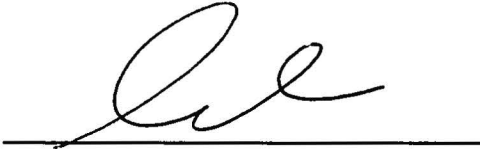


The Hamilton Police Service will continue to monitor all towed vehicles to ensure proper procedures are followed.

A handwritten signature in black ink, appearing to read 'De Caire', is written over a horizontal line.

Glenn De Caire
Chief of Police

GD/D. Calvert

HAMILTON POLICE SERVICES BOARD

-INFORMATION-

DATE: 26 March 2015

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Glenn De Caire
Chief of Police

SUBJECT: *Year End Report: False Alarm Reduction Unit 2014*
(PSB 15-023)

BACKGROUND:

This annual report provides a summary of statistical information concerning false alarm dispatches, registrations, appeals, outstanding payments, collections and suspensions.

1. False Alarm Response

Exhibit 1.1 shows the trend in false alarm response from 2010 to present.

Exhibit 1.1 – Trend: False Alarm Response

Year	Alarm Calls Responded To	Alarm Calls Deemed to Be False	% of False Alarms
2010	4532	4342	95%
2011	4754	4553	96%
2012	4466	4248	97%
2013	4816	4577	95%
2014	4405	4209	95%

The goal of the Service is to increase public awareness of the impact of false alarms on police resources. The False Alarm Reduction Unit provides information to the public through various means including but not limited to bulletins, newsletters and updates on our HPS website.

2. Registration

The old By-Law requires monitoring stations pay for registration for all monitored customers for the initial year for newly installed alarm systems. They shall provide the information of the customer and the payment for registration, \$24.00 for a residence and \$48.00 for a non residence. Subsequent renewal of registration is the responsibility of the alarm user.

At the time of this report there were 36,788 premises on our database.

The new By-Law regulating false alarms was approved by the Police Services Board on September 15, 2014. The new By-Law is currently being implemented and takes effect on July 1, 2015.

3. Appeals

The majority (68%) of false alarm appeals indicate mechanical failure of the system as the cause. Common causes of mechanical failure are outdated equipment, improper installation and lack of regular maintenance. User error is cited for 12% of received appeals.

Appeals of this nature require the false alarm invoice to be paid; however the alarm count is reduced once a work order has been received confirming repairs completed.

Appeals based on a criminal event (6%) must be supported by an Officers report. Once confirmed as valid, the invoice is reversed and the alarm count is removed from the customer account.

Denied appeals make up for 14% of appeals.

4. Payments Outstanding

This includes delinquent account statistics and collections information.

Exhibit 4.1 illustrates the amount of past due letters sent to premises. Thirty days following the final notice a collection fee is added and then sent to collections.

Exhibit 4.1 – Past Due/Collection Fees

	2010	2011	2012	2013	2014
30-Day Past Due	1,439	1,531	1,335	1,500	1,479
Final Notice	759	749	828	734	769
Total Past Due	2,198	2,280	2,163	2,234	2,248

In April 2005, the Hamilton Police Service entered into a contract with ARO Solutions Inc. to collect payment on outstanding invoices. The collection fees for ARO are recorded on a computer database and deposited in a separate point of sale account from false alarms. Customers may pay ARO or Hamilton Police Service for fines sent to collections.

As of December 31, 2014, there were 303 accounts totaling \$36,920.00 in unpaid invoices sent to the collection agency (amount does not include collection fees). ARO has facilitated the collection of \$23,253.68 of which \$7,326.68 was paid directly to ARO and \$15,927.00 was paid to HPS. This Service and ARO will continue to attempt to collect on outstanding invoices. Exhibit 4.2 illustrates the remaining invoices in collections.

Exhibit 4.2 – Outstanding Invoices Remaining in Collections (at 12-31-13)

Year	Number	Amount Due
2013	109	\$14,745.90
2014	157	\$19,061.85
Total	266	\$33,807.75

As per bad debt policy in effect, current plus two (2) years of bad debt are written off so previous years balances are zero.

5. Suspensions

The Hamilton Police Services Board By-Law 02-001 allows for the suspension of a premise on the fourth false alarm and for non-payment. Notices of Suspension for non payment are issued to accounts with outstanding balances exceeding 100 days in collections. Exhibit 5.1 shows the breakdown of those suspensions.

