



## Public Complaints

The rate of public complaints received in 2007 remained at historically low levels considering the nature of the business and the volume of calls every year.

In 2007, there were 99 public complaints received, one less than the year before. This represents one public complaint for every 1,252 Calls for Service. Each complaint is taken seriously and is investigated either by the supervisor on duty or the Professional Standards Unit.

The majority of complaints are quickly resolved after an initial discussion with supervisors. Many complaints are found to be unsubstantiated or unfounded after initial investigation. In some instances, further follow up is required. If the complaint is found to have merit, the punishment for the Officer can range from a verbal reprimand to outright dismissal.

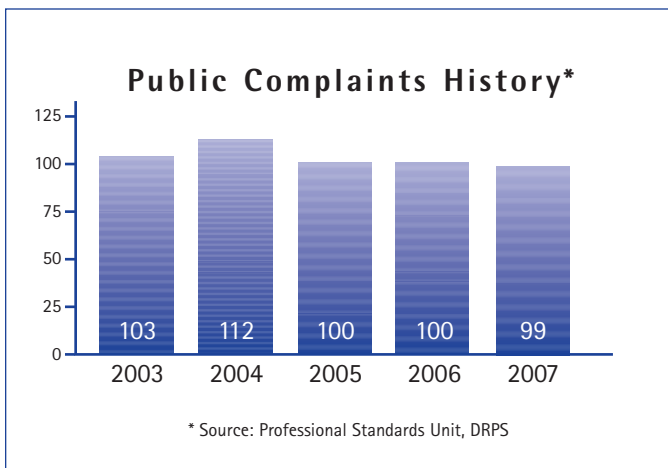
In most police services, the most frequent public complaints involve allegations of improper language, rudeness or poor attitude amongst police officers. Of the 99 complaints received in 2007, 19 involved allegations of Excessive Use of Force, 74 involved allegations of Discreditable Conduct and 12 involved allegations of Neglect of Duty. In total, 68 were withdrawn or found to be unsubstantiated, vexatious or made in bad faith.

## The Special Investigations Unit

Each year, some police officers inevitably find themselves in life-threatening or dangerous situations while on duty. From Emotionally Disturbed Persons to Domestic Violence calls, officers are specially trained to deal with these situations with the right amount of force.

In Ontario, when a person is seriously injured or killed during any police activity, the Special Investigations Unit (SIU) must be notified. The SIU then makes a determination if further investigation is required from their perspective.

In 2007, the DRPS had seven initial contacts with the SIU, which commenced investigations into only three of the incidents. All three incidents were concluded with our officers being exonerated of any wrongdoing.





## Regional and Community Overview

- The Homicide Unit investigated six homicides in 2007 and arrests were made in four of the cases.
- Forensic Identification Unit continued to move toward “paperless reporting” and conducted 1,687 laboratory examinations. It processed 467 DNA samples.
- Although the Major Fraud Unit’s workload increased 2.4 per cent from the previous year, they noticed a steep decline in counterfeit currency. They attribute this to better public education, new Bank of Canada notes and an increase in counterfeit detection devices in retail and commercial establishments.
- A new Domestic Violence Bail Unit was created in 2007 in response to the Jillian Hadley inquest to focus more attention on the most serious cases of domestic assault. The Unit completed 1,273 cases in 2007.
- With funding from the Ministry of Children and Youth Services, we became one of the first police services in southern Ontario to offer a pre-charge and restorative Justice program for youth. A total of 591 youth were diverted from the traditional court system.
- We have made significant progress in improving the quality of Crown Briefs through the General Occurrence Auditing Unit, which reviewed 44,663 police reports in 2007.
- The Crime Administration Branch underwent significant restructuring to prepare for the future through the creation of a Vulnerable Persons Unit, the Domestic Violence Bail Unit and a Mental Health Support Unit.
- The Offender Management Unit managed high risk offenders on probation, all individuals on the Sex Offender Registry and kept an eye on federal parolees living in Durham Region.
- Robbery detectives cleared 43 per cent of their 123 cases in 2007, an improvement on the 37 per cent clearance rate in 2006.
- E-Crimes examined 46 computers, including 20 involving child pornography investigations.
- Over 5,500 groups and schools involving over 270,000 students/citizens received crime prevention education.
- There were 209 Tactical callouts in 2007 and 16 bomb calls.
- 21,298 prisoners were processed in our Courts Unit, of which 4,804 appeared via Correctional Centre video. The 21,298 prisoners represent a 49 per cent increase from 2005.
- Over 10,000 children learned about road safety in the supervised and controlled environment of the Kids' Safety Village in Whitby.
- 8,000 people were electronically fingerprinted by our technicians.
- In 2007 the DRPS transitioned its services to victims into a hybrid model utilizing the expertise of specially trained civilians in the Victim Crisis Assistance and Referral Service (VCARS), which is funded by the province.
- Our full-time Domestic Violence Co-ordinator monitored all domestic violence occurrences. In 2007, there were 4,846 domestic incidents reported in which charges were laid in 1,546 of these incidents.
- The Victim Services Unit was involved in 3,359 incidents and distributed 2,247 pamphlets and other support materials to victims of crime.
- Case Management oversaw almost 9,000 criminal Crown Briefs – that’s about 25 new Crown Briefs every day.
- 47,890 Offence Notices (mostly traffic tickets) were issued.
- For the first time that we know of in Durham Region, charges were laid in the theft of telecommunication signals (satellite TV). A Port Perry couple was charged after 15 Division officers confiscated satellite television equipment and digital access cards from their home. Also, three males were charged and equipment seized in a separate investigation into the theft of satellite signals in Durham Region.



A Durham Region first, charges laid in the theft of telecommunication signals.