



2017 Annual Report



To Serve & Protect

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MESSAGE FROM THE BOARD CHAIR



On behalf of the 2017 board members:

In a speech prepared for President John F. Kennedy, that he never gave, in Dallas in 1963 the following line appeared: *Leadership and learning are indispensable to each other.* I have thought about that quote and how it fits with the Thunder Bay community, the Thunder Bay Police Service and the Thunder Bay Police Services Board.

There is no one that will argue that it is has not been a challenging few years for policing and the broader community in Thunder Bay. We have seen a number of issues that have not only propelled the Service to the media's front page and social media, but have also prompted the Service and the Board to better learn who we are and how we operate.

As the civilian oversight for the Service, the Board takes our leadership role and commitment to the community very seriously. This, along with the Mission and Values of the Service, guide us in our decision making which ranges from issues like commendation and budgets to the more difficult questions of discipline and diversity. We receive much feedback from the community, which helps us with this task.

The coming year will prove to be a very important one for both the Service and the Board as we will be hiring a new Chief - a leader who will take us through the coming years and will work with the Board to implement the business plan and the recommendations that are certain to be made in the next 12 months.

On behalf of the Board, I want to take this opportunity to thank the uniformed police staff, civilian staff and command of the Service. I also want to thank the community for your ongoing commitment to communicating with us, providing feedback and input to policing in Thunder Bay. Sincerely,

A handwritten signature in black ink that reads "J. M. Dojack".

Jackie Dojack
Chair Thunder Bay Police Services Board



Police Services Board Members:
Jackie Dojack - Chair
Councilor Brian McKinnon - Vice Chair
Celina Reitberger
Councilor Joe Virdiramo
Don Smith



Our 2017 Annual Report represents the milestones of the past year for the members of the Thunder Bay Police Service. This document provides an opportunity to quantify the efforts of the men and women of our service to fulfill the objectives as set by the Thunder Bay Police Services Board in our business plan.

2017 was one of the most challenging years for the Thunder Bay Police Service. The national and local media coverage of these challenges tells one aspect of the issues facing our organization. What is often omitted in these stories is the hard work and dedication by our sworn and civilian members who on a daily basis put service to the community as their top priority. After all, members of the TBPS are mothers, fathers, sisters, brothers, sons and daughters who are also active members of the community. We all have a personal investment in this city.

It is important to acknowledge that we are on the traditional land of the Fort William First Nation - signatory to the Robinson Superior Treaty Territory of 1850. We witnessed an outpouring of unity with a walk to remember the tragic deaths of Tammy Keeash and Josiah Begg. This unity walk also reminded us that

we are on a long road of reconciliation with Indigenous people. The Thunder Bay Police Service recognizes the important task of building trust and improving relationships.

I am particularly proud of our commitment in fulfilling the recommendations from the First Nations Youths Inquest 2016. We have worked hard along with our community partners to implement these important recommendations. In 2017 the Aboriginal Legal Services issued a comprehensive report on the progress made by all the named parties. The Thunder Bay Police Service received a B+ (one of the higher grades from the authors of the report). The work continues in 2018 and will be ongoing to make Thunder Bay a safe and welcoming community for Indigenous youth.

As we look ahead, the challenges will continue as we fulfill our duty to serve and protect all people who call Thunder Bay and Oliver Paipoonge their home. You can rest assured that the members of the Thunder Bay Police Service will continue to strive for excellence.

A handwritten signature in black ink, appearing to read "S. Hauth".

Sylvie Hauth
Acting Chief of Police

MISSION & VALUES

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

VALUES

Honesty

We are truthful and open in our interactions with members of our communities and with each other.

Integrity

We are honourable, trustworthy and accountable to the people we serve.

Fairness

We treat all members of our communities and each other in an impartial, equitable and sensitive manner.

Reliability

We are conscientious, professional, responsible and dependable in our interactions with our communities and each other.

Teamwork

We work together with our communities and within our organization to achieve mutual goals, making use of diverse knowledge, skills and abilities.

Positive Attitude

We interact in a positive and constructive manner with our communities and with each other.

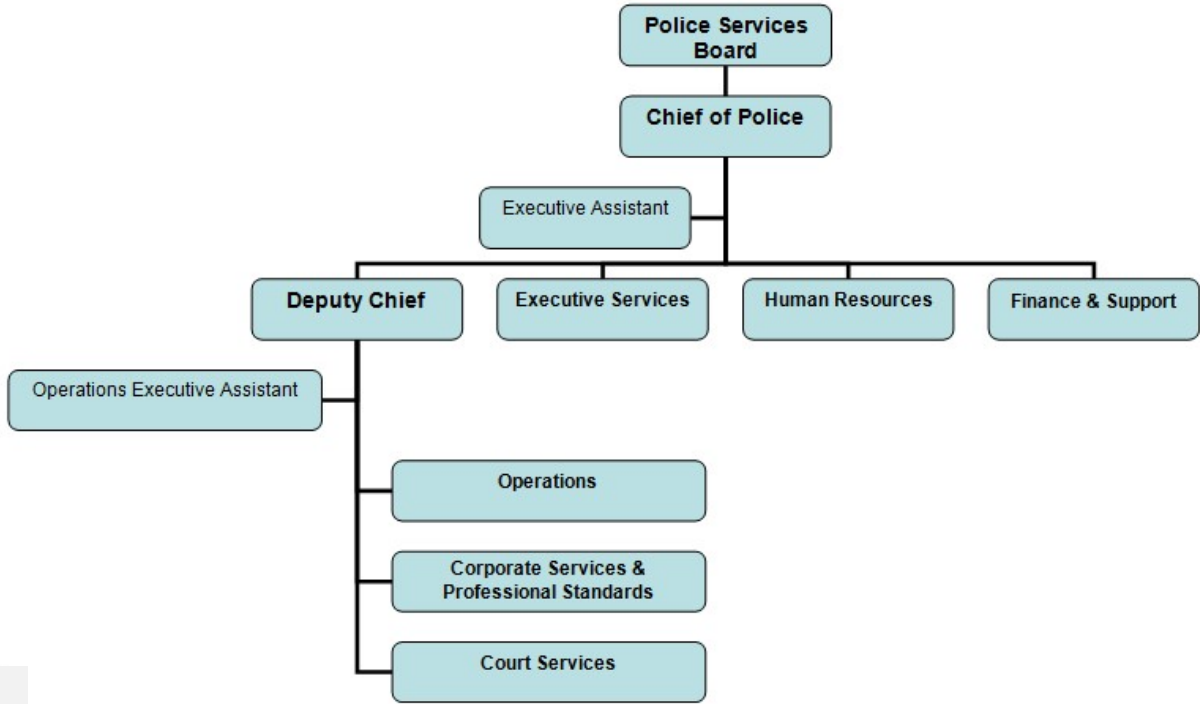
Community Partnerships

We develop and maintain relationships with community groups and agencies to meet changing needs.

Victim Sensitivity

We are committed to being supportive and helpful to victims of crime.





2015 TO 2017 BUSINESS PLAN

After consulting with partner agencies and community organizations, the Thunder Bay Police Services Board developed a three year Business Plan which identified 4 policing priorities for the City of Thunder Bay and the Municipality of Oliver Paipouge.

The plan is a framework that guides members of the Thunder Bay Police Service in the delivery of quality policing services to all members of the community.

Specifically, the Thunder Bay Police Service will provide:

- A safe community through proactive policing
- Professional policing
- Collaboration and partnerships through multi sector engagement
- Innovation in policing

Here are some of the activities which our members participated in to support the plan's objectives in 2017:

A Safe Community Through Proactive Policing

There were a number of important initiatives undertaken by our police service to address current safety issues and trends which threaten public safety:

- Wanted Wednesday Program launched (page 12)
- Community Response Team investigated numerous store robberies and made a number of arrests
- Community Services Branch members made numerous safety presentations to students in schools, parents and community members from outside Thunder Bay (Northern Indigenous Communities)
- Uniform Patrol conducted ongoing waterway/recreational trail patrols (see separate section on Inquest Recommendations)
- Criminal Investigations Branch participated in Project Spotlight which was a provincial program to connect with victims of human trafficking. Our CIB also pursued investigations which targeted those who victimized women through human trafficking.
- Cyber Crime Unit continued to investigate cases of child exploitation with the aid of advanced technologies while at the same time working as part of the provincial strategy.



Zone Watch 2017



The innovative Zone Watch program continued to partner citizen volunteers and members of our police service to develop and support activities to engage the public and collaborate on information campaigns such as:

- Zone Watch Academy for new ZW members
- TBAYTEL sponsored ZW Awareness Campaign
- Southcore BIA Annual General Meeting
- Community Clean-ups
- Prescription Drug Take Back
- Health and Safety Recruitment Expo CLE
- Staal Open
- CPTED Training
- Traffic/Aggressive Driving Campaign
- North Caribou Prayer Walk Unity
- TBPS Auction
- City Sounds – August x3
- County Fair Path Clean-up
- Open Streets – Simpson Street
- Halloween Safety Display Balmoral
- Winter Coat Drive Balmoral
- Impaired Driving Campaign Lakehead University
- Santa Claus Parade
- Parade of Lights
- Stuff a Cruiser
- Confederation College Community Services Expo

Professional Policing

Training and professional development continued to provide our members with the opportunity for growth in 2017. Here are some of the highlights:

- MOU with Thunder Bay District Health Unit to provide insight, knowledge and training related to Fentanyl overdose and Naloxone Injection and Nasal Spray kits
- Continued certification training for Traffic Unit members
- Provided Indigenous Awareness training opportunities
- Maintained peer support team training and enrichment opportunities
- CRT unit provided training on surveillance, interviewing and C24 (Lawful Justification)
- Negotiators training.

