



2014 ANNUAL REPORT

40 Years of Excellence

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

ਇੱਕੱਠੇ 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 • URDU

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RECRUIT
CLASS
14-01

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MESSAGE FROM THE CHAIR

On behalf of the Peel Regional Police Services Board, I would like to congratulate Peel Regional Police on a year full of policing successes, on achieving performance targets and for building a foundation for success of the 2014-2016 Strategic Plan and vision of "A Safer Community Together."

The 2014 Annual Report showcases significant progress and a real commitment by Peel Regional Police to policing excellence and to achieving each of the Strategic Plan goals that were developed in partnership with the community:

- To enhance and promote community safety as our highest priority together with the community;
- To be an employer of choice;
- To deliver quality services ensuring accountability and fiscal responsibility; and
- To manage service delivery to respond to growth and changing demographics.

I also want to congratulate Peel Regional Police for reaching a significant milestone – Peel Regional Police has been at the forefront of policing in this great Region for 40 years.

Although much has changed in the Region, what has been steadfast is Peel Regional Police's commitment to excellence and achieving the Gold award for "Quality and Healthy Workplace" and the "Canada Award for Excellence" in 2014 by Excellence Canada is further confirmation of this commitment. The awards speak to the continuous improvement that has taken place throughout the organization over the years - achieving service excellence, employee satisfaction and wellness which has helped to shape one of the finest police services in Canada.

I want to thank my board colleagues, Regional Council, our community partners and Peel Regional Police for the long-standing support, in addition to the commitment to partnerships required to successfully police this vibrant Region.

Despite the challenges of policing, what is unsurpassed is the dedication and commitment of Peel Regional Police uniform and civilian staff for continuing to provide innovative, effective and high standards of policing to ensure we are safe in Peel Region. The Peel Regional Police Services Board is truly inspired by these efforts and we look forward to the opportunities that lay ahead.

A handwritten signature in black ink, appearing to read 'L. Williamson'.

Laurie Williamson
CHAIR – PEEL POLICE SERVICES BOARD



MESSAGE FROM THE CHIEF

I am pleased to present the 2014 Annual Report which outlines our performance over the past year and the tremendous policing success we had with the community. As I reflect on what we have achieved together, it serves to remind me why I am Proud to Be Peel.

As we mark our 40th Anniversary of policing in the Region, I am proud of our rich legacy of policing success. What sets Peel Regional Police apart is that we recognize that success has been achieved through strong community partnerships and the collective hard work of uniform and civilian staff who perform their duties relentlessly to the highest standard, ensuring the safety of the community we police is the highest priority.

I am proud of the successful programs and initiatives that we undertake with the community which has helped to establish Peel as one of Canada's safest regions. Whether it is our Made in Peel Community Safety Model, our crime prevention or employee wellness programs, or our continuous improvement initiatives to ensure we support priority programs in a fiscally responsible manner, the 2014 Annual Report showcases our success in providing highly effective and innovative policing that is meeting the needs of the community we serve.

In addition to celebrating the many successes in 2014, the shooting at the Davis Grenville Courthouse in Brampton serves as a reminder of the dangers inherent in policing and the opportunity to further recognize those who have dedicated their lives to law enforcement and recognize the sacrifices of those who have lost their lives. In addition, it demonstrates that our staff and community partners are highly capable, compassionate, resilient and able to meet policing challenges.

I am proud of the success we achieved in 2014. I want to thank Peel Regional Police staff, the community, the Peel Regional Police Services Board, Regional Council, and our policing partners for their continued support and collaboration.

Jennifer Evans
CHIEF OF POLICE – REGION OF PEEL





Peel Police Services Board



Laurie Williamson
Provincial Appointment
CHAIR



Frank Dale
Chair, Region of Peel
VICE-CHAIR



Amrik Singh Ahluwalia
Provincial Appointment



Bonnie Crombie
Mayor, Mississauga



Linda Jeffrey
Mayor, Brampton



Norma Nicholson
Citizen Representative
TERM BEGAN FEB. 2015



John Rogers
Provincial Appointment



Emil Kolb
Past Chair
TERM ENDED DEC. 2014



Susan Fennell
Past Vice-Chair
TERM ENDED DEC. 2014



James Harries
Citizen Representative
TERM ENDED FEB. 2015



Chief's Management Group



Jennifer Evans
CHIEF



Brian Adams
DEPUTY CHIEF



David Jarvis
DEPUTY CHIEF



Chris McCord
DEPUTY CHIEF



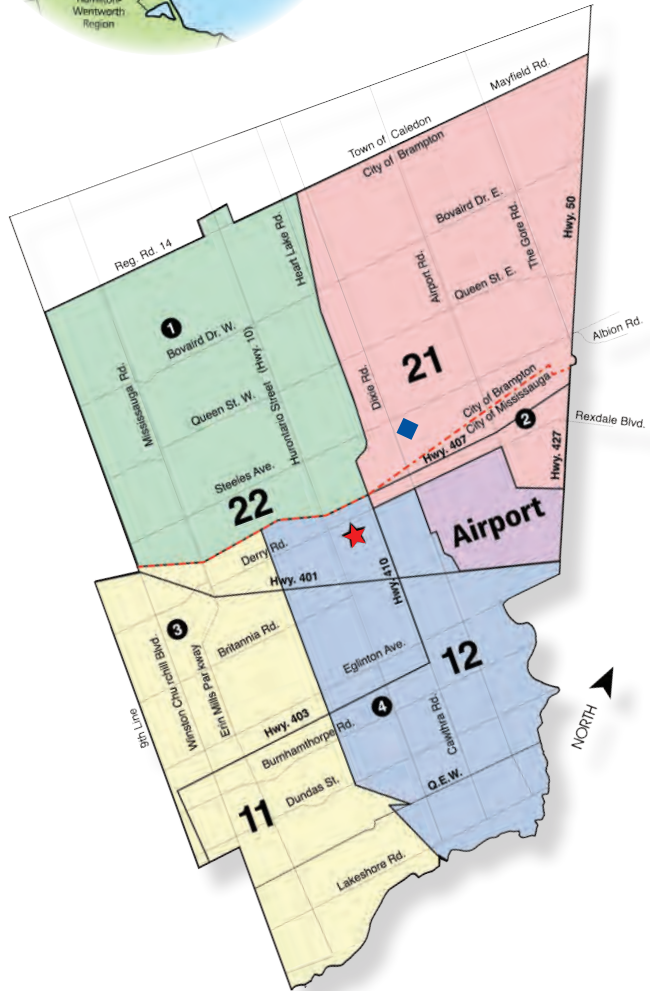
Dan McDonald
DEPUTY CHIEF
RETIRED AUG 2014



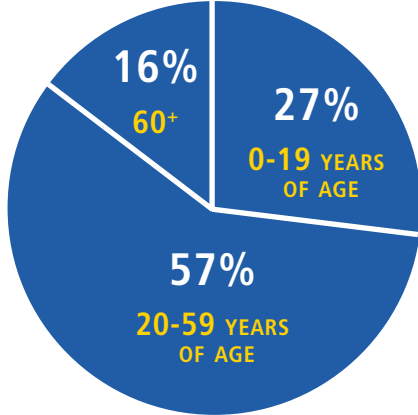
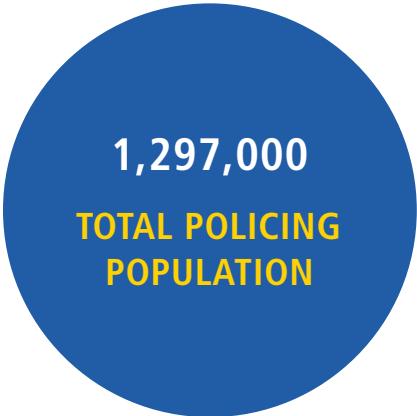
Frank Roselli
DEPUTY CHIEF
RETIRED OCT 2014

POLICING OUR COMMUNITY

Peel Regional Police serves the 1,297,000 people residing in the cities of Mississauga and Brampton, as well as 38.6 million travellers who pass annually through Pearson International Airport. In addition to 5 divisions, Peel Regional Police has 4 community stations serving the public. The Emil V. Kolb Centre for Police Excellence houses many of Peel Regional Police specialized units, including the Fraud Bureau, Homicide and Missing Persons, Commercial Auto Crime and the Special Victims Unit. Fleet Services and Quartermaster Stores are located in the Materials Management Centre.



