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FILE CLASS A09

REPORT

Police Services Board

For Decision

File Class: 1-02-02-03

Cross-Reference File Class: \_\_\_\_\_

DATE: August 23, 2017

SUBJECT: **WESTWOOD MALL (MALTON) COMMUNITY STATION**

FROM: David Jarvis, Deputy Chief, Corporate Services

**RECOMMENDATION**

It is recommended that Peel Regional Police discontinue the lease and permanently close Malton Community Station.

**REPORT HIGHLIGHTS**

- The demand for Community Stations has been dropping since 2009 with the introduction of new methods of accessing police services.
- The lease for Malton Community Station expires in 2018 and should not be renewed.

**DISCUSSION**

**1. Background**

Community Stations were introduced to provide a central location for police and residents to work together, solving problems of mutual concern, and to serve as a clearinghouse, dispensing a wide variety of information and advice to the public.

Malton Community Station was opened in 1997, following a request from the Malton community to build a division in the area to address local policing concerns. The Community Station was opened as a compromise to a full division and located in a central location inside Westwood Mall.

In 2006, in response to community feedback for accessibility to the Community Station it was moved to its current location, the new location is still within the mall but has an external access as well as access via the mall. The cost of this project was \$300,000, \$150,000 provided by Peel Regional Police and \$150,000 by the mall. The hours of operation remain

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the same and the Community Station is open to the public from 9am to 7pm, seven days a week.

### a) Existing Community Stations and Leases

Malton Community Station has the largest financial impact of the remaining Community Stations with an annual lease cost of \$15,430. Table 1 provides a summary of the existing Community Stations, their lease terms, and annual lease costs;

Table 1 – Community Station Lease Summary

Community Station	Lease Expiry	Annual Lease Cost
Square One	August 31, 2024	\$3,500 (utilities only)
Malton*	April 30, 2018	\$15,430
Cassie Campbell**	August 31, 2028	\$661

\* Excludes payments to utility company (\$11,000).

\*\* Upfront cost incurred of \$498,227.

## 2. Findings

### a) Community Station Statistics

In 2008, Peel Regional Police operated a total of fourteen Community Stations within Brampton and Mississauga. The last Community Station to be opened was Cassie Campbell in northwest Brampton in 2008. In 2014, Square One Community Station reopened after the mall underwent significant renovations.

Several initiatives to provide alternative methods of reporting have been introduced in recent years including the Call Diversion Unit (CDU), launched within four of the divisions in 2014, and on-line reporting. The mandate of the Call Diversion Unit is similar to that of the Community Stations. These new reporting methods have potentially diverted some of the calls from Malton Community Station resulting in a decrease in call volume.

On average Malton Community Station deals with 3.4 occurrences per day, down from 4.4 in 2015 (Crime Analysis), compared to 7.8 for Square One and 9.4 at Cassie Campbell. This is a decrease of 22.2% for Malton. Figure 1 shows the comparison for occurrences at the remaining three Community Stations.

	Year		Variance	
	2015	2016	#	%
Malton	1590	1237	-353	-22.2
SQ1	2106	2864	758	35.9
Cass	2886	3442	556	19.2

Figure 1- Occurrence Comparison

Data Source: Crime Analysis Diversion Calls Dashboard

Run: April 18, 2017

An analysis of the breakdown of the call volume for Malton Community Station shows the majority of crime based occurrences to have decreased but assist citizens occurrences have increased up from sixty-nine in 2015, to 112 in 2016, an increase of 62% (this number is included in the average daily total of 3.4 occurrences). It is not apparent if these are as a result of the public attending Malton Community Station in person or if they are a result of Community Station personnel actively monitoring the calls for service on CAD and taking the call. Appendix A depicts the occurrence breakdown by crime type.

Telephone toll data shows that between November 2015, and November 2016, 23,259 phone calls were processed through the Community Station, 2,122 incoming and 21,137 outgoing (Figure 2). This equates to an average of sixty-four phone calls per day, nine incoming and fifty-five outgoing. If the Community Station is closed the nine incoming phone calls will now be diverted to 21 Division (included in the outgoing calls are 11,577 internal calls).

Extension	Call Type					
	All Call Types		Incoming Calls		Outgoing Calls	
	Number of Calls	Duration	# of Calls	Duration	# of Calls	Duration
2620	10,684	372:57:54	1,685	76:38:00	8999	296:19:54
2621	9,451	304:59:36	418	17:36:01	9033	287:19:35
2622	1,465	43:51:06	0	0	1465	43:51:06
2623	1,085	39:38:43	16	59:00	1069	38:39:43
2624	574	20:21:00	3	15:36	571	20:06:24
	<b>23,259</b>	<b>781:48:19</b>	<b>2,122</b>	<b>95:28:37</b>	<b>21137</b>	<b>686:19:42</b>

Figure 2 – Extension Summary

Community Station personnel provided current work volume statistics (see appendix B). The data provided in this report does not represent the data in RMS or the telephone data supplied. The numbers reported by the Community Station personnel equate to an average fifty events per day being diverted to Malton Community Station compared to the 3.3 occurrences reported by RMS.

