



Owen Sound Police Service Board

2nd Floor Meeting Room

Wednesday March 26th, 2025 at 10:00 a.m.

PUBLIC SESSION MINUTES

Members Present:	J. Thomson (Chair), B. O'Leary (Vice-Chair), C. Merton, I. Boddy
Via Zoom:	B. Wilkins,
Guest:	Tim Simmonds- Owen Sound City Manager
Management Present:	Chief C. Ambrose, Inspector J. Fluney, Inspector D. Bishop
Minutes:	K. Wardell

1. Call to Order

Chair Thomson called the meeting to order at 10:06 a.m.

2. Land Acknowledgment

Chair Thomson read the land acknowledgment:

I would like to respectfully acknowledge that we are meeting on the traditional lands of the First Nations and has been inhabited by Indigenous peoples from the beginning. In particular, I acknowledge the history, spirituality, and culture of the Territory of the An-ish-inabek Nation; the People of the Three Fires known as Ojibway, Odawa, and Pottawatomi Nation and further give thanks to the Chippewas of Saugeen, and the Chippewas of Nawash, known collectively as the Saugeen Ojibway Nation, as the traditional keepers of this land. We recognize and deeply appreciate their historic connection to this area as well as the contributions of the Métis, Inuit, and other Indigenous peoples whose ancestors shared these lands and waters. May we live with respect for each other on this land and live in peace and friendship with all its diverse peoples.

Miigwetch

“Prior to today’s meeting, the Board met in closed session to review and discuss matters that in their opinion fell under Section 44 of the Community Safety and Police Act and Section 25 item b) of the OSPSB General Policy- 003 - Board Governance.

3. Approval of the Agenda

Moved by I. Boddy, seconded by B. O’Leary

*“That the agenda, dated March 26, 2025 be approved.” **CARRIED***

4. Declaration of Conflict of Interest arising out of the Minutes and Matters Listed on the Agenda. HEARING NONE

5. Presentations, Deputations, and Public question period.

There were no presentations, Deputations or Public questions

6. Confirmation of the Minutes of the Public Session held February 26, 2025.

Moved by B. O’Leary, seconded by C. Merton

*“That the minutes dated February 26, 2025 be approved.” **CARRIED***

7. Business arising out of the Public Session Minutes of February 26, 2025. HEARING NONE

8. Correspondence received

- a) Letter of Support to Chippewas of Nawash Unceded First Nation and our Police, Neyaashiinigmiing First Nation Police
- b) Inspector General Memorandum 3
- c) City of Owen Sound Resolution of Support for City of Brampton Re Driver Training

9. Chairman’s Report

OAPSB Board of Directors Meeting – February 27, 2025

Chair Thomson attended the Ontario Association of Police Services Boards (OAPSB) Board of Directors meeting on February 27, 2025, and provided the following highlights:

1. **Resolution from the OACP on CSPA Implementation Costs**

The Ontario Association of Chiefs of Police (OACP) raised concerns regarding the financial impact of implementing the Community Safety and Policing Act (CSPA), including:

- **Uniform changes for Special Constables (O. Reg. 86/24):**
 - Uniforms must be a distinct color from police officers.
 - “Special Constable” must be clearly displayed on shoulder flashes, upper body uniforms, patrol jackets, and body armor.
- **Training Requirements:**
 - Mental health crisis response.
 - Ongoing training.
 - Collection of identifying information in specific situations.
- **Equipment Costs:**
 - Adequate and effective policing, including emergency response training.
 - Active attacker incident preparedness.
 - Community patrol officers must be equipped with a battering ram, bolt cutters, a Halligan tool, and semi-automatic rifles.
- **Arbitration and adjudication commission costs** will be directly charged to municipal boards.
- These unbudgeted expenses will increase financial pressure on municipalities and taxpayers.

2. **OAPSB Executive Team Initiatives**

The Executive team has been collaborating with sector partners on key initiatives, including:

- **Recruitment strategies** to address staffing challenges.
- **WSIB concerns**, particularly regarding PTSD claims, which were not originally considered when WSIB was established.
- **Collective bargaining support** through a new partnership with the Ontario Municipal Human Resources Association (OMHRA), granting OAPSB members access to finalized police service collective agreements.
- **Advocacy efforts** on critical issues impacting police service boards.
- **Educational opportunities** to enhance board performance.

3. **OAPSB Quarterly Newsletter**

- Beginning in March, OAPSB will publish a quarterly newsletter featuring:
 - Messages from the Chair and Executive Director.
 - Training and advocacy updates.
 - Articles from vendors, sector partners, and governance experts.
 - A spotlight on best practices from police boards across the province.

4. Funding for Municipal Police Services

- A letter from the OACP regarding the \$77 million funding announcement for OPP municipalities was reviewed.
- A scheduled meeting with the Government of Ontario on January 13, 2025, was canceled by the government.
- The OAPSB Advocacy Committee continues to push for funding for municipal police services.

5. OAPSB Rebranding Discussion

- A potential name change in 2026 was discussed, as the current name no longer fully represents the organization's membership.
- Further details will be shared at the spring conference.

6. Training Plans

- Course Training Standards have been completed.
- 17 courses have been identified for board members and staff.
- Development of the first two courses is underway, with more updates expected at the spring conference.

7. OAPSB 2025 AGM & Spring Conference

- Scheduled for **June 3-5, 2025, in London, Ontario.**
- The deadline for the preferred hotel rate is **April 1, 2025.**

Zone 5 Meeting – March 11, 2025

Chair Thomson also attended the Zone 5 meeting on March 11, 2025, where key discussions included:

1. Presentation by Chief Greg Skinner (Stratford Police Service)

- Addressed the high costs of litigation related to civil suits and grievances under the CSPA.
- Stratford Police Service anticipates litigation costs between **\$50,000 and \$200,000**, in addition to high hearing expenses.

2. Future Training Priorities Identified by Zone 5 Members:

- Special Constable requirements.
- Board training.
- Board performance reviews.
- Costs associated with CSPA implementation.

Next Zone 5 Meeting: June 10, 2025 (In-Person).

10. Governance

Chair Thomson noted that there is no new governance to report.

11. Reports from Inspector D. Bishop

- a) Criminal Investigations Branch and Drug Enforcement/Criminal Intelligence Unit
- b) Auxiliary Unit Report
- c) Community Oriented Response & Enforcement Unit
- d) Bail Compliance and Warrant Apprehension Unit

12. Reports from Inspector J. Fluney

- a) Front Line Patrol and Collision Statistics
- b) Community Services Office
- c) Lost Hours and Training

Chair Thomson recessed the meeting for a brief break for the Reach baked goods trolley.

13. Reports from Director of Civilian Services K. Fluney

14. Report from Director of Corporate Services S. Bell-Matheson and Director of Information Technology Services C. Hill

15. Report from Manager of Human Resources W. Pratt

As there were no requests for action in the above reports, they will be placed on file with these minutes for information purposes.

16. Financial Update from the Chief of Police

Chief Ambrose has not yet been provided with an updated financial report from the city for 2025, as they are currently addressing several matters, including retroactive pay associated with the new contract. However, there are no variances to report at this time.

17. Operating Reports from the Chief of Police

- a) Chief's Activity Reports

As there were no requests for action in the above reports, they will be placed on file with these minutes for information purposes.

Member Boddy left the meeting at 11:25 a.m.

18. Other Items and New Business

a) Update on Policies

K. Wardell reported that all policies will include the signatures of the Chair and Executive Assistant, added via PDF. Once fully signed, they will be uploaded to the website, and a hard copy will be placed in the Policy Binder.

b) Electronic Board Book

K. Wardell reported that she has been in contact with Honey from GHD regarding website options. Since she is not listed as a contact, Honey required authorization to proceed. He confirmed that our premium contract includes secure pages and, once fully verified, will provide a training webinar link to facilitate the creation of a secure page for Board members.

Additionally, M. Gloade has spoken with M. Mahoney, who suggested that Microsoft 365 (M365) may be a more secure and cost-effective alternative. M365 would offer greater control than GHD but would require all Board members to have OSPS email account, along with a per-user licensing cost. Regardless of the chosen solution, OSPS must ensure there is no impact on other site parameters, including those linked to the City's website.

Chair Thomson noted that the process appears more complex than anticipated and suggested an alternative approach—providing Board members with a USB containing the necessary documents, with any updates distributed as needed.

c) Annual Reports

- i. Report from Inspector Bishop - Missing Persons Act Annual Report
- ii. Report from Inspector Bishop - 2024 Public Complaints
- iii. Report from Inspector Fluney - Police Facility Status and Health and Safety Issues

Inspector Fluney's report raised a number of deficiencies related to the police facility and health and safety issues. He reported that a Police Building Facility Audit occurred on October 31, 2022 and involved senior police management, City of Owen Sound facilities supervisors and the audit consultant. This contract for audit was terminated due to the slow progression of the finished assessment. The City of Owen Sound then hired McIntosh and Perry perform an audit/assessment which occurred on April 23, 2023. This

comprehensive assessment report was supplied on June 30, 2023. The report identified numerous issues and provided information on what should be prioritized for repair or replacement.

During and after Inspector Fluney's report there was considerable discussion and questions as to why nothing had been done to maintain a city owned assets and protect the City from possible liability issues. Coming out of those discussions a motion was made for the following.

Moved by B. O'leary, seconded by C. Merton

"That the Chair draft a letter to the City Council and Tim Simmonds highlighting the issues raised in Inspector Fluney's report with a comparative table to McIntosh and Perry's building audit report of June of 2023 and requesting clarification on when these deficiencies will be addressed." **CARRIED**

iv. Report from Inspector Fluney - Vault Audit

d) Shared Service Agreements – Policy update

Moved by C. Merton, seconded by C. B. O'Leary

"That policy GP-022 Shared Services Agreements with the updates be approved by the OSPSB." **CARRIED**

19. Termination of the Public Meeting

Having completed all of the business items listed on the agenda Chair Thomson terminated the closed meeting at 11:50 a.m.

Next Meeting: April 23rd, 2025

From: Maxwell, Natasha (OPP) <Natasha.Maxwell@opp.ca>

Sent: Thursday, March 06, 2025 09:56

To: Fluney, Jeff <jfluney@owensoundpolice.com>; Ambrose, Craig <cambrose@owensoundpolice.com>; 'George Hebblethwaite' <ghebblethwaite@hanoverps.ca>; Mighton, Jeremy(SSPS) <42@sspspolice.com>; Zettel, Kevin(SSPS) <32@sspspolice.com>; 'Jeremy White' <jwhite@westgreyps.ca>; Martin, Robert (MUN) <rmartin@westgreyps.ca>; Bishop, Dave <dbishop@owensoundpolice.com>

Subject: Letter of Support

Good morning,

I hope you are all well! I am writing to request a letter of support from you for the Chippewas of Nawash Unceded First Nation and our Police, Neyaashiinigmiing First Nation Police. I know the OACP passed a resolution to advocate to government on behalf of First Nations Police for more funding and resources (attached), but it is a constant struggle within First Nations Policing. I also know you all are aware of my policing/community issues given you have always provided me a seat at your leadership table (I truly appreciate that).

We are due to sign our tripartite agreement with Ontario and Canada (our funders) by March 31, 2025. Nawash has made repeated requests to Public Safety Canada and the Solicitor General for a new police facility and more officers, with no response. We have completed a policing needs assessment which has shown we should have (at minimum 8 officers) and we have been working with 5 (usually less when you factor in WSIB leaves, vacation, training etc.). I know you all know how difficult it can be and share in similar struggles. I will outline what has been impacting our service and why we are requesting a new facility and 2 officers in this agreement:

Building:

- It would not meet the basic functional requirements of a standard modern-day police facility.
- It fails to project the appropriate image for a professional law enforcement agency
- It is undersized for the current and projected staffing levels.
- It does not have a cell area to secure prisoners.
- Our currently police facility was built in the 1950's and it is an old school house (this can further traumatize members who were Indian Day School survivors that suffered trauma who may have had to attend this school where our detachment is located).
- We have dealt with repeated mold and water issues.

Officer Compliment:

- We often work alone and officer safety is always a concern.
- We require culturally appropriate policing (as noted in the Calls to Justice by The Final Report in the National Inquiry into Missing and Murdered Indigenous Women and Girls).
- We are unable to provide 24hr policing.

- We worry about community safety when officers are not working.
- The attached Mental Health Review for Ontario First Nation Policing Agreement (OFNPA) that was completed in 2024 and it notes:

Recommendation #1

- Staffing allocation for OFNPA policing and associated resources must be increased

Recommendation #3

- Consideration must be given to providing officers with more job security in employment contracts in a manner consistent with other police services, and adequate resources must be allocated to achieve this.

I have attached the OFNPA mental health review for your awareness, as the Chiefs of Ontario (COO) will be making this public soon. If you can provide letters soon that would be greatly appreciated. We are filing a complete package to the Solicitor Generals Office and Public Safety Canada soon and we would love to include your letters of support.

Miigwech!

Tash

Craig S. Ambrose
CHIEF OF POLICE



Executive Fax: (519) 376-2456
Operations Fax: (519) 376-6131

March 14, 2025

Re: Letter of Support for Chippewas of Nawash Unceded First Nation (CNUFN)

To Whom It May Concern,

Please accept this letter of support for the Chippewas of Nawash Unceded First Nation (CNUFN) and their Police Service, Neyaashiinigmiing First Nation Police (NFNP), regarding funding for a new police facility and additional resources.

The Chief of NFNP, Natasha Maxwell, holds a seat at our local police leadership table of Police Leaders within Grey and Bruce Counties. As a result, we have been provided with opportunities for cultural awareness training and have come to understand some of the opportunities and challenges faced by First Nations policing services. NFNP are presented with unique challenges being a policing program under the First Nations and Inuit Policing Program (FNIPP), where funding is cost shared under a tripartite agreement between Public Safety Canada and the Solicitor General.

The current NFNP facility is an old schoolhouse built in the 1950's and does not meet the current needs of a modern progressive police service and can have triggering effects for community members who previously attended the school. There is an urgent need for a new facility for the NFNP.

NFNP is also in need of more resources to provide full police coverage to their community. Adequate staffing levels are required to meet the needs of the community and provide coverage 24 hours a day as expected in all communities.

Address All Correspondence to the Chief Of Police
922 2nd Avenue West, Owen Sound, Ontario N4K 4M7 Tel. (519) 376-1234

Having had the opportunity to work closely with Chief Maxwell and the members of the Neyaashiinigmiing First Nation Police, I support the goal of the Chippewas of Nawash Unceded First Nation to deliver 24-hour service to their community in a culturally appropriate manner from a modern facility that meets the needs of the community.

