

Hanover Police Services Board

Business Plan

2021-2023



Index

Message from the Chair of the Police Services Board	3
Message from the Chief of Police	4
Mission Statement and Core Values	5
Our Directions for the Future	6
Community Facts	9
Demographics	9
Hanover’s Policing Environment.....	10
Legislative Requirements	13
Objectives, Core Business and Functions	14
Performance Objectives and Indicators	15
Community-Based Crime Prevention Initiatives, Community Patrol and Criminal Investigation Services	15
Community Satisfaction with Police Services	18
Emergency Calls for Service.....	21
Violent Crime and Clearance Rates for Violent Crime	21
Property Crime and Clearance Rates for Property Crime	22
Youth Crime and Clearance Rates for Youth Crime.....	23
Police Assistance to Victims of Crime and Re-Victimization Rates	25
Road Safety	26
School Programs	27
Information Technology	28
Resource Planning	29
Police Facilities	31
COVID-19	32

Message from the Police Services Board

On behalf of the Hanover Police Services Board, I would like to thank those who participated in the consultations conducted as part of the development of this business plan. Input from the public, the school board, community and business groups, and Town Council is critical in ensuring that policing responds to community needs.

Since the Board's last business plan, we have made major strides in developing a Police Service comprised of exceptionally qualified and dedicated staff members. We have also been able to improve significantly the financial picture by reducing costs, partnering with other services to achieve efficiencies, and creating financial reserves to cover current and future liabilities.

We will continue to work hard on both those fronts, and to ensure accountability, transparency and accessibility which are the keys to an effective and efficient police service.

This business plan sets out the direction for the Hanover Police Services Board and the Hanover Police Service for the next three years. I encourage you to increase your awareness of what goes on at the level of both the Board and the Service.



Don Smith
Chair
Hanover Police Services Board

Message from the Chief of Police

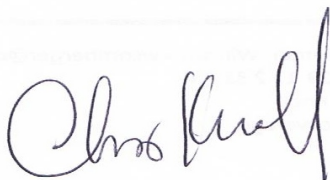
First, I wish to thank Don Smith, Chair of the Hanover Police Services Board, and Board Members Mike Dunlop, Selwyn Hicks, Rick Hopkins and Sue Paterson for their unwavering support of the Hanover Police Service.

The Members of the Service and I are gratified that the public consultations conducted as the basis for this Business Plan show that our Service enjoys a high level of confidence and is well regarded by the people of Hanover and those who visit Hanover regularly to work, shop or do business.

Nevertheless, it is clear from the survey results that there are pressing issues facing the community, including drugs, mental health and property crime. As Chief, I am committed to addressing these issues through:

- ✓ drug enforcement and education;
- ✓ crime reduction through enforcement and prevention strategies;
- ✓ ensuring safe spaces on our roads, in our parks, downtown, and on our trails;
- ✓ supporting employees and wellness;
- ✓ strengthening and building partnerships; and
- ✓ increasing community engagement.

The Hanover Police Service, with support from the Hanover Police Services Board, will face the issues identified in this Business Plan and work tirelessly to make Hanover a safe and enjoyable place for everyone.



Christopher Knoll
Chief of Police

Hanover Police Service

Mission Statement and Core Values

Mission Statement

To provide efficient and effective community-based policing.

Core Values

Professional Excellence and Accountability

We believe that we are accountable to our community, our stakeholders and each other for our professional practices that are demonstrated in our work by our appearance, conduct and attitude.

Strong Work Ethic

We believe in a consistent and strong effort by our members at every level within our organization. Our time will be productive and utilized to perform activities that promote safety and security in our community.

Teamwork

We work together within the Police Service and with the members of our Community to achieve goals, making use of diverse skills, abilities, roles and views.

Positive Attitude

We strive to bring positive and constructive influences to our dealings with each other and with our community.

Caring and Courteous

We believe in acting in a sensitive and compassionate way that fosters respectful relationships with each other, our stakeholders and with the people we serve.

Integrity

We are honourable, trustworthy, inclusive, and strive to do what is right in a respectful and transparent way.

Our Directions for the Future

As the basis for this Business Plan, the Board conducted consultations with the general public and the Bluewater District School Board through two electronic surveys.

The public survey was made available electronically through a link on the Town of Hanover's web site and it was advertised on Bluewater Radio and Bayshore Broadcasting, as well as in the Hanover Post and the Chief of Police's Twitter feed. In addition, hard copy surveys were made available at the Town office, the Hanover Public Library and the Police Station and posters promoting the survey were placed in the Library, at the Town office and the Police station. Specific community groups were contacted by email with a request that they promote completion of the survey to their members.

The school board survey was promoted by emails to school principals in Hanover with a request that they disseminate it to teachers and school staff for completion.

The surveys were available from September 2 to November 25, 2019 and a total of 328 responses (on-line and hard copy) were received from the Community Survey and 11 responses were received from the School Board Survey.

Two focus groups were held for members of the public on September 25 and October 2, 2019. A total of 13 members of the public attended to respond to specific questions and express their opinions.

The Board consulted the Hanover Police Association through Chief Knoll who met directly with the Association President and had open conversations with all members of the Service.

The Chair of the Board appeared as a delegation at Hanover Town Council on September 3, 2019 to provide an overview of the components of its business plan and to offer an opportunity to Council to provide feedback as part of the development of the plan.

The results of the consultations led the Board to identify future directions to be pursued that will ensure an effective and efficient police service dedicated to serving all members of the community. These directions are set out below, along with specific actions that will be taken to achieve them.

This report contains charts, graphs and tables which present various statistics about the Hanover Police Service and the results of the consultations. The percentages in the charts, graphs tables have been rounded to the nearest full percent and as a result, totals may not always equal exactly 100%.

Direction	What We Will Do
Well-Being	<ul style="list-style-type: none"> ❖ Address the issue of illicit drugs in our community through continued enforcement ❖ Increase education programs for community members regarding drug use prevention strategies ❖ Engage the services of an in-house mental health worker to attend calls out of the Hanover station with the goal of focusing police resources where they are most effective and appropriately directing people with mental health issues ❖ Participate in the Community Safety & Well-Being Plan Advisory Committee ❖ Promote mental and physical well-being through attendance at public events ❖ Support our employees in maintaining their mental and physical health ❖ Provide individual support to employees through the Employee Assistance Plan and the Peer Support Team ❖ Continue to evolve with best practices on employee health and wellness by consulting other police services and engaging the experts in the field
Engagement	<ul style="list-style-type: none"> ❖ Increase the amount of public information about crime and police activities ❖ Attend Hanover Town Council as required to provide an update on the level of crime and HPS activities to prevent and suppress crime, including percentage change from the previous year ❖ Issue a press release to coincide with each update to Council ❖ Communicate the survey results to Hanover Town Council as they pertain to the preferred method of policing ❖ Introduce other social media platforms to educate and encourage people to report situations that might involve criminal activity ❖ Link the Chief's Twitter account to other social media platforms so the content on both is the same ❖ Put in place crime prevention programs, using various social media platforms to inform the public about measures they can take to prevent crimes against people and property ❖ Develop a professional HPS website that is easy for the public to navigate and that allows on-line reporting of minor crimes ❖ Continue participation by the Chief, Deputy Chief and members of the Service at community events ❖ Include in public education programs, as well as on Twitter and Facebook, measures that the public can take to prevent and minimize violent crime and property crime ❖ Clearly explain to those who contact HPS whether they should expect follow-up. In some cases, follow-up may not be necessary, but the member of the public may expect it, which will lead to unmet expectations and a negative opinion of HPS. ❖ Ensure consistent follow-up after contact with HPS, including using technologies such as email, texting and social media to ensure efficient and effective use of staff time ❖ Assign civilian members to school programs and other community events ❖ Dedicate resources to promoting the school liaison program

	<ul style="list-style-type: none"> ❖ Communicate the survey results to the Town Hanover’s Parks and Recreation Department so they are aware of the high sense of security people have in municipal buildings and can consider possible action regarding the 20% who feel unsafe in the parks
<p>Safe Public Spaces</p>	<ul style="list-style-type: none"> ❖ Target reducing violent crime to the 2016 level with a clearance rate of 95% ❖ Increase foot patrols downtown and on the trails to 150 per year ❖ Increase foot/bike patrol of the trails May 15th to September 15th to a minimum of 15 hours per month using Special Constables, Part time Constables and Full-time Constables ❖ Increase the number of RIDE checks to 250 ❖ Encourage members of the public to be vigilant and report incidents ❖ Partner with local agencies to mount a public education program about how to secure property and the need to report suspicious persons; what a suspicious person looks like (behaviours) and how to report such incidents ❖ Conduct directed patrols of identified “hot spots” for aggressive drivers for enforcement and deterrence purposes ❖ Conduct school patrols before and after school for increased police visibility ❖ Implement use of the Automatic Licence Plate Reader to reduce the incidence of improperly licenced vehicles, help intercept wanted persons, stolen vehicles and suspended drivers, and identify other licence plate infractions ❖ Explore ways of changing calls for service reporting requirements for routine calls/duties such as foot patrols and R.I.D.E programs to reduce report writing time, incident coding and approvals, and put more resources “on the street” interfacing with the public ❖ Continue the use of mobile speed monitoring signs ❖ Analyze data from the mobile speed signs to detect patterns ❖ Use the results of the analyses to alter dangerous driving patterns
<p>Partnerships</p>	<ul style="list-style-type: none"> ❖ Continue collaboration with other police services to achieve efficiencies ❖ Expand collaboration with other community services to provide more public services that are affordable on a shared basis but might not be affordable for an individual service ❖ Continue to build relationships with our school communities with regular school visits to engage with staff and students ❖ Embed a mental health worker at HPS to work directly with officers and attend calls for service related to mental health and addiction ❖ Partner with the Launch Pad to provide programming to area youth ❖ Work with the Fire Department to continue to receive water rescue training and explore other training opportunities ❖ Continue to explore opportunities with Owen Sound Police Service to enhance communications through best practices and infrastructure enhancements ❖ Partner with the Saugeen Valley Children’s Safety Village to deliver programming ❖ Engage with the local retailers and merchants to educate them on crime prevention strategies ❖ Explore all possible grant opportunities

Community Facts

Demographics

The information below is based on the most recent Government of Canada Census which was conducted in 2016. The census is done every four years and so updated information will not be available until 2021 when the results of the 2020 census will be released.

2011 Population of Hanover	7,490
2016 Population of Hanover	7,688
Percent Change in Population	+ 2.6%
Average Age	45.9
Population Density	784.5/sq. km
Total Town Area	9.80 sq. km
Number of Private Dwellings	3,340

Age Groups	Both Sexes	Males	Females
0 to 14	15.4%	17.0%	14.1%
15 to 64	57.8%	58.7%	56.8%
65 and over	26.9%	24.2%	29.2%



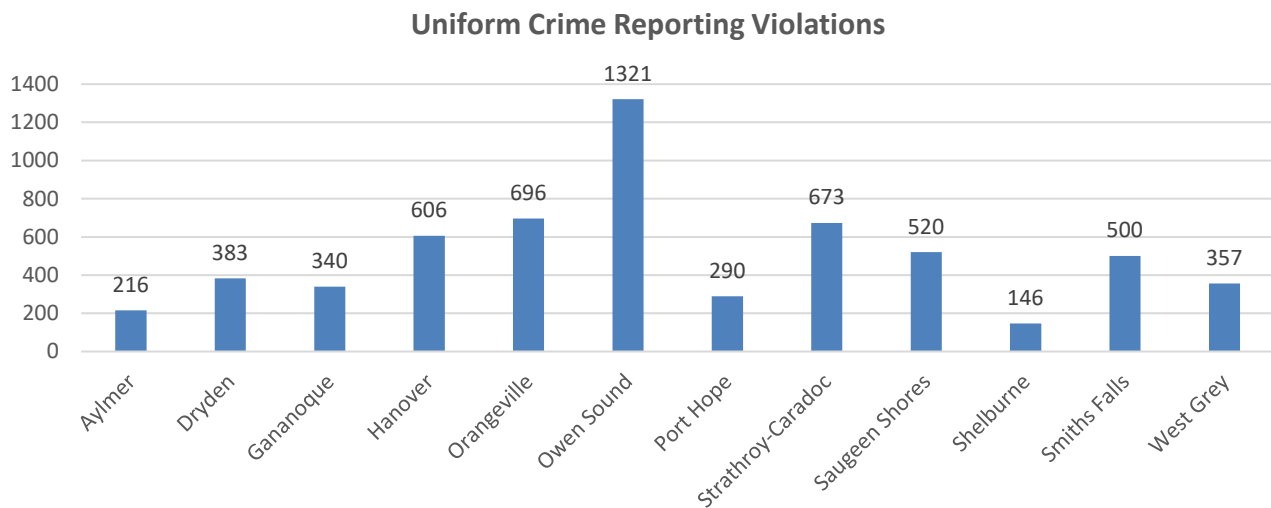
Statistics Canada. 2017. *Focus on Geography Series, 2016 Census*. Statistics Canada Catalogue no. 98-404-X2016001. Ottawa, Ontario. Analytical products, 2016 Census. Last modified April 23, 2017.