The Call Diversion Unit at 21 Division, on average, deal with six occurrences per day. The three occurrences currently being handled by Malton Community Station can easily be absorbed by the Call Diversion Unit.

The Call Diversion Unit at 21 Division diverted 1,979 events in 2015. This number increased to 2,197 for the same time period in 2016.

Year	CDU			
	11	12	21	22
2015	1923	1589	<b>1979</b>	2231
2016	3261	1822	<b>2197</b>	1291

Figure 3 – Call Diversion Unit  
 Data Source: Crime Analysis Diversion Calls Dashboard  
 Run: April 18, 2017

Due to the decrease in productivity at the Community Stations and the cost associated with keeping the stations open a decision to close several Community Stations was made. In 2010, six Community Stations were closed, four in 2012, and one in 2016. There are three remaining Community Stations, Square One, Malton and Cassie Campbell. Of the three remaining Community Stations Malton is the costliest to run and the least productive.

The most recent Community Station to be closed was Meadowvale Town Centre in 2016. Meadowvale had similar productivity to that of Malton Community Station, diverting an average of three occurrences per day. The closure of Meadowvale has had no significant operational impact on 11 Division in respect of the three additional calls being absorbed but has allowed the reallocation of three constables and one civilian call taker.

#### **b) Other Needs Fulfilled by Community Stations**

Malton Community Station is used by officers on patrol in the area for breaks and paperwork. A review of the data provided by the alarm company shows between 21 August and 30 October 2016, the station was accessed 139 times in off hours by officers, a similar figure to that of Meadowvale Community Station prior to its closure. Once the alarm is deactivated it is impossible to tell how many individual officers have accessed the building as their entry is not recorded. This would be the same for officers accessing the community station during the day time hours.

As part of the Community Station mandate, community meetings can be held at the facility. This was factored into the plans for the new location and a community room was incorporated into the design. From the information provided by the Community Station personnel, the community room has not been used for community meetings in 2016.

### **3. Proposed Direction**

It is proposed that the lease for Malton Community Station not be renewed in 2018. The original lease provides a 2 month get out clause if it is determined the Community Station is redundant therefore allowing the closure prior to the end of lease without penalty.

- Peel Regional Police through the Region of Peel will notify the Property Management at Westwood Mall that the lease is to be terminated at a date determined by the Chief's Management Group.
- Peel Regional Police should notify affected city councilors with respect to the change in policing services within the Malton community of Mississauga.
- Corporate Communications will notify the public of the upcoming closure (see Appendix C for sample sign to be posted at the Community Station)
- Facilities will be required to remove all fixtures prior to departure.
- Facilities will remove all signs in the neighbourhood, if any, that direct the public towards Malton Community Station.

#### a) **Redeployment of Community Station Report Taker**

Human Resources, the Peel Regional Police Association, and senior management established "Agreed Principles for Staff Re-Deployment" when other Community Stations were closed in 2010. The Community Station Report Taker can select, based on seniority, a similar position within the organization.

#### 4. **Organizational Wellness / Risk Management**

- a) Organizational Wellness is improved by having more officers available to respond to high-priority calls for service thereby improving safety for both the public and members of Peel Regional Police on patrol.
- b) There have been several new positions created within Peel Regional Police since the inception of the Community Station whose duties now overlap the mandate of Community Station officers. Under the Neighbourhood Policing Unit the Community Liaison Officer, the Community Response Officer and the Neighbourhood Policing Officer all have similar job functions to that of the Community Station Officer and are more active in the community they serve. The job functions initially required by the Community Station Officer are being fulfilled by these other positions within the organization.
- c) Risks are reduced insofar as there are more officers available to respond to calls for service.
- d) There is the potential for the community to feel cut off from 21 Division and request for the station to remain open to enhance community relations. A review of the data provided does not suggest this will have an impact on the majority of the population of Malton.

#### **FINANCIAL IMPLICATIONS**

Peel Regional Police will realize a financial savings with respect to lease and operational costs as outlined in Table 1.

Three officers and one Civilian Report Taker are currently posted at Malton Community Station. Redeploying this staff will create cost avoidance as follows:

Three officers and one civilian report taker:	\$476,090
Annual Lease and operating Cost:	<u>\$ 33,680</u>
Total Cost Avoidance:	\$509,770

#### **COMMUNICATIONS ISSUES**

Outlined in the Proposed Direction.

## CONCLUSION

The lease for Malton Community Station should not be renewed in 2018.

