

# The City of Kawartha Lakes Police Service



## 2019 Annual Report



To the residents of the City of Kawartha Lakes:

On behalf of all members of the Kawartha Lakes Police Services Board I am pleased to provide you with the 2019 Annual Report for the City of Kawartha Lakes Police Service.

The Police Services Board is the civilian oversight for the police service. The five members of the Board establish the annual budget for the Police Service, ensuring an effective level of service while remaining fiscally responsible. The Board also works in close concert with the Chief of Police to set the strategic priorities for the Police Service.

This report provides you, the citizens of this great community, with the opportunity to educate yourselves with the hard work that the men and women, civilian and uniform members of our service do each and every day to make this the best community to live, work and play.

Your Police Services Board is extremely proud of our Police Service, not only as we reflect on our proud tradition of dedicated service over the past 163 years, but also as we look to provide modern and effective policing for the future. The goal remains the same; to provide a safe and caring community.

Sincerely

Mr. Don Thomas  
Chair – City of Kawartha Lakes Police Services Board



## City of Kawartha Lakes Police Service

6 Victoria Avenue North, LINDSAY, Ontario K9V 4E5

Telephone (705) 324-5252

Facsimile (705) 324-6492

kawarthalakespolice.com

File Ref. No. April 30, 2020

Dear Community Partners and Kawartha Lakes Residents:

As always, it is my pleasure to present City of Kawartha Lakes Police Service annual report for 2019. Preparing the annual report is an opportune time to reflect on the past year and the many significant events that our community experienced. We are in the middle of our three year [Strategic Plan](#) and I am very pleased with the progress that has been made thus far. It is the direct result of the dedication of our uniform and civilian members who are tireless in their efforts to continue to improve on the service we provide to our community.

2019 was the first full year of legalized cannabis in Canada. Along with this historic shift in public policy, there was an enormous amount of legislative change to ensure that public safety was maintained. Of particular concern to many, was the risk of drug impaired driving on our highways and roadways. As a Police Service, we have been diligent in adapting to the many changes and working to keep our roads safe for the enjoyment of all. Our latest analysis of collision data can be found [here](#).

Sometimes lost in all of the attention around cannabis legalization, is the ongoing devastation caused by the opioid crisis in Canada. In response, we expanded the role of our *Community Response Unit* to include services related to substance use and addiction. Working together, a police officer and addictions specialist deliver much needed assistance to those who would not normally access services through regular channels. In June 2019, we also expanded our deployment of Naloxone, a drug used to reverse the effects of an opioid overdose. All front-line personnel, including those at the Lindsay Courthouse, now carry this potentially life-saving drug. Combatting the drug problem requires a comprehensive multi-agency approach and we were proud to be part of the steering committee for the *Haliburton, Kawartha Lakes, Northumberland Drug Strategy* for the past two years. The HKLN Drug Strategy's 2019 report can be found [here](#).

While we are very proud of a successful 2019, we remain committed to continual improvement in our effort to deliver on our Service vision of *Leading our Community Towards a Safer Tomorrow*.

Sincerely,

Mark Mitchell  
Chief of Police

## TABLE OF CONTENTS

<b>ANNUAL REPORT REQUIREMENTS</b> .....	5
<b>Vision</b> .....	6
<b>Mission</b> .....	6
<b>Values</b> .....	6
<b>ORGANIZATION CHART 2019</b> .....	7
<b>2019 COST OF POLICING</b> .....	8
<b>COMPLAINTS</b> .....	10
<b>COMMUNITY BASED CRIME PREVENTION</b> .....	11
<b>COMMUNITY PATROL</b> .....	12
<b>COLLECTION OF IDENTIFYING INFORMATION IN CERTAIN CIRCUMSTANCES</b> .....	13
<b>CRIMINAL INVESTIGATION SERVICES</b> .....	13
<b>DRUG ENFORCEMENT</b> .....	13
<b>DOMESTIC VIOLENCE COORDINATOR</b> .....	14
<b>COMMUNITY RESPONSE PROGRAM</b> .....	15
<b>FORENSIC IDENTIFICATION AND PROPERTY MANAGEMENT</b> .....	15
<b>INFORMATION TECHNOLOGY</b> .....	16
<b>COMMUNITY SATISFACTION</b> .....	16
<b>EMERGENCY CALLS FOR SERVICE</b> .....	18
<b>VIOLENT CRIME</b> .....	19
<b>PROPERTY CRIME</b> .....	20
<b>YOUTH CRIME</b> .....	21
<b>ASSISTANCE TO VICTIMS</b> .....	21
<b>COLLISION REPORTING CENTER</b> .....	22
<b>POLICE FACILITIES</b> .....	23
<b>RESOURCE PLANNING</b> .....	23
<b>CONCLUSION</b> .....	23

## ANNUAL REPORT REQUIREMENTS

As required by regulation a police service's annual report should provide:

- An organizational overview of the police service that addresses a statement of purpose and direction of the police service
- A current organizational chart, a description of the organizational structure and information on uniform and civilian staffing levels.
- 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.
- Information on the administration and disposition of public complaints.
- Information on 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
  - h) Road safety
  - i) Information technology
  - j) Police facilities; and Resource planning

## Vision

*Leading our community towards a safer tomorrow*

## Mission

*We'll lead our community in increasing its collective capacity to share responsibility for everyone's safety, security and wellbeing.*

