

**REGION OF QUEENS MUNICIPALITY
REGULAR COUNCIL
TUESDAY, APRIL 26, 2016
9:00 A.M.**

PRESENT: Mayor Christopher Clarke, Chair
Councillor Darlene Norman
Councillor Bruce Inglis
Councillor Brian Fralic
Councillor Jack Fancy
Councillor Susan MacLeod
Councillor Raymond Fiske
Councillor Peter Waterman
Richard MacLellan, Chief Administrative Officer
April Whynot-Lohnes, Municipal Clerk
Christine Watson, Recording / Management Secretary

1.0 CALL TO ORDER:

Mayor Clarke called the meeting to order at 9:00 a.m.

2.0 CHANGES / APPROVAL OF AGENDA:

It was moved by Councillor MacLeod and seconded by Councillor Waterman that the Agenda be approved as presented:

MOTION CARRIED unanimously.

3.0 PRESENTATION(S):

3.1 RCMP Monthly Report – March 2016

S/Sgt. Smith was in attendance to give an overview of the March 2016 Police Report (copy attached to original set of Minutes). The report outlined the activities of the Queens District over the last month.

S/Sgt. Smith stated that the Monthly Property Crime Statistics and Total Call for Service report is also included with this month's report and will be included on a monthly basis going forward.

He updated council on a ticket issuance for littering and advised that members of the force are aware of the littering issues. He stated that this issue will be added to the list of priorities as part of their performance plan.

3.2 Dr. Stephen Carter, Crime Analyst

Dr. Stephen Carter, Crime Analyst, was in attendance to provide analysis on the Queens County crime (copy attached to original set of Minutes). Some highlights included:

- The number of break and enters into cottages have remained consistent but the value of goods being stolen is much lower since 2013.
- Mischief crimes are down considerably, especially in several parts of the town of Liverpool.
- Overall Calls for Service (proactive, reactive, self-generated, unfounded, etc.) are up.
- Dispatched calls (reactive/calls from public) lowest in three years but not significantly.
- Property crime is lowest in five years and has been decreasing since 2012.
- Crimes against persons are trending down slightly, except sexual crimes, which remain consistent.

3.3 211 Nova Scotia, Mike Myette

Mike Myette and Suzy Teubner, 211 Nova Scotia, were welcomed to Council to give an overview and services their organization offers (copy attached to original set of Minutes).

211 is funded 95% through a grant from Service Nova Scotia and 5% through United Way. The service is available 24/7 365 days a year and provides 8000 programs and services.

In response to a question, Mr. Myette stated that the service provides 140 interpreters in cases of language barriers.

Mayor Clarke thanked Mr. Myette for his presentation and indicated that the local media were present and the Region's Community Development Coordinator would follow-up with promotion on the Region's social medial tools.

4.0 TABLING OF PETITIONS:

There were no petitions to come before this meeting.

5.0 PUBLIC QUESTION / COMMENT SESSION:

Leon Robertson, 45 College Street, Liverpool – Mr. Robertson offered his opinion for Item 16.2 – Queens County Museum Request, indicating that he felt the museum was an important part of the community and hoped that council would consider the museum's request.

He enquired under Item 8.2 – Major Events Developer, if the position would be full time. Richard MacLellan, CAO, stated the position would be part time and work through both the Queens Chamber of Commerce and the Region.

David Dagley, 9 Meadow Pond Lane, Liverpool – Mr. Dagley enquired what the canteen supplies line on Page 18 of the Budget in the amount of \$4,000 were for. Steve Burns, Manager, QPEC stated the amount was for basic supplies and to run bar services not the canteen services under contract.

He enquired when the handicap schematic for the Town Hall Arts & Cultural Centre would be made available to the public. Mayor Clarke stated that a ramp would be installed for access into the Astor Theater and access improvement at the rear of the building.

In response to Mr. Dagley's enquiry for an update on the audio recording system, April Whynot-Lohnes, Municipal Clerk, stated that the cause is still under investigation.

Al Doucette, 89 Waterloo Street, Liverpool – Mr. Doucette provided his opinion and urged council to support the Aquatic Society Item 16.3 – Queens County Aquatic Society Proposal.

Bill Smyth, Liverpool – Mr. Smyth provided his opinion on Item 16.3 – Queens County Aquatic Society Proposal to council in support of the municipality and the Aquatic Society to continue to work together for a resolution and stressed that the project would not start until 80% of the funds were raised and there would be no cost to the tax payer. He asked council for consideration to table this item for 6 months.

Celeste Johnston, Edgewater Drive, Liverpool – Ms. Johnston stated that she concurred with Mr. Doucette and Mr. Smyth and stated she felt blindsided with the recommendations before council today and urged council to continue to work with the Aquatic Society.

Owen Hamlin, Liverpool – Mr. Hamlin provided his opinion under Item 16.1 – Municipal Court House and expressed his opinion for council to be more proactive and less reactive when making decisions brought forward.

6.0 APPROVAL OF MINUTES:

6.1 Council Minutes – April 12, 2016

It was moved by Councillor Fralic and seconded by Councillor Fiske:

THAT the minutes of the Regular Council meeting held on April 12, 2016 be approved as circulated.

MOTION CARRIED unanimously.

6.2 Special Council Minutes – April 15, 2016

It was moved by Councillor Fancy and seconded by Councillor Waterman:

THAT the minutes of the Special Council meeting held on April 15, 2016 be approved as circulated.

MOTION CARRIED unanimously.

7.0 DANGEROUS OR UNSIGHTLY PREMISES:

There were no dangerous or unsightly premises presented at this meeting.

8.0 ECONOMIC DEVELOPMENT:

8.1 South Shore Tourism Team 2016

It was moved by Councillor Norman and seconded by Councillor Fralic:

THAT the Council of the Region of Queens Municipality approves funding in the amount of \$2,263.95 to contribute to the Marketing Plan of the South Shore Tourism Team and that this be funded from the Promotions budget.

Jill Cruikshank, Director of Economic Development, stated that with the dissolution of Destination South West Nova and the South Shore Regional Economic Network (REN) not being in a position of support at the present time, the South Shore Tourism Team (SSTT) has offered, with support of municipal staff, to design a marketing plan and is seeking financial support as a contribution.

The contribution will be from the Promotions budget line in the 2016/2017 General Operating budget.

MOTION CARRIED unanimously.

8.2 Major Events Developer

It was moved by Councillor Norman and seconded by Councillor MacLeod:

THAT the Council of the Region of Queens Municipality approve the payment of \$7,500.00 to the South Queens Chamber of Commerce to fund the contract for hiring a Major Events Developer.

Jill Cruikshank, Director of Economic Development, stated that the creation for an Events Coordinator funding was approved in the 2016/2017 Operating Budget. The Events Developer position will be working with the South Queens Chamber of Commerce as well as the Region with the key duties to help Events Liverpool identify potential major events and ensure the relevant community support is in place.

The Events Developer is to be identified by June 1. This position is a term position, based on a 2 year trial basis and will be reviewed at the end of the term.

MOTION CARRIED unanimously.

9.0 CORPORATE SERVICES:

There were no items to come before this meeting.

10.0 ENGINEERING AND WORKS:

There were no items to come before this meeting.

11.0 FINANCE

There were no items to come before this meeting.

12.0 RECREATION AND COMMUNITY FACILITIES:

12.1 Request to Waive Policy 58 – Privateer Farmers Market

It was moved by Councillor Fralic and seconded by Councillor Inglis:

THAT the Council of the Region of Queens Municipality authorize the waiving of Policy 58 for the Privateer Farmers Market at Waterfront Parks from May 21 – October 11, 2016 subject to the following conditions:

- **That no liquor be sold, given away, or consumed prior to the Region of Queens Municipality being provided a certificate of insurance from the appropriate authorities confirming that at least \$2,000,000 of liability insurance is in place for the term of the Market from May 21 to October 11, 2016 with the Region as an additional insured;**
- **That a copy of the valid permit from the Nova Scotia Liquor Corporation is provided to the Region for the timeline of May 21 to October 11, 2016 for each vendor who will be selling liquor;**
- **And that all vendors comply with the Nova Scotia Liquor Control Act.**

Norm Amirault, Director of Recreation and Community Facilities, stated that a request has been received from the Privateer Farmers Market to allow some of their vendors to sell alcohol. Under Policy 58, council can give consideration for these requests.

MOTION CARRIED unanimously.

13.0 PLANNING:

There were no items to come before this meeting.

14.0 QUEENS PLACE EMERA CENTRE:

There were no items to come before this meeting.

15.0 REPORTS

Items 15.1, 15.2 and 15.3 were included in the agenda package as information:

- 15.1 Bylaw Enforcement Officer's Monthly Report – March 2016
- 15.2 Building Inspector's Monthly Report – March 2016
- 15.3 Town Hall Arts & Cultural Centre Monthly Report – March 2016 (including April 1-17, 2016)

Councillor Fralic asked for clarification under the Taxi Bylaw whether these were new or existing. Mayor Clarke stated that the Bylaw Officer would follow-up.

16.0 OTHER:

- 16.1 Municipal Court House

It was moved by Councillor Fiske and seconded by Councillor MacLeod:

THAT Council of the Region of Queens Municipality:

Undertake the feasibility study proposed by Architecture 49 to study the potential of moving the library to the Courthouse in the future, for \$12,490 plus HST, with funding from prior years' Operating Reserve.

