



BRIDGEWATER POLICE SERVICE



Table of Contents



MESSAGE FROM THE CHIEF OF POLICE 3

NEW POLICE STATION 4

DEFICIENCIES OF SERVICE 7

STRATEGIC PLAN 8

DEMANDS FOR SERVICE 12

INTEGRATION - PARTNERS IN POLICING 13

CRIMINAL INTELLIGENCE SERVICES NOVA SCOTIA (CISNS) 13

STREET CRIME ENFORCEMENT UNIT 14

SCHOOL SAFETY RESOURCE OFFICER 15

INTEGRATED IMPAIRED DRIVING ENFORCEMENT UNIT 18

POLICING COSTS 19

PERSONNEL 20

ORGANIZATIONAL CHART 21

PUBLIC COMPLAINTS 22

CLIENT SATISFACTION SURVEY 2007 23

CRIME PREVENTION/COMMUNITY RESOURCE 28

BRIDGEWATER POLICE WEBSITE 28

SENIOR CITIZEN'S POLICE ACADEMY 28

KIDS 'N' KOPS 29

MAJOR CASES 30

KARISSA BOUDREAU 30

DEDICATION 32

Message from the Chief of Police

I am pleased to report that this past year has heralded in significant changes in our service delivery model. Some of the most obvious changes include a new facility, re-branding the police department so it is now known as the Bridgewater Police Service, new uniforms, as well as vehicle graphics. These changes better reflect the enhanced service delivery as well as a new era necessitated by the public expectations of a modern efficient police service.



Through partnerships and integration we are better able to address community needs. These partnerships also have provided greater opportunities for our officers to gain valuable experience that will help broaden investigative expertise. As a result of signing a new collective agreement in June of 2007, we can now be competitive in attracting and retaining well qualified candidates.

The advances in technology that we have been able to build into our new facility have already proven beneficial in presenting better quality evidence in court. I would also like to recognize the Bridgewater Board of Police Commissioners and Bridgewater Town Council for their progressive approach in refreshing our police service and providing the necessary facilities, equipment, technology and qualified personnel to enable us to proudly serve this community.



R.M.Brent Crowhurst, Chief of Police

New Police Station

The new police facility was officially dedicated on June 15th, 2007 with a grand opening and ribbon cutting ceremony. This ceremony was attended by various dignitaries from throughout the county as well as members of law enforcement. Community residents also attended and after the ceremony everyone was invited to tour the facility.

As part of the Grand Opening Ceremony, the building was dedicated to Chief Shirlen L. Seamone for his 32 years of service to the community. Chief Seamone became a police officer with the Bridgewater Police Department on May 20, 1970. The following year he was promoted to Deputy Chief and served the Town in that capacity for the next 29 years. In 1999 he became Acting Chief, and in July, 2000, with both pride and humility, he accepted the position of Chief of Police. Shirlen devoted 32 years of his life to the Town of Bridgewater, a community he loved and to which he was deeply committed. He was proud to be a police officer. That was evident by the high standards he set for himself and in his steadfast practice of fairness and honesty.



The Shirlen L. Seamone Building stands as a tribute to the commitment and contributions he made to the police service in Bridgewater.



Retired Chief, David B. McGinnis, is shown here with Chief Seamone's mother Olive and son Blaine. Bridgewater Police Commission Board chair, Beverlee Brown stands in the background.



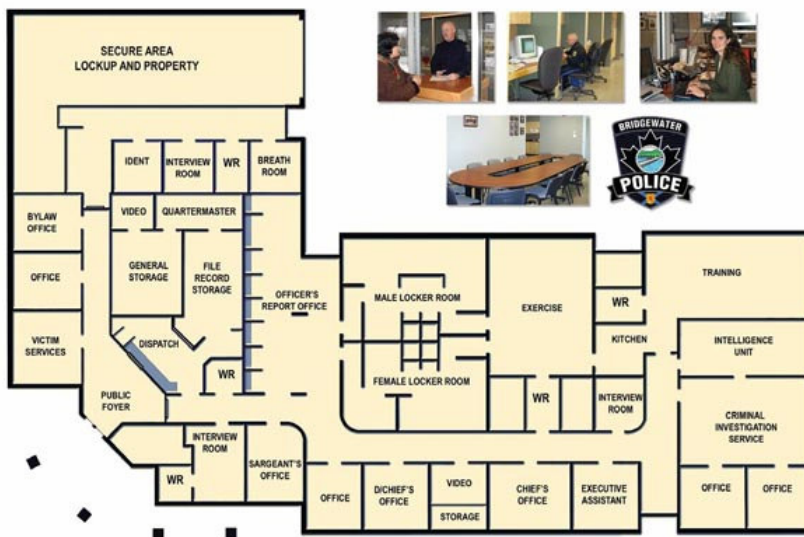
Grade six students from the Bridgewater Elementary School placed a time capsule behind the new police station cornerstone. The time capsule will be opened in 25 years on June 25th, 2032. Chaplain Rev. Willis Ott (background) blessed the new building.

Mayor Carroll Publicover and developer Joe Ramia lay the cornerstone on the Shirlen L. Seamone Memorial Building



Building Features:

- * Three interview rooms, two are equipped with video cameras.
- * Two monitor rooms with digital equipment for recording interviews.
- * Kitchenettes at conference and dispatch areas.
- * Conference/training room with internet hook-up
- * Investigative services section: CISNS, GIS, SCEU.
- * Large dispatch room with video monitoring area.
- * Larger, well equipped area for officers to handle calls and input data.
- * Fully equipped exercise room.
- * Interior and exterior video monitoring and recording.
- * Large, secure exhibit room.
- * Breathalyzer room equipped with monitoring and recording capabilities.



The new facility is a friendlier place for the public as well. The front lobby is larger, brighter and open 24/7. The conference room has internet hook-ups and is available for use as a meeting room for public groups.

The 9,960 sq.ft. building is under lease for 25 years.

Deficiencies of Service

In the annual report for the year 2004-2005 we identified as the most pressing deficiency the need to relieve our dispatchers of their duty to also guard prisoners. In April of 2006 we entered into a formal contract for the RCMP to house our prisoners. In our 2005-2006 annual report we identified the main deficiency as the need to have a full time school liaison officer. In 2006 we initiated a pilot project for the school year 2006-2007 which proved to be very beneficial. As of April 2008 this pilot project has turned into a permanent position funded by the Province of Nova Scotia.

Another deficiency noted in the past was a need for full time drug enforcement which



has been totally addressed by having a four officer Street Crime Unit working out of our new facility. The last deficiency identified in previous annual reports is the need for a case manager at the Senior NCO level. At present many duties are shared by various positions within our service and it has now become obvious that there is a need for a Support NCO to be responsible for several functions including

case management, exhibit control, court liaison and various administrative functions including fleet management and facility coordinator.