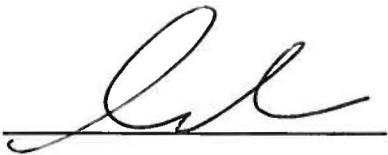
Exhibit 5.1 – Record of Premises Suspended

	2010	2011	2012	2013	2014
Suspended - 4th False	80	60	65	54	72
Suspended for Non Payment	144	126	80	85	114
Total Active Suspensions	224	186	145	139	186

6. Revenue Summary

The Hamilton Police Services Board current By-Law 02-001 allows for the collection of false alarm fees, reinstatement fees and registration fees to recover the costs of false alarms to the Service. The following is a summary of the revenue generated by the False Alarm Reduction Unit in the last five (5) years:

2010	\$464,635.12
2011	\$452,952.41
2012	\$416,925.77
2013	\$450,193.76
2014	\$453,396.46



Glenn De Caire
Chief of Police

cc: David Calvert, Superintendent, Support Services
Will Mason, Inspector, Support Services
Barry Stoltz, Sergeant, Support Services
Paula St. Aubin, Alarm Program Administrator

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2015 March 26

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Glenn De Caire
Chief of Police

SUBJECT: *Year End Report: Freedom of Information Branch Statistics 2014 (PSB 15-024)*

BACKGROUND:

The Hamilton Police Service Freedom of Information Branch maintains annual statistics on the number of requests received for the release of information within local police data banks. This includes, but is not limited to, incident reports, audio and visual recordings, crime scene or other investigative photographs, officer's notes, relevant correspondence, and any other record or document to which the applicant is eligible to access. Access requests fall under two categories: Personal Information and General Records.

The following is a summary of requests received during 2014:

Personal Information	General Records	Total Requests
579	607	1,186

These figures are very close to the numbers reported for the 2013 calendar year.

While volumes have remained more or less constant over the past years, the complexity of the files has increased significantly. Files are more voluminous due to the type and detail of information sought, and in more recent years, decision appeals have also increased. Accordingly, the time spent on individual files has grown considerably, particularly when the decision to deny full or partial release is denied resulting in an appeal to the Information & Privacy Commission.

For several years, the Hamilton Police Service Freedom of Information Branch consistently ranks third in the province (behind Toronto and Peel) in volume of requests to municipal police services and maintains an acceptable compliance rate in providing a response within the legislated timeframes.



Glenn De Caire
Chief of Police

GD/M. Shea

cc: Ken Weatherill, Deputy Chief, Field Support
Mike Shea, Superintendent, Corporate Services
Darlene Shepherd, Freedom of Information Coordinator

HAMILTON POLICE SERVICES BOARD
- INFORMATION -

DATE: 2015 March 26
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Glenn De Caire
Chief of Police
SUBJECT: *Year End Report: Police Auction Revenue 2014*
(PSB 15-025)

BACKGROUND:

Police Auctions Canada is contracted to the Hamilton Police Service (HPS) to provide re-sale services for found and seized property eligible for public auction. Items are sold on the Police Auctions website, 'as-is' with no reserve bids.

At the end of each month, the contractor provides the Service with a detailed listing of the successful bids for each item sold, including the purchaser's information, and withholds a portion of the sale as their approved commission.

In 2014, the Service received \$16,504.98 in net revenue from auction sales of disposed property. All revenue received from net sales is deposited to the HPS Auction Account.


Glenn De Caire
Chief of Police

GD/M. Shea

cc: Ken Weatherill, Deputy Chief, Field Support

Mike Shea, Superintendent, Corporate Services

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2015 March 26

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Glenn De Caire
Chief of Police

SUBJECT: *Year End Report: Communications 2014*
(PSB 15-027)

BACKGROUND:

The Hamilton Police Service Communications Section consists of the Communications Centre, Switchboard and the Alarm Program. It is the Public Safety Answer Point (PSAP) for residents of the city of Hamilton, and non-residents and motorists passing through the city on the Queen Elizabeth Way (QEW), The Lincoln Alexander Freeway / Red Hill Valley Parkways and Highways 403 and 401, who call 9-1-1.

