

PEEL POLICE SERVICES BOARD PUBLIC AGENDA FRIDAY JANUARY 29, 2021 AT 10:00 A.M.

VIRTUAL MEETING

RC	NI.	\mathbf{c}	Δ	ı
RU	,,		н	

ELECTION OF CHAIR

Pursuant to Section 28(1) of the *Police Services Act*, the members of a board shall elect a chair at the Board's first meeting in each year.

The Executive Director shall assume the Chair and call for nominations for the position of the Chair.

That	at be nominated for the position of the Chair;								
And further that, the nominations for the position of Chair be closed.									
There being no furthe	r nominations received, the following motion is passed:								
That Police Services Boa	be elected Chair of the Regional Municipality of Peel ices Board for the year 2021.								
	shall assume the Chair.								

The Chair will call for the election of the Vice - Chair

ELECTION OF VICE-CHAIR

Pursuant to Section 28(2) of the *Police Services Act*, members of a board may also elect a vice-chair at the first meeting in each year, and the vice-chair shall act as the chair if the chair is absent or if the chair's position is vacant.

The Chair will call for nominations for the position of Vice-Chair.

That Chair;	be nominated for the position of Vice
And further that, the nomir	nations for the position of Vice-Chair be closed.
There being no further nomir	nations received, the following motion is passed:
That	
	be elected Vice-Chair of the Police Services Board for the year 2021.

APPROVAL OF MINUTES

1. Minutes of the Board Meeting held Friday, November 27, 2020.

Recommendation:

That the Minutes of the Board Meeting held Friday, November 27, 2020 be adopted as read.

BOARD MEMBER QUESTIONS and/or ANNOUNCEMENTS

DEPUTATIONS

2. **DEPUTATION – Home Owners Welfare Association – Mr. Jotvinder Sodhi.**

Recommendation:

That the information be received.

NEW BUSINESS

3. Body Worn Camera Draft Policy – Draft policy *PPR-OP-005 Body Worn Cameras* provided to the Board for approval. The Board's Governance Committee reviewed and approved the draft policy to be forwarded to the Board for approval.

Recommendation:

That the Board approve draft policy PRP-OP-005 Body Worn Cameras.

ADJOURNMENT OF PUBLIC MEETING

IN CAMERA SESSION



PEEL POLICE SERVICES BOARD PUBLIC MINUTES FRIDAY NOVEMBER 27, 2020 AT 10:00 A.M.

VIRTUAL MEETING

The Public meeting of the Regional Municipality of Peel Police Service Board commenced at 10:19 a.m. via ZOOM CONFERENCING.

ROLL CALL

Members Present: R. Chatha, Chair

A. Attia, Vice Chair

N. Iannicca B. Crombie A. Boughton L. Howell P. Brown

Others Present: N. Duraiappah, Chief, Peel Regional Police

M. Andrews, Deputy Chief, Operations Support Services

R. Patrick, Deputy Chief, Corporate Services

A. Odoardi, Deputy Chief, Innovation and Technology N. Milinovich, Deputy Chief, Investigative Services

S. McKenna, Staff SuperintendentB. Mullins, Associate AdministratorS. Wilmot, Legal Counsel to the ChiefR. Serpe, Executive Director to the Board

L. Perkins, Board Manager R. Vana, A/Executive Assistant

DECLARATIONS OF CONFLICT/PECUNIARY INTEREST - NIL

APPROVAL OF MINUTES

1. Minutes of the Board Meeting held Friday, October 23, 2020.

Resolution:

That the Minutes of the Board Meeting held Friday, October 23, 2020 be adopted as read.

Moved by: B. Crombie Seconded by: A. Boughton

<u>CARRIED</u> 01-11-20

BOARD MEMBER QUESTIONS and/or ANNOUNCEMENTS

Chief N. Duraiappah provided announcements of the operation and conclusion of Project Siphon. Chief N. Duraiappah provided an update on the Gang Violence Reduction Strategy.

Chief N. Duraiappah acknowledged PRP Member F. Ismail for receiving the *Human and Civil Rights Award* and recent promotion.

Chief N. Duraiappah acknowledged PRP Member M. Baccarin for receiving the *Global News Greater Toronto Award for Community Engagement*.

DEPUTATIONS

2. **Deputation -** Stop Police Profiling Group and Workplace Abuse Group.

Resolution:

That the deputation be received.