Hanover's Policing Environment

Hanover is home to outstanding health care services, award winning cultural events, recreation, as well as various elementary and secondary schools. The Town is in close proximity to some of the most beautiful nature and tourism areas in the Province. Located within Grey County in the Southwest region of Ontario, Hanover is a regional hub providing commercial and recreational services to over 45,000 people throughout the area.

As a regional hub, Hanover attracts people from a wide area to its shopping, business, recreational and cultural attractions. This influx of people and traffic puts a demand on policing resources which is not experienced by other neighbouring communities. (*Source: Hanover.ca*) In addition, Hanover is the home of various social service agencies for the region and thus attracts people who are socially disadvantaged, and social disadvantage is linked to increased crime. Some of the major areas contributing to crime are incidents under the Mental Health Act and property crimes. From 2017 to 2018, incidents under the Mental Health Act increased dramatically by more than 300%, and from 2018 to 2019, there was a small decrease of 6%. Property crimes increased by 26% from 2017 to 2018, and from 2018 to 2019, there was a small decrease of 3%.

It is clear that there are issues around mental health in our community, and people with mental health issues are often involved in incidents requiring police attention. Property crimes are on the increase, but so is the clearance rate, indicating effective follow up in solving these crimes on the part of the Hanover Police Service. The following table shows Uniform Crime Reporting Violations reported as of March 11, 2020, for municipalities in Ontario that are similar in size or in close proximity to Hanover for the period January 1 to December 31, 2019.

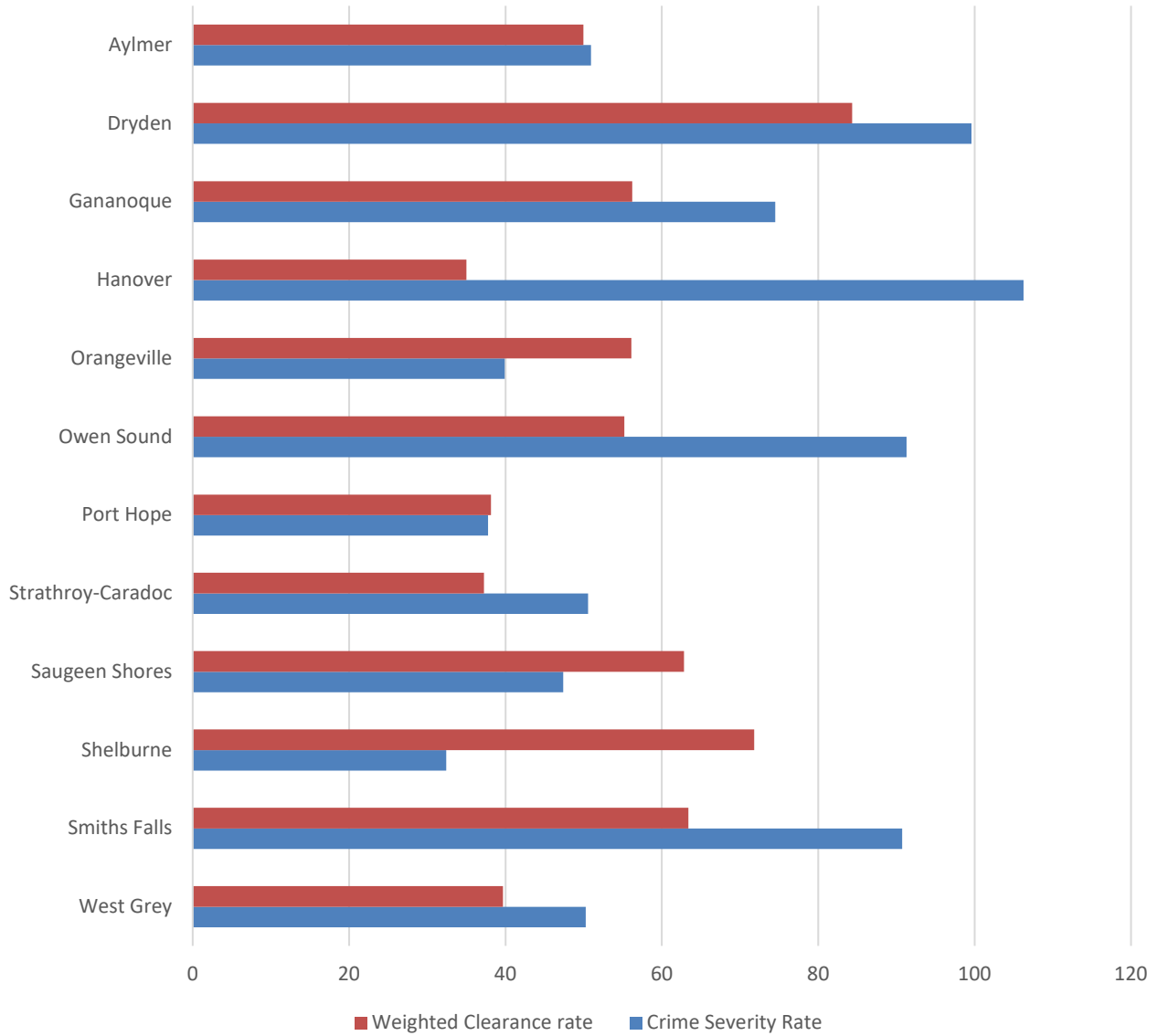


As can be seen, the number of criminal code violations in Hanover is considerably more than the other locations when community population is taken into account.

The Crime Severity Index measures changes in the level of severity of crime from year to year. 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. It is calculated using incident based Uniform Crime Reporting Survey data, and includes all Criminal Code violations including traffic, as well as drug violations and all Federal Statutes. The Violent Crime Severity Index includes all incident based Uniform Crime Reporting

Survey violent violations, some of which were not previously included in the aggregate violent crime category, including uttering threats, criminal harassment and forcible confinement. “Clearance rate” is a measure of crimes solved, either by the laying of a charge or without charge and the weighted clearance rate assigns values to crimes according to their seriousness, with more serious crimes being given a higher statistical "weight".

Crime Severity and Weighted Clearance Rates



Hanover has a high incidence of crime based on the crime severity index and a lower weighted clearance rate than the other communities shown.

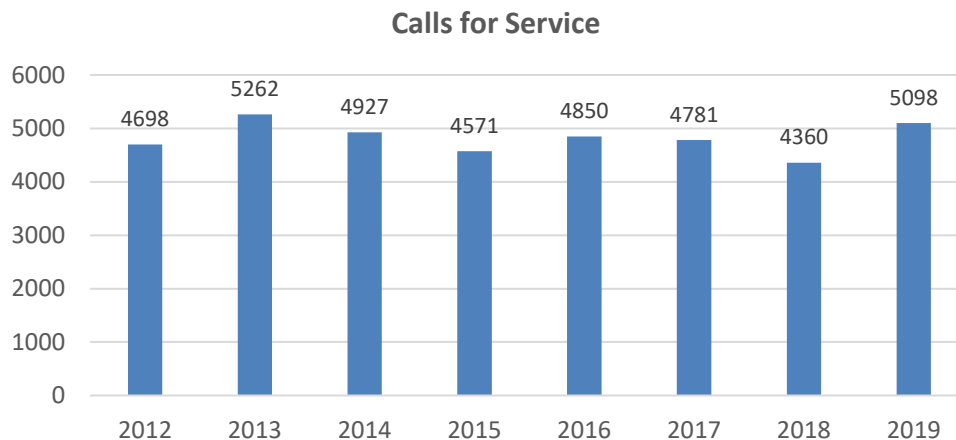
The following table contains data about the municipalities and police services noted above, to show how many members of the population are served by one full time officer. Hanover’s ratio shows that the Service operates on a level of efficiency on par with the comparators.

Police Service	Population*	Full Time Officers**	Population Per Full Time Officer	Part Time Officers	Full Time Special Constables	Part Time Special Constables	Total Officers & Special Constables
Aylmer	7,492	13	576	2	2	0	17
Dryden	7,749	21	369	0	0	3	24
Gananoque	5,159	14	369	1	6	0	21
Hanover	7,688	14	549	3	2	0	19
Orangeville	28,900	44	657	1	3	7	55
Owen Sound	21,341	40	534	5	12	2	59
Port Hope	16,753	24	698	1	0	0	25
Strathroy-Caradoc	20,867	29	720	0	0	0	29
Saugeen Shores	13,715	22	623	0	1	4	27
Shelburne	8,126	15	542	0	0	0	15
Smiths Falls	8,780	25	351	0	3	0	28
West Grey	12,518	18	695	2	0	0	20

*Statistics Canada 2016 Census Data

**Includes Chief, Deputy, Inspector & Sergeant

In 2019, the Hanover Police Service had completed 5,098 calls for service in the calendar year compared to 4,360 for 2018, an increase of 738 calls for service or 17% over 2018. It should be noted that the calls for service in 2013 and 2014 included police background checks, however, this practice stopped for privacy and efficiency reasons. Since that time, background checks are recorded in a separate in-house recording system not associated with calls for service. Our Service processes approximately 600 police background checks per calendar year.



Legislative Requirements

Regulation 3/99 made under The Police Services Act requires a Police Services Board to produce a business plan at least once every three years that addresses:

- (a) the objectives, core business and functions of the police force, including how it will provide adequate and effective police services;
- (b) quantitative and qualitative performance objectives and indicators relating to,
 - (i) the police force's provision of community-based crime prevention initiatives, community patrol and criminal investigation services,
 - (ii) community satisfaction with police services,
 - (iii) emergency calls for service,
 - (iv) violent crime and clearance rates for violent crime,
 - (v) property crime and clearance rates for property crime,
 - (vi) youth crime and clearance rates for youth crime,
 - (vii) police assistance to victims of crime and re-victimization rates, and
 - (viii) road safety;
- (c) information technology;
- (d) resource planning; and
- (e) police facilities.

The regulation also requires every Board to consult with its municipal council, and the school boards, community organizations and groups, businesses and members of the public in the municipality it serves during the development of its business plan.

Objectives, Core Business and Functions

Objective

It is the objective of the Hanover Police Services Board and the Hanover Police Service to keep Hanover a safe place to live, to visit and to do business in.

