

*Community First*



*Services Board*

***SMITHS FALLS POLICE SERVICE***

***BUSINESS PLAN***

***2021 – 2023***





## *OUR PHILOSOPHY*

*The philosophy of the Smiths Falls Police*

*Service is*

***“COMMUNITY FIRST”***



## *OUR MISSION*

*The mission of the Smiths Falls Police  
Service is to ensure the safety and security  
of all persons and property within the Town  
of Smiths Falls in response to the needs of  
the community.*



## **MESSAGE FROM KAREN HALLINAN, CHAIRPERSON SMITHS FALLS POLICE SERVICES BOARD**

Police Service Boards in the province of Ontario are responsible for establishing policies and procedures to ensure there is adequate and effective policing in communities. This is mandated by the Police Services Act.

In order to ensure these policies and procedures as well as the goals and objectives resulting from them remain current, the Board undertakes by various means, consultations with stakeholders every three years. These enable the Board to evaluate whether the needs of the community are being met and what if any changes or additions are necessary.

The Police Services Act identifies the five core functions for policing as outlined in the Business Plan. To ensure the Service is meeting these, the Board regularly reviews and evaluates the established goals and objectives. Monthly and quarterly reports are generated and these are reviewed and discussed at monthly meetings of the Board and posted on the Service website.

By producing a Business Plan every three years, the Board ensures it is a working document with ongoing reviews and revisions. This will endeavour to give the citizens of Smiths Falls the confidence that the Service is not only keeping the community safe but is committed to the philosophy “Community First”.

On behalf of the Smiths Falls Police Services Board I would like to express our appreciation to all who participated in the consultation process. As well, thank you to all members of the Service for their commitment and dedication.

Karen Hallinan  
Chairperson



## **MESSAGE FROM MARK MACGILLIVRAY CHIEF OF POLICE SMITHS FALLS POLICE SERVICE**

On behalf of the Smiths Falls Police Service we are pleased to present the 2021 – 2023 Business Plan. The document represents the needs of the community. It is based on the core requirements mandated by the Province of Ontario through the Provincial Adequacy Standards. The Smiths Falls Police Services Board works with the Police Service and the Police Administration to deliver a professional and efficient Service that the residents of Smiths Falls have come to expect. The Business Plan is the result of a collaborative effort between the Smiths Falls Police, the Smiths Falls Police Services Board and the community at large. With the assistance of a public survey conducted in 2020 and feedback from our many community partners, agencies, local business and stakeholders, we tailor the core functions to our local needs.

The Smiths Falls Police are ever mindful of the fiscal challenges and the costs of policing. The goal is to maintain or enhance the service levels we provide while being cost effective. The Business Plan process allows us to review and re-evaluate the way we do business, provide strategic goals and a clear path to achieve those goals. It allows the Service to work with the community in identifying strengths and weaknesses.

The Smiths Falls Police Service is prepared to provide the community with three more years of dedication, professionalism and proactive public safety. As the Chief of Police, I look forward to leading our well-trained, enthusiastic officers and civilians into the future.

With the Covid pandemic of 2020, our community has worked together to keep each other as safe as possible. I wish us all safety, health and prosperity.

Sincerely,

Mark MacGillivray  
Chief of Police





## **MESSAGE FROM DAVID RAKOBOWCHUK, PRESIDENT SMITHS FALLS POLICE ASSOCIATION**

On behalf of the members of the Smiths Falls Police Association, I am pleased to support the Smiths Falls Police Service Business Plan 2021-2023 as presented by the Police Services Board and senior management of the police service.

The Business plan provides the framework for the Police Service and all of the members for providing timely, professional and cost effective policing services to the citizens and visitors of the Town of Smiths Falls.

Working in partnership with Lanark County Mental Health, we are pleased with the continued commitment and funding of the Mobile Crisis Response Team, to provide support to members of the community who are experiencing a Mental Health Crisis.

Further, the installation of the Automated Licence Plate Reader (ALPR) to one of the front-line patrol vehicles is a welcome technological addition to our Service. The APLR is a tool that will assist officers undertaking traffic safety initiatives and enforcement through rapid identification of potential criminal and traffic offenders. It will assist us to enhance traffic safety on our roads.

The Covid-19 pandemic has had an effect on the Police Service, our community and the world. I can proudly say that the men and women of the Smiths Falls Police Service have and will continue to work hard to keep everyone safe in the Town of Smiths Falls.