Richard MacLellan, CAO, stated that the building at 137 Church Street leased to the Province of Nova Scotia for operating a courthouse has been vacant since October 2015. The building is a recognized heritage property and is currently assessed for \$514,700 and has operating costs of \$23,712 per year. In the vacant condition, the costs are reduced to approximately \$20,000 per year.

Staff held a community meeting to discuss ideas for the reuse with approximately 50 members of the public attending, providing a wide range of uses.

Councillors were presented with four options to consider:

1. Declare the property surplus to municipal requirements and solicit for full market value.
2. Declare the property surplus to municipal requirements and solicit to not for profit proponent for less than market value.
3. Identify alternative municipal use for the building: relocate library from Rossignol Cultural Centre to the Courthouse.
4. Identify alternative municipal use for the building: develop new cultural program reflecting community concepts of a museum or art gallery.

Through discussions, Councillors provided reasons for and against having Architecture 49 undertake a feasibility study to determine if Option 3 of staff's report would be viable. Some points made were:

- Region leases existing space, this would reduce cost as it is existing infrastructure of the Region.
- Library Board's lease comes due in 2017.
- Existing location requires extensive maintenance.
- Need to consider new concept for libraries and common space.
- Other costs such as design, construction will need to be considered as future expenditures.

MOTION CARRIED with 7 in favor and 1 against.

- 16.2 Queens County Museum – Request

Mayor Clarke stated that a letter has been received from the Chairman of the Board of Trustees for the Queens County Museum asking for reconsideration of the Region's decision under Grants to Organizations to not approve their request for \$5,000.

He stated that the relationship between the museum and Perkins House, and provincial funding is unclear since Perkins House is closed this year. Therefore, until input is attained from the province on this issue he asked that the issue be deferred until Tuesday,

May 10, 2016 council meeting. He further stated that when making the decision that no monies would be taken away from other recipients.

16.3 Queens County Aquatic Society Proposal

Richard MacLellan, CAO, stated that the Queens Community Aquatic Society provided a presentation to Council on December 8, 2015. The Society proposed to fund raise \$5,000,000 which would pay for the construction and leave three million dollars for an operating fund, estimating to be \$163,071 annually.

Staff was given direction to hire Architecture 49 to assist with the review of the proposal and to consider the following:

- Funding – future federal infrastructure or debt financing through a municipal debenture;
- Program Review – the lifespan of the Milton pool and results of needs assessment;
 - Community Facility Planning Review;
 - Technical Review;
 - Financial Review; and
 - Process Review.

Councillors all agreed that further discussions were warranted, as there appears to be differences in the outcomes. This would ensure all information has been exchanged and understood. Once this has occurred then a recommendation could be brought back to council.

Mayor Clarke stated that he supports the concept, and council asked staff to do a review. A qualified expert was used to conduct the analysis and three areas of concern were highlighted:

- A recent study was not done, information used was from 2007;
- Technology identified as unsuitable for proposal by manufacturer; and
- Operating deficit underestimated, which has impact on endorsement.

He further stated that he would support postponing a decision on the project to a future time but cautioned there needs to be further discussions between both parties before talking to the public and bringing back to council for consideration.

16.4 Canada 150 Committee

It was moved by Councillor Fralic and seconded by Councillor MacLeod:

THAT the Council of the Region of Queens Municipality gives approval for staff to apply for a Canada 150 Fund grant to support the recommendations for several commemorative events in 2017 in Queens as recommended by the Canada 150 Committee.

Heather Cook, Community Development Coordinator, along with Canada 150 Committee members Paula Doucette and Rosalee Smith presented to Council plans to celebrate in 2017 the 150th anniversary of Canada's Confederation. In the fall of 2015, a motion to form a committee made up of Queens County citizen was passed through Council. Committee members include Henriette Frielink Wilcox, Andrew Danylewich, Lucy Burgess, Paula Doucette, Rosalee Smith, Kevin Freeman, Rebecca Foley, Betty Jean Lawson, Chris Mansfield, Terri Anne Miller, Laura Lee Johnson, Arnie Jollimore and Robert Whitelaw.

The Committee proposed that the celebrations have a beginning, a middle and an end. On New Year's Day, 2017, a community event would be held at Queens Place Emera Centre with music, food and cake as well as Queens County's Longest Shinny Game. A logo commemorating Canada's 150th will be in-ice at Queens Place Emera Center for the duration of 2017.

Communities will be asked to contribute stories, photos and bits of history that makes up their community's heritage and culture. From this, each week a community in Queens will be featured in the local papers, on the Region's website and Facebook page. The information will be compiled into pull up banners and showcased as they are developed, and showcased at the Town Hall Arts & Cultural Centre.

Schools will be advised of a community youth art show which will be displayed at the Town Hall Arts and Cultural Centre in June.

Near year's end a reception as well as a time capsule burial event will be planned. The community that the time capsule will be buried will be randomly selected by a draw. A local artist will be commissioned to create a statue and will be place on the time capsule's site. It is anticipated that the time capsule be opened during Canada's bicentennial in 2067.

Funding for this project has been discussed with the coordinator of the Canada 150 fund from Heritage Canada and is estimated to be \$100,000.

MOTION CARRIED unanimously.

17.0 IN-CAMERA ITEMS

It was moved by Councillor Fiske and seconded by Councillor Fralic that the proceedings go "In-Camera" at 11:50 a.m. to discuss the following:

17.1 Contract Negotiations, MGA 22(2)e

MOTION CARRIED unanimously.

It was moved by Councillor Fralic and seconded by Councillor Fiske that the proceedings come out of "In-Camera" at 12:25 p.m.

MOTION CARRIED unanimously.

17.1 Contract Negotiations

It was moved by Councillor Fancy and seconded by Councillor Waterman:

THAT the Council of the Region of Queens Municipality approve that the General Manager QPEC pursue a second major concert event for the 2016-17 fiscal year.

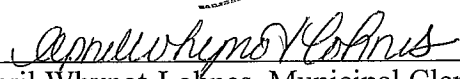
MOTION CARRIED unanimously.

18.0 ADJOURNMENT

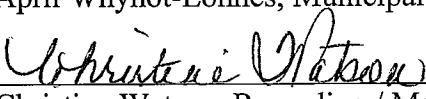
There being no further business, the meeting adjourned at 12:26 p.m.



Mayor Christopher Clarke, Chair



April Whynot-Lohnes, Municipal Clerk



Christine Watson, Recording / Management Secretary

Date Approved: May 10, 2016



COUNCIL REPORT

REGION OF QUEENS MUNICIPALITY

Abstract

Report on policing activity in Queens County for the month of March 2016

Queens Detachment

902-354-5721

QUEENS DETACHMENT COUNCIL REPORT



PERSONNEL

Current Personnel Capacity:	NO VACANCIES – One Member STE		
Current Compliment:	District Commander	S/Sgt Derek Smith	
	Team Leader	Cpl Sandi Merrell *	
	Team Leader	Cpl Doug Brannen	
	Members	Cst. Rob James	Community Policing Officer
		Cst. Dave Cowan	Caledonia Community
Officer		Cst. Christa Morrison	
		Cst. Dave Greene *	
		Cst. Laura Cormier *	
		Cst. Shelley Levy	
		Cst. Ron Duffney	
		Cst. Adam Worth	
		Cst. Rick Ellens	
		Cst. Deacon Foster	
		Cst. Tara DAVIS	
	Assistants	Ms. Darlene Crowell	
		Mrs. Patricia Dorman	
	Senior Safety	Ms. Kim Masland	

Notes (*):

Cpl. Sandi Merrell is retiring effective May 2nd, 2016. I am pleased to report that Cpl. Bill Wilcox has been identified to replace Cpl. Merrell. The transfer process is well underway to facilitate the transition. As many members of Council may be aware, Cpl. Wilcox resides in Queens County.

Cst. Dave Greene is planned for transfer from Queens this calendar year. Cst. Tara Davis will move into his position number.

Cst. Laura Cormier is planned for transfer from Queens this calendar year. No replacement has been announced. A member from the Northwest Territories has been tentatively identified to replace Cst. Cormier; however we are in the very early stages of the process.



