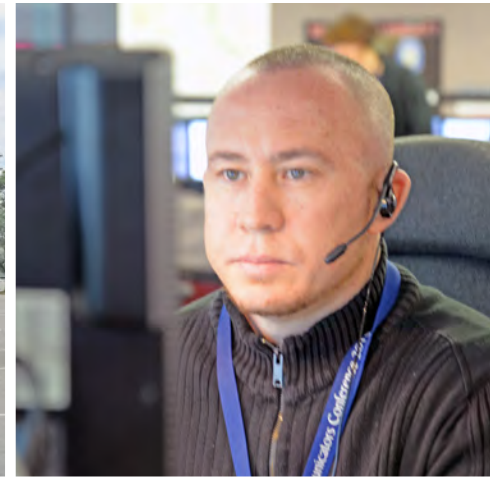


ANNUAL REPORT  
**2016**



A Safer Community Together



# MEDALS OF BRAVERY

## Awarded to Peel Regional Police Officers



Constable Mike Klarenbeek

Constable Dave Lakha

### CANADA MEDAL OF BRAVERY

*On October 28, 2016, Constables Mike Klarenbeek and Dave Lakha were awarded Medals of Bravery by the Governor General of Canada David Johnston for stopping an armed man at the A. Grenville & William Davis Court House in Brampton.*

*“You’ve shown compassion for complete strangers. You’ve shown us what love of your fellow citizen truly looks like. Thank you for what you’ve done. It’s a privilege to honour you with the Decorations for Bravery.”*

---

HIS EXCELLENCY THE RIGHT HONOURABLE DAVID JOHNSTON  
CC, CMM, COM, CD  
Governor General of Canada



Constable Kevin Morrison

### ONTARIO MEDAL FOR POLICE BRAVERY

*On November 24, 2016, Constable Kevin Morrison was awarded a Medal of Bravery by the Lieutenant Governor of Ontario Elizabeth Dowdeswell for saving two residents trapped in a burning home in Mississauga.*

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## SUCCESS AND PROGRESS

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# MESSAGE FROM THE CHAIR



On behalf of the Police Services Board, I would like to recognize the accomplishments of my colleagues on the Board and the Peel Regional Police over the past year.

During my first year as Chair, the Board accomplished a great deal and I am very pleased with our progress on several fronts. As we continue to move forward on our overall goal of modernizing policing in Peel, the Board will continue to work together with the police service and members of the community to ensure the delivery of high quality service in an open and transparent manner.

The 2016 Annual Report highlights Peel Regional Police's performance over the past year under the framework of the 2014-2016 Strategic Plan.

Throughout 2016, the Police Services Board and the Peel Regional Police sought direct input on the current and future delivery of policing services from the community and employees to assist in developing a new Strategic Plan that ensures we continue to be a leader in policing. The Police Services Board looks forward to building on Peel Regional Police's past successes and challenges under the new 2017-2019 Strategic Plan that reflects the vision of the Board, the police service and the entire community.

The Board very much supports the notion of people working together, inside the Service, as well as outside, to serve the citizens of Peel. We will continue to work with the community by providing more information for improved transparency and obtain input in the advancement of the police service. The Board is taking several initiatives to this end:

- The Board has begun broadcasting the public portion of Board meetings on Rogers Cable Television and simulcast through our website;
- We have begun posting all public reports and agendas on our website;
- For the first time ever – our budget meetings have been opened to the public; and
- Finally, the Board is in the process of opening up a large portion of committee deliberations to Peel residents.

"Police are the public and the public are the police;" this is living evidence of Sir Robert Peel's 7th principle of law enforcement. In essence, a police service must be made up of members of the entire community it serves – and must reflect the community population. Working together, the police and the community, creates great power and potential. The Board is determined to work collaboratively with these stakeholders as we move forward.

We have much to be proud of in Peel Region – especially pride in our police service, which we all want to be the best in Canada. I would like to thank the Chief, our sworn and civilian employees who continue to serve our community with integrity, professionalism, compassion, dedication and courage. We have one of the finest police services in Canada and are committed to keeping Peel Region a safe community.

AMRIK SINGH AHLUWALIA  
Chair

Regional Municipality of Peel Police Services Board





## MESSAGE FROM THE CHIEF

I am pleased to present Peel Regional Police's 2016 Annual Report. The report highlights many of the successful initiatives, investigations, programs and partnerships that Peel Regional Police have worked so hard to achieve together with the community over the past year.

This was a notable year for Peel Regional Police, our 2016 Community Survey revealed that 93% of residents are satisfied with the work of Peel Regional Police. This represents our highest rating ever. Nine out of 10 residents surveyed said they felt safe in their neighbourhoods and are satisfied with the quality of services we provided when responding to problems in their communities and preventing crime. We are proud of these achievements, and we will continue to work with the community to provide community-based policing initiatives, including our Community Mobilization Teams, which provide increased police visibility in the community enhancing public safety.

The end of 2016 marked the completion of our 2014-2016 Strategic Plan and we were successful in realizing the goals it set forth. We made significant progress in many areas including expanding our community engagement through our social media platforms, crime prevention programs, and our Black, Chinese, LGBT, Muslim, Sikh and Youth Advisory Committees. Innovative recruiting initiatives ensure we continue to hire the most qualified candidates and that we are well-positioned to better reflect our community. We have also expanded youth initiatives such as the Youth Cyber Safety Academy and we put more School Resource Officers in schools. Road safety was identified by the community as a top safety concern and in 2016 we continued our traffic education campaigns to keep our roads safe. We also expanded our Conducted Energy Weapons Program providing more non-lethal use of force options to our front-line officers.

The 2017-2019 Strategic Planning process began in 2016 and included community consultation. The new Strategic Plan re-affirms our ongoing commitment to community safety as our highest priority as well as focusing on employee health, wellness and opportunity, fiscal responsibility and policing excellence.

As we look back on 2016 I would like to recognize the hard work and dedication of the Peel Regional Police employees and the many volunteers for their commitment to professionalism as well as my appreciation for the community's continued support. I would also like to thank the Police Services Board, Regional Council, and our many policing partners for their dedication to support our vision of "A Safer Community Together".

Sincerely,

A handwritten signature in black ink that reads "Jennifer Evans".

**JENNIFER EVANS**  
Chief of Police  
Region of Peel



# PEEL POLICE SERVICES BOARD (PSB)



**AMRIK SINGH AHLUWALIA**  
Provincial Appointment  
PSB Chair



**NORMA NICHOLSON**  
Provincial Appointment  
PSB Vice-Chair



**FRANK DALE**  
Chair, Region of Peel  
PSB Member



**LINDA JEFFREY**  
Mayor, Brampton  
PSB Member



**SUE McFADDEN**  
Councillor, Mississauga – PSB Member  
Term commenced January 01, 2017



**JACK PRAZERES**  
Provincial Appointment  
PSB Member



**BONNIE CROMBIE**  
Mayor, Mississauga – PSB Member  
Term ended December 31, 2016



**IN MEMORY OF JOHN ROGERS**  
Provincial Appointment (2012-2016)  
Past PSB Vice-Chair

# CHIEF'S MANAGEMENT GROUP (CMG)



**JENNIFER EVANS**  
Chief of Police



**BRIAN ADAMS**  
Deputy Chief



**DAVID JARVIS**  
Deputy Chief



**CHRIS McCORD**  
Deputy Chief

# POLICING OUR COMMUNITY

Peel Regional Police serves over 1.3 million people that live in the cities of Mississauga and Brampton, and the 44 million travellers who pass through Pearson International Airport annually. In addition to five divisions, Peel Regional Police has three Community Stations serving the public. The Emil V. Kolb Centre for Police Excellence (★) houses many specialized units, including Commercial Auto Crime, Crime Prevention Services, Frauds, Homicide and Missing Persons, Special Victims Unit and many others. Fleet Services, Quartermaster Stores and Telecommunications Systems and Services (TSS) are located in the Materials Management Centre (◆).

## 21 Division

10 Peel Centre Drive, Brampton  
Superintendent Ingrid Berkeley-Brown



## 22 Division

7750 Hurontario Street, Brampton  
Superintendent Stephen Blom



## 12 Division

4600 Dixie Road, Mississauga  
Superintendent Robert Ryan



## 11 Division

3030 Erin Mills Parkway, Mississauga  
Superintendent Deb Pincivero



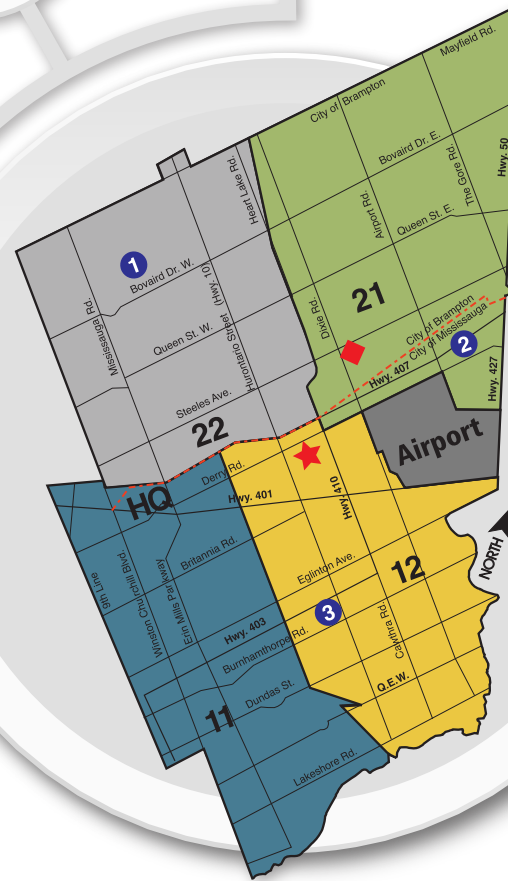
## Airport Division

2951 Convair Drive, Mississauga  
Superintendent Angelia Twiss



**3**  
Community  
Stations

- 1 Cassie Campbell
- 2 Malton
- 3 Square One



# THE YEAR IN NUMBERS

## 105 AUXILIARY VOLUNTEERS

244 Average Hours  
Contributed per Volunteer

1.3 MILLION  
POLICING POPULATION

## 44 MILLION TRAVELLERS

Pass Through Pearson International Airport

## 2,885 EMPLOYEES

Uniform..... 2,015  
Cadet ..... 30  
Civilian ..... 840

596,468  
TOTAL CALLS RECEIVED

54% were 9-1-1 calls

TOTAL CANADIAN CRIMINAL  
CODE OFFENCES  
INCREASE OF  
3.7% OVER 2015

15,923 PERSONS CHARGED

11.7% were  
youth 12 to 17 years-old

## CRIMINAL OFFENCES

OCCURRENCES  
Per Day

Crimes Against Persons ..... 21  
Crimes Against Property ..... 67  
Drug Occurrences ..... 8

## HIGHWAY TRAFFIC ACT ENFORCEMENT

246 ..... CHARGES Per Day  
45 ..... CAUTIONS Per Day



15.3 MILLION  
KILOMETRES TRAVELLED

562 SQUARE KILOMETRES

of Policing Jurisdiction

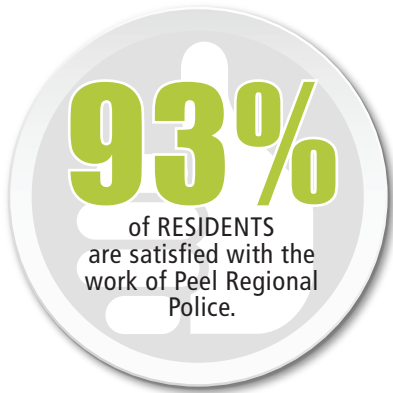
796 VEHICLES IN FLEET

Includes: patrol, investigative, multi-use,  
speciality, bicycles, and marine vessels.

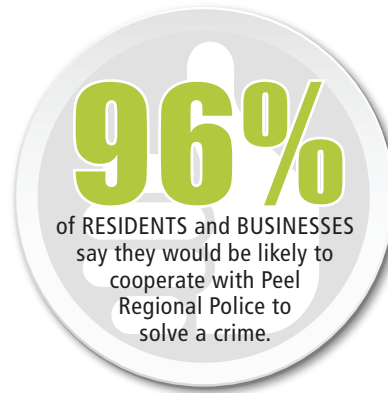


# COMMUNITY RESIDENTIAL AND BUSINESS SURVEYS

SATISFACTION



COOPERATION



# HIGH COMMUNITY SATISFACTION

Satisfaction with the work of Peel Regional Police is at the highest since the surveys began in the early 1990's. In 1994 Peel Regional Police conducted its first comprehensive survey of public opinions. Since that time, Peel Regional Police have regularly surveyed a random selection of households and businesses throughout Brampton and Mississauga, to seek their input into the delivery of policing services. The 2016 Community Residential and Business Surveys were conducted from late June to mid-July by PRA Inc. on behalf of Peel Regional Police. We would like to thank all participants for their input and valuable contribution to the safety and security of our community. Your feedback is important to the strategic planning process, and for the development and delivery of policing services and programs.

## NEIGHBOURHOOD SAFETY



Nine out of 10 RESIDENTS  
feel safe in their neighbourhoods.