Sincerely,

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

Craig S. Ambrose
Chief of Police

DRAFT



RESOLUTION 2023-04

Funding for Indigenous Policing

WHEREAS the Canadian Human Rights Tribunal has ruled that the government of Canada is perpetuating systematic discrimination against First Nations by not adequately funding the Mashteuiatsh Police Service (Lac-Saint-Jean, Quebec) and specifically that Indigenous communities have insufficient access to police services that are adapted to their needs and equal in quality and quantity to the services provided in surrounding communities with similar conditions, and

WHEREAS the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls called for reforms to address chronic underfunding and specifically an inability to properly provide policing services due to understaffing, where officers face burnout, where detachments are under-resourced and where working conditions are unsafe, and

WHEREAS the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls called for reforms to the criminal justice system specific to high rates of crime in Indigenous communities and specifically highlights the need to address intimate partner violence, and

WHEREAS the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls called for reforms to avoid systematic harm through adequate and bias-free policing services, effective oversight and adjudicative mechanisms, meaningful and accessible remedies for violence, and

WHEREAS the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls called for reforms to address racial profiling in order to ensure Indigenous people receive the same access or outcomes from the justice system as non-Indigenous people, and

WHEREAS the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls called for reforms to enhance oversight and accountability mechanisms to protect the human rights of Indigenous people and:

WHEREAS Public Safety Canada has taken several actions in response to the Truth and Reconciliation Commission of Canada's Calls to Action, including support for the Indigenous Policing Services program and justice reforms to address the overrepresentation of Indigenous people in the criminal justice system, and

WHEREAS the Public Safety Canada Departmental Plan 2023–24 made commitments to the delivery of responsive, dedicated, professional, and culturally sensitive Indigenous policing services, including the expansion of the First Nations and Inuit Policing Program, and:

WHEREAS since 1991, the federal government has funded Indigenous policing under the First Nations and Inuit Policing Program with a policy goal to enhance community policing in Indigenous and Inuit communities and:

WHEREAS the First Nations and Inuit Policing Program uses a 52-48 federal-provincial cost-share ratio with fixed-term contracts requiring renegotiations at renewal, and:

WHEREAS the First Nations and Inuit Policing Program limits the use of funds specific to policing services, crime prevention initiatives, training, equipment, infrastructure, and community engagement at a level of service that has not achieved the same level of public safety in Indigenous communities as in non-Indigenous communities.

THEREFORE BE IT RESOLVED that the Ontario Association of Chiefs of Police (OACP) calls on the Government of Canada and the Government of Ontario to fund an increase to policing in Indigenous communities to a level where public safety is the same in Indigenous communities as in non-Indigenous communities.

BE IT FURTHER RESOLVED that the OACP calls on the Government of Canada and the Government of Ontario to amend the First Nations and Inuit Policing Program to replace fixed-term contracts with predictable and sustainable funding, to repeal restrictions on the use of funds and that policing be provided in a culturally responsive manner, and

BE IT FURTHER RESOLVED that the OACP calls on the Government of Canada and the Government of Ontario to take further actions to enhance public safety as outlined in the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls.



March 17, 2025

To Whom It May Concern,

The purpose of this letter is to show the Owen Sound Police Service Board's (OSPSB) support for the much needed funding for improvements to current police facilities and resources for the Chippewas of Nawash Unceded First Nation (CNUFN) and their Police Service, Neyaashiinigiing First Nation Police (NFNP).

The current NFNP facility is an old schoolhouse built in the 1950's and does not meet at least the minimum safety requirements of a modern police service. The fact that it is an old school house undoubtedly affects community members who may have previously attended such a school. There is more than a pressing need for a new or updated facility for the NFNP.

NFNP also requires the appropriate resources to expand policing services to provide at least full 24/7 police coverage to their community. The current staffing levels make it impossible for them to provide adequate and effective policing as prescribed under the Community Safety and Policing Act and as expected in other communities across the province.

The Chief of NFNP, Natasha Maxwell, has had a close working relationship with the Owen Sound Police Service. This relationship has provided an opportunity for cultural awareness training not only for members of the service but our board members as well. It is through this relationship we have come to understand the opportunities and challenges faced by First Nations policing services. NFNP is presented with unique challenges being a policing program under the First Nations and Inuit Policing Program (FNIPP), where funding is cost shared under a tripartite agreement between Public Safety Canada and the Solicitor General.

Given they have no other avenues for financial support we look to the signatories of the above agreements to release funding that would allow NFNP to meet the needs of the Chippewas of Nawash Unceded First Nation community and provide at least the minimum adequate and effective policing through 24/7 hour service to their community in a culturally appropriate manner from a modern facility which is adequately staffed, such that it meets the needs of the community.

Respectfully,

John H. Thomson
Chair



**Inspectorate
of Policing**

Office of the Inspector
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Inspector General of Policing Memorandum and Advisory Bulletin

TO: All Chiefs of Police and
Commissioner Thomas Carrique
Chairs, Police Service Boards

FROM: Ryan Teschner, Inspector General of Policing of Ontario

DATE: **March 20, 2025**

SUBJECT: Inspector General Memo and Advisory Bulletin #3:
Municipal Police Service Board Policy on Critical Points

I am writing to share information and advice with you regarding the Toronto Police Service Board's (TPSB) recently approved policy on "critical points," which was first recommended by The Honourable John W. Morden in his 2012 report of the *Independent Civilian Review into Matters Relating to the G20 Summit* (the Morden Report).

A. The need for a "critical points" policy to support a police service board's statutory governance role

The Critical Points Policy, developed in collaboration between the TPSB and Chief Demkiw, responds to Judge Morden's recommendation that there be greater definition and clarity regarding the role of police service boards in providing civilian oversight of the police service during significant events. The need for a policy on critical points has been consistently supported in other reviews and reports examining the role of civilian police governance in the context of significant policing events, including The Honourable Murray Sinclair's report on the *Thunder Bay Police Services Board Investigation* and The Honourable Gloria J. Epstein's report on the *Independent Civilian Review into Missing Person Investigations* (*Missing and Missed*).

The Morden Report discusses the fundamental role of civilian oversight in policing, and describes two essential components of a police board's oversight role, both of which are

supported by a policy that requires information sharing, discussion and reporting over the life cycle of a critical point:

The Governance Component: this represents the authority and responsibility for the development of policies that become the framework within which decisions will be made and actions will be taken by the police service. This is intended to ensure that the police service fulfills its legislated function with due respect to community norms.

The Accountability Component: the process by which actions and activities already carried out by the police service are evaluated to ensure they are consistent with existing policies. This is intended to ensure that decisions which have been taken can be evaluated and addressed in a transparent manner and that lessons learned can be applied to future decisions.¹

B. Inspector General's advice for municipal police service boards to develop a "critical points" policy

I am sharing the TPSB's Critical Points Policy as part of my advisory role under section 102(4) of the *Community Safety and Policing Act, 2019* (CSPA), as a response to these consistent and longstanding recommendations, and in recognition of various recent policing events across this province that may reach the critical points threshold. Embedding and then operationalizing a critical points policy is an important step in modernizing the approach municipal police services and boards across Ontario take to their respective roles, and will serve to strengthen Ontario's policing system in a manner that is consistent with the overall modernization the CSPA was intended to achieve. Therefore, **I advise all Ontario municipal police service boards to review the Policy and, in consultation with chiefs of police and other local stakeholders as may be required, to develop and implement your own policy on critical points soon.**

Please note that this advice is intended for municipal police service boards only and is **not** applicable to OPP detachment boards.

A policy will create a **clear definition** for which significant events reach the 'critical point' threshold. A policy will also formally establish a **reciprocal 'information exchange'** for chiefs and boards to provide information to one another that is relevant to their respective roles. As Judge Morden explained: "With this exchange, the Board will be provided with operational information that will inform its policy-making function and the Chief of Police will have an opportunity to provide his or her views on policy options the Board is considering. With this exchange, both policies and operations may be adjusted to address changing circumstances."² With this 'information exchange' in place, boards can assess the need to set objectives and priorities for how such events are managed and

¹ The Honourable J. W. Morden, *Independent Civilian Review into Matters Relating to the G20 Summit* (Toronto, 2012), page 83 (Morden Report).

² Morden Report, page 7.

turn their attention to other governance responsibilities that may arise in the context of a critical point. This would include, for example, determining the adequacy of board policies, resources and arrangements with other agencies and orders of government.

I further advise boards to ensure that the implementation of a policy on critical points includes thoughtful review of the TPSB Policy as a starting point, but **expect that factors affecting local policing needs will be considered to develop a policy that is reasonable and relevant for the jurisdiction**. I encourage you to engage your Inspectorate of Policing (IoP) Police Services Advisor for further advisory support as you undertake this work.

When developing your board's own policy on critical points, I have the following additional advice when considering the TPSB Policy:

Reporting on Critical Points, TPSB Policy, section 2, item iv:

A recent revision to CSPA section 19 has transferred authority for requests for temporary policing assistance from boards to chiefs of police. To ensure alignment with the CSPA, in place of item iv in the list of information to be reported by the chief to the chair in the TPSB's current Policy, I recommend the following wording:

"Any plans to involve other organizations, including requests to chiefs of police for temporary assistance pursuant to section 19 of the *Community Safety and Policing Act*."

Chief's Autonomy, TPSB Policy, section 8:

The TPSB Policy reiterates a board's authority to set objectives and priorities and a chief's statutory authority to make and execute the operational plans to achieve them. If the board's objectives are not being met, the chief should be expected to provide information to the board on why and advise on appropriate measures. I urge you to consider the following amendments to the TPSB's Policy, in **bold**:

"If, during the duration of a Critical Point, the Board concludes that, in its view, the **Board's** objectives are not being achieved, the Board will inform the Chief of Police of its conclusion. **The Chief will respond by informing the Board on corrective measures or the operational necessity of deviating from the Board's objectives.** However, the Chief of Police will remain autonomous in determining the appropriate execution of the plans in order to achieve the mission, objectives and priorities."

C. Engagement of the Ontario Association of Chiefs of Police (OACP) and the Ontario Association of Police Service Boards (OAPSB)

As part of our ongoing collaboration with the OAPSB and the OACP, the IoP engaged both organizations to understand any additional considerations on developing or

implementing a policy on critical points. Given the significance of this policy in helping embed components of a modern approach to police service boards' governance responsibilities and the operational responsibilities of chiefs of police, we greatly appreciate the support of the OAPSB and OACP on this issue, and their ongoing commitment to advancing initiatives that support Ontario police and police governance leaders in raising the performance bar in police governance and operations.

D. The IoP will continue to support boards and services in compliance and implementing leading practices

As the IoP gains further operational experience and insights, and through continued engagement with Ontario's policing sector, I will continue to share information and advice on compliance with the CSPA and leading practices that will enhance civilian police governance and improve the delivery of police services. In addition, the IoP will work to create additional resources and opportunities to support the implementation of my advice across the Ontario policing sector.

I trust this information will be helpful to you. Again, I encourage you to reach out to your IoP Police Services Advisor to discuss this matter further.

All IG Memos and Advisory Bulletins are posted on our website: www.iopontario.ca.

Sincerely,



Ryan Teschner
Inspector General of Policing of Ontario

c: Mario Di Tommaso, O.O.M.
Deputy Solicitor General, Community Safety

Note: Advisory Bulletins are the IG's advice provided pursuant CSPA s. 102(4) and are intended as a resource for the sector by offering the IG's general interpretation of various provisions of the CPSA. Advisory Bulletins are not legally binding, and they do not purport to address all possible factual scenarios or circumstances. As such, you may wish to consult with legal counsel to determine how this general guidance should be applied in your own local context and to navigate specific situations.



TORONTO POLICE SERVICE BOARD

CRITICAL POINTS POLICY

DATE APPROVED	January 14, 2025	Minute No: P2025-0114-4.0
DATE(S) AMENDED		
REPORTING REQUIREMENT	As needed	
LEGISLATION	<i>Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1, ss. 37(1)(a) and (f), and 38(1)(a) and (b).</i>	

GUIDING PRINCIPLES

Information sharing between the Toronto Police Service (Service) and the Toronto Police Service Board (Board) is foundational to the Board's effective execution of its oversight responsibilities. In particular, information sharing is crucial during times of elevated organizational risk, such as when facing large-scale events.

This Policy defines such **Critical Points** and sets out a process to guide the Chief of Police and the Board in identifying them, and ensuring the flow of relevant information from the Service to the Board, so that the Board can most effectively carry out its oversight and governance role, including creating and amending Board policies, setting priorities, asking questions, and providing non-binding advice in relation to operational matters.

The Board acknowledges there are limits to the direction that the Board may give to the Chief of Police, and the importance of respecting those limits. The Board is prohibited by law from directing the Chief of Police with respect to specific investigations, or the conduct of specific operations. Therefore, while the Board may set objectives and priorities for the policing of a Critical Point, the Chief of Police has the authority to determine the methods by which the objective, priority, or outcome will be achieved.

This Policy will not prevent or restrict the Service from exercising its policing powers and authorities, in emergent circumstances, to protect community safety.

PURPOSE OF POLICY

The purpose of this Policy is to:

- Define the term Critical Point and provide clear and consistent assessment criteria for use in identifying Critical Points as they arise
- Describe the type of information the Board requires from the Chief in order to assess potential Critical Points;

- Describe the information sharing process between the Board and the Service when a Critical Point has been identified/confirmed;
- Strengthen oversight of the Service, consistent with the Board's legislative responsibilities;
- Ensure accountability of the Service to the Board; and
- Ensure that the Chief of Police can discharge their duties according to law.

POLICY OF THE BOARD

It is the Policy of the Board that:

Definitions

1. **Critical Point:** A matter of strategic significance that is time-sensitive and which rapidly elevates the Board's operational, financial, reputational or other enterprise risk, and, therefore, calls for the Board's immediate attention and/or preparedness to take action.

For example:

- a. Large scale operations or events for which advance planning and approval by the Service's Command is required;
- b. Events or operations that are likely to have a material impact on the Service's relationship with, and service to, marginalized and vulnerable communities;
- c. Events or operations that raise significant questions of public policy; or
- d. Credible external or internal complaints, including complaints regarding workplace discrimination or harassment, against individual officers and the Service, and findings by other tribunals related to discrimination, where such complaints or findings raise significant systemic issues.

For clarity, the above examples are not exhaustive.