DIVISIONAL BUILDINGS: 11 DIVISION • 12 DIVISION • 21 DIVISION • 22 DIVISION & HQ • AIRPORT DIVISION
 FACILITIES: ★ EMIL V. KOLB CENTRE FOR POLICE EXCELLENCE ◆ MATERIALS MANAGEMENT CENTRE
 COMMUNITY STATIONS: 1 CASSIE CAMPBELL • 2 MALTON • 3 MEADOWVALE • 4 SQUARE ONE



CALLS TO COMMUNICATIONS

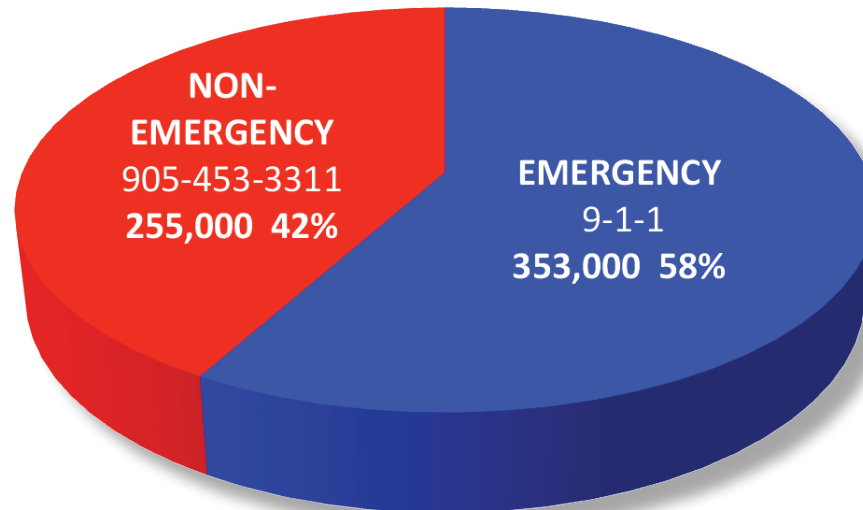


MISSION

We are a group of dynamic, professional communicators, dedicated to the goals of Saving Lives, Protecting our Community, and Protecting our Officers.



608,000 Calls



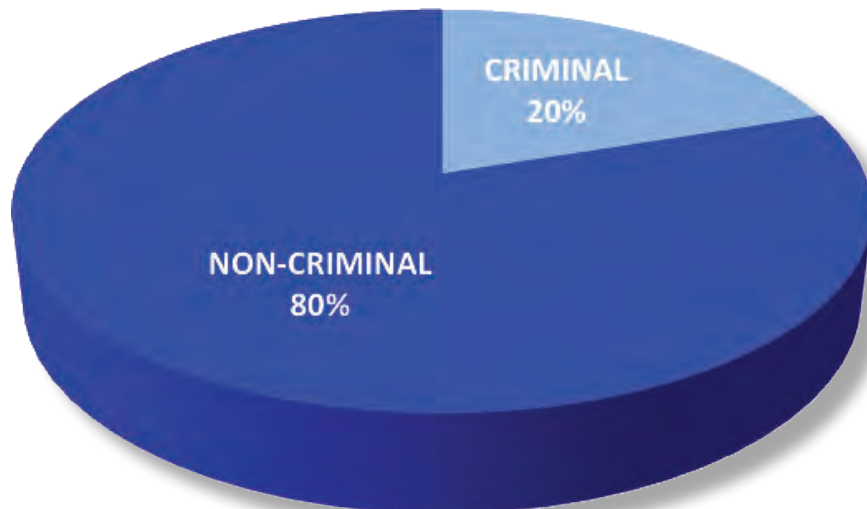
NON EMERGENCY	EMERGENCY
<p>ACTION IS REQUIRED</p> <p>Use the NON-EMERGENCY line for reporting non-urgent events, to make inquiries or for police support and resources.</p> <p>905-453-3311</p>	<p>IMMEDIATE ACTION IS REQUIRED</p> <p>9-1-1 is for Police, Fire or Ambulance Life threatening emergencies or crimes in progress.</p> <p>9-1-1</p>

- Communications receives over 600,000 calls a year (more than 1 call every minute).
- Calls are answered by a team of communicators, trained in call taking and dispatch.
- Almost 44% of all 9-1-1 calls are misuse, abuse, pocket dialing, hang-up type calls. Communicators must ensure the safety of the caller, before they can close the call.
- Most staff in Communications are Civilian employees, with some Uniform officers working alongside.
- One of the major roles within Communications is dispatching officers to calls and monitoring their daily activity and general safety. A dispatch board can fluctuate between 15-70 officers or more on one channel. It is important that the dispatcher is able to provide help to citizens by dispatching the calls and at the same time knowing where each officer is and ensuring they have the assistance needed.

FRONT-LINE WORKLOAD

227,000 Calls For Service

Police Assistance Required



NON-CRIMINAL

80% of a front-line officer's workload is related to non-criminal events:

- Alarms
- Assist Mentally Ill
- Family Disputes
- Missing Persons
- Motor Vehicle Collisions (MVC)
- Noise Complaints
- Non Verbal 9-1-1 Calls
- Suicides and Attempt Suicides
- Suspicious Circumstances (people/vehicles)
- Verbal Domestic Disputes

Keeping The Community Informed

Media Releases.....	359
Tweets Sent.....	18,700
Twitter Followers.....	34,300





1974 – 2014

CELEBRATING 40 YEARS OF EXCELLENCE:



My sincere thanks and heartfelt appreciation to all past and present members of Peel Regional Police, the Police Services Board and Regional Council for their commitment to policing excellence.

CHIEF JENNIFER EVANS



40th Anniversary Gala – October 9, 2014

2014 marked the 40th Anniversary of the establishment of Peel Regional Police, an organization that has grown to become the second largest municipal police service in Ontario and the third largest in Canada. Peel Regional Police was established on January 1, 1974 upon creation of the Regional Municipality of Peel. It incorporated the former police services of Brampton, Chinguacousy, Mississauga, Port Credit and Streetsville.

Over the course of four decades with monumental change and transformation in the Region of Peel, Peel Regional Police has established itself as a national leader in policing, an award winning employer dedicated to its employees, and an integral partner in shaping the Region into a world-class safe community. Peel Regional Police has achieved many accomplishments including impressive results in crime prevention, solvency and high performance ratings from community satisfaction surveys regarding the quality of work pursued to keep the community safe.

Our legacy of success can be attributed to a belief in the principle that Sir Robert Peel the father of modern policing was known for and captured by the phrase, “The police and community are one.” It is this principle that has helped guide the organization’s success in policing this great Region year after year and through the decades, and it will continue with the new 2014-2016 Strategic Plan that provides a framework to achieve our vision of, “A Safer Community Together.”