## CRIMES OF MOST CONCERN TO...

### RESIDENTS

- Impaired Driving
- Break-Ins and Thefts
- Drug-Related Crime
- School Safety and Bullying
- Fraud and Cyber-Fraud

### BUSINESSES

- Break-Ins and Thefts
- Fraud and Cyber-Fraud
- Impaired Driving
- Drug-Related Crime
- Theft from Vehicles

## QUALITY OF SERVICES

Impressions of Peel Regional Police

**92%** ARE PROFESSIONAL

**91%** ARE COURTEOUS

**90%** TREAT PEOPLE WITH RESPECT

**90%** ARE KNOWLEDGEABLE AND COMPETENT

**86%** TREAT PEOPLE FAIRLY

**85%** CARE ABOUT OTHERS' SITUATIONS

## SATISFACTION

With quality of services provided

**89%** RESPONDING TO PROBLEMS IN THE COMMUNITY

**89%** PREVENTING CRIME

**84%** ENFORCING TRAFFIC LAWS

**83%** ENFORCEMENT OF IMPAIRED DRIVING

**79%** PATROLLING NEIGHBOURHOODS

**74%** INTERACTING WITH YOUTH

For more details on the Community Residential and Business Surveys, visit [peel.police.ca/publications](http://peel.police.ca/publications)

## COMMUNICATIONS CENTRE

**596,468**  
TOTAL CALLS

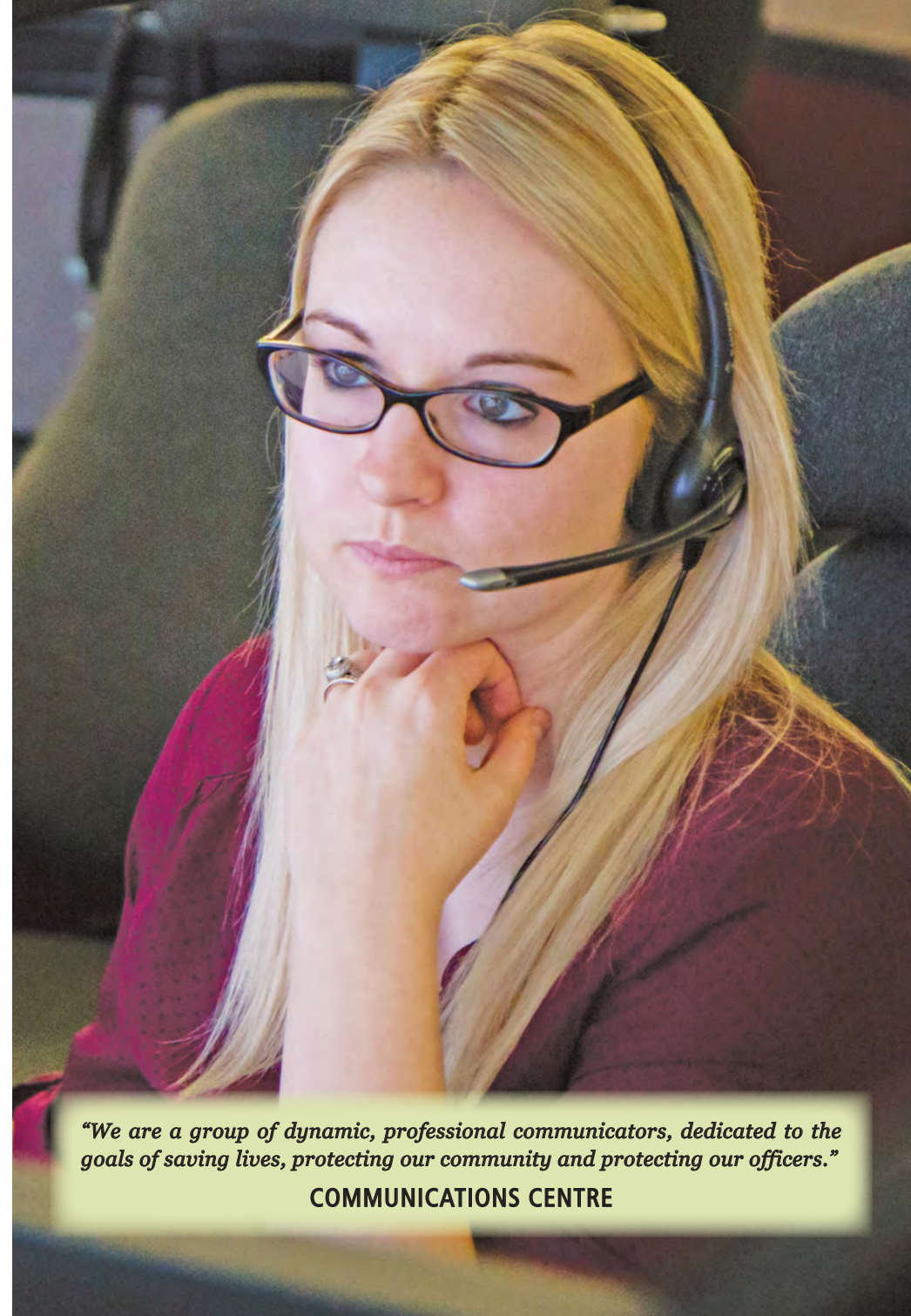
**1,634**  
PER DAY

**319,387**  
9-1-1 CALLS

**875**  
PER DAY

**61,053**  
IMMEDIATE RESPONSE  
REQUIRED

**167**  
PER DAY

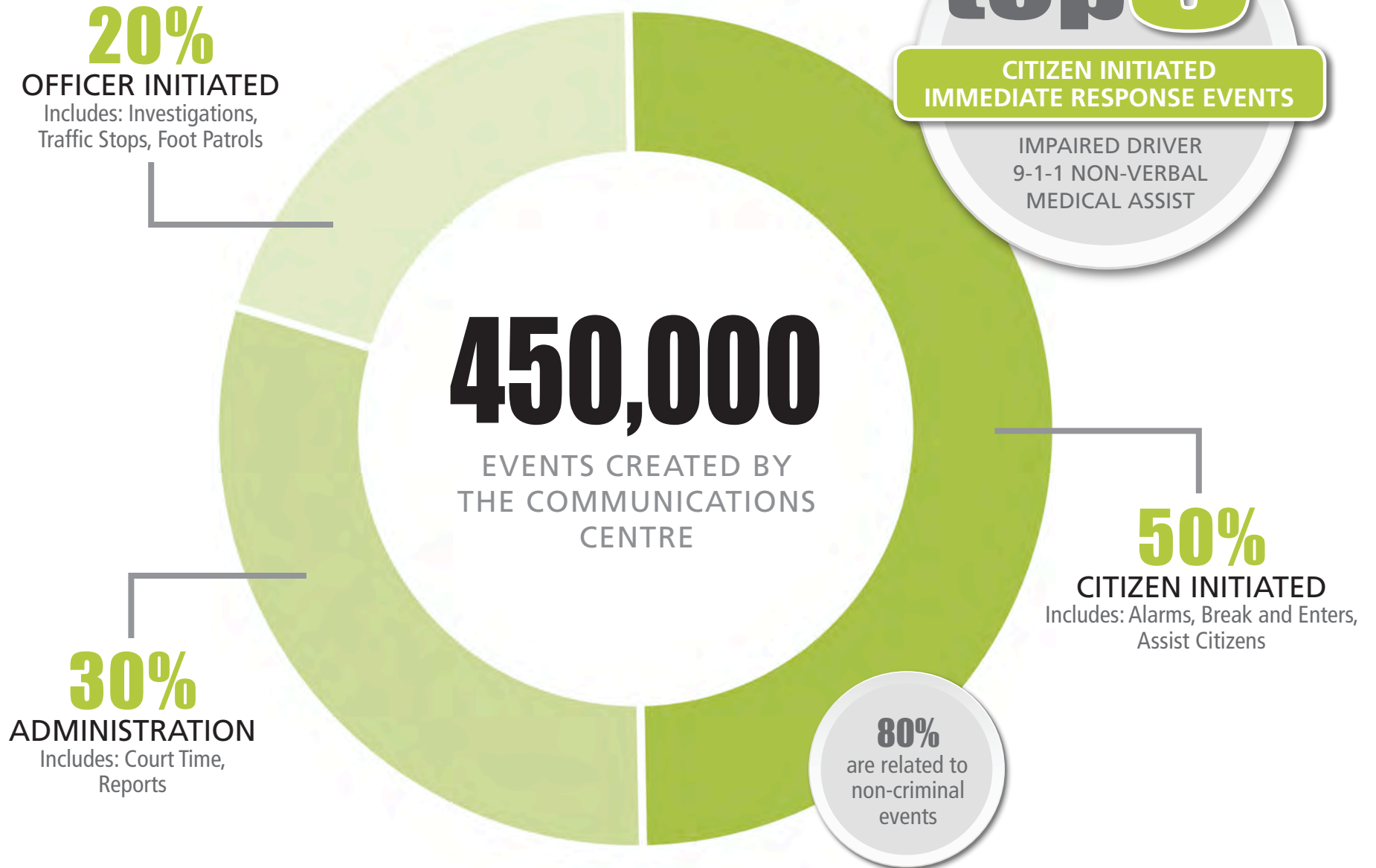


*"We are a group of dynamic, professional communicators, dedicated to the goals of saving lives, protecting our community and protecting our officers."*

**COMMUNICATIONS CENTRE**

# 2016 WORKLOAD

Peel Regional Police is responsible for a variety of activities to ensure public safety. In 2016, the Communications Centre created over 450,000 policing events which include responding to citizen calls, initiating enforcement activities and carrying out administrative duties.



# INVESTIGATIVE ACHIEVEMENTS TOGETHER

Protecting our community through effective investigations and enforcement involves cooperation and team work within our organization, with other police services and with our community partners. The projects highlighted below are a sample of our investigative achievements in 2016 and the successful outcomes that would not have been possible without partnering for "A Safer Community Together."



## Hickory Drive Explosion (Double Suicide)

This investigation was conducted in collaboration with Peel Regional Police's 12 Division Criminal Investigation Bureau, the Office of the Fire Marshall of Ontario, Mississauga Fire and Emergency Services, Peel Regional Paramedical Services, Enersource, Enbridge and the Technical Standards and Safety Authority. The Red Cross also provided community support.

**70**

Families Displaced



**65**

Witnesses Interviewed



**30**

Homes Damaged



**9**

Injured



**6**

Month Investigation



## Project Blue Rock

Solved a series of violent home invasions, a jewelry store robbery, a financial institution robbery and a string of gas station thefts. The victims of the home invasions, which included elderly and children, were assaulted with handguns, duct tape, zip ties and a taser.

Peel Regional Police's Central Robbery Bureau partnered with Peel Regional Police's Crime Prevention Services, the Toronto Police Service, and the Jewelers Vigilance Canada to solve these crimes.

**3**

Arrested



**31**

Charges



INCLUDING:

- Forcible Confinement
- Robbery with a Firearm
- Wear Disguise with Intent
- Assault
- Use Imitation Firearm
- Theft Under

## 21 DIVISION Interdepartmental Break and Enter Project

In response to an increase in daytime residential break and enters in 21 Division, an investigative project was initiated involving 18 officers from various departments of 21 Division.

# 36

Arrested



# 18

Officers Involved



# 73

Charges



### INCLUDING:

- Break and Enter
- Weapons Dangerous
- Breach of Probation/Undertaking
- Controlled Drugs and Substance Act
- Theft of Motor Vehicle

# 3

Month  
Investigation



## Ticket Scam Investigation (Defraud Public)

Arrested a prolific ticket scammer. The accused posed on-line as a concert promoter in order to meet women, and then convince them to allow him to use their bank account in which they would unknowingly receive funds from other victims.

# 180+

North American  
Victims



# 1

Arrested



# 3

Police Services



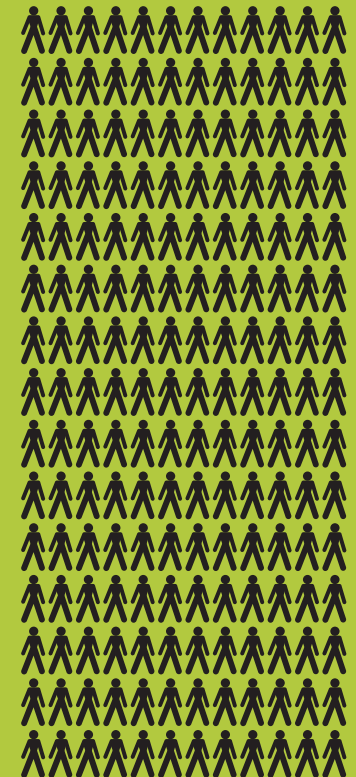
Fraud  
Bureau



Financial  
Crimes Unit



Fraud  
Bureau



## COMMUNITY INVOLVEMENT – GIVING BACK



TOYS FOR TOTS – Toy Drive Erin Mills



COPS FOR CANCER – Cinco de Mayo Breakfast



SPECIAL OLYMPICS – Law Enforcement Torch Run

SINCE 2006  
OVER  
**\$14**  
MILLION

has been raised for various charities through the ongoing efforts of Peel Regional Police and community members.

IN 2016  
OVER  
**\$1.1**  
MILLION  
was raised.