QUEENS DETACHMENT COUNCIL REPORT



DISTRIBUTION OF OCCURRENCES

TIME OF DAY	SUN	MON	TUE	WED	THU	FRI	SAT	UK	TOTAL	%
0:01 – 3:59	5	2	4	3	2	4	2		9	10
4:00 – 7:59				3		1			3	2
8:00 – 11:59	2	7	12	7	7	6	3		36	20
12:00 – 15:59	6	8	7	14	12	6	7		63	27.0
16:00 – 19:59	5	8	10	9	11	8	9		36	27.0
20:00 – 24:00	2	6	5	5	4	2	7		24	14.0
Unknown Hour								1	1	.5
TOTAL	20	31	38	41	36	27	28		222	-
%	9	14	17	19	16	12	12	.5	-	-



QUEENS DETACHMENT COUNCIL REPORT



OCCURRENCE TYPE PER MONTH

OCCURRENCE TYPE	January	February	March	April	May	June	July	August	September	October	November	December
911 Act	13	7	17									
Arson	0	1	0									
Assault	10	4	2									
Assist Other Agencies	5	3	4									
Break and Enter	5	7	1									
Causing Animals/ Birds Unnecessary Suffering	0	0	0									
Checkstop	22	20	26									
Crime Prevention	8	7	8									
CDSA- Possession	2	4	5									
CDSA - Trafficking	0	1	0									
Criminal Harassment	2	3	3									
Disturbing the Peace	3	2	3									
Drive while Prohibited (Criminal Code)	0	0	0									
Fail to Comply w/Court Order	9	5	3									
Firearms Act	0	3	1									
Firearms Offences	1	0	1									
Fraud	4	6	4									
Harassing Phone Calls	1	0	3									
Impaired Operation	3	4	3									
Liquor Control Act Offences	4	2	2									
Littering	0	0	0									
Lost/Found Items	3	1	5									
Mental Health Act	6	4	3									
Mischief	5	6	5									
Missing Person	2	0	0									
Municipal Bylaws	0	0	0									
Off Road Vehicle Offences	4	3	15									
Property Check	1	1	1									
Provincial Wildlife Offences	0	0	0									
Robbery	0	0	0									
Sexual Assaults	3	2	0									
Theft Under \$5000	3	6	10									
Theft Over \$5000	0	0	2									
Theft of Motor Vehicle	0	0	0									
Traffic: Moving Violations	25	23	35									
Traffic: Non Moving & Parking	8	6	17									
Traffic: Fail to Remain	1	2	2									
Traffic: Traffic Collisions	11	7	6									
Uttering Threats	7	8	7									
Other Criminal Code Offences	0	2	2									
Other Provincial Statutes			1									
Other Calls for Service - Non Offences	39	21	25									
Total File Count	210	171	222									



QUEENS DETACHMENT COUNCIL REPORT



COMMUNITY POLICING REPORT

The following report is from Cst. Rob James, Community Policing Officer, detailing his highlights for the month of March 2016:

- National Sex Offender Registrations – 1 (2 hours)
- Training 2 days (UCR & First Nations)
- Crime Prevention Breakfast & Meeting
- Cyberbullying Presentation at LRHS
- Multi-Agency Case Conference
- Interagency Meeting
- AOL - 10 days
- Contingency Planning – Ship Decommissioning / scrapping
- Senior Safety Meeting
- Sexual Assault Services Lunenburg Queens committee presentation, Bridgewater
- Patrol to Wildcat Reserve – Introductions
- Fly the Flag patrols to under-patrolled communities
- File investigation





SENIOR SAFETY REPORT

The following is a brief synopsis of activities for the month of March:

- Interview with "The Breaker" newspaper on Senior Safety/Introduction of Kim Masland, Senior Safety Coordinator. Kim attended the North Queens Fire Association Grand Opening, met with seniors living in the North Queens Area and discussed the importance of Senior Safety and the services that are available.
- Kim attended a meeting with Mayor Clark and CAO MacLellan to discuss partnership to increase programming.
- Kim presented to the Seniors Community Health Team of NS Health Authority on programming.
- Kim presented to Caregivers Association on the process of driver's licences being revoked by doctors due to medical conditions and how to deal with someone whose licence has been revoked and continues to drive. Programming and awareness of Queens Senior Safety were discussed.
- Kim met weekly with a senior who had been a victim of theft of money from her apartment. The RCMP investigated the incident. The 98 year old victim was very upset and asked for her assistance. The client was subsequently found deceased by her homecare worker on March 15th. Kim assisted with support while RCMP members were on site and provided assistance to the family with funeral planning. She was asked to deliver the eulogy because of the impact she had made on the senior during her last month. Kim also met with a group of seniors who lived in the building who have been upset about the theft and death of their very close friend. Kim attended the wake with these ladies to assist with grief counselling.
- Kim received a referral from a daughter fearful for her father's safety. The RCMP had been called to the residence on two occasions due to mental health issues with her step-mother. Kim visited the clients on three occasions and arranged and attended a geriatric assessment of the female suffering from severe hallucinations.
- Kim received an RCMP referral to follow up with a senior on a mental health call where \$25,000 was found in a quality street can on the senior's bedside table.
- Kim organized a safety session with seniors on "Falls Prevention – how we can protect ourselves in our homes". 37 people attended this session.
- Kim was invited to the North Queens Nursing Home winter carnival where she met with community residents to promote senior safety.
- Kim assisted a senior who had been receiving disturbing phone calls. The senior was isolated, living alone and frightened.
- Kim visited with residents of Meadow Brook Manor. She met with a client who was the victim of a brutal rape several years ago and who continues to live in fear. Kim has maintained a close relationship with this senior since she received the Victim Services referral.
- Kim attended a Senior Safety Coordinators meeting at Bridgewater Police Department to discuss



QUEENS DETACHMENT COUNCIL REPORT



World Elder Abuse event rollouts with our respective detachments.

Total Clients Contacted – 101

Km Driven- 382

Hours - 115

Files of Interest

Members have conducted an investigation into twelve year old female sharing intimate images of herself with a 14 year old male. The matter is currently under investigation. The associated digital devices are currently with our Tech Crime Unit at HQ for forensic analysis.

A 27 year old female shared intimate images of herself with another adult male. This male subsequently shared them with a third party. Members have resolved the matter to the satisfaction of the complainant.

Members conducted an investigation into the theft of a boat, outboard motor and trailer which occurred in Liverpool. The items were valued at approximately 9,000. No suspects have been identified as of this time.

Respectfully submitted

G. D. (Derek) SMITH, S/Sergeant

District Commander

RCMP Queens District



Queens County District RCMP Detachment (H06333)
 Monthly Property Crime Statistics and Total Calls for Service


March 2016

Queens District	Previous Month Results (March)										Current Month Normal Ranges*	Fiscal Year to Date (FYTD) Totals - April to March											
	Mar-16	7-Year Average for Mar ('08-'15)	Amount of Change	Percent Inc/Dec	Normal Mar Range*	2015-2016						2008-2010						Prev 7 Year FYTD AVG	Percent Inc/Dec				
					0 to 1	2015	2016	2014	2015	2013		2014	2012	2013	2011	2012	2010			2011	2009	2010	
Arson	0	0	0	N/A	0 to 1	6	5	11	9	10	3	6	2	6.6	-9%								
Break and Enter (Total)	0	4	-4	-100%	2 to 5	63	61	74	90	44	34	34	31	52.6	20%								
Fraud	4	1	3	300%	0 to 2	32	35	15	10	17	18	22	37	22.0	45%								
Mischief	5	13	-8	-62%	4 to 22	108	142	127	150	196	153	152	120	148.6	-27%								
Theft from Motor Vehicle	0	1	-1	N/A	0 to 3	10	10	35	22	23	8	5	9	16.0	-38%								
Theft of Motor Vehicle / Other MV / Motorcycle	0	0	0	N/A	0 to 1	6	2	5	3	5	2	1	4	3.1	91%								
Other theft under/over	8	6	2	33%	2 to 10	67	51	64	81	74	68	76	61	67.9	-1%								
PROPERTY CRIME TOTAL	19	28	-9	-32%	18 to 37	322	335	365	395	401	310	313	301	345.7	-7%								

Total Calls for Service													
		Q1	Q2	Q3	Q4	TOTAL		Q1	Q2	Q3	Q4	TOTAL	
		2014-2015	2014-2015	2014-2015	2014-2015	2015	2015	2015-2016	2015-2016	2015-2016	2015-2016	2015-2016	2015-2016
Dispatched Only		514	611	457	383	1965	506	605	493	435	2039		
Total Occurrences		754	975	675	649	3053	761	1093	702	601	3157		

		Less than range
		Within range
		Greater than range


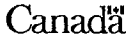
*Based on average number of offences from the previous six years with standard deviation


RCMP-GRC 
ROYAL CANADIAN MOUNTED POLICE • GENDARMERIE ROYALE DU CANADA

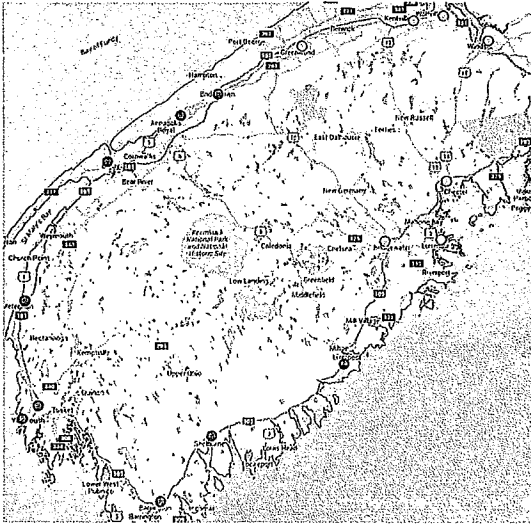
Queens County District RCMP

2015 and Yearly Comparisons

Stephen CARTER
Crime Analyst


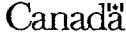
 Royal Canadian Mounted Police / Gendarmerie royale du Canada 


RCMP-GRC 
ROYAL CANADIAN MOUNTED POLICE • GENDARMERIE ROYALE DU CANADA



Crime Analysis in Southwest Nova District


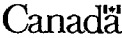
- Two Crime Analysts
- Red Dots: Detachments served by Stephen CARTER
- Yellow Dots: Detachments served by Sheri BEZANSON


 Royal Canadian Mounted Police / Gendarmerie royale du Canada 

RCMP·GRC 
ROYAL CANADIAN MOUNTED POLICE • GENDARMERIE ROYALE DU CANADA

Crime Analysis Refresher.


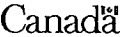
- Using methodologies and crime data, the Crime Analyst assists front-line operations to lower crime and victimization. Property crime is the priority but other crime trends are analyzed as well (impaired driving, for example)
- Communication is key
- Examples of products include: prediction analyses; crime mapping; crime studies; tactical and strategic analysis; many other possibilities depending on needs and requests


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Last Time I was Here.....