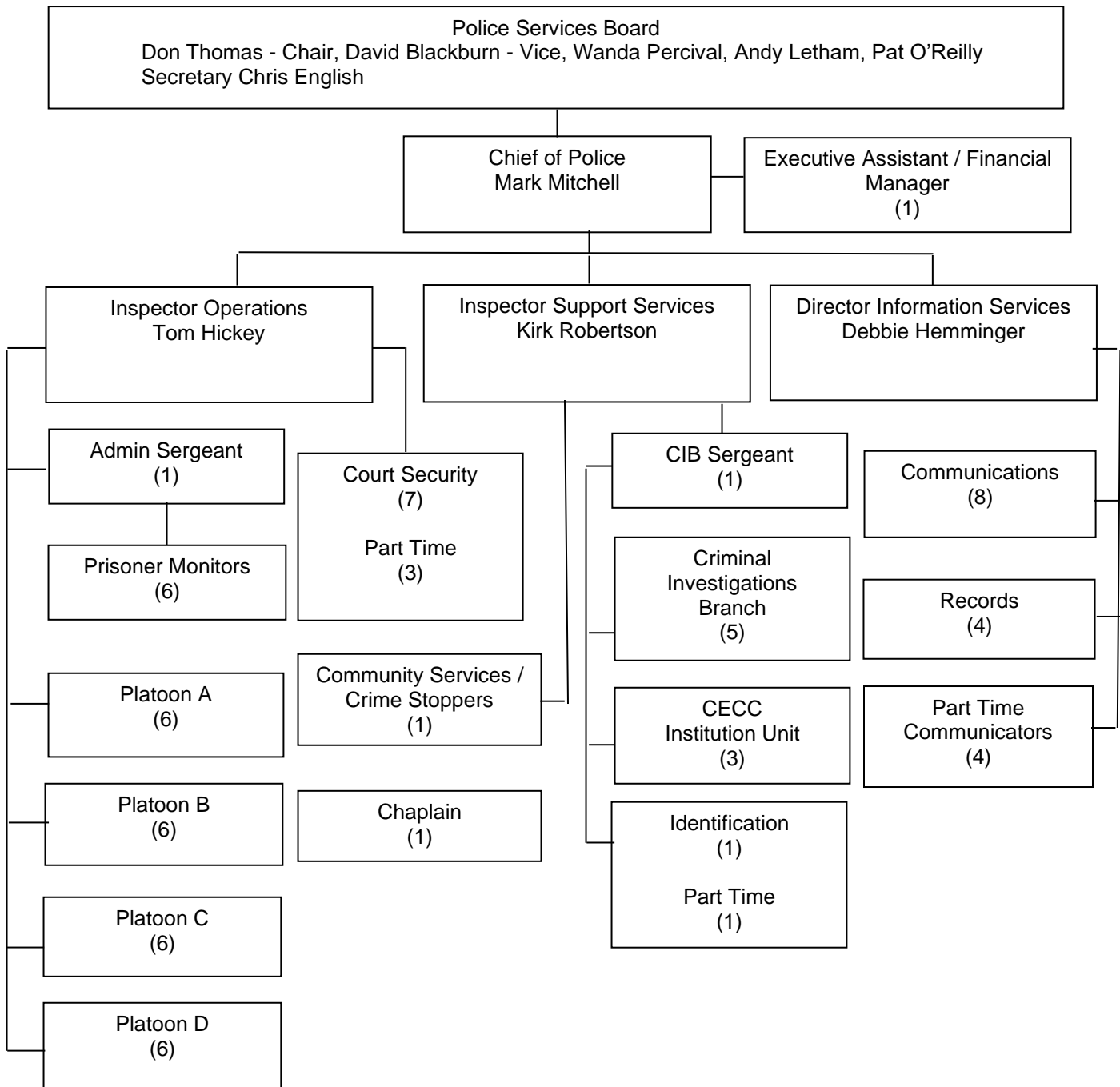
## Values

We will:

- *Protect human life as our highest priority;*
- *Be diligent in the pursuit of offenders to prevent, detect and suppress crime in our community;*
- *Be sensitive to the needs of victims of crime;*
- *Enhance quality of life through community empowerment;*
- *Earn our community's trust through our demonstrated integrity;*
- *Guide our members through improvement, innovation and continuous learning.*

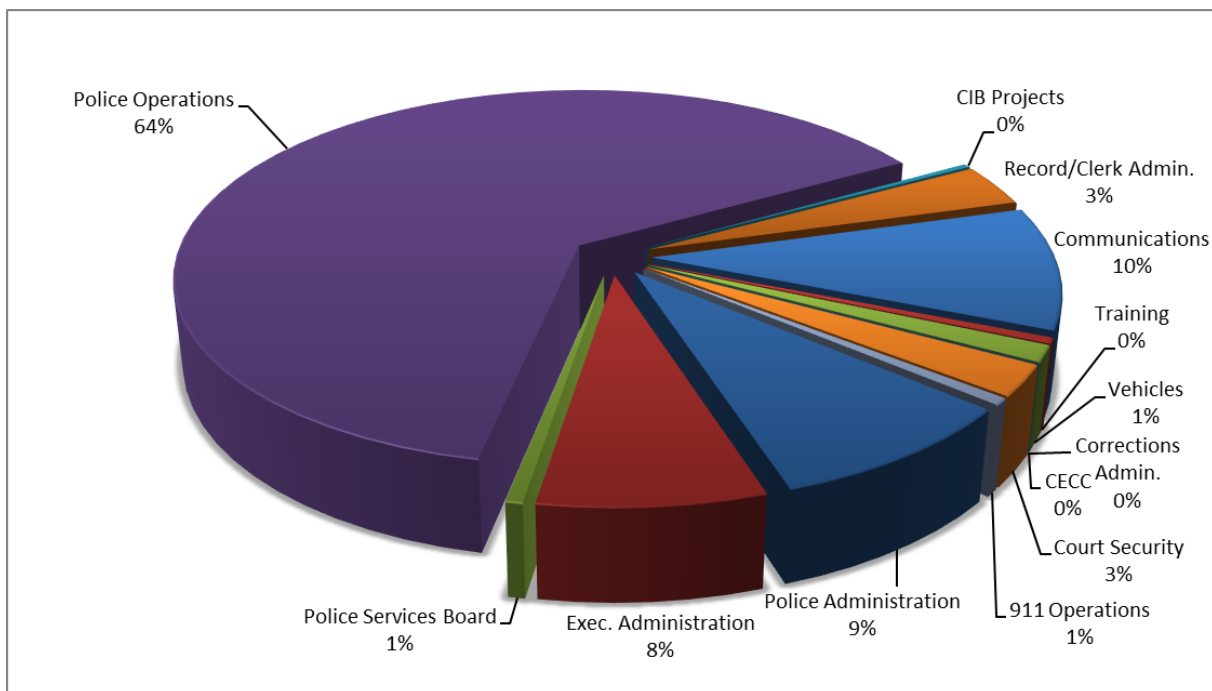


## ORGANIZATION CHART 2019



## 2019 COST OF POLICING

<b>Budget Category</b>	<b>Approved</b>	<b>Actuals</b>	<b>Variance</b>
Police Grants/Fees	(191,518)	(153,539)	(37,979)
Police Administration	749,642	733,408	16,234
Exec. Administration	642,854	642,563	291
Police Services Board	49,150	33,967	15,183
Police Operations	5,374,718	5,287,490	87,228
CIB Projects	26,500	3,120	23,380
Record/Clerk Admin.	301,301	321,040	(19,739)
Communications	875,932	832,209	43,723
Training	42,605	50,270	(7,665)
Vehicles	116,880	89,665	27,215
Corrections Admin.	1,000	4,044	(3,044)
CECC	-	(5,960)	5,960
Court Security	220,591	209,114	11,477
911 Operations	49,368	61,363	(11,995)
<b>Total</b>	<b>\$ 8,259,023</b>	<b>\$ 8,108,753</b>	<b>\$ 150,270</b>





This Page Intentionally Left Blank

## PUBLIC COMPLAINTS

The Office of the Independent Police Review Director (OIPRD) is responsible for handling all public complaints against the police in Ontario.

