

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

25 April 2016 / 25 avril 2016

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

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SUBJECT: WORKFORCE MANAGEMENT REPORT: FIRST QUARTER 2016

**OBJET: GESTION DES EFFECTIFS : RAPPORT DU PREMIER TRIMESTRE DE
2015**

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa prenne connaissance du présent rapport à titre d'information.

BACKGROUND

Section 31(1) of the *Police Services Act* sets out the Ottawa Police Services Board (Board) responsibilities with respect to the provision of adequate and effective police service in the municipality. Under Section 31(1)(a), the Board is responsible for the appointment of sworn members to its municipal police force.

The Board has also requested information be submitted, on a quarterly basis, that captures key elements of the Ottawa Police Service (OPS) workforce activities including hiring, retirements, resignations, promotions and Senior Officers' assignments.

The purpose of this report is to:

1. Identify all new members and fulfill the Board's obligation to approve all appointments of new members;
2. Provide the Board with an overview, both forecast and actual, of workforce management activities that have occurred in Q1 2016, including: sworn officer recruitment, retirements, resignations, promotions and civilian staffing activities;
3. Summarize hiring goals for 2016 including assumptions related to retirements and resignations; and
4. Update the Board regarding the assignment of Senior Officers within the OPS.

Information provided in this report includes names and ranks of employees as governed by the *Municipal Freedom of Information and Protection of Privacy Act*.

DISCUSSION

Sworn Officer Staffing

Forecast of Hiring Requirements

The forecast of sworn officer hiring requirements for the year is developed annually by OPS. It is built around the estimated number of officers that must be hired to fill both new and existing vacant positions.

In developing a hiring plan, five key factors are considered:

1. A new recruit takes nine months, on average, to become deployable;
2. The Ontario Police College (OPC) typically holds three training sessions per year for new recruits;
3. An experienced officer from another police service takes one to two months, on average, to become deployable;
4. Retirements tend to occur at the beginning of each new fiscal year; and
5. A complement carry-over of 40% of the following year's forecasted retirements is needed to ensure that staffing levels in Q1 do not fall below acceptable levels.

2016 Forecast

The 2016 Sworn Officer hiring requirements take into consideration the 25 new positions budgeted in the year, and any change to the number of seconded positions in the organization. It also considers the number of officers over (or under) complement at the beginning of the year, the projected number of retirements and resignations during the year, and how many extra officers will be needed to begin the next year to ensure

staffing levels do not fall below acceptable levels when the majority of retirements occur in Q1.

In 2016, it is expected that 30 officers will retire; another 8 will resign or vacate their position for other reasons and one officer will return from an extended leave of absence. At year end 2015, the OPS was over complement by 28 officers. This year there should be 12 extra officers carried over to help meet operational needs in Q1 2017 when retirement levels are highest.

Q1 2016 Position, Staffing and Hiring Activities

Table 1 below summarizes the 2016 sworn officer forecasted hiring requirements as compared to the actual requirements. It is expected that a total of 46 officers will need to be hired to meet requirements.

In Q1 2016 there were 20 retirements and six resignations from the sworn officer cadre. Annex A to this report lists the names and ranks of the sworn officers who left the employment of OPS in Q1 2016 due to retirement and resignation.

Table 1
2016 Summary of Sworn Officer Hiring Requirements

	Forecasted Hiring Requirements	Q1 Actual	Q2 Forecast	Q3 Forecast	Q4 Forecast	Hiring Requirements	Hiring Plan (see Table 2)
	Original						
Position Change							
Strategic Growth	25	0	0	25	0	25	
Operational Backfill	0	0	0	0	0	0	
Staffing Changes							
Complement (overage)/underage from 2015	-28	-28	0	0	0	-28	
Retirements/LSER	30	20	5	4	1	30	
Resignations	8	6	1	1	0	8	
Other *	-1	0	-1	0	0	-1	
Complement carry-over to 2017	12				12	12	
Total	46	-2	5	30	13	46	46
*Includes long term vacancies (LTV), leave of absence (LOA) and deaths. Names will not be disclosed due to confidentiality.							
Complement Carry-Over is based on 40% of following year's Forecasted Retirements.							