KIDS COPS N' FISHING DERBY



DREAMS TAKE FLIGHT



JDRF – Chief's Dinner and Silent Auction

## COMMUNITY PARTNERS



BIG BROTHERS  
BIG SISTERS  
OF PEEL



CANADIAN  
BLOOD  
SERVICES



CANADIAN  
CANCER  
SOCIETY



Jumpstart



COPS  
FOR  
CANCER



HEART  
AND STROKE  
FOUNDATION



THE  
INSIDE  
RIDE  
beyondkids cancer.ca



Kids, Cops  
& Canadian Tire  
Fishing Days



McHAPPY DAY



PEEL CHILDREN'S AID  
FOUNDATION



RIDE FOR LAND



Special  
Olympics  
Ontario



Tim Hortons  
CAMP  
DAY



TOYS FOR  
TOTS



UNITED WAY  
REGION OF PEEL



VICTIM SERVICES  
OF PEEL



Deputy Chief David Jarvis



MEMBER OF THE ORDER OF MERIT



Staff Superintendent Randy Patrick

# AWARDS AND RECIPIENTS

- Auxiliary Officer Award.....Auxiliary Constable Edward Siu
- Brampton Board of Trade Award ..... Constable Joy Brown
- Civilian of the Year Award ..... Ms. Ann King
- Communications Award ..... Ms. Stephanie Grozier
- Community Hero Award ..... Constables Robert Schembri, Paul Vreughdenhil and Tim Weatherley
- Community Policing Award ..... Constable Sanya Luciani
- Constable Dwayne Piukkala Memorial Award ..... Constable Erik Grant
- Constable Matt Parr Academic Award..... Constables Josh Di Marco, David Elford and Deana Van Raalte
- Constable Matt Parr Impaired Driver Apprehension Award..... Constables Ben French, Taylor Halfyard, Dhiren Khatri, Ian Kosher, Kevin Morrison, Ed Nicholson, Dane Pallett, Mani Sharifi and Dan Simmonds
- Detective Robert Boyne Memorial Award ..... Mr. Alex Papatichidis
- Inspector Frank Fernandes Memorial Award ..... Det. Stephen Lamourie
- Knights of Columbus Humanitarian Award.....Sergeant Harry Tam
- Medals of Bravery ..... Constables Mike Klarenbeek and Dave Lakha
- Officer of the Year Award ..... Constable Elaine Fowler
- Ontario Medal For Police Bravery ..... Constable Kevin Morrison
- OWLE Leadership Award ..... Staff Sergeant Dawn Orr
- OWLE Team Endeavour Award ..... Ms. Sharon Appleby and Ms. Bonnie Marks
- Paul Schram Memorial Award..... Ms. Lisa Czyrka
- Police Services Board Commendations .... Constables Aaron Cook, Chris MacDonald, Robert Schembri, Paul Vreughdenhil, and Tim Weatherley

## PROMOTIONAL LIST

### SUPERINTENDENT

- Ingrid Berkeley-Brown
- Barry Dolan
- Debra Pincivero
- Graham Symington
- Angelia Twiss

### INSPECTOR

- Scott Clair
- Navdeep Chhinzar
- Dermot Coughlan
- Mike Donnelly
- Gary Eng
- Glenn Margison
- Martin Ottaway
- Joseph Paolini
- Daniel Richardson
- Donald Ross
- Robert Shearer
- Jean Paul St. Jules

### STAFF SERGEANT / DETECTIVE SERGEANT

- Gregory Amoroso
- Tim Aumell
- Sean Brennan
- J. Todd Christie
- Andrew Cooper
- Raffaella D'Angela
- William Ford
- Winston Fullinfaw
- Natalie Hiltz
- Brian Kennedy
- Todd Leach
- Carolyn Molyneaux
- Robert Smith
- Rory Steele
- Gordon Wong



## PROMOTIONAL LIST

### SERGEANT / DETECTIVE

Heidi Adams  
 James Adams  
 Dennis Ashby  
 David Bush  
 John Carrabs  
 Harry Dhillon  
 Christopher Dickson  
 John Drummond  
 Alison Fraser  
 Joel Genoe  
 Matthew Glendinning  
 Sven Hapke  
 Jeff Hawkins  
 Scott Hogan  
 Khushraj Klair  
 Michael MacDougall  
 Paul MacLeod  
 Jeff Mason  
 Shane McFadden  
 Michael McKenzie  
 Warren McPherson  
 Chad Mitchell  
 Tim Murphy  
 Tracy Noonan  
 Jakub Ostaszewski  
 Wayne Patterson  
 Andrew Perry  
 Mike Pigeau  
 Steve Roy  
 Christopher Salmon  
 Darlene Smith  
 Douglas Tracey  
 J.P. Valade  
 Leslee Whidden  
 Kirk Williams  
 James Zuccherro

## SUPERVISOR C.A.R.E.S. AWARDS CARES • ASSISTS • RECOGNIZES • EMPOWERS • SEEKS



Sergeant Fortunato Manvati  
 SUPERVISOR – OFFICER OF THE YEAR



Ms. Rita Poetzsch  
 SUPERVISOR – CIVILIAN OF THE YEAR

## POLICE EXEMPLARY SERVICE BAR AND MEDALS

### 40 YEARS

S/Sgt. Ronald (Keith) Brodie  
 Cst. William Yakimishyn

### 30 YEARS

Sgt. Heather Andrews  
 Det. Jed Barker  
 Insp. Michael Barnhart  
 Supt. Stephen Blom  
 Cst. Beverly Bravener  
 S/Sgt. Buddy Brown  
 D/Sgt. Randall Cowan  
 Insp. Barry Dolan  
 S/Sgt. Larry Gagnon  
 Det. Pirthipal Gill  
 D/Sgt. Gerald Harnden

Cst. Rejean Harvey  
 A/Sgt. David Housdon  
 A/Sgt. Michael Klarenbeek  
 Det. Stuart Kreis  
 A/Insp. Russell Linale  
 Cst. Angelo Marguglio  
 Cst. Thomas McKay  
 D/Sgt. Anthony Melaragni  
 D/Sgt. Carolyn Molyneaux  
 A/Sgt. Sean Picavet  
 Insp. Todd Ruston  
 D/Sgt. Zahir Shah  
 D/Sgt. Thomas Snelling  
 D/Sgt. Michael Trauzzi  
 Cst. Stephen Wolfenden

### 20 YEARS

S/Sgt. Gregory Amoroso  
 Det. Lori Blashuk  
 S/Sgt. Sean Brennan  
 Det. Wendy Britton  
 Det. Jeffrey Callacott  
 D/Sgt. Navdeep Chhiner  
 Cst. Martin Crawford  
 Sgt. Donald Deelen  
 Det. Thomas (Tony) Doherty  
 Sgt. Yvonne Galley  
 Det. Robert Hackenbrook  
 Cst. Barrett Hagopian  
 S/Sgt. Hubert Hiltz  
 S/Sgt. Natalie Hiltz

Sgt. Jeremy Hodgson  
 Det. Jason Kirkpatrick  
 Sgt. James Leadbeater  
 Cst. Paul Morandin  
 Det. Timothy Nagtegaal  
 Sgt. Mark Noble  
 D/Sgt. Martin Ottaway  
 A/Sgt. Michael Pulley  
 Det. Dean Renpenning  
 Cst. Michael Roberts  
 Det. Christine Robinson  
 Det. Jessica Roselli  
 Sgt. Christopher Sajben  
 Sgt. Nigel Smedmor  
 S/Sgt. Barbara Smith  
 S/Sgt. Rory Steele

## CIVILIAN EXEMPLARY SERVICE AWARD

### 40 YEARS

Ms. Cheryl French

### 30 YEARS

Ms. Theresa Hartley  
 Ms. Joanne McPhail  
 Ms. Frances Rozario-Mizal  
 Mr. Robert Williams  
 Ms. Lea Wright

### 20 YEARS

Ms. Jane Bahen  
 Mr. Stephen Bremner  
 Ms. Beverly Brereton  
 Ms. Maxine Donovan  
 Ms. Hayley Giles

Ms. Rebecca Hatton  
 Ms. Margot MacIntyre  
 Ms. Tania Riccio  
 Ms. Maxine Smith  
 Ms. Genoveva Soares

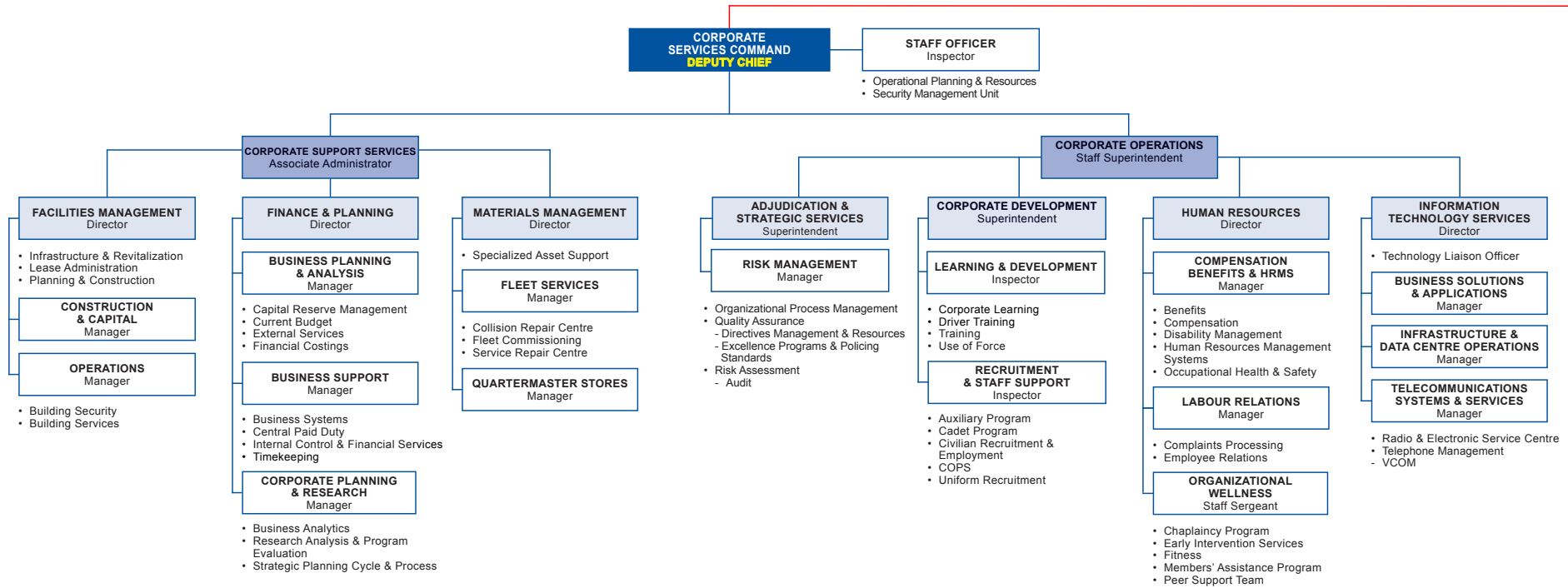
# ORGANIZATIONAL STRUCTURE



April 2017



- Desktop Publishing
- Employee Information
- Public Information
- Video Unit



**POLICE SERVICES BOARD**

**CHIEF OF POLICE**

**LEGAL SERVICES**

**PROFESSIONAL STANDARDS**  
Inspectors

- Civil Litigation
- Internal Affairs
- Investigative Support Bureau ISB
- McNeil Disclosure
- Public Complaints

