



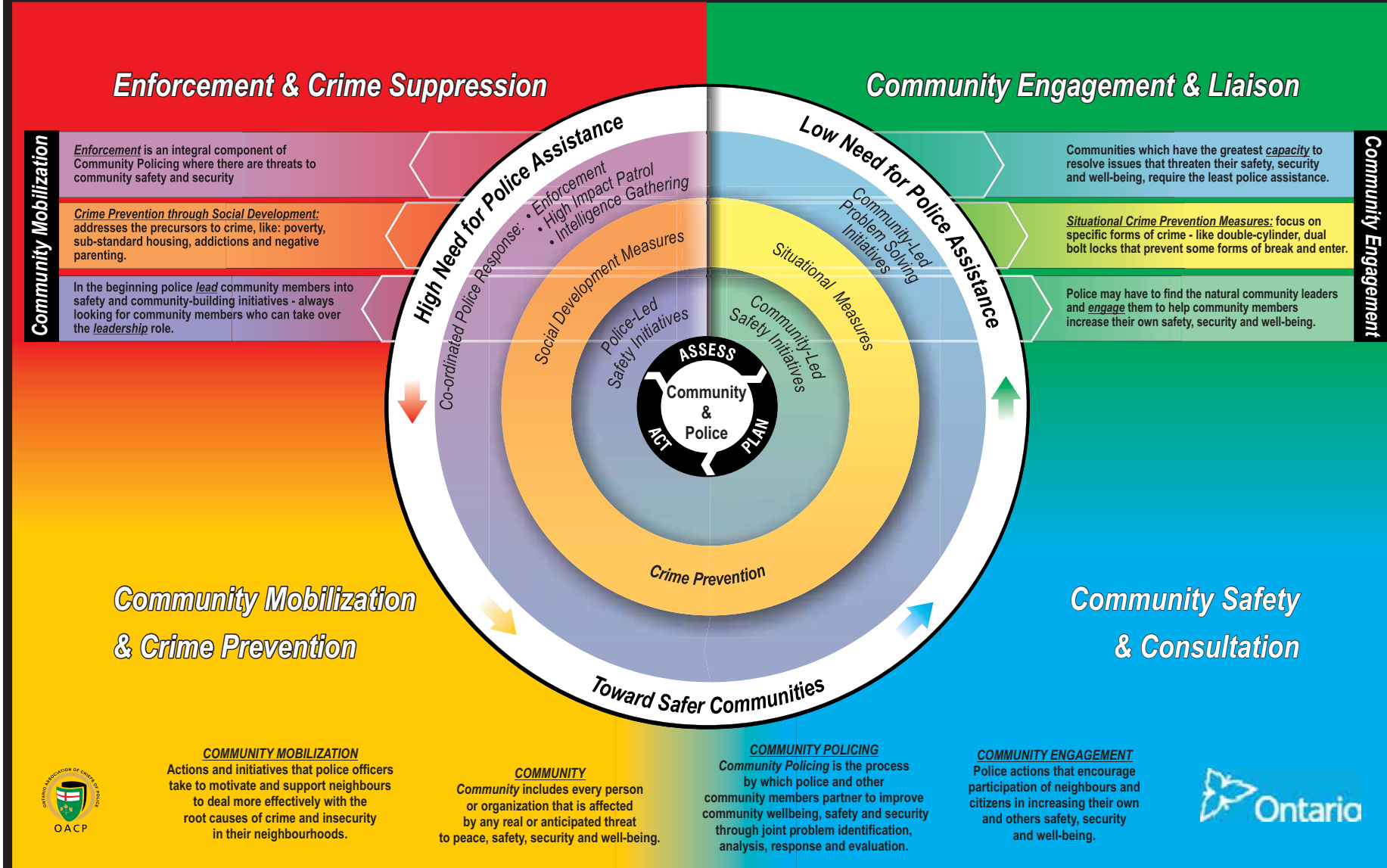
2017-2019 ACTION PLAN

AND 2016 PROGRESS REPORT

Norfolk County
DETACHMENT



Ontario's Mobilization & Engagement Model of Community Policing



OUR VISION

Safe Communities...
A Secure Ontario

OUR MISSION

Committed to public safety, delivering proactive and innovative policing in partnership with our communities.

OUR VALUES

Professionalism
Accountability
Diversity
Respect
Excellence
Leadership

2017-2019 Norfolk County OPP Detachment Action Plan and 2016 Progress Report
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Message from the Detachment Commander

I am pleased to present the Norfolk County Detachment 2016 Action Plan Progress Report in conjunction with our new 2017 – 2019 Action Plan. As we look back over the past year and even over the past three years, we recognize the many policing successes we have had:

- Creation and implementation of the MCRRT (Mobile Crisis Rapid Response Team) and Community Situation Table to assist persons at an elevated risk
- Dedicated Community Mobilization and Elder Abuse Officer to assist community members
- Dedicated Detachment Analyst to assist in maximizing the deployment of resources, ensure accountability and cost savings
- Implementation of 'Zero Tolerance Zero Collision' traffic initiatives to combat aggressive driving and reduce collisions

We continue to focus on the reduction of harm and victimization, specifically violent crime, property crime, illicit drugs and cybercrime. Once again, provincial targeted outcomes have been identified and we will work together to achieve these provincial targets by 2019.

Norfolk County Detachment remains committed to a traffic safety approach that will change driver behaviours responsible for injuries and deaths on roadways, waterways and trails.

We will continue to partner, engage and educate to find solutions in demands for service involving persons with mental health issues or in a mental health crisis. We are also committed to reducing the number of false alarms which continue to misdirect law enforcement resources in OPP communities.

As we look forward we will continue to ensure our communities have the most effective police service delivery. The focus of the next three years for our detachment will be:

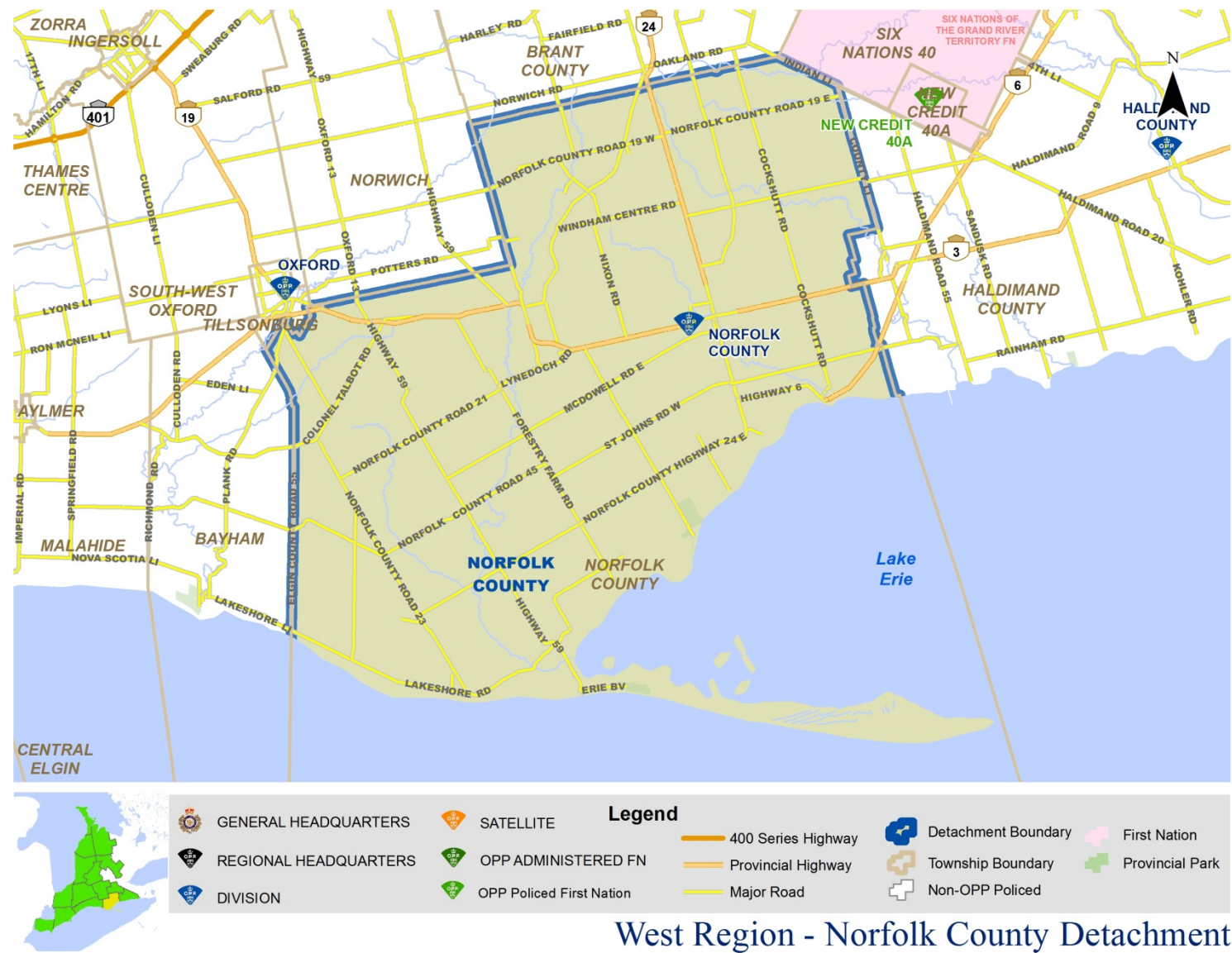
- Continued emphasis on the reduction and victimization of persons specifically subjected to violent crime, property crime and illicit drugs
- Focus on reduced victimization of our aging population against elder abuse
- Reduce victimization of persons against cybercrimes
- Reduce the overall number of traffic collisions, fatal, personal injury and property damage

The 2017-2019 plan is designed to address public safety, internal and external relationship building, our workforce and effectiveness of our service delivery. We will strive to build upon our past successes and implement future strategies that will result in efficiencies, reduction in crime, and best practices. The safety and security of all communities is a shared responsibility between our members as well as internal and external partners. Our continued collaborative efforts will ensure our success in keeping our communities safe.

Zvonko Horvat
Inspector - Detachment Commander
Norfolk County Detachment, OPP



Overview



Our Detachment

Norfolk County Detachment

- Norfolk County is 1,607 square kilometres (km) and it shares its border with Elgin, Oxford, Brant, Haldimand and Six Nations Territory. Norfolk County has 137 km of shoreline along the “North Shore” of Lake Erie, with many marinas located in Long Point Bay and especially the Inner Bay. There are 368 km of snowmobile trails and 200 acres of all-terrain vehicle (ATV) trails in the County.
- Norfolk County’s population is forecast to grow from nearly 65,000 in 2011 to just over 70,000 by 2031 representing an 8% growth over the next 20 years. Over this same period, the population of residents over 65 years is projected to represent 30% of the County’s population. It is anticipated that senior-related issues such as elder abuse, fraud, and related missing persons due to dementia will increase.
- Historically, agriculture has been the mainstay of the local economy and still is. Although, tobacco was once the foundation of the local economy, Norfolk County has diversified its agricultural industry and is now recognized as “Ontario’s Garden”; a top producing area for farm fresh produce in Ontario.
- Norfolk County continues to promote itself as a tourist destination. The population increases substantially in the summer attracting people to the area to enjoy the many festivals, beaches, marinas, camping areas, cottage communities and local wineries. Pottahawk is an annual boating event attracting approximately 2,000 boats and 10,000 people. Friday the 13th Motorcycle Rallies have become well known internationally. As a result, a large influx of people and motorcycle enthusiasts converge on the small town of Port Dover. These events are weather dependent with summer events attracting in excess of 100,000 people. Norfolk County will experience a large summer Friday the 13th in 2018.
- Within Norfolk County, and in addition to the main detachment located in Simcoe, there are seven extended services offices located in Port Dover, Waterford, Delhi, Vittoria, Simcoe, Courtland, and Port Rowan. These offices are placed strategically throughout the County to allow the public more access to officers. These area offices are utilized for investigative purposes as well as contact with the community members and groups. These offices are equipped with telephone and computers allowing officers to remain in their assigned patrol zones to complete work and answer calls for service.
- Three provincial highways pass through Norfolk County. Highway 6 runs north/south roughly along the east boundary of the County and is the major route from Hamilton to Port Dover. Highway 3 runs east/west through the middle of the County for approximately 50 kms and is a well-travelled route between Windsor and Fort Erie. Highway 24 connects the County to Highway 403 near Brantford and Highway 59 connects the County to Highway 401 at Woodstock.

Facts and Figures

Detachment Personnel		Table 1.1
Uniform		TOTAL
Inspector		1.00
Staff Sergeant		1.00
Sergeant		9.00
Constable		81.71
TOTAL Uniform		92.71
TOTAL Civilian		16.12
TOTAL		108.83
TOTAL Auxiliary Hours		5,342

OPP Detachment Facilities		Table 1.2
Facility		2017
Number of Detachments		1
Number of Sub Offices		7

Hours (Field Personnel)				Table 1.3
	2014	2015	2016	Change 2015/16
Criminal Code	30,822.25	33,495.75	28,556.25	-14.75%
Traffic	16,073.00	13,433.50	12,704.75	-5.42%
Patrol	46,073.75	39,698.50	34,757.50	-12.45%
Other	107,733.00	112,779.25	115,249.50	2.19%
TOTAL	200,702.00	199,407.00	191,268.00	-4.08%

Criminal Code & Provincial Statute Charges Laid				Table 1.4
	2014	2015	2016	Change 2015/16
Highway Traffic Act	4,777	4,427	4,963	12.1%
Criminal Code Traffic	167	173	176	1.7%
Criminal Code Non-Traffic	1,464	1,663	1,938	16.5%
Liquor Licence Act	416	360	322	-10.6%
Other	845	756	599	-20.8%
TOTAL	7,669	7,379	7,998	8.4%

Please refer to endnotes for all data source and note details.

Community Satisfaction Survey

Community Satisfaction Survey conducted in 2017

This survey is a tool for gathering public opinion on policing issues and ratings of OPP service delivery. It can serve as:

- a report card detailing how the people served by the OPP rate that service;
- a gauge of public concern about crime and policing issues;
- an indicator for making improvements to police services; and
- a means to measure how Ontarians view the OPP's service delivery.