Yours in policing,

David Rakobowchuk, President  
Smiths Falls Police Association



## COMMUNITY SATISFACTION

The Smiths Falls Police strives to hold community satisfaction in high regard. This is an ongoing process and although we take pride ourselves in what we do, there needs to be measuring tools put in place to ensure that through the eyes of our stakeholders we meet the expectation. Policing is very difficult with challenges and mandates that are not always popular. Hard decisions have to be made at times. Overall customer service is very important. In addition to a public survey that was conducted in 2020, which yielded very positive results, we seek input from various community groups, stakeholders, agencies, political leaders and of course from you, the community. We take that information and use it to develop strategies for the coming three years.

As in any organization our structure and service delivery model is an important part in how we meet the community's needs. We currently utilize civilian staff who are a first point of contact with persons calling or attending the station 24/7, answering 911 calls, dispatching officers and supporting the officers with paper work as well as many other duties. Having officers on proactive patrols in vehicles, on bikes and on foot are a very important part of how we carry out our duties and meet those needs.

We have looked at what the community has provided as priorities in the community and for its police service. Priorities such as Mental Health and our Mobile Crisis Response Team, Crime Prevention, Traffic and Road Safety, Timely Response to Calls, Training and proactive bike and foot patrols were at the top of the list.

We also heard that in regards to Community Safety and Wellbeing, the community sees Crime Prevention, Community Safety, Mental Health, Helping our Seniors, our Vulnerable and Housing.





## ABOUT THE TOWN

Smiths Falls is located in Eastern Ontario on the historic Rideau Canal approximately one hour from the City of Ottawa or the City of Kingston and three to four hours from Toronto or Montreal with easy access to Highways 401, 416 and the Trans Canada Highway. The Town is close to three border crossings to the United States. The population of the Town of Smiths Falls is approximately 8900 from the last census taken.

Employers in Smiths Falls include the railway, hospital, schools, the municipality, emergency services, small to medium size industry, retail stores and restaurants to name a few. The largest employer is Canopy Growth, Tweed. As the largest marijuana manufacturer in Canada, it is a large employer bringing many economic benefits to the area.

Emergency services include Smiths Falls Fire Department, Smiths Falls Police Service, Lanark County Ambulance and the Perth & Smiths Falls District Hospital.

The Town of Smiths Falls has a number of attractions available for tourists - the Heritage House Museum, the Railway Museum, the Station Theatre, beautiful golf courses and of course the Rideau Canal flowing through the heart of Town. Le Boat, luxury house boat rentals, with its headquarters situated here in Smiths Falls provides a great way to tour the Rideau Canal system. Although 2020 has been a difficult year with Covid-19, we hope to be back hosting events such as the Winter Carnival, Music in the Park, Cruise Nights, Movies Under the Stars, Smiths Falls Classic Triathlon, Tweed Shin Dig Family Day, Canada Day celebrations and fireworks. The Chamber of Commerce and Downtown Business Association plan events year round. In 2020, the Town completed a revitalization project to the downtown with a complete new street design and landscape.

The Town has many parks surrounding the Rideau Canal for walking, biking and swimming. The parks with their beautiful flower beds, children's play areas, splash pad, skateboard park, tennis courts, basketball courts, outside workout facilities, soccer fields and ball fields. Shopping and restaurants are all well within walking distance.

Residents and visitors to Town have easy access to the Cataraqui Trail which is available for use all seasons for hiking, cycling, equestrian, snowmobiles and cross country skiing or the Rideau Trail for hiking, snowshoeing and cross-country skiing. In addition, the Town has a top-notch arena, the Smiths Falls Memorial Arena which includes a walking track and other recreational venues.





## *Service Areas*

The key service areas mandated to the Smiths Falls Police Service include:

- *Crime Prevention*
- *Law Enforcement*
- *Assistance to Victims of Crime*
- *Public Order Maintenance*
- *Emergency Response*
- *Administration and Infrastructure*

One of the critical success factors of this Business Plan is the involvement of the community in terms of consultation and input to the business planning process.

As you review the Smiths Falls Police Service's Business Plan you will note the level of local participation in the development of this Plan as well as the ongoing linkages between the community and the Smiths Falls Police Service.



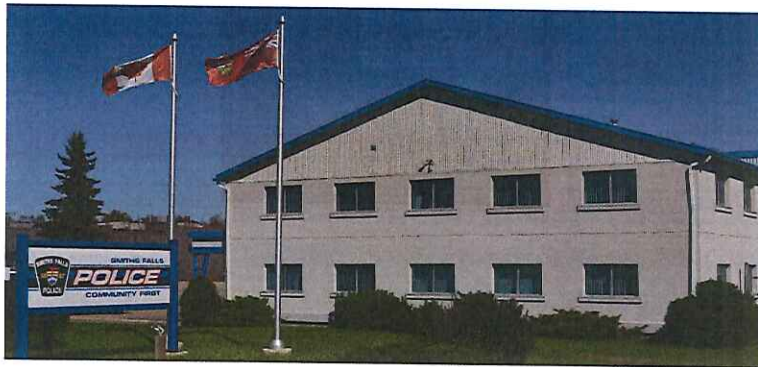
## FACILITIES

The Smiths Falls Police Service moved into its new facility located at 7 Hershey Drive in 2013. Our police service is currently staffed and able to provide services to the public 24 hours per day, 7 days per week.

