

2016 Annual Policing Report

Cultivating a Safe, Healthy and Inclusive Community

December 2017



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INTRODUCTION

Purpose of Report

The City of St. Albert Annual Policing Report has been prepared to provide City Council and the Community with a formal report on some key Policing measures and community safety matters.

Background

On June 23, 2014, City Council approved the [Policing Services Long Term Department Plan](#) to be used as a guiding document for police resource planning purposes.

On November 23, 2015 City Council also established a new Policing Services Policy ([Council Policy C-PS-02 Policing Services](#)) which guides the Policing Service levels and standards delivered to the Community.

On June 12, 2017 City Council approved the establishment of a formal Policing Committee as defined in the Alberta Police Act. The Committee is scheduled to be formed and in place by January 2018.

Department Overview

The Policing Services Department has a mandate to; preserve the peace, protect life and property, prevent crime and offences, and apprehend criminals, offenders and others who may be lawfully taken into custody. This is done through a contract with Public Safety Canada (RCMP Municipal Police Service Agreement) as well as other services provided by Municipal Employees including Municipal (Bylaw) Enforcement and the operation of the Primary 911 call answer and policing dispatch centre.

CORE Services

Policing Services provides the following services to residents and/or internal stakeholders including, City Departments and Council:

- [Prevention and Education Services](#) – This is a proactive approach to reduce crime and increase community safety.
- [Protective Services](#) – This service is generally described as one designed to reduce victimization through proactive approaches such as park patrols and reactive approaches such as 911 responses.
- [Intelligence Services](#) – The gathering, compiling and disseminating information about crimes, offences, trends and social issues.

- Investigation Services – The gathering of information to determine the facts surrounding a particular crime or offence.
- Enforcement Services – The proactive approach to address violations and criminal acts.
- Other Police Services – services that can not be delivered by another department or are best to be provided through policing such as police information/criminal record checks and fingerprint services.
- Support Services – Numerous services that are essential to the departments daily operations such as 911/Dispatch, police records management, and property and exhibit control.

STATISTICAL INFORMATION

Criminal Activity

Some of the key high-level measures on criminal activity in a community include Crime Severity and the Crime Rate. Both measures are governed through a uniform crime reporting process that is administered by Statistics Canada.

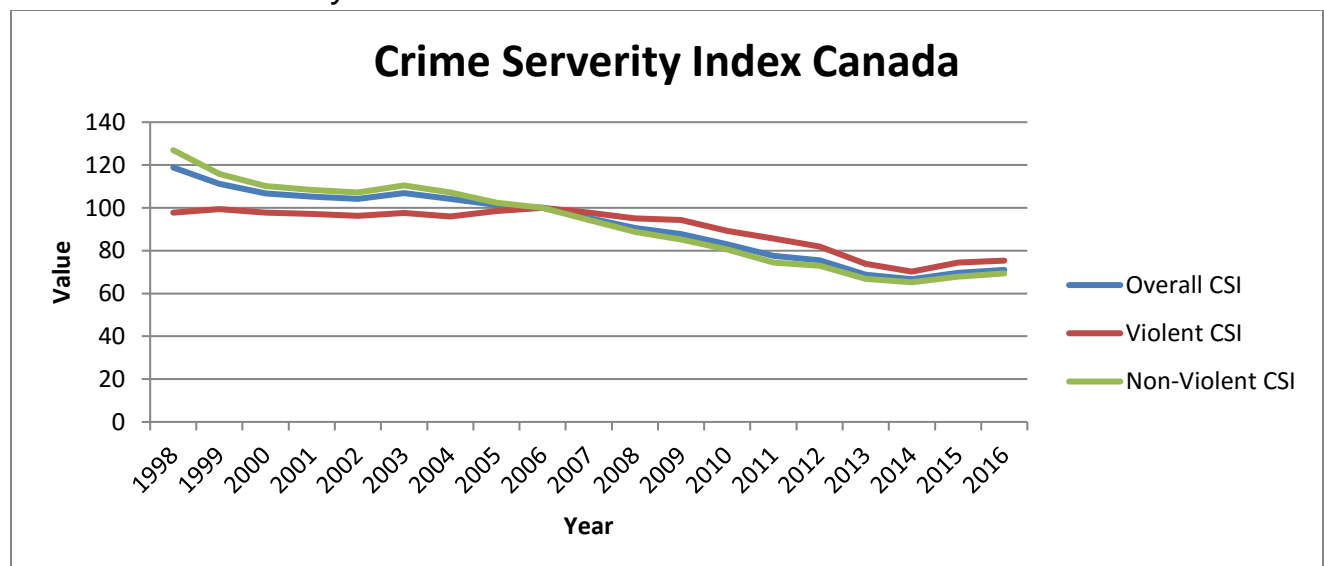
Crime Severity

The Crime Severity Index is a measure that is gathered and published by Statistics Canada. It includes all Criminal Code violations including traffic, as well as Drug violations and all Federal Statutes.

The Crime Severity Index measures changes in the level of severity of crime from year to year.

In the index, all crimes are assigned a weight based on their seriousness. The level of seriousness is based on actual sentences handed down by the courts in all provinces and territories. More serious crimes are assigned higher weights, less serious offences lower weights. As a result, more serious offences have a greater impact on changes in the index.

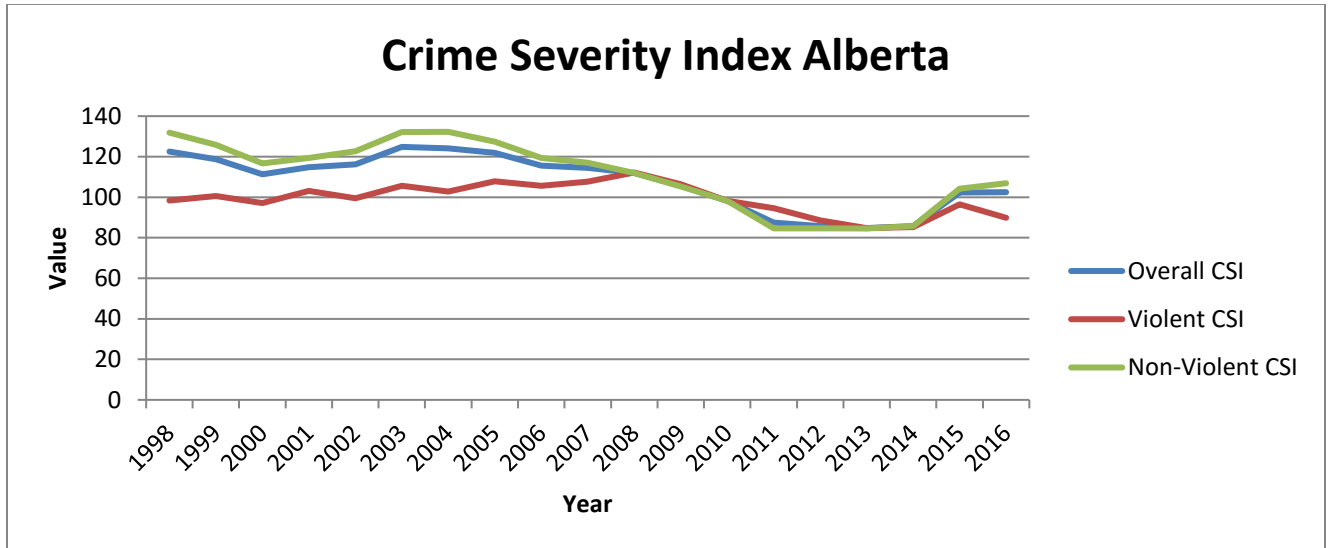
National Crime Severity



*Numbers in the above graph were obtained from Statistics Canada

The overall Crime Severity nationally increased just slightly (approximately 1%) but has remained approximately 29% lower than in 2006.

Provincial Crime Severity

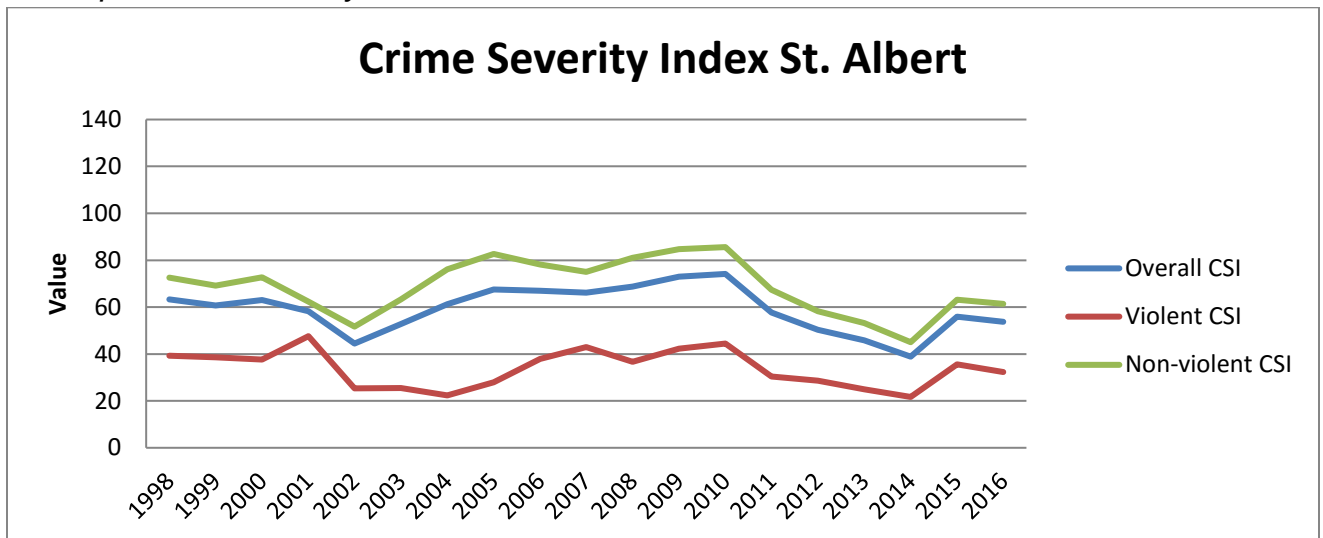


*Numbers in the above graph were obtained from Statistics Canada

Like the national trend, Alberta’s overall Crime Severity also remained relatively unchanged. There was however a notable decrease in the violent crime rate in Alberta (approximately 6.9%) but this was balanced with an increase in the non-violent property related crimes.



Municipal Crime Severity

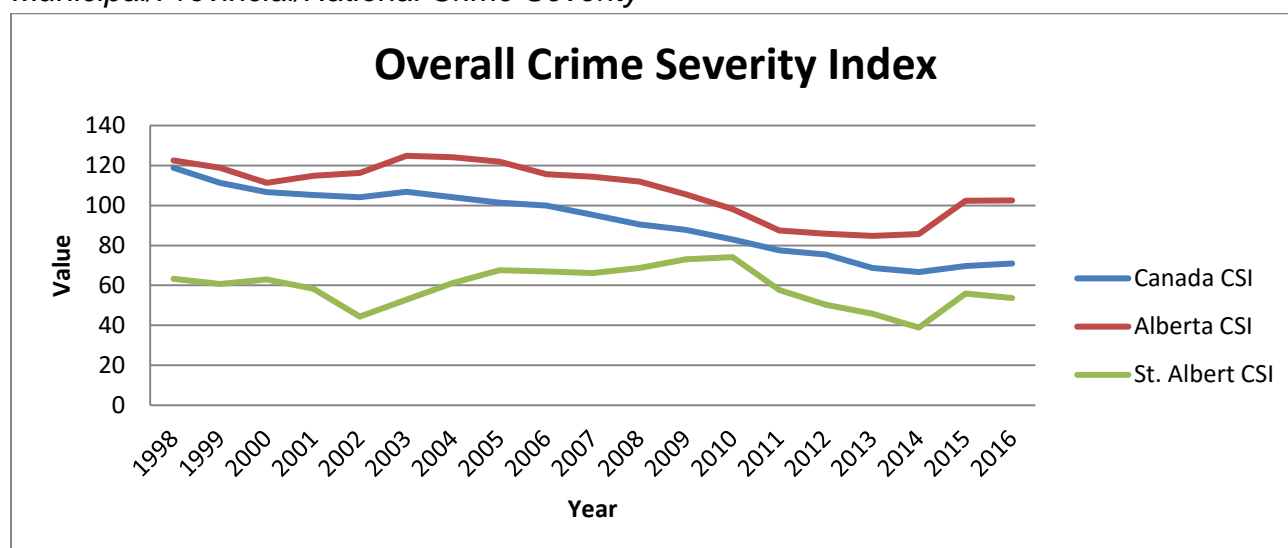


*Numbers in the above graph were obtained from Statistics Canada

After a significant increase in the Crime Severity Index in 2015, St. Albert saw a small decrease in all categories in 2016.