Moved by: N. Iannicca Seconded by: A Boughton

CARRIED 02-11-20

2.1 Deputation - Advocacy Peel and QTIBIPOC Sauga.

Resolution:

That the deputation be received.

Moved by: N. lannicca Seconded by: A. Attia

<u>CARRIED</u> 02.1-11-20

PRESENTATIONS

3. 2021 Peel Regional Police Draft Budget – The Board considered a report dated November 19, 2020 from Chief N. Duraiappah. The report provided the Board with the 2021 Peel Regional Police Draft Budget.

Chief N. Duraiappah presented the Board with the 2021 Peel Regional Police Draft Budget.

Resolution:

That the presentation be received;

AND FURTHER THAT, the Board approve the 2021 Draft Current budget in the amount of \$462,500,000 consisting of:

- a) Peel Regional Police Services Board \$860,330; and
- b) Peel Regional Police -\$461,639,670;

AND FURTHER THAT, the 2021 Draft Capital Budget totaling \$56,431,000 be approved;

AND FURTHER THAT, the 2021 Draft 10-Year Capital Plan totaling \$597,477,000 be approved in principle for financial planning purposes;

AND FURTHER THAT, the 2021 Draft External User Fees be approved.

Moved by: B. Crombie Seconded by: A. Boughton

<u>CARRIED</u> 03-11-20

NEW BUSINESS

4. Police-Reported Crime Statistics in Canada 2019 – Agency Comparison - The Board considered a report dated November 5, 2020 from Deputy Chief A. Odoardi, Innovation and Technology Command providing the Board with an Agency Comparison.

Resolution:

That the report be received as information.

Moved by: B. Crombie Seconded by: N. Iannicca

CARRIED 04-11-20

5. PSB Financial Management Policy (PRP-FN-007) and Budget Policy (PRP-FN-008) Revisions - The Board considered a report dated November 10, 2020 from Deputy Chief R. Patrick, Corporate Services Command, providing the Board with recommended amendments to the policies. The Finance. Audit and Risk Committee reviewed the policies with a recommendation to forward to the Board for review and approval.

Resolution:

That the Board approve the recommended amendments to Board policies PRP-FN-007 Financial Management and PRP-FN-008 Budget.

Moved by: P. Brown Seconded by: N. Iannicca

<u>CARRIED</u> 05-11-20

6. PSB Procurement Policy (PRP-FN-001) Revisions - The Board considered a report dated November 10, 2020 from Deputy Chief R. Patrick, Corporate Services Command, providing the Board with recommended amendments to the policy. The Finance. Audit and Risk Committee reviewed the policy with a recommendation to forward to the Board for review and approval.

Resolution:

That the Board approve the recommended amendments to Board policy PRP-FN-001 Procurement.

Moved by: A. Attia
Seconded by: A. Boughton

CARRIED 06-11-20

7. Police Service Board – 2021 Proposed Schedule of Section 31 Meetings - The Board considered a report dated November 8, 2020 from R. Serpe, Executive Director providing the Board with the proposed Board meeting schedule for 2021.

Resolution:

That the Board adopt the 2021 Peel Police Service Board Meeting schedule as proposed.

Moved by: P. Brown Seconded by: N. Iannicca

<u>CARRIED</u> 07-11-20

ADJOURNMENT OF PUBLIC MEETING

The	Bo	ard	moved	In C	amera	a at	12:15 p.n	า., ส	adjou	rning	the In-C	camera r	neeting
porti	on	at	12:35	p.m.	and	the	meeting	of	the	Peel	Police	Service	Board
adjo	urn	ed a	at 12:35	5 p.m.									

R. Chatha, Chair
R. Serpe, Executive Director

HOME OWNERS WELFARE ASSOCIATION CONCERNED RESIDENTS OF BRAMPTON ROAD & PUBLIC SAFETY

DELEGATION

JOTVINDER SODHI, SUKHWINDER DHILLON, SUKHJOT NAROO & SUKHVINDER SAMRA, NITIN ARORA, ADELE ROCHON, RAVI MINHAS, KULWINDER CHHINA, PAUL MANN, SYED ABBAS, GURPREET MARWAHA, MOHAMMAD AFZAL



POLICE BOARD SHOULD ACCEPT LONG PENDING DEMAND (POLICE STATION)

