



HAMILTON POLICE SERVICE
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RESOURCE

2009

*COMMUNITY SAFETY FORUMS
REPORT*

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Corporate Planning Branch

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EXECUTIVE SUMMARY

- Eighteen Community Safety Forums were conducted between October 21, 2008 and May 5, 2009.
- The purpose of the Forums was to gather input from community members about our challenges, key priorities and solutions for a new business plan and to educate the public about our programs, services and initiatives.
- In 2008, seven (7) Forums were organized for the following diverse communities – Aboriginal, Black, Muslim, Hindu, Businesses, Youth and Seniors.
- As well, we began our geographic forums in Ancaster and Dundas.
- Due to low attendance, the Chief's Management Team was asked to present new ideas to improve the public consultation process in 2009.
- Upon discussion with the Commanders, the Police Services Board approved the implementation of different approaches which included tapping into existing committees, community group meetings, conducting a survey (**Appendix A**) at the Forums and continuing with the geographic locations.
- As a result, nine (9) Forums were organized for the following geographic areas and special groups – Downtown, Westdale & West Hamilton, various Internal Committees within the Hamilton Police, the Hamilton Chamber of Commerce & Hamilton Business Improvement Areas, Flamborough, Stoney Creek & Glanbrook, Hamilton Mountain, Citizens Police College, Flamborough & Ancaster, Downtown & East Hamilton.
- Three questions were posed to the participants: What are the challenges, issues, needs and opportunities in your community? What are the top 2 priorities in your community? How can the priorities be achieved?
- Attendance ranged from a low of 1 to a high of about 100. As attendance varied from forum to forum, broad assumptions were made in analyzing the results. Mostly, frequency was used to gauge the priority of the challenges, priorities and ways to achieve the priorities.

- As shown on **Appendix B**, 77 Community Safety Forums Surveys were completed by participants at 5 of the Community Safety Forums held in 2009. Of this total, 60% rated the Forum as an “excellent” way and over 32% rated the Forums as a “good” way to gather input.
- The major community issues and challenges include:
 - Information sharing between police and community
 - Police visibility
 - Growth in Binbrook, Waterdown and Flamborough
 - Vandalism and graffiti
 - Road safety (speeding, aggressive drivers)
 - Priority response system and response times
 - Crack cocaine, grow operations and young people smoking marijuana
 - Perception that Hamilton is unsafe (especially Downtown area)
 - Negative media coverage
 - Youth crime / gangs and violence
- The key priorities include:
 - Increase public education on:
 - Police successes and good news stories
 - Priority Response System, 911 and who to contact for information about crime and disorder in their neighbourhoods
 - Crime Prevention tips and Canadian Laws (senior citizens, diverse communities)
 - Drug abuse (crack cocaine, marijuana)
 - Increase police visibility
 - Increase traffic enforcement re: speeding and aggressive drivers
 - Improve relationship/communication between the police and communities
 - Promote policing to youth and parents

- The ways to achieve the priorities include:
 - Increase police visibility and more officers on streets
 - More public education and information sharing
 - More follow-up
 - More community involvement and engagement

I. INTRODUCTION

In preparation for the new 2010-2012 business plan, community safety forums were held for various diverse communities and at geographic locations within the City to collect input.

The purpose of the forums was to present an opportunity for residents, business owners, service providers, school board representatives and local councillors to discuss challenges, key priorities for their communities and suggest ways to achieve the priorities. As well, the forums provided an opportunity for the Police Service to educate the public about police programs, services and initiatives.

II. FORUM PROCESS

- Eighteen Community Safety Forums were conducted between October 21, 2008 and May 5, 2009.
- In 2008, seven (7) Forums were organized for the following diverse communities – Aboriginal, Black, Muslim, Hindu, Businesses, Youth and Seniors. As well, we began our geographic forums in Ancaster and Dundas.
- Due to low attendance, the Chief's Management Team was asked to present new ideas to improve the public consultation process.
- Upon discussion, the Police Services Board approved the implementation of different approaches which included tapping into existing committees, community group meetings, conducting a survey (**Appendix A**) at the Community Forums and continuing the geographic forums.
- As a result, nine (9) Forums were organized for the following geographic areas and special groups – Downtown, Westdale & West Hamilton, various Internal Committees within the Hamilton Police, the Hamilton Chamber of Commerce & Hamilton Business Improvement Areas, Flamborough, Stoney Creek & Glanbrook, Hamilton Mountain, Citizens Police College, Flamborough & Ancaster, Downtown & East Hamilton.

- Three questions were posed to the participants: What are the challenges, issues, needs and opportunities in your community? What are the top 2 priorities in your community? How can the priorities be achieved?
- Information about the community safety forums were posted on the Hamilton Police Service website as well as the city website. Media releases were sent to all media outlets in the Hamilton area including newspapers, television channels and radio stations.
- The forums for the geographic areas were co-chaired by a Police Services Board designate and a local councillor. A police panel including the Chief, divisional commanders and beat officers were available to respond to issues and concerns.
- The forums for the diverse communities were organized by our Community Relations Coordinator. They were chaired by a Police Services Board designate, the Chief and senior command.
- Discussions during the forums were noted by the Police Services Board Administrator and Corporate Planning staff for compilation into a report as a resource for the business planning participants.
- Due to low attendance at the first set of Forums in 2008, nine more Forums were organized in 2009 to tap into existing committees, community group meetings and geographic locations. As well, a Community Safety Forum Survey (Appendix A) was designed for participants to complete during the Forums.

III. RESULTS BY FORUM

- Attendance ranged from a low of 1 to a high of about 100. As attendance varied from forum to forum, broad assumptions were made in analyzing the results. Mostly, frequency was used to gauge the priority of the challenges, priorities and ways to achieve the priorities.
- 77 Community Safety Forums Surveys were completed by participants at 5 of the Community Safety Forums held in 2009. Of this total, 60% rated the Forum as an “excellent” way and 32% rated the Forums as a “good” way to gather input.
- The major community issues and challenges include:
 - Information sharing between police and community
 - Police visibility
 - Growth in Binbrook, Waterdown and Flamborough
 - Vandalism and graffiti
 - Road safety (speeding, aggressive drivers)
 - Priority response system and response times
 - Crack cocaine, grow operations and young people smoking marijuana
 - Perception that Hamilton is unsafe (especially Downtown area)
 - Negative media coverage
 - Youth crime / gangs and violence
- The key priorities include:
 - Increase public education on:
 - Police successes and good news stories
 - Priority Response System, 911 and who to contact for information about crime and disorder in their neighbourhoods
 - Crime Prevention tips and Canadian Laws (senior citizens, diverse communities)
 - Drug abuse (crack cocaine, marijuana)

- Increase police visibility
- Increase traffic enforcement re: speeding and aggressive drivers
- Improve relationship/communication between the police and communities
- Promote policing to youth and parents
- The ways to achieve the priorities include:
 - Increase police visibility and more officers on streets
 - More public education and information sharing
 - More follow-up
 - More community involvement and engagement

The following section outlines the details of the discussions that took place at each of the eighteen forums.

Results of the completed Forum Survey are shown in **Appendix B** (P. 59 - 68).



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ABORIGINAL COMMUNITY SAFETY FORUM

Aboriginal Health Centre
678 Main Street East, Hamilton

Thursday, October 21, 2008

7:00 - 9:00 p.m.

NOTES

INTRODUCTION

An Aboriginal Community Safety Forum was held on October 21st, 2008 from 7:00 p.m. to 9:00 p.m. at the Aboriginal Health Centre. The Forum was co-chaired by Bruce Pearson - Police Services Board Member and Acting Chief Ken Leendertse. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning and Community Relations Coordinator Sandra Wilson were present to note the issues discussed. Also in attendance were Deputy Chief Eric Girt, Inspectors David Doel and Ken Weatherill, Staff Sergeant Glenn Bullock, Sergeant Mike Webber, Staff Sergeant Greg Hamilton and Pat Cruse. In addition, two members from the Ministry Inspection Team – Mr. Paul Thompson and Dave Preston – attended to observe our community consultation process.

About 20 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with two questions - "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Elder Walter Cooke provided Opening Prayers and Smudging ceremonies. Luke Johns and the Friendship Centre Drummers performed the Traveling Song as closing ceremony.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	RESPONSE / ACTION
<ul style="list-style-type: none">• Drug and Prostitution Problems<ul style="list-style-type: none">- Resident asked if there are a lot of drugs in downtown area.- She also has problem with prostitution in alleys round her house- Worker in the elementary school system has to clean-up glue tubes, plastic bottles, dirty condoms, needles etc. before school begins.- Not safe for school students.- Drug trafficking activities - not safe for women and stereotype women approached by johns.	<ul style="list-style-type: none">- D/C explained while we do not have crystal meth, there are others such as crack.- Crime Managers can work with citizens to help solve neighbourhood issues. They will help person contact with resources.- Lots of ways for community to report crack houses through Crime Stoppers.- HPS is using emergency services and property standards.- More visibility and more patrol.

<ul style="list-style-type: none"> • Long Range Plan <ul style="list-style-type: none"> - Elder asked what would happen if we work with Attorney general to send drug dealers back home (e.g. China and Russia) instead of in and out of the system? 	
<ul style="list-style-type: none"> • Get to know each other <ul style="list-style-type: none"> - Get to know police, police get to know aboriginal community. 	<ul style="list-style-type: none"> - HPS has worked very hard at reaching out to aboriginal community.
<ul style="list-style-type: none"> • Public Complaints Process <ul style="list-style-type: none"> - Need to make people more aware of complaints process 	<ul style="list-style-type: none"> - Explanation of our complaints process. - Information available on our website: www.hamiltonpolice.on.ca
<ul style="list-style-type: none"> • Lack of understanding of native life style <ul style="list-style-type: none"> - A traditional aboriginal teacher who came from Manitouland Island suggested that they have lost their ways, lost values and spiritual side. - Need to get back together and honour the earth. - Officers should have more understanding of who they are as people. - Aboriginal community wants more interaction within community and with police. 	
<ul style="list-style-type: none"> • Communication is key <ul style="list-style-type: none"> - Community wants to see more interaction. - Work with police closely, restorative justice approach involving school system and family. - Child had the positive interaction, now able to go on. 	
<ul style="list-style-type: none"> • Number of aboriginal officers <ul style="list-style-type: none"> - One person asked about the number of self-identified aboriginal officers. - Officers should have more understanding of who they are as people. - Positive sign that HPS has more aboriginal officers. 	<ul style="list-style-type: none"> - 12 aboriginal police officers and 2 civilian staff.
<ul style="list-style-type: none"> • Aboriginal Liaison Committee <ul style="list-style-type: none"> - Policy or ad hoc? 	<ul style="list-style-type: none"> - Not policy, but building relationship.
<ul style="list-style-type: none"> • Cultural training <ul style="list-style-type: none"> - Policy or ad hoc 	<ul style="list-style-type: none"> - Not policy, but part of our business plan.

<ul style="list-style-type: none"> • Wrong identify incident <ul style="list-style-type: none"> - A man related story that happened to him 15 years ago when he was stopped by the police in parking lot of motel where he and his young son stayed. He was mistaken as a suspect for a crime and was detained while the police got into the motel room with guns drawn. - When police realized that it was a wrong identity, his wallet was thrown back at him with no apology. The experience had traumatize his son who distrusts police now. 	<ul style="list-style-type: none"> - D/C apologized for the incident.
<ul style="list-style-type: none"> • How are we going to trust police? <ul style="list-style-type: none"> - One person wondered perhaps it's not a question of how many aboriginal officers, but how are we going to trust police? - Community Safety Forum is a good way, but could also be lip service. 	<ul style="list-style-type: none"> - Build trust and plant seed for future.
<ul style="list-style-type: none"> • Leadership <ul style="list-style-type: none"> - HPS has good direction and good leadership. Can a policy be established to have a committee so great work with aboriginal community is not lost with the change of chief? 	
<ul style="list-style-type: none"> • Cultural competency <ul style="list-style-type: none"> - Cultural awareness has to be beyond, cultural competency and not just awareness. 	



BLACK COMMUNITY SAFETY FORUM

Hamilton Church of God
1338 Stone Church Road East, Hamilton
Tuesday, October 28, 2008
7:00 - 9:00 p.m.

NOTES

INTRODUCTION

A Black Community Safety Forum was held on October 28, 2008 from 7:00 p.m. to 9:00 p.m. at the Hamilton Church of God. The Forum was co-chaired by Bruce Pearson - Police Services Board Member and A/Chief Eric Girt. Deputy Chief Leendertse and Rev. Anthony O. Williams were also available at the head table for questions. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning and Community Relations Coordinator Sandra Wilson were present to note the issues discussed. Also in attendance were Chairman Bernie Morelli, Inspectors Bob Buck, David Doel and Ken Weatherill, Staff Sergeant Carol Pacey, Sergeants Mike Webber, Andrew Ottay, Terry Oliver and George Naronziak, , PCs Sheri Nelson, Michelle Moore, Gilliam Robertson and Pat Cruse. In addition, Fire Chief Kim Kay and Hamilton Fire Department Media Coordinator John Verbeek attended as observers.

About 10 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with two questions - "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Reverend Anthony O. Williams provided opening words and prayer.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Youth Problem<ul style="list-style-type: none">- Rev. Williams informed group that the church is starting a youth program. Youth are skeptical when police are in uniform. He suggested best way to foster community relationship with police is to have sports activity approach. He asked the question what is available and how to make this work?	<ul style="list-style-type: none">- Sports are definitely a good way to start.- HPS has received funding to do activities in middle schools and expanded connection to middle schools.- PROACTION program launched in September.
<ul style="list-style-type: none">• Warning instead of a ticket<ul style="list-style-type: none">- A senior was on her way to church and did 70 in a 50 zone without realizing it. She	<ul style="list-style-type: none">- While officers have discretion to ticket or not, they are there to enforce laws to ensure traffic safety.