Community Stations were once an integral part of the community providing a location for the public to attend and speak to a representative of the police in person. As attitudes towards the way we communicate change there is no longer as much of a requirement from the public for that face to face interaction.

Along with new reporting methods, social changes, the overlap of job functions, and the cost associated with operating the Community Station it is deemed unnecessary for the Community Station to remain in operation.

### Approved for Submission:



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David Jarvis, Deputy Chief, Corporate Services

*For further information regarding this report, please contact Inspector Todd Ruston at extension 4102 or via e-mail at [1170@peelpolice.ca](mailto:1170@peelpolice.ca)*

*Authored By: Cst Helen Burton #2615, Operational Planning and Resources.*

## Appendix A

Events Sorted by variance (largest to smallest)	2015	2016	Variance #
AUTOMSCHIFTHFT	201	99	-102
THEFTUNDER	186	97	-89
PROPDAMAGE	110	27	-83
PROPREMOVAL	252	216	-36
LOSTPROP	100	65	-35
PHONECALLS	60	29	-31
SUSPERSON	16	3	-13
MVCPD	80	69	-11
FOUNDPROP	24	14	-10
MVCFTR	39	30	-9
SUSCIRCUMSTAN	12	5	-7
BREAKANDENTER	6	0	-6
DRIVINGCOMP	14	8	-6
NEIGHDISPUTE	9	4	-5
CRIMHARASSMENT	3	1	-2
FIGHT	2	0	-2
FOLLOWUP	2	0	-2
JUVCOMPLAINT	2	0	-2
MVCDEPT	2	0	-2
SUSVEHICLE	4	2	-2
TRESPASS	2	0	-2
ANIMALCOMPLAINT	1	0	-1
ASSISTAGENCY	1	0	-1
COMMTRAFFIC	1	0	-1
CUSTODYDISPUTE	1	0	-1
LABOURDISPUTE	1	0	-1
LIQUOROFFENCE	1	0	-1
PERSONATION	4	3	-1
POSSSTOLEN	1	0	-1
SHOPTHEFT	3	2	-1
UNWANTEDPERSON	1	0	-1
COUNTERFEIT	3	3	0
LANDLORDTENANT	3	3	0
ARREST	0	1	1
ASSISTPOLICE	0	1	1
DOMESTIC	0	1	1
DRUGS	0	1	1
INTOX	0	1	1
MEDICALASSIST	0	1	1
MVCPI	0	1	1
PARKING	0	1	1
POLICEINFO	1	2	1
PROJECTLIFESAV	0	1	1
SUBJECTSTOP	0	1	1
THREATENING	1	2	1
EXTORTION	0	2	2
THEFTOVER	11	14	3
BYLAWCOMPLAINT	0	5	5
OTHER	1	6	5
FRAUD	19	26	7
DRIVEOFF	258	275	17
STOLENAUTO	83	103	20
ASSISTCITIZEN	69	112	43
<b>Grand Total</b>	<b>1590</b>	<b>1237</b>	<b>-353</b>

Community Station Data Source: Crime Analysis Diversion Calls Dashboard

## Appendix B

<b>Call Type</b>	<b>Year to Date Total</b>
<i>Selected CAD 'Y'</i>	<b>107</b>
<i>Selected CAD 'N'</i>	<b>181</b>
<i>Diverted CAD 'Y'</i>	<b>170</b>
<i>Diverted CAD 'N'</i>	<b>283</b>
<i>Phone - Incident 'Y'</i>	<b>500</b>
<i>Phone - Incident 'N'</i>	<b>4132</b>
<i>Phone - Incident - Other</i>	<b>624</b>
<i>Walk-in Incident 'Y'</i>	<b>1099</b>
<i>Walk-in Incident 'N'</i>	<b>8018</b>
<i>Walk-In - "Other"</i>	<b>1</b>
<b>Total</b>	<b>15114</b>
<i>Aru Utilized</i>	<b>0</b>
<i>Redirected - Patrol</i>	<b>4</b>
<i>Redirected - NPU</i>	<b>0</b>
<b>Total</b>	<b>4</b>
<i>Info Sessions</i>	<b>0</b>
<i># of Hours</i>	<b>0</b>
<i>Comm. Meetings</i>	<b>0</b>

Statistics Reported by Community Station Personnel – Jan – Oct 2016





# CLOSING

**MONDAY, FEBRUARY 1, 2010**

## Public Notice

This Community Station will be permanently closed.  
 The last day of operation will be Monday, February 1, 2010.  
 The nearest police facilities in Mississauga are:



**EMERGENCY • CALL 9-1-1**

FOR INFORMATION ABOUT THIS CLOSING, PLEASE VISIT:

[www.peelpolice.ca](http://www.peelpolice.ca)