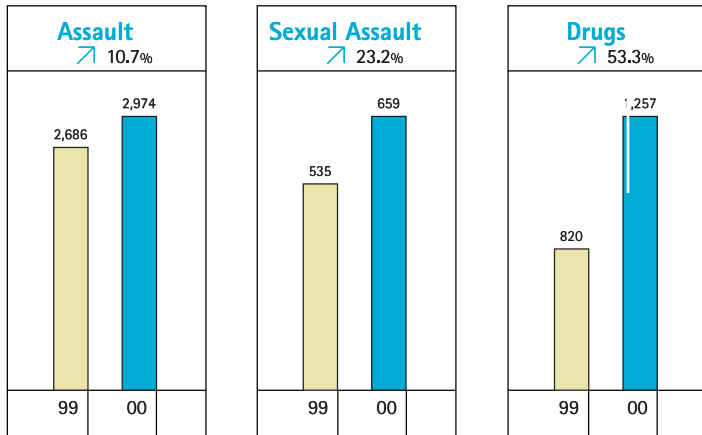
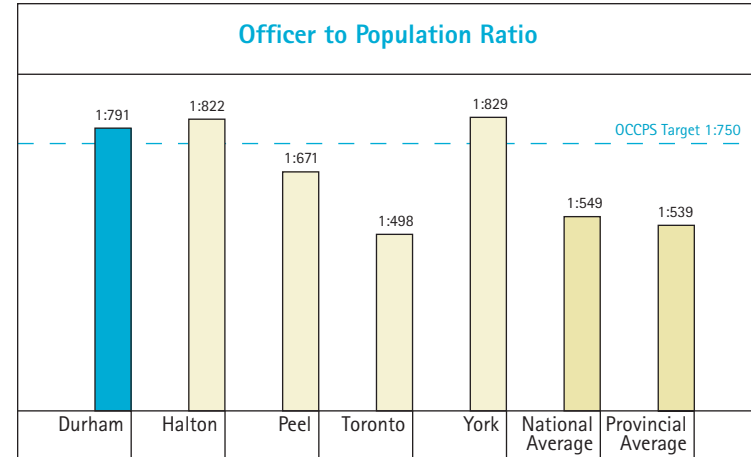




Assaults Rise Reported Person Offences



More Officers & More Activity



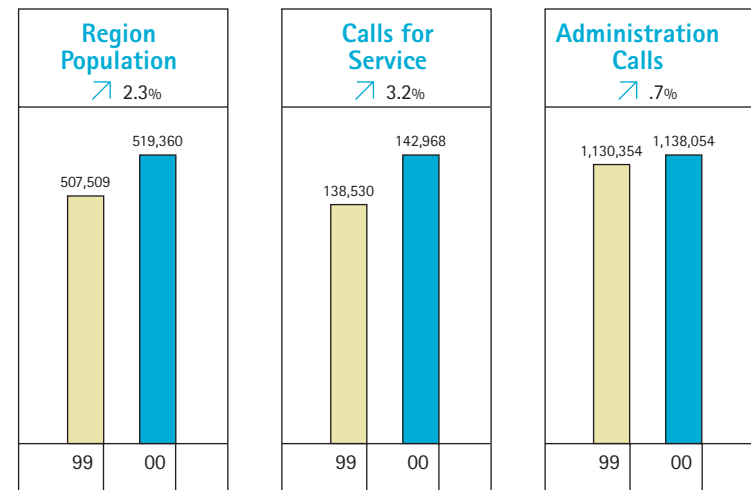
Note: The lower the ratio the more police personnel time there is per resident.

Increasing Number of Calls



1.13 million incoming administration calls were received, up 0.7 per cent from 1999. The number of administration calls generally increases with the population rate.

Our officers responded to 142,968 calls for service, an increase of 3.2 per cent over the 138,530 calls for service in 1999. Over the same time period, the regional population increased by 2.3 per cent.





I n f o r m a t i o n T e c h n o l o g y

The Information Technology Department (I.T.) achieved several major milestones including the set-up of wireless networks in some of our facilities, the provision of 'Direct Entry' of incident information from patrol vehicles and a sophisticated internal electronic communication system (Media-One).

The Service implemented a wireless network for mobile computers in the cruisers with the launch of the project in May 2000. This set the foundation for the introduction of the Direct Entry System, developed by the I.T. department to enable front line officers to enter general incidents, arrests, supplementary and property reports directly on the laptops in the vehicles, in the station or on the desktop, eliminating the hard copy written reports. The first stage of development was completed in December 2000. The project will be tested in early 2001 with plans to eventually roll out the technology region-wide by the end of 2001.

The Service implemented a wireless network to the remotely located Property Bureau that provides greater performance, lower costs, and increased efficiency over the current hard-wired services available for that location. The Property Bureau, with assistance from I.T., has been implementing a bar-coding project that assists in maintaining continuity of data and the elimination of double entry. This project involves scanning articles linked to related records entered through the Direct Entry system, labeling property bags and assigning them to local storage. The Property Bureau then validates the articles by re-scanning the labels and then sending them back to the bureau for assignment to shelves, thus maintaining continuity.

The I.T. department was also involved in the rollout of the Time Keeping (TK) system to replace and improve upon the existing system that was a part of the Records System slated for replacement. This 'Windows-based' system assists in the recording and reporting of hours

worked and time off for all members of the Service and is available on both office desktop and mobile computers in the cruisers.

Another important system is the Service's internal information communications network ('Media One' Intranet). This has gone through continued development throughout the year and several advancements were made to improve the sharing of information through common databases.

The last major project and most critical to our organization is the Common Information Management System (CIMS). This project is a joint initiative between the Ministry of the Solicitor General and Correctional Services and the Ontario Association of Chiefs of Police (OACP). Initiated to improve the standards and sharing of information between services, the system has been developed by the co-operative work of the I.T. Departments of the involved services, the Ministry and the OACP. A CIMS group comprised of Police Services from Durham, Halton, Hamilton-Wentworth, Niagara, Peel, Waterloo, and York are all working together to develop a Common Information Management System. This system will replace the existing Police Records Management System and the Computer-Aided Dispatch System with a 'Windows-based' application called Altaris. The analysis and requirements gathering for this application has been an on going task in the year 2000 and continued development and testing will take place during 2001 and into 2002.