- Finally, after several years of continuous delegations/lobbies/ town-halls our request of increased police presence to address road and public safety which is a severe safety concern of taxpayers
- Home Owners Welfare Association & Concerned Residents of Brampton delegation for police station in Brampton was unanimously accepted by the Brampton City Council on November 30th, 2020
- Home Owners Welfare Association & Concerned Residents of Brampton delegation for police station in Brampton was unanimously accepted by the Region of Peel on December 10th, 2020

BRAMPTON RESIDENTS ASKS:

- Increased police presence to control criminal activity
- Police station in Brampton East/West
- Reform new policies to assure public/road safety
- Strict enforcements against criminals
- Public engagement in Advisory board and other reforms
- Support initiatives of "SAFE BRAMPTON" (Home Owners Welfare Association, Concerned Residents, etc)

ADDITIONAL FACTS

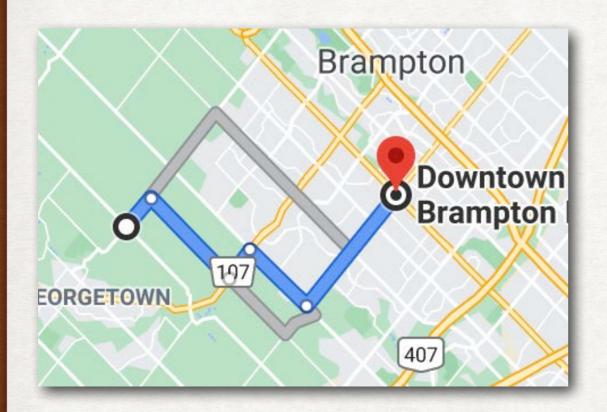
- Due to the recent increase in crime, in Peel, Brampton is in desperate need of a police station due to the on the east side and west side.
- In fairness, Brampton East and West which is more than 20 kilometers away and criminal activities have spiked year by year month by month, and day by day
- The east end of Brampton city (Wards 8, 9, 10) resides approximately 200,000 residents or 1/3 of the city's population had a significant increase in the crimes against person by 50% and crimes against property by 34% leading to residents experiencing anxiety and fear due to increased crime, lack of a police station and extremely delayed response times.

UNFAIR DISTRIBUTION OF POLICE STATION LOCATIONS

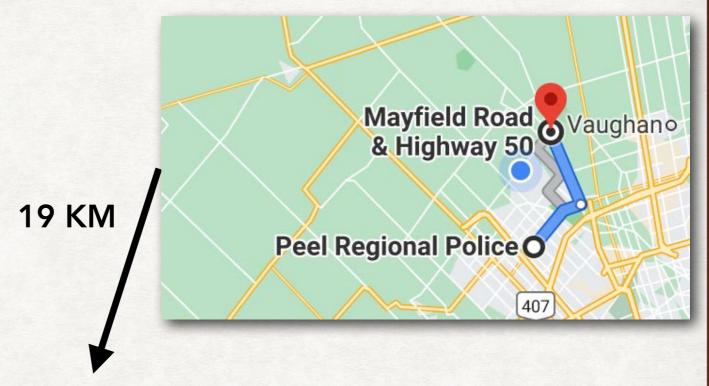
NEWLY DEVELOPED AREAS IN BRAMPTON
HAVE BEEN NEGLECTED

WE DEMAND A POLICE STATION IN BRAMPTON EAST

MAYFIELD AND WINSTON CHURCHILL



MAYFIELD AND HWY 50



DOWNTOWN BRAMPTON



10 Peel Centre Dr C, Brampton



ROAD & PUBLIC SAFETY

WE WOULD REQUEST A SEPARATE MEETING TO INITIATE NEW PROPOSALS TO ELIMINATE PUBLIC CONCERNS OF ROAD SAFETY & SAFETY OF LOVED ONES.

RECENT INCIDENTS:

- 1. Four angels lost their lives due to careless driving
- reform the guidelines to avoid these incidents
- dangerous driving should be taken more seriously
- 2. Ejaz Choudry, who was suffering from Schizophrenia was shot dead by the police.
- The situation was not handled well which resulted in the loss of human life.
- We ask for an independent public inquiry in this situation and other similar ones.
- 3. Daylight robbery at gunpoint in Brampton East
- A car was robbed from a woman at gunpoint
- There should be an increase of police force in the peel region and possibly a police station in Brampton East and West area
- 4. Heavy traffic on Mayfield Rd/Hwy 50/Steeles are causing accidents almost daily (traffic guidelines should be upgraded- willing to provide suggestions)
- Traffic signals at major intersections for left turn, pedestrian signal, timers









TORONTO.CTVNEWS.CA

Mississauga mom says she was Tasered, shot while on the ground following encounter with police on Mother' ...