The OPP Community Satisfaction Survey is a telephone survey conducted with the general public by research company R.A. Malatest & Associates Ltd., on behalf of the OPP. The survey is conducted for each OPP detachment every three years and annually province-wide. Randomly selected telephone numbers and Random Digit Dial were used to sample respondents who were at least 16 years old, where no member of the household was employed by the OPP.

1.	98.7 % of respondents felt “very safe” or “safe” in their community
2.	Of the 112 respondents (or 29.2%) who said they had contacted the OPP in the past year, 91.1% were “very satisfied” or “satisfied” with the ease of contacting the OPP
3.	Overall 93.4% of respondents were “very satisfied” or “satisfied” with the quality of police service provided by the OPP
4.	Overall 90.5% of respondents felt “safe” or “very safe” walking alone at night
5.	66 respondents (or 17.2%) said they were involved in marine activities on our waterways. These respondents were then asked how satisfied they were with the visibility of the OPP on the waterways. 87.7% of the respondents were “very satisfied” or satisfied with the visibility of the OPP on the waterways

Crime Data

Violent Crimes

Table 2.1

Offences	2014	2015	2016	Change 2015/16	2016 Clearance Rate
01-Murder	0	0	0		
02-Other Offences Causing Death	0	0	0		
03-Attempt Murder	0	0	0		
04-Sexual Assault	25	32	41	28.13%	85.37%
05-Assault	257	253	307	21.34%	94.46%
06-Abduction	2	8	2	-75.00%	100.00%
07-Robbery	4	13	10	-23.08%	80.00%
08-Other Crimes Against a Person	113	112	102	-8.93%	87.25%
TOTAL	401	418	462	10.53%	91.77%

Property Crimes

Table 2.2

Offences	2014	2015	2016	Change 2015/16	2016 Clearance Rate
01-Arson	4	5	12	140.00%	8.33%
02-Break and Enter	268	211	200	-5.21%	16.00%
03-Theft Over \$5,000	116	131	138	5.34%	7.97%
04-Theft Under \$5,000	609	516	523	1.36%	20.65%
05-Have Stolen Goods	28	17	9	-47.06%	88.89%
06-Fraud	144	228	180	-21.05%	22.78%
07-Mischief	343	407	377	-7.37%	11.41%
TOTAL	1,512	1,515	1,439	-5.02%	16.96%

Shaded cell indicates percentage change does not allow for dividing by zero.
Please refer to endnotes for all data source and note details.

Other Criminal Code

Table 2.3

Offences	2014	2015	2016	Change 2015/16	2016 Clearance Rate
01-Offensive Weapons	15	13	16	23.08%	75.00%
02-Other Criminal Code *excluding traffic	200	227	246	8.37%	75.61%
TOTAL	215	240	262	9.17%	75.57%

Drugs

Table 2.4

Offences	2014	2015	2016	Change 2015/16	2016 Clearance Rate
01-Possession	87	99	55	-44.44%	96.36%
02-Trafficking	29	15	30	100.00%	83.33%
03-Importation and Production	15	10	7	-30.00%	14.29%
TOTAL	131	124	63	-25.81%	85.87%

Federal Statutes

Table 2.5

Offences	2014	2015	2016	Change 2015/16	2016 Clearance Rate
01-Other Federal Statutes	20	16	12	-25.00%	100.00%
TOTAL	20	16	12	-25.00%	100.00%

2016 Intelligence-Led Policing – Crime Abatement Strategy

Table 2.6

Number of Verifications	Number of Charges
106	73

Crime Progress Results

Provincial Targeted Outcome: 1.9% reduction in overall violent crime by 2016
Provincial Targeted Outcome: 11.3% reduction in overall property crime by 2016

PRIORITY	PROGRESS
Violent Crime: Domestic Violence, Elder Abuse and Related Crimes Against Persons, including Sexual Assault	Relevant activity underway <ul style="list-style-type: none"> Violent crime has seen an upward trend during the 2014-2016 time frames. Domestic occurrences appear to be the greatest contributor to this upward trend. Reported sexual assaults have also seen an upward trend. The majority of the reported sexual assaults are historical in nature. Robbery events saw a jump in 2015 and 2016. Some of these robberies were a series committed by the same person(s) and were multijurisdictional. The clearance rate for violent crime in 2016 was over 90%.
Property Crime: Break and Enter, Theft Under \$5,000 and Mischief	Relevant activity underway <ul style="list-style-type: none"> From 2014 -2016 24 focused patrols were generated focusing on property crime. A total of 3,366.5 hours were contributed to these patrols. A total of 69 charges were laid in relation to the focused patrols. An overall decrease was observed in all property crimes. During the 2014 – 2016 time period property crimes were observed to be trending down. The clearance rate for 2016 is 16.96%.
Illicit Drugs (including Opioids)	Success demonstrated <ul style="list-style-type: none"> Illicit drugs have seen a downward trend from 2014 – 2016. Possession incidents have seen a decrease whereas trafficking incidents have seen an increase. This is in direct relation to the number of search warrants being conducted by the street crime unit. The warrants usually result in trafficking related charges. The 2016 clearance rate is 85.87%.
Reducing victimization from cyber and/or technology-enabled crime through engagement and education	Success demonstrated <ul style="list-style-type: none"> Cyber and technology based crime observed in Norfolk County consisted mostly of frauds. A significant increase was observed in frauds from 2014 – 2015. Several media campaigns took place educating the public on various online scams and frauds. As a result, frauds saw a steady drop from 2015 – 2016.

Traffic Data

The OPP is focused on the “Big Four” factors in deaths and injuries: lack of occupant restraint, aggressive driving including speeding, impaired and distracted driving.

Motor Vehicle Collisions (MVC) by Type Table 3.1
(Includes roadway, off-road and motorized snow vehicle collisions)

	2014	2015	2016	Change 2015/16
Fatal MVCs	6	5	10	100.00%
Personal Injury MVCs	117	172	181	5.23%
Property Damage MVCs	979	816	681	-16.54%
TOTAL MVCs	1,102	993	872	-12.19%
Alcohol-related MVCs	37	33	38	15.15%
Animal-related MVCs	229	206	154	-25.24%
Persons Killed	6	6	10	66.67%
Persons Injured	161	217		

Primary Causal Factors in Fatal MVCs on Roadways Table 3.2

		2014	2015	2016	Change 2015/16
The Big Four	# of Fatal MVCs where speed is a Factor	0	0	0	
	# of Fatal MVCs where alcohol is a Factor	2	0	1	
	# of Fatalities where lack of seatbelt* use is a Factor	0	0	2	
	# of Fatal MVCs where driver inattention is a Factor	3	2	2	0.00%
# of Fatal MVCs where wildlife is a Factor		0	0	1	
Total Fatal MVCs		6	5	9	80.00%

Fatalities in Detachment Area Table 3.3

Roadways	2014	2015	2016	Change 2015/16
Fatal Incidents	6	5	9	80.00%
Persons Killed	6	6	9	50.00%
Alcohol-related	2	0	1	

Marine	2014	2015	2016	Change 2015/16
Fatal Incidents	0	0	1	
Persons Killed	0	0	1	
Alcohol-related	0	0	0	

Off-Road Vehicles	2014	2015	2016	Change 2015/16
Fatal Incidents	0	0	1	
Persons Killed	0	0	1	
Alcohol-related	0	0	1	