Members of the public who are not satisfied with the services provided by a Police Service or the conduct of an individual officer have the option of filing a complaint with the Police Service involved, another Police Service or directly to the OIPRD. Upon receipt of a public complaint, the OIPRD has the following options:

- The complaint may be “screened out” and no further action taken
- The complaint may be referred back to the involved Police Service for investigation
- Another Police Service may be directed to conduct the investigation
- The OIPRD can retain the complaint and conduct their own investigation

Regardless of who conducts the investigation, the OIPRD has the authority to review all findings and to direct a misconduct hearing under the *Police Services Act* if needed.

In 2019, the OIPRD received a total of nine public complaints against members of the City of Kawartha Lakes Police Service:

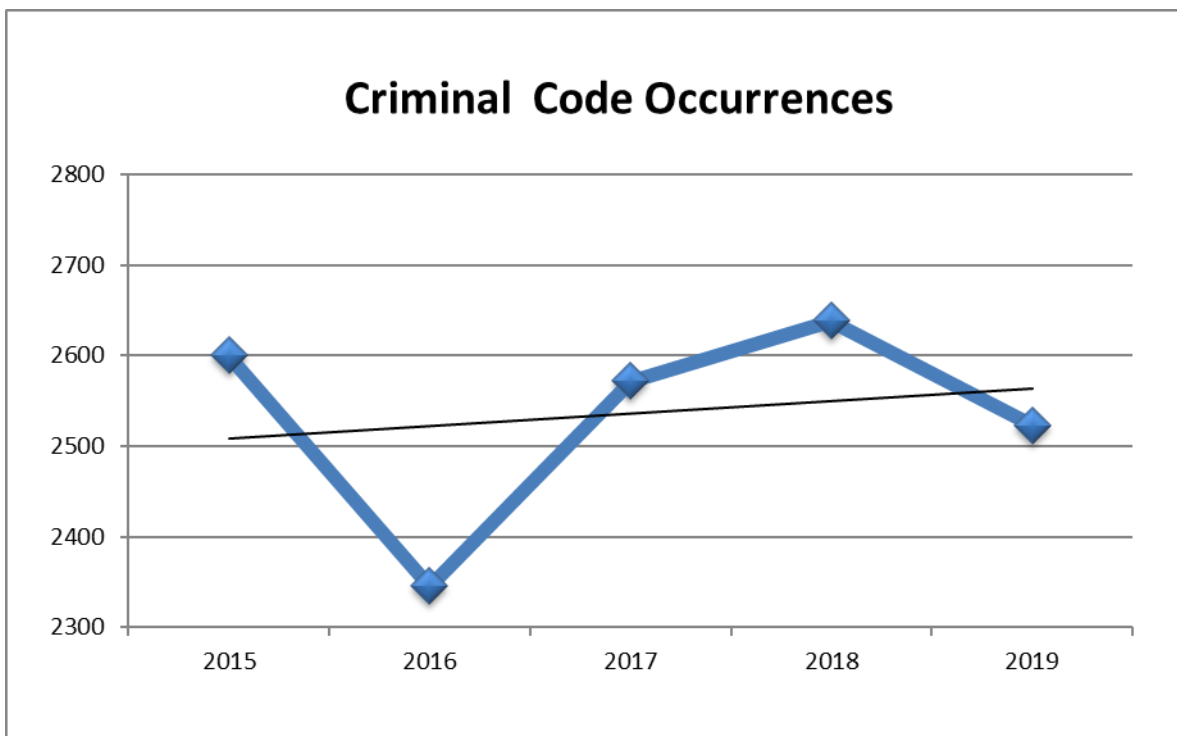
- Seven of the complaints related to allegations of *Neglect of Duty*, one complaint was regarding *Discreditable Conduct* and one complaint related to alleged *Excessive Use of Force*.
- Eight of the complaints were deemed unsubstantiated.
- One complaint is still active pending a review by the OIPRD.

When compared to the total interactions with the public each year, the number of public complaints is quite low and a testament to the professionalism of all of our staff. On the other hand, the police are not perfect, and complaints often provide an opportunity to reflect and ultimately improve the level of service that we provide to our community.

## COMMUNITY BASED CRIME PREVENTION

Crime Prevention is the first of the six core functions that must be delivered by police services. The Police Services Act mandates that our police service deliver Community Based Crime Prevention Programs. The Community Services Unit has provided opportunities for the public to become involved in policing. Through initiatives like Crime Stoppers and other community-based programming, the link with the community has grown stronger.

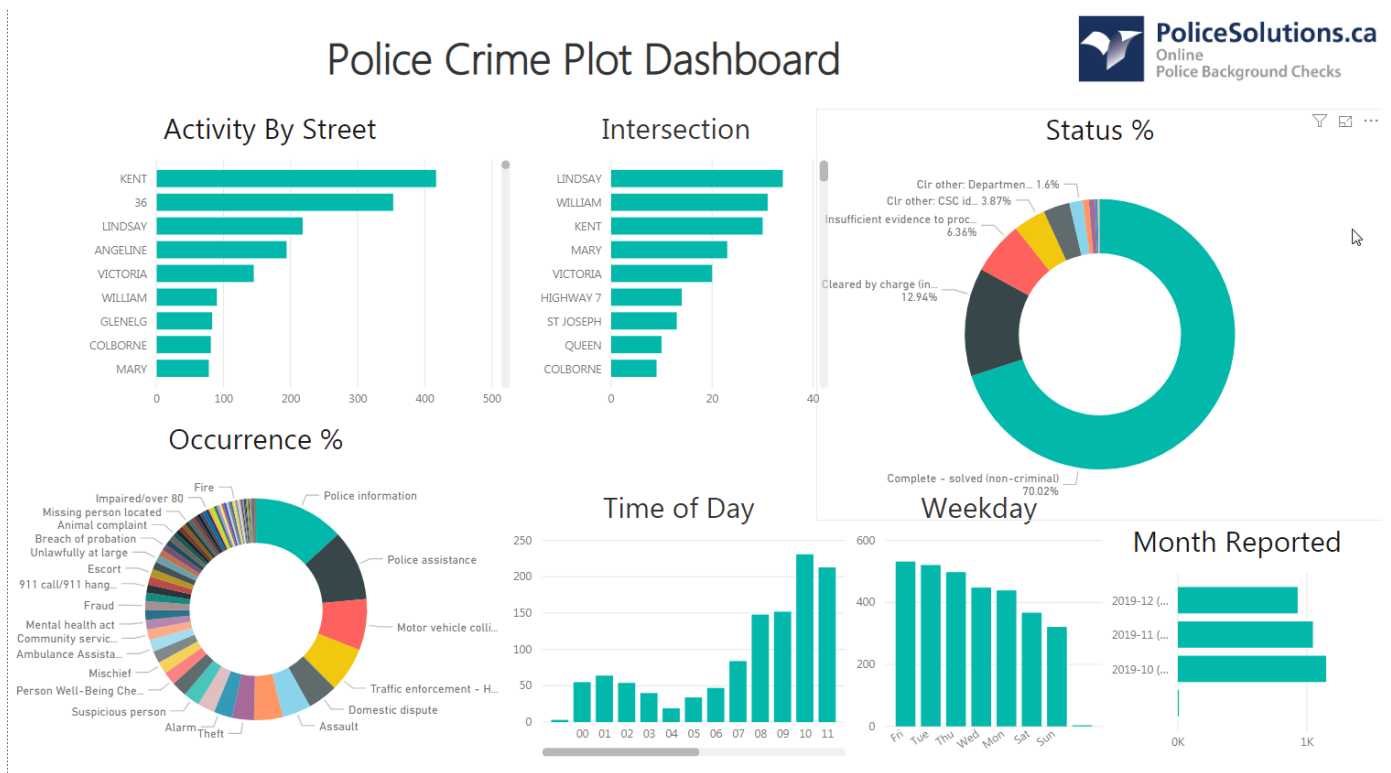
*The basic mission for which the police exist is to prevent crime and disorder; and the test of police efficiency is the absence of crime and disorder, not the visible evidence of police action in dealing with it.*