<p>apologized and still got a \$52 ticket. She wondered why she couldn't have been given a warning instead of a ticket?</p>	
<ul style="list-style-type: none"> • Youth do not want to be police officers <ul style="list-style-type: none"> - A female wants to be a police officer. She felt that police mentoring program is awesome while PREP is a challenge. - She felt that a lot of youth do not want to be officers and it may help to educate them about policing. 	<ul style="list-style-type: none"> - HPS has long term approach to build connections at middle school level.
<ul style="list-style-type: none"> • Police provides good service <ul style="list-style-type: none"> - A female who works with schizophrenic people needed to get help from police felt that police offers very good service, keep up the good work. 	
<ul style="list-style-type: none"> • Racial profiling against black youth in Windsor <ul style="list-style-type: none"> - A grandmother related story about her grandson, a Windsor University student, who was stopped by police and put in jail without an opportunity to speak. This incident happened 3 months ago and they had already gone to Windsor Police and lodged a complaint. - How can police connect with young men who think they have been targeted? 	<ul style="list-style-type: none"> - Complaint can be taken to PSB or 3 divisions. Another avenue is Ontario Civilian Commission of Police Services. - Although incident happened in Windsor, it is unrealistic to think that it doesn't happen here.



MUSLIM COMMUNITY SAFETY FORUM

Hamilton Mountain Mosque
1545 Stone Church Road East, Hamilton
Thursday, October 30, 2008
7:00 - 9:00 p.m.

NOTES

INTRODUCTION

A Muslim Community Safety Forum was held on October 30, 2008 from 7:00 p.m. to 9:00 p.m. at the Hamilton Mountain Mosque. The Forum was co-chaired by Councillor Bernie Morelli - Police Services Board Chairman, A/Chief Eric Girt and Deputy Chief Leendertse. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning and Community Relations Coordinator Sandra Wilson were present to note the issues discussed. Also in attendance were Supt. Paul Morrison and Inspector David Doel.

About 30 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with two questions - "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Imam Abdou Raoufu provided opening prayer and welcome remarks.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION / RESPONSE
<ul style="list-style-type: none">● Sharing information about Muslim Community<ul style="list-style-type: none">- Muslim is the most diversified community with English being their most dominant language.- Most came from Asia and Europe and have been here for a long time.- They want to be part of police life so we can do great things and solve issues.- Key things to advise community in English, Arabic about what police does.- Wife assaults are common reasons for Muslim men in jail. Need information what they can do and what they cannot do.- Religion is universal, all Muslims act the same way.	<ul style="list-style-type: none">- Pamphlets are available through the family issues office.- HR needs to do some work to make the hiring process more clear.- Will be ready to hold forum about family violence and pamphlet in Arabic language.- Domestic violence is one of our most frequent calls-for-service in our community. Need more education.

<ul style="list-style-type: none"> - 3-4% Muslim population in Hamilton, should have same representation in Police Service. 	
<ul style="list-style-type: none"> • Hiring at HPS <ul style="list-style-type: none"> - 7 Muslims have gone to RCMP, but were not successful at HPS because of long time span. - A number of people gone through various stages of hiring process, turned down and don't know why. If candidates not told why, don't know what to do. 	<ul style="list-style-type: none"> - HR needs to do some work to make the hiring process more clear. - We have implemented PREP - mentoring program and recruiting champions.
<ul style="list-style-type: none"> • Domestic Violence <ul style="list-style-type: none"> - Zero tolerance is not known to Muslims, important to have literature to tell them that they cannot treat children that way. 	<ul style="list-style-type: none"> - Communication link in appropriate communication format need to be put in place. Community can play big part. - HR has clear mandate to fill vacancies and be representative.
<ul style="list-style-type: none"> • "Muslim" and "Arab" on Forum Flyer <ul style="list-style-type: none"> - One person came to Canada in 2001. Thanked police for good work and informative forum. - Using "Muslim" and "Arab" name on Forum is an example that showed police lack of understanding. Need to address this issue honestly. - Difference between Muslim and Arab is real. Muslim has own traditions and culture. Can police help gather Muslims for prayer? 	<ul style="list-style-type: none"> - HPS had sought advice from scholars, but did not have time to change the flyer before the meeting. - Name mistake not intentional - everyone is invited. - It's a journey and we are committed to it.
<ul style="list-style-type: none"> • Police do not know how far oppression goes <ul style="list-style-type: none"> - Oppressed woman in community felt that HPS is doing well. - But children in Muslim families are another challenge. - Complained about police don't know how it goes. She suggested that police not rely on community leaders who are ready to oppress them. 	<ul style="list-style-type: none"> - Communication link in appropriate communication format need to be put in place. Community can play big part. - HR has clear mandate to fill vacancies and be representative.
<ul style="list-style-type: none"> • Detective taking side in investigation <ul style="list-style-type: none"> - Disappointed to see a detective taking side investigation before investigation began. - Language used being scrutinized, negative tone to kids in school. 	<ul style="list-style-type: none"> - Police do not have authority to proceed with charges. Attorney General has discretion.

<ul style="list-style-type: none"> ● Right for expression vs. hate crime <ul style="list-style-type: none"> - Last year, award received on freedom of expression to have free open speech. However, shift we come to, misrepresentation from media. - Students feel that authorities are not hearing their perspective. How can this be changed? 	<ul style="list-style-type: none"> - Board represent civilian point of view. Hope dialogue doesn't have to be done through forums such as this. We can improve communication.
<ul style="list-style-type: none"> ● HPS doesn't want to hire Muslim people <ul style="list-style-type: none"> - Calling situation "complex" doesn't make Muslims feel any better. - A lot of issues have to do with sensitivity training. System is better, applied last year, didn't get hired. 	<ul style="list-style-type: none"> - Sensitivity is a wonderful thing. It's disappointing when people don't get in. Respect your difference in opinion, honesty, continuous dialogue.
<ul style="list-style-type: none"> ● Continue dialogue and sensitivity training <ul style="list-style-type: none"> - Went to HPS presentation, 1 officer disclosed he applied 3 times before being hired. Don't give up. - Continue dialogue, sensitivity training. - When issues go to authority and no response, it hurts. - Trust and dependency decrease when voice not being heard. 	<ul style="list-style-type: none"> - We understand frustration why not hired. Sometimes reasons cannot be disclosed.



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HINDU COMMUNITY SAFETY FORUM

Hindu Samaj of Hamilton Region Temple

6297 Twenty Road East, Hamilton

Thursday, November 6, 2008

7:00 - 8:10 p.m.

NOTES

INTRODUCTION

A Hindu Community Safety Forum was held on November 6, 2008 from 7:00 p.m. to 8:10 p.m. at the Hindu Samaj of Hamilton Region Temple. The Forum was co-chaired by Nancy Di Gregorio - Police Services Board Member and Chief Brian Mullan. Also available in the police panel was Deputy Chief Eric Girt. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning and Community Relations Coordinator Sandra Wilson were present to note the issues discussed. Also in attendance were Inspectors David Doel and Dan Kinsella, Sergeant Lisa Pratley and PC Bhupesh Gulati.

About 15 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with two questions - "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Imam Abdou Raoufu provided opening prayer and welcome remarks.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Officers present when celebrations involve firecrackers<ul style="list-style-type: none">- One young participant related Hindu tradition to have celebrations with bonfires, would like officers present at these celebrations.- Important that children are allowed to do that.	<ul style="list-style-type: none">- Good suggestion, where possible and when resources are available. HPS will send officers.- Will need advance notice and dialogue.- Chief will contact Fire Chief and provide information.
<ul style="list-style-type: none">• Security Funding<ul style="list-style-type: none">- Federal Government has funding available for security, need to beef up security for temple.	<ul style="list-style-type: none">- Great relationship with MP David Sweet, he might be able to help.
<ul style="list-style-type: none">• Get people to donate and help others<ul style="list-style-type: none">- One participant commented that police should have ability to get people to donate and help others.	<ul style="list-style-type: none">- Not police responsibility.

<ul style="list-style-type: none"> • Victim notification <ul style="list-style-type: none"> - Someone was arrested, complaint laid. Victim not notified of charge. 	<ul style="list-style-type: none"> - Quality service problem - officer should have told victim. - Referred to Quality Inspector.
<ul style="list-style-type: none"> • Programs for new immigrants <ul style="list-style-type: none"> - Any programs for new immigrants that police are friendly with? 	<ul style="list-style-type: none"> - Doing as much as we can. Outreach to communities, working with SISO. - Educating new Canadians about Canadian Law and Community Relations Coordinator is doing community relations work.
<ul style="list-style-type: none"> • Hiring more minorities <ul style="list-style-type: none"> - Do you have a quota system to hire more minorities? 	<ul style="list-style-type: none"> - Not a quota system which is a program out of Affirmative Action. - We have many initiatives to inform public we have many jobs available. - 20% of people hired are from diverse communities. - We need to convince the parents that policing is a good career. - We also have recruiting champions.
<ul style="list-style-type: none"> • Thank officers for supporting Walkathon in September <ul style="list-style-type: none"> - They celebrated their anniversary this September with a Walkathon. Officers were present to support. - How can they promote it better? 	<ul style="list-style-type: none"> - Need to start small, then get people involved. Use the media, Jason Farr, Scott Thompson, Spectator, Internet website.
<ul style="list-style-type: none"> • Hate crime incidents <ul style="list-style-type: none"> - One key priority is to help people to deal with hatecrime incidents. 	<ul style="list-style-type: none"> - HPS analyzes hate crimes. We believe there are more hate crime and sexual assaults than reported. - We will do a better job in education.
<ul style="list-style-type: none"> • Break down barrier between police and community <ul style="list-style-type: none"> - Priority for HPS to break down the barrier 	
<ul style="list-style-type: none"> • Update on fire at temple 	<ul style="list-style-type: none"> - No new evidence. - We think we know who did it, but that person has died. - Books have not been closed. - If new leads, will continue investigation.
<ul style="list-style-type: none"> • Future events <ul style="list-style-type: none"> - Come and have a forum at Mosque. 	<ul style="list-style-type: none"> - Do not have to wait for forums to contact Chief.



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BUSINESS COMMUNITY SAFETY FORUM

Gymnasium, Central Police Station

155 King William Street, Hamilton

Tuesday, November 18, 2008

7:00 - 9:00 p.m.

NOTES

INTRODUCTION

A Business Community Safety Forum was held on November 18, 2008 from 7:00 p.m. to 8:00 p.m. in the Gymnasium of the Central Police Station. The Forum was co-chaired by Mark Nimigan - Police Services Board Vice Chair and Chief Brian Mullan. Also available in the police panel were Deputy Chiefs Ken Leendertse and Eric Girt. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning and Community Relations Coordinator Sandra Wilson were present to note the issues discussed. Also in attendance were Supt. Bill Stewart, Insp. David Doel, Staff Sergeant Mark Cox, Sergeants Tina Potter and Ron Haywood, and Constables Michelle Moore and Andrew Toms.

About 11 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with two questions - "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Problem of transients loitering and begging<ul style="list-style-type: none">- Volunteer at St. Patrick's Church related problem of well-dressed and aggressive transients begging and harassing elderly people in church.- A lot of traffic in area, break-in to vehicles, taking expensive drugs around school, had to set up video surveillance.	<ul style="list-style-type: none">- Reporting to police is first action. CPTED (Crime Prevention Through Environmental Design) can help to address lighting and parking issues.- No laws to deal with transient persons except trespassing.
<ul style="list-style-type: none">• Landsdale Area - prostitution, absentee landlords<ul style="list-style-type: none">- Will start as an association to map out problems. If there is a vagrancy law, why isn't there one to address prostitution?	<ul style="list-style-type: none">- Prostitution is not just a Hamilton problem, the police community is looking for solutions.- Need Landsdale Association to help.

<ul style="list-style-type: none"> • Police work with Crown Attorney <ul style="list-style-type: none"> - Crime Manager doing a good job. - Can police work with Crown Attorney to address crack cocaine and prostitution problems? - Can they access beat boundaries and calls for service data? 	<ul style="list-style-type: none"> - High percentage of prostitutes are drug addicts. - For almost 4 or 5 years, we have been working with various officials (e.g. Health Department) to address root causes.
<ul style="list-style-type: none"> • Public perception <ul style="list-style-type: none"> - It's perceived that Hamilton has a lot of crime and police is not doing much about it. Is there any way to change that perception? 	<ul style="list-style-type: none"> - HPS has been working diligently towards the perception problem through media.
<ul style="list-style-type: none"> • Difficult to sell real estate in Hamilton area <ul style="list-style-type: none"> - Real estate broker found it difficult to sell in this area. 	<ul style="list-style-type: none"> - Working with media via good news stories, expanding CCTV, improved police performance and visibility. - Work with Real Estate Board to provide crime stats.
<ul style="list-style-type: none"> • Transients in Gore Park and Downtown <ul style="list-style-type: none"> - Gore Park supposed to return to useable space, vagrants still congregate there. - Organized efforts to harass tourists. - Will more community activities (e.g. festivals etc.) help or attract more vagrants? 	<ul style="list-style-type: none"> - Transients go to places with bus access. - Can't do anything unless transients are breaking law. - Police will talk to them and try to move them along. - Increased police visibility downtown and increased resources. - Downtown has highest concentration of cops geographically.
<ul style="list-style-type: none"> • Do officers know the area? <ul style="list-style-type: none"> - Called police for service at alley. Officer did not know where alley was. 	<ul style="list-style-type: none"> - Generally, officers do know their patrol areas well.
<ul style="list-style-type: none"> • Future efforts to enhance positive interaction <ul style="list-style-type: none"> - What are the efforts in future to enhance interaction between police and community? 	<ul style="list-style-type: none"> - All kinds of activities. e.g. National Night Out. - Constantly building relations e.g. School Programs, Good News Letters received. - Crime Manager plays vital role with building long-term relationships.
<ul style="list-style-type: none"> • Safer in Hamilton than Toronto <ul style="list-style-type: none"> - One woman grew up in Toronto, felt safer in Hamilton than Toronto. 	
<ul style="list-style-type: none"> • Grace of community <ul style="list-style-type: none"> - We talked about the law, what about the grace? Prostitutes should be asked to go to Church. 	<ul style="list-style-type: none"> - Police cannot set up meeting to dispense grace.

<ul style="list-style-type: none"> • Segregation <ul style="list-style-type: none"> - Why have forums for Hindus and Muslims separately? 	<ul style="list-style-type: none"> - Same dialogue at previous meeting. - All forums are open to anyone and everyone. - Have involved sectors in community forums because of special needs.
<ul style="list-style-type: none"> • Neighbourhood problems <ul style="list-style-type: none"> - Need cooperation in neighbourhoods, need to replace problems and not displace them. 	
<ul style="list-style-type: none"> • John School <ul style="list-style-type: none"> - See John School a lot in paper. Are they still ongoing? 	<ul style="list-style-type: none"> - Yes. - Police officers to encourage community to get involved.



