

October 19th, 2017

Chief Paul Fiander
Miramichi Police Force
1820 Water Street
Miramichi, NB
E1N 1B7

RE: 2016 Miramichi Police Force Annual Quality Assurance Review Report

Dear Chief Fiander:

The Policing Standards and Contract Management (PSCM) team would like to express our appreciation for your participation in the 2016 Quality Assurance (QA) program. The timeliness and quality of the annual reviews submitted by your QA team continues to be solid and their participation remains cooperative and collaborative, with continued efforts to improve the MPF QA process. The MPF QA program continues to enhance the level of service and professionalism displayed by the force on behalf of the city of Miramichi.

Pursuant to paragraph 1.1(2) (c) of the New Brunswick *Police Act*, the Minister may establish a system of inspection and review of police forces and historically the Department of Justice and Public Safety (JPS) conducted police force audits. In 2015, PSCM launched a modernized QA program with the goal of customizing the process to meet the needs of each police force by identifying provincial policing priorities in September of every year and introducing a fall risking exercise with each municipal force. The fall risking exercise, conducted in partnership with our branch, identifies specific areas of actual or potential risk that could impact service delivery. All risked-in activities are assigned to selected employees by the Chief of Police in early January with an eight week window to complete the review. All recommendations made by the reviewers are considered by the Chief of Police who subsequently forwards results, recommendations and documentation to PSCM.

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The MPF fall risking held November 23rd, 2016 in Miramichi involved the MPF management team, administrative staff, a patrol officer and your chief reader and this resulted in a robust exercise. This was the first occasion that MPF involved staff outside of management and it enhanced the discussions. The PSCM team encourages MPF to once again include a variety of staff in the 2017 fall risking exercise. The three provincial priorities: Memorandums of Understanding (MOUs), Road Safety and Operational Records Management were discussed during the risking exercise and MPF risked in all three provincial priorities. In addition, MPF identified the following force specific risk areas for examination:

- Mental health / hospital assist calls
- *Identification of Criminals Act* (Live Scan)

The two MPF specific risk areas required the creation of new review guides/matrix that your agency developed and both were well done. The results of the mental health review were particularly interesting to the PSCM team from a provincial perspective; subsequently, this review activity was expanded to include all municipal police forces in order to report back to chiefs any identified provincial trends. The MPF mental health review guide and matrix required only minor adjustments before being added to the list of available guides to all police forces.

Recommendations resulted from the examination of traffic (road) safety, MOUs, operational records management, *Identification of Criminal Act* (Live Scan), and mental health calls. An action plan was not included with the submitted recommendations however all recommendations will be tracked to completion by the PSCM review team.

In February 2017, the New Brunswick Association of Chiefs of Police decided to add sexual crimes as an additional risk activity for every New Brunswick police agency. The scope of the review was to review occurrences of sexual crimes reported to police from 2010 to 2014 with a focus on all occurrences with a file disposition of unfounded and a sampling of all remaining occurrences. Supt. Randy Hansen, Detective Dewey Gillespie and Ms. Stacey Hare completed a thorough review resulting in a reduced rate of unfounded files. MPF file management is strong and we would like to recognize Ms. Stacey Hare who is widely regarded in this province as a subject matter expert in the records management system, and the UCR Survey. Ms. Hare's assistance to the PSCM team was valuable as we prepared the review guides for both operational records management and for the sexual crimes review. While MPF has a higher than average percentage of unfounded files, the PSCM team's on-site review confirmed that sexual crime investigations are well investigated and that victims of such crimes have confidence in reporting crime to the police force.

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In the spring of 2017 we conducted a complete review of all risk activities submitted by your agency. MPF has maintained its sound QA program. Every municipal agency is assigned a weighted average in key areas of performance and I would like to report that MPF's scoring is similar to last year's results and therefore an on-site visit was not conducted by the PSCM team.

I would like to thank the entire MPF team that participated in this year's risking exercise and subsequent examination of risk activities. I look forward to working with you at the fall risking of 2017.

Yours truly,



Jennifer Smith, Policing Consultant



Rick Votour, Policing Consultant



Connie Courcy, Acting Director

c.c.: Michael Noel, City Manager, City of Miramichi
Rick Votour, Policing Consultant, Policing Standards and Contract Management