**FIELD OPERATIONS COMMAND**  
**DEPUTY CHIEF**

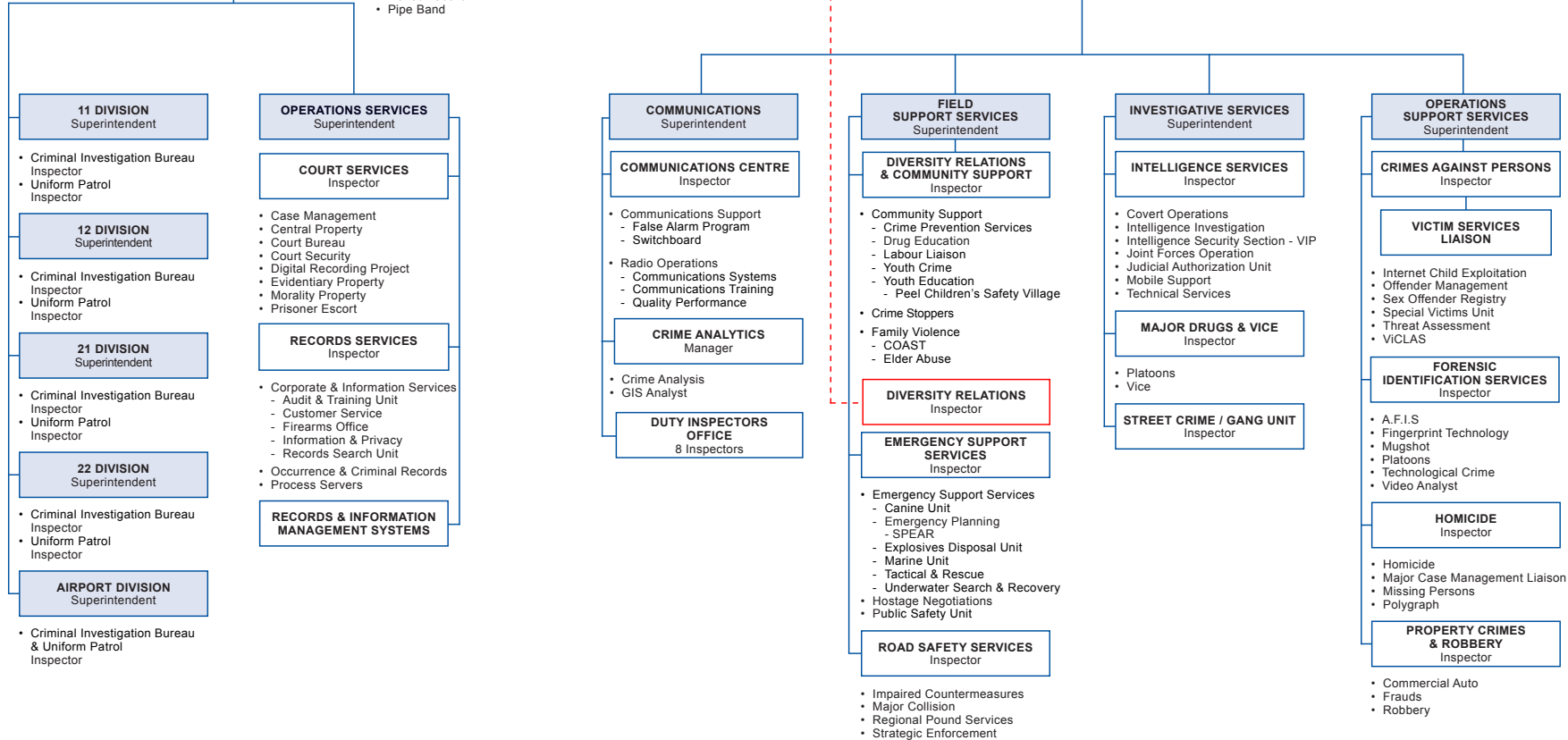
**STAFF OFFICER**  
Inspector

- Honour Guard
- Pipe Band

**OPERATIONS SUPPORT SERVICES COMMAND**  
**DEPUTY CHIEF**

**STAFF OFFICER**  
Inspector

- Major Incident Command



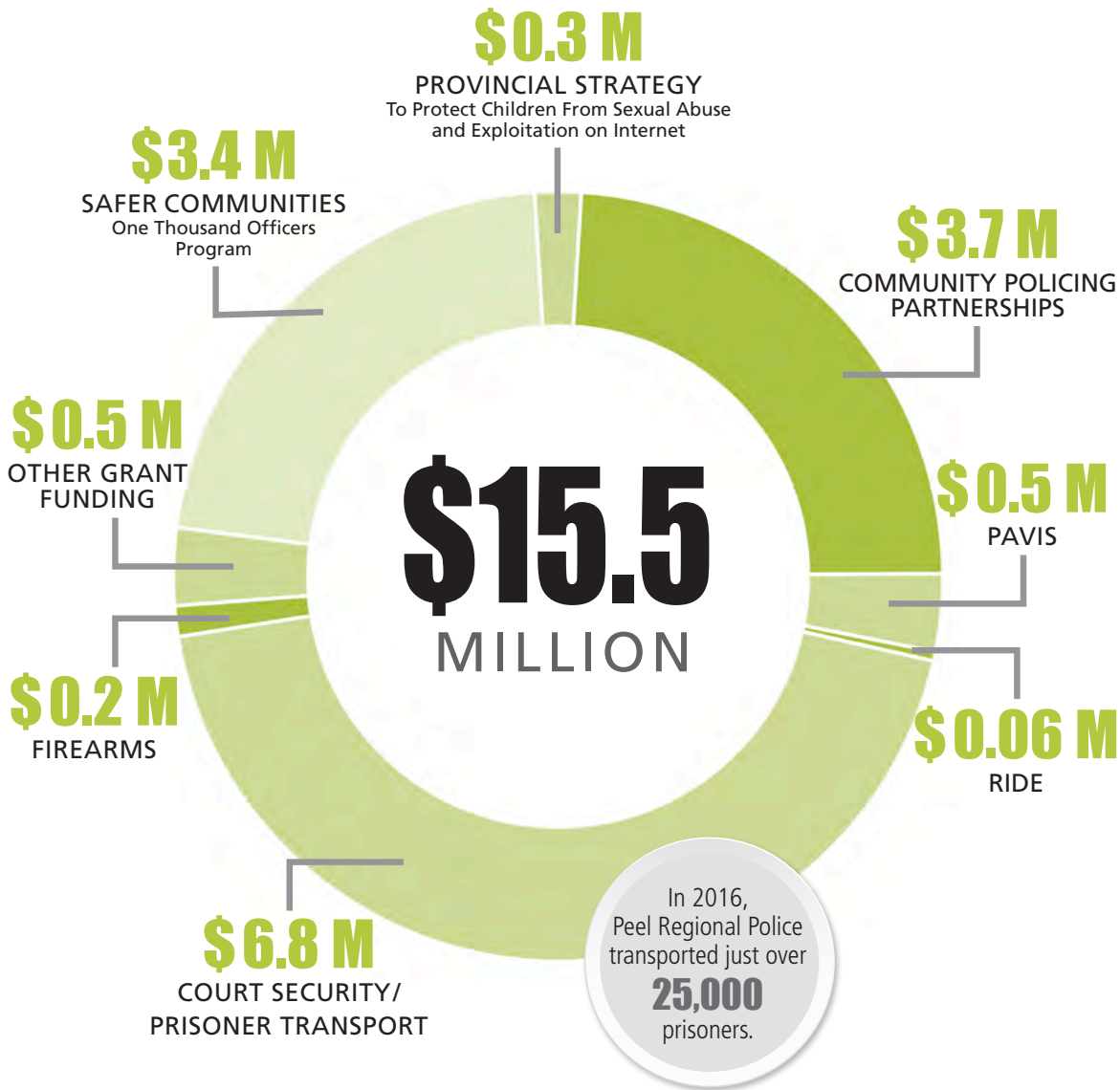
# FUNDING OPPORTUNITIES SECURED

Peel Regional Police recognizes the value of partnerships to improve community safety, more effectively address community priorities, and manage our police service in a fiscally responsible manner. In 2016, more than \$15 million was received in funding helping to offset almost 40% of the total cost to run these programs.

FUNDING PARTNERSHIPS	2016 REVENUE
<b>ONTARIO MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES</b>	
Court Security/Prisoner Transportation Funding.....	\$6,783,000
Community Policing Partnerships (CPP) .....	\$3,720,000
Safer Communities 1,000 Officers (SCOOP).....	\$3,395,000
Provincial Anti-Violence Intervention Strategy (PAVIS) .....	\$495,000
Provincial Strategy to Protect Children from Sexual Abuse and Exploitation on the Internet (ICE Unit) .....	\$327,000
Reduce Impaired Driving Everywhere (RIDE) .....	\$58,000
Provincial Proceeds of Crime (POC) - A Safer Community .....	\$26,000
Hate Crimes and Extremism Investigative Team (HCEIT) .....	\$10,000
<b>CANADIAN MENTAL HEALTH ASSOCIATION PEEL BRANCH</b>	
Crisis Outreach and Support Team (COAST).....	\$310,000
<b>FEDERAL CHIEF FIREARMS OFFICE</b>	
Firearms Office.....	\$202,000
<b>ONTARIO MINISTRY OF CHILDREN AND YOUTH SERVICES</b>	
Youth in Policing Initiative (YIPI) .....	\$80,000
<b>GOVERNMENT OF CANADA</b>	
Federal Victims Fund - Measures to Address Prostitution Initiative .....	\$28,000
<b>ONTARIO MINISTRY OF LABOUR</b>	
Improving Occupational Health and Safety Among Police Officers.....	\$24,000
<b>TOTAL</b>	<b>\$15,458,000</b>



# 2016 GRANT FUNDING



# PAVIS

Provincial Anti-Violence Intervention Strategy

**\$0.5 M**  
Received in 2016



Increased Enforcement in Targeted Areas

**137**  
Arrests

**11**  
Weapons Seized

**144**   
Compliance Checks



Increased Crime Prevention in Targeted Areas

**138**  
Community Contacts



**90**  
Business Contacts



# SUCCESS AND PROGRESS

## 2014 – 2016 Strategic Plan Overview

### **COMMUNITY SAFETY**

Enhance and promote community safety as our highest priority together with the community.

### **MEMBER FOCUSED WORKPLACE**

To be an employer of choice.

### **QUALITY SERVICE AND FISCAL RESPONSIBILITY**

Deliver quality services ensuring accountability and fiscal responsibility.

### **GROWTH AND CHANGING DEMOGRAPHICS**

Manage service delivery to respond to growth and changing demographics.



# COMMUNITY SAFETY

# COMMUNITY SAFETY

Enhance And Promote Community Safety As Our Highest Priority Together With The Community

## PROTECT

our community by addressing crime and victims' concerns through: effective investigations and enforcement; proactive strategies; educational initiatives; and increased police visibility

- Solvency rate for property crimes (32%) was above provincial (25%) and national (23%) rates.<sup>1</sup>
- Solvency rate (75%) for violent crimes was above the provincial (72%) and national (70%) rates.<sup>1</sup>
- Property crime rate (1,652 per 100,000) was below the provincial (2,283) and national (3,220) rates.<sup>1</sup>
- Violent crime rate (483 per 100,000) was below the provincial (786) and national (1,062) rates.<sup>1</sup>
- 31 Problem Oriented Policing (POP) projects were initiated and addressed community issues such as drugs, Liquor License Act offences, public lawlessness and traffic/pedestrian safety, and distraction thefts.

## INCREASE

the awareness feedback and engagement of our community and policing partners through collaboration

- Residential and Business Community surveys were completed and stakeholder input sessions with youth and community leaders were held.
- 1.3 million visits to the Peel Regional Police website.
- Participated in a number of community events including, Race Against Racism, Cops for Cancer, United Way, Heart & Stroke, Juvenile Diabetes. In partnership with Special Olympics Ontario, planning began to host the 2017 Special Olympics Ontario Provincial Summer Games.
- Continued partnerships to address issues such as high needs youth, homelessness, and victims'/residents' crime and safety concerns.

## PROVIDE

assistance to victims of crime

- A partnership between Peel Regional Police and Victim Services of Peel is maintained with a Senior Officer assigned as a liaison.
- As participants on the Peel Human Trafficking Service Providers Committee, developed and launched a new Human Trafficking Protocol.
- Significant community outreach through education and advertising of crime prevention programs continued.
- Performed 48 Crime Prevention Through Environmental Design audits of residential and business properties to help reduce the incidence of crime.

## FOCUS

on road safety through education and enforcement strategies

- Continued to improve road and pedestrian safety through major traffic campaigns: RIDE, ERASE (Eliminate Racing Activities on Streets Everywhere), Operation Impact and Project Safe Streets.
- Divisional Neighbourhood Policing and Media Relations officers partnered for educational youth campaigns focusing on Impaired and Distracted Driving.
- Received 2,693 reports from the community through the RoadWatch Reporting system.
- Rate per 100,000 of personal injury collisions was 166, well below the national (311)<sup>2</sup> and provincial (246)<sup>3</sup> rates.

<sup>1</sup> Source: Canadian Centre for Justice Statistics, 2015 data (Tables 252-0077 and 252-0051). 2016 Data unavailable.

<sup>2</sup> Canada Source: [https://www.tc.gc.ca/media/documents/roadsafety/cmvtcs2014\\_eng.pdf](https://www.tc.gc.ca/media/documents/roadsafety/cmvtcs2014_eng.pdf)

<sup>3</sup> Ontario Source: <http://www.mto.gov.on.ca/english/publications/pdfs/preliminary-2014-orsar-selected-statistics.pdf>



## ENHANCE

crime prevention initiatives and awareness

- Crime Prevention Services conducted 19 Academies/Seminars, including: the Crime Prevention Academy, the Cyber Academy and Safety for Seniors Seminars.
- Provided 275 crime prevention presentations to approximately 14,000 community members.
- Several satisfaction surveys were conducted, including the Cyber Academy with participants indicating 90% overall satisfaction.
- Introduced the Peel Regional Police crest for on-line classified sites as a feature banner, with a hyperlink to our Crime Prevention website.
- The Buy and Sell Exchange Zone was created to provide the community a safe place to conduct property transactions arranged on-line.

## STRENGTHEN

emergency management planning and response (internally and externally)

- The Emergency Management Plan has been reviewed.
- The internal Police Response Emergency Plan (P.R.E.P.) website is now active and provides critical data for responding officers and specialized bureaux.
- The School Police Emergency Action Response (S.P.E.A.R.) program continues to assist with vital decision making and dispatch responses during a major incident at a school.



## FOCUSING ON ROAD SAFETY THROUGH EDUCATION AND ENFORCEMENT

From 2012 to 2016, there were 151 fatalities from motor vehicle collisions on Brampton and Mississauga Roads. Peel Regional Police is dedicated to improving road safety through initiatives such as:

**Operation Impact** – Annually we partner with police services during this national campaign to improve safe driving practices through enforcement. During the 2016 campaign, Peel laid 309 aggressive driving, 35 seatbelt, 24 distracted driving and 15 impaired charges.

**RIDE (Reduce Impaired Driving Everywhere)** – Impaired driving is the number one concern for the public. RIDE runs throughout the year including a large 'Festive' campaign during the holiday season in December. As a result of the 2016 campaign, officers stopped 43,005 vehicles, charged 164 persons, and issued 220 warning range suspensions.

**Project ERASE (Eliminate Racing Activity on Streets Everywhere)** – This targeted and proactive campaign resulted in 667 vehicles being investigated and 548 charges being laid. The theme remains consistent, that street racing is not acceptable and not tolerated.

OVER  
**100 THOUSAND**  
TWITTER FOLLOWERS 

**1.3 MILLION**

VISITS TO PEEL REGIONAL POLICE WEBSITE



AWARD WINNING LAST DRINK PROGRAM

### Award Winning Last Drink Program

Peel Regional Police was awarded with the 2016 Ontario Association of Chiefs of Police Responsible Alcohol Service at Licensed Establishments of the Year Award for the Last Drink Program. When a person is arrested for drinking and driving related offences, officers document where the driver had consumed their "Last Drink." This information allows officers to track and monitor licensed establishments that may be over serving. The program is also utilized to educate bar owners and staff as well as Beer Store and LCBO staff. In 2016, six establishments saw a decrease in the number of incidents at their location compared to the previous year.

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## CRIME PREVENTION ACADEMIES

In 2016, the Crime Prevention Bureau was recognized as the "Unit of the Year" by the International Society of Crime Prevention Practitioners for their continued program implementation and community collaboration. The Bureau focuses on programs such as:

**Cyber Academy** – Crime Prevention officers have developed a unique cyber related certificate program for parents, caregivers, educators and other professionals. In 2016, three Cyber Academies were offered and included 226 participants. Feedback showed a high level of satisfaction with participants indicating that they would recommend the Academy to others. Presentations included, Media Addiction and Distraction, Internet Child Exploitation and Cyber Fraud.

**Crime Prevention Academy** – This certificate program is designed to educate the public on personal and property safety. Two sessions that spanned over six weeks each were hosted in 2016 with a total of 66 participants. The presentations included, Frauds, Counterfeit Detection and Dealing with Common Neighbourhood Problems.

**Safety for Seniors Seminars** – Fourteen seminars were offered with over 1,200 community members participating - a significant increase from 2015 where there were 210 participants. The topics covered ranged from Personal and Property Protection to Distraction Theft Recognition.

**Crossroads Youth Academy** – Delivered in partnership with Safe City Mississauga (SCM), the goal of this program is to reduce future crimes by providing early intervention and education to our youth. Facilitators from SCM and Peel Regional Police educate youth about good citizenship and decision making. Nineteen Academies were conducted, with Peel Regional Police providing 95 presentations on topics such as, Youth and the Law, Identifying Vulnerabilities, Personal Safety, Drug Awareness and Cyber Safety.