Municipal/Provincial/National Crime Severity



*Numbers in the above graph were obtained from Statistics Canada

Although there were small or relatively unchanged Crime Severity reported Nationally and Provincially, St. Albert continues to see an index that is significantly lower than the Alberta and Canada rates. St. Albert also remained as having the lowest crime severity index amongst Alberta cities.



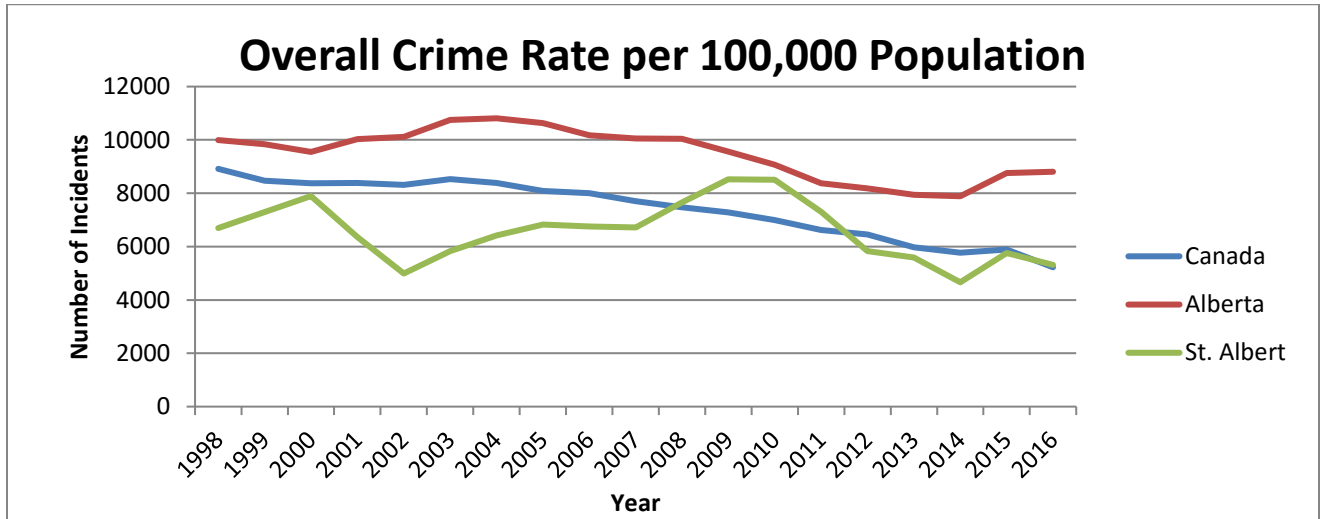
Crime Rate

The Crime Rate includes all reported Criminal incidents and is simply reported per 100,000 population. All incidents are treated equally regardless of their severity. This traditional way of looking at crime is susceptible to fluctuations in the number of high-volume but low-severity offences such as mischief and theft under \$5000. These types of offences account for approximately 40% of all police reported crime in Canada. Victimization data has shown that offences of lower seriousness tend to go unreported to police. In addition, some police agencies practice certain policies to promote

reporting. Both under-reporting and pro-reporting policies influence the number of crime reports in a given year.

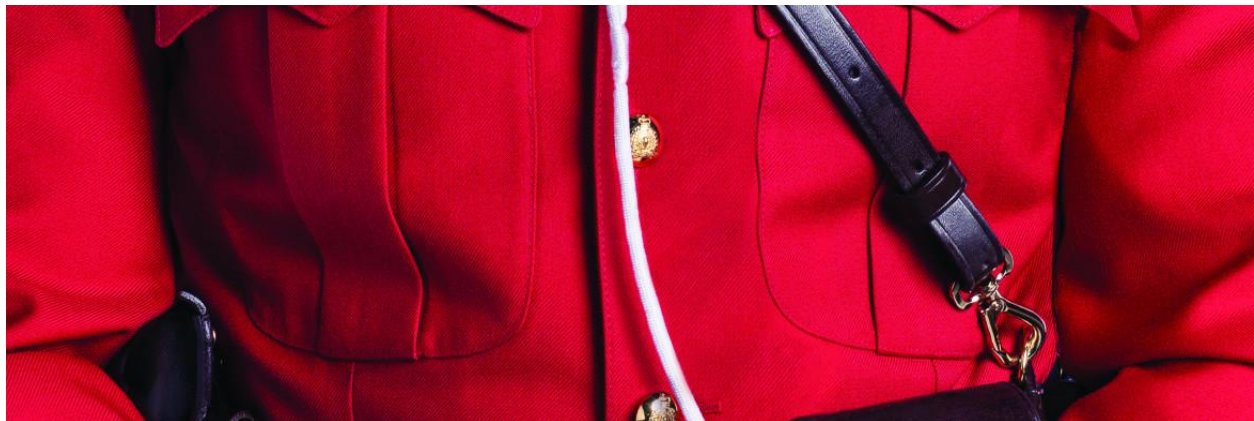
The overall crime rate does however help show police officer and support staff workload.

Municipal/Provincial/National Crime Rate



*Numbers in the above graph were obtained from Statistics Canada

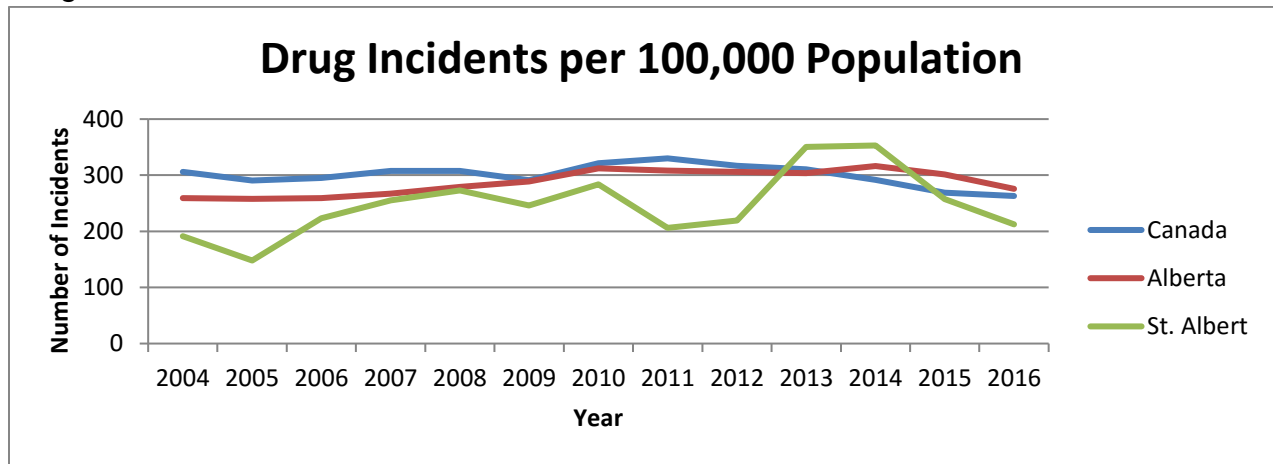
Not unlike the Crime Severity Index, St. Albert's overall Crime Rate per 100,000 population saw a decrease in 2016 even though we saw a small increase Provincially.



Drug Activity

Drug statistics are highly susceptible to changes based on the resources that are assigned or dedicated towards them. For example, the more officers focused on drug related offences often results in higher incident reporting and a higher number of charges.

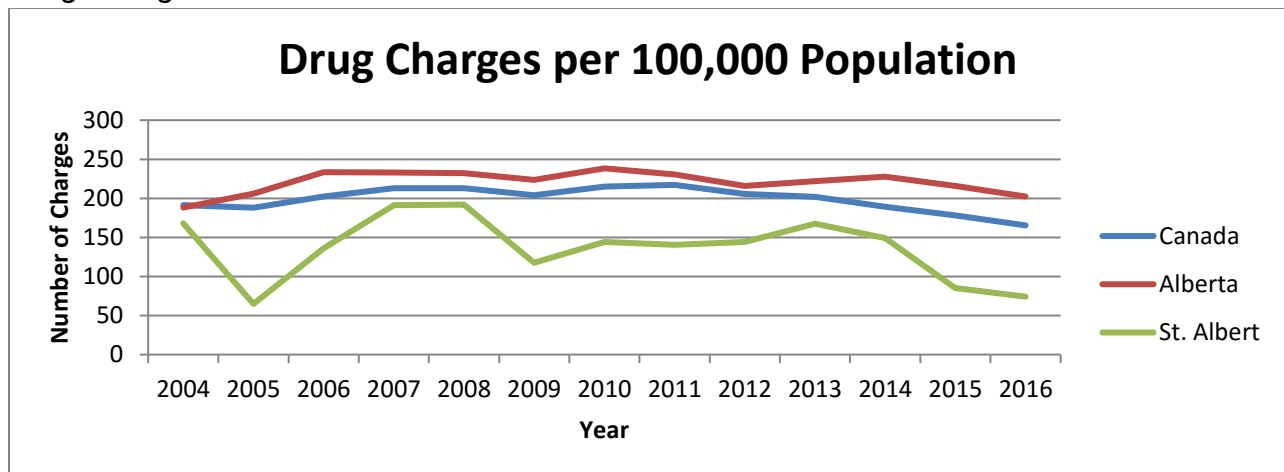
Drug Related Incidents



*Numbers in the above graph were obtained from Statistics Canada

The number of drug incidents per 100,000 population decreased for a second year in a row. Nationally and Provincially we saw a small decrease in these areas as well.

Drug Charges



*Numbers in the above graph were obtained from Statistics Canada

St. Albert continues to see less drug charges per population than the National or Provincial averages. This despite the number of incidents reported being closer to the National and Provincial averages.

Other Criminal Activity

The below data shows some more specific key crime categories.

Person's Related Crime

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	% change 2015 to 2016
Homicide & Offences Related to Death	1	1	4	0	0	2	0	0	2	0	-100%
Robbery	22	13	21	23	13	12	6	5	13	10	-23%
Assault (Not incl. sexual assault)	370	394	409	406	355	295	333	295	313	371	+19%

*Numbers in the above graph were obtained from the RCMP K Division Operations Strategy Branch

St Albert has historically seen very few serious person's related crime resulting in a lower Violent Crime severity index. Not all categories of person's related crimes are summarized above, other categories include uttering threats, criminal harassment, sexual assaults etc. When we look at all the person related incidents reported we have seen an increase from 539 incidents in 2015 to 627 incidents in 2016 (+16%). The largest increases were seen in the assault, sexual assault and other sexual offence categories.

Property Related Crime

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	% change 2015 to 2016
Break and Enter	289	254	249	227	216	185	184	127	239	245	+3%
Theft of Motor Vehicle	158	140	144	136	100	93	89	100	126	160	+27%
Theft over \$5000	24	38	30	20	22	17	20	13	29	26	-10%
Theft under \$5000	1119	1088	1448	1347	974	874	857	792	1242	1256	+1%
Possession of Stolen Property	53	71	66	56	44	34	50	35	55	67	+22%
Fraud	186	223	226	192	170	164	125	167	218	263	+21%

*Numbers in the above graph were obtained from the RCMP K Division Operations Strategy Branch

Even though there were many areas where we saw some significant increases like theft of motor vehicles, overall property crime incidents decreased from 3011 reported incidents in 2015 to 2819 in 2016 (-6%). The reason for this overall decrease can be mainly attributed to the large decrease in mischief files (1083 in 2015 down to 797 in 2016).