Core Businesses and Functions

Under the Police Services Act, a municipal police service is required to provide, at a minimum, the following services:

- Crime Prevention
- Law Enforcement
- Assistance to Victims of Crime
- Public Order Maintenance
- Emergency Response

In addition to the above, the Hanover Police Service delivers the following services:

- Community-Based Crime Prevention
- Community Patrol
- Criminal Investigation Services
- Victim Assistance
- Administration and Infrastructure

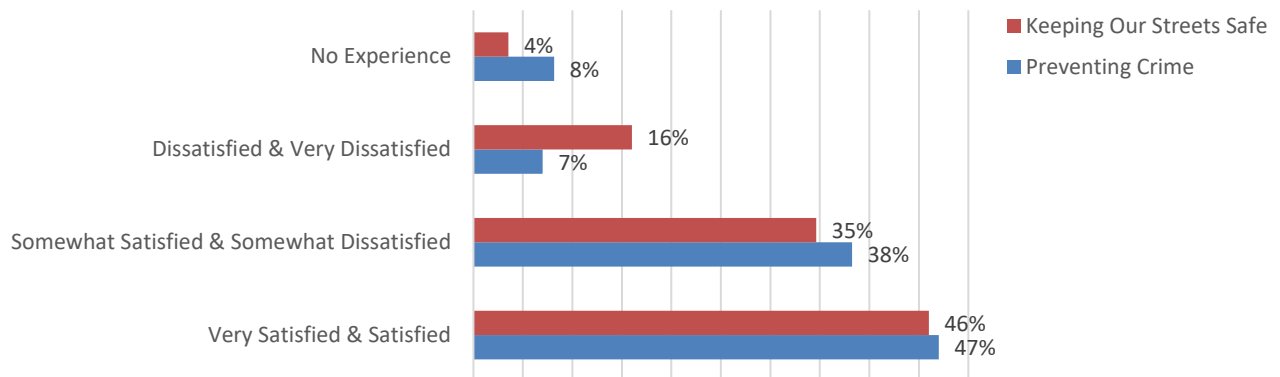
Performance Objective and Indicators

Using the data from the consultations provided significant information about the level of importance people give to various crime and safety issues, and how HPS is perceived by people who live in Hanover and those who visit regularly. Percentages in the following section refer to the number of respondents in the 2019 Hanover Police Services Board Community Survey and the School Survey.

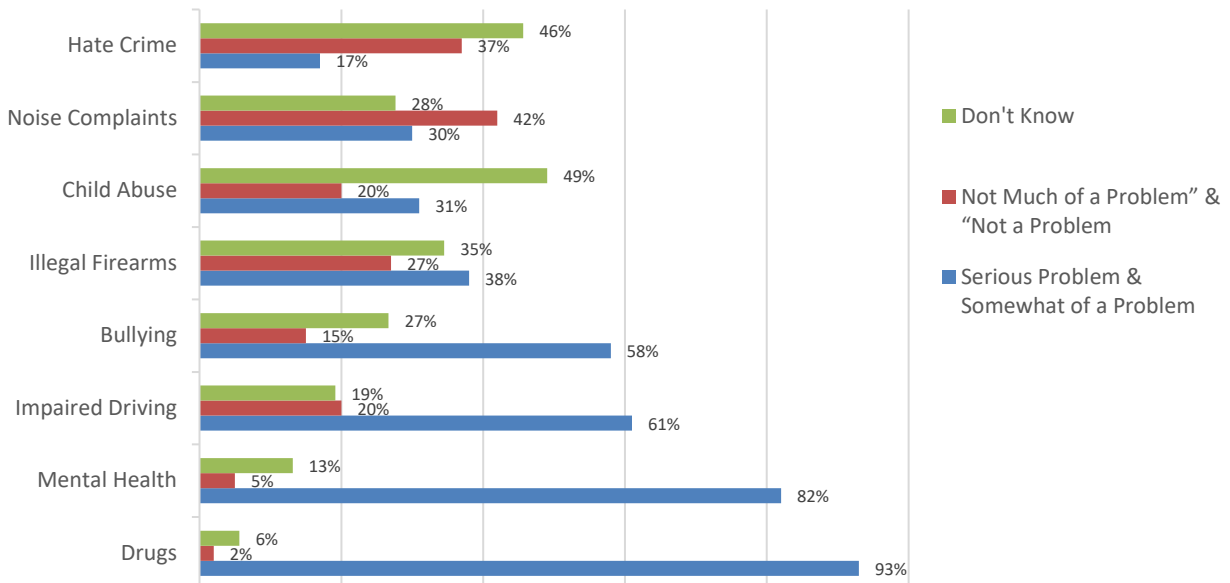
Community-Based Crime Prevention Initiatives, Community Patrol and Criminal Investigation Services

Community-Based Crime Prevention Initiatives

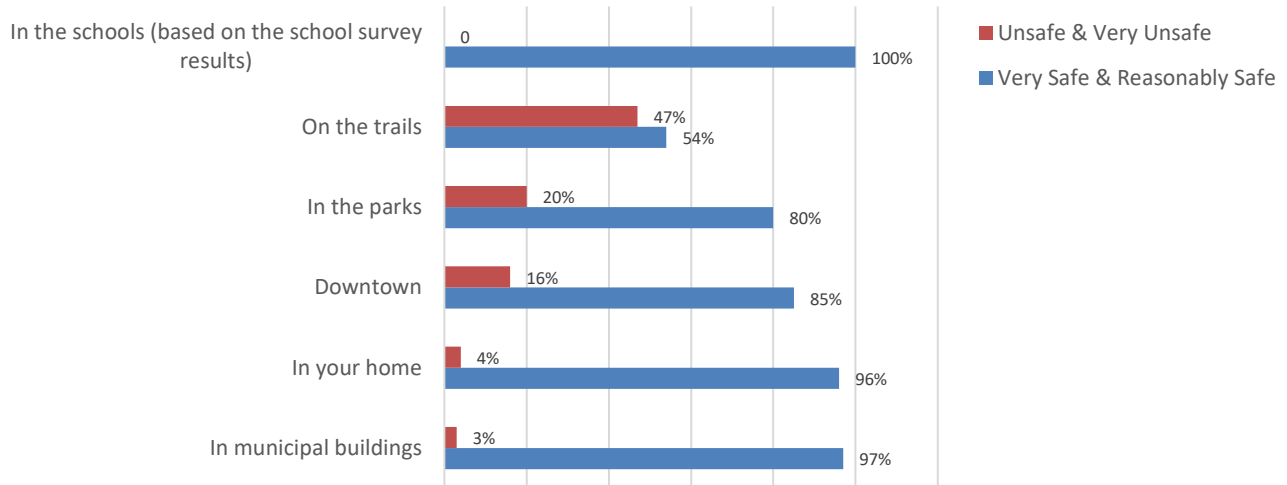
How satisfied are you with how the Hanover Police Service does in



