

**AGENDA MATERIAL  
FOR  
THE THUNDER BAY  
POLICE SERVICES BOARD  
REGULAR SESSION**

**Date: TUESDAY, NOVEMBER 21, 2023**

**Location: VALHALLA HOTEL – The Viking Room  
1 Valhalla Inn Road, Thunder Bay, ON**

**Time: 10:30 A.M.**



**THE TWENTY-SECOND MEETING OF THE  
FIFTY-FOURTH THUNDER BAY POLICE SERVICES BOARD**

**TUESDAY, NOVEMBER 21, 2023**

**VALHALLA HOTEL & CONFERENCE CENTRE – VIKING ROOM  
1 Valhalla Inn Road, Thunder Bay, ON**

**10:30 A.M.**

**REGULAR SESSION**

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1. DISCLOSURES OF INTEREST

2. CONFIRMATION OF AGENDA

(2 minutes)

RES 1

With respect to the Twenty-Second Session (Regular) of the Fifty-Fourth Thunder Bay Police Services Board held on November 21, 2023, we recommend that the agenda as printed, including any additional information and new business, be confirmed.

3. CONFIRMATION OF MINUTES

(2 minutes)

The Minutes of the Nineteenth Session (Regular) of the Fifty-Fourth Thunder Bay Police Services Board held on October 17, 2023, to be confirmed. **(Pages 7 - 18)**

RES 2

THAT the Minutes of the Nineteenth (Regular) of the Fifty-Fourth Thunder Bay Police Services Board held on October 17, 2023 be confirmed.

4. REPORTS OF COMMITTEES

a) Governance Committee

(5 minutes)

Memorandum to the Thunder Bay Police Services Board from John S. Hannam, Secretary, dated November 14, 2023, relative to an update on the activities of the Governance Committee. **(Page 19)**

i. Special Account Policy

(5 minutes)

At the September 15, 2023 meeting of the Governance Committee, a memorandum from Malcolm Mercer, Administrator, relative to the development of a policy for the Board's Special Account, was presented and discussed at length. The Governance Committee recommended adoption of the

**THUNDER BAY POLICE SERVICES BOARD (TBPSB)**

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proposed policy, which was presented at the October 17, 2023 Regular Session of the Board.

At the October 17, 2023 Regular Session of the Board, after a lengthy discussion, the proposed policy was referred back to the Board's Governance Committee for further revisions.

Proposed Special Account Policy, for the Board's information. **(Pages 20 - 21)**

The following motion will be presented for the Board's consideration:

RES 3

With respect to the Special Account Policy, as presented at the November 21, 2023 Regular Session of the Board;

THAT the Thunder Bay Police Services Board approves adoption of the Special Account Policy.

ii. Missing Persons Policy and Use of Force Policy (15 minutes)

Proposed Missing Persons Policy and Use of Force Policy, for the Board's information. **(Pages 22 - 24)**

RES 4

With respect to the Missing Persons Policy and the Use of Force Policy, as presented at the November 21, 2023 Regular Session of the Board;

THAT the Thunder Bay Police Services Board approves adoption of both policies, as presented.

iii. Policies for Consideration (15 minutes)

Memorandum to the Board from Malcolm Mercer, dated November 12, 2023, relative to proposed policies for Board – Chief Relationship and Information Sharing, for the Board's information. **(Distributed Separately)**

The following draft policies are being presented for comments and discussion purposes only:

- Proposed Information Sharing Policy **(Pages 25 - 27)**
- Proposed Indigenous Relationship Policy **(Pages 28 - 30)**
- Proposed Role and Responsibility Policy **(Pages 31 - 32)**

Mr. J. Hannam, Secretary to the Thunder Bay Police Services Board, to provide an overview relative to the above noted.

b) Labour Relations Committee (5 minutes)

Mr. J. Hannam, Secretary, to provide an update relative to the activities of the Labour Relations

Committee.

5. REPORTS OF THE THUNDER BAY POLICE SERVICE

- a) 2024 Budget – Thunder Bay Police Service (20 minutes)

Report No. 33/22 (Police) relative to the proposed 2024 Operating and Capital Budgets of the Thunder Bay Police Service, for the Board’s information. **(Pages 33 - 40)**

Chief D. Fleury and Ms. D. Paris, Director – Financial Services & Facilities, Thunder Bay Police Service, to provide an overview relative to the above noted.

The following motion will be presented for the Board’s consideration:

RES 5
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 With respect to Report No. 33/23 (Police), as presented at the November 21, 2023 Regular Session of the Board;

THAT the Thunder Bay Police Services Board approves the 2024 Operating and Capital Budgets, as presented.

6. GENERAL MATTERS

- a) 2023 Budget – Thunder Bay Police Services Board (5 minutes)

Memorandum to the Thunder Bay Police Services Board from John S. Hannam, dated November 15, 2023, relative to an up-to-date summary of the Police Services Board’s Budget, for the Board’s information. **(Pages 41 - 42)**

Mr. J. Hannam to provide an overview of the Board’s budget to date.

- b) Beau Aaron Baker Inquest (5 minutes)

Verdict Explanation and Recommendations relative to the Inquest into the death of Beau Aaron Baker, for the Board’s information. **(Distributed Separately)**

Staff Sgt. N. Herman, Thunder Bay Police Service, to provide a verbal response relative to the above noted.

- c) Policing Services to the Municipality of Oliver Paipoonge (10 minutes)

Report No. 34/23 (Police) relative to entering into an agreement with the Municipality of Oliver Paipoonge to provide policing services, for the Board’s information. **(Pages 43 - 44)**

Chief of Police D. Fleury to provide an overview relative to the above noted.

The following motion will be presented for the Board's consideration:

RES 6

With respect to Report No. 34/23 (Police), we recommend that the Thunder Bay Police Services Board support the renewal of the contract to provide Policing Services to the Municipality of Oliver Paipoonge and recommend to City Council the execution of the five (5) year contract.

7. PETITIONS AND COMMUNICATIONS

- a) Thank You Letter for Sponsorship (2 minutes)

On June 21, 2023, Administrator Malcolm Mercer, Thunder Bay Police Services Board, approved a request from Staff Sergeant J. Dampier for sponsorship at the 2023 World Police and Fire Games in Winnipeg. A cheque, in the amount of \$700.00, was issued from the Board's Special Account.

Correspondence to the Thunder Bay Police Services Board from Staff Sergeant Joe Dampier, dated October 17, 2023, relative to a thank you for Board sponsorship for his participation in the 2023 World Police and Fire Games in Winnipeg, for the Board's information. **(Page 45)**

- b) Follow-Up Report on Funding (2 minutes)

At the January 17, 2023 Regular Session of the Board, a funding initiative proposal from Thunder Bay and Area Victim Services was presented to the Board. A motion was approved to fund the initiative, and a cheque in the amount of \$10,000 was issued from the Board's Special Account.

Copies of a follow-up report from Thunder Bay and Area Victim Services (TBAVS), relative to funding received from the Board, for the Board's information. **(Pages 46 - 49)**

- c) Tracking Board Reports

There are *no updates* for the following outstanding Board reports/standing agenda items.

- i. Emmanuel Oruitemeka Inquest

Board Responses to Jury Recommendations for the Ministry of the Solicitor General, due January 19, 2024.

- ii. Governance Committee – Policy Development

Policy responding to recommendations #2 through #4 of the Epstein Report – Missing and Missed.

iii. Governance Committee – Policy Development

At the May 24, 2022 Regular Session of the Board, the use of Artificial Intelligence by the Thunder Bay Police Service was presented to the Board. At the February 21, 2023 Regular Session of the Board, the BriefCam Project Report was presented. The Police Services Board was asked to develop a policy to ensure proper oversight regarding artificial intelligence and the use of video analytics.

iv. OIPRD Report Recommendations

Summary of status/progress of OIPRD Recommendations: a verbal update was presented to the Board on October 17, 2023.

v. OCPC Chart – Summary of Recommendations

Summary of status/progress of OCPC Recommendations was last presented for the Board's information on June 28, 2022.

8. NEW BUSINESS

9. CONFIRMING BY-LAW

RES 7

THAT the following By-law be introduced, read, dealt with individually, engrossed, signed by the Chair and Secretary to the Thunder Bay Police Services Board, sealed and numbered:

1. A By-law to confirm the proceedings of a Regular Session of The Thunder Bay Police Services Board, this 21<sup>st</sup> day of November, 2023.

Explanation: Confirmation of the proceedings and each motion, resolution and other action passed or taken by the Thunder Bay Police Services Board at this meeting is required, adopted, ratified and confirmed as if all such proceedings had been expressly embodied in this By-law.

BY-LAW NUMBER: PC24– 2023

10. ADJOURNMENT

**MEETING: THE NINETEENTH SESSION OF THE FIFTY-FOURTH THUNDER BAY  
POLICE SERVICES BOARD**

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**DATE:** OCTOBER 17, 2023

**TIME:** 9:00 A.M.

**PLACE:** VALHALLA HOTEL & CONFERENCE CENTRE  
1 VALHALLA INN ROAD, THUNDER BAY

**CHAIR:** MS. K. MACHADO

**PRESENT:**

Mr. W. Bahlleda  
Ms. D. Baxter  
Mayor K. Boshcoff  
Councillor K. Etrene  
Ms. K. Machado  
Mr. M. Mercer

**ATTENDING BY ZOOM:**

Mr. T. Gervais, Ministry of the Solicitor  
General

**OFFICIALS:**

Mr. D. Fleury, Chief of Police  
Mr. R. Hughes, Deputy Chief of Police  
Ms. D. Paris, Director – Financial Services &  
Facilities, Thunder Bay Police Service  
Detective Inspector J. Pearson, Thunder Bay Police  
Service  
Inspector G. Snyder, Thunder Bay Police Service  
Inspector D. West, Thunder Bay Police Service  
Staff Sgt. J. Dampier, Thunder Bay Police Service  
Mr. J. Hannam, Secretary – Thunder Bay Police  
Services Board  
Ms. L. Douglas, Assistant to the Secretary - Thunder  
Bay Police Services Board

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1. DISCLOSURES OF INTEREST

There were no disclosures of interest declared at this time.

2. CONFIRMATION OF AGENDA

Under New Business, the following items were added:

- a report from the John Howard Society relative to an update on how Board funding was used; and
- a request for funding from Pink Mafia Productions.