Over the next year we will explore any opportunities to cost share a new position to meet the above noted demands. A proposal will be presented to the Board of Police Commissioners which will rationalize the many functions presently in the job description of our By-Law Enforcement Officer. The recent enactment of a No Smoking By-law and the by-law enforcement role requires some re-alignment of duties. The proposal for a support NCO position will address all known deficiencies for the near future.

Strategic Plan

The mission of the Bridgewater Police Service is to promote a safe community by providing professional and efficient police service.

Our Core Values

- Caring
- Dedicated
- Ethical
- Loyal
- Professional
- Respectful

Goal One Identify and deliver effective communication strategies which inform and engage the community.

A second annual Town Hall Meeting was conducted on March 19th, 2008 and at that time the results of the 2007 Client Satisfaction Survey were presented. The next Town Hall Meeting is planned for March 2009

The website has proven to be a valuable communication tool and in the past year the Police Service website became coupled with the Town of Bridgewater website. After a critical evaluation, it was determined that it would be more appropriate to revert back to a stand-alone Bridgewater Police Service website again which was accomplished in the fall of 2007.

In the past year there have been many proactive media stories, locally, provincially and nationally. The print media as well as the electronic media, has been utilized to deliver a form of marketing to provide a positive image recognizing the need in our re-branding strategy. As indicated, our new uniforms, vehicle graphics and service change of name, was launched at the official opening of our new facility. The Annual Report was prepared and delivered in May 2007. We continue to improve the internal communication system primarily through electronic mail.

In the fall of 2007 our Community Liaison Coordinator conducted a Client Satisfaction Telephone Survey where more than 200 respondents shared their experiences when dealing with our office. The full report of the survey can be found on page 22.

Goal Two Identify and deliver effective strategies to recruit, retain and develop human resources to provide a professional and efficient police service.

Our ability to recruit police officers and civilian staff has improved over the past year. The main challenge we are left with is the ability to retain well qualified and motivated officers since, in the past, those most junior officers were only offered part-time employment. In June of 2007 we signed a new collective agreement which provided for

full time employment for all officers upon joining. We continue to explore new initiatives to attract qualified candidates and thereafter offer the kind of career environment necessary to retain them. In February of 2007 we conducted a job fair at the Atlantic Police Academy and have identified two cadets who will complete their job placement training with us during the summer of 2008.

The Board of Police Commissioners has been presented with several strategies which when fully implemented will provide for the kind of retention that we require in order for this Service to grow and improve.

Members and staff of our police service continue to be afforded improved and increased opportunities for training and development. This development plan continues to be built upon by accessing various training courses. We utilize a combination of in-service training through the Canadian Police College, the Atlantic Police Academy and other courses offered throughout Nova Scotia. Our officers and staff can also avail themselves of distance education through various service providers.

Goal Three Identify and deliver effective strategies which promote a positive relationship between youth, police and the community.

The School Liaison Officer position was started as a pilot project in the fall of 2006 and was considered very successful. The program continued in the 2007-2008 school year with great success once again. The program has evolved and will now be part of an integrated unit working with the RCMP to ensure all schools in Lunenburg County are covered by the program. The unit will be comprised of two RCMP members and one BPS member. They will start in September 2008 and will operate out of the RCMP office in Cookville.

Through research and discussion with other police agencies, we are endeavouring to determine those practises and programs that will best suit the needs of our local youth. Programs for youth do cost money, but the benefits have proven to be worth the expenditures. We have forged partnerships with local organizations that have come forward to assist in these costs, i.e United Way, and we will continue to build partnerships that will be beneficial to all involved.

Some of the strategies we have adopted in our attempt to serve the youth reflect the need to build a sense of trust between youth and police. The Kids 'N' Kops program has been remarkably successful and is planned to become a yearly event. Having the police present in the schools and visiting Empire House to give presentations or hold informal discussions, have been valuable methods of reaching our goal towards mutual respect. The DARE program has been presented in the elementary school for a number of years now and continues to be popular with the grade six classes. There have been other programs implemented recently that have been successful, such as PARTY, a program for the high school students that teaches the dangers of driving while intoxicated. We will continue to evaluate these programs and research new ones that can benefit our young people.

Goal Four Identify and deliver effective strategies which provide safety and security for our seniors.

It was determined that the seniors in our area are a group that had been somewhat “neglected” in terms of our programming. This was not acceptable and programs were studied and researched to determine how well they could work in our area.

We have always participated in, and will continue to participate in, the Michelin Senior’s Expo which is held annually. The VIAL of LIFE program was revamped last year by the Seniors Secretariat, now the Dept. of Seniors, and we have adopted that program and made the VIALS available when requested.

It was determined to be of great importance to make the police more visible to the senior population. Sense of security and peace of mind are critical in maintaining a quality of life, particularly as you age. With the increase of seniors in our area, we will continue to search for program ideas that will enhance their well being and give them an opportunity to share their concerns and fears with the police.

We are continually searching for new and better ideas to help us better meet the needs of seniors. We have agreed to work with the RCMP in presenting the Senior’s Police Academy twice a year, once in the county and once in town. These annual events give the participants an opportunity to learn valuable safety skills as well as giving them a time to socialize with other people with whom they have things in common.

Last year we visited several senior clubs to deliver presentations on personal, internet and home safety. We delivered the VIAL of Life to several hundred residents. The Senior’s Police Academy was held for the first time with great success. It took place in the Chester area in May 2008 and will be held here in Bridgewater again in September 2008. Safety topics covered over the course of the seven week program include presentations from the Fire Department, ABC’s of Fraud, Addiction Services, Alzheimer’s Society, EHS, and 55 Alive Safe Driving.

We are currently looking at best practices for senior safety programs that are taking place in other locations. We would like to implement programs that involve other parts of our community as well, such as business practises when dealing with senior citizen customers.

Goal Five Identify and deliver strategies which engage the community in positive partnerships.

Over the years we have worked closely with a number of organizations in our community. We sit on the board of many of these groups such as MADD, Fetal Alcohol Spectrum Disorder (FASD), Sexual Assault Nurse Examiner program (SANE), South Shore Safe Communities (SSSC), Crimestoppers, Big Brothers Big Sisters and the Crime Prevention Society of Nova Scotia (CPSNS) We also sit on working committees such as the SSSC Anti-Bullying and Suicide Prevention sub-committees. Our participation in community activities continues to grow each year as well. We have always participated in the Michelin Health and Safety Fair, the Work Zone presentations held at the

community college each year and school fairs and events. Our partnership with these groups involves active participation. We are not there as simply “figureheads” for the department. Members of BPS are encouraged to join community groups and participate in all local activities whenever possible.