How serious is the issue of

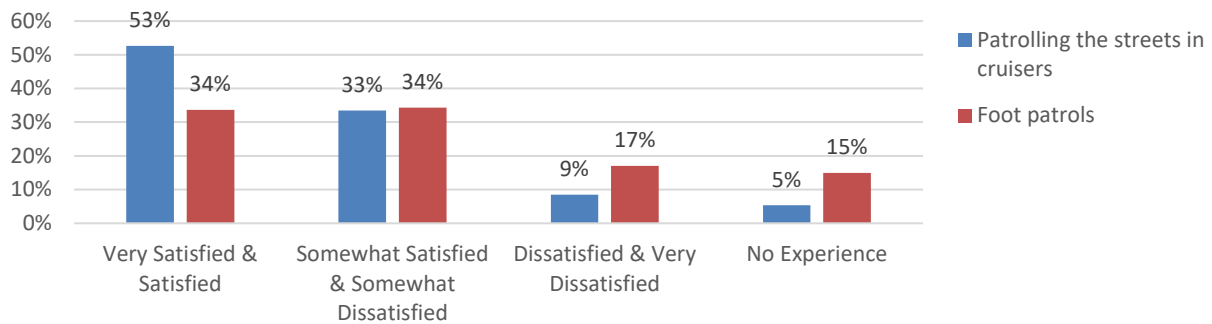


How safe do you feel in the Town of Hanover

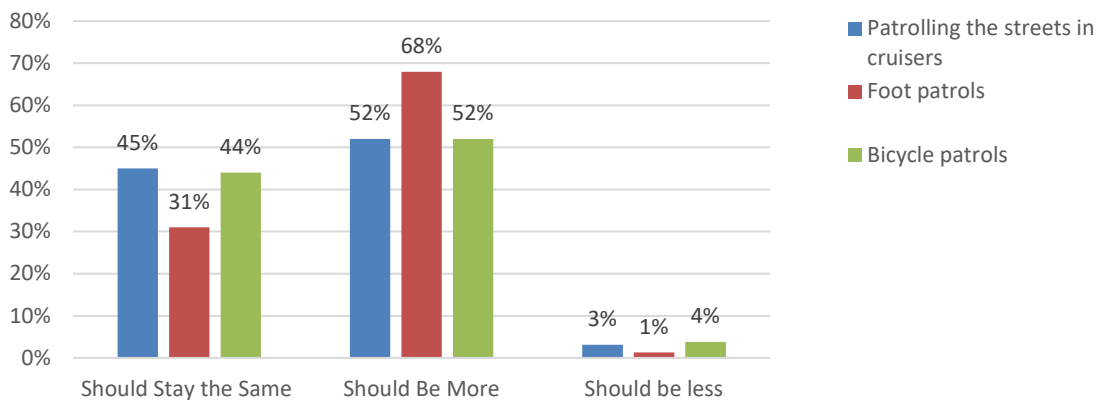


Community Patrol

How satisfied are you with how the Police Service does in

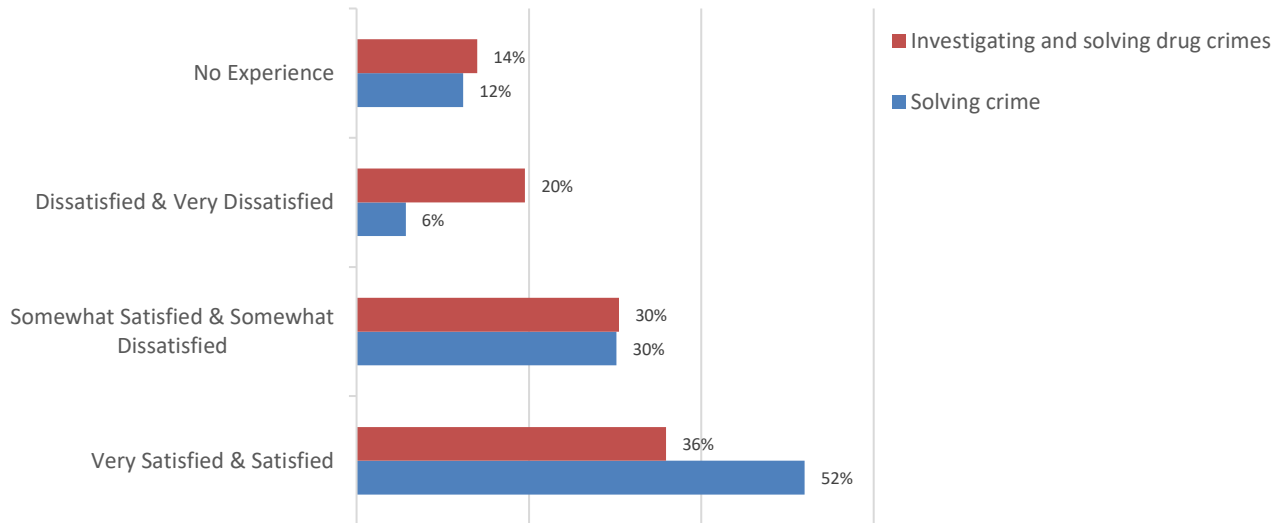


How satisfied are you with the level of service in

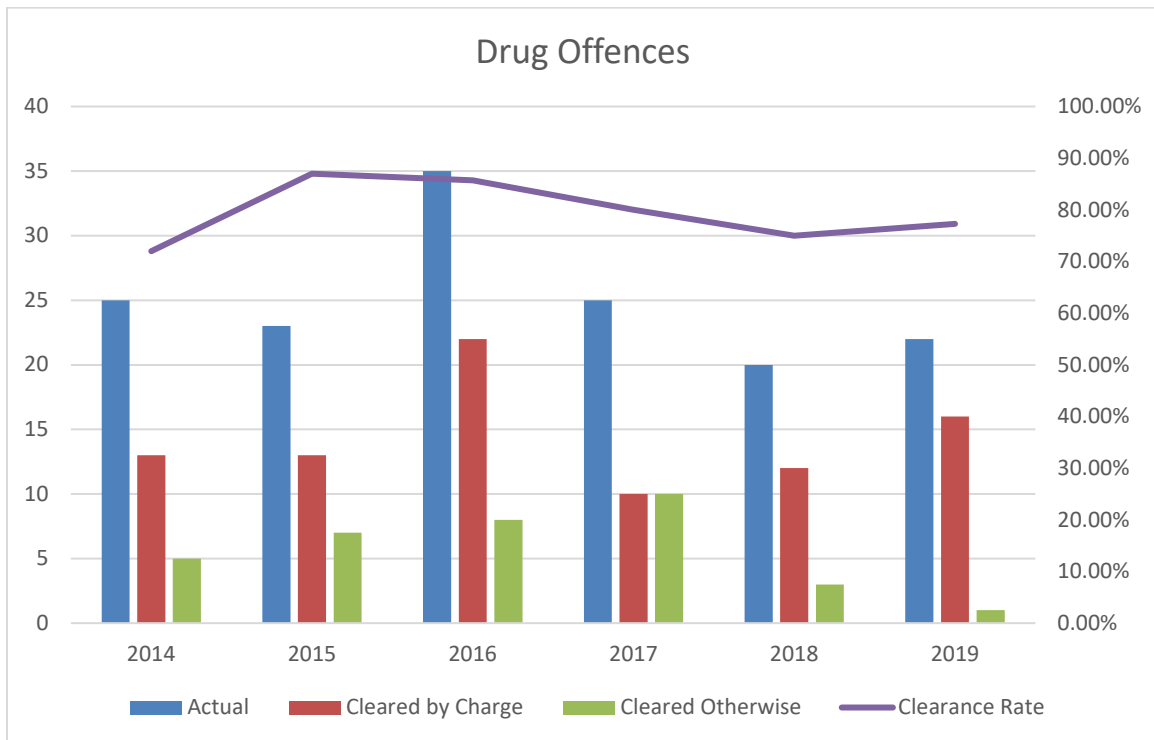


Criminal Investigation Services

How satisfied are you with how the Hanover Police Service does in



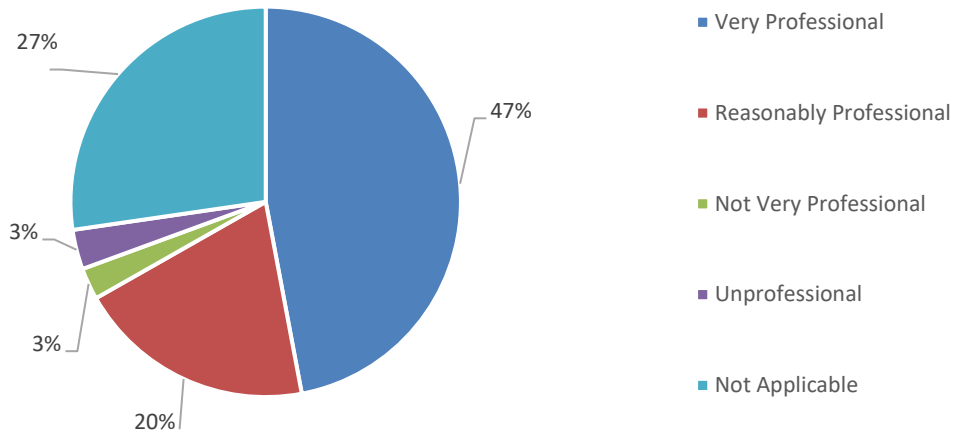
The survey results are clear that drugs remain one of Hanover’s significant problems. Drug offences include possession, trafficking, importing/exporting, and production of drugs. The following shows that the number of actual drug offences has gone down to 22 from a high of 35 in 2016, but the clearance rate has gone down from almost 86% to 75%.



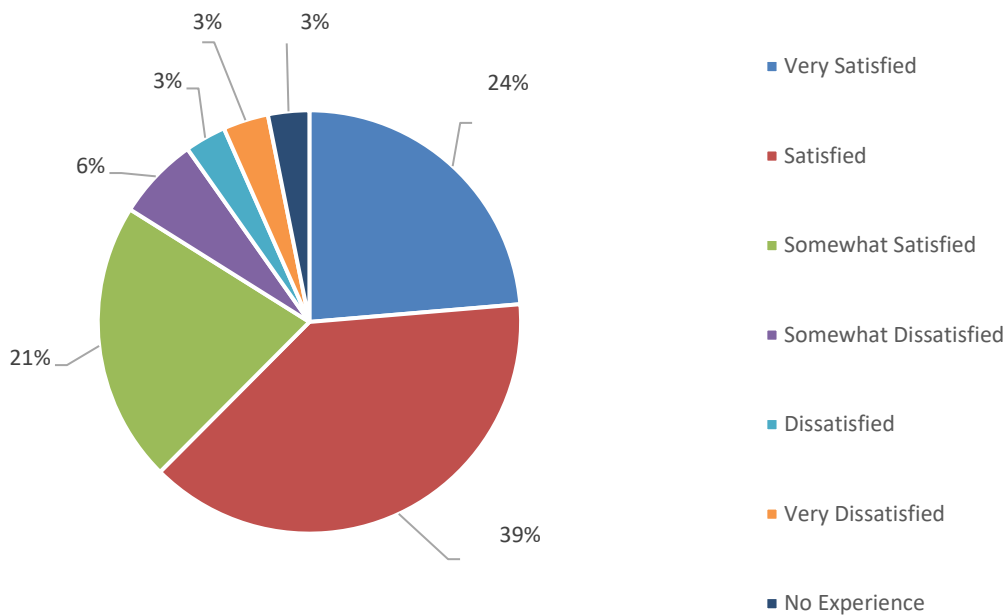
Community Satisfaction with Police Services

Overall, the people of Hanover feel the Police Service is doing a good and professional job:

Professionalism



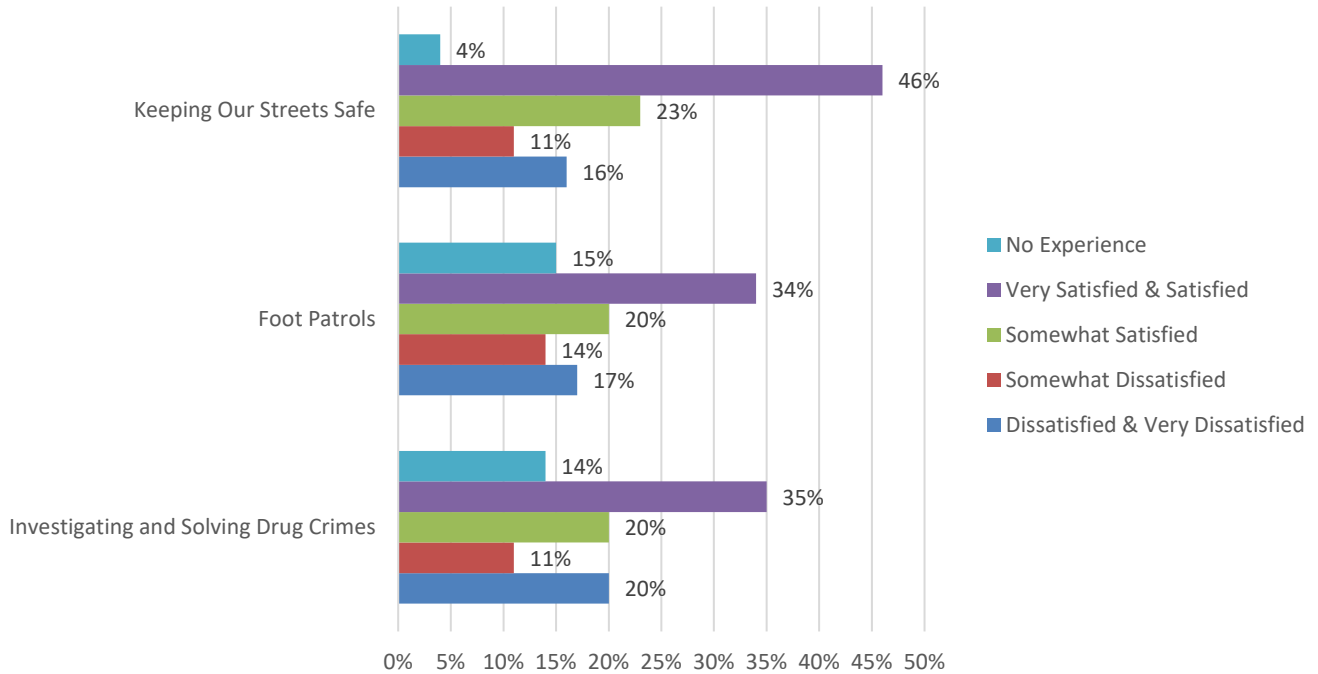
Overall Quality of Service



100% of respondents to the School Survey felt that the overall quality of the Police Service as it relates to the assistance provided in the educational setting was “Very Effective” or “Somewhat Effective”.

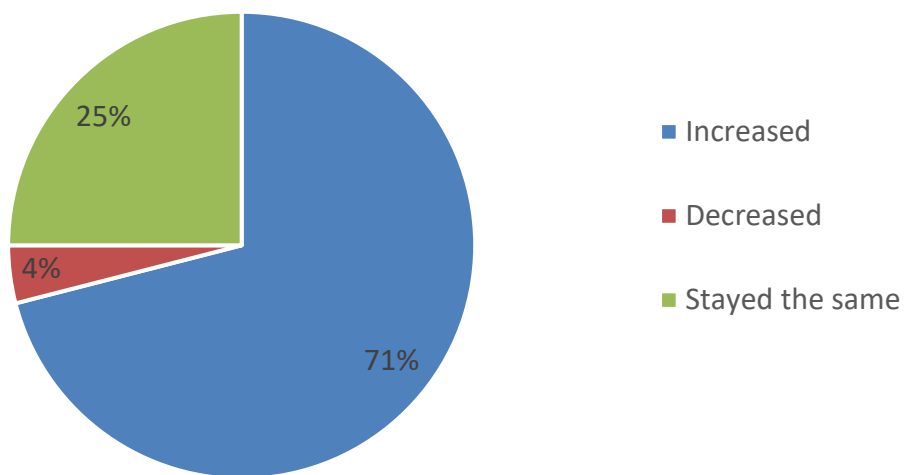
There are, however, areas that people are dissatisfied or very dissatisfied with and where work still needs to be done. The chart below illustrates the level of satisfaction and dissatisfaction with various areas.