# COMMUNITY PATROL

In many ways, the Uniform Patrol Branch is the face of our Police Service. When you call for help or assistance, they are the front-line people who respond to those calls. In a small community, they are the heart and soul of a Police Service. We are proud to say that not only do we have the best of the best when it comes to policing, we also have a highly committed team of community members. They carry their commitment and responsibilities well beyond their regular duties through volunteer work and community involvement.

The deployment of police resources in a manner that ensures and enhances public safety requires complete knowledge of our community. Our staff, from Detectives, to Communicators, to Uniform officers have an intimate and personal knowledge of the community we serve. When that is combined with modern analysis capability, we have a better understanding of where and when the police are needed and what they are needed for. The following graph provides a brief snapshot of activity at the end of 2019.



4<sup>th</sup> Quarter Analysis of Calls for Service

## COLLECTION OF IDENTIFYING INFORMATION IN CERTAIN CIRCUMSTANCES

Ontario Regulation 58/16 deals with the Collection of Identifying Information in Certain Circumstances (CIICC), commonly referred to as *Street Checks*. The regulation requires police agencies to annually report on their data concerning street checks.

The Administrative Sergeant and the Inspector of Support Services are responsible for collecting and reporting on street check data performed or attempted by members of the Kawartha Lakes Police Service.

In 2019, there were no completed or attempted street checks as defined in the legislation. There were also no public complaints or Municipal Freedom of Information requests related to street checks.

## CRIMINAL INVESTIGATION SERVICES

The Criminal Investigations Branch (CIB) at the City of Kawartha Lakes Police Service provides support to uniform patrol officers and investigates major crimes within our community. The office consists of a Detective Sergeant, three general Detective Constables, one Drug Officer, one Domestic Violence Coordinator and one Forensic Identification Officer.

Investigations include but are not limited to; serious assaults, sexual assaults, robberies, thefts, major frauds and homicides. Officers within the CIB office receive additional training to support their investigative roles. Many of these investigations involve networking with other police services, government agencies and the support of local business owners and residents.

In the latter part of 2019, the Province announced the elimination of funding for three officers that previously worked out of the Central East Correctional Center (CECC) under the CIB umbrella. This is an unfortunate decision and one that will have an impact as municipally funded police resources will have to be diverted to provide policing in this large, Provincial detention center. The officers who were previously assigned full-time to the CECC will be returned back to uniform patrol in 2020. The Police Service has established a revised reporting protocol to adapt to this new environment

Kawartha Lakes Police Service CIB works collectively on many criminal investigations in efforts to uphold the City of Kawartha Lakes Police Service VISION, 'Leading our community towards a safer tomorrow'.

## DRUG ENFORCEMENT

In 2019, the Kawartha Lakes Police Service – Drug Enforcement Unit continued with its primary focus of combating illicit opiate sales in the community. This includes both prescription and non-prescription drugs including Fentanyl, Carfentanil, and Heroin.

Kawartha Lakes Police Service continues to work with its partners including Kawartha Lakes Community Housing, Forecast, and Kawartha Pineridge District Health Unit in order to work towards implementing a

drug strategy for the community. The Drug Enforcement Unit attempts to strike a balance between assisting persons suffering from addiction and arresting those that are attempting to sell the illicit substances in our community.

For the past couple of years, illicit substances such as ‘Purple Heroin’ have posed a significant threat to the safety of some of our most vulnerable residents. Purple heroin is typically the mixture of traditional heroin with either Fentanyl or Carfentanil. In 2019, the community has seen an influx of more substances containing Fentanyl. Unlike in the previous year where ‘Purple Heroin’ was the common substance containing Fentanyl, various substances and powders of different colours including green, blue, and orange have all been seized in investigations which have been determined to be Fentanyl. The inherent danger of this drug comes from the fact that users are unaware of the exact concentrations of Fentanyl in the substance they are using. Many of these substances have been tested and determined to also include other illicit substances such as cocaine or methamphetamines. The unknown concentrations and dangerous mixtures of the drugs have impacted the community resulting in an increase in overdoses. The increase in overdoses in Kawartha Lakes are a direct result of the use of these substances with unknown concentrations. The Drug Enforcement Unit has made targeting this drug in our community its primary goal.



The Drug Enforcement Unit is committed to being proactive and educating local youth on the dangers of drug abuse. The Drug Enforcement Unit has worked with Kawartha Lakes Police Community Services officers to provide presentation to students.

The Drug Enforcement Unit continuously relies on the information received through Crimestoppers. Many investigative leads are revealed through anonymous information provided through this service. Continuous interaction with the local community and businesses is prioritized in order to gain more intelligence that can lead to seizures of illicit drugs as well as arrests.

## **DOMESTIC VIOLENCE COORDINATOR**

The Domestic Violence Coordinator (DVC) is part of the Criminal Investigation Branch at the Kawartha Lakes Police Service. Some of the integral duties of the DVC include monitoring the Kawartha Lakes Police Services response to Domestic Violence occurrences, reviewing and assisting officers with Domestic Violence investigations, and conducting follow-up with victims.