We make every attempt to work closely with the business community. We have participated in their community events and we continue to respond to their requests for staff education for dealing with shoplifters, counterfeit bills and problem customers.

Outcomes and goals as stated in the 2007-2009 Strategic Plan

- * Our community is satisfied with the service provided by the Bridgewater Police Service.
- * Our community is satisfied with the Bridgewater Police Service’s visibility and presence in their community.
- * Our community feel safe where they live.
- * Our community feel safe in local areas where they go to school, shopping, recreation and work.
- * Our community is satisfied that the Bridgewater Police Service communicates effectively.



Demands for Service

		2003	2004-2005	2005-2006	2006-2007	2007-2008
		Cases	Cases	Cases	Cases	Cases
Reported	Persons	165	149	172	169	180
	Criminal Code	436	383	336	349	422
Self-generated Enforcement						
	<i>Motor Vehicle</i>	673	847	783	790	757
	<i>Liquor Control</i>	99	163	137	162	132
	<i>Drugs</i>	40	39	27	51	101
	<i>Impaired Driving</i>	42	47	39	49	38
	<i>MV Collision</i>	136	135	124	128	166
Total calls for Service		3418	3503	4416	4465	4658

This graph shows a continuing trend over the past five years accounting for a 36% increase in the calls for service. Of interest to note is the fact that property crimes have actually decreased while crimes against person's have only increased marginally.

Police Personnel in Municipal Services 2007

Location	Population	Police Officers	Population per Officer	Operating expenditures\$	Per Capita Costs \$
Bridgewater	8068	20	403	2,216,310	275
Amherst	9670	22	440	2,515,084	260
Kentville	5891	16	368	1,647,800	280
New Glasgow	9409	25	376	2,645,300	281
Truro	11,390	33	345	3,545,212	311

This graph shows a comparison between this service and the other similar sized police services in the province. These statistics are extracted from Statistics Canada data that is published yearly.

Integration - Partners in Policing

Criminal Intelligence Services Nova Scotia (CISNS)

CISNS is a partnership of law enforcement agencies that gathers and shares intelligence on organized and serious crime in Nova Scotia.

Based in Bridgewater, the CISNS South Shore unit consists of one Bridgewater Police Service officer and one member of the RCMP from Lunenburg County. These two local intelligence officers are responsible for the area from Hubbards to Yarmouth.

Like their counterparts across the province, the CISNS South Shore officers work closely with many partner agencies, including Bridgewater Police, RCMP, Canada Border Services Agency, Natural Resources and Revenue Canada.

CISNS shares intelligence with these partner agencies and gathers information from a variety of sources to help close intelligence gaps regarding organized crime in their district.

They profile existing organized crime groups and identify emerging groups and trends. They also gather information needed for search warrants and surveillance of known criminals operating in the area. Working with other units, they are also often active participants in executing these searches and conducting surveillance.

Information provided by the CISNS South Shore officers regularly leads to the seizure of illicit drugs, weapons and illegal tobacco and the arrest of organized and serious criminals in the area.

The CISNS South Shore office is dedicated to working with their partners to combat organized and serious crime in Nova Scotia and provide residents with safer homes and communities.

The South Shore office is currently staffed by a senior member of the RCMP and a senior member of the Bridgewater Police Service who have been able to meet the provincial mandate of collecting and sharing criminal intelligence for the entire south shore region.

The impact on the Town of Bridgewater is that the criminal intelligence generated for this jurisdiction is now immediately actioned by the two enforcement units located adjacent to the local intelligence office. Our GIS unit and the Street Squad are very

closely linked and have the capacity to immediately act upon intelligence as it is generated.

Street Crime Enforcement Unit

In April of 2007 the Province of Nova Scotia began funding a new 4 person Street Crime Unit located in our new facility. The unit is comprised of a senior Cpl. from the RCMP who is the unit commander and 3 Cst. positions (one from Lunenburg District RCMP, one from Queens District RCMP and a member of the Bridgewater Police Service). This new unit has been funded through the Provincial Safe Homes and Safe Communities initiative which saw 80 new police positions established throughout Nova Scotia in the fiscal year 2007/2008.

The mandate of the Street Crime Unit is to target low to medium level organized crime groups, serious crime and to ensure compliance with interim judicial releases. In recognition of the negative impact on the community that drug offences play this unit focuses a great deal of its attention on that category of crime.

The positive impact for the Town of Bridgewater has been the significant reduction in overall criminal activity. The drug enforcement posture in Town has seen a doubling of the number of persons charged go from 50 to 100 for the year before. The Street Crime Unit in co-operation with the Local Intelligence Office and our General Investigative Section has been responsible for 18 searches of residences within the Town of Bridgewater. The majority of the search warrants sought were to search for drugs.

The overall impact of having a street enforcement unit readily available has proven to be very beneficial to our jurisdiction.

From April 1st, 2007 to March 31st 2008, the total estimated street value of drugs seized by SSISCEU is in excess of one million dollars (\$1,000,000) in Lunenburg and Queens Co.



School Safety Resource Officer



Bridgewater Students Walk to Breakfast Program

This program is in its second school year and has proven so valuable that provincial funding was sought to permanize the position as of April 2008. The Bridgewater School Liaison Officer's aim is to build a trusting relationship between the police and youth from grades primary to twelve, in the hopes of assisting those youth at risk of offending, and those at risk of being victimized before an opportunity presents itself. Our focus is to be proactive rather than reactive.

The School Liaison Officer works with the students, staff, parents and the community to identify and address school related issues. This role is to enforce the law and school policies, and to provide a safe and secure environment for both students and staff. The School Liaison Officer acts as a resource for students, staff, parents through counselling, mediations, education, crime prevention and community relations to meet the diverse needs of residents in the school community.

This position is a key component in developing a stronger relationship and rapport between the youth, police and the community. Having a visible presence in the school is taking a proactive approach to diminishing violence, drugs, motor vehicle offences, and other criminal activities. Cst Bonnell is able to deal with these situations immediately and helps diffuse situations before they get out of control.

COMMITTEES

Youth Advisory Committee – There is one committee for each high school. The school guidance, police, and students from grades 10-12 meet to identify five problems in the school. Examples (drugs, bullying) the committee then will find solutions to solve the problem.

Crisis Response Team- Developing and enhancing policies/procedures in relation to serious incidents; building evacuations, lockdowns, medical emergencies and staff assistance. Creating a mapping system in conjunction with the schools surveillance cameras, to better assist emergency personal when responding to a critical incident.