Motorized Snow Vehicles	2014	2015	2016	Change 2015/16
Fatal Incidents	0	0	0	
Persons Killed	0	0	0	
Alcohol-related	0	0	0	

Shaded cell indicates percentage change does not allow for dividing by zero.
Diagonal shaded cell indicates that the count of injured persons was not available at time of extract due to issues with Involved Persons in the eCRS database
Please refer to endnotes for all data source and note details

Traffic Progress Results

Provincial Targeted Outcome: 1.7% reduction in total motor vehicle collisions by 2016

PRIORITY	RESULTS
The Big Four causal factors of fatal, personal injury and property damage collisions on roadways, waterways and trails: impaired (alcohol/drug), speeding/ aggressive and inattentive/distracted driving and lack of occupant restraint and safety equipment	<p>Success demonstrated</p> <ul style="list-style-type: none">• Total motor vehicle collisions have seen a downward trend since 2014. Although total collisions have seen a significant decrease, personal injury and fatal collisions have seen an increase. As a result of this, strategies have been put in place to focus on this issue. A monthly Zero Tolerance Zero Collision campaign has been introduced focusing on high collision areas. Speed Spy studies are conducted on a regular basis and are followed up with focused patrols if deemed necessary.• A collision reduction committee was also formed with the County consisting of the Roads and Engineering Departments. The focus of this committee was to analyze high risk collision areas and determine what efforts need to be put in place to reduce collisions. These efforts consist of enforcement and / or the redesigning of roads and intersections.• In reviewing the collisions from 2014 – 2016, the leading primary cause was inattentive driver. This was followed by animal-related collisions, failing to yield the right-of-way, losing control, and speed too fast for conditions.• The Zero Tolerance Zero Collision campaigns will continue along with joint efforts with the West Region Highway Safety Division (HSD) focusing on their traffic plan that has identified high risk areas in Norfolk.

Other Policing Priorities Progress Results

PRIORITY	RESULTS
Calls for service involving persons with mental health issues or in a mental health (MH) crisis through engagement and education	Relevant activity underway <ul style="list-style-type: none">Mental Health calls for service have seen an increase over 2014 – 2016. An average of 495 calls for service was received each year averaging 5.5 hours per call. Norfolk County OPP utilizes the Mobile Crisis Rapid Response Team (MCRRT). This consists of a partnership between the OPP and Community Addictions and Mental Health Services (CAMHS). Two members from CAMHS are assigned to work alongside the OPP in a frontline capacity with the goal of dealing with issues that fall within their mandate. Positive results continue to be seen.
Reducing 9-1-1 “Pocket Dials” through engagement and education	Success demonstrated <ul style="list-style-type: none">9-1-1 hang up/pocket dials have seen a steady decrease from 2014. Educational pamphlets were sent out with the Norfolk County tax assessments to the public educating them on the number of calls and the cost spent on these types of calls based on man hours. This has contributed to the decrease in calls.

9-1-1 Pocket Dials

Call Type	2014	2015	2016
Unknown Wireless	1,934	1,703	1,724
Officer Confirmed Pocket Dial	291	186	135
% Officer Confirmed	13%	10%	7%

Table 4.1

2016 Mental Health Strategy Data

Table 4.2

Occurrences (contact made)*	Occurrences (no contact made)*	Occurrences (empty BMHS forms)	Occurrences (complete BMHS forms)	BMHS Compliance
508	46	0	504	99%

List of Priorities for 2017-2019

The OPP’s action planning process ensures compliance with the Adequacy and Effectiveness of Police Services Regulation (Adequacy Standards) filed as O. Reg. 3/99 in 1999.

Through assessment, analysis and consultation, the following priorities were identified under three categories: crime, traffic and other policing. The priorities reflect provincial and regional issues. Subsequent local analysis and consultation will further identify the specific areas of focus for this region. Priorities will be addressed by effective management strategies combining engagement, education and enforcement. Operationalized within the construct of Ontario’s Mobilization and Engagement Model of Community Policing these strategies will provide the foundation for sustainable community safety and reduced victimization.

CRIME	TRAFFIC	OTHER POLICING PRIORITIES
<i>Reduce Harms and Victimization</i> Violent Crime <ul style="list-style-type: none">Domestic AbuseSexual AssaultElder Abuse Property Crime <ul style="list-style-type: none">Break and EnterMischief Illicit Drugs (including Opioids) Cyber Crime	<i>Change driver behaviours responsible for injuries and deaths on roadways, waterways and trails</i>	<i>Continue collaborating for an enhanced police response to persons experiencing a mental health crisis</i> <i>Partner to reduce the impact/risk/frequency of false alarms and 911 pocket dials</i>

CRIME

Violent Crime – Domestic Abuse, Elder Abuse and related crimes against persons including Sexual Assault

Priority Description:

- Domestic violence, elder abuse and crimes against persons affect persons of all demographics. Not only are the victims of these crimes affected but so are their families and communities.
- Analysis reveals that the more populated areas of Norfolk County have a higher call for service in relation to domestic violence.
- Domestic violence, elder abuse and crimes against persons continue to remain a priority.
- 33% of all domestic investigations result in *Criminal Code* and/or Provincial Offences Charges.

MANAGEMENT STRATEGIES		ACTIVITIES	TARGETED OUTCOME
Prevention	Engagement / Education	<ul style="list-style-type: none">• Continue to build and maintain positive relationships with community partners and stakeholders i.e.: Justice for Women, Haldimand Norfolk Children’s Aid, Victim Services of Haldimand Norfolk , Ministry Attorney General, Victim/Witness Assistance Program (VWAP), Norfolk General Hospital, Local Women’s Shelters, Public Health, Catholic and Grand River Board of Education• OPP Crime Management / Behavioral Sciences / Violent Crime Linkage Analysis System (VICLAS) for expertise• OPP Academy / Ontario Police College for officer training• Community Services Officer (CSO) / Media to identify opportunities to leverage existing media and social media outlets to better inform and engage community partners and stakeholders• Members to receive ongoing training in relation to domestic violence, elder abuse, crimes against persons and <i>Victims’ Bill of Rights</i>	<p>Provincial Target</p> <p><i>2% reduction in overall violent crime by 2019.</i></p> <p><i>Provincial targeted outcomes are based on projections derived from trend analysis of 2012-2016 actual occurrence data</i></p>
Enforcement		<ul style="list-style-type: none">• All frontline members will continue to be fully engaged and complete timely and thorough domestic and crimes against person’s investigations. Where grounds exist, members shall adhere to OPP policy and Ministry of Attorney General (MAG) zero tolerance policy related to charges• Crime Unit will provide oversight and investigative expertise in relation to all Benchmark incidents in relation to sexual assault and crimes against persons• Crime Unit to provide local oversight ensuring legislative compliance with the Ontario Sex Offender Registry and National DNA Data Bank• Dedicated Elder Abuse Investigator to monitor and review all incidents of Elder Abuse• Compliance with Intelligence-Led Policing – Crime Abatement Strategies• Compliance with Ontario Sex Offender Registry• Increased police visibility through Focused Enforcement and Patrol	

CRIME

Property Crime – Break and Enters, Mischiefs

Priority Description:

- The Norfolk Detachment continues to place a high priority on reducing victimization resulting from break and enter offences including thefts and mischiefs
- Analysis continues to show a correlation between property crimes and illicit drug use

MANAGEMENT STRATEGIES		ACTIVITIES	TARGETED OUTCOME
Prevention	Engagement / Education	<ul style="list-style-type: none">• Detachment Analyst to monitor property crimes and identify areas requiring Focused Enforcement Initiatives• Norfolk County Street Team Unit to review and take appropriate enforcement action in relation to property crimes• Local Community Services Officer (CSO) to engage local media in relation to public awareness and crime prevention• Crime Stoppers of Haldimand, Norfolk and Tillsonburg• Media releases in relation to crime trends and OPP successes• Officer school visits to engage and educate youth in relation to crime prevention• OPP Auxiliary Unit engaged with local businesses in relation to “Safeguard Ontario”• Ensure Police Services Board and Community Policing Groups are engaged in relation to Focused Enforcement Initiatives, local crime trends and clearance rates• CSOs coordinate “Lock it or lose it” campaigns	<p>Provincial Target</p> <p><i>2% reduction in overall property crime by 2019.</i></p> <p><i>Provincial targeted outcomes are based on projections derived from trend analysis of 2012-2016 actual occurrence data</i></p>
Enforcement		<ul style="list-style-type: none">• Frontline officers will develop and implement Focused Enforcement Initiatives in areas identified by analyst• Street Check submissions• Compliance with ILP – Crime Abatement• Frontline, Street Crime Unit and Crime Unit will utilize all investigative techniques/resources to identify/ apprehend suspects and recover stolen property• Liaise with neighbouring detachments and police agencies• Community Services Officer to inform public of crime trends, crime prevention and police successes via media releases	

CRIME

Illicit Drugs (including Opioids)

Priority Description:

- Norfolk Detachment will continue to focus on the unlawful sale, distribution and production of illicit drugs
- Analysis of the data also indicates a relationship between drug dependency and property crimes specifically break and enters and thefts; activities often employed to support the dependencies

MANAGEMENT STRATEGIES		ACTIVITIES	TARGETED OUTCOME
Prevention	Engagement / Education	<ul style="list-style-type: none">Detachment Analyst to monitor illicit drug trends and identify areas requiring Focused Enforcement InitiativesNorfolk County Street Team Unit to review and take appropriate enforcement action in relation to drug crimesCommunity Services Officer to engage local media in relation to public awareness and crime preventionCrime Stoppers of Haldimand, Norfolk and TillsonburgOPP Organized Crime Enforcement Bureau – Drug SectionEngage local pharmacies and methadone clinicsMedia releases in relation to crime trends and OPP successesOfficer school visits to engage and educate youth in relation to drug awarenessEnsure Police Services Board and Community Policing Groups are engaged in relation to Focused Enforcement Initiatives, local crime trends and clearance ratesContinued participation of provincial Drug Drop-Off Day	<p>No Provincial target has been determined at this time. The reporting of achievements will be based on:</p> <ul style="list-style-type: none">Possession, trafficking and importation and production statistics (refer to pg. 7, Table 2.4)Community Drug Action Team Statistics
Enforcement		<ul style="list-style-type: none">Frontline officers and Street Crimes Unit will develop and implement Focused Enforcement Initiatives in areas identified by analystStreet Check submissionsCompliance with ILP – Crime AbatementFrontline, Street Crime Unit and Crime Unit will utilize all investigative techniques and resources to identify suspects, develop intelligence and take appropriate enforcement action in relation to illicit drugsCommunity Services Officer to inform public of crime trends, crime prevention and police successes via media releases	

CRIME

Reducing victimization from cyber and/or technology-enabled crime through engagement and education

Priority Description:

- Cyber-crime creates a network where criminal activity preys on vulnerable persons such as children and the elderly
- Norfolk County OPP recognizes that technology based crimes are a priority and will focus on prevention through education and awareness

MANAGEMENT STRATEGIES		ACTIVITIES	TARGETED OUTCOME
Prevention	Engagement / Education	<ul style="list-style-type: none">• Utilize OPP Seniors Assistance/Abuse Resources, the Canadian Anti-Fraud Centre and www.cybertip.ca in relation to cyber- crime• Norfolk County schools and youth groups• Norfolk County seniors’ centres and groups• Community Services Officer (CSO) to engage local media in relation to public awareness, education and prevention• Norfolk Detachment Crime Unit engaged in relation to crimes against children and the elderly• Engage OPP Electronic Crime Section (Child Sexual Exploitation Unit, Provincial Strategy {to protect children from sexual abuse and exploitation on the internet} and Technological Crime Unit {formally e-Crime})• Crime Stoppers of Haldimand, Norfolk and Tillsonburg• Media releases in relation to public awareness, education and prevention• Presentations to Norfolk County schools and youth groups by CSO (OPP KIDS {Knowledge, Issues, Decisions, Supports})• Presentations to Norfolk County Seniors’ Centres and groups by CSO• Town Hall Meetings to educate the general public	<p>Standardized tracking and reporting for this provincial priority area is currently being explored and defined organizationally. Achievements will be based on prevention activities until further established.</p>
Enforcement		<ul style="list-style-type: none">• Norfolk officers will conduct thorough and timely investigations in relation to cyber-and/or technology crime• Utilize Norfolk Crime Unit for Benchmark investigations involving vulnerable persons• Consult with OPP Electronic Crime Section in relation to Cyber/ Technology Crimes• Work closely and cooperatively with partners and stakeholders in an effort to identify emerging scams, trends, threats and criminal organizations operating in Canada	

TRAFFIC

The Big Four causal factors of fatal, personal injury and property damage collisions on roadways, waterways and trails: impaired (alcohol/drug), speeding/aggressive and inattentive/distracted driving and lack of occupant restraint and safety equipment

Local Initiatives such as:

- Commercial Motor Vehicle – targeting unsafe commercial motor vehicles traveling our roadways
- Animal-Related Collisions – motor vehicle collisions involving wild animals remain a concern – focus on reduction and education
- Marine – Norfolk County enjoys 137 km of Lake Erie shoreline, providing a vast water area for recreational and commercial boating. Focus on increased education regarding boating safety and enforcement of applicable boating laws, focusing on reduced boating collisions and fatalities

MANAGEMENT STRATEGIES		ACTIVITIES	TARGETED OUTCOME
Prevention	Engagement / Education	<ul style="list-style-type: none">• Detachment Analyst to monitor motor vehicle collisions and identify areas requiring Focused Enforcement Initiatives• Engage Regional and Provincial OPP resources to enhance local enforcement and education initiatives• Engage OPP Auxiliary members to support and enhance existing program• Engage MNR (Ministry of Natural Resources) to reduce Animal-involved Collisions• Continue to develop positive partnerships with Ministry of Transport (MTO), Norfolk County Roads and Engineering Departments in relation to Highway Safety and Traffic Management• Develop positive partnership with local marinas and Canadian Coast Guard Stations• Local Community Services Officer (CSO) to engage local media in relation to “The Big Four” and related enforcement and education campaigns• OPP Provincial Traffic Safety Initiatives• Norfolk County Health Unit• Media releases in relation to public awareness and education on dangers of impaired driving, aggressive/distracted driving and seatbelt compliance• Media release in relation to animal collisions• Media release in relation to boating safety• Participation in Boating/Marine expos promoting boating education• Presentations to Norfolk County schools and youth groups by CSO (OPP KIDS)• Town Hall Meetings to educate the general public	0.5% reduction in total motor vehicle collisions by 2019. <i>* Provincial targeted outcomes are based on projections derived from trend analysis of 2012-2016 actual occurrence data</i>
	Enforcement	<ul style="list-style-type: none">• Frontline officers to develop and implement Focused Enforcement Initiatives in areas identified by analyst• Frontline officers will utilize all investigative techniques/resources in relation to Benchmark Traffic/Vessel Investigations• Utilize specialized vehicles and technologies for effective enforcement regarding Commercial Motor Vehicles• Frontline officers to ensure Focused Enforcement efforts are captured on Records Management System (RMS) and Daily Activity Reporting (DAR)• Share statistical analysis of animal collisions with MNR and MTO	