Expansion of TBPS Social Media

Social media continues to grow and has proven to be a valuable tool for police organizations. In 2017, a Social Media Coordinator was added to the Corporate Communications Unit under the Executive Services Branch.

The TBPS has followed the lead of several police services who have recognized the need to have specialized staff dedicated to social media content monitoring and development. Engaging citizens through social media continues to be a vital tool.

TBPS Peer Support Team

A program implemented by the TBPS with the goal of reducing the impact of a critical incident; accelerating the recovery of people who are coping with the normal, painful reactions to abnormal events, and providing some stress management tools to assist in coping with both personal and professional stressors. The work of the team continued in 2017:

- Peer Support Team training: mental health first aid and DISC (personality assessment) training
- Developed and implemented a Health & Wellness Resource Board for TBPS members to utilize
- Peer Support Coordinator represented the TBPS on the City of Thunder Bay Psychological Health & Safety Committee
- The Peer Support program promoted several anti-stigma campaigns in 2017 such as Bell Let's Talk and Mental Health Week via TBPS social media channels
- Media interviews were given for Mental Health Week and the TBPS PTSD Prevention plan was presented to a public session of the Police Services Board
- 2017 Academic Day training consisted of wellness initiatives such as Yoga For First Responders and Informed Trauma open to all TBPS members

Collaboration And Partnerships Through Multi Sector Engagement

2017 was a significant year for cooperation with our community partners to address the recommendations from the Inquest into the deaths of seven First Nation youths which concluded in 2016. There were six specific recommendations which involved the Thunder Bay Police Service:

- **Recommendation 48**

The Thunder Bay Police continued with an outreach program which involved our officers visiting students in First Nation communities. Our Aboriginal Liaison officers and School Resource officers visited a number of northern communities with the assistance of the Nishnawbe-Aski Police Service. This program continues and the TBPS is working with the communities' educational organizations.

- **Recommendation 91**

The TBPS engaged other named parties in the Inquest recommendations to work collaboratively in a response to the issue of missing persons.

- **Recommendation 94**

The Community Services Branch of the TBPS began work with other named parties to develop a Multilingual Joint Search Protocol. The TBPS recognizes the importance of volunteer community groups such as Thunder Bay Search and Rescue and the Bear Clan Patrol.

- **Recommendation 96 & 97**

The TBPS and the LCBO formed a working task force to look at the issue of “runners” who illegally obtain alcohol for minors, placing youth in high risk situations. The working group is developing creative messaging for the public. This targets youth and includes enforcement efforts to address this type of activity.

The working group includes the direct involvement of First Nation youth through local educational organizations.

- **Recommendation 115**

Since the fall of 2016, the Uniform Patrol Branch of the TBPS conducted focused patrols of the city’s waterways and recreational trails. These patrols have been successful in intervening in numerous life threatening situations. The dangerous results from excessive substance abuse continues to be a real threat to personal and public safety. The patrols will continue into 2018 and beyond.

The TBPS participated in a community safety audit in 2017 which included various community partners. Specific areas along the city’s recreational trails were identified as needing attention to address safety concerns. The TBPS is currently involved with this working group to focus on solutions to this important issue.

Connecting With The Community

Outreach takes many forms. The members of the TBPS participated in and supported numerous community events. Citizens looked to police to provide advice and leadership in public safety. Here are a few examples of that outreach:

Supporting Victims:

- Utilize resources to assist victims of human trafficking
- Continuing with a 2016 collaboration, with Northwestern Ontario Women’s Centre partnered with the TBPS to participate in *Honouring Our Stories* —an arts-based digital storytelling project. Through a series of workshops, participants created art and digital stories exploring the experiences of police officers who intervene in intimate partner violence and/or sexual violence. The process also included viewing the digital stories created by women participants (victims), of this project. The digital stories are available to the public in order to shape a dialogue, a greater understanding, and engage the community to intervene and take action against sexual violence.
- The Criminal Investigations Branch (CIB) Domestic Violence Unit continued supporting victims through working partnerships with Faye Peterson, Beendigen, and the Sexual Abuse Centre.
- Major investigations by CIB often involved ongoing communications with families and Indigenous leaders from northern communities.
- Maintaining an excellent working relationship between the TBPS Bail Safety Officer and the Ministry of the Attorney General – Office of the Crown Attorney and Victim Witness Assistance Program to ensure victims of violence have received adequate safety planning, and are notified of the release and conditions of release of accused persons.

Thunder Bay Situation Table



The Thunder Bay Situation Table officially launched in November 2017 and includes representatives from more than 30 organizations across sectors – including mental health and addictions, justice, social services, employment and education – to help those at acutely-elevated risk of imminent harm, victimization or criminalization.

Community partners, including the Thunder Bay Police Service, can refer individuals who face complex situations and multiple risk factors to the Situation Table. The individuals referred may be experiencing issues related to mental and physical health, addictions, poverty, negative relationships, housing, educating, employment, domestic and physical violence and more.

Once referred, the Situation Table can put together an action plan to support those specific and complex needs.

The result is a rapid, short-term and time-limited intervention so that individuals receive access to appropriate services. The response is typically within 48 hours.

For police, who regularly become the first point of contact with at-risk individuals, the initiative represents a better chance of providing people with a more appropriate or ideal response.

Other Activities

During Mental Health Week, the TBPS partnered with the Canadian Mental Health Association to help raise awareness and reduce stigma surrounding mental health.

Innovation In Policing

Public Safety Command Centre Working Group

The TBPS supported the Deputy Grand Chief of the Nishnawbe Aski Nation's call for the installation of surveillance cameras along key recreational trails. As mentioned previously, Recommendation 115 resulted in an extensive safety audit of these natural pathways along our city's waterways. The TBPS was asked to work with the City of Thunder Bay in developing a plan for an advanced camera system to replace and expand the outdated Eye on the Street program.

The working group was formed in 2017 and continues into 2018 with the mission to develop a plan for the city's consideration which would create a central Public Safety Command Centre (PSCC). The PSCC would provide live monitoring of public areas with the goal of responding to critical incidents in a timely manner with the appropriate emergency response. The PSCC would also offer advanced video analytics to assist in investigations including missing persons.

Cyber Crime Unit

- Upgrading of equipment to assist with the ever changing technology
- Work closely with the Provincial Strategy to leverage investigative technologies

Traffic Unit – Traffic Management Plan Progress

The Traffic Enforcement and Safety Plan of the Thunder Bay Police Service addresses traffic management, traffic law enforcement and road safety within the jurisdiction of the Thunder Bay Police Service. As outlined in our current Business Plan, the Service must address road safety.

Traffic enforcement and education is very much aimed at prevention. Safety concerns are identified by citizens in the community and are communicated to the police by way of:



- Citizen calls which are relayed through our own intranet or email communications.
- Concerns from City Councilors.
- Media such as the local newspaper editorial letters.
- Social media comments through our own Facebook site.
- Public awareness campaigns in collaboration with Zone Watch civilian members.

The activities of the Traffic Unit support the objectives of the TBPS Business Plan.

In 2017, traffic enforcement and public education continued with efforts including:

A Safe Community Through Proactive Policing.

- Participated on the City of Thunder Bay - Traffic Management Plan Steering Committee, which addresses long-term traffic management planning for all users including motor vehicle operators, cyclists and pedestrians.
- Assisted in identifying, educating and enforcing the use of the new pedestrian crosswalks and bike lanes.
- Involved with presentations in partnership with DriveWise, regarding senior drivers and the challenges they face.
- Participated with the SAVE (Snowmobile, ATV, Vessel Education) committee, making presentations in the schools and throughout the community.
- Used Social Media through live tweets and Facebook to engage the public regarding concerns and questions on driving and road safety.
- Used traditional media to broadcast messages regarding safe driving practices as well as information regarding collisions and enforcement initiatives.
- Developed reoccurring long weekend radio campaign with safety messages replaying every long weekend over the summer regarding safe driving habits.
- Provided an article about snowmobiling laws for the Oliver Paipoonge, Municipal newsletter.
- Focused Enforcement projects allowed for attention to high infraction frequency areas. These areas were identified by complaints from the public and collision data.

Professional Policing

- Identified the current training needs of the members of the Traffic Unit. Reviewed requirements to maintain qualifications and ongoing certifications.
- Work began on a succession plan for the Traffic Unit, addressing staffing numbers and skills requirements.

- Collision investigators continued to be in good standing as members of (Canadian Association of Technical Accident Investigators and Reconstructionists) CATAIR including annual attendance at the Ontario Provincial Police Technical Investigators Conference.
- Participated in the annual Ontario Provincial Police Collision Reconstruction Conference.
- Participation/membership with the Provincial Alcohol and Speed Management Committee.

Collaboration and partnerships through multi sector engagement

- Partnered with Canadian Tire and Zone Watch Program by providing windshield washer fluid to drivers with properly secured loads at the dump.
- Attended annual launch of Operation Red Nose, to show support for the program and to provide messages on impaired driving.
- Collaborated with the municipal administration of Oliver Paipoonge regarding off road vehicle use in the community.
- Continued membership on the (Snowmobile, ATV, Vessel Education) SAVE committee and CTAC (Community Traffic Awareness Committee) with community not for profit groups and businesses. Provided police insights regarding enforcement and safety concerns. Assisted in decision making regarding grant applications and direction of groups.

Innovation in Policing

- The Crash Data Recorder technologies for vehicle downloads were updated. A plan is in place to ensure kits are current with most recent vehicle models.
- The Traffic Unit purchased its own Vericom measurement unit. This piece of equipment was previously borrowed from the Ontario Provincial Police; it allows the Collision Investigator the ability to test the drag coefficient of the road surface at a collision.
- New graphic technology was purchased to aid in collision investigations. This equipment is used to produce scaled diagrams of collision scenes, scene surveys, and to support criminal investigations.
- We continued to use the in car camera and Go Pro for daily enforcement and projects. This allowed for a reduction in contested HTA charges, court time, and more time for enforcement/public education. We continued exploring updated audio/video equipment, e-ticketing and electronic motor vehicle collision reports. (CROMS reporting)



Wanted Wednesday Program

On February 1, 2017, the TBPS launched a new program to reduce the number of outstanding criminal warrants in our city. Wanted Wednesday was created to help locate individuals who had not dealt with criminal matters brought against them.