Community Policing Activity

The Detachment has continued to focus on pro-active activities as resources allow. Much of this work is coordinated by and happens within the Community Policing unit. Community Policing reports to the community on a school year period. For easy access to the 2016-17 report, please click on the below link.

[2016/17 School Resource Officer/Community Policing Program Report](#)

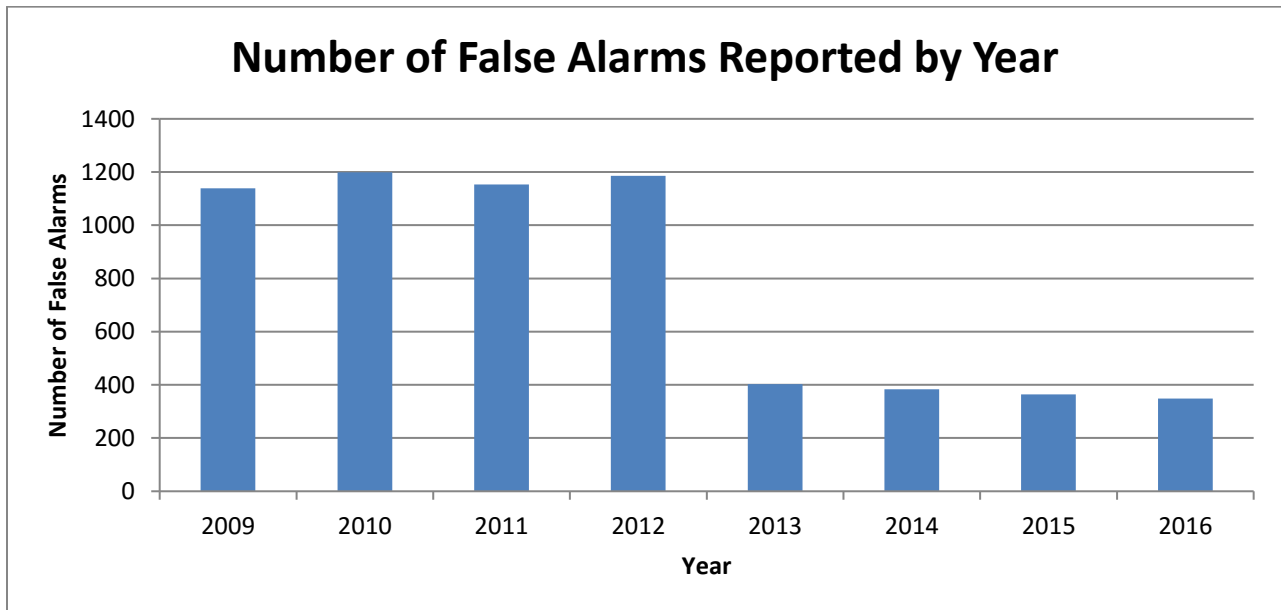


Other Policing Activities

Policing Services is involved in several other activities that do not relate directly to Criminal Activity. Below are a few key areas.

Other Policing Activity

False Alarm Incidents



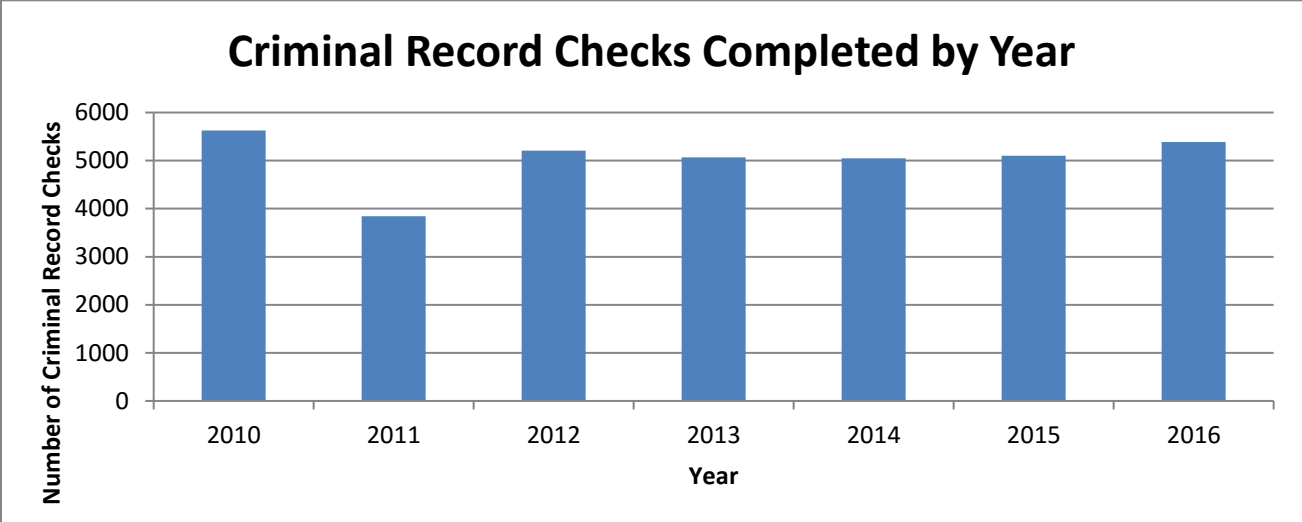
* Numbers in the above graph were obtained from the RCMP K Division Operations Strategy Branch

We have continued to see a decrease in the number of False Alarm Reports in 2016.

In 2012 City Council passed a new Alarm Bylaw that took effect in 2013. Since the implementation of that Bylaw calls for service in this area have dramatically decreased (approximately 75%). The significant policy change in the Bylaw was that the police would only respond to “validated” alarms. This change appears to be having the desired impact on these calls for service, freeing up RCMP time to focus on actual crime and crime prevention.



Criminal Record Checks Processed

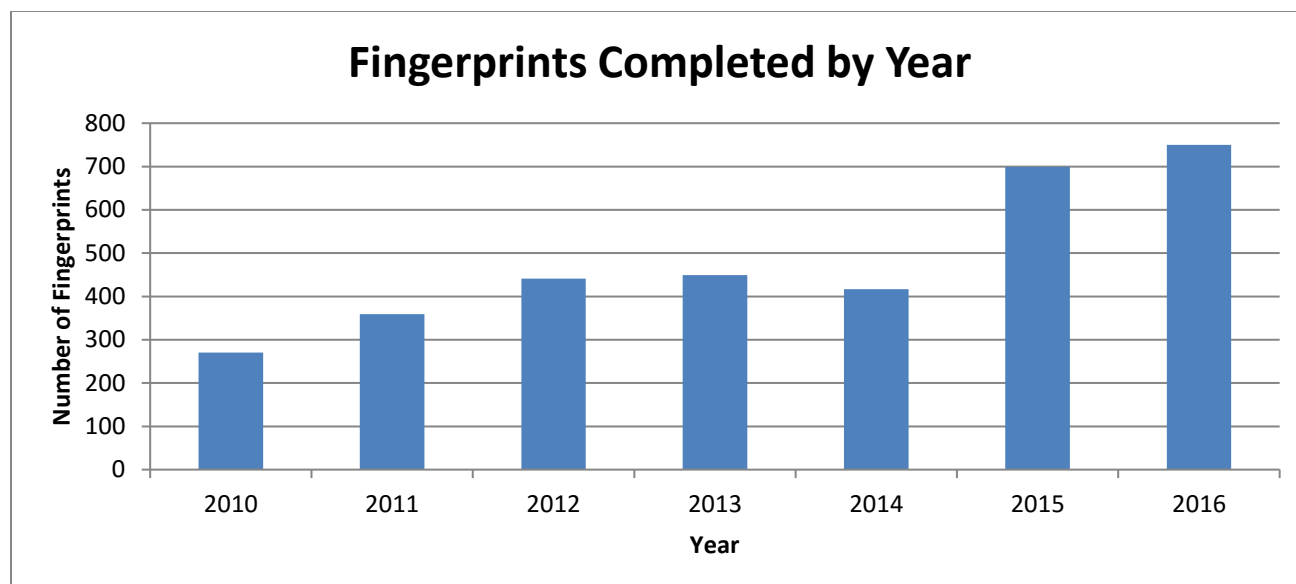


* Numbers in the above graph are recorded locally at the St. Albert Detachment

Criminal Record Checks continue to be a very desirable service for the community. Many organizations, both for and not for profit, have processes in place to have potential employees and volunteers complete a criminal record check as part of their screening processes. With approximately 5000 Criminal Record Checks processed per year, this continues to be one of the main service areas for our front counter. Federal Government plans to move criminal record check applications to a fingerprint based system have been put on hold with no new information to report. This change if implemented in the future would require every person to have their fingerprints taken for a criminal record check to be completed and essentially eliminating the risks false identification. It is believed that there will be future government and stakeholder engagement should this plan move forward.

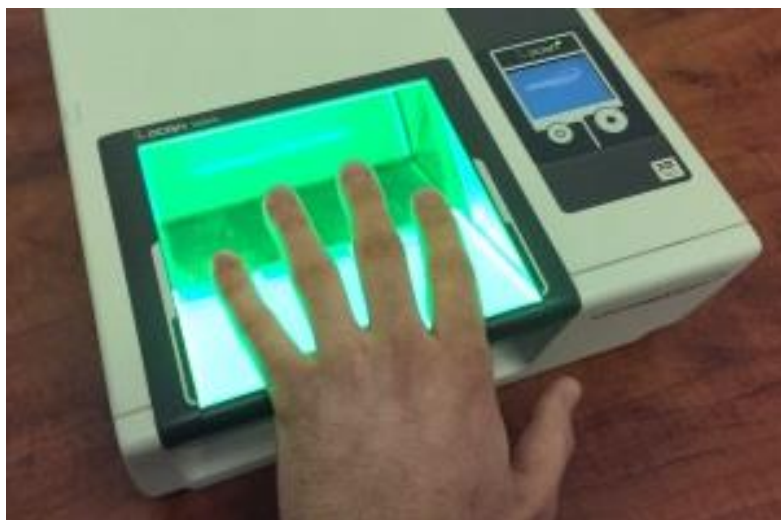


Civilian Fingerprints Processed



* Numbers in the above graph are recorded locally at the St. Albert Detachment

Overall, we saw an additional 7% increase in the total number of fingerprint requests from the public (699 to 750).



Traffic Safety

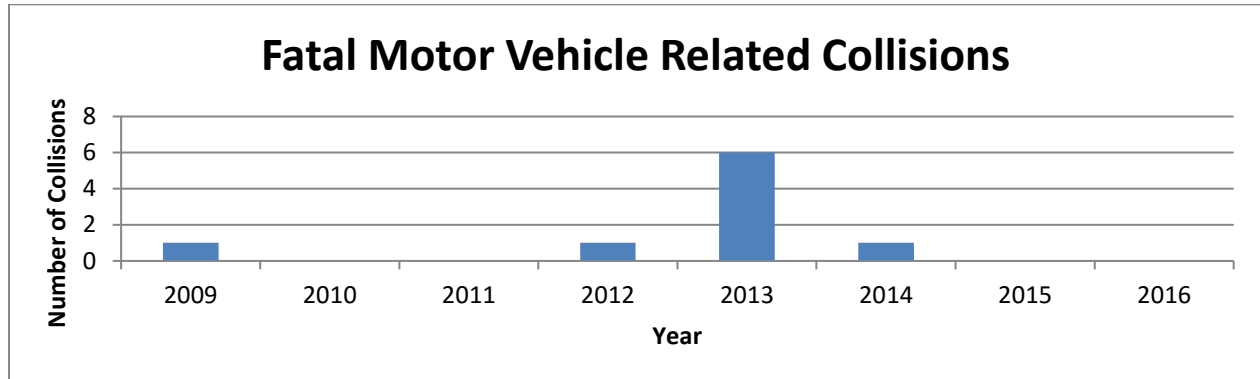
Traffic safety continues to be top of mind for Policing Services with dedicated RCMP and Municipal Enforcement Officers assigned specifically to traffic enforcement duties. In 2016 Policing resources continued to participate in the internal Traffic Safety Committee where representatives from Engineering, RCMP, Municipal Enforcement and Communications work collaboratively on traffic safety matters by utilizing a “4 E” approach (Engineering, Education, Enforcement and Evaluation). The below statistics have been captured from the RCMP records management system and there may be slight differences in these when compared to other traffic safety reports. For a more detailed look at collision statistics for the community please click on the below link that will bring you to a report completed by St Albert Engineering Services – Transportation Branch.