Our new facility has approximately 11,500 square feet. This gives us the space to carry on our operations under one roof as well as giving us a professional environment to service our community.

Our Communication Centre is contained within our facility. We have the capability to receive both 9-1-1 emergency calls and non-emergency calls. In addition, our Communications Centre staff is available to take your complaint and forward details to our uniform branch through a recently upgrade radio system.

Our facility provides interview rooms for victims and witnesses, a forensic identification lab, change rooms, workout facility, training room, overall office space, storage, garage space and a secure compound.



*Smiths Falls Police Service, 7 Hershey Drive, Smiths Falls, Ontario May 2013*





## INFORMATION TECHNOLOGY

Smiths Falls Police has its own Communications Centre which is responsible for 9-1-1 calls, non-emergency calls and dispatch operations.

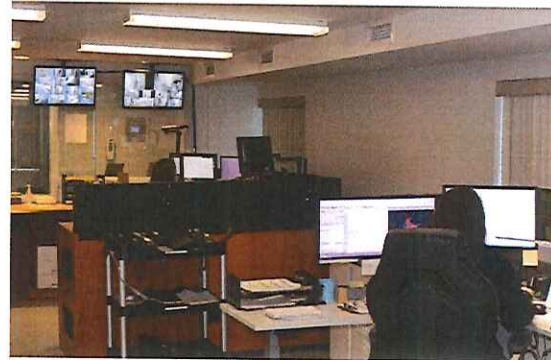
In 2020 the Police Service replaced its aging radio system with a new Motorola radio system provided by Bell. The radio system included complete dispatch consoles, server systems, software upgrades mobile car and portable radios. The new system provides reliability and safety for officers as well as future connectivity with other municipal departments.

We are part of the OPTIC group (Ontario Police Technology and Information Co-operative) leasing our office computers and servers for a three year period. Our front line police cruisers have both in car computers and high definition video/audio recording capabilities. The computers are all equipped with our Health IM software technology to assist with Mental Health calls for service.

In the fall of 2020, through the proceeds of a provincial grant, we added a new ALPR system to the fleet. An Automated Licence Plate Reader mounted to a patrol vehicle that can scan hundreds of licence plates an hour looking for criminal activity along with keeping our roads safe.

Our records management system (RMS) allows access to information and reports both in house and from other police agencies. This same system tracks our calls for service and provides the ability for management to review statistics and track the workload of our officers allowing for platoon deployment or staffing changes when necessary. This, in conjunction with access to CPIC, (Canadian Police Information Centre) helps staff to retrieve updated information within seconds.

### *Communications 9-1-1*







*Automated Licence  
Plate Reader*



*Mobile Data Terminal  
Health I.M. Software*

*In Car Camera Systems*







## HUMAN RESOURCE PLANNING

The Smiths Falls Police Service consists of one Chief of Police, one Deputy Chief of Police, one Administrative Assistant, one Staff Sergeant, three Sergeants, nineteen Police Constables, five full time Civilians, two part time Civilians and two Special Constables.

The Smiths Falls Police Service recognizes the importance of training our members to ensure staff has the knowledge, skills and ability to perform their duties to the best of their ability. The policing environment is constantly changing and we must ensure our members change with the environment to provide the best response to our community.

### Uniform Patrol

All officers must complete Basic Constable Training at the Ontario Police College. Training goes well beyond. We provide a wide array of training and specialty skills to ensure the highest quality of policing and professionalism.

In addition to basic training officers also receive specialized training as:

- Breath Technicians
- Drug Recognition Expert and Standard Field Sobriety Technicians
- Forensic Identification
- General Investigation Technics
- Investigative Interviewing Technics
- Major Crime Investigations
- Human Trafficking
- Sexual and Domestic Assault Investigation
- Search Warrant and Drug Investigation Training
- Use of Force and Firearms Instructors
- Senior Police Administration and Leadership
- Understanding Human Rights
- Mental Health





## Civilian Staff

Civilian staff receive dispatch training; CPIC Terminal Operator training, Freedom of Information, First Aid, CPR, Mental Health, Health and Safety, Human Rights and Customer Service training along with extensive hands-on training. Civilian staff assist the court officer and uniform officers by preparing court documents and crown briefs. They are crucial to the support of our front line officers and our Community. They are responding to telephone calls, both 9-1-1 emergency calls and non-emergency calls 24 hours a day, 7 days a week. The police station is accessible to the public and our Civilians are there to assist.