YOUTH COMMUNITY SAFETY FORUM

Classroom, Central Police Station

155 King William Street, Hamilton

Thursday, November 20, 2008

7:00 - 9:00 p.m.

NOTES

INTRODUCTION

A Youth Community Safety Forum was held on November 20, 2008 from 7:00 p.m. to 9:00 p.m. in the Classroom of the Central Police Station. The Forum was co-chaired by Karen Cimba - Police Services Board Member and Chief Brian Mullan. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning and Community Relations Coordinator Sandra Wilson were present to note the issues discussed. Also in attendance were Inspector David Doel, Sergeant Will Mason, PCs Dave Pigeon and Scott Moreton.

About 14 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with two questions - "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">● Youth Violence Survey<ul style="list-style-type: none">- The YMCA and SPRC had conducted an Ontario Youth Against Violence Project.- 143 people aged 30 and under responded to the survey.- A reference guide was provided to group.- Over 30% of youth rated violence in Hamilton as a huge problem.- The top three violence issues are: beating people up, gun violence and dangerous weapons.- Other areas include hate-based violence, bullying and sexual violence.- One-third of youth reported their relationship with law enforcement in Hamilton as being terrible.	<ul style="list-style-type: none">- Chief thanked the Project Team for sharing the survey report with us.

<ul style="list-style-type: none"> ● Youth don't know where to turn <ul style="list-style-type: none"> - A lot of youth don't know the resources available to them. 	<ul style="list-style-type: none"> - Over 200 programs for youth in Hamilton area.
<ul style="list-style-type: none"> ● Perception that going to Police Station is bad <ul style="list-style-type: none"> - Nothing to do with age or sex of officers, a trust issue. - Need to establish a positive relationship. 	<ul style="list-style-type: none"> - Priorities are to change persona of "officers are bad". - Retirees should help.
<ul style="list-style-type: none"> ● Education <ul style="list-style-type: none"> - Education is a priority. Not too many people know what police can or cannot do. They don't know their rights. 	<ul style="list-style-type: none"> - This is something we can do in conjunction with schools and SISO. - Education re: role of PC, right of citizens.
<ul style="list-style-type: none"> ● Immigrant perspective <ul style="list-style-type: none"> - Need education on laws around driving. - Continual visibility would help too. 	<ul style="list-style-type: none"> - Working to build relationship. Contact once a month.
<ul style="list-style-type: none"> ● More Social and Recreational Opportunities <ul style="list-style-type: none"> - Social Worker from school board suggested more social/recreational opportunities for youth to keep out of gangs. - Catholic School Principal felt it is important to have forums - proactive policing. - People break law because they are bored. - Not enough to do - need more access to recreation centres. 	
<ul style="list-style-type: none"> ● Drug, Alcohol and Related Problems <ul style="list-style-type: none"> - Drugs and alcohol are problems. - Fake IDs are prevalent. - Educate those put in jail to give life skills to get a good job. 	
<ul style="list-style-type: none"> ● Expand Community Champions <ul style="list-style-type: none"> - Have more community champions from police to encourage youth to join police service. 	



SENIORS COMMUNITY SAFETY FORUM

Bagshaw Auditorium, First Place
350 King Street East, Hamilton
Tuesday, November 25, 2008
1:30 - 2:15 p.m.

NOTES

INTRODUCTION

A Seniors Community Safety Forum was held on November 25, 2008 from 1:30 p.m. to 2:15 p.m. in the Bagshaw Auditorium of First Place. The Forum was co-chaired by Councillor Bernie Morelli - Police Services Board Chairman and Deputy Chief Ken Leendertse. Also available in the police panel was Deputy Chief Eric Girt. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance were Supt. Paul Morrison, Inspectors Warren Korol, Scott Rastin and PC Carmen Balinson. Bill Hunt of Forensic Services came to take photos of the session.

About 45 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with two questions - "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Traffic Issues<ul style="list-style-type: none">- A visually-impaired person found it difficult to negotiate her way around with bikes on the sidewalks.- Traffic lights are too short for seniors near First Place. City should be alerted.- In east coast, if people are caught with bikes on sidewalks, police seize and impound bikes.- Audible light on Main and Fairleigh not working.- "Seniors Walking" sign is really good.	<ul style="list-style-type: none">- We have a Traffic Management Plan that includes education, enforcement. Also Core Bike Patrol can work on this.- Chairman Morelli has been out with City Traffic to re-jig King and Wellington area. City will examine re: traffic and wind situation. Increasingly become a concern with Councillor Morelli re: bikes on streets, he asked community to continue to work with City to make them aware of problem.

<ul style="list-style-type: none"> ● Education for Seniors <ul style="list-style-type: none"> - Education and knowledge for seniors is very important. This should be commended. 	<ul style="list-style-type: none"> - HPS has implemented Seniors Support Branch in each patrol division to provide more education to seniors. - Special team investigates crimes against seniors even if not a police issue.
<ul style="list-style-type: none"> ● Main and Wellington Traffic <ul style="list-style-type: none"> - Cars still run the lights on Main and Wellington. - Almost got run over and then officer asked for license plate. 	<ul style="list-style-type: none"> - Safety is first, then we need information to try to get driver.
<ul style="list-style-type: none"> ● Homeless Issue in Hamilton <ul style="list-style-type: none"> - Homeless people on streets and sleeping outside. - There are people who just wouldn't go inside because they feel the world is closing in on them. 	<ul style="list-style-type: none"> - Roundtable on Poverty is looking after this. - Police has a Cold Watch Program where police check for homeless in unusual cold weather. - One general rule - if ever see anything inappropriate (e.g. someone outside in the cold) or something is wrong, go to police or contact police to report. - Councillor Morelli will be doing another pamphlet re: safety tips for seniors. - There are resources (e.g. Salvation Army) available. He urged citizens to report problems.
<ul style="list-style-type: none"> ● Direct line for Seniors <ul style="list-style-type: none"> - The last time Senior Support Officer talked about a direct line to 911 for seniors. 	<ul style="list-style-type: none"> - We'll check this out (e.g. Medi Alert).
<ul style="list-style-type: none"> ● Aggressive Panhandling <ul style="list-style-type: none"> - Somebody on street harassing seniors for money. 	<ul style="list-style-type: none"> - Core Officers are walking the beats and dealing with the panhandlers. - Key message is to call any time and police will respond.
<ul style="list-style-type: none"> ● Purse Snatching <ul style="list-style-type: none"> - One senior wanted some information about purse snatching. 	<ul style="list-style-type: none"> - First, let it go. You can replace anything in purse, but must protect your personal safety. - Second, hold purse close to body. - Need to report these incidents because it is the only way police will know what is going on.



ANCASTER COMMUNITY SAFETY FORUM

Ancaster Old Town Hall
310 Wilson Street, Ancaster
Tuesday, December 2, 2008
7:00 - 9:00 p.m.

NOTES

INTRODUCTION

An Ancaster Community Safety Forum was held on December 2, 2008 from 7:00 p.m. to 9:00 p.m. at the Ancaster Old Town Hall. The Forum was co-chaired by Bruce Pearson - Police Services Board Member and Chief Brian Mullan. Also available in the police panel were Deputy Chiefs Ken Leendertse and Supt. Ken Bond. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance were Inspector Scott Rastin and PC Mark Stiller.

About 8 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with two questions - "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Busy Streets with no Stop Signs<ul style="list-style-type: none">- Resident commended exemplary job in most aspects.- Put one issue out on table - busy streets with no stop sign.	<ul style="list-style-type: none">- Traffic safety has been a traditional concern.- Send message to Supt. Bond.- Working on Traffic Master Plan. Ancaster councillor's office is working on stakeholders meeting to include recommendation.- Div. 3 gave out 25,000 tickets and stepped up enforcement efforts around Lover's Lane area.
<ul style="list-style-type: none">• What can citizens do with Aggressive Drivers?<ul style="list-style-type: none">- A woman told of two recent encounters, followed by driver who sped up and passed her. She got the license plate number, but what can she do?	<ul style="list-style-type: none">- Phone the Aggressive Drivers' Hotline.- Good to have information for progressive action.- Need to market Hotline number better.

<ul style="list-style-type: none"> • Public Education <ul style="list-style-type: none"> - Div. 3 Superintendent's Citizen Advisory Committee member commented on good programs and they know all other police services. - However, general public does not know about the forum. 	<ul style="list-style-type: none"> - Will continue and do more.
<ul style="list-style-type: none"> • Youth Loitering <ul style="list-style-type: none"> - A lot of youth loitering around area. 	<ul style="list-style-type: none"> - Summer Safe Program started as a pilot in Ancaster because of bush parties. - This will be continued.
<ul style="list-style-type: none"> • Deployment in Ancaster <ul style="list-style-type: none"> - One resident asked about the number of cruisers in Ancaster and Meadowland specifically. - Another asked what is Ancaster's top call for service? 	<ul style="list-style-type: none"> - Number of calls for service are fewer in Ancaster than Central Mountain. - Beat re-alignment based on workload. - Continually evaluating deployment based on calls for service is part of business planning model. - Auto theft in Meadowlands is among the top call in Ancaster area. - Domestic takes up a lot of time (eg 2 officers at 5 hours).
<ul style="list-style-type: none"> • Crimes Against Seniors <ul style="list-style-type: none"> - 35% of population in Ancaster are seniors. Growing concern with crimes against seniors, e.g. fraud. - Also, 35% students do not speak English as the first language, community becoming more diverse. - Crime prevention brochures should be done in different languages. - Need to promote seniors program and crime prevention to address diversity issues. 	<ul style="list-style-type: none"> - HPS is addressing diversity with many special initiatives. - We are continually improving our web page.
<ul style="list-style-type: none"> • Resources the City can help with <ul style="list-style-type: none"> - Do officers know the kind of resources the City can help with? 	<ul style="list-style-type: none"> - If not all the officers, definitely the Crime Managers who are great resources and know the resources available to help citizens problem solve.
<ul style="list-style-type: none"> • Drug Problem <ul style="list-style-type: none"> - Youth heard there is a big drug problem in Ancaster. 	<ul style="list-style-type: none"> - May need to revisit youth issue through school system. - Funding to hire 7 new officers to run Middle School Program.



DUNDAS COMMUNITY SAFETY FORUM

Dundas Town Hall
60 Main Street, Dundas
Thursday, December 4, 2008
7:00 - 7:45 p.m.

NOTES

INTRODUCTION

A Dundas Community Safety Forum was held on December 4, 2008 from 7:00 p.m. to 7:45 p.m. at the Dundas Town Hall. The Forum was co-chaired by Mark Nimigan - Police Services Board Vice Chair and Chief Brian Mullan. Also available in the police panel were Deputy Chiefs Ken Leendertse and Eric Girt. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance were Supt. Ken Bond, Insp. David Doel and Cst. John Rusnak.

Three members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with two questions - "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Staffing Issues<ul style="list-style-type: none">- Having one officer walking the street is essential.	<ul style="list-style-type: none">- Chief explained that we recently conducted Strategic Staffing Analysis.- Visibility continues to be expressed as a priority.
<ul style="list-style-type: none">• Good Relationship with Div. 3<ul style="list-style-type: none">- Superintendent's Citizens Advisory Committee member commented on good relationship with Supt.	

<ul style="list-style-type: none"> • Traffic Safety <ul style="list-style-type: none"> - Speeding in Cootes Drive. - Need more traffic enforcement. - Can't wait for legislation re: use of cell phone while driving. - Photo Radar, didn't mind it. - Crime stats, not huge issue. - Community disappointed when police station was moved. 	<ul style="list-style-type: none"> - Analyst analyzed crime trends, use Intelligence Led Policing concept to address problems. - Budget for 4th Station needed in future. - Cell phone law has been in discussion.
<ul style="list-style-type: none"> • Domestic Violence <ul style="list-style-type: none"> - Domestic is a problem. What about a designated Domestic Investigator to do this? 	<ul style="list-style-type: none"> - Chief explained that a Domestic Violence Model was evaluated recently and ran a pilot project. - Currently, specially trained Domestic Violence Officers are deployed in divisions.



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INTERNAL COMMITTEES COMMUNITY SAFETY FORUM

Room i-131, Fennell Campus

Mohawk College

Tuesday, March 24, 2009

7:00 - 9:00 p.m.

NOTES

INTRODUCTION

A Community Safety Forum for the Hamilton Police Internal Committees was held on March 24, 2009 from 7:00 p.m. to 8:00 p.m. in Room i-131, Mohawk College. The Forum was sponsored by Mohawk College and co-chaired by Mark Nimigan - Police Services Board Vice Chair and Chief Brian Mullan. Also available in the police panel were Deputy Chiefs Ken Leendertse and Eric Girt. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance were Supt. Bill Stewart, Inspectors David Doel, Jamie Anderson and Bob Buck, Sergeant Will Mason, Constable Kim Walker and Rosemarie Auld.

About 26 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with three questions - "What are the challenges, issues, needs and opportunities in your community?", "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Executive Dean Paul Armstrong provided greetings on behalf of Mohawk College.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Public Education, Recruitment & Priorities<ul style="list-style-type: none">- Education for everybody in community.- More recruitment needed.- Being approachable.- Two priorities: work with teenagers and more resources to achieve priorities.	<ul style="list-style-type: none">- Educating public is very important to us. Not all initiatives are successful. That's why more use of web etc. e.g. Blog.- We have had many recruiting initiatives such as the Recruit Advisory Committee and Recruiting Champions.
<ul style="list-style-type: none">• More Good News Stories<ul style="list-style-type: none">- PR great work. Blog, Meet the Chief and Townhall Meetings are fantastic.- Need more good news stories.	