[2016 Traffic Collision Statistics](#)

PEDESTRIAN SAFETY MONTH	YOUNG DRIVERS AWARENESS MONTH
 <p data-bbox="240 1514 732 1591">“WILL THEY STOP? IT’S NOT LIKE I’M INVISIBLE.”</p> <p data-bbox="293 1604 678 1640">Make changes, not excuses.</p> <p data-bbox="358 1650 613 1677">stalbert.ca/traffic-safety</p>	 <p data-bbox="797 1486 1344 1522">“I DIDN’T THINK IT WAS A BIG DEAL”</p> <p data-bbox="808 1549 1333 1612">Drinking and driving GREATLY INCREASES the risk of vehicle collisions, injuries, even death.</p> <p data-bbox="906 1619 1235 1654">Make changes, not excuses.</p> <p data-bbox="906 1688 1235 1717">Drive Safe. stalbert.ca/traffic-safety</p>
	 

Collisions

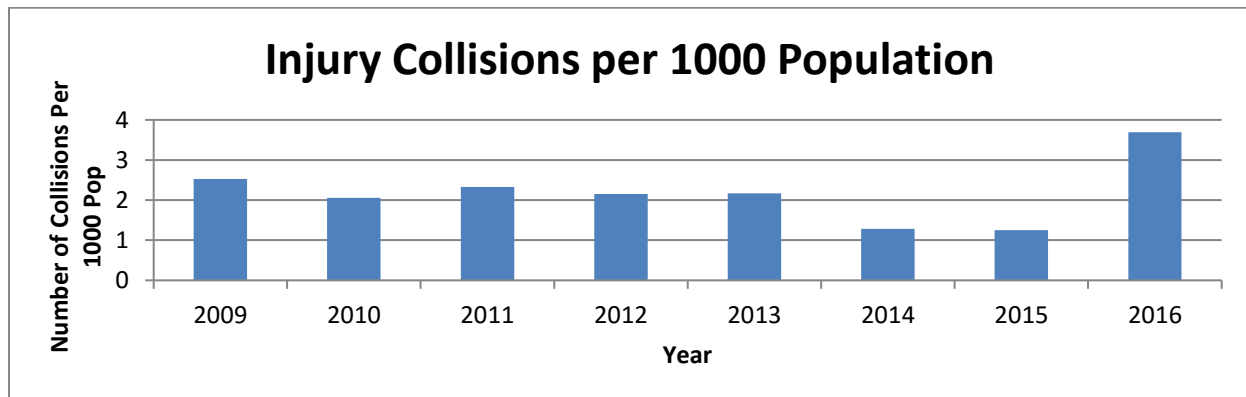
Fatal Collisions



* Numbers in the above graph were obtained from the RCMP K Division Operations Strategy Branch

Historically St. Albert has had very few motor vehicle related deaths and we are pleased to report no traffic related fatalities for the second year in a row.

Injury Collisions

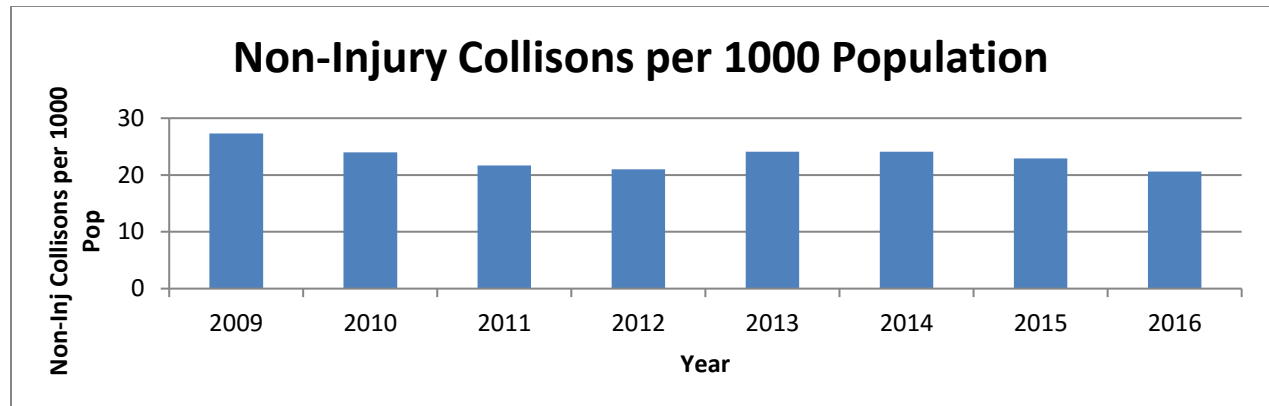


* The numbers of collisions used to make the above graph were obtained from the RCMP K Division Operations Strategy Branch. Population is based on the latest census data. Where updated census data is not available a 1.5% population increase is assumed.

Overall Motor vehicle collisions in St Albert increased by about 11% in 2016. However, we saw a much higher increase in Injury collisions in 2016.

*Although it can not account for the entire increase, it must be noted that in 2016 the process and recording of injury collisions changed locally. This resulted in an increase in the collisions that were recorded as having “injury”. Local detachment data shows that where we saw increased numbers in injury collisions, we saw an almost identical and corresponding decrease in non-injury numbers with the overall collision numbers remaining relatively steady.

Non-Injury Collisions

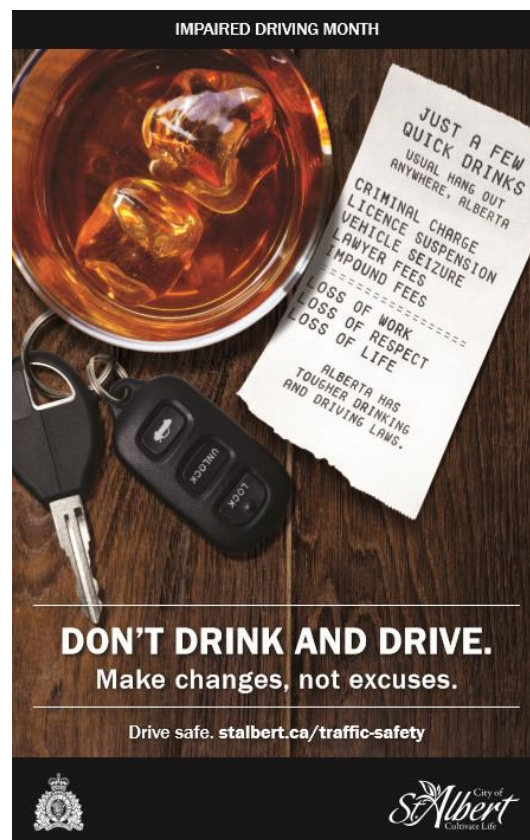


* The numbers of collisions used to make the above graph were obtained from the RCMP K Division Operations Strategy Branch. Population is based on the latest census data. Where updated census data is not available a 1.5% population increase is assumed.

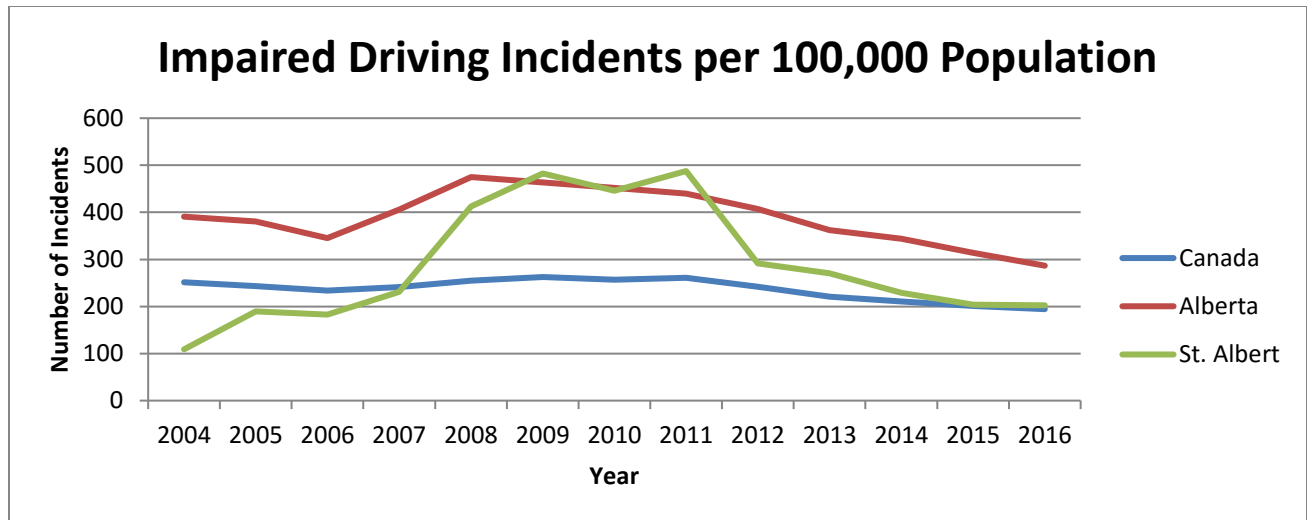
Although policing focuses most of their efforts on the causal factors of injury collisions such as speeding and seatbelts, Non-Injury collisions are still monitored both from a safety and workload perspective. There has been a small decrease in the non-injury per population rate from 2015 to 2016 but as mentioned previously some of this can be attributed to a recording/reporting practice change that occurred.

Impaired Driving

Impaired driving continues to have devastating impacts on society. In 2010 MADD Canada estimated that impaired driving deaths, injuries and property damage crashes in Canada could be estimated to have costs over \$20 billion.



Impaired Driving Incidents

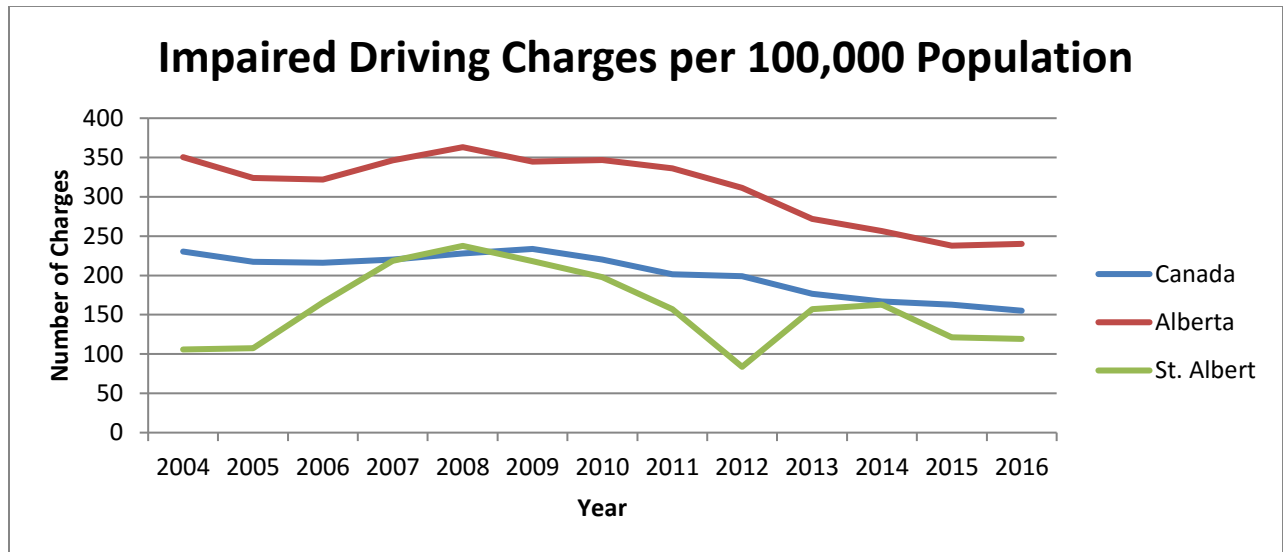


*Numbers in the above graph were obtained from Statistics Canada

Since 2011, the number of impaired driving incidents reported per population have decreased. This is similar to what has been seen nationally and provincially. 2016 rates remained relatively unchanged with only a slight decrease per population.