Since our establishment in 1974 we’ve recognized the value of strong community and policing partnerships and the professionalism, leadership and high level of service provided by our uniform and civilian staff day in and day out. Whether it is coordinating the largest scale evacuation in North America of 250,000 residents as a result of the Mississauga Train Derailment in 1979, or more recently with the 2013 Ice Storm that wreaked havoc on the Region - throughout the decades Peel Regional Police has been at the forefront of policing excellence to support this great Region.

Through the Decades

1974 – 1983

- 1974 - Peel Regional Police Force is established
 - **Chief Douglas Burrows** assumes duties as our first Chief of Police
- 1975 - Female officers assigned to uniform patrol (Police complement total includes 5 female officers)
- 1976 - Race and Ethnic Relations Unit and Tactical Unit launched
 - First Ontario police service to implement polygraph exams
- 1977 - Install TeleTypewriter System (TTY) for the deaf and/or hard of hearing
- 1978 - 12 Division Opens - 4600 Dixie Road, Brampton
 - Emergency Calls Buttons (10-33) Call Equipment installed in cruisers
 - Texaco Refinery Fire - Port Credit - 1,000 evacuated
 - Air Canada (Flight 189) Crash - Toronto International Airport - 2 dead, 105 injured
- 1979 - Mississauga Train Derailment - 250,000 residents evacuated
 - First civilian dispatchers hired
- 1980 - Extendicare Nursing Home Fire - 25 perish, 35 injured
- 1981 - Headquarters Opens - 7750 Hurontario Street, Brampton
 - Soft Body Armour issued
- 1982 - Forensic Identification Unit - First in Canada to lift latent print off skin tissue
- 1983 - First Mobile Command Center (Now OPS-1)

1984 – 1993

- 1984 - First Papal visit to Canada
- 1985 - Media Relations Unit established
- 1986 - Yellow cruisers replaced with white cruisers
 - Information and Technology Unit launched
 - Crime Stoppers Program launched and joins Toronto and Regional Crime Stoppers
- 1987 - Royal Visit - Duke and Duchess of York
 - New 11 Division Opens
- 1988 - **Chief William Teggart** assumes duties as our second Chief of Police
 - 9-1-1 System launched
- 1989 - Auxiliary Police Unit, Regional Breathalyzer Unit, Members Assistance Program launched
- 1990 - **Chief Robert Lunney** assumes duties as our third Chief of Police
 - Mobile Display Terminals (MDT) placed in cruisers
 - First Civilian Supervisor hired in Communications
 - Computer Aided Dispatch (CAD) launched
 - Automated Fingerprint Identification Search (AFIS) system launched
- 1991 - First Neighbourhood Policing Unit opened - 21 Division
- 1992 - Operation Lookout developed to reduce impaired driving
 - Landmark Crime Prevention Through Environmental Design (CPTED) Project initiated at Turner Fenton Secondary School
- 1993 - Fraud Bureau assists with largest seizure of counterfeit currency (\$4,000,000)
 - Police Show launched

1994 – 2003

- 1994 - Accredited – Commission on Accreditation for Law Enforcement Agencies (CALEA), the first police service in Ontario to receive this distinction and only the fifth in Canada
 - DNA was used in a trial - First case in Peel Regional Police History
 - Meadowvale Community Station opened
 - Peer Support Team launched
- 1995 - Received the Webber Seavey Award - For Quality In Law Enforcement (International Association of Chiefs of Police and Motorola)
 - Received a Certificate of Merit - Canada Awards of Excellence (National Quality Institute (NQI))
 - Participated in the Justice Archie Campbell Inquiry
 - First police service in Ontario to operate laser speed-measuring
- 1996 - Peel Regional Police Retirees Association Formed
 - The Police Executive Research Forum awards Constable Tom McKay the prestigious Herman Goldstein Award for groundbreaking work using CPTED
- 1997 - **Chief Noel Catney** assumes duties as our Fourth Chief of Police
 - Malton Community Station Opens
 - Assume policing responsibility for Lester B. Pearson International Airport
- 1998 - Suspect arrested for attempted hijacking - First time in Canada in 25 years
 - Chantel's Place Opened
 - Largest Peel Regional Police Recruit Class Graduated (64 Recruits)
- 1999 - Job-Share Introduced
 - Street Crime Unit permanently established
 - Peel Crime Stoppers launched, independent of the Toronto and Regional Crime Stoppers Program
- 2000 - Y2K Plan
 - Computer Crime Unit launched
 - A. Grenville and William Davis Courthouse opens in Brampton
- 2001 - Homicide solved when the first ever DNA match confirmed from the National Crime Scene Index
 - Christopher's Law proclaimed creating the Ontario Sex Offender Registry
 - 9/11 and the anthrax attacks in the US lead to marked increase in suspicious circumstance calls
- 2002 - Corporate Vision Statement "A Safer Community" launched
 - Security provided for the World Youth Day Conference / Pope John Paul II Visit
 - Online recruiting application process implemented
- 2003 - NHL Hockey Legend Johnny Bower appointed Honourary Chief of Police
 - Disaster Support - Hydro Blackout for Northeast Atlantic
 - Square One Community Station opens

2004 – 2014

- 2004 - Emil V. Kolb Centre for Police Excellence Opens in Mississauga
- 2005 - Air France Crash (Flight 348) - All 309 passengers and crew survive
 - School Police Emergency Action Response (SPEAR) launched
 - Youth Intervention Program launched
- 2006 - **Chief Mike Metcalf** assumes duties as our fifth Chief of Police
 - Arrest of the "Toronto-18" (Ontario Terrorism Case)
 - New Police Cruiser - Dodge Chargers introduced
 - Mobile Display Unit (MDU) Rollout - Enhanced dispatch and vehicle location with GPS
- 2007 - Peel Regional Police Blue Light Initiative caused the Provincial Government to amend the Highway Traffic Act allowing for the addition of blue roof lights on police cruisers enhancing officer safety
 - Strategic Tactical Enforcement Policing (STEP) launched (Program to reduce gang violence) with funding from the Ontario Ministry of Community Safety and Correctional Services
- 2008 - Uniform modifications include navy shirts and external carriers
 - Fleet modifications include vehicle decal redesign
 - 21 Division relocates to 10 Peel Centre Drive, Brampton
 - Cassie Campbell Community Station Opens
- 2009 - Youth In Policing Initiative launched
- 2010 - Received - Level 2 Certification, Excellence Canada - Progressive Excellence Program (PEP) "Integrated Quality and Healthy Workplace"
 - Participated in the Missing Women Commission of Inquiry
 - Security provided for Vancouver Winter Olympic Games, G8 Summit-Huntsville and G20 Summit-Toronto
 - Online Reporting launched
- 2011 - Received - International Association of Law Enforcement Intelligence Analysts IALEIA Award
 - Materials Management Centre Opens - 25 Wilkinson Road, Brampton
- 2012 - **Chief Jennifer Evans** assumes duties as our sixth Chief of Police
 - Greater Toronto's Top Employers Award (2012-2014)
 - Canada's Top Employers for Young People Award (2012-2014)
- 2013 - Disaster Support - Flood and Ice Storm
- 2014 - Creation of Call Diversion Unit to improve overall emergency response to calls
 - Received Level 4 Gold Certification – Excellence Canada
 - LEED (Leadership in Energy and Environmental Design) Silver Award for Materials Management Centre
 - Text to 9-1-1 introduced for the deaf, hard of hearing or speech impaired (DHHSI) community.