Table 2 below summarizes the 2016 Sworn Officer Hiring Plan which sees the Service hiring a total of 46 new police officers. The class sizes have been adjusted and now include an experienced officer component in April as well. Hiring activities will span the Q2 to Q4 period. Currently, there is a 22 person class at PDC that has just returned from OPC. These officers will be deployed in May with coach officers.

Table 2**2016 Sworn Officer Hiring Plan**

Hire Date	Intake	Original Hiring Plan	Q1 Actual	Q2 Forecast	Q3 Forecast	Q4 Forecast	Revised Hiring Plan
New Recruits							
Apr 2016	Intake R1	20	0	20	0	0	20
Aug 2016	Intake R2	8	0	0	8	0	8
Dec 2016	Intake R3	18	0	0	0	17	17
Experienced Officers							
Apr 2016	Intake E1	0	0	1	0	0	1
Total		46	0	21	8	17	46

Q1 2016 Sworn Officer Promotions

Sworn officer promotions in OPS are generally made on a quarterly basis, taking into account the number of vacancies arising through attrition. This activity is detailed in Table 3 below. Annex B lists the names of the 14 sworn employees promoted in Q1 2016.

Table 3**Q1 2016 Sworn Officer Promotions**

	Superintendent	Inspector	S/Sergeant	Sergeant	Total
Q1 Sworn Officer Promotions	0	2	7	5	14

Civilian Staffing

2016 STAFFING PLAN

Civilian staffing is driven each year by many of the same factors that influence Sworn Officer hiring, but the volume and timing can be somewhat more difficult to predict. The 2016 plan forecasts 139 actions. This number has four components:

1. 59 staffing actions to fill vacant permanent positions as a result of promotions, retirements, resignations and operational backfill positions;
2. 50 staffing actions to fill medium-to-long-term temporary requirements;

3. 20 staffing actions to fill short-term (four months or less) temporary requirements;
and
4. 10 staffing actions to fill casual opportunities.

Table 4 below outlines the civilian staffing plan by category.

**TABLE 4
2016 CIVILIAN STAFFING PLAN**

2016 Employee Services Staffing Plan							
	2016 Forecasted Actions		Q1 Actual	Q2 Forecasted	Q3 Forecasted	Q4 Forecasted	2016 Total Staffing Actions
New Position							
Permanent position conversion (sworn to civilian)	1		0	1	0	0	1
Existing Vacancies							
Permanent Operational Backfill (Communication Centre)	4		1	3	0	0	4
Permanent Civilian hires	54		8	15	16	15	54
Temporary Assignments	50		17	12	12	9	50
Temporary Opportunities	20		3	5	6	6	20
Casual Hiring	10		0	10	0	0	10
Total Staffing Actions	139		29	46	34	30	139

Q1 2016 ACTIVITIES

In total 29 staffing actions were completed in Q1, comprised of nine permanent positions to address attrition and operational backfills as well as 20 temporary assignments. In Q1 2016, OPS had five civilian retirements and two civilian resignations. Annex C to this report lists the names and positions held by these civilian members.

Annex D to this report lists the names of the seven new permanent civilian employees hired in Q1 2016. Annex E to this report lists the names of the two permanent civilian members in new permanent positions as of Q1 2016.

Table 5 provides the demographic overview of the seven new civilian employees.

**TABLE 5
DEMOGRAPHIC HIGHLIGHTS OF NEW OPS CIVILIAN EMPLOYEES
Q1 2016 HIRING ACTIVITIES**

	TOTAL NUMBER	MEN	WOMEN	AVERAGE AGE	ENGLISH AND FRENCH SPEAKING	OTHER LANGUAGES	RACIALIZED	EDUCATION
Q1 Civilian Hires	7	3	4	40	6	n/a	0	1 - Masters Degree 2 - University Degree 3 - College Diploma 1 - High School

Senior Officers' Assignment Update

Table 6 outlines the Directorates and special assignments of OPS Senior Officers as of March 30, 2016.

Sworn

Vacant Permanent Positions – There are currently three vacant positions: two Superintendents and one Inspector. Acting Superintendent Mark Ford is assigned to the Superintendent Executive Officer position and is also playing a leadership role in the Service Initiative project. Acting Superintendent Bell is assigned the Superintendent Resourcing & Development position. Acting Inspector Kilcollins is assigned to the position of Inspector Material Management.