<ul style="list-style-type: none"> ● Follow up by Crime Managers <ul style="list-style-type: none"> - Police officers deal with bad guys and people with beefs. Need more information out about how police work. - Should have a place at PSO where citizens can give Crime Managers a card so they can follow-up. 	
<ul style="list-style-type: none"> ● Frustration with "Not a priority" wording <ul style="list-style-type: none"> - When community members called police regarding behavioural issues of McMaster students, they are very frustrated with response. Perhaps wording "This is not a priority" should be changed. 	<ul style="list-style-type: none"> - Would like to see greater association between police and student community. - We do have limited resources although we have tremendous support from Board to hire more. - People do not understand priority response system. - Increasing number of police officers on frontline. Unfortunately, our officers are being consumed with non-police issues.
<ul style="list-style-type: none"> ● Priority 5 - Noise Complaints <ul style="list-style-type: none"> - Called several times re: noise complaint. Found out call was never dispatched. 	<ul style="list-style-type: none"> - Depends on number and level of calls that are ongoing at that time. - Dispatchers should be telling citizens that it is very busy.
<ul style="list-style-type: none"> ● Neighbour Problems <ul style="list-style-type: none"> - Man was assaulted when he tried to stop neighbour who started his bike engine loudly at 5:00 in the morning. No police showed up. - Next day, called Supt. Clark and an officer responded. - One week later, dog was tied up and muzzled. Neighbour came and accused woman of stealing his leash. Officers responded and asked if woman took the leash. - Woman was annoyed because a police response for dog leash issue but not for an assault. 	<ul style="list-style-type: none"> - Chief explained PRS and that calls are usually down on Sundays. - Report taking calls do slide down on priority scale.
<ul style="list-style-type: none"> ● Graffiti <ul style="list-style-type: none"> - Kirkendale resident commented that being safe and feeling safe are two different things. For example, graffiti problem - Ran into bureaucracy when working on graffiti issues with Property Standards, Building Department. All have difference processes to deal with same issue. 	

<ul style="list-style-type: none"> ● Safety Perception <ul style="list-style-type: none"> - Man lives near downtown. Wife does not feel safe downtown because she has been aggressively approached by pan-handlers. - People out wandering streets early in the morning. - Crack houses should be shut down aggressively. - A certain level of frustration. There has to be more feedback to those who report and provide input. 	<ul style="list-style-type: none"> - No resources to deal with mental health issue, prostitutions. - Issue of crack single-most driving force for crime. - Working on quasi Drug Court Project. Judge has sympathetic ear. Long term solution to remand drug addict so he can get treatment for problem. - We are different than other jurisdictions in that we are not getting the money.
<ul style="list-style-type: none"> ● High or Impaired Driver <ul style="list-style-type: none"> - Man called police because he saw people who looked like high or impaired when driving. - What priority would this call have been? 	<ul style="list-style-type: none"> - Priority 3 because people not in car. Would have been priority 1 if back in car.
<ul style="list-style-type: none"> ● Build Trust between Police and Community <ul style="list-style-type: none"> - Important for new immigrants to understand police in Canada and about domestic violence. Need to build trust between police and community. - A recent Fraud complaint was not taken seriously by police. 	<ul style="list-style-type: none"> - Fraud report takes a long time. - Need to be more sensitive to needs of immigrants and more involvement with SISO.
<ul style="list-style-type: none"> ● More Community Meetings <ul style="list-style-type: none"> - A Recruiting Advisor told group that police came to Chinese community event and spoke about policing in Hamilton. - He thought this was very positive and encourage this especially for seniors. 	<ul style="list-style-type: none"> - Organize more community meetings to educate.
<ul style="list-style-type: none"> ● HPS not representative of community <ul style="list-style-type: none"> - Another Recruiting Advisor commented that Hamilton is a diverse community, but HPS is not very representative of diverse community. 	<ul style="list-style-type: none"> - 30% of new hires are from diverse communities. - We partnered with SISO and HCCI to identify systemic barriers and we are waiting for report from HCCI. - Partnership with Mohawk College ESL for police terminology etc. - 19% females and Aboriginal representation is on par with other services. - Internal self-identification survey was done. We realize that more needs to be done
<ul style="list-style-type: none"> ● Passionate Officers versus Uncaring Ones <ul style="list-style-type: none"> - One participant commented that one passionate officer cannot do everything. Others just don't care. 	<ul style="list-style-type: none"> - Similar to other professions, managing underachieving police officers is a challenge. - We are passionate about providing quality service and we work hard at this.

<ul style="list-style-type: none"> ● Communication/Visibility/Dealing with Drugs <ul style="list-style-type: none"> - Trust is definitely an issue. - Communication is key. Two-way communication - community to police and police to community. 	
<ul style="list-style-type: none"> ● Beat Officers doing a great job <ul style="list-style-type: none"> - Concession BIA rep felt that officers were doing a great job. 	
<ul style="list-style-type: none"> ● Police Visibility and Response <ul style="list-style-type: none"> - Gage Park area resident was pleased with visibility and response both at home and at work. - Man is responsible for security with an Ottawa Street business that requires priority response. Police response was always good. - Fears because of economy, copper theft will increase and hydro stations will be targeted. 	
<ul style="list-style-type: none"> ● BBQ in Riverdale Neighbourhood <ul style="list-style-type: none"> - Man asked if there is any more plan of BBQ in summer for Riverdale neighbourhoods. - Does police have control over media? 	<ul style="list-style-type: none"> - Yes, we have vibrant community groups in Riverdale area. - No control. Some articles are unfair, others are very helpful (i.e. graffiti, people phone in when they see graffiti acts, this is because of media). We try to do the best we can.
<ul style="list-style-type: none"> ● Good Visibility around Hunter and Bay <ul style="list-style-type: none"> - One man commented that police is being very visible around Hunter and Bay, doing a marvelous job. 	
<ul style="list-style-type: none"> ● Drug Sweeps <ul style="list-style-type: none"> - Man asked what police do with drug sweeps if not able to use drug dogs? 	<ul style="list-style-type: none"> - 44 drug sweeps last year. Use School Liaison Officers, Middle School Program etc. to enhance drug awareness program.
<ul style="list-style-type: none"> ● Fetal Alcohol Syndrome Awareness <ul style="list-style-type: none"> - Woman suggested Fetal Alcohol Syndrome Awareness Training should be provided to frontline officers. 	<ul style="list-style-type: none"> - Good suggestion. - Some enforcement stats - in 2008, we gave out 49,000 tickets. Every day, we deal with traffic complaints.
<ul style="list-style-type: none"> ● Grow Operations <ul style="list-style-type: none"> - Man commented that grow operations and crack houses, police can't just charge in and shut it down. He asked if it would be faster to get the Fire Department to respond to grow operations? 	<ul style="list-style-type: none"> - Grow operations are a problem and we have a dedicated team to address this issue. Many partners are involved in grow operation take-downs.



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DOWNTOWN, WESTDALE & WEST HAMILTON COMMUNITY SAFETY FORUM

Westdale Secondary School Auditorium
700 Main Street West, Hamilton

Tuesday, April 7, 2009

7:00 - 8:15 p.m.

NOTES

INTRODUCTION

A Community Safety Forum for the Downtown, Westdale and West Hamilton (Wards 1, 2 and 3) residents was held on April 7, 2009 from 7:00 p.m. to 8:15 p.m. in the Westdale Secondary School Auditorium. This was chaired by Chief Brian Mullan. Also available in the police panel were Deputy Chiefs Ken Leendertse, Eric Girt and Insp. Warren Korol. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance was Insp. Scott Rastin.

About 15 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with three questions - "What are the challenges, issues, needs and opportunities in your community?", "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Councillors Bob Bratina and Brian McHattie provided greetings on behalf of the Hamilton City Council.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Forums and Crime Managers Work Well<ul style="list-style-type: none">- Forums a good idea, hope they continue.- Crime Managers work well, they provide highlights of statistics.	<ul style="list-style-type: none">- HPS working on a streamlined version of neighbourhood maps to display crime on website.- Strong partnership with this community. Community input given readily will continue to improve and increase communication.

<ul style="list-style-type: none"> ● Go to the Lord, be more courteous, why wasn't his son hired? <ul style="list-style-type: none"> - A Canadian citizen for 40 years asked where is the Hindu community? - Want police to be more courteous and not yell at him when he made a mistake. - Has spoken to police several times about his A grade son who has passed exam 20 times, but cannot be a police officer. - The problem is that police don't want to listen. 	<ul style="list-style-type: none"> - Becoming a police officer requires a number of steps besides passing a test. - Cannot tell man why his son was not hired. - Officers rude to him is not something we want at HPS. - Certain communities do not feel comfortable coming to police to tell us their issues. That's why we have been going to diverse communities to hear their concerns.
<ul style="list-style-type: none"> ● Crime Stoppers <ul style="list-style-type: none"> - Is there something in place to take text messages? 	<ul style="list-style-type: none"> - Great suggestion. Chief's Student Advisory Committee members brought up this issue because that is the way this generation communicates. - No, we are talking with Crime Stoppers. They have been trying to have a program with schools, but not successful.
<ul style="list-style-type: none"> ● Community Relationship a success in Div.1 <ul style="list-style-type: none"> - One woman who has been much more involved with policing in the past 5 years since retirement felt that Div. 1 certainly listens, and community relationship is a big success. - Plea for community involvement with police. 	<ul style="list-style-type: none"> - Our graffiti strategy is a good example to mobilize police and community to erase graffiti. - Quite a lot of work going on in background to move this forward.
<ul style="list-style-type: none"> ● Free funeral escorts <ul style="list-style-type: none"> - One man asked if police can be a role model and provide escorts to funerals free of charge. 	<ul style="list-style-type: none"> - No, we do not have the capacity. Funeral escorts were stopped by Chief Middaugh. But since hearing that community wanted it, funeral escorts were brought back.
<ul style="list-style-type: none"> ● Noise Bylaw <ul style="list-style-type: none"> - What can police and Bylaw do to improve working relationship with Bylaw? 	<ul style="list-style-type: none"> - Working with Councillor McHattie who reported that computer program is up and running.
<ul style="list-style-type: none"> ● Visibility <ul style="list-style-type: none"> - No police car go by New Street, need to do more to increase police visibility. 	<ul style="list-style-type: none"> - Always struggle with that. Our Summer Safe Program is supposed to address disorderly problems in neighbourhoods. - Introduced new policing model called Neighbourhood Safety Project where crime managers work with community to resolve neighbourhood issues.

<ul style="list-style-type: none"> ● Neighbourhood Wach & Community Policing Centres <ul style="list-style-type: none"> - Is there a Neighbourhood Watch in Westdale? - Still see Neighbourhood Watch signs. - What are Community Policing Centres? 	<ul style="list-style-type: none"> - There are no Neighbourhood Watch Programs. - Neighbourhood Associations are more active while Neighbourhood Watch was more passive. - D/C Girt is involved with HANDS - which is a blend of neighbourhood associations and neighbourhood watch. Policing is a part of that network. - Community Policing Centres are staffed by volunteers and the intent is a nucleus to interact with police, public and volunteers.
<ul style="list-style-type: none"> ● HPS' outstanding best practices <ul style="list-style-type: none"> - Jan Lukas, a Citizens Advisory Committee member advised group that HPS have many best practices. - These include HR's outstanding changes, business planning process, willingness to listen and recruiting strategies with diverse communities. She also sits on provincial committees and noticed that HPS' best practices are not known provincially. - Police, Spectator need to brag about the talents and skills of police HR, business planning and Forensics. 	
<ul style="list-style-type: none"> ● Update on ID Theft Issues <ul style="list-style-type: none"> - Councillor Bratina asked for an update around ID theft. 	<ul style="list-style-type: none"> - ID theft is conduit to fraud. Recent federal initiative to deal with individuals stealing personal information for financial gains.
<ul style="list-style-type: none"> ● Video Surveillance, Foot Patrol <ul style="list-style-type: none"> - One resident wants to know how video surveillance and foot patrol are working. 	<ul style="list-style-type: none"> - Core Officers work 10 hour shifts. Recently, with provincial dollars and Police Services Board support, 7 officers allocated. And Board has authorized expansion of CCTV Program.
<ul style="list-style-type: none"> ● Champions <ul style="list-style-type: none"> - One resident commented on the glorious days with Scott Rastin. Business planning and initiatives were being rolled out all the time. - We need a champion to improve innovations. 	<ul style="list-style-type: none"> - Crime Managers are our champions.



**HAMILTON CHAMBER OF COMMERCE &
HAMILTON BUSINESS IMPROVEMENT AREAS
COMMUNITY SAFETY FORUM**

Royal Hamilton Yacht Club
Foot of MacNab Street North, Hamilton

Thursday, April 9, 2009

8:00 - 9:40 a.m.

NOTES

INTRODUCTION

A Community Safety Forum for the Hamilton Chamber of Commerce and Hamilton Business Improvement Areas representatives was held on April 9, 2009 from 8:00 - 9:40 a.m. at the Royal Hamilton Yacht Club. The Forum was sponsored by the Hamilton Chamber of Commerce and co-chaired by Bruce Pearson - Police Services Board Member and Chief Brian Mullan. Also available in the police panel were Deputy Chiefs Ken Leendertse and Eric Girt. Lois Morin (Board Administrator), Rita Lee-Irvine, Debbie Gifford and PC Kathleen Durant of Corporate Planning were present to note the issues discussed. Also in attendance was Inspector David Doel.

About 25 members representing the business community attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with three questions - "What are the challenges, issues, needs and opportunities in your community?", "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Ruth Liebersbach provided greetings on behalf of Hamilton Chamber of Commerce.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">● Impact of Recession on Businesses and Crime<ul style="list-style-type: none">- Business community facing recession, trickle down to frontline, break and enters and unemployment increase and response time could be affected.	<ul style="list-style-type: none">- Many factors contribute towards crime, not just unemployment.- HPS is aware and monitoring economic impact. In this community, it is crack cocaine.- Perception is not reality - crime has been on downward trendline.- Only aberration is Robbery - street muggings. Comparison of over 500,000 population of 8 cities, Hamilton has the lowest crime rate.