At the program’s inception, there were over 1,700 individuals with outstanding warrants in Thunder Bay. Warrants were either a Bench Warrant for a charged person who failed to show up for court or has breached a condition of their release, or a 1st Instance warrant for an offender who has yet to be located and charged by police for a criminal incident. Many individuals wanted by police go to great lengths and have supports in place to assist with evading the police. Locating these individuals is very resource intensive. Assistance from the media, social media and from the public greatly assists with apprehension of these individuals.

The Wanted Wednesday Program is an investigative tool where on a weekly basis personal information, including images of wanted adults, is released to media sources in hopes of locating individuals to bring them before the courts.

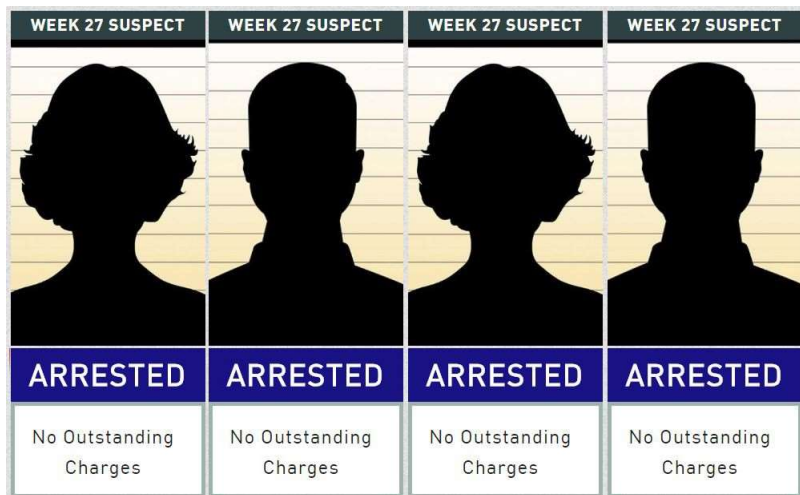
The main catalyst behind this initiative is to work on behalf of victims to ensure they are safe and that they have justice and closure for a criminal act committed against them. A secondary factor is locating individuals who are known to be criminally active thereby preventing the likelihood of additional offences.

The TBPS focuses on individuals, who have warrants for violent offences, have failed to appear for court, are repeat offenders or are believed to be criminally active. Information is posted every Wednesday on www.thunderbaypolice.ca, forwarded to our media partners in a media release and shared to social media.

2017 Wanted Wednesday Statistics:

Of the 175 subjects featured on Wanted Wednesday, 103 were arrested. (59%) This resulted in the execution of 244 warrants.

- 132 of the warrants were First Instance Warrants.
- 100 of the warrants were Bench Warrants.
- 12 were other warrants, including parole revocations, surety revocations, committal warrants etc.



TBPS Social Media

Thunder Bay Police Service Website



The Thunder Bay Police Service tracks site usage with Google Analytics. In 2017 more than 1.1 million pages on the Thunder Bay Police Service were viewed.

About 23 per cent of users arrived at the website’s news or Wanted Wednesday section (278,000 pageviews). The news page features mostly media releases and public service announcements. Content added to this page typically generates more than 90 per cent of its total lifetime pageviews within the first six to eight hours.

The homepage recorded about six per cent of the site’s total traffic with 69,410 pageviews. Meanwhile Crime Map, Criminal Records Search and Contact pages generated 19,400 (1.6%), 35,296 (3%) and 15,629 (1.3%) respectively. Service and general information pages collect pageviews steadily as users access the content at their personal discretion.

Mobile use continued to outpace desktop use. About 63 per cent of the users who visited the service’s website were on a mobile device, with 25 per cent browsing on a desktop or laptop. The remaining 12 per cent accessed the website on a tablet.

Traffic referred from social media also continues to grow steadily. About 52 per cent of all traffic referred to the Service came from social media sources, up from the 47 per cent recorded in 2016. Of those social media referrals, nearly 98 per cent came from Facebook.

Web Metrics at a Glance for 2017:

Metric	Value
Sessions	700,891
Users	315,868
Avg. Session Duration	00:47
Pageviews	1,164,993

Thunder Bay Police Service Facebook



There are a number of important metrics to examine when analyzing user activity data on Facebook. Some of the most valuable metrics include: Likes (people subscribing to your Facebook page), reach (the number of unique users who saw your posts), and engagement (the sum of likes, comments, shares and clicks your posts receive).

In 2017, the Thunder Bay Police Service Facebook page collected a total of 4,828 net new likes. The page began 2017 with 15,545 likes and finished the year with 19,464. Posts published in 2017 had a collective reach of more than 9.1 million.

Tracking likes and post reach is an important yardstick in measuring a Facebook page’s successes, however engagement remains the most important metric. A page with high engagement will have its posts appear more often in the timelines of users who like the page and will perform better than similar pages that feature more likes but less overall engagement. Engagement is measured by the number of likes, shares, comments, and clicks a post receives.

In 2017, the Thunder Bay Police Service boasted an engagement of nearly 1.56 million, and an engagement rate of nearly 17.1 per cent. The average Facebook page reports engagement between 0.5 and one per cent. In 2017, the average engagement rate for Facebook pages across all industry types was 0.17 per cent¹.

Facebook Metrics at a Glance for 2017:

	Reach	Engagement	Engagement Rate (%)	Likes ²
First Quarter	1,233,156	203,395	16.8	15,545
Second Quarter	2,954,298	467,75	15.8%	17,809
Third Quarter	2,668,341	482,976	18.1%	18,738
Fourth Quarter	2,313,046	414,404	17.9%	19,464
Total	9,168,841	1,568,528	17.1%	+4,828

¹ <https://www.rivaliq.com/blog/2017-social-media-industry-benchmark-report/>

² As of quarter’s end

Thunder Bay Police Service Twitter



Red River Road remains open but please be careful if you're driving or walking through the area. #tbay



3:12 PM - 29 Aug 2017

The Thunder Bay Police Service’s Official Twitter account (@TBPSMedia) has a modest following compared to its Facebook audience, with nearly 3,200 actively followers as of year’s end. Despite this, the Service has found there are specific scenarios where Twitter outperforms Facebook as a tool to notify the public. A suspicious package found near Red River Road on Aug. 29 serves as an ideal example:

The police service notified media and the public of the ongoing and developing situation through all of its social media platforms. Because of the quickly developing situation, Twitter proved to be the best tool to inform the public about smaller, specific updates. While these updates were included in posts on other social media platforms and through mainstream local media, the Twitter thread became the easiest way to follow the developing situation and eventually became a central hub for information between more significant updates.

In addition to quickly developing situations like the incident detailed above, the Service has also used Twitter as an engagement tool. A number of Tweet Alongs – virtual ride alongs using the @tbpsmedia twitter account – were conducted throughout 2017 and became among the most popular engagement exercises.

Twitter Metrics at a Glance for 2017:

	Impressions	Engagement	Replies	Retweets	Likes
First Quarter	320,000	10,639	141	238	770
Second Quarter	317,917	15,185	97	652	1,552
Third Quarter	243,270	10,369	67	335	629
Fourth Quarter	296,700	12,412	85	478	1,396
TOTAL	1,177,887	47,848	390	1,703	4,347

Thunder Bay Police Service Instagram



The Thunder Bay Police Service launched its Instagram account, (/thunderbaypoliceservice), in April of 2017. The account received about 1,200 followers in its first year. It is used to showcase some of the best photographs and short videos posted on other social media accounts – like Facebook or Twitter. Instagram comes with fewer engagement opportunities compared to the Facebook and Twitter accounts, however, it has become a valuable tool in showcasing the Service’s positive community connections.

Thunder Bay Police Service SnapChat



The Thunder Bay Police Service launched its Snapchat account (tb police) in May of 2017. It was among the first, and remains one of the only, official police service Snapchat accounts in Canada. Since its creation, the School Resource Officers and other members of the Community Response Team have been assisting in promoting the existence of the Service’s Snapchat account among students. Snapcodes – QR or barcodes can be scanned using the Snapchat application, then posted in participating schools or displayed at information booths so students can easily follow the Service’s account.

There is no analytical breakdown available to assess the performance of this account in 2017. Through live follower updates in the application, there is some anecdotal evidence that suggests the demographics of the Service’s Snapchat followers are mostly in the 12-to-25-year-old-age range. This is typically a very difficult age demographic to reach through Facebook, Twitter and the Service’s website.

CITIZEN SATISFACTION SURVEY

The City of Thunder Bay conducts a survey of citizens' satisfaction regarding city services every two years. The TBPS utilizes the results of this survey for inclusion in our Annual Reports. The following is the methodology used for this 2017 survey.

This survey was conducted by telephone and the sample was drawn using random digit dialing (RDD) among City of Thunder Bay residents.

- To access a good cross-section of residents of all ages, Ipsos used a mix of 60 percent landline sample and 40 percent cell phone sample.
- A total of 525 interviews were completed among residents 18 years of age and older.
- The overall survey results have been weighted by age and gender to reflect the population of the City of Thunder Bay.
- A sample of 525 interviews produces results which can be considered accurate within \pm 4.3 percentage points, 19 times out of 20. The margin of error will be larger for subgroups.
- This survey was conducted between April 27 and May 10, 2017.