How satisfied are you with how the Police Service does in

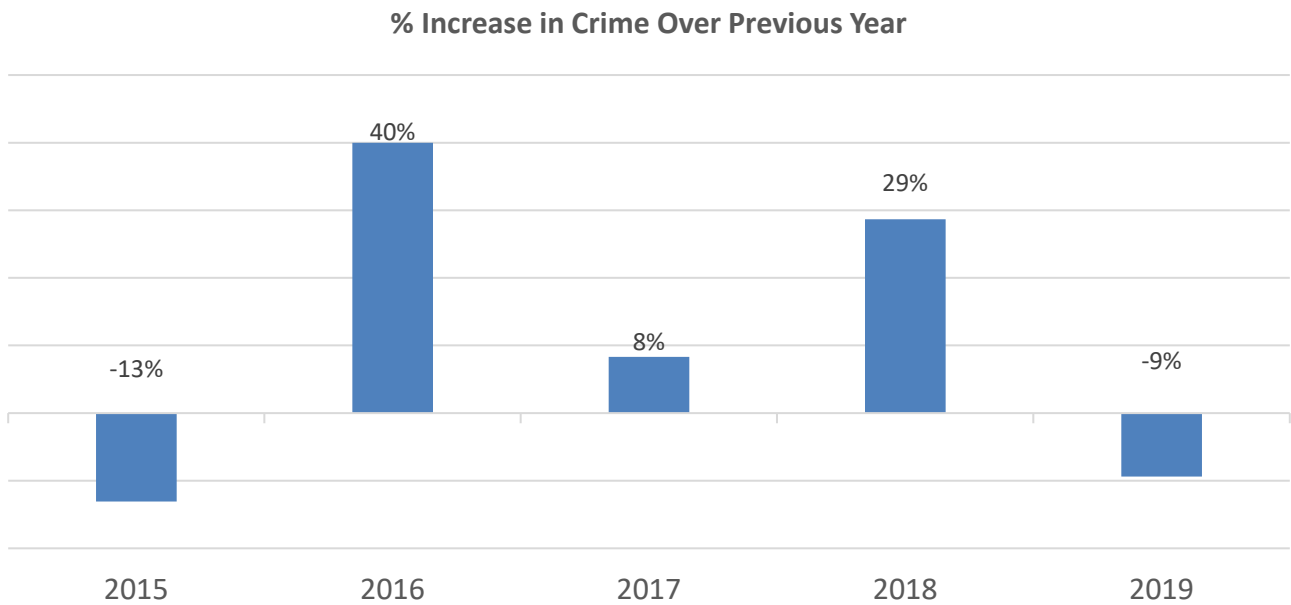


With respect to increases in crime, survey respondents answered as follows:

In the past three years, do you think that crime in Hanover has

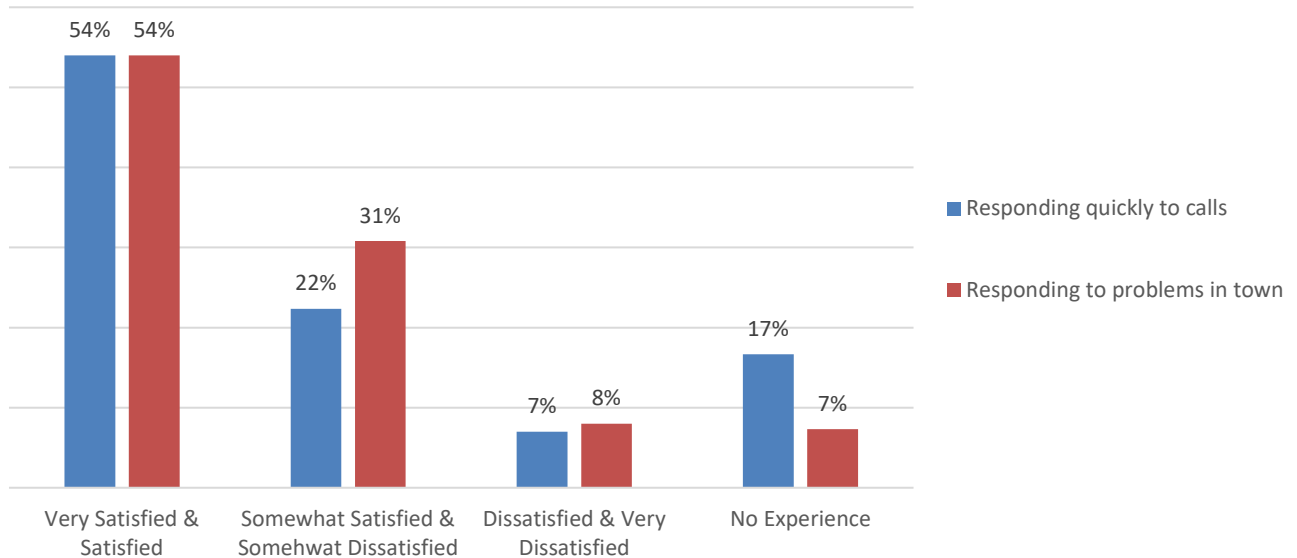


In fact, crime increased from 2015 to 2018, with a decrease from 2018 to 2019. This includes crimes of violence, property crimes, drug offences and other criminal offences:



Emergency Calls for Service

How satisfied are you with how the Police Service does in

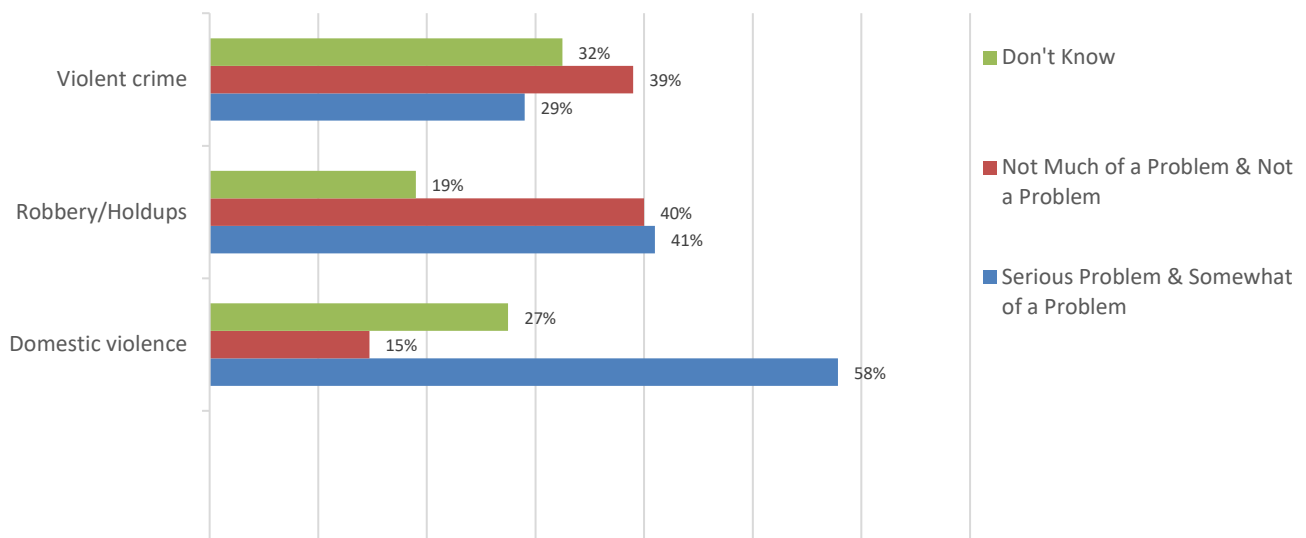


The survey indicates a reasonable level of satisfaction about emergency calls for service, with no evidence of significant dissatisfaction.

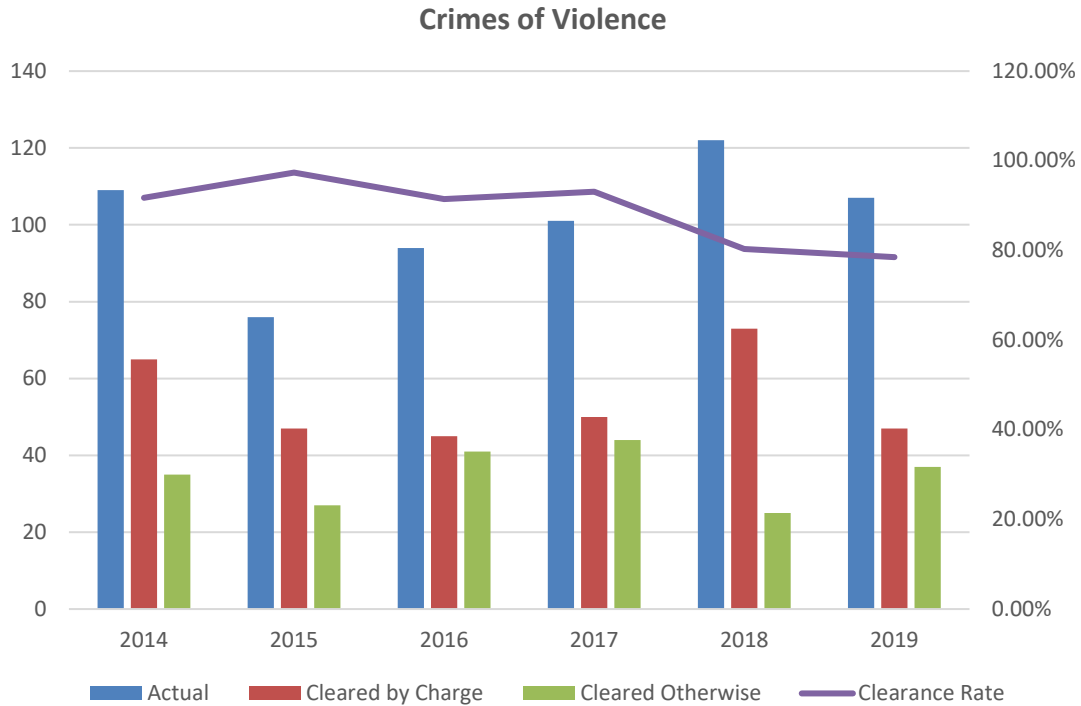
Violent Crime and Clearance Rates for Violent Crime

Violent Crime includes sexual assault, assault with a weapon, criminal harassment, uttering threats, and other violent crimes. Survey respondents believe that violent crimes are a serious problem:

How serious is



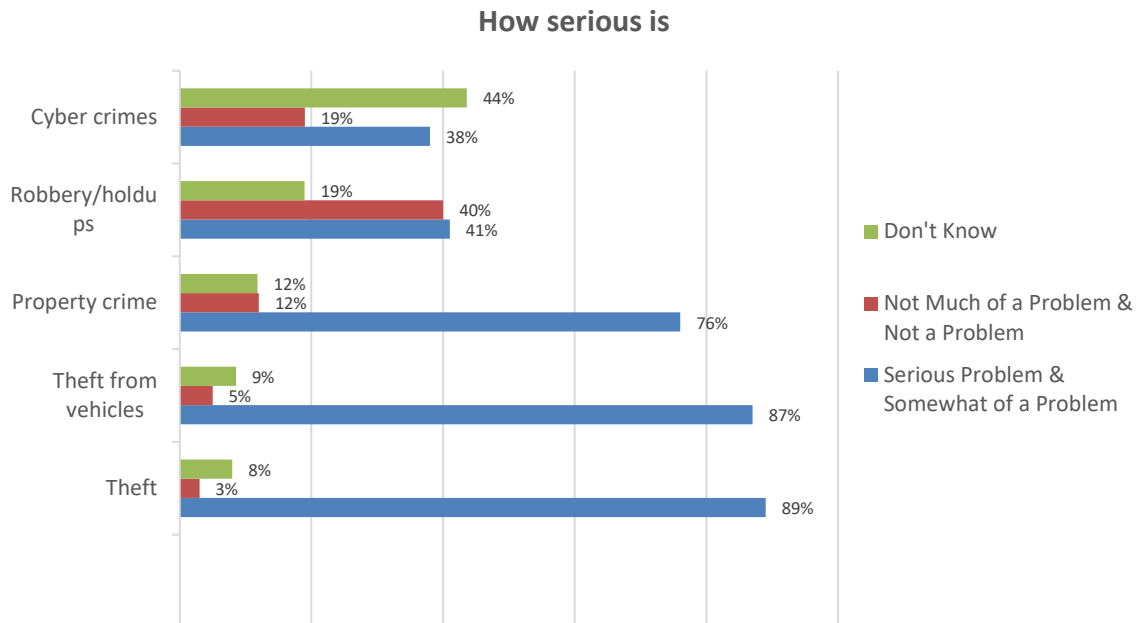
The following shows the number of violent crimes for the past six years.