<ul style="list-style-type: none"> ● Priority Response System & False Alarm <ul style="list-style-type: none"> - PSB Designate asked Chief to comment on PRS and False Alarms. 	<ul style="list-style-type: none"> - Chief explained that PRS top priority is personal danger and crime in progress. - Call Management Branch (CMB) implemented for public to report low priority calls so trends can be identified. - HPS has done an excellent job in reducing False Alarms from over 10,000 to 5,500. About 90% of the calls are false.
<ul style="list-style-type: none"> ● CPTED & Rapid Deployment <ul style="list-style-type: none"> - Crime Prevention Through Environmental Design and Rapid Deployment were brought up at the Citizens Advisory Committee meetings. Private sector does not jump on these initiatives. - Are there any marketing opportunities? 	<ul style="list-style-type: none"> - We will send officer to do CPTED Audit. - Message has not gone out. We need to market it better. - Rapid Response applies to school emergency where there is a rapid shooter, officers will lock down school and wait for specialty units.
<ul style="list-style-type: none"> ● Safety at Night on Concession Street <ul style="list-style-type: none"> - Concession Street has a long stretch where there is nobody around at night because the perception is that area is not safe at night. - Customers are not coming out. 	<ul style="list-style-type: none"> - CCTV challenges. HPS will work hand in hand with local BIAs to help improve visibility issues. It takes many partners to deal with this. - Community Policing Centre on Concession Street is involved.
<ul style="list-style-type: none"> ● Police out into the community <ul style="list-style-type: none"> - Discovery Centre - tourism business would like to see more police (Bobby on the Beat) out in Harbour and Lake area. 	<ul style="list-style-type: none"> - Chief explained that we still have reactive policing. - We have switched to Neighbourhood Safety Project (NSP) which is more proactive. - We are faced with many priorities and many roles. - Working hard to relationship building with neighbourhoods. - Board is very supportive, this community has gained additional resources in the last five years. - 2 Officers work on Harbour issues with RCMP and Port Authority.
<ul style="list-style-type: none"> ● Safety of Seniors <ul style="list-style-type: none"> - Traffic safety - unsafe for seniors to cross streets. - Education of assistive devices - electric wheelchair stalled in intersection due to magnetic interference. - Not all seniors carry cell phones. Do not have a number to call if get into technical difficulties. 	<ul style="list-style-type: none"> - In 2007, there were a rash of traffic accidents involving seniors. Rules of the Road education is needed. - Call 911 if get into mechanical difficulties.

<ul style="list-style-type: none"> ● Downtown <ul style="list-style-type: none"> - Rightly or wrongly, there are issues with downtown. What are the police doing with the issues? - Need more dialogue and education about realities (e.g. crime is on the decline). - Tourism Board is willing to work towards safety and cleanliness. 	<ul style="list-style-type: none"> - More foot patrol and bike officers downtown. - CCTV expansion on King Street and Hess Street. - HPS is prepared to work with everyone. - Dramatic change downtown - boarded up and vacant buildings. - From police perspective, we are prepared to put in more resources and be innovative for higher visibility.
<ul style="list-style-type: none"> ● Communication Strategy with Business Community <ul style="list-style-type: none"> - Art Gallery representative reported noticeable improvement with street people. - Asked if there is plan to form communication strategy with business community? If there is ever any crisis, how would businesses know about it? 	<ul style="list-style-type: none"> - Website improvement is in progress. - Communication is something we need to work on. Perhaps we need to cascade information through the Chamber of Commerce. - HPS is also working on Crime Mapping, having map on website to identify incidents.
<ul style="list-style-type: none"> ● Public Perception that Hamilton is Unsafe <ul style="list-style-type: none"> - Derelict properties beyond police control. - Unsavory people might be fuelling negative perception which was compounded by graffiti. - Lack of effective communication. - Suggestions: - programs for youth police cadet, Graffiti Strategy, a structured communication using alternative media to get message out, e.g. Chamber website - Chamber of Commerce can devote a Chamber/Police column on their Panorama newsletter. 	<ul style="list-style-type: none"> - 67 graffiti arrests last year. HPS continue to make this a priority. - Scores of youth programs such as Middle School Program, Proaction etc. - HPS will take up Chamber's offer of Panorama column.
<ul style="list-style-type: none"> ● Workplace Violence <ul style="list-style-type: none"> - A Catholic Children's Aid Society representative commented on violence in the workplace. Their work vehicle was damaged. - Need help to identify dangerous places and neighbourhoods. 	<ul style="list-style-type: none"> - Referred to Quality Assurance Inspector.
<ul style="list-style-type: none"> ● Ambassador Program <ul style="list-style-type: none"> - A volunteer member of Hamilton Business Ambassador Program suggested working with HPS as a tag team to assist with communication by using billboards and Tax Returns to tell good news stories. 	<ul style="list-style-type: none"> - Great idea for us to plug into City's site and updates.

<ul style="list-style-type: none"> ● Make us feel Safe <ul style="list-style-type: none"> - HECFI representative suggested that Hamiltonians are afraid of coming downtown. - It is the police's mandate to make us safe and make us feel safe. What is the police role? 	<ul style="list-style-type: none"> - Police visibility and more crime prevention are key to community safety. - Work with social service agencies. - Aggressively attacking crime. - Communicate more effectively with businesses.
<ul style="list-style-type: none"> ● Effective Communication <ul style="list-style-type: none"> - Businesses can be great resource. - In terms of police resources, they have used them but need more marketing. 	<ul style="list-style-type: none"> - Police has cultivated relationships with the police officers.
<ul style="list-style-type: none"> ● Crack Cocaine <ul style="list-style-type: none"> - How is police dealing with crack cocaine and organized crime? 	<ul style="list-style-type: none"> - HPS is very aggressive with drugs on a general level. - Board has approved a dedicated team on drugs and guns. - We identify individuals in drug trafficking and crack houses and work with City Property Standards and Public Health to address problems. - Problem is addiction issues or people return to crack. We work with Social Service Agencies and hospitals to address treatment and rehabilitation issues. - Related to bikers and gangs, we have a Unit that work with Toronto on joint operations and we have an integrated unit involving Halton and Niagara.
<ul style="list-style-type: none"> ● White Collar Crime / Fraud <ul style="list-style-type: none"> - Is there an inter-jurisdictional team to deal with white collar crime? 	<ul style="list-style-type: none"> - Extremely difficult to make tangible results. - Getting some tools in Criminal Codes (new legislations) to persecute people who commits ID thefts.
<ul style="list-style-type: none"> ● Alzheimer Disease <ul style="list-style-type: none"> - As aging population increases, 10,000 people with some sort of dementia. - Need education on long term care. - Alzheimer Society wants to work with police re: senior homes and be trained on search and rescue. 	<ul style="list-style-type: none"> - Great idea.

<ul style="list-style-type: none"> ● Development should focus on People and not Vehicles - "Damn the Cars" <ul style="list-style-type: none"> - International Village BIA representative told of 52,000 sq. ft. of vacant retail space - crack distribution centre. - HPS creative use of Proceeds of Crime legislation to rid this crack house. - However, development in City has been focused on vehicles and not about people - e.g. sidewalks, friendly places. - Have to work with police - work with Staff Sergeant who sit on Council and Neighbourhood Groups to help us feel safe and to boost economic development. 	
<ul style="list-style-type: none"> ● Alley Ways <ul style="list-style-type: none"> - Concession BIA representative commented on major problem with alley ways. - Anything police can do to make City's alley ways safer? 	<ul style="list-style-type: none"> - Not something we see a lot. But there are things, e.g. CPTED. - City and business owners can help and should be involved, e.g. graffiti.
<ul style="list-style-type: none"> ● Teenager concerned about Gang Activities <ul style="list-style-type: none"> - A participant has recently acquired a teenager and was informed there are a lot of gang activities. Police officers made her aware how serious problem is in Hamilton. 	<ul style="list-style-type: none"> - Youth gangs hang around and commit petty crimes e.g. shoplifting. - Street gangs get involved in intentional criminal activities e.g. robberies, narcotics. - HPS work with schools to address youth gangs and we have a dedicated Guns and Gangs Unit to focus on street gangs.



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FLAMBOROUGH (WARD 15) COMMUNITY SAFETY FORUM

Flamborough Municipal Centre
163 Dundas Street East, Waterdown

Tuesday, April 14, 2009

7:00 - 9:00 p.m.

NOTES

INTRODUCTION

A Community Safety Forum for the Flamborough (Ward 15) residents was held on April 14, 2009 from 7:00 p.m. to 8:30 p.m. at the Flamborough Municipal Centre. The Forum was co-chaired by Deputy Chiefs Ken Leendertse and Eric Girt as well as Supt. Ken Bond. Lois Morin (Board Administrator) and Rita Lee-Irvine (Corporate Planning Manager) were present to note the issues discussed. Also in attendance were S/Sgt. Carol Pacey, Sergeant George Naronziak and Constable Amber Rogers.

About 9 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with three questions - "What are the challenges, issues, needs and opportunities in your community?", "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Councillor Margaret McCarthy provided greetings on behalf of City Council.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Don't know much about Police Service<ul style="list-style-type: none">- Resident had a break in, police dropped the ball. Had picture of individual, but police didn't do anything.	<ul style="list-style-type: none">- Deputy Chief Leendertse explained the beat boundaries and make-up of Police Service - 787 officers and 273 civilians.- Supt. Bond provided number for citizens to call.
<ul style="list-style-type: none">• Is there anything identified as waste of resources?	<ul style="list-style-type: none">- False alarms were a big drain on resources. But these have been reduced from 16,000 to about 5,000.- Collision reporting has been diverted for cost savings.

<ul style="list-style-type: none"> ● Youth Crime <ul style="list-style-type: none"> - As population grows, Flamborough is being targeted with gang activities. - Parents are not aware of what kids are doing. How do we work with kids before they become high risk? - Thankful that Flamborough does not have serious crime. But petty youth crime could lead to serious crime. - Due to growth in area, teachers are expected to be parents. People have to be their own advocates and not depend on police. - Whole thing with youth is a much bigger problem. New families need new services. 	<ul style="list-style-type: none"> - Crime is going down, except crimes where violence is involved. - 95% of youth are good kids, 5% high risk. - Early intervention. - Strategies include dedicated Guns and Gangs Unit, Middle School Program and Strategic Approach to Youth Crime.
<ul style="list-style-type: none"> ● Growth of Flamborough <ul style="list-style-type: none"> - Growth of community is a concern, Waterdown Police Station should be permanent. - Response time for high priority calls disproportional because of geography. - Are crimes displaced from towntown to Flamborough? 	<ul style="list-style-type: none"> - Div. 3 has a report on growth in communities which indicated that growth will be in Binbrook and Waterdown areas. HPS is looking at a station in Waterdown to service Dundas, Waterdown and Ancaster. - Councillor McCarthy advised group that population will double in 5 years. Business Plan does support the implementation of a station. EMS is renovating in Millgrove for station. - On average, 2 calls a shift in Flamborough, often no calls in evening, compared to 20-25 calls per shift in downtown. - Good there is more time for officers to do more proactive patrol and activities.
<ul style="list-style-type: none"> ● How can citizens help police? <ul style="list-style-type: none"> - Speeding on residential streets are the parents with children. - How can citizens assist in making the community safe? 	<ul style="list-style-type: none"> - Community engagement and mobilization very important in HPS. - Traffic issues are the number one complaint. Communities can get involved by providing pertinent information (eg. licence plates and times of speeders, locations of high traffic areas).
<ul style="list-style-type: none"> ● Cultural Difference <ul style="list-style-type: none"> - Parents are being too protective. - Parents are not holding kids accountable. 	<ul style="list-style-type: none"> - Report to police all suspicious activities so patterns can be analyzed.

<ul style="list-style-type: none">● More Police Presence & 10:00 pm Curfew for under-aged children<ul style="list-style-type: none">- One resident who could not attend Forum sent in her comment via the Councillor's Office.- We need more police presence in Flamborough.- Under-aged children should be kept off the streets after 10:00 pm unless with an adult.	
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STONEY CREEK & GLANBROOK COMMUNITY SAFETY FORUM

East End Station, Hamilton Police Service
2825 King Street East, Hamilton

Thursday, April 16, 2009

7:00 - 8:08 p.m.

NOTES

INTRODUCTION

A Community Safety Forum for Stoney Creek and Glanbrook (Wards 9, 10 & 11) residents was held on April 16, 2009 from 7:00 p.m. to 8:30 p.m. at the East End Station, Hamilton Police Service. The Forum was sponsored by Councillors David Mitchell, Brad Clark and Maria Person and co-chaired by Nancy DiGregorio - Police Services Board Member and Deputy Chief Eric Girt. Also available in the police panel was Deputy Chiefs Ken Leendertse. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance were Supt. Debbie Clark, Inspectors David Doel, Jamie Anderson and Bob Buck, Sergeant Laura Wiltshire, Constables Rennick Berkeley, Danielle Kwok and Bob Stark.

The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. As there was only one public member present, the Co-chairs decided to proceed with Forum and used input from the community member and two Councillors. They were presented with three questions - "What are the challenges, issues, needs and opportunities in your community?", "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Councillors Maria Pearson and David Mitchell provided greetings on behalf of City Council.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Valley Park<ul style="list-style-type: none">- Will Bike Patrol come back again?- Broken glass, needles etc.- We do have a car assigned there, but never see the car. They need to know their beat.	<ul style="list-style-type: none">- Summer Safe Program has worked well in previous years and will be implemented.- On other side of Valley between Marston and Windermere, party spot.- Will look at using bike in the paths.

<ul style="list-style-type: none"> ● Growth in Waterdown and Binbrook <ul style="list-style-type: none"> - Need to do calls for service analysis and see where to put resources. - Traffic still some problems - if issues come from police, city will change limits. 	<ul style="list-style-type: none"> - Did a study a few years back re: workload in the Elfrida Growth Corridor. - Beat Officers recommendation to City Council did have a good beat officer. - Beat officers need to drive all roads in area at least once a week for visibility. - Traffic Management Plan in conjunction with City. Need more education for public.
<ul style="list-style-type: none"> ● More Police Presence & Human Connection <ul style="list-style-type: none"> - Winona area has tourism meeting. Hamilton does not stop at Fifty Road. - Would like to see more police presence. Councillor Pearson has noticed more and more, Fire Truck Operations Crew are waving as they work. - Personal touch helps, it gives human connection. 	<ul style="list-style-type: none"> - Talked about visibility and police presence issues 3 years ago, have seen improvement. - Martha's Movers is an excellent example - gang members did not know what to do when community leaders introduced themselves and worked with them.
<ul style="list-style-type: none"> ● Issues in Ward 11 <ul style="list-style-type: none"> - Councillor Pearson advised that consultants are working with City to confirm vision and direction for future recreation park. Lengthy process, but is in planning stages. - Lower Stoney Creek has excellent coverage. Appreciates the communication between Councillor and police. - Graffiti and tagging issues. - Construction season - problem with speeding and dust. 	<ul style="list-style-type: none"> - Crime Managers in the NSP model provides quicker access to appropriate contact points. - Police provide education re: construction work first, then enforcement.
<ul style="list-style-type: none"> ● Graffiti / tagging <ul style="list-style-type: none"> - What is being done? 	<ul style="list-style-type: none"> - Police and City have a protocol, if hate-related, officers will stay and investigate; ultimate goal is for City to take all responsibilities. - Police is doing education in schools, City is painting all call boxes with special anti-graffiti paint.
<ul style="list-style-type: none"> ● Grow Operations <ul style="list-style-type: none"> - Drugs not a big issue yet, but grow ops are frustrating the community. 	<ul style="list-style-type: none"> - Zero tolerance, clean up junk. - People have to be accountable for themselves. - Would be nice to get fees and put in a bigger Vice & Drug Unit.