This Annual Report provides both narrative and statistical summaries of significant activities affecting Communications during 2014. An independent report addresses Alarm Program activities.

ACTIVITY

TELEPHONE	2014	2013	2012
Total calls answered in Communications:	371,541	377,590	401,426
9-1-1 calls answered	188,732	183,555	201,658
Administrative calls answered	182,809	185,048	190,096
CAD	2014	2013	2012
Total CAD events created by HPS	289,721	285,913	303,520
Total CAD events created by Communications:	266,363	232,775	293,714
Events created by Call Takers	209,065	204,727	219,577
Events created by Dispatchers	21,824	23,117	25,635
Events self generated by mobile officers	35,474	49,631	48,502
CAD events receiving mobile response	76,835	69,734	76,011
CAD events to Telephone Reporting Centre	11,295	12,268	12,133

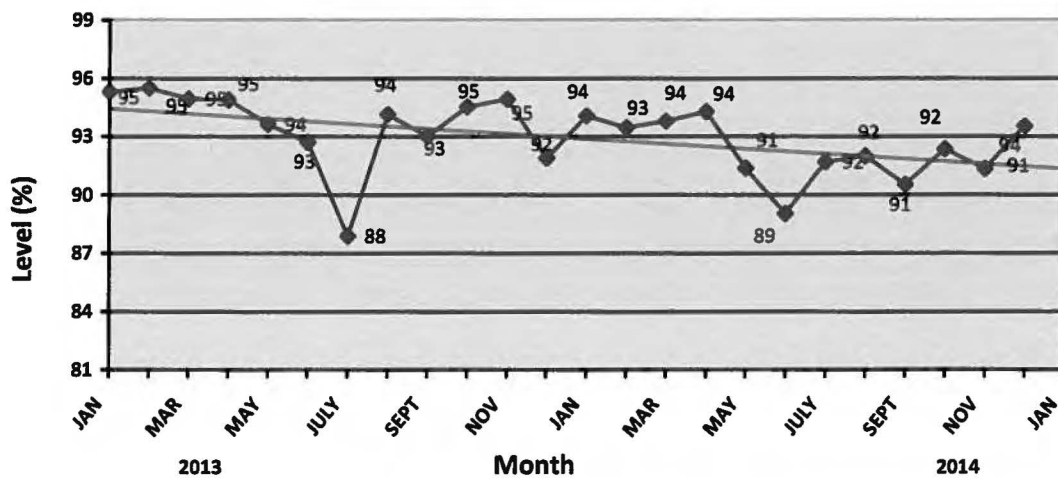
Total Advised Events	155,136	140,994	178,548
Ambulance Advised Events	39,264	38,330	37,035
Fire Advised Events	3,363	3,589	3,584
9-1-1 Advised Events	52,494	48,538	78,033
OPP Advised Events	3,948	3,863	3,850
Cellular Advised Events	56,067	50,154	56,046

The above table illustrates telephone call volume and Computer Aided Dispatch (CAD) events created during 2014. Comparison with the two (2) preceding years is also provided.

Telephone calls to Communications decreased 1.6% in 2014 over those answered in 2013. The total CAD events increased 1.3% when compared to 2013 figures. The number of 911 calls increased 7.5% when compared to 2013 figures and decreased 6.8% over the three-year period from 201,658 in 2012 to 188,732 in 2014. A review of administrative calls showed a decline of 2.9% in 2014 to 182,809, down from 185,048 in 2013.

The Call Center 7 telephone software continues to distribute calls efficiently. With the "forced answer" feature, calls are answered as soon as a Call Taker's telephone is available. Service levels have improved and consistently met or exceeded our 90% target. The annual service levels have increased from an average of 72% before Call Center 7 / Symposium, to an average of 92.16% in 2014.