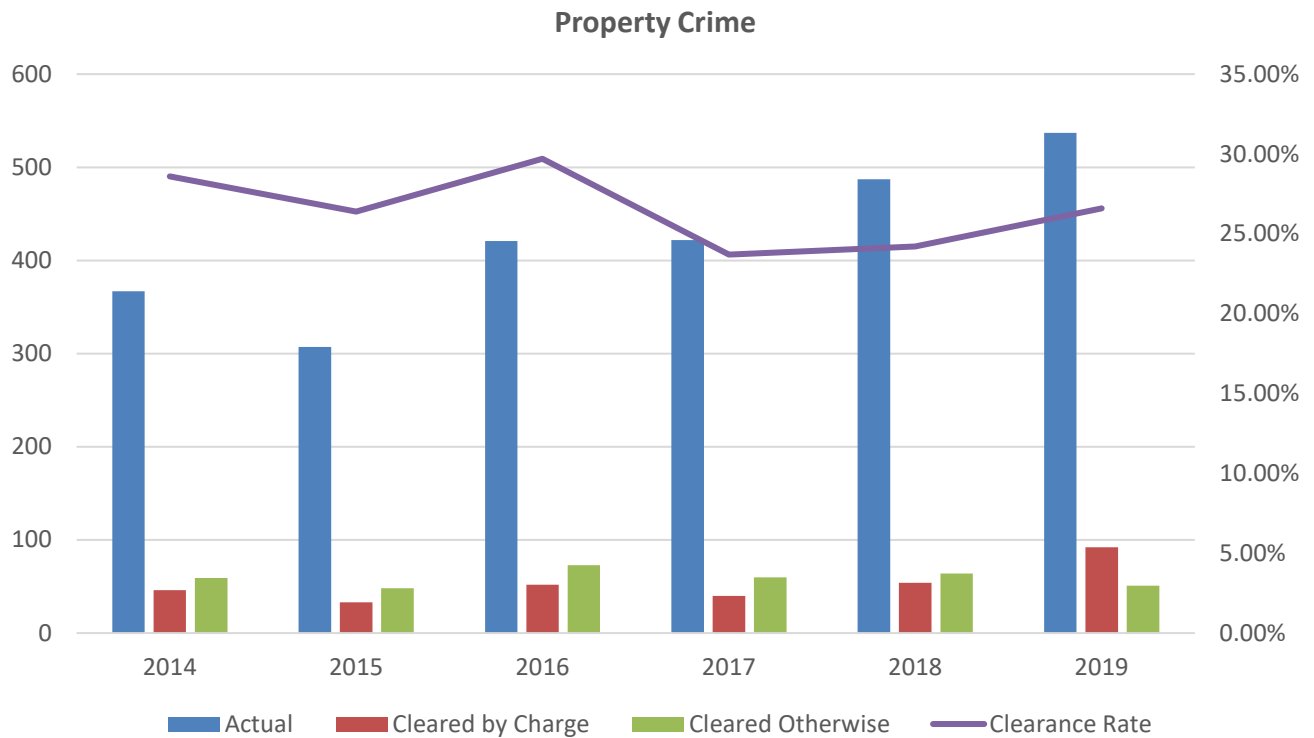
Crimes of violence declined in 2019 after a steady increase from 2015 to 2018 and the clearance rate has remained fairly steady from 2018 to 2018 following a decrease over the previous years.

Property Crime and Clearance Rates for Property Crime

Property crime includes arson, break and enter, theft, possession of stolen goods, fraud, and mischief.

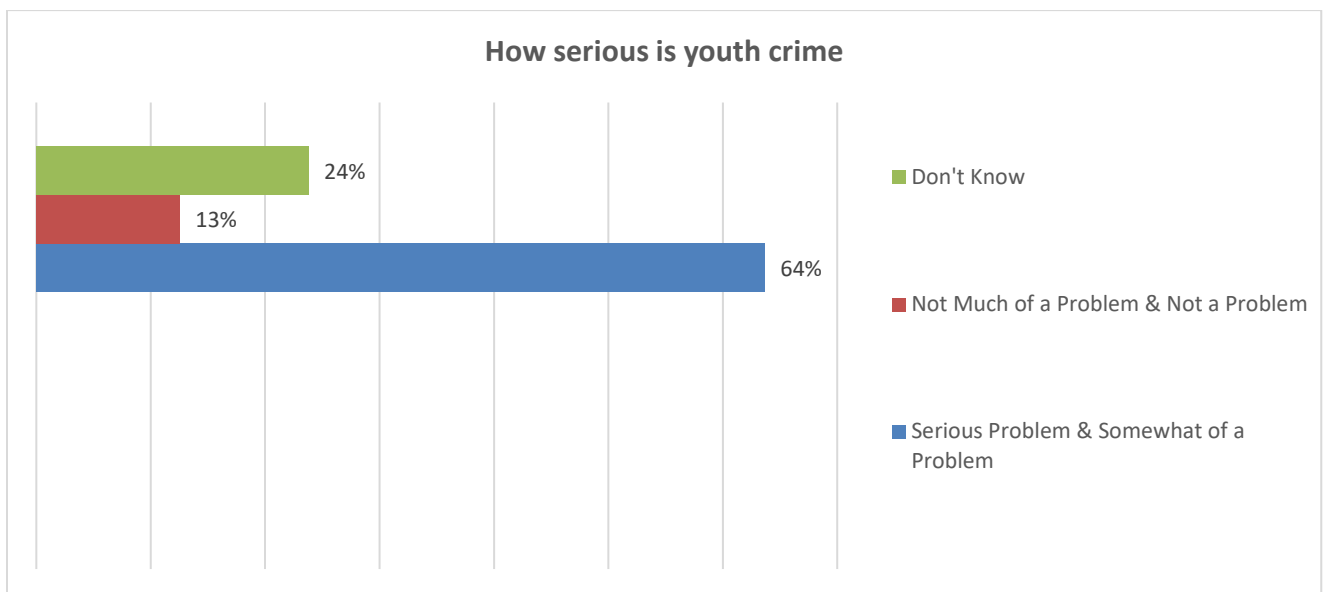


The following shows the level of property crime:

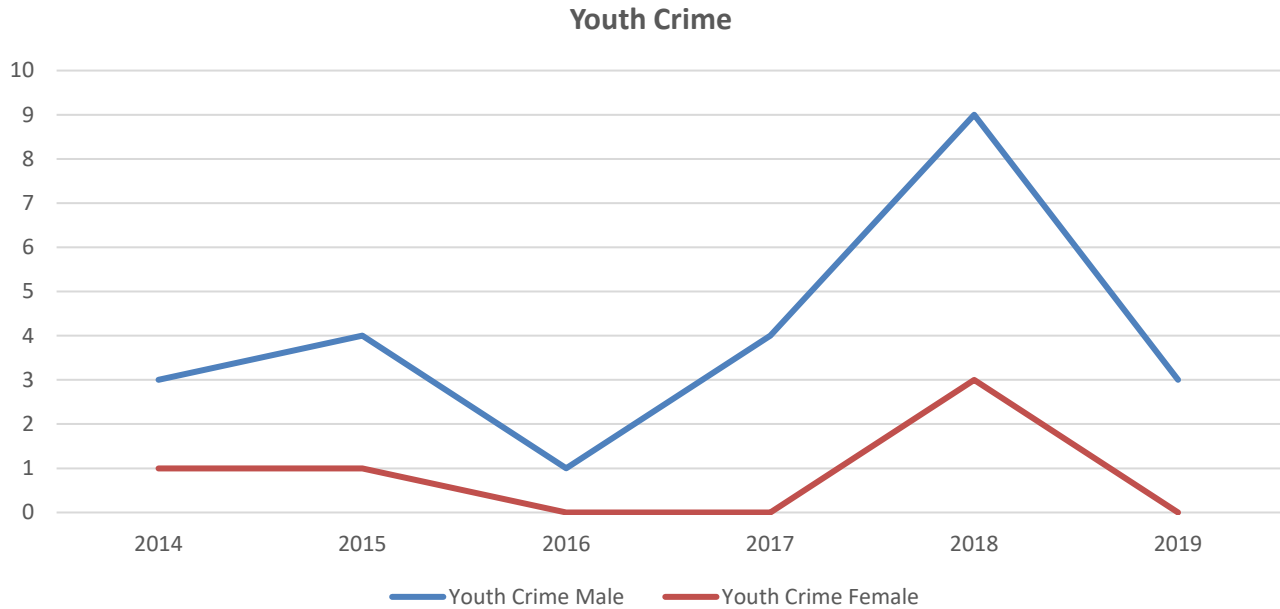


The incidence of property crime has increased over time and the clearance rate for these crimes has gone down but has been increasing since 2017.

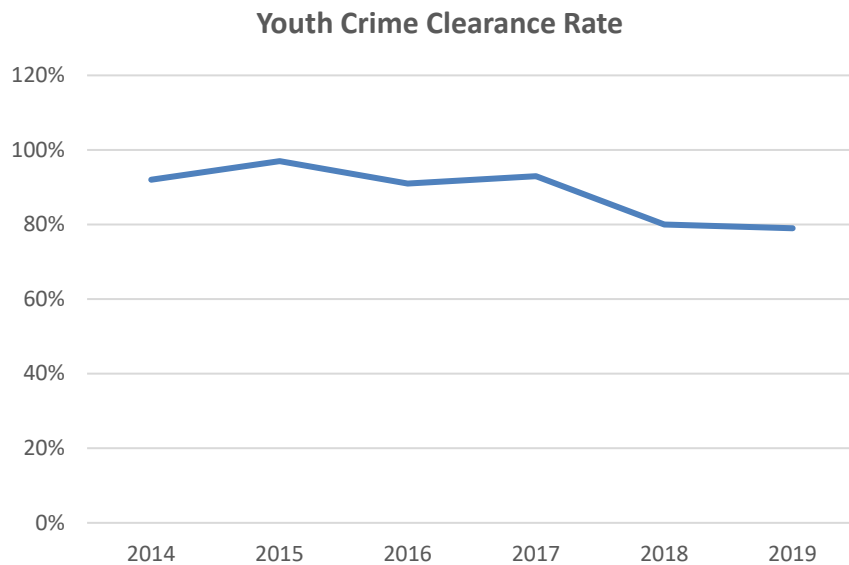
Youth Crime and Clearance Rates for Youth Crime



The following chart shows the actual number of male and female youth charged with crimes, which confirms that youth crime is not, in fact, a problem, with the largest incidence of youth crime being seen in 2018, with 9 male youth crimes and 3 female youth crimes, for a total of 12.



Furthermore, the clearance rate for youth crime is quite high, as can be seen in the following chart, so when there are incidents of youth crime, they are solved quickly.

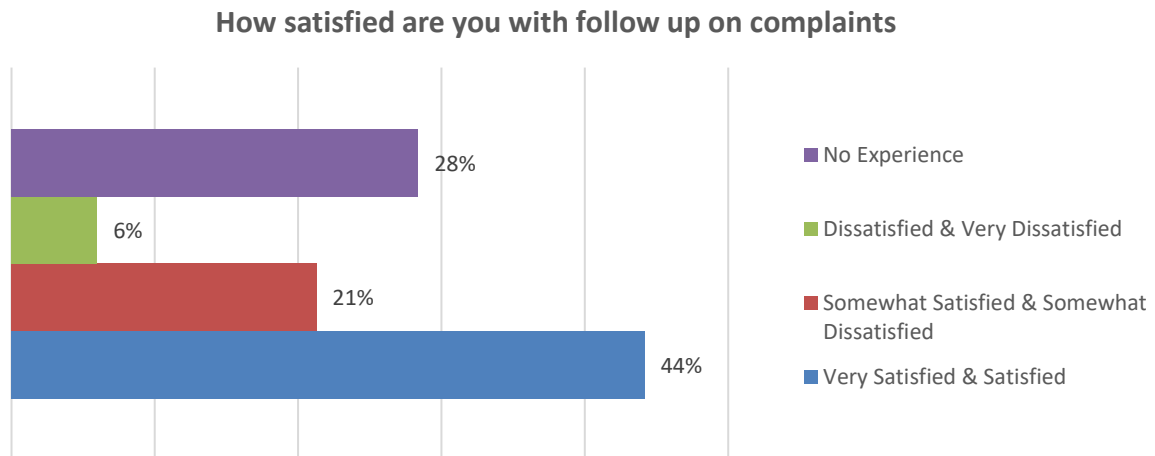
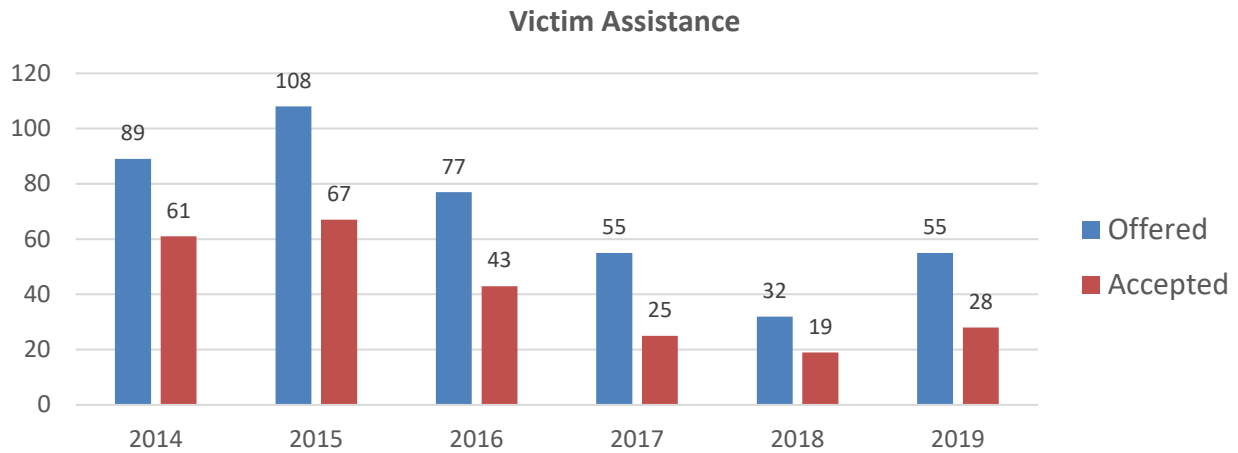


Survey respondents, however, felt that youth crime is a problem, with 64% believing that it is a serious problem or somewhat of a problem. This perception seems to be at odds with the facts, since there was a total of three youth crimes in 2019, with the highest number since 2014 being 12.