*Betty Anne Small recognized by Crime Stoppers for Long Service*





## Crime Unit

Our crime unit consists of two Detective Constables who support front line officers in more serious investigations. Many of these investigations require hours of interviewing, search warrants, production orders and gathering of evidence. This support allows for front line officers to resume proactive patrols and response. One Detective is also involved with CISO (Criminal Intelligence Service of Ontario).



*Detective Constables Brad Walker and Tyler Brett*



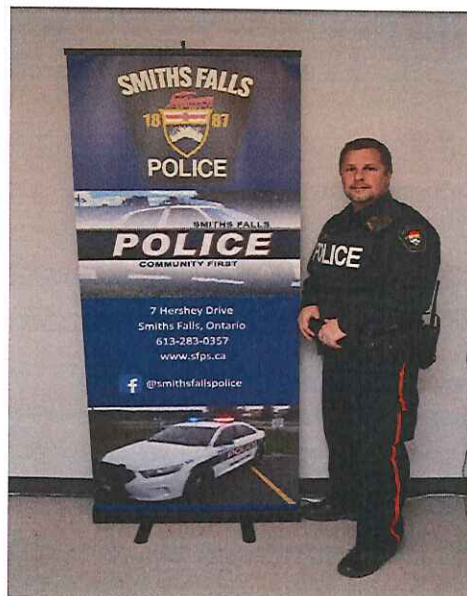
## Community Services Officer

The Smiths Falls Police has a dedicated Community Services Officer. This position enables the Service to better engage the community. It is through this engagement and participation on many committees, special interest groups and community partnerships that assists us in better understanding what is going on within the community. Having that familiar face assists in opening the lines of communication. Being involved in community fosters trust in the police, accountability and transparency.

We are very proud that our Community Services Officer, Cst. Aaron Tompkins won the 2020 Crime Stoppers award for best Police Coordinator in the Province!

We are involved in so many committees, programs and groups that help keep our community safe and supported. Such as, Medic Alert-Connect Protect Program, Housing, Hoarding, Local Immigration, Alzheimer Society, Drug Strategy Committee, Harm Reduction, Youth at Risk, Situation Table, Child Youth Advocacy Centre Steering Committee and many more vital programs that assist people of all ages.

Our Community Services Officer is a vital key to our ability to communicate with the public through our media partners and social media.



*Community Services Officer – Constable Aaron Tompkins*





## Community Services



*Showing Appreciation for Hospital Staff During COVID-19*

*Bike Helmet Contest - 2020*



*Smiths Falls Police Service  
Business Plan 2021 – 2023*



## CRIME PREVENTION

Working within our community alongside our stakeholders and partners to identify issues and prevent crime, providing public safety.

### OBJECTIVES

This objective will be met by:

- Proactive policing
- Deploying officers every shift, ensuring bike and foot patrol are included when weather permits. Increasing visibility and presence in areas needed most
- Target problem areas through data analysis
- Increase public education and awareness as to what they can do to help themselves in order to avoid becoming a victim
- Participating in local, Provincial and National campaigns dealing with crime prevention and public safety
- Increased Social Media and Website to get messages and alerts out in real time
- Involvement with our seniors through public engagement
- Involvement with our schools on a regular basis
- Involvement in the Situation Table Model that brings other community groups and stakeholders together to solve problems and assist people at risk

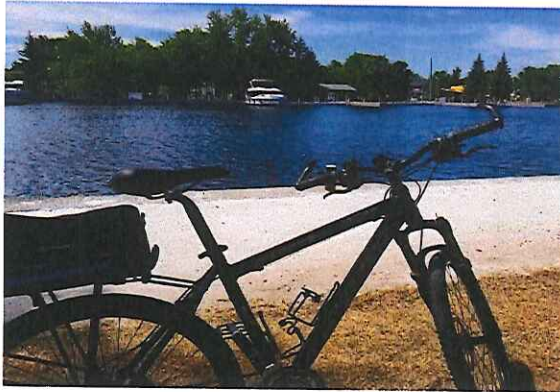
### KEY PERFORMANCE MEASURES

- Track hours spent on specific proactive duties
- Track hours spent on patrol through our computer system
- Track patterns in crime through location and type and redeploy staff when necessary
- Reviewing data and calls for service to ensure we are making a difference
- Track the number of crime prevention presentations
- Track hours attending our schools, special interest groups and committees