- Mischief crimes were up, especially in downtown Liverpool
- A 200% increase in break and enters (northern part especially), mostly into cottages and sheds
- Property crime was up


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Mischief

Examples :


- Disturbances (eg :noise complaints, loud parties)
- Damage to property (eg: tires slashed, windows smashed)
- Obstructs or interferes with the lawful enjoyment of property (eg: blocking access or tenting on someone's land without permission)


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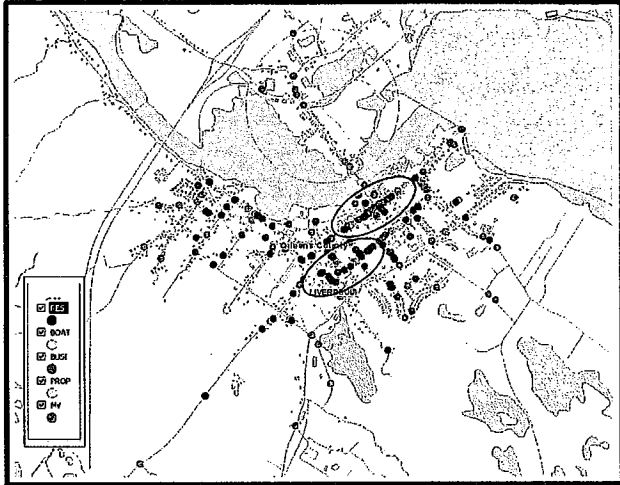
Mischief (cont'd)

- Lowering mischief in the area is a priority for us
- Tactics include determining the areas that are hardest hit and identifying the individuals doing the mischief
- We have had some success but more work is necessary to get the numbers down

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Mischief in the Town of Liverpool: 2008-2012




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(1) Large concentration of business mischief on a stretch of Main Street

(2) Large concentration of residential mischief around Payzant, Union, and Church Streets

(3) Very few reported mischief on the north side of the Mersey

Canada

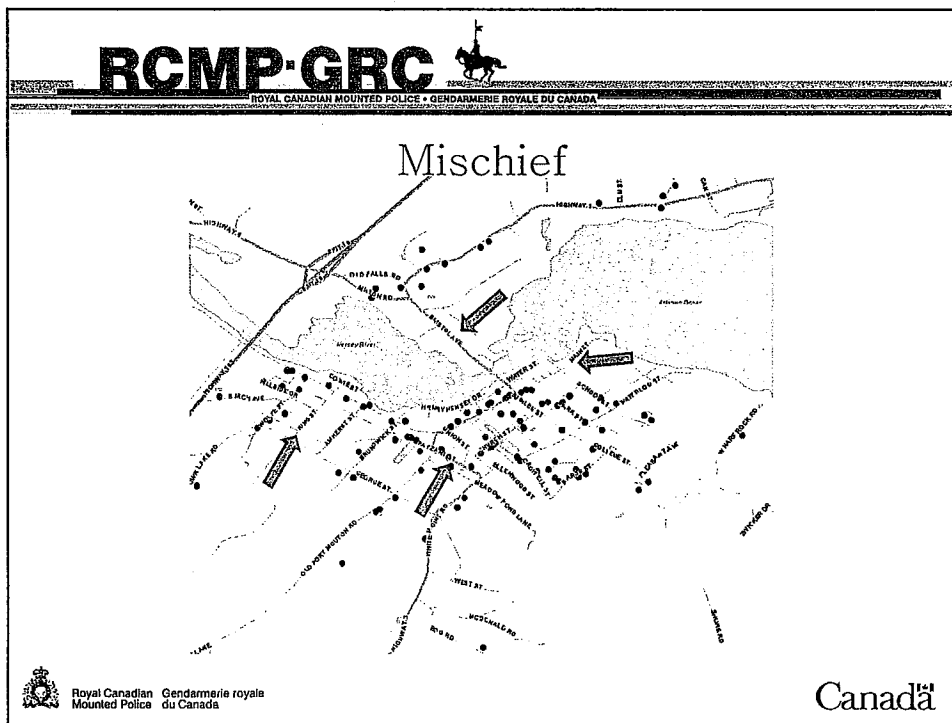
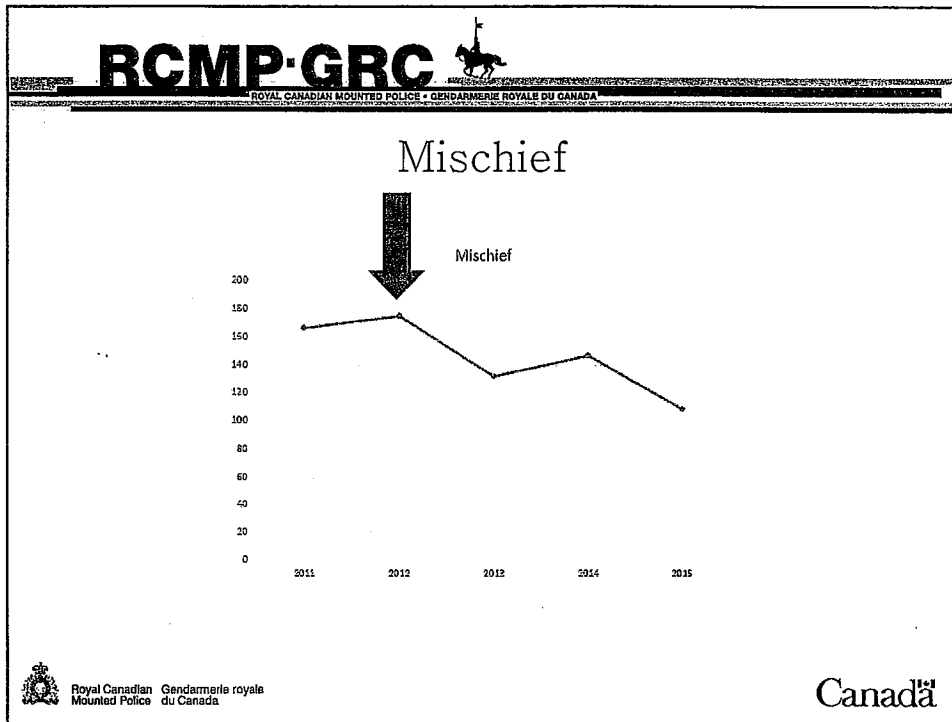
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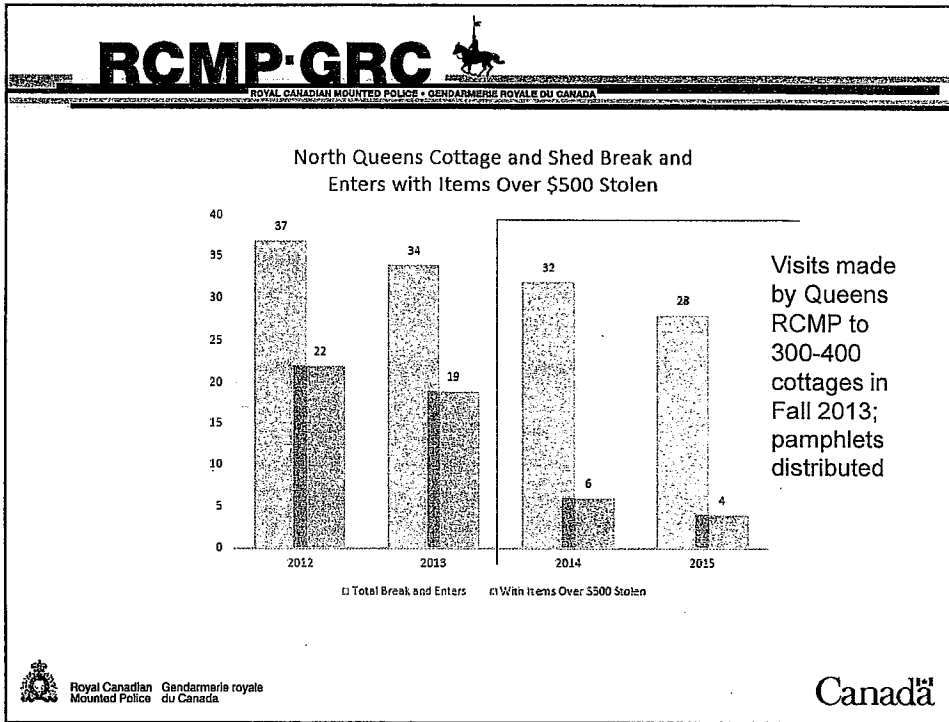
What are we doing about it?