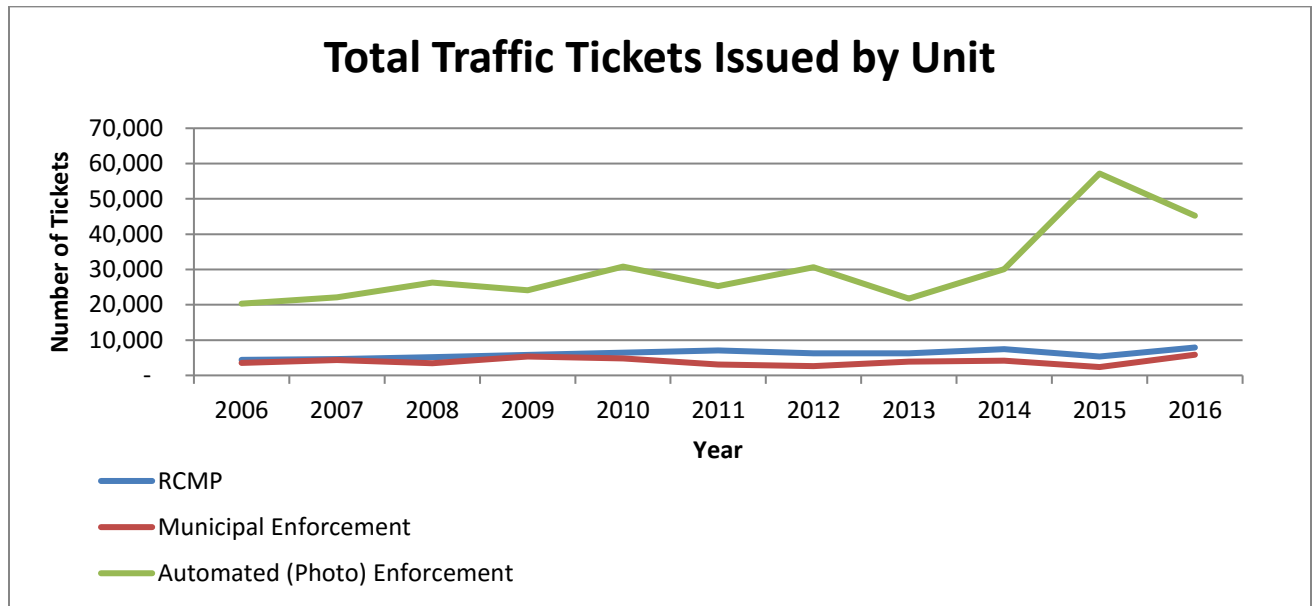
Impaired Driving Charges



*Numbers in the above graph were obtained from Statistics Canada

Similar to the total reported incidents per population 2016 remained relatively unchanged.

Traffic Tickets Issued (Including Parking tickets)



*Numbers in the above graph are recorded locally at the St. Albert Detachment

In 2016 we saw a 147% increase in tickets issued by the Municipal Enforcement area (2362 to 5849) and a 47% increase in tickets issued by the RCMP (5352 to 7898). We

also saw a 20% reduction in the number of automated enforcement tickets issued (57,169 to 45,249).

911/Communications/Dispatch

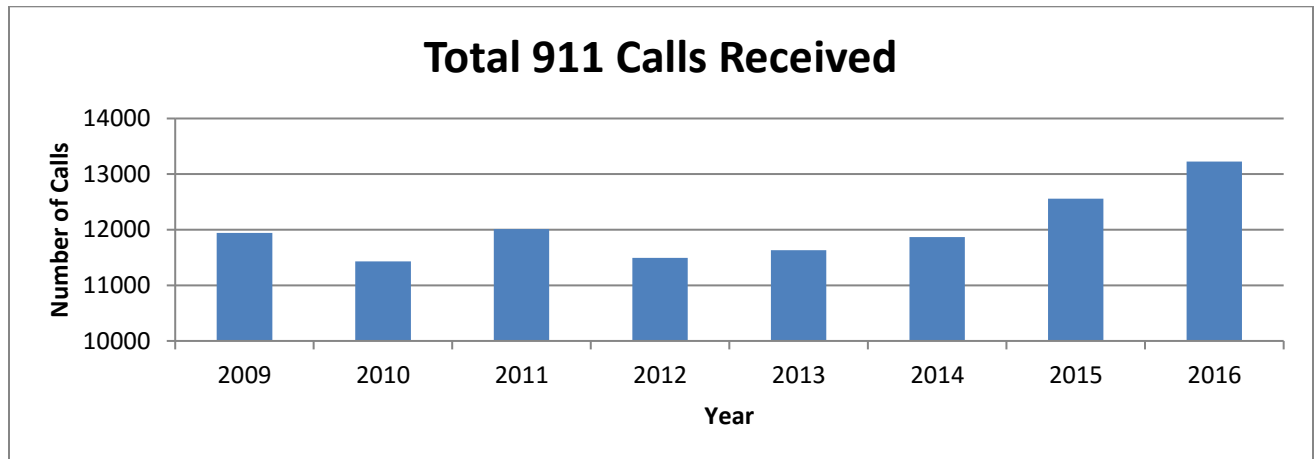
As indicated previously in the department overview, Policing Services runs the primary 911 public safety answering point (PSAP) for the community. All initial 911 calls made in the community go directly to the Policing Services communication centre at Maloney Place, where operators record and dispatch out police related calls and transfer out fire and ambulance calls.

In 2014 the Province of Alberta enacted the new Alberta 911 Emergency Act which resulted in a new 911 Grant being passed down to primary PSAPs. The new Act also brought with it a requirement to meet new 911 standards and reporting. The Province of Alberta has continued to work on setting the standards and reporting requirements in 2016 but they have not formally mandated them yet. It is anticipated that this will happen in 2017.



911

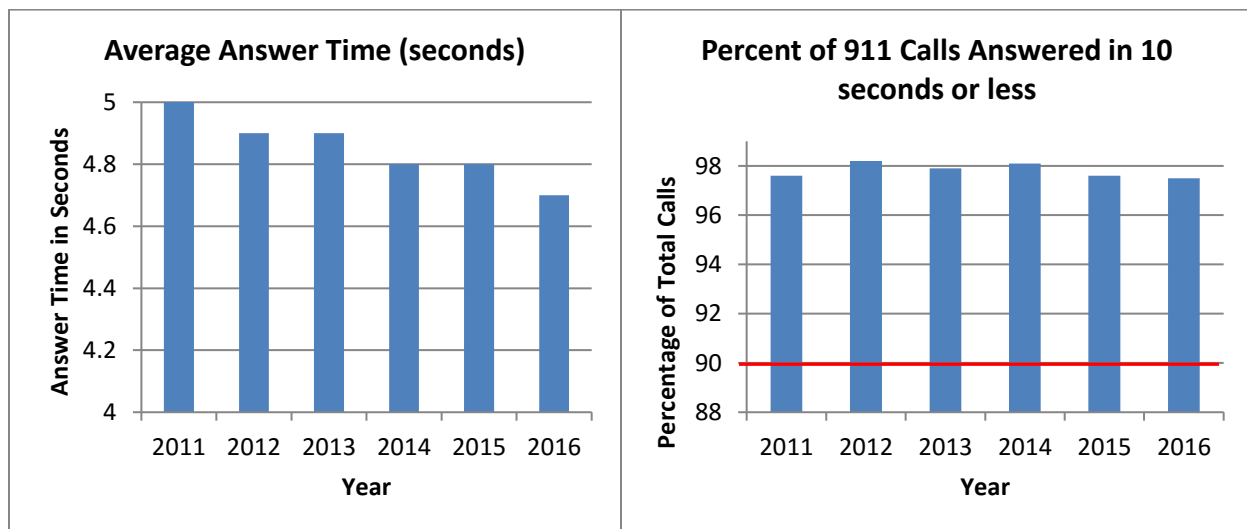
Total 911 Calls



*Numbers in the above graph are recorded locally at the St. Albert Detachment from data received from Telus.

There was another slight increase in the total number of 911 calls received in 2016 compared to 2015 (about 55 more per month or 1.8 more calls per day). These numbers include Police, Fire and Ambulance related calls. We have seen a steady increase in these numbers starting in 2011.

911 Speed of Answer



*Numbers in the above graph were obtained from Telus

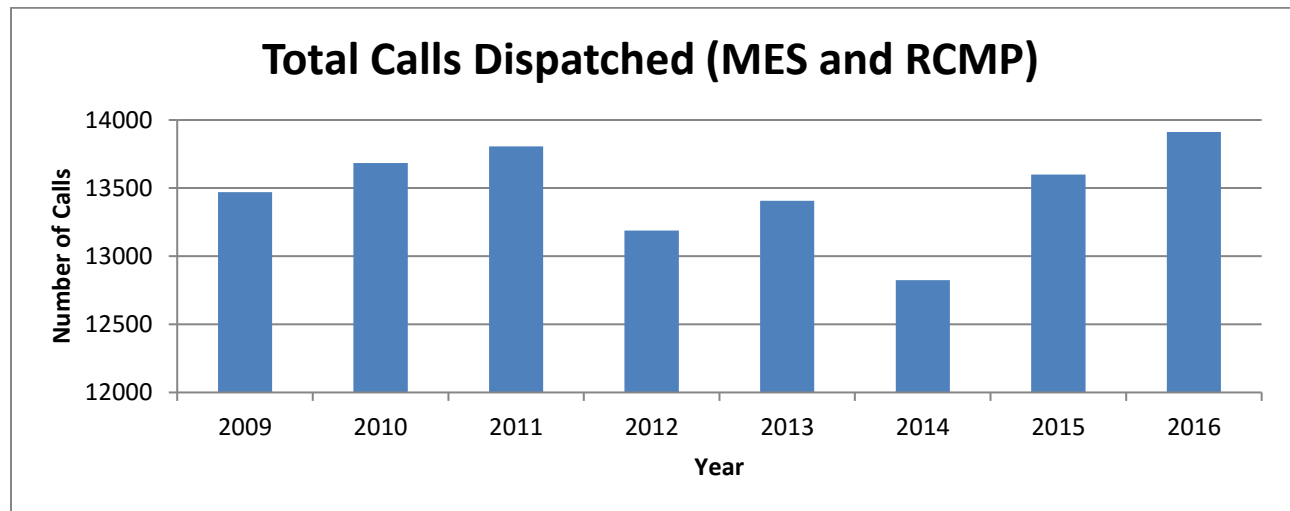
The average answer time of all 911 calls received has remained steady to between 4 and 5 seconds over the last 6 years.

In 2016 approximately 97.5% of all 911 calls received have been answered within 10 seconds or less. The National Emergency Number Association (a recognized 911 industry association) sets an Industry Standard of answering 90% of calls within 10 seconds and 95% of all calls should be answered within 20 seconds. St. Albert is exceeding these standards currently. The Province of Alberta will soon be setting Provincial Standards and it is anticipated that they will be set similar to the NENA ones.

Communications/Dispatch

The Communications center housed within Maloney Place and dispatches all calls to the RCMP as well as Municipal Enforcement.

Total Calls Dispatched



*Numbers in the above graph are recorded locally at the St. Albert Detachment

The total calls for service that are dispatched out to officers have, on average, been around 13,000 files per year (approximately 35 files per day). When we compare 2015 to 2016 there was a small increase in total calls (approximately 300).