Reporting on Critical Points

2. The Chief of Police will inform the Chair or their designate of any situation in which the Chief of Police believes a Critical Point has emerged or is likely to emerge and provide the Chair, in writing, with further information regarding the Critical Point, including, as appropriate:
 - i. The general nature of the Critical Point;
 - ii. The elevated risk(s) posed by the Critical Point;
 - iii. Relevant operational and other information necessary for the Board to understand the details of the Critical Point, including an outline of the operational plan, and continuity of service plans;
 - iv. Any plans to involve other organizations, including, in the case of other law enforcement agencies, recommendations to the Board to

- make requests of other boards or the Ontario Provincial Police Commissioner;
 - v. An estimate of the financial impact;
 - vi. Relevant legislation and other legal requirements that may apply including the need for additional authorities; and
 - vii. Any ongoing considerations, including resources needed, or policy impacts.
3. The Chair will share the information provided by the Chief of Police with Board Members, all of which will be held in the strictest of confidence.
 4. The Chair, in consultation with the Board Members, and in accordance with the Board's Procedural Bylaw, will determine whether there is a need to obtain additional information, create or amend Board policies, and/or provide direction to the Chief in accordance with the Board's policies, duties and responsibilities, including setting objectives and priorities, and if so, whether to call a Special Meeting of the Board, or to include the Critical Point as an item on the Agenda of the Board's next regularly scheduled meeting.
 5. The Chief will continue to update the Board, through the Chair, on any significant developments, including once the Chief of Police determines that the Critical Point has concluded. In consultation with the Board Members, the Chair may call a Special Meeting of the Board at any time or include an item on the Agenda of a regularly scheduled Board Meeting, to discuss the Critical Point.

Identification of Critical Points by the Board

6. When the Chair believes, or is advised by a Board Member(s) that they believe, that a planned or anticipated event may constitute a Critical Point, the Chair shall request the Chief of Police to consider whether, in their view, the event may meet the definition of Critical Point, and either report to the Board in accordance with this Policy, or, alternatively, provide to the Chair reasons that the event in question does not meet the definition of a Critical Point.

Chief's Autonomy

7. Once the Board has been given the opportunity to set objectives, ask questions, and provide non-binding advice in relation to operational matters, where applicable the Chief will maintain the autonomy to finalize and execute the plans.
8. If, during the duration of a Critical Point, the Board concludes that, in its view, the objectives are not being achieved, the Board will inform the Chief of Police of its conclusion. However, the Chief of Police will remain autonomous in determining the appropriate execution of the plans in order to achieve the mission, objectives and priorities.

Training

9. The Chief will provide training to ensure that all Command and Service Members from the rank of Inspector and above are trained to recognize the circumstances that may lead to a Critical Point, and to inform the Chief of Police and Command when a potential Critical Point is identified; and
10. The Board will ensure that all new Board Members receive training to understand the definition of a Critical Point, and effectively understand their responsibilities with regards to the consideration of Critical Points.

Public Reporting

11. Subject to operational considerations and the advice of the Chief of Police, the Board will publicly disclose, where it is possible to do so without risking the effectiveness of the operation or any other operations, the safety of Service Members or members of the public, or any other operational considerations raised by the Chief:
 - a. The nature of the operational matter related to a Critical Point; and
 - b. Any directions given to the Chief of Police related to a Critical Point.

Allison Penner, Deputy Clerk
City of Owen Sound
808 2nd Avenue East
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March 21, 2025

Via Email

G. Scharback
City Clerk
City of Brampton

Dear G. Sharback:

**Re: Support for Resolution Respecting Driver Training and Examinations
Auditor General Report**

Owen Sound City Council, at its meeting held on March 10, 2025, considered the above-noted matter, and passed Resolution No. R-250310-006 as follows:

"THAT in consideration of correspondence received on the March 10, 2025 Consent Agenda respecting the Driver Training and Examinations Auditor General Report, City Council:

- 1. Supports the resolution passed by the City of Brampton to endorse the Auditor General Value-for-Money Audit Driver Training and Examination Report (AG Report) - its findings and 18 recommendations to ensure that we have safe and qualified drivers on our roads;**
- 2. Directs staff to send this resolution to the Honourable Doug Ford, Premier of Ontario, the Honourable Prabmeet Singh Sarkaria, Minister of Transportation, Paul Vickers, MPP for Bruce-Grey Owen Sound, leaders of all parties at Queen's Park, the Association of Municipalities of Ontario, and the Owen Sound Police Service Board; and**
- 3. Directs staff to send this resolution to the City of Brampton with a request that an update respecting any actions resulting from the resolution be provided to the City of Owen Sound."**

If you have any questions or concerns, please don't hesitate to contact me.

Sincerely,

A. Penner

Allison Penner
Deputy Clerk

Encl: City of Brampton Council Resolution of February 20, 2025

cc: The Honourable Doug Ford, Premier of Ontario
Paul Vickers, MPP for Bruce-Grey-Owen Sound
Honourable Prabmeet Singh Sarkaria, Ontario Minister of Transportation
Marit Stiles, Leader of the Ontario New Democratic Party
Mike Schreiner, Leader of the Green Party of Ontario
Bonnie Crombie, Leader of the Ontario Liberal Party
Association of Municipalities of Ontario
Owen Sound Police Service Board

February 20, 2025

Sent by email**See Distribution List on page 5****Re: Driver Training and Examinations Auditor General Report**

The following recommendation of the Committee of Council Meeting of January 15, 2025 was approved by Council on January 22, 2025, pursuant to Council Resolution C027-2025:

CW009-2025**Whereas:**

- It is a relief that Premier Ford was unharmed in the accident on the 401 in Pickering involving a reckless driver (age 18) from Oshawa on January 8, 2025 (Source: <https://toronto.ctvnews.ca/ontario-premier-doug-ford-uninjured-in-highway-401-collision-says-his-office-1.7168982>)
- In addition to tragic loss of life and injury, vehicle collisions cause higher auto-insurance rates, unwanted congestion, lost productivity, and significant costs associated with emergency response (police, fire, paramedics, hospital emergency rooms and healthcare);
- According to the OPP, there were more car collision-related deaths (**568**) on Ontario highways in 2023 than in any year since 2007, making it **the deadliest year in over 15 years** and "...it's so critically important that we understand the rules of the road and we share the road safely, responsibly and understand the consequences for making a bad decision can be deadly." (Source: <https://www.cbc.ca/news/canada/toronto/opp-number-fatalities-last-year-deadly-year-1.7204528>);
- That same year 26,425 were injured in vehicle collisions according to the MTO Preliminary 2023 Ontario Road Safety Annual Report (Source: <https://www.ontario.ca/files/2024-07/mto-orsar-preliminary2023-en.pdf>)
- As of Thanksgiving 2024, the OPP notes that **296** drivers, passengers, pedestrians and cyclists died in car collisions, and the vast majority of those road incidents were preventable and attributed to poor and careless actions and behaviours (Source: <https://barrie.ctvnews.ca/nearly-300-people-missing-from-thanksgiving-tables-opp-1.7070787>), one-fifth involving a transport truck (as at July 2024 Source: <https://www.baytoday.ca/local-news/one-fifth-of-fatal-collisions-in-2024-involve-transport-trucks-9177343>)

- 2024 is the most dangerous year for pedestrians and cyclists who have been particularly at risk this year, with fatalities in these two road user classes up 100 per cent and 82 per cent respectively over this time last year (Source: <https://www.mondaq.com/canada/rail-road-cycling/1565790/how-2024-has-quickly-become-the-deadliest-year-for-cyclists-and-pedestrians>);
- By far, the most common type of conviction of the Highway Traffic Act (HTA) and cause for fatalities was speeding, representing 60.4% of all HTA convictions (Source: <https://www.g1.ca/driving-statistics/>);
- Peel Region had 25 fatalities due to car collisions - 13 in Brampton and 12 in Mississauga;
- The most dangerous places to drive in Ontario are Brantford (0.7/5), Kingston (0.7/5), Burlington (0.8/5) and Brampton (1.1/5), which impacts road safety and insurance affordability for everyone in these communities (Source: <https://www.newswire.ca/news-releases/top-10-safest-and-most-dangerous-cities-to-drive-in-ontario-in-2024-889054846.html>);
- From January to September 2024 the following traffic violation charges have been made by Peel Police:
- 632 careless driving charges (345 in Brampton, a 25% increase compared to Jan-Sep 2023)
- 559 cellphone use while driving charges (125 in Brampton, a 29% increase compared to Jan-Sep 2023)
- 6,367 speeding charges (830 in Brampton, a 117% increase compared to Jan-Sep 2023)
- 1,992 “Fail to Stop” at a stop sign charges (874 in Brampton, a 74% increase compared to Jan-Sep 2023);
- To mitigate speeding drivers, The City of Brampton has made historic investments in ASE cameras, an ASE processing centre, speed bumps, road diets, lower speed limits, police enforcement and other traffic calming measures, however like all municipalities, lacks jurisdiction over driver training and examinations, an area requiring urgent reform under the Provincial Government;
- Under the HTA, the Ministry of Transportation (Ministry) is responsible for protecting the public by restricting the privilege of driving to those who demonstrate that they have the necessary knowledge, skills and experience to drive safely;

- Ensuring that drivers receive appropriate and effective training and testing before they get a driver's licence is a crucial step in keeping Ontario's roads safe;
- The Auditor General (AG) conducted a value for money audit (AG Report) which includes 18 recommendations (***summary attached to this motion***) for the Provincial Government Ministry, published in December 2023 and concludes by highlighting:

"Our audit concluded that the Ministry of Transportation did not have effective evidence-based driver examination programs to evaluate and test novice drivers thoroughly and consistently. The Ministry did not provide effective oversight of novice driver training and driver examination service providers to ensure desired service outcomes with due regard to economy. Ministry oversight of driving schools and instructors was limited. It does not regulate driver training services outside of the optional Beginner Driver Education program, curbing its ability to identify and/or deter substandard training practices within the industry. In addition, the Ministry's monitoring programs were not designed to proactively identify drivers with repeat suspensions or high-risk medical conditions, impeding the effectiveness of these programs to maximize road safety in Ontario. (Source Page 4:

https://www.auditor.on.ca/en/content/annualreports/arreports/en23/AR_drivertraining_en23.pdf);

- In March 2024, CBC Marketplace broke an investigative story "Driving schools selling shortcuts to insurance discounts and faster road tests" where schools submit false information to government saying drivers completed 40 hours of training, consistent with concerning findings in the AG Report (Source: <https://www.cbc.ca/news/business/marketplace-driving-schools-education-fee-1.7134557>); and
- The provincial government has not provided a substantial update on any action taken regarding the recommendations in the AG Report to improve driver training and examination for safer drivers and improve safety on our roads.

Therefore be it resolved that:

1. The City of Brampton endorse the Auditor General Value-for-Money Audit Driver Training and Examination Report (AG Report) - its findings and 18 recommendations to ensure that we have safe and qualified drivers on our roads; and
2. The City of Brampton share this motion and endorsement with the Premier, Minister of Transportation, all local MPPs, and the leaders of the official opposition and third party; and

3. The City of Brampton request a formal update from the provincial government and meeting with the Minister of Transportation regarding any action taken to date based on the recommendations described in the AG Report, particularly those that prioritize improved driver training and examination for safer drivers on our roads; and
4. The City of Brampton forward this motion and attachment to any cities or towns listed in the AG Report and the top dangerous cities in Ontario, encouraging them to pass a similar motion; and CC them in the follow-up correspondence to the province; and
5. The City of Brampton forward this motion, attachment, and follow-up correspondence to the Region of Peel, Peel Police, the Association of Municipalities of Ontario (AMO), Driving Instructors Association, and Young Drivers of Canada.
6. Staff report back with data to identify road safety hotspots with the intention to use the data strategically with Peel Police to improve Brampton's status as a safe city to drive.
7. Staff report back on bylaw enforcement tactics regarding driving instructors as referenced on page 22 of the AG Report: "In some municipalities, such as Brampton, municipal bylaw officers patrolled test routes and issued fines to driving instructors who lingered around exam routes".

A summary of recommendations in the Auditor General Value-for-Money Audit Driver Training and Examination Report is attached.

By copy of this correspondence to Robert Higgs, Director, Enforcement and By-law Services, Legislative Services, and Shane Loftus, Director, Road Maintenance and Operations, Public Works and Engineering, they are requested to carry out the directions outlined in clauses 6 and 7. Item **RM 5/2025** has been added to the Referred Matters List for the report requested.

Yours truly,

Sonya Pacheco

Sonya Pacheco
Legislative Coordinator, City Clerk's Office
Tel: 905-874-2178
sonya.pacheco@brampton.ca

(CW – 7.2)

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Robert Higgs, Director, Enforcement and By-law Services, Legislative Services
Shane Loftus, Director, Road Maintenance, Operations and Fleet, Public Works and Engineering
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MOTION: SAFER DRIVERS = SAFER ROADS, a call for the Provincial Government to act

Moved by: Santos

ATTACHMENT: Summary of recommendations published by the Auditor General Value – “Value-for-Money Audit: Driver Training and Examination” December 2023

NOTE: The following list of recommendations have been copied directly from the report.

Issue and Recommendations (Pg16-38)

https://www.auditor.on.ca/en/content/annualreports/arreports/en23/AR_drivertraining_en23.pdf:

4.1 Driver Examinations

4.1.1 Novice Drivers from Urban Areas Who Took Road Tests at Rural or Suburban Drive Test Centres Were Involved in More Collisions

1. So that driver examinations effectively assess whether novice drivers are sufficiently prepared to drive safely on Ontario’s roads, we recommend that the Ministry of Transportation:
 - assess the impact on road safety of novice drivers from urban areas taking their road tests at rural and suburban DriveTest Centres; and
 - based on that assessment, identify and put in place reasonable restrictions that prohibit urban novice drivers from taking their road test at a DriveTest Centre outside of where they live, work or study.

4.1.2 Ministry Reduced the Requirements for the G (Highway) Road Test Without a Full Review and Formal Evaluation of Road Safety Impacts

2. To understand the full impact of the reduced G (highway) road test and make evidence-based decisions about the reduced test, we recommend that the Ministry of Transportation:
 - conduct a thorough policy analysis of the impact of the reduced G (highway) road test, including the impact related to drivers from countries with no reciprocal driver’s licence exchange agreement with Ontario;
 - track and compare the collision rates of drivers who pass the reduced G (highway) road test to those who passed the full G (highway) road test over a sufficient period of time to determine if it increases road safety risk; and
 - based on these analyses, determine whether it is appropriate to continue to use the reduced G (highway) road test.

4.1.3 Novice Drivers Can Repeat the Knowledge Test as Many Times as Necessary in One Sitting to Pass

3. To encourage novice drivers to study the rules of the road more effectively prior to attempting the G1 knowledge test, we recommend that the Ministry of Transportation review best practices in other jurisdictions, such as Quebec and British Columbia, and determine whether it should introduce a wait period before an individual can retake the test or limit the number of tests that can be taken in a single day.