- Identify individuals who have multiple mischief offences and seek harsher penalties (ie curfews). Communication with Crown on this (stress community impact).
- Increased police presence in areas identified on maps (walk patrols, car patrols, etc.).
- Need for cameras?
- Increase public awareness about what can

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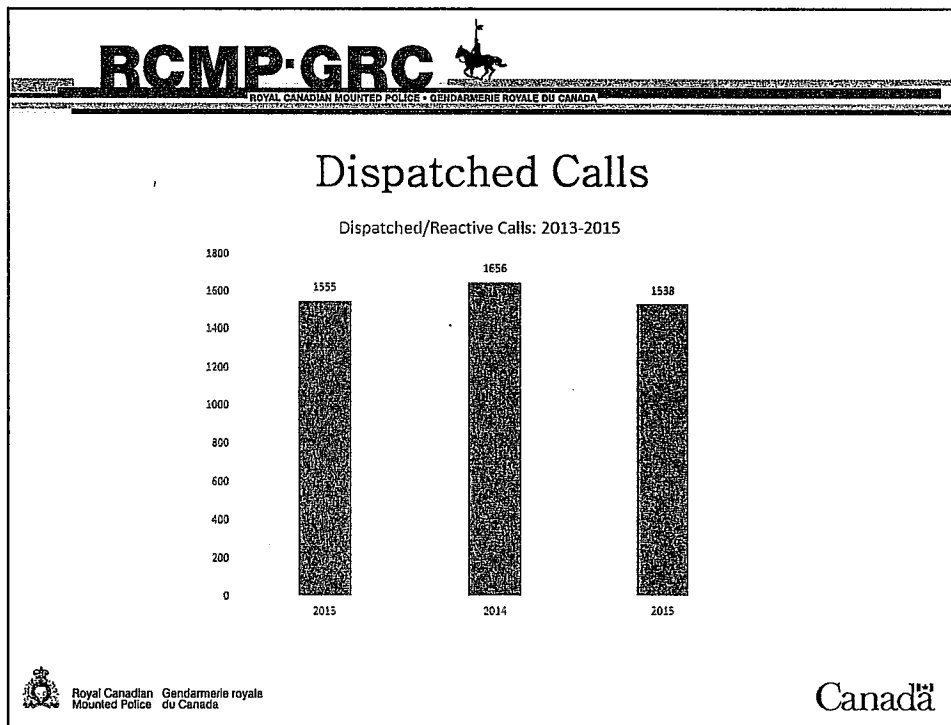
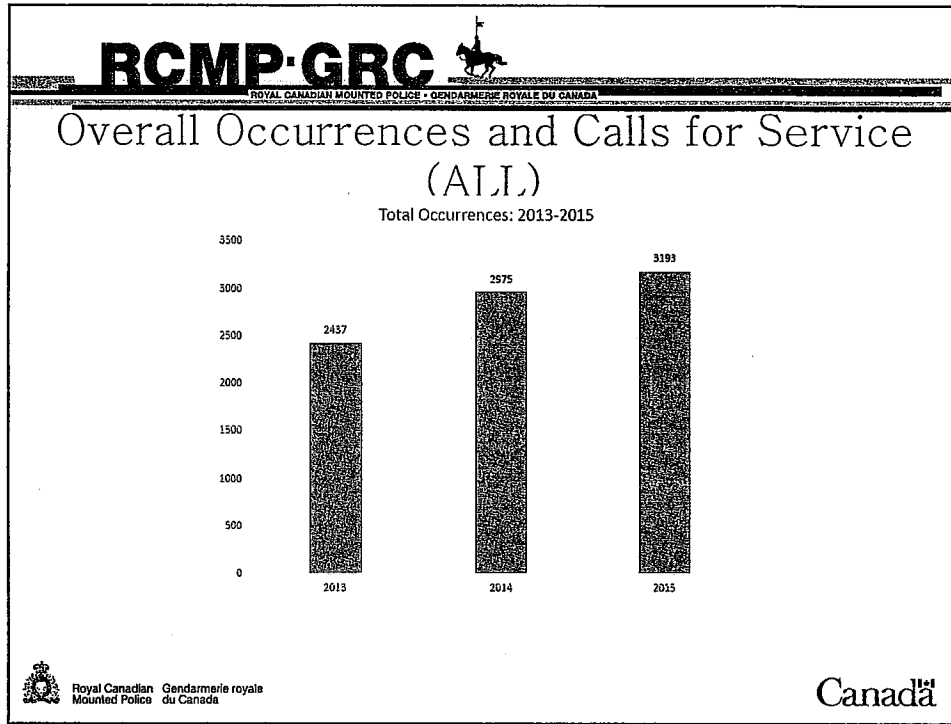


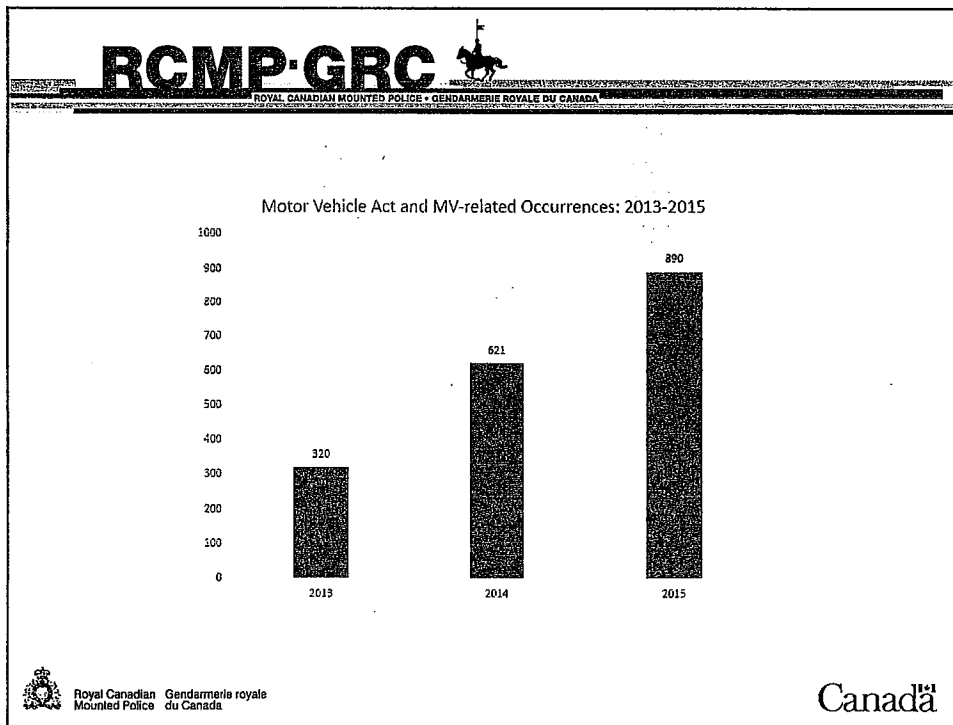
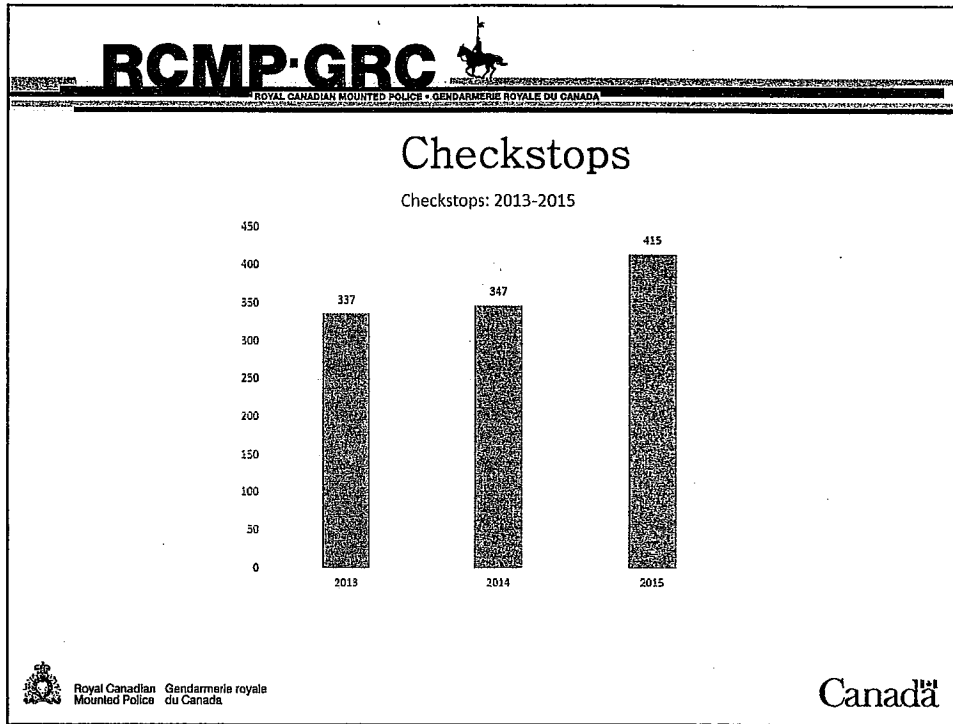
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2015 in Perspective

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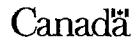