In 2019 the Kawartha Lakes Police Service responded to over 550 Domestic Violence related calls for service and 115 of these occurrences resulted in criminal charges.

In order to effectively address Domestic Violence issues in the community the DVC partners with various community agencies such the Crown, Probation and Parole, Victim Witness Assistance Program (VWAP), Victim Services, Kawartha Haliburton Children’s Aid Society, and Women’s Resources.

## COMMUNITY RESPONSE PROGRAM

In 2019, the City of Kawartha Lakes Police Service and Ross Memorial Hospital partnership, known as the “Community Response Unit,” (CRU) increased community outreach from one, to two full days per week. The extra time together allowed the CRU to respond with the police service Uniform Branch to mental health crisis calls for service as they occurred in the community. This frequently allowed frontline patrol officers to return to their emergency response duties quicker while at the same time offered better service for those people in crisis. The scope of community outreach also expanded from focusing on just mental health related incidents, to include issues experienced by seniors in the community, (dementia and Alzheimer’s, improper housing, elder abuse, etc.).

During 2019, the Community Response Unit followed up with 147 people in the community who had experienced contact with the police service because of a mental health, or senior related incident. Of that total number of community follow ups completed, 101 people, (sixty-nine percent) had no further contact with the police service in the following thirty days. Many more of the remaining thirty-one percent contacted by the CRU had a reduction in the number of contacts they had with the police service in the thirty days following CRU outreach.

In 2019 the City of Kawartha Lakes Police Service also initiated a partnership with FourCAST, a community agency in Lindsay and the surrounding area that provides assistance for people struggling with addictions and homelessness. This partnership resulted in a counsellor accompanying a police officer into the community each week to follow up with people who had contact with the police service as a result of homelessness, or an addiction to drugs or alcohol.

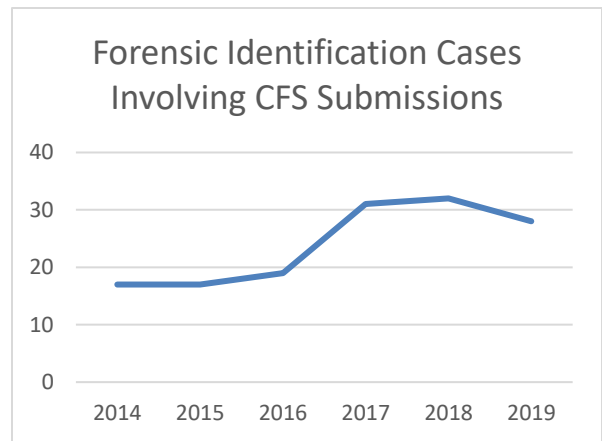
During 2019, eighty-five people were contacted and offered service and support through this new community partnership. The team distributed approximately forty Naloxone kits to members of the community and provided training about how to administer the medication following an overdose. Fifteen Service Prioritization Decision Assistance Tool (SPDAT) housing assessments were also completed with people in the community who were experiencing chronic homelessness.

## FORENSIC IDENTIFICATION AND PROPERTY MANAGEMENT

The Forensic Identification Unit is staffed by a single officer who has been trained by the Ontario Police College as a Forensic Identification Officer. Ongoing training is also received to ensure that the Forensic Identification Officer is current in modern evidence collection practices. The Forensic Identification Officer is responsible for: examination of crime scene exhibits; collections of fingerprints, and other physical evidence; photographically recording crime scenes, evidence, and victim injuries; collection of DNA samples from convicted offenders and coordinating with the RCMP DNA Databank for convicted offenders; conducting in service training; and assisting the coroner with the investigation of deaths including attending post-mortem autopsies.

The Forensic Identification Unit assisted with the investigation of 62 cases in 2019. These investigations have led to the identification of criminals through the use of DNA, fingerprints, and footwear impressions.

Forensic Identification works closely with the Centre of Forensic Science (CFS) in the analysis of evidence. In 2019, 28 cases were investigated that required evidence submission to the Centre of Forensic Science for analysis. CFS is able to recover potential DNA profiles that have been collected by the Forensic Identification Unit and compare them to the National DNA Databank. Exhibits examined by CFS have led to both criminal charges and the identification of unknown suspects. In 2019 there were 17 submissions made to CFS which generated a DNA profile linked through the National DNA Databank to an unknown person or cases with the same suspect which were not previously linked.



**Property & Evidence:**

Property and evidence at Kawartha Lakes Police Service is handled by two officers, the Forensic Identification Officer as well as a part time Special Constable. The unit is responsible for the intake of approximately 2000 pieces of evidence each year. Evidence is secured in the Kawartha Lakes Police Service Evidence Room during investigations and through the criminal court process. Evidence includes general evidence, drugs, firearms, money, liquor, and biological forensic evidence.

The increased prevalence of opioid seizures has led to enhancements in equipment and training for the safe handling of opioids and other hazardous substances.

**INFORMATION TECHNOLOGY**

Cyber-crime can take many forms, from targeted attacks on computer infrastructure to the use of the internet to perpetrate sophisticated online frauds. Our purpose in this area is two-fold. First, we must ensure our own systems, containing sensitive law enforcement information, are protected from malicious attacks. And second, we need to stay current with trends in computer-based crimes and equip investigators with the resources to properly investigate these offences.

To address these needs the Kawartha Lakes Police Service added a full-time IT specialist in 2019. This new position will ensure that we stay current in digital evidence management, cyber protection as well as system administration and maintenance.

**COMMUNITY SATISFACTION**

As a fundamental principle of policing, co-operation between the City of Kawartha Lakes Police Service and the community is vital to delivering effective service. Community input in establishing priorities, goals and objectives, as well as solving community problems is vital to this process. Finally, it is very important that we discover how the people of the City of Kawartha Lakes feel about issues in their community, and the quality of policing that they receive.