**MOVED BY:** Councillor K. Etrene

**SECONDED BY:** Mayor K. Boshcoff

With respect to the Nineteenth Session (Regular) of the Fifty-Fourth Thunder Bay Police Services Board held on October 17, 2023, we recommend that the agenda as printed, including any additional information and new business, be confirmed.

**CARRIED**

3. CONFIRMATION OF MINUTES

The Minutes of the Seventeenth Session (Regular) of the Fifty-Fourth Thunder Bay Police Services Board held on September 19, 2023, to be confirmed.

MOVED BY: Ms. D. Baxter

SECONDED BY: Mayor K. Boshcoff

THAT the Minutes of the Seventeenth (Regular) of the Fifty-Fourth Thunder Bay Police Services Board held on September 19, 2023 be confirmed.

CARRIED

4. DEPUTATION

Jason Veltri, President of the Rainbow Collective of Thunder Bay, and Scotia Kauppi, Chair of the Thunder Pride Association, provided an update to the Thunder Bay Police Services Board on the safety and security concerns facing the Queer, Trans and Non-Binary communities in Thunder Bay, and shared their security concerns and threats faced by those communities during the 2023 Pride month.

Copies of several threatening email and on-line bullying to the Rainbow Collective were provided for Board members. Concerns were raised about an increase in threatening and abusive email coming through Anonymousemail.me.

It was noted that members of the Rainbow Collective and the Thunder Pride Association are volunteers who have to deal with abuse and threats on behalf of the Community.

An overview of the counter-rally at City Hall against a “hate mob” was provided.

Discussion about hate crimes, which are on the rise, and the lack of reporting were discussed. The importance of reporting hate crimes was noted, as the Police Service needs to gather data.

Chief D. Fleury responded to follow-up questions regarding when the Service is called about bullying and hate crimes. He noted that he would be meeting with Jason Veltri and Scotia Kauppi on October 20, 2023. He also noted that the Anonymousemail.me website is being investigated.

Jason Veltri and Scotia Kauppi were thanked for bringing this matter to the Board’s attention.

5. REPORTS OF COMMITTEES

a) Thunder Bay Police Service – Joint Health & Safety Committee



Report No. 30/23 (Police) relative to the semi-annual report from the Joint Health and Safety Committee (January – September, 2023), was provided for the Board’s information.

Inspector Derek West, Management Co-Chair of the TBPS Joint Health and Safety Committee, provided an overview of the activities of the TBPS Joint Health and Safety Committee for the period January 1, 2023 to September 30, 2023.

The Board asked Inspector West to provide a more comprehensive breakdown of the data on the summary for future reports. This will allow the Board to make better decisions.

b) Governance Committee

Mr. J. Hannam, Secretary to the Thunder Bay Police Services Board, reported that the Working Groups continue to meet, and that the Governance Committee has recently engaged a researcher and a facilitator.

c) Labour Relations Committee

Mr. J. Hannam, Secretary to the Thunder Bay Police Services Board, provided an update relative to the activities of the Labour Relations Committee.

Discussion was held relative to Committee meeting minutes being provided to the full Board. Mr. Hannam noted that issues will be brought forward to the Board as required, particularly policy recommendations.

6. REPORTS OF THE THUNDER BAY POLICE SERVICE

a) Inquest – Seven First Nation Youths - Annual Report

The Annual Implementation Status Report of the Thunder Bay Police Service, relative to the Inquest into the Deaths of Seven First Nation Youths, was provided for the Board’s information.

Chief D. Fleury provided an overview relative to the above noted and responded to questions. Work is ongoing. Chief Fleury noted that the Service has a permanent liaison at Matawa and that Service’s CORE group rotates through Dennis Franklin Cromarty (DFC), staying in contact with the youth.

b) Quarterly Complaints

Report No. 29/22 (Police) relative to the summary of complaints for Q3 of 2023 (July, August and September, 2023), was provided for the Board’s information.

Staff Sgt. Joe Dampier, Thunder Bay Police Service, provided a preamble of the report for the new Board members, and then the summary of complaints.

Staff Sgt. Dampier responded to questions about all outstanding complaints, as opposed to outstanding complaints for the quarter being reported on. Another section on all outstanding complaints will be added to future reporting.

It was noted that Closed Session reporting on specific complaints will start again for the next reporting cycle.

c) Thunder Bay Police Service – Third Quarter Variance Report

Report No. 31/22 (Police) relative to an update on the status of the Operational Budget of the Thunder Bay Police Service as of September 30, 2023, was provided for the Board's information.

Ms. D. Paris, Director – Financial Services & Facilities, Thunder Bay Police Service, provided an overview relative to the above noted. She noted that overtime is trending higher than anticipated, as well as WSIB costs.

d) BriefCam Video Analytics Software

At the May 24, 2022 Regular Session of the Board, the use of Artificial Intelligence by the Thunder Bay Police Service was presented to the Board. At the February 21, 2023 Regular Session of the Board, the BriefCam Project Report was presented.

The Police Services Board was asked to develop a policy to ensure proper oversight regarding artificial intelligence and the use of video analytics.

Memorandum to the Thunder Bay Police Services Board from Detective Inspector J. Pearson, dated October 10, 2023, relative to a request to use BriefCam video analytics software, was provided for the Board's information.

Detective Inspector Pearson provide an overview relative to the above noted, and noted that there have been previous presentations to the Board on this topic.

The Service is confident in this software and in the testing, and is requesting approval and direction on the use of the BriefCam video analytics software.

An overview of the internal training and the trained individuals was provided. Detective Inspector Pearson confirmed that the software will not be used for automated use of identifying individuals. He noted that none of the Services using BriefCam have enabled facial recognition and confirmed that the Thunder Bay Police Service will not be enabling the facial recognition feature. He also confirmed that this software will only be applied to video that the Service has legally and lawfully obtained pursuant to ongoing investigations. A brief overview was provided

on the type of items they will be searching for. The Service is waiting for the Board to develop their policy regarding proper oversight of the use of video analytics and artificial intelligence.

Mr. J. Hannam confirmed that the Board is cognizant of the fact that they need to develop a policy on this matter. Accordingly, since the policy has not been developed, an amendment was made to the motion presented.

MOVED BY: Ms. D. Baxter  
SECONDED BY: Mr. W. Bahlieda

With respect to the use of the BriefCam video analytics software, the Thunder Bay Police Board approves and directs the use of software by trained members of the Thunder Bay Police Service, for the purpose of assisting in the lawful execution of their duties.

Amending Motion – BriefCam Video Analytics Software

MOVED BY: Mr. W. Bahlieda  
SECONDED BY: Ms. D. Baxter

THAT the motion be amended by adding the following phrase after the word “software”:  
at the direction of the Chief of Police, with reporting experience and lessons learned to the Board, in support of future policy development.

CARRIED

Amended Motion – BriefCam Video Analytics Software

MOVED BY: Ms. D. Baxter  
SECONDED BY: Mr. W. Bahlieda

With respect to the use of the BriefCam video analytics software, we recommend that the Thunder Bay Police Board approves and directs the use of the BriefCam software, at the direction of the Chief of Police, with reporting on experiences and lessons learned to the Board in support of policy development;

AND THAT BriefCam only be used by trained members of the Thunder Bay Police Service, for the purpose of assisting in the lawful execution of their duties.

CARRIED

7. GENERAL MATTERS

- a) 2023 Board Budget Status Report

Memorandum to the Thunder Bay Police Services Board from John S. Hannam, Secretary, relative to the status of the 2023 Board Budget, was re-presented for the Board's information.

At the September 19, 2023 Regular Session of the Board, the above noted memorandum was presented. Newly-appointed Board Members Bahlieda and Councillor Etreni requested more background information on how Board expenses are communicated to Board members.

Mr. J. Hannam, Secretary to the Thunder Bay Police Services Board, reported that after the September 19, 2023 Regular Session of the Board, additional information was distributed to the new Board members.

Councillor Etreni requested more detail on the format of the subject report. Mr. Hannam noted that he is open to suggestions on the format for ongoing presentations, and encouraged input on the presentation of the report. Board members were asked to email Mr. Hannam their suggestions.

MOVED BY: Ms. D. Baxter  
SECONDED BY: Mayor K. Boshcoff

With respect to the reporting of invoices paid and charged against the annual operating budget, we recommend that the Thunder Bay Police Services Board direct Administration cease the practice, replacing it with a monthly budget summary.

CARRIED

b) Thunder Bay Police Services Board – Third Quarter Variance Report

Memorandum to Members of the Thunder Bay Police Services Board from John S. Hannam, Secretary, dated October 11, 2023, relative to an update on the status of the Operational Budget of the Thunder Bay Police Services Board as of September 30, 2023, was provided for the Board's information.

Mr. J. Hannam, Secretary to the Thunder Bay Police Services Board, provided an overview of the Variance Report and noted that the variance was almost entirely due to legal costs of inquests and general indemnifications. The year-end variance is now projected at a \$210,000 unfavourable variance for this operating year.

c) Special Account Policy

Memorandum to the Thunder Bay Police Services Board from Malcolm Mercer, Administrator, dated October 12, 2023, relative to a proposed policy for the Board's Special Account, was distributed separately with the Agenda on October 12, 2023.

At the September 15, 2023 meeting of the Governance Committee, the above-noted memorandum

was presented and discussed at length. The Governance Committee is recommending adoption of the proposed policy being presented.

A revised version of Appendix “A” was emailed to Board members on October 15, 2023.

Mr. M. Mercer provided an overview of the memorandum and noted that intent of the policy is to delegate the decision-making to a 2-person panel in order to make the process more efficient and to prioritize more pressing matters for the Board. The policy would also provide a framework for the use of the Special Account and would allow for public transparency and guidance.

MOVED BY: Ms. D. Baxter  
SECONDED BY: Councillor K. Etreni

With respect to the Memorandum to the Thunder Bay Police Services Board from Malcolm Mercer, Administrator, dated October 12, , 2023, relative to a proposed policy for the Board’s Special Account, as presented at the October 17, 2023 Regular Session of the Board;

THAT the Thunder Bay Police Services Board approves the Special Account Policy.

With regard to the proposed policy, Administrator Mercer responded to questions relative to concerns about the Board losing interaction with the Police Service (if they don’t have the opportunity to attend Board meetings for sponsorship requests, etc.).