CRIME PREVENTION BUREAU

## PROACTIVELY PROTECTING THE COMMUNITY

### Community Mobilization Teams

Community Mobilization Teams are assigned throughout the community to increase engagement and improve trust supporting our vision of "A Safer Community Together." This is achieved by increased visibility, educating the public on crime prevention strategies, and developing relationships with youth, business owners, property management and residents. Partnerships with support service agencies are also a key component.<sup>4</sup>

Duties of the Community Mobilization Teams include attending various events, conducting presentations, and managing projects and initiatives. In 2016, they were very active in the community. For example, our 180 Derry Road Team provided 78 presentations to over 2,100 people and attended 174 meetings with 14 external committees including the School Safety Committee, Service Resolution Tables, Community of Practice, and the Transportation Safety Strategic and Operation Plan Committee. Examples of initiatives and projects in 2016 included:

- Through a Provincial Safer and Vital Communities Grant, supported "The Journey", which helps engage families within the Orenda Court community.
- Organized events to support "Push For Change" to raise money and awareness for youth homelessness.
- Partnered with the Canadian Mental Health Association and the Region of Peel and dealt with 67 situations where an individual or family was identified at an acutely elevated risk.
- Engaged high needs youth in the "Reel Youth" – Youth and Mentors Film Program.

### Violent Crime Reduction Team

The Violent Crime Reduction Team was established to investigate complicated violent crimes in an effort to apprehend those responsible and reduce future incidents of violence. For example, in September 2015, there was an incident where a man was seriously assaulted. The ensuing investigation involved multiple officers and more than 45 witnesses were interviewed. In 2016, the case was referred to the Team and within three months nine culprits were arrested. Many of the culprits had a history of violent crime and had been involved in several other serious assaults and criminal activity since the 2015 assault.

This Team and the investigation was a collaborative effort involving every area of 21 Division as well as several support services including, the Intelligence Bureau, Mobile Support Services, the Special Victims Unit, Technical Support Services, the Centre of Forensic Sciences, the Forensic Identification Bureau, Uniform Patrol and the Peel Crown Attorney's Office.

<sup>4</sup> Community Mobilization Teams include our officers from the formerly known Community Safety Model.

## COMMUNITY MOBILIZATION TEAMS work in collaboration with a number of community partners including:

360 Kids Support Services  
Aurora House  
Bloom Clinic  
Brampton Probation and Parole  
Canadian Mental Health Association  
Children's Aid Society  
City of Brampton  
City of Mississauga  
Covenant House Toronto  
Dufferin-Peel Catholic District School Board  
Elizabeth Fry Society of Peel-Halton  
Family Education Centre  
Hope 24/7  
John Howard Society of Peel-Halton-Dufferin  
Mennonite New Life Centre of Toronto  
Mississauga Probation and Parole  
Mississauga Youth Probation  
Our Place Peel  
Peel Addiction Assessment and Referral Centre  
Peel Children's Centre  
Peel District School Board  
Regeneration Outreach Community  
Region of Peel  
Safe Centre of Peel (SCOP)  
Safe City Mississauga  
Salvation Army Family Life Resource Centre  
Services/Withdrawal Management  
Supportive Housing In Peel  
The Journey  
Trillium Health Partners  
Victim Services of Peel  
William Osler Health System Addiction  
Young Men's Christian Association (YMCA)



### Buy and Sell Exchange Zone

In November 2016, two parking spots at 22 Division were converted into the Buy and Sell Exchange Zone where the public can conduct safer buy and sell transactions.

Crime Prevention Services also launched an On-Line Classified Advertising initiative featuring a hyperlink from the ad to our Crime Prevention website. The purpose is to enhance public safety by bringing awareness to the risks associated with on-line buying and selling in an effort to reduce the growing trend of robberies and violent crimes.

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### COOPERATION IS KEY

#### Crisis Outreach And Support Team (COAST)

In 2016, there were 5,090 mental health requests for assistance occurrences, an average of 14 per day. This is a 32% increase from 2012. The growing number of these occurrences makes the services of COAST vital to our community. COAST is a partnership between Peel Regional Police and the Canadian Mental Health Association. This program operates 7 days a week and responds to non-emergency mental health calls. Specially trained officers are partnered with Mental Health professionals to provide compassionate and effective services to persons in a mental health crisis in an effort to provide a resolution and prevent further involvement with the criminal justice system.

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### HELPING VICTIMS IN THE COMMUNITY

#### Human Trafficking Protocol

A new human trafficking protocol was launched by the Peel Human Trafficking Service Providers Committee. The Committee is comprised of more than 22 community, police and medical service providers, and is chaired by Peel Regional Police. This protocol reflects Peel Region's goal of reducing human trafficking by raising awareness and increasing knowledge of specialized support services available for victims. Posters are displayed around the Region showing these support resources and the various ways victims can reach out for help.

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*"The Region of Peel is known nationwide for its collaborative models. The work the Peel Human Trafficking Service Providers Committee has done on the protocol is just another example of how we are leaders in creating healthier communities and advocating on behalf of vulnerable populations."*

**MICHELLE DIEMANUELE**  
CEO – Trillium Health Partners

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**DID YOU KNOW?**

2016 Marks The 40th Anniversary of Peel Crime Stoppers

Anonymous Tips Received **42,212**

Value of Drugs Seized **\$226,068,305**

Property Recovered **\$20,801,563**

Arrests Made **2,981**

Charges Laid **7,129**

A black and white photograph of a young man in a police uniform, smiling broadly. He is sitting at a desk with a computer keyboard and mouse. The background shows a control room with other people working. A teal horizontal bar is overlaid across the middle of the image, containing the text "MEMBER FOCUSED WORKPLACE".

MEMBER FOCUSED WORKPLACE

**ENSURE**

the health, well-being  
and safety of all employees

- The Road to Mental Readiness (R2MR) program was delivered to all employees.
- Target Life, a comprehensive program to encourage employee adoption of healthy lifestyle behaviours was rolled out.
- Implemented Workplace Hazardous Materials Information System (WHMIS) training to educate employees on the safe use of hazardous products.
- Developed the "Designated Worker Program", which identifies hazards, evaluates risk and performs workplace inspections on behalf of the Joint Occupational Health and Safety Committee. A total of 150 inspections were conducted throughout all Peel Regional Police locations in 2016.

**INCREASE**

the awareness, feedback and  
involvement of our employees

- An Employee Survey was completed by 1,234 employees (a response rate of 42%) to measure employee engagement and enablement.
- 34 personal messages from the Chief and 282 messages from Corporate Communications were issued to increase employee awareness about organizational initiatives.
- 57 suggestions were made to the Chief's Suggestion Box.
- The employee newsletter, "This Week in Peel" keeps employees informed of our wide reaching initiatives in the community, and prominently features employee award recipients.
- Employee surveys were conducted to receive feedback and enhance awareness regarding Diversity training - "Moving Beyond Prejudice", Electronic Disclosure, Field Training Officer and Recruit training, and other internal training programs.

**PROVIDE**

opportunities for professional  
development to meet present  
and future needs

- 205 uniform employees and 86 civilian employees enrolled in 692 continuing education courses.
- 173,890 training hours were completed, an increase of almost 20% over 2015.
- 97 employees attended Region of Peel courses and 192 external training opportunities were attended.
- Over 40% of employees were provided professional development opportunities within Peel Regional Police:
  - 1,233 employees were involved in temporary acting opportunities, totaling approximately 336,846 hours.
  - 49 employees participated in an indefinite acting role.
- Participated on 52 external inter-agency committees.

**PROVIDE**

facilities, equipment, and  
information and technology to  
meet present and  
future needs

- Continued or completed the following:
  - The renovation of a new Headquarters (7150 Mississauga Road) continued.
  - The expansion of 11 Division commenced.
  - Preliminary construction of the parking lot completed (180 Derry Road).
  - Remodeling of classrooms and auditorium commenced (180 Derry Road).
- The 10-year Capital Plan totaling \$279.6 million was developed and approved by the Peel Police Services Board and by Regional Council.
- Completed the network core upgrade to support both the current and future needs of the organization.
- Commenced designing process and technology changes to move towards fully electronic criminal briefs and disclosure.
- Purchased a new Mobile Command Centre.
- A Space Feasibility Study was undertaken and results will be reviewed in 2017.

## FOCUSING ON EMPLOYEE WELLNESS

### Road to Mental Readiness Program (R2MR)

Supporting employee wellness is a priority. In 2016, the R2MR program was delivered to all employees to provide tools to manage stress and enhance mental health. The R2MR program is based on a solid model, incorporating the concept of resilience, the capacity of an individual to recover quickly, resist, and thrive in the face of traumatic events and adverse situations in operational environments. The program acknowledges that recovery from physical and mental hardships is required, long term and throughout one's career. The Canadian Mental Health Association presented us with an Award of Excellence for the successful completion of R2MR training.

### Mental Health at Work – Excellence Canada

We are working towards obtaining certification in the Progressive Excellence Program entitled "Mental Health at Work" offered by Excellence Canada. The program serves as a detailed roadmap for organizations that wish to encourage, support, and implement exemplary mental health-related programs. Obtaining all four levels of the program will enhance our existing healthy workplace initiatives and our continuing focus on the mental health and wellbeing of employees.

### Speaker Series, Information and Training Sessions

To support the health, wellness and awareness of employees, various information sessions and speaker series tailored for our membership were made available throughout the year. Examples of sessions included:

- Screening of "Officer Involved", a documentary of American law enforcement personnel involved in on-duty shooting incidents.
- Speaker series "Toughen up doesn't cut it anymore."
- Speaker series "Surviving Cross Examination."
- Lunch and Learn session – "Happiness is a Journey not a Destination."

### DID YOU KNOW?

In 2016, 43 employees joined the existing 42 Peer Support Team members; amplifying the service's ability to provide one on one peer counselling support and debriefing of critical incidents such as train fatalities, homicides, etc.



BELL LET'S TALK DAY



SPECIAL CONSTABLE



iPREP SESSION



OFFICER TRAINING

## SUPPORTING EMPLOYEE TRAINING / CAREER DEVELOPMENT

### International Performance Resilience and Efficiency Program – iPREP

To better prepare officers for unpredictable, challenging and high stress situations, Peel Regional Police in partnership with the University of Toronto, is testing a science-based use of force training program designed to provide various techniques to control stress levels and improve officer decision making. This program measures and analyzes an officer's sensory nervous system during realistic simulated training scenarios. Officers received instruction from expert trainers tailored to address their responses during stressful situations. The iPREP methodology has been shown to be most effective for tactical units and front-line officers improving their physiological control and situational awareness. The training is also used to improve the application of use of force and de-escalation techniques.

### Fair and Impartial Policing Training (FIP)

The FIP training program was implemented as mandatory training for all employees. Through the use of modern science, the program provides information on the effects of implicit biases and provides techniques to manage and potentially reduce personal biases. To encourage sustainable learning, once employees complete the training, follow-up questions and additional information is provided.

### Career Long Professional Development Model

We recognize the importance of long term professional development and employee training. Our model divides an employee's career into three stages. Each stage has a career progression timeline unique to the individual employee and is designed to provide an employee with the knowledge and skills required to succeed on the job. The three stages of the model include, Foundation, Intermediate and Advanced. Foundation training is comprised of seven tiers to be completed within the first five to six years of employment. For our officers, some course examples include, Basic Investigative Techniques, Advance Patrol and Mental Health Awareness and Response. Both civilian and uniform employees are provided training in Character Development, Valuing Diversity and the 7 Habits of Highly Effective People. At the Intermediate stage employees are provided with opportunities for more advanced internal courses and are also encouraged to upgrade their education at the undergraduate studies level through our Continuing Education Program. In the Advanced stage employees are eligible to apply to undertake graduate studies to further their learning and career development.

### Conducted Energy Weapons (CEW) Training Program

We have approved all front-line officers to carry a Conducted Energy Weapon providing another tool in de-escalation techniques. The CEW training program has made training front-line officers a first priority. This five year program will ensure all officers will be trained and qualified in the effective use of CEW's by the end of 2020.



### **Dynamic Simulation Multi-Use Training Vehicle**

After identifying a need for officers to conduct firearm training from within a motor vehicle, Fleet Services, Use of Force and Telecommunications Systems and Services collaborated to make this vision a reality. The team transformed a non-operational cruiser into a unique training platform. Officers are now participating in a realistic training environment.

### **Acting Sergeant Mentoring Program**

We are committed to professional development. The Acting Sergeant Mentoring Program was developed for employees who are being considered to fulfill the role of an acting Patrol Sergeant. A Sergeant mentors an employee through a skills mastery check list of tasks and functions required to successfully fill the role.

### **Career Counselling / Interview Preparation**

One-on-one career counselling services are available to all employees through our Corporate Learning Bureau. Through counselling, employees receive pertinent information assisting with identifying their career path as well as providing the necessary tools and knowledge for a successful interview. In 2016, 96 career counselling/interview preparation sessions were held. Personal sessions were also held with over 200 officers and included assistance with the promotional process.

## **STRENGTHENING EMPLOYEE FEEDBACK, RECOGNITION AND COMMUNICATIONS**

### **Employee Survey**

We are committed to providing employees with an opportunity to provide valuable input regarding our organization as a whole. In 2016, an Employee Survey was conducted and results indicated a high level of commitment relating to pride and planned tenure with Peel Regional Police. Over 70% of our employees feel proud to work for Peel Regional Police. There is also a strong community focus amongst employees – 80% rated favorably with respect to the quality of service provided by Peel Regional Police to the community. Results from the survey continue to support management’s decision making and the development of policies, programs and the strategic planning process.

### **Employee Recognition**

We regularly recognize employees for their committed service within our organization and more importantly within our community. Through our Employee Recognition Committee and internal website, we provide details to our employees on our Recognition Programs. At the annual Police Services Board and Peel Regional Police Employee Recognition Awards Ceremony we honor employees who have demonstrated excellence in the performance of their duties. For more details on award recipients, refer to page 14 of this report.