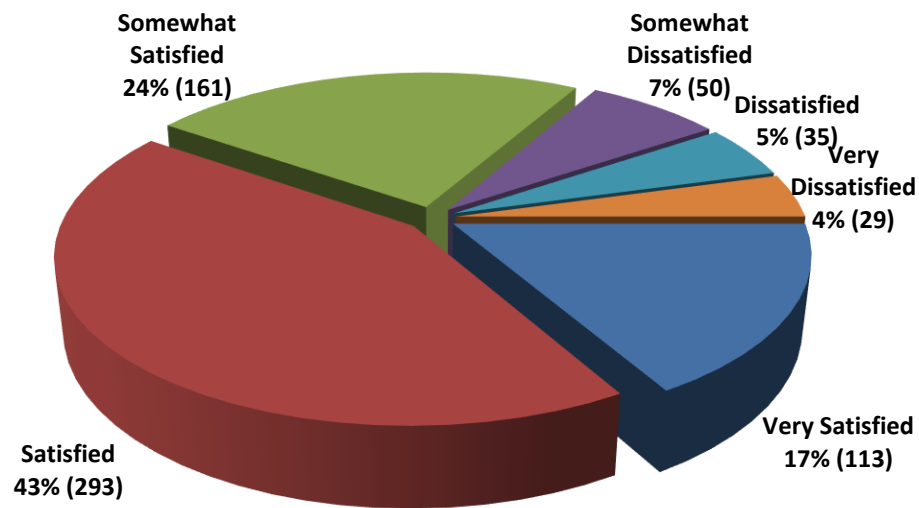


The Police Services Act mandates that community satisfaction be part of the Business Planning process. The Police Services Board’s most recent survey was in 2013; 835 people responded, most electronically, although there were a significant number who took advantage of the paper copy approach. The statistical report was presented to the Board and the public at the Board’s meeting in February and that report can be found via this link: <http://kawarthalakespolice.com/wp-content/uploads/2014/08/Public-Consultation-Committee-Report.pdf>

The Board’s Committee, making use of a facilitator, conducted five focus groups, one each for the business, the social housing, the education, and the emergency health care sectors, as well as one for the CKL Police Service and Staff. These focus groups were attended by many of the leaders in each of the sectors and discussions were open and frank and led to a much deeper perception of the policing concerns shared by all involved.

Earning the support of our community will be a guiding principle in everything that we do as a Police Service. As part of our 2019-2021 Strategic Plan we will be conducting a new community survey and stakeholder consultation in 2020.

### Overall Quality of Service (2013 Survey)

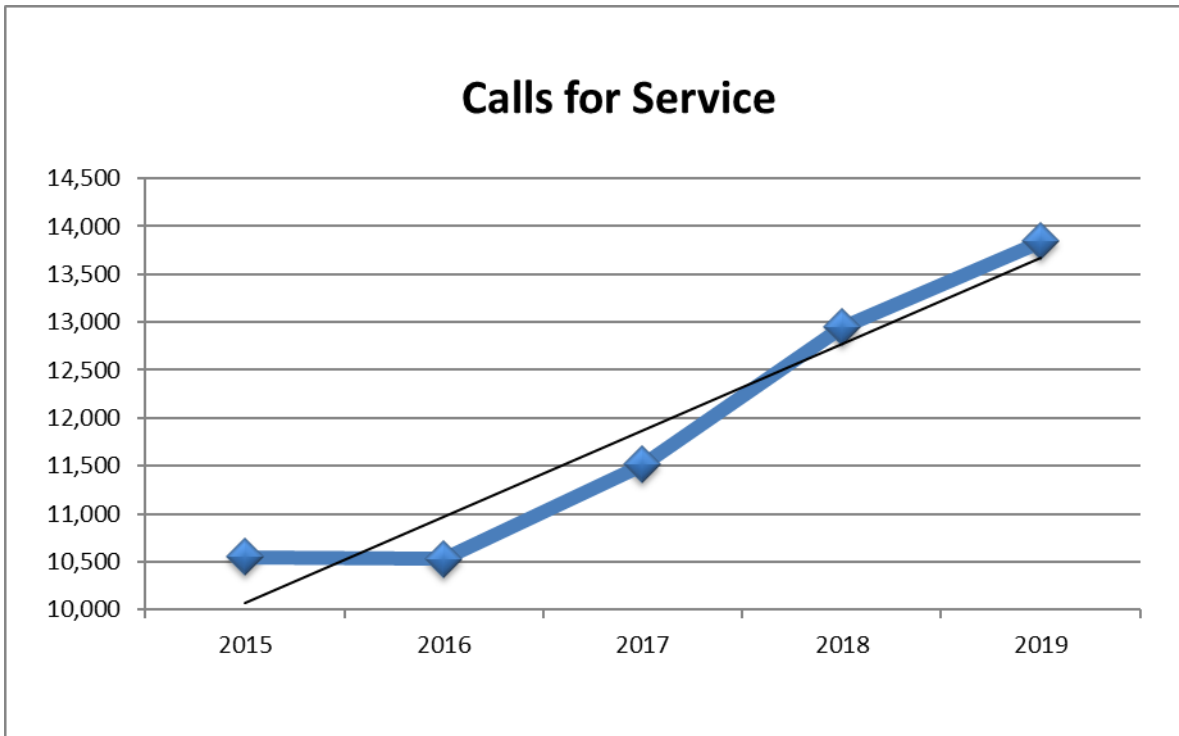


## EMERGENCY CALLS FOR SERVICE

There has been a steady and consistent increase in the number of calls for service over the past five years. In 2019, there were close to 14,000 calls for policing services in our community. We closely monitor calls to identify trends and changes in the community's needs.

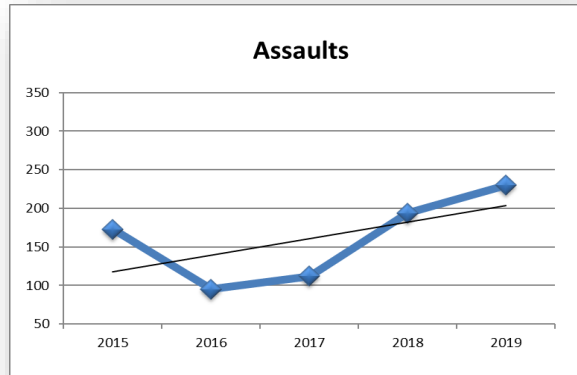
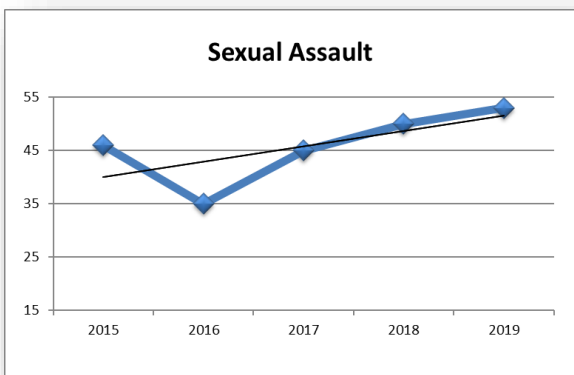
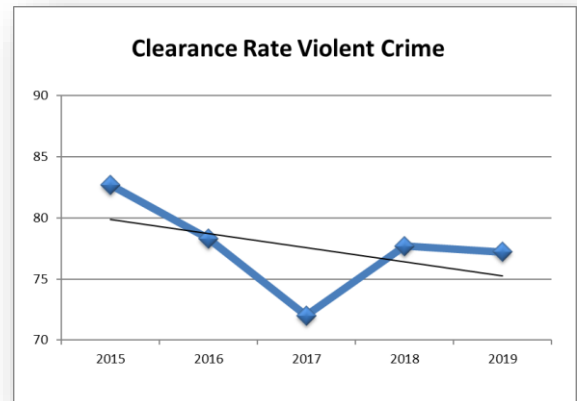
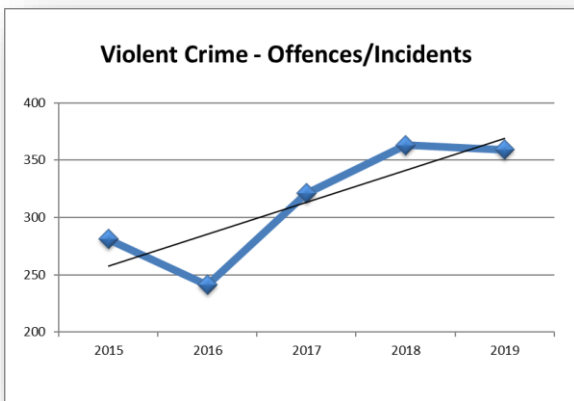
Responding to emergency calls for service is a primary role of the Police Service as part of the law enforcement core function and is mandated by the Police Services Act. The City of Kawartha Lakes Police Service provides emergency response capability 24 hours per day throughout the year. This service requires an efficient call taking and dispatching service combined with the strategic use of patrol personnel on the front line. The people of the City of Kawartha Lakes have high expectations when they call in an emergency situation. Our most important *Organizational Value* is the protection of human life and that principle is a guiding focus for all of our members.