Officer
Order of Merit



Member
Order of Merit



2014 AWARDS AND RECIPIENTS

- Auxiliary Officer AwardAuxiliary Constable Diane Nowicki
- Brampton Board of Trade Award Constable Heather Cannon
- Civilian of the Year Award Lenore Terry
- Communications Award Ms. Penny Routledge
- Community Crime Prevention AwardConstable Cameel Chambers
- Community Hero Award Constable Ben French
- Community Policing Award Constable Joel Genoe
- Community Service Award Constable Lovejeet Bains
- Constable Dwayne Piukkala Memorial Award Constable Sean Wegenschimmel
- Constable Matt Parr Academic AwardConstables Brandon Statham & Mario Walters
- Constable Matt Parr Auxiliary RecipientAuxiliary Constable Diane Nowicki
- Constable Matt Parr Impaired Driver Apprehension Award Constables Ben French,
Ian Kosher, John Lee, Ed Nicholson, Scott Leamon, Dane Pallett, Jason Senechal
- Detective Robert Boyne Memorial Award Constables Cameel Chambers,
Chris Christidis & Yvette Logan
- Inspector Frank Fernandes Memorial Award Constable Rob Hofstetter
- International Association of Financial Crimes Investigators (IAFCI) .. Detective Jim Dolan
- Knights of Columbus Humanitarian Award Sergeant Joy Edwards
- Larry Farrow Award Constables Darrell Corona & Michael Lassaline
- Member of the Order of Merit (MOM) Ms. Florence Stewart
- Officer of the Order of Merit (OOM) Deputy Chief Frank Roselli
- Officer of the Year Award Constable Susan Gray
- Officer of the Year Award
For Outstanding Advocacy For Victims Of Human Trafficking.... Constable Jim Zucchero
- Paul Shram Memorial Award Ms. Nancy O'Neill
- Peel District School Board Award of Excellence Constable Kathy Kulbak
- Police Merit Award A/Sergeant Paul Noonan
- Raising Flame AwardSergeant Shawn McCowell
- Ron Lenyk Volunteer of the Year Award Sergeant Jessica Roselli
- St. John's Ambulance Life-Saving Award Constable Wayne Wright

PROMOTIONAL LIST

DEPUTY CHIEF

Brian Adams
Dave Jarvis

SUPERINTENDENT

Steve Blom
Colleen Fawcett
Dale Mumby
Robert Ryan

INSPECTOR

Raj Biring
Sean Lawson
Barry Leslie
Brent Magnus
Sean McKenna
Paul Pogue
Taufic Saliba
Sandra Trepte
Angelia Twiss
Magdi Younan

STAFF SERGEANT / DETECTIVE SERGEANT

Gary Carty
Andrew Cose
Nigel Gonsalves
Scott Harrison
Kyla Hunter
Shawn McCowell
Thomas Warfield
Hubert Hiltz
Barbara Smith

SERGEANT / DETECTIVE

Jay Bouwkamp
Mike Bruce
Jeff Callcott
Richard Clarke
Joy Edwards
John Farquharson
Susan Gray
Phil King
Jason LaChappelle
Patrick McGuire
Matthew Miller
James Murtland
John Raposo
Joey Rego
Jessica Roselli
David Seward
Dyson Smith
Derrick St. Denis
Michael Stone
Harry Tam
Allan Villers

CIVILIAN PROMOTIONS

Ms. Bev Mullins
Mr. Mark Figueiredo
Ms. Carri-Lynn Holmes

POLICE SERVICE BOARD AWARDS

- Cst. Shawn Artkin
- Cst. Christopher Bertrand
- Cst. Sean Bitmanis
- Cst. David Blashuk
- Cst. Jeffrey Chamula
- Cst. Gary Dawson
- Cst. Hilary Hutchinson
- Cst. Sang Kim
- Det. Stuart Kreis
- Cst. Kevin Lancaster
- Cst. Christopher MacDonald
- Cst. Jeffrey MacPherson
- Det. Aaron Masnaghi
- Cst. Chad Michell
- Cst. Thomas Morrow
- Cst. Stephen Nickson
- D/Sgt. Donny Ross
- Det. David Seward
- Det. Darren Sheridan
- Ms. Bonnie Sliwinski
- Cst. Joseph Soares
- Cst. Douglas Tracey
- Cst. Andrew Ullock

SUPERVISOR C.A.R.E.S. AWARDS
Cares, Assists, Recognizes, Empowers And Seeks



Detective Sergeant Gary Carty
OFFICER SUPERVISOR – CARES



Mr. Peter Grant
CIVILIAN SUPERVISOR – CARES

POLICE EXEMPLARY SERVICE BAR & MEDALS

30 Years

- Sgt. Russell Anderson
- Cst. Lori Betts
- Sgt. David Bullock
- D/Sgt. Gary Carty
- Det. Blaise Doherty
- Chief Jennifer Evans
- Cst. Russell Fox
- Cst. Keith Graham
- Cst. William Hand
- Cst. Kenneth Jeysman
- S/Sgt. Perry Kirchhof
- Insp. George Koekkoek

- Insp. Gary Martin
- D/Sgt. Joseph Mlacak
- Cst. Johnathan Murphy
- Cst. Ross Murray
- Cst. Micheal Plante
- Insp. Paul Pogue
- S/Sgt. Jamie Porter
- Det. Shawn Scott
- Insp. Brian Smithson
- Sgt. David Van Allen
- Supt. Lee Weare

20 Years

- Sgt. Raffaella D'Angela
- Cst. Alison Fraser
- Cst. Donald MacNeil

- Cst. William Vander Wier
- Cst. Warren Williams

CIVILIAN EXEMPLARY SERVICE AWARD

30 Years

- Ms. Susan Hartley
- Ms. Patricia Keip

- Ms. Grace Kippen
- Ms. Terri Pauli

20 Years

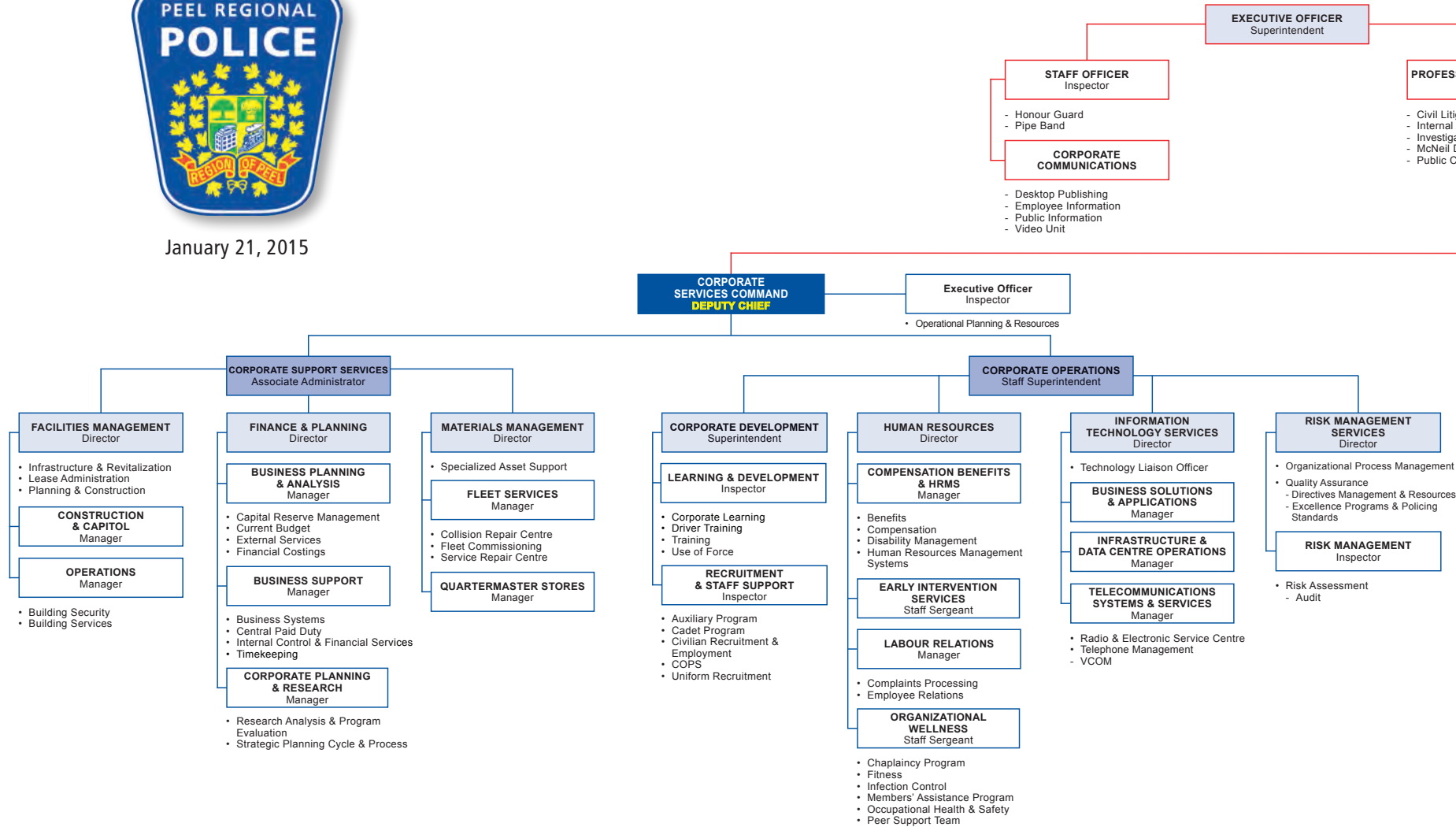
- Ms. Marilyn Brooks
- Ms. Nada Carapina
- Ms. Angie Coleman
- Ms. Claire Fozard
- Mr. David Hamlyn
- Mr. Borromeo Macarandang