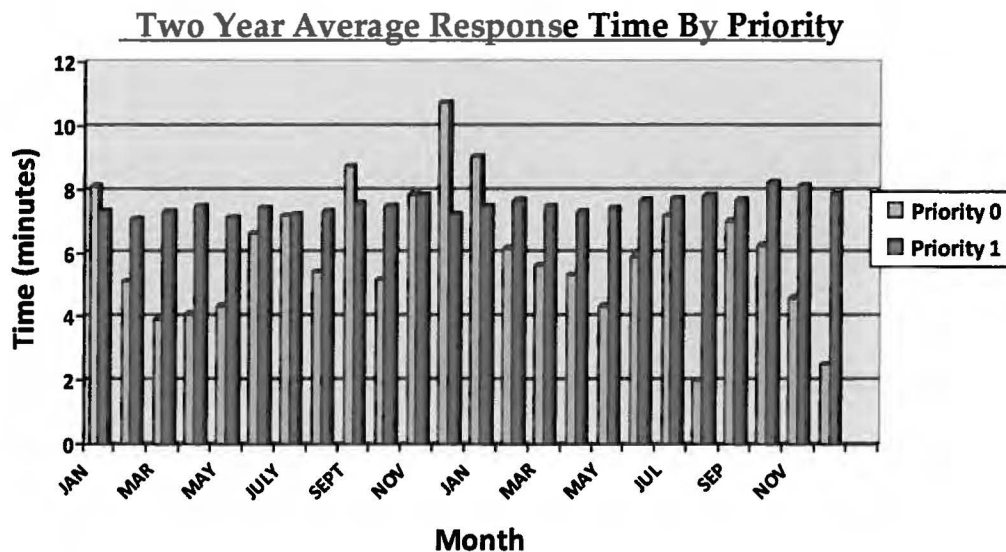
9-1-1 Two-Year Service Levels



Communication's efficiency in administering service requests are measured at two critical points. First, the ability to answer telephone calls and second, monitoring the manner in which each call is processed. Telephone answering performance is measured through Service Levels - the percentage of 9-1-1 calls answered within two (2) rings and non-emergency calls answered within three (3) rings.

Communications received 371,541 telephone calls in 2014, resulting in the creation of 289,721 CAD events. Some of those events were diverted to other agencies: Fire-(3,363), Ambulance-(39,264), OPP-(3,948), etc., and a number were dealt with through telephone reporting by our Telephone Reporting Unit (TRU). The number of calls processed by TRU decreased last year. In 2014, almost 30% of reactive CAD events received a mobile Patrol response. Once a mobile response was deemed appropriate, the Priority Response System (PRS) ensured the most serious calls were dispatched as quickly as possible. Success is measured through response times and remains relatively consistent over time.

Including "Priority 0" in the PRS continues to have very positive impact on critical response times. Through 2014, there were 92 Priority 0 Events created, up 15 from the previous year. During the same 12 months there were 19,236 Priority 1 Events created - an increase of 3,197 from the previous year. The following chart shows that when a Priority 0 is assigned, officers are arriving on scene an average of 1.86 minutes faster than for a Priority 1 Event.



<i>Times</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>
<i>Priority 0</i>	9.04	6.16	5.61	5.31	4.33	5.89	7.17	2.00	7.00	6.25	4.60	2.50
<i>Priority 1</i>	7.48	7.65	7.49	7.32	7.44	7.67	7.74	7.80	7.65	8.22	8.14	7.90

One (1) full-time Communications vacancy was filled in 2014 by a full-time member within the HPS.

Training included new-hire training sessions for seven (7) part-time Communicators in 2014. Communication's staff received 8.5 hours of training as part of the Communications Yearly Development (CYD). To further improve operator skills Communications identified Squad "trainers" to facilitate radio functions training. Supervisors were responsible to initiate and track this training.

Additional training included:

- Block Training for all members.
- Civilian Supervisors Training (HPS Training Branch).
- Four Supervisors attended the "Ultimate Training Day" in Halton.
- Two members attended HPS Crisis Intervention Team training.
- The Association of Public Safety Communications Officials (APCP) conference in Vancouver was attended by one member.
- Two members attended the Ontario Police College (OPC) Advanced Communications Techniques Course. Two Acting Supervisors attended the OPC Civilian Supervisor Course.
- One member attended the Communicator Conference hosted by Police Associations across the Province.



Glenn De Caire
Chief of Police

GD/D. Calvert

cc: Superintendent Dave Calvert, Support Services
Inspector Will Mason, Support Services

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2015 March 26
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Glenn De Caire
Chief of Police
SUBJECT: *Year End Report: Active Rewards 2014*
(PSB 15-031)

BACKGROUND:

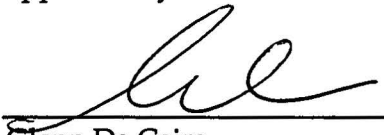
In compliance with the Hamilton Police Service Rewards Policy (P&P 4.1.25), this year-end report is submitted in relation to the number, and status, of all current Rewards offered to further investigations and solve crimes.

