

Municipality of Lakeshore - Report to Council

Legislative & Legal Services



To: Mayor & Members of Council
From: Kristen Newman, Director of Legislative & Legal Services
Date: February 19, 2021
Subject: Viability of OPP Complaint Tracking System

Recommendation

This report is for information only.

Background

In 2019, Council passed the following resolution:

374-08-2019 – Wilder/Santarossa

Direct Administration to bring back a report regarding the viability of creating a tracking sheet for speeding and other traffic complaints to the OPP.

This report provides information regarding the viability of a tracking sheet for speeding and other traffic complaints to the OPP.

Comments

Complaint Reporting

When a Council Member raises a traffic issue at Council meetings or otherwise, the complaints are provided by Administration to the OPP for follow up. In every instance, the OPP encourage that a complaint be filed through the OPP's non-urgent contact services via the following:

OPP Online Reporting System: <https://www.opp.ca/index.php?id=132>

OPP Reporting Line: 1 888 310-1122 / 1 888 310-1133 (TTY) (non-emergency reporting, for emergencies call 911)

Each time a complaint is made to the OPP Reporting Centre, then an occurrence is created upon which officers can act (whether to pursue enforcement, follow up or

otherwise). To identify systemic issues, it is important that complaints be reported to the OPP in order for officers to perform the necessary duties but also to provide data regarding alleged traffic infractions. Residents must be encouraged to direct their complaints to the OPP in order for the OPP to act so that the OPP can collect the necessary information by which to respond.

Administration is working with the OPP to push out messaging through its various digital platforms to communicate the various complaint reporting mechanisms.

Tracking

It is very important to note that Council Members should, in all cases, direct citizens to the Reporting Tools described above so that traffic complaints are recorded. Police follow up activities are more efficient (and provide opportunity for analysis) with complaints being reported to the OPP Reporting Centre.

If Council directed, Administration could track traffic complaints made by Council by the 2 means described below.

1. Track by Council resolution issued to the OPP

a) Should Council choose to pass a resolution regarding traffic-related issues, Council can choose to direct the resolution to the OPP for follow up. Administration will, through the new agenda production system, track the resolutions. On an annual basis, Council could ask the OPP to provide information relating to the resolutions on a regular basis (for example, at an annual presentation to Council regarding OPP activities).

b) Alternatively, Council could request that the accounting be included in the regular reporting to the Lakeshore Police Services Board. Policing activities are reported on a regular basis and included in the agenda for each Police Services Board meeting.

To pursue this option, Administration recommends that Council pass a resolution requesting the OPP to respond to Council resolutions regarding traffic complaints to the Lakeshore Police Services Board. At this time, the OPP have expressed a strong preference for Council Members directing the staff to direct requests through the OPP Reporting Centre.

2. Track individual Council Member inquiries through Council Tracking or Electronic Agenda System

Administration is currently developing a tracking system to manage individual Council inquiries. Complaints received by Council Members that require follow up with the OPP could be entered by the Council Member into the internal system. The responsible Director then responds to the inquiry, conveys information to the OPP, or inquires and follows up with the OPP.

Administration currently directs issues to the OPP for follow up and communication to the officers. However, should Council choose to wish to report individual issues on a frequent basis then there would be a corresponding resourcing impact that would need to be evaluated over the course of time depending on the volume and frequency. There is not currently a staff member whose role is devoted to OPP complaint follow-up—that is the service that the OPP provides through the OPP Reporting Centre and, indirectly, to Council via the Police Services Board.

As reported to Council in the past, should Council wish to request that the OPP conduct the analysis to provide staffing for a traffic enhancement, Council can pass a resolution to do so.

Others Consulted

Ontario Provincial Police

Financial Impacts

There are no immediate direct financial impacts which would result from any of the options described in this report. However, should Council wish to implement a traffic enhancement to OPP services there would be a corresponding impact to fund an officer.

Report Approval Details

Document Title:	ViabilityOPPComplaintTrackingSystem.docx
Attachments:	
Final Approval Date:	Mar 17, 2021

This report and all of its attachments were approved and signed as outlined below:

Rosanna Pellerito

Truper McBride