



## **BY-LAW NO. 262 - 2003**

### **A BY-LAW RESPECTING THE FRAMEWORK FOR ANNUAL REPORTING (AI-011)**

#### **1. PREAMBLE**

- 1.1 WHEREAS subsection 31(1) of the *Police Services Act* provides that a Board is responsible for the provision of police services and for law enforcement and crime prevention in the municipality and shall:
- b. generally determine after consultation with the Chief of Police, objectives and priorities with respect to the police service in the municipality;
  - c. establish priorities for the effective management of the police service; and
  - e. direct the Chief of Police and monitor his or her performance;
- 1.2 AND whereas subsection 31(6) of the *Police Services Act* provides that the Board may, by by-law, make rules for the effective management of the police service;
- 1.3 AND whereas O. Reg. 3/99 prescribes standards for adequacy and effectiveness of police services;
- 1.4 AND whereas section 30(1) of O. Reg. 3/99 requires a police services board to prepare, at least once every three (3) years, a business plan that addresses:
- b. quantitative and qualitative performance objectives and indicators relating to,
    - i. the police service's provision of community-based crime prevention initiatives, community patrol and criminal investigation services;
    - ii. community satisfaction with police services;
    - iii. emergency calls for service;
    - iv. violent crime and clearance rates for violent crime;
    - v. property crime and clearance rates for property crime;
    - vi. youth crime and clearance rates for youth crime;
    - vii. police assistance to victims of crime and re-victimization rates; and
    - viii. road safety.
- 1.5 AND whereas section 31 of O. Reg. 3/99 requires the Chief of Police to prepare, for the police services board, an annual report on the activities of the police service during the previous fiscal year, which include, at a minimum:

- a. performance objectives, indicators and results;
  - b. public complaints; and
  - c. the actual cost of police services.
- 1.6 AND whereas section 32(1) of O. Reg. 3/99 requires a police services board to enter into a protocol with its municipal council that addresses:
- a. the sharing of information with municipal council, including the type of information to be shared and the frequency for sharing this information;
  - b. the dates by which the business plan and annual report shall be provided to municipal council;
  - c. the responsibility for making public the business plan and annual report, and the dates by which the business plan and report must be made public; and
  - d. if the municipal council chooses, jointly determining, and participating in, the consultation process for the development of the business plan.
- 1.7 AND whereas Part AI-011 of the Policing Standards Manual (2000), a copy of which is attached hereto as Appendix A, contains guidelines directing the Board, the Chief and members relative to the Framework for Annual Reporting;
- 1.8 AND whereas Part V of the *Police Services Act* sets out obligations of police services boards and police services relative to public complaints;
- 1.9 AND whereas the Niagara Police Services Board has considered the provisions of Part V in the context of its responsibilities under section 31 of the said *Act* and recognizes and adheres to the principle that fair, open, prompt, thorough and efficient response to public complaints is a cornerstone to establishing and maintaining a positive community-police relationship;
- 1.10 AND whereas the said Board deems it expedient to enact this By-law to ensure that the response to public complaints by the Board and the Service adheres to the principles set out in Board By-law 173 – 97, a By-law respecting the administration of the public complaints system.

NOW THEREFORE THE REGIONAL MUNICIPALITY OF NIAGARA POLICE SERVICES BOARD ENACTS AS FOLLOWS:

**2 DEFINITIONS**

- 2.1 “Act” means *Police Services Act*, R.S.O. 1990, c.P.15, as amended;
- 2.2 “Board” means the Regional Municipality of Niagara Police Services Board;
- 2.3 “Chief” means the Chief of the Niagara Regional Police Service;
- 2.4 “Member” means a member of the Niagara Regional Police Service;
- 2.5 “Ministry” means the Ministry of Public Safety and Security;
- 2.6 “Municipal Council” means the Municipal Council of the Regional Municipality of Niagara;
- 2.7 “Service” means the Niagara Regional Police Service.

**3 BOARD POLICY**

3.1 The Chief shall develop for the Board's approval an annual report in accordance with O. Reg. 3/99 and this By-law.

**4 FRAMEWORK FOR ANNUAL REPORTING**

*4.1 STRATEGY FOR ANNUAL REPORTING*

4.1.1 The Chief of Police will prepare an annual report for the Board that is consistent with the requirements of O. Reg. 3/99.