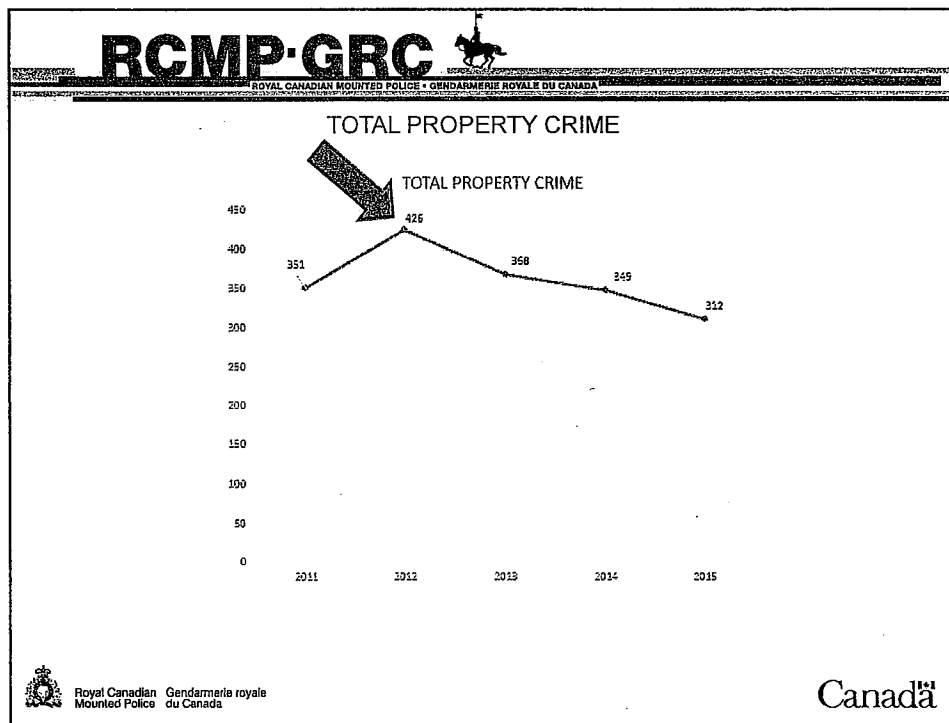


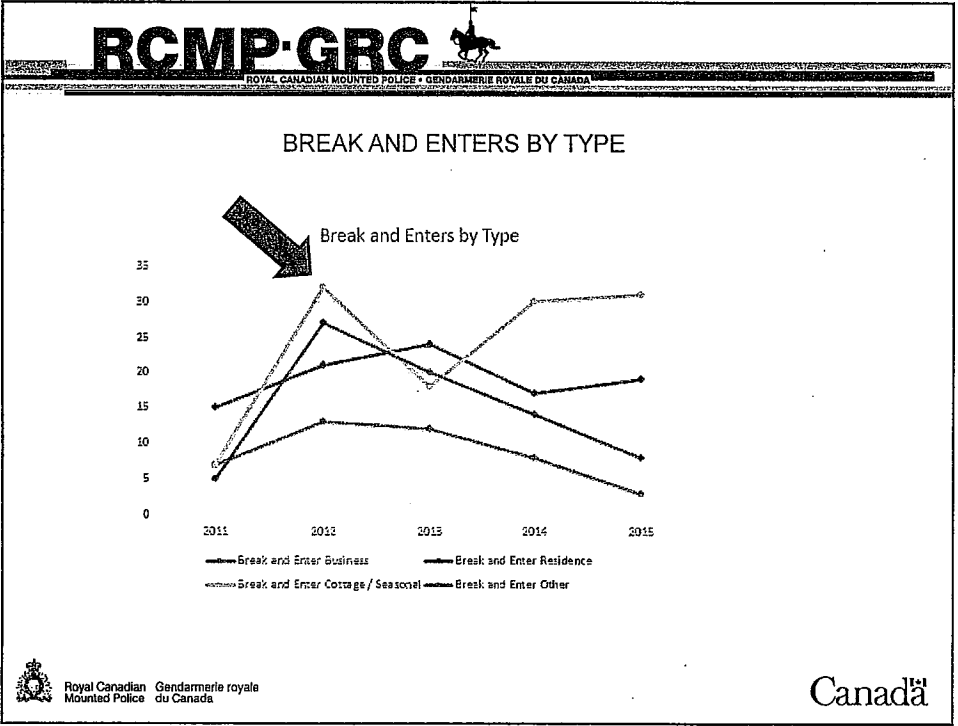
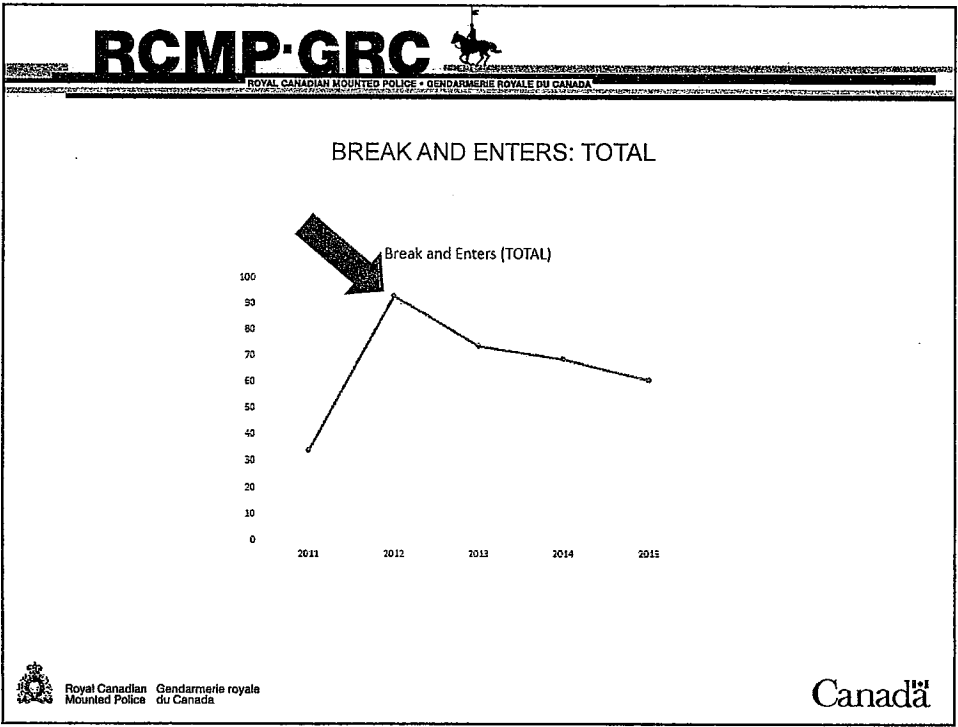
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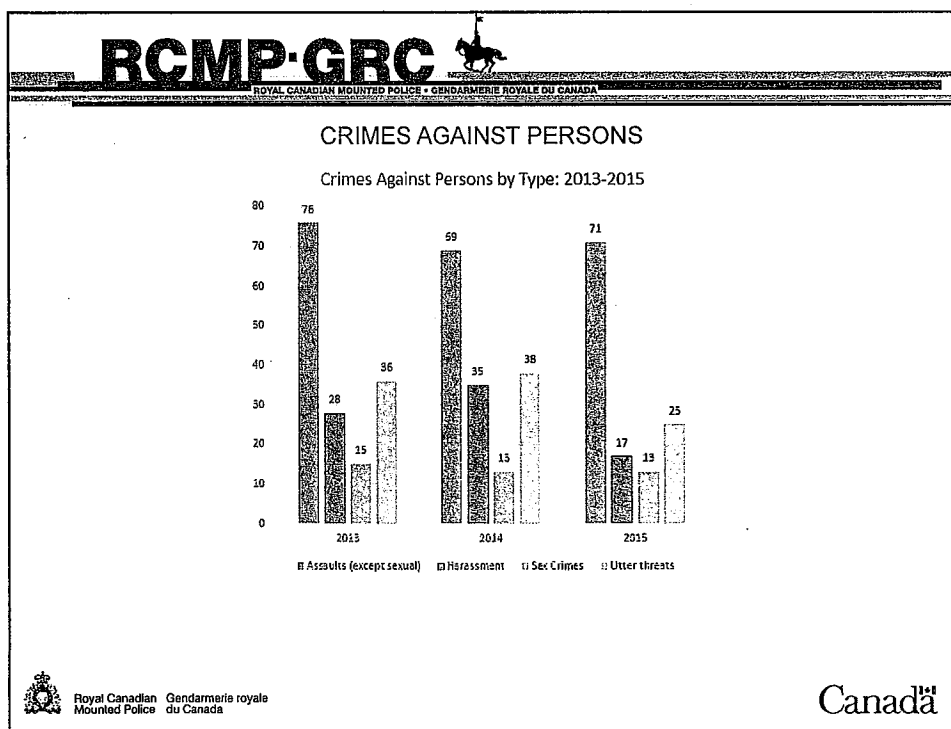
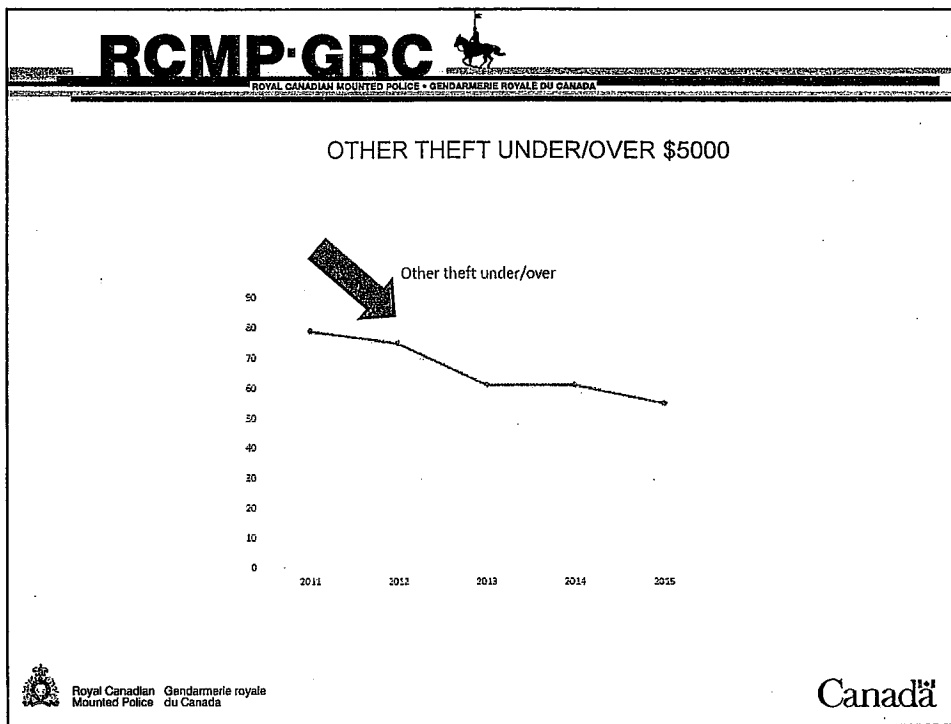
Property Crime in Queens County District: 2011-2015