The temporary vacancies created by these assignments are all being backfilled by members of the OPA. Acting Inspector James Elves is assigned to the Inspector, Courts/Temp Custody position, and Acting Inspector Carl Cartright is assigned to the

position of Duty Inspector. Acting Inspector Sean McDade is backfilling for a temporary vacancy.

Secondments – One SOA sworn member is on secondment (Superintendent Ty Cameron).

Projects –There is one SOA sworn member in an acting assignment and five SOA sworn members on temporary assignments due to ongoing projects within the organization. Paul Johnston has been made an Acting Superintendent and is assigned to the Sworn Transfer Process Project. Acting Superintendent Mark Ford is assigned to the SI project; Inspector Rheaume is assigned to the Inspector, Executive Officer Position; and Inspector Murray Knowles is assigned to the Inspector 2017 Planning position. Inspector Mike Laviolette is temporarily backfilling for Acting Superintendent Johnson and Inspector Michel Marin is backfilling for Inspector Knowles.

Three sworn members of the OPA are acting as Inspectors as a result of OPS projects. Acting Inspector Robert Drummond is assigned to the Service Initiative Project as Operational Lead. Acting Inspector Jamie Dunlop is filling the role of Duty Inspector to backfill for Inspector Marin and Acting Inspector Donna MacNeil-Charbot is backfilling for Inspector Laviolette.

Civilian

Vacant Permanent Positions – Staffing processes are currently underway for two SOA vacant civilian positions: the Director of Employee & Labour Relations, and Legal Counsel. In the interim, one SOA member is acting as Director, Employee & Labour Relations (Nancy Burrows). The temporary vacancies created by this assignment are being backfilled. One member of the SOA is acting in the Manager position (Allison Chapman) and one member of the OPA is acting in the Advisor role (Lisa Bianco). One SOA member is acting in the temporary position of Director, Strategic Staffing & Talent Development (Arni Ahronson).

Projects - There are three SOA civilian members in temporary assignments due to ongoing project work. Randy Mar is assigned to the Service Initiative Project. Angela Slobodian is leading the Wellness Project. Four members of the OPA are acting as SOA members (Mary Deavey, Debbie Erfle-Storie, Cameron Hopgood, and Darren Macpherson) to backfill a role while SI and the Wellness Project are underway and to fulfil leadership roles in the BIS Implementation and the Civilian JE and Payroll Transition Projects.

Table 6

Senior Officer's Assignment Report

		Ext	Incumbent	Comments
1	Office of the Chief	Superintendent, Executive Officer	4956 Vacant Ford, Mark (Acting) <i>Insp. Chris Rheume is currently working as Inspector, Executive Officer as well as Inspector, Professional Standards & Quality Assurance</i>	Jun 8/15 to Jun 7/16
2		Director, Community Development	5837 Snoddy, David	
3		Director, Corporate Communications	5630 Steinbachs, John	
4		Director, Planning, Performance & Analytics	4110 Mar, Randall Hopgood, Cameron, Mgr, Business Performance (Acting)	Oct 12/15 to Apr 29/16 May 26/14 to May 27/16
5		Inspector, Professional Standards & QA	5232 Rheume, Christopher <i>Currently working as Inspector, Executive Officer as well as Inspector, Professional Standards & Quality Assurance</i>	
6	Corporate Services	Executive Advisor, Respect, Conduct, and Values	5971 Aarenau, Deborah	
7	Legal Services	General Counsel	5938 Huneault, Christiane	
8		Legal Counsel	5938 Vacant	
9	Corporate Support Directorate	Inspector, Materiel Management	3813 Vacant Kilcollins, Jeff S/Sgt Staffing Officer CID (Acting)	Jun 8/15 to Jun 8/16
10		Director, Police Facilities	4154 Mills, Pam	
11		Chief Financial Officer	4686 Letourneau, Jeff	
12		Chief Information Officer	4777 Steeves, Daniel	
13	Resourcing & Development Directorate	Superintendent, Resourcing and Development	5210 Vacant Bell, Steven Inspector Courts/Temp Custody (Acting)	Feb 1/16 to Jul 31/16 Feb 1/16 to Jul 31/16
14		Director, Human Resources	5439 Rathwell, Michelle	
15		Director, Employee & Labour Relations	5543 Vacant Burrows, Nancy, Mgr Labour Relations (Acting)	Aug 24/15 to Jun 30/16
16		Inspector, Recruitment and Training	4135 McGetrick, John	
17		Manager, Health, Safety & Lifestyles	4149 Slobodian, Angela MacPherson, Darren, Health & Safety Advisor (Acting)	Feb 8/16 to Dec 31/16
18		Manager, Labour Relations	5799 Burrows, Nancy Chapman, Allison, Labour Relations Advisor (Acting)	Aug 24/15 to Jun 30/16
19		Manager, Talent Development & Perf. Mgmt	4422 Ahronson, Arni	
20		Labour Relations Advisor	5844 Chapman, Allison Bianco, Lisa, Professional Standards Prg Coordinator (Acting)	Jan 25/16 to Sept 30/16