Mr. Hannam noted that, under the proposed policy, responses to requests would be provided in a more timely manner (without waiting for the next Board meeting).

Discussion was held relative to the creation of an application form and the requirement that a follow-up report or deputation to the Board be triggered by requests over a set amount.

MOVED BY: Councillor K. Etreni  
SECONDED BY: Mayor K. Boshcoff

THAT the proposed policy for the Board’s Special Account, as presented at the October 17, 2023 Regular Session of the Board, be referred back to the Board’s Governance Committee for further revisions.

CARRIED

d) OIPRD Report Recommendations

Chief D. Fleury provided a verbal overview of the status of the recommendations as well as the meeting held with the OIPRD, the Board and representatives of the Police Service on September

22, 2023.

The Police Service is working on enforcement, engagement with the community, and human resources.

Progress on the Sinclair Report will continue as an Annual Report.

Administrative M. Mercer commented that the meeting with the OIPRD was very constructive, and he congratulated the Service on a productive presentation and delivery of the status of the recommendations.

e) Indigenous Grand Chief's Forum

Memorandum to the Thunder Bay Police Services Board from Chief D. Fleury, dated October 10, 2023, relative to the Indigenous Grand Chief's Forum, was provided for the Board's information.

Chief D. Fleury provided an overview relative to the above noted. Plans are tentatively scheduled for November 9, 2023. If the date needs to be changed to accommodate schedules, the event will be pushed to the beginning of 2024.

The actual cost of the event could not be provided, as it will be based on responses from invitees.

MOVED BY: Councillor K. Etrene

SECONDED BY: Mr. W. Bahlieda

With respect to the Indigenous Grand Chief's Forum being hosted by the Thunder Bay Police Service and the Anishinabek Nation, the Thunder Bay Police Services Board agrees to support and assist the Thunder Bay Police Service with the costs of this forum.

Amending Motion – Indigenous Grand Chief's Forum

MOVED BY: Councillor K. Etrene

SECONDED BY: Mr. W. Bahlieda

THAT Indigenous be changed to First Nations, financial assistance come from the Board's Special Account, and that "excluding travel and accommodation for guests" be added.

CARRIED

Amended Motion – Indigenous Grand Chief's Forum

MOVED BY: Councillor K. Etrene

SECONDED BY: Mr. W. Bahlieda

**THUNDER BAY POLICE SERVICES BOARD (TBPSB)**

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With respect to the First Nations Grand Chief's Forum being hosted by the Thunder Bay Police Service and the Anishinabek Nation, the Thunder Bay Police Services Board agrees to support and assist the Thunder Bay Police Service with the costs of this forum from the Board's Special Account, excluding travel and accommodation for guests.

CARRIED

Ms. D. Baxter noted that it is traditional to bring gifts, and that the costs of the gifts should also be included in the costs. The Board was in consensus to include the costs of gifts with the costs being approved today.

f) Remembrance Day 2023

Mr. J. Hannam, Secretary to the Board, provided an overview relative to the local ceremonies scheduled for Saturday, November 11, 2023. Board representation at local ceremonies was requested.

There will be Board representation for the laying of Remembrance Day wreaths at the Fort William Gardens, Fort William First Nation, the Slovak Legion, and Waverley Park.

g) 2024 Meeting Dates

Copies of the 2024 calendar were provided for the Board's information in order to determine their meeting dates in 2024.

The following meeting dates, on the 3rd Tuesday of each month in 2024, were proposed:

- Tuesday, January 16, 2024;
- Tuesday, February 20, 2024;
- Tuesday, March 19, 2024;
- Tuesday, April 16, 2024;
- Tuesday, May 21, 2024;
- Tuesday, June 18, 2024;
- Tuesday, July 16, 2024 (tentative);
- Tuesday, August 20, 2024 (tentative);
- Tuesday, September 17, 2024;
- Tuesday, October 15, 2024;
- Tuesday, November 19, 2024; and
- Tuesday, December 17, 2024.

MOVED BY: Mayor K. Boshcoff  
SECONDED BY: Councillor K. Etreni

With respect to the 2024 meeting dates presented at the October 17, 2023 Regular Session of the Thunder Bay Police Services Board, we recommend proceeding with the proposed dates.

CARRIED

h) Website Launch

At the May 23, 2023 Regular Session of the Board, Mr. J. Hannam, Secretary, provided an overview of proposed changes and updates to the Board's website. The Board approved the expenditure required to update the website, and it was noted that, once completed, a presentation would be made to the Board on the new features and design changes.

Using the projector screen, Mr. J. Hannam provided a visual overview of the new features on the Board's website.

Councillor K. Etrene asked about a possible internal feature for Board members to access. Mr. Hannam will follow up with KPW Communications.

8. PETITIONS AND COMMUNICATIONS

a) Tracking Board Reports

There are *no updates* for the following outstanding Board reports/standing agenda items.

i. Emmanuel Oruitemeka Inquest

Board Responses to Jury Recommendations for the Ministry of the Solicitor General, due January 19, 2024.

ii. Governance Committee – Policy Development

Policy responding to recommendations #2 through #4 of the Epstein Report – Missing and Missed.

iii. Governance Committee – Policy Development

At the May 24, 2022 Regular Session of the Board, the use of Artificial Intelligence by the Thunder Bay Police Service was presented to the Board. At the February 21, 2023 Regular Session of the Board, the BriefCam Project Report was presented.

The Police Services Board was asked to develop a policy to ensure proper oversight regarding artificial intelligence and the use of video analytics.



iv. OCPC Chart – Summary of Recommendations

Summary of status/progress of OCPC Recommendations was last presented for the Board's information on June 28, 2022.

9. NEW BUSINESS

a) John Howard Society

At the May 23, 2023 Regular Session of the Thunder Bay Police Services Board, a funding request from the John Howard Society was authorized in the amount of \$10,000.00 from the Board's Special Account.

A report to the Thunder Bay Police Services Board from the John Howard Society of Thunder Bay, relative to the Recreation Therapy Program, was emailed to Members of the Board on October 15, 2023 as Additional Information.

Mr. J. Hannam provided a brief overview relative to the above noted report.

Chair Machado will send a letter acknowledging the Recreation Therapy Program and thanking the John Howard Society for their follow-up report.

Mr. J. Hannam noted that there is a standing invitation for Board members to visit the office of the John Howard Society to observe their operations.

b) Pink Mafia Productions

A request for sponsorship from Pink Mafia Productions, dated October 9, 2023, was emailed to Members of the Board on October 15, 2023 as Additional Information.

Mr. J. Hannam provided a brief overview relative to the above noted request.

Discussion was held on the request and if sponsorship can be justified, based on the draft proposed policy on the Board's Special Account.

MOVED BY: Ms. D. Baxter

SECONDED BY: Councillor K. Etrene

With respect to a request for sponsorship from Pink Mafia Productions, as presented at the October 17, 2023 Regular Session of the Board, we authorize sponsorship in the amount of \$500.00;

AND THAT the sponsorship be paid from the Board's Special Account.

CARRIED

10. CONFIRMING BY-LAW

MOVED BY: Mayor K. Boshcoff  
SECONDED BY: Councillor K. Etreni

THAT the following By-law be introduced, read, dealt with individually, engrossed, signed by the Chair and Secretary to the Thunder Bay Police Services Board, sealed and numbered:

1. A By-law to confirm the proceedings of a Regular Session of The Thunder Bay Police Services Board, this 17<sup>th</sup> day of October, 2023.

Explanation: Confirmation of the proceedings and each motion, resolution and other action passed or taken by the Thunder Bay Police Services Board at this meeting is required, adopted, ratified and confirmed as if all such proceedings had been expressly embodied in this By-law.

BY-LAW NUMBER: PC21– 2023

CARRIED

11. ADJOURNMENT

The meeting adjourned at 11:14 a.m.

TO: Thunder Bay Police Services Board

FROM: John S. Hannam, Secretary

DATE: November 14, 2023

SUBJECT: **Governance Committee Update**

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Over the past few weeks, the working groups of the Governance Committee have continued to meet and advance their work on the many recommendations before the Board. At the November Board meeting 6 policies will be presented, in equal parts for recommendation and initial review by the Board.

A researcher has been engaged to support the work of the Committee, Dr. Davut Acka, an Assistant Professor at Lakehead University (Orillia). Dr. Acka teaches in the Criminology program, conducts and supervises research in policing in Canada with a particular interest in Indigenous Policing. Dr. Acka will carry our research assignments into policies and procedures in support of the various policy and governance practice recommendations. Dr. Acka has already completed some initial work in support of the development of a Diversity, Equity and Inclusion (DEI) Framework that the Committee is developing.

Also in support of the DEI Framework Ms. Audrey Gilbeau has been engaged to undertake focused community engagement in the coming weeks. The planning for those engagement sessions is underway at this time.

It is anticipated that a preliminary workplan will be ready to be published on the Board's website early in December, to inform the public of planned work of the Governance Committee on the 115 recommendations. This work plan will be updated periodically. Its publication also responds directly to one of the recommendations.

## Draft

### *Special Account Policy*

In this policy:

“Act” means whichever of the *Police Services Act* (the “PSA”) or the *Community Safety and Policing Act* that is in force at the relevant time.

“Board” means the Thunder Bay Police Services Board.

“Chair” and “Vice-Chair” mean the Chair and the Vice-Chair of the Board respectively.

“Chief of Police” means the Chief of Police.

“Committee” is comprised of the Chair and the Vice-Chair, unless the Board chooses to appoint committee members in which case the Committee will be comprised of two Board members so appointed.

“Service” means the Thunder Bay Police Service.

“Special Account Funds” means money or the proceeds of sale of property that comes into possession of the Service under the circumstances described:

(a) described in section 132 of the PSA; or

(b) described in sections 258 and 259 of the CSPA, depending which statute is in force at the relevant time.

“Thunder Bay” means the city of Thunder Bay

It is the policy of the Thunder Bay Police Services Board with respect to Special Account Funds that:

- 1) Special Account Funds be accounted for according to the prescribed method under the Act. The Board Secretary will report to the Board approximately every six months with respect to Special Account Funds receipts and disbursements and Committee decisions.
- 2) Special Account Funds only be used for a purpose that the Board considers to be in the public interest.
- 3) The authority of the Board under the Act with respect to use of the Special Account Funds is delegated to the Committee, with the assistance of the Chief of Police and Board Secretary as resources and advisors. While the authority of the Committee is not limited, disbursements from the Special Account Funds to a recipient will ordinarily not exceed \$2,500 annually. The Committee may decide not to exercise its authority in respect of a particular funding request and refer the issue to the Board for decision.
- 4) The Committee need not formally meet. In the event that both members of the Committee advise the Board Secretary that they approve a disbursement from the Special Account, the disbursement is authorized by the Committee.