Bully Committee, Suicide Prevention Committee, Kid's n Kop's program



PROGRAMS

D.A.R.E.

D.A.R.E. (Drug Abuse Resistance Education), is delivered to grade 6 students focusing on the following points: providing the skills for recognizing and resisting social pressures to experiment with tobacco, alcohol and drugs; helping enhance self esteem; teaching positive alternatives to substance abuse and other destructive behaviours; developing skills in risk-assessment, decision making and conflict resolution; building interpersonal and communication skills.



P.A.R.T.Y. (Prevent Alcohol and Risk-Related Trauma in Youth), is designed to educate students about consequences of risk and injury, also helps teenagers see and understand what happens to a trauma patient throughout the health-care system, with presentations by health-care workers and police. The DVD portion provides a

realistic and sometimes explicit journey from the scene of a mock car crash, through the emergency department and Intensive Care Unit, and onto rehabilitation.

OPTIONS TO ANGER, Cst. Bonnell assisted P.V.E.C. Guidance Counsellor with this seven week program, this program was available to all students, who want help dealing with their anger issues. The sessions include, introduction to anger, early warning system, invitations, expression, taking space, anchoring and self talk, as well the resolution cycle.

ADOPT A LIBRARY PROGRAM, Registered all local libraries and the three School Libraries.

OTHER DUTIES INCLUDE;

- Drug Presentations
- Bullying Presentations
- Law Class
- Halloween Safety
- Personal Safety
- Bert & Gert Safety Tips
- Elmer the Safety Elephant Tips
- Driver's Ed Presentations
- School Bus Safety
- Career Day/ Post-Secondary Education day
- School Dances
- Mediations
- Safe Graduation
- Adopt a library program
- School Events/Activities/ Trips
- Advisory Role

As of April 2008, our school liaison program will be fully funded by the provincial "Boots to the Street" initiative. Cst. Bonnell will become part of a three person, School Safety Resource Officer integrated unit with two members of the RCMP. This new unit will work out of the RCMP office in Cookville and be responsible for all 22 schools in Lunenburg County. This is another expansion of our integrated effort to maximize services provided through a partnership with the RCMP and Provincial Department of Justice.

Integrated Impaired Driving Enforcement Unit

In June of 2007 the four Deputy Ministers from the Department of Justice, Transportation and Infrastructure Renewal, Service Nova Scotia and Municipal Relations, and Health Promotion and Protection hosted a workshop to explore options to reduce death and injury from impaired driving. This workshop was attended by more than 50 law enforcement representatives from across the province.

One of the recommendations coming out of this workshop was to establish a one year pilot-project funded by the four Ministries listed above to specifically address the impaired driving issue.

The Integrated Impaired Driving Unit was set up as a 12 month pilot-project in Southwest Nova Scotia with a primary focus on detecting and intercepting impaired drivers.

This unit is comprised of four RCMP Traffic Services officers as well as one officer from the Bridgewater Police Service and an officer from Kentville Police Service. As can be seen in the photo below, the Municipal officers operate RCMP vehicles as part of this roving traffic unit.



Cst. Danny MacPhee, Bridgewater Police Service, Impaired Driving Unit

As part of this pilot project, there is a very robust evaluation study being conducted to determine the overall effect of this unique style of enforcement. At the end of the pilot-project the evaluation will be utilized to support recommendations to the Province of Nova Scotia.

A review of the enforcement statistics, thus far, is extremely impressive and all participants look forward to the final evaluation.

This pilot-project is a key component of the Provincial Road Safety Strategy as well as the Provincial Crime Reduction Strategy.

Policing Costs

	<u>2008/2009</u>	<u>2007/2008</u>	<u>2006/2007</u>	<u>2005/2006</u>	<u>2004/2005</u>	<u>2003/2004</u>
	<u>Projected Budget</u>	<u>Total Budget</u>	<u>Total Budget</u>	<u>Total budget</u>	<u>Total budget</u>	<u>Total budget</u>
PROTECTIVE SERVICES						
Police Services			-	-	-	-
Police Commission	16,000	25,000	36,000	53,268	11,677	3364.00
Administration	249,151	201,016	190,110	187,028	145,293	116723.00
Crime Prevention	2,121,832	1,952,780	1,649,795	1,611,414	1,581,101	1565716.00
Community Policing	159,644	125,804	63,940	73,122		
Training	30,800	27,875	25,836	26,478	18,834	11026.00
Police Station Expenditures	295,900	245,800	50,455	52,369	45,908	39899.00
Police Auto. Equipment	114,200	93,700	82,343	84,113	72,877	62119.00
Detention and Custody	68,500	68,500	68,500	67,883	2,206	1710.00
Other	146,125	62,500	49,331	45,689	47,005	45820.00
Law Enforcement	22,700	20,728	20,347	23,327		
	<u>3,224,852</u>	<u>2,823,703</u>	<u>2,236,657</u>	<u>2,224,690</u>	<u>1,924,901</u>	<u>1,846,377</u>
revenue(minus)	<u>844,186</u>	587,046	308,729	315,908	170,937	64,279
NET	<u>2,380,666</u>	<u>2,236,657</u>	<u>1,927,928</u>	<u>1,908,782</u>	<u>1,753,964</u>	<u>1,782,098</u>