In exigent circumstances, it may become necessary for the Chief of Police to seek the approval of a Public Reward in advance of a scheduled meeting of the fully-constituted Board. In such circumstances, it is advisable and most practical that the Chief of Police seeks the approval for the Public Reward from the Chair of the Board and then brings the recommendation to the fully constituted Board at its next regularly scheduled meeting.

As cited in the attached spreadsheet, at the end of 2014, our Service currently has approved funds secured in the City of Hamilton Finance Department for 15 cases.

In 2014, there was no change from the previous year. No Rewards were removed from our bulletins or from our Police Reward Reserve Account.

Any advertising or publication notices with respect to Reward monies shall first be approved by the Police Services Board, upon recommendation of the Chief of Police.



Glenn De Caire
Chief of Police

GD/M. Schoen

Attachment: *2014 Year-End Active Rewards – Hamilton Police Service*

2014 ACTIVE HAMILTON POLICE SERVICE REWARDS

NAME OF VICTIM	TYPE OF CASE HOMICIDE / MISSING PERSON	YEAR REWARD OFFERED	AMOUNT OF REWARD	ORIGIN OF REWARD	PSB REPORT #	EXPIRY DATE
LAX, Morris	Homicide	1993	\$2,675.00	Regional Council Through the Police Services Board	93-036b	Indefinite
GILLINGS, Helen	Homicide	1995	\$10,000.00	Regional Council Through the Police Services Board	97-129	Indefinite
SHORT, Hugh	Attempt Murder	1996	\$10,000.00	Regional Council Through the Police Services Board	96-065	Indefinite
DRENNAN, Sean	Homicide	1997	\$10,000.00	Regional Council Through the Police Services Board	97-127	Indefinite
FROST, Clyde	Homicide	1998	\$10,000.00	Regional Council Through the Police Services Board	00-045	Indefinite
SHEPPARD, Sheryl	Missing Person	1998	\$50,000.00	Regional Council Through the Police Services Board	98-113	Indefinite
STAPLES, William	Homicide	1998	\$10,000.00	Regional Council Through the Police Services Board	98-087	Indefinite
BORELLI, Rhonda						
GILBANK, Lynn	Homicide	1999	\$20,000.00	Regional Council Through the Police Services Board	99-052	Indefinite
GILBANK, Fred						
GILBANK, Lynn	Homicide	2000	\$1,000.00	Hamilton Criminal Lawyers' Association, Canadian Bar Association-Ontario, The Law Society of Upper Canada	99-052	Indefinite
GILBANK, Fred						
CLAPHAM, Thelma	Homicide	2005	\$5,000.00	City Council Through the Police Services Board	05-087	Indefinite
PARMER, Michael	Homicide	2007	\$10,000.00	City Council Through the Police Services Board	07-004	Indefinite
PAGE, Jean Paul	Homicide	2008	\$50,000.00	City Council Through the Police Services Board	08-073	Indefinite
PERKINS, Nick	Motor Vehicle Pedestrian Collision	2009	\$10,000.00	City Council Through the Police Services Board	09-036	Indefinite
MELO, Joseph	Homicide	2011	\$25,000.00	City Council Through the Police Services Board	11-006	Indefinite
KOTSOPOULOS, Hlias	Motor Vehicle Pedestrian Collision	2011	\$25,000.00	City Council Through the Police Services Board	11-126	Indefinite
TOTAL			\$248,675.00			

Staff Sergeant Maggie Schoen
Chief's Executive Officer

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2015 March 26
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Glenn De Caire
Chief of Police
SUBJECT: *Year End Report: Hamilton Police Auxiliary Unit 2014*
(PSB 15-035)

BACKGROUND:

The Hamilton Police Auxiliary Unit, and the volunteers who comprise it, are valued members of our Police Service. Last year was incredibly successful for our Auxiliary Unit, who has continued to increase its presence and service to the people of Hamilton. Attached is the Hamilton Police Auxiliary Unit's 2014 *Annual Report* outlining the year's accomplishments.