<ul style="list-style-type: none"> • Aggressive Drivers' Hotline - How is this going? 	<ul style="list-style-type: none"> - HPS & OPP see same issues with speeding. - HPS has increased enforcements and using technology to help us.
<ul style="list-style-type: none"> • Domestics Calls - Repeat calls - can something like a fee for service be done? 	<ul style="list-style-type: none"> - As a result of inquest, we are taking stringent process in handling domestic calls.



**HAMILTON MOUNTAIN
COMMUNITY SAFETY FORUM**
Hillfield Strathallan College Montessori Piazza
299 Fennell Avenue West, Hamilton
Monday, April 27, 2009
7:00 - 9:00 p.m.

NOTES

INTRODUCTION

A Community Safety Forum for the Hamilton Mountain residents (Wards 6, 7 and 8) was held on April 27, 2009 from 7:00 p.m. to 9:00 p.m. at the Montessori Piazza of Hillfield Strathallan College. The Forum was sponsored by Hillfield Strathallan College and co-chaired by Councillor Terry Whitehead - Police Services Board Member and Chief Brian Mullan. Also available in the police panel were Councillors Scott Duvall and Tom Jackson. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance were Deputy Chiefs Ken Leendertse and Eric Girt, Supt. Ken Bond, Constables Jack Vanderpol, Beckford and Lorraine Edwards.

About 26 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with three questions - "What are the challenges, issues, needs and opportunities in your community?", "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Chris Kwiecien, Director of Operations provided greetings on behalf of Hillfield Strathallan College. Councillors Scott Duvall, Tom Jackson and Terry Whitehead also brought greetings on behalf of City Council.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• No Follow-up to Complaints<ul style="list-style-type: none">- Phoned in complaints (e.g. disorderlies), but often don't know what happens, no follow-up.- Suggestion to have someone from HPS (e.g. Records) explain to complainant why or send a car to the door.	<ul style="list-style-type: none">- There should be a follow-up the next morning.

<ul style="list-style-type: none"> ● Number of Officers at Mountain Station <ul style="list-style-type: none"> - One resident wanted to know the number of officers on duty. 	<ul style="list-style-type: none"> - On most nights, 20 officers on patrol.
<ul style="list-style-type: none"> ● Police Boundaries <ul style="list-style-type: none"> - Another resident wanted to hear about police boundaries. 	<ul style="list-style-type: none"> - Division 3 provides policing to a large geographic area. Glanbrook and Binbrook are growing constantly. - On any given nights, 2 officers patrol Ancaster, 2 patrol Dundas and 2 patrol Glanbrook.
<ul style="list-style-type: none"> ● Graffiti Problem <ul style="list-style-type: none"> - Graffiti problem seems to have exploded. Why? 	<ul style="list-style-type: none"> - HPS in partnership with City, is aggressively dealing with graffiti. - Made 67 arrests, have tremendous success. - Three-year strategy with grant from government and partnership with City. - Debated whether graffiti is art or crime. Now that it is determined that graffiti is not art, we are motivated, changed community attitude and police attitude. - City Mayor is looking at Chicago's model, complete responsibility and ownership.
<ul style="list-style-type: none"> ● Police did great work <ul style="list-style-type: none"> - Councillor Duvall commented great work on part of police. Public is not hearing about success. Communication needs to go out. 	<ul style="list-style-type: none"> - Supt. usually phoned up Councillor to report graffiti and it is cleaned up within 2 days
<ul style="list-style-type: none"> ● Police needs support from parents and community <ul style="list-style-type: none"> - Councillor Jackson commented pendulum swung too far for the other way. We need support from parents and community. - Clean City Liaison Committee's city-wide mission is to attack the problem. - Non-hate related graffiti, direct to City. - Hate related graffiti, direct to Police for investigation. 	
<ul style="list-style-type: none"> ● City not doing enough <ul style="list-style-type: none"> - One sign on West 5th, high visibility, high traffic, has been there for months. - Also Red Hill Expressway, every traffic box has vandalism. - City is not doing enough. 	<ul style="list-style-type: none"> - Larger issue than just the City. Need concerted effort and partnership.

<ul style="list-style-type: none"> ● Report Suspicious Activities to Police <ul style="list-style-type: none"> - Councillor Whitehead urged community to call the police for anything suspicious. This is important intelligence and can help police to see patterns. 	
<ul style="list-style-type: none"> ● Graffiti Problem Areas <ul style="list-style-type: none"> - One sign on West 5th, high visibility, high traffic, has been there for months. - Also Red Hill Expressway, every traffic box has vandalism. - City is not doing enough. 	<ul style="list-style-type: none"> - Larger issue than just the City. Need concerted effort and partnership. - Penalty is 90 days jail term. Court is taking it seriously.
<ul style="list-style-type: none"> ● Graffiti Solutions <ul style="list-style-type: none"> - Some bylaws passed in municipalities banning sale of spray paint to people under 18. - Graffiti at Hillfield Strathallan were photographed. 	<ul style="list-style-type: none"> - An experiment in London. We need to know more about their results. - Councillor Whitehead put catalogue together for Ward 8 to try to understand where graffiti characters are. - Setting an area for expression and venting. - It isn't so much what they are doing but who they do this to. - Rapid removal is key. We provide education to grades 6, 7 & 8. - We are getting community members who are calling.
<ul style="list-style-type: none"> ● Justice System <ul style="list-style-type: none"> - Should shame people to deter crime. By putting them away for 90 days, they will just come out and brag about experience. - Can police search the people they come across in bus shelters etc.? - Police should proactively give attention to areas where people congregate. 	<ul style="list-style-type: none"> - Repetitive taggers are known to school. Police needs to build the intelligence to put them away for longer jail terms. - No, not without reasonable and probable grounds.
<ul style="list-style-type: none"> ● Suspicious Activities <ul style="list-style-type: none"> - One resident asked who to call if notice anything suspicious. 	<ul style="list-style-type: none"> - Call 911. - Volunteers have dropped off flyers, numbers of contact information were provided door to door to residents in neighbourhood. - Fridge magnets will be given out at other community functions.

<ul style="list-style-type: none"> ● Absentee Landlord Problems around Mohawk College <ul style="list-style-type: none"> - We now live in Mohawk slum area, value of property going down. - Tenants on West 2nd are not students, we have a problem with absentee landlords. - City has hired all these Property Standards people, but place is getting worse, nothing is being done and garbage is all over the place. - There will be more funding to Mohawk College, need to work proactively to solve problem. - One teacher at Mohawk noticed students have pulled out of area, he questioned what City is doing to keep students in neighbourhoods. 	<ul style="list-style-type: none"> - Councillor Whitehead explained that issues go back to defining a "single family home". Double cohort problem a few years created surplus of housing and landlords just want to rent by the day and by the week. - City is working on a solution, police and fire services cannot just go into rental properties without proper cause. - There are ways about this - Crime Managers will talk with complainants. - Keep calling police or City, more record will lead to more strategies. - Partnership with banks and private sector to create student housing similar to what McMaster has done with the CNIB building in West end of City. This is a new model for responsible student housing to ensure that neighbourhoods are used by single families as homes are designed as such. - We need to bring universities and colleges on board to look at long term solutions.
<ul style="list-style-type: none"> ● Youth Problems around Harvard Square <ul style="list-style-type: none"> - Parent of teenager wants to encourage children to stay away from drugs. If they see kids smoking marijuana at Harvard Square, who should they call? 	<ul style="list-style-type: none"> - Call the Mountain Station.



**CITIZENS POLICE COLLEGE
COMMUNITY SAFETY FORUM**
Room C121, Mohawk College, Fennell Campus
Tuesday, April 28, 2009
6:30 - 8:00 p.m.

NOTES

INTRODUCTION

A Community Safety Forum for the members of the Citizens Police College was held on April 28, 2009 from 6:30 p.m. to 8:00 p.m. in Room C121, Mohawk College. The Forum was co-chaired by Bernie Morelli - Police Services Board Chair and Chief Brian Mullan. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance were Inspector David Doel, A/Insp. Randy Graham, PCs Chris Gates and Christine Luciw.

About 90 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with three questions - "What are the challenges, issues, needs and opportunities in your community?", "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">● Parking Enforcement<ul style="list-style-type: none">- One member wants to know about parking enforcement.	<ul style="list-style-type: none">- Chief explained decision made by Bylaw and police. Normal hours, Bylaw does ticketing, off hours call and during course of travel, officers will check, but not a priority.
<ul style="list-style-type: none">● Parking on both sides - Kenilworth & Main	<ul style="list-style-type: none">- Chair asked resident to contact Council/Bylaw directly.
<ul style="list-style-type: none">● Drinking & Driving new Legion<ul style="list-style-type: none">- Amount of drinking and driving near Legion on Kenilworth.	

<ul style="list-style-type: none"> ● Safety Audit <ul style="list-style-type: none"> - CPTED very helpful. Need to be communicated 	<ul style="list-style-type: none"> - CPTED is Crime Prevention through Environmental Design.
<ul style="list-style-type: none"> ● Construction Vehicles in Neighbourhoods <ul style="list-style-type: none"> - Changes in community - e.g. construction vehicles take over the neighbourhood, kids are in unsafe area. 	<ul style="list-style-type: none"> - Need to contact police so that we can assist. Crime Managers will put together a POP Project to assist.
<ul style="list-style-type: none"> ● Car Seat Clinics <ul style="list-style-type: none"> - Car seat clinics are great. Does police still have finger printer? 	<ul style="list-style-type: none"> - Yes, but done by Child Find
<ul style="list-style-type: none"> ● Budgets re: Vice and Drugs <ul style="list-style-type: none"> - Had a neighbour as crackhouse. - Too many crack houses 	<ul style="list-style-type: none"> - A new squad is looking at crackhouses.
<ul style="list-style-type: none"> ● Emergency Vehicle Speed Limit <ul style="list-style-type: none"> - Emergency vehicles drive by in Cathy Wever School area, do they need to go speed limit and stop at stop lights? 	<ul style="list-style-type: none"> - In emergency situations, no speed limit for emergency vehicles
<ul style="list-style-type: none"> ● Graffiti Problem <ul style="list-style-type: none"> - A Mountain Business owner felt that graffiti is a problem. 	<ul style="list-style-type: none"> - Police is working with City to erase graffiti as soon as possible.
<ul style="list-style-type: none"> ● CCTV <ul style="list-style-type: none"> - How is the CCTV Project going? 	<ul style="list-style-type: none"> - Going well. More cameras will be installed in Hess, Concession and James St. N. areas.
<ul style="list-style-type: none"> ● Victim Services Volunteers <ul style="list-style-type: none"> - Why don't the volunteers get recognized? 	<ul style="list-style-type: none"> - Yes, they are being recognized.
<ul style="list-style-type: none"> ● Police Power <ul style="list-style-type: none"> - Does police have too much power? 	<ul style="list-style-type: none"> - Chief explained use of force options.
<ul style="list-style-type: none"> ● Response System <ul style="list-style-type: none"> - Reporting crime or need help, how do citizens get police to attend in reasonable time 	<ul style="list-style-type: none"> - Priority Response System helps prioritize calls according to criteria.
<ul style="list-style-type: none"> ● Hiring Opportunities <ul style="list-style-type: none"> - How many is police hiring? 	
<ul style="list-style-type: none"> ● Limeridge Mall <ul style="list-style-type: none"> - Is this still high theft level? 	<ul style="list-style-type: none"> - Yes.
<ul style="list-style-type: none"> ● Paramount Drive <ul style="list-style-type: none"> - Racing on Mud by Red Hill. 	<ul style="list-style-type: none"> - Referred to Division 3.

<ul style="list-style-type: none"> • Can Volunteers do more to help police? <ul style="list-style-type: none"> - A Dundas volunteer wanted to know if they could do more to help police. 	
<ul style="list-style-type: none"> • ATS <ul style="list-style-type: none"> - Testing, how often and where? 	
<ul style="list-style-type: none"> • Brainstorm Ideas <ul style="list-style-type: none"> - Is there a process for citizens to meet with Chief to brainstorm for upcoming changes? 	
<ul style="list-style-type: none"> • Police College for High School Students <ul style="list-style-type: none"> - Citizens Police College would be good for high school students 	
<ul style="list-style-type: none"> • No Officers Walking the beat <ul style="list-style-type: none"> - Was in Montreal, saw many officers walking the beat. But never see an officer downtown Hamilton 	
<ul style="list-style-type: none"> • Bars <ul style="list-style-type: none"> - Bouncers are more interested in packing a bar than checking for age. 	
<ul style="list-style-type: none"> • Traffic Problem <ul style="list-style-type: none"> - At Upper Wentworth, south bound. 	
<ul style="list-style-type: none"> • Advertise the message "Call Police" 	
<ul style="list-style-type: none"> • Schools have important role <ul style="list-style-type: none"> - Seems that a lot of crimes are committed by youth. - Schools have very important role. 	<ul style="list-style-type: none"> - HPS has School Liaison Program and it is very successful.
<ul style="list-style-type: none"> • Are you asking the right audience? <ul style="list-style-type: none"> - This is a group who are interested in policing. Are you asking the right audience for input? 	<ul style="list-style-type: none"> - This is one of eighteen Community Safety Forums.



**FLAMBOROUGH & ANCASTER (WARD 14)
COMMUNITY SAFETY FORUM**

Beverly Community Centre, 680 Highway 8, Rockton

Monday, May 4, 2009

7:00 - 9:00 p.m.

NOTES

INTRODUCTION

A Community Safety Forum for the Flamborough and Ancaster residents (Ward 14) was held on May 4, 2009 from 7:00 p.m. to 8:00 p.m. at the Beverly Community Centre, Rockton. The Forum was co-chaired by Bruce Pearson - Police Services Board Member and Deputy Chief Ken Leendertse. Also available in the police panel were Councillor Robert Pasuta and Cst. John Rusnak. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance were Inspector Bob Buck, Sergeants Dave Hennick and Rob Jamieson as well as PC Ron Chisholm.