- 5) Requests to the Committee for disbursement decisions:
  - a) will be accompanied by a statement of the current balance of the Special Account, a listing of disbursements over the prior 12 months and a listing of anticipated disbursements over the next 12 months.
  - b) will be accompanied by the request that has been made and a written short statement by administration addressing compliance with this policy and the basis for the submission that the disbursement is in the public interest. The administration may require disbursement applicants to provide their request in a standard form and may require subsequent reporting with regard to the use of the funds disbursed.
  - c) will be copied, together with the written statement mentioned in subsection 5(b), to all members of the Board who may, prior to a decision being made, provide input to the Committee, including at a meeting of the Committee if requested.
  - d) will not ordinarily be approved by the Committee until at least one week after all members of the Board have been notified in accordance with subsection 5(c).
- 6) Special Account Funds will be used to advance objectives and priorities established in the Board's current strategic plan;
- 7) Without limiting section 6 of this Policy, the following priorities will be considered by the Committee in their exercise of delegated authority under this policy:
  - a) supporting organizations such as Crime Stoppers, the Police Youth Corps and Victim Services whose goals are closely aligned with the Service and the Board;
  - b) supporting members of the Service in athletic, musical and other such activities that support and enhance reputation of the Service and the well-being of its members;
  - c) supporting Indigenous initiatives to build better relationships and trust between the Service/ the Board and Indigenous peoples;
  - d) supporting the work of the Ontario Association of Police Service Boards and the Canadian Association for Police Governance which builds capacity and permits access to resources and expertise;
  - e) supporting work of the Board in addressing recommendations made by inquest juries and in official reports, such as the 2018 OIPRD and OCPC reports, the 2021 Epstein Report and in the 2023 report of the TBPSB Expert Panel; and
  - f) supporting special requests from the Service for unfunded special projects.
- 8) Special Account Funds will not be used:
  - a) for activities that do not support a Board objective or priority.
  - b) to fund usual operating and capital expenses of the Board and of the Service.
  - c) for political or partisan events or activities.

## ***Proposed Missing Persons Policy***

The Thunder Bay Police Services Board recognizes the seriousness of the issue of missing persons in our city and the negative impact on the family and loved ones of missing persons.

It also recognizes that each missing person's absence is unique, but that racism, sexism, transphobia, homophobia, other forms of marginalization and the legacy of colonization are factors that may increase the risk of a person becoming a missing person.

It is therefore the policy of the Board that investigations into missing persons are undertaken and managed with the above in mind and with sound investigative principles in place.

To support this policy, the Chief of Police shall develop and maintain procedures and processes that:

- a) in developing the procedure and as part of its reviews and updates, the Service must consult with Indigenous leaders;
- b) provide direction to be implemented when investigating missing persons, giving special consideration to vulnerable persons, children, youth and the elderly;
- c) where foul play is suspected, ensure Officers comply with the procedures with respect to Major Case Management;
- d) consider Amber Alert activation in all missing children investigations and that Major Case Management is implemented in all cases where an Amber Alert is activated;
- e) ensure families are consulted and informed of investigative status on a regular and ongoing basis;
- f) ensure there is investigative follow up on all outstanding cases.

Section 8 of the Missing Persons Act requires municipal Chiefs of Police to report to the police services board annually on the Service's use of urgent demands under the Act. This report is required by April 1<sup>st</sup> and shall contain:

- a) the total number of urgent demands made in the previous year and the number of missing persons investigations to which they are related;
- b) a description of the types of records specified in the urgent demands;
- c) total number of missing person investigations and their outcomes; and
- d) any other prescribed information.

After receiving the report, the Board shall:

- a) provide a copy of the report to the Minister; and
- b) make the report available to the public by ensuring it is posted on the Service's website by June 1st in the format established by the Board.

## *Proposed Use of Force Policy*

The Thunder Bay Police Services Board places the highest value on the protection of life and the safety of its officers and the public.

Therefore, in accordance with the Criminal Code and the *Police Services Act*, it is the policy of the Board that:

1. The Chief of Police will establish procedures on all the requirements of the Equipment and Use of Force Regulation.
2. The Chief of Police will ensure that force options used by Service members meet all requirements and standards established by Regulation 926 of the *Police Services Act* and the Ministry of the Solicitor General.
3. The Chief of Police will ensure that, at least once every 12 months members;
  - a) who may be required to use force on other persons receive a training course on the use of force;
  - b) authorized to carry a firearm, receive a training course on the use of firearms; and
  - c) authorized to carry a force option weapon, receive a training course on that force option weapon.
4. The Chief of Police will ensure that at minimum members are trained in officer safety, communication, handcuffing and physical control techniques.
5. The Chief of Police will ensure that members do not:
  - a) use force on another person unless they have successfully completed a training course on the use of force; and
  - b) carry a firearm unless, they have successfully completed a training course on the use of the firearm and are competent in the use the firearms.
  - c)
6. The Chief of Police will ensure that members do not use a weapon other than a firearm unless:
  - a) that type of weapon has been approved for use by the Ministry;
  - b) the weapon conforms to the technical standards established by the Ministry;
  - c) the weapon is used in accordance with standards established by the Ministry; and
  - d) in the course of a training exercise only, the weapon is used on another member in accordance with procedures.
7. The Chief of Police will ensure that at a minimum police officers are issued handguns and other force option weapons that meet the technical specifications set out in the Equipment and Used of Force Regulation 926.
8. The Chief of Police will permit the use of reasonable weapons of opportunity by police officers, when none of the approved options is available or appropriate to defend themselves or members of the public.
9. The Chief of Police will ensure that a written record is maintained of the training courses taken by the members of the police service on the use of force and the use of firearms.

## *Proposed Use of Force Policy*

### **Reporting Use of Force**

10. Incidents of use of force are defined as occurring when members in the performance of their duty:
- a) use physical force on another person that results in an injury requiring medical attention;
  - b) draw a handgun in the presence of a member of the public;
  - c) discharge a firearm; and
  - d) use any weapon, other than a firearm, on another person.

It is the policy of the Board that:

11. The Chief of Police will immediately cause an investigation to be made where a member, by the discharge of a firearm in the performance of his or her duty, kills or injures another person and submit the report of investigation to the Board upon the conclusion of any associated investigation.
12. The Chief of Police will immediately cause an investigation to be made where a member unintentionally or intentionally discharges his or her firearm, except on a target range or in the course of weapon maintenance.
13. The Chief of Police will, where she/he discharges a firearm in the performance of their duties, promptly report the matter to this Board.
14. The Chief of Police will provide a copy of the Service's annual Use of Force report to the Board in a format established by the Board, for its review and ensure availability of the report to the community.
15. The Chief of Police will establish procedures and a reporting structure consistent with the requirements of the Equipment and Use of Force Regulation 926.
16. The Chief of Police will ensure the ongoing review and evaluation of use of force procedures, training and reporting.
17. The Board will upon being notified by the Chief of Police that a firearm has been discharged in the performance of duty:
- a) cause an investigation to be made into the circumstances, and
  - b) file a report of the investigation with the Ministry.
18. The Board will upon receiving a report on the investigation into an injury or death caused by the discharge of a member's firearm:
- a) review the report and make further inquiries as necessary; and
  - b) file a copy with the Ministry, including any additional inquiries of the Board.



## *Proposed Information Sharing Policy*

In this policy:

“Board” means the Thunder Bay Police Services Board

“Secretary” means Board Secretary

“Chair” means the Chair of the Board and, in their absence, the Vice-Chair of the Board

“Chief of Police” means the Chief of the Service

“Service” means the Thunder Bay Police Service

“Thunder Bay” means the city of Thunder Bay and any neighbouring community(ies) for which the Service is responsible for policing

It is the policy of the Thunder Bay Police Services Board with respect to the sharing of information between the Board and the Chief of Police that:

- 1) The following principles shall guide information sharing between the Thunder Bay Police Services Board and the Chief of Police.
  - Transparency: The Board and the Chief of Police shall strive to provide clear, accurate and timely information to facilitate informed decision making.
  - Accountability: The Board and the Chief of Police shall be accountable for the information they share and the decisions made based on that information.
  - Collaboration: The Board and the Chief of Police share foster a culture of collaboration and constructive dialogue, promoting shared understanding and effective problem solving.
  - Respect: The Board and the Chief of Police share respect each other’s roles, responsibilities and expertise, ensuring that information in a manner that acknowledges the unique perspectives and contributions of the other.
  - Confidentiality: The Board and the Chief of Police will comply with their confidentiality obligations under governing legislation and regulation and Board determinations and policies.
- 2) Subject to paragraph 3 of this policy, the Chief of Police will be entitled to:
  - a) receive the same information provided to the Board for its meetings.
  - b) participate with the Chair and the Secretary in the establishment of agendas for Board meetings.
  - c) receive agendas and minutes of open and closed Board meetings.
  - d) participate in open and closed meetings of the Board and receive minutes of these meetings.
- 3) Information and portions of meetings may be designated by the Board as Board-only as may be appropriate. For example, consideration of the performance, remuneration and working conditions of the Chief of Police will usually be Board-only. The Chief of Police is not entitled to attend Board-only portions of Board meetings.