Glenn De Caire
Chief of Police

GD/M. Worster

Attachment: *Hamilton Police Auxiliary Unit 2014 Annual Report*

Hamilton Police Service Community Mobilization Division Auxiliary Unit 2014 Annual Report



Prepared by: PC Amanda Vernon
Auxiliary Coordinator
Community Mobilization Division
905-546-2880/avernon@hamiltonpolice.on.ca

HAMILTON POLICE

"To be the best"

Hamilton Police Service Auxiliary Unit 2014 Annual Report

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2014 Overview

The Auxiliary Unit volunteered 19,397.5 hours of service in 2014.

The Hamilton Police Service Auxiliary Unit moved into 2014 with a clear vision towards continuing on a path in partnership with our organization and our community. It delivered on its promise to do so.

This past year saw an overall increase of 2,520 hours of effective operational activity in specific duties that are essential to the mission of the Hamilton Police Service in serving the Hamilton community.

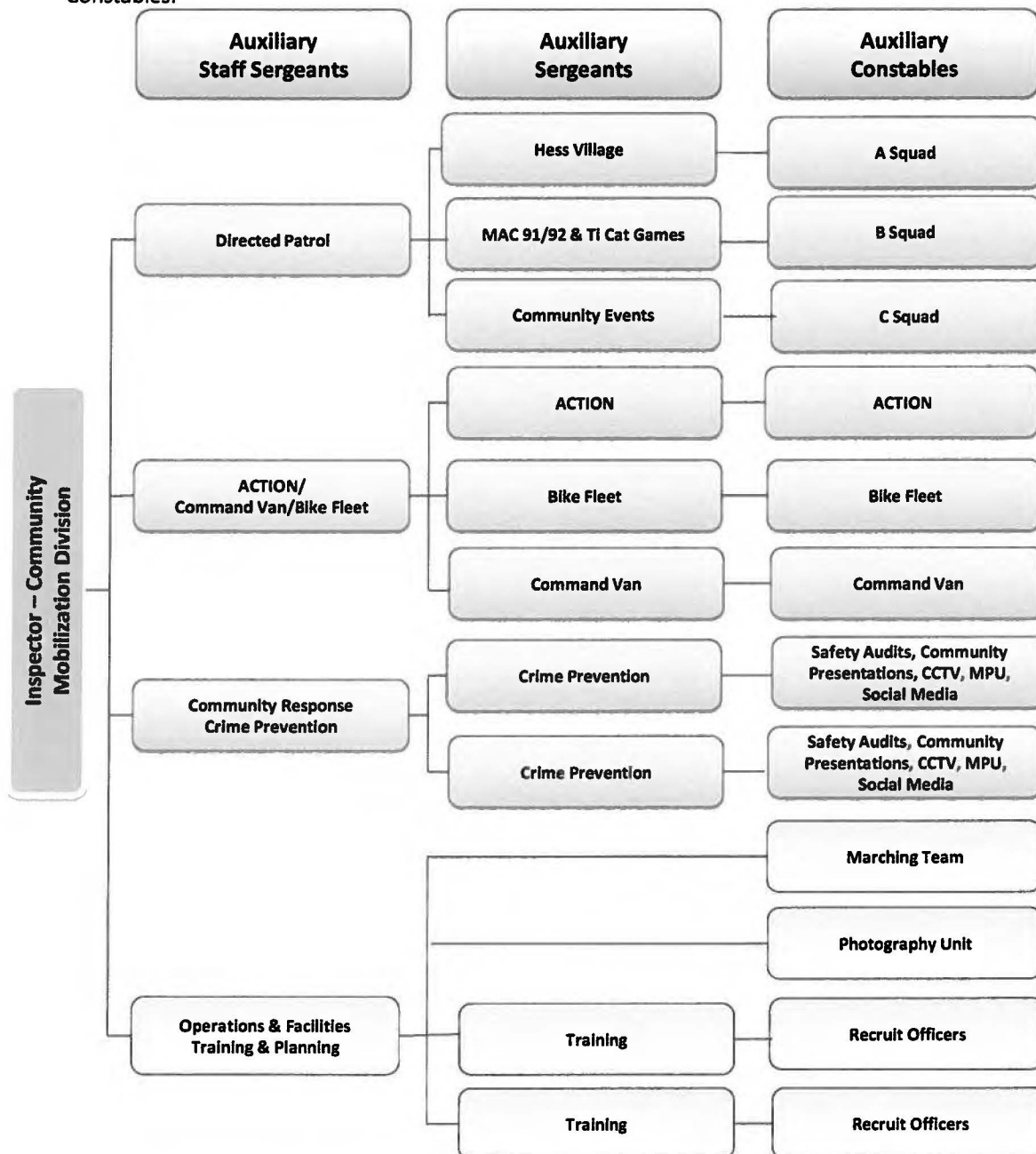
Committed to continued growth and development, the Auxiliary Unit continued to evolve by providing training to our Crime Prevention Centre volunteers and Cadet Officers, assisting the Bail Compliance Unit with Ride-Alongs, initiating a Blood Donor Challenge utilizing social media to invite Auxiliary Units nation-wide, and implementing First-Aid/CPR certification for all Auxiliary Officers to begin in 2015.