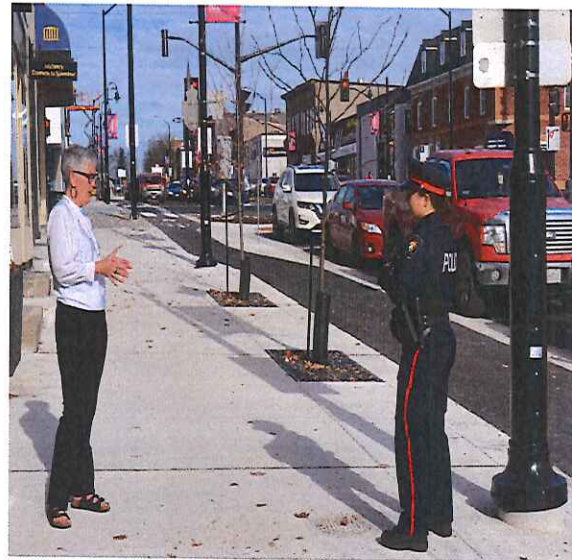
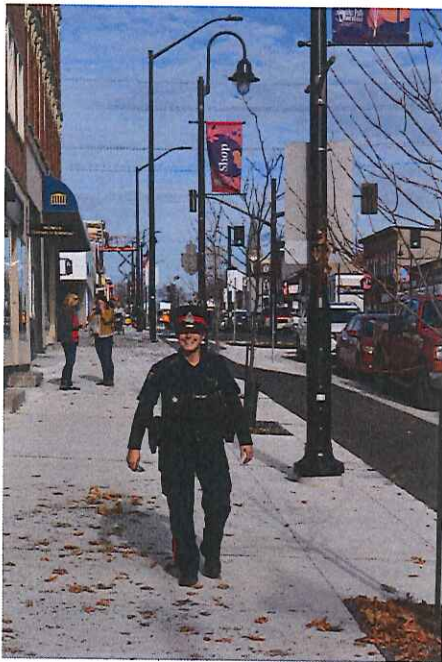


*Safe Internet Exchange*





*Bike Patrol  
Centennial Park*



*Foot Patrol  
Downtown Smiths Falls*



## LAW ENFORCEMENT

Law enforcement is a critical function in keeping order and public safety. Maintaining interaction with citizens while deploying our resources to address our community's needs.

### OBJECTIVES – TO MAXIMUM COMMUNITY PATROL

This objective will be met by:

- Increase uniform presence in identified problem areas
- Ongoing review of front line deployment to ensure the level of service is available to the community
- Reviewing response times and time at calls for service
- Providing training to ensure quality investigations meeting provincial standards
- Use bike patrols and foot patrols in core areas, increasing visibility and presence
- Increase public awareness on police activity and special programs through our Community Services and Social Media
- Drug enforcement
- Strict enforcement of offenders on conditions

### KEY PERFORMANCE MEASURES

- Review calls for service to identify trends, response times, time spent on calls
- Track hours spent on patrol
- Tracking arrests and charges
- Review of annual training needs and allocation of training courses

Regular review of policies and procedures to assist in execution of day to day operations.





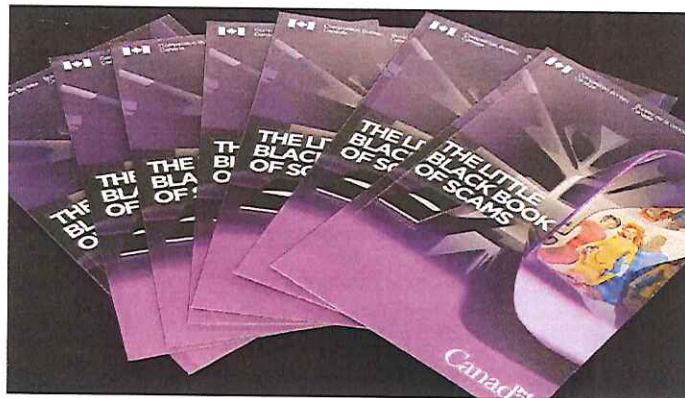


## ASSISTANCE TO VICTIMS OF CRIME

The Service recognizes the need to assist victims during and after an occurrence, especially those with more traumatic circumstances. This is accomplished through direct contact with the officers as well as outside agencies in which we have established protocols such as Victim Assistance, Mental Health Workers and our Mobile Crisis Response Team, Children's Aid, Interval House, School Boards, Hospitals, Youth Groups and our Situation Table. We are very pleased to now have our own Police Chaplain, who is able to come out to events and assist.