4.1.2. The procedures referred to above shall be in accordance with Appendix A.

*4.2 PERFORMANCE OBJECTIVES, INDICATORS AND RESULTS*

4.2.1. The police service's annual report shall include information on the police service's performance objectives and indicators as set out in the business plan, and results achieved during the previous fiscal year relating to:

- a. the police service's provision of community-based crime prevention initiatives, community patrol and criminal investigation services;
- b. community satisfaction with police services;
- c. emergency calls for service;
- d. violent crime and clearance rates for violent crime;
- e. property crime and clearance rates for property crime;
- f. youth crime and clearance rates for youth crime;
- g. police assistance to victims of crime and re-victimization rates; and
- h. road safety.

*4.3 PUBLIC COMPLAINTS*

4.3.1 The police service's annual report shall include the following information on the administration and disposition of public complaints:

- a. the number of complaints against the policies and services of the police service;
- b. the number of complaints against the conduct of police officers;
- c. the process by which complaints noted in (a) and (b) above were dealt with;
- d. the final disposition of public complaints noted in (a) and (b) above, including actions taken, if any; and
- e. a comparison of complaints noted in (a) and (b) above with numbers from previous years.

4.4 *COST OF POLICING*

4.4.1 The Chief shall ensure that the annual report includes:

- a. the actual cost of policing for the previous fiscal year; and
- b. a comparison between the actual cost of policing and estimated cost projections for implementing the business plan or approved budget.

4.5 *PROBLEM-ORIENTED POLICING AND CRIME ANALYSIS*

4.5.1 The Chief shall ensure the police service's annual report addresses:

- a. the initiatives undertaken by the police service to promote, implement and evaluate problem-oriented policing, as set out in the Ministry's guideline on Problem Oriented Policing (CP-001);
- b. crime, calls for service, public disorder patterns, trends and forecasts, based on crime, calls for service and public disorder analysis, as set out in the Ministry's guideline on Crime, Call and Public Disorder Analysis (LE-003);
- c. the number of completed joint forces operations that the police service participated in, the cost to the police service and whether they achieved performance objectives, as set out in the Ministry's guideline on Joint Forces Operations (LE-009); and
- d. the number of completed internal task forces established within the police service, the cost to the police service and whether they achieved their performance objectives, as set out in the Ministry's guideline on Internal Task Forces (LE-010).

4.6 *ORGANIZATIONAL STRUCTURE*

4.6.1 The Chief shall develop for the Board's approval:

- a. a statement of purpose of the Service; and
- b. an organizational structure which is effective and meets the needs of the community and the Service.

4.6.2 The Chief shall report to the Board, for Board approval, any proposed changes to the organizational structure, together with the reasons therefor.

4.7 *COMMUNICATION OF ANNUAL REPORT*

4.7.1 The Board, in consultation with the Chief, will establish a process, with Municipal Council, for the communication of the annual report to:

- a. Members; and
- b. Members of the public.

**5 REPORT TO THE BOARD**

**5.1 ANNUAL REPORTING REQUIREMENTS**

- 5.1.1 The Chief shall provide the Board with an annual report on or before March 31<sup>st</sup>, of each year. The report shall contain:
- a. the performance objectives and indicators set out in the business plan and results achieved during the previous fiscal year;
  - b. relevant public complaints information as required in article 4.3.1.;
  - c. a comparison of cost projections for the business plan to actual cost for the year;
  - d. The Chief shall include the following problem oriented policing and crime analysis areas as part of the annual report:
    - i. the steps taken by the Service to promote, implement and evaluate problem-oriented policing initiatives, as set out in By-law 191-2000 (CP-001);
    - ii. a summary of crime calls for service, and public disorder patterns, trends and forecasts based on crime, call and public disorder analysis, as set out in By-law 195-2000 (LE-003);
    - iii. the cost to the Service of the Joint Forces Operation; and an indication of whether or not the Joint Forces Operation achieved its performance objectives, as set out in By-law 201-2000 (LE-019);
    - iv. the cost to the service of the Internal Task Forces, including personnel costs; and whether or not the Internal Task Forces obtained its performance objectives; and
  - e. an organizational overview of the police service as required in article 4.6.

**6 IMPLEMENTATION**

- 6.1 This By-law shall come into force upon the date of its passage.
- 6.2 The Chief shall implement this By-law, where applicable, through general order.

ENACTED AND PASSED this 25 day of SEPTEMBER, 2003.

THE REGIONAL MUNICIPALITY OF NIAGARA POLICE SERVICES BOARD

Chairperson \_\_\_\_\_  
*[Signature]*

Executive Director \_\_\_\_\_  
*[Signature]*

## Legislative/Regulatory Requirements

Section 31 of the Adequacy Standards Regulation requires the Chief of Police to prepare, for the police services board, an annual report on the activities of the police service during the previous fiscal year, which includes information on:

- performance objectives, indicators and results;
- public complaints; and
- the actual cost of police services.