The Hamilton Police Service is grateful to the 89 Auxiliary Officers who served in 2014 for providing their invaluable and selfless commitment to the citizens of Hamilton.

Hamilton Police Service Auxiliary Unit 2014 Annual Report

Auxiliary Unit Organizational Chart

The organizational structure of the Auxiliary Unit is always evolving to best meet the needs of the Unit, the Police Service and our community. 2014 saw a total of 89 Auxiliary Officers which included 4 Auxiliary Staff Sergeants, 10 Auxiliary Sergeants and 75 Auxiliary Constables.



Hamilton Police Service Auxiliary Unit 2014 Annual Report

2014 Goals

2014 Hamilton Police Service (HPS) Auxiliary Unit Goals

1. Crime Prevention Through Environmental Design(CPTED) Trained Auxiliary Officers to work with and train Crime Prevention Centre(CPC) volunteers regarding Break & Enter Call Backs to increase requests for Residential Business Audits.

1.3 PROVIDE MORE KNOWLEDGE AND SKILLS TO THE PUBLIC ON HOW TO PREVENT AND REDUCE CRIME IN OUR COMMUNITY.

2. Provide additional Crime Prevention and Personal Safety Presentations and displays to our community.

1.3 PROVIDE MORE KNOWLEDGE AND SKILLS TO THE PUBLIC ON HOW TO PREVENT AND REDUCE CRIME IN OUR COMMUNITY.

3. Continue with Business Audits and Video Surveillance support to local businesses increasing the amount of this service previously offered in 2013.

1.3 PROVIDE MORE KNOWLEDGE AND SKILLS TO THE PUBLIC ON HOW TO PREVENT AND REDUCE CRIME IN OUR COMMUNITY.

4. Increase Closed Circuit Television (CCTV) training to additional volunteers and also Niagara/Mohawk placement students further increasing our monitoring of CCTV.

3.1 IMPROVE AND UTILIZE THE KNOWLEDGE, SKILLS, AND EXPERIENCE OF OUR EMPLOYEES SO WE CAN MEET THE NEEDS OF THE COMMUNITY.

5. Provide additional support to the Mounted Patrol Unit (MPU).

3.2 GIVE MEANINGFUL WORK TO VOLUNTEERS.

6. Provide additional training to Auxiliary ACTION Team members by Sworn Officers in the areas of Enhanced Officer Safety Situational Awareness and Communications.