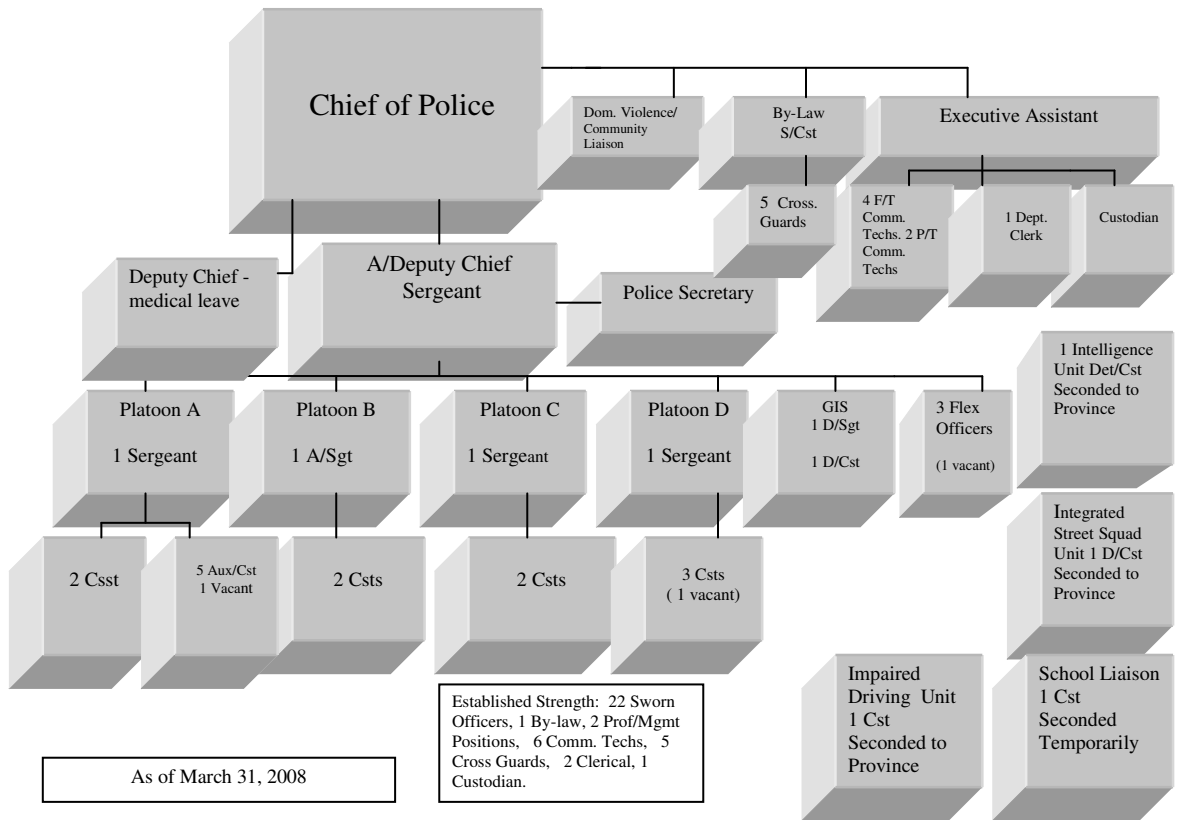
As can be seen above, our costs have risen significantly over the past five years. It must be recognized however, that the level of service provided is much enhanced. The increased operating costs provide for a 20% increase in the number of sworn officers (20-24) for the budget year 2008-2009. The net cost shown above is the actual cost to the taxpayers of the Town of Bridgewater.

Personnel

Chief Brent Crowhurst	Cst. Angela Wareham
Deputy Chief Bob Smith	Cst. Morgan Gibson
Acting D/C Sgt. John Collyer	Cst. Jessica Sonier
Sgt. Richard Milbury	Cst. William Creamer
Sgt. Alfie O'Quinn	Cst. Matthew Bennet
Sgt. Al Cunningham	
Det/Sgt. Scott Feener	Special Constable Luc Laliberte
Det/Cst. Trevor Mitchell (on secondment)	Aux/Cst. Creig Veinot
Det/Cst. Dave Ramey (on secondment)	Aux/Cst. Stephen Seney
Cst. Jerome Richard	Aux/Cst. Darren Hamper
Cst. Wade Keddy	Reba (tracking dog)
Cst. Ward Beck	CP/DV Coordinator Dale Saulnier
Cst. Ron Graves	Executive Assistant Patty Sleep
Cst. Christine Bonnell	Operational Secretary Toni Swim
D/Cst. Terry Brekker	Departmental Clerk Kathie MacDonnell
Cst. Paul Rogers	Communication Technician Paula Cardinell
Cst. Danny MacPhee (on secondment)	Communication Technician Kim Weagle
Cst. Jennifer Russell	Communication Technician Danny Seaman
Cst. David Gallant	Communication Technician Susan LeBlanc
	P/T Comm. Tech. Monica Garland

As of March 31, 2008

Organizational Chart



Public Complaints

Complaints by Department

Department	2003		2004		2005		2006		2007	
	PC	ID	PC	ID	PC	ID	PC	ID	PC	ID
Amherst	8	2	19	3	10	1	3	2	6	1
Annapolis Royal	2	0	0	0	0	0	0	0	0	0
Bridgewater	4	0	1	1	5	0	7	2	1	1
CBRPS	29	13	30	9	26	3	33	5	36	5
HRPS	85	11	46	13	31	12	67	13	102	28
Kentville	0	0	3	0	4	0	4	1	1	1
New Glasgow	14	0	4	0	9	1	5	0	3	2
Springhill	1	0	1	0	3	1	3	0	2	0
Stellarton	5	1	3	0	3	0	2	0	7	0
Trenton	1	0	1	0	0	0	0	0	1	0
Truro	8	3	8	5	8	4	4	2	7	6
Westville	3	0	1	0	0	0	1	0	1	0
Totals	160	30	117	31	99	22	129	25	167	44

*PC = Public Complaint; ID = Internal Discipline

The public complaint indicated above concerned the conduct of a member of BPS which was investigated fully and found to have no merit so therefore there was no finding of fault and was dismissed.

The internal discipline identified above resulted in a finding of a disciplinary default under the Nova Scotia Police Act Regulations. The penalty assessed in this matter was a suspension of two days pay and a requirement to provide a letter of apology to a member of the public.

Client Satisfaction Survey 2007

Introduction

During the months of November, December 2007 and January 2008, the Bridgewater Police Service undertook a Customer Service Survey to address issues and concerns in regards to client satisfaction when dealing with the Bridgewater Police. This report offers a brief summary of the results of that survey.

The Bridgewater Police Service, as a key component of the 2007-2009 Strategic Plan, recognized the importance of community satisfaction with core elements of service such as:

- effective communication
- basic service and assistance to the public
- visibility and presence
- sense of safety in the community

The five goals of the Bridgewater Police Strategic Plan for 2007-2009 are based on and meant to help in delivering and living up to our Mission Statement: *The mission of the Bridgewater Police Service is to promote a safe community by providing professional and efficient police service.*

It was the first goal of this strategic plan that included the creation and implementation of this survey.

- Goal 1. Identify and deliver effective communication strategies which inform and engage the community.
 - i. This goal involves conducting a “town hall meeting”;
 - ii. enhancing our website in order to keep the community informed
 - iii. developing a communication plan;
 - iv. delivering a client satisfaction survey

To determine the level of satisfaction, the Bridgewater Police Service developed a plan of action that would assist in discovering the necessary information.

1. a customer service survey
2. town hall meeting
3. developing a plan of action based on results of the survey in consultation with the Board of Police Commissioners and discussion with the public in a forum such as the Town Hall Meeting with the Chief.

Methodology

The Client Satisfaction Survey 2007 was conducted over a three month period beginning in November 2007 and ending in late January 2008. Phone calls were made randomly to clients who had dealt with Bridgewater Police during the period of November 2006 to November 2007.