Findings:

Perceptions of crime and safety

- Perceptions of crime and safety, still remain concerning. Only two-thirds of residents say they feel safe walking in their neighbourhood after dark. This figure is down directionally (not significantly) after increasing incrementally in past surveys. Further, only 2 out of 10 strongly agree that the city is relatively safe. On a more positive note, more residents in the current survey say they feel it is safe for children to play outside in their neighbourhood.
- The percent of residents said that they, or someone in their household, was a victim of a crime in the City in the past year remains nearly half of what it was 6 years ago (27% in 2011 and 15% this year).
- After increasing between 2013 and 2015, awareness of the Thunder Bay Crime Prevention Council is down and has returned to the levels found in 2011 and 2013, with two-thirds of residents indicating that they are aware of the Crime Prevention Council.
- Perceptions on the prevalence of racism and discrimination in the city is up directionally. More than eight in ten residents feel that racism and discrimination is a serious issue in Thunder Bay. Moreover, these perceptions have increased significantly among women and those aged 18 to 34. These results support a continued emphasis on strengthening efforts to combat racism.

Satisfaction with the TBPS

2017	2015	2013
90%	90%	91%

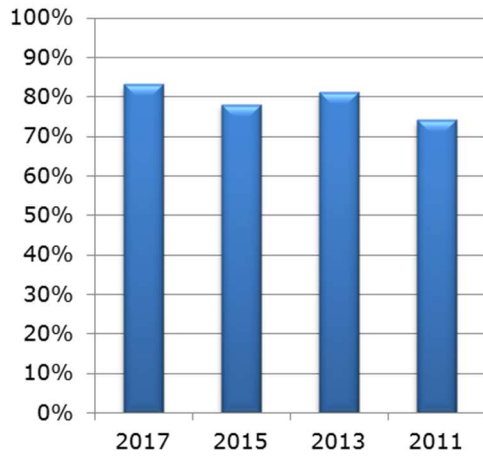
SATISFACTION SURVEY RESULTS

Breakdown of Respondents Answers by Category

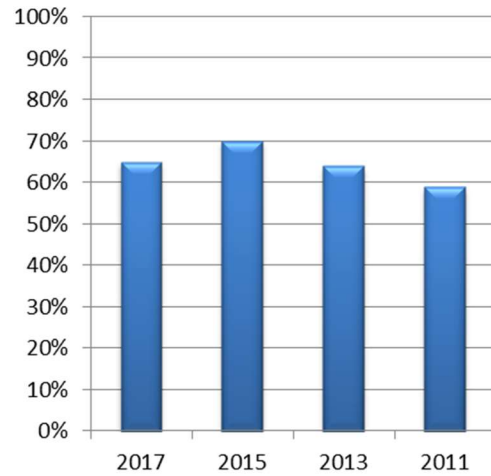
Gender	2017
Male	48%
Female	52%
How many years have you lived in Thunder Bay?	2017
Less than 1 year	1%
1 to less than 5 years	4%
5 to less than 10 years	8%
10 to less than 20 years	10%
20 years or more	77%

Age	2017
18-34	24%
35-54	32%
55 and over	44%
Number of Children Under the Age of 18 in Home	2017
0	66%
1-2	26%
3 or more	6%

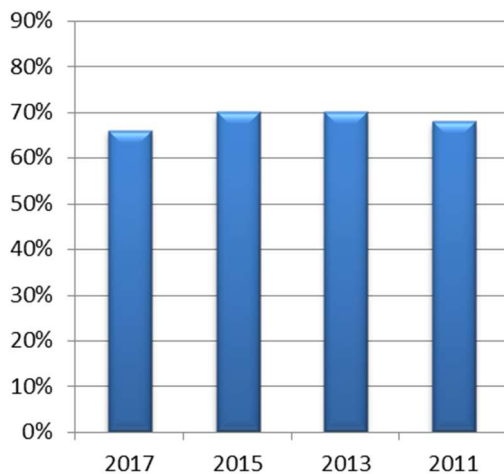
I feel it is safe for children to play outside in my neighbourhood



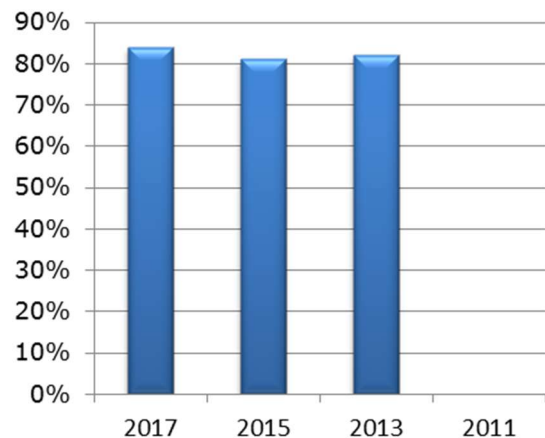
I feel safe walking alone in my own neighbourhood after dark



I feel that Thunder Bay is a relatively safe city

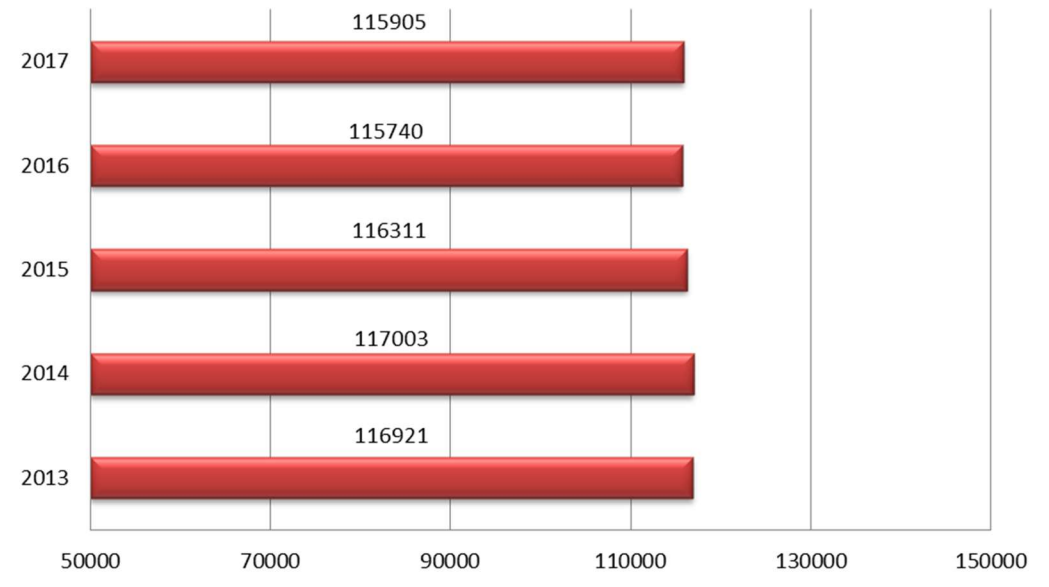


I feel that racism and discrimination is a serious issue in Thunder Bay





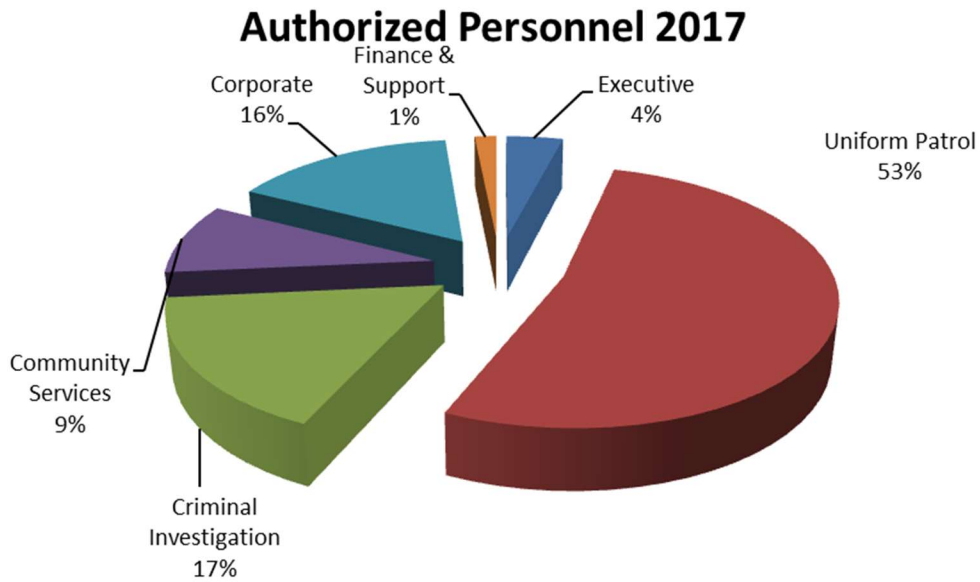
POPULATION THUNDER BAY/OLIVER PAIPOONGE



PERSONNEL

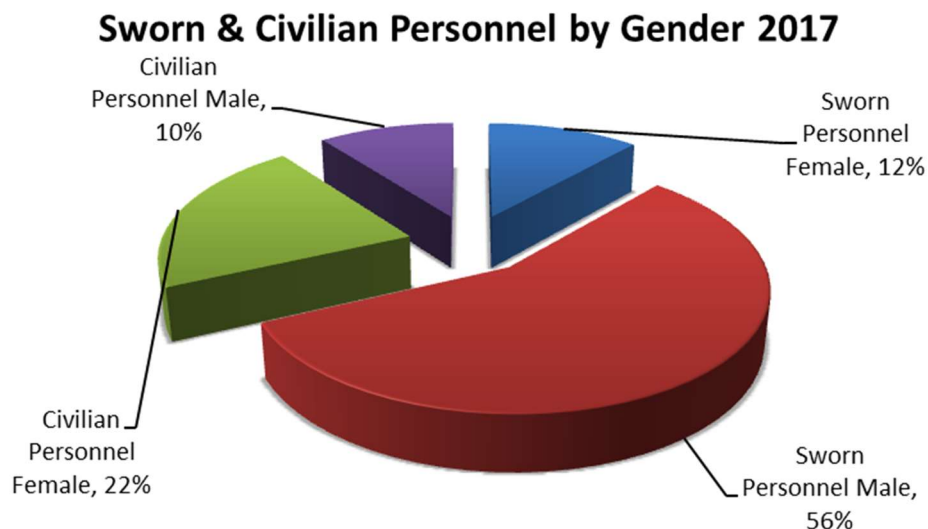
Authorized Personnel 2013-2017					
	2013	2014	2015	2016	2017
Sworn Members	222	222	223	221	219
Civilian Members	93	95	97	99	102
TOTAL STAFF	315	317	320	320	321