Natural and man-made catastrophic events in the world have underscored the need for emergency responders from all disciplines to be prepared and to work with the community to ensure community-wide preparedness to respond to emergencies. We participate in the City's Emergency Management coordinating committee and actively participate in Emergency Management Training initiatives and exercises throughout the year.



## VIOLENT CRIME

Responding to violent crime is part of the Law Enforcement core function. Violent crimes can undermine a community's sense of safety and well-being. Our approach to violent crime is constantly evolving. Recognizing the unique impact of sexual assault on victims, the City of Kawartha Lakes Police Service now reviews each case with community partners to ensure our pursuit of offenders is balanced with and sensitive to the needs of victims.



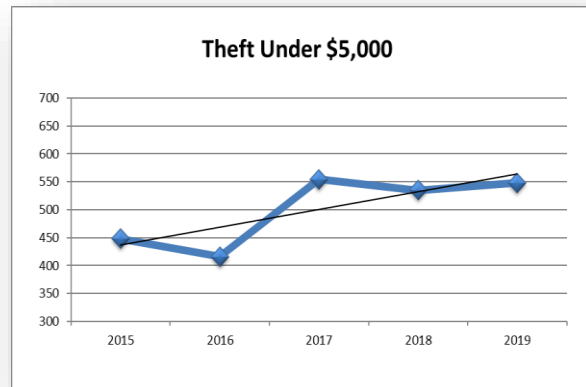
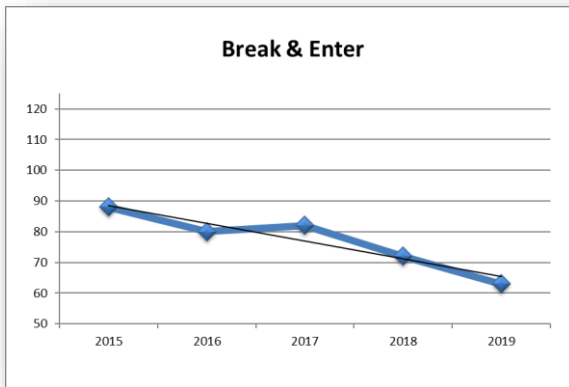
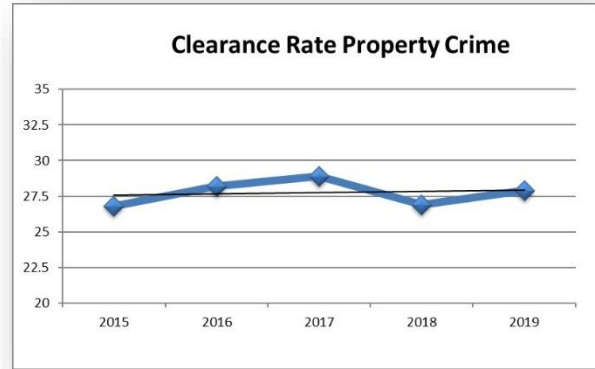
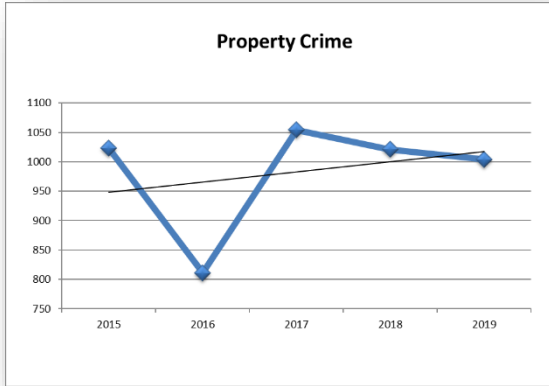
OFFENCE TYPE	2018 Offences	Percent Cleared	2019 Offences	Percent Cleared	Variance in Clearances
<b>Violent Crimes</b>	<b>363</b>	<b>77.7 %</b>	<b>359</b>	<b>77.2 %</b>	<b>-0.8 %</b>
Homicide	0	0 %	0	0 %	0 %
Attempt Murder	0	0 %	0	0 %	0 %
Abductions/confinements	4	100 %	4	100 %	0%
Sexual Offences	44	94.7 %	53	93.5 %	- 4.2 %
Assaults	227	74.4 %	230	90.2 %	103.1 %
Robbery	10	80 %	6	50 %	-37.5 %

\*The table above does not include statistics from the Central East Correctional Centre.

\*Violent Crimes listed are the primary offences only.