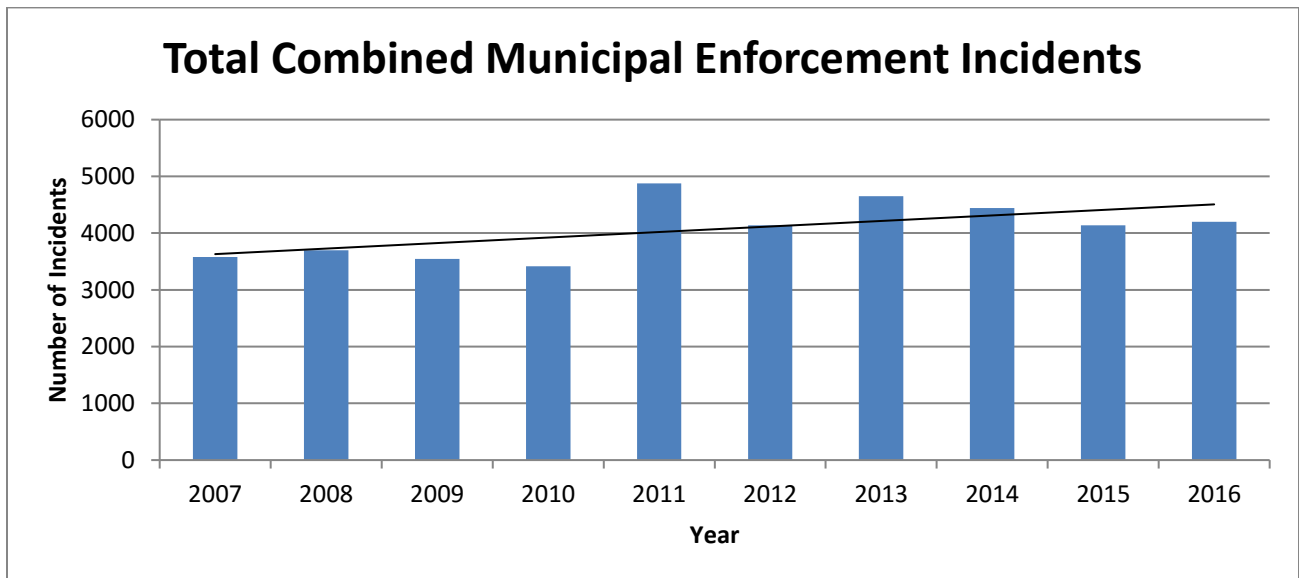
Municipal Enforcement Services

The Municipal Enforcement Service has a primary duty to answer and investigate Municipal Bylaw complaints such as parking, animal control and property related offences such as unkempt land. There are two officers that have been assigned a primary role of pro-active traffic safety duty.



Incident Reporting

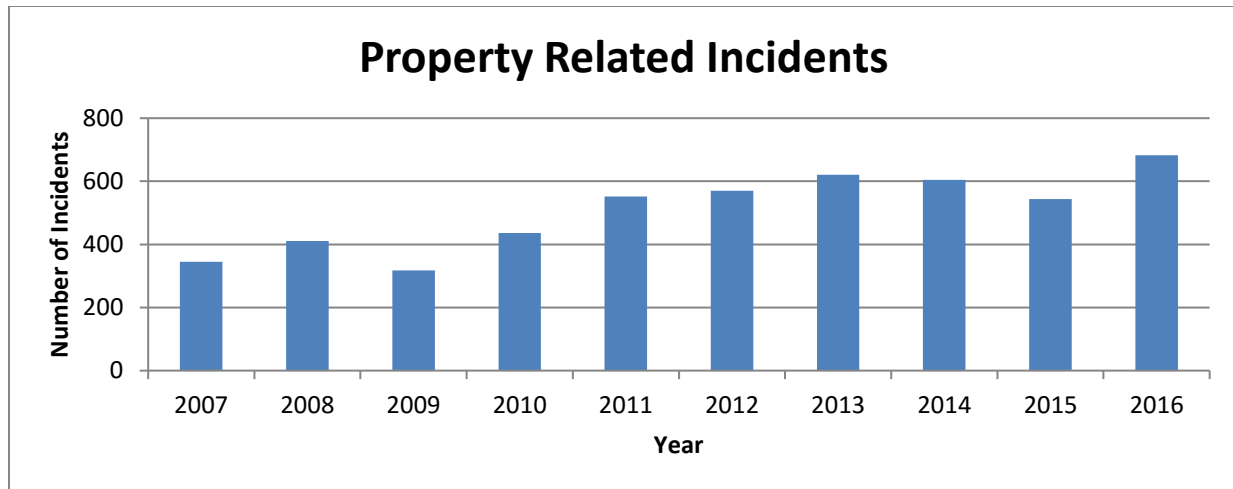
Total Incidents



*Numbers in the above graph are recorded locally by Municipal Enforcement.

After three consecutive years of decreased incidents, Municipal Enforcement saw a small increase in 2016 compared to 2015. The increase is mainly attributed to property and traffic related matters. Over the last 9 years, statistics are showing a small but steady increase overall.

Property Related Incidents

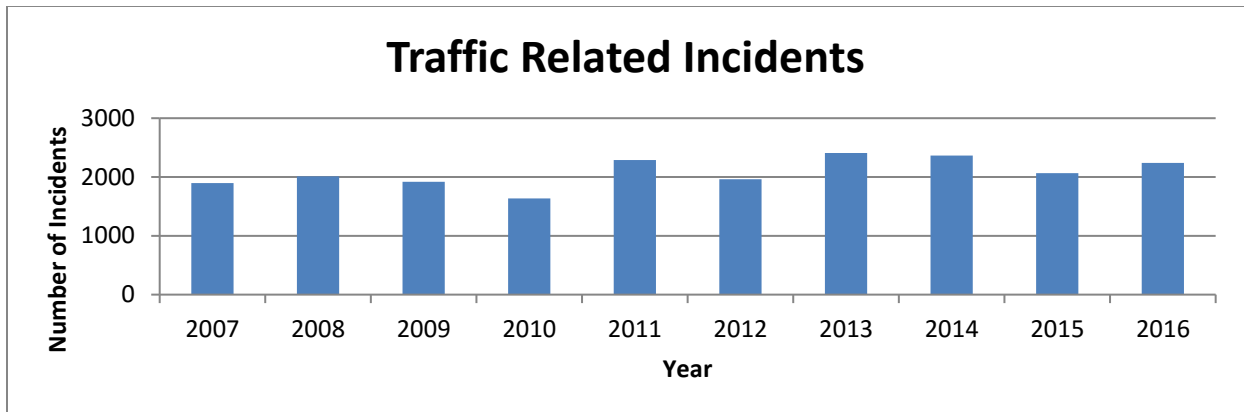


*Numbers in the above graph are recorded locally by Municipal Enforcement.

Property related complaints such as being unsightly, having excessive waste, uncut weeds/grass or icy sidewalks have seen the largest percentage increases. In 2016 there was an increase of 25% (544 to 683) in this category and has been the highest in the last 9 years. In 2010, St. Albert passed a new Community Standards Bylaw which increased the officers' authority and ability to investigate and give orders related to these types of complaints. This has had a positive impact on Administration's ability to address these types of community concerns, however it has also increased the unit's workload as these types of complaints can often be very time consuming to follow up on and ensure compliance.



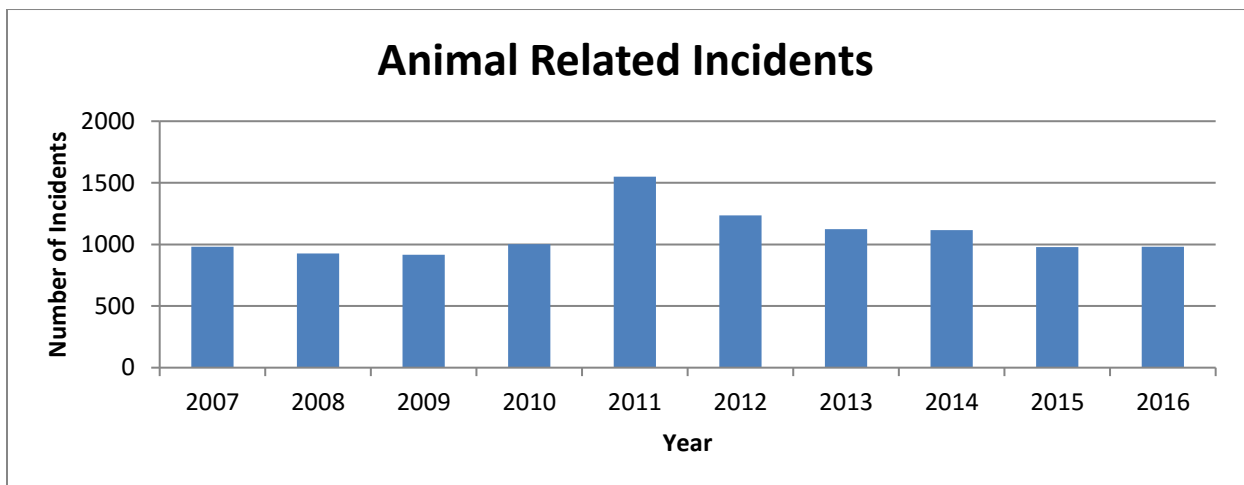
Traffic Related Incidents



*Numbers in the above graph are recorded locally by Municipal Enforcement.

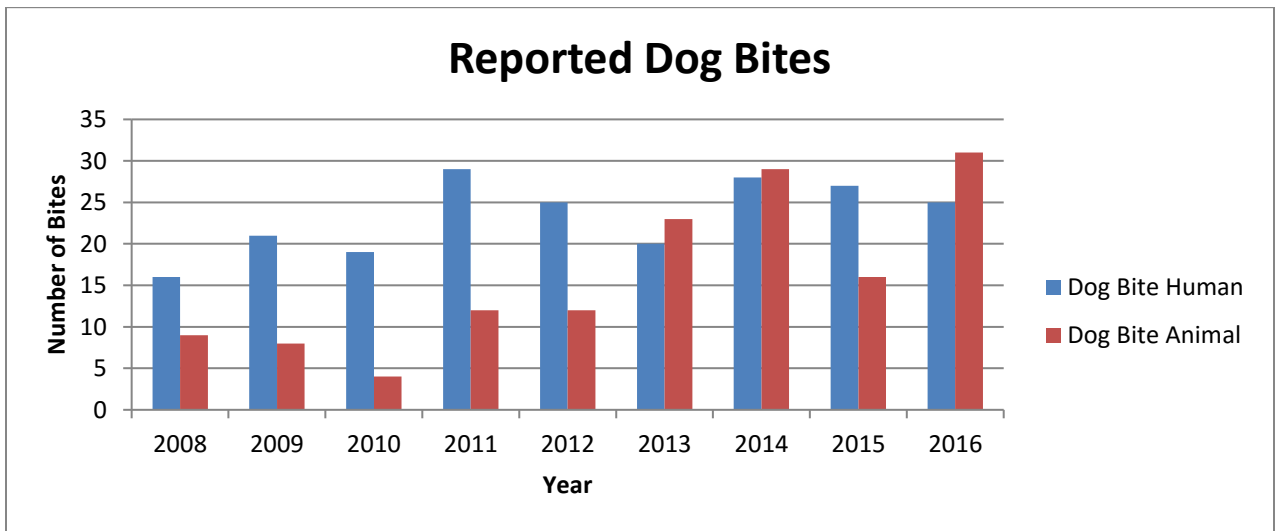
Traffic related incidents include things such as prohibited parking and roadway obstructions. There was a small increase in 2016 compared to 2015. It went from 2065 incidents to 2238 incidents. This is 173 more incidents or about 14 more incidents per month.

Animal Control Related Incidents



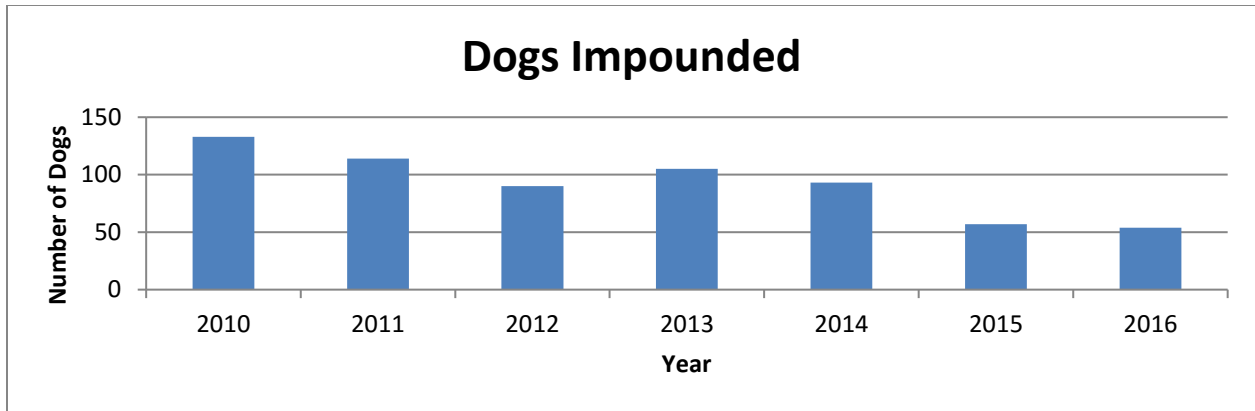
*Numbers in the above graph are recorded locally by Municipal Enforcement.