Distribution of Authorized Personnel 2017			
BRANCH	SWORN PERSONNEL	CIVILIAN PERSONNEL	TOTAL
Executive	3	10	13
Uniform Patrol	124	45	169
Criminal Investigation	50	4	54
Community Services	29	0	29
Corporate	13	38	51
Finance & Support	0	5	5
TOTAL	219	102	321



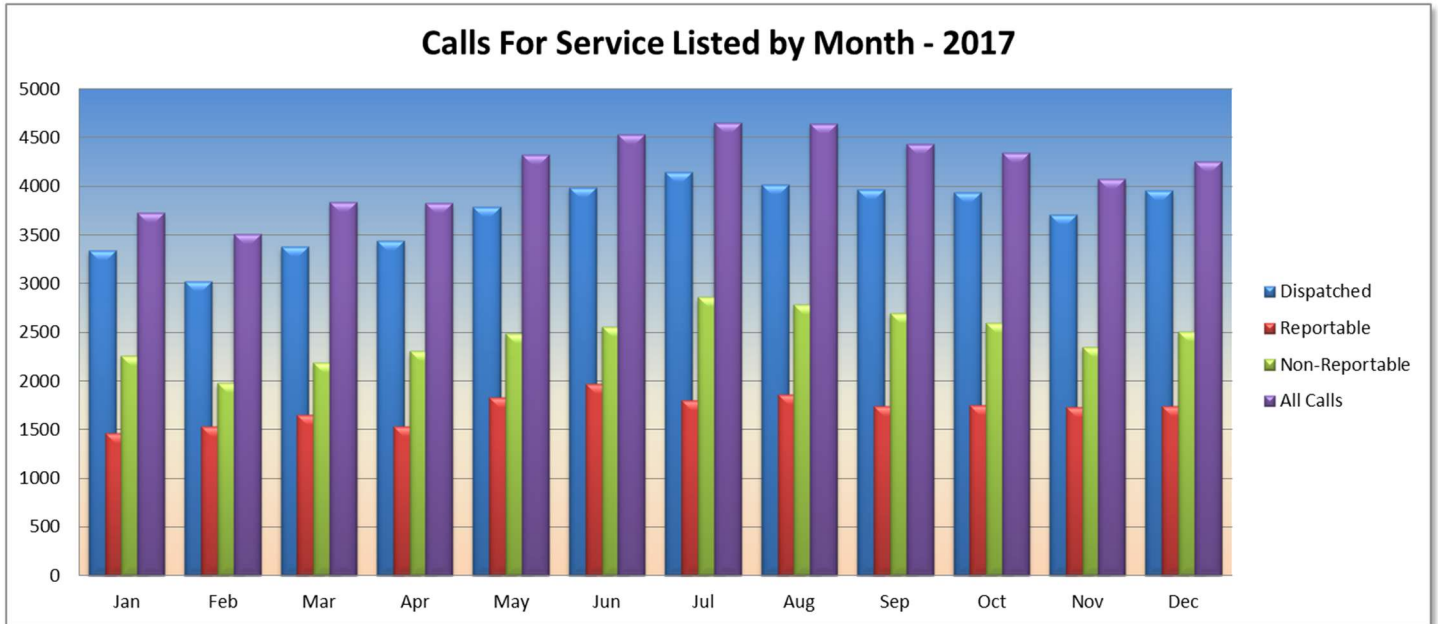
Actual Uniform Personnel By Rank and Gender 2017			
Rank	Female	Male	Total
Chief	0	1	1
Deputy Chief	1	0	1
Inspector	1	4	5
Staff Sergeant	2	8	10
Sergeant	3	19	22
Sub-Total	7	32	39
Constable	30	149	179
OP	1	5	6
Sub-Total	31	154	185
TOTAL	38	186	224

Actual Civilian Personnel By Positions and Gender 2017			
Position	Female	Male	Total
Senior Management/ Administration	1	2	3
Senior Clerical/Support/Professional/Technical	13	4	17
Junior Clerical	29	12	41
Communications/Dispatch	24	8	32
Court Security	4	8	12
TOTAL	71	34	105



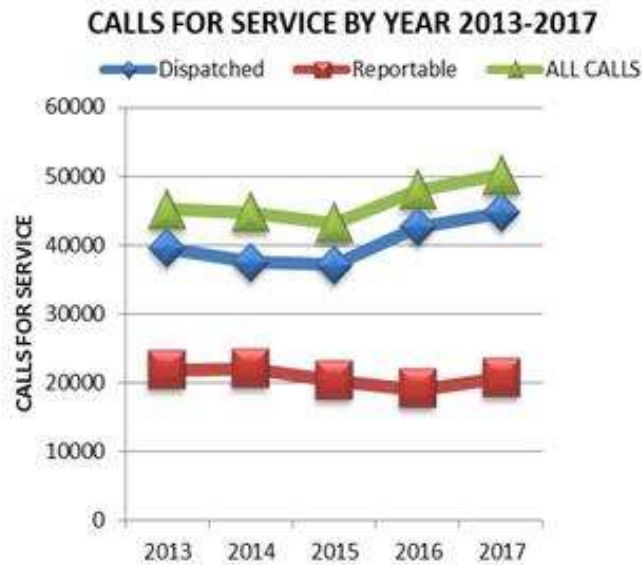
CALLS FOR SERVICE 2017

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Dispatched	3337	3026	3380	3445	3791	3991	4151	4021	3964	3940	3711	3957	44714
Reportable	1464	1528	1651	1529	1832	1973	1797	1860	1739	1751	1726	1745	20595
Non-Reportable	2260	1981	2187	2303	2490	2558	2860	2786	2698	2591	2347	2508	29569
All Calls	3724	3509	3838	3832	4322	4531	4657	4646	4437	4342	4073	4253	50164



CALLS FOR SERVICE BY YEAR 2013-2017

	2013	2014	2015	2016	2017
Dispatched	39530	37519	37054	42592	44714
Reportable	21690	21895	20212	18946	20595
ALL CALLS	45178	44652	43153	47907	50164



Other Calls for Service

In recent years, the Thunder Bay Police Service has seen a dramatic rise in calls for service involving persons in crisis. These are often serious incidents which involve complex and labour intensive responses.

Domestic violence continues to be a challenge for our community. These are highly volatile calls for police. The Thunder Bay Police Service has a dedicated Domestic Violence Unit which provides investigative support and works diligently with the victims of these serious incidents. The TBPS also deals with a high number of missing person investigations each year.

	2013	2014	2015	2016	2017
Mental Health	1,077	1,055	1,104	1,288	1,548
Domestic Violence	3,540	3,378	3,412	3,309	3,413
Missing Persons	811	867	1051	895	891

Public Intoxication

Each year, the Thunder Bay Police Service responds to numerous calls regarding persons who may be intoxicated in public spaces. These calls are investigated by patrol officers. In some cases, the individuals suspected of being intoxicated leave the area before police arrive. In other instances, officers must investigate and determine the condition of the individual(s) on scene.

While police have the authority (Liquor License Act of Ontario) to arrest and charge intoxicated persons, this is not always the preferred outcome. The abuse of intoxicants can pose a significant public safety risk. Thunder Bay Police work with social agencies to find alternative methods to ensure the safety of these individuals. Unfortunately, alternatives do not always exist and police are then forced to charge and detain intoxicated persons until they are able to look after themselves.

The following statistics illustrate the issues and the importance of community support agencies.

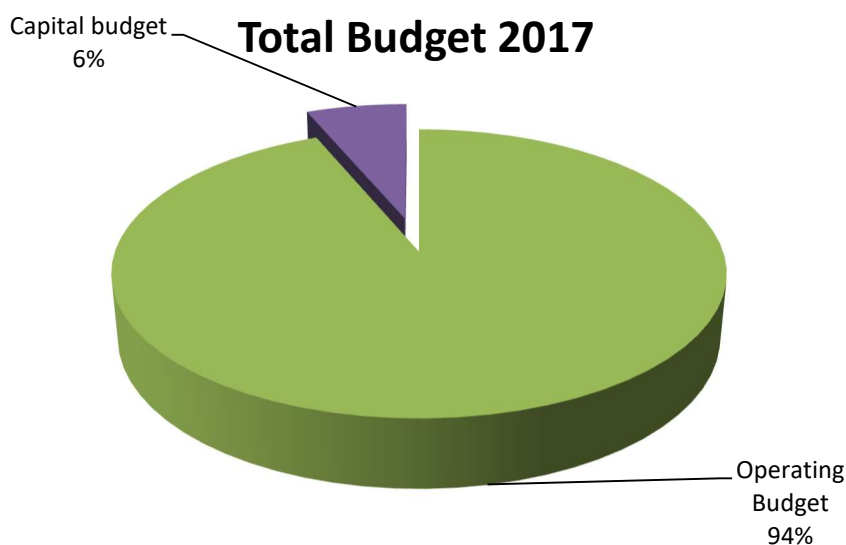
	2013	2014	2015	2016	2017
LLA Calls for Service	3,694	3,766	3,376	3,218	3,242
LLA Charges	1,876	1,914	1,431	1,135	1,222
Diversions	543	994	931	661	825