QUEENS DISTRICT RCMP	2011	2012	2013	2014	2015
Arson	7	11	9	6	7
Break and Enter Business	7	13	12	8	3
Break and Enter Residence	15	21	24	17	19
Break and Enter Cottage / Seasonal	7	32	18	30	31
Break and Enter Other	5	27	20	14	8
Break and Enters (TOTAL)	34	93	74	69	62
Fraud	19	11	13	28	31
Mischief	166	175	132	147	108
Theft from Motor Vehicle	16	26	36	11	11
Theft of Motor Vehicle / Other MV / Motorcycle	3	3	6	3	7
Other theft under/over	79	75	61	61	55
All other prop crimes	4	6	12	10	8
TOTAL PROPERTY CRIME	351	426	368	349	312


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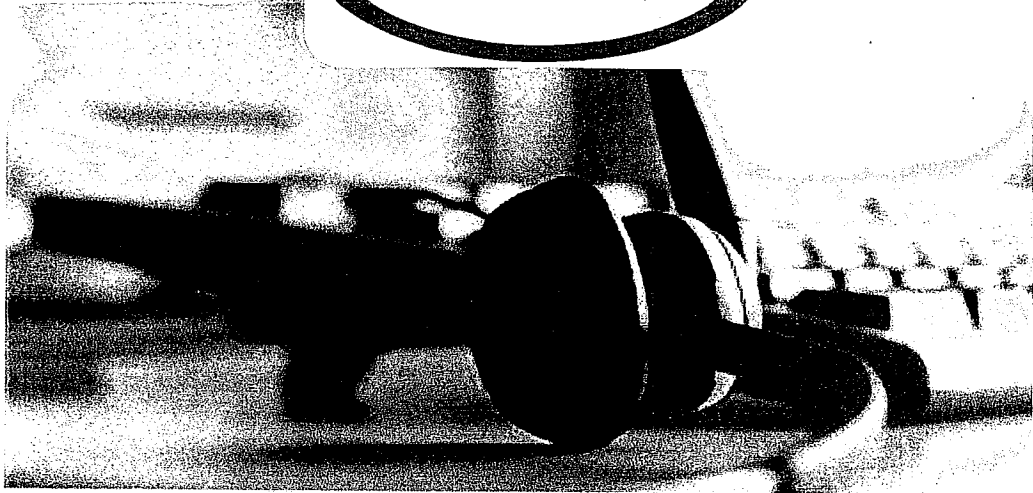
Highlights

- The number of break and enters into cottages have remained consistent but the value of goods being stolen is much lower since 2013.
- Mischief crimes are down considerably, especially in several parts of the town of Liverpool
- Overall Calls for Service (proactive, reactive, self-generated, unfounded, etc.) are up
- Dispatched calls (reactive/calls from public) lowest in three years but not significantly
- Property crime is lowest in five years and has been decreasing since 2012
- Crimes against persons are trending down slightly, except sexual crimes, which remain consistent



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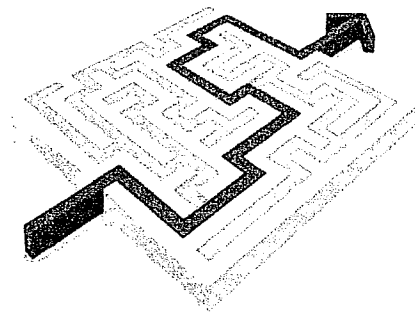


“When you Don’t Know Where to Turn”

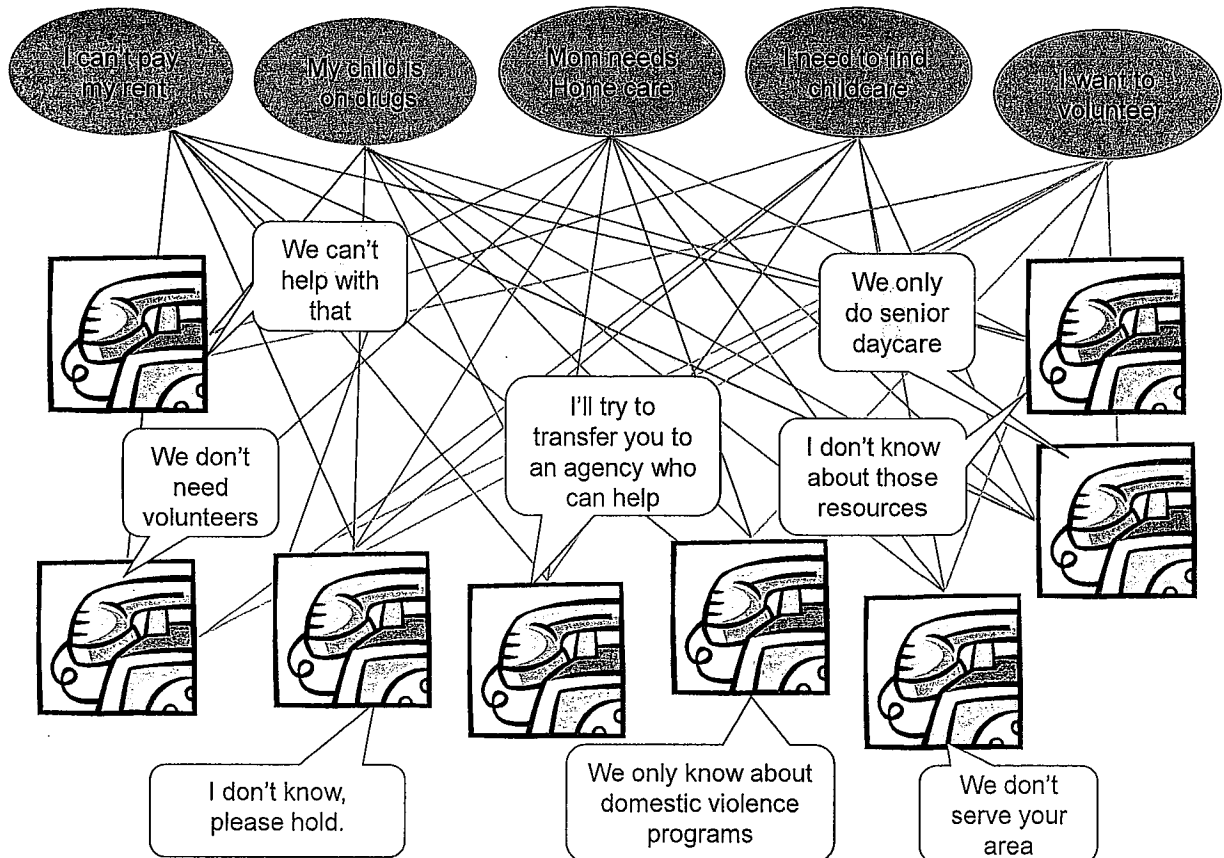


211

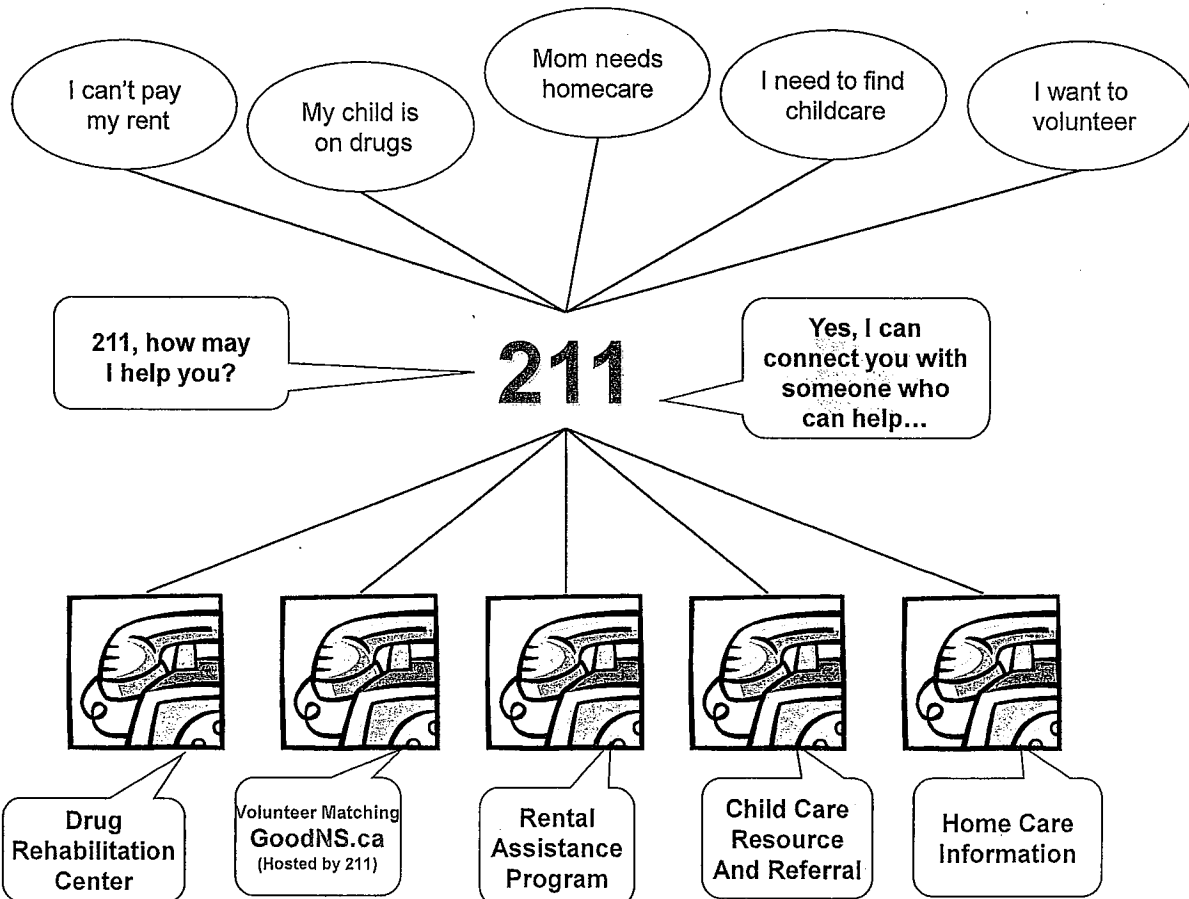
Because a program or service can only be helpful if the population that **needs** it can **find** it...