Another Accident on Gore/Mayfield Road... it's been years we have been requesting/delegating to the CITY OF BRAMPTON for right merging & left turn lane to save human lives...

we contribute millions every year with taxes in the particular subdivision.

DO OUR POLITICIANS CARE?





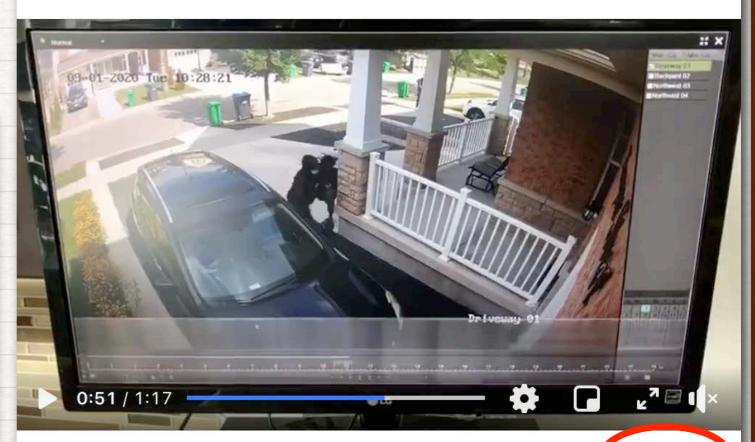
Jotvinder Sodhi

September 1 at 10:33 PM · 🕙

I'm speechless...

Will our mayor/council and police EVER WAKE UP??

Brampton is becoming horrifying and we residents don't feel safe at all!!!





😮🖒 🙀 Sarbjeet Kaur and 116 others

56 Comments 315 Shares

Brampton man who died following 'unprovoked attack' identified as Surajdeep Singh











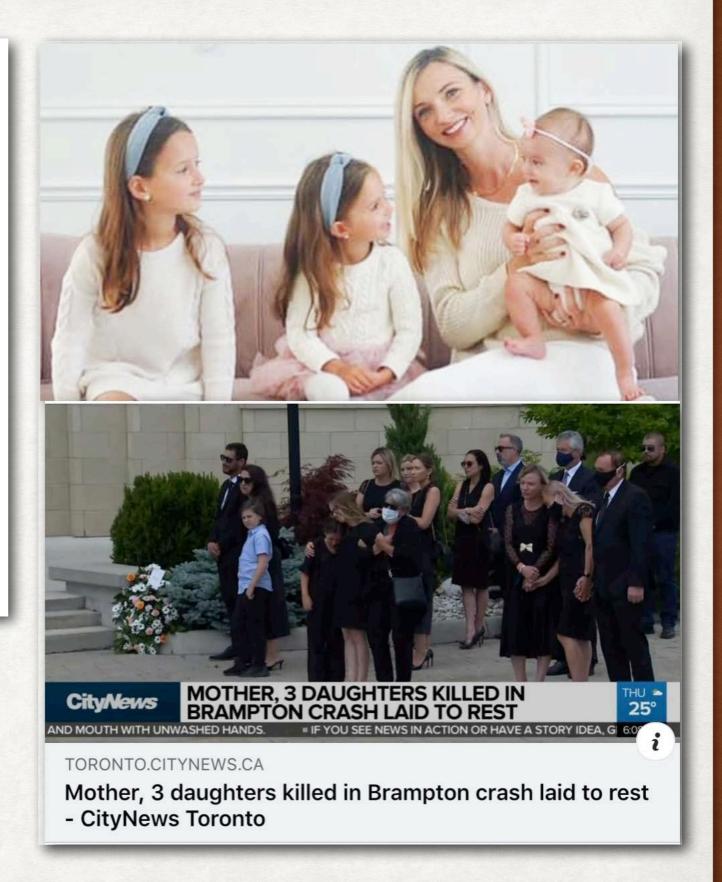
A 16-year-old has been charged with 2nd-degree murder, Peel police say

CBC News · Posted: Aug 14, 2020 8:03 PM ET | Last Updated: August 14



Surajdeep Singh, 22-year-old from Brampton, has been identified as victim in a homicide investigation. (Peel Region Police)

JUSTICE FOR SURAJDEEP SINGH



SOME RECENT INCIDENTS IN THE PAST MONTH

July 24th Brampton- Five men have been arrested in relation to an assault involving sticks and cricket bats

July 27th 4 People injured after being shot outside a Brampton home near Julian/Fitzpatrick Dr.