Other Policing Priorities

Continue collaborating for an enhanced police response to persons experiencing a mental health crisis

- Hours per officer visit to a hospital, and specifically an emergency room, with persons suffering from mental health crisis detracts from other community safety initiatives
- Effective response to mental health issues involves a broad spectrum of community service providers, including police, working together in partnership
- Appropriate police response to those suffering from mental illness remains an important priority for the Norfolk County OPP
- Norfolk Detachment continues to support Crisis Intervention Training to frontline officers in response to mental illness calls for service as well as engaging specialized mental health workers who ride-a-long with officers on patrol to respond to persons in crisis
- Norfolk Detachment will continue to work with all partners and stakeholders through the ‘Situation Table’ to address the proper treatment of those suffering from mental illness

MANAGEMENT STRATEGIES		ACTIVITIES	TARGETED OUTCOME
Prevention	Engagement / Education	<ul style="list-style-type: none">• Expand current partnerships in addressing mental health issues in Norfolk County• Norfolk Detachment Crisis Intervention Officers and Mental Health Workers (MCRRT)• Liaison with Norfolk General Hospital to reduce wait times• Community Action Support Team• Canadian Mental Health Association (CMHA)• Continue to provide training to frontline members in relation to Crisis Intervention Training• Continue ongoing relationships with local partners and stakeholders (Centre for Addiction and Mental Health Association)• Norfolk County officers will utilize ongoing training methods and apply the appropriate techniques to ensure public safety• Continually evaluate current practices and programs to provide those suffering from a mental illness with immediate and appropriate police response	<p>No Provincial target has been determined at this time. The methodology and reporting on achievements will be based:</p> <ul style="list-style-type: none">• 100% compliance and accuracy of completed InterRai Brief Mental Health Screener forms(began tracking June 2014)

Other Policing Priorities

Partner to reduce the impact/risk/frequency of false alarms / pocket dials

- Reducing 911 'Pocket Dials' remains a priority for the Norfolk County OPP
- Analysis of Norfolk Detachments 911 calls for service indicates a great number are attributed to "pocket dials". OPP policy dictates that police shall respond to all 911 calls requiring two officers to attend
- Police resources dispatched to inadvertent pocket dials creates a significant public and officer safety issue that requires essential emergency services responding to non-emergency situations. This is both costly and, in the majority of instances, preventable

MANAGEMENT STRATEGIES		ACTIVITIES	TARGETED OUTCOME
Prevention	Engagement / Education	<ul style="list-style-type: none">• Encourage connected partners (smart phone manufacturers, retailers and schools) to engage phone subscribers of the dangers of 911 pocket dials and proper use of making 911 calls• Local Community Services Officer (CSO) to engage local media in relation to public awareness campaigns• OPP KIDS program• Norfolk County Schools• Media releases utilizing the Community Services Officer• Utilize Town Hall Meetings suggesting prevention measures• Police will educate the public when responding to 911 Pocket Dials and provide instruction on proper use and 911 policies• Norfolk County CSO officers to provide school presentations on proper use of 911 and Pocket Dials• Police will respond to all 911 Pocket Dials to confirm the nature and legitimacy of the call• Police will educate the public on correct use of 911 policies• Police continue to work with local government and Police Services Board requesting consideration be given to establishing a warning/ fine system for repeat offenders similar to false alarm cost recovery processes.	<i>Reporting on achievements will be based on engagement and education activities.</i>

Endnotes

Table 1.1 Detachment Personnel

Source: Ontario Public Service, 2016/12/31 Workforce Information Network Employee Extract, 2017/01/19
Notes: 1. Measure is Staff Strength Full-Time Equivalent (ssFTE). 2. Excludes students, seasonal, interns and all leaves of absence. 3. Data reflects employees who are “active” in WIN (includes employees using pre-retirement credits to remain on payroll leading up to official retirement, although not available operationally.)

Table 1.3 Hours (Field Personnel)

Source: Ontario Provincial Police, Daily Activity Reporting (DAR) System, Business Intelligence (BI) Cube. (2017/02/25)
Note: Based on Total hours of activity reported in DAR under selected Obligated Duty Codes (CCC, Traffic, Patrol, Total) reported to Home Location.
The % change is based on last year over previous year.

Table 1.4 Criminal Code & Provincial Statute Charges Laid

Source: Ministry of the Attorney General Integrated Court Offence Network (ICON) (2017/02/15)
Note: Charges are based on date charge added into the court system (ICON) and not date of offence.
"Other" charges is comprised of CAIA, Other Provincial & Federal Offences including drug offences.
The % change is based on last year over previous year.

Tables 2.1, 2.2, 2.3, 2.4, 2.5

Source: Records Management System (RMS Niche) All Offence Level BI Cube, (2017/04/22)
Note: Actual occurrences, Stats Can Valid occurrences only, Non-FN Coverage Types only, Primary Offence Level only, Violent & Property Crime, Other Criminal Code and Federal Statute categories aligned with public reporting standards.
The % change is based on last year over previous year.
For a more detailed explanation of Uniform Crime Reporting Codes see Statistics Canada, Uniform Crime Reporting at www.statcan.gc.ca

Table 2.1 Violent Crimes

Corresponding Primary Offence Levels

- 01* Murder 1st Degree, Murder 2nd Degree, Manslaughter, Infanticide
 - 02 Criminal Negligence Causing Death, Other Related Offences Causing Death
 - 03 Attempted Murder, Conspire to Commit Murder
 - 04 Aggravated Sexual Assault, Sexual Assault with a Weapon, Sexual Assault, Other Criminal Code * Sec. 151 – Sec. 160, Sexual Interference, Invitation to Sexual Touching, Sexual Exploitation, Sexual Exploitation of a Person with a Disability, Incest, Corrupting Morals of a Child, Sexually Explicit Material to Child with Intent, Luring a Child via a Computer, Anal Intercourse, Bestiality – Commit/Compel/Incite Person, Voyeurism
 - 05 Aggravated Assault Level 3, Assault with a Weapon, Assault Level 1, Unlawfully Causing Bodily Harm, Discharge Firearm with Intent, Using Firearm (or imitation) in commission of offence, Pointing a Firearm, Assault Peace Officer, Assault Peace Officer with a Weapon OR Cause Bodily Harm, Aggravated Assault on Peace Officer, Criminal Negligence – Bodily Harm, Trap Likely to or Cause Bodily Harm, Other Assaults / Admin Noxious thing
 - 06 Kidnapping / Confinement, Kidnapping, Forcible Confinement, Hostage Taking, Trafficking in Persons, Abduction Under 14, Abduction Under 16, Remove Child from Canada, Abduction Contravening A Custody Order, Abduction – No Custody Order
 - 07 Robbery, Robbery of Firearms
 - 08 Extortion, Intimidation of a Justice System Participant or a Journalist, Intimidation of a Non-Justice Participant, Criminal Harassment, Threatening / Indecent Phone Calls, Utter Threats, Explosives, Arson – Disregard for Human Life, Other Criminal Code * against public order
- *Homicide Data is extracted from Homicide Survey