## PROPERTY CRIME

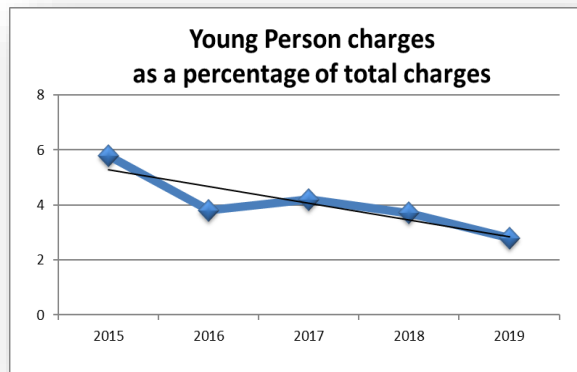
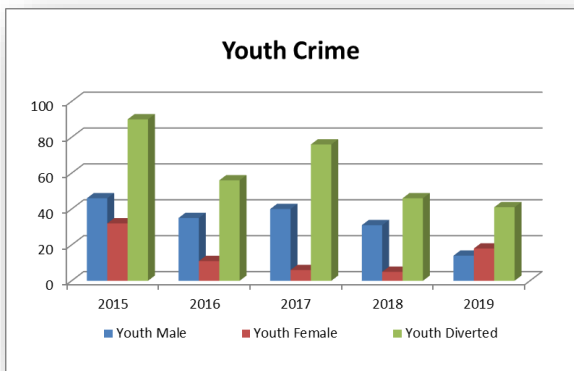
The investigation of crime, prosecution of the offender, recovery of stolen property and its return to the rightful owner is one of the many tasks included in the core function of Law Enforcement.



OFFENCE TYPE	2018 Offences	Percent Cleared	2019 Offences	Percent Cleared	Variance in Clearances
<b>Property Crimes</b>	<b>1021</b>	<b>26.9 %</b>	<b>1004</b>	<b>27.9 %</b>	<b>3.1 %</b>
Break and Enters	73	15.1 %	63	27 %	79.1 %
Thefts – Motor Vehicles	38	36.8 %	27	36.8 %	-9.5 %
Thefts Over \$5000	13	15.4 %	18	0%	0 %
Thefts Under \$5000	532	21.1 %	541	21.4 %	1.8 %
Possess Stolen Property	20	95 %	16	68 %	-27.6 %
Fraud	141	47.5%	205	52.3%	8.9 %

## YOUTH CRIME

Youth Crime is another element of the Law Enforcement core function. Prevention, education, and enforcement have long been considered the complete approach to dealing with crime issues. Changes in legislation at the Federal level with the Youth Criminal Justice Act have created change in police and community responses to youth crime.



One of our community partners is the Boys and Girls Club who we work closely with in the diversion program; and we are a member of the Youth Justice Committee - they are a collection of agencies that provide services to youth particularly the at-risk group.

We understand the perception that youth crime is a problem in our community and others; it is our opinion that this is more perception than reality. Youth crime has actually decreased over the past decade. In fact, young persons account for less than 5% of total criminal charges. That being said we will continue to work with our community partners to provide educational programs and effective responses to those that do commit criminal offences.

## ASSISTANCE TO VICTIMS

Assistance to victims is a core function of policing mandated by section 17 of Regulation 3/99. It requires that a police service provide assistance to victims. Further, subsection 30(2) requires the police service to address this issue in its Business Plan. The City of Kawartha Lakes Police Service has embraced and takes an active role in both the Victim Services and Victim Witness Assistance Program (VWAP) programs.

We routinely receive letters of thanks, which are copied to employee's personnel files and to the Police Service Board.

## Collision Reporting Centre

The City of Kawartha Lakes Police Service, the Kawartha Lakes Detachment of the Ontario Provincial Police and Accident Support Services International Ltd. (ASSI) facilitators of Collision Reporting to the insurance industry, opened the Kawartha Lakes Collision Reporting Centre on October 15, 2013 at 6 Victoria Avenue North in Lindsay, Ontario.

The Kawartha Lakes Collision Reporting Centre provides enhanced value to the public in the reporting of vehicle collisions by providing a faster and safer response to property damage collisions. In addition, the Centre also helps free up officer time that can be re-allocated to other investigations and crime and accident prevention initiatives. The CRCs are funded entirely by supporting insurers so there is no cost to the Police Service or local taxpayers.



The Kawartha Lakes Collision Reporting Centre is located at 6 Victoria Avenue North, Lindsay. The hours of operation are from 10 a.m. to 6 p.m. Monday through Friday.

Collisions eligible for reporting at the Centre are property damage collisions where there are no injuries and no criminal offences involved. Police will continue to investigate collisions at the scene that involve injuries, suspected criminal activity or damage to private property.

In cases where a collision occurs and vehicles are drivable, citizens will be directed to drive to the Centre to complete their report. In cases where vehicles are not drivable, tow trucks will be dispatched to the scene to clear the vehicles and transport parties involved to the CRC. Upon arrival at the centre, citizens are greeted by a member of the Accident Support Services staff who provides assistance to complete the police report, applies the 'damage reported to police' sticker, photographs the damage to the vehicle, and offers those involved the opportunity to contact their family, broker or insurance company directly from the Centre. They are provided with a one-stop service opportunity for all of their reporting needs. Completed police reports will be reviewed by police on site for accuracy and issuing of violation tickets if warranted.

For more information on ASSI, please visit [www.accsupport.com](http://www.accsupport.com)

## POLICE FACILITIES

The City of Kawartha Lakes Police Service is located at 6 Victoria Avenue North, Lindsay. The building, consisting of one level with approximately 18,000 square feet, was constructed in 1996. The Annual Facilities Report was provided to the Police Services Board in January 2019. As our community grows, the Police Service must also grow to meet those needs. While the current police facility meets the needs of the Service, an operational review will occur in 2020 to identify and plan for future needs.

## RESOURCE PLANNING

The allocation and management of resources is paramount to ensuring that goals and objectives are achieved in an effective and efficient manner. The process includes all aspects of human resources development. Recruiting, training, personnel development, deployment, workload analysis and distribution, and succession planning all play a part in resource planning.

Policing Standards, including the Adequacy Standard Regulation, Use of Force, Suspect Apprehension Pursuits, and other areas require regular training and updating of skills. Employee development is also essential in ensuring that personnel have the qualifications, knowledge and skills to carry out particular duties and tasks.

The implementation of our skills development and learning plan, as required by the Police Services Act, ensures that employees receive the required training and development required. Training is accessed through a variety of means: in-service training, educational subsidies for post-secondary courses, Police College training, as well as training and seminars offered by other police services.

In 2019, we made the very difficult decision to suspend our popular K9 program due to a combination of unfortunate circumstances. Our Canine officer, Xena, was not only an operational asset, but was also immensely popular with school and community groups. Along with the removal of officers from the Central East Correctional Center, this will be an important consideration as we adapt and plan for the delivery of policing services in the future.

## CONCLUSION

The members of the City of Kawartha Lakes Police Service remain ready to serve this great community that we all call home. Our success is your success and we thank you for your ongoing support. We are immensely proud of the collaboration with our community partners and with the public in making Kawartha Lakes a safe community for everyone to *live, work and play!*