July 28th A woman is dead and a man is injured after a shooting inside Brampton home in the Deerpark Cres and Fairglen Avenue area

July 31st – Peel Police investigating after body found in a burned-out green space following outdoor fire between 2 homes in Brampton

August 4th- Two men sent to hospital after a double stabbing in an apartment on Lisa St. in Brampton.

August 6th- Brampton gas station robbed at gunpoint in the area of Mayfield & Airport Rd.

August 13th- 26-year-old motorcyclist dead after colliding with a transport truck at Rutherford Rd/Glidden

August 13th- A man is dead after being found with obvious signs of trauma in a Brampton park near Queen Mary Dr. and Whispering Hills Gate

August 13th- A woman has died after being found in a garage

August 14th – A 16-year-old boy has been charged with second degree murder in the death of a 22-year-old man, who was found bloody on Brampton park pathway on Thursday (Surajdeep Singh)

August 21st- Peel Police officer of 13 years charged with fraud after an 11-month probe into allegations of benefits fraud

September 1st- Triple shooting in Brampton. 2 victims in life-threatening condition. First victim located Bovaird/Chinguacousy. Second victim near Hurontario/Steeles.

September 1st- A 12-year-old boy was caught by Toronto Police and OPP after stealing his parents car and going for a joyride on the QEW overnight

September 1st- Daylight robbery for car vehicle at knifepoint in Castlemore (Gardenbrooke Trail)

HOME OWNERS WELFARE ASSOCIATION CONCERNED RESIDENTS OF BRAMPTON ROAD & PUBLIC SAFETY

DELEGATION

JOTVINDER SODHI, SUKHWINDER DHILLON, SUKHJOT NAROO & SUKHVINDER SAMRA, NITIN ARORA, ADELE ROCHON, RAVI MINHAS, KULWINDER CHHINA, PAUL MANN, SYED ABBAS, GURPREET MARWAHA, MOHAMMAD AFZAL





BODY WORN CAMERAS PRP-OP-005

Effective Date: 2021//

Policy Statement / History

The Regional Municipality of Peel Police Services Board (PPSB or "The Board") is committed to ensuring that equitable, transparent, respectful and accountable policing services are provided to all citizens who reside or visit Peel Region. These key tenets of policing services are also in accordance with the fundamental rights guaranteed by the Charter of Rights and Freedoms and the Ontario Human Rights Code. The Board also recognizes the existence of systemic racism across all systems, including policing and the need to elimnate these barriers to ensure fair and equitable policing services in our communities.

The Board recognizes that by recording interactions with members of the public, body-worn cameras (BWC) provide an opportunity to demonstrate the professionalism of PRP Officers while also enhancing transparency and accountability. The body worn camera program will also provide for improvements in law enforcement practices by identifying training opportunities, utilization of the technology to provide enhanced services (alternate approaches to mental health responses) and supervision or discipline. Body worn cameras also enable the timely and fair investigation of any allegations of misconduct against Service Members and a more timely resolution of complaints.

In addition, the body worn cameras and the related digital evidence management solution (DEMS) are an effective tool for gathering, storing and disclosing evidence to the criminal justice system if required.

The Board believes that significant and purposeful consultations with our diverse community will help guide the acceleration of this impactful technology to ensure that the implementation will be fulsome, community oriented, evidence based and fiscally responsible.

It is the purpose of this Policy to authorize the Service to deploy and use BWC / DEMS and to ensure that their use by the Service occurs in such a way as to ensure the following public interests are served:

- · Enhance public and officer safety;
- Enhance public trust, confidence, and police transparency and accountability;
- Enhance commitment to bias-free service delivery by police;
- Provide a tool to facilitate early resolution of complaints; and,
- Provide improved evidence for investigative, judicial, and oversight purposes.

It is therefore the policy of the Board that the Chief of Police shall establish procedures and processes relating to the use of Body Worn Cameras and the related Digital Evidence Management Solution.