### OBJECTIVES – SUPPORT VICTIMS – REDUCE / PREVENT CRIME

- Promote community awareness through the police website and social media
- Provide articles to our local media educating the public on what they can do to reduce victimization
- Work with our probation and parole offices to monitor repeat and high risk offenders
- Strictly enforce conditions on offenders, working with our Provincial Repeat Offender Parole Enforcement (R.O.P.E) Unit.
- Continue to target illegal drugs in and around our community
- Involve our Victim Services, RNJ Restorative Justice Services, Interval House, Mobile Crisis Response Team, Children's Aid and Chaplain when necessary
- Follow up with the victims and offer referrals when appropriate
- Involvement with the Situation Table, Schools, Hospitals, Social Services, Housing and other community groups and partner agencies
- Provide preventative and follow up care with front line officers teamed up with Lanark County Mental Health workers and nurses





## KEY PERFORMANCE MEASURES

- Track rate of violent crime and property crime
- Track referrals to Victims Services, Lanark County Mental Health, the Situation Table and other programs and referral agencies
- Meeting regularly with partners to ensure we are accomplishing our objectives
- Using Health IM software to track mental health calls and provide analytical data



*Fraud Awareness Event*



*Tribute Supporting Interval House*



## PUBLIC ORDER MAINTENANCE

The Service recognizes the need to have in place a procedure for the utilization of public order units and to provide direction for police actions at demonstrations, labour disputes and other organized gatherings.

### OBJECTIVES – PROVIDE AND MAINTAIN ORDER

- Ensure procedures are in place for use of the Provincial Public Order Unit
- Define circumstances for obtaining outside assistance with services having Public Order Units
- Provide officers with training for use of force and crowd control / behaviour
- Proactively manage the crowd for the safety of citizens as well as those involved in the gathering

### KEY PERFORMANCE MEASURES

- Track the number of times the Public Order Unit is requested/deployed
- Maintain a log of events and final resolutions
- Ascertain if outcome of incident successful
- Debriefing following use of Public Order Unit or action with organized gathering





## EMERGENCY RESPONSE

The Smiths Falls Police can respond to an emergency call in the Town of Smiths Falls within 1 – 5 minutes depending on the nature of the circumstances.

The Service has agreements and protocols in place with other emergency services to provide a quick and safe response in times of crisis offering assistance when needed.

Police management also work with other Town departments and Lanark County to develop and maintain an Emergency Plan for large scale emergencies. When an emergency is declared (or when circumstances dictate), the Municipal and/or County Emergency Control Group is activated to work collaboratively.

### OBJECTIVES – ENSURE RESPONSE OCCURS IMMEDIATELY AND IN AN EFFECTIVE AND SAFE MANNER

This objective will be met by:

- Training in IMS and Emergency Response
- Conduct mock exercises through the Emergency Control Group at the municipal and county level and review results
- Conduct mock emergency drills with schools in all Boards
- Ensure policies and procedures are reviewed, updated and followed
- Monitor arrival times and level of response to larger scale emergency calls
- Debrief when required

### KEY PERFORMANCE MEASURES

- Track arrival times through our dispatch system
- Review emergent calls for service and ensure procedures followed
- Continue to liaise with Town and Lanark County staff to address any concerns, review policies and training requirements





## ADMINISTRATION AND INFRASTRUCTURE

The Smiths Falls Police Service is committed to continuous learning to improve the performance of all members and increase our services to the public. Continuing to invest in our members will allow the Service to meet the needs of the Town in accordance with Adequacy Standards and will assist with employee retention. A careful strategic balance of resources, fiscal responsibility and management is essential to the proper administration and infrastructure of the Service.

### OBJECTIVE – MANAGE OUR BUSINESS EFFECTIVELY

This objective will be met by:

- Review of our resources and their allocation to ensure operational and administrative excellence
- Ensure that operational needs fall within good fiscal management practices
- Ensure resources and budgets align with Service priorities and goals
- Asset management and review of assets to predict future capital and operational needs
- Providing a strong supervision structure and succession planning

### OBJECTIVE – MANAGE AND DEVELOP OUR HUMAN RESOURCES

This objective will be met by:

- Review recruiting practices and finding the best candidates
- Provide ongoing educational opportunities and career development to meet the needs of the Service and the growing needs of the community
- Provide opportunities to encourage initiative

### KEY PERFORMANCE MEASURES

- Annual review including financial, facility and fleet plans
- Track number of members receiving training and types of training
- Annual performance review interview to clarify individual goals and objectives
- Monitor retention and review staffing levels



## KEY COMMUNITY ISSUES

Over the last number of years and with the assistance of survey tools, our citizens and stakeholders have identified key community issues as follows:

Crime Prevention  
Road Safety  
Mental Health – Mobile Crisis Response  
Foot/Bike and Proactive Patrols  
Training

A big part of addressing issues such as these are education and interaction with targeted groups and stakeholders. Public engagement, education and awareness are also key to success. This is accomplished every day by our trained staff and is enhanced with our full time Community Services Officer. Being part of many committees and boards assists in addressing key issues.