Table 2.2 Property Crimes

Corresponding Primary Offence Levels

- 01 Arson
- 02 Break & Enter, Break & Enter – Firearms, Break & Enter – Steal firearm from motor vehicle
- 03 Theft Over, Theft Over \$5,000 – Motor Vehicle, Theft from Motor Vehicles Over \$5,000, Theft Over \$5,000 Shoplifting, Theft of Motor Vehicle
- 04 Theft Under \$5,000, Theft Under \$5,000 – Motor Vehicle, Theft from Motor Vehicles Under \$5,000, Theft Under \$5,000 Shoplifting
- 05 Possession of Stolen Goods, Trafficking in Stolen Goods over \$5,000 (incl. possession with intent to traffic), Possession of Stolen Goods over \$5,000, Trafficking in Stolen Goods under \$5,000 (incl. possession with intent to traffic), Possession of Stolen Goods under \$5,000
- 06 Fraud, Identity Theft, Identity Fraud
- 07 Mischief, Mischief to Property Over \$5,000 Exp., Mischief to Property Under \$5,000 Exp., Mischief to Religious Property Motivated by Hate, Altering / Destroying / Removing a vehicle identification number

Table 2.3 Other Criminal Code

Corresponding Primary Offence Levels

- 01 Offensive Weapons – Explosives, Use of Firearm in Offence, Offensive Weapons – Weapons Trafficking, Possess Firearm while prohibited, Other Criminal Code * Sec. 78 – Sec. 96, Import / Export – Firearm / Weapon / Ammunition / Device, Offensive Weapons – Point Firearm, Other Criminal Code * Sec. 105 – Sec. 108, Breach of Firearms Regulation – Unsafe Storage

02 Prostitution – Bawdy House, Live on avails of prostitution, Parent / Guardian Procure sexual activity, Prostitution under 18 – Procuring, Prostitution – Other Prostitution, Betting House, Gaming House, Other Gaming and Betting, Bail Violations, Counterfeit Money, Disturb the Peace, Escape Custody, Indecent Acts, Child Pornography, Voyeurism, Public Morals, Lure Child via Computer, Obstruct Public Peace Officer , Prisoner Unlawfully at Large, Trespass at Night, Fail to Attend Court, Breach of Probation, Threatening / Harassing Phone Calls, Utter Threats to Property / Animals, Advocating Genocide, Public Incitement of Hatred, Unauthorized record for sale, rental, comm. Distribution, Other Criminal Code * Sec. 46 – Sec. 78.1, Property or Services for Terrorist Activities, Terrorism – Property, Participate in Activity of Terrorist Group, Facilitate Terrorist Activity, Instruct Terrorist Act, Harbour or conceal a Terrorist, Hoax Terrorism, Offensive Weapons – Careless use of firearms, Bribery / Perjury, Other Criminal Code * Sec. 176 – Sec. 182, Interception / Disclosure of Communication, Other Criminal Code * Sec. 215 – Sec. 319, Other Criminal Code * Sec. 337 – Sec. 352, Other Criminal Code * Sec. 415 – Sec. 427, Intimidation of Justice System Participant, Other Criminal Code * Sec. 437 – Sec. 447, Offences Related to Currency, Proceeds of Crime, Attempts, Conspiracies, Accessories, Instruct Offence for Criminal Organization, Commission of offence for Criminal Organization, Participate in Activities of Criminal Organization, Other Criminal Code * Sec. 462 – Sec. 753

Table 2.4 Drugs

Corresponding Primary Offence Levels

01 Possession–Heroin, Possession–Cocaine, Possession–Other Controlled Drugs and Substances Act (CDSA), Possession–Cannabis, Possession–Methamphetamine (Crystal Meth), Possession–Methylenedioxyamphetamine (Ecstasy)
02 Trafficking–Heroin, Trafficking–Cocaine, Trafficking–Other CDSA, Trafficking–Cannabis, Trafficking–Methamphetamine (Crystal Meth), Trafficking–Methylenedioxyamphetamine (Ecstasy)
03 Import/Export–Heroin, Import/Export–Cocaine, Import/Export–Other Drugs, CDSA *Sec.6 Import/Expor

Table 2.5 Federal Statutes

Corresponding Primary Offence Levels

01 Other Federal Statutes, Bankruptcy Act, Income Tax Act, Canada Shipping Act, Canada Health Act, Customs Act, Competition Act, Excise Act, Youth Criminal Justice Act (YCJA), Immigration and Refugee Protection Act, Human Trafficking (involving the use of abduction, fraud, deception or use of threat), Human Smuggling fewer than 10 persons, Human Smuggling 10 persons or more, Firearms Act, National Defence Act, Other Federal Statutes

Table 2.6 Intelligence-Led Policing – Crime Abatement Strategy

Source: Records Management System (RMS Niche) Extract Report, (2017/04/24)
Note: 2012 was a transition year for ILP Data from DAR to Niche therefore data cannot be compared to previous Action Plans. Information is derived from the ILP-CAS Persons Search Report RMS Niche.

Table 3.1 Motor Vehicle Collisions (MVC) by Type
(Includes roadway, off-road and motorized snow vehicle collisions)

Source: Ontario Provincial Police, Collision Reporting System (CRS), (2017/02/28)
Note: Count of Reportable Fatal, PI and PD Collisions entered into the eCRS for MVC, MSV and ORV Report Types regardless of status, excluding FN detachments. Count of Alcohol-related collisions where Alcohol-Involved indicated as Yes in eCRS. The % change is based on last year over previous year.

Table 3.2 Primary Causal Factors in Fatal MVCs on Roadways

Source: Ontario Provincial Police Collision Reporting System (CRS), (2017/02/28)
Note: Count of Reportable Fatal Collisions entered into the eCRS where Report Types is MVC only regardless of status, excluding FN detachments. Total Fatal Collisions includes collisions where causal factors are not listed in this table. Count of Speed-related collisions where contributing factor speed or speed too fast for conditions OR driver action exceeding speed limit or speed too fast for conditions. Count of Alcohol-related collisions where Alcohol-Involved indicated as Yes in eCRS. Count of collisions where victim type is deceased and safety equipment use is equipment not used but available or no equipment available. Count of collisions where distracted drivers is based on contributing factor of inattentive driver or driver condition reported as inattentive. Count of collisions where wildlife a factor is contributing factor reported as animal - wild or domestic.
The % change is based on last year over previous year.
* Seatbelt includes: Use unknown, lap and shoulder belt, lap belt only, lap belt only of combined assembly, child safety seat used incorrectly, child safety seat used correctly, other passive restraint device.