## *Proposed Information Sharing Policy*

- 4) Unless prohibited by law from doing so, the Chief of Police will provide the Board with the following on a timely basis:
  - a) identification of the following:
    - i) operations, events and organizationally significant issues for which advance planning and approval by the Chief or a Deputy Chief is required.
    - ii) operations that may have a material impact on current and future relationships with, and servicing of, marginalized and vulnerable communities particularly including Indigenous communities but also racialized, LGBTQ2S+, homeless/underhoused persons, substance abusers and people with mental health difficulties.
    - iii) operations that may impact, in a material way, the Service's reputation or effectiveness.
    - iv) operational matters, including individual cases, that raise questions of public policy.
    - v) operational decisions that require policy intervention including decisions:
      - (1) involving legal/democratic principles or rights that must be vindicated or balanced with policing priorities and practices
      - (2) involving significant interjurisdictional issues
      - (3) that must be made without existing policies or protocols to guide them
  - b) such further information as the Chief of Police may consider appropriate, or the Board may request, in respect of the matters identified in accordance with paragraph 4(a) of this Policy.
  - c) the operational plan that supports the approved Service's annual budget.
  - d) information regarding internal audits and analogous documents that identify systemic issues within the Service.
  - e) internal and public complaints, grievances, and applications to and findings by other tribunals, about discrimination by individual officers and the Service that may raise systemic issues.
  - f) particulars, as may be known, about investigations being conducted in by the SIU Director pursuant to the *Special Investigations Unit Act* and, when received, notices given by the SIU Director in accordance with sections 33 and 34 of the *Special Investigations Unit Act*.
  - g) periodic reports, in form and frequency approved by the Board annually, regarding:
    - i) compliance of the Service with Board policies.
    - ii) developing trends or significant incidents that would affect plans or changes to police services.
    - iii) implementation of operational and training plans
    - iv) actual financial results as compared to the approved budget
    - v) investigations as follows:

## *Proposed Information Sharing Policy*

- (1) reports of sudden death investigations that provide data, in a disaggregated Indigenous and non-Indigenous manner, detailing the total number of sudden death investigations with a breakdown of investigative outcomes, including homicide, accidental death, suicide, natural death and undetermined.
  - (2) reports of missing persons investigations that provide data, in a disaggregated Indigenous and non-Indigenous manner and in a gender identity manner, detailing the number of missing persons investigations with a breakdown of investigative outcomes, including the length of time between the report to the Service and the missing person was located, the number of missing persons who were not located, the number of missing persons for whom foul-play appears to have been an issue.
  - (3) reports of investigations of race-based and gender-based violence detailing the total number of race-based and gender-based violence investigations with a breakdown of investigative outcomes.
  - (4) reports of investigations of organized drug trafficking and gang activity detailing the total number of such investigations as well as the geographic location of such activity within the community, with a breakdown of investigative outcomes.
- vi) the following with a view to bias, racism, discrimination and harassment:
- (1) the performance of the Service in delivering services free of bias, racism, discrimination and harassment.
  - (2) the state of the Service's relationship with the community, including particulars of contact between the senior officers of the Service with
    - (a) First Nations and other Indigenous leaders
    - (b) Marginalized, minority and vulnerable communities
    - (c) providers of social, health and other services to marginalized, minority and vulnerable communities
  - (3) complaints made, and the outcome of such complaints, about the conduct of individual officers involving allegations of discrimination disaggregated by the nature of the alleged discrimination.
- vii) the number of members of the Service on short and long-term disability leave, including those receiving WSIB, disaggregating this information based on nature of disability, length of disability, the nature of the disability benefits and prospects for return to work.
- h) sufficient particulars of anticipated material media coverage of the Service and its operations such that the members of the Board are in a position to appreciate the substance of the anticipated coverage.
  - i) particulars of information that the Chief of Police does not provide in accordance with this Policy on the basis of being legally prohibited from doing so.
  - j) such information as the Board may, from time to time, request.
  - k) such information as the Chief of Police considers appropriate so that the Board may fulfill its responsibilities.

***Proposed Indigenous Relationship Policy***

Indigenous Relationship Policy	Date Created	2023/XX/XX
	Previous/Replaces	N/A
	Last Date Reviewed	N/A
	Last Date Revised	N/A
	Policy Review Cycle	XXXX
Contact for Policy Questions:	Contact Position: XXXXX	

*“...we have to acknowledge that there is systemic racism in the board and in the police service (and) on behalf of the board, I wish to apologize to each and every member of the Indigenous community of Thunder Bay for the existence of systemic racism.” Thomas Lockwood, Administrator*

**Introduction**

Indigenous Peoples have a right to equitable and quality services.

The Service, Chair and Board:

- commit to reconciling relationships with Indigenous Peoples through constructive action addressing systemic racism within the Service and Board.
- commit to transparency and accountability through the sharing of information, reporting, and engagement on policy with Indigenous Peoples.
- will work within a relationship framework that is committed to the principles of reconciliation, that acknowledges and respects Indigenous Peoples, their governance and their agencies, with whom the Service, Chair and Board will work collaboratively.

Collaboration with Indigenous Peoples may include both formal and informal approaches and will utilize an inclusive Nation to Nation Plus approach with the Urban Indigenous Community, Indigenous Women’s agencies, as well as First Nation, Metis, and Inuit governance. This

## *Proposed Indigenous Relationship Policy*

collaboration aligns with the principles and rights with the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).

### **Definition of Terms**

In this policy:

“Indigenous” is inclusive of all First Nation, Metis, and Inuit peoples, including urban Indigenous peoples.

“Board” means the Thunder Bay Police Services Board.

“Chair” means the Chair of the Board and, in their absence, the Vice-Chair of the Board.

“Chief of Police” means the Chief of the Service.

“Service” means the Thunder Bay Police Service.

“Thunder Bay” means the city of Thunder Bay and any neighbouring community(ies) for which the Service has policing responsibility.

This is a policy of the Thunder Bay Police Services Board with respect to relations between the Board and the Service with Indigenous Peoples:

1. This policy recognizes that:
  - a. Thunder Bay and the surrounding area is built on the traditional territory of the Anishnabek people, originally known as Anemki Wequedong, now also the Treaty Territory of the Fort William First Nation, signatories to the Robinson-Superior Treaty in 1850.
  - b. Indigenous peoples continue to call Thunder Bay home and may access multiple services within the area, including Thunder Bay Police services. Indigenous peoples have an interest in Thunder Bay being a safe community and have a right to be provided with quality, respectful services.
  - c. First Nation, Metis, Inuit, and Urban Indigenous governance and agencies are entitled to share the perspectives and experiences of their members, clients and the Indigenous community with the Board and the Service. The Board and

### *Proposed Indigenous Relationship Policy*

Service will work with them towards establishing transparent and solution focused outcomes.

- d. The Board and Service will work collaboratively with Indigenous communities and governance and with Indigenous agencies, including with First Nations police services, to learn, build relationships, share resources, and work together towards community safety.
  - e. Developing and maintaining respectful and collaborative relationships with Indigenous leaders is an important aspect of ensuring that the Board and the Service fairly and effectively serve Indigenous Peoples. This type of working relationship is a contribution by the Board and the Service towards reconciliation.
2. The Chair and the Chief of Police will individually, and together, work to establish respectful and collaborative relations with the Indigenous leadership that is inclusive of both the elected leadership of the First Nation, Metis, Inuit communities within the area, as well as the leadership of the Urban Indigenous agencies and Indigenous women's specific agencies.
  3. The Chair and the Chief of Police will report to the Board in respect of their work as it relates to this policy and will report on concerns, issues, feedback received from the Indigenous partners as well as collaborative outcomes.
  4. The Chair and the Chief of Police will request at least twice-yearly meetings with the Indigenous leaders designated by the First Nation, Metis, Inuit, and Urban Indigenous governance and agencies to share information about the work of the Board and the Service and to receive information and advice from the Indigenous partners.
  5. The Chair and the Chief of Police will report to the Board at its May and November meetings, and otherwise as may be appropriate, in respect of the twice-yearly meetings mentioned above.

## ***Proposed Role and Responsibility Policy***

In this policy:

“Board” means the Thunder Bay Police Services Board

“Chair” means the Chair of the Board and, in their absence, the Vice-Chair of the Board

“Chief of Police” means the Chief of Police of the Service

“Service” means the Thunder Bay Police Service

“Thunder Bay” means the city of Thunder Bay and any neighbouring community(ies) for which the Service is responsible for policing

It is the policy of the Thunder Bay Police Services Board with respect to the roles and responsibilities of the Board and the Chief of Police that:

- 1) In accordance with governing legislation<sup>1</sup>, the Board’s responsibilities include:
  - a) ensuring that adequate and effective police services are provided in Thunder Bay.
  - b) establishing policies for:
    - i) the effective management of the Service.
    - ii) the provision of adequate and effective policing in accordance with the needs of the population of Thunder Bay.
    - iii) the handling of discipline within the police service.
  - c) directing the Chief of Police as permitted by the governing legislation and monitoring and reviewing the performance of the Chief of Police.
  - d) monitoring the handling of discipline within the Service by the Chief of Police.
  - e) the establishment of a strategic plan for the provision of police services in Thunder Bay which includes the objectives, priorities and core functions of the Service<sup>2</sup>.
- 2) In fulfilling its responsibilities, the Board will consult with the Chief of Police in order to obtain their perspective and insight.
- 3) In accordance with governing legislation, the Chief of Police is responsible:
  - a) to administer the Service and oversee its operations effectively and efficiently, in accordance with the Board’s objectives, priorities, policies and strategic plan.
  - b) for operational decisions and the day-to-day operation of the Service including specific investigations, the conduct of specific operations and the discipline of specific police officers.
  - c) to ensure that the Service reflects the communities it serves.
  - d) to provide the Board, as required, with information and advice so that the Board can fulfil its responsibilities to establish its objectives, priorities, policies and strategic plan.

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<sup>1</sup> The *Police Service Act* is the governing legislation as of the adoption of this Policy. It is expected that the *Community Safety and Policing Act* will soon replace the *Police Services Act*. This statement of responsibilities is intended to reflect and be consistent with both Acts.

<sup>2</sup> Under the *Police Service Act*, this responsibility is not described in the context of the strategic plan but rather as a responsibility to “generally determine, after consultation with the chief of police, objectives and priorities with respect to police services in the municipality”.

### ***Proposed Role and Responsibility Policy***

- e) to report to the Board, quarterly and annually, in respect of the Service's attainment of the Board's objectives, priorities, policies and strategic plan.
  - f) to comply with the Board's lawful directions, which will be given in writing and recorded in the Board's minutes.
- 4) The Board is entitled to receive information from the Chief of Police about, and to provide advice in respect of, operational decisions and the day-to-day operation of the Service. The Chief of Police is responsible to provide information and consider the advice that is provided. The Chief of Police is not required to accept advice or direction in respect of specific operational decisions and the day-to-day operation of the Service.
- 5) The Chair and the Chief of Police are responsible to maintain a collaborative and respectful relationship with each other and to share information and advice between Board meetings as may be appropriate. The Chair will periodically report to the Board in respect of shared information and advice. While the Chair may provide advice to the Chief of Police, the Chair does not have the authority to direct the Chief of Police which authority is reserved to the Board.