## MENTAL HEALTH – MOBILE CRISIS RESPONSE TEAM

In late 2018, early 2019 our Police Service along with our partners with the OPP and Lanark County Mental Health Services established a team of police officers and mental health workers to better address the increasing needs for persons in mental health crisis.

Through grant funding and other sustainable local and ministry funding, we have been able to work together responding people in need. In addition to responding to calls, the unit does follow up with clients to ensure they are connecting with appropriate services and care.

### OBJECTIVE – BETTER CARE FOR PERSONS IN MENTAL CRISIS

This objective will be met by:

- Teaming up mental health nurses, councillors and police officers in a collaborative response to persons in mental health crisis. Providing clinical assessment and referrals on scene
- Using Health IM screening tool software to better assess and assist officers in evaluating risk with persons in mental health crisis
- Increasing referrals to Lanark County Mental Health Services and reducing the need to apprehend and bring persons in crisis to hospitals
- Reducing hospital wait times that increase anxiety and stress to persons in crisis





## KEY PERFORMANCE MEASURES

- Using records management systems and Health IM software to track mental health calls for service
- Analyzing data on apprehension rates, time spent in hospitals, frequency of calls and referrals
- Identify success stories through follow up and feedback
- Measuring outcomes is not always with number of calls for service but quality of service



*Constable Aaron Tompkins / Christine Lapeer / John Giannitsopoulos  
with our Mobile Crisis Response Team*







## YOUTH ISSUES

The Town of Smiths Falls provides opportunity for our youth to be involved in sports and organizations such as minor sports leagues, Big Brothers / Big Sisters, Scouts, Air Cadets, etc. The Town provides youth with places such as the arenas, outdoor rink, tennis courts, basketball courts, soccer fields, ball diamonds, swimming areas and skateboard parks.

Our Town has public and Catholic elementary schools, a public high school and alternative school. The Town also provides after school programs.

The Board and police management seek input from representatives from our schools. The following objectives were identified:

### OBJECTIVE – INCREASE YOUTH SAFETY

This objective will be met by:

- Continued foot and bike patrols in the above areas
- Continued interaction with youth in the public venues and in schools
- Providing educational awareness, speaking engagements to current topics
- Provide links from the police website and social media for further information such as bullying, substance abuse, youth suicide and personal safety

### KEY PERFORMANCE MEASURES

- Tracking calls for service dealing with youth crime
- Tracking community service involvement and school engagement
- Request regular feedback from our stakeholders or community groups through regular meetings

### OBJECTIVE – INCREASE INTERACTION AND INFORMATION

This objective will be met by:

- Maintain drop in visits to our schools – Adopt-a-School
- Engaging our youth in parks and other recreational spaces
- In-class presentations which would include issues such as bullying, human trafficking, bike safety, internet safety, road safety and other current youth issues



- In conjunction with our schools, planning information sessions for students and parents to provide information on drug use / substance abuse
- Continuing to participate in youth programs such as Big Brothers / Big Sisters, Intersections, Lanark County Mental Health-Youth at Risk, Lanark County Planning Counsel for Children and Youth Collective Impact in Lanark County as well as others
- Participation in school protocols

#### KEY PERFORMANCE MEASURES

- Track through records management involving youth
- Request feedback from schools and community groups through ongoing open communication







## ROAD SAFETY

The Town of Smiths Falls has numerous residential streets, inbound highways and a recently revitalized busy downtown area. Traffic increases through the summer months as there is an increase in visitors to our parks, walking paths, tourist attractions and waterways.

Smiths Falls is situated between Brockville, Kingston and Ottawa with all highways running through the town. In addition, the Town is split with the Rideau Canal and Parks Canada locks and swing bridges.

Through traffic data as well as general officer patrols and public generated complaints police identify problem areas.