BUDGET

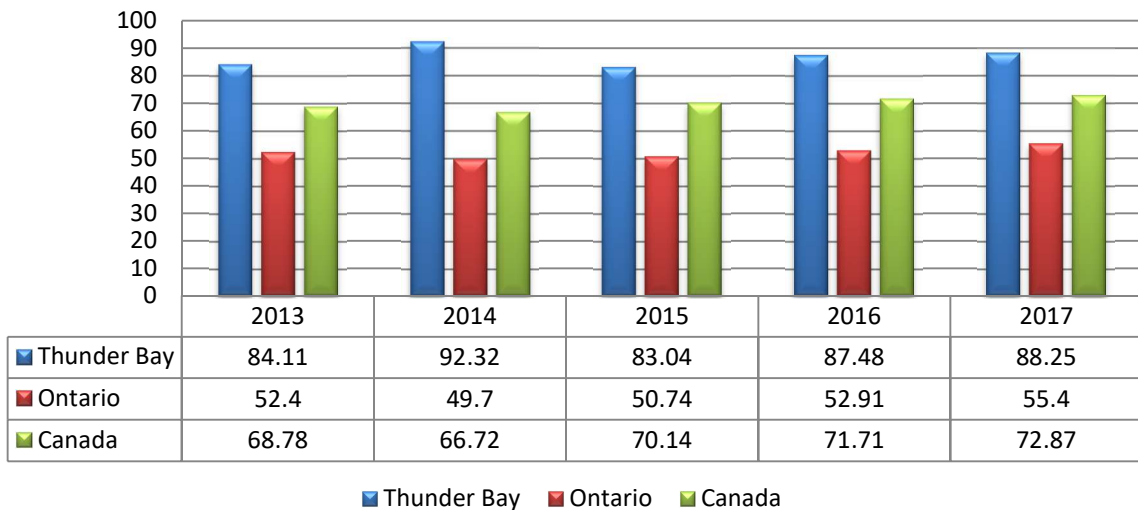
2017 Operating Budget	2016	2016	2017	2017
	Budget	Actual	Budget	Actual
Labour	41,186,822	40,544,900	41,989,600	40,763,072
Training	288,400	406,147	383,900	368,177
Uniforms & Equipment	889,100	907,313	1,096,600	920,564
Vehicle Maintenance	511,600	631,351	340,300	700,926
Communications	326,200	376,447	343,200	341,171
Computer Services	30,000	49,348	75,000	45,540
Other	810,078	2,159,943	1,721,400	1,898,236
Gross Expenditures	44,042,200	45,075,449	45,950,000	45,037,686
Revenue	4,228,300	4,557,191	-4,975,300	-4,674,124
Net Expenditures	39,813,900	40,518,258	40,974,700	40,363,562
2017 Capital Budget (Net)	2016		2017	
	\$988,600		\$3,077,000	

	2013	2014	2015	2016	2017
Capital Budget	810,500	1,300,100	1,083,700	988,600	3,077,000
Operating Budget	35,287,400	37,057,500	37,464,600	39,813,900	40,974,700
Total Budget	36,097,900	38,357,600	38,548,300	40,802,500	44,051,700
Population	116,921	121,596	121,596	115,740	115,905
Per Capita Cost	308.74	315.45	317.02	352.54	380.06