# Thunder Bay Police Service

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**DARCY FLEURY, CHIEF OF POLICE**  
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**Date of Report:** October 19, 2023  
**Date of Meeting:** November 21, 2023  
**Report No:** 33/23

**Thunder Bay Police Services Board**  
317 Victoria Avenue East, Suite 8  
Thunder Bay, ON  
P7C 1A4

## SUBJECT

2024 Proposed Operating and Capital Budget

## REPORT SUMMARY

To propose the 2024 Operating and Capital Budgets of the Thunder Bay Police Service to the Thunder Bay Police Services Board.

## BACKGROUND

The Thunder Bay Police Service is required to submit an annual Operating and Capital Budget in a fiscally responsible manner that shows the amounts required to provide adequate and effective policing in the municipality.

The activities of the Thunder Bay Police Service (TBPS) are governed by the *Police Services Act*. Policing continues to be one of the most heavily regulated professions. The *Adequacy and Effectiveness of Police Services* regulation that was introduced in 1999 addresses six core functions of every police service in the province: crime prevention, law enforcement, victim's assistance, public order maintenance, emergency response services and administration and infrastructure.

The Thunder Bay Police Service is committed to working in partnership with the public to serve and protect our communities in a sensitive, efficient and effective manner.

## COMMENTS

The tables below summarize the Proposed 2024 Operating and Capital gross and net budgets, as well as the number of FTE, compared to the prior year.

	<b>Proposed 2024 (in \$000s)</b>	<b>2023 (in \$000s)</b>	<b>\$ Change (in \$000s)</b>	<b>% Change</b>
<b>Operating</b>				
Gross	<b>\$62,745.2</b>	\$59,030.0	\$3,715.2	6.3%
Net	<b>\$54,573.6</b>	\$52,210.2	\$2,363.4	4.5%
<b>Capital</b>				
Gross	<b>\$2,888.8</b>	\$2,188.7	\$700.1	31.9%
Net	<b>\$2,825.2</b>	\$2,188.7	\$636.5	29.1%

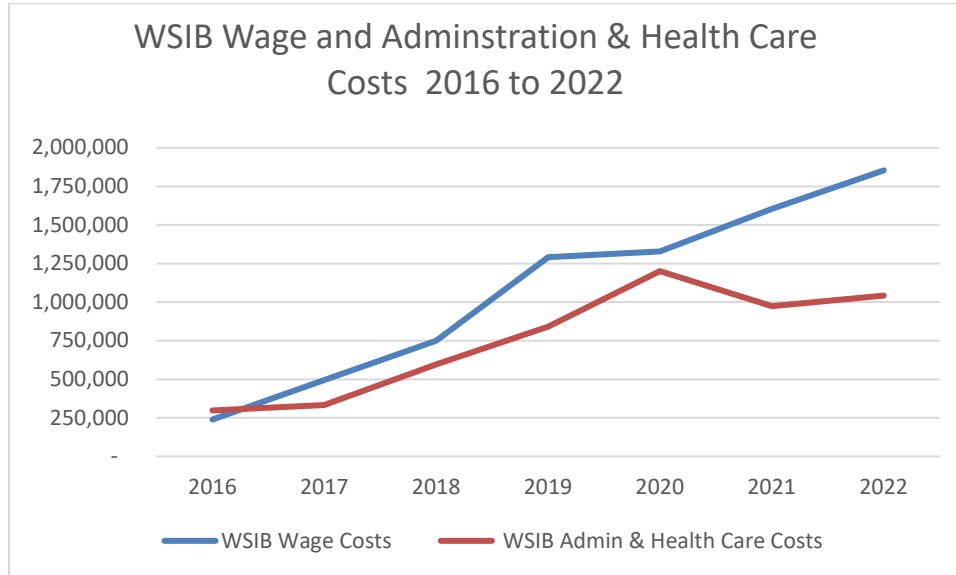
<b>Staffing Complement</b>	<b>Proposed 2024 FTE</b>	<b>2023 FTE</b>	<b>Change</b>	<b>% Change</b>
Full Time Equivalents	<b>382.3</b>	380.3	2.0	0.5%
Part Time Equivalents	<b>2.0</b>	0.2	1.8	900.0%

## Operating Budget Highlights

Overall, the 2024 Proposed Operating Budget represents a net increase of \$2.4 million (4.5%) over 2023. The major drivers of this increase are as follows:

- A total Personnel Services increase of \$2.9 million (5.4 %) which is comprised of wages and benefits relating to the 2023 FTE expansions with a recruitment start date in 2024 (\$1.1 million), and an increase in WSIB salary advances for members on long term absences that have been replaced and costs associated with WSIB health care, physician and administration costs (\$0.9 million). The budget for these costs has not been sufficiently adjusted in the past to address the rising trend. In order to phase in the impact of the WSIB increase, City Administration has recommended this be phased in over a two year period and accordingly we have budgeted for a transfer from the WSIB Reserve Fund as a one-time transfer of \$420,000.

The chart below shows that wage advances for members on WSIB have increased from \$239,000 in 2016 to \$1.9 million in 2022, and costs associated with health care, physician and administration fees have risen from \$298,000 in 2016 to \$1.0 million in 2022.



Also included in the increase to personnel services is a net increase of 3.8 FTE's (\$0.1 million); movement through salary grids, leave entitlement payouts, and increases to fringe benefits (\$0.4 million); as well as increases in travel and training, uniform and personal protective equipment and paid duty wages (\$0.4 million).

The FTE expansions included in the Operating Budget are projected to commence throughout Q1 to Q4 and include a second Deputy Chief, a Human Resources Director, one Financial Services civilian and one Freedom of Information Coordinator. There will be a gross and net increase of \$0.5 million in 2024 and an additional increase of \$0.2 million in 2025. The expansions are offset by the elimination of one Inspector and the Legal Counsel position resulting in a reduction of \$0.4 million. Also included as a one-time budget are 1.8 FTE's for an Information Technology and a Human Resource intern under one year contracts, partially funded through a grant with a net impact of \$44,600.

- A Purchased Services increase of \$390,000 mainly relating to two factors. The first is funding for a staffing needs and service delivery assessment. The purpose of the assessment is to determine the most efficient uniform and civilian staffing levels for the Service to promote alignment of current and future resource needs, and to examine, assess, critique and make specific recommendations on strengths and opportunities for current and future service delivery requirements. As recommended by City Administration this is budgeted to be funded from the City's Stabilization Reserve Fund.

The second factor relates to a significant increase in the cost of Cobourg Police Services providing the service of criminal records checks for our community (\$250,000). The notice of this increase was received via email on November 8, 2023. Administration will do its due diligence and review the cost benefit of potentially bringing this service back in house.

- A Materials increase of \$369,000 mainly relating to computer license agreements, telecommunication expenses, peer support events, armourer supplies relating to the maintenance of firearms, and an increase in vehicle maintenance based on a five-year average of spend.
- A net increase in Revenues of \$550,000 primarily relating to estimated increases in the Prisoner Transportation and Court Security grant, recovery from Oliver Paipoonge for policing services, additional paid duty revenue, and secondment revenue relating to the Provincial Guns and Gangs Joint Forces Team.
- An increase in inter-functional transfer recovery of \$232,000 primarily relating to an increase in the cost sharing of providing 911 services with the City and Fire department as well as lower insurance costs than the prior year.

### 2024 Net Budget Compared to 2023

Overall, the TBPS proposes a Net Budget increase of **\$2.4 million**, or **4.5%**, broken down as follows:

Category	Proposed 2024 Budget	2023 Budget	\$ Change (in \$000s)	% Increase (Decrease)
Gross Expenses	\$62,745.2	\$59,030.0	\$3,715.2	6.3%
Revenues	(\$6,466.3)	(\$5,916.8)	(\$549.5)	9.3%
Inter-functional Transfers and Transfers to Own	(\$1,135.3)	(\$903.0)	(\$232.3)	25.7%
Transfers to Own Funds (Reserve Funds)	(\$570.0)	0.0	(\$570.0)	100.0%
<b>Total Net Budget</b>	<b>\$54,573.6</b>	<b>\$52,210.2</b>	<b>\$2,363.4</b>	<b>4.5%</b>

### Proposed 2024 Capital Budget Highlights

The Thunder Bay Police Service proposes a **\$2.9 million gross** (2023 - \$2.2 million) capital budget. The increase in the Proposed Capital Budget is primarily relating to an increase in Information Technology needs (\$0.4 million) and Facility Space Needs (\$0.3 million).

The 2024 proposed capital budget includes the following key projects:

- Cyclical Fleet replacement. Acquisition schedules are based on a long-term vehicle replacement program which makes the presumption that after 180,000 kilometers, the reliability of the vehicle is diminished. Older vehicles tend to be unreliable, prone to spontaneous failure and require additional repairs and maintenance given that they are driven 24/7, 365 days a year. The 2024 proposed fleet budget includes four marked/unmarked patrol vehicles, three 4x4 crew cabs for use in K9, Oliver Paipoonge and a Patrol Sergeant, one Suburban for Emergency Task Unit (ETU), and one transit van for use in traffic enforcement;
- ETU weaponry, tools and personal protective equipment. The ETU provides a provincially mandated service that requires specialized equipment to deal with life threatening situations. Much of the protective equipment is subject to cyclical replacement;
- Ongoing lifecycle maintenance of computer network and software infrastructure and technology, replacement of the end of life camera systems and transcription software, new technology to digitize officer notebooks, and the implementation of the City's new scheduling software to improve efficiencies and eliminate manual processes for payroll;
- Training equipment/ammunition that is needed to conduct mandatory yearly handgun qualification training and skill development as it relates to use of force and to maintain an adequate supply of ammunition;
- Cyclical replacement of handguns, rifles, shotguns and weapon system parts and accessories; and
- In car and body worn cameras. This project was implemented in 2021 based on five annual payments and includes 59 taser units, 30 in car and 140 body worn cameras, warranties, charging docks and encrypted cloud-based storage.
- Funding to address facility space needs. At the June 20, 2023, Police Services Board meeting, the Board reaffirmed the prior decision of April 2021, that a new centralized police headquarters be constructed. The construction of a new headquarters is a multi-year initiative and the purpose of this project is to have funds available to meet the current need for additional space to accommodate the day to day operational needs of the Service.

