



Owen Sound Police Service Board

2nd Floor Board Room

Wednesday April 22, 2026

PUBLIC SESSION MINUTES

Members Present:	J. Thomson (Chair), M. Koepke (Vice Chair) B. O'Leary, M. Dickson
Management Present:	Chief C. Ambrose, Deputy Chief D. Bishop
Guests:	S. Bell-Matheson – Director of Corporate Services, H. Zehr Police Service Advisor - Inspectorate of Policing
Absent with Regrets:	Inspector T. Doherty, Inspector C. Matheson
Via Zoom:	C. Merton, K. Allan- Director of Corporate Services
Minutes:	K. Wardell

1. Call to Order

Chair Thomson called the meeting to order at 9:01 a.m.

2. Land Acknowledgment

Chair Thomson gave the land acknowledgment.

3. Approval of the Agenda

Member Koepke, through the Chair, requested to add 16 f) Loitering to the agenda.

Moved by M. Koepke, seconded by B. O'Leary.

"That the agenda dated April 22, 2026 with the addition of 16 f) Loitering, 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 or deputations or public questions

6. Confirmation of the Minutes of the Public Session held March 18, 2026.

Moved by B. O’Leary, seconded by M. Dickson.

“That the minutes dated March 18, 2026 be approved.” **CARRIED**

7. Business arising out of the Public Session Minutes of March 18, 2026. HEARING NONE

8. Correspondence received

- a) Crime Stoppers of Grey Bruce January to March 2026 Coordinator's Program Report

9. Chairman’s Report

Chair Thomson reported he will be attending the OAPSB board meeting via Zoom on April 30, 2026.

10. Governance

- a) IoP Presentation

H. Zehr, Police Service Advisor – Inspectorate of Policing, provided a presentation regarding the Inspector General Decisions and Findings Reports. The presentation reviewed forthcoming public reporting processes related to inspection findings, decisions, and directives under the Community Safety and Policing Act, with a focus on enhancing accountability, transparency, and oversight within policing services. Key areas identified in early decisions included governance practices, professionalism in public interactions, adequacy of policing services, and oversight of specialized capabilities and equipment use. Police services were encouraged to monitor the Inspector General decisions, review findings, and incorporate applicable lessons learned into quality assurance and operational practices.

11. Operational Reports

- a) Criminal Investigations Branch and Drug Enforcement/Criminal Intelligence Unit (CIB), Community Oriented Response & Enforcement Unit (CORE) and Bail Compliance and Warrant Apprehension Unit (BCWA)
- b) Auxiliary Unit Report
- c) Front Line Patrol and Collision Statistics
- d) Community Services Office
- e) Training

12. Administrative Reports

- a) Records, Courts and Bylaw
- b) OSECC and IT
 - i. CARA (Community Assistance and Response Agent)

S. Bell- Matheson provided a presentation from the Owen Sound Emergency Communications Centre regarding the implementation of CARA (Community Assistance and Response Agent), an AI-powered non-emergency call management system developed in partnership with Hyper. CARA was launched on March 10, 2026, and operates 24/7 to assist with non-emergency inquiries, report intake, and call routing, while escalating emergencies or complex calls directly to dispatchers. Since implementation, CARA has processed over 5,000 calls with a 24.8% call deflection rate and 2.7% of calls fully resolved through online reporting or email processes. The presentation highlighted multilingual support, real-time transcription, analytics capabilities, and future plans to expand call categories, improve AI performance, and integrate with dispatch systems.

- c) Human Resources
- d) Lost Hours

13. Building and Facility Update

The Building and Facility Monthly Report provided several updates on ongoing maintenance and infrastructure matters at the police service facility. Key concerns continue to include exterior brick deterioration, recurring water leaks during heavy rainfall, HVAC system issues, and parking lot drainage problems, all of which remain under review or awaiting further assessment. Routine maintenance efforts and on-site facilities support

have improved day-to-day repairs, while cleaning services continue to meet expectations. Planned improvements include interior painting, a main floor staff washroom renovation, and enhanced security measures for the front lobby washroom and elevator access. Several larger capital projects, including AODA compliance upgrades and full HVAC replacement, remain long-term priorities with no scheduled completion timelines at this time.

Chair Thomson reported that the Facilities Assessment Working Group will begin work on the development of a draft project charter and terms of reference to support a clear and consistent understanding of the group's scope and objectives. T. Simmons and K. Allan have offered to assist with the creation of the charter.

Chair Thomson advised that the work will include review and consideration of the previous MacIntosh building assessment report. The Working Group will ensure that future facility considerations align with applicable legislative and regulatory requirements, including the Community Safety and Policing Act, health and safety standards, and the Accessibility for Ontarians with Disabilities Act.