Animal related incidents remained basically unchanged from 2015 to 2016. There has been a downward trend in Animal related incidents since 2012 after a fairly significant spike in 2011. In September of 2014 a new Animal Bylaw took effect which has reversed the on-leash off-leash rules for the community as well as increased Administrations ability to effectively handle some common community concerns.



*Numbers in the above graph are recorded locally by Municipal Enforcement.

Despite not seeing any overall increases in animal related incidents we did see an increase in the total number of dog bites on other animals. These complaints are typically where one dog owner makes a complaint about another dog owners dog attacking their dog. Although it is somewhat concerning that we saw a jump of 100% in these reports we also recognize that dog vs dog altercations are not uncommon. This is an area that we will be monitoring. On the other hand, we pleased to see that for a second year in a row there have been less reports of dogs biting humans and hope to continue to see this decrease in the future.

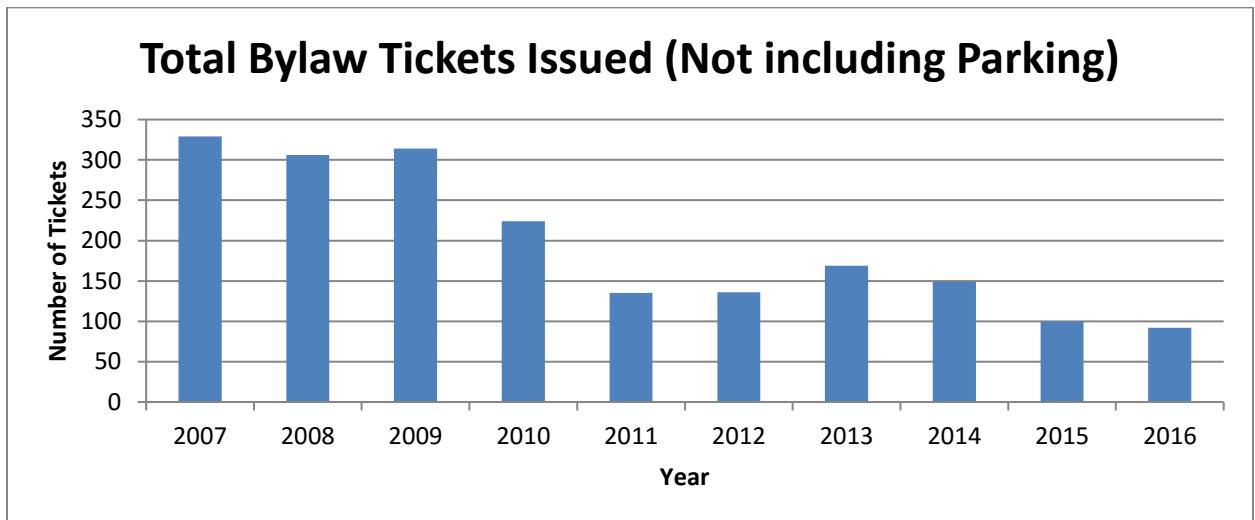


*Numbers in the above graph are recorded locally by Municipal Enforcement.

There was a very small decrease in the total number of dogs impounded in 2016. It went from 57 to 54). We are happy to see that this number has continued to decrease since 2010.

Tickets Issued

Bylaw Tickets Issued



*Numbers in the above graph are recorded locally by Municipal Enforcement.

The numbers above represent the total tickets issued related to all Bylaw matters such as animal control, unsightly properties, noise complaints etc. These do not include Parking violations.

*Note: Policing Services is aware that there is an error in the total bylaw tickets issued from 2011-2016 and is working on correcting this for the next annual report. It is estimated that the above numbers are under reported by about 50-150 per year.

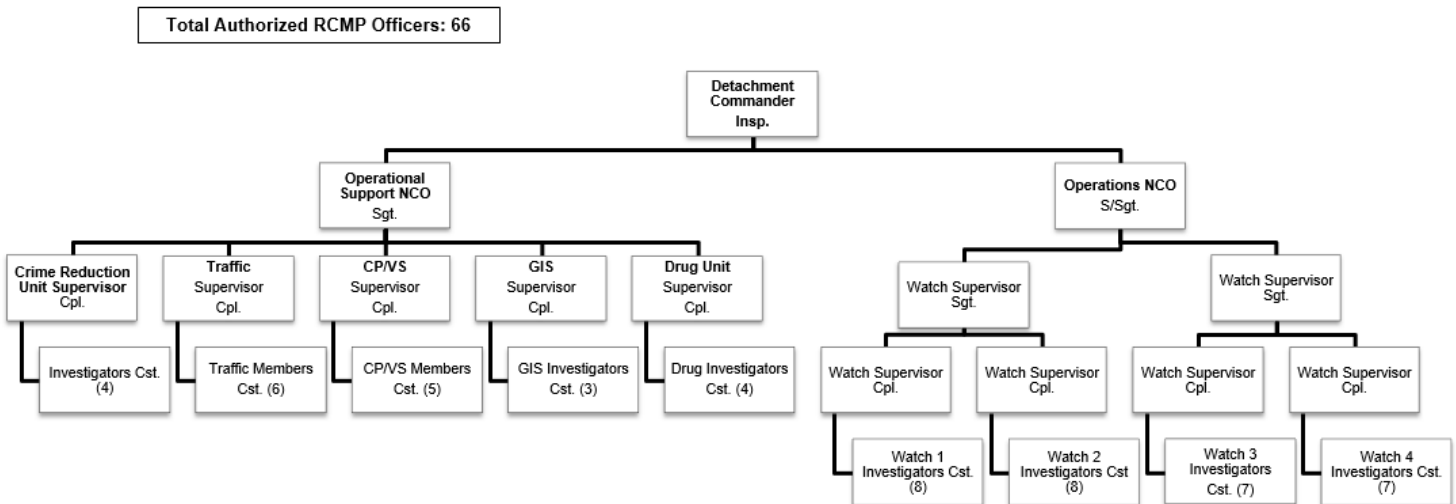
HUMAN RESOURCE INFORMATION

RCMP

Organizational Structure

There were no RCMP organizational structure changes made in 2016 and the year end total authorized strength for the RCMP continued to be 66 members. An Organizational structure illustrating the RCMP units and service lines is below.

ST. ALBERT RCMP ORGANIZATIONAL STRUCTURE 2016



RCMP Budgeted and Actual Strength

Due to the nature of the Policing Agreement with Public Safety Canada, the RCMP is unable to meet their authorized strength. This is due to the realities of member transfers, maternity and paternity leave along with short and long-term illnesses. In these cases, Public Safety Canada does not bill the Municipality for these vacancies. Therefore, the City's year end invoice is often for 10% less members than what is authorized.

The City, in consultation with local and divisional RCMP management, has a RCMP human resource strategy where the City over asks for RCMP members in order to be billed at rate that is desirable for City Council. The 2016 budgeted member number was 60. An increase of 2 members.

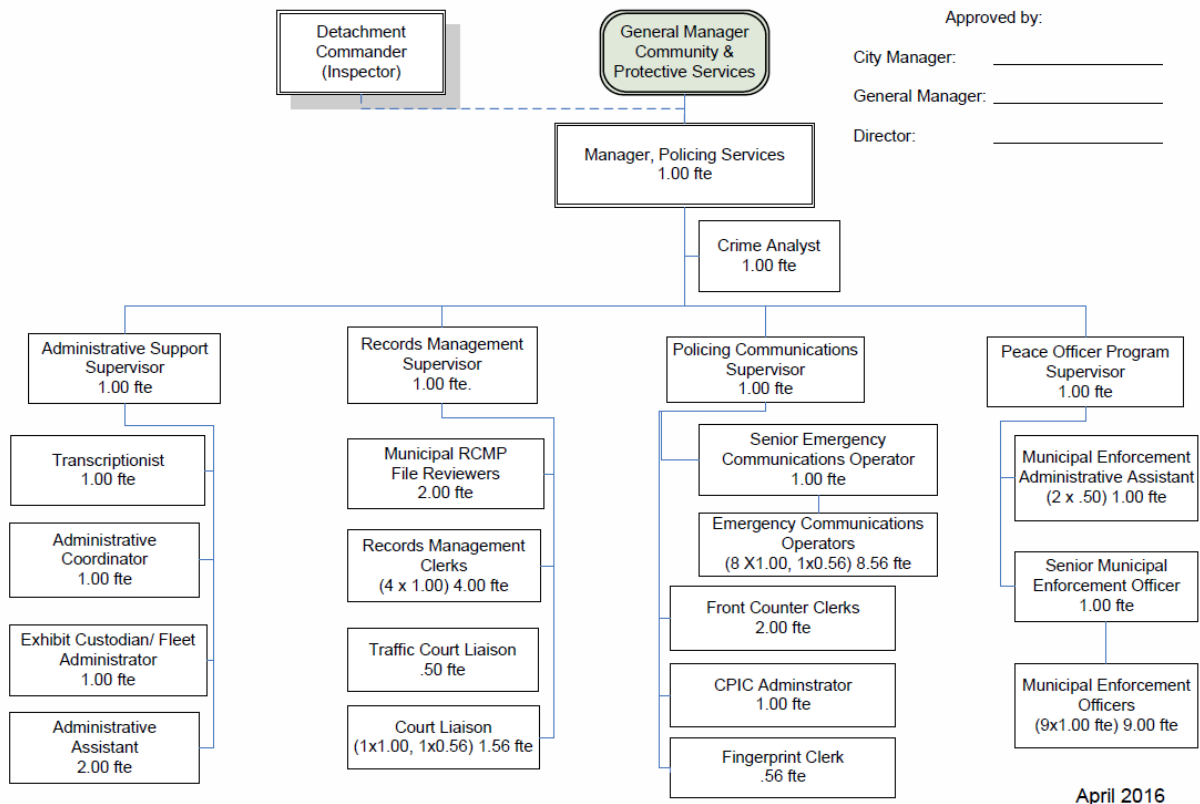
The RCMP operates on a fiscal year end calendar (April 1 – March 31). The RCMP 2016/17 fiscal year end actual bill to the Municipality was for 59.89 RCMP members. This was an increase of 4 members from the previous 2015/16 fiscal year end. This works out to 1 actual RCMP officer for every 1079 residents. In 2015/16 the actual RCMP officer to population ratio was 1 to 1142. The Policing Services Long Term Department plan has a target of 1 actual RCMP officer for every 1000 residents.



Municipal Employees

Organizational Structure

In 2016, the year end total of authorized Municipal Employees assigned to Policing Services was 43.18. This is an increase of 1.56 full-time equivalent (FTE) employees from 2015. An organizational structure has been added below that illustrates the units and service lines in 2016. As a result of an efficiency review initiated by a vacant position, some organizational structure changes that took place in 2016. These changes included the splitting of the administrative support service stream into two units (Administrative Support and Records Management Support). Council also approved new resources in 2016 for a Senior Emergency Communications Operator, a Part-Time Court Liaison as well as an increase in the total hours worked by the front line Municipal Enforcement Officer from 1872 hrs (36 hrs work week) to 2080 hrs (40 hrs work week) annually.