1. Policy Requirements

It is the policy of the Board with respect to the use of Body Worn Cameras that the Chief of Police shall:

1. Ensure that all policies and directives governing the use of body worn cameras are drafted in line with the Office of the Privacy Commissioner of Canada's *Guidance for the Use of Body*-

Worn Cameras by Law Enforcement Authorities (2015). It addition, that meaningful consultation occurs with the IPC and best practices continue to be monitored and implemented as they are identified by the relevant Provincial and Federal authorities;

- 2. Ensure that the collection of personal information captured by the cameras aligns with current and relevant legislation that addresses data, information or records storage, access, use and/or disclosure;
- 3. Ensure that all use of body-worn cameras and their recordings is consistent with the *Ontario Human Rights Code*.

When and How to Use Body-Worn Cameras

- 4. Ensure clear direction in the policies and procedures of who shall be equipped with body worn cameras and when the cameras shall be activated.
- 5. Provide guidance to officers on when a body-worn camera must be activated, unless an unexpected and immediate threat to the life or safety of the Service Member or of a member of the public makes it impossible or dangerous to activate the body-worn camera prior to that interaction.
- 6. Establish within the policies and procedures that body-worn cameras will not be used for general surveillance of members of the public.
- 7. Ensure that clear direction is established within the policies and procedures regarding when an officer can and cannot deactivate the body worn camera.
- 8. Ensure that clear guidelines are established within the policies and procedures governing officers from intentionally preventing the body-worn camera from capturing video or audio during an interaction with a member of the public, with the sole exception of temporarily covering the lens to protect the dignity of an individual during situations of a sensitive nature.
- 9. Establish that Officers must inform members of the public that they are being recorded at the earliest opportunity during an interaction;
- 10. Ensure that clear guidelines are established within the policies and procedures addressing privacy considerations in situations where there is a heightened reasonable expectation of privacy.

Controls

- 11. Ensure that the policies and procedures address that if an officer has not recorded in full or in part an interaction with a member of the public, the officer must document the specific reason to why a recording was not made;
- 12. Establish training requirements for officers to fulfill prior to being issued a body-worn camera, and subsequent on-going training requirements;
- 13. Establish a comprehensive auditing schedule to govern and ensure compliance with policies and procedures.
- 14. Establish the framework for discipline of officers who fail to comply with the policies and procedures governing body worn cameras.

Transparency

15. Ensure clear instructions are posted externally providing direction for the public on how to obtain policies and procedures governing body worn cameras and create a reference site where the public can read information on body worn cameras.

Secure Retention and Disposal of Recordings

- 16. In consultation with the IPC, and in accordance with all applicable legislation, establish and ensure that recordings from body-worn cameras, including any meta-data produced by the body-worn cameras or the technology supporting the Service's body-worn cameras, will be:
 - a. Stored on a secure Canadian storage server in accordance with all applicable provincial and federal legislation and security best practices, so as to prevent any editing, tampering and unauthorized access to recordings and meta-data;
 - b. Encrypted within the camera, during transit to the storage server, and while in storage; and;
 - c. Destroyed at the end of their retention period in a secure manner which prevents recovery and unauthorized access to the recordings and meta-data;
- 17. Ensure that the retention periods for data captured by body worn cameras are established in accordance with all applicable legislation and current policies and procedures governing retention periods.
- 18. Establish actions to be taken by the Service in the case of a potential or actual access breach of the Service's data storage services, including breach mitigation and control steps and the steps to notify the public, impacted individuals of the potential breach;

Limited Access to Body-Worn Camera Recordings

- 19. Establish the conditions under which specified individuals may view or receive copies of recordings from body-worn cameras.
- 20. Establish that an audit trail will be created and maintained by the Service, that will identify with respect to every recording the time of access, whether a copy was provided to the requestor, and any information gathered in accordance with section 21.
- 21. Establish that the Chief of Police may initiate the release to the public of recordings from body-worn cameras, taking into consideration relevant factors, including what is consistent with the law and the public interest, and what is reasonable in the circumstances of the case;
- 22. Establish that whenever the Service releases to the public any recordings from body-worn cameras that include images or voice recordings of members of the public:
 - a. the identities of all members of the public captured in the recordings are concealed through measures such as image blurring and voice distortion, unless the Service is required by law to release the recordings in another form; and
 - b. the Chief of Police will include with the release a justification of the public interest in releasing the recording;
- 23. Establish that the Service may only use recordings from body-worn cameras for the purposes of training after the identities of all members of the public captured in the recordings are concealed through appropriate redacting measures.