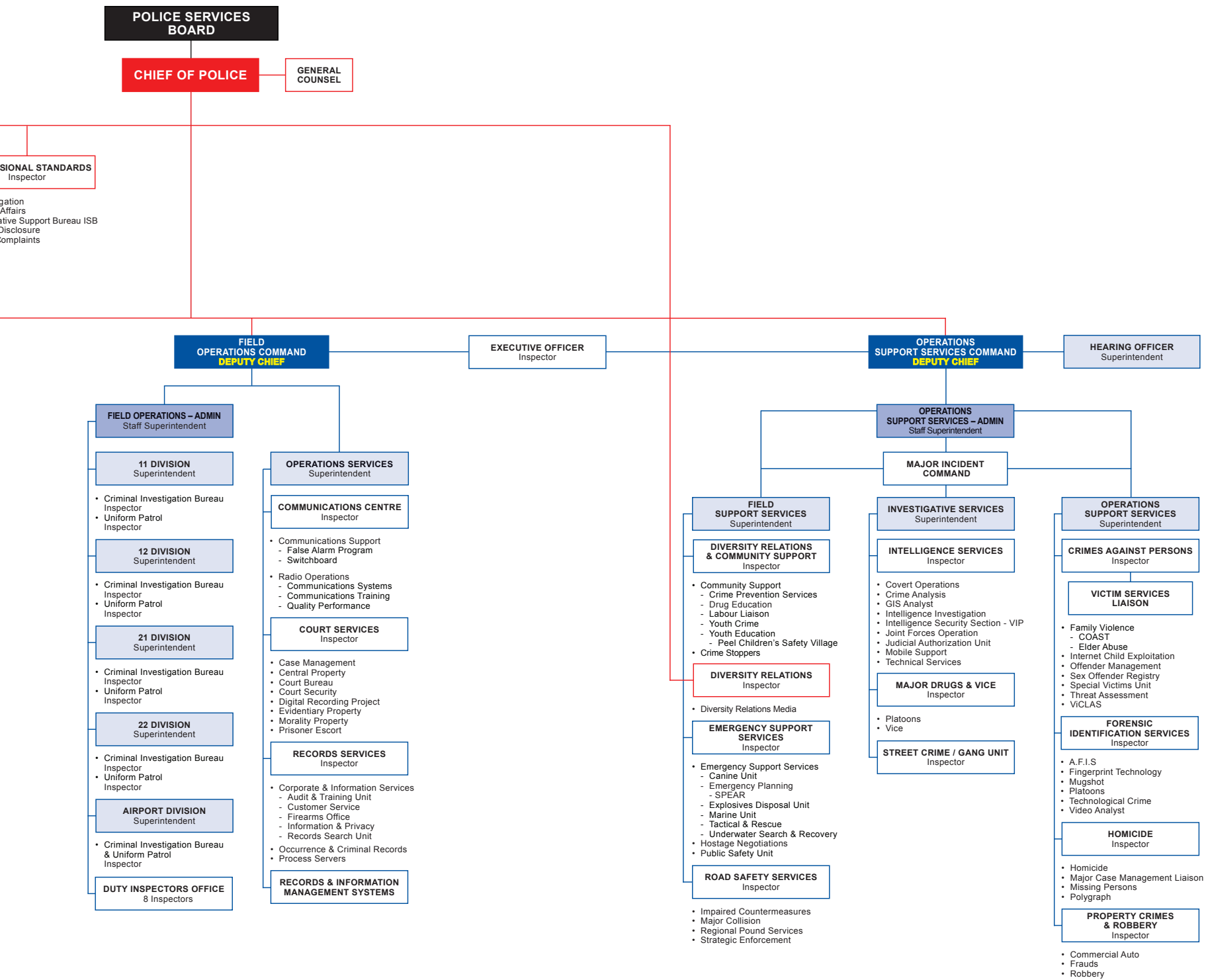
- Ms. Beverley Mahadeo
- Mr. Paul McCallion
- Mr. Andrew Mizen
- Ms. Vicki Pawelchuk-Craig
- Ms. Tonia Pryce
- Ms. Leanne Reynolds

ORGANIZATIONAL STRUCTURE



January 21, 2015







FUNDING OPPORTUNITIES SECURED



Partnering for "A Safer Community Together"

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 2014, more than \$13 million was received in funding. Examples of collaborations in 2014 with our government partners include:

Court Security And Prisoner Transportation Funding **\$4,051,552**

A portion of Court Security costs, including prisoner transportation is funded via the Ontario Ministry of Community Safety and Correctional Services. Since 2012, we have received \$8,103,104. In 2014, we transported almost 25,000 prisoners.

Provincial Community Policing Partnerships (CPP) **\$3,720,000**

To enhance community safety and increase police visibility in Peel, the Ontario Ministry of Community Safety and Correctional Services has partnered with Peel Regional Police to offset the cost of 124 front-line officers annually. Since 2005, we have received funding totaling \$37,200,000.

Provincial Safer Communities 1,000 Officers (SCOOP) **\$3,395,000**

To assist with front-line patrol, guns and gangs, organized crime, domestic violence, and youth crime in Peel, the Ontario Ministry of Community Safety and Correctional Services continued to offset the costs of 97 Peel officers. Since 2005, we have received \$30,547,953.

Provincial Anti-Violence Intervention Strategy (PAVIS) **\$890,204**

To target gun and gang violence in 2014, we received \$890,204 in provincial funding from the Ontario Ministry of Community Safety and Correctional Services. Since 2007, we have received a total of \$5,898,445 in funding, allowing us to establish STEP (Strategic Tactical Enforcement Policing), a specialized gang enforcement unit. During 2014, STEP deployments resulted in the investigation of 5,632 persons and 4,456 vehicles, the seizure of 39 firearms/weapons, the laying of 337 Criminal Code charges and 423 drug charges.