The assessment will examine both current and future facility needs of the Owen Sound Police Service, projected growth within the City of Owen Sound and compare existing facilities with anticipated future requirements to support the continued delivery of adequate and effective policing services.

14. Financial Update from the Chief of Police

Chief Ambrose reported that a complete update will be provided at our May meeting.

15. Operating Reports from the Chief of Police

- a) Chief's Activity Reports

16. Other Items and New Business

- a) Hosting OAPSB Meeting October 6th, 2026

Chair Thomson reported that Zone 5 meetings historically host approximately 50 attendees for breakfast and lunch, with venue costs typically covered by the host organization. Chief Ambrose will inquire about the availability of the County facility for the meeting.

Moved by M. Koepke, seconded by M. Dickson

*“That a budget of \$1,000 be approved for hosting the Zone 5 meeting, to provide light breakfast and lunch.” **CARRIED***

b) Neighbourhood Response Team

Chief Ambrose reported that the neighbourhood response team pilot project funded by the Federal Government with funds flowing through Grey County and the local Supportive Outreach Services (SOS) has now ended.

c) Motorola Solutions Purchases HyperYou, Inc. developer of CARA

d) 2026 Staff Appreciation Night

K. Wardell reported that this year’s event will be a sit-down dinner to be held the end of October or beginning of November. The *Owen Sound Police Association* has offered to share the cost with the board for this event.

Discussions were held regarding venue and possible activities for the event.

Moved by B. O’Leary, second by M. Dickson

*“That the board approve sharing half the cost of the 2026 staff appreciation night, up to \$6,000, with the Owen Sound Police Association.” **CARRIED***

e) Owen Sound Police Service January 1st – March 31st Collision Statistics

The information was provided to the Board for information purposes and will be forwarded to the City of Owen Sound Engineering Department.

f) Loitering

M. Koepke requested that the Nuisance Bylaw be brought forward to the May 27, 2026 meeting for Board review and discussion. She also sought clarification regarding responsibility for addressing concerns related to loitering during daytime hours. Chief Ambrose responded that these matters would be the responsibility of the City’s bylaw enforcement division. Questions were raised regarding current enforcement practices and response procedures.

Chief Ambrose advised that City Bylaw Enforcement Division primarily responds to complaints-based matters and noted that concerns related to loitering may also be reported to the Owen Sound Police Service through the general information email at info@owensoundpolice.com for appropriate follow-up and coordination.

17. Motion to move into Closed and Confidential Closed Session

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

“That the board move into closed session and upon termination of the closed session the board move into confidential closed session. These meetings are to review and discuss matters that fall under Section 44 item (2) of the Community Safety and Police Act and Section 25 item b) of the OSPSB General Policy 003- Board Governance to consider:

- a. Educational or training sessions.*
- b. Litigation or potential litigation affecting the board, including matters before administrative tribunals;*
- c. A position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the board;*
- d. personal matters about an identifiable individual, including members of the police service or any other employees of the board;*
- e. labour relations or employee negotiations;”* **CARRIED**

Chair Thomson advised that for those watching the meeting live on YouTube, the livestream would reconnect upon the Board’s return to open session to report out of the Closed and Confidential Closed Sessions. Members of the public wishing to view the remainder of the open session may watch the livestream later on the Owen Sound Police Services Board’s YouTube channel. The video recording of the meeting will also be posted on the Board’s webpage following the meeting

18. Reporting out of Closed Session

In accordance with Section 44 of the Community Safety and Policing Act, 2019, the Owen Sound Police Service Board met in a closed session following the public meeting to discuss items pertaining to:

- a. Approval of minutes of the Closed Session of the Owen Sound Police Service Board meeting held on March 18th, 2026; and
- b. Matters regarding Board Training

Direction was made for the Chair to request a review of the protocol agreement at the board’s May 27, 2026 meeting.

19. Reporting out of Confidential Closed Session

In accordance with Section 44 of the Community Safety and Policing Act, 2019, the Owen Sound Police Service Board met in a confidential closed session following the closed session meeting to discuss items pertaining to:

- a. Minutes of the Confidential Closed Session of the Owen Sound Police Service Board Regular Council meeting held on March 18th, 2026 and
- b. Matters related to Staffing and labour relations
- c. Matters related to SIU investigations

No decisions were made during the meeting and no direction was provided.

20. Termination of the Public Meeting

Having completed all of the business items listed on the agenda Chair Thomson terminated the open meeting at 12:10p.m.

Next Meeting: May 27th, 2026