In addition, section 32 of the Adequacy Standards Regulation requires a police services board to enter into a protocol with its municipal council that sets out the date by which the annual report will be provided to the municipal council, the responsibility for making the annual report public and the date by which it will be made public.

Furthermore, Section 30 of the Adequacy Standards Regulation requires a police services board to include in its business plan, which is to be prepared at least once every three years, quantitative and qualitative performance objectives and indicators relating to:

- the police service's provision of community-based crime prevention initiatives, community patrol and criminal investigation services;
- community satisfaction with police services;
- emergency calls for service;
- violent crime and clearance rates for violent crime;
- property crime and clearance rates for property crime;
- youth crime and clearance rates for youth crime;
- police assistance to victims of crime and re-victimization rates; and
- road safety.

Finally, the *Police Services Act* sets out the following with regard to public complaints:

- paragraph 41 (1)(d) specifies, as a duty of the Chief of Police, the administration of the complaints system in accordance with Part V of the Act;
- Part V sets out the processes for the Chief of Police's administration of the complaints system with respect to complaints by the public about the policies or services provided by a police service, or complaints by the public regarding the conduct of a police officer; and
- sub-section 31(1) requires the police services board to establish guidelines for dealing with complaints made under Part V of the Act, review the Chief of Police's

administration of the complaints system under Part V of the Act, and receive regular reports from the Chief of Police on his or her administration of the complaints system.

## Sample Board Policy

Board Policy # \_\_\_\_\_

It is the policy of the \_\_\_\_\_ Police Services Board with respect to annual reporting that:

- a) the Chief of Police will prepare an annual report for the Board on the activities of the police service during the previous fiscal year, which includes, at minimum, information on:
  - i) performance objectives and indicators as set out in the business plan, and results achieved;
  - ii) public complaints; and
  - iii) the actual cost of police services; and
- b) this Board will enter into a protocol with municipal council that addresses:
  - i) the responsibility for making the annual report public; and
  - ii) the dates by which the annual report will be made available to the municipal council.

## Police Service Guidelines

### *Performance Objectives, Indicators and Results*

1. Every police service's annual report shall include information on the police service's performance objectives and indicators as set out in the business plan, and results achieved during the previous fiscal year relating to:
  - a) the police service's provision of community-based crime prevention initiatives, community patrol and criminal investigation services;
  - b) community satisfaction with police services;
  - c) emergency calls for service;
  - d) violent crime and clearance rates for violent crime;
  - e) property crime and clearance rates for property crime;
  - f) youth crime and clearance rates for youth crime;
  - g) police assistance to victims of crime and re-victimization rates; and
  - h) road safety.

### *Public Complaints*

2. Every police service's annual report shall include information on the administration and disposition of public complaints.



3. Every police service's annual report on public complaints should contain the following information:
- a) the number of complaints against the policies and services of the police service;
  - b) the number of complaints against the conduct of police officers;
  - c) the process by which complaints in a) and b) were dealt with;
  - d) the final disposition of public complaints in a) and b), including actions taken, if any; and
  - e) a comparison of complaints in a) and b) with numbers from previous years.

**Cost of Policing**

4. Every police service's annual report shall include the actual cost of policing for the previous fiscal year.
5. Every police service's annual report on the actual cost of policing for the previous fiscal year should include a comparison between the actual and estimated cost of policing for that year as was projected in the business plan or approved budget.

**Problem-Oriented Policing and Crime Analysis**

6. Every police service's annual report should address:
- a) the initiatives undertaken by the police service to promote, implement and evaluate problem-oriented policing, as set out in the Ministry's guideline on Problem-Oriented Policing (CP-002);
  - b) crime, calls for service and public disorder patterns, trends and forecasts, based on crime, call for service and public disorder analysis, as set out in the Ministry's guideline on Crime, Call and Public Disorder Analysis (LE-003);
  - c) the number of completed joint forces operations that the police service participated in, the cost to the police service and whether they achieved their performance objectives, as set out in the Ministry's guideline on Joint Forces Operations (LE-009); and
  - d) the number of completed internal task forces established within the police service, the cost to the police service and whether they achieved their performance objectives, as set out in the Ministry's guideline on Internal Task Forces (LE-010).

**Organization, Purpose and Structure**

7. Every police service's annual report should provide an organizational overview of the police service that:
- a) addresses a statement of purpose and direction of the police service; and
  - b) includes a current organizational chart, a description of the organizational structure and information on uniform and civilian staffing levels.