21	Criminal Investigations Directorate	Superintendent, CID	4108	Sweet, Donald (Acting D/C) McKenna, Joan, Insp Investigative Support (Acting)	Mar 8/16 to Apr 16/16 Mar 8/16 to Apr 16/16
22		Inspector, Special Operations	2722	Renwick, Christopher	
23		Inspector, Major Case Investigations	5469	Maxwell, John	
24		Inspector, Investigative Support	4108	McKenna, Joan	
25	District Directorate	Superintendent, District Services	5620	Delaney, Daniel	
26		Inspector, Central District Community	4914	Lavolette, Michael MacNeil-Charbot, S/Sgt Crime Prevention (Acting)	Feb 15/16 to Aug 15/16
27		Inspector, Central District Investigations	5582	Johnston, Paul Lavolette, Michael, Insp Central District Community (Temp)	Mar 8/16 to Aug 15/16
28		Inspector, District East	3211	Flanagan, Patrick	
29		Inspector, District West	2695	Hartley, Sterling	
30		Inspector, District Support	3213	Youngson-Larochelle, Tessa	
31	Patrol Directorate	Superintendent, Patrol Services	4300	Flanagan, Michael	
32		Platoon Inspector Central	5365	Ryan, Michael	
33		Platoon Inspector West	4600	Bhatnagar, Samir	
34		Platoon Inspector East	3013	Kingham, Ian	
35	Support Services Directorate	Superintendent, Support Services	5585	Jaswal, Uday	
36		Inspector, Courts/Temp Custody	2696	Bell, Steven Elves, James, S/Sgt HROM (Acting)	Feb 1/16 to Jul 31/16
37		Inspector, Communication Centre	5550	Gallant, Paul	
38	Emergency Operations Directorate	Superintendent, EOD	2410	Nystedt, Scott	
39		Inspector, EOD	2290	Knowles, Murray Marin, Michel, Duty Inspector (Temp)	Dec 7/15 to Jan 29/17
40		Inspector, Business Continuity	2411	Maloney, Michael	
41		Duty Inspector	2235	Marin, Michel Dunlop, Jamie, S/Sgt Partner Assault (Acting)	Dec 7/15 to Jun 6/16
42		Duty Inspector	2174	McLaren, Sandra	
43		Duty Inspector	2371	Patterson, Mark	
44		Duty Inspector	2376	Ford, Mark Cartright, Carl, S/Sgt District Inv East (Acting)	Jun 14/15 to Jun 13/16
45		Duty Inspector	2370	Medeiros, John	
46		Duty Inspector	2327	Rosa, Gina McDade, Sean, S/Sgt Public Safety (Acting)	Oct 28/13 to Apr 20/16
47		Special Assignments	Superintendent, Secondment		Cameron, Tyrus (seconded to EAUM)
48	A/Superintendent, Sworn Transfer Process		5582	Johnston, Paul (Acting)	Aug 3/15 to Apr 29/16
49	A/Superintendent, Program Sponsor/PPA		4956	Ford, Mark (Acting)	Jun 8/15 to