About 25 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with three questions - "What are the challenges, issues, needs and opportunities in your community?", "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Councillor Robert Pasuta brought greetings on behalf of City Council.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">• Why Flamborough Policing came out of Mountain Station?<ul style="list-style-type: none">- Overlap, shift change affect response time.- Why no localized precinct?	<ul style="list-style-type: none">- HPS is aware of concern based on population.- Is being looked at down the road to have a physical station in the area,- Budget is an issue. Officers report to Mountain Station and then go out to area.- Staggered shifts (6-6, 7-7, 12-12).- This is not just a public safety issue, but officer safety as well.- Response time is still very good.

<ul style="list-style-type: none"> ● Ambulance Coverage <ul style="list-style-type: none"> - One woman asked about ambulance coverage in Flamborough. 	<ul style="list-style-type: none"> - Councillor Pasuta explained ambulance service in Greensville. Advanced Paramedics provide response within 5 to 10 minutes.
<ul style="list-style-type: none"> ● High Speed and Break-ins <ul style="list-style-type: none"> - One resident told group he has set up Community Watch. - He found that people in his area do not know things about the area. - There is an ecological farm in the area dealing drugs. - Concession 2 has been high speed short cut to Dundas. - Two priorities - 1) Concession 2 has become high speed short cut to Dundas; 2) There has been 7 or 8 break-ins, majority happened during day time and bicycles were used to transport stolen items. 	<ul style="list-style-type: none"> - Referred to Div. 3 Crime Manager.
<ul style="list-style-type: none"> ● Vandalism <ul style="list-style-type: none"> - Concerned with vandalism - destruction of mailboxes - four to five times a year. - TSuggestion - have all marked vehicles in area, then troubles may move. 	<ul style="list-style-type: none"> - Challenge is visibility in area
<ul style="list-style-type: none"> ● Traffic Issues <ul style="list-style-type: none"> - Lynden area - speeding problem. - Need left hand turn on Hwy. 8 and 4th Concession. - Accident in the intersection. - Hwy 52 is also dangerous with traffic issues. - Problem of tractor driving on road and obstructing traffic. 	<ul style="list-style-type: none"> - 2 hotlines - Operation Lookout for impaired drivers and Aggressive Driving Hotline. - Need to call in so Crime Managers can study and create appropriate strategies.
<ul style="list-style-type: none"> ● Business Plan & Budget <ul style="list-style-type: none"> - A Ward 15 resident asked if we draw up a 3-year budget for the 3-year business plan. - City budget is \$659 million and HPS budget is \$120 million. - Concerned that Flamborough is not getting fair share. - How is Flamborough amount worked out for taxes? - What is the crime rate of Flamborough versus Hamilton? 	<ul style="list-style-type: none"> - City levy issue referred to Councillor Pasuta. - HPS to call back with crime rates.
<ul style="list-style-type: none"> ● Crash and Bash <ul style="list-style-type: none"> - Teens stell 2 cares - crash and bash until one car is ruined, then they drive off. 	<ul style="list-style-type: none"> - Referred to Div. 3 Crime Manager.

<ul style="list-style-type: none"> ● Inksetter Road Area Problems <ul style="list-style-type: none"> - Speed problem, need speed traps. - Copetown need left turn lanes and advance greens. - Farm with drugs - in operation for 30 years, changed hands. - Speed problem on Inksetter Road reported by another citizen. He followed a man going towards golf course. 	<ul style="list-style-type: none"> - Need police presence on road. - Need more prevention.
<ul style="list-style-type: none"> ● Tow Truck Drivers <ul style="list-style-type: none"> - One woman asked of to do if they see tow truck drivers drinking. 	<ul style="list-style-type: none"> - Citizens are reminded to call police and phone in information re: aggressive driving etc.
<ul style="list-style-type: none"> ● School Bus Safety <ul style="list-style-type: none"> - One resident noticed school bus driver drivers speeding after they drop the kids off. - Drivers do not obey school lights. - Citizen got a lot of information and phoned it in to Traffic Branch, however, did not receive response. 	<ul style="list-style-type: none"> - Referred to Div. 3 Crime Manager. - Operation Bus Watch was not successful with school bus violations due to difficulty in prosecute without proper ID of bus drivers.



**DOWNTOWN & EAST HAMILTON
(WARDS 3, 4 & 5)
COMMUNITY SAFETY FORUM**

Delta Secondary School Cafeteria

Tuesday, May 5, 2009

7:00 - 9:00 p.m.

NOTES

INTRODUCTION

A Community Safety Forum for the Downtown and East Hamilton citizens (Wards 3, 4 and 5) was held on May 5, 2009 from 7:00 p.m. to 9:00 p.m. at the Delta Secondary School Cafeteria. The Forum was co-chaired by Bernie Morelli - Police Services Board Chair, Councillor Sam Merulla and Deputy Chief Eric Girt. Also available in the police panel were Supt. Bill Stewart and Insp. Jamie Anderson. Lois Morin (Board Administrator), Rita Lee-Irvine and Debbie Gifford of Corporate Planning were present to note the issues discussed. Also in attendance were Sergeants Shawn Blaj, Tim Bowers and Chris Beaulne.

About 8 members from the public attended the forum. The purpose of the forum was to present an opportunity for community participants to provide input about police services and public safety for a new business plan. Participants were presented with three questions - "What are the challenges, issues, needs and opportunities in your community?", "What are the top 2 priorities in your community?" and "How can the priorities be achieved?"

Councillor Sam Merulla brought greetings on behalf of City Council.

ISSUES DISCUSSED

(Note some issues have been resolved by follow-up actions after the forum)

SUBJECT	ACTION
<ul style="list-style-type: none">● Drug Dealing<ul style="list-style-type: none">- Drug activities around Central Avenue, Rosewood and Queenston Road area.- Buy at City Motel and take to elementary schools to sell them.- Problem at City Motel - drugs and prostitution.- 10 year old child exposed to marijuana smoking kids.- School principal is aware of issue.- Also graffiti in area.	<ul style="list-style-type: none">- Councillor Merulla has been working with residents. Goal is to close down City Motel.- All suspicious incidents need to be in record.- Clear and strategic messaging.- HPS has middle school educational program.- Need to approach it from a problem solving method. Intelligence information is pivotal for police

<ul style="list-style-type: none"> ● Funding for Middle School <ul style="list-style-type: none"> - Can community do anything to continue the program? 	<ul style="list-style-type: none"> - Write letters to your MPP in support of the Middle School Program.
<ul style="list-style-type: none"> ● William Street Crackhouse <ul style="list-style-type: none"> - Woman grew up in Stoney Creek, moved to William Street. - Kids are on the streets and they are in danger. - She started Landsdale Neighbourhood Committee, but neighbours are not interested in supporting the initiative because they are afraid. - Woman was threatened with a gun in the summer. She was harassed and victimized. - Quality of life in Landsdale area is not good - she will be leaving as she cannot take the problems. Constantly complain and nothing is being done. - Police tried hard - crime manager knew of this, auxiliary officers tried BBQ and cleaned up streets, but nothing is working. - Neighbourhood does not trust the police. - DVDs sold illegally at convenience store. 	<ul style="list-style-type: none"> - Referred to Deputy Chief and Div. 1 Commander. - Beat presentation by officers to Superintendent on area health.
<ul style="list-style-type: none"> ● Officer's Inappropriate Comment <ul style="list-style-type: none"> - One resident commented there seems to be 2 levels of policing - street and crime managers. - Flags down car and officers comment "Don't you have enough problems in this area?" 	<ul style="list-style-type: none"> - When citizens encounter bad attitude, they need to report it to the police or place a complaint. We need to know if officers are not providing quality service
<ul style="list-style-type: none"> ● Need more PR work done in Landsdale Area <ul style="list-style-type: none"> - Better view "friendliness" of officers. 	<ul style="list-style-type: none"> - Crime Stoppers is another way to give information.
<ul style="list-style-type: none"> ● Stoney Creek Community Policing Centre <ul style="list-style-type: none"> - Stoney Creek CPC needs to be more visible for community. - Not used at the Municipal Service Centres. 	<ul style="list-style-type: none"> - Pushed out by Stoney Creek proper.
<ul style="list-style-type: none"> ● Engage Community <ul style="list-style-type: none"> - Need to engage the community through the use of Community Policing Centre volunteers. 	

<ul style="list-style-type: none"> ● Rapport of Crime Managers <ul style="list-style-type: none"> - When Crime Managers are off, someone needs to return calls that are left. - Messages are not being returned. 	<ul style="list-style-type: none"> - Crime Manager's role is to monitor calls and crime situation in sectors for patterns and mobilize support to implement appropriate problem solving strategies; but not to handle the situations by themselves.
<ul style="list-style-type: none"> ● Places for Kids to Hang Out <ul style="list-style-type: none"> - Need places for kids to go and hang out and play safely. Would be policed. 	<ul style="list-style-type: none"> - Reading with kids. - City looking at skateboard parks.
<ul style="list-style-type: none"> ● Drug Diversion Program <ul style="list-style-type: none"> - One resident asked if Drug Diversion Program is continuing. 	<ul style="list-style-type: none"> - Yes. HPS is working on National Crime Prevention Program.

IV. CONCLUSION

Community consultation and environmental scanning are two critical dimensions of our Quality Service Plan. One of the ways the Hamilton Police Service used to get the public's view on issues and concerns is through community safety forums.

As a result of the eighteen Community Safety Forums conducted between October 2008 and May 2009, many constructive feedback were received for consideration in our business planning process to develop a new business plan.

As the participants of the forums indicated in the Community Safety Forum Surveys, *"these forums are great ways to improve police and community relationship, there needs to be more of these opportunities."*



HAMILTON POLICE SERVICE
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Community Safety Forum Survey

◆ Were the Opening Remarks by the Police Panel useful?

Yes No Don't Know

◆ What are the challenges, issues, needs and opportunities in your community?

◆ What are the top 2 priorities in your community?

1. _____

2. _____

◆ How can these priorities be achieved?

◆ How would you rate this forum as a method to gather feedback from our Community?

Excellent Good Average Poor

Please use the back of this survey if you need more writing space

April 9th, 2009

APPENDIX A: COMMUNITY SAFETY FORUM SURVEY RESULTS

ID #	Date	Division /Area	Opening Remarks	Challenges, Issues, Needs & Opportunities	Top Priority 1	Top Priority 2	Solutions	Rate Forum
10-1	24-Mar-09	Internal Committees	yes	-	Communication - Priority Response System	-	-	Excellent
10-10	24-Mar-09	Internal Committees	yes	Bad drivers and all that goes with it. Infractions - lights burnt out, cars driven by people with no insurance. People who make road unsafe. Cleaning up graffiti and prostitution	Living peacefully and seeing more of a police presence.	Getting kids to useful projects and off the streets. Deal with prostitution and all that goes with it.	More police presence. Pulling drivers over for infractions	Excellent
10-11	24-Mar-09	Internal Committees	yes	-	More communication and education from HPS	-	Need more forums like this for public, schools and religious groups	Excellent
10-2	24-Mar-09	Internal Committees	-	Communication/education, diverse community, many long time residents and new families moving in	Traffic	Communication	Dialogue with police to understand issues for police and residents. Determine lines of communication for important information to and from community	Excellent
10-3	24-Mar-09	Internal Committees	yes	Building trust between police and communities (newcomers). Engaging community members or community leaders in more committees.	Feeling safe and more communication with police	Able to approach the police for any need or request	More training for community leaders as train the trainer method. Also, inviting communities to tell their side of the story or experiences in or out of Canada	Excellent
10-4	24-Mar-09	Internal Committees	yes	-	-	-	Meetings are useful. Do this again	Excellent
10-5	24-Mar-09	Internal Committees	yes	Communication	Enhanced exposure / communication	-	Empower community recruiters to play more proactive role re: advocacy on behalf of HPS. Provide business cards, incentives to host community presentations, project them as community 'go-to' person	Good

ID #	Date	Division /Area	Opening Remarks	Challenges, Issues, Needs & Opportunities	Top Priority 1	Top Priority 2	Solutions	Rate Forum
10-6	24-Mar-09	Internal Committees	Yes	Feeling safe, many people do not feel safe on the streets. Threat may be real or perceived.	Drug enforcement - getting crack users and prostitutes off streets and commit crime for money	Mental health issues - aggressive panhandlers	More feedback to complainants. Drug Court - rehab or go to jail, stop revolving door. Bring together operators of second level lodging homes to address policing issue.	Excellent
10-7	24-Mar-09	Internal Committees	yes	Traffic (stop signs). More opportunities for teens to have place to go instead of hanging out on private property.	Vandalism	Traffic - Drugs	More police visibility	Excellent
10-8	24-Mar-09	Internal Committees	yes	Gangs, drugs, safety issues on the street	Vandalism	Drugs	More officers on the street - faster response time	Excellent
10-9	24-Mar-09	Internal Committees	yes	Drug sales	Combating drug trade and the spin-off of crime	Communication on dispatch system	More frontline officers, increased government funding for drugs and justice system response	Good
12-1	9-Apr-09	Chamber	yes	Improve perception of downtown as safe, working with businesses to get message out	Safe streets	Communication of criminal activities in specific areas	An increased engagement between HPS and downtown businesses on a regular basis, build on relationships	Good
12-10	9-Apr-09	Chamber	Yes	-	Perception of the downtown	Graffiti	Marketing initiatives to share the reality. Educating the business community how to deal with problems.	Excellent
12-11	9-Apr-09	Chamber	yes	Perception of physical safety, downtown York Blvd	Physical safety	Freedom from fear	More police visibility	Good
12-12	9-Apr-09	Chamber	Yes	Absentee landlords / commercial used as residential, crime reduction	Graffiti	Prostitution	Awareness with beat patrols, possibly cameras	Excellent
12-13	9-Apr-09	Chamber	yes	Pvercp,e "perception" that Hamilton is not safe, dealing with drugs and gangs issues, organized crimes	Perception that Hamilton is not safe	Drugs, gangs and organized crimes	Better communication on what the police are doing	Good