Police Assistance to Victims of Crime and Re-Victimization Rates

The Ontario Ministry of the Attorney General provides a Victim/Witness Assistance Program to victims and witnesses of violent crimes, such as domestic violence, child abuse, sexual assault, elder abuse, homicide and hate crimes. Services begin once police have laid charges and continue until the court case is over.

The Hanover Police Service offers information about the program, and the number of times it was offered and accepted is shown below.

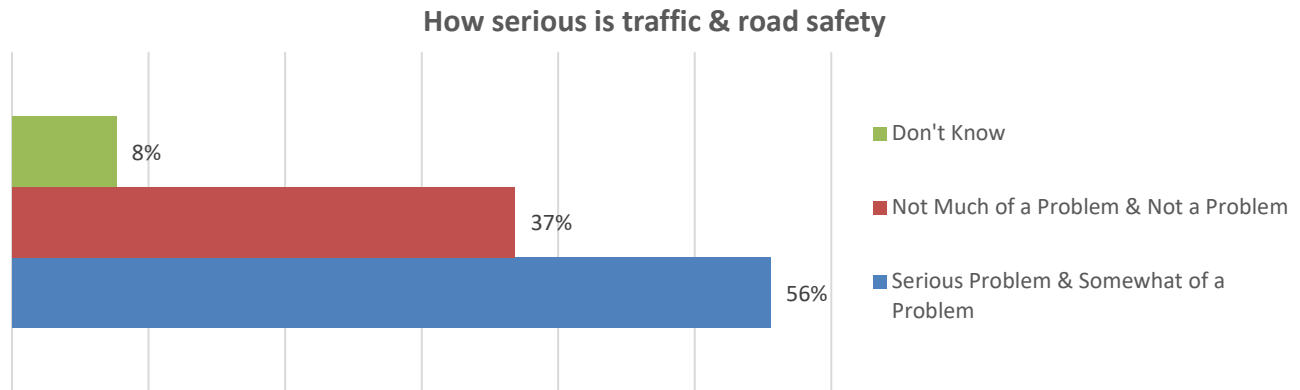


In terms of following up on complaints, there seems to be a high level of satisfaction. The data did not segregate respondents based on whether they were a victim of crime or someone with information about a crime. It should be noted, however, that 34% who did not experience follow-up after contact with the Police expected follow-up, which is evidence of expectations not being met.

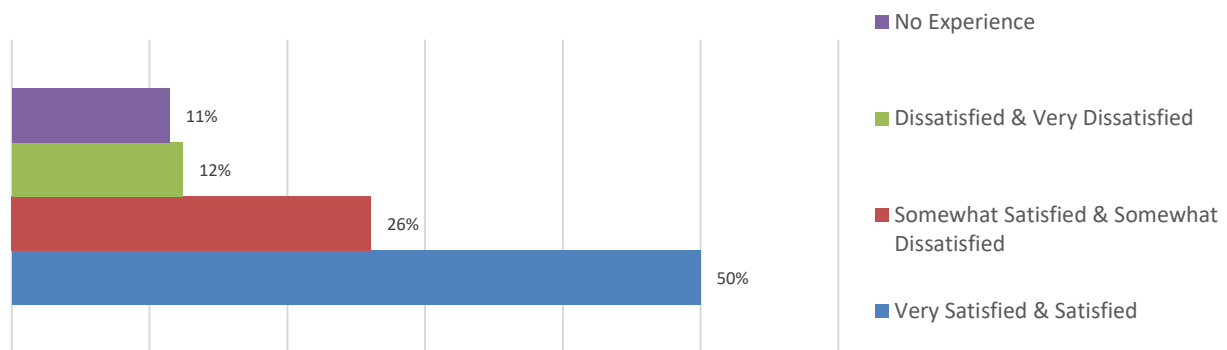
The Hanover Police Service does not keep data on revictimization rates and so it is not possible to report on this.

Road Safety

Traffic is a concern for people in Hanover as illustrated by the survey results.



How satisfied are you with how the Police Service enforces traffic laws



HPS has taken steps to increase safety on our roads, including the preparation of a Traffic Management Plan which led to the acquisition of three easy mount, portable speed monitoring signs and additional mounting plates. This traffic calming solution operates 365 days per year, 24 hours per day and the signs have IT cloud access which allows authorized users to remotely review data on the number of vehicles and the speeds registered.

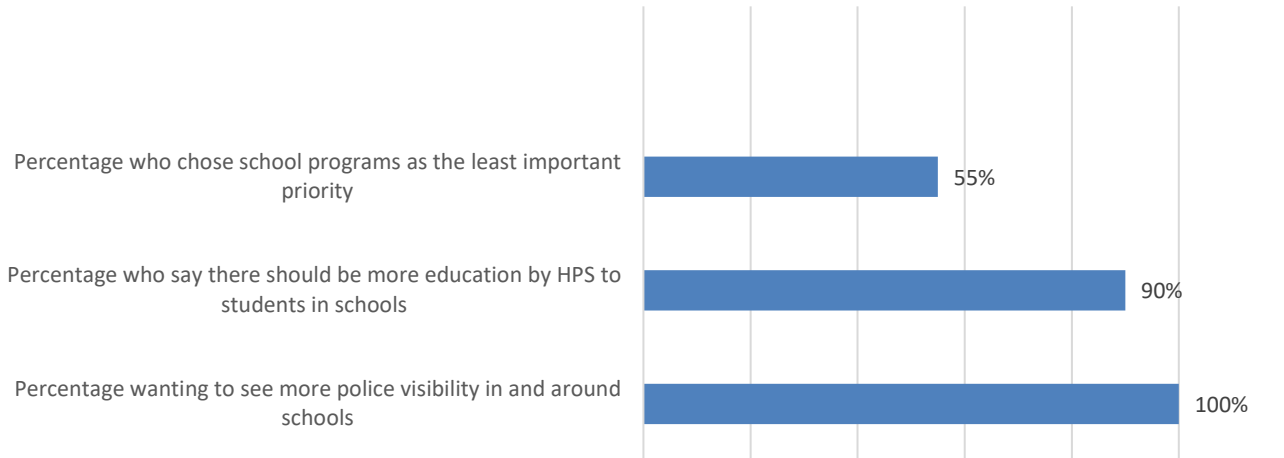
HPS also purchased an additional mobile radar unit and additional part-time officers were assigned to assist with extra coverage during high volume traffic hours. This strategy allows full-time officers to respond to calls for service during high call volume times while part-time officers can be dedicated to focus on traffic enforcement and related initiatives.

In 2020, the Service will be acquiring an Automatic Licence Plate Reader to be funded by a provincial grant. The reader will automatically read licence plates all around a cruiser, checking potentially thousands of plates per day. It will help intercept wanted persons, stolen vehicles, suspended drivers and other licence plate infractions. The reader is expected to be operational in the summer of 2020.

School Programs

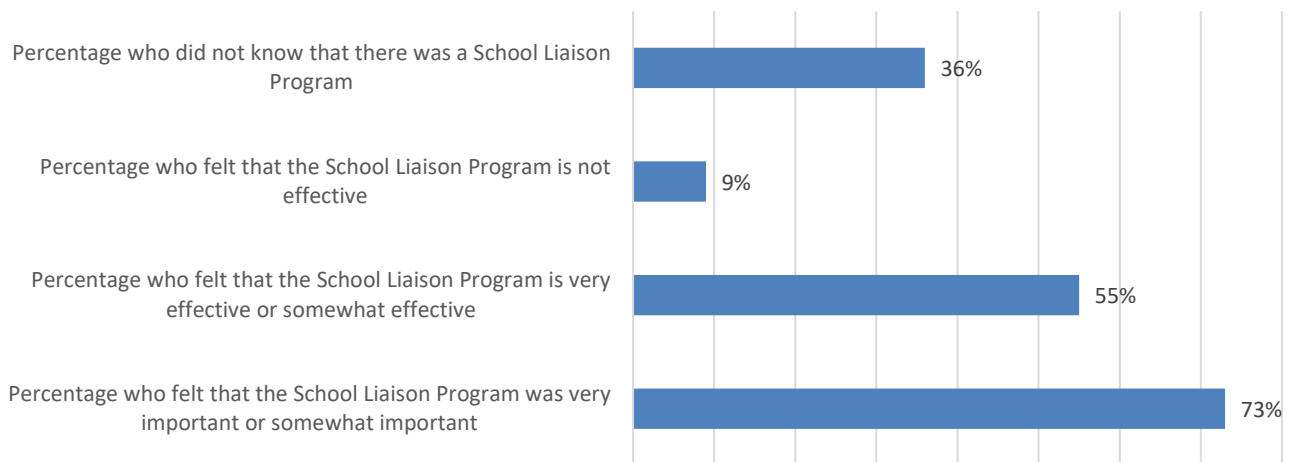
There was a total of 11 responses to the school survey which provided the following information about HPS's potential role in the schools.

What do you think about Police presence in Schools



The School Liaison Program consists of school visits by each officer as part of regular patrol duties to engage with students and staff. One officer is dedicated to the KIDS (Knowledge, Issues, Decisions, Supports) program which addressed matters relating to youth and the law, peer-to-peer relationships, and online and social media awareness.

What do you think about the School Liaison Program



There is obvious support for the School Liaison Program but it should also be noted that due to the small number of respondents, the percentages in the above charts appear skewed. For example, the 30% who did not know that there was a school liaison program represents a single survey respondent.

Information Technology

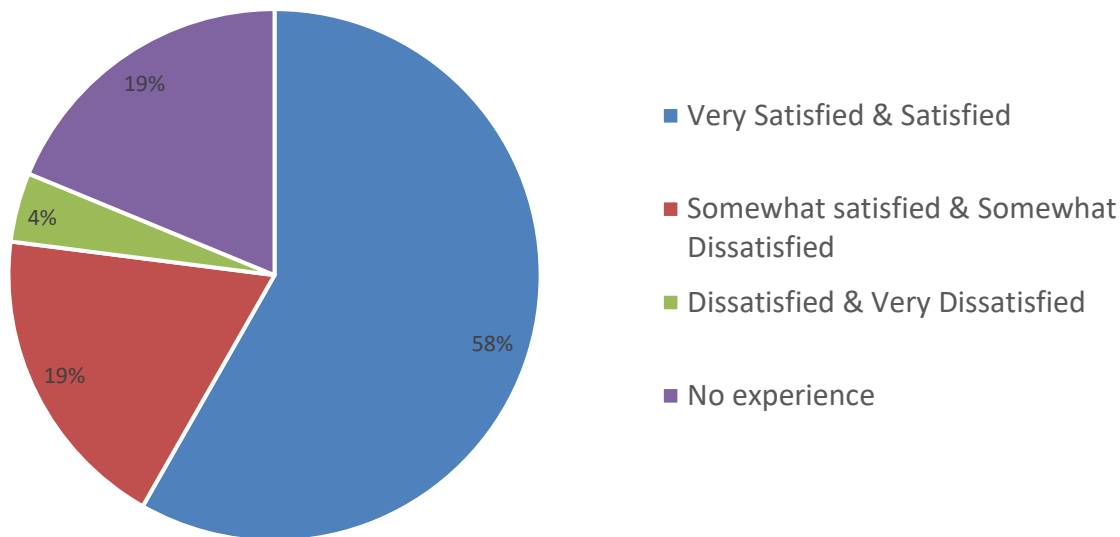
Today, information technology plays a significant role in policing and HPS uses technology in almost every aspect of its work. Technology enables more efficient and reliable performance, both inside the Service in tracking calls, crime, prosecutions, and other processes, as well as externally, in its relationships with the public, other police services, policing organizations, and the municipal, provincial, and federal governments which all play a role in policing.