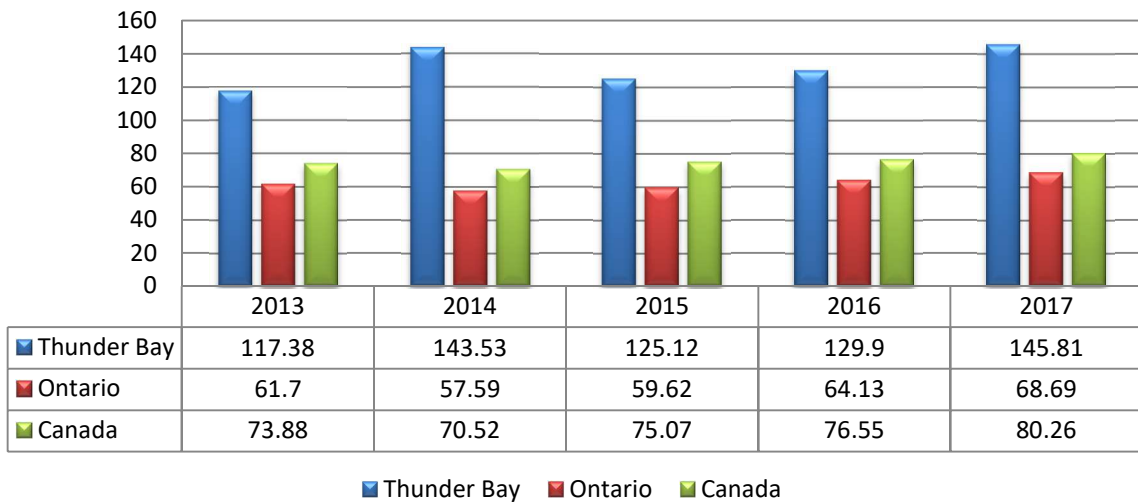
Totals have been adjusted



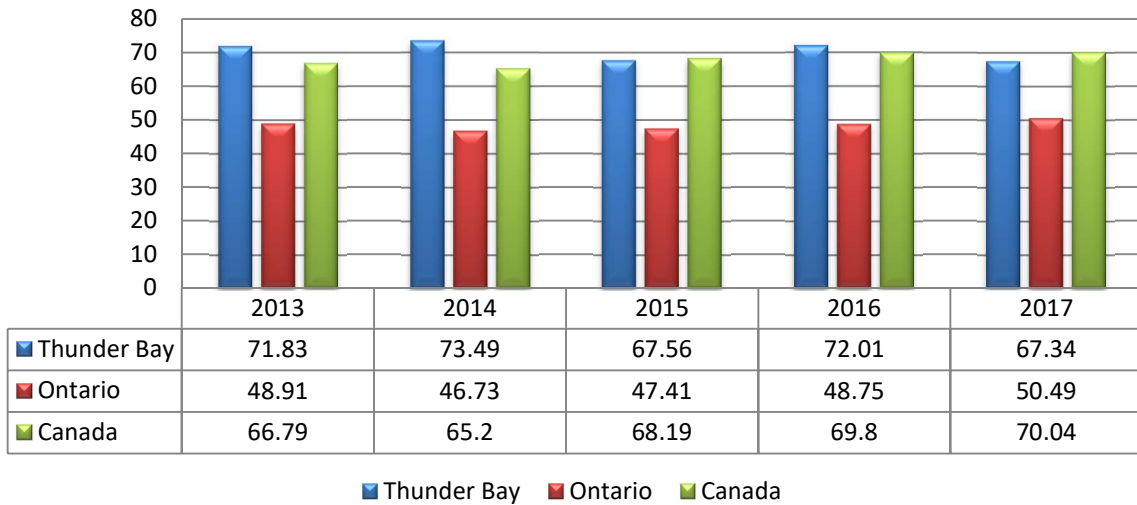
Crime Severity Index - Overall



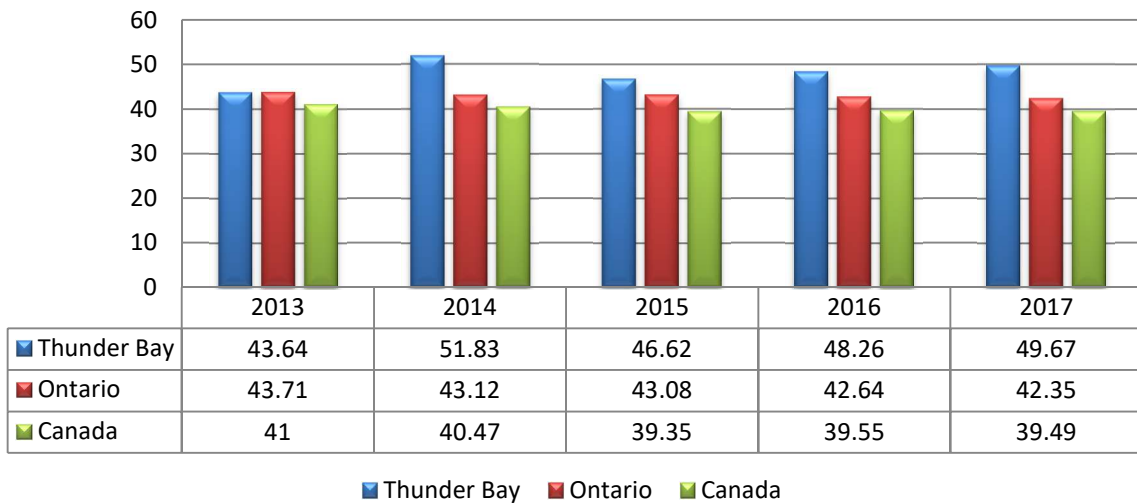
Violent Crime Severity Index



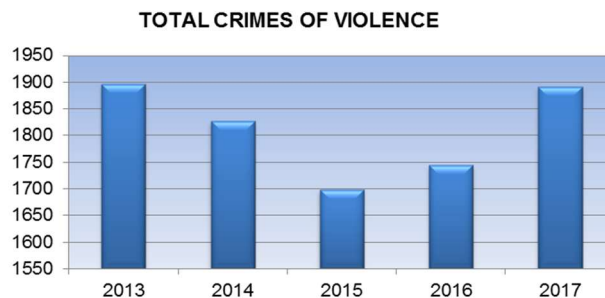
Non-Violent Crime Severity Index



Weighted Clearance Rate



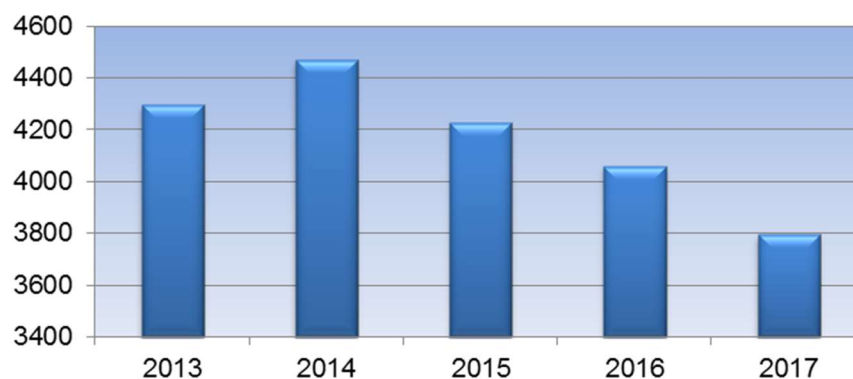
CRIMES OF VIOLENCE	2013	2014	2015	2016	2017
Murder - 1st Degree	0	0	0	0	1
Murder - 2nd Degree	3	11	3	6	6
Manslaughter	0	0	0	2	0
Infanticide	0	0	0	0	0
TOTAL	3	11	3	8	7
Criminal Negligence Causing Death	0	0	0	0	0
Attempt Murder	0	0	3	3	3
Aggravated Sexual Offences	1	1	0	1	0
Sexual Offences With Weapon	2	2	2	1	3
Sexual Offences	95	90	95	103	128*
Assault Level 1	832	717	710	760	768
Assault With Weapon - Level 2	204	232	212	242	265
Aggravated Assault - Level 3	32	27	27	28	39
Unlawfully Cause Bodily Harm	0	0	0	0	0
Discharging Firearm With Intent	5	3	0	0	0
Assault - Police/other Peace Officer	28	30	22	34	39
Other Assaults	7	6	6	21	11
TOTAL	1206	1108	1077	1193	1256
Robbery Total	140	127	178	141	148
Other Violent Offences Total	3	2	0	5	5
Abduction - Person Under 14 Yrs	1	0	0	0	1
Abduction - Person Under 16 Yrs	0	0	0	0	0
Contravening Custody Order	0	0	0	0	0
No Custody Order	0	0	0	0	0
TOTAL	1	0	0	0	1
OTHER CRIMES OF VIOLENCE					
Sexual Offences Against Children	10	20	16	16	13
Forcible Confinement or Kidnapping	32	32	22	29	36
Extortion	3	2	5	2	6
Criminal Harassment	186	201	162	154	165
Uttering Threats	248	218	191	175	218
Threatening/Harassing Phone Calls	64	106	44	21	36
TOTAL	543	579	440	397	476
TOTAL CRIMES OF VIOLENCE	1896	1827	1698	1744	1891
Rate per 100,000 Population	1614	1562	1460	1507	1631



*2017 includes new offence: Non Consensual Distribution of Indecent Images

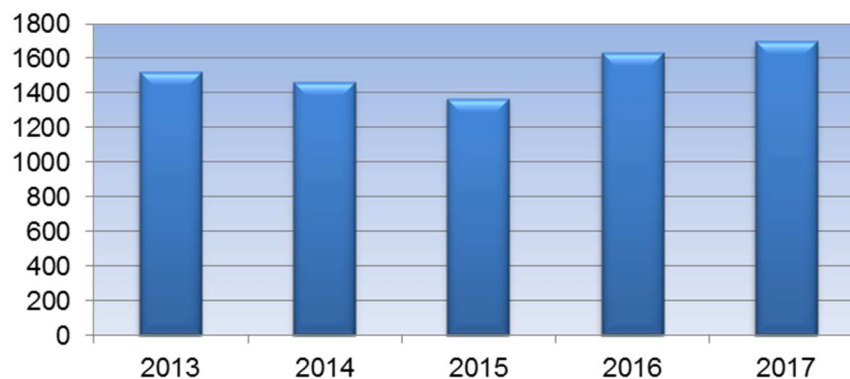
CRIMES AGAINST PROPERTY	2013	2014	2015	2016	2017
BREAK AND ENTER					
Business Premises	138	170	148	117	157
Residence	363	337	242	363	279
Other	105	73	98	103	63
TOTAL	606	580	488	583	499
MOTOR VEHICLE THEFT					
TOTAL	161	173	183	189	185
THEFT OVER \$5000					
From Motor Vehicles	6	2	12	3	9
Shoplifting	0	0	0	3	1
Other Thefts	20	15	12	15	22
TOTAL	26	17	24	21	32
THEFT UNDER \$5000					
From Motor Vehicles	642	706	715	657	487
Shoplifting	568	663	615	634	638
Other Thefts	798	752	753	642	686
TOTAL	2008	2121	2083	1933	1811
Have Stolen Goods	45	62	45	51	28
Fraud	263	491	306	400	402
Mischief	1161	1002	1063	859	807
Arson	26	24	32	23	31
TOTAL CRIMES AGAINST PROPERTY	4296	4470	4224	4059	3795
Rate per 100,000 Population	3658	3820	3632	3507	3274

CRIMES AGAINST PROPERTY



OTHER CRIMINAL CODE OFFENCES	2013	2014	2015	2016	2017
PROSTITUTION					
Bawdy House	0	0	0	0	0
Procuring	0	0	0	0	0
Other Prostitution	0	0	0	0	0
TOTAL	0	0	0	0	0
GAMING AND BETTING					
Betting House	0	0	0	0	0
Gaming House	0	0	0	0	0
Other Gaming & Betting Offences	0	0	0	1	0
TOTAL	0	0	0	1	0
OFFENSIVE WEAPONS					
Firearms Usage	0	0	0	0	0
Weapons Possession	31	36	44	46	27
Traffic Import/Export	1	0	0	0	1
Other Weapons Offences	2	0	1	1	2
TOTAL	34	36	45	47	30
OTHER CRIMINAL CODE OFFENCES					
Bail Violations	985	951	901	947	1064
Counterfeiting Currency	5	17	4	16	37
Disturb The Peace	14	14	12	2	10
Escape Custody	9	6	7	7	4
Indecent Acts	15	10	6	11	12
Public Morals	13	24	23	27	23
Obstruct Public Peace Officer	24	23	13	13	36
Prisoner Unlawfully at Large	4	6	4	2	2
Trespass at Night	4	3	4	2	11
Other Criminal Code Offences	415	372	353	562	472
TOTAL	1488	1426	1327	1589	1671
OTHER CRIMINAL CODE OFFENCES TOTAL	1522	1462	1372	1637	1701
Rate per 100,000 Population	1296	1246	1179	1414	1467

OTHER CRIMINAL CODE OFFENCES



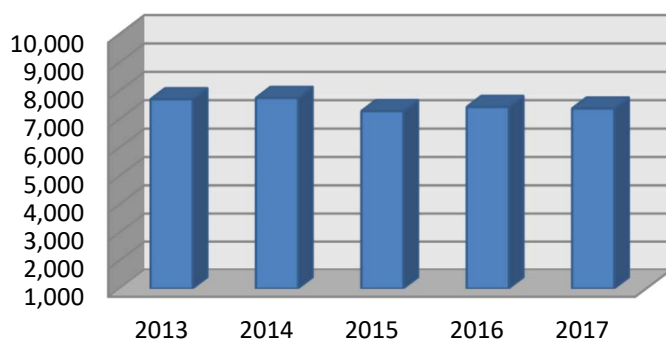
FIVE YEAR CRIMINAL CODE SUMMARY

CRIME TYPE	2013	2014	2015	2016	2017
Crimes of Violence	1896	1827	1698	1744	1891
Crimes Against Property	4296	4470	4224	4059	3795
Other Criminal Code Offences	1522	1462	1372	1637	1701
TOTAL	7714	7759	7294	7440	7387

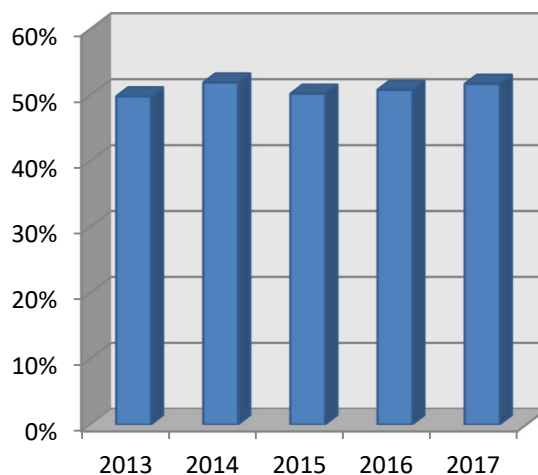
INCIDENTS CLEARED BY CHARGE OR OTHER

	2013	2014	2015	2016	2017
Offences Percent Cleared	49.80%	51.90%	50.20%	50.80%	51.70%

FIVE YEAR CRIMINAL CODE SUMMARY



INCIDENTS CLEARED BY CHARGE OR OTHER



DRUG OFFENCES	2013	2014	2015	2016	2017
Heroin	0	0	1	1	3
Cocaine	43	31	44	30	54
Other Drugs	27	26	18	31	25
Cannabis	82	80	57	37	23
TOTAL	152	137	120	99	105

OTHER FEDERAL STATUTES	2013	2014	2015	2016	2017
Bankruptcy Act	0	0	0	0	0
Customs Act	0	0	0	0	0
Excise Act	0	0	0	0	0
Immigration Act	0	0	0	0	0
Firearms Act	0	0	0	0	0
Other Federal Statutes Act	95	81	45	29	31
TOTAL	95	81	45	29	31