PEEL POLICE SERVICES BOARD POLICY MANUAL: PRP-OP-005

Furthermore, it is the Policy of the Board that the Chief of Police will ensure that:

24. Recordings from body-worn cameras may not be used in combination with facial-recognition technology, video analytics software, voice recognition software, or to generate a searchable database of images of individuals who have interacted with Service Members, with the exception of comparing images that are directly related to an investigation to a "mug shot" database in a manner approved by the Board;

Auditing

It is also the Policy of the Board that the Chief of Police will:

- 25. Ensure that the Service conducts an annual audit of:
 - a. all incidents concerning which a complaint under the *Police Services Act* was filed during the reporting period,
 - b. a sample of incidents for which a Use of Force form was completed during the reporting period,
 - c. a sample of incidents during the reporting period that were not initiated by a call for service,
 - d. all incidents wherein a body-worn camera was disabled for the purpose of protecting law enforcement strategies in accordance with section 10.b above, and
 - e. a sample of incidents whose retention period has expired during the reporting period;

and which includes a review of body-worn camera recordings for these incidents to ensure that:

- a. The recording begins prior to the beginning of the interaction with the member of the public, and if not, that a satisfactory explanation for the failure to activate the body-worn camera before the interaction began was provided in accordance with the Service's Procedure:
- b. The subject of the recording is informed at the earliest opportunity in the interaction that the interaction is being recorded for video and audio;
- c. Any obstruction of the lens or gaps in the recording are justified and of reasonable duration;
- d. The recording ends:
 - i. After conditions for an exception in accordance with section 7 above have been established; or
 - ii. After the interaction has ended and the Service Member has left the scene;
- e. All access to the recordings was justified and necessary; and
- f. The Service is in compliance with required retention and destruction practices.
- 26. The Board shall review this Policy one year after full deployment of the body-worn cameras by the Service, and thereafter at least once every three years, and make any amendments it

PEEL POLICE SERVICES BOARD POLICY MANUAL: PRP-OP-005

determines are appropriate, having regard to the Policy's purposes, insights gained through the Service's deployment and experience with body-worn cameras, and academic or expert research findings concerning the use of body-worn cameras by police services.

2. Reporting

- 27. The Chief of Police will report the following on an annual basis:
 - a. A summary of any changes to the relevant Procedures made in accordance with this Policy over the reporting period;
 - b. The findings of the annual audit;
 - c. The number of requests made by members of the public to view recordings from bodyworn cameras, and the number and reasons for any refusals to such requests;
 - d. The number of requests made by members of the public to release to the public recordings from body-worn cameras, and the number of reasons for any refusals to such requests;
 - e. The number of recordings released to the public by the Service not based on a request from a member of the public, broken down by the reason for the release;
 - f. The number of complaints received by the Service with regards to use or failure to use of body-worn cameras, a summary of the complaints, and a summary of the dispositions of the complaints during the reporting period;
 - g. The total number of recordings currently stored by the Service beyond the default retention period, broken down by the reason for the extended retention period;
 - h. The number of reports submitted in accordance with section 11, above, documenting the reason for a failure to activate the body-worn camera prior to the beginning of an interaction with a member of the public, and the number of these incidents, if any, which were found to not be in compliance with the Procedure;
 - i. The number of Service Members disciplined for lack of compliance and a summary of the disciplinary measures used;
 - j. The costs and/or savings associated with deployment and use of body-worn cameras in the previous year; and,
 - k. A review of whether the deployment of body-worn cameras is achieving the purposes set by this Policy, and whether their use remains justified in light of these purposes, including, but not limited to:
 - i. Use of Force trends over the past five years;
 - ii. Complaints trends over the past five years;
 - iii. Findings from a survey of public trust in the Service at a timeframe to be determined after a satisfactory implementation period; and
 - iv. Findings from a consultation with impacted and marginalized communities.
- 28. The Chief of Police will also report to the Board on an exception basis and advise the Board Office and file with it a new copy of the Service's Procedure governing body-worn camera use whenever a change is made to the Procedure; and

3. Authority/Legislative Reference

Municipal Freedom of Information and the Protection of the Privacty Act, R.S.O. 1990, c. M.56 Police Services Act, R.S.O. 1990, c. P.15 Board Minute:

PEEL POLICE SERVICES BOARD POLICY MANUAL: PRP-OP-005