ID #	Date	Division /Area	Opening Remarks	Challenges, Issues, Needs & Opportunities	Top Priority 1	Top Priority 2	Solutions	Rate Forum
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12-14	09-PE-09	Chamber	Yes	-	Communication on marketing (proactive) and on response to crime	Graffiti	New methods of communication, Blogging	Excellent
12-15	9-Apr-09	Chamber	-	Cyber bullying among youth is of concern	drug related crime	-	Working closely with agencies who can assist with all these issues.	Good
12-16	9-Apr-09	Chamber	-	Disconnect between the reality and perception in regards to crime activity	Visibility of police downtown must continue to increase.	-	Downtown is a priority. Resources must be allocated, even at the expense of some other issues - it is the heart of the City and from it radiates the entire perception of Hamilton	Excellent
12-17	9-Apr-09	Chamber	Don't know	Communication, coordination and positive messaging	Safety	Cleanliness	Coordinated efforts with businesses and communities. Communication of existing programs	Good
12-2	9-Apr-09	Chamber	Yes	Citizens and police to take responsibility for marketing our successes	Youth on dark streets (old Stoney Creek)	-	Frequent car patrols - random times	Excellent
12-3	9-Apr-09	Chamber	Yes	Increasing number of seniors suffering from dementia who wander away from own homes and from long term care. If not found quickly, these seniors can die of exposure. Need for emergency night time respite program for persons with dementia involved in violent domestic disputes.	Emergency search and rescue programs for retirement and long term care homes	Emergency Respite Program for persons with dementia involved in domestic disputes.	Joint police and Alzheimer Society education provided to retirement homes and long term care staff on how to search for wandering dementia residents within the residence to reduce search time. Police support so that this issue can be taken to the local health integration network for needed funding for an emergency respite location with trained personal support staff.	Good

ID #	Date	Division /Area	Opening Remarks	Challenges, Issues, Needs & Opportunities	Top Priority 1	Top Priority 2	Solutions	Rate Forum
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12-4	9-Apr-09	Chamber	Yes	Ongoing, but much better, crack, graffiti, negative commercial enterprises, people with health issues	Grffiti	Drugs	Great improvement over the past 5 years. Working relationship with Core Patrol - HPS Staff Sergeants doing great work	Good
12-5	9-Apr-09	Chamber	yes	Feeling safe in the downtown, cars not stopping at stop signs, new immigrants education of the role of the police vs what they would be used to in their former country	Obeying traffic signs	Police visibility, not in cars	Sign below stop sign indicating cost of fine, if you don't stop; Foot Patrols in the Westdale area or police on bicycles	Good
12-6	9-Apr-09	Chamber	Yes	Safety of business property, violence in workplace / homes, discrimination	Crack cocaine	Halfway houses in the middle of retail businesses	Benchmark to other community, build strategy to meet best practices	Excellent
12-7	9-Apr-09	Chamber	Yes	Community education of issues, challenges and successes	Pedestrian safety - bicycles and rollerblades intimidate	Places for school age children to meet rather than gather in 'gangs' in neighbourhoods	Make parents more responsible for their children's activities, develop a pedestrian safety strategy that eliminates the dependence on cars	Good
12-8	9-Apr-09	Chamber	Yes	Risk to staff - vehicle break-ins, drugs, prostitutes	Assist employers in managing 'violence in workplace', high risk areas - training, visibility in community	Continued priority response	Put in strategic plan - get specific community involvement	Poor
12-9	9-Apr-09	Chamber	yes	Safety on Concession Street for customers, seniors, store owners; alleyway problems in Concession Street area.	Visible police in the community	Safety for store operators who are alone in their stores during the business day.	Visible police presence, i.e. Officer Diego Mejia on Concession; cameras are necessary.	Excellent
13-1	14-Apr-09	Flamborough	Don't know	Keep eyes open, Informers do not want to be on papers or TV	Awareness of police duties	What is available to parent education parent subbors teachers meetings to inform	Meetings, meetings, meetings to inform	Excellent

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13-2	14-Apr-09	Flamborough	Yes	-	Drugs out of the High School	Drugs and vandalism, graffiti out of Memorial Park	Police presence and enforcement beyond education	Good

13-3	14-Apr-09	Flamborough	yes	Quicker response, off road vehicles	Security	Safety	More patrols	Good
13-4	14-Apr-09	Flamborough	Yes	Keep lines of communication open	Traffic and driving offences	Break and enter	Keep lines of communication open	Excellent
13-5	14-Apr-09	Flamborough	Yes	Permanent, full time police station in Waterdown to accommodate future growth	New station	Youth crime	Build station, outreach to youth	Excellent
13-6	14-Apr-09	Flamborough	Yes	Speeding, break-ins, quiet	Youth activities	-	-	Good
13-7	14-Apr-09	Flamborough	yes	Challenges - exponential growth and how to improve both police service and community involvement; Opportunity - community is historically close-knit, let's build on that	Children's safety re: speeding, safe parks, bullying etc.	Community involvement along with more police visibility	Education: newspapers, radio, signage, schools, parents and students, email notices; Community involvement; Increased spending on policing, etc. even if it means more taxation.	Very good
16-1	28-Apr-09	All	Yes	Speeding, crack houses, make police aware of problems	Graffiti	Student Housing	2 way (citizens to police & police to citizens) communication	Excellent
16-10	14-Apr-09	Police College	yes	A country setting with a highway #6 through it causes problems of speed (few available officer is this OPP?) Because we are at a distance we do have problems of getting the attention we need.	All night parties in the summer, neighbour relations	Speed on highway especially on weekends	Another station perhaps in Dundas	Excellent
16-11	14-Apr-09	Police College	Yes	Traffic enforcement (speeding etc.)	Visible presence of uniformed officers	-	Additional officers	Excellent
16-12	14-Apr-09	Police College	Yes	Taking panhandlers off the streets	Theft	Guns	More police presence and community and school presentations so that more are aware	Excellent
16-13	14-Apr-09	Police College	Yes	Downtown core, homeless people and teenagers hanging around there	Homelessness	Thief	More police officers in downtown	Good

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16-14	14-Apr-09	Police College	Yes	Speeding, parking challenges, school parking by-laws (St. Vincent de Paul) no parking for parents dropping off children	Speeding	Parking by-laws	Contacting City Hall / traffic, Contacting HPS / speeders	Good
16-15	14-Apr-09	Police College	yes	McMaster student ghetto - appreciates police efforts to address noise and drunkenness at beginning of semester, but a lot more could be done. The parties never end nor the noise.	Noise, parties at all hours of the night	Rampant graffiti, garbage, speeding	Proactive enforcement Sept. to Dec. at night in Westdale. If McMaster wants to attract people to the area and Innovation Park, more needs to be done with police enforcement.	Good
16-16	14-Apr-09	Police College	Yes	Graffiti, mischief, theft, bar violence and drug addition	To reduce domestic and bar violence	To prevent and cover up graffiti	Through proactive policing and the citizens of the community reporting everything	Good
16-17	14-Apr-09	Police College	Yes	Speeding, tagging and careless driving	Volunteering	-	-	-
16-18	14-Apr-09	Police College	yes	Sex trade workers, Strathearne apartments crack house room to room, cockroach infested	Crack houses - Strathearne Apartments around the corner on Barton row houses apartments	Sex trade workers	Tear the Strathearne Apts. Down or make the landlord accountable. More sex trade workers away from schools; Police College for high schools, recruit; stop duplication of social services when new funding available, don't start new projects, hire more workers, stop violence in workplace; court system needs revamp; make landlords accountable to clean up properties in downtown. City should have a rotten tenant list.	Excellent

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16-19	14-Apr-09	Police College	Yes	Drugs are big problems, opportunity to help by volunteering and reporting crime	Drugs (crack cocaine)	Educating our youth	By increasing our involvement within our schools	Excellent
16-2	28-Apr-09	All	Yes	Good community and good people	None	None	Keep community clean	Excellent
16-20	14-Apr-09	Police College	Don't know	Recent graffiti on garage doors and stores. Not aware of others although nearby on Concession from time to time, theft in area	Reducing graffiti, finding who is doing it	-	The public reporting when they see it occurring. Patrols? Educate children when young about not doing graffiti, building self-esteem, social determinants of health and direct parenting abilities	Good
16-21	14-Apr-09	Police College	Yes	Theft, gang control, graffiti control	Public safety	Public awareness	Increased police presence in service / more officers	Good
16-22	14-Apr-09	Police College	Yes	Lack of information	Traffic issues	Crack	Report it. Be proactive to issues in community	Average
16-23	14-Apr-09	Police College	Yes	Deter speeding, gang presence, increase officer presence on the street and in the community	Police presence	Speeding	Speed traps, Speed Watch, more patrol late hours. Call and let the Service know. They are not present in your district	Excellent
16-24	14-Apr-09	Police College	Yes	Speeding, graffiti, officers on street	Drunk driving	Racing at night time	More officers on street (walk patrol)	Excellent
16-25	14-Apr-09	Police College	Yes	More patrol during evening hours to deter youths from vandalizing and more patrols and watches for suspected drug dealers and their homes/areas of operation	Drug deals/places of distribution - people going in and out of apartments at all hours.	Drunk people causing disturbances in apartment (775 Concession Street) in community, almost every weekend, including physical and verbal altercations.	More patrols and watches of these places. More prompt response to reports of these apartments/ drug dealers.	Excellent

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16-26	14-Apr-09	Police College	Yes	Graffiti on buildings, parks, mailboxes near Queenston traffic circle. More police visibility in our middle schools	Safety for our kids to play at Montgomery Park and the skateboard park at Parkdale Arena.	Youth crime	Officer interaction with kids that frequent the park would be a positive experience for the kids	Excellent
16-27	14-Apr-09	Police College	Yes	Hess Village violence, CCTV cameras being installed especially in Hess Village	More neighbourhood watch communities	-	More information regarding community watch programs	Good
16-28	14-Apr-09	Police College	yes	Traffic flow as Dundas has increased its population over the years	Maintain police presence in Dundas	Educating the young people re: drugs and consequences. More information out to public.	Retain Dundas Police Station - give volunteers more work. Circulate pamphlets outlining services available to public.	Excellent
16-3	28-Apr-09	All	Yes	Vandalism, graffiti, drink & drive, thefts, lack of information given to communities, community involvement, parking enforcement (traffic, racing)	Vandalism / graffiti	Drinking & driving issues	More volunteers/groups to help with vandalism/graffiti, more info given (how to correct/deter), more RIDE programs, surveillance of bars.	Excellent
16-4	28-Apr-09	All	Yes	Crack houses, graffiti, more RIDE programs	More officers to Vice & Drugs	More Traffic officers	We should all plead to Govt. to get more funding for police	Excellent
16-5	14-Apr-09	Flamborough	Don't know	Petty vandalism	Graffiti	Lack of police in Waterdown - perception	Patrols in town; pick up youths late at nights	Excellent
16-5	28-Apr-09	All	Yes	Street racing	Street racing	-	More highway patrols	Excellent
16-6	14-Apr-09	Police College	yes	Drinking and speeding	Racing up and down street on mini motorcycle and with no helmet	Drunk driving	Community and policing	Excellent
16-7	14-Apr-09	Police College	Yes	Challenges in hiring visible minorities	Need for better lighting in neighbourhoods where young gangs gather	Graffiti removal	More community involvement in selection process; More focus on community policing	Excellent

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16-8	14-Apr-09	Police College	Yes	More information sessions given to keep parents recognize signs of drugs, gang-related issues	Traffic violations - tailgating, not using signals, dangerous driving habits	Availability of drugs to teens and pre-teens	Better citizen awareness on how to help police catch offenders, more police presentations in schools	Excellent
16-9	14-Apr-09	Police College	yes	Increased traffic enforcement - DUI, careless driving while talking / texting on cell phones. Negative media image of Hamilton Police (Spectator)	Youth crime - stolen vehicles	-	Police targeting specific areas where numerous vehicles are stolen. Hamilton Police Service needs to do better at advertising the exceptional job that they do in the community	Good
17-1	4-May-09	Flamborough & Ancaster	Yes	Police need to present a more local identifying presence	Reduction in break and enters	Cut down on local speeding	Improved education insecuring personal property. Consistent speeding signage on rural roads	Excellent
17-2	4-May-09	Flamborough & Ancaster	Yes	Lack of visibility - prompt response	Lack of visibility	Prompt response	Engagement with the public	Excellent
17-3	4-May-09	Flamborough & Ancaster	Yes	-	-	-	-	Excellent
17-4	4-May-09	Flamborough & Ancaster	Yes	-	Reduce vandalism and thefts from houses and outbuildings	-	Increase visibility	Good
17-5	4-May-09	Flamborough & Ancaster	Yes	Copetown stop light and traffic flow. Speed on Inksetter Road. Bylaw Officer	Left turn lanes and advanced green programmed for traffic flow.	Speed traps on Inksetter 8:30-9:00 a.m. and 3:00-3:30 p.m.	Add stop light at 2nd Concession and Hwy 52 Copetown Road. Instruct Bylaw Officer on bylaws and social skills (not a police state yet)	Excellent
17-6	4-May-09	Flamborough & Ancaster	Yes	More community and police involvement	Speeding	Break and enter	Increased police presence - visibility. Increased neighbour involvement - Neighbourhood Watch.	Excellent
17-7	4-May-09	Flamborough & Ancaster	Yes	Keep informed	Ambulance	Middletown Road should be posted - bicycle, hiker, waders, horses.	-	Excellent
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18-1	5-May-09	Downtown & E. Hamilton	Yes	Drugs, prostitutes, pocket bikes, garbage, graffiti, threats	Drugs /prostitution	Absentee landlords	Quality of life issues	Good
18-2	5-May-09	Downtown & E. Hamilton	Yes	Stop signs - speeding. Food bank closed too often	Speeding	Stop signs - red light	Place officer at different times on Mountain and Maple (4-way) in Stoney Creek for short period, people won't know when officer is there or not	Excellent
18-3	5-May-09	Downtown & E. Hamilton	Don't know	Increasing drugs, street crime	Drugs	Street crime	-	Average
18-4	5-May-09	Downtown & E. Hamilton	Yes	More police presence is needed	Drugs	Speeding	More open meetings with police to address problems	Excellent
18-5	5-May-09	Downtown & E. Hamilton	Yes	Finding constructive ways for youth to occupy their time so they aren't dealing, using drugs. Having more "after school activities" - Drop in Centres, youth groups etc. Education in schools and homes is key.	Younger youth using drugs	Family break down	Education, taking a proactive approach rather than reactive. More police presence on streets, in the parks, walking around. Be more visible.	Good