## RECOMMENDATIONS

It is recommended that the Thunder Bay Police Services Board approve the 2024 Operating and Capital Budget as presented.

**Respectfully submitted,**

Darcy Fleury M.O.M.  
Chief of Police

Prepared by: Dawn Paris, CPA, CGA, Director – Finance & Facilities

Attachments: 1 - Thunder Bay Police Service 2024 Proposed Operating Budget Summary  
2 - Thunder Bay Police Service 2024 Proposed Capital Budget Summary

**Thunder Bay Police Service 2024 Proposed Operating Budget Summary**

FINANCIAL RESOURCES	2023		2024		2024		2024 Base		2024		2024		2024 vs			
	FT	PT	FT	PT	FT	PT	Approved	Base	% Increase	One	Reduction	Expansion	Requested	\$ Change	% Change	
<b>Outside Boards</b>																
Personnel Services	380.3	0.2	382.3	2.0	54,582.5	57,378.1	5.1%	105.9	(441.6)	462.1	57,504.5	2,922.0	5.4%			
Purchased Services			803.7		1,044.3	29.9%	150.0				1,194.3	390.6	48.6%			
Rents & Financial Expense			353.3		386.5	9.4%					386.5	33.2	9.4%			
Materials			3,290.5		3,659.9	11.2%					3,659.9	369.4	11.2%			
<b>Gross Expenditures</b>	<b>380.3</b>	<b>0.2</b>	<b>382.3</b>	<b>2.0</b>	<b>59,030.0</b>	<b>62,468.8</b>	<b>5.8%</b>	<b>255.9</b>	<b>(441.6)</b>	<b>462.1</b>	<b>62,745.2</b>	<b>3,715.2</b>	<b>6.3%</b>			
Provincial Grants			(3,624.9)		(3,671.0)	1.3%	(61.3)				(3,732.3)	(107.4)	3.0%			
Federal Grants			(117.3)		(121.0)	3.2%					(121.0)	(3.7)	3.2%			
Other Municipalities			(1,251.5)		(1,304.5)	4.2%					(1,304.5)	(53.0)	4.2%			
User Fees & Service Charges			(915.7)		(1,308.5)	42.9%					(1,308.5)	(392.8)	42.9%			
Donations			(7.4)		(7.4)	(100.0%)					(7.4)	7.4	(100.0%)			
Revenues			(5,916.8)		(6,405.0)	8.3%	(61.3)				(6,466.3)	(549.5)	9.3%			
<b>Subtotal</b>	<b>380.3</b>	<b>0.2</b>	<b>382.3</b>	<b>2.0</b>	<b>53,113.2</b>	<b>56,063.8</b>	<b>5.6%</b>	<b>194.6</b>	<b>(441.6)</b>	<b>462.1</b>	<b>56,278.9</b>	<b>3,165.7</b>	<b>6.0%</b>			
Interfunctional Transfers			(903.0)		(1,135.3)	25.7%					(1,135.3)	(232.3)	25.7%			
Transfers to Own Funds											(570.0)	(570.0)	(100.0%)			
<b>Net Cost (Income)</b>	<b>380.3</b>	<b>0.2</b>	<b>382.3</b>	<b>2.0</b>	<b>52,210.2</b>	<b>54,928.5</b>	<b>5.2%</b>	<b>(375.4)</b>	<b>(441.6)</b>	<b>462.1</b>	<b>54,573.6</b>	<b>2,363.4</b>	<b>4.5%</b>			

**Thunder Bay Police Service  
2024 Proposed Capital Budget Summary**

Project Number	Project Name	Gross \$	Net \$
OSB-POL-0001-PS	Emergency Task Unit Equipment	159,000	159,000
OSB-POL-0026-PS	Armoury	159,500	159,500
OSB-POL-0027-PS	Soft Body Armour	63,000	63,000
OSB-POL-0030-PS	Furniture Replacement	67,300	67,300
OSB-POL-0031-PS	Investigative Equipment	13,700	13,700
OSB-POL-0035-PS	Computer System Maintenance and Procurement	746,700	746,700
OSB-POL-0036-PS	Police Vehicle Replacement	620,600	557,000
OSB-POL-0038-PS	Cameras - In Car & Body Worn	451,500	451,500
OSB-POL-0045-PS	Training Equipment/Ammunition	243,700	243,700
OSB-POL-0047-PS	Forensics Equipment	9,800	9,800
OSB-POL-0048-PS	Cyber Crime Equipment	42,000	42,000
OSB-POL-0053-PS	Traffic Management Equipment	39,900	39,900
OSB-POL-0061-PS	Other Police Equipment	22,100	22,100
OSB-POL-0062-PS	Facility Space Needs	250,000	250,000
	<b>Total</b>	<b><u>2,888,800</u></b>	<b><u>2,825,200</u></b>



TO: Thunder Bay Police Services Board

FROM: John S. Hannam

DATE: November 15, 2023

SUBJECT: **Budget Summary, November 2023**

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The attached table presents the status of the Board's 2023 operational budget, as at November 8, 2023. In comparison to the last summary, presented in September, some corrections to assignment of expenses to individual accounts have been carried out, so that the status of accounts is accurately portrayed. Further analysis of the budget over the year to date, as previously reported, has allowed the estimate of year end variance to be adjusted down to \$210,000.

This is presented for the Board's information.

### November 2023 Budget Summary

Account Description	Actual + Committed	Budget	Available	Comments
Honorariums and Fringe Benefits	20,163.73	31,000.00	10,836.27	
Equip Maintenance and Computer Software	162.72	2,700.00	2,537.28	
Business Travel	8,570.72	10,000.00	2,275.73	
Office Supplies & Stationery	1,128.86	2,500.00	1,371.14	
General Expense	15,601.91	10,000.00	-5,601.91	Awards dinner, Account assignments under review
Memberships/Subscriptions	4,307.70	10,000.00	5,692.30	
Consultant Fees	72,257.73	37,500.00	-34,757.73	Costs for Expert Panel higher than anticipated in 2023
Professional Fees	135,568.78	105,000.00	-30,568.78	Higher than anticipated workloads from Board committees and general activity
Legal Fees	300,550.33	250,000.00	-50,550.33	Oruitemeka Inquest costs
Legal Fees-Indemnity	86,882.91	50,000.00	-36,882.91	Oruitemeka Inquest costs
Purchased Service	148,488.80	200,000.00	51,511.20	
Rent Expense	38,670.36	25,500.00	-13,170.36	Balanced by rental revenues
Revenue Rental-Office Space	-16,136.40	-15,000.00	1,136.40	
<b>Totals</b>	<b>816,218.15</b>	<b>719,200</b>	<b>16,391.9</b>	<b>Estimate unfavourable ~ \$181,000</b>



# Thunder Bay Police Service

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**DARCY FLEURY, CHIEF OF POLICE**  
1200 Balmoral Street, Thunder Bay, ON P7B 5Z5  
Tel: (807) 684-1304 • Fax: (807) 623-9242

**Date of Report:** October 17, 2023

**Date of Meeting:** November 21, 2023

**Report No:** 34/23

## Chair and Members

**Thunder Bay Police Services Board**  
317 Victoria Avenue East, Suite 8  
Thunder Bay, ON, P7C 1A4

## SUBJECT

Contract to provide Policing Services to the Municipality of Oliver Paipoonge.

## REPORT SUMMARY

The Corporation of the Municipality of Oliver Paipoonge (Municipality) and the Thunder Bay Police Service desire to enter into an agreement for policing services for a further five (5) year term. The current contract expires December 31, 2023.

## BACKGROUND

Thunder Bay Police Service has been providing policing services to the Municipality for the past twenty five (25) years. Contracts have been based on five year terms.

## COMMENTS

The renewal agreement provides for annual operating revenue of \$1,276,764 for 2024, an increase of \$41,000 compared to 2023. The agreement also allows for increases to the Sworn and Civilian wages in accordance with collective bargaining and employment contracts. As such the 2024 revenue will be increased accordingly.

The operating revenue is comprised mainly of Sworn and Civilian compensation. It also includes recovery of uniforms and officer equipment, vehicle repairs, maintenance and fuel, computer technology, communications equipment, body worn and in car camera costs. Additional wording has been added in the agreement that states "if in the term of the agreement the Thunder Bay Police Service Board implements new equipment and technology, either on its own initiative or as required by law, the Municipality agrees to pay cost recovery."

The agreement also includes a capital component whereby the Municipality agrees to pay cost recovery of the acquisition and outfitting of a police vehicle (estimated at \$76,000) less a residual value of 13.2% (estimated at \$10,000). The previous contract included a set amount of \$47,100 towards the acquisition of a new vehicle which occurred twice during the five year term. The new agreement allows the recovery of the impacts of inflation and rising costs.

The proposed agreement does not fundamentally differ in spirit or intent from the previous term other than items discussed above. Comprehensive negotiations have resulted in a mutually beneficial agreement which has been vetted by the Services legal counsel. The Municipality of Oliver Paipoonge passed a by-law approving the agreement on November 14, 2023.

## **RECOMMENDATIONS**

It is recommended that the Thunder Bay Police Services Board support the renewal of the contract to provide Policing Services to the Municipality of Oliver Paipoonge and recommend to City Council the execution of the five year Contract.

**Respectfully submitted,**

Darcy Fleury  
Chief of Police

Prepared by: Dawn Paris, Director - Finance & Facilities

October 17, 2023

Thunder Bay Police Services Board

Karen Machado – Chair

Malcolm Mercer – Administrator

I would like to take this opportunity to thank the Thunder Bay Police Services Board for their support and financial contribution for my participation in the World Police and Fire Games (WPFG) in Winnipeg, MB this summer.

I was fortunate to march in the athlete's parade with Team Canada at the opening ceremonies and went on to win a silver medal in Target Archery. I followed that up with a gold medal in the individual High Jump competition for age 55-59, narrowly missing setting a new World Police and Fire Games age group record in the process. I finished the Games with a Gold medal in the Decathlon.

While the competition is what drives the event, the gathering of First Responders from around the World is what really makes it shine. You meet so many people from around the World, who despite language and cultural differences, have this common background and shared interests in the events we are competing in that we can all relate to as First Responders. Some of the competition is fierce with former National and World Champions competing in many of the events but at the end of the day there is inevitably the sharing of challenge coins, exchange of memorabilia from various countries as well as Police and Fire crests and maybe even a shared beverage.