There were 4435 actual occurrences during this time period. Approximately 1080 occurrences were non-reportable offences, such as traffic violations, false alarms, mental health, etc. Of the remaining 3,355 occurrences, we were able to contact 200 clients.

The survey was essentially random and anonymous as names were not specifically chosen, nor were names attached to survey questionnaires.

Questions were created that would best provide us with actual results of calls to the office for assistance. It was the intention of the Bridgewater Police Service to discover if our dispatch service and police officers were meeting the needs (perceived or real) of the public.

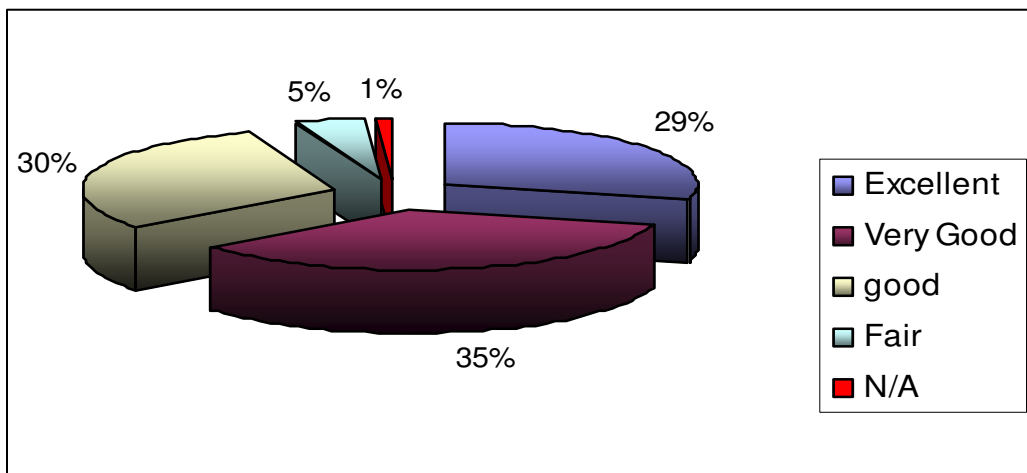
Survey Results

The majority of the calls the Bridgewater Police Service responded to were mischief, traffic collisions, suspicious persons, assault, breach of peace, theft under \$5000 and uttering threats.

During this time period Bridgewater Police Service responded to over 400 false alarms, almost 300 traffic collisions and generated tickets for over 1000 offences under the Motor Vehicle Act and Provincial Liquor Act. There were 257 reported incidents of theft under \$5000 but only 15 reported cases of theft over \$5000 and 161 reports of mischief.

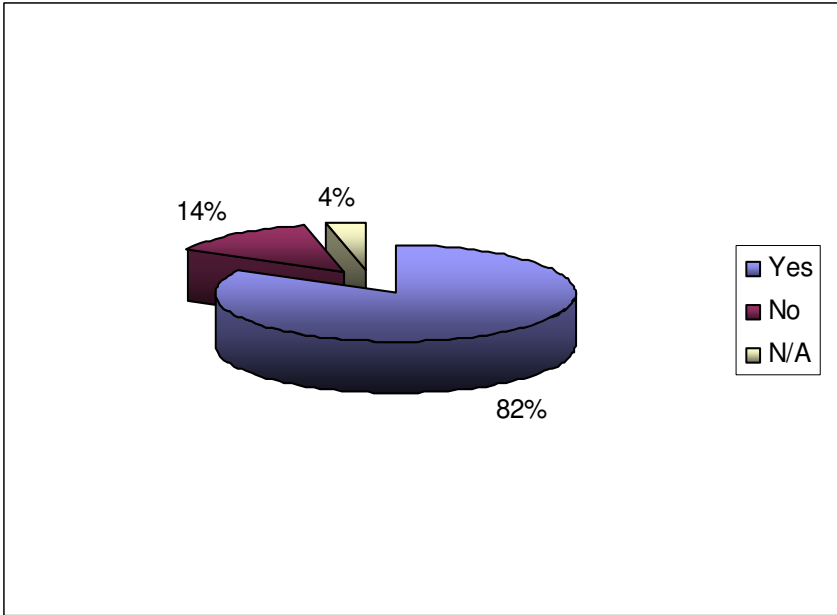
Client Question Results

1. How would you rate the "call takers" attitude and behaviour toward you?



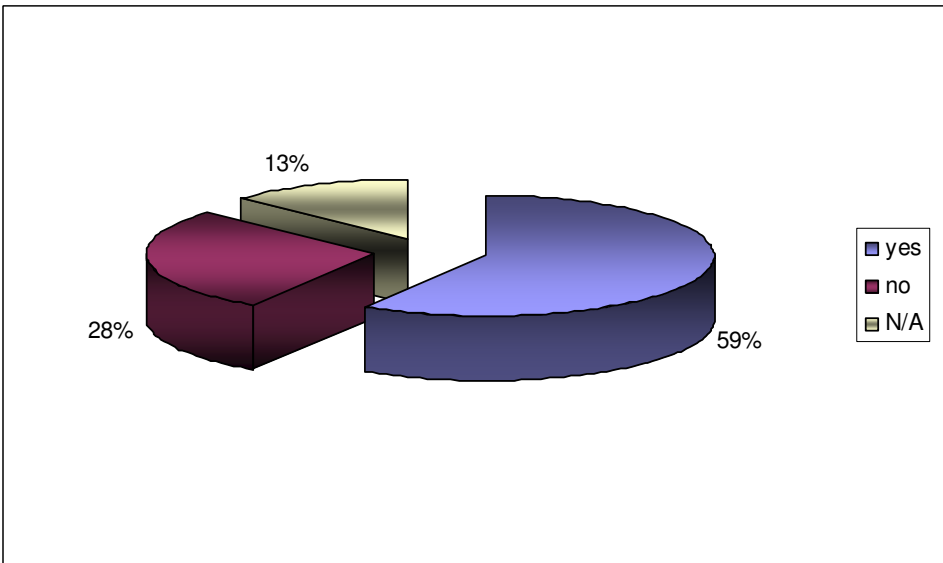
This is the first time this topic has been sampled and has provided valuable input.