CRIMES OF VIOLENCE—YOUTH CHARGED	2013	2014	2015	2016	2017
HOMICIDE					
Murder - 1st Degree	0	0	0	0	0
Murder - 2nd Degree	1	1	0	1	0
Manslaughter	0	0	0	0	0
Infanticide	0	0	0	0	0
TOTAL	1	1	0	1	0
ATTEMPT MURDER TOTAL	0	0	0	0	0
Aggravated Sexual Offences	0	0	0	0	0
Sexual Offences With Weapon	0	1	0	0	0
Sexual Offences	4	10	1	4	4
Assault Level 1	42	41	33	33	21
Assault With Weapon - Level 2	14	12	14	16	14
Aggravated Assault - Level 3	3	2	0	1	2
Unlawfully Cause Bodily Harm	0	0	0	0	0
Discharging Firearm With Intent	0	0	0	0	0
Assault - Police/Other Peace Officer	3	3	3	2	2
Other Assaults	0	0	0	3	0
TOTAL ASSAULTS	66	69	48	59	43
ROBBERY TOTAL	11	1	4	8	9
OTHER VIOLENT OFFENCES					
TOTAL	0	0	0	0	0
Abduction - Person Under 14 Yrs	0	0	0	0	0
Abduction - Person Under 16 Yrs	0	0	0	0	0
Contravening Custody Order	0	0	0	0	0
No Custody Order	0	0	0	0	0
ABDUCTION TOTAL	0	0	0	0	0
OTHER CRIMES OF VIOLENCE					
Sexual Offences Against Children	0	1	0	0	0
Forcible Confinement or Kidnapping	0	4	0	2	1
Extortion	0	0	0	0	0
Criminal Harassment	0	0	1	0	0
Uttering Threats	1	5	2	3	2
Threatening/Harassing Phone Calls	0	0	0	0	0
TOTAL	1	10	3	5	3
TOTAL--CRIMES OF VIOLENCE	79	81	55	73	55

DRUG OFFENCES-YOUTH CHARGED	2013	2014	2015	2016	2017
Heroin	0	0	0	0	0
Cocaine	0	0	0	0	1
Other Drugs	1	1	0	0	0
Cannabis	7	8	1	3	1
TOTAL	8	9	1	3	2

CRIMES AGAINST PROPERTY-YOUTH	2013	2014	2015	2016	2017
BREAK AND ENTER					
Business Premises	3	2	3	4	2
Residence	6	5	2	4	2
Other	0	3	0	1	0
TOTAL	9	10	5	9	4
Motor Vehicle Theft	15	5	3	0	2
THEFT OVER \$5000					
From Motor Vehicles	0	0	0	0	0
Shoplifting	0	0	0	0	0
Other Thefts	0	0	0	0	0
TOTAL	0	0	0	0	0
THEFT UNDER \$5000					
From Motor Vehicles	5	5	2	2	0
Shoplifting	12	5	9	4	4
Other Thefts	7	5	5	2	2
TOTAL	24	15	16	8	6
Have Stolen Goods	11	15	9	7	3
Fraud	1	3	0	1	0
Mischief	18	12	7	6	10
Arson	1	1	0	0	0
TOTAL- PROPERTY CRIMES	79	61	40	31	25

OTHER CRIMINAL CODE OFFENCES--YOUTH	2013	2014	2015	2016	2017
OFFENSIVE WEAPONS					
Firearms Usage	0	0	0	0	0
Weapons Possession	3	2	5	3	1
Traffic Import/Export	0	0	0	0	0
Other Weapons Offences	0	0	0	0	0
TOTAL	3	2	5	3	1
OTHER CRIMINAL CODE OFFENCES					
Bail Violations	91	86	57	70	30
Counterfeiting Currency	0	0	0	0	0
Disturb The Peace	0	0	1	0	0
Escape Custody	10	7	9	6	2
Indecent Acts	0	0	0	0	0
Public Morals	0	0	0	0	0
Obstruct Public Peace Officer	3	3	1	0	0
Prisoner Unlawfully at Large	0	1	0	0	0
Trespass at Night	0	0	0	0	0
Other Criminal Code Offences	4	3	0	1	1
TOTAL	108	100	68	77	33
TOTAL--OTHER CRIMINAL CODE OFFENCES	111	102	73	80	34

MOTOR VEHICLE COLLISIONS (in 2015 data compiled from electronic records through Self Reporting Centre)

TYPE	2015	2016	2017
Fatal	3	1	3
Personal Injury	559	538	434
Property Damage	2830	2880	2885
Non-Reportable	24	27	242
Other	--	--	7
TOTAL	3416	3446	3571

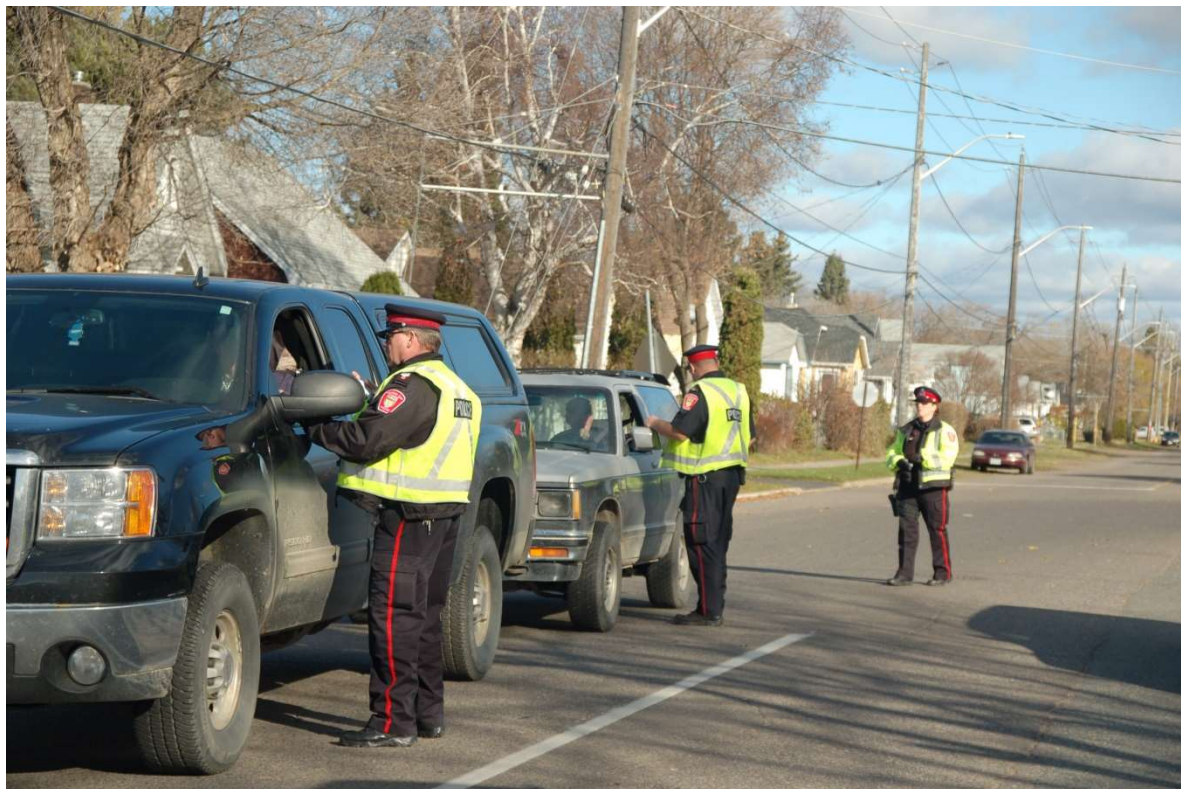
FUNDED R.I.D.E. PROGRAM

	2013	2014	2015	2016	2017
Vehicles Checked	7812	5570	7847	4612	4147
12Hr. Suspension/Warn Range Suspension	29	16	19	12	17
Impaired Drivers	15	10	12	17	26

RIDE statistics are based on the calendar year which runs from (April 1 – March 30th)

TOTAL IMPAIRED DRIVING INCIDENTS

2013	2014	2015	2016	2017
137	140	138	202	208



2017 Police Mileage

1,639,414 kms

2016 Police Mileage

1,718,404 kms



Property Records	2016	2017
Received	6,632	7223
Disposed	4466	3120
In Inventory December 31st	21,166	25,269
2017 Fleet - As compared to 2016		
	2016	2017
Marked	29	29
Unmarked	29	29
Specialty Units	15	15
Leased Vehicles	<u>15</u>	<u>15</u>
Total	88	88

FREEDOM OF INFORMATION	2013	2014	2015	2016	2017
Personal Requests Received	149	142	156	132	179
General Requests Received	42	54	65	55	57
TOTAL REQUESTS RECEIVED	191	196	221	187	216

COMPLAINTS AGAINST POLICE	2016	2017
Screened Out --deemed frivolous/vexatious, made in bad faith or not in the public interest	16	19
Officer Conduct		
Discreditable Conduct	13	22
Neglect of Duty	3	5
Deceit	0	0
Unlawful or Unnecessary Use of Authority	5	2
Service		
Service Complaint	2	4
Policy	0	2
Total Complaints	40	54
Resolution of Complaints		
Not Accepted	16	19
Pending Investigations to date	8	13
Withdrawn	3	12
Informal Resolution Agreement	0	1
Unsubstantiated	13	9
Substantiated	0	0
Total Complaints	40	54

Complaints statistics reporting changed in 2016

CRIMESTOPPERS	2013	2014	2015	2016	2017
Tips Received	858	953	975	1115	1303
Arrests	66	47	26	19	26
Cases Solved	64	50	36	35	54
Property Recovered	\$89,132.00	\$125,058.00	\$39,285.00	\$20,000.00	\$22,615.00
Drugs Seized	\$1,329,008.00	\$307,955.00	\$729,120.00	\$16,000.00	\$598,230.00