This year saw a slightly smaller total number of athletes with just over 8500 competitors representing 70 countries competing in 63 sports.

While the 2023 Winnipeg Games were by far the closest I've competed in, there is still considerable expense associated with competing in the WPFG with travel, accommodations, equipment and training. The support provided is able to off-set a portion of these expenses and it is greatly appreciated.

I look forward to training for the next WPFG which are scheduled for Birmingham, Alabama in 2025.

Thank-you,

Staff Sergeant Joe Dampier #603



THUNDER BAY AND AREA VICTIM SERVICES

(TBAVS)

# **Report Back for** **TELECOMMUNICATIONS** **Support**

**Provided by: Thunder Bay Police Services Board Funding**

**SUBMITTED TO: Thunder Bay Police Services Board October 25/23**

**Submitted By: Penny Radford, Executive Director**

## **Message from the Executive Director to the Thunder Bay Police Services Board**

First and foremost, I wish to thank the Thunder Bay Police Services Board for their contribution towards our telecommunications. Without their contribution, TBAVS would not have been able to make the changes needed for more efficient crisis response. Due to the amount of calls received by TBAVS over this time period, it was imperative not to have any disruptions in telecommunications service. The funding created time for more focus on quicker response and efficient telecommunication processes.

It was noted, that several referrals that were put forward, by many Officers, some Officers were unclear of our role and our capacity for on scene responses. However, all referrals were tended to and all victims were serviced via funding, short term practical support, referrals, safety plans were created, and places of safety were instantly tended to with basic necessities. It appears that TBAVS needs to find a solution with the Thunder Bay Police Services for more awareness/training of our services.

Of course, over this year, many economy increases occurred, including telecommunications. Without the funding provided by the Thunder Bay Police Services Board, we may not have been able to financially stay above waters in that area. A decrease in financial support in this area, obviously affects the efficiency of our response times.

The funding enabled us to lessen the impact for those who were affected by serious crimes and allow for Officers to move forward to their next task in a more timely manner as we serviced the victims.

## **Significant Changes That Occurred So Far From January 2023-October 2023**

- ♥ Increase in employee throughout the year through Ontario Trillium Foundation
- ♥ Unify (dispatch purchased service) was upgraded
- ♥ Cell Phones were increased by 3
- ♥ Increase in Intimate Partner Violence and Human Trafficking
- ♥ Increase in newly created resources for employees/volunteers that are trauma-informed

## **Statistics on Average Over this Time Period of Crime Type**

50% Intimate Partner Violence  
25% Human Trafficking  
0% Hate Crime  
5% Serious Assault  
2% Homicide/Attempted Homicide  
1% Sudden Death  
5% Sexual Assault  
.5% Elder Abuse  
0% Arson  
1% Historical Child Sexual Abuse  
1% Criminal Harrassment  
5% Tragic Circumstances

**Intimate Partner Violence** has notably increased this year to responders responding to providing safety plans, safe places and supports, taking up to 3 calls a day on average.

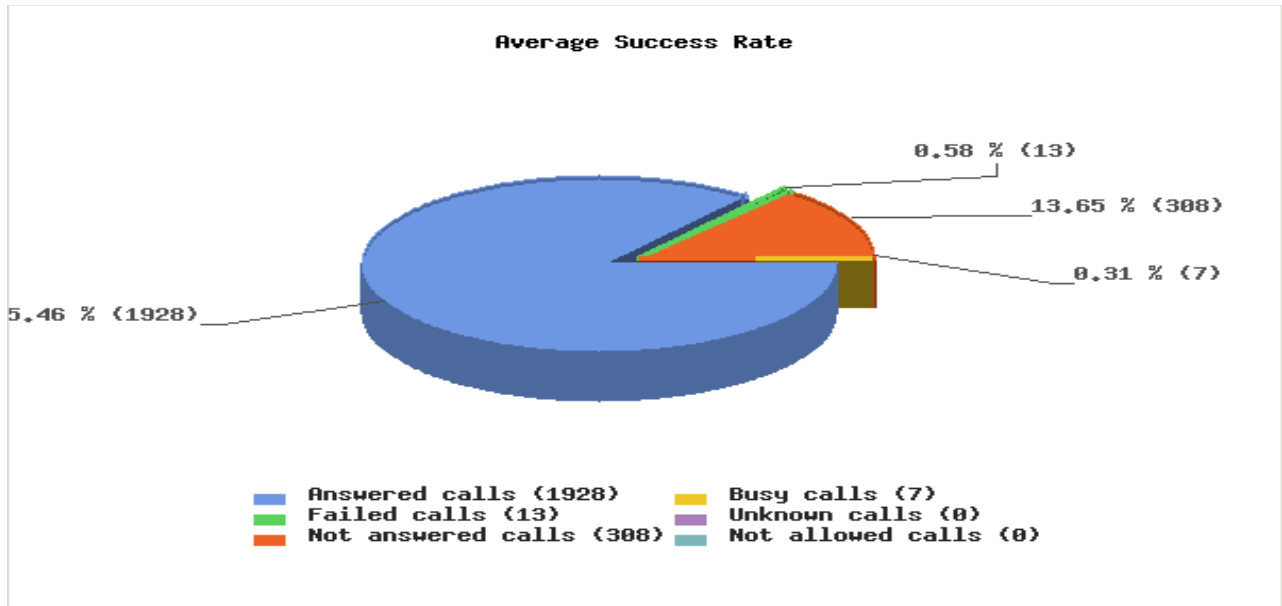
**Feedback from Services/Volunteers/Employees on Telecommunications**

From	Number	Results
<b>Police Services</b> - TBay Police and OPP Tbay/Nipigon,	9	<b>Positive feedback came about the ability to safety plan quickly and provide resources quickly. The negative feedback came from not being able to attend on scene physically and immediately at times because of call volumes and/or only one employee available and on scene requires 2 employees at times for safety and/or the accused is not in custody.</b> Due to lack of funding for increase of employees (which we are attempting to advocate for more) we can only manage what we are able to and that is immediate safety. In the district, immediate on scene response is not available until Volunteers can be recruited from such an area. The problem being is that the call volume is low and Volunteers lose interest and/or they are transient and no funding for an employee there.
<b>Local Social Service Agencies</b> -ONWA, Faye Peterson, and Beendigan	3	Postive feedback was received about timely navigation and availability of phone support for safety planning seemed to increase and the teamwork was becoming stronger.
<b>Non-Local Trauma Treatment Centres</b> -Unable to disclose names due to Human Trafficking safety	3	Positive feedback was received about a personal line to a Human Trafficking Navigator on a separte line so they did not have to go through Crisis line. They also felt that more safety planning was involved for their return back to Thunder Bay for the victims.
<b>Volunteers/Employees</b> -of TBAVS	11	Volunteers and Employees felt positive impacts for their mental health and response times being quicker and that their professionalism was being recognized for better accuracy. As well, the burden of the financial requirement needed for the telecommunications weighed heavy on the agency and lightened up stressors.
<b>Victims Affected by Serious Crimes</b> -unable to disclose names	10	Those affected by crimes were very appreciative of prompt support and the fact that employees/volunteers answered the crisis line directly not an outsourced unknown answering service. They felt that their confidentiality was highly respected and their patience was not worn thin by waiting for call back.

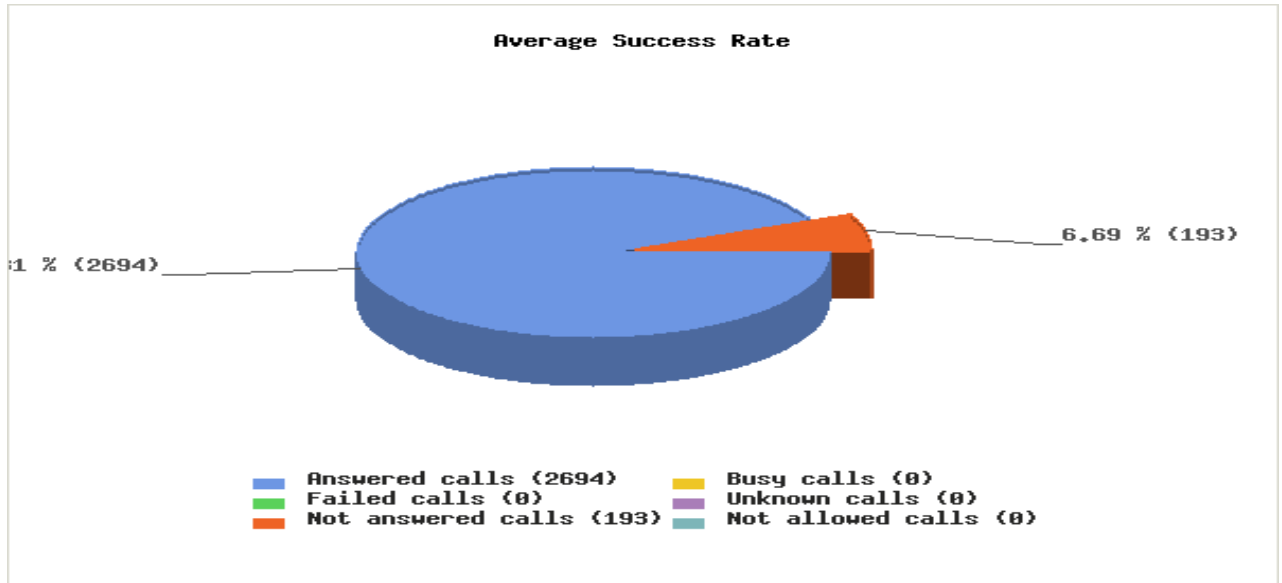


Statistics of Dispatched Calls to TBAVS

Jan 01/22-Oct 23/22



Jan 01/23 to Oct 23/23



There was an **increase of 766 calls over the past year** and we were able to get to them more efficiently as you will note that we had a **difference of 115 calls that were not put to answering service** due to new system and improved technology. Please note that unanswered calls went to answering service and are responded to within 20 minutes as responders are on scene or on crisis call at the time. The above charts do not show the amount of calls that were made as a result of each incident as we return many calls or make out many calls per incident once received. This also does not show the amount referrals by email or in person or via local services.