				Jun 7/16
50	Inspector, Executive Officer	5232	Rheaume, Christopher (Temp)	May 26/14 to May 27/16
51	Inspector, 2017 Planning	2225	Knowles, Murray, Insp EOD (Temp)	Dec 7/15 to Jan 29/17
52	SI - Insp Operational Lead	4920	Drummond, Robert S/Sgt Major Crime (Acting)	Nov 16/15 to May 15/16
53	Director, BIS Implementation	5297	Deavey, Mary, Mgr Records (Acting)	Jun 17/13 to Dec 31/16
54	Director, SI Control Centre	5564	Mar, Randall (Temp)	Jan 5/15 to May 1/16
55	Director, Wellness Project	5464	Slobodian, Angela, Mgr Health, Safety & Lifestyle (Acting)	Feb 8/16 to Dec 31/16
56	Director, Strategic Staffing & Talent Development	4422	Ahronson, Arni, Mgr Talent Development & Perf. Mgmt (Acting)	Feb 8/16 to Dec 31/16
57	Project Manager, Civilian JE/Payroll Transition	5825	Erfl-Storie, Debbie, Mgr Court Liaison (Acting)	Feb 3/14 to Jun 30/16

SUPPORTING DOCUMENTATION

Annexes:

Annex A – 2016 Q1 Sworn Officer Retirements and Resignations

Annex B – 2016 Q1 Sworn Officer Promotions

Annex C – 2015 Q4 Civilian Retirements & Resignations

Annex D – 2015 Q4 Permanent Civilian Hires

Annex E – 2015 Q4 Civilians in New Permanent Positions

CONCLUSION

This report provides an overview of the activities that have occurred in the Q1 to fulfill the goals of the workplace plans. Staff will provide an update on Q2 activities at the July 2016 Board meeting.

ANNEX A**Q4 2015 SWORN OFFICER RETIREMENTS**

	NAME	DIRECTORATE	SECTION	RANK	RETIREMENT DATE/LONG- TERM LEAVE DATE
1.	Mike Callaghan	Patrol	Platoon West	Inspector	1 January 2016
2.	Francois Corkery	District	Front Desk East	Constable	4 January 2016
3.	Richard Dobrzanski	Support Services	Courts	Constable	4 January 2016
4.	Lancelot Bennett	Emergency Operations	Airport	Constable	1 February 2016
5.	Perry Biddiscombe	Criminal Investigations	Forensic Identification	Constable	1 February 2016
6.	Mary-Laurel Boon	Patrol	Platoon West Fixed	Constable	30 January 2016
7.	Randy Brown	Patrol	Platoon East	Sergeant	1 February 2016
8.	Patrick McCaffery	Patrol	Platoon West	Staff Sergeant	1 February 2016
9.	William Murrell	Emergency Operations	Collision Investigations	Sergeant	1 February 2016
10.	Christopher O'Grady	Patrol	Platoon Central Fixed	Constable	1 February 2016
11.	Keith Patrick	Patrol	Platoon East Fixed	Sergeant	1 February 2016
12.	Lynne Turnbull	Resourcing & Development	Professional Development	Staff Sergeant	1 February 2016

			Centre		
13.	Hubert van Wettum	Patrol	Platoon East	Constable	1 February 2016
14.	Patrick Walsh	Patrol	Platoon East	Staff Sergeant	1 February 2016
15.	Scott Brown	Resourcing & Development	Outreach & Development	Inspector	1 March 2016
16.	Anthony Gagnon	Criminal Investigations	Major Crime	Sergeant	1 March 2016
17.	Randy Howlett	Criminal Investigations	Criminal Intelligence	Constable	1 March 2016
18.	Richard Keindel	District	Central District Investigations	Staff Sergeant	1 March 2016
19.	Dan Longpre	Resourcing & Development	Career Development	Staff Sergeant	1 March 2016
20.	Patrick Malone	Resourcing & Development	Professional Development Centre	Sergeant	1 March 2016

Q4 2015 Sworn Officer Resignations

	NAME	DIRECTORATE	SECTION	RANK	RESIGNATION DATE
1.	Jo-ann Molineux	Patrol	Platoon Central Fixed	Constable	2 January 2016
2.	Ahmad Bayaa	District	Front Desk Services	Constable	10 January 2016
3.	Darrin Biggs	Emergency Operations	Collision Investigations	Constable	13 February 2016