Crisis Outreach And Support Team (COAST) **\$309,706**

A partnership between the Canadian Mental Health Association, Saint Elizabeth Health Care and Peel Regional Police, this program pairs an officer with a mental health professional to answer calls involving individuals apparently suffering a mental health crisis. Providing service to over 100 recipients a month, the team diverts calls or decreases the time needed for front line uniform officers by conducting mental health assessments on scene. As well, the team serves as



a resource to front line officers and the community, conducting information sessions and presentations to raise awareness of the program. In 2014, \$309,706 was recovered for this program.

**Provincial Proceeds Of Crime (POC)
\$247,003**

Since 2007, Peel Regional Police have received \$954,768 in Proceeds of Crime grant funding from the Ontario Ministry of Community Safety and Correctional Services to fund various initiatives which include internet crime prevention, recovering firearms, maintaining the cyber-bullying program, community safety and the purchase of equipment used in investigations.

**Federal Firearms Office
\$198,896**

To help us administer and enforce the Firearms Act, the Federal Chief Firearms Office provided funding for an officer and partial funding for an administrative position. Since 2005, funding received has totaled \$1,660,472.



**Provincial Strategy To Protect Children From Sexual Abuse And Exploitation On The Internet
\$187,500**

To help rescue children and combat abuse and child exploitation on the internet, the Ontario Ministry of Community Safety and Correctional Services continues to provide funding for this program. Since 2007, we have received \$1,342,957.

Provincial Reduce Impaired Driving Everywhere (RIDE) \$60,948

To enhance the RIDE program, the Ontario Ministry of Community Safety and Correctional Services provides a grant which provides additional enforcement. Since 2005, we have received \$484,183.

**Provincial Youth In Policing Initiative
\$58,560**

To provide a mentoring environment and insight into policing as a career, high school students are hired under this summer program which is funded by the Ontario Ministry of Children and Youth Services. Since 2009, we have received \$324,560. In 2014, 15 students were hired.

**Marijuana Grow Operation Recovery
\$24,141**

Peel Regional Police entered into a Memorandum of Understanding with both the City of Brampton and City of Mississauga. When an illegal marijuana grow operation is discovered and dismantled by police they are reimbursed for reasonable expenses incurred during the dismantle. These costs are directed back to the property owner by the respective city. In 2014, \$24,141 was recovered by Peel Regional Police.

Hate Crime And Extremism Investigative Team (HCEIT) \$12,948

Peel Regional Police is a member of the HCEIT and is involved with monitoring and investigating extremist and hate crime related activity. As well, the unit communicates with other partners to identify trends throughout the Province of Ontario and Canada that may have an impact on Peel Region. The Ontario Ministry of Community Safety and Correctional Services provided \$12,948 in 2014 for training and equipment.

COMMUNITY INVOLVEMENT GIVING BACK TO THE COMMUNITY

In 2014,
over
**\$1.2
million**
was raised
for various
charities
through
the
ongoing
efforts
of Peel
Regional
Police and
community
members.

In 2014, Peel Regional Police staff provided numerous volunteer hours and fundraising support to assist those in our community who are in need. While raising funding for local charities and programs, these initiatives also help to strengthen the relationship between Peel Regional Police and members of the community.



RACE AGAINST RACISM



COPS FOR CANCER



UNITED WAY KICK-OFF



HEART AND STROKE



JUVENILE DIABETES RESEARCH FOUNDATION



TOYS FOR TOTS



COMMUNITY SAFETY

STRATEGIC ISSUE AND GOAL

COMMUNITY SAFETY:

Enhance And Promote Together With The

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 (33%) was above provincial (24%) and national (26%) rates.¹
- Solvency rate for violent crimes (78%) was above the provincial (72%) and national (73%) rates.¹
- Property crime rate (1,543 per 100,000) was below the provincial (2,361) and national (3,146) rates.¹
- Violent crime rate (534 per 100,000) was below the provincial (833) and national (1,092) rates.¹
- 160 POP (Problem Oriented Policing) projects were initiated and addressed community issues such as drugs, Liquor License Act Offences, public lawlessness, traffic/pedestrian safety, and distraction thefts.

INCREASE

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

- Conducted a Commercial Break and Enter Victim Satisfaction survey.
- A survey was conducted in Peel schools regarding officers in high schools and middle schools, and youth education presentations.
- Training continued in Mental Health education for an effective response to community needs.
- There were 1.5 million visits to the Peel Regional Police website.
- Participated in a number of community events including Crime Awareness Day and Neighbours Night Out.
- The "Made in Peel" Community Safety Model:
 - initiated help for those involved in sex trade work;
 - engaged at-risk youth in the "Reel Youth" – Youth and Mentors Film Program; and,
 - used a situational table to deal with at-risk individuals and families.

PROVIDE

assistance to victims of crime

- A partnership between Peel Regional Police and Victim Services of Peel (VSOP) is maintained with a Senior Officer assigned as a liaison.
- Peel Regional Police continues to work in partnership to promote an integrated service delivery framework for providing assistance to victims.
- Significant community outreach through education and advertising of crime prevention programs continued.
- Performed 60 Crime Prevention Through Environmental Design (CPTED) audits of residential and business properties to help reduce the incidence of crime.

¹SOURCE: CANADIAN CENTRE FOR JUSTICE STATISTICS, 2013 DATA (2014 DATA UNAVAILABLE)

Community Safety As Our Highest Priority Community

FOCUS

on road safety through education
and enforcement strategies

- Continued to improve road and pedestrian safety through major traffic campaigns: RIDE, Operation Impact, ERASE (Eliminate Racing Activities on Streets Everywhere), Project Safe Streets, Safe Driving Campaign, Summer Safe, and Drive Safe.
- Received 1,694 reports from the community through the RoadWatch Reporting system.
- Rate per 100,000 of personal injury collisions was 160, well below the national (345) and provincial (326) rates.

ENHANCE

crime prevention initiatives
and awareness

- Provided almost 160 crime prevention presentations/lectures on a wide range of topics to over 12,500 community members.
- Those in attendance at Crime Prevention and Cyber Academies were surveyed with high satisfaction of information received.
- Commercial Break and Enter victims surveyed increased their awareness of crime prevention programs and resources.
- Community outreach through education and advertising of crime prevention programs continued. New initiatives included: 'Walk now, Text later' referring to distracted pedestrians, and creation of a short trivia game in the form of an App to educate the public.

STRENGTHEN

emergency management planning
and response (internally and
externally)

- The Emergency Plan has been reviewed and outlines how we will provide timely and effective police services to the community during an emergency situation.
- Created an Airport specific plan, 'Active Shooter', training with policing partners and airport tenants.
- Created 'Incident Response Education, Training and Standards Subcommittee' collaborating with policing partners.
- Began work on 'Project 25 ISSI', an interface that enables communication between first responders (Police, Fire, Emergency Medical Services).



MADE IN PEEL Community Safety Model

The Community Safety Model Team continued work following an in-depth and interactive training exercise with the Prince Albert Community Mobilization Team, a known community that has seen impressive reductions in crime statistics since implementing the Community Safety model. The training provided officers with the background, policies, procedures, methodologies and practices that define the Prince Albert Hub as a model. It has been adapted and applied to the Peel Regional Police model. Video footage gained at this training event has been incorporated into an e-learning module that will be of value to Peel Regional Police and other jurisdictions seeking to implement a similar model.

Since the training, initiatives have been launched in a number of communities, including one to help local women involved in the sex trade. Peel Regional Police partnered with 16 unique agencies to help sex trade workers. They have now been connected to resources required to improve their lives through counselling for addiction, mental health, homelessness and various other services.