### OBJECTIVE – MAINTAIN ROAD SAFETY

This objective will be met by:

- Continuing to maintain proactive patrols including Community Safety Zones
- Continuing to monitor problem areas identified through traffic studies
- Review collision report data to target high priority areas
- Continue with RIDE programs especially during festive seasons
- Continue and monitor Selective Traffic Enforcement Program
- Continue involvement with Operation Impact, Road Safety Week and other provincial and national traffic initiatives
- Continue with educational awareness in our schools
- Use of our new ALPR (Automated Licence Plate Reader) and speed trailer for deterrence, enforcement and data collection
- Advertisement of road safety campaigns through our website, social media and rolling safety sign at the police station

### KEY PERFORMANCE MEASURES

- Track through records management and monthly traffic reports breaking down enforcement and types of driving behaviours
- Review traffic studies / reports from the Engineering Department
- Review data from speed tracking trailer
- Review data from collision reports





*Constable Dewey &  
Lidar Equipment*



*Annual RIDE – Reduce Impaired Driving Everywhere*



*Look, Listen, Live  
Campaign*



## **PRIORITIES FOR COMMUNITY SAFETY CRIMES OF VIOLENCE**

Crimes of violence have always been and continue to be a priority with the Smiths Falls Police Service. Policies and procedures are in place to address these occurrences, how they are investigated, addressing victim priorities, follow up and meeting provincial standards. Recent years have seen numerous changes in police response to violence, domestic violence, offences against children and sex crimes that are addressed through our training and ensuring proper procedures are followed. Agencies now have increased access to information and sharing information, methods of tracking of occurrences protocols and guidelines in place to document incidents of crime.

Police agencies, courts and victims services have worked together to develop support mechanisms for victims of crime. In addition, the Smiths Falls Police Service has ensured our officers have domestic violence training with one officer dedicated as a Domestic Violence Coordinator, Violent Crime Linkage Analysis System (ViCLAS) Coordinator and the Sex Offender Registry Coordinator. The Service continues to prioritize training of its members in these areas.

### **OBJECTIVES – REDUCE VIOLENT CRIMES**

In order to meet this objective the Smiths Falls Police Service will:

- Increase public awareness of prevention techniques with community engagement
- Continue engagement with schools and other youth groups
- Continue community awareness through social media and our website
- Continue to target the drug sub-culture
- Use of ALPR for proactive identification of criminal activity
- Continue to liaise with community agencies such as: Victim Crisis and Referral Services Lanark County (VCARS) the Situation Table, Interval House, Mental Health and the Drug Strategy Committee
- Continue proactive patrol, in addition to foot and bike patrol
- Ensure person(s) charged with violent crimes not in custody are released with strict conditions and continue to monitor and enforce these conditions

### **KEY PERFORMANCE MEASURES**

- Monitor through records management
- Track quarterly Domestic Violence Reports





- ViCLAS Reports
- Annual Major Case Management Reports
- Annual provincial auditing in various areas of violent crime



*ALPR Equipment – Automated Licence Plate Reader*







## OBJECTIVES – REDUCE PROPERTY CRIMES

- Continue public awareness through social media and our website
- Increase public awareness providing prevention information
- Continue proactive patrol, foot and bike patrol for increased visibility
- Target high priority areas based on tracking calls for service
- Covert and Intelligence led investigations
- Ensure persons(s) charged with property crimes not in custody are released with strict conditions and continue to monitor and enforce these conditions
- Continue to monitor habitual property crime offenders
- Promote programs such as Neighbourhood Watch, Lock It or Lose It and Crime Stoppers
- Education through presentations to various organizations

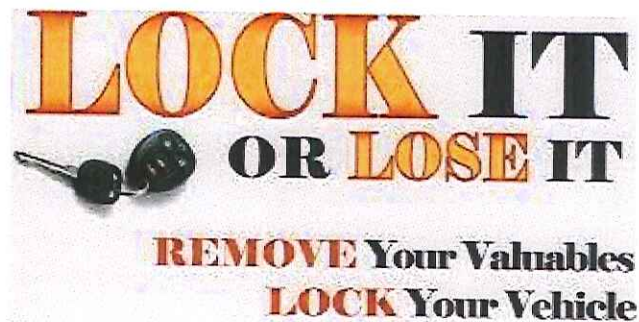
## KEY PERFORMANCE MEASURES

- Monitor through records management and crime statistics
- Monitor arrests, charges as well as follow through with the Courts
- Being proactive with checks and door knocks on offenders with conditions



*Crime Stoppers*

*Lock It or Lose It*





## ***SAYING THANK YOU***

*We would like to extend our thanks and express our sincere appreciation to everyone involved in the creation of our Business Plan for the coming three years. It is with Community Support, Engagement and Collaboration that we will all work together to keep our Community Safe.*