Table 3.3 Fatalities in Detachment Area

Source: Ontario Provincial Police, Collision Reporting System (CRS), (2017/02/28)
Note: Count of Fatal incidents and persons killed entered into the eCRS where Collision Type is reported as Fatal by report type (MVC, Marine, MSV, ORV). Alcohol-related is a count of the incidents where Alcohol-Involved on the Details Screen reported as Yes. First Nation Detachments were excluded from this count. Motorized Snow Vehicles Statistics are reported seasonally from October 1st to March 31st each reporting period. The % change is based on last year over previous year.

Table 4.1 911 Pocket Dials

Source: Computer Aided Dispatch (CAD) System, (2017/02/26)
Note: CAD data and will not mirror any other data sources on how 911 calls/911 hang ups are reported. 911 Officer Confirmed Pocket Dial data represents CAD occurrences entered by PCC Communicators for calls received with no-voice contact from cellular devices only. Where an officer confirms that a 911 Wireless call was indeed a 911 Pocket Dial the event types be changed and may not mirror other data sources (e.g. Niche) that reference 911 calls. This represents only a small percentage of all 911 calls handled and dispatched by the OPP.

Table 4.2 2016 Mental Health Strategy Data

Source: Records Management System (RMS Niche), (2017/02/08)
Note: Occurrences between 2016/01/01 00:00 and 2016/12/31 23:59
* Occurrences with MH UCR Code 8529

OPP PROGRAMS AND SERVICES



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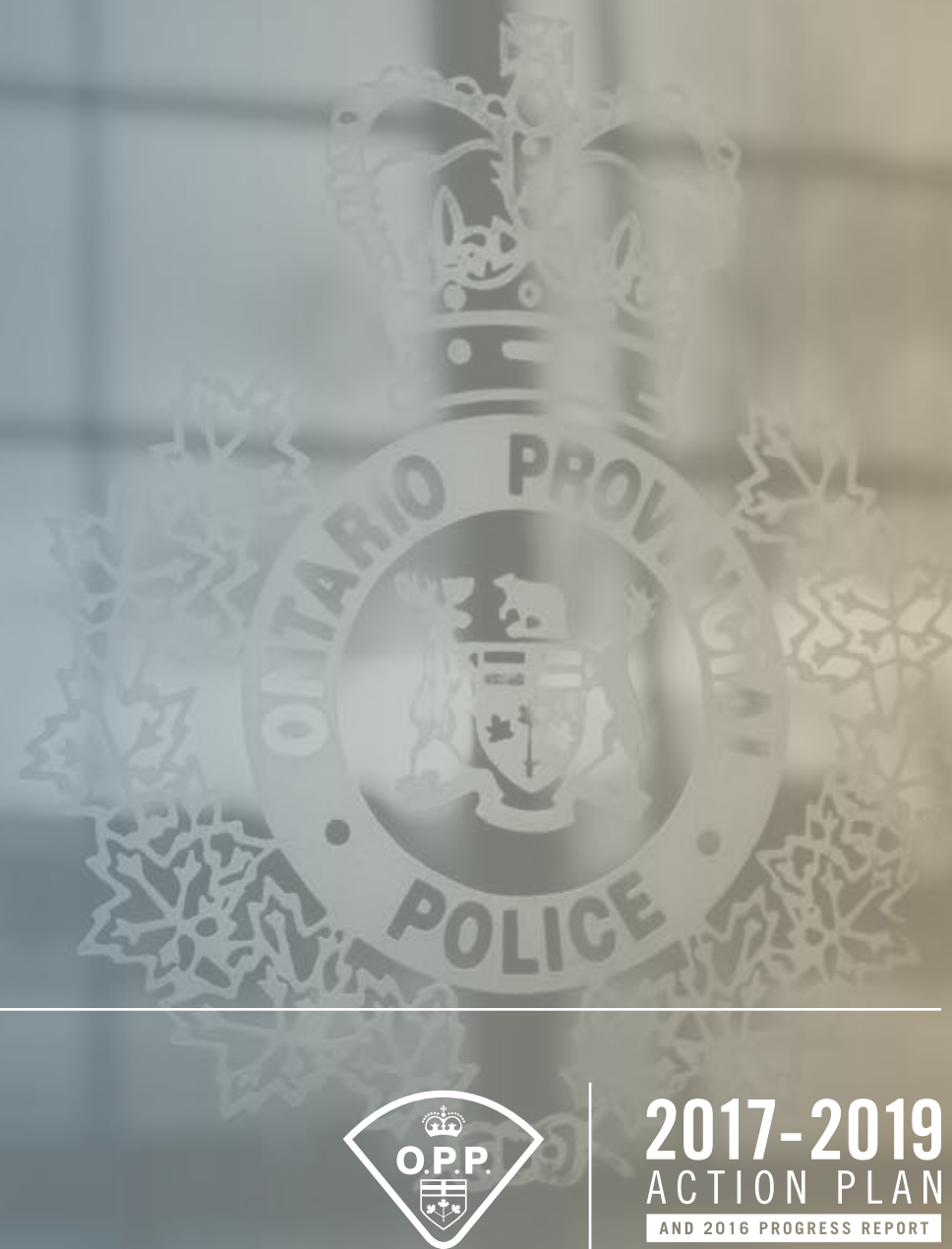
Proactive and Reactive Policing/Investigation	Complaint Investigation	Marine/Motorized-Snow and Off-Road Vehicle and Motorcycle Patrol	Threat Assessment and Criminal Behavioural Analysis
Aboriginal Policing	Contraband Tobacco Enforcement	Media Relations	Traffic Safety
Alcohol and Gaming Enforcement	Court Case Management	Offender Transportation	Training
Asset Forfeiture	Crime Analysis	Ontario Sex Offender Registry	Underwater Search and Recovery
Auxiliary Policing/Chaplaincy	Crime Prevention and Community Safety	Organized Crime Investigation	United Nations Policing Missions
Aviation/Flight Operations	Crime Stoppers	Polygraph	Unmanned Aerial Systems
Breath Analysis/Drug Recognition	Criminal Investigation Services and Major Case Management	Protective Services	Urban Search and Rescue
Canine	Crisis Negotiations	Provincial Anti-Terrorism	Violent Crime Linkage Analysis
Chemical, Biological, Radiological, Nuclear and Explosive Response	Drug Enforcement	Provincial Operations Centre	Victim Assistance
Child Exploitation Investigation	Drug Evaluation and Classification	Public Order	Victim Identification and Rescue
Civil and Human Rights Claim investigation	Emergency Management	Repeat Offender Parole Enforcement	Weapons Enforcement
Collision Reconstruction and Investigation	Emergency Response	RIDE (Reduce Impaired Driving Everywhere)	Witness Protection
Commercial Vehicles and Dangerous Goods	Explosives Disposal	Search and Rescue	The above list corresponds with the Adequacy and Effectiveness of Police Services Regulation (Adequacy Standards, O. Reg. 3/99). The list further provides an overview of various OPP programs and services but should not be considered complete.
Communications	Forensic and Identification Services	Surveillance - Electronic and Physical	
Community Policing	Hate Crimes/Extremism Investigation	Tactical Emergency Medical	
	Illegal Gaming Investigation	Tactics and Rescue	
	Incident Command	Technological Crime/Digital Evidence Forensics and Analysis	
	Intelligence		



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