4.	Dave Merkel	Office of the Chief	Professional Standards	Sergeant	14 February 2016
5.	Rohan Beebakhee	Support Services	Courts	Sergeant	18 February 2016
6.	Adam Gilbert	District	West NHO	Constable	29 February 2016

ANNEX B**Q1 SWORN OFFICER PROMOTIONS**

	NAME	DIRECTORATE	SECTION	PROMOTED TO	PROMOTION DATE
1.	Sandra McLaren	District	Collision Reporting Centre	Inspector	29 February 2016
2.	Mark Patterson	Criminal Investigations	Drugs	Inspector	29 February 2016
3.	Jamie Aldrich	Criminal Investigations	Robbery	Staff Sergeant	9 February 2016
4.	Rick Carey	Criminal Investigations	Surveillance	Staff Sergeant	9 February 2016
5.	John Ferguson	Patrol	Platoon B West	Staff Sergeant	9 February 2016
6.	Patricia Ferguson	Patrol	Platoon C Central	Staff Sergeant	9 February 2016
7.	Will Hinterberger	Criminal Investigations	Hate Crime/Extremism	Staff Sergeant	9 February 2016
8.	Heather Lachine	District	Youth	Staff Sergeant	9 February 2016
9.	Debbie Palmer	Criminal Investigations	HROM	Staff Sergeant	9 February 2016
10.	Michael Azar	Criminal Investigations	Criminal Intelligence	Sergeant	9 February 2016
11.	Shane Henderson	Criminal Investigations	Breaking & Entering	Sergeant	9 February 2016
12.	Pascal Labine	Criminal Investigations	Polygraph	Sergeant	9 February 2016

13.	Frank Nadanyi	Patrol	Platoon West Fixed	Sergeant	9 February 2016
14.	Cory Robertson	Criminal Investigations	Criminal Intelligence	Sergeant	9 February 2016

ANNEX C**Q1 2016 CIVILIAN RETIREMENTS**

	NAME	DIRECTORATE	SECTION	PERMANENT POSITION	RETIREMENT DATE/LONG-TERM LEAVE DATE
1.	Kelly Burke	Patrol	Directorate Support	Administrative Assistant	1 February 2016
2.	Ludmila Goldfarb	Corporate Support	BIS Business Solutions	Database Administrator	1 February 2016
3.	Rita Trachy	Support Services	Switchboard	Switchboard Operator	1 February 2016
4.	Jeffrey Biddiscombe	Corporate Support	Fleet	Fleet Attendant	23 February 2016
5.	Patricia Edwards	Support Services	Courts	Court Coordinator	1 March 2016

Q1 2016 CIVILIAN RESIGNATIONS

	NAME	DIRECTORATE	SECTION	PERMANENT POSITION	RESIGNATION DATE
1.	Daniel Malloy	Corporate Support	BIS Infrastructure	Team Lead Infrastructure Support	23 January 2016
2.	Cristian Pergel	Corporate Support	BIS Business Solutions Support	Internet/Intranet Analyst	31 March 2016

ANNEX D**Q1 2016 PERMANENT CIVILIAN HIRES**

	NAME	DIRECTORATE	SECTION	PERMANENT POSITION	START DATE
1.	Jesseca Lawrence	Support Services	Communications	Comm Centre Clerk	4 January 2016
2.	Sarah West	Support Services	Call Centre	Call Centre Agent	8 January 2016
3.	Pauline Dicaire	Corporate Support	Facilities	Sr. Project Manager Capital Projects	11 January 2016
4.	Jeff Letourneau	Corporate Support	Finance	Chief Financial Officer	11 January 2016
5.	France Paquette	Criminal Investigations	Imaging Services	Corporate Imaging Specialist	11 January 2016
6.	Rupert Johnson	Corporate Support	BIS Projects	Project Manager BIS	25 January 2016
7.	Kiran Seneviratne	Corporate Support	BIS Infrastructure	Sr. Network Security Specialist	8 February 2016

ANNEX E**Q1 2016 CIVILIANS IN NEW PERMANENT POSITIONS**

	NAME	DIRECTORATE	SECTION	PERMANENT POSITION	START DATE
1.	Iulia Pergel	Corporate Support	BIS	Database Administrator	1 February 2016
2.	Ken Millar	Corporate Support	BIS Infrastructure	Team Lead Infrastructure Support	28 March 2016