4.2 Driver Training

4.2.1 Drivers Allowed to Shorten Their G1 Supervised Driving Period Were Involved in More Collisions

4. So that novice drivers are better prepared to drive safely on Ontario’s roads, we recommend that the Ministry of Transportation:
 - review and identify opportunities to enhance the effectiveness of the Beginner Driver Education program (program) for novice drivers, including the sufficiency of the existing minimum number of driving practice hours;
 - based on leading practices in other jurisdictions, reassess the time discount provision that allows novice drivers to shorten the supervised driving period after the completion of the program;

Continued 4 of 7

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Moved by: Santos

- based on its review of these areas, implement necessary changes to improve the program; and subsequent to making changes to the program, determine whether all novice drivers should be required to complete the program.

4.2.2 Ministry Provided Limited Guidance Regarding Necessary Driving Practices for New Drivers Compared to Other Jurisdictions

5. So that novice drivers are well prepared to drive safely on Ontario roads, and to protect the integrity of the Ministry's driver examination process, we recommend that the Ministry of Transportation:
- review the types of driver training services available in the marketplace (including the practice of route training) and assess their impact on novice drivers and on the integrity of the driver examination process;
 - based on that assessment, propose regulatory changes to prohibit driver training services that compromise the Ministry's ability to assess the driving skills of novice drivers through the Ministry examination process; and
 - implement monitoring and enforcement tools to deter prohibited driver training services.

4.2.3 Unregulated Driver Training Services May Undermine the Integrity of Driver Examinations

4.2.4 Weak Oversight of Beginner Driver Education Driving Schools

6. To strengthen the oversight of driving schools, we recommend that the Ministry of Transportation:
- develop and implement a formal policy to require timely on-site follow-ups at driving schools where audits identified either serious or a high number of compliance violations to assess if the violations have been resolved;
 - develop and implement a strategy for routinely conducting cost-effective mystery shops on driving schools that it identifies as high-risk; and
 - regularly document and assess progress reported through follow-ups with driving schools to direct the Ministry's future oversight and enforcement actions.

4.3 Graduated Licensing System May Not Adequately Prepare Less-Experienced Drivers from Other Countries to Drive in Ontario

7. To better prepare novice drivers from other countries for driving in Ontario, we recommend that the Ministry of Transportation:
- research whether drivers from other countries have unique challenges that may contribute to their involvement in a higher proportion of collisions;
 - reassess the impact of waiving the 12-month wait period between the G1 (knowledge) and G2 (city) road test; and
 - based on the results of Ministry research and reassessment, make necessary changes to the training and examination programs.

4.4 Monitoring High-Risk Licensed Drivers

4.4.1 Ministry Rarely Requires Drivers with Repeat Driving Suspensions to Take Retraining Courses

8. To encourage road safety and provide early remedial measures for drivers with a history of repeat driving offences and suspensions, we recommend that the Ministry of Transportation:
- routinely identify drivers with a record of repeat driving offences and suspensions who Ministry data indicates are at increased likelihood to cause a collision; and
 - expand the criteria for requiring drivers to complete remediation and retraining to include these drivers.

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Moved by: Santos

4.4.2 Elderly Drivers' Ability to Drive Safely Not Effectively Assessed

9. To enhance road safety for the growing number of elderly drivers, we recommend the Ministry of Transportation review and adopt best practices from other jurisdictions, such as:
- re-examining elderly drivers' driving skills; and
 - requiring regular medical assessments for all Drivers 80 and older.

4.4.3 Reporting of Drivers Who May Be Medically Unfit to Drive Could Be Improved

10. For more complete and timely identification, assessment and suspension of drivers with high medical risks, we recommend that the Ministry of Transportation periodically conduct educational and outreach initiatives to increase awareness among doctors, nurses and optometrists to report patients for medical assessment.

4.4.4 Supporting Evidence for Ministry's Medical Suspension Decisions Not Always Complete

11. To help ensure that decisions to suspend driver's licences are based on all medically relevant information, and that the suspension decisions are consistent and adequately supported, we recommend that the Ministry of Transportation:
- redesign the forms doctors use to provide condition-specific medical information to the Ministry to include all necessary information, such as test or treatment results;
 - require medical assessors to consistently document their rationale for decisions related to complex driving suspensions and reinstatements; and
 - implement a quality-assurance process to routinely review the completeness and appropriateness of medical assessments.

4.5 Driver Examination Services Contract Management and Oversight

4.5.1 Ministry's Contract Administration Was Ineffective, and Failed to Improve Driver Examination Services for Ontarians

12. To better motivate the service provider to improve service rather than incur penalties, and to hold the service provider accountable for contract deliverables, we recommend that the Ministry of Transportation:
- design and implement performance measures that incorporate effective penalties for performance failures, including delays in contract deliverables;
 - collect an upfront contingency deposit for performance penalties based on historical records; and
 - design and implement incentives (in addition to penalties) to promote compliance and appropriate responses from the service provider.

13. To promote effective contract management and relations between the Ministry of Transportation and its service provider, and to avoid undermining the contractual position of the Ministry, we recommend that the Ministry ensure that communications with contractors use appropriate contract channels.

4.5.2 Ministry's Compliance Audits of Driver Examination Services Were Inconsistent and Incomplete

14. To better monitor and report on the driver examination service provider's compliance and performance, we recommend that the Ministry of Transportation strengthen its audit function by implementing a program of risk-based audits to examine all key operational processes of driver examination services, including road tests.

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Moved by: Santos

4.5.3 Ministry Paid Additional Funds to Maintain Service Levels That Were the Responsibility of the Service Provider

15. To provide for better accountability of funds provided to third parties for driver examination services to Ontarians, we recommend that the Ministry of Transportation:

- administer contracts such that risks and costs are allocated between the parties in accordance with contractual terms; and
- conduct thorough reviews on all relief, subsidization or reimbursement requests from service providers and render decisions that are consistent with the Ministry's contractual obligations.

4.5.4 Ministry Awarded New Contract to the Service Provider Despite Poor Performance and Issues of Concern

16. To provide for more effective oversight of driver examination service providers, and to provide Ontarians with better quality of service, we recommend that the Ministry of Transportation:

- ensure adequate lead time to comply with government policies on procurement when contracting with a service provider;
- consider past performance in negotiating future contracts;
- compare its experience relative to other Canadian provinces to identify best practices in structuring driver examination services; and
- use independent research to immediately evaluate the costs and benefits of various options for an examination service delivery partnership.

4.6 Ministry Overrode Its Own Proof of Identification Requirements When Issuing Driver's Licences

17. To better prevent fraud and identify theft, we recommend that the Ministry of Transportation:

- develop internal guidelines and formal procedures to evaluate and document the extenuating circumstances for ID escalations;
- educate Serco and ServiceOntario staff on these guidelines and procedures; and
- put in place a process to monitor that these guidelines and procedures are followed.

4.7 Ministry Did Not Incorporate Key Safety Data When Determining the Effectiveness of Its Road Safety Programs

18. To measure the effectiveness of its driver training and examination programs on a timely basis, we recommend that the Ministry of Transportation:

- expand the use of business intelligence tools to conduct additional analytics that leverage data from related information systems, linking driver information to the driver examination, collisions and driver medical databases;
- establish a comprehensive set of road safety indicators, including those related to collision rates, based on the objectives of its driver training and examination programs; and
- monitor its driver training and examination programs using these indicators, and report on the results annually.



REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: CRIMINAL INVESTIGATIONS BRANCH AND DRUG ENFORCEMENT / CRIMINAL INTELLIGENCE UNIT – FEBRUARY 2025

TO: Chair and Members of the Owen Sound Police Service Board

DATE: March 26th, 2025

RECOMMENDATION(S):

For Information

Investigations

Homicides (July & August 2023) - The three homicides from the summer of 2023 continue to require work and resources, although they are getting closer to completion. However, the court process for these when scheduled will create additional demands on staffing and resources. Tentative trial dates have been set for homicide one from May through September. A preliminary hearing for one of the three charged in the second 2023 homicide has also commenced, and extradition dates have been set in March for all three of the accused parties in the third homicide.

Human Trafficking – (February 6, 2025) – Staff at the Anti-Human Trafficking Youth Residence reported finding concerning messages on the cell phone of an 18-year-old resident. Members of CIB attended to speak with the resident, and obtained consent to view messages on the cell phone. The resident did not disclose anything that would constitute human trafficking, nor were the messages indicative of a criminal offence.

Uniform Assistance

Robbery – (February 21, 2025) – Members of CIB and CORE assisted uniform patrol with some video canvassing in relation to an armed robbery that occurred at an east side convenience store just before 11:00 pm on February 21st, 2025 by a masked suspect. The suspect has not yet been identified and the incident remains under investigation.

Assault Cause Bodily Harm (Continuation from January 30th, 2025) – Members of CIB and MMHART assisted uniform patrol with a 71-year-old female victim who'd been previously assaulted by her boarder. The female was transported to hospital for unrelated matters. The accused, a 54-year-old male, was arrested and held for a bail hearing. Due to the uninhabitable condition of the residence, MMHART was requested to complete an assessment with the accused. Victim Services and hospital staff have engaged with the victim. CIB has contacted the victim and family members to connect them with Victim Services and provide additional ongoing support.

Assault – (February 28th, 2025) – Members of CIB assisted uniform patrol with an assault on a peace officer. A male party who had been apprehended under the Mental Health Act had assaulted a patrol officer, resulting in the officer receiving a chipped tooth. Members of CIB submitted a Production Order

to the Ontario Court of Justice – Owen Sound seeking judicial authorization to obtain surveillance footage from Brightshores Health Services to assist with the investigation.

MMHART Statistics

Officer Referrals/ Consultations = 21
Follow Ups = 23
Community Support Consultations/Referrals = 5
Incident Response/Support = 14
Proactive in Community Engagement (hours completed) = 8
STAR cases = 0

Training

Sergeant Retreat Annual Training -D/ Sgt Gurney & A/Sgt Beaney
Front Line Supervisor Course - DC Martin & PC Curry
Hate Crime Course - DC Reid
Major Case Management Course – DC Reid
COYO Conference – PC Beaney

Meetings

Situation Table (STAR) Weekly Meetings – DC Bridgeman, DC Martin, and DC Reid
Anti-Human Trafficking Meeting –DC Martin
High Risk Repeat Offender Team – DC Martin
Child Abuse Review Team – D/Sgt Gurney

Other

DC Martin interviewed a youth female sexual assault victim for OPP Nippissing West who subsequently arrested and charged the accused.

R. vs Hull Pre-Trial motions - DC Martin & DC Bridgeman

Drug Overdose Information

In February 2025 the city had (0) suspected drug related death.

To date, the city has had (0) deaths from suspected drug overdoses.

The year 2024 ended with the Owen Sound Police Service having investigated a total of fourteen (14) deaths from suspected drug overdoses. The year 2023 ended with a total of eleven (11), Six (6) were recorded in 2022, a total of fourteen (14) occurred in 2021 and a total of eight (8) occurred in 2020.

Missing Persons

Active: There are no outstanding missing persons being investigated.

SUBMITTED BY: D. Bishop, Inspector



REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: Auxiliary Board Report – February 2025

TO: Chair and Members of the Owen Sound Police Service Board

DATE: March 26th 2025

REPORT:

In February 2025, the Auxiliary Unit was busy assisting the Uniform Branch with ride-along hours. The volunteer hours accumulated by the Auxiliary Unit totalled 158.

On February 15th, members of the Auxiliary Unit attended the Durham arena and participated in the Polar Plunge, raising money for the Special Olympics.

Members also attended the Coldest Night of the Year event on February 22nd. This unit raised funds to assist individuals experiencing homelessness.

On February 23rd, the Owen Sound Police Service launched an Auxiliary recruitment campaign looking to increase the units compliment. The current compliment stands at 13 plus the Auxiliary Sergeant, and we are hoping to add approximately 5 new members.

SUBMITTED BY:

Inspector D. Bishop



REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: Community Oriented Response & Enforcement Unit – February 2025

TO: Chair and Members of the Owen Sound Police Service Board

DATE: March 26th 2025

RECOMMENDATION(S):

For Information

REPORT:

FOOT PATROL (Hours)	60.5hrs
BICYCLE PATROL (Hours)	n/a
CRIMINAL CHARGES	5
WARRANT ARRESTS	1
PROVINCIAL OFFENCES/ WARNINGS	1 / 5
MOTOR VEHICLE COLLISIONS	1
COMPLIANCE CHECKS	
BY-LAW OFFENCES	

- **FOOT PATROL LOCATIONS**

- The River District
- Safe n Sound overnight warming program/shelter
- Grey County Housing locations
- Non-Profit Housing locations
- Bank vestibules
- Circle K, loitering issues
- Downtown laundromat
- 900 block of 1st Avenue E – complaints of misuse of One Way
- Owen Sound Transit Terminal
- Library
- Licensed Establishments
- Ongoing issues at motels

- **ASSIST UNIFORM PLATOON/ C.I.B.**

- CORE assisted uniform patrol with two separate missing person investigations.
- Assist with MVC investigation and traffic control
- CORE provided field training, coaching new recruit Constable

- Obtained an Authorization letter, permitting OSPS to trespass unwanted people at downtown laundromat on owner's behalf.
- Assisted CIB with canvass for witnesses/CCTV regarding convenience store robbery.

- **INVESTIGATIONS**

- CORE commenced a suspicious person investigation, reported by 3rd party. Investigation is ongoing, sexual assault charges pending.

- **TRAINING / MEETINGS / OTHER DETAILS**

- CORE attended COYO (Committee of Youth Officers of Ontario) conference.
- Attended annual two-day Sergeant meeting.
- Commenced discussion with downtown Circle K regarding improving property conditions to deter loitering and garbage.
- Initiated planning of "graffiti clean-up day". Contacted YMCA Youth diversion manager, to enquire about utilizing charged youth to assist with clean up.
- Online courses, IMS-100

OPERATIONS PLAN:

CORE focused on proactive and high-visibility foot patrol relating to goal CS2 in the River District during impactful times to increase public safety.

CORE also engaged in Bail Compliance and Warrant Apprehension duties.

SUBMITTED BY:

Inspector D. Bishop



REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: Bail Compliance and Warrant Apprehension Team – February 2025

TO: Chair and Members of the Owen Sound Police Service Board

DATE: March 26th, 2025

RECOMMENDATION(S):

For Information

REPORT:

FOOT PATROL (Hours)	4
BICYCLE PATROL (Hours)	0
CRIMINAL CHARGES	14
WARRANT ARRESTS	5
PROVINCIAL OFFENCES	0
MOTOR VEHICLE COLLISIONS	0
COMPLIANCE CHECKS	25

- **COMMUNITY PARTNERS**

- BCWA completed foot patrols in the river district to engage with the community.