MULTI-USE TRAINING VEHICLE



INFORMATION TECHNOLOGY SERVICES BUREAU



### **Proud to be Peel Campaign**

The Proud to be Peel Campaign introduced by Chief Evans in 2013 emphasizes that Peel Regional Police employees are, **Professional, Ethical and Exemplary Leaders**. Through videos and posters, this internal communications campaign continues to play a vital role in educating employees on how to uphold the high level of professionalism and service we are providing to the community.

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## **SUPPORTING INVESTMENTS IN TECHNOLOGY AND EQUIPMENT**

### **New Mobile Command Centre**

Our new Mobile Command Centre, OPS 1, became operational on July 1, 2016 at the Chinguacousy Park Canada Day celebration. The vehicle replaces the old OPS 1, which was purchased in 2000. It has three distinct work areas; a front Command Centre, a middle Galley area and a rear Conference area. OPS 1 is equipped with state of the art technology with many enhancements to assist our employees in providing our community the best service possible.

### **Interactive Crime Dashboards**

To support our intelligence-based approach to policing, the Crime Analysis Unit continues to develop and deploy interactive crime dashboards throughout the organization to support management decisions, tactical operations and police investigations. Our dashboards are providing near-real time crime data to enhance operational awareness and support police managers in the effective deployment of resources.

### **Underwater Search and Recovery**

The Underwater Search and Recovery team are now utilizing a remote operated unit equipped with a camera and robotic arm to assist in the search for evidence underwater; reducing the amount of time a dive officer spends in the water.

### **Soft Body Armour Replacement**

We commenced a five year replacement program phasing out our current Soft Body Armour and issuing Modular Lightweight Load-Carrying Equipment external carriers (MOLLE). A review was conducted on technologies addressing enhanced safety, wellness benefits, and comfort. The MOLLE external carrier will provide officers with an advanced light-weight carrier which allows for the redistribution of weight off the hips and to create more room on the duty belt.





# QUALITY SERVICE AND FISCAL RESPONSIBILITY

**MAINTAIN**

public trust, confidence and satisfaction by delivering quality services and ensuring transparency and accountability

- The 2016 Community Residential and Business surveys revealed 93% of residents and 91% of businesses are satisfied with the work of Peel Regional Police.
- The Public Complaints Bureau received 107 public complaints and concluded 86 complaints.
- Peel Regional Police complies with Ontario Policing Standards and applicable legislation. As of December 31, 2016, there were 316 directives.
- Peel Regional Police was the first police organization to comply with new provincial legislation (Ontario Regulation 58/16) "Collection of Identifying Information."
- Continued to work towards additional Excellence Canada certification.
- The Proud to be Peel campaign introduced a Media Sub-Committee to enhance employee professionalism and accountability.

**ENSURE**

quality services address changing demands by: reviewing service delivery models; implementing effective, efficient business, and risk management processes; and leveraging shared services and partnerships

- Area Risk Self-Assessments identify areas of concern at Peel Regional Police that can be addressed prior to a Comprehensive Audit. Four were in process in 2016.
- Two Comprehensive Audits and eleven Compliance Audits were completed and forwarded to CMG.
- Service delivery reviews improved services and identified more efficient practices in various areas:
  - Closed Meadowvale Community Station and reallocated officers to priority training.
  - Centralizing the Court Package Processors into one unit will eliminate training for 1,500 officers in e-brief creation and reduce officer court time.
- Analysis of calls for service by patrol zone was completed to ensure effective service.
- The 2017 Budget approved by the Peel Police Services Board and Regional Council represents a 3.2% budget increase over 2016, meeting Region of Peel Council's budget target.
- Interactive crime analysis dashboards are enabling improved access to real time operational data to optimize service delivery and resource allocation.
- Through the Canadian Association of Chiefs of Police and the Ontario Association of Chiefs of Police, continued participation in the Federal review of the sustainability of policing.
- Long-standing funding partnerships were pursued and renewed with the provincial and federal governments, resulting in Peel Regional Police receiving more than \$15 million in government funding.

**DEMONSTRATE**

leadership in responsible environmental management practices and energy use

- Building Automation Systems have been implemented in over 75% of new and existing facilities, limiting environmental impact, and reducing energy costs.
- Peel Regional Police continues to purchase more fuel efficient 4 – cylinder vehicles for investigative and administrative use and diesel vehicles for Prisoner Transport and Courier. Fuel consumption has decreased by 100,539 litres (3%) despite an increase in fleet size.
- Seven hybrid vehicles, six T3 electric motion vehicles and 47 bicycles are included in our fleet.
- The Environmental Initiatives Committee continues to focus on reducing our carbon footprint.

## BUILDING TRUST AND TRANSPARENCY

### Developing the 2017 - 2019 Strategic Plan

To develop the Strategic Plan, Peel Regional Police conducted extensive consultation with the community to ensure the Plan meets the unique needs and priorities of the community. The consultation process included:

- Community Residential and Business Surveys – engaged over 1,600 participants;
- Employee Survey – engaged over 1,200 participants;
- Feedback sessions with Peel Regional Police Senior Officers and Civilian Managers;
- Youth and Community Leaders Workshops with representatives from various ethno-cultural and community groups, and from health, media and education sectors;
- Brampton and Mississauga Town Hall meetings held within the community; and
- Feedback from our Chief’s Black, Chinese, LGBT, Muslim, Sikh and Youth Advisory Committees.

All engagement initiatives we undertake help us to continue to build trust and transparency in the community.

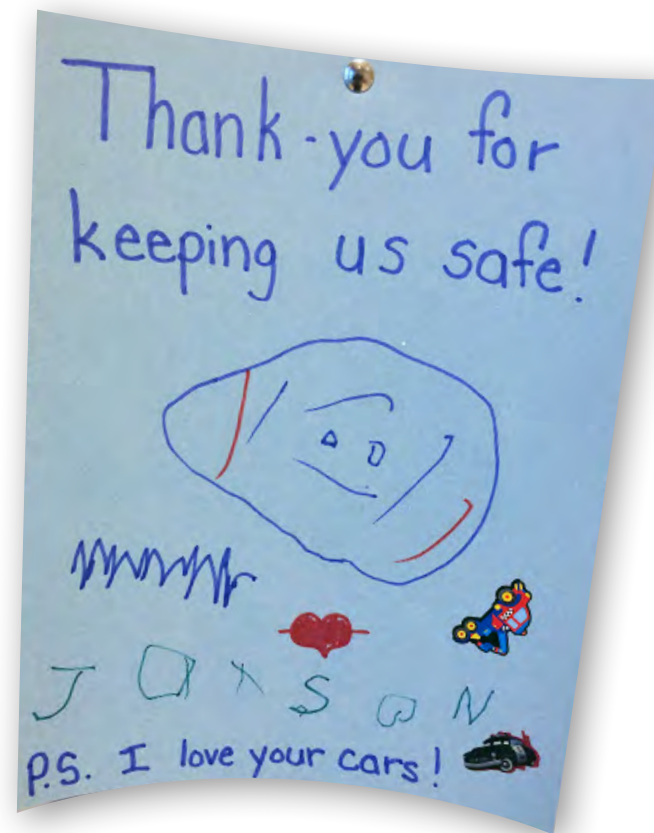
### Providing High Quality Services

Results from the 2016 Community Residential and Business Surveys showcase the high quality of services we are providing to the community. Residents’ satisfaction is the highest since we began surveying the community in 1994.

Over 90% of respondents (93% residents and 91% businesses) are satisfied with our work in the community and close to 9 in 10 respondents are satisfied with the quality of our services provided for:

- Responding to problems in the neighbourhood ..... 89%
- Preventing crime..... 89%
- Enforcing traffic laws..... 84%
- Enforcement of impaired driving ..... 83%
- Patrolling neighbourhoods ..... 79%
- Interaction with youth ..... 74%

Many participants from our Community Leaders Workshop agreed that we are providing quality services and the comments and suggestions they provided will help us build on our previous successes. Participants provided valuable feedback about the future state of policing which included recruiting to reflect the diversity of the community and more communication and consultation.



*I am proud of the high quality services we continue to provide to the community. Our new Strategic Plan will build on our tradition of community engagement, innovative approaches and partnerships to achieve “A Safer Community Together.”*

**CHIEF JENNIFER EVANS**  
Peel Regional Police

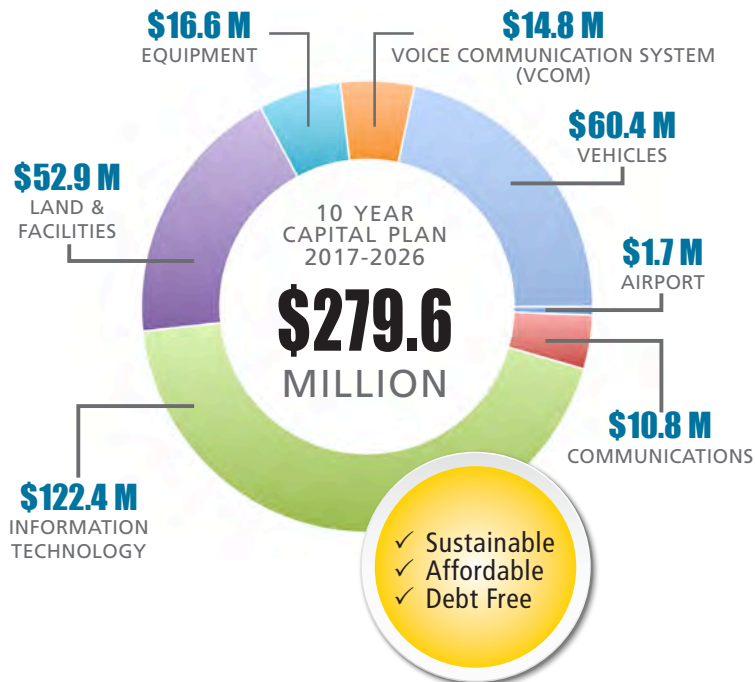
## 2017 BUDGET \$384.8 MILLION

The budget provided funding for:

- 21 uniform officers to address growth.
- 7 civilian positions to support police activity.

Met Region of Peel Council's target.

Budget Transparency – the draft budget was presented to the Police Services Board publicly.



### Fiscal Responsibility

We recognize the responsibility we have to our citizens to provide services while remaining financially responsible. To ensure our taxpayers are provided with the highest quality services we:

- Conduct in-depth reviews of both our current and capital budgets for affordability and sustainability;
- Pursue opportunities for grant funding whenever possible;
- Review service fees to ensure we are recovering the cost of services provided;
- Collaborate with community partners and other agencies wherever possible to mitigate costs; and
- Continuously embrace opportunities to implement efficient and effective business practices and service delivery.

### Implementing Innovative Service Delivery

We are always looking for opportunities to deliver services more efficiently and effectively, implementing cost-reduction strategies and finding better ways of doing business to serve the community. In 2016, some achievements included:

- New Protocol for Transporting Mental Health Patients to Brampton Civic Hospital (BCH) to streamline the patient in-take process and improve wait times.
- Continuing to provide on-line reporting for the public and using our Call Diversion Unit to divert non-emergency calls to improve resources available to respond to Emergencies.
  - Almost 9,000 calls were diverted and over 3,200 incidents were reported on-line; and
  - Our 905-453-3311 public education campaign and collaboration with service providers is helping to reduce unwarranted 9-1-1 calls by 42% since 2014.
- Continuing the False Alarm Cost Recovery Program which is assisting to reduce officer response to false alarms.
- Meadowvale Community Station closure after a review found it was being under-utilized. Resources were redeployed to priority training on Conducted Energy Weapons. The Malton, Square One and Cassie Campbell Community Stations continue to serve the community.
- Organizational Restructure and Position Realignment was undertaken to improve the reporting structure and lines of communication and resulted in cost savings over \$200,000.

## COMMITMENT TO EXCELLENCE

### Provincial Inspection Grades Peel Regional Police Exceptional

Peel Regional Police received an exceptional grade in its Provincial Inspection assessment. The Ontario Ministry of Community Safety and Correctional Services conducted a two-week-long Provincial Inspection of the Peel Regional Police Service in April 2016. As part of a regular program, the Ministry inspects nearly 25% of Ontario police services each year, the others are inspected every five years.

The Inspection Team reviewed Peel Regional Police's policies and procedures, interviewed employees and examined practices focusing on the following Ontario Policing Standards:

- Missing Persons;
- Preliminary Control and Containment;
- Bail and Violent Crime; and
- Police Response to High Risk Individuals.

Assessments are based on effectiveness of organizational processes, compliance with legislation, regulatory requirements and consistency with Ministry guidelines.

### On the Journey of Excellence

Excellence Canada's mission is to help organizations in all sectors become the best-in-class by implementing standards of excellence. In 2016, we pursued additional certification under the, "Excellence, Innovation and Wellness" program. The certification will help us upgrade from Gold Certification to achieve Platinum, the highest level in the program and support application to the prestigious Governor General of Canada's Order of Excellence Award.

Excellence Canada has identified Peel Regional Police as a role-model for police services and progressive certification helps the organization build and sustain a culture of excellence. Past recognition from Excellence Canada includes identifying some of our strengths and best practices including:

- The Proud to Be Peel Campaign;
- The Management Action Plan System;
- Crime Mapping; and
- Our focus on the community and the safety of citizens.



BRAMPTON TOWN HALL MEETING





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## SCHOOL RESOURCE OFFICERS – SUCCESS IN PEEL SCHOOLS

Recent academic research confirms our School Resource Officers (SRO) are having a positive impact on student well-being and safety in schools. Dr. Linda Duxbury and Dr. Craig Bennell from Carleton University and representatives from our school boards have been reviewing Social Return on Investment (ROI) techniques to estimate the value of the Neighbourhood Policing Unit (NPU) program and SRO's in schools. Researchers used various methodologies including, student and SRO surveys, interviews, and observational data. The study involved two schools from the Dufferin-Peel Catholic District School Board and three schools from the Peel District School Board.