Working with our citizens and community partners to address issues is what community based policing is all about.

SUPERINTENDENT JEFF BOND



National Safe Driving Week

ROAD SAFETY Peel Regional Police And Ford Canada Join Forces

Peel Regional Police teamed up with Ford Canada to demonstrate the dangers of impaired driving with Ford's innovative "Impairment Suit" as part of the National Safe Driving week and the Peel Regional Police annual Festive RIDE Program. Under the guidance and control of track safety officers and driver training staff, members of the media had the opportunity to test the suit first hand on a closed driving track. The suit allows an individual to experience the reduced visibility and coordination caused by impairment while retaining the cognitive function of a sober person. This presented a rare opportunity to fully understand the physical limitations associated with intoxication and resulted in an eye-opening experience for the wearer.

When people think of Impaired Driving, they immediately think "alcohol", however, the number of arrests for people being impaired by drugs is on the rise. Peel Regional Police recognizes and supports the Drive Safe Campaign. The safe use of our roadways is an extremely important part of our commitment to Community Safety.

CHIEF JENNIFER EVANS



Pop Up Crime Stoppers

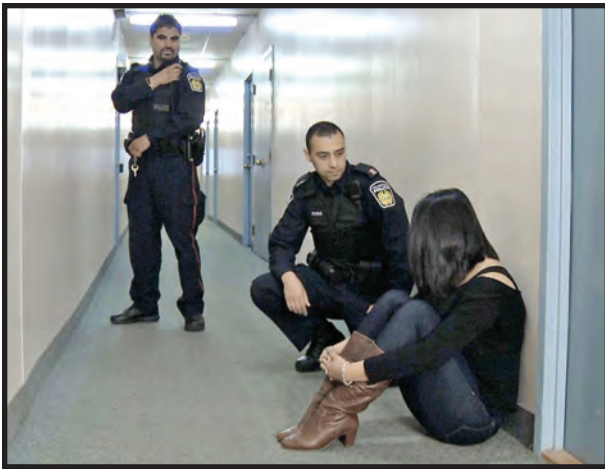
Along with NPU and Bike officers, Crime Stoppers were "popping up" at various locations throughout Peel in order to liaise with the community and promote the Crime Stoppers program. Some locations were shopping malls, parks, recreation centres or any other place where there can be a high level of public interaction. The displays show how anyone can anonymously report a crime and collect a reward.

There were 2,204 tips received in 2014 with \$190,090 of stolen property recovered. Since Peel Crime Stoppers inception in 1999, there have been over 38,000 tips received, 2,809 arrests with 6,690 charges laid, over \$19 million of stolen property recovered and over \$220 million in drugs seized.

The success of a Crime Stoppers program is measured by more than statistics. Other benefits include greater community awareness, a willingness by community members to fight back against crime and improved relationships between police, media and the community.

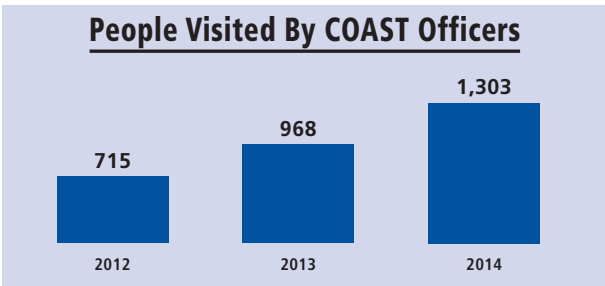
We wanted to do something fresh for people to be aware that there are options in the community, if they choose not to get in touch with the police, about reporting crime in their community.

LENORE TERRY – PEEL CRIME STOPPERS



Crisis Outreach Assessment Support Team (COAST)

The goal of the Crisis Outreach Assessment Support Team (COAST) is to support individuals in a mental health crisis and to provide an effective and compassionate response during the resolution of their crisis. In the last 5 years in Peel Region, requests for assistance for the mentally ill have increased over 50%, further validating the role of this team of officers who work alongside Crisis Intervention Specialists. Over the last year, COAST officers attending and assisting in calls has increased over 34%, engaging their critical role between the mental health system and the judicial system. This program works in partnership with the Canadian Mental Health Association (CMHA) striving to improve the system to better serve the residents of Peel.



Commercial Break And Enter Victim Survey

Peel Regional Police is committed to enhancing and promoting community safety, supporting victims and ensuring service excellence to the community. This year businesses in Peel Region had a chance to voice their opinions in our survey about the service Peel Regional Police provided after a Break and Enter incident had occurred at their place of business. The survey collected feedback on service satisfaction with the initial reporting and investigation of the Break and Enter. Information gathered has assisted in the planning and developing of measures that will ensure continued service excellence to the business community.

At Peel Regional Police, we support victims in many ways. One of these ways is to continue to excel in providing high quality services. This survey provides the opportunity for businesses to positively impact the service we provide, and supports our vision of 'A Safer Community Together'.

CHIEF JENNIFER EVANS



9-1-1 Education And Awareness Campaign

Peel Regional Police continued to focus on educating the community on the appropriate use of the Peel Regional Police non-emergency number, 905-453-3311, and the 9-1-1 emergency number. Inappropriate 9-1-1 calls tie up vital phone lines and their Operators, who are then unable to respond in a timely manner to real emergencies. Almost half of all 9-1-1 calls received are for non-emergency matters. When seconds count, this unintentional misuse of resources can have serious ramifications. During the Campaign residents were given information about using the 9-1-1 number and reminded how to avoid using it improperly. Educational material and resources were also made available for the public through the Peel Regional Police website, The Police Show, YouTube, Facebook and Twitter.

In 2014, there were 608,000 calls received by Communications, over 353,000 were 9-1-1 calls. Of those, 44% were deemed as false or inappropriate.



Crime Prevention

Crime prevention bulletins are released periodically to educate residents on how to protect themselves against crime.

Peel Regional Police launched a new, free for download, interactive trivia game, Crime Prevention Trivia. The purpose of the game is to engage the public and test their knowledge in these categories: Home Security, Personal Safety, Internet Safety, Social Media and Fraud. The game was showcased by Crime Prevention Services at various community events and advertised on Twitter, gathering a response by followers: "A wonderful way to teach people about home security!", "Looks like a valuable app."

ZOMBIE PEDESTRIANS Walk Now Text Later

Zombie pedestrians are described as foot pedestrians with their head down, focused on their mobile device, not paying attention to their surroundings.

A citizen education campaign was implemented by Crime Prevention Services targeting pedestrian safety and utilized transit and transit shelters advertising areas to draw awareness to the dangers of texting and walking. A large life size cardboard cut-out of the recognized zombie has been in attendance at many community events, further getting the message out to citizens. One citizen tweeted his thanks after seeing the sign: "Noticed this sign while walking and Tweeting this morning, thanks for the reminder."



Your Community – Your Safety Get Involved

The best way to deal with crime and victimization is to stop crime before it happens. All communities are safer when citizens work together to build safe and healthy neighbourhoods and workplaces. Peel Regional Police joined police services across Ontario in the 2014 Crime Prevention Campaign promoting citizens' role in preventing crime and building safe and healthy communities. The campaign featured information to promote crime prevention initiatives.

Topics covered included, when to call 9-1-1, securing your home or business from break-ins and other property crimes, vigilance against on-line fraud, identification theft and other cybercrimes, and guarding against vehicle theft.

