

The Regional Municipality of York Police Services Board

Public Board Meeting
January 23, 2023

Report of the Chief of Police

Quality Assurance Process

1. Recommendation

That the Board receive this annual report for information pursuant to the Audit Policy, No. 01/08.

2. Summary

Audit Policy, No. 01/08 was approved on January 23, 2008, and amended on June 25, 2014. This policy outlines the requirements to establish audit priorities based on a risk assessment or operational priorities of the service and regular procedure/regulation reviews to ensure currency with case law, inquests, public inquiries and amendments to legislation. The Chief of Police is required to provide an internal audit schedule for the current calendar year and a consolidated report summarizing the previous year's audit results to the Regional Municipality of York Police Services Board.

In order to ensure York Regional Police is in compliance with the requirements of the Adequacy Standards Guidelines made under the *Adequacy and Effectiveness Regulation* 3/99, the Quality Assurance and Risk Management Unit (QARM) is responsible for conducting audits and procedure/regulation reviews.

In compliance with the aforementioned requirements, the following audits were completed in 2022:

- Property, Evidence and Records Retention Audit
- Ministry of Transportation Inquiry Services System Audit
- Street Checks Audit

3. Background

The QARM Unit is committed to improving the operations of York Regional Police with oversight through audits to identify and manage risk. Procedure and regulation reviews are undertaken to set forth clear rules of conduct, establish transparent processes and accountability mechanisms.

Further to the various annual audits conducted by the QARM Unit, other departmental and/or spot audits are routinely conducted in high-risk areas, pursuant to the requirements of procedures and standard operating policies. The QARM Unit also researches and develops procedures and related recommendations for process improvements stemming from legislation changes and leading practices. Chief's Orders, Procedures and required training are then developed in consultation with affected stakeholders to provide members with current information and adequate skills to effectively perform their duties.

This report summarizes the findings and actions taken to ensure organizational compliance with the *Adequacy and Effectiveness Regulation 3/99* and deliver high quality, accountable policing services to the public.

4. Analysis

AUDITS AND PROCEDURES

2022 Property, Evidence and Records Retention Audit

Policing Standards Guidelines, York Regional Police Procedure LE-020 Collection and Preservation of Evidence and Property and Board Policy 02/00-22 Collection, Preservation and Control of Evidence and Property, require York Regional Police to undertake an annual audit of all property and evidence under the control of the Service and report the results to the Board. There are nine property rooms that are located within York Region; eight are located within police facilities and one is within an external storage facility.

Representative samples of property from each property room were examined in accordance with the International Standards on Auditing, established by the International Auditing and Assurance Standards Board. Only minor administrative errors were identified and reported to the Property and Evidence Management Bureau for immediate attention.

As a result of the audit, there were no recommendations presented to the Executive Command Team and members of the Property and Evidence Management Bureau.

2022 Ministry of Transportation Inquiry Services System Audit

As part of our agreement with the Ministry of Transportation (MTO) for the use of the Inquiry Services System (ISS), the QARM Unit annually audits organizational compliance with the requirements for authorizing users, confidentiality (including privacy laws and protection of confidential information) and system security.

The audit examines the annual declaration documents, random samples provided by the MTO and random samples provided for exception testing. The audit findings were submitted to the MTO and responses for the compliance review were also provided.

There were no significant issues identified and no recommendations required as a result of the audit.

2022 Street Checks Audit

In accordance with *O.Reg 58/16 Collection of Identifying Information in Certain Circumstances – Prohibitions and Duties*, the Chief of Police is required to report whether the collection, or attempts to collect identifying information from individuals were disproportionately representative of a specific racialized group, sex, age or any combination thereof.

The audit findings of 2021 Street Checks were reported to the Board in March of 2022. There were a total of three submissions made to the Street Check Module in 2021; however, none of the submissions were determined to be a regulated interaction pursuant to the legislation. Consequently, no analysis was required to ensure interactions were unbiased and non-discriminatory. The audit of 2022 Street Checks will be reported to the Board at the March 2023 meeting.

Procedural Reviews and New Procedures

Procedure reviews are conducted independently of internal audits and incorporate legislative changes, risk management, best practices and training requirements to build on the services and response provided by York Regional Police.

The QARM Unit worked in collaboration with members of various bureaus and units to develop 111 Chief's Orders and revise 66 procedures throughout 2022. The procedure reviews were conducted to ensure quality service when responding to the needs of both the organization and the community. Written procedures provide officers with a standard of conduct to ensure consistency of operations that reflect leading practices in policing. The QARM Unit researches and evaluates trends in policing and monitors forthcoming legislative changes to mitigate risk and provide responsive service delivery.

The QARM Unit is responsible for reviewing All Chiefs Memorandums from the Province and determining the organizational impact, including whether a new Chief's Order, procedure updates, priority messaging, or other action is required. In 2022, 88 All Chief's Memorandums were reviewed and actioned as appropriate.

The QARM Unit also completed the research and development of three new procedures for the organization on Hybrid Work Arrangement – Remote Work, Disconnecting from Work, and Continuous Improvement. In response to legislative changes in 2022, orders were developed and posted to the YRPNet to provide members with direction concerning the *Working for Workers Act*, the *Reopening Ontario Act*, and numerous *Highway Traffic Act* changes. A number of other orders concerned technological enhancements to the organization designed to assist front-line officers, such as eNotes for the Connected Officers Project and updates to the Automated Licence Plate Recognition (ALPR) system. Additionally, 191 forms were revised or developed and posted to the YRPNet.

2023 Audit Schedule

In 2023, the following audits are planned:

- Property, Evidence and Records Retention
- Street Checks
- Ministry of Transportation Inquiry Services System
- Quality Services Standard (QSS) Audit
- Results of the Criminal Harassment Audit in progress will be reviewed and reported on in 2024.

Reporting Requirements

Annual update in compliance with the Audit Policy, No. 01/08 and *Adequacy and Effectiveness Regulation 3/99*.

5. Financial

None.

6. Conclusion

The Quality Assurance and Risk Management Unit will continue to work to improve the quality of service delivery, accountability and transparency of York Regional Police through effective procedure reviews, risk management processes, audits and inspections.

Accessible formats or communication supports are available upon request

Cecile Hammond
Acting Chief of Police

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