Preliminary results indicate that the NPU program and SRO's offer high value to students, school administrators, teachers and Peel Regional Police.

### Program Benefits:

- Significant positive impact on student well-being and safety;
- School safety will be impacted if the officers are not assigned to schools on a full-time basis; and
- Decreases likelihood that a student will drop out or miss school.

### Value Added to the Community:

- Diverts youth from unlawful activities to a better path;
- Promotes jobs at Peel Regional Police to young people of various backgrounds;
- Resolves problems that were difficult for school administrators; and
- Provides support for young people.

### DID YOU KNOW?

To more accurately reflect the goals of the Neighbourhood Policing Unit Program and Peel Regional Police's commitment to Community Policing, in October 2016 officers assigned to the high schools were renamed from Neighbourhood Policing Officers to School Resource Officers.

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*"You [Peel Regional Police] should be proud of this program and the officers who serve in the schools. I know that we are certainly proud to be your partner in evaluation of this program and communicating to the world the value it offers."*

**DR. LINDA DUXBURY and DR. CRAIG BENNELL**  
Carleton University – Ottawa, Ontario

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# GROWTH AND CHANGING DEMOGRAPHICS

PEEL REGIONAL  
**POLICE**

**ATTRACT**

and retain a professional, skilled workplace that is reflective of our diverse community and addresses community growth.

- 202 new hires (92 uniform, 98 civilian and 12 cadets) which included: 101 (50%) racialized, 80 (40%) female and 3 (1.5%) persons with disabilities.<sup>5</sup>
- Designated groups were represented in the organization; 1% aboriginal, 19% racialized persons, 1% persons with disabilities, and 34% females.
- Peel Regional Police has 147.9 authorized officers per 100,000 population which is lower than the Canadian and Ontario rates, respectively 200.0 and 193.7.<sup>6,7</sup>
- Attrition rates were 3.5% for uniform staff and 3.7% for civilian staff. During 2016, 70 uniform staff and 30 civilian staff left the service.<sup>8</sup>
- Recruiting initiatives used television, radio, print, and other media events to attract applicants. There were a total of 136 outreach recruiting initiatives, as well as recruiting forums to boost applications from our diverse community:
  - 25 information sessions within Peel Region and 3 outside of the Region.
  - 26 Local Focus groups where 780 applicants were tested.
  - 17 initiatives at local high schools and 59 at post-secondary schools.
  - 6 media promotion initiatives.
- There were 1,219 on-line applicants for uniform positions, an increase of 17% from 2015.

**ENSURE**

programs and partnerships meet the needs of youth and our diverse community.

- School Resource Officers delivered 781 presentations and implemented 31 Problem Orientated Policing (POP) projects to identify and resolve problems within schools and the community.
- Almost 144,000 students attended presentations from Youth Education officers about topics such as Internet Safety, Bullying Awareness, and the R.A.I.D. program (Reduce Abuse in Drugs).
- 71 students were placed in various bureaux for internship and co-op opportunities, including 20 students who were hired as part of the Youth in Policing Initiative (YIPI), a summer employment program funded by the Ontario Ministry of Children and Youth Services.
- The Diversity Relations Bureau participated in 121 community events, an increase of almost 40% from 2015 and provided diversity training to all new recruits. The Bureau focuses on training both internally and externally, and completed 50 presentations.
- Since the formation of the Muslim and Black Advisory Committees, the Diversity Relations Unit also created Chinese, Sikh, LGBT, and Youth Advisory Committees in 2016.
- The Elder Abuse Unit provided 28 presentations to over 1,000 community members and partners.
- Almost 15,000 students attended sessions delivered at Peel Safety Village, focusing on topics such as Personal Safety, Pedestrian and Bike Safety, and Community Helpers. Over 4,300 of these students also attended the Youth Cyber Safety Academy.

<sup>5</sup> Peel Regional Police's Equal Opportunity Plan can be accessed at [www.peelpolice.ca/en/aboutus/publications.asp](http://www.peelpolice.ca/en/aboutus/publications.asp)

<sup>6</sup> Includes Airport Division Officers. 140.6 excluding Airport Officers.

<sup>7</sup> Source: Statistics Canada, CANSIM, Tables 254-002 and 254-004

<sup>8</sup> Includes resignations, retirements, and other separations of full-time employees. Excludes part-time/temporary employees.

## INNOVATIVE RECRUITING INITIATIVES

### Recruiting To Reflect Our Diverse Community

We are committed to innovative outreach initiatives to improve our success in attracting a highly skilled civilian and uniform workforce that is reflective of our diverse community. Our outreach initiatives showcase the wide variety of opportunities within policing and our recruiting forums are designed to specifically attract more women and applicants from our diverse community. Our events are also designed to inspire a career in policing, demystify the application process and prepare applicants for their competitive best. Some of the recruiting events in 2016 included:

- Women's Only Symposium
- Asian Recruitment Forum
- Black Recruitment Forum
- Muslim Recruitment Forum
- Discovery Policing Expo

### Auxiliary and Cadet Programs

As part of our expanded approach to recruitment, we continue to provide opportunities for community members and young leaders to gain policing experience and for our organization to develop a pool of applicants to draw upon for future recruitment as Police Constables.

**Auxiliary Policing Program** – This program was established in 1989 and over the past 27 years has graduated 463 Auxiliary Officers. In 2016, there were 105 Auxiliary Officers who put in over 25,000 hours of volunteer time. In 2016, a Muslim female was hired who wears a Hijab as part of her uniform, and six Auxiliary Officers were successful in becoming Peel Regional Police Recruit Constables.

**Cadet Organization Police School (C.O.P.S.)** – This program is federally funded by the Royal Canadian Army Cadet Corps. The C.O.P.S. Cadets learn valuable life skills including teamwork and leadership which are key skills to succeed in policing. In 2016, there were 245 Cadets enrolled in the program.

**Cadet Program** – This program provides an introductory view of the organization and the world of policing. Cadets are assigned on a rotational basis to a variety of bureaux such as Communications, Forensic Identification Services or a Divisional front desk. In 2016, eight Cadets advanced to Recruit Constables.



### DID YOU KNOW?

It costs approximately \$80,000 to hire and train a new recruit, which includes testing, background investigation checks and outfitting etc. Ongoing training of our officers is mandated by the Province. Annual requalification costs approximately \$4,600 per officer.



DIVERSITY SCHOLARSHIP GALA AND APPRECIATION DINNER



RECRUIT TRAINING

## EMBRACING OUR DIVERSITY

### Advisory Committees

We have established six Advisory Committees to engage leaders within our community in proactive dialogue, strengthen our relationships and create a greater sense of cultural understanding and mutual respect. These Committees are also helping advise our service on matters of policy, communication and training. Committees include:

- Black Advisory Committee
- Chinese Advisory Committee
- LGBT Advisory Committee
- Muslim Advisory Committee
- Sikh Advisory Committee
- Youth Advisory Committee

### Diversity Relations Bureau

#### OUR MISSION

The Diversity Relations Bureau is dedicated to addressing various needs within our multicultural community by supporting community initiatives, promoting inclusivity, implementing outreach programs, developing relationships by engaging community members, providing educational training, mediating in times of crisis and conducting reviews of all hate/bias motivated crimes and incidents.

To strengthen partnerships with the community, in 2016, the Diversity Relations Bureau attended 121 community events and tripled the number of visits to places of worship. The Bureau also provided presentations to over 1,100 employees on Hate Crime, Bias Free Policing and Knowing Our Diverse Community and provided presentations on Emergency Services to new Canadians. The Bureau is very active in the community and is available to provide presentations at community events.

### 16th Annual Race Against Racism / Diversity Scholarship

Hosted by the Diversity Relations Bureau, the Race Against Racism is an opportunity for police and the community to celebrate diversity and inclusiveness, while raising valuable funding for scholarships. This 5 km run/walk/stroller push event provides an opportunity for competitive runners and walkers to strengthen their skills, as well as providing an event for people of all ages to enjoy a family oriented setting. The race is followed with multicultural entertainment, children’s activities and samplings of various ethnic foods.

The money raised from the race in 2016 was instrumental in completely funding three scholarships presented at Peel Regional Police’s annual Diversity Scholarship Gala.

*Peel Regional Police has a number of initiatives underway to help shape recruiting efforts within our community. Advisory Boards within the Muslim, Black, Chinese, Sikh, LGBT and Youth communities help encourage dialogue with our residents. Community Mobilization Teams, School Resource Officers, recruiting forums and Outreach Programs are other examples of how we collaborate with our community partners.*

## ENGAGING YOUTH AND SENIORS

### Youth Education Bureau

The Youth Education Bureau together with our community partners endeavour to empower every elementary student with the capacity and inspiration to promote safety and prevent violence, crime and victimization through presentations to students in all school boards. Presentations were also provided to private schools, including Montessori and Islamic schools. In 2016, the Bureau provided significant outreach in the community providing presentations to almost 144,000 students.

### Youth Cyber Safety Initiatives

**Youth Cyber Safety Academy** – In partnership with Peel Children’s Safety Village, Peel District School Board, the Dufferin-Peel Catholic District School Board and Sheridan College, we continued to provide an interactive program focused on Internet Safety for students. A survey of teachers who attended the Academy was conducted to evaluate the program with results indicating a high level of satisfaction with the program.

**Cyberbullying Youth Project: “What If Everyone Did Something”** – For the 5th consecutive year Crime Prevention Services partnered with the Peel District School Board and the Dufferin-Peel Catholic District School Board for an Anti-Cyberbullying Poster/Video Competition in high schools during Bullying Prevention Week.

### Identifying Vulnerabilities in Youth

To ensure our drug education programs are meeting the needs of vulnerable youth, the Drug Education Unit developed a new presentation entitled ‘Identifying Vulnerabilities in Youth’ (IVY). In 2016, 68 IVY presentations were provided to over 3,200 youths and covered topics such as human trafficking, prostitution, sexual assault and sexting.

### Winter Walk to School Day

In February 2016, 15 schools from across the Region of Peel participated with our officers in the 2016 Winter Walk to School Day. The aim is to encourage daily physical activity, a healthier environment and safer streets. This year marked the 10th anniversary of the Winter Walk. This walk stems from the International Walk to School day that occurs each October with over 40 countries participating all in hoping to create communities that are safe places to walk.





### Elder Abuse Unit And Education

Our Elder Abuse Unit is a vital resource to our employees and the community providing assistance in dealing with issues faced by elderly and vulnerable adults. The Unit coordinates programs, conducts lectures and disseminates information to raise awareness to help stop abuse. In 2016, the Unit provided outreach to over 1,000 persons as well as provided 420 consultations and participated in World Elder Abuse Awareness Day. Our Elder Abuse Coordinator also participates on numerous committees including, the Law Enforcement Agencies Protecting Seniors, Peel Elder Abuse Prevention Network and the Adult Injury Prevention Network.

### Project Lifesaver

Available to Peel residents, through a partnership between the Region of Peel, Caledon OPP and Peel Regional Police, Project Lifesaver is a radio frequency locating system that is designed to locate vulnerable persons who have a cognitive disability or impairment that could cause them to wander and get lost. Participants are equipped with a wrist transmitter that sends a radio tracking signal 24/7 within a two kilometre radius. There are approximately 100 persons registered in the program and we have 32 specially trained officers, certified through Project Lifesaver International. In 2016, 16 searches were conducted and an additional 13 people were reunited with family simply by wearing the bracelet.



## ACCESSIBILITY AND INCLUSIVENESS

Our organizational values embrace the principles of dignity, independence, opportunity and inclusion. We continue to remove barriers as we strive to make our services more accessible under the *Accessibility for Ontarians with Disability Act*. In 2016, we undertook many initiatives including:

- Initiating the expansion of the Video Remote Interpreter Communications Device to all Divisions to improve customer service with deaf, deafening and hard of hearing persons attending our facilities;
- Widening entrances and installing more power doors at building entrances and interior rooms; and
- Providing accessibility pavement markings and signage in the parking lots of 12 Division, 21 Division, and 180 Derry Road buildings.

Peel Regional Police's Multi-Year Accessibility Plan (2013-2018) is available on the Peel Regional Police website.

A grayscale photograph of a hand using a calculator. The hand is positioned over a document that features a grid with numerical data. The calculator is a standard desktop model with a numeric keypad and function keys. The background is slightly blurred, showing more of the document and the hand. A yellow horizontal bar is overlaid on the bottom half of the image, containing the title text.

## BY THE NUMBERS – STATISTICAL DATA

The following pages contain a condensed version of crime-related data reflecting actual crimes reported to Peel Regional Police. To view our Divisional Crime Data, please visit [peel.police.ca/crime/data](https://peel.police.ca/crime/data)

## CRIMINAL OFFENCES

Crimes Against Persons  **9.1%**

Crimes Against Property  **1.0%**

Drugs  **-12.9%**

## SHOOTINGS\*

Occurrences  **25.6%**  
2015 43  
2016 54

Victims  **58.3%**  
2015 24  
2016 38

Estimated Rounds Fired  **100.7%**  
2015 135  
2016 271

\* Occurrences where a real firearm was discharged.