- **FOOT & BIKE PATROL LOCATIONS**

- The River District – including a focus on specific concerns identified by the community.
- Safe n Sound overnight warming program/shelter.
- Grey County Housing locations.

- **ASSIST UNIFORM PLATOONS**

- BCWA was assigned to uniform patrol to accommodate for resources.

- **INVESTIGATIONS**

- BCWA charged a male offender for Assault with a Weapon (2 counts), Uttering Threats (2 counts), and Possession of a Weapon for a Dangerous Purpose.
- BCWA charged a female party for FTA Court/Ident and Fail to Comply with Probation Order.
- BCWA arrested/charged a male for FTC with Undertaking x2.
- BCWA charged a male for FTA court and Ident, and FTC with Probation.
- BCWA charged a female for FTC with Release Order.

- BCWA investigated an armed robbery occurrence.
- **TRAINING / MEETINGS / OTHER DETAILS**
 - BCWA member attended the Frontline Supervisor Course at the Ontario Police College.
 - BCWA member attended the Domestic Violence Investigation Course at the Ontario Police College.

OPERATIONS PLAN:

BCWA focused on proactive and high-visibility foot patrol relating to goal CS2 in the River District during impactful times to increase public safety.

BCWA focused on proactive enforcement and monitoring of offenders in the City of Owen Sound.

BCWA is temporarily assigned to uniform patrol to accommodate for resources.

SUBMITTED BY:

D. Bishop Inspector



REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: Front Line Patrol Report and Collision Statistics – February 2025

TO: Chair and Members of the Owen Sound Police Service Board

DATE: March 15, 2025

RECOMMENDATION(S):

For Information

REPORT:

The following report highlights key metrics from OSPS Front Line Patrol, the RIDE program, and Collision Statistics for February 2025.

Front Line Patrol Report:

	Platoon #1-4		Traffic/Part Time Officers	
	February 2025	February 2024	February 2025	February 2024
Highway Traffic Act:	58	100	19	14
Compliance Reports:	4	38		
Recorded Cautions:	31	45	36	5
Liquor Licence Act:		6		1
Criminal Code/ CDSA:	128	165	6	1
Other POA/By-Law:	97	30		1
Foot Patrol:	76	86	18	16

Reduce Impaired Driving Everywhere (RIDE):

There was a total of 17 on-duty RIDE checks in the month of February with 219 drivers checked. Additionally, there were 4 grant funded RIDE programs with 730 drivers checked.

The total statistics for RIDE were:

- 56 officers
- 23 hours
- 949 drivers checked
- 24 roadside breath tests
- 14 HTA Charges or Warnings issued
- 2 - 3 day suspensions

Two impaired driving charges were laid during the month.

Collision Statistics:

Feb 2025 Jan 2025 Feb 2024

Total Collisions:	63	76	44
Collisions - East side	31	39	17
Collisions - West side	12	18	9
Collisions - parking lots	20	19	18
Fail to Remain Collisions	13	7	9
Collisions referred to CRC:	37	34	27
Collisions investigated by OSPS:	26	42	17

FINANCIAL/RISK IMPLICATION(S):

Nil

OPERATIONS PLAN:

“Community Safety” is one of the four strategic priorities of the Owen Sound Police Service Board. Information in this Board report supports the 2023-2026 OSPS Operations Plan’s goals: to address safety concerns identified by the community; to improve police visibility in the River District and at other priority areas; to address controlled substances, firearms, and violent crime; and, to promote road safety.

SUBMITTED BY:

Inspector Jeff Fluney

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD



SUBJECT: **Community Services**

TO: Chair and Members of the Owen Sound Police Service Board

DATE: March 14, 2025

RECOMMENDATION(S)

For Information purposes

REPORT: COMMUNITY SERVICES OFFICER

The following report highlights key engagements of the Community Services Officer in February 2025

Traditional Corporate and Social Media for OSPS (Community Outreach Education/Celebrations/Awareness/Media Releases)

- Employment opportunities, Forensic Identification Presentation at Georgian, Citizens Police Academy, Staying Safe Online, Winter Driving, Valentines Day, COYO Conference, Career Fair-Grey County, Auxiliary, Freezing for a Reason-Special Olympics, #PinkShirtDay

COMMUNITY ENGAGEMENT & COMMITTEE WORK

- Elementary Schools; Alexandra and East Ridge Administration meetings regarding issues at school.
- Wheel & Ride Meeting- Community Partnership
- Citizens Police Academy- Internal Organizing Committee Member
- Youth in Policing- Provincial meeting- OSPS Member
- LEAPPS- Provincial meeting- OSPS Member
- Crime Prevention Action Table- OSPS Member
- School Board Safety Meeting- OSPS Member
- Bayfield Landing- Summer Initiative- Community Partnership
- VTRA planning meetings- Planning Committee

Community & School Presentations/Training

- The Douglas- Seniors presentation on safety online
- The Legion- Common Frauds
- Key Note- Probus- Safety online & protecting privacy
- CAMSafe- Onboarding
- Alzheimer's Society
- Community of Youth Officers Conference- Attended
- VTRA Training- Planning Committee

OPERATIONS PLAN

“Community Wellbeing” is one of the four strategic priorities of the Owen Sound Police Service Board. The work of the Community Services Officer is instrumental in progressing the 2023-2026 OSPS Operations Plan’s goal to build and foster relationships with community groups, specifically the following actions: by educating OSPS members and the community on OSPS partnerships; by focusing on preventative youth programming in cooperation with school board and community groups; and, by fostering and building relationships with diverse groups within the community.

ATTACHMENT(S):



(Pictures L-R- COYO 2025 & Grey Country Career Fair 2025)

SUBMITTED BY:

Jason Cranny, Community Services Officer #569



REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: Lost Hours and Training – February 2025

TO: Chair and Members of the Owen Sound Police Service Board

DATE: March 11, 2025

RECOMMENDATION(S):

For Information

REPORT:

The following report highlights key metrics from OSPS full time members for January 2025, including lost hours due to leave from sick time, short term disability (STD), and Workplace Safety and Insurance Board (WSIB), as well as training opportunities.

Lost Hours:

Month/Year	SICK/STD			WSIB		
	Number of Fulltime Members	Total Number of Shifts (complete and partial)	Total Number of Hours	Number of Members	Total Number of Shifts (complete and partial)	Total Number of Hours
February 2025	15	44	448	2	40	320
January 2025	15	26	252	2	46	368
February 2024	8	25	273	2	42	288

Training:

Members attended the following courses:

- One recruit continued their Basic Constable Training at OPC
- One officer attended the Hate Crime course
- Two officers completed the Front Line Supervisor course
- One officer completed the Major Case Management course
- Two officers completed the IMS-200 course
- One member attended Peer Support training
- One officer attended the Domestic Violence Investigation course
- Two members attended the Committee of Youth Officers of Ontario (COYO) conference

FINANCIAL/RISK IMPLICATION(S):

The loss of scheduled work hours is a potential financial risk and is monitored to ensure a balance with members' physical and mental wellbeing. Financial resources are required to provide ongoing member training which is an essential to updating qualifications, knowledge, and ultimately organizational risk mitigation.

OPERATIONS PLAN:

"Our Members" is one of the four strategic priorities of the Owen Sound Police Service Board. Information in this Board report supports the 2023-2026 OSPS Operations Plan's goals: to promote members' mental and physical wellbeing; and, to promote professional development and training opportunities for all members.

SUBMITTED BY:

Inspector Jeff Fluney

DRAFT

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: **Records, Courts, and Bylaw Report – February 2025**

TO: Chair and Members of the Owen Sound Police Service Board

DATE: March 26, 2025



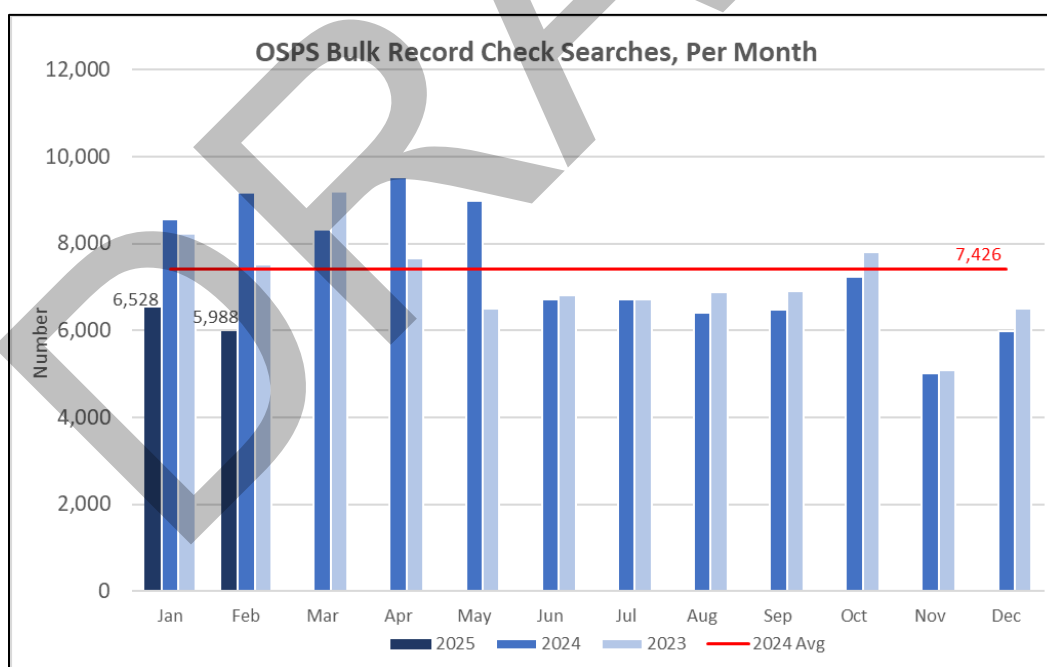
RECOMMENDATION(S):

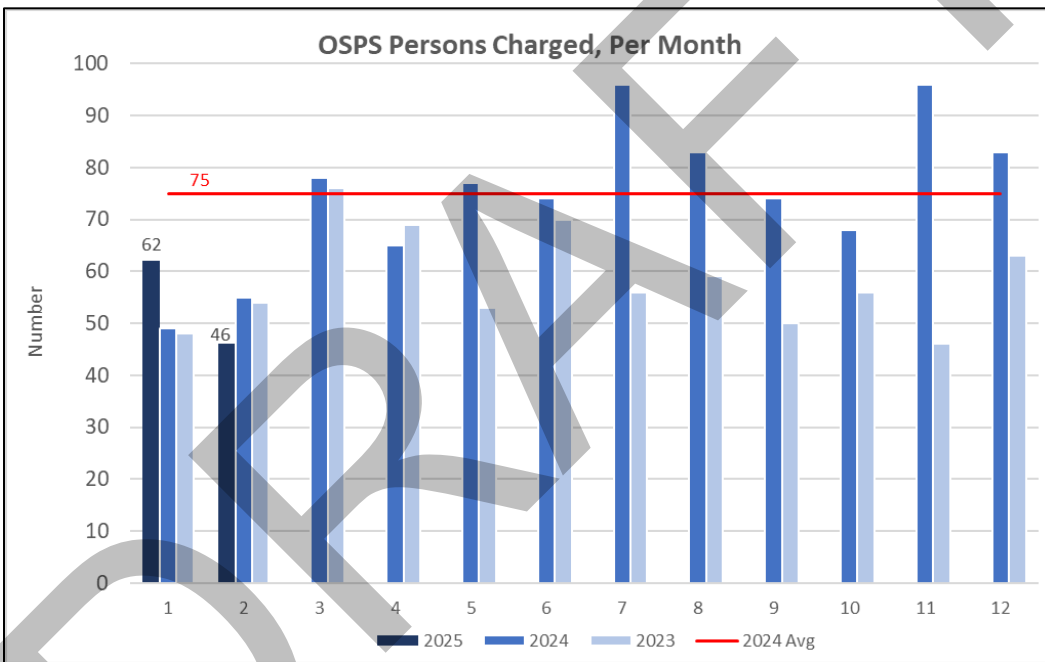
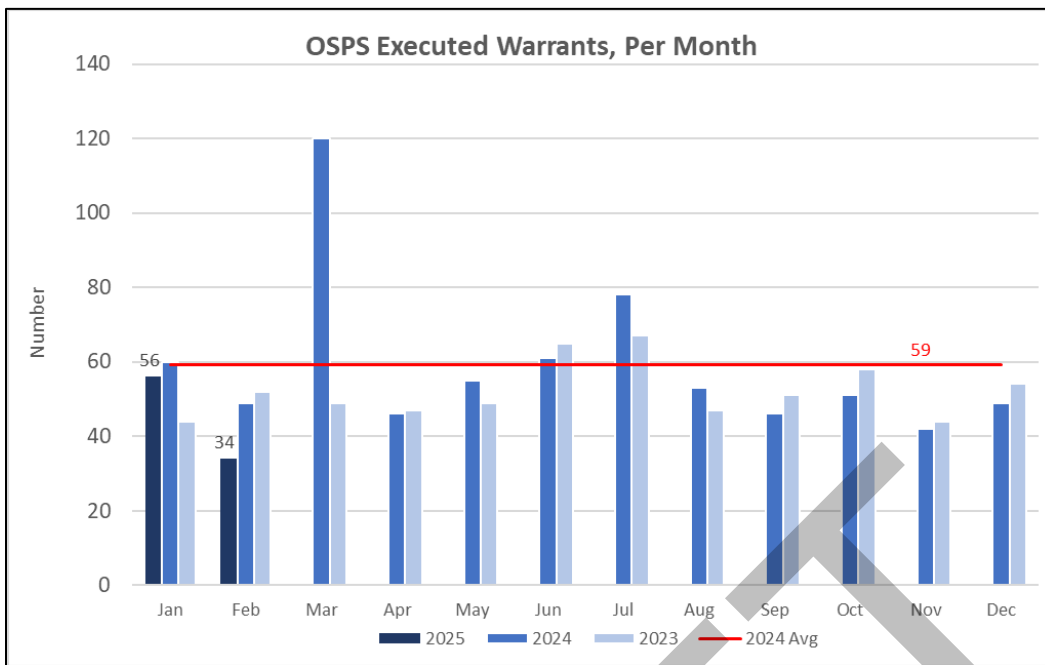
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Report:

Records – February 2025:

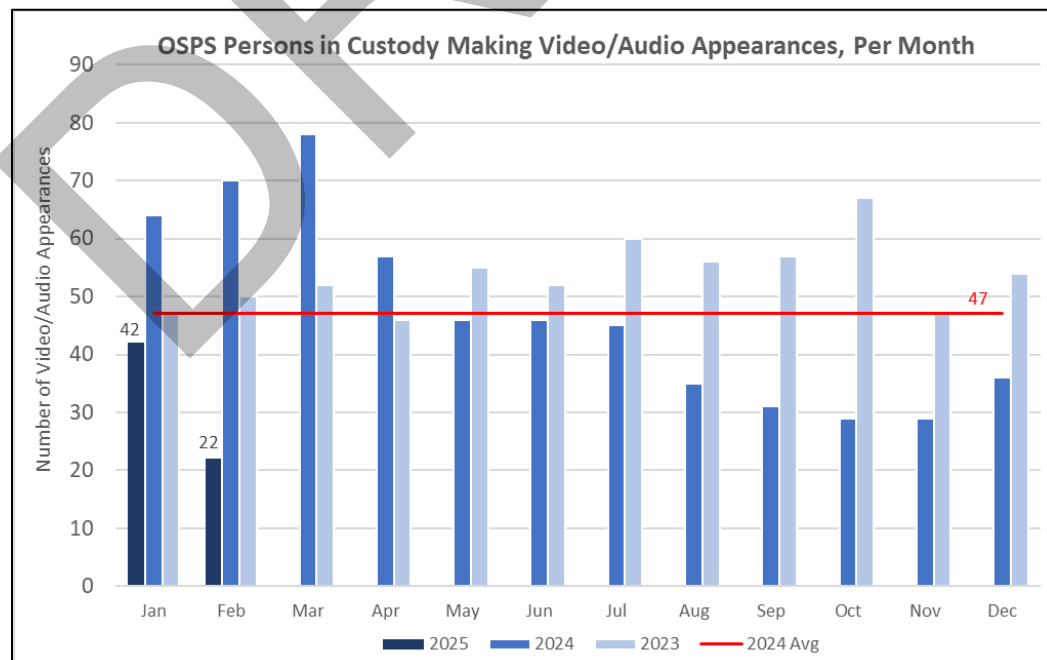
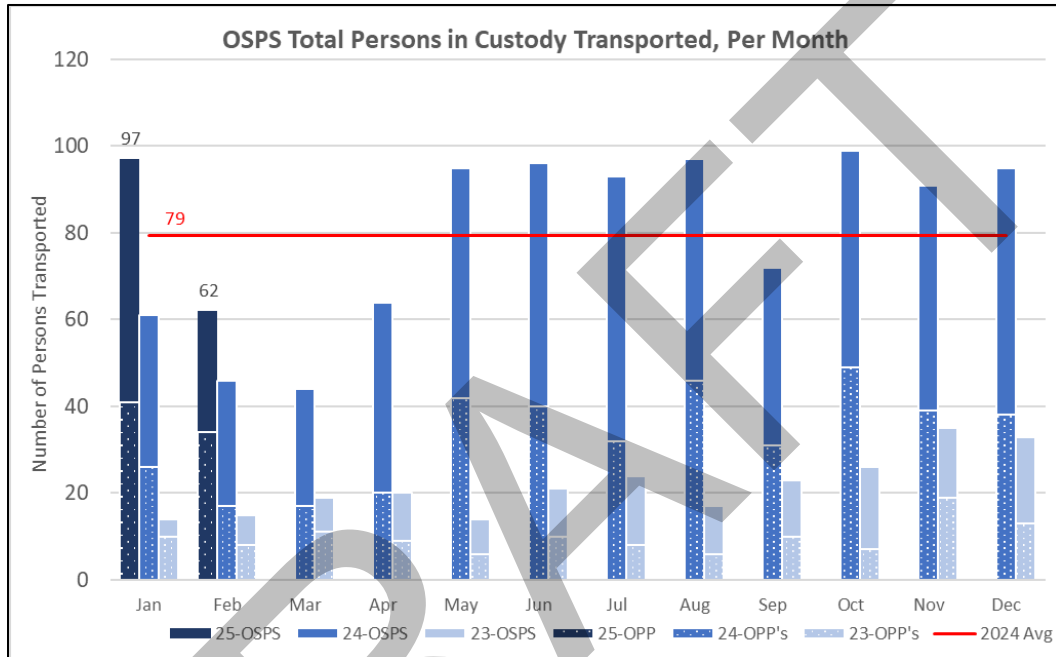
	This Month February 2025			Same Month Previous Year February 2024		2025 Year-to-Date Jan.1-Feb.28, 2025	2024 Year-to-Date Jan.1-Feb.29, 2024	YTD
		Previous Month						
		January 2025	% Change					% Change
Records Services								
Bulk Record Check Searches	5,988	6,528	-8.3%	9,164		12,516	17,720	-29.4%
Executed Warrants	34	56	-39.3%	49		90	109	-17.4%
Persons Charged*	46	62	-25.8%	55		108	104	3.8%





Courts – February 2025:

	This Month	Previous Month		Same Month	2025	2024	
	February 2025	January 2025	% Change	Previous Year	Year-to-Date	Year-to-Date	YTD
				February 2024	Jan.1-Feb.28, 2025	Jan.1-Feb.29, 2024	% Change
Court Services							
Total Custodies Transported	62	97	-36.1%	46	159	107	48.6%
OPP	34	41	-17.1%	17	75	43	74.4%
OSPS	28	56	-50.0%	29	84	64	31.3%
Video/Apearances	22	42	-47.6%	70	64	134	-52.2%
Special Constable Hours	1,271	1,635	-22.3%	1,104	2,906	2,414	20.4%



All Ontario and Superior Courts of Justice for the Owen Sound Courthouse remain as hybrid courts. All new bail arrests by the police services (OPP and Owen Sound Police) are appearing in-person at the courthouse.

A Superior Court matter was relocated to Owen Sound Court from Walkerton. This is a self represented accused who is scheduled for a lengthy trial. The accused has mobility issues, and the Walkerton Court facility was deficient. There were also safety issues due to the facility issues. This matter will require significant staffing resources, and the costs associated should not fall to the police service. There are ongoing discussions with the courts about this matter.

Two Special Constable Resignations for the month of February 2025.

One Special Constable returned to work on modified duties after being of several months from an injury unrelated to work. One Special Constable was injured after slipping in parking lot at the courthouse on their way into work and is currently off on WSIB.

Bylaw – February 2025:

New taxi company and new private transportation company approved. A taxi driver application that had been deferred was approved.

Financial/Risk Implication(s):

Providing court security and transporting persons in custody comes with inherent risk, while the efficient and accurate processing of judicial documentation is foundational to community safety.

OPERATIONS PLAN:

The administrative services within Records, Courts, and Bylaw are essential components of the OSPS Mission to deliver high quality policing services that strengthen public safety and community wellbeing. Community Safety and Sustainability are two of the four strategic priorities of the Owen Sound Police Services Board. As part of the Operational Plan, Court security costs will be assessed and reviewed annually to advocate for a sustainable police funding model.

ATTACHMENT(S):

Nil

SUBMITTED BY:

Krista Fluney, Director, Civilian Services

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: Owen Sound Emergency Communications Centre (OSECC) - February 2025

TO: Chair and Members of the Owen Sound Police Service Board

DATE: March 26, 2025



RECOMMENDATION(S):

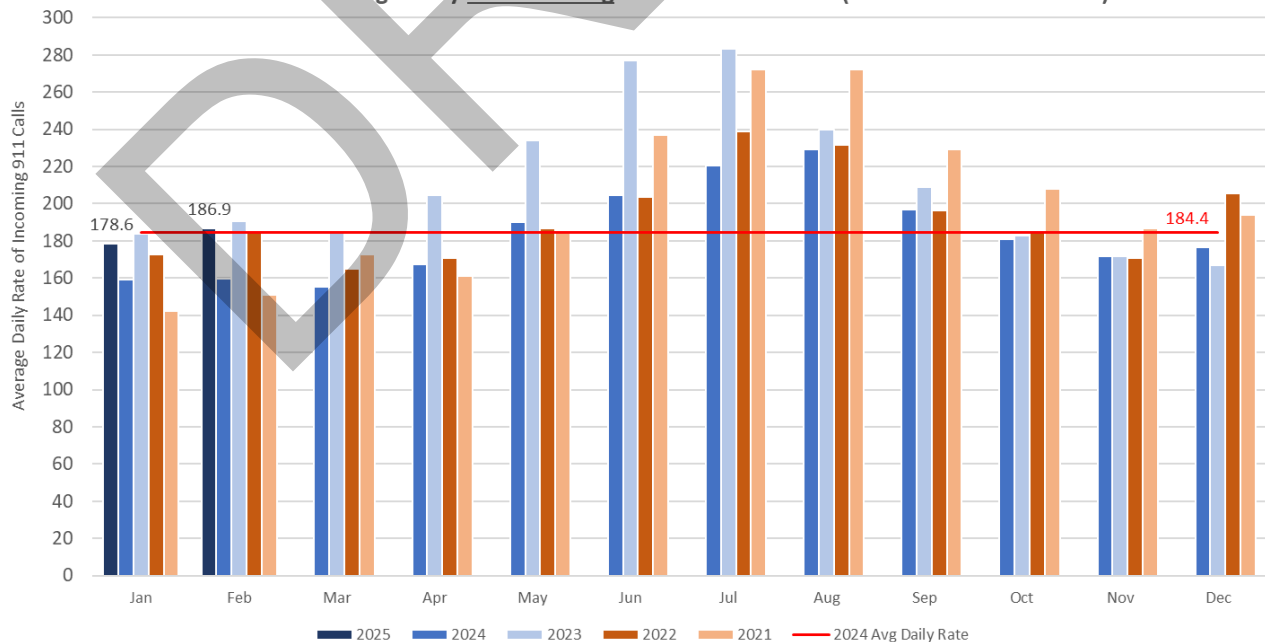
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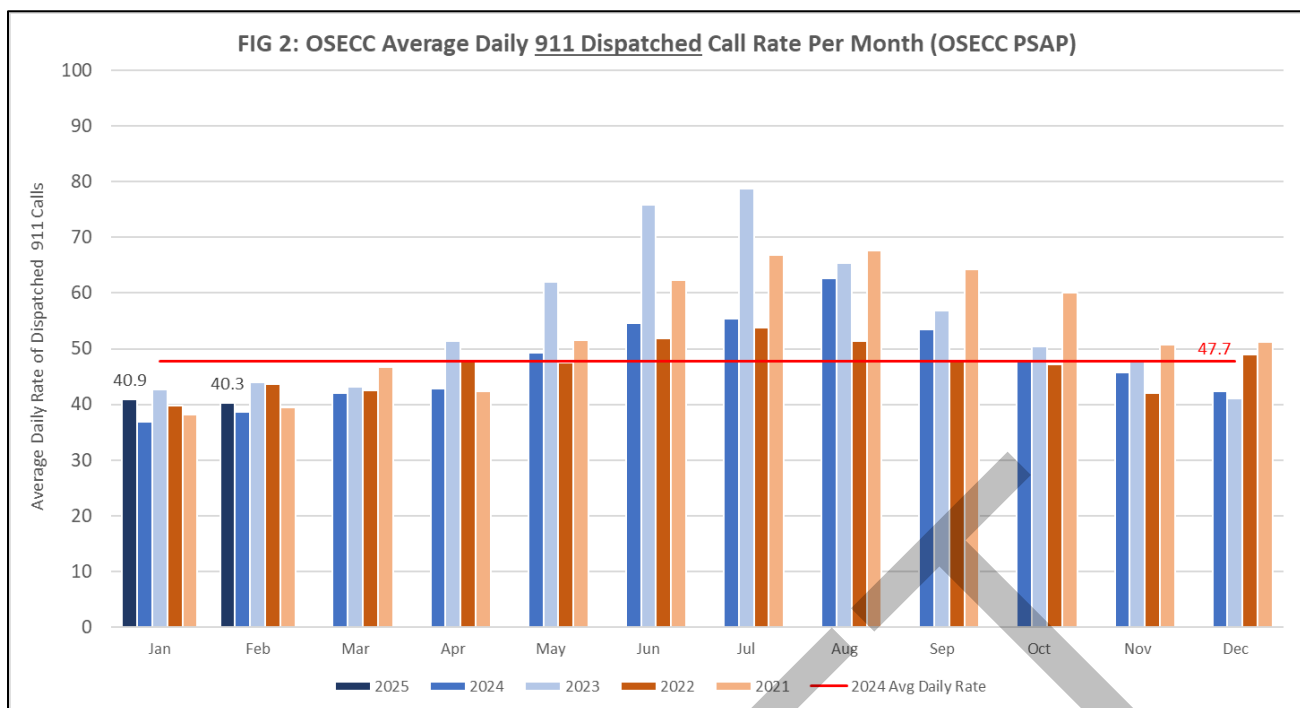
Report:

911 Calls – February 2025:

Source: Bell Flex reports	This Month February 2025	Previous Month January 2025	% Change	Same Month Previous Year February 2024	2025 Year-to-Date Jan.1-Feb.28, 2025	2024 Year-to-Date Jan.1-Feb.29, 2024	YTD % Change
All Incoming 911 Calls (Number)	5,234	5,537	-5.5%	4,629	10,771	9,558	12.7%
Avg Daily Rate	186.9	178.6	4.6%	159.6	182.6	159.3	14.6%
No Answer 911 Calls (Number)	505	468	7.9%	420	973	800	21.6%
Answered 911 Calls (Number)	4,729	5,069	-6.7%	4,209	9,798	8,758	11.9%
Avg Daily Rate	168.9	163.5	3.3%	145.1	166.1	146.0	13.8%
Transferred to Secondary PSAP (Number)	3,601	3,802	-5.3%	3,090	7,403	6,497	13.9%
Dispatched by OSECC (Number)	1,128	1,267	-11.0%	1,119	2,395	2,261	5.9%
Avg Daily Rate	40.3	40.9	-1.5%	38.6	40.6	37.7	7.7%

FIG 1: OSECC Average Daily 911 Incoming Call Rate Per Month (911 Calls + No Answers)





The OSECC operates as both a primary and secondary PSAP. Approximately 70% of answered 911 calls are transferred to another PSAP, while Communicators in the OSECC dispatch about 30% of 911 calls to OSPS, five other police agencies, more than 50 fire stations, and Grey County Transportation.

