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# PUBLIC COMPLAINTS INCREASE AGAINST OFFICERS

The number of public complaints about officer conduct is up slightly in 2018.

A staff report indicated there have been 50 public complaints in the first six months of 2018, compared to 42 over the same time period last year. That remains a low number considering the hundreds of thousands of police-public interactions each year.

Public complaints are sent to the Office of the Independent Police Review Director (OIPRD), which can either retain the complaint and investigate, or send it to any police service for investigation. The OIPRD screened out or closed 18 of these complaints for a variety of reasons.

Of the remaining 32 complaints, two were retained by the OIPRD for further investigation

and the remainder were sent to the DRPS Professional Standards Unit to resolve.

CRC Handling Fewer Collisions The number of collisions being reported to the centralized Collision Reporting Centre (CRC) dropped slightly in 2017, but the Centre still saves lots of frontline officer time.

In 2017, the CRC processed 4,553 collisions, down from the 4,791 collisions processed in 2016. In the first five months of 2018, a total of 1,823 collisions have been processed at the CRC, involving 3,042 drivers and generating 427 charges.

Given an average amount of time of 90 minutes for a frontline officer to respond to and process a minor collision, the CRC saved the equivalent of almost five full-time police officers for the DRPS.

Also in 2017, a total of 1,366 charges were laid by officers at the CRC (in 28.5 per cent of collisions reported) which is one of the highest rates of any CRC in Ontario.

### Business Plan Scorecard

The Board received a positive performance update on the goals and objectives identified in the DRPS 2017- 2019 Business Plan.

A detailed scorecard on 92 key performance indicators was reviewed by the Board. Some successes identified in the scorecard (comparing 2017-Q1 to 2018-Q1) include:

- 77 per cent of cases brought forward to Durham Connect (a community hub table) resulted in overall risk being lowered. That's up from 66 per cent in the first quarter of 2017
- The number of motor vehicle

injury collisions per 1,000 registered vehicles declined from 3.77 to 3.57

- The number of Tweet impressions increased from 3.2 million to 4.7 million

- Victim referrals increased from 217 to 246

- The number of education presentations to youth increased from 222 to 237

- The total fraud losses among the senior population declined from \$278,000 to \$183,000

- The percentage of police officer applications from diverse backgrounds increased from 23 per cent to 35 per cent

Influences on Staff Deployment A staff report on the current status of the DRP workforce confirmed 11.5 per cent of officers and 17.8 per cent of civilian employees are not fully deployable due to mental or physical injury, suspension or maternity/paternity leave.

A total of 47 officers are on permanent or temporary accommodation due to injury. Another 30 are on WSIB claims. Of the 876 sworn authorized positions, 749.5 officers are fully deployable.

Of concern to the Board is the continuing increase in WSIB claims in the past few years. In June 2016, there were three officers off work on WSIB claims and another nine working, but in accommodated positions. In June 2017, those numbers increased to 11 and six. In June 2018 they increased again to 20 and 10.

The DRPS currently has 101 officers and 54 civilians not fully deployable. A further report with additional analysis and recommendations will come back to the Board at its September 2018 meeting.

### Fewer 911 Calls

The Communications/911 Unit received 3.5 per cent fewer 9-1-1 calls in 2017 compared to the previous year.

The Unit answered 178,020 calls on the 911 emergency phone lines in 2017, compared to 184,447 calls in 2016. In 2015 there were 166,334 emergency calls as new technology was being introduced to improve the capture of more "pocket dial" and dropped calls. In addition, there were 373,288 calls received by Comms/911 on both internal and external nonemergency phone lines in 2017. This is a 10.6 per cent increase from the 337,356 calls received in 2016. This volume resulted in 114,975 citizen-generated calls for service in 2017, a 3 per cent increase from 2016. As of May 31, 2018, the Comms/911 Unit received 47,274 citizen-generated calls for service, consisting of 3,086 emergency calls, 13,266 urgent calls and 30,922 routine calls.

FOI Requests In 2017, the DRPS Freedom of Information (FOI) Unit received 1,449 access to

information requests.

This number is a slight decrease from the previous year, which totaled 1,458 requests.

At the end of 2017, the DRPS was able to once again report a 100 per cent compliance rate in meeting the legislated response time for FOI requests. The FOI Unit is staffed with three fulltime analysts, one FOI Coordinator and continues to utilize the assistance of one other member in the capacity of a learning opportunity.

### Increasing Use of Twitter

The Corporate Communications Unit is relying on Twitter more and more to share information with citizens and the media.

Each year, the DRPS issues about 760 formal media releases, keeping the community informed about major investigations, unsolved crimes and

missing persons. In addition to these media releases, stand-alone news tweets were also utilized for more time-sensitive issues.

In 2017, 423 of these stand-alone tweets were issued, bringing to 1,188 the total number of public statements issued by the Unit. In 2016, the two streams combined to total 995 public statements.

Durham Regional Police services play a crucial role in protecting the safety of the community. The community at large appreciate their professionalism and talents to keep us safe.

The fact that complaints are slightly up only means that they take the community concerns very seriously and look into each one on it's merit.



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