MEMBER FOCUSED WORKPLACE





STRATEGIC ISSUE AND GOAL

MEMBER FOCUSED WORKPLACE: To Be

ENSURE

the health, well-being
and safety of all employees

INCREASE

the awareness, feedback and
involvement of our employees

- The Organizational Wellness Bureau continued to offer the Employee and Family Assistance Program (EFAP) and provided 15 sessions on a wide range of issues including debt management, health and fitness, career development, and internet safety to over 400 employees.
- The Health Nurse provided medical service to 44 exposure incidents and completed 303 medical interactions with employees.
- Added an EFAP/Addictions Co-ordinator responsible for the administration and coordination of all EFAP services and managing addiction-related matters.
- Implemented a Health Professionals Directory that provided employees with access to on-site services and referrals to a wide range of professionals such as dietitians, naturopaths, physiotherapists, and lifestyle coaches.
- Introduced the Road to Mental Readiness (R2MR) program to help reduce the stigma associated with mental health in the workplace by providing tools in relation to resilience and coping strategies.
- The Joint Operations Health and Safety Committee (JOHSC) issued a number of corporate communications to raise awareness on health and safety issues and conducted 19 workplace inspections.
- An Employee Satisfaction Survey was conducted in 2014, with 1,174 employees providing feedback, for a response rate of 40%. Overall, employee satisfaction was 69%, an increase of 3% from 2013.
- Forty-three personal messages from the Chief and 230 messages from Corporate Communications were issued to provide feedback to employees.
- Sixty-eight suggestions were made to the Chief's Suggestion Box.
- Surveys were conducted to receive employee feedback related to the shift schedule, service delivery and various training programs.
- Peel Regional Police TV at police facilities ensures members are kept informed.

An Employer Of Choice

PROVIDE

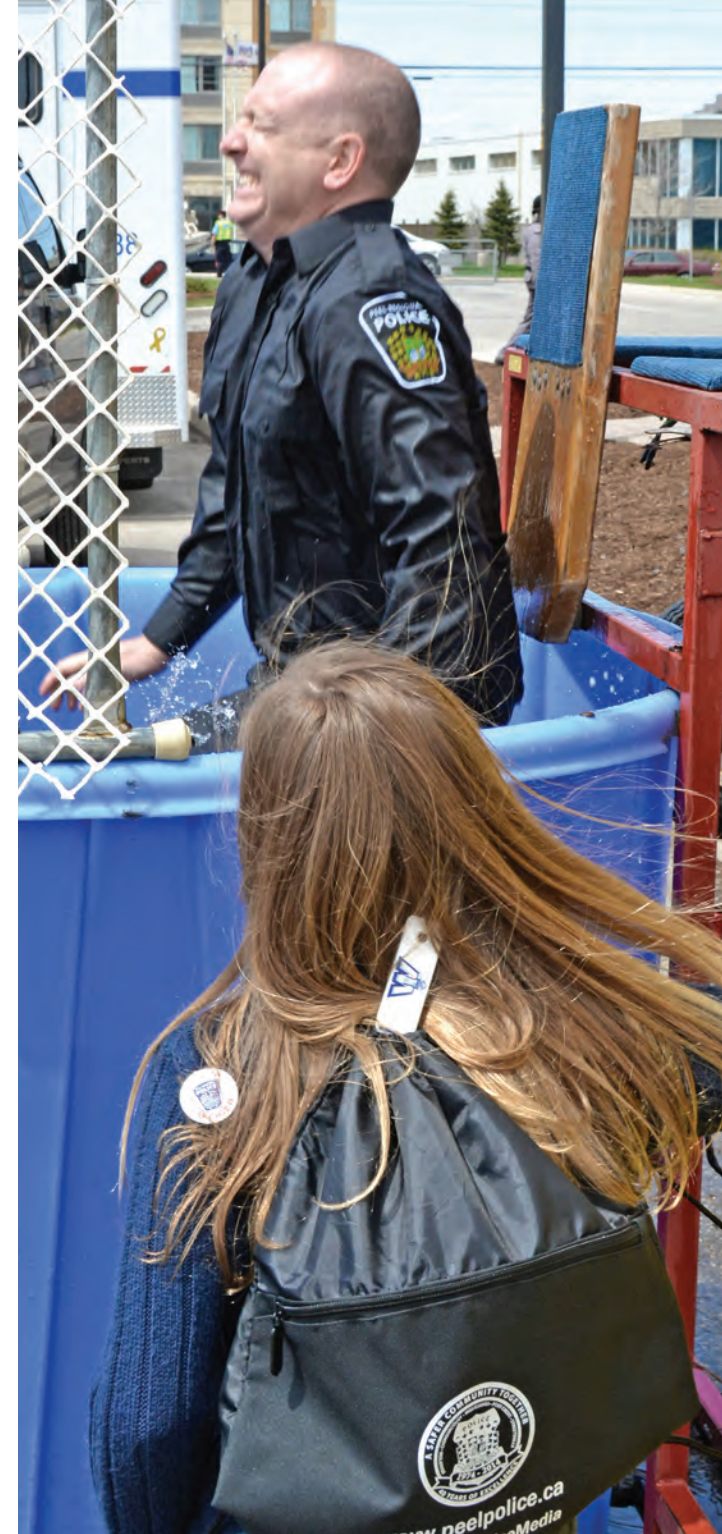
opportunities for professional development to meet present and future needs

- There were 255 uniform staff and 86 civilian staff enrolled in 552 and 275 continuing education courses respectively.
- There were approximately 155,000 training hours.
- There were 117 staff who attended Region of Peel courses and 271 external courses and conferences were attended.
- 1,209 staff were given professional development opportunities.
- Participation on 30 external policing inter-agency committees.

PROVIDE

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

- Completed the following:
 - Square One Community Station renovations.
 - Three year facility plan.
- The 10-year Capital Plan totaling \$282,000,000 was developed and approved by the Peel Police Services Board and approved by Regional Council.
- Began planning for a new inventory management system that will facilitate online ordering from members requiring uniforms and equipment.
- Introduced new technologies to enhance and integrate current traditional communications technology such as voicemail to email and electronic faxing.
- Implemented the digital ANI/ALI (Automatic Number Information/Automatic Location Information) service enabling Peel Regional Police dispatchers to request updated GPS location information for cellphone callers who are in distress and/or cannot identify their location.





Employee Wellness Initiatives

At Peel Police we care about the health, well-being and safety of our members. We continue to focus on their personal and professional development through the establishment and promotion of initiatives aimed at strengthening employee communication, collaboration and engagement.

- The **Healthy Living Committee** offers wellness initiatives and programs to encourage and support the health, safety and wellness of all members. Their Healthy Lifestyles Program provides a directory of health professionals with a referral service to a wide range of professionals and access to on-site paramedical services.
- The **Multi-Faith Chaplaincy Team** is a resource of spiritual support, emotional care and practical wisdom for all members. The Chaplains provide spiritual or faith-based support and guidance to individuals with personal or professional challenges, reflecting Peel Police's ongoing commitment to providing members with the support and resources they need to live a happy and balanced life.
- The **Wellness And Fitness Programs** have been designed to motivate members to make personal health choices aimed towards achieving a healthier lifestyle. These programs provide the opportunity for members to proactively manage their personal health and fitness needs by encouraging them to utilize resources such

as on-site fitness facilities, quiet rooms, and healthcare professionals available.

- **Lunch And Learn Sessions** are offered to members to support their growth and development within the organization. To promote the importance of workplace learning and performance, a variety of topics such as career development, financial planning and life stages are available to our members.

Strengthening Corporate Communications

Employee engagement is a key factor to workplace excellence and organizational success. Peel Regional Police believes it is important to collect input from employees on key issues that affect them. Several initiatives undertaken to strengthen communications with employees included:

- **Suggestion Boxes**
Chief – Employees sent their ideas and suggestions directly to the Chief via email. The initiative was designed to encourage