WHO AMONG US HASN'T AT SOME TIME, EXPERIENCED THE FOLLOWING SCENARIO?



HERE IS THE NEW NOVA SCOTIA REALITY...



WHY 211?

Using alternate methods, it can take up to 7 phone calls to find the social or community service you need.

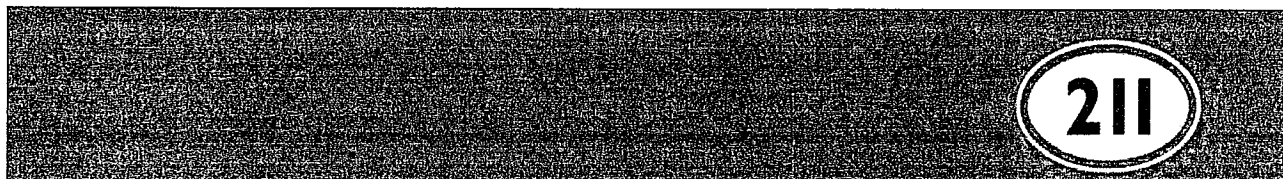
Problem: overwhelmed by frustration and confusion, people stop trying and needs go unmet.

The result: today's simpler need develops into tomorrow's more serious problem, for which solutions can be difficult, if not impossible, to find.



THE 211 DATABASE

- **Over 7,500 programs & Services**
- **Updated regularly**
- **Searchable on line @ www.ns.211.ca**
- **Fully mobile responsive website**
- **Users are invited to suggest new services**
- **All services are geo-located using google maps**
- **New Icon-based navigation**



WHY 211 WORKS

Locally governed non-profit - people who recognize and understand the social challenges in your community.
Thoughtful and compassionate inquiry – looking beyond the symptoms of today to treat yesterday’s chronic problem.
“Finger on the pulse” - keeping constant track of over 7,000 services & connecting people with the help they need.
Access when and how it’s wanted – call, email or self service
Standards of excellence – sometimes you can only do what you can do...
but you can always do it well.



Helping you find the right Community and Social Services

211 IS FOR NAVIGATING THE TWISTS AND TURNS OF LIFE THAT AFFECT US ALL...

“Mom just can’t make it on her own any more... but where do we start?”

“I have a disability. Where can I find services in my community?”

“I just moved here and need to find a job.”

“I’m being evicted and I have nowhere to go.”

“I need to get a SIN card.”

“someone I really care about has an addiction... what are their options?”

“Dealing with a new baby on my own is so much harder than I thought it would be – can someone help me?”

“How do I find a family doctor?”

“My child has special problems.”

“I can get a better job... if only I could find affordable daycare”

“I’m being bullied at school. What can I do?”

“I’m elderly and can’t drive. Is there help to get me to my doctor?”



Helping you find the right Community and Social Services

211 BENEFITS FLOW TO ALL ELEMENTS OF THE PUBLIC SECTOR

- **Individuals:** The right answer the first time = less frustration and fewer complaints
- **Service Agencies:** More calls from people they can help and fewer from those they can't = more efficient service
- **Government Employees:** "silos" removed= enhanced service delivery



211 HELPS ELECTED OFFICIALS

- Social and community services are delivered by governments at all levels and by the non profit sector but jurisdictional boundaries are not always clear to constituents
- Despite efforts to stay informed, councillors are often besieged with requests for information on programs and services that are not part of the municipal mandate
- With 211 the informational needs of constituents are easier to meet – councillors or staff can obtain the information from 211 and relay it to the constituent or, they can refer the constituent to 211



INQUIRIES WE'VE SEEN FROM ELECTED OFFICIALS

- Rebates and benefits (i.e. property tax rebates)
- Grants for senior home repair
- Consumer concerns
- Home care and respite
- Credit counselling
- Information on government programs (i.e. HARP)
- Tax information for low income
- Hearing aids for seniors



211 SAVES TIME, MONEY, EFFORT

- Police officers typically spend 80% of their time helping residents navigate social services – 211 will reduce this effort substantially, leading to more cost-efficient policing
- With 211 helping people navigate, municipal staff can spend more time serving the needs of residents and less time redirecting traffic
- 911 has become the go to for people who don't know who else to turn to. 911 operators typically deal with high levels of non urgent matters , many of which could be managed by 211, freeing up 911 resources to respond to emergencies



RESULTS TO DATE (DEC 31 2015)

In just over 33 months - **225,000**
“reaches” comprised of **165,000** web visits
& **more than 60,000** calls from which
65,000 needs were identified

This resulted in over **65,000** referrals to
7,000 unique resources



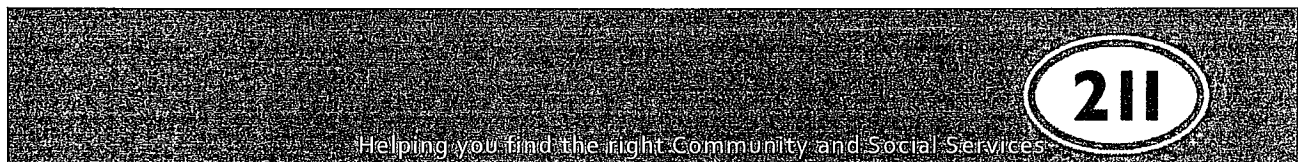
BUT WHAT IF WE CAN'T HELP? (WE ALWAYS CAN)

211 documents everything – we track all of the transactions, and all of the needs all of the time.

Finding help for human problems is rarely easy – every day 211 encounters new situations for which solutions are not readily obvious.

There's a lot of help out there– the non-profit sector has more flexibility than you might think.

Some problems don't have answers... (today) – high quality data on unmet needs can help inform decisions on how and where to direct resources for maximum benefit



2014 QUALITY ASSURANCE OUTCOMES

- 97% of callers reported being "very satisfied" or "satisfied"
- 97% received "first call" resolution.
- 83% reported following up on referrals
- 60% received the help they were seeking.
- 2 reasons most frequently cited for having not received help at the time of our follow up were:
 - a) caller still waiting to hear from the service provider
 - b) circumstances had changed such that referral was no longer needed

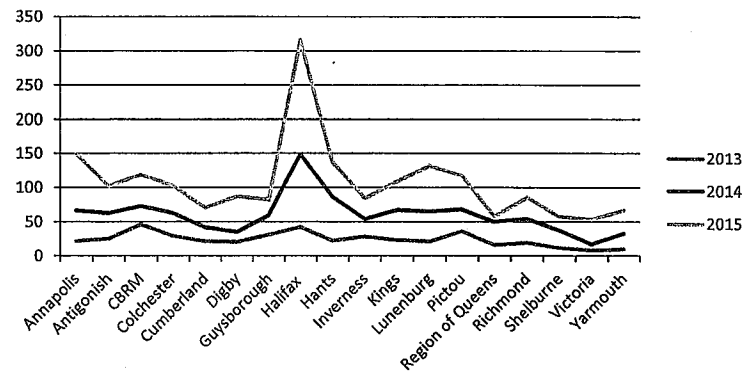


NEW FOR 2015...

- **Special Emphasis on Seniors:** Two Senior's lines, previously answered at the Province's Office of Seniors, are now answered at **211**
- **Volunteer Matching:** 211 hosts a web based volunteer matching service called "GoodNS" - connecting eager volunteers with the agencies who need them – www.goodns.ca



CALLER LOCATION 2013 THRU 2015



POTENTIAL 211 AWARENESS ACTIVITIES AT MUNICIPAL LEVEL

- Posting a 211 link on Municipal websites
- Including a 211 story in a Municipal newsletter(s)
- Communications on 211 to Municipal employees
- Posting 211 information where people gather
- Presentations available on request



QUESTIONS?

Dial 211

TTY 1.888.692.1382

Email help@ns.211.ca

Web www.ns.211.ca