In February 2025, there were 5,234 incoming 911 calls, representing an average rate of 187 incoming 911 calls per day (Figure 1). Although the total number of incoming 911 calls was less this month compared to the previous month, with three (3) less days in February, the average daily rate in February rose by 4.6%. Year-to-date the overall volume of incoming 911 calls is already 12.7% higher than the previous year (even with the extra leap year day in 2024). With seasonal variations, it is unusual for February's call volume to already be surpassing last year's overall average rate.

In February 2025, the OSECC transferred 3,601 of the answerable 911 calls and dispatched 1,128 of these 911 calls. The average dispatch rate of 911 calls in February (40.3) was similar to January's rate of 40.9 (Figure 2). Year-to-date however, the average daily rate of 911 calls dispatched is up by 7.7%.

Computer Aided Dispatch (CAD) Events – February 2025:

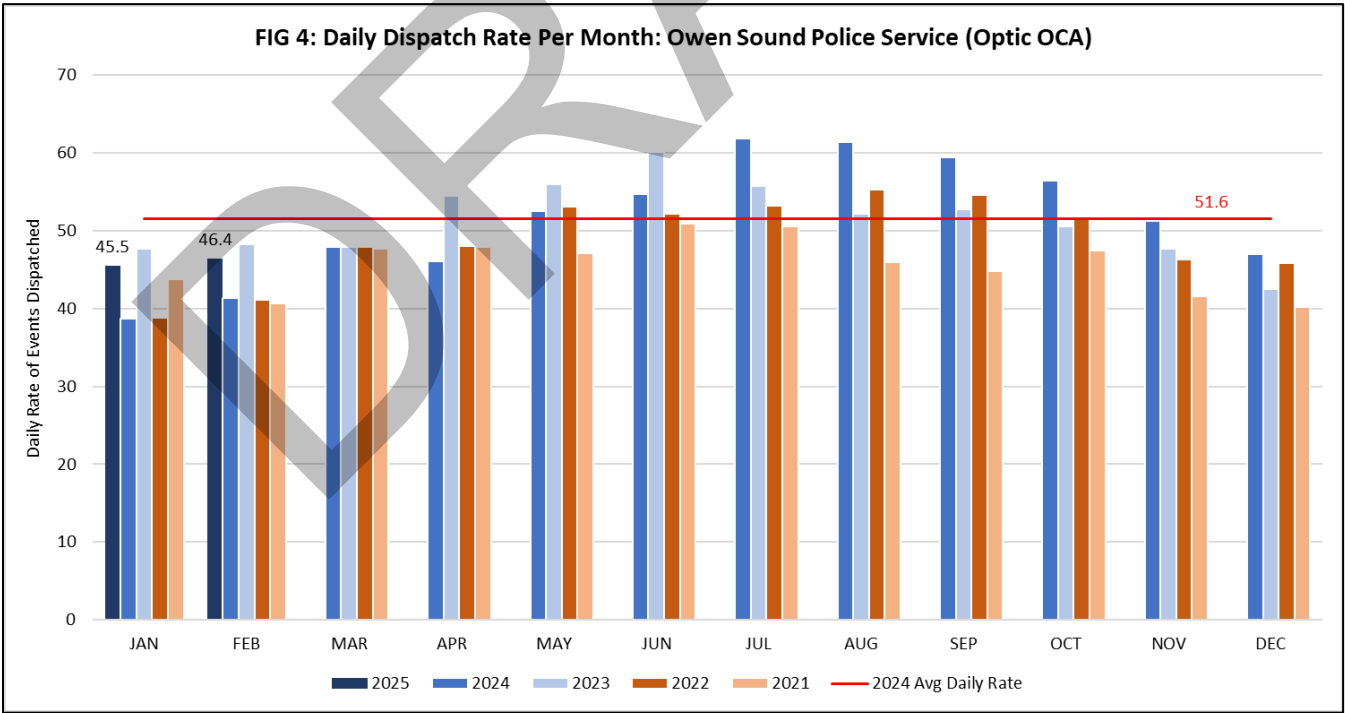
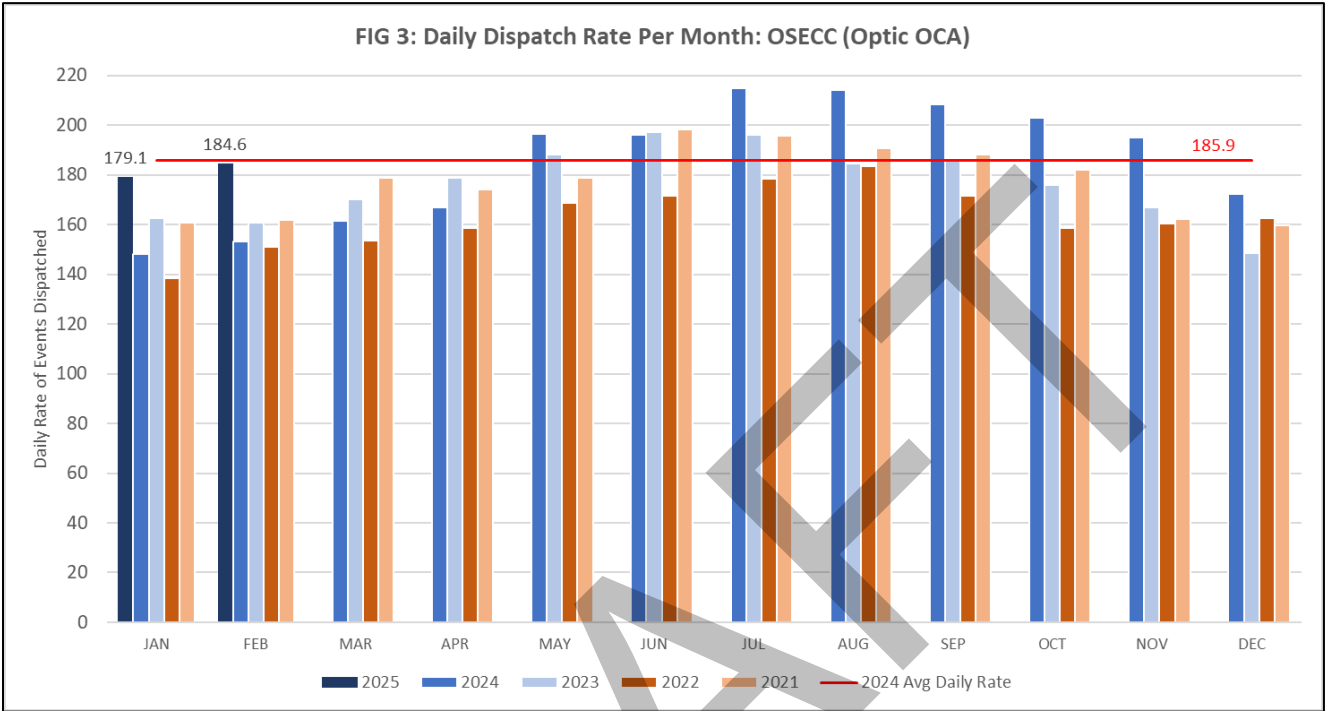
Calls that are dispatched through CAD come from a variety of sources such as the non-emergency (administrative) phone line, walk-ins, officer generated, as well as the 911 emergency phone line.

Source: OPTIC's OnCallAnalytics	This Month February 2025	Previous Month January 2025	% Change	Same Month Previous Year February 2024	2025 Year-to-Date Jan.1-Feb.28, 2025	2024 Year-to-Date Jan.1-Feb.29, 2024	YTD % Change
All CAD Events in OSECC (Number)	5,169	5,552	-6.9%	4,441	10,721	9,038	18.6%
All Police (inc. OSPS)*	4,356	4,744	-8.2%	3,868	9,100	7,724	17.8%
All Fire	529	474	11.6%	395	1,003	871	15.2%
Grey County Transport	284	334	-15.0%	178	618	443	39.5%
OSPS	1,299	1,411	-7.9%	1,198	2,710	2,397	13.1%
All CAD Events in OSECC (Avg Daily Rate)	184.6	179.1	3.1%	153.1	181.7	150.6	20.7%
All Police (inc. OSPS)*	155.6	153.0	1.7%	133.4	154.2	128.7	19.8%
All Fire	18.9	15.3	23.5%	13.6	17.0	14.5	17.2%
Grey County Transport	10.1	10.8	-6.5%	6.1	10.5	7.4	41.5%
OSPS	46.4	45.5	2.0%	41.3	45.9	40.0	14.8%

In February, the OSECC dispatched a total of 5,169 calls or "events", for an average dispatch rate of 185 calls/day in February (Figure 3). Compared to January, this is a 3% increase in the month's daily dispatch rate. Year-to-date however, the average daily rate of dispatched CAD events is 20.7% higher than the same time last year. Seasonal variations, as

previously noted, tend to create lower call volumes in the winter months. With February’s average dispatch rate already at the 2024 overall average, significant increases during the upcoming warmer season can be anticipated

The volume of year-to-date dispatched CAD events have increased in 2025 for all police, fire, and Grey County Transport. Specifically for Owen Sound Police Service (Figure 4), there were 1,299 events dispatched in February, representing an average dispatch rate of 46.4 per day. Year-to-date, the volume of CAD events dispatch for OSPS is up by 13%.



The month of February saw IT extremely busy with NG911 certification and installations. At the time of writing, all configurations for OSPS certification have been completed and testing has begun with its vendors and Bell Canada. This involved multiple weekly meetings and then scheduled labour often after-hours to accommodate the work required while maintaining existing OSPS commitments.

Additionally, IT were involved with implementation of telephone and radio integration systems with the Brockville Police Service and Gananoque Police Service and these projects are nearing completion. IT is currently waiting on Bell Canada to fulfill hardware delivery to complete the projects.

Significant technology updates were completed with Smiths Falls Police Service under contract to OSPS and under direction of our IT department. Many more are planned with completion targeted in June of this year.

Director Hill along with Chief Ambrose and Director Bell-Matheson attended the CACP Interoperability workshop in February, meeting and discussing solutions with vendors and a large number of public safety agency delegates.

One IT member completed all sets of training for Peer Support in February and is now able to assist co-workers within OSPS.

March at time of writing has continued to be extremely busy with RFP deadlines for dispatch, NG911 testing, external client requirements as well as our own Microsoft 365 rollout to better collaboration with the City and Provincial partners.

Financial/Risk Implication(s):

Risk management and contingency planning are integral to the day-to-day operations of a Public Safety Answering Point (PSAP). While the OSECC continues to grow and evolve, OSPS strives to maintain a balance of staffing that best aligns with workload demands, member wellness, emergency response standards, and contracted client expectations.

OPERATIONS PLAN:

Within the 2023-2026 OSPS Operations Plan, six unique actions have been identified as important to reach towards the goal of fostering a sustainable emergency communication centre. In addition, monitoring and publishing emergency response times to priority calls is part of the goal to address safety concerns identified by the community. Also under the strategic priority of sustainability, developing a long-term IT plan that anticipates future IT priorities and demands is an important part of the goal to promote and plan for long-term succession.

SUBMITTED BY:

Suzanne Bell-Matheson, Director, Corporate Services
Chris Hill, Director, Information Technology
Marg Gloade, Strategic Analyst

REPORT TO THE OWEN SOUND POLICE SERVICES BOARD



SUBJECT: Human Resources – January 2025

TO: Chair and Members of the Owen Sound Police Services Board

DATE: March 26, 2025

RECOMMENDATION(S):

For Information

REPORT:

Recruitment:

Recruitment is continuing for Recruit and Experienced Constables. We have interviewed one experienced constable that was thinking of relocating but has since changed their mind. We have attended career fairs for Grey County and at Conestoga College and we are looking at other avenues to attract candidates who may not have considered policing as a career.

We are talking with two experienced Dispatchers about joining the team and hope to do another intake of candidates in the next month.

The Inspector position has been posted and we are also taking applications for Auxiliary Constable.

Staffing Overview:

The following are the staffing changes that have taken place during the month of January.

- Transfers/Promotions
 -
- Retirements/Resignations
 - David Riches, Part Time Special Constable
 - Amber Wilson, Auxiliary Constable

Note: The Board has sent correspondence to members confirming acceptance of their resignations.

- Hires
 - Tara Bird, Part Time Dispatch
 - Georgia Melville, Part Time Dispatch
 - Melani Vandenberg, Part Time Dispatch

SUBMITTED BY:

Wendy Pratt, Human Resources Manager



REPORT TO THE OWEN SOUND POLICE SERVICES BOARD

SUBJECT: Chiefs Activity Report – February 2025

TO: Chair and Members of the Owen Sound Police Services Board

DATE: March 20, 2025

-
- Days Off/Annual Leave – 6 days
 - CACP Interoperability Conference & Quarterly Meetings – 4 days
 - NCO Training – 2 days
 - OSECC Meetings – 14 hours
 - OACP Strategic Planning Forum – 2 hours
 - Policy & Procedure Review – 2 hours
 - Crime Prevention Table & Grey Bruce Community Safety & Wellbeing – 3 hours
 - HR Interviews & Grey County Job Fair – 7 hours
 - Violence Prevention Grey Bruce Leadership Group & Maram IPV Table Meeting – 2 hours
 - HR Interviews – 4.5 hours
 - In-Service Training Dialogue with the Chief, Uniform & Civilian – 11 hours
 - Meeting Inspector of Policing Data Analytics – 1 hour
 - Harmony Centre Small Communities Solutions – 2 hours
 - Community Drug & Alcohol Steering Committee – 2 hours
 - Crown Attorney Pre-Charge Consultation Meeting – 2 hours

SUBMITTED BY:

Craig Ambrose, Chief of Police



REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: ANNUAL REPORT – MISSING PERSONS ACT - 2024
TO: Chair and Members of the Owen Sound Police Services Board
DATE: March 26th, 2025

The Ontario Missing Persons Act of 2018 was enacted in order to provide police with additional tools to assist in investigating missing persons cases.

The Act allows for police officers to make urgent demands to receive certain records, such as financial records, without a normal judicial authorization process such as a search warrant or production order.

Ontario Regulation 182/19 made under the Missing Persons Act stipulates a requirement that a report be prepared annually detailing the number of times these urgent demands were used, and that report is to be made publicly available by June 1st of each year, which is accomplished through publication on the Service website.

Please find attached our Annual Report detailing the single time that the provisions of the Missing Persons Act were used by the Owen Sound Police Service in 2024.

Submitted by:

Inspector D. Bishop



Report to the Board: 2024 Public Complaints

From: Inspector D. Bishop

Date: March 4th, 2025

On April 1st, 2024 the Community Safety and Policing Act (CSPA) replaced the Police Services Act. As of April 1st, public complaints against police are governed under the provisions of Part X of the CSPA. The new Act provides that any member of the public may make a complaint about the conduct of a police officer, and those complaints are to be administered by the new Law Enforcement Complaints Agency (LECA), formerly the Office of the Independent Police Review Director (OIPRD).