2. Did an officer contact you about the incident?



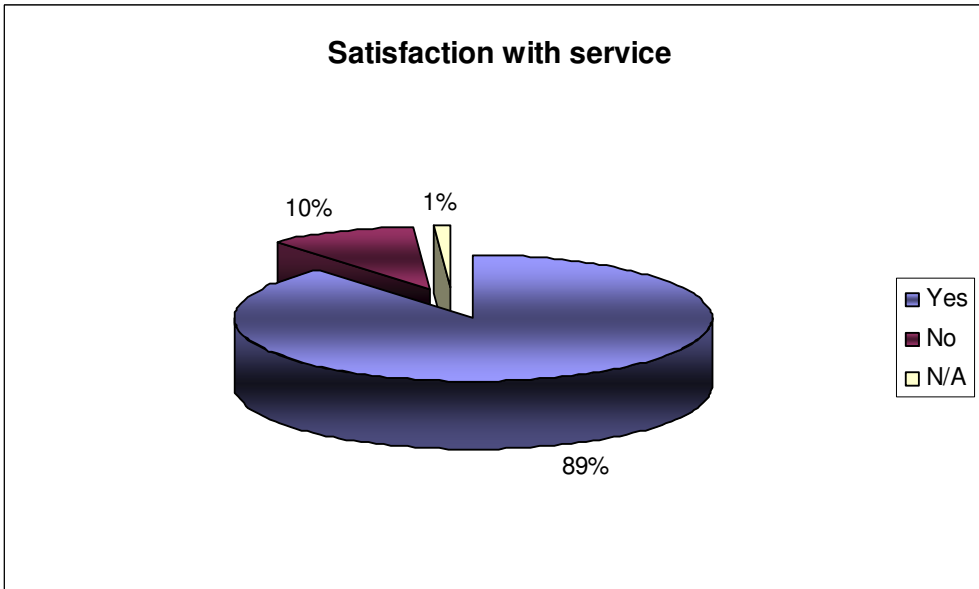
The results for this question were better in the 2005 Survey.

3. *Were you advised of the results of the investigation?*



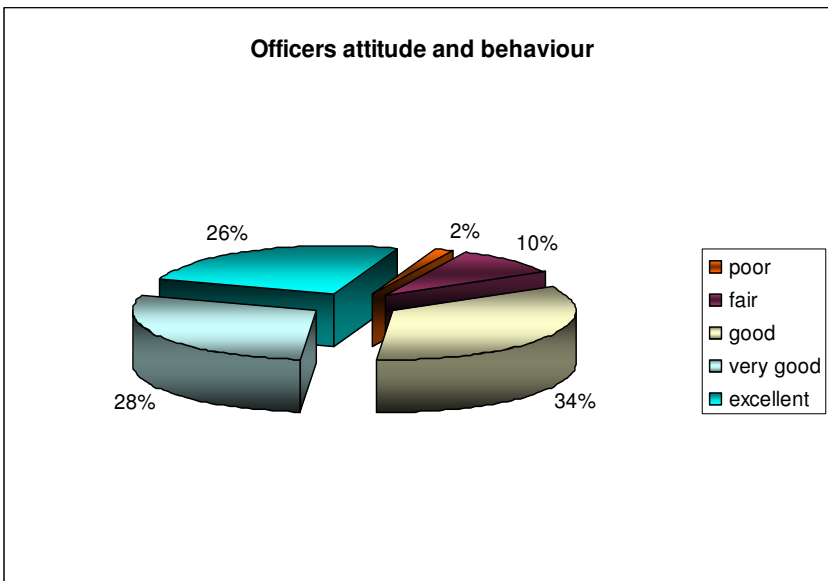
The results to this question indicate there needs to be an improvement since the last sampling had a higher contact rate.

4. *Were you satisfied with the service you received from the Bridgewater Police service?*



There is a slight reduction in this category, but the positive trend continues.

5. *How would you rate the police officers attitude and behaviour toward you?*



This was a new question surveyed therefore there is no comparison with the 2005 survey that can be drawn.

The survey gave us the opportunity to speak to the quality of service provided by Bridgewater police officers. It is important to understand the community perception of the officers in regards to key elements that help us determine if we are meeting the needs of the community. In particular, are the police of Bridgewater approachable, committed to their job, courteous and polite? Do they have a caring manner; are they fair, do they inspire confidence? These are all qualities that we seek to find in our police officers.

6. What suggestions or recommendations do you have that would help the BPS better serve our community?

The following suggestions and comments were made during the phone calls:

A recurring recommendation that the Bridgewater Police Service will continue to address is the need to respond to callers complaints with the outcomes of their investigations.

One individual felt that they hadn't been taken seriously when they called in their complaint.

Many callers would like to see the police cruise their neighbourhoods more often. They also requested more foot and bicycle patrols.

One caller said that the officer needed to improve their manners.

A few callers were concerned with the problem of teenagers loitering in busy areas. They find them intimidating when made to pass by large groups. There should be more visibility where kids tend to gather.

Jaywalking on King Street is seen to be a growing problem that needs to be addressed.

There should be more show of police in tavern parking lots especially on weekend nights.

Bylaws should be enforced.

One caller explained that many older drivers don't know about reporting car accidents to police. This person felt that education was needed.

Sign on the new building is not visible enough. Hard to find the police station if you don't know the town.

On the positive side, there were those who commented on the good work that was being done:

A number of complainants felt that the police officers were doing a great job.

The quick response was noted by several.

One individual commented on the excellent advice they had received from the officer.

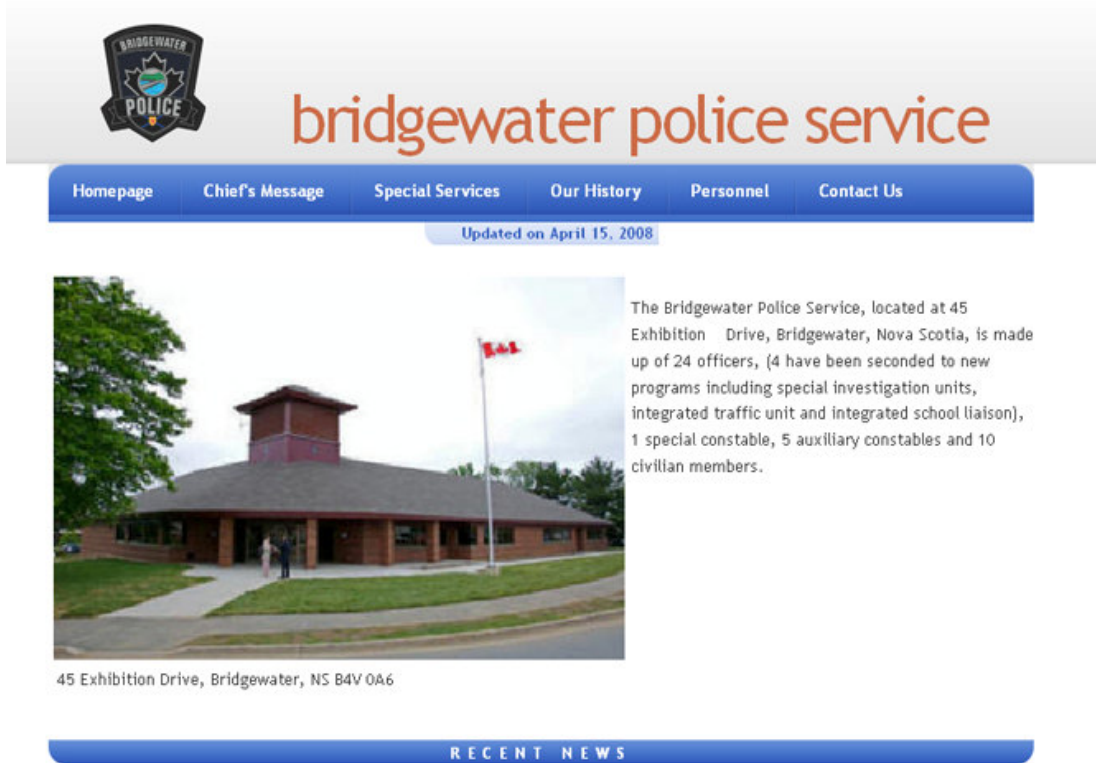
Many felt that the police had been helpful to them and one individual was impressed with the kindness of the officer.