HPS's information technology services, including software and hardware, are up-to-date and reliable, and HPS upgrades its servers regularly and ensures that members are trained in all relevant applications. Hardware is replaced on a regular schedule to ensure it continues to perform reliably.

With respect to using technology to connect with the public, HPS has so far relied primarily on the Chief's Twitter account, which is quite popular, with 2,099 followers as of December 2019. The future plan includes developing a professional HPS website that is easy for the public to navigate and that allows on-line reporting of minor crimes and completion of background checks.

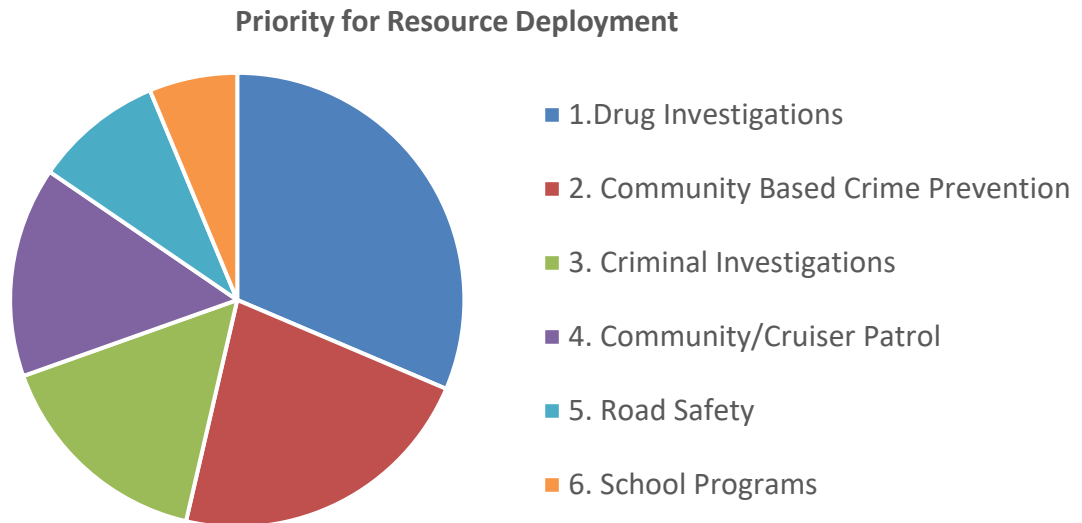
The level of dissatisfaction with use of social media is very low but it should be noted, however, that almost one fifth of survey respondents had no experience with HPS's use of social media.

How satisfied are you with the Police's use of social media

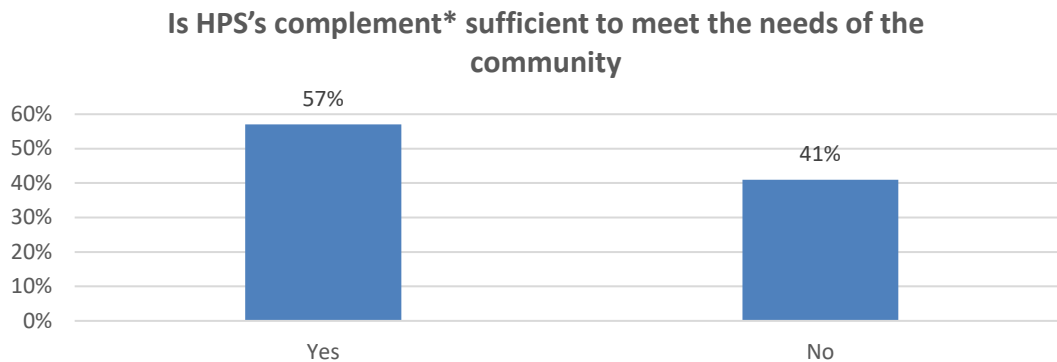


Resource Planning

The following indicates where survey respondents believe HPS should use its resources in order of priority from most important to least important:



The survey revealed that 51% chose road safety as the second least important priority even though it was rated as a serious problem by more than 50% of respondents.

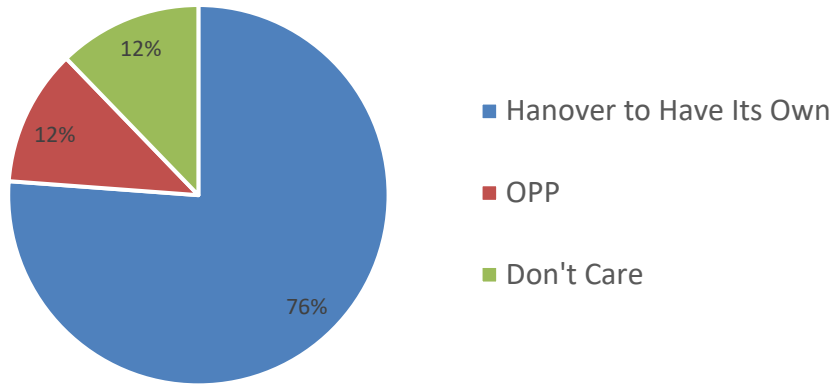


*14 full-time officers, including the Chief and Deputy Chief, plus 3 part-time officers.

HPS has uniformed officers going into schools, although the School Survey showed that 70% of respondents agreed that a civilian representative would be as effective. HPS could therefore allocate a Special Constable to the school program, freeing up a uniformed officer.

For several years, the future of municipal policing has been the subject of debate in the Grey Bruce area. Discussions with West Grey regarding a possible amalgamation took place over a three-year period from 2015 to 2017 and came to a close pending the 2018 municipal election. Hanover Town Council approached West Grey Council to ask if it is willing to re-open these talks although West Grey Council has passed a resolution indicating that it does not want to pursue amalgamation.

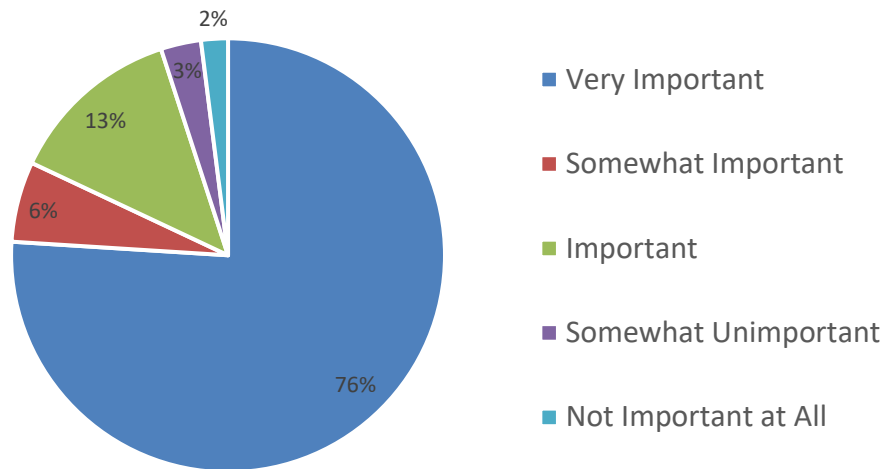
On the issue of how policing should be provided, the survey indicated that 76% of people want Hanover to have its own police service:



In light of the survey results, the Hanover Police Services Board strongly supports municipal policing in Hanover and intends to move forward in this direction. This Business Plan is predicated on the future of policing in Hanover being based in Hanover.

With respect to the level of policing, 76% felt that it is very important to maintain the current level:

How Important is it for Hanover to maintain its current level of Police Service



The Service will continue to focus on the health and wellness of its members, ensuring that supports such as the Employee Assistance Program and the Peer Support Program continue to be provided and that disability and WSIB claims are effectively management to support members and be fiscally responsible.

The Service will continue to manage overtime to ensure that it is operationally necessary and unavoidable and part-time constables will be used to mitigate the costs of overtime.

Police Facilities

The current police station requires major upgrades to meet the standards of 2020 and beyond. In particular, there are issues regarding the lack of a sally port for loading and unloading prisoners, issues regarding video recordings in the garage area, a lack of space in general, and a lack of storage space in particular.

In order to mitigate these deficiencies, the Service conducts regular inspections of the garage entrances, which serve as a sally port, to ensure that they are safe and free of potential threats. The space at the station is currently insufficient to store found bicycles which are kept in a separate private property adjacent to the station, which is much less safe than storage inside the station. This facility is regularly inspected as well.

In late 2019, station updates were completed including a new heating unit for the garage, new camera installations to better record interviews and monitor prisoners more effectively, new carpets in the upstairs and some downstairs areas of the building, which replaced carpet that was last updated in 1998. In addition, a few areas of the building were painted.

The fleet consists of three marked cruisers, one unmarked car and a car used for administrative purposes. In 2020, the Service will update its fleet through the acquisition of a new cruiser to be paid for through a provincial grant. The remainder of the fleet will need replacement, with one unmarked cruiser to be replaced in 2021 and a marked cruiser to be replaced in 2022.

The Livescan Device for taking electronic fingerprints was initially purchased in 2013 with an expected lifespan of eight years maximum. It is anticipated that this device will require replacement in 2021 or 2022.

The telephone system will also require replacing in 2021. The service provider does not support the current system, because the required parts are no longer manufactured and it has been repaired with recycled and used parts.

Although the current facility does not meet Ministry standards, it is anticipated that it will continue to operationally meet the Service's needs for the next five to seven years. At its meeting of June 1, 2020, Hanover Town Council approved the creation of a committee to conduct a preliminary review that explores the current situation and provides options for emergency services facilities in Hanover. The review will assess fire, police and ambulance facility and service requirements for the current population and anticipated growth over the next 25 years and then assess the needs for physical infrastructure improvements, renovations, and construction in order to meet those projections.

This review should identify optimum solutions and make clear recommendations with respect to Hanover's emergency service agency long-term facility requirements. This recommendation must be designed to encompass the Town of Hanover as a whole and align with the strategic priorities of all agencies.

The Committee is expected to deliver a final report to be presented to Council of the Town of Hanover during an open meeting prior to May 31, 2021.

COVID-19

In March 2020, the World Health Organization declared a global pandemic related to COVID-19.

Since that time, every country has been impacted by this virus, causing social interactions, day-to-day life and business delivery models to change literally overnight. The policing profession is no exception, having been impacted in our public interactions, service delivery and business processes. The Hanover Police Service remains committed to serving our community as our members continue to evolve with our safeguards and best practices. It is anticipated that during the course of this business plan, our work will continue to change in ways that will help reduce the spread of the virus while we continue to provide steadfast policing to our community.

In 2020, knowing that our community faced financial pressures, the Hanover Police Services Board and the Hanover Police Service decided to delay the hiring of a Constable position to fill a vacancy while also delaying the hiring for a new position for an operational Special Constable. By delaying the hiring of these positions, our plan remains to return surplus budget money to the Town of Hanover to offset the expenses and lost revenues because of COVID19. The hiring for these positions will be revisited in early 2021 to ensure that we have the capacity to continue to provide exceptional policing service to our community.