LECA receives, manages and oversees all conduct complaints against police in Ontario. Upon receiving a complaint, LECA can elect to: conduct an investigation, screen the complaint out as being not in the public interest to proceed, direct an investigation to be conducted by the police service of the respondent officers or direct an investigation to be conducted by another police service. Complaints not involving officer conduct, such as complaints about a Service's procedures or the policies of a Police Service Board, or the adequacy and effectiveness of a police service, are now the responsibility of the Inspector General of Policing. No such complaints were received in 2024 from the Inspector General of Policing.

In 2024, a total of 11 complaints were initially received by LECA. This compares to 16 received in 2023 (OIPRD). All of the complaints were in relation to officer conduct, as per LECA's mandate. All of the 2024 complaints were received through the LECA stream, none were received in the first few months of the year from the OIPRD.

Of the 11 conduct complaints, 8 were screened out by LECA as being not in the public interest to investigate. Of the remaining three which were screened in for investigation by our Service;

- One complaint was discontinued by LECA when it was determined that the complainant was before the courts on charges related to the complaint.
- One complaint was withdrawn by the complainant after the complainant was shown video footage of the incident that formed the substance of the complaint.
- One complaint was resolved informally after the investigation showed that a new officer missed an important point in a police report, and the report was corrected to the complainant's satisfaction.

There was one OIPRD investigation carried over from late 2023, and in early 2024, the OIPRD screened out the complaint as being not in the public interest to investigate following receipt of information from OSPS that the complainant was before the courts on charges related to the complaint.

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Report to the Board: Police Facility Status and Health and Safety Issues

From: Inspector J. Fluney

Date: March 14, 2025

Communication Centre Renovations

The Communications Centre renovations were completed during 2024 with the opening of the Centre occurring in October.

Facilities Work

Overall the service level by the facilities staff was very good during 2024. The majority of the issues are attended to in a timely manner.

Police Facility Assessment

The Police Building Facility Audit occurred on October 31, 2022. The entire facility was toured by senior police management, City of Owen Sound facilities supervisors and a consultant. This contract was terminated due to the slow progression of the finished assessment. The City hired another company to do another audit/assessment which occurred on April 23, 2023 and involved a tour by City Staff, Police Service Staff and the consultant. A comprehensive assessment report was supplied on June 30, 2023. The report identified numerous issues with the aging building and provided information on what should be prioritized and forecasted costs. This report was provided to the board on July 5, 2023. The main floor staff washrooms are far overdue to be renovated, this becomes even more apparent as more years go by. In 2024, no major projects were undertaken to preserve the building. The front doors of the station and a concrete pad outside the front doors were replaced in the fall-winter of 2024.

Roof Repairs

Work started on March 17, 2023 to clad the rooftop mechanical building which had been identified as a source of water leaks to the second floor of the building during the winter of 2021

and 2022. Additional roofing repair work occurred during December and January 2024. While this work was occurring, the service dealt with additional leaks to the front stairwell which have since been repaired. No roof leaks have occurred since these repairs.

Parking

The service has outgrown its available parking for its service vehicles and staff members. The parking lot also serves as a parking/service area for the Collision Reporting Centre and provides regular and accessible parking stalls for the public. The service had been receiving 3 additional parking passes for staff during the winter months when the lot would lose 2-6 parking stalls due to snow accumulation. It was found that due to the number of staff, additional parking passes were needed year round. It is a daily occurrence that 5 – 10 employees are required to park off site. Parking has not improved in 2024. Additional parking was rented during the time of the Communications Centre renovations at a property across the road from the station. Parking continues to be a challenge, especially during the winter months.

Access Floor – Dispatch and Records

A Health and Safety issue was raised in July 2021 with regard to the floor in the current dispatch location when a chair leg fell into a hole in the aging access tiles. The immediate Health and Safety issue was remedied by replacing the tile with the hole in it. The tiles in dispatch and existing flooring in the records branch had become quite worn with uneven edges etc. The flooring in the Records department and the small cross hallway on the main floor was replaced in September 2022. The new Communications Centre opened in 2024 and at present the old room remains unused. Once this area is repurposed, the floor will need to be replaced.

Brickwork

In March 2019, it was identified by police staff that pieces of brick were falling from the top of the building beside the public entrance. A site inspection determined that there was also brick deterioration on the south side of the building as well. Repairs were made to the front brick work in July of 2019. The brick work on the south side of the building was to be completed in 2020. In 2020, it was determined that other areas of the brick work were showing signs of stress and that brick work would be an ongoing repair project as it deteriorated. It was decided to put siding on the building over the existing brickwork. The project was tentatively set for 2021 however has now been pushed to 2023 due to other priority projects on the facility. A site assessment was completed in October 2022 and April of 2023. The brickwork at the top of the building was found to be worse than originally thought and Diemert has identified the issue as a priority for the building. A further building assessment was conducted by McIntosh Perry in April 2023 which also identified the brickwork as a priority. No work was done on this issue in 2024 and the bricks continue to deteriorate.

Heating/Cooling

There continues to be ongoing issues with the heating and cooling system in the station. When there are major fluctuations in the outside temperature, there are problems with the internal temperature adjusting often resulting in auxiliary heaters being used in offices in the winter and fans with doors being propped open in the summer time. The heating/cooling contractor was at the police building numerous times to deal with issues. On August 8, 2022, several “leaks” were observed on the ceiling tiles of several rooms on the second floor. This stained several ceiling tiles which had to be replaced by facilities staff. It was determined that the dripping water was from sweating pipes as part of the improperly functioning heating/cooling system during high temperatures. The HVAC contractor was again required to attend and repair the system and the ceiling tiles replaced. The “leaks” occurred again in August-September 2023 and again stained the ceiling tiles and required the HVAC contractor to attend. A site assessment/facility audit occurred on October 31, 2023 and April 23, 2023 and identified issues with the aging system. The service continues to experience ongoing issues with the heating/cooling of the station. In late March – early April there were leaks in the ceiling from the heating/cooling system into two closed rooms in the station. In both cases, water damaged paperwork etc that was on desks. The HVAC contractor had to be called in to repair the leaks.

Electric Transformer Unit

A transformer unit at the rear of the station has rusted to the point of having holes in it and has been identified by staff on several occasions as requiring repair/replacement. In November 2019 we were notified that this will take place with Hydro One in 2021 following the 10th Street bridge replacement. In the interim, a piece of plywood has been secured to the front of the transformer. An update was requested in January 2021 which stated that it will be up to Hydro One when this replacement will occur. This unit has still not been replaced and no change in 2024.

Doors and Windows

The windows of the building are very old and it is evident that there is significant energy loss and drafts as the window seals have deteriorated. In 2022 it became even more apparent that the molding around the windows had deteriorated to the point of seeing the outside through the cracks. In 2023 facilities staff cleaned up some of the doors which were deteriorating. A facilities assessment in April 2023 found that the year of manufacture of the windows was 1969. Pending the building of the new Communications Centre on the second floor, the windows will be replaced in that room during construction. Staff continue to deal with cold drafty offices during the winter months. No change in 2024 except that the windows were replaced in the new Communications Centre room and the neighboring gym. The front doors of the station were also replaced.

Elevator and Lobby Security

The elevator in the building has had ongoing problems in previous years requiring service technicians to attend for repairs. This was suggested to facilities for replacement/upgrade for the 10 year capital forecast in August 2021. No further changes in 2022 or 2023 The elevator remains unpredictable as to when it will work properly so staff avoid using it. No change in 2024. The service now has security issues with the elevator. On occasion, homeless persons will warm up in the lobby of the station. Due to the design of the elevator, they are able to access the elevator

which can give access to the second floor of the building. On one occasion, a person accessed the secure area of the second floor of the station, stole an item and left undetected. This person was later arrested and the property recovered. The City of Owen Sound website lists the Owen Sound Police Service as the only 24/7 available washroom in the downtown. This has caused issues as the police service does not have staff to supervise persons using the lobby or washroom. There have been several occasions with the washroom being left in a filthy, unusable condition. Discussions will be required to determine other options as the present situation is causing additional security risks and problems for staff.

Front Desk Security

The service is in discussions with the City on ways to improve the security of the front counter in the lobby of the station. Currently there is a thin plexiglass barrier separating staff and the public. This barrier would not stand up to any type of force applied against it. This was installed as a barrier during the pandemic to prevent the spread of Covid-19. On one occasion in 2024, a person hit the barrier with their hand causing a staff member to fear for their safety. A renovation of the lobby area would require additional changes to the counters to be AODA compliant. These discussions are on going.

Janitorial Services The janitorial services and cleaning of the building by the McKnight family continue to be very good with no complaints.



Report to the Board: Vault Audit

From: Inspector J. Fluney

Date: March 16, 2025

An annual vault/property audit was completed.

The condition of the vault is clean and orderly. There are separate sections of the vault to secure firearms, controlled substances, valuables, alcohol, general property as well as a large property storage garage. Random sampling was conducted on all of these areas and checks were completed to cross reference the entry of the property onto the Records Management System. There were minor issues involving the tagging of property and property linking on the Records Management System that were identified and were addressed. The purging of property no longer required to be in the possession of the police continues to be an issue and takes up space within the vault. Additional assistance was provided to the property officer to assist with the purging of items no longer required.



OWEN SOUND POLICE SERVICE

BOARD POLICY

Issued: 2025

Reviewed:

Revised:

Expires: Indefinite

Rescinds:

GP-022 Shared Services Agreements

Section 2 of *Ontario Regulation 398/23 Alternate Provision of Policing Functions* authorizes a Police Service Board to provide the policing services prescribed in Section 2 using members of another Police Service.

It is the policy of the Owen Sound Police Service Board (the Board) to deal with issues involved in the negotiation and execution of Protocols/Shared Service Agreements to provide for such alternative provision of policing functions.

a) Definitions:

- I. **Adequacy Regulation** - means *O. Reg. 392/23: Adequate and Effective Policing (General)*;
- II. **Board** – means the Owen Sound Police Service Board;
- III. **Chief of Police** – means the Owen Sound Police Service Chief of Police;
- IV. **Member** – means a member of the Owen Sound Police Service;
- V. **Policing Services** - means any function performed by a Police Service or its members in accordance with the *Community Safety and Policing Act (CSPA)* or the *Regulations*;

VI. **Protocol/Shared Service Agreements** - means any verbal or written contract, agreement or understanding relating to the provision of ongoing Policing Services by one board for another, or by the Board for another organization, or for the ongoing sharing of resources in respect of any Policing Services and, for greater certainty, "Protocol/Shared Service Agreements" does not include:

- normal day-to-day co-operation between police services or other organizations, and
- unforeseen operational emergencies.

b) **Restrictions:**

- I. The Chief of Police shall ensure that no Member of the Owen Sound Police Service enters into any Protocol/Shared Service Agreements except in accordance with the provisions of this Policy; and
- II. The Chief of Police shall not execute any Protocol/Shared Service Agreements on behalf of the Board or the Owen Sound Police Service unless such Protocol/Shared Service Agreement, and its execution by the Chief of Police, has been approved by the Board.

c) **Current Protocols/Shared Service Agreements:**

This Section applies to any Protocol in effect as of April 1, 2024.

- I. The Board directs the Chief of Police to review each Protocol/Shared Service Agreement and advise the Board of amendments made necessary by the enactment of the *CSPA* and its *Regulations*, and to follow Board direction to negotiate such amendments with the other Board or Police Service which is party to the Protocol/Shared Service Agreement;
- II. The Chief of Police shall provide the Board with a written report concerning all current Protocols/Shared Service Agreements to which the Board or the Police Service is a party and the report shall contain the following information with respect to each Protocol/ Shared Service Agreements
 - a list of all Protocols/Shared Service Agreement in effect as of April 1, 2024,
 - the parties to each Protocol/Shared Service Agreement,
 - the date and duration of each Protocol/Shared Service Agreement,

- the subject matter of each Protocol/Shared Service Agreement, including which Policing Services are being provided, by whom and for whose benefit;
- the cost consequences of each Protocol/Shared Service Agreement, including those generating revenue for the Police Service and those costing the Police Service money, including personnel costs;
- the date of Board approval, if any, of the Protocol/Shared Service Agreement; and
- confirmation that necessary amendments have been made to the Protocols/Shared Service Agreement as contemplated by C(II) above.

d) Proposed Protocols/Shared Service Agreements:

This Section applies to any Protocol/Shared Service Agreement which is proposed after April 1, 2024.

- I. At the time a Protocol/Shared Service Agreement is proposed, the Chief of Police shall make a written report to the Board containing the following information:
 - the parties to the Protocol/Shared Service Agreement;
 - the proposed duration of the Protocol/Shared Service Agreement;
 - the subject matter of the Protocol/Shared Service Agreement, including which Policing Services are to be provided, by whom and for whose benefit;
 - the cost consequences of the Protocol/Shared Service Agreement, including those which will generate revenue for the Police Service and those which will cost the Police Service money, including personnel costs;
 - if available, a copy of the Protocol/Shared Service Agreement for Board approval, and
 - confirmation that the proposed protocol complies with Section 2 of *Ontario Regulation 398/23 Alternate Provision of Policing Functions*.
- II. Upon receipt of the report set out in Section d (I) above and in deciding whether to approve such Protocol/Shared Service Agreement, the Board shall consider:

- whether such Protocol Shared Service Agreement /is in the public interest;
- the best interest of the Police Service;
- *O. Reg. 392/23: Adequate and Effective Policing;*
- *O.Reg. 398/23 Alternate Provision of Policing Functions; and*
- *the CSPA and Regulations.*

III. The Board may direct the Chief of Police as to any terms or conditions to be included in the Protocol/Shared Service Agreement as the Board thinks appropriate.

e) Annual Report to the Board:

The Chief of Police shall make an annual written report to the Board on or before June 30th of each year containing the following information:

- I. A list of all Protocols/Shared Service Agreement in effect;
- II. The parties to each Protocol/Shared Service Agreement;
- III. The date and duration of each Protocol/Shared Service Agreement;
- IV. A brief description of the subject matter of each Protocol/Shared Service Agreement, including what Policing Services are being provided, by whom and for whose benefit;
- V. The cost consequences of each Protocol/Shared Service Agreement including those generating revenue for the Service and those costing the Police Service money, including personnel costs;
- VI. The date of Board approval, if any, of the Protocol/Shared Service Agreement; and
- VII. A recommendation as to whether or not the Protocol/Shared Service Agreement should be continued on the same or amended terms or discontinued at the termination of the Protocol.

Chair

Date

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