## CRIMINAL DRIVING OFFENCES

Overall  **2.2%**

Fail To Stop/Remain  **6.5%**

Dangerous Operation  **37.4%**

## CRIMINAL OFFENCES

CRIMINAL OFFENCES	2015			2016			2015 – 2016 Variance	
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	Number #	Rates %
<b>Crimes Against Persons</b>	6,860	78.5	522.1	<b>7,591</b>	<b>78.1</b>	<b>569.5</b>	731	9.1
Homicide	16	106.3	1.2	<b>11</b>	<b>63.6</b>	<b>0.8</b>	-5	-33.3
Attempted Murder	18	83.3	1.4	<b>29</b>	<b>79.3</b>	<b>2.2</b>	11	57.1
Assaults (non-sexual)	3,869	87.0	294.4	<b>4,269</b>	<b>87.5</b>	<b>320.3</b>	400	8.8
Sexual Violations	583	67.6	44.4	<b>716</b>	<b>68.4</b>	<b>53.7</b>	133	20.9
Robberies	678	39.2	51.6	<b>827</b>	<b>40.4</b>	<b>62.0</b>	149	20.2
Threatening or harassing phone calls	59	42.4	4.5	<b>65</b>	<b>24.6</b>	<b>4.9</b>	6	8.9
Criminal harassment	224	83.0	17.0	<b>213</b>	<b>82.6</b>	<b>16.0</b>	-11	-5.9
Uttering threats	1,197	79.6	91.1	<b>1,212</b>	<b>80.0</b>	<b>90.9</b>	15	-0.2
Other violent violations	111	53.2	8.4	<b>139</b>	<b>50.4</b>	<b>10.4</b>	28	23.8
<b>Crimes Against Property</b>	23,789	34.3	1810.4	<b>24,374</b>	<b>31.8</b>	<b>1828.5</b>	585	1.0
Break and Enter	3,630	16.6	276.3	<b>3,454</b>	<b>15.4</b>	<b>259.1</b>	-176	-6.2
Theft Motor Vehicle	1,861	14.5	141.6	<b>2,007</b>	<b>9.1</b>	<b>150.6</b>	146	6.4
Theft Over and Under \$5,000	12,329	38.0	938.3	<b>12,761</b>	<b>33.5</b>	<b>957.3</b>	432	2.0
From motor vehicle	3,554	11.7	270.5	<b>3,757</b>	<b>5.9</b>	<b>281.8</b>	203	4.2
Shoplifting	4,374	83.0	332.9	<b>4,281</b>	<b>74.8</b>	<b>321.2</b>	-93	-3.5
Possession of Property Obtained by Crime	660	98.9	50.2	<b>708</b>	<b>102.1</b>	<b>53.1</b>	48	5.8
Frauds	1,719	48.4	130.8	<b>1,665</b>	<b>43.3</b>	<b>124.9</b>	-54	-4.5
Mischief	3,534	31.1	268.9	<b>3,718</b>	<b>35.2</b>	<b>278.9</b>	184	3.7
Arson	56	16.1	4.3	<b>61</b>	<b>11.5</b>	<b>4.6</b>	5	7.0
<b>Drugs</b>	3,491	99.6	265.7	<b>3,086</b>	<b>99.3</b>	<b>231.5</b>	-405	-12.9
Trafficking/Production/Distribution	529	98.9	40.3	<b>449</b>	<b>98.4</b>	<b>33.7</b>	-80	-16.4
Possession	2,962	99.8	225.4	<b>2,637</b>	<b>99.4</b>	<b>197.8</b>	-325	-12.2
<b>Criminal Driving Offences</b>	5,241		398.9	<b>5,436</b>		<b>407.8</b>	195	2.2
Impaired Driving (Alcohol/Drugs)	1,386		105.5	<b>1,260</b>		<b>94.5</b>	-126	-10.4
Fail/Refuse Breath/Blood Sample	165		12.6	<b>129</b>		<b>9.7</b>	-36	-23.0
Fail to Stop/Remain	3,315		252.3	<b>3,582</b>		<b>268.7</b>	267	6.5
Dangerous Operation	235		17.9	<b>328</b>		<b>24.6</b>	93	37.4
Other CC Traffic Offences	140		10.7	<b>137</b>		<b>10.3</b>	-3	-3.7





TRAFFIC MANAGEMENT	2015		2016		2015 – 2016 Variance	
	Number	Rate Per 100,000	Number	Rate Per 100,000	Number #	Rates %
<b>Motor Vehicle Collisions - TOTAL</b>	27,319	2,079.1	25,979	1,948.9	-1,340	-6.3
Reportable collisions	16,285	1,239.3	14,727	1,104.8	-1,558	-10.9
Fatal collisions	27	2.1	34	2.6	7	23.8
Personal injury	2,086	158.8	2,214	166.1	128	4.6
Property damage	14,172	1,078.5	12,479	936.2	-1,693	-13.2
Non-reportable collisions	11,034	839.7	11,252	844.1	218	0.5
<b>Traffic Enforcement (Highway Traffic Act)</b>						
<b>HTA charges- TOTAL</b>	84,748	6,449.6	89,675	6,727.3	4,927	4.3
Careless driving	4,572	347.9	4,110	308.3	-462	-11.4
Use electronic device	4,952	376.9	3,914	293.6	-1,038	-22.1
Disobey traffic light	3,206	244.0	3,344	250.9	138	2.8
Fail to stop at stop sign	5,970	454.3	6,066	455.1	96	0.2
Invalid permit	15,604	1,187.5	15,164	1,137.6	-440	-4.2
Seatbelt	1,616	123.0	1,731	129.9	115	5.6
Other HTA	23,412	1,781.7	23,750	1,781.7	338	0.0
Speeding	25,416	1,934.2	31,596	2,370.3	6,180	22.5
Total HTA cautions	17,612	1,340.3	16,552	1,241.7	-1,060	-7.4
<b>R.I.D.E. Program</b>						
Vehicles checked	61,969	4,716.1	43,005	3,226.2	-18,964	-31.6
WARN range suspensions	358	27.2	220	16.8	-138	-38.2
Impaired driving charges	34	2.6	49	3.7	15	42.3
Excess blood alcohol charges	152	11.6	121	9.2	-31	-20.7

ORGANIZATIONAL	2015		2016		2015 – 2016 Variance	
	Number		Number		#	%
<b>Public Complaints</b>						
Complaints received	68		107		39	57.4
Complaints concluded	70		86		16	22.9
<b>Firearms Seized</b>	680		490		-190	-27.9
<b>Bail Hearings</b>	13,710		14,703		993	7.2


PERSONS CHARGED	2015			2016		
	Adult	Youth	Total	Adult	Youth	Total
<b>Persons Charged - TOTAL</b>	14,846	1,748	16,594	14,063	1,860	15,923
Crimes Against Persons	3,636	632	4,268	3,851	792	4,643
Crimes Against Property	4,816	552	5,368	4,231	522	4,753
Criminal Driving Offences	1,555	24	1,579	1,480	25	1,505
Drugs	1,992	172	2,164	1,654	165	1,819


### TRAFFIC MANAGEMENT

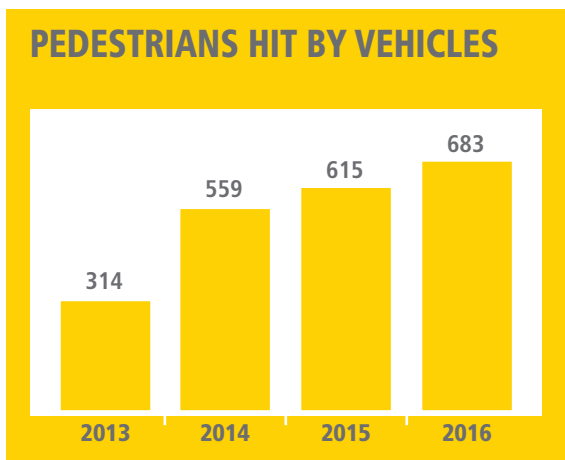
Fatal Collisions  **23.8%**

Victims Of Fatal Collisions  **42.9%**

TRAFFIC ENFORCEMENT - HIGHWAY TRAFFIC ACT (HTA)

 HTA Charges 4.3%  
Speeding 22.5%

 Careless Driving -11.4%



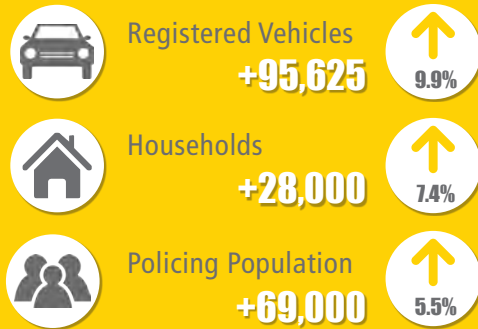
### PERSONS CHARGED

Crimes Against Persons  Youth 26.1%  
Adult 4.4%

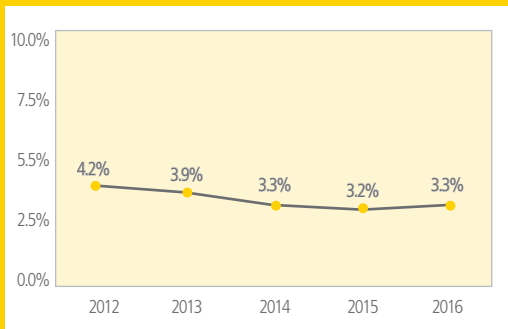
Crimes Against Property  Youth -5.4%  
Adult -13.4%

Drugs  Youth -3.5%  
Adult -18.1%

## DEMOGRAPHIC GROWTH 5 YEAR INCREASE



## HISTORICAL BUDGET INCREASES



## CRIMES AGAINST PERSONS, CRIMES AGAINST PROPERTY AND DRUG OCCURRENCES



● Crimes Against Property ● Crimes Against Persons ● Drugs

## 5 YEAR SUMMARY

	2012	2013	2014	2015	2016
<b>Demographics</b>					
Policing population	1,264,000	1,280,000	1,297,000	1,314,000	1,333,000
Young persons (12-17 yrs)	104,634	103,988	103,342	102,696	102,050
Number of households	378,000	384,000	392,000	398,000	406,000
Number of registered vehicles	969,496	984,347	1,009,410	1,038,662	1,065,121*
<b>Complement: Authorized</b>					
Police	1,937	1,957	1,979	1,996	2,015
Civilians	810	818	829	837	840
Cadets	30	30	30	30	30
Total	2,777	2,805	2,838	2,863	2,885
<b>Workload</b>					
Calls to 9-1-1	381,670	345,674	353,583	325,509	319,387
Calls to communications	652,944	611,646	608,414	579,761	596,468
Citizen initiated events **	N/A	N/A	217,532	221,293	225,076
Officer initiated events **	N/A	N/A	115,426	101,497	92,188
Immediate response events	53,584	56,772	54,630	55,516	61,053
Occurrences	101,775	99,829	98,566	95,108	95,825
<b>Fleet</b>					
Police fleet (vehicles, bicycles, trailers)	745	766	780	788	796
Kilometres travelled	17,215,873	16,863,890	16,356,907	16,050,792	15,325,011
<b>Budget</b>					
Net budget	\$325,653,680	\$338,407,100	\$349,574,530	\$360,913,440	\$372,823,580
<b>Total Canadian Criminal Code Offences</b>					
Offences	37,660	34,949	35,208	36,797	38,154
Rate per 100,000 population	2,979.4	2,730.4	2,714.6	2,800.4	2,862.3
Percent (%) solved	55.3	56.5	54.8	53.0	51.4
<b>Crimes Against Person Occurrences</b>					
Total	7,775	7,333	6,871	6,860	7,591
Rate per 100,000 population	615.1	572.9	529.8	522.1	569.5
Percent (%) solved	79.2	81.6	79.4	78.5	78.1
<b>Crimes Against Property Occurrences</b>					
Total	24,171	21,631	22,289	23,789	24,374
Rate per 100,000 population	1,912.3	1,689.9	1,718.5	1,810.4	1,828.5
Percent (%) solved	37.7	36.6	35.7	34.3	31.8
<b>Drug Occurrences</b>					
Total	4,191	3,982	3,964	3,491	3,086
Rate per 100,000 population	331.6	311.1	305.6	265.7	231.5
Percent (%) solved	99.1	99.4	99.6	99.6	99.3

\* Estimated. Final data unavailable from the Ontario Ministry of Transportation.

\*\* Event information from computer aided dispatch system. Information prior to 2013 was not recorded in the same format.

2016 data is based on a download of data from the Records Management System the first week of January 2017. Statistics here are a "snapshot" in time and can change for various reasons (i.e. incidents being reclassified, later reporting of incidents). The system is continuously being updated and as a result, some changes to statistics published in previous statistical reports may occur. As well, various other statistics are included in this section and are taken from systems maintained by individual bureau/units. It should be noted that statistics provided in this report may differ from those used by Statistics Canada and other police agencies. Caution should be taken when making comparison of data.



2014-2016 Strategic Plan

# Mission

Working in partnership with our community, our mission is to provide innovative and effective policing to ensure a safe environment to live, work and visit.

## T . R . U . S . T .

### **T** RUST

Trust is something which must be earned and cannot be taken for granted. It reflects both the trust we hope to instill in the people we serve as well as the trust we must have in each other to perform effectively.

### **R** ESPECT

Respect for the dignity and rights of all others.

**U** NDERSTANDING Understanding of the law as well as the different challenges faced by individuals in their day-to-day lives.

### **S** AFEITY

Safety of the people in our community, their property, ourselves and our fellow officers.

**T** RANSPARENCY Transparency in all our practices, beliefs and actions.

# Values

# Vision

A SAFER COMMUNITY TOGETHER

أن نبني معاً مجتمعاً أكثر أمناً

共同构筑更加安全的社区

共同構築更加安全的社區

A Safer Community Together

Ensemble pour une collectivité plus sécuritaire

એકબીજાની સાથે મળીને વધુ સુરક્ષિત સમુદાય બનાવવો

साथ मिलकर बनाएं एक सुरक्षित समुदाय

Wspólne działanie – bezpieczniejsza okolica

Uma comunidade mais segura, juntos

ਇਕੱਠੇ ਇੱਕ ਵੱਧ ਸੁਰੱਖਿਅਤ ਭਾਈਚਾਰਾ

Una comunidad más segura y unida

Magkakasama Sa Isang Mas ligtas na Komunidad

ஒன்றிணைந்த ஒரு பாதுகாப்பான சமூகம்

مل جل کر ایک محفوظ کمیونٹی تشکیل دینا

Translations Include: Arabic, Chinese Simplified, Chinese Traditional, English, French, Gujarati, Hindi, Polish, Portuguese, Punjabi, Spanish, Tagalog, Tamil, and Urdu

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