Most clients were happy with the time that it took to have their problems taken care of. It is of great importance to them all that follow up take place. Most would like to know that officers did respond and the problem addressed.

Crime Prevention/Community Resource

Bridgewater Police Website

The newly revamped website, www.bridgewaterpolice.ca, averages 46 visits a day. We make every attempt to keep the site updated regularly.



The Bridgewater Police Service, located at 45 Exhibition Drive, Bridgewater, Nova Scotia, is made up of 24 officers, (4 have been seconded to new programs including special investigation units, integrated traffic unit and integrated school liaison), 1 special constable, 5 auxiliary constables and 10 civilian members.

45 Exhibition Drive, Bridgewater, NS B4V 0A6

RECENT NEWS

Senior Citizen's Police Academy

This past year we were involved with a number of community groups and organizations. The RCMP partnered with us as we presented our first Senior citizen's Police Academy.

The Senior Citizens Police Academy was designed to give seniors an opportunity to learn hands-on about crime prevention and safety in their homes and communities.

Workshops were presented by members of various organizations such as:

- Addiction Services
- ABC's of Fraud
- Bridgewater Uechi-Ryu Karate (Victor Swinamer)
- Creig Veinot and Reba
- Dept. of Seniors (Seniors Secretariat)
- Emergency Health Services
- Chester Pharmasave
- Fundy Driving School



The Senior's Police Academy ran for seven weeks and was topped off with a graduation party attended by the Honourable Caroline Bolivar-Getson and the Deputy Mayor David Walker.

Kids 'N' Kops



This program was developed for the children ages 9 to 12 who were currently on the waiting list for a Big Brother or Big Sister. Our partnership with Big Brothers Big Sisters gave us the opportunity to provide a mini police academy with a recreational component. The educational component is combined with a recreational element that integrates fun through sports and games into the week long experience. This group program sees officers mentor a group of children by teaching them many aspects of police work and personal safety.

The Kids 'N' Kops Program was held at the Bridgewater Police Station during the week of August 20th – 24th. The days were divided into two parts; the morning activities took place with police officers such as crime scene investigations, fingerprinting, tactical rescue, canine division and fire investigations. These sessions were all delivered by police officers, fire department persons and other professionals who have knowledge or expertise in a particular area. The afternoon was filled with fun activities such as sports, museum trips or swimming. These sessions were supervised daily by 1 agency staff and 3 police personnel.

Major Cases

Karissa Boudreau



On January 27, 2008, at 7:30 pm, Karissa Boudreau's mother, Penny Boudreau, reported her daughter missing in the Town of Bridgewater. Police began an extensive search for Karissa which lasted for several days. On Saturday February 9th, 2008, a passer-by noticed a body on an embankment near the LaHave River on the outskirts of Bridgewater. Everyone's worst fears were confirmed when the body was identified to be that of Karissa. Further investigation confirmed that this was a homicide. The Bridgewater Police and the RCMP embarked on an extensive 5 month joint investigation to find the person or persons responsible. 34 year old Penny Patricia Boudreau was arrested on Friday June 13th in Halifax. She has appeared on a charge of First Degree Murder on Monday June 16th at Bridgewater Provincial Court.

Investigators want the family to know that the focus has always been on Karissa and ensuring that the person responsible for her homicide would be brought to justice. They understand how difficult these months have been for them knowing that the person responsible was still free. Investigators maintained close contact with the family, providing them with what information they could. Investigators would like to thank the family for their understanding during the time when details could not be shared.

Investigators would also like to thank the public for their assistance and support during this investigation. Hundreds of tips came in; all were followed up and a number of them provided valuable information.

From the onset, Investigators were confident this was an isolated incident. With extensive experience in serious crimes and homicides, Major Crime Investigators felt that Karissa must have known her killer. This was reinforced by the RCMP profiler who assisted investigators, but this did not stop investigators from exploring all possible avenues.

An integrated approach was taken during this investigation. Karissa was first reported missing in the Town of Bridgewater, but the search ended just outside the town where her body was found. Bridgewater Police worked closely with the RCMP Major Crime Unit throughout this investigation and offered the advantage of knowing the community. The RCMP provided considerable resources to this investigation without which this would have become a much longer investigation. The specialized expertise they provided would have been difficult to obtain otherwise.

For police, the trust of the public and media is an important part of the investigative process. While investigators tried to provide as much information as possible, the public can appreciate the need to limit what is divulged so as not to compromise the integrity of the investigation. Police have to weigh the public's right to know versus the integrity of that investigation.

Investigators feel confident that there was only one person responsible for this homicide. No other person's are expected to be charged in this case.

Dedication

This Annual Report is dedicated to the memory of P.S.D. Sgt. Pepper, 1997 – 2007

Sgt. Pepper worked for 10 years with the Bridgewater Police Service. During those years he responded to over 300 call outs on missing persons, article searches and tracking of criminals involved in all types of activities.

His police record includes major cases such as when he tracked and located an individual who had committed an attempted murder. He has located individuals involved in home invasions and located objects and individuals from numerous break and enter offences.

On several occasions Sgt. Pepper was recognized as an “expert witness” by the Supreme Court of Nova Scotia. In July 2004 he received a Certificate of Appreciation from the Dept. of Justice for Outstanding Police Service.

Sgt. Pepper never refused a call out and accepted a simple pat on the head and the officer’s praise as his reward.

Sgt. Pepper