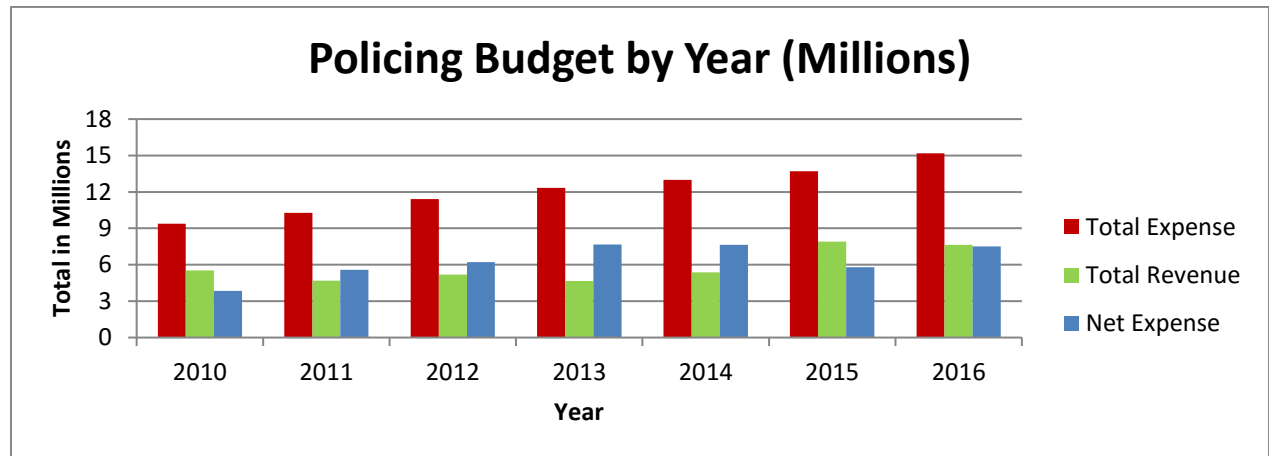
Municipal Employee Budgeted and Actual Strength

In 2016, all authorized positions as indicated in the organizational structure had the appropriate budget approval.

The Municipal Enforcement Officer vacancy rate improved in 2016 from having a 34% staffing shortage on average in 2015 to having a 13% staffing shortage. The 13% shortage in uniformed officers in 2016 was mainly attributed to a recruitment delay for 1 officer position as well as a significant medical leave.

FINANCIAL INFORMATION

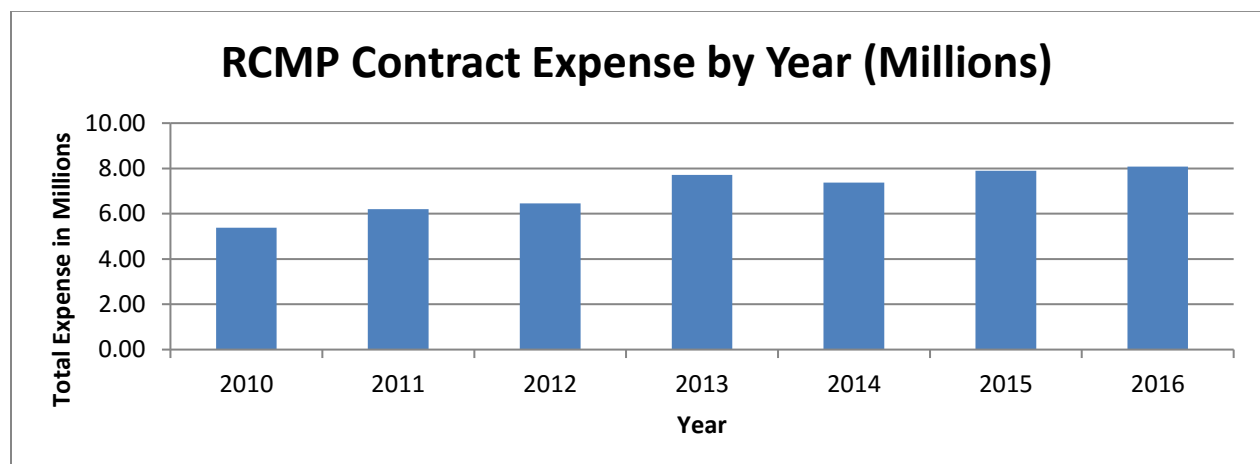
Net Budget



*Numbers in the above graph were obtained from internal annual Budget reports.

The graph above represents the total expenses, revenue and net operating costs for Policing Services as a whole. This includes things such as the RCMP contract, the Municipal employee salaries, and fine revenue. The net expense for policing as a whole increased in 2016. The main reason for increased expenses were a result of the new Council approved increases in resources for the RCMP contract as well as municipal staff noted previously. We also saw a decrease in revenue that was mainly attributed to reduced automated enforcement fines. The increase in expenses and decrease in revenue amounted to an overall net increase in expenses from 2015 to 2016.

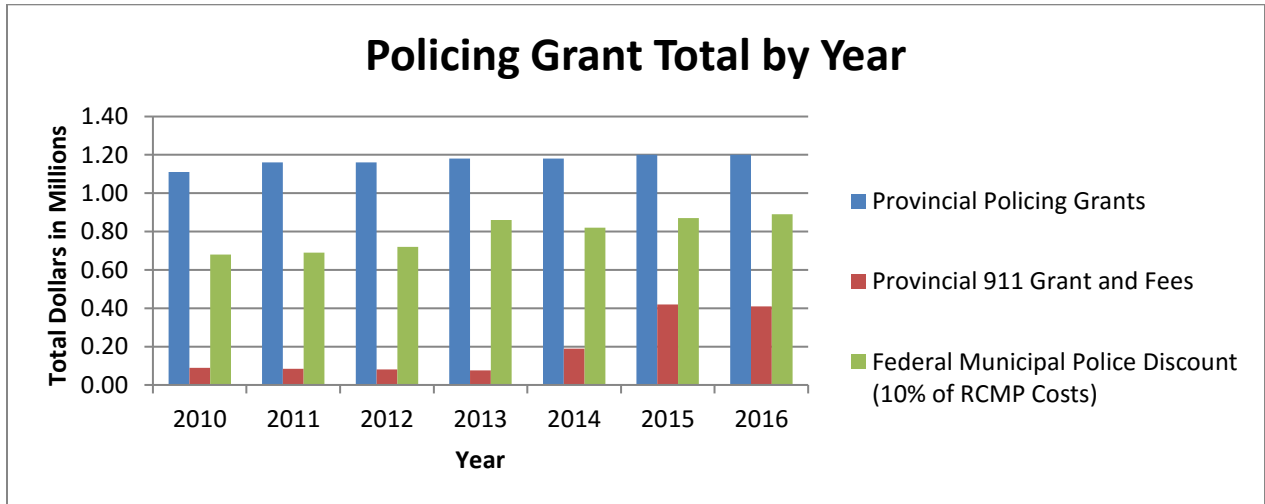
RCMP Contract Expenses



*Numbers in the above graph were obtained from internal annual Budget reports.

The total contract expenses billed by the RCMP is on a slightly increasing trend line, which is expected due to RCMP officer increases as well as regular cost of living and salary increases.

Policing Grants



*Numbers in the above graph were obtained from internal annual Budget reports.

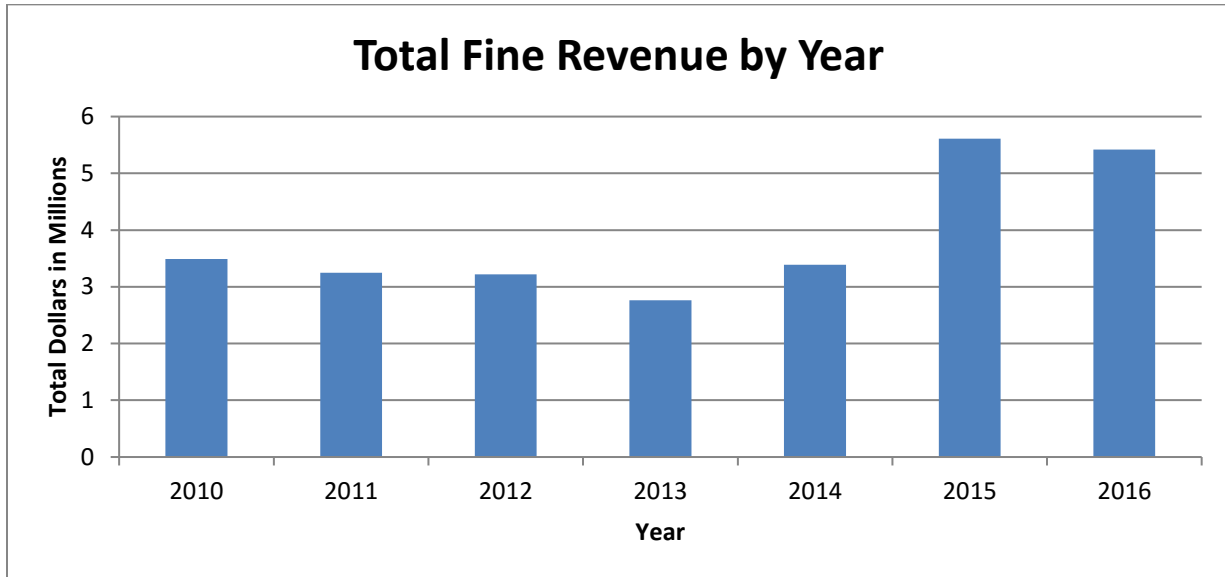
The graph above represents the total grants received from the Province of Alberta, the 10% Federal discount that the Municipality receives by contracting out the RCMP as well the 911 fees collected from telecommunication companies (Telus and Shaw).

The Provincial Policing grant has increased slightly over the years as predicted as this grant is based on the Municipal population. The Grant is currently set at \$16 per resident.

The Provincial 911 Grant and fees collected has remained relatively unchanged from 2015 to 2016.

The contract that the municipality has with Public Safety Canada calls for a 90/10 cost share split. The municipality pays 90% of the actual costs and the federal government will pay 10%. This discount only applies to RCMP costs.

Fine Revenue



*Numbers in the above graph were obtained from internal annual Budget reports.

The fine revenue received from the Province of Alberta to the City is mainly attributed to Provincial traffic violations such as speeding but the above graph also includes revenue from all Provincial and Municipal Bylaw violations. We saw small decrease in overall fine revenue from 2015 to 2016 which was mainly attributed to reduced automated enforcement revenue.

COMMENTS FROM THE OFFICER IN CHARGE



As the officer in Charge of St. Albert, I am impressed daily by the professionalism, integrity and compassion demonstrated by the RCMP members, municipal enforcement and city employees at this detachment. Together we have worked vigorously to combat crime, making St. Albert a city with one of the lowest crime rates in the Province of Alberta and Canada.

Although police have played an important role in reducing crime, maintaining public safety is the responsibility of all citizens. The St. Albert detachment is committed to working closely with all community residents to identify and addresses the policing needs and the priorities of its citizens. Community engagement provides an opportunity to work together to identify solutions that pro-actively targets crime, while promoting transparency and accountability.

Targeted enforcement, pro-active patrols, intelligence and education have all played key roles in reducing crime. On numerous occasions our traffic services unit initiated check stops to educate the public on impaired and distracted driving to promote safe city streets. The Community Services unit taught drug awareness and bullying prevention programs, supporting our youth in our elementary and junior high schools. They also, worked closely with the city of St. Albert in developing the “spruce it up campaign” to report and record graffiti and vandalism within our city. Our General Duty unit focussed on the reactive side of policing responding to the incoming calls, which included an increase in property and persons related crimes. The General Investigation Section investigated our serious calls for service, most of which involved violent crimes against a person. The Crime Reduction unit conducted “hot spot” policing, utilizing crime analysis to identify crime trends, locations and completed habitual offender management. The Drug Unit promoted intelligence led policing, targeting offenders that supplied our city with dangerous street drugs, disrupting and dismantling these criminal enterprises in our community. The Municipal Enforcement unit responded to various bylaws complaints and pro-actively policed our trails and roadways. Our detachment administrative support and 911 Telecom Operators, supported the police in answering to an increase in 911 calls for service and completed a variety of administrative task to support the operational members which increased our time for pro-active patrols.

The combined efforts and teamwork of our dedicated staff to support the needs of each other and community has directly contributed to our success in 2016 in achieving a low

crime severity index. I am grateful for the support of the people I work with and the great people in this community.

In the future I will remain committed to promoting a professional and accountable delivery of service that includes public engagement and consultation and I look forward to building positive relationships.