3.2 GIVE MEANINGFUL WORK TO VOLUNTEERS.

Hamilton Police Service Auxiliary Unit 2014 Annual Report

2014 Review of Auxiliary Unit Hours

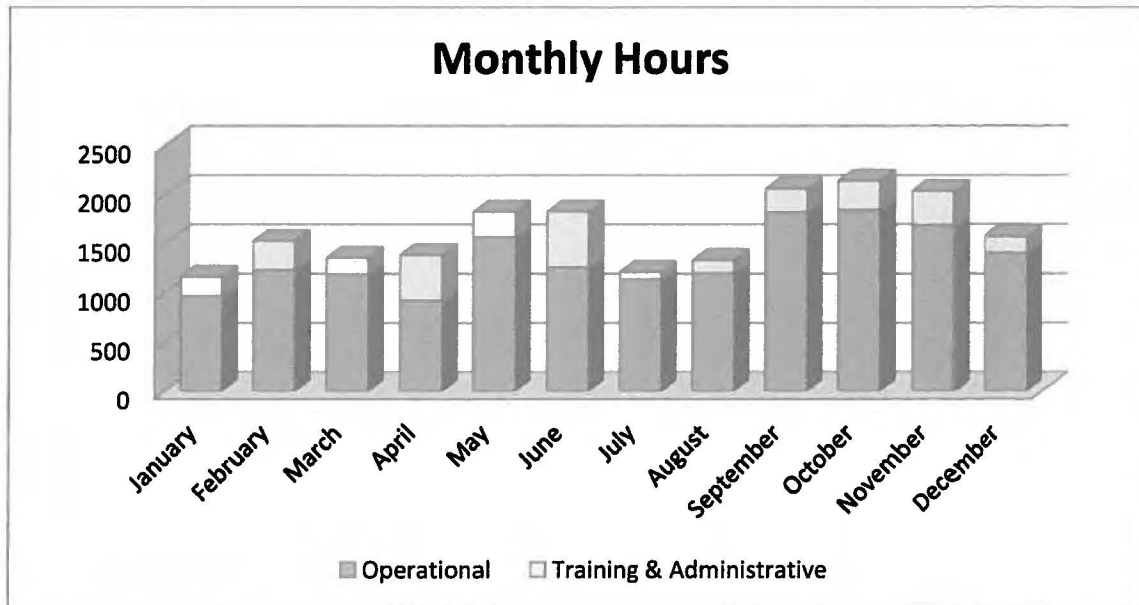


Chart #1: 2014 Total Auxilliary Unit Hours

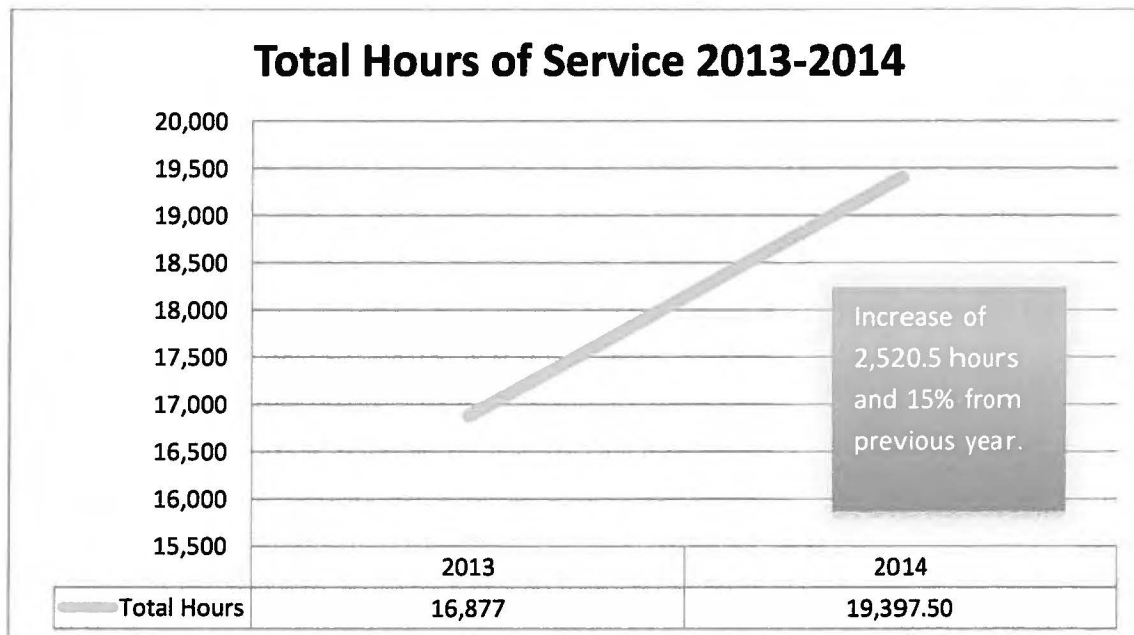


Chart #2: 2013-2014 Comparison of Total Auxilliary Unit Hours