for services supporting women and children facing violence and abuse.

- Within Canada, an act of violence occurs against women and children **every minute**
- Here in Ontario, a woman is **killed every six days** by her spouse
- In **our own community**, one in four women experience abuse

For 38 years, Yellow Brick House has been at the center of addressing the issue of violence against women and children in York Region.

- 5581 women and children served last year
- Two emergency shelters; with 41 beds and 10 cribs
- 1 transitional residence to address lack of affordable housing
- 24 hour crisis line, transitional counselling and legal support

This past year, at a critical time when support and safety were needed the most, 98 women and 141 children fleeing violence could not access a shelter bed. Your generous corporate sponsorship will help save the lives of women and children in York Region and will be the difference our community needs.

Corporate Leader Package

One opportunity available

\$20,000

Brand Recognition

- Logo inclusion on all print materials
- Logo inclusion in all Yellow Brick House Gala email communication
- Prominent logo placement on Yellow Brick House Gala webpage with hyperlink to company website
- Double page, full colour centerfold ad in the Yellow Brick House Gala program

Gala Profile


- Cocktail Reception Sponsor
- Exclusive branding rights of Cocktail Reception
Opportunity to engage with guests and provide company information, banner or signage, as well as branded merchandise, including promotional items
- Logo featured throughout the A/V presentation
- Verbal recognition during the event
- Prominently placed sponsor sign created by Yellow Brick House
- Logo placement at table (optional)
- Opportunity to speak from the podium

Media

- Prominent logo placement on all print and online advertising
- 10 Facebook and 10 Twitter shout-outs recognizing your company's support

Hospitality

- Two VIP tables of 10 with priority seating and reserved parking
- Keynote speaker to sit at table



Make a lasting impression
and engage with influential
members of York Region.

Community Champion

\$15,000

Brand Recognition

- Logo inclusion in the event invitation and thank you email
- Prominent logo placement on Yellow Brick House Gala webpage with hyperlink to company website
- Full page, full colour ad in the Yellow Brick House Gala program

Gala Profile

- On-site Brand Activation Area
Opportunity to engage with guests and provide company information, banner or signage, as well as branded merchandise, including promotional items in areas including Wine Wall, Photo Station or Dessert Bar
- Logo featured throughout the A/V presentation
- Verbal recognition during the event
- Prominently placed sponsor sign created by Yellow Brick House
- Logo placement at table (optional)

Media

- 5 Facebook and 5 Twitter shout-outs recognizing your company's support

Hospitality

- One VIP table of 10 with priority seating and reserved parking

Advocate

\$10,000

Brand Recognition

- Half page, full colour ad in the Yellow Brick House Gala program
- Logo on Yellow Brick House Gala webpage

Gala Profile

- Exclusive branding rights of sponsored area
Opportunity to provide a company banner or signage in area. Available areas include Volunteers, Coat Check and more.
- Verbal recognition during the event
- Sponsor sign created by Yellow Brick House displayed at event
- Logo placement at table (optional)

Media

- 2 Facebook and 2 Twitter shout-outs recognizing your company's support

Hospitality

- A complimentary table of 10

Ambassador

\$5,000

Brand Recognition

- Quarter page, full colour ad in the Yellow Brick House Gala program
- Logo on Yellow Brick House Gala webpage

Gala Profile

- Logo placement at table (optional)

Media

- 2 Facebook or Twitter shout-outs recognizing your company's support

Hospitality

- A complimentary table of 10

Corporate Commitment Award

The Corporate Commitment Award recognizes one of our highly valued corporate supporters who has shown a commitment to Yellow Brick House's mission and vision of providing services to women and children in York Region experiencing abuse and violence. This year's Corporate Commitment Award winner will be proudly announced at the Yellow Brick House Gala on March 3, 2017.

Corporate Committee Award nominees have demonstrated their support by:

- Directly volunteering with Yellow Brick House
- Making impactful donations
- Acting as ambassadors to the community through 3rd party fundraising events to raise funds, awareness, and/or in-kind donations

Congratulations to Brady Corporation for winning our Corporate Commitment Award in 2016.

Let's Work Together

Please ask about additional opportunities to show your company's support. For questions and to discuss sponsorship opportunities, please contact:

Rachael Sedman

Senior Development Officer

☎ 905.709.0900 ext. 2255

✉ rachaels@yellowbrickhouse.org

🏠 www.yellowbrickhouse.org



— YOU'RE — INVITED

LIMITED SEATS AVAILABLE. PURCHASE YOURS TODAY!



GALA 2017

FRIDAY, MARCH 3, 2017

5:30PM • LE PARC BANQUET HALL

Join World Champion Hurdler, Two-Time Olympian, and child witness of domestic abuse, **Perdita Felicien** and honorary chair, **Mayor Frank Scarpitti** to support the women and children in our community experiencing violence and abuse.

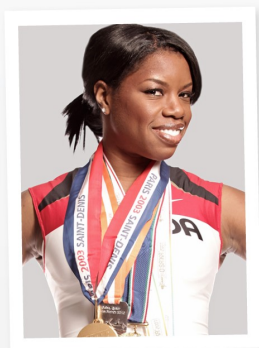


Table \$1,600



Tickets \$200

To purchase tickets and for more information
please visit www.yellowbrickhouse.org

**Ministry of Community Safety
and Correctional Services**

Public Safety Division

25 Grosvenor St.
12th Floor
Toronto ON M7A 2H3

Tel.: 416 314-3377
Fax: 416 314-4037

**Ministère de la Sécurité communautaire
et des Services correctionnels**

Division de la sécurité publique

25, rue Grosvenor
12^e étage
Toronto ON M7A 2H3

Tél.: 416 314-3377
Télééc.: 416 314-4037



MEMORANDUM TO: All Chiefs of Police and
Commissioner J.V.N. (Vince) Hawkes
Chairs, Police Services Boards

FROM: Stephen Beckett
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division

SUBJECT: **O. Reg. 58/16 Collection of Identifying Information in
Certain Circumstances – Public Education Campaign**

DATE OF ISSUE:	January 23, 2017
CLASSIFICATION:	For Action
RETENTION:	Indefinite
INDEX NO.:	17-0003
PRIORITY:	Normal

I am pleased to share with you the attached memo from Communications Branch Director Stuart McGetrick, dated January 19, 2017. The memo contains fulsome details of the ministry's public education campaign in relation to the aforementioned regulation.

Sincerely,

Stephen Beckett
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division

Communications Branch

Direction des communications

25 Grosvenor Street
10th Floor
Toronto ON M7A 1Y6
Tel: 416-314-3369
Fax: 416-326-0498

25, rue Grosvenor
10^e étage
Toronto ON M7A 1Y6
Tél. : 416-314-3369
Téléc. : 416-326-0498

DC-2017-08

FROM: Stuart McGetrick
Director, Communications Branch

DATE: January 19, 2017

SUBJECT: Police Street Checks Public Awareness

On June 16, 2015, Ontario announced that it would develop a new regulation to address situations commonly known as “carding” or “street checks,” in which police officers collect, or attempt to collect, identifying information from members of the public outside of criminal investigations and procedures such as arrests, warrants, traffic stops and detention. The government wanted to ensure a fair and consistent approach throughout the province.

Following a comprehensive stakeholder consultation process that included public meetings, online engagement and stakeholder meetings, we announced a new regulation in 2016, [O. Reg. 58/16, Collection of Identifying Information in Certain Circumstances – Prohibitions and Duties](#).

I would like to thank you for your contributions to this important policy development process.

As of January 1, 2017, the new regulation is in force. We recognize this is a complex issue and that the regulation will impact the policing sector as well as the broader public. To prevent confusion and help people understand what they can expect during police interactions under the new regulation, the Ministry of Community Safety and Correctional Services has prepared a number of plain-language materials. These products address when the regulation applies and when it does not, including that it does not apply to a driver who is the subject of a traffic stop:

- Web content, posted at www.ontario.ca/streetchecks.
- Social media content on our @ONSafety and @ONsecurite twitter accounts. **We have attached shareables to this email, and encourage you to use these on your social media channel(s).**
- A printable poster and one-page fact sheet are attached to this email. **We encourage you to use these in any public-facing locations your organization has.**

.../2

Distributing this information through different sources is key to raising awareness about the impact of the new regulation, especially among youth, parents, and people who may have been more likely to experience street checks in the past. In addition to using our shareables, there are several ways that you can help:

- By sharing information about the new regulation on social media.
- By printing/posting/distributing materials directly.
- By sharing this information with partners who directly interact with target audiences and asking them to distribute them (these may include high schools, colleges and universities, community centres, social and health service providers, and other frontline organizations).
- By supporting local awareness activities about the new regulation.

Thank you in advance for any support and assistance you can provide.

Sincerely,

Original signed by

Stuart McGetrick
Director, Communications Branch
Ministry of Community Safety and Correctional Services

Changes to policing
are in effect.

ontario.ca/streetchecks

Changes to policing in effect:

What you need to know

Police can't ask you for ID just because of your race or the fact that you are in a high-crime neighbourhood.

Read the new rules at:
ontario.ca/streetchecks

Changes to policing in effect: What you need to know

As of January 1, 2017, police must follow new rules for street checks. A street check, sometimes referred to as carding, is when a police officer asks someone for identifying information in a particular type of situation.

The new rules apply if an officer asks you to identify yourself when they are:

- looking into suspicious activities
- gathering intelligence
- investigating general criminal activity in the community

The new rules do not apply if the officer is:

- talking to a driver during a traffic stop
- arresting or detaining you
- executing a warrant
- investigating a specific crime

If a police officer asks you for ID in a situation when the rules apply, they must:

- have a reason, which cannot be:
 - based on race
 - arbitrary (not meaningful)
 - only because you are in a high-crime area
 - because you refused to answer a question or walked away
- tell you why they want your identifying information
- tell you that you can refuse to give identifying information
- offer you a receipt – even if you refuse to share information – that includes:
 - the officer's name
 - the officer's badge number
 - how to contact the Office of the Independent Police Review Director, which handles complaints about police in Ontario
 - who to contact to access personal information about you that the police service has on file
- keep detailed records of their interaction with you.

In rare cases, if following the rules above could negatively affect an investigation, threaten public safety or force officers to reveal confidential information, police officers may not have to:

- tell you why they are asking for information (e.g. the reason involves a tip from a confidential informant)
- tell you that you have the right to refuse giving ID (e.g. the officer suspects a car passenger may be a victim of human trafficking)
- give you a receipt from the interaction (e.g. the officer receives an urgent call for service and must quickly end the interaction).

In these cases, the officer must record their reason for not following the rule.

Get more information at ontario.ca/streetchecks



**Ministry of Community Safety
and Correctional Services**

Public Safety Division

25 Grosvenor St.
12th Floor
Toronto ON M7A 2H3

Tel.: 416 314-3010

**Ministère de la Sécurité
communautaire
et des Services correctionnels**

Division de la sécurité publique

25, rue Grosvenor
12^e étage
Toronto ON M7A 2H3

Tél.: 416 314-3010



January 23, 2017

His Worship Frank Scarpitti, Chair
York Regional Police Services Board
17250 Yonge Street,
Newmarket, ON L3Y 4W5

**RE: Inspection on the Investigation and Reporting of Firearms Discharges
Causing Death or Injury**

Dear Mayor Scarpitti:

As you know, police use of force has been a forefront issue for the policing community for the past several years, receiving significant public and media attention. The Ontario Ombudsman and the Office of the Independent Police Review Director have both reviewed Ministry of Community Safety and Correctional Services (ministry) direction on use of force.

Police Services Act (PSA) regulation 926 (Equipment and Use of Force), section 13, requires investigations into the circumstances of firearms discharges by members of police services in the performance of their duties that cause injury or death. Municipal chiefs of police are required to submit reports on these investigations to police services boards.

Police services boards are required to review the report, make additional inquiries as appropriate, and file a copy of the report with the Solicitor General; including a report on any additional inquiries. Ministry guideline AI-012 (Use of Force) recommends boards establish policy addressing compliance with these requirements.

I am writing to advise you that the ministry will be conducting an inspection, pursuant to section 3 of the PSA, to assess compliance with section 13 of the Equipment and Use of Force Regulation. The inspection will be conducted primarily by document collection and review. On-site work may be required for briefings and follow-up interviews.

As a first step, your Board is requested to forward to the ministry all investigation reports submitted to the Board between January 1, 2012 and the current date with respect to firearms discharges by police service members that cause injury or death. Please forward a nil response if no investigation reports have been submitted to your Board.

.../2

Your Board is also requested to forward copies of meeting minutes that indicate the Board receipt and review of investigation reports, and if any additional inquiries were made, reports regarding the subsequent inquiries. Please also forward Board policies relevant to investigations into firearm discharges that cause injury or death.

Please send all documents electronically to Police Services Advisor Jeeti Sahota, Operations Unit, by March 31, 2017 at: Jeeti.Sahota@ontario.ca

All inquiries regarding this inspection should be directed to Ms. Sahota, at: (416) 702-4404.

Thank you,

A handwritten signature in black ink, appearing to read 'S. Beckett', with a stylized flourish at the end.

Stephen Beckett
Assistant Deputy Minister
Public Safety Division and Public Safety Training Division

- c. Chief Eric Jolliffe, York Regional Police Service
- c. Jeeti Sahota, Police Services Advisor

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 25, 2017

2014-2016 Business Plan: Three Year Overview

RECOMMENDATION

1. That the Board receive this report.

SYNOPSIS

The York Regional Police 2014-2016 Business Plan served as our strategic roadmap for the past three years setting our organizational priorities and ensuring we delivered services consistent with our shared Values.

It was developed through extensive consultation with our residents, community partners and members of York Regional Police. In compliance with the *Police Services Act*, Regulation 3/99, the Plan's objectives and actions reflect the considerable feedback we received during our consultation process and our commitment to providing excellent policing services.

Since the Plan's implementation we have made significant progress towards achieving our objectives. This report highlights these achievements for year three of the 2014-2016 Business Plan and summarizes the overall status of all implementation plans developed during the three year time period. We are confident that realizing these objectives has enhanced our ability to deliver adequate and effective policing services to our communities.

FINANCIAL IMPLICATIONS

The cost for years 2014 and 2015 of the Business Plan were included in the year-end financial reporting at the February 18, 2015 meeting for the year ending December 31, 2014 and at the March 23, 2016 meeting for the year ending December 31, 2015. Financial reporting for year-end December 31, 2016 is scheduled for the March 22, 2017 meeting.

BACKGROUND

The Police Service Board previously received a three year business plan update on November 23, 2016. The November 23rd Board report provided a high-level status overview of Business Plan objectives and actions to date. This report provides further details of the specific activities carried out to implement the Plan over the last three year planning cycle.

The 2014-2016 Business Plan objectives were aligned to four strategic priority areas; these “Cornerstones of Success” are Community Focus, Operational Excellence, Preferred Place of Employment and Superior Quality Service. The cornerstones contained 18 objectives and 82 corresponding action items that describe our plans to address challenges in our operating environment while meeting the needs of our citizens and our members.

Implementation of the Business Plan has been member-driven and overseen by the Business Plan Steering Committee comprised of the Executive Command Team and several members of senior management. Together, they were responsible for coordinating implementation teams to plan and undertake activities to complete the 82 actions of the plan, and for monitoring their progress. During the three years of the Plan, there were 245 activities planned to carry out these commitments.

Details of the major accomplishments of 2016 can be found in Appendix A. Some of the highlights of these activities, to name a few, include:

- Establishment of a mental health issues working group with community partners
- Creating a Countering Violent Extremism Strategy
- Being selected as one of the 2016 Greater Toronto Areas’s Top Employers
- Furthering our partnerships with York Region Welcome Centres to engage with new Canadians
- Enhancing our safety messaging to seniors
- Utilizing a data-driven approach to crime and traffic safety
- Enhancing the availability of online reporting and mobile services for residents
- Expanding the installation of in-car cameras
- Creating a spousal support network for staff members with Post Traumatic Stress Disorder (PTSD).

The following chart shows the breakdown for all 2014 – 2016 Business Plan objectives and actions, and the overall status of all planned activities to year-end 2016. Appendix B provides further details and a comprehensive status update on all 245 activities undertaken during the three year time period of the Plan.

2014-2016 Business Plan Overview

Cornerstone	2014-2016 Objectives	2014-2016 Actions	2014-2016 Planned Activities
Community Focus	4	20	57/57 completed (100%)
Operational Excellence	5	19	44/46 completed (96%) 1 to carry over 1 cancelled
Cornerstone	2014-2016 Objectives	2014-2016 Actions	2014-2016 Planned Activities
Preferred Place of Employment	4	22	64/75 completed (85%) 3 to carry over 8 cancelled
Superior Quality Service	5	21	60/67 completed (90%) 7 to carry over
Total	18	82	225/245 completed (92%) 11 to carry over 9 cancelled

Of the 245 activities we planned to undertake over the last three years, 225 (92 percent) were completed to achieve the 18 objectives and 82 actions contained in the 2014-2016 Business Plan. There are a further 11 in progress and/or substantially completed that will be carried over into the 2017-2019 business planning cycle. These carry-overs include:

- Establishment of a secure disaster recovery site
- Development of Employees at Risk training for supervisors
- Comprehensive analysis of the succession management process and communication of the strategy to members
- Creation of a substance abuse procedure
- Program evaluation of events for diverse communities
- Development of a community e-newsletter
- Improvements to YRP intranet
- Development of an inclusion strategy in partnership with the Chief's Equity Advisory Committee
- Implementation of a Data Governance model and a Digital Evidence Management system
- Enhancement of existing electronic dashboards with key data metrics and business intelligence reports
- Implementation of new individualized business intelligence reporting dashboards

Nine planned activities have been cancelled due to current cost or resource implications and their feasibility will be reassessed in the future should circumstances permit. These activities include:

- Establishment of a central prisoner cell facility
 - This item was originally put on hold, however funding challenges have resulted in this item being cancelled at this time
- Review of the Recruiting with a Vision strategy
 - This item was replaced by another activity in the 2014-2016 Business Plan. Uniform recruiting officers attend community events with diverse communities to promote York Regional Police as an employer.
- Development of a civilian recruiting video
 - This item was cancelled due to the high volume of skilled and diverse applicants York Regional Police receives for job openings
- Sworn staff development mentoring
 - This item was cancelled as a general mentoring opportunity was made available to York Regional Police staff members
- Acquisition of a talent management system
 - Due to financial challenges this item was cancelled
- New performance appraisal system
 - Staffing capacity constraints resulted in this item being cancelled
- Training for new performance appraisal system
 - Due to competing work priorities this item was cancelled
- Development of a performance appraisal task list for front-line supervisors
 - Staffing capacity constraints resulted in this item being cancelled
- Development of a performance appraisal task list for detectives in the Criminal Investigations Bureau
 - Due to competing work priorities this item was cancelled

In summary, this Board report concludes the implementation and reporting for the 2014-2016 Business Plan. We are very pleased with the significant number of accomplishments we have been able to achieve in the past three years and the successful conclusion of this plan. The process to improve is never finished and we will continue to build on our efforts. Our dedicated members have played a key role in our success and by continuing to work closely with our community partners we will ensure our future plans reflect the high quality of service our citizens expect us to deliver.

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

EJ:as

Accessible formats or communication supports are available upon request.



January 25, 2017

APPENDIX A

2016 Business Plan Accomplishments

Community Focus:

- Established a mental health issues multi-discipline working group with community partners.
- Created a Countering Violent Extremism Strategy.
- Revitalized the Youth Advisory Committee.
- Collaborated with internal and external stakeholders to promote traffic safety messaging to seniors.
- Established a partnership with York Region Welcome Centres to engage and educate new Canadians.



Operational Excellence:

- Partnered with municipal groups and external stakeholders to conduct mock exercises and emergency preparedness training.
- Utilized the Data Driven Approach to Crime and Traffic Safety (DDACTS program) to reduce the risk of crime and collisions.
- Provided traffic safety programs at the Community Safety Village to enhance road safety awareness and education.
- Delivered numerous traffic enforcement initiatives throughout the Region.



Preferred Place of Employment:

- Selected as one of the 2016 Greater Toronto Area's Top Employers by Excellence Canada
- Established a Career Mentorship Pilot Program for civilian and sworn members.
- Enhanced recruiting programs to foster an inclusive and equitable environment.
- Developed and implemented mental health awareness training for all staff members.
- Conducted resume building and interview skills development workshops.
- The Peer Support Unit created a spousal support network for staff members suffering from Post-Traumatic Stress Disorder.



Superior Quality Service

- Continued to embrace emerging technology to create efficiencies in our business practices and processes.
- Developed training and awareness videos to enhanced internal risk communication messaging.
- Increased the availability of online reporting and mobile services for residents.
- Enhanced electronic data sharing of court documents with the Region of York and the Provincial Government (eDisclosure)
- Expanded the installation of in-car cameras in frontline police vehicles.



BUSINESS PLAN (2014-2016)

POLICE SERVICES BOARD REPORT

CORNERSTONE / OBJECTIVES :	Community Focus - 1. Crime Prevention Through Community Engagement: To continue developing partnerships and building relationships within the community, aimed at a shared sense of ownership for crime prevention and community safety.			
ACTION:	1.1 Adopt and implement Ontarios' Community Mobilization and Engagement Model of Community Policing to mobilize our citizens and partners to engage in crime prevention efforts			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 a) Incorporate Provincial Community Mobilization and Engagement Model of Community Policing in all crime prevention presentations to the public and stakeholders.	(COMPLETE and ONGOING) - This model, which describes how we do our business, is incorporated into all presentations being delivered by Community Services. Most recently, it has been included in presentations to the Police Services Board, the Region of York Transportation and the Canadian Mental Health Association.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 b) Encourage other units who present to the public and stakeholders to incorporate the Provincial Community Mobilization and Engagement Model of Community Policing.	(COMPLETE and ONGOING) - The Community Mobilization and Engagement Model continues to be imbedded in all presentations delivered by Community Services, Traffic Bureau and Investigative Services.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 c) Ensure all persons responsible for investigative areas are provided with awareness of the Provincial Community Mobilization and Engagement Model of Community Policing in preparation for presentations to the public	(COMPLETE) - All presentation material has been completed and presentations have been delivered to various audiences.			✓

CORNERSTONE / OBJECTIVES :	Community Focus - 1. Crime Prevention Through Community Engagement: To continue developing partnerships and building relationships within the community, aimed at a shared sense of ownership for crime prevention and community safety.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 d) Attend District Community Liaison Committees and Investigative Community Liaison Committee to present the Provincial Community Mobilization and Engagement Model of Community Policing	(COMPLETE) - Presentations relating to the Community Mobilization and Engagement Model of Community Policing have been delivered to the District Community Liaison Committees.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 e) Attend Police Community Advisory Council to present the Provincial Community Mobilization and Engagement Model of Community Policing	(COMPLETE) - A presentation was delivered to the Police Community Advisory Council (PCAC) on September 24, 2015. The presentation included an explanation of the Community Mobilization and Engagement Model of Community Policing.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 f) Incorporate Provincial Community Mobilization and Engagement Model of Community Policing in training for Auxiliary and Volunteers	(COMPLETE and ONGOING) - The model was presented to auxiliary members at their monthly meetings.		✓	
ACTION:	1.2 Continue consultation and engagement of community, business and diverse groups and/or new Canadians			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.2 a) Ensure appropriate follow up is conducted and information collected through Business Plan consultations with the community and businesses are properly disseminated and utilized within York Regional Police.	(COMPLETED) - The 2017-2019 Business Plan consultation strategy has been finalized and the Business Survey occurred in the fall of 2015. The Community Survey was distributed in early 2016. Focus groups with a cross section of stakeholders from diverse communities occurred throughout 2015 and 2016.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.2 b) Evaluation of new Canadian program	(COMPLETE and ONGOING) - Reviews were conducted in 2014 of Newcomer Camps held for boys in August 2014 and for girls in July 2014. The review of Opportunities Camp has been completed as well.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :		Community Focus - 1. Crime Prevention Through Community Engagement: To continue developing partnerships and building relationships within the community, aimed at a shared sense of ownership for crime prevention and community safety.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.2 c) Establish relationships with communities and other groups to find efficiencies and gaps in our programs	(COMPLETE and ONGOING) - York Regional Police continues to develop relationships with various groups throughout the Region. Through the Community Safety Village, York Regional Police continues to establish and maintain relationships with youth. A meeting was also held with the YMCA and York Region to discuss program delivery to the communities of York Region.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.2 d) Host community/stakeholder forums/meetings throughout the year for both cargo and auto theft crime prevention strategies	(COMPLETE and ONGOING) - The "Warm Up Theft" Initiative was presented to community stakeholders and continues to be implemented by officers during the winter months. The Auto Cargo Theft Unit also worked on an initiative called "Lift", which aimed to curb motorcycle thefts from underground parking garages.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.2 e) Maintain current relationships with stakeholders in the community and develop new ones	(COMPLETE and ONGOING) - Crime Prevention Officers (CPO'S) have developed 21 new relationships with community stakeholders and are focusing on maintaining current relationships. CPO's are doing CPTED (Crime Prevention Through Environmental Design) consultations with members of the community. CPO's have also worked with the Homicide Unit and Hold up Unit to reassure the community after major events.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.2 f) Continue to use media during investigation to get crime prevention messages out to the public and stakeholders	(COMPLETE and ONGOING) - Every press release contains a crime prevention message. York Regional Police delivers crime prevention messaging during media interviews and includes crime prevention messaging on social media such as Twitter and Facebook.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.2 g) Continued engagement of the community through PCAC	(COMPLETE) - The Police Community Advisory Committee (PCAC) continues to be actively engaged with the community outreach initiative. York Regional Police attended various community events and engaged with members of the community.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.2 h) Partnership with the York Region Welcome Centres	(COMPLETE and ONGOING) - York Regional Police has signed an agreement with the Welcome Centres of York Region and office space is now available for diversity officers to engage with newcomers in a private and public setting.				✓
ACTION:	1.3 Work with social agencies, justice and community partners to provide an integrated approach to policing and community issues, including, but not limited to, mental health, addictions and homelessness				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Community Focus - 1. Crime Prevention Through Community Engagement: To continue developing partnerships and building relationships within the community, aimed at a shared sense of ownership for crime prevention and community safety.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.3 a) Establish Youth and Seniors Program multi-discipline working group	(COMPLETE and ONGOING) - The seniors and youth working groups have been created and both engage with York Regional Police. Both working groups are committed to enhancing York Regional Police programs pertaining to seniors and youth.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.3 b) Establish Mental Health Issues multi-discipline working group	(COMPLETE and ONGOING) - A working group has been established with partner agencies including: York Region Paramedic Services, Youth Support Services Network (YSSN), Centre for Addiction and Mental Health (CAMH), the three Regional hospitals, the Central Local Health Integration Network (LHIN) and the Krassman Centre. The working group recommended a Co-Responder Model to compliment our mental health support team.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.3 c) Crisis Intervention Training given to Officers and Community	(COMPLETE) - Crisis Intervention training was provided to all officers who are moving from 4th class to 3rd class. This training focuses on dealing with members of the community who are in a mental health crisis or who are suffering from a disability or an addiction. Training has also been given to students in the community by taking them to a mental health facility to learn about mental health issues.	✓		
ACTION:	1.4 Participate in community outreach initiatives			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 a) Revisit "own your zone" to encourage community engagement	(COMPLETE and ONGOING) - All front line officers have been taught the Community Engagement Model to provide them with an understanding of the importance of knowing their own area.			✓
ACTION:	1.5 Connect with the community in a variety of formats, including: Online; Social Media; Community events			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.5 a) Business Plan consultations to be conducted in person and online	(COMPLETED and ONGOING) - On April 20, 2016, Planning, Research and Evaluation Unit hosted a Business Plan Workshop with community stakeholders. There were approximately 40 participants in attendance representing over 20 organizations in order to gather feedback and suggestions. Members of Planning, Research and Evaluation Unit, Corporate Communications and the ECT ran a Twitter Town Hall event on May 10, 2016 with over 400 followers. In addition, focus groups were held with civilian and sworn members to discuss issues raised in the 2016 Member Survey in May 2016.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :		Community Focus - 1. Crime Prevention Through Community Engagement: To continue developing partnerships and building relationships within the community, aimed at a shared sense of ownership for crime prevention and community safety.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.5 b) Reaching community through hosting webinars, social media, etc.	(COMPLETE and ONGOING) - Corporate Communications has engaged in live chats for the Business Plan, for Fraud Information and Prevention as well as a Facebook Live event for recruiting. There is also constant conversation ongoing through Facebook and Twitter with the communities served by York Regional Police.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.5 c) Development of "United Project" (a "YRP Superhero" character that delivers crime fighting and crime prevention messages)	(COMPLETE) - A short film of the York Regional Police Superhero was completed and released on November 14, 2014. Over 50 volunteers participated in the filming. York Regional Police's Superhero attended 2014 Fan Expo to showcase the project. There is also a female superhero that was developed and completed in 2016.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.5 d) Development of YRP Comic Book	(COMPLETE) - The comic book was completed and was used to highlight the need for cooperation between York Regional Police and the communities throughout York Region to prevent and solve crime.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.5 e) Development of interactive smart phone application against bullying	(COMPLETE)- The Kidz Safety Zone is an interactive smartphone app which will be available for download from the York Regional Police website. The smartphone app is an interactive app and will allow children to learn about personal safety and crime prevention.				✓
ACTION:	1.6 Enhance education and partnership initiatives related to and having an impact on: children; seniors; persons with mental health challenges; persons with disabilities; vulnerable populations				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.6 a) Revamp the Personal Safety Unit with Community Mobilization	(COMPLETE) - Senior Safety Officers now work more closely with the Integrated Domestic Violence Unit and Victim Services to provide more efficient coverage to elder abuse victims.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.6 b) Establish Youth and Seniors Program multi-discipline working group (**SEE CF 1.3 a))	(COMPLETE) - See CF 1.3 a) for details.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Community Focus - 1. Crime Prevention Through Community Engagement: To continue developing partnerships and building relationships within the community, aimed at a shared sense of ownership for crime prevention and community safety.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.6 c) Establish Mental Health Issues multi-discipline working group (***See CF 1.3 b))	(COMPLETE) See CF 1.3 b) for details.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.6 d) Creation of Countering Violence Extremism Strategy	(COMPLETE and ONGOING) - The York Regional Police Countering Violent Extremism consultant completed a contract with York Regional Police and provided a Countering Violent Extremism report. Contents of the report were used to create a CVE training program for members of York Regional Police and is currently facilitated by members of the intelligence unit.			✓
ACTION:	1.7 Provide tools and resources for schools, parents and caregivers to promote youth safety			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.7 a) Provide tools and resources for schools, parents and care-givers to promote youth safety	(COMPLETE) - The Kidz Safety Zone is an interactive smartphone app which will be available for download from the York Regional Police website. The smartphone app is an interactive app and will allow children to learn about personal safety and crime prevention.			✓
CORNERSTONE / OBJECTIVES :	Community Focus - 2. Youth Engagement: To collaborate with youth in the region to encourage trust and communication through education and personal interaction.			
ACTION:	2.1 Implement Youth Strategy			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 a) Implement Youth Strategy	(COMPLETE and ONGOING) - A new York Regional Police Youth Strategy has been developed with feedback from consultation sessions and surveys with community partners, youth, and members throughout York Regional Police.			✓
ACTION:	2.2 Encourage youth participation in programs and events			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.2 a) Development of interactive smart phone application against bullying (***See CF 1.5 e))	(COMPLETE) - See CF 1.5 e) for details.			✓

CORNERSTONE / OBJECTIVES :	Community Focus - 2. Youth Engagement: To collaborate with youth in the region to encourage trust and communication through education and personal interaction.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.2 b) Development of YRP Comic Book (**See CF 1.5 d))	(COMPLETE) - See CF 1.5 d) for details.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.2 c) Development of "United Project" (a "YRP Superhero" character that delivers crime fighting and crime prevention messages) (**See CF 1.5 c))	(COMPLETE) - See CF 1.5c) for details.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.2 d) Run contests to encourage youth participation	(COMPLETE and ONGOING) - Contests to encourage youth participation include the annual Chief for a day contest. The Youth Film Festival on anti-violence was held on November 27, 2015. The "Voices over Violence", a literary contest on youth violence ran in February 2016. There was also a music festival with an anti-violence theme that took place in the spring of 2016.		✓	
ACTION:	2.3 Provide learning opportunities for our youth to help them make healthy lifestyle choices			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.3 a) VIP program	(COMPLETE and ONGOING) - The Values, Influences and Peers (VIP) program was re-vamped with new information and continues to be taught to elementary school students.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.3 b) Multi-discipline working groups regarding youth	(COMPLETED and ONGOING) - A partnership with the YMCA was established to provide leadership and team building training to our Youth in Policing Initiative (YIPI) and Educational Community Outdoor Training Restorative Intervention Program (ECO trip). We engaged guest speakers to deliver positive lifestyle choices messaging on topics such as bullying, overcoming challenges, and leadership skills at our summer and March Break camps to complement the messaging delivered by our police officers.			✓
ACTION:	2.4 Support development of leaders within our youth community			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Community Focus - 2. Youth Engagement: To collaborate with youth in the region to encourage trust and communication through education and personal interaction.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.4 a) Continuation of the Empowered Student Partnerships	(COMPLETE and ONGOING) - The Empowered Student Partnerships (ESP), which builds and promotes a safer school and community environment through staff and student engagement with York Regional Police is fully engaged with both the Catholic and Public school boards for the 2015-16 school year.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.4 b) Continuation of Youth Leadership Camps	(COMPLETE and ONGOING) - The Youth Leadership Camp was held in the summer of 2014, 2015 and 2016.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.4 c) Inclusion of Youth on District Community Liaison Committees	(COMPLETE and ONGOING) - The Youth Advisory Council now has its members attending District Community Liaison Committees to increase youth engagement with York Regional Police.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.4 d) A refresh of the Youth Advisory Committee	(COMPLETED and ONGOING) - The Youth Advisory Council has be re-established and engages with York Regional Police.			✓
ACTION:	2.5 Increase engagement of youth officers at school, community and sporting events			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.5 a) Increase engagement of youth officers at school, community and sporting events	(COMPLETED and ONGOING) - Officers throughout Community Services have engaged in events such as the 9th annual Basketball Game in Memory of Davis Ahlowalia, Girls Youth Forums, Run for It Program for women's mental health, Drug Prevention Initiatives in Markham High Schools, Health and Wellness day at Huron Heights High School, as well as the United Project to increase youth engagement.			✓
CORNERSTONE / OBJECTIVES :	Community Focus - 3. Victim Support Through Community Partnerships: To support victims through programs and services that are responsive to children, seniors, persons with disabilities and vulnerable populations.			
ACTION:	3.1 Prevent victimization and re-victimization			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :		Community Focus - 3. Victim Support Through Community Partnerships: To support victims through programs and services that are responsive to children, seniors, persons with disabilities and vulnerable populations.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 a) Enhance awareness of effects of crime (crime prevention presentations, citizen academy programs, etc.)	(COMPLETE and ONGOING) - York Regional Police continues to provide crime prevention and guns and gangs presentations to the public and to the Citizen's Academy Program.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 b) Revamp the Personal Safety Unit with Community Mobilization (**See CF 1.6 a))	(COMPLETE) - See 1.6 a) for details.			✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 c) Partnership with York Region Bully Prevention Partnership	(COMPLETE and ONGOING) - York Regional Police currently has a partnership and engages with both school boards pertaining to bully prevention.		✓		
ACTION:	3.2 Increase victims' awareness of services				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.2 a) Review and enhance the victims assistance procedure	(COMPLETE) - An internal working group was formed to review and update the York Regional Police procedures and practices with respect to victims assistance and ensure compliance with the Canadian Victims Bill of Rights. The working group has reviewed and updated Procedure VA-001 Victim's Assistance. The Procedure was finalized and posted on the YRPNet on July 23, 2015 the day the Canadian Victims Bill of Rights came into force.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.2 b) Review and enhance the victims information pamphlet	(COMPLETE) - The victims information pamphlet was updated and posted on YRPNet on July 23, 2015. Copies of the pamphlet have been distributed across the organization. In addition, a Death Notification Pocket Guide was developed based on the newly updated VA-001 Procedure and was distributed to all officers that may be required to perform a death notification.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.2 c) Increase in marketing of Victim Services of York Region	(COMPLETED and ONGOING) - York Regional Police increased awareness of Victim Services of York Region and worked closely with community groups and organizations that provide assistance and support to victims of crime.			✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Community Focus - 3. Victim Support Through Community Partnerships: To support victims through programs and services that are responsive to children, seniors, persons with disabilities and vulnerable populations.				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.2 d) DEIB to provide information for victims at Welcome Centres	(COMPLETE and ONGOING) - Members of Diversity Equity & Inclusion Bureau continue to engage newcomers; sworn members address vulnerable groups and victims of crime. 2016 engagement thus far included collaboration with traffic services unit and domestic violence unit.				✓
ACTION:	3.3 Work with our community groups and social agencies to help victims of crime				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.3 a) Work with our community groups and social agencies to help victims of crime	(COMPLETE and ONGOING) - Senior Safety Officers now work more closely with Integrated Domestic Violence Unit and Victim Services to provide more efficient coverage to elder abuse victims.		✓		
ACTION:	3.4 Develop and implement a victims' support strategy				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.4 a) Develop and implement a victims' support strategy	(COMPLETE) - The Victims of Crime procedure has been revised to reflect the Canadian Victim's Bill of Rights, a new victim information pamphlet has been created and has been distributed throughout York Regional Police.		✓		
CORNERSTONE / OBJECTIVES :	Community Focus - 4. Volunteerism: To support and encourage volunteerism by our members and members of our community.				
ACTION:	4.1 Provide opportunities for members of the community to volunteer with York Regional Police				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.1 a) Market volunteer opportunities at YRP led events	(COMPLETED and ONGOING) - Volunteer opportunities continue to be marketed to York Regional Police employees.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.1 b) Incorporate volunteer and auxiliary opportunities at recruiting events	(COMPLETED and ONGOING) - The Volunteer Resource Unit and the Auxiliary Unit have engaged in many recruitment events that included: Elimination of Racial Discrimination Day, Police Seek Open House, Step up Career Exploration for Youth, Newmarket High School Volunteer Fair, Citizens Academy, and Recruiting Events at the Recruiting Office.				✓

CORNERSTONE / OBJECTIVES :		Community Focus - 4. Volunteerism: To support and encourage volunteerism by our members and members of our community.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.1 c) Market volunteer and auxiliary opportunities at welcome centres	(COMPLETE and ONGOING) - Diversity, Equity and Inclusion Bureau officers act as ambassadors to promote recruiting and volunteer opportunities at York Regional Police hosted events, community special events, and during programming at the Welcome Centres.				✓
ACTION:	4.2 Inform members of volunteer opportunities				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.2 a) Inform members of volunteer opportunities	(COMPLETE) - The "TEAMS" program is a sign up software that has been created to connect York Regional Police officers with community agencies for volunteer opportunities. This software went live in June 2015.		✓		
ACTION:	4.3 Develop tools to facilitate engagement of volunteers				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.3 a) Implement an online volunteer sign-up and scheduling application for York Regional Police	(COMPLETE and ONGOING) - We currently improved the functionality of the online volunteer sign-up page, which is modeled after the Auxiliary sign-up page. Additional functions have been added for the administrators of the page in order to keep it current. For volunteers, the user interface has an improved look and now users have the ability to sort events based on criteria such as date, event name, location and officer in charge.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.3 b) Encourage volunteers to follow YRP through social media channels.	(COMPLETE and ONGOING) - Volunteers were encouraged to access York Regional Police's official social media outlets during National Volunteer Appreciation Week. Corporate Communications was engaged to send out a daily statistic or fact about volunteering through Twitter and Facebook. Volunteers were also encouraged to follow York Regional Police's Twitter and Facebook accounts to receive these daily messages.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.3 c) Implement an online Auxiliary member sign-up database for community and volunteer events	(COMPLETE) - The new sign-up website for Auxiliary members went live in June 2015.		✓		
ACTION:	4.4 Support and recognize the achievements of volunteers				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Community Focus - 4. Volunteerism: To support and encourage volunteerism by our members and members of our community.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.4 a) Support and recognize the achievements of volunteers (BBQ, dinner, coins)	(COMPLETED and ONGOING) York Regional Police continues to host volunteer appreciation events and provides awards at various community recognition events.			✓
CORNERSTONE / OBJECTIVES :	Operational Excellence - 1. Targeting Crime: To be operationally prepared to address existing and emerging crime problems and trends that are of greatest risk to the community.			
ACTION:	1.1 Intelligence-based deployment of resources			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 a) Complaint Area database and procedures revised (CO)	(COMPLETE) - York Regional Police developed and implemented a new complaint area process in April 2014. A new procedure, LE352 was updated and went into effect in May 2014.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 b) Implement electronic dashboards (Operational Data)	(COMPLETE) - All Senior Officers, Staff Sergeants and Detective Sergeants have had access and provided valuable feedback. The link to the Dashboard is on the YRPNet main page. There is an ongoing process for improvement and implementation.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 c) Data Driven Approaches to Crime and Traffic Safety	(COMPLETE and ONGOING) - Data Driven Approaches to Crime and Traffic Safety (DDACTS) is being utilized. Areas that have high incidents of crime and collisions are targeted with high visible traffic enforcement: RIDE, complaints, traffic stops, etc. It has been proven that this type of process provides a reduction in criminal incidents, traffic accidents and violations, therefore providing our citizens with a safer community.		✓	
ACTION:	1.2 Enhance crime strategies focused on gang and organized crime activity			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :		Operational Excellence - 1. Targeting Crime: To be operationally prepared to address existing and emerging crime problems and trends that are of greatest risk to the community.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.2 a) Joint Forces Operations	(COMPLETE and ONGOING) - Project MONTO was a Joint Force Operation completed in October 2015, it was geared towards the interception of the importation and trafficking of controlled substances and identifying the subjects involved. Thirteen people were identified in this project with 12 residents of the GTA being arrested and charged. In this operation, 123 kg of Cocaine with a street value of 12.2 million dollars, 22 firearms, 146 thousand dollars in Canadian currency and 4 vehicles were seized. Project BING was completed in July 2015 which focused on drug trafficking rings. There were 21 arrests with 86 charges, 8 vehicles were seized and approximately 100 thousand in Canadian currency. Multiple illegal substances crystal meth, heroin and MDMA with a possible street value of 1.5 million dollars were also seized.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.2 b) Internal Task Force	(COMPLETED and ONGOING) - Many internal task forces completed include Project Ice Castle which saw arrests and charges for Ketamine trafficking, Project Rubicon which focused on Cocaine trafficking and Project Final Cut which also focused on drug trafficking.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.2 c) Bureau Initiatives	(COMPLETE and ONGOING) - The Guns and Gang Unit is currently involved in a formalized project called CHOPPER. This is a gun and drug trafficking investigation between Guns and Gangs and Drugs and Vice. Project RAPHAEL was a project that targeted customers who were exploiting underage females in the sex trade. As a result, there were 32 arrests and 104 charges in this project.		✓		
ACTION:	1.3 Increase utilization of the Community Mobilization and Engagement Model through proactive enforcement				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.3 a) Toolkit developed for officers to promote knowledge of their patrol areas (CO)	(COMPLETE and ONGOING) - The Officer Toolkit, which is a collection of data for each patrol area is now part of the Business Intelligence (BI) dashboard project and is still under development and is a multi phase project.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
1.3 b) Evaluation of Whitchurch-Stouffville Substation	(COMPLETE and ONGOING) - The Year One Evaluation Report was completed for the substation and provided to the Executive Command Team.		✓		
ACTION:	1.4 Effectively implement technologies and innovative strategies along with partners to enhance policing operations and investigations				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Operational Excellence - 1. Targeting Crime: To be operationally prepared to address existing and emerging crime problems and trends that are of greatest risk to the community.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 a) Video remand	(COMPLETE) - A three month pilot project during which new in-custody prisoners appeared by video in Bail Court was in place between the Newmarket Courthouse and #2 District. This process was effective and video processing now occurs between the courthouse cells and the Bail Court in the basement of the building.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 b) Central cells	(CANCELLED) - This item was originally put on hold pending the introduction of new facilities and/or use of Ministry cells at 50 Eagle St; however, funding challenges have resulted in this activity being cancelled at this time. As we move closer to new facilities or an agreement with the Ministry of the Attorney General, this activity may appear in a future Business Plan. We cannot carry over with confidence of completing this within the next Business Plan cycle.			X
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 c) Release from other than police facilities	(COMPLETE) - The York Regional Police procedure LE 005 was changed to allow for options when a prisoner has been arrested outside a police facility, or if a person in hospital has been arrested for an offence which requires the use of a Form 10, and/or a Form 11.1 for release. All officers received training via Canadian Police Knowledge Network (CPKN) regarding this arrest/release option.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 d) Civilianization of Scenes of Crime Officers (SOCO)	(COMPLETE and ONGOING) - Effective July 7, 2014, 8 Forensic Identification Assistants (FIA) were trained and fully operational. They are responsible for all functions previously performed by SOCO officers. These duties include scenes of crime examination, photography related to criminal investigations, seizure of and processing of items related to crime scenes and DNA collection from victims. FIAs are civilian members who all have forensic science backgrounds and have completed extensive scenes of crime training and mentorship with a Forensic Investigator.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 e) Privatization of document services	(COMPLETE) - As of June 2, 2014, Document Services has been outsourced to a private company called Ontario Judicial Services.	✓		
CORNERSTONE / OBJECTIVES :	Operational Excellence - 2. Traffic Safety: To promote road safety through strategic traffic enforcement, education and community engagement.			
ACTION:	2.1 Implement an enhanced Traffic Management Strategy			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Operational Excellence - 2. Traffic Safety: To promote road safety through strategic traffic enforcement, education and community engagement.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 a) Data driven approaches to crime and traffic strategy (See OE 1.1 c))	(COMPLETE and ONGOING) - See OE 1.1 c) for details.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 b) Updating the Road Map to Safety and programs therein	(COMPLETE) - The Traffic Management Strategy has been implemented. A booklet was issued, which contains all programs and expectations.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 c) Creation of a Traffic Planner position	(COMPLETE) - The position has been renamed as the Traffic Safety Specialist and was posted on October 22, 2015. The posting has closed and the competition was completed with a successful candidate being awarded the position.		✓	
ACTION:	2.2 Raise public awareness and commitment to road safety			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.2 a) Publicize traffic enforcement initiatives (such as ERASE, RIDE etc)	(COMPLETE and ONGOING) - York Regional Police continues to publicize and deliver numerous traffic enforcement initiatives, such as ERASE, RIDE, Pledge to Ignore, Operation Winter Blitz, Cycle Smart and Operation ABC which all aim to increase public safety.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.2 b) Publicize results of traffic enforcement initiatives	(COMPLETE and ONGOING) - There have been many traffic initiatives that have been well publicized. The Traffic Bureau continually provides updates through weekly press releases and interviews.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.2 c) Collaboration with Community Services, Corporate Communications and other stakeholders to provide traffic safety messaging to youth	(COMPLETED and ONGOING) - All of our Traffic Management programs have a strong online presence as there are approximately 50,000 followers on Facebook and Twitter. There is a weekly press release about traffic related issues through Corporate Communications. We have pre-recorded traffic safety messages that have been sent to local radio stations. There is a new initiative that has been created in conjunction with Community Services with support from the two school boards and the Region of York whereby vulnerable road users and drivers pledge to ignore their cell phones while driving or walking near or in traffic.			✓

CORNERSTONE / OBJECTIVES :		Operational Excellence - 2. Traffic Safety: To promote road safety through strategic traffic enforcement, education and community engagement.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.2 d) Collaboration with Community Services, Corporate Communications and other stakeholders to provide traffic safety messaging to seniors	(COMPLETED and ONGOING) - York Regional Police actively engages with the Seniors Citizens Academy to deliver traffic safety presentations throughout the Region to senior citizens.				✓
ACTION:	2.3 Ongoing education, communication and collaboration among stakeholders and partners				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.3 a) Ongoing Community Safety Village traffic programs	(COMPLETE and ONGOING) - Public safety education at the Safety Village continues to be delivered to elementary school students.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.3 b) Commercial Motor Vehicle Unit will continue collaboration with enforcement agencies, MTO and CBSA	(COMPLETED and ONGOING) - York Regional Police continues to collaborate with the Ministry of Transportation, Ministry of the Environment and other partner police agencies to conduct vehicle inspections throughout the Region.				✓
ACTION:	2.4 Develop and implement geomatic mapping and analysis portal capabilities to conduct data-driven analysis				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.4 a) Data driven approaches to crime and traffic safety (***See OE 1.1 c))	(COMPLETE and ONGOING) - See OE 1.1 c) for details.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.4 b) Each District will identify their crime hotspots by using DDACTS	(COMPLETED and ONGOING) - Districts continue to collaborate with the Traffic and Crime Analysts in the implementation of Data Driven Approach to Crime and Traffic Safety (DDACTS).				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.4 c) Development of a DDACTS implementation committee	(COMPLETE) - Stakeholders from all over York Regional Police including all Districts, the Traffic Bureau, Information Technology, Crime Analysis and Planning, Research and Evaluation have been selected and comprise the Data Driven Approach to Crime and Traffic Safety Working Group.	✓			

CORNERSTONE / OBJECTIVES :	Operational Excellence - 2. Traffic Safety: To promote road safety through strategic traffic enforcement, education and community engagement.				
ACTION:	2.5 Implement the Strategic Traffic Enforcement Program which focuses efforts based on identified locations, determined through traffic pattern analysis, collision analysis and community-generated concerns				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.5 a) Traffic management priorities incorporated into District Crime Management Team (DCMT) meetings (CO)	(COMPLETE and ONGOING) - The Traffic Bureau has met with all of the Districts within York Regional Police to examine the impaired driving and traffic data. DDACTS and crime analysis information has been utilized in District Crime Management Team meetings each week.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.5 b) Revision of Complaint Area Database	(COMPLETE) - The Information Technology Bureau portion of the complaint area database revision has been completed. The database has been updated and is now easier to search.	✓			
CORNERSTONE / OBJECTIVES :	Operational Excellence - 3. Responsive and Sustainable Police Services: To ensure effective and efficient service delivery that is responsive to the growth and changing demographics of the community.				
ACTION:	3.1 Improve availability of frontline resources based on workload analysis, findings and recommendations				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 a) Patrol Area review conducted (CO)	(COMPLETE) - District data profiles and Patrol Area Reviews are complete. Consultations regarding new Patrol Areas with District representatives were conducted and the information is being used accordingly for service enhancement.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 b) Patrol Innovation Team to review Call Prioritization	(COMPLETE and ONGOING) - The proposal for a new call prioritization system is complete and has been accepted by the Executive Command Team. It was implemented in May of 2015.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 c) Review of CRC	(COMPLETE and ONGOING) - A review of the current Collision Reporting Centre (CRC) location and Whitchurch Stouffville Customer Service was completed. The current CRC location moved as the Hillcrest Mall location is closing during the first quarter of 2015. New location for CRC and Customer Service Unit has been identified at Yonge and Elgin Mills. The move occurred April 25-26, 2015 and it officially opened on April 27 2015.	✓			

CORNERSTONE / OBJECTIVES :	Operational Excellence - 3. Responsive and Sustainable Police Services: To ensure effective and efficient service delivery that is responsive to the growth and changing demographics of the community.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.1 d) Researching BI predictive analysis for future procurement	(COMPLETE and ONGOING) - Site visits to Police Services in Western Canada (Edmonton, Calgary and Vancouver) were undertaken in April 2015 to research best practices and technology used by the respective services. An RFP (request for proposal) was administered and a vendor is currently developing a Business Intelligence product for York Regional Police.	✓		
ACTION:	3.2 Conduct a workload and staffing review of investigative functions			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.2 a) Review of CIB	(COMPLETE) - KPMG consultants were retained in 2014 to conduct a strategic assessment of investigative functions. A final report from KPMG was received and presented to the Executive Command Team (ECT) in June 2014. The ECT began to implement their recommendations.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.2 b) Review of Investigative Services	(COMPLETE) - See OE 3.2 a) for details.	✓		
ACTION:	3.3 Establish information-sharing process with regional/municipal partners to monitor population growth and socio-economic development			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.3 a) Establish information-sharing process with Regional/Municipal partners to monitor population growth and socio-economic development.	(COMPLETE and ONGOING) - York Regional Police participates in the Neighbourhood Boundary Technical Advisory Committee, a meeting regarding YorkMaps, and a meeting regarding feedback on the review of their Official Plan. York Regional Police also provides input on relevant policies, e.g. Crime Prevention Through Environmental Design (CPTED) and traffic planning. We are also partnering with the Region in the development of a BI solution which will include a mapping component and associated information layers that can be built upon in the future and incorporated into dashboards and/or reports. We met with the Region in July 2015 to provide input on policing impacts for various growth scenarios being considered. Planners from the Planning, Research and Evaluation Unit have been accompanying Commanders from each of the districts to meet with Mayors and the CAOs of each municipality throughout the month of November 2015. Notes have been taken and passed on to the ECT for consideration. In addition, the Planning, Research and Evaluation Unit monitors the growth and development of each municipality and meets on an annual basis with the municipalities' respective Planning Departments.		✓	
CORNERSTONE / OBJECTIVES :	Operational Excellence - 4. Performance Management: To continue to review and enhance performance management.			

CORNERSTONE / OBJECTIVES :	Operational Excellence - 4. Performance Management: To continue to review and enhance performance management.				
ACTION:	4.1 Implement training on new Performance Management system				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.1 a) Performance Management Training	(COMPLETE) - The Performance Management Training program has been developed and implemented in the first half of 2014. As of July 1, 2014, all supervisors of all levels, sworn and civilian have attended this training. Performance Management Training is now part of the new supervisors course. This will ensure that all new supervisors are trained in Performance Management from the start of their supervisory careers.	✓			
ACTION:	4.2 Establish a process to annually review service level priorities and performance				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.2 a) Annual bureau/unit mandate reviews conducted and work plans developed (CO)	(COMPLETE and ONGOING) - Chief's Order 59-2015 was issued on June 2, 2015 and communicated changes to Procedure LE-006 Criminal Investigations Management Plan, which was updated to include revised mandates of all investigative units. Procedure LE-006 underwent a comprehensive review which resulted in updating and adding relevant unit mandates providing direction and a workplan for all officers and investigators.		✓		
ACTION:	4.3 Implement a new performance measurements framework				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.3 a) Internal performance indicators for each area of the organization reviewed and revised (CO)	(COMPLETE and ONGOING) - Performance indicators and sector policing within 5 District has been established and a pilot project was completed. Based on the positive results from the pilot program, Sector Policing will be implemented Region wide in 2017.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.3 b) Development of BI reports (Dashboard)	(COMPLETE and ONGOING) - Proof of concept dashboards were completed for York Regional Police. The proof of concept dashboards were successful and useful for staff members. A BI RFP process was completed for advanced dashboard products and they will be implemented Region-wide in 2017.			✓	
CORNERSTONE / OBJECTIVES :	Operational Excellence - 5. Major Events and Emergency Response Management: To maintain capacity to respond to large-scale events and emergencies in the community.				
ACTION:	5.1 Maintain effective Emergency Planning and Response Management processes				

CORNERSTONE / OBJECTIVES :		Operational Excellence - 5. Major Events and Emergency Response Management: To maintain capacity to respond to large-scale events and emergencies in the community.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.1 a) Appropriate staffing for emergency planning	(COMPLETE and ONGOING) - There is a robust Emergency Management team consisting of a Sergeant, three Officers and one civilian to ensure a consistent Emergency Management response in the Region. The Emergency Management team has developed strong linkages and partnerships with each of the municipalities.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.1 b) Active shooter training	(COMPLETE) - All sworn members attending 2014 annual requalification training received training on response to active shooters at Nobleton Public School in a realistic setting with partner agencies. In April 2014, Tri Services Summit with EMS, Fire, Police and school boards attended this multi-partner training on a coordinated response to active shooter events. In addition, a training event for front line responders about active shooters has taken place in April and November of 2014.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.1 c) PAN-AM Games Incident Management System Training	(COMPLETE) - All overtime duties have been filled: approximately 2500 total duties for Police Constables, Sergeants and Staff Sergeants. Duties encompassed 4 venues and the Games Route Network patrols. Security sweeps for all venues were undertaken utilizing Search and Rescue trained members, K9, Emergency Response Unit, and the Unmanned Aerial Vehicle. All venues were secured and taken over by York Regional Police personnel for venue security. The York Regional Police Emergency Operations Centre was utilized as the Area Operations Centre (AOC) and staffed by 5-7 personnel. The equipment included large screens for CCTV; CAD; Mapping; International Broadcast Systems; Traffic Cameras; Weather information. Constant communication with members on scene at venues and with the Venue Commanders of each location.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.1 d) Establish a secure disaster recovery site (For IT)	(CARRY OVER) - As a result of an internal adjustment to 2016 budget priorities associated to cost recovery revenue shortfalls and the involvement of an external partner, this project has been carried over to 2017 for completion. To date, York Regional Police and Waterloo Regional Police have signed a reciprocal agreement to house each other's data information to further enhance our current disaster recovery initiatives. The 2016 budget for this project was re-profiled to mitigate cost recovery revenue shortfalls and this project was restated for 2017.		C		
ACTION:	5.2 Partner with municipal groups and related service providers to conduct mock exercises and training				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Operational Excellence - 5. Major Events and Emergency Response Management: To maintain capacity to respond to large-scale events and emergencies in the community.				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.2 a) Partner with municipal groups and related service providers to conduct mock exercises and training	(COMPLETED and ONGOING) - In October 2014, York Region Emergency management held annual Exercise and Training Day at Cardinal Golf Course. Emergency Control groups and senior staff from the Region and all 9 local municipalities, Non-Governmental Organizations, and utilities participated. The day consisted of displays, a table top scenario, panel discussion and presentations. The day also focused on the recovery aspects of a severe weather event and the new Transportation of Dangerous Goods Legislation. York Regional Police Senior Staff attended. Emergency Operations Centre training exercises between York Regional Police and York Region are completed on an annual basis, along with the District Commanders and various Municipalities.				✓
ACTION:	5.3 Continue to participate in joint public safety response and public order maintenance exercises and training				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.3 a) Maintain inventory of all exercises and training	(COMPLETED and ONGOING) - Maintaining inventory of Public Order Unit, Emergency Response Unit and Critical Incident Command joint training with other emergency services. Training time, sessions and details are being tracked and stored by Support Services.				✓
ACTION:	5.4 Develop and implement Incident Command Training for all frontline supervisors				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.4 a) Develop command and control training course	(COMPLETE and ONGOING) - This course has been developed in partnership with the Emergency Response Unit and the Training and Education Bureau. The course was delivered in October 2014 and November 2014, and will continue to be implemented in the future for front line supervisors.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.4 b) PAN-AM Games Incident Management System Training (***See OE 5.1 c)	(COMPLETE) - See OE 5.1 c) for details.		✓		
CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 1. Recruitment: To ensure that we attract and retain the highest-quality members who reflect the diversity of the community we serve.				
ACTION:	1.1 Develop new recruitment strategy initiatives to attract members that are proportionally representative of our diverse communities				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 1. Recruitment: To ensure that we attract and retain the highest-quality members who reflect the diversity of the community we serve.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 a) Cadet Program	(COMPLETE and ONGOING) - A Cadet Program Report was submitted to the Police Services Board and a recruit class was hired.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 b) Social media for recruiting (twitter account)	(COMPLETE and ONGOING) - The Uniform Recruiting Unit participated in Twitter/Social Media training. The unit will continue hosting Tweet-a-longs and push out more social media messages for upcoming events.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 c) Values based interviews with Sergeants and Staff Sergeants	(COMPLETE and ONGOING) - Training for members interested in being involved in value based hiring was completed for Staff Sergeants in October 2014. Training for Sergeants who are interested is available and Staff Sergeants are now assisting the Uniform Recruiting Unit with interviews as well.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 d) Review recruiting with a vision strategy	(CANCELLED) - This implementation plan has been cancelled and replaced by PPE 1.1 g) Uniform Recruiting will attend community events within diverse communities.		X	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 e) External mentorship program	(COMPLETE and ONGOING) - The external mentorship program continues to engage with individuals; statistics will be kept now on any mentoring of candidates done in the Uniform Recruiting Unit.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 f) Recruiting information card	(COMPLETE) - The recruit information cards were completed on March 12, 2015.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 g) Uniform Recruiting to attend community events within diverse communities	(COMPLETE and ONGOING) - The Uniform Recruiting Unit attended numerous community events with the Diversity, Equity, and Inclusion Bureau (DEIB). DEIB also accompanied the Uniform Recruiting Unit to employment information sessions to further augment outreach and engagement.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 1. Recruitment: To ensure that we attract and retain the highest-quality members who reflect the diversity of the community we serve.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 h) Application to Greater Toronto's Top Employers competition	(COMPLETE)- Staff Services applied to the Greater Toronto Area's Top Employer competition and was successful in achieving this honour for 2016. This is a tremendous marketing and recruitment opportunity for York Regional Police.		✓	
ACTION:	1.2 Review the civilian hiring process to identify possible efficiencies			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.2 a) Completion of the civilian recruitment and selection process review	(COMPLETE) - The review of the civilian recruitment and selection process is complete and a procedure for a new process has been drafted. The procedure was reviewed by senior management, and discussions regarding its implementation is complete.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.2 b) Communication of the civilian recruitment and selection process review	(COMPLETED and ONGOING) - The new civilian recruitment and selection process is being communicated. The Civilian Recruiting Unit, in partnership with Information Technology, has also fully implemented a new recruiting tool called PCRecruiter in efforts to increase efficiency and transparency in the civilian recruitment and selection process.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.2 c) Implementation of start-up of recruiting software and online application	(COMPLETE) - Project Charter for the implementation of recruiting software and online application was approved in October 2014. Training and implementation of the start-up of the recruiting software was implemented in December 2014. Roll out of the application occurred in May 2015.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.2 d) Civilian recruiting video	(CANCELLED) - This item has been cancelled because of the high volume of skilled and diverse civilian applicants.	X		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.2 e) Inclusive hiring practices	(COMPLETE) - Inclusive hiring practices within York Regional Police has been implemented.			✓
ACTION:	1.3 Enhance the Uniform Recruiting Community Advisory Committee			

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 1. Recruitment: To ensure that we attract and retain the highest-quality members who reflect the diversity of the community we serve.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.3 a) Enhance the Uniform Recruiting Community Advisory Committee	(COMPLETE and ONGOING) - The Uniform Recruiting Community Advisory Committee continues to enhance itself through various initiatives and ongoing meetings. The Uniform Recruiting Unit attended numerous community events with the Diversity, Equity and Inclusion Bureau (DEIB). The DEIB also accompanied the Uniform Recruiting Unit to employment sessions to further augment outreach and engagement.	✓		
CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 2. Education and Training: To provide learning and growth opportunities that strengthen member skills and core competencies.			
ACTION:	2.1 Identify opportunities for training related to job-specific tasks			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 a) Open Source Intelligence Techniques	(COMPLETE) - An Open Source Social Media Seminar was held in 2014 and 2015. There were over 400 people who attended the course with half of the participants from outside agencies. The outside agencies included: RCMP, OPP, 11 municipal police agencies from Ontario, two First Nations, and Banks.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 b) Tri-Services Summit (Active Shooters)	(COMPLETE) - York Regional Police developed and delivered a multi-partner training event, which allowed first responders to collaborate and prepare for a joint response to an active shooter event. This included partner training with Fire Service, EMS, Police and Schools.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 c) Mental Health Training for Supervisors - Road to Mental Readiness Course	(COMPLETE and ONGOING) - All Staff Sergeants, Inspectors, Superintendents, Executive Command Team and senior civilian managers have been trained in this course as of November 2015. The rest of civilian managers and Sergeants were trained in the spring of 2016.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 d) Suicide Prevention & Awareness Courses for Peer Team Members	(COMPLETE and ONGOING) - The Peer Support Unit developed and delivered "Police suicide: shining a light" in October 2015; training continues to be delivered to staff members throughout York Regional Police.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 2. Education and Training: To provide learning and growth opportunities that strengthen member skills and core competencies.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 e) Mental Health training and education for members in Communications	(COMPLETE and ONGOING) - Members of the Communication Bureau were provided with training pertaining to mental health, evaluations and enhancement of the program continue to provide staff members with a positive training experience.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 f) Creation of the CPKN Suicide Prevention & Awareness module for police officers	(COMPLETED) - The module is now complete and available for staff.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.1 g) Employees at Risk Training for Supervisors	(CARRY OVER) - The training course is still being completed and will need to be carried over into the next Business Plan.			C
ACTION:	2.2 Implement the new coach and recruit training program			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.2 a) Implement new coach and recruit training programs	(COMPLETE) - A new coach officer course and a new recruit training program have been developed and implemented throughout the organization.	✓		
ACTION:	2.3 Implement uniform reclassification training			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.3 a) Implement uniform classification training	(COMPLETE and ONGOING) - A needs analysis was conducted on the training required for all constables. Classification training was developed and provided to new Police Constables.	✓		
ACTION:	2.4 Incorporate professional code of ethics into Training Strategy			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 2. Education and Training: To provide learning and growth opportunities that strengthen member skills and core competencies.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.4 a) Incorporate professional code of ethics into Training Strategy	(COMPLETE and ONGOING)- York Regional Police conducted a training needs analysis with the Recruiting Unit to identify gaps in skills. A training needs analysis report was submitted for review with Staff Services. The lessons learned are being adopted by York Regional Police to help with our inclusive hiring practices.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.4 b) Incorporate professional code of ethics into promotional exam	(COMPLETE and ONGOING) - During the promotional exam training period, members were advised to review professional code of ethics and were made aware that they will be tested on it.	✓		
ACTION:	2.5 Continue opportunities for career development, including leadership training and mentoring			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.5 a) Training of Forensic Identification Assistants	(COMPLETE) - The Forensic Identification Unit and the Training and Education Bureau completed a Forensic Assistant 3 week lesson plan. Provided a train the trainer course for mentors providing training and leadership to both Forensic Identification Assistants(FIAs)and Computer Forensic Examiners. Mentoring was delivered to new civilian members within the Forensic Identification and Technical Data Recovery Unit. A Forensic Identification training manual was also completed by the FIAs and mentors.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.5 b) Training of Computer Forensic Examiners	(COMPLETE) - See PPE 2.5 a) for details.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.5 c) Implement a diversity practitioner course	(COMPLETE) - Diversity, Equity and Inclusion Bureau met with Ontario Police College and developed a diversity practitioner course called "Inclusive Policing" to be delivered to key service areas of the organization. The Executive Command Team approved the course on September 16, 2014. It was implemented in January/February of 2015.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.5 d) New learning and development growth opportunities in Information Technology	(COMPLETE and ONGOING) - Short-term secondment opportunities were implemented. For example, a six month secondment opportunity was implemented for a Communications members to work in Information Technology for the CAD 7.4 implementation; and a two month secondment opportunity was implemented for a Communications member to work in Information Technology for the T9-1-1 implementation.		✓	

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 2. Education and Training: To provide learning and growth opportunities that strengthen member skills and core competencies.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.5 e) Internal support networks mentoring program	(COMPLETE and ONGOING) York Regional Police created and administered a pilot mentoring program for York Regional Employees, upon completion of the pilot program it will be reviewed, evaluated and enhanced where needed to provide staff members with a positive mentoring experience.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.5 f) Expand training for Peer Support Team members	(COMPLETE and ONGOING) - Training for the Peer Support Team was completed to further enhance the skillset of the team pertaining to mental health awareness and education. The Team connects with York Regional Police staff members when necessary.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.5 g) New learning and development opportunities for mental health training and education - Mental Health Awareness Week	(COMPLETE) - Training relating to mental health awareness and education has been developed and is provided to York Regional Police staff members.			✓
ACTION:	2.6 Incorporate customer service and community interaction into Training Strategy			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.6 a) Build and Incorporate customer service and community interaction into Skills Development Learning Plan (SDLP)	(COMPLETE and ONGOING) - Customer Service and information about communication integration was provided to the recruit training program, station duty operator program and communications training program. The quality service standards are also included in all three promotional exams.		✓	
CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 3. Staff Development: To improve and utilize the knowledge, skills, and experience of our employees to meet the needs of the organization on an ongoing basis.			
ACTION:	3.1 Increase capacity for career planning			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.1 a) Performance management training (**See PPE 3.1 a))	(COMPLETE) - See OE 4.1 a) for details.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :		Preferred Place of Employment - 3. Staff Development: To improve and utilize the knowledge, skills, and experience of our employees to meet the needs of the organization on an ongoing basis.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 b) Career mentoring program	(COMPLETE and ONGOING) - York Regional Police created a mentoring program for staff members, a pilot project was started in 2016 and the results will be reviewed to ensure the program can continue providing staff members with a positive mentoring experience.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 c) Resume building and interview skill development workshops	(COMPLETE and ONGOING) - Skill development pertaining to resume building and interview skill development has been incorporated into the training program.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 d) Learn at work week	(COMPLETE and ONGOING) - The Learn at Work Week Committee comprised of members from Staff Services and Corporate Communications finalized the agenda and confirmed guest speakers. Learn at Work Week sessions were posted on the Training and Education Bureau website schedule for members to register.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 e) Supervisor of Civilian Recruiting Unit to have individual consultation with current members	(COMPLETE and ONGOING) - The Supervisor of the Civilian Recruiting Unit continues to consult with members upon request regarding career development.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 f) Sworn staff development mentoring	(CANCELLED) - This was cancelled due to Human Resources introducing the pilot mentoring program for all York Regional Police staff members.				X
ACTION:		3.2 Implement an internal support network			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.2 a) Implementation of internal support network	(COMPLETE and ONGOING) - A presentation was delivered at the Staff Leadership meeting and an Internal Support Network Procedure was developed. Communication to members via the Intranet was completed for the ISN initiative. A great response was received from interested members and a number of ISNs were registered. Active ISNs include, Experienced Hires Support Network, YRP Pride (LGBTQ), Women In Leadership, Afro-Caribbean Canadian ISN, Christian ISN, and the Young Professional Network. A Chief's Equity Advisory Committee was also established to continue York Regional Police initiatives.	✓			

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 3. Staff Development: To improve and utilize the knowledge, skills, and experience of our employees to meet the needs of the organization on an ongoing basis.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.2 b) Creation of the Peer Support Team	(COMPLETE and ONGOING) - The Peer Support Team was created and provides assistance to York Regional Police members who are struggling physically, emotionally or psychologically.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.2 c) Expansion of the Peer Support Team to include members involved in SIU investigations	(COMPLETE and ONGOING) - The Peer Support Team added additional members with SIU investigation experience to the team to provide additional guidance to those who have or will be participating in future SIU investigations.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.2 d) Road to Mental Readiness Videos created by YRP members	(COMPLETE and ONGOING) - Nine videos were created, which are now used at Road to Mental Readiness training courses for York Regional Police Staff members.		✓	
ACTION:	3.3 Acquire a talent-management system			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.3 a) Acquire talent management system	(CANCELLED) - Due to budget constraints this item was cancelled.			X
ACTION:	3.4 Conduct early forecast of human resource gaps to be filled			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.4 a) Comprehensive analysis of succession management process conducted and strategy communicated to members (CO)	(CARRY OVER) - York Regional Police continues to work with the Region to identify gaps and hire adequate staff as required. This item will be carried over into the next Business Plan to ensure York Regional Police completes succession planning initiatives.	C		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.4 b) Identify transfer dates for successful candidates	(COMPLETE and ONGOING) - The Civilian Recruiting Unit notifies the necessary parties when a start date is to be discussed and finalized for the member in order to issue the member's offer letter. Various steps in the recruitment and selection process have been streamlined and have begun forecasting future moves in various Units/Bureaus, to alleviate delays backfilling the owner of the position.	✓		

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 3. Staff Development: To improve and utilize the knowledge, skills, and experience of our employees to meet the needs of the organization on an ongoing basis.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.4 c) Cross-training for transition from one role to another	(COMPLETE and ONGOING) - When notifying start dates for the successful incumbent, discussions regarding cross-training needs and opportunities are discussed. The Civilian Recruiting Unit has streamlined various steps in the recruitment and selection process and it has begun forecasting future moves in various Units/Bureaus in an effort to ensure there is sufficient time for the new member to be on board and crossed trained before the owner of the position moves on.	✓		
ACTION:	3.5 Ongoing consultation and communication related to the promotional process			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.5 a) Ongoing consultation and communication related to the promotional process	(COMPLETED and ONGOING) - Staff Development continues to lead consultations and communication products related to the promotional process.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.5 b) Utilize Talent Management System in promotional process	(COMPLETE) - Changes to procedures and forms have been completed pertaining to civilian recruiting and communication regarding enhancements has been provided to staff members.			✓
ACTION:	3.6 Comprehensive review of organizational impact of the staff development process			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.6 a) A new performance evaluation process developed and implemented (CO)	(CANCELLED) - This project was never started and it was cancelled due to staffing capacity constraints.			X
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.6 b) Training provided for members with respect to the new performance evaluation process (CO)	(CANCELLED) - This project was never started and was cancelled due to staffing capacity constraints.			X
ACTION:	3.7 Continuous improvement to performance appraisal process			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 3. Staff Development: To improve and utilize the knowledge, skills, and experience of our employees to meet the needs of the organization on an ongoing basis.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.7 a) Performance appraisal task list for front line supervisors	(CANCELLED) - This project was cancelled due to staffing capacity constraints.			X
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.7 b) Performance appraisal task list for Detectives in CIB	(CANCELLED) - This project was cancelled due to staffing capacity constraints.			X
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.7 c) Performance management training (**See 3.1 a))	(COMPLETE and ONGOING) - See PPE 3.1 a) for details.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.7 d) Crime Prevention and engagement activities linked to members' performance and District Initiatives (CO)	(COMPLETE) - Districts are to set goals that are aligned with business plan objectives. Procedure AI-358 Performance Management was released on August 5, 2014. This procedure outlines the responsibilities of members and supervisors with respect to achieving District/Personal/Community objectives and documenting the results. This interaction between the member and supervisor will be ongoing throughout their career.	✓		
CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 4. Healthy Work Environment: To support the well-being and safety of all of our members.			
ACTION:	4.1 Develop an Occupational Stress Injury Strategy			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 a) Liaise with community partners in mental health	(COMPLETE and ONGOING) - York Regional Police continues to liaise with community partners to discuss mental health best practices.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 4. Healthy Work Environment: To support the well-being and safety of all of our members.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 b) Expand Project Safeguard to include additional high risk units	(COMPLETE and ONGOING) - Members in high risk units continue to receive Safeguard assessments.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 c) Mental Health Awareness training for all members	(COMPLETE and ONGOING) - Courses provided to York Regional Police members aid in mental health and awareness training.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 d) Hiring a Staff Psychologist	(COMPLETE) - Recruitment of a psychologist was completed, and a psychologist was hired.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 e) Creation of a spousal support network	(COMPLETE) - "York Beyond the Blue" has been created as a spousal support network for York Regional Police.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 f) Creation of an internal system to track members involved in traumatic incidents	(COMPLETE and ONGOING) - An internal system was created to track members that are involved in traumatic incidents. The Peer Support Unit meets with members to check on their wellbeing. Other programs are currently being reviewed in order to expand this initiative.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 g) Creation of a list of mental health professionals with experience with first responders and their families	(COMPLETE and ONGOING) - A list of mental health professionals was created for York Regional Police members to provide them with contact information in the event that they require access to mental health professionals.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 h) Participation in Mental Health in Policing Working Group	(COMPLETE and ONGOING) - York Regional Police has created a working group with the Ontario Provincial Police to discuss mental health best practices. The working group has also become a subcommittee of the OACP HR Committee.			✓

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 4. Healthy Work Environment: To support the well-being and safety of all of our members.			
ACTION:	4.2 Continue implementation of health and wellness best practices			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.2 a) Enhance communication regarding Employee Assistance Program services	(COMPLETE and ONGOING) - The health and wellness website was updated to include Employee Assistance Program (EAP) information and a free EAP smartphone app was also made available for staff members to download.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.2 b) Deployment of RSI (Repetitive Strain Injury) program.	(COMPLETE and ONGOING) - A total of 200 licenses have been acquired and a total of 180 are being used. Program continues to be assessed on an ongoing basis to enhance efficiencies.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.2 c) Creation of a Substance Abuse Procedure	(CARRY OVER) - This procedure is currently being completed and will be carried over to the next Business Plan.			C
ACTION:	4.3 Increase awareness and understanding of the accommodations process			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.3 a) Communicate employer responsibilities and obligations related to the accommodation process	(COMPLETE and ONGOING) - Members who are involved in the accommodation process are now being sent letters communicating employer responsibilities and obligations.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.3 b) Enhance communication for specific program areas regarding the accommodation arrangement	(COMPLETE and ONGOING) - Members who are involved in the accommodation process are now being sent letters communicating employer responsibilities and obligations.		✓	
ACTION:	4.4 Maintain adequate facilities and equipment that reflect the needs and concerns of members			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 4. Healthy Work Environment: To support the well-being and safety of all of our members.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.4 a) Implementation of new ergonomics solution in cars	(COMPLETED and ONGOING) - York Regional Police continues to explore market alternative solutions to satisfy ergonomic requirements in police vehicles.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.4 b) Continue ergonomic assessment and follow up to promote members' health	(COMPLETE and ONGOING) - Ergonomic assessments continue to be conducted when necessary for staff members.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.4 c) Continue to implement greening initiatives	(COMPLETE and ONGOING) - The Green Deeds Speak Committee announced the launch of the paperless pay stubs starting in January 2015. The Committee implemented a reusable cover page for officers' scanned notes to be used at the Districts. Capital Projects and Facilities Management hosted Carpool Week February 3 -9, 2014 to promote carpooling. They have increased the number of carpooling spots in Headquarters. Hosted Smart Commute Week September 22 - 28, 2014. Shuttle Bus Pilot Project was launched in November 2014. The Shuttle travels between the Aurora GO Train Station and Headquarters. All new construction is now LEED Silver. Green cleaning products are being also being used at York Regional Police.	✓		
ACTION:	4.5 Recognize members who promote professionalism and our values			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.5 a) Ongoing awards and recognition	(COMPLETE and ONGOING) - The Awards and Recognition Committee continues to meet and make recommendations to the Chief on submissions for internal awards at the Staff Leadership Meetings. Awards are presented at the Staff Leadership meeting which is held 4 times a year.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.5 b) Continue to identify new recognitions and awards	(COMPLETE and ONGOING) - Senior Officers have increasingly recognized members by awarding them with the recently created York Regional Police Organizational Values Coins/Award. In addition, our members are regularly featured and recognized through "Kudos" on #In Case You Missed It; highlighting messages from citizens that recognize the good work of our members.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.5 c) Creation of the Peer Support "Our People" award	(COMPLETE) - A candidate list for the award was selected and the award was given out in June of 2016.			✓

CORNERSTONE / OBJECTIVES :	Preferred Place of Employment - 4. Healthy Work Environment: To support the well-being and safety of all of our members.			
ACTION:	4.6 Implement Long-term Facilities Plan			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.6 a) Implement long-term facilities plan	(COMPLETE) - In 2014, Whitchurch-Stouffville Community Substation was opened, and the Police Services Board approved the building of the Marine and Training facilities.			✓
CORNERSTONE / OBJECTIVES :	Superior Quality Service - 1. Continuous Improvement: To ensure continuous improvement to business practices and processes.			
ACTION:	1.1 Evaluate and enhance integration of key business processes to improve efficiencies			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 a) Reduction in time spent on administrative functions for frontline officers (CO)	(COMPLETE and ONGOING) - The Patrol Innovation Team (PIT Crew) identified a number of efficiencies for frontline staff, which were implemented Region wide. Various administrative functions were enhanced for the frontline, which helped reduced time spent on administrative functions. Some of the completed work items included enhancing shift schedules, frontline patrol re-alignment, Sector Policing implementation, and enhancements to various text pages.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 b) Assets management function established (CO)	(COMPLETE and ONGOING) - On April 16, 2014, the Police Services Board received the initial State of Infrastructure Report (SOIR), which provided detailed information on asset infrastructure and overall assessment for the state of infrastructure. The asset assessment introduced new methodologies and metrics to rate: condition, reliability and capacity. Going forward, the SOIR is expected to be reported to the Board every two years. On June 17, 2014, Chief's Order 80-2014 was issued outlining the 2014 Tangible Capital Assets, Physical Inventory Count and Ongoing Management process. A new database and process was provided to inventory assets at purchase and disposal. Going forward, the force-wide physical inventory count is expected to be reported to the Region every two years.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 c) Compliance with new records retention schedule	(COMPLETE and ONGOING) - Information Management Bureau has previously completed previous requirements and continues to work on new initiatives to follow compliance guidelines for the records retention schedule.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Superior Quality Service - 1. Continuous Improvement: To ensure continuous improvement to business practices and processes.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 d) Ongoing improvements to work flow management	(COMPLETE and ONGOING) - Training continues to be delivered at districts to improve workflow processes and promote efficiencies.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 e) Conduct additional IT business process efficiency reviews and implement recommendations	(COMPLETE and ONGOING) - York Regional Police implemented the Information Technology Infrastructure Library (ITIL) standard world guidelines for service in the Information Technology Bureau (IT) Help Desk Unit, which includes Service Level Agreements and Standard Operating Procedures. Other IT areas will be reviewed over the next 2 years.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 f) Participate on the Region of York Continuous Improvement Steering Committee	(COMPLETE and ONGOING) - The inspector of Strategic Services and the Assistant Manager are both members of the Region's Continuous Improvement Steering Committee. The committee workplan was developed and meetings continue on a quarterly basis.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.1 g) Text Page Review	(COMPLETE and ONGOING)- A working group was set up in order to review the efficiency of Text Pages. The working group was able to decrease the number of Text Pages and created additional efficiencies to eliminate or reduce duplication and streamline some of the processes for data entry for members.		✓	
ACTION:	1.2 Continue development of risk-management capabilities			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.2 a) Enhanced Suspect Apprehension review process	(COMPLETE) - LE-045 has been posted. A presentation was provided during a Superintendents' meeting to communicate the process. As a result, the Suspect Apprehension Pursuits (SAP) review process had undergone further development and senior officers at each of the Districts now retain greater responsibility for reviewing SAPs and managing outcomes.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.2 b) Develop internal risk communication system	(COMPLETE) - The Legal Department has successfully released a training video on Investigative Detention and other videos have been prepared to follow.			✓
ACTION:	1.3 Implement new radio system			

CORNERSTONE / OBJECTIVES :	Superior Quality Service - 1. Continuous Improvement: To ensure continuous improvement to business practices and processes.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.3 a) Complete implementation of the replacement P25 Radio system	(COMPLETE) - The P25 Radio System became operational on October 1, 2014. Training for all radio users was conducted.	✓		
ACTION:	1.4 Evaluate and review programs and pilot projects			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 a) Program evaluation process established (CO)	(COMPLETE and ONGOING) - An evaluation framework was completed and templates were developed. Various evaluations have taken place throughout the organization, examples include the Whitchurch-Stouffville Substation and the 5 District Sector Policing Pilot Program.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 b) Review virtual desktop pilot project with possible implementation	(COMPLETE and ONGOING) - Virtual desktop equipment was acquired for staff members and further during a pilot program, which was successful. Staff members now have access to additional technological applications, which include virtual desktops and thin-client computers.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 c) Program evaluation of events for diverse communities	(CARRY OVER) - As a result of prioritizing the evaluation of other projects, specifically Sector-Model Policing, the Whitchurch-Stouffville Sub-Station, Front Desk Operations at 3 District, and a Communications Workload Study, this goal has been carried over to 2017.			C
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
1.4 d) Executive Leadership Program review of Community Services	(COMPLETE and ONGOING) - A program review was undertaken by the Executive Leadership Program which is comprised of a team of executives from various York Regional Police Units. The report was completed and presented to the Executive Command Team in Feb 2014. Recommendations from this report which include the civilianization of some Community Services positions began in 2015.		✓	
CORNERSTONE / OBJECTIVES :	Superior Quality Service - 2. Communications: To implement the internal/external Communications Strategy to improve awareness and communication of services, programs and initiatives.			
ACTION:	2.1 Implement Communications Strategy recommendations that address internal communications challenges			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :		Superior Quality Service - 2. Communications: To implement the internal/external Communications Strategy to improve awareness and communication of services, programs and initiatives.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.1 a) Recruit marketing campaign	(COMPLETE and ONGOING) - The re-brand was completed, and new banner-ups, new post cards, new ads and one-page information sheets were printed. Several tweet-a-longs were completed to target audiences who use social media.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.1 b) Re-Launch of YRPTV	(COMPLETE and ONGOING) - YRPTV was revised and re-launched on January 29, 2016. YPTV provides updates and information to York Regional Police staff members throughout the organization.			✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.1 c) Re-design of e-Book	(COMPLETE) - The e-book was newly designed, and an electronic e-book is distributed on a weekly basis. The first issue to members went out on October 29, 2014. The new weekly internal newsletter is called #ICYMI – In Case You Missed It. Input, ideas and photos are provided by members. In addition, #ICYMI highlights the great work officers and civilians are doing both on and off duty. This new format is an easy and interesting way to share what's going on in the organization right now.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.1 d) Development of crisis communication strategy	(COMPLETE) - The crisis communication strategy was developed and implemented. The strategy was developed with the communications protocol of other service providers, which include other first responders, hospitals, York Region Transit, municipal and regional governments, school boards, malls and event locations.	✓			
ACTION:	2.2 Implement Communications Strategy recommendations that address external communication challenges				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.2 a) Development of Brand Book	(COMPLETE) - The Brand Book was complete and distributed to a limited number of units who require branding information (such as, the Purchasing Unit) and to external vendors.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.2 b) Implement Social Media Strategy	(COMPLETE and ONGOING) - Recommendations from the Social Media Strategy was implemented, which included continuing tweet-a-longs, development of a York Regional Police smart phone application, community e-newsletter, training members on responsible social media use, and expanding York Regional Police presence across additional social media platforms.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :		Superior Quality Service - 2. Communications: To implement the internal/external Communications Strategy to improve awareness and communication of services, programs and initiatives.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.2 c) Community watch pilot project to be implemented	(COMPLETE) - The Community Watch pilot project was successfully implemented in 3 District. It was well received as an effective measure for crime prevention and educating residents about police programs.	✓			
ACTION:		2.3 Effective use and awareness of online and emerging communications technologies to engage the community and our members			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.3 a) Increase the number of online and mobile services available to residents	(COMPLETE and ONGOING) - A volunteer sign-up application was made available on the YRP website to allow officers, volunteers, and auxiliary officers to sign up for volunteer opportunities. In addition Paid Duty events can also be booked online, allowing officers to sign up via a mobile application.			✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.3 b) Assess and implement Next Generation 9-1-1 to accept text calls	(COMPLETE) - Text 9-1-1 calls are now accepted from the Deaf and Hard of Hearing Community. Phone numbers must be registered with York Regional Police. Technology is in place to receive text calls from the general public.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.3 c) Community e-newsletter	(CARRY OVER) - In 2016, York Regional Police entered into a research partnership with Environics Canada. The results of this research will inform the most effective means of communicating with our diverse communities. This goal will be revisited at the conclusion of the above-mentioned research and the appropriate steps will be taken to conclude this goal in 2017 by establishing the most effective tool to communicate with our community.			C	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
2.3 d) Digital Video use	(COMPLETE and ONGOING) - Digital video is used both externally and internally on YouTube and within the e-BOOK/#ICYMI. Examples of internal use of digital videos include: five Police Appreciation Night (PAN) videos, Patrol Innovation Team (PIT) Crew Updates, Performance Management, Canadian Association of Police Governance (CAPG) videos, Regional Chairman Bill Fisch retirement video. Examples of External use of digital videos include: Ottawa Memorial, Remembrance Day, Marine Unit safety tips, ERASE program, Ceremonial Mounted Unit, ALS ice bucket challenge, and the UNITED York Regional Police Superhero video.	✓			
ACTION:		2.4 Improve the York Regional Police website and corporate intranet			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Superior Quality Service - 2. Communications: To implement the internal/external Communications Strategy to improve awareness and communication of services, programs and initiatives.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.4 a) Improvements to YRPNet	(CARRY OVER) - As a result of internal adjustment to 2016 budget priorities associated to cost recovery revenue shortfalls, this initiative has been carried over to 2017 and will include evaluating the efficiencies available via other technologies.		C	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
2.4 b) Improvements to YRP website	(COMPLETE) - The new York Regional Police website was developed and went live on April 13, 2015. It provides residents with a more user friendly experience when accessing the website.		✓	
CORNERSTONE / OBJECTIVES :	Superior Quality Service - 3. Diversity and Inclusion: To ensure that we provide inclusive and equitable services to all our members and our diverse communities.			
ACTION:	3.1 Enhance partnerships with diverse communities			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.1 a) Participate in Black History Month	(COMPLETE and ONGOING) - An event was hosted in February of 2015, with approximately 300 people in attendance at York Regional Police HQ. The York Regional Police Deeds Speak Award was presented to Gary Durant (local resident and US college slam dunk champ) for his leadership in sports. York Regional Police also partakes in Black History Month celebrations as well.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.1 b) Participate in Asian Heritage Month	(COMPLETE and ONGOING) - An event was held in May of 2015, with approximately 200 attendees at York Regional Police HQ. The Deeds Speak Award was handed to Mr Sid Ikeda from the Japanese Cultural Centre as a lifetime achievement award. York Regional Police partakes in yearly events to celebrate Asian Heritage with the communities of York Region.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.1 c) Participate in International Day	(COMPLETE and ONGOING) - An event was held in April of 2015. The theme showcased the media of our global community. The keynote speaker was Thomas Saras, President and founder of the National Ethnic Press and Media Council of Canada. Approximately 800-1000 people attended the event throughout the course of the day. York Regional Police continues to celebrate this event on a yearly basis.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :		Superior Quality Service - 3. Diversity and Inclusion: To ensure that we provide inclusive and equitable services to all our members and our diverse communities.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 d) Host citizenship ceremonies	(COMPLETE and ONGOING) - The Annual Citizenship Ceremony was hosted by York Regional Police on December 10, 2014 to commemorate International Human Rights Day in partnership with the Vaughan Immigrant Welcome Centre. There were approximately 50 new Canadians who were sworn in by citizenship court Judge Ruth Klein. York Regional Police continues celebrate Citizenships Ceremonies on an annual basis.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.1 e) Participate in menorah lightings	(COMPLETE and ONGOING) - An event was hosted in December of 2014 and was emceed by York Regional Police member Jennifer Gotlieb from the Planning, Research and Evaluation Unit and Rabbi Kaplan officiated the service. The 2015 service was also held at York Regional Police HQ on December 2015.	✓			
ACTION:	3.2 Integrate diversity awareness into new and existing training programs for all members to increase organizational cultural competence				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.2 a) Places of worship tour	(COMPLETE and ONGOING) - The places of worship tour are still offered for members through the York Regional Police training branch. Invitations continue to be extended to community partners and organizers as space permits. These collaborations allow staff members to engage with partners and organizations also partaking in diversity initiatives.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.2 b) Recruit community insight program	(COMPLETE and ONGOING) - New police recruits are assigned community groups to contact in order to engage with diverse community organizations to enhance their understanding of York Region's diverse communities.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.2 c) Inclusive policing course	(COMPLETE and ONGOING) - In collaboration with the Ontario Police College, York Regional Police has developed and delivered the Inclusive Policing Course. The course continues to be enhanced where needed, and additional online courses were developed for staff members.		✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
3.2 d) Multiple engagement of new recruits with diversity awareness	(COMPLETE and ONGOING) - All level 3 recruits have been provided with training about the Diversity, Equity & Inclusion Bureau policies and procedures as well as on diversity and Hate Crime prevention.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Superior Quality Service - 3. Diversity and Inclusion: To ensure that we provide inclusive and equitable services to all our members and our diverse communities.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.2 e) Hate Crime Training Level 1 and Level 3	(COMPLETE and ONGOING) - Level 1 and 3 recruit training pertaining to Hate Crime is providing to new police constables.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.2 f) Policing our Multicultural Region	(COMPLETE and ONGOING) - The Diversity and Equity Inclusion Bureau delivers presentations about diversity in York Region to provide community members with a better understanding of York Region's diverse population.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.2 g) Diversity of Cultural and Religious Practices	(COMPLETE and ONGOING) - York Regional Police participates in Multifaith Conferences with the Ontario Multifaith Council.	✓		
ACTION:	3.3 Ensure accessibility of facilities and services by all citizens and community groups			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.3 a) Creation of a consistent process for booking of all community rooms at the districts	(COMPLETE)- Work was completed in order to create rules to allow the community rooms within District Headquarters to be utilized by other community partners when necessary.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.3 b) Ensuring AODA accessibility of future YRP buildings	(COMPLETE and ONGOING) - Currently there are no Accessibility for Ontarians with Disabilities Act (AODA) issues and all future renovations and construction projects will incorporate the new standards. All York Regional Police facilities currently adhere to the Accessibility for Ontarians with Disabilities Act.		✓	
ACTION:	3.4 Provide information to the community in different formats and languages			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.4 a) Automatic Translation feature on the YRP website developed (CO)	(COMPLETE) - An automatic translation feature was added to the York Regional Police website. Some communications products can be translated into other languages for members of the public.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :	Superior Quality Service - 3. Diversity and Inclusion: To ensure that we provide inclusive and equitable services to all our members and our diverse communities.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.4 b) Explore use of Interactive webinars and online presentations, including availability to do so in multiple languages. (CO)	(COMPLETE and ONGOING) - York Regional Police has equipment for podcasts/webinars and has utilized live and interactive broadcasts internally. York Regional Police provided live operational updates to staff members to improve awareness of threats and community safety issues.	✓		
ACTION:	3.5 Establish a Diversity, Equity and Inclusion Specialist			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.5 a) Establish a Diversity and Inclusivity Specialist	(COMPLETE) - The Diversity and Inclusivity Specialist Position was established and filled in May of 2014.	✓		
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
3.5 b) Develop an Inclusion Strategy in Partnership with Chief's Equity Advisory Committee	(CARRY OVER) - The first phase of this goal was completed with the appointment of an Internal Inclusivity Specialist and the establishment of Internal Support Networks. The next phase involves administering an internal census to identify internal demographics and shape the ongoing development of the strategy. The survey will be administered early in 2017 and the strategy will be updated accordingly.	C		
CORNERSTONE / OBJECTIVES :	Superior Quality Service - 4. Technology: To continue to use existing and emerging technologies and implement the Technology Plan to achieve our strategic and operational objectives.			
ACTION:	4.1 Implement Technology Plan			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 a) Continue with implementation of shared data communication lines through partnerships with peer agencies and public sector entities	(COMPLETE) - Data communication lines with the Region was established and is now complete.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.1 b) Deploy additional electronic data exchanges with the Regional Municipality of York, Ministry of Transportation and Ministry of the Attorney General	(COMPLETE and ONGOING) - Electronic collision data has been provided to the Ministry of Transportation, and York Region receives electronic transfers of tickets.			✓

CORNERSTONE / OBJECTIVES :		Superior Quality Service - 4. Technology: To continue to use existing and emerging technologies and implement the Technology Plan to achieve our strategic and operational objectives.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.1 c) Reconfirm partnerships with Regional and Municipal agencies for sharing of the replacement P25 Radio system and infrastructure	(COMPLETE) - A new Radio IP system was implemented in 2014 with all Regional Fire Services and York Region EMS.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.1 d) Implement a Data Governance model and a Digital Evidence Management system to handle the increased volume of electronic data from video, photos, and documents	(CARRY OVER) - The necessary software has been acquired and is currently being configured for implementation in 2017.				C
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.1 e) Video Remand (**See OE 1.4 a)	(COMPLETE) - See OE 1.4a) for details.	✓			
ACTION:		4.2 Ensure emerging technologies meet the needs of York Regional Police			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.2 a) Complete the installation of In-Car Cameras in frontline vehicles and in special function vehicles	(COMPLETE and ONGOING) - In-car cameras continue to be installed in specialty vehicles and all vehicles used at the Pan Am Games were completed.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.2 b) Assess emerging technologies for suitability to York Regional Police both operationally and in engaging the community	(COMPLETE and ONGOING) - Pilot project testing of tablets for office use and mobile workers was administered and made available to staff members as required. York Regional Police also purchased an Unmanned Aerial Vehicle (UAV) for Traffic Services to aid in collision mapping and other initiatives.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
4.2 c) Implementation and storage of streamed video from the helicopter to key command points	(COMPLETE and ONGOING) - A live feed capability has been purchased and installed on the York Regional Police Helicopter (Air2) and is used to stream and store video to and from the helicopter.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	

CORNERSTONE / OBJECTIVES :	Superior Quality Service - 4. Technology: To continue to use existing and emerging technologies and implement the Technology Plan to achieve our strategic and operational objectives.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.2 d) Implement scheduling software (telestaff)	(COMPLETE and ONGOING) - Telestaff was implemented at York Regional Police, and all staff were expected to have complete e-learning training pertaining to Telestaff. Over 30 training sessions were held for supervisors on Telestaff and all staff now use Telestaff.	✓		
ACTION:	4.3 Enhance internal training in technology			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.3 a) Increase the number of e-learning courses available to staff	(COMPLETE) - York Regional Police has purchased an e-Learning subscription model from CPKN which gives our members access to all Canadian Police Knowledge Network (CPKN) e-Learning courses that are in their catalogue. Additionally, all uniform members are now required to complete 3 elective courses per year.	✓		
ACTION:	4.4 Use of business intelligence tools and enhance dashboards			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.4 a) Enhancement of electronic dashboards for staff with key data metrics and business intelligence reports	(CARRY OVER) - The procurement of our Business Intelligence tool and the implementation of dashboards commenced in September 2016 and will continue throughout 2017. Currently, live dashboards are being piloted and this project is on schedule and within budget.			C
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
4.4 b) Implementation of an individualized Business Intelligence reporting dashboard.	(CARRY OVER) - The procurement of our Business Intelligence tool and the implementation of dashboards commenced in September 2016 and will continue throughout 2017. Currently, live dashboards are being piloted and this project is on schedule and within budget.			C
CORNERSTONE / OBJECTIVES :	Superior Quality Service - 5. Public Trust and Confidence: To maintain public trust, confidence and customer satisfaction by delivering quality services and ensuring transparency and accountability.			
ACTION:	5.1 Provide information that encourages citizens to communicate with police about community safety, individual concerns and incidents of crime			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016

CORNERSTONE / OBJECTIVES :		Superior Quality Service - 5. Public Trust and Confidence: To maintain public trust, confidence and customer satisfaction by delivering quality services and ensuring transparency and accountability.			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.1 a) Collect and provide information through the Community Survey	(COMPLETE) - During the months of March and April, the 2016 Community Survey was administered to gather important feedback from members of the community regarding their satisfaction, needs, experiences and priorities. York Regional Police mailed out 12,000 surveys to randomly selected addresses across York Region. Respondents were given the option to complete the survey online or to complete it on the paper copy provided to them with a postage paid return envelope. There were 2,904 surveys completed for a 24.3 percent response rate (70 surveys were returned not delivered or returned to sender). The number of completed surveys was virtually unchanged from the 2013 Community Survey.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.1 b) Collect and provide information through the Business Survey	(COMPLETED) - The 2015 Business Survey was administered to 6,500 business throughout York Region in September and October of 2015. York Regional Police achieved a higher level of satisfaction rate in 2015 than 2012. The Business Survey report was completed and presented to the to the Police Services Board on February 27, 2016.				✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.1 c) Partnership with Welcome Centres to engage community members to report crimes and concerns	(COMPLETE and ONGOING) - Diversity, Equity & Inclusion Bureau officers continue to deliver presentations to new Canadians at York Region Welcome Centres. The presentations include information on how to report crimes and concerns to police.	✓			
ACTION:	5.2 Promote and demonstrate our commitment to the organization's mission, vision and values				
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.2 a) Place letters from the community that acknowledge members good work in various YRP internal publications	(COMPLETE and ONGOING) - Letters acknowledging the good work of members have appeared in the electronic newsletter since 2004.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.2 b) Advise the community via various communication tools, about the good work done by members	(COMPLETE and ONGOING) - Communication tools to advise the community about the good work of our members include the Annual Report, media releases and social media channels. These stories will also appear on the new York Regional Police website, which was launched in 2015.	✓			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016	
5.2 c) Place posters throughout YRP facilities, in publications, and in public areas, that lists the organizations mission, vision and values	(COMPLETE) - Mission, vision and values posters have been placed throughout York Regional Police facilities and in public areas prior to 2003. A new-look values poster reflecting our new brand was distributed to all York Regional Police facilities beginning in early 2014.	✓			

CORNERSTONE / OBJECTIVES :	Superior Quality Service - 5. Public Trust and Confidence: To maintain public trust, confidence and customer satisfaction by delivering quality services and ensuring transparency and accountability.			
ACTION:	5.3 Ensure a high level of customer service			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
5.3 a) Interactive ethics sessions	(COMPLETE) - An E-learning specialist was hired by York Regional Police and an online human rights training course was developed for York Regional Police staff members.			✓
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
5.3 b) Ethics awareness courses	(COMPLETE and ONGOING) - Ethics training for staff members was developed and was delivered into programs and courses for York Regional Police employees.		✓	
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
5.3 c) Review of dissatisfaction of one-to-five year cohort	(COMPLETED) - The 2016 member survey was reviewed and member focus groups were held with both sworn and civilian members in May 2016 to discuss areas of concern within the organization. The information gathered was included in the Business Plan Consultation Summary.			✓
ACTION:	5.4 Ongoing review of Quality Service Standards			
ACTIVITIES	PLANNING SUMMARY	2014	2015	2016
5.4 a) Annual audit of the Quality Service Standards	(COMPLETE and ONGOING) - Annual audits have been completed and presentations were provided to the Executive Command Team, the audit findings were evaluated and compared to previous results to continue with organizational enhancements as required.		✓	

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 25, 2017

Quality Service Standards - 2016

RECOMMENDATION

1. That the Board receives 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. Accessible Facilities
2. Complaint Areas
3. Courteous and Respectful Service
4. Emotionally Disturbed Persons
5. External Correspondence
6. Freedom of Information (FOI)
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

Accessible Facilities

STANDARD:

All York Regional Police facilities accessed by members of the public will be accessible in accordance with the Accessibility for Ontarians with Disabilities Act.

The *Accessibility for Ontarians with Disabilities Act* (AODA) requires the Ontario Government to lead Ontario to full accessibility for 1.8 million people with a physical, mental, sensory, intellectual or learning disability by 2025.

The York Regional Police Services Board approved Accessibility Policy No. 01/13 on January 1, 2013. It was amended on October 21, 2015, to incorporate the *Design of Public Spaces Standards* (DOPS). In accordance with the Board's Accessibility Policy, the Board and York Regional Police (YRP) will incorporate accessibility features when building new or making planned significant alterations to existing public spaces in accordance with the *Design of Public Spaces Standards* under the IASR. All YRP contracts further require that consultants and contractors comply with the AODA.

The new Quality Service Standard of Accessible Facilities, approved for inclusion in the Quality Service Standards, by the Board on January 20, 2016, was audited for the first time this year. York Regional Police is in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and has incorporated numerous measures to ensure all facilities accessed by the public, will remain accessible in accordance with AODA and the DOPS.

To ensure we continue to meet compliance, there are monthly preventative-maintenance site visits that include reviewing accessible elements. Requests are made to Capital Projects and Facilities Management to correct any deficiencies reported.

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.

Citizens are able to register a complaint regarding activity of concern in their community by telephone, e-mail or in person. These complaints are directed to the Community Oriented Response (COR) Sergeant who reviews the complaint and if approved, enters it into the Complaint Entry Database within Versadex.

In cases where the complaint is not received in person or by telephone, the COR Sergeant is required to contact the reporting citizen and provide them with the assigned file number within five business days and within 15 days of receiving the complaint, contact the citizen and advise him/her of any action undertaken in relation to the complaint.

The Quality Assurance Unit reviewed a random selection of occurrences generated for Complaint Areas from the five Districts between January and June 2016. Ninety-nine percent of Complaint Area occurrences complied with this Standard. This near perfect compliance has resulted from Community Oriented Response (COR) Sergeants effectively using the recently instituted CopLogic and Versadex tracking system.

Courteous and Respectful Service

STANDARD:

Officers will provide courteous and respectful service when interacting with members of the public.

The new Quality Service Standard of Courteous and Respectful Service, approved for inclusion in the Quality Service Standards, by the Board on January 20, 2016, was audited for the first time in 2016. The Audit Team reviewed In-Car Camera System (ICCS) recordings of 171 randomly selected traffic stops from across all of the York Regional Police Districts and the Traffic Unit. Officers conducting traffic stops were found to be courteous and respectful in 100 percent of the ICCS recordings viewed.

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.

The implementation of the Co-Responder Crisis Workers (CRCW's) Project commenced in September 2015, in One District and Three District to assist police in supporting individuals in crisis. The CRCW's operate independently of a police officer partner. If requested by police,

the CRCWs will assist officers when dealing with an emotionally disturbed person (EDP) occurrence.

With the implementation of the CRCW's, the hospitals increasing their resources when dealing with Mental Health treatment, and our working relationship with York Support Services Network (YSSN), the Mental Health Support Team (MHST) personnel were able to achieve 100 percent follow-up of EDP occurrences.

External Correspondence

STANDARD:

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

The Auditors reviewed letter log files of the three Executive Command Team offices for correspondence that was received from January to May 2016. The compliance rate for this Standard was 100 percent.

Freedom of Information (FOI)

STANDARD:

Freedom of Information requests will be responded to in accordance with the Freedom of Information and Protection of Privacy Act.

Freedom of Information (FOI) requests, a new Standard approved for inclusion in the Quality Service Standards, by the Board on January 20, 2016, were audited for the first time in 2016. The FOI Unit provides a monthly report to the Deputy Chief of Administration on the status of FOI requests. They also provide an annual report to the provincial Information and Privacy Commissioner (IPC) on the status of FOI requests.

The IPC investigates complaints with respect to personal information held by government and resolves access to information appeals and complaints. The Freedom of Information Office is in compliance with the *Freedom of Information and Protection of Privacy Act* (FIPPA) pertaining to York Regional Police's response to FOI requests. There have been no complaints or investigations involving York Regional Police launched by the Information and Privacy Commissioner.

Front Desk Reception and Complaint Management

STANDARD:

Members of the public attending a police district will be greeted in a timely, courteous and professional manner. All reasonable efforts will be made to satisfy any enquiries. All public complaints will be responded to in accordance with the Police Services Act, O.Reg 263/09 Public Complaints – Local Complaints.

The Quality Assurance Unit utilizes a summer student as a "secret shopper" to conduct the front desk visitations. The student attended every District, all platoons, the Community Resource Centre, the Whitchurch-Stouffville Community Substation and the Recruiting Office in order to determine if front desk personnel address members of the public in accordance with the Front Desk Reception Standard.

Out of 23 visits in total, the students rated 22 as excellent and one as fair to good. For the 22 excellent responses, front desk personnel were found to: respond in a timely manner and attend the front counter, offer a pleasant greeting, act in a courteous and professional manner and provide a satisfactory response to the student's question.

In all cases, the Front Desk areas of Districts and Customer Service areas were stocked with Office of the Independent Police Review Director (OIPRD) pamphlets and an OIPRD poster was visible.

Investigative Follow-up

STANDARD:

All cases assigned to a Criminal Investigation Bureau for review shall receive, at minimum, one investigative call-back.

Compliance for Investigative Follow-up continues to display a high level of compliance. Investigative call-backs for Assault occurrences and Residential Break and Enter occurrences were reviewed from January 1st to May 31st, 2016. Investigators made call-backs to victims or reporting parties in 100 percent of Assault occurrences that were assigned to a Criminal Investigation Bureau (CIB) officer and 94 percent of Break and Enter occurrences.

The Break and Enter occurrences that were not in compliance with the current Standard were occurrences where investigative call-backs were not required under the Standard.

Investigative Reporting

STANDARD:

York Regional Police will strive to produce investigative reports that are free from errors or omissions and will include appropriate case clearance and Uniform Crime Reporting (UCR) coding.

This was the first audit of the new Standard for Investigative Reporting, approved for inclusion in the Quality Service Standards, by the Board on January 20, 2016. The audit focused on UCR coding, spelling and grammar, along with case clearances.

The process for reviewing reports; including approval, validation and submission of UCR statistics, results in a high degree of accuracy for proper UCR coding and case closure. Approximately 90 percent of cases reviewed included all the necessary information. Approximately 70 percent of cases reviewed had no spelling or grammatical errors. The remaining 30 percent of reports containing spelling or grammatical errors will be evaluated during the 2017 Case Management and Workflow Audit.

Paid Duties

STANDARD:

Satisfaction surveys shall be conducted for all new paid duty customers and random sampling shall take place throughout the year for ongoing customers. All surveys will be reviewed to ensure York Regional Police is providing the highest quality service.

In 2015, customer satisfaction was assessed with the use of electronic paid duty satisfaction surveys sent after the completion of the paid duty. There were 65 questionnaires returned between January 1, 2016, and June 3, 2016. In 96 percent of responses, customers were satisfied with the service provided by paid duty officers and categorized the service as “excellent” or “good”. The remaining four percent rated the service as average, and in one instance poor; however, this rating related to the technological sign-up process and not the officer’s performance

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

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.

Thirty-one percent of members had their voice mail engaged according to the Standard. These results may suggest a low level of compliance with the Standard; however, it also represents a consistent range for compliance in comparison with prior years. For example, in 2011, compliance with this Standard was 55 percent, in 2010, it was 32 percent, and 59 percent in 2009. The majority of members who failed to meet the Standard for their voice mail set-up were deficient with only one or two elements of the Standard. Ninety-seven percent of members’ voice mail identified the name of the member. The most common deficiency was omitting their current work assignment (58 percent).

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 and callers were not transferred unnecessarily.

During regular business hours non-emergency telephone calls are answered by the Switchboard Operators. Outside of regular business hours incoming telephone calls are received by Communications.

Taining & 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 were revised in 2016, following the Board’s approval of the four new Standards. The revised Quality Service Standards are posted on the YRPNet and the York

Regional Police external website. New members are advised during initial training of the existence and importance of these Standards.

In addition, an e-learning component relating to the Quality Service Standards was implemented for newly hired personnel in the spring of 2011. Information from the Training and Education Bureau confirmed that 100 percent of all new members have been enrolled in the program.

Victims of Crime

STANDARD:

When an officer takes a report from a victim, they shall fill out an YRP384 Victim Information Pamphlet, explain the contents and include the officer's name, badge number, contact information and incident number, before leaving it with the victim.

There were high levels of compliance observed in the response to victims of crime by front-line officers. Victims of crime received a YRP384 Victim Information Pamphlet in 96 percent of Assault occurrences reviewed and 97 percent of Break and Enter occurrences reviewed. The overall average was 96.5 percent. This high level of compliance with the Quality Service Standard is likely attributable to a new Supervisor Notification (SN) text page which requires officers to provide an explanation when a YRP384 Victim Information Pamphlet was not issued to a victim of crime.

Conclusion

The 13 Quality Service Standards implemented by York Regional Police demonstrate the commitment to both transparency and providing excellent service. The results of the Quality Service Standards audit demonstrates that York Regional Police continues to provide a high standard of customer service to the communities it serves.

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

JANUARY 25, 2017

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 2016. 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 2016. Additionally, at the direction of the Chief of Police, Suspect Apprehension Pursuit (SAP) and Major Case Management (MCM) practices were audited.

Pursuant to their responsibility for procedure and regulation reviews, the Quality Assurance and Risk Management Unit completed the research and development of procedures, Chief's Orders, general documents and responded to external requests for assistance throughout 2016.

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 the 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 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 four recommendations, which were presented to the Executive Command Team, reflecting changes to the Quality Service Standards, approved by the Board on January 20, 2016, to ensure 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.

Suspect Apprehension Pursuit (SAP) Audit

The SAP audit was requested by the Deputy Chief of Operations to examine the frequency, risks, and opportunities when officers engage in SAPs. The audit considered compliance with Policing Standards, York Regional Police procedures, training, effective risk management and security processes.

The audit was presented to the Executive Command Team and four recommendations were approved to improve operations and review processes. The recommendations pertained to planned improvements in the SAP review and tracking processes, procedure and form review, and considered future training opportunities for supervisors.

Major Case Management (MCM) Audit

As requested by the Chief of Police, the Quality Assurance and Risk Management Unit undertook an audit of the internal processes related to MCM investigations, training, and processes, in anticipation of a planned Ministry of Community Safety and Correctional Services (MCSCS) inspection. The audit provided assurance relating to York Regional Police processes and procedures on major case management, in compliance with O.Reg. 354/04 of the *Police Services Act*.

The audit entailed a detailed review of internal processes on major case management, a five-year trend of statistics, General Occurrence Reports, training records, York Regional Police Procedures and Board Policies, and included interviews with members throughout the organization, and the Ontario Police College.

This audit involved an in-depth examination of MCM processes and designated case identification and investigations by members trained in MCM processes. The audit findings were positive and provided eight recommendations which were administrative in nature and were supported by the Executive Command Team.

PROCEDURAL REVIEWS AND NEW PROCEDURES

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 develop 115 new Chief's Orders and revised 39 procedures throughout 2016. The procedure reviews were conducted to ensure a superior

quality of service when responding to the needs of both the Organization and the community. Written procedures provide officers with a standard of conduct to ensure consistency of operations reflecting leading practices in policing.

The Quality Assurance and Risk Management Unit worked to complete the research and development of six new procedures to the Organization, inclusive of the six months spent researching and developing the Street Checks procedure to reflect the newly enacted *Ontario Regulation 58/16: Collection of Identifying Information in Certain Circumstances*.

Additionally, 92 forms were revised/developed and 17 priority documents were created and posted to the YRPNet.

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 a variety of procedural developments.

The Quality Assurance and Risk Management Unit responded to 265 external requests for assistance. These requests ranged from in-person meetings on Organizational/procedure development to minor requests for the sharing of documents or best practices employed at York Regional Police. The requests were received from police services throughout the province of Ontario and Canada, reaching as far as Vancouver, Calgary, and from one police agency in the United States.

AUDITS SCHEDULED FOR 2017

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 2017:

- Property, Evidence and Records Retention Audit (Mandatory)
- Quality Service Standards (QSS) Audit (Mandatory)
- Street Checks – *Regulation 58/16: Collection of Identifying Information in Certain Circumstances* (Mandatory)
- Case Management and Workflow Audit
- Organized Crime: Flagging Reports and Data Collection

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.

EJ:cj

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

Accessible formats or communication supports are available upon request.

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 25, 2017

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

RECOMMENDATION(S)

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 Standards 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 requested to comply with 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 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 staff training.

The Customer Service Regulation requires 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 Specialist of the 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 York Regional Police website.

Integrated Accessibility Standards

The Integrated Accessibility Standard Regulation (IASR) came into effect on July 1, 2011. Effective July 1, 2016 the IASR now incorporates the customer service standard. Organizations are still required to implement processes in receiving and responding to feedback that ensures processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

Accessible formats and communication supports shall be provided in a timely manner that take 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 2016, a total of one feedback was received from the member of the public regarding York Regional Police provision of goods and services to persons with disabilities. The member of the public advised that her complaint related to a YRP Officer not providing her with enough time to locate her proper vehicle documentation at a traffic stop. The feedback was reviewed, noted for legislative compliance, and in accordance with Procedure AI-311, Public Complaints (Conduct, Policy, Service), the member of the public was referred to the OIRPD website as an option for further guidance. To date, YRP has received no correspondence from the OIRPD indicating whether the member of the public has contacted them in this regard.

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 25, 2017

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 continues to be one of the most diverse regions in Canada. The Regional Municipality of York Police Services Board (the "Board") is committed to sustaining an organization that is culturally competent in its response to the citizens of the Region. The Board is committed to ensuring that itself and York Regional Police in partnership with the community provide services in a manner that is respectful, equitable and inclusive.

FINANCIAL IMPLICATIONS

Not applicable.

BACKGROUND

Human rights encompasses a vast array of provisions inclusive of everyone while furthering knowledge and understanding in relation to issues and concerns around diversity and inclusion. These often complex issues require engagement of contemporary community policing that effectively interconnects across differences and realizes a common ground of understanding.

POLICY GUIDELINES

Reporting Requirements For 2016

Procedures developed or amended:

- AI-345 Accessibility for Ontarians with Disabilities Act (AODA) – Service Animal, Support Person
- LE-389 Collection of Identifying Information in Certain Circumstances

Training programs developed or administered:

- Ongoing delivery for Level 1 and Level 3 Recruits, which include Hate Crime Investigations
- Development of Human Rights 101 e-learning course and launched to all members as mandatory training effective Jan 1, 2017.
- Places of Worship Tour
- Welcome Centres
- Diversity and policing delivered to elementary, high schools, universities, colleges, religious centres, community hubs, seniors, media
- Transgender Awareness delivered to Communication Operators
- Inclusive Leadership delivered to newly promoted supervisors of York Region and York Regional Police members

DIVERSITY AND INCLUSION INITIATIVES FOR 2016

Community Engagement Annual Events

- Black History and Asian Heritage Month
- Zero Discrimination Day
- International Day for Elimination of Racial Discrimination
- Multicultural Day Celebrations
- Commemorations for International Human Rights Day
- Police initiated Canadian Citizenship ceremony
- Menorah Lighting ceremony

Over the past year, the Diversity Equity and Inclusion Bureau (DEIB) coordinated a series of quarterly Community Focus Group sessions between the Executive Command Team and each of the following respective community groups: Persian, Korean, Tamil, and African Canadian.

These meetings continued to build on the foundation established through previous focus group engagements with the Regions respective Jewish, Muslim, and Chinese communities. These engagements also included a special evening at YRP Headquarters in which *Policing with a Global Mindset* was showcased to 45 visiting Consul Generals. Additionally, a delegation from the Montreal Police Service visited with the Hate Crime Unit to explore the YRP model towards the creation of a similar unit in Montreal. The Hong Kong Police Service also sent a delegation to research the community engagement, outreach, relationship building, and hate crime prevention model of YRP.

Furthermore, and in addition to the ongoing daily interactions with multiple ethnic, cultural and religious stakeholder communities, the DEIB continues to identify, network, and initiate contact and engagement with marginalized and vulnerable communities such as the Roma, Falun Gong, Church of Scientology, Ahmadiyya, the Dalit Freedom Network of Canada, and the York Region Gay/Straight Alliance North Youth Group, among many others.

Hate Crime Unit – Ongoing strategic outreach in response to global conflict, including but not limited to Muslim and Jewish communities. The Hate Crime Unit continues to build relationships with the LGBT community through participation in annual PRIDE events and parades as well as attendance and community support at a local memorial service for victims of the mass shooting at an LGBTQ Club in Orlando, Florida.

Diversity Cultural Resources – Continue to build partnerships within the Region through various initiatives, such as partnering with the Domestic Violence Unit to deliver a domestic violence presentation to new Canadians at the five Immigrant Welcome Centres in the Region. Other initiatives included the involvement on a panel discussion in relation to the challenges of diversity and inclusion in the Region's changing communities. Diversity presentations continue throughout the year and now incorporate churches, seniors, employment centres, community hubs and the media.

Diversity Specialist – Training development and delivery was a major component for 2016. Partnerships with the Regional Municipality of York resulted in Inclusive Leadership training for newly promoted York Regional Police members and Regional employees. Transgender awareness training was presented throughout the year to Communications Operators. The Chief's Equity Advisory Committee continues to work through the eventual delivery of a York Regional Police employee census.

Internal Support Networks – Internal Support Networks were established to focus on mutual support for York Regional Police members. This includes education, professional development and mentorship. The following accomplishments included:

- **Women In Leadership** – Participated in a York Regional Police Recruiting Women's Symposium. In celebration of International Day of the Girl Child, Women in Leadership collected 65 personal hygiene kits distributed to girls in need residing in York Region.
- **Christian York Regional Police Member** – Hosted the first annual York Regional Police Prayer Breakfast for members in support of U-R-Home, a place of hope for rescued victims of human trafficking.

- **YRP Pride** – Hosted a training day for members on transgender awareness. YRP Pride also received an award from Parents and Friends of Lesbians and Gays of York Region for their community outreach and collaborative efforts.
- **Afro-Caribbean Canadian** – Held a Taste of the Caribbean fundraiser for charitable causes.
- **Can Be Conquered** – Participated in the annual York Regional Police Pulled Pork event in support of Cops for Cancer.
- **Young Professionals Network** – Volunteered their time giving back to the community at York Region's Food Bank.

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 25, 2017

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 liaise with 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 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 2016, the Auxiliary Unit had 115 members. At the conclusion of the year, the Unit had 140 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 17 members shy of the allotted authorized strength.

Throughout the year, 43 new members joined the Unit, 18 members resigned, and two retired after more than 30 years of service. Three of the members who resigned were hired as Cadets-in-Training and one as a civilian employee with York Regional Police. Two members were hired as constables by Barrie Police and Peel Regional Police. 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 5.4 years.

The Auxiliary Unit participated in over 200 events throughout York Region. (See Appendix A for an inclusive list of events attended in 2016). 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 2,480 hours of ride-a-longs supporting the work of front line officers throughout the Region.

Of note, Auxiliary members participated in Blood Donor Drives, competitions, and fundraising events. Ten members completed and passed the annual Police Fitness Test, one them earning a five year pin.

Pursuant to 7.14.2 of the York Regional Police Regulations, eight service badges were issued to members for five years of service, six service badges were issued to members for ten years of service, one service badge was issued to a member for 15 years of service, two service badges were issued to members for 25 years, and one service badge for 35 years of service to the organization. At the conclusion of 2016, ten 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 York Regional Police 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. Total equipment costs for the current Auxiliary membership is \$364,000. This is an average of \$26,000 to \$39,000 per year, allowing for 10-15 new hires. Of note, 43 new members were hired in 2016 at an equipment cost of \$111,800. In addition, the cost of training one recruit class of Auxiliaries per year is \$10,290.78 accounting for the salaries of training staff. There were two classes in 2016 for a total training cost of \$20,581.56. The cost of training staff salaries to conduct annual requalification is \$9168.96. This amounts to a total training cost of \$29,750.52 for 2016. (See Appendix B for a cost break down for training and equipment requirements of the Auxiliary Unit).

In total, the Auxiliary Unit contributed 21,173 volunteer hours to the organization in 2016.

VOLUNTEER PROGRAM

The York Regional Police Volunteer Program is administered separately from the Auxiliary Program. It manages six groups, including Special Event Volunteers, the Community Policing Centres, 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 police uniforms or insignia with the exception of the assigned uniform or insignia approved by the Chief of Police or designate.

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 Special Events/Mascot volunteers is 24 hours, with a significantly higher commitment required for the Scout groups and Musical Bands. 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 2016). 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.

Overall, our volunteers contributed 34,035 hours to York Regional Police and the community through their participation with the following groups and activities: Special Events and Mascots (1,856 hours); Community Safety Village events (1,771 hours); Rovers and Venturers (2,973 hours); Male Chorus (14,300 hours); Pipes and Drums (6,406 hours); King Township Community Policing Centre (112 hours); Youth Band (2,603 hours); East Gwillimbury Community Policing Centre (132 hours); Georgina Community Policing Centre (3,582 hours) and Project Lifesaver (300 hours).

The Volunteer Program has grown since its formal inception in 2004 from 108 to 512 volunteers at the end 2016. This includes 46 additional volunteers who joined the York Regional Police family in 2016. The breakdown of volunteers in each of the groups at the end of 2016 were as follows: Special Events and Mascots - 307 volunteers, Community Policing Centres - 44 volunteers, Rovers and Venturers - 50 volunteers, Male Chorus - 43 volunteers, Pipes and Drums - 38 volunteers and Youth Band - 30 volunteers. There are several volunteers that participate in more than one group within the Program.

In 2016, 38 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 2016, 18 members of York Regional Police became registered volunteers resulting in a total of 78 members that are now involved with the Volunteer Program. Of the summer students employed by YRP, five of these students became volunteers at the end of their work term.

In 2016, three volunteers were hired as police officers and four were hired as civilian employees.

One Volunteer was recognized during Volunteer Appreciation Week with our Annual Chief of Police Volunteer of the Year Award

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 2016, 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 (128 hours), 2 District - 39 members (105 hours), 3 District - 33 members (92 hours), 4 District - 40 members (80 hours), 5 District - 22 members (294 hours) and Investigative Services - 14 members (53 hours). This represents a total of 169 members providing 752 hours of service in 2016.

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 York Regional Police and the communities served. This volunteer advisory group is comprised of 21 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 York Regional Police. In 2016, the Police/Community Advisory Council contributed 642 hours to York Regional Police and the community through meetings, special events and initiative planning.

In summary, the entire cadre of volunteers from all of the above-mentioned programs contributed a total of 56,751 hours to York Regional Police in support of an enhanced York Regional Police profile and a safer community.

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

EJ:jm

Accessible formats or communication supports are available upon request

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	\$59.71	2	8	6	\$5,732.16	\$9,168.96
	UOF	Sgt	\$71.60	1	8	6	\$3,436.80	
New member training	UOF	Sgt	\$71.60	1	8	6	\$3,436.80	\$20,581.56
	UOF	PC	\$59.71	2	8	6	\$5,732.16	
	PVO	Sgt	\$71.60	1	6	2	\$859.20	
	PVO	PC	\$59.71	3	6	2	\$2,149.56	
	ACAD	Sgt	\$71.60	1	8	8	\$4,582.40	
	ACAD	PC	\$59.71	1	8	8	\$3,821.44	
	ACAD	Civ	\$55.63	0	0	0	\$0.00	
Total Cost of Auxiliary Training								\$29,750.52

Notes for Cost per hour:

1. Annual rates assumed:	Annual Rate	Hourly Rate
PC - 8-16 years:	\$ 97,798	\$ 59.71
Sgt 23+ years:	\$ 117,262	\$ 71.60
Civ band 7:	\$ 91,110	\$ 55.63
2. Benefit rate assumed:	27%	

Appendix C

2016 Events Involving Participation of YRP Volunteers

<u>Group</u>	<u>Event</u>
<u>Male Chorus</u>	<p> Newmarket Health Centre, February 7th, 2016 Extendicare Mississauga. February 15th, 2016 Durham Christian Homes, March 7th, 2016 Hollandview Trail, March 20th, 2016 Waterside Ret. Res., April 2nd, 2016 Men In Praise Christian Concert, April 11th, 2016 Richmond Hill Ret. Res., April 27th, 2016 Ontario Police Memorial, May 1st, 2016 Amica at Swan Lake Ret. Res., Mzy 11th, 2016 Fort McMurray Wildfire Benefit Concert, May 16th, 2016 Sandford United Church, May 24th, 2016 Chartwell Gibson House Ret. Res., June 12th, 2016 Alexander Muir Ret. Res., June 15th, 2016 Caribbean North Gala Fundraiser, August 26th, 2016 Stouffville Creek Ret. Res., September 14th, 2016 New Edinburgh Ret. Res., September 24th, 2016 Canadian Police and Peace Officer's Memorial, September 25th, 2016 Support Our Troops Rally, October 16th, 2016 Parkview Home L.T.C. Res., October 17th, 2016 24th In Harmony With the Community Fundraiser, November 5th, 2016 Phoebbe Gilman Public School Remembrance Day Service, November 11th, 2016 Newmarket Seniors Meeting Place Sunday Afternoon Tea, November 27th, 2016 Newmarket PROBUS Women's Club Christmas Luncheon, December 7th, 2016 MacKenzie Gealth L.T.C. Res., Christmas Carol Sing-Along, December 14th, 2016 Christmas Celebration Concert, Richmond Hill centre for Performing Arts, Monday, Dec. 19th, 2016 </p>
<u>Pipes and Drums Band</u>	<p> Robbie Burns' Dinners International Day Tri-Service Awards York Regional Police Memorial Ontario Police Memorial Various Funerals 8th Annual Blue Mass YRP Recruit Graduations YRP Auxiliary Graduations PAN; D-Day Parade Clewlow Memorial Tournament Pete Bales Memorial 9th Annual Memorial Butterfly Release Activate Aurora Launch Event Andre DeGrasse Day Candlelight Vigil Fundraiser @ RCL Br. 616 National Peace Officers' Memorial CISO Fall Conference 5 Remembrance Day Services YRP Citizenship Ceremony 32 Military Police Cadet Corps Mess Dinner </p>

<u>Youth Band</u>	International Day to end Discrimination Police Memorial Service Asian Community Games YRP Candlelight Vigil Memorial Service Royal Order of Jesterettes International Conference Richmond Hill Santa Parade
<u>East Gwillimbury Community Policing Centre</u>	Mount Albert Sports Day East Gwillimbury Santa Claus Parade
<u>Georgina Community Policing Centre</u>	Sno*Fest Polar Plunge Easter Food Drive Home Show Police Week Open House Georgina Salutes Car Seat Clinic Hike for Hospice Young at Heart Youth a Palooza Big Bike Boaters Info Day Music in the Streets Canada Day Festival on High Sutton Fair RCMP Musical Ride Terry Fox Run Community Living Thanksgiving Food Drive Remembrance Day (Services) Holiday Hero's-Toy Holiday Hero's-Food
<u>King Township Community Policing Centre</u>	Schomberg Farm Tour King Community Garage Sale Schomberg Fair Holland Marsh Soupfest Haunting on King Road Holiday Heroes Campaign - McDonald's and Youth Group Main Street Christmas - both parades day and evening
<u>Venturer Scouts and Rovers Crew</u>	Police Week Open House Halloween in the Village Holidays in the Village Schomberg Christmas Parade National Peace Officers' Memorial Asian Community Games Aurora Volunteer Fair Christmas Day Hospital visit

<u>Special Events</u>	<p> i Run & Rock and i Ride & Rock Administration VSOYR Swearing In Asian Heritage Month Asian Heritage Month Black History Month Black History Month Event 2016 Candlelight Vigil Candlelight Vigil Community Safety Village Assisting Community Groups Community Safety Village Classroom Assistance Community Safety Village CSV Inventory Community Survey Data Entry Mar-22-16 Crime Stoppers 8th Annual Student School Symposium Crime Stoppers Crime Stoppers Appreciation Dinner Georgina Home & Lifestyle Show Assistants Required Georgina Home & Lifestyle Show Mascot Escort Needed Halloween in the Village Mascot and Escort volunteers needed for Halloween in the Village Holidays in the Village Holidays in the Village 2016 Police Week Open House Police Week Open House at the Village Seniors Day Seniors Day 2016 25th Anniversary Picnic for the Male Chorus Qualified Death Investigators Course Boater Information Day Easter Food Drive Easter Food Drive ESP Kick Off (Empowered Student Partnership) Keswick Harvest Festival Music in the Street Music in the Street Festival Training Recruits Peter Bales Celebration of Life Service Plunkett Memorial Torch Run Ride 4 Styles Event Schomberg Fair SnoFest 2016 Supt. Cusimano Retirement Party Thanksgiving Food Drive The 3rd Annual YRP Youth Film Festival 2016 The Big Bam Challenge Compliant Arrest role players Young at Heart Youth a Palooza Training York Regional Police Video: Run, Hide, Fight Active Attacker Video Production Landlord and Tenant Disputes Video York Vintage Hockey Tournament </p>
<u>Mascots</u>	<p> 2016 Race for Plunkett CASAS Opening Celebration UNITED Event City of Vaughan Safe Trails Event Event Cosmo Music EG Emergency Services Camp EG Summer Camps Carnival Day Peter Kent Community BBQ Polar Bank PS, Newmarket Police Week Open House </p>

	Event Seniors Day Tri Fun Vaughan Kids Event Halloween in the Village Holidays in the Village Various Holiday Heroes food/ toy drives
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Appendix A

2016 Events Involving Participation of YRP Auxiliary Members

<u>Group</u>	<u>Event</u>
<u>Auxiliary Unit</u>	<p>Police Constable Recruit Graduation –(3 Events)</p> <p>Police Constable Recruit Training- Assist TEB</p> <p>Recruiting Information Session- Assist Recruiting (8 Events)</p> <p>Assist 5 CIB with Missing Person Canvass</p> <p>Character Community Awards</p> <p>Newmarket Winterfest</p> <p>Sno-Fest</p> <p>Richmond Hill Winter Carnival</p> <p>Black History Month</p> <p>Voices over Violence</p> <p>Newmarket High Charity Hockey Game</p> <p>Crime Prevention Academy (4 Events)</p> <p>Markham Amazing Race</p> <p>Stouffville Home Show – 3 Days</p> <p>GO Transit Railway Safety Event</p> <p>International Day for the Elimination of Racial Discrimination</p> <p>Run for Southlake</p> <p>Car Seat Clinic – Numerous Events</p> <p>York Regional Police Memorial Ceremony</p> <p>Ontario Police Memorial</p> <p>National Police Memorial</p> <p>Crime Stoppers Appreciation Dinner</p> <p>2016 ABLE Scholarship Awards Ball</p> <p>MacKenzie Health Stride for Strokes</p> <p>Newmarket Basketball Association Parade</p> <p>Assist ERU with training scenario</p> <p>Israel Independence Parade</p> <p>Police Week Open House (CSV)</p> <p>Police Week District Open House (10 Events)</p> <p>Police Appreciation Night</p> <p>Relay for Life</p> <p>Nobleton Victoria Day Parade</p> <p>Race for Plunkett</p> <p>iRock and Run</p> <p>iRide and Rock-Poker Run for PTSD</p> <p>Community Walk- 1 dist.</p> <p>Schomberg Fair</p> <p>Easter Seals Run</p> <p>Annual York Region Bike to Work Day</p> <p>LGBTQ ISN BBQ/Flag raising</p> <p>Unionville Festival (2 Events)</p> <p>War Memorial-Georgina War Museum</p> <p>Mount Albert 5km Run</p> <p>D-Day Parade</p> <p>Aurora Street Festival</p> <p>6th Annual Ride4Styles</p> <p>Korean Community Meet and Greet</p>

SVU Investigative Canvass- 4 Dist.
 Justice Jaunt
 Asian Community Games
 Crime Stoppers Golf Tournament
 Oak Ridges Fair
 York Pride Fest 2016 Parade
 Dash for Diabetes
 Taste of Asia
 Tour de Speed Bicycle Race
 Newmarket Canada Day Fireworks
 Markham Canada Day Event
 Aurora Canada Day Parade
 Newmarket Canada Day Festival
 East Gwillimbury Canada Day Event
 Georgina Canada Day Event
 Richmond Hill Canada Day Event
 Inauguration of Hanuman Murtie
 Toronto Pride Parade
 Night it Up
 Councillor Ho's BBQ
 Newmarket Jazz Festival (6 Events)
 Georgina Car Show
 Jambana (2 Events)
 Sutton Fair (5 Events)
 Big Bam Youth Speak Fundraiser
 Rods by the River Car Show
 Tragically Hip Concert (Telecast Live)
 2016 MADD Golf Tournament
 Aurora Rib Fest (3 Events)
 CariVaughan Parade and Festival
 Safe and Secure Launch
 Ride for Karen Fundraiser – Markham
 1 Dist. 45th Anniversary BBQ
 Newbarket (2 Events)
 East Gwillimbury Home Show (2 Events)
 1 District Community Walk
 Keswick Harvest Festival
 NTCAC Community Safety Event
 Rio 2016 Olympian Homecoming
 Highway 11 Cruisers Car Club Show
 Mount Albert Terry Fox Run
 Oak Ridges Terry Fox Run
 Richmond Hill Terry Fox Run
 Activate Aurora Sports Celebration
 Stouffville Terry Fox Run
 Georgina Terry Fox Run
 Newmarket Terry Fox Run
 Run to Remember Event
 Candlelight Vigil
 Box Grove Fun Fest
 Tri-Services Emergency Exercise
 Project Traveler Kick off
 Search and Rescue Training-Stouffville

	<p> Markham Fair (2 Events) Run for the Cure Fundraiser Search and Rescue Requal (4 Events) National Walk to School Day Annual Georgina Island Police Picnic Support the Troops Rally- Mount Albert Women's Symposium (2 Events) Assist 3COR with Halloween patrols Halloween in the Village Markham Remembrance Day Parade Aurora Remembrance Day Parade Newmarket Remembrance Day Parade Georgina Remembrance Day Services Richmond Hill Remembrance Day Parade Unionville Remembrance Day Parade Woodbridge Remembrance Day Parade East Gwillimbury Santa Claus Parade Opioid Forum Keswick Santa Claus Parade Richmond Hill Santa Claus Parade Newmarket Santa Claus Parade Markham Santa Claus Parade Aurora Santa Under the Stars Parade Santafest Parade Unionville Old Tyme Christmas Parade Mount Albert Santa Claus Parade Schomberg Main Street Christmas Event Stouffville Santa Claus Parade Holidays in the Village (CSV) Sutton Santa Claus Parade Holiday Heroes (Several Events) </p>
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THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 25, 2017

Annual Report on Hate Crime Policy

RECOMMENDATION

1. That the Board receive this report pursuant to Policy # 04/03

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 safe, welcoming, and inclusive.

The Board and York Regional Police are committed to the creation of a region where all stakeholders live, work, and play without discrimination or harassment regardless of age, race, gender, ethnicity, culture, nationality, religion, language, or sexual orientation.

Board Policy #04/03 requires an annual report from the Chief on the impact and effectiveness of this policy.

FINANCIAL IMPLICATIONS

Not applicable.

BACKGROUND

The landscape of policing in York Region has undergone significant change with continuous engagement in the strengthening of relationships with communities that trace ancestries to all corners of the world.

The pursuit for deeper knowledge and understanding about the impact of globalization on our community, as well as the diversity and dynamics of our global community of York Region, continues to pave the way for York Regional Police to overcome many of the traditional and historical challenges often associated to police / community relationships.

Hate Crime Unit

The York Regional Police Hate Crime Unit (HCU) serves as the investigative arm of the Diversity Equity and Inclusion Bureau with practices in place to safeguard the regions diversity and vulnerable communities. York Regional Police Project Ready directive incorporates policing with a global mindset to the complexities and the local impact of international events.

The HCU works proactively in collaboration with the Diversity Unit to build and refine relationships with all communities, including visible minority communities, vulnerable groups, and persecuted diaspora communities to ensure alignment with the Board policy.

In fostering a safe, welcoming and inclusive microcosm of the global community, the York Regional Police Diversity Unit networks with, showcases, honours, and celebrates the many attributes of human diversity within the region, while the HCU effectively responds to respective criminal and non-criminal threats to the diversity of the region.

York Regional Police continues to engage its members and community in hate crime prevention programs and initiatives in support of internal and external environments promoting the principles of human rights, diversity, equity, and inclusion.

The HCU continues to proactively engaged with vulnerable communities in light of global unrest. Two separate initiatives with the Jewish and Muslim communities respectively, included visits to police headquarters for meetings with the Executive Command Team, and discussions pertaining to critical issues and concerns about community safety and security. These very successful initiatives were implemented to support hate crime prevention through enhanced community outreach and engagement, while also dismantling barriers of mistrust and the stigma of misconceptions.

The YRP Hate Crime Prevention Strategy

The YRP Hate Crime Prevention Strategy is comprised of three unique components that support its success. The first component utilizes a collaborative approach whereby the Hate Crime Unit works in close collaboration with the Diversity Unit as there are strong connections between incidents of hate crime and challenges to peaceful coexistence multicultural communities.

Secondly, the YRP Hate Crime Prevention Strategy and HCU are organizationally positioned to report to the Office of the Chief of Police. This significant factor ensures that hate crime receives the attention at the very highest levels of the organization as the social and political ripple effects of hate are divisive and destructive to communities.

Finally, the unique positioning of the HCU alongside the Diversity Unit, and under the Umbrella of the Diversity, Equity and Inclusion Bureau, allows for both units to engage in policing with a global mindset, collaborating on the monitoring and effective management of the complexities and outcomes of local micro geopolitics in a multicultural context, while simultaneously exploring and nurturing all opportunities to build community resilience and social cohesion for peaceful co-existence in York Region.

Hate Crime Extremism/Investigative Team

York Regional Police is a valued member of the Provincial Hate Crime and Extremism Investigative Team (HCEIT) providing a deeper insight into policing hate crime in context to multi-cultural, multi-ethnic and multi - faith communities.

Public Safety Canada

The HCU also continues to provide consultation with Public Safety Canada providing hate crime subject matter expertise on the Communities at Risk: Security Infrastructure Program which provides grants to vulnerable places of worship nationally.

All of these hate crime prevention initiatives and many others have provided York Regional Police unprecedented opportunities to engage with communities in a manner that is equitable, respectful, inclusive and culturally competent, while also exploring further opportunities to celebrate, showcase, and safeguard the diversity of the region, and collaborating with community partners to remain vigilant and speak out with a collective strong voice against prejudice, discrimination and hatred in all of its ugly manifestations.

Hate Crime Training programs developed or administered:

- Ongoing delivery for Level 1 and Level 3 Recruits,
- Places of Worship Tour
- Human Rights Training
- Hate Crime presentations delivered to schools , colleges, and universities
- Welcome Centres / Settlement workers
- York Region Transit Special Constables & Regional Municipal By-Law Supervisors
- Ontario Police College Advanced Hate Crime Investigators Course in York Region.
- Guest speakers from vulnerable communities presenting to the YRP Hate Crime Team

Tracking of:

- Hate Incidents
- Hate Crime

Hate Crime Prevention through Strategic Community Outreach, Engagement, and Relationship Building:

- 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.

CONCLUSION

Extensive community engagement, relationship building, and community partnership initiatives further serves to provide enhanced levels of learning and understanding of all ethno-cultural, religious, marginalized, and vulnerable communities, towards the building and maintenance of a safe, welcoming and inclusive community.

In policing through the lens of human rights, York Regional Police continues to empower communities through the positive impact and enhancement of police/community relationships as members utilize their knowledge and awareness to serve our diverse community with an enhanced understanding of the symbiotic relationships between the safeguarding of human rights, civil liberties, and policing in a microcosm of the global community.

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

EJ:al

Accessible formats or communication supports are available upon request.

HATE CRIME

JANUARY – DECEMBER (2015 - 2016)

Principle Factor that Motivated the Hate Crime	2015	*2016	Variance (%)
Race/Ethnicity	45	41	
Aboriginal	0	0	
Arab/West Asian	7	1	
Black	20	14	
East & Southeast Asian	2	4	
South Asian	3	1	
White	2	0	
Multiple Races/Ethnicities	5	1	
Other Race/Ethnicity	6	1	
Unknown Race/Ethnicity	0	19	
Religion	37	35	
Christianity	3	2	
Jewish	19	17	
Muslim (Islam)	11	14	
Other Religion	4	1	
Unknown Religion	0	1	
Sexual Orientation	6	8	
Bisexual	0	0	
Heterosexual	0	0	
Homosexual (Lesbian or Gay)	6	8	
Other Sexual Orientation	0	0	
Unknown Sexual Orientation	0	0	
Language	0	0	
English	0	0	
French	0	0	
Other Language	0	0	
Unknown Language	0	0	
Disability	0	0	
Mental	0	0	
Physical	0	0	
Other Disability	0	0	
Unknown Disability	0	0	
Gender	1	1	
Age	0	0	
Other Factors	0	0	
Unknown	0	0	
Total Hate Crimes	89	85	

¹ not calculable

*2016 figured are unaudited and subject to change

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 25, 2017

Annual Report on Freedom of Information Access Requests

RECOMMENDATION

1. That the Board receive this report in accordance with its By-Law No. 09-15, a By-Law to Establish Administration Policies for *Municipal Freedom of Information and Protection of Privacy Act* Access Requests.

SYNOPSIS

The Freedom of Information Unit received 3,311 requests for access to York Regional Police records and responded to 7 appeals to the Information and Privacy Commissioner in 2016.

FINANCIAL IMPLICATIONS

Not Applicable.

BACKGROUND

The *Municipal Freedom of Information and Protection of Privacy Act* (the “Act”) provides a right of access to information under the control of institutions in accordance with the principles that information should be available to the public, necessary exemptions from the right of access should be limited and specific, and decisions on the disclosure of information should be reviewed independently of the institution controlling the information.

The *Act* protects the privacy of individuals with respect to personal information about themselves held by institutions and provides individuals with a right of access to that information.

The Freedom of Information Unit ("FOI Unit") processes requests for access to York Regional Police records from members of the public, government agencies and other organizations. The FOI Unit also responds to appeals to the Information and Privacy Commissioner (the "IPC") and acts as a resource for York Regional Police members with respect to privacy legislation and the sharing of police records.

In accordance with section 5.1 of By-Law No. 09-15, a By-Law to Establish Administration Policies for *Municipal Freedom of Information and Protection of Privacy Act* Access Requests:

The Chief of Police shall report to the Board annually on access requests under the Act for the York Regional Police and it shall include the following information as it compares with the previous year:

- *total number of access requests;*
- *total number of appeals; and*
- *outcome of the appeals.*

In 2016, the FOI Unit received 3,311 access requests as compared to 3,643 requests in 2015.

Seven of the FOI Unit's access decisions were appealed to the IPC in 2016 as compared to four appeals in 2015.

Five of these appeals were successfully resolved through mediation. The remaining two appeals are still pending before the IPC.

Update on 2015 Appeals:

Two appeals from 2015 are still pending before the IPC. One appeal from 2015 was successfully resolved through mediation in 2016.

On May 31, 2016, the IPC released Order MO-3319 in response to an appeal that was filed in 2015. The appellant had requested access to York Regional Police records relating to the police's investigation of an occurrence at his residence. The appellant was not at his residence at the time of the occurrence. The FOI Unit denied the appellant access to the records on the basis that disclosure of the records would constitute an unjustified invasion of the personal privacy of other parties. On appeal, the adjudicator ordered the disclosure of small portions of the records containing the appellant's personal information. The remaining portions of the records were blacked out.

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

EJ:jf

Accessible formats or communication supports are available upon request.

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 25, 2017

Secondary Activities

RECOMMENDATION

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 2016, 23 new secondary activity requests were approved by the Chief's Office. 106 members are engaged in secondary activities for which approval was granted by the Chief.

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. The vast majority of secondary activity submissions for approval do not cause potential conflict; however, members often seek the Chief's approval out of an abundance of caution before undertaking their activities. In one instance in 2016, a member was not granted the Chief's authorization to undertake a Secondary Activity as the activity did not meet the standard provided within section 49(3) of the *Police Services Act*.

Secondary activity categories, and number of members involved, are noted in the chart below:

Secondary Activity	2012	2013	2014	2015	2016
Instructor/Teaching	22	34	34	24	26
Sales	16	34	36	25	30
Mechanical & Technical Services	9	12	14	4	6
Miscellaneous (e.g. armed forces, modelling, referee)	5	9	14	28	35
Residential Services	5	6	10	1	2
Health Services	5	8	8	1	5
Volunteer	4	8	9	3	4
Police Related*	0	4	6	5	6
Secondary Activity Not Approved	0	0	1	0	1
Resigned from Activity	0	-3	-1	-38	-9
Members with secondary activities approved by the Chief:	66	112	129	91	106

*Part-time Records Clerk, Communications for outside agency

EJ:cj

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

Accessible formats or communication supports are available upon request.

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

JANUARY 25, 2017

**Interim Financial Reporting for the Period
Ending November 30, 2016**

RECOMMENDATION

1. That the Board receive the interim financial reports for the 11 month period ending November 30, 2016, pursuant to Financial Accountability Board Policy No. 01/05.

SYNOPSIS

The Regional Municipality of York Police Services Board (the “Board”) is 94.5 percent spent at the end of November 30, 2016. York Regional Police is 91.3 percent spent for the same time period. The current year-end surplus projection is in the range of \$0.7 million to \$1.2 million and excludes collectability concerns totalling \$2.2 million from service fees and charges. Schedules of reserves and capital project spending have also been supplied for information purposes.

FINANCIAL IMPLICATIONS

Previous year-end estimates to the Board have described a potential revenue shortfall of \$4.0 million as a result of revised service fees and charges for Motor Vehicle Collision Investigations and Reports and Alarm fees. Spending reductions were implemented to partially mitigate the original deficit by \$1.7 million. Several favourable revenue accounts and other efficiencies have further mitigated the deficit for a current surplus projection of \$0.7 million to \$1.2 million. This surplus estimate excludes collectability concerns totalling \$2.2 million due to a legal challenge associated with mandatory fees for Motor Vehicle Collision Investigations and Reports.

Financial Services staff are currently engaged in discussions with the Controllershship Office on the status of the collections and associated accounting treatments.

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.

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 interim financial reporting for the Board and York Regional Police for the period ending November 30, 2016 are attached to this report.

Net expenditures for the Board are \$388,553 or 94.5 percent of budget. For comparison purposes, the Operating Budget for the Board was 70.1 percent spent at November 30, 2015. Unfavourable variances exist in the salaries, benefits, travel, conferences & seminars, meetings, memberships, office supplies, and telecommunications accounts.

Net expenditures for York Regional Police are \$270,254,165 or 91.3 percent of budget. For comparison purposes, the Operating Budget for York Regional Police was 95.5 percent spent at November 30, 2015.

At its June 22, 2016 meeting, the Board approved the Motor Vehicle Collision Reports and Investigations By-Law No. 06-16, to amend the previous fees with mandatory charges. A result of this amended By-Law, 2016 revenue estimates were lowered a total of \$3.3 million due to the deferred start date and reduced volume estimates. The revised motor vehicle collision forecast is for revenue totalling \$3.4 million in 2016, excluding any adjustment to write-off accounts receivable due to collectability concerns.

At its May 20, 2015 meeting, the Board established a September 1, 2015 implementation date for changes to the Alarms service fees By-Law to replace the alarm registration model with a pay-as-you-go model. An expected benefit from the amendments included a reduction in false alarm calls for service, from publicly-paid police response to industry-paid private guard response. Given Alarm fees had previously achieved full cost recovery, the reduction to revenues was originally estimated at 30 percent by 2017. The 2016 alarm call volume is trending at a 45 percent reduction from baseline 2014 volumes, resulting in an estimated revenue shortfall of \$717,000.

Favourable revenues from Clearance Letters and Volunteer Applicant Screening only partially offset projected revenue shortfalls which put York Regional Police at risk of exceeding funding approved by the Board. To mitigate these shortfalls, expense spending totalling \$1.7 million was slowed or deferred on the following: replacement fleet and information technology equipment; the disaster recovery and YRPNet re-write projects; and, minor renovations, consultants, office/toner supplies and training.

Expenditures for salaries and benefits are modestly over budget and partially offset by overtime. Favorable variances due to under spending in many administration, program related, occupancy, repairs and maintenance, financial items, and minor equipment accounts are offset by lower than planned revenue. 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

Schedule of Operating Budget Spending as of November 30, 2016

	Year-to-Date Actuals			Annual Budget			Balance			% Spent
	Board	YRP	Total	Board	YRP	Total	Board	YRP	Total	
Salaries	\$228,753	\$202,604,447	\$202,833,200	\$229,600	\$220,688,521	\$220,918,121	\$847	\$18,084,074	\$18,084,921	91.8%
Overtime	\$0	\$3,881,774	\$3,881,774	\$0	\$3,843,000	\$3,843,000	\$0	-\$38,774	-\$38,774	101.0%
Benefits	\$51,406	\$54,121,905	\$54,173,311	\$55,600	\$58,648,118	\$58,703,718	\$4,194	\$4,526,213	\$4,530,407	92.3%
Administration expense	\$113,343	\$7,179,961	\$7,293,304	\$150,550	\$8,776,250	\$8,926,800	\$37,207	\$1,596,289	\$1,633,496	81.7%
Program related expense	\$0	\$6,047,120	\$6,047,120	\$0	\$8,073,200	\$8,073,200	\$0	\$2,026,080	\$2,026,080	74.9%
Professional services expense	\$44,124	\$405,010	\$449,134	\$67,000	\$447,100	\$514,100	\$22,876	\$42,090	\$64,966	87.4%
Occupancy expense	\$0	\$5,561,808	\$5,561,808	\$0	\$6,328,883	\$6,328,883	\$0	\$767,075	\$767,075	87.9%
Repairs and maintenance expense	\$0	\$4,025,992	\$4,025,992	\$0	\$4,971,100	\$4,971,100	\$0	\$945,108	\$945,108	81.0%
Financial items	\$0	\$5,578,691	\$5,578,691	\$0	\$7,062,268	\$7,062,268	\$0	\$1,483,577	\$1,483,577	79.0%
Contributions to reserves	\$82,210	\$8,056,070	\$8,138,280	\$60,000	\$8,329,375	\$8,389,375	-\$22,210	\$273,305	\$251,095	97.0%
Internal charges	\$0	\$1,104,217	\$1,104,217	\$0	\$1,204,600	\$1,204,600	\$0	\$100,383	\$100,383	91.7%
Minor equipment	\$7,426	\$377,356	\$384,781	\$8,412	\$961,288	\$969,700	\$986	\$583,932	\$584,919	39.7%
Total expenditures	\$527,263	\$298,944,350	\$299,471,612	\$571,162	\$329,333,703	\$329,904,865	\$43,899	\$30,389,353	\$30,433,253	90.8%
Provincial funding	\$0	-\$9,469,000	-\$9,469,000	\$0	-\$10,648,300	-\$10,648,300	\$0	-\$1,179,300	-\$1,179,300	88.9%
Fees and charges	-\$82,210	-\$15,564,047	-\$15,646,257	-\$60,000	-\$18,576,200	-\$18,636,200	\$22,210	-\$3,012,153	-\$2,989,943	84.0%
Contributions from reserves	-\$56,500	-\$3,657,138	-\$3,713,638	-\$100,000	-\$3,989,605	-\$4,089,605	-\$43,500	-\$332,467	-\$375,967	90.8%
Total revenues	-\$138,710	-\$28,690,185	-\$28,828,895	-\$160,000	-\$33,214,105	-\$33,374,105	-\$21,290	-\$4,523,920	-\$4,545,210	86.4%
Net operating budget spending	\$388,553	\$270,254,165	\$270,642,717	\$411,162	\$296,119,598	\$296,530,760	\$22,609	\$25,865,433	\$25,888,043	91.3%
Percentage spent	94.5%	91.3%	91.3%							

Notes:

1. Eleven months represents 91.7% of the year.
2. Excludes Regional allocations for telephone, occupancy, information technology, human resources, legal, finance and non-budgeted tangible capital asset costs.

Schedule of Capital Budget Spending as of November 30, 2016

Project	Project #	Commenced	Project Spending					Anticipated Completion	
			Capital Authority	Prior Years	Current Year	Inception to Date	Balance		% Spent
Training facility	29040	2013	\$27,125,741	\$6,717,741	\$14,829,662	\$21,547,403	\$5,578,338	79.4%	Apr 2018
Radio system	29042	2013	\$26,096,242	\$25,671,242	\$123,026	\$25,794,268	\$301,974	98.8%	Dec 2016
#3 District marine headquarters	29031	2011	\$8,071,811	\$271,811	\$15,615	\$287,426	\$7,784,385	3.6%	Tbd
Vehicles (replacement and additional staff)	29010	2016	\$4,040,000	\$0	\$2,919,547	\$2,919,547	\$1,120,453	72.3%	Dec 2016
#4 District renovations	29043	2014	\$1,763,556	\$263,556	\$33,759	\$297,315	\$1,466,241	16.9%	Tbd
Business intelligence	29011	2015	\$1,588,857	\$238,857	\$476,552	\$715,410	\$873,448	45.0%	Dec 2017
Information technology hardware and software	29022	2016	\$1,475,000	\$0	\$869,134	\$869,134	\$605,866	58.9%	Dec 2016
Technical investigations	29023	2015	\$1,400,642	\$139,642	\$0	\$139,642	\$1,261,000	10.0%	Dec 2018
King sub-station	29046	2016	\$1,300,000	\$0	\$30	\$30	\$1,299,970	0.0%	Dec 2018
Data governance and retention management	29032	2015	\$1,030,187	\$420,187	\$435,860	\$856,047	\$174,140	83.1%	Dec 2016
Information technology infrastructure	29030	2016	\$918,000	\$0	\$614,452	\$614,452	\$303,548	66.9%	Dec 2016
Police helicopter retrofit	29050	2016	\$689,000	\$0	\$486,643	\$486,643	\$202,357	70.6%	Dec 2016
Specialized equipment	29017	2016	\$665,000	\$0	\$295,695	\$295,695	\$369,305	44.5%	Dec 2016
Existing facilities renovations	29033	2016	\$327,000	\$0	\$27,690	\$27,690	\$299,310	8.5%	Dec 2016
Disaster recovery plan	29049	2016	\$308,000	\$0	\$0	\$0	\$308,000	0.0%	Dec 2018
YRPNet re-write	29048	2016	\$150,000	\$0	\$0	\$0	\$150,000	0.0%	Dec 2017
In-car video	29026	2016	\$131,000	\$0	\$93,206	\$93,206	\$37,794	71.1%	Dec 2016
Total capital budget spending			\$77,080,036	\$33,723,036	\$21,220,872	\$54,943,908	\$22,136,128	71.3%	

Notes:

1. Capital Authority represents prior year project spending and amounts approved in the Capital Budget for single-year and multi-year projects.

Schedule of Reserve Balances as of November 30, 2016

Reserve fund	Reserve #	Balance at Dec. 31/15	Funding to Reserve	Funding to Budget	Interest Earned	Balance at Sept. 30/16
Board public relations fund	89595	\$248,610	\$82,210	-\$56,500	\$10,730	\$285,050
Development charge reserve	89335	\$12,940,295	\$3,937,713	-\$3,657,138	\$143,443	\$13,364,314
Sick bank reserve	89615	-\$4,798,991	\$1,375,000	\$0	-\$182,344	-\$3,606,335
Total reserves		\$8,389,914	\$5,394,923	-\$3,713,638	-\$28,170	\$10,043,029

<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	199,853,403.28	218,118,121.00	18,264,717.72	91.63
SalaryOverTime	1020	3,379,121.64	3,251,600.00	-127,521.64	103.92
CourtOvertime	1021	1,563,797.54	1,667,700.00	103,902.46	93.77
ReturnedOvertime	1022	-1,061,145.23	-1,076,300.00	-15,154.77	98.59
Salary Adjustments	1050	2,979,796.70	2,800,000.00	-179,796.70	106.42
<i>Subtotal Salaries</i>		206,714,973.93	224,761,121.00	18,046,147.07	91.97
Benefits	2500	54,173,310.95	58,703,718.00	4,530,407.05	92.28
<i>Total Salaries & Benefits</i>		260,888,284.88	283,464,839.00	22,576,554.12	92.04
OtherAllowances	5000	722,810.34	1,260,500.00	537,689.66	57.34
Travel Allowance	7000	3,006.73	2,000.00	-1,006.73	150.34
Professional Development	9000	184,433.92	266,400.00	81,966.08	69.23
Meetings	9002	96,244.11	104,000.00	7,755.89	92.54
Staff Training & Development	10000	900,370.66	1,044,300.00	143,929.34	86.22
Tuition-Taxable	10020	206,668.53	250,000.00	43,331.47	82.67
Training Ontario Police College	10100	150,983.66	225,000.00	74,016.34	67.10
Training Canadian Police College	10110	133,990.44	121,000.00	-12,990.44	110.74
Membership Fees	11000	107,134.39	126,900.00	19,765.61	84.42
Advertising Publicity	11050	13,951.51	22,600.00	8,648.49	61.73
SpecialEvents	11250	163,876.88	189,900.00	26,023.12	86.30
PublicRelations	11300	197,546.54	252,600.00	55,053.46	78.21
Telephone	120x0	771,251.10	856,900.00	85,648.90	90.00
Publications_Subscriptions	12100	69,122.69	70,200.00	1,077.31	98.47
Courier	12200	14,908.80	19,700.00	4,791.20	75.68
Postage	12250	43,855.48	75,700.00	31,844.52	57.93
Office Supplies	12350	182,341.57	314,000.00	131,658.43	58.07
Repair_MaintComputerSoftware	12400	2,323,380.03	2,348,500.00	25,119.97	98.93
ComputerSupplies	12410	90,755.42	250,500.00	159,744.58	36.23
PrintshopPrintingAllocation	12658	47,108.10	120,000.00	72,891.90	39.26
Printing-External	12750	100,909.18	161,000.00	60,090.82	62.68
OfficeEquipmentRental	12910	90,497.61	67,700.00	-22,797.61	133.67
TelecommunicationLines	13050	380,818.65	442,400.00	61,581.35	86.08
TelecomContracts	13060	297,337.84	335,000.00	37,662.16	88.76
<i>Total Administration Expense</i>		7,293,304.18	8,926,800.00	1,633,495.82	81.70
ClothingSupplies	20000	1,586,174.55	1,617,200.00	31,025.45	98.08
Equipment-FirearmsSpecialUnit	20170	433,559.46	458,700.00	25,140.54	94.52
Radio License	21000	165,960.86	167,000.00	1,039.14	99.38
MealsCatering	23135	43,534.78	63,500.00	19,965.22	68.56
AudioVisual	24010	93,556.27	102,500.00	8,943.73	91.27
PhotographicEquipment	24040	61,510.60	90,100.00	28,589.40	68.27
PhotographicSupplies	24060	27,853.15	55,300.00	27,446.85	50.37
FingerPrintMiscellaneous	24070	5,328.92	25,000.00	19,671.08	21.32
FingerPrintChemicals	24080	4,290.96	6,000.00	1,709.04	71.52
InvestigationExpense	24090	293,724.22	439,200.00	145,475.78	66.88
Recruiting	25210	47,968.57	56,900.00	8,931.43	84.30
Personnel Agency Fees	25230	758,651.18	947,300.00	188,648.82	80.09
Material Supplies-External	26030	140,303.18	171,100.00	30,796.82	82.00
Gas Oil	26060	2,004,311.08	3,146,800.00	1,142,488.92	63.69
Diesel	26070	21,412.01	34,500.00	13,087.99	62.06
Purchase Of Service	28520	355,124.55	684,600.00	329,475.45	51.87
RentEquipment	29600	3,855.28	7,500.00	3,644.72	51.40
<i>Total Program Related Expense</i>		6,047,119.62	8,073,200.00	2,026,080.38	74.90
LegalFees	25020	118,788.81	121,500.00	2,711.19	97.77
Translation	25070	18,112.86	45,100.00	26,987.14	40.16
Consultant	25100	312,232.69	347,500.00	35,267.31	89.85
<i>Total Professional Services Expense</i>		449,134.36	514,100.00	64,965.64	87.36
Hydro_Water	30000	1,336,189.37	1,366,400.00	30,210.63	97.79
Heat	30020	215,710.22	346,800.00	131,089.78	62.20

<i>Police Services Operations</i>		<i>Year to Date Actuals</i>	<i>Annual Budget</i>	<i>Unexpended Amount</i>	<i>% Expended</i>
OfficeCleaning	30031	670,947.92	946,000.00	275,052.08	70.92
Caretaking	30050	140,131.69	154,000.00	13,868.31	90.99
PropertyBuildingRental	30090	985,350.33	1,069,683.00	84,332.67	92.12
InsuranceAllocation	30118	2,196,333.37	2,396,000.00	199,666.63	91.67
BuildingRenovations	30120	17,145.51	50,000.00	32,854.49	34.29
Total Occupancy Expense		5,561,808.41	6,328,883.00	767,074.59	87.88
Repair_MaintBuildingExternal	31000	63,767.82	113,400.00	49,632.18	56.23
Repair_Maint Contracts	31xx0	1,157,577.81	1,453,300.00	295,722.19	79.65
RepairMaintPlantEquipment	35700	1,105,885.56	1,508,900.00	403,014.44	73.29
Repair Maint Vehicles	37510	1,420,514.92	1,602,500.00	181,985.08	88.64
Repair Vehicle Accidents	37515	278,245.96	293,000.00	14,754.04	94.96
Total Repairs & Maintenance Expense		4,025,992.07	4,971,100.00	945,107.93	80.99
BankCharges-General	50030	184,540.61	184,000.00	-540.61	100.29
Debt Issuance Fees	50050	78,501.28	0.00	-78,501.28	NIL
Allocated-Debt Principle	54508	2,890,441.27	3,153,094.00	262,652.73	91.67
Allocated-DebtInterest	54518	2,425,207.74	3,725,174.00	1,299,966.26	65.10
Total Financial Items		5,578,690.90	7,062,268.00	1,483,577.10	78.99
Contribution to Capital - Facilities	57210	299,750.00	327,000.00	27,250.00	91.67
ContribToDebtReductionReserve	57635	288,177.04	314,375.00	26,197.96	91.67
ContribToFuelCostStabilization	57644	420,809.00	0.00	-420,809.00	NIL
ContribToSickLeaveReserve	57650	1,375,000.00	1,500,000.00	125,000.00	91.67
Contribution to Capital - Equipment	57670	1,969,000.11	2,148,000.00	178,999.89	91.67
Contribution to Capital - Vehicles	57690	3,703,333.37	4,040,000.00	336,666.63	91.67
ContribToSeizedMoney	57970	82,210.19	60,000.00	-22,210.19	137.02
Total Contributions to Reserves		8,138,279.71	8,389,375.00	251,095.29	97.01
Recovery - Emergency Services	61009	-49,683.37	-54,200.00	-4,516.63	91.67
Allocated - Planning	62038	155,833.37	170,000.00	14,166.63	91.67
Allocated Transportation & Works	62048	374,733.37	408,800.00	34,066.63	91.67
Negotiated Legal	62098	623,333.37	680,000.00	56,666.63	91.67
Total Internal Charges		1,104,216.74	1,204,600.00	100,383.26	91.67
Purchase Of Equipment	40000	77,856.63	380,700.00	302,843.37	20.45
OperatingEquipment	40010	114,852.84	196,700.00	81,847.16	58.39
VehicleEquipment	40040	24,106.33	120,000.00	95,893.67	20.09
ComputerSoftware	41010	167,965.57	272,300.00	104,334.43	61.68
Total Minor Equipment		384,781.37	969,700.00	584,918.63	39.68
Total Expenditures		299,471,612.24	329,904,865.00	30,433,252.76	90.78
Revenues					
ProvincialGrant	71010	-9,469,000.15	-10,648,300.00	-1,179,299.85	88.92
Total Provincial Funding		-9,469,000.15	-10,648,300.00	-1,179,299.85	88.92
Recovery - Other	70400	-403,922.92	-615,000.00	-211,077.08	65.68
Fees & Charges	75000	-3,409,228.58	-3,168,100.00	241,128.58	107.61
AdministrativeFees	75040	-766,324.12	-851,300.00	-84,975.88	90.02
SundryRevenue	75060	-595,044.46	-132,000.00	463,044.46	450.79
PoliceEscorts	75090	-864,359.57	-915,000.00	-50,640.43	94.47
AccidentReports	75130	-2,758,674.24	-5,575,000.00	-2,816,325.76	49.48
PrisonerEscorts	75150	5,573.58	-40,000.00	-45,573.58	-13.93
LeaseRentalRevenue	75160	-175,612.36	-150,000.00	25,612.36	117.07
AlarmMonitoringFees	75180	-1,371,346.72	-2,209,100.00	-837,753.28	62.08
ThirdPartyRecovery	75310	-1,282,048.30	-1,771,600.00	-489,551.70	72.37
ClearanceLetterRevenues	75330	-1,800,440.77	-1,609,000.00	191,440.77	111.90
VolunteerApplicantScreeningRev	75335	-1,633,135.00	-1,076,000.00	557,135.00	151.78
Freedom of Information Revenue	75340	-153,179.79	-150,000.00	3,179.79	102.12
VehicleAuctionProceeds	75520	-438,513.50	-374,100.00	64,413.50	117.22
Total Fees & Charges		-15,646,256.75	-18,636,200.00	-2,989,943.25	83.96
ContribFromPoliceBuildingReserve	77060	-3,657,137.88	-3,989,605.00	-332,467.12	91.67

<i>Police Services Operations</i>		<i>Year to Date Actuals</i>	<i>Annual Budget</i>	<i>Unexpended Amount</i>	<i>% Expended</i>
Contri From Seized Money	77830	-56,500.00	-100,000.00	-43,500.00	56.50
<i>Total Contributions from Reserves</i>		-3,713,637.88	-4,089,605.00	-375,967.12	90.81
<i>Total Revenues</i>		-28,828,894.78	-33,374,105.00	-4,545,210.22	86.38
<i>Net Position</i>		270,642,717.46	296,530,760.00	25,888,042.54	91.27

FINANCIAL NOTES

SALARIES

The Salaries account is 91.8 percent spent at November 30, 2016.

Net Overtime is 101.0 percent spent which includes the estimated banked liability. To date, Salary Overtime and Court Overtime are over budget; despite Returned Overtime being over budget, the net variance is unfavorable. The actual payout to date, before overtime bank accrual, is \$1,293,599. For comparison purposes, net overtime as of November 30, 2015 was 128.8 percent spent including unbudgeted time related to the Pan Am games.

BENEFITS

Employee benefits accounts are unfavorable at 92.3 percent spent. Last year at this time accounts were 94.7 percent spent.

OPERATING EXPENSES

Administration Expense

Favorable variances in several accounts including Staff Training and Allowances, Public Relations, Postage, Office and Computer Supplies, Printing and Telecom Lines are partially offset by unfavorable variances in Computer Software Maintenance and Office Equipment Rentals. The Computer Software Maintenance account includes four quarters of eJust, CAD/RMS and other software licensing expenses.

Program Related Expense

Overall spending is less than planned due to under spending in Photographic Equipment, Photographic Supplies, Fingerprint Miscellaneous, Investigation Expense, Personnel Agency Fees, Gasoline and Purchase of Service accounts. Expenditures for Clothing Supplies and ammunition are ahead of plan. Annual Industry Canada Radio License fees have been processed.

Professional Services Expense

Translation and consulting fees are both under budget partially offset by ahead of plan legal fees.

Occupancy Expense

Combined heat and hydro accounts are on budget. Expenses for cleaning and renovations are under budget.

Repairs & Maintenance Expense

Total repairs and maintenance costs are currently under budget due to favorable variances in all accounts with the exception of Vehicle Accident Repairs.

Financial Items

Debt interest charges are well below plan. Bank charges exceed annual funding and debt issuance charges are unbudgeted.

Contribution to Reserves

A Contribution to the Fuel Stabilization Reserve, in return for lower than planned fuel pricing, is unbudgeted and currently understated. Revenues from forfeited monies and auction proceeds are ahead of plan.

Internal Charges

All Regional charges have been allocated at approved budget amounts. Later in the year, if not year-end, expenses will be trued up to reflect actual cost.

Asset Acquisition

Minor equipment accounts are underspent due to the timing of the procurement process; however, a small surplus is forecasted.

REVENUES

Provincial funding is slightly under budget due to lower than planned PAVIS Grant funding. Total Fees and Charges are below plan due to revenue shortfalls in Accident Reports and Alarm Monitoring Fees accounts. Revenues are also under plan in Recovery-Other, Third Party Recovery and Prisoner Escorts accounts. Chargebacks to Fires Services for IT support are lower than planned. Accounts with favourable variances include Fees & Charges, Sundry Revenue, Lease Rental, Clearance Letter, Volunteer Applicant Screening, Freedom of Information and Vehicle Auction Proceeds. The Sundry Revenue account includes cost recovery for clandestine drug operations and joint service investigations. Contributions from seized monies to pay for Police Services Board public relations expenses are under budget.

POLICE SERVICES BOARD PUBLIC RELATIONS FUND

Year-to-date contributions to the reserve as of November 30, 2016 total \$82,210, \$65,953 from forfeited monies and \$16,257 from auction proceeds. Interest earned on the account totals \$10,730. A draw from the reserve of \$56,500 has been made to pay for approved expenditures.

DEVELOPMENT CHARGE RESERVE

Development charge collections to date total \$3,937,713. Interest earned on this account totals \$143,443. Combined payments made on the development charge portion of debentures and Capital projects total \$3,657,138.

SICK BANK RESERVE

The year-to-date contribution of \$1,375,000 is on plan. Interest charges of \$182,344 have been recorded on this account to reflect the debit balance of the reserve.



Report of the Executive Director

Meeting Date: January 25, 2017

Amended Accessible Customer Service Policy

RECOMMENDATION

1. That the Board approve the amended Accessible Customer Service policy as it relates to Ontario Regulation 191/11 Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*.

PURPOSE

The purpose of this report is to present the Board with amendments to the Accessible Customer Service Policy and to ensure compliance with Ontario Regulation 191/11 Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

BACKGROUND

The *Accessibility for Ontarians with Disabilities Act, 2005* came into effect on June 13, 2005 and was established to ensure that all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodations, employment building structures and premises by 2025. The AODA achieves this through the incremental implementation of mandatory accessibility standards related to customer services, transportation, information and communications, employment and design of public spaces and is applicable to both the public and private sectors.

As of July 1, 2016 all accessibility standards including the Accessible Customer Service Standard are now part of one regulation: the Integrated Accessibility Standards Regulation (O.Reg. 191/11). There are also legislative changes to the Accessible Customer Service Standard which are reflected in the Board's attached Policy.

AMENDMENTS

Proposed amendments to the attached Policy include the following legislative changes:

- All members of an organization now need to be trained on accessible customer service and how to interact with people with disabilities.
- A person with a disability can now provide documentation from a regulated health professional confirming that a service animal is required because of his or her disability.
- Before making a decision to require a support person, an organization must consult with the person with a disability, consider health and safety reasons based on available

evidence and determine if there are other ways to protect the health or safety of the person.

- The public feedback process for customer service accessibility must be accessible to people with disabilities and accessible formats and communications supports must be available upon request.
- Organizations must put their accessible customer service policy in writing and make it available and available in accessible format upon request.

CONSULTATION

Region Legal Services reviewed the proposed amendments to the policy and its recommendations are reflected in the attached document. The Chief's Executive Office was also provided a copy for review.

There are also some minor amendments to the Customer Service Guideline section of the Policy.

FINANCIAL IMPLICATIONS

There is no provincial funding to support the implementation of the AODA Regulations and the costs of compliance can only be assessed incrementally as each requirement comes into force. The Board will assume the cost of ensuring its compliance and expenditures and funding requirements will be considered during the annual budgetary process.

CONCLUSION

The amendments to the Board's Policy affirm the Board's commitment to meeting the accessibility needs of people with disabilities so that all people have equitable access to the Board's services and that persons with disabilities receive the same level of service as other customers.

The amendments to this policy will ensure the Board meets compliance requirements of the AODA.

Mafalda Avellino
Executive Director

Attach. (1)



York Regional Police Services Board

Accessible Customer Service Policy Policy No. 04/09

Date Approved:	May 28, 2003
Dates Amended:	November 25, 2009; January 25, 2017
Reporting Requirement:	Annual Reporting
Legislative Authority:	O. Reg. 191/11 Integrated Accessibility Standards, Accessibility for Ontarians with Disabilities Act, 2005 Police Services Act, R.S.O. 1990, and c.P.15, as amended. s. 31(1)
Related to:	Board's Accessibility Policy No. 01/13

POLICY STATEMENT

The Regional Municipality of York Police Services Board ("the Board") is committed to providing exceptional customer service to all members of the public. The Board recognizes that public confidence, trust and satisfaction in the Police Services Board and in York Regional Police ("YRP") are enhanced when citizens receive the highest quality customer service.

It is the Board's policy to ensure that the same level of customer service is also provided to people with disabilities, when accessing all Board and YRP services. It is the policy of the Board to ensure that people with disabilities benefit fully from the same services, in the same place and in the same or similar manner as other customers. Board policies, procedures and practices are consistent with the core principles of independence, dignity, integration and equality of opportunity for people with disabilities.

1. APPLICATION

1.1 This policy applies to the Board, the Chief of Police and YRP. The Chief of Police shall set policies and procedures for YRP in accordance with this Policy and the provisions set out in the Accessibility for Ontarians with Disabilities Act, 2005.

2. PURPOSE

2.1 To ensure that persons with disabilities have access to all services provided by the Board and YRP and that all services are provided to persons with disabilities in the same manner as everyone else.

2.2 The Board and YRP will ensure that all its public meetings, functions, workshops and community events are held in locations that are accessible for people with disabilities.

This policy meets the compliance requirements of Part IV.2 Customer Service Standard of Ontario Regulation 191/11 *Integrated Accessibility Standards* the

3. DEFINITIONS

Accessibility:

For the purposes of this policy, the degree of ease that goods, services and facilities can be used by a person with a disability (see Disability).

Accessibility Policy:

The overarching policy for the requirements of the accessibility standards developed under the AODA.

Accessible Formats:

May include, but are not limited to, large print recorded audio and electronic formats, braille and other formats usable by people with disabilities.

Agent:

A third party individual or organization who deals directly with members of the public to provide a program, service or facility on behalf of the Board.

AODA:

Accessibility for Ontarians with Disabilities Act, 2005.

Assistive Devices:

Technical aids, communication devices, or medical aids modified or customized that are used to increase, maintain or improve how a person with a disability can function. Assistive Devices may include but are not limited to: mobility aids, digital or manual communication tools or assistive medical devices and aids. Assistive Devices may accompany the customer or already be on the premises and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the Board.

Board:

The Regional Municipality of York Police Services Board, including its members, employees, agents, representatives and persons working on the Board's behalf.

Communications Support:

May include but is not limited to captioning augmentative sound devices, plain language, sign language and other supports that facilitate effective communications.

Customer service:

Customer service refers to the service provided to citizens who contact the Board or the YRP seeking information or assistance, to access services or to initiate a complaint.

Customer Service Standards:

The standards established under Part IV.2 Customer Service Standard of Ontario Regulation 191/11 *Integrated Accessibility Standards* under the AODA, as amended.

Dignity:

Dignity means service is provided in a way that allows the person with a disability to maintain self-respect and is provided respect from other people.

Disability:

As defined in the *Ontario Human Rights Code* states:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Equal Opportunity:

Equal opportunity means service is provided to a person with a disability in such a way that they can access goods and services equal to that given to others.

Independence:

Independence means when a person with a disability is able to do things on their own without unnecessary help or interference from others with the exception of a support person.

Integration:

Integration means service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar manner as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

Policies:

The policies, practices and procedures of a business which sets out how goods and services are offered or delivered on a day- to- day basis.

Service Animal:

An animal is a “service animal” for a person with a disability if it is obvious that the animal is used by the person for reasons relating to help with his or her disability; or if the person provides documentation from a regulated health professional which confirms the necessity of the service animal for reasons relating to an individual’s disability.

Support Person:

A “support person” means another person that goes with a person with a disability to help with communication, mobility, personal care or medical needs or to get goods or services.

Temporary Disruption:

A “temporary disruption” means a short term planned or unplanned disruption to facilities or services that people with disabilities usually use to obtain goods and services.

Potential temporary disruptions may include, but are not limited to meetings moved or cancelled and failure of communications or information technology equipment or related to fire, flood, road closures, mechanical failures, elevator out of service, courts moved or cancelled.

YRP:

The York Regional Police including its members, employees, agents, representatives, volunteers and persons working on YRP's behalf.

4. CUSTOMER SERVICE GUIDELINES

The Board and YRP with the direction the Chief of Police shall comply with the following requirements:

- 4.1 All public inquiries made by telephone, email, mail, fax, in-person or in any other manner shall be dealt with in a timely, courteous, competent and fair manner.
- 4.2 The Chief of Police shall establish customer service standards for the organization and shall provide an annual report to the Board on compliance with the standards.
- 4.3 All individuals working on behalf of the Board and YRP shall receive training in customer service.
- 4.4 The Chief shall monitor community satisfaction on customer service and report the results annually to the Board.

5. USE OF ASSISTIVE DEVICES

- 5.1 People with disabilities may use their own Assistive Devices or those offered by the Board when attending public Board meetings, functions, workshops and community events or when visiting the Board office for meetings or appointments or when accessing other Board services. A list of Assistive Devices made available by the Board is posted on the Board's website.
- 5.2 Where the person's Assistive Device is not allowed by law, Board staff will provide a reason and look for other ways for the person to obtain the goods or services. If a person with a disability uses an Assistive Device provided by the Board, the Board staff will be trained on how to use the Assistive Device in order to better serve the customer.
- 5.3 Upon request, the Board will obtain and pay for sign language interpreter services to facilitate the participation of people with disabilities at public meetings, functions, workshops and community events or when visiting the Board office for meetings or appointments or when accessing other Board services.
- 5.4 The Chief of Police shall establish Policies on allowing individuals to use their personal Assistive Devices to access services and/or Assistive Devices provided by YRP.

6. SERVICE ANIMALS AND SUPPORT PERSONS

- 6.1 People with disabilities may be accompanied by their service animal while receiving services from the Board or YRP or when attending meetings, functions, workshops and community events offered by the Board and/or YRP.
- 6.2 Where a service animal is not allowed by law, other arrangements must be explored in order to provide service to a person with a disability. Where a service animal may affect

the health and safety of others, staff should discuss the situation with all parties to make every effort to meet the needs of both people.

- 6.3 For health or safety reason, the Board or YRP may determine that a person with a disability may need to be accompanied by a support person to protect the health and safety of the person with a disability and/or the health and safety of others on the premises. Before making a decision, the Board or YRP must:
- consult with the person with a disability to understand their needs
 - consider health or safety reasons based on available evidence
 - determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.
- If there is an admission or participation fee in such a situation the fee must be waived.

7. NOTICE OF TEMPORARY DISRUPTIONS

- 7.1 When there is a temporary disruption to facilities or services used by people with disabilities, notice of disruption must be given as soon as possible. This may include posting the information in obvious places on the premises and on the website and/or by voicemail, email or text messaging or on social media, if practicable. The notice will include the reason for the disruption, the duration of the disruption and details about other facilities or services if they are available.
- 7.2 Consideration must be given to which people with disabilities will be most affected by the disruption and ensure that the notice is communicated in a way that matches their needs.

8. ACCESSIBLE CUSTOMER SERVICE TRAINING

- 8.1 The Board and YRP members, volunteers and agents working for them will be trained on accessible customer service and how to interact with people with different disabilities as soon as possible. Training will include a review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Accessible Customer Service Standard:
- How to communicate with persons with different disabilities.
 - How to interact with persons with disabilities who use an assistive device or who need the help of a service animal or a support person.
 - How to use equipment or assistive devices that are available on the premises that relate to the job they do.
 - What to do if a person with a disability is having a difficult time accessing the Board's goods and services.

A record of trained individuals will be maintained by the Board and YRP.

9. PUBLIC FEEDBACK PROCESS

- 9.1 The Board and the Chief of Police will ensure that the feedback process on the provision of accessible customer service is accessible to people with disabilities and must be provided in alternative accessible formats and with communication supports, upon request.
- 9.2 The Board and the Chief of Police will collect and respond to feedback on how it provides services to people with disabilities. Feedback from the public can be submitted in writing, by telephone, in person, in electronic format or through other methods.

Feedback to the Board can be submitted to the Executive Director (psb@yvp.ca) or by telephone at 1-877-464-9675.

- 9.3 The Executive Director shall report to the Board annually on the public feedback process including responses and actions taken.
- 9.4 The Chief of Police shall report to the Board annually on the public feedback process including the response and actions taken.

10. NOTICE OF AVAILABILITY OF DOCUMENTS AND DOCUMENT FORMAT

- 10.1 All of the Board's policies including the Accessible Customer Service policy, by-laws and public documentation are available on the Board's website and can be provided in accessible format or with communication support, on request.
- 10.2 The Chief of Police shall provide notice of the availability of its policy and procedures on accessible customer service. The document can be made available on the YRP website and be provided in accessible format or with communication support upon request.

Reference

- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Ontarians with Disabilities Act, 2001*
- *Accessibility Standards for Customer Service, Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005*
- *Integrated Accessibility Standards, Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005*
- *Ontario Human Rights Code*
- *Accessibility Policy (No. 01/13)*
- *York Region Accessible Information and Communication Guidelines, 2014*
- *The Regional Municipality of York Multiple Format Guidelines, 2007*
- *The Regional Municipality of York Accessible Meeting Guidelines, 2007*
- *Accessible Customer Service at York Region: Tips for Serving People with Disabilities*



Report of the Executive Director
Meeting Date: January 25, 2017
Reporting and Monitoring Requirements

RECOMMENDATION

1. That the Board receive, for its information, the Monitoring Requirements Status Report attached as Appendix A.

PURPOSE

Section 31(1)(c) of the *Police Services Act* requires a Board to establish policies for the effective management of the police and section 31(1)(e) requires a Board to direct the Chief and monitor his or her performance. The Board is committed to fulfilling its statutory obligations through strong oversight mechanisms and governance practices.

BCKGROUND

The attached report contains a list of reports that were submitted to the Board in 2016 in order for the Board to fulfill its monitoring responsibilities

The document sets clear expectations with regard to the type of report and the schedule of reporting. It assists the Board in meeting its legislative obligations to monitor and oversee, on a regular basis, aspects of the police service such the police budget and other financial accountabilities, administration of the public complaints system, and the achievement of Business Plan objectives, as well as compliance monitoring required by the Ministry Policing Standards.

Included in the report is a column indicating the reason why each report is required - in most cases they are legislative requirements.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

CONCLUSION

The requirements set out in Appendix A are not a final or a complete list of monitoring requirements; however, it largely includes obligations set out in legislation or in Board policy.

Mafalda Avellino
Executive Director

Attach. (1)

Monitoring Requirements Status Report
January 1, 2016 – December 31, 2016

APPENDIX A

REPORT	Reporting Timeline	REQUIREMENT/ LEGISLATION	RESPONSIBILITY	STATUS
Updates to the Multi-Year Accessibility Plan	As updates are made	Board's Accessibility Policy No. 01/13; Accessibility for Ontarians with Disability Act, 2005	Chief of Police/ Executive Director	Received
Accessible Customer Service	Annually	Board's Accessible Customer Service Policy No. 04/09; Accessibility for Ontarians with Disability Act, 2005	Chief of Police/ Executive Director	Received
Air Support Policing	As required	Board's Air Support Policy No. 02/08; Ministry Standard	Chief of Police	Received
Annual Property and Evidence Audit	Annually	Board's Policy No. 02/00-22 - Collection, Preservation and Control of Evidence and Property Policy; Ministry Standard/ Audit Policy No.01/08	Chief of Police	Received
Annual Solicitations and Donations	Annually	Board's Public Donations Policy No. 02/01	Chief of Police	Received
Applications to the Board under Section 83 (17) of the PSA.	As required	Board Procedures 01/14 and 02/14 Section 83(17) of the Police Services Act	Chief of Police	Received
Appointment of Auxiliary Members	As required	Pursuant to section 52(1) of the Police Services Act	Chief of Police	Received
Appointment of Experienced Police Officers	As required	Pursuant to section 31(1)(a) of the Police Services Act	Chief of Police	Received
Appointment of New Police Officers	As required	Pursuant to section 31(1) of the Police Services Act	Chief of Police	Received
Appointment of Special Constables	As required	Pursuant to section 53(1) of the Police Services Act	Chief of Police	Received

REPORT	Reporting Timeline	REQUIREMENT/ LEGISLATION	RESPONSIBILITY	STATUS
Appointments Made Under the Interprovincial Policing Act	As required	Interprovincial Policing Act	Chief of Police	N/A
Approval of Matters During Summer Recess	Annually	Delegated Authority to Chair and Chief	Executive Director	Received
Audit of Financial Statements	Annually	Financial Accountability Policy No. 01/05	Chief of Police	Received
Auxiliary Program Status Report	Annually	Board's Auxiliary and Volunteers Policy No. 03/02; Ministry Standard	Chief of Police	Received
Board Commendation (Citizen/Member of YRP)	As required	Board requirement	Chief of Police	N/A
Business Plan Status Updates	Annually	Framework for Business Planning Policy 07/01; Ministry Standard	Chief of Police	Received
Child Pornography Policy (Internet Child Exploitation)	YRP Annual Report	Board's Child Pornography Policy No. 03/08; Ministry Standard	Chief of Police	Received
Conference Attendance and Travel Expense	As required	Board's Conference Attendance and Travel Expense Policy 02/11	Executive Director/ Board Member	N/A
Course Reimbursement	As Required	Board's Course Reimbursement Policy 04/05	Chief of Police	N/A
Crime Statistics	Annually and Semi-annually	Crime, Call and Public Disorder Analysis Policy No. 02/00 - 5; Ministry Standard	Chief of Police	Received
Criminal Investigation Management and Procedures	Review and report back periodically	Board's Criminal Investigation Management and Procedures Policy No. LE-006 Ministry Standards	Chief of Police	N/A
Delegation of Authority (Private and Public)	Quarterly	Board's Delegation of Authority Policy No. 03/11	Chief of Police	Received

REPORT	Reporting Timeline	REQUIREMENT/ LEGISLATION	RESPONSIBILITY	STATUS
Disposition of Hearings under Part V of the PSA	Annually	Board's Complaints By Law 01-11 Part V - Police Services Act	Chief of Police	Received
Diversity Policy	Annually	Board's Diversity Policy No. 04/11	Chief of Police	Received
Financial Statements	Monthly	Board's Financial Accountability Policy No. 01/05	Chief of Police	Received
Forfeited Offence-Related Property/Proceeds of Crime/Civil Remedies for Illicit Activities	Annually	Board's Proceeds of Crime Policy No. 01/04; Ministry Standard	Chief of Police	Received
Framework for Business Planning Policy	Once every business cycle	Board's Framework for Business Planning Policy No. 07/01; Ministry Standard	Chief of Police	Received
Freedom of Information ByLaw	Annually	Board's ByLaw No.09-15	Chief of Police Executive Director	Received Received
Hate Crimes	Based on the occurrence of an incident or if any exceptional activity or increase in hate crimes occurs	Board's Hate Propaganda and Hate Crimes Policy No. 02/00-9 & 10; Ministry Standard; Board's Diversity Policy No. 04/11	Chief of Police	Received in Statistical report
Human Resources	Monthly	Pursuant to section 31(1)(a) of the Police Services Act	Chief of Police	Received
Human Rights Complaints	As required/ Annually	Board requirement	Regional Solicitor	Received
Human Rights Tribunal Application	As required	Board requirement	Regional Solicitor	Received
Labour Relations Update	Quarterly	Board's Labour Relation Policy No. 01/02	Regional Solicitor	Received

REPORT	Reporting Timeline	REQUIREMENT/ LEGISLATION	RESPONSIBILITY	STATUS
Legal Indemnification	As Required	Board's Legal Indemnification Policy No. 05/01 and Article 30.6 of the 2013-2015 Uniform Working Agreement and Article 29.6 of the 2013-2015 Civilian Working Agreement; Sections 31 (h) and 50 of the Police Services Act	Chief of Police	Received
Notice of Civil Suit	As required	Pursuant to YRP Regulation 5.3.1 Section 30 of the Police Services Act	Chief of Police	Received
Older and Vulnerable Adult Abuse	YRP Annual Report	Board's Older and Vulnerable Adult Abuse Policy No. 05/08; Ministry Standard	Chief of Police	Received
Police Services Budget and Board Budget	Annually	Financial Accountability Policy No. 01/05; Section 39 of the Police Services Act	Chief of Police/ Executive Director	Received
Procurement	As required	Board's Purchasing By-law No. 06-14	Chief of Police	Received
Promotions	As required	Pursuant to section 31(1)(a) of the Police Services Act	Chief of Police	Received
Protocol for Sharing of Information	Annually	Board's Framework for Annual Reporting by Chief of Police policy No. 04/01 and Protocol for Sharing of Information; Ministry Standard	Chief of Police	Received
Public Complaints	Semi-Annual	Board's Complaints By Law 01-11	Chief of Police	Received
Public Donations	Annually/As required	Board's Public Donations Policy No.01/15	Chief of Police	Received
Public Relations Fund Report	Semi-Annually	Board's Public Relations Reserve Fund Policy No. 08/08	Executive Director	Received

REPORT	Reporting Timeline	REQUIREMENT/ LEGISLATION	RESPONSIBILITY	STATUS
Quality Service Standards	Annually	Board's Accessible Customer Service Policy No. 04/09	Chief of Police	Received
Radio Communications Tower	Annually in 1st Quarter	Board's Policy Installation of Radio Communications Towers No. 02/09	Chief of Police	Received
Renewal of Lease	As required	Board requirement	Chief of Police	Received
Report on York Regional Police Civil Litigation	As required/Annually	Board requirement	Regional Solicitor	Received
Resignation of Auxiliary Members	As required	Pursuant to Section 52(2) of the Police Services Act	Chief of Police	Received
Respect in the Workplace	Annually	Board's Respect in the Workplace Policy No. 02/10	Chief of Police	Received
Schedule of Board Meetings	Annually	Board's Procedural By-law 06-02	Executive Director	Received
Schedule of Internal Audit and Workplan	Annually	Audit Policy No. 01/08	Chief of Police	Received
Secondary Activities	Annually	Pursuant to Sections 31 (1)(g), 31(7), 49(3), 49(4) of the <i>Police Services Act</i>	Chief of Police	Received
Section 11 Review	As required	Pursuant to Section 11(4) of Ontario Regulation 267/10 made under the Police Services Act	Chief of Police	Received
Section 13 Review	As required	Pursuant to Section 13 of Ontario Regulation 926/90 made under the Police Services Act	Chief of Police	N/A

REPORT	Reporting Timeline	REQUIREMENT/ LEGISLATION	RESPONSIBILITY	STATUS
Service/Policy Complaints	As required	Board's Complaints By Law 01-11	Chief of Police	Received
Statistics Canada Crime Index	Annually	Crime, Call and Public Disorder Analysis Policy No. 02/00 - 5; Ministry Standard	Chief of Police	Received
Status of Rewards	Annually	Board's Rewards Policy No.03/00	Chief of Police	Received
Termination of Members	As required	Pursuant to Sections 31, 44(3), 52 and 53 of the Police Services Act	Chief of Police	Received
Traffic Management, Enforcement and Road Safety	YRP Annual Report	Board's Traffic Management, Enforcement and Road Safety Policy No. 06/08; Ministry Standard	Chief of Police	Received
Use of Force	Annually	Board's Use of Force Policy No. 01/14; Ministry Standard	Chief of Police	Received
Use of York Regional Police Crest	As required	Pursuant to Procedure AI-020	Chief of Police	N/A
Volunteer of the Year	Annually	Board Policy 03/02	Chief of Police	Received
York Region Transit Annual Report/ Special Constables	Annually	Section 52 of Agreement with YRPSB and York Region	Chief of Police	Received
Youth Crime	Statistical Report, Annual Report	Board's Youth Crime Policy No. 04/08; Ministry Standard	Chief of Police	Received



Report of the Executive Director

Meeting Date: January 25, 2017

Freedom of Information Access Request - 2016

RECOMMENDATION

1. That the Board receive this report in accordance with its Bylaw No. 09-15, a bylaw to establish administration policies for *Municipal Freedom of Information and Protection of Privacy Act* Access Requests.

PURPOSE

The Board recognizes the purpose of the *Municipal Freedom of Information and Protection of Privacy Act* (the "Act") is to provide access to information under the control of institutions and to protect the privacy of individuals' personal information held by institutions. The Board is committed to compliance with the Act and for access to information and personal privacy issues to be determined in accordance with the Act and the Board's By-Law No. 09-15.

Section 5.2 of the Board's Bylaw states that the Executive Director shall report to the Board annually on access requests for Board information, and it shall include the following information as it compares with previous years.

1. Total number of access requests
2. Total number of appeals
3. Outcome of the appeals.

2016 ACCESS REQUESTS AND OUTCOMES

Access Request No. 16-01

The Board received an access request for information related to the cost of providing Motor Vehicle Collisions reports. The Board granted partial disclosure of the information. At this time, there is no appeal to the Board's decision.

Appeal MA15-435

An appeal to the IPC regarding an access request for salary invoices was received in 2015. The Board disclosed the information with partial redaction. The Board's decision was appealed and is currently before the Information and Privacy Commissioner (IPC) for determination.

CONCLUSION

In 2016, the Board received multiple requests under the *Municipal Freedom of information and Protection of Privacy Act*; however, many were deemed to be public information and were addressed outside of the Act.

This report is submitted in compliance with Section 5 of the Board's Bylaw No. 09-15.

Mafalda Avellino
Executive Director

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

BY LAW NO. 01-17

**A By Law to Confirm
the Proceedings of the Board at its Meeting
held on January 25, 2017**

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 25th day of January, 2017

Mafalda Avellino, Executive Director

Mayor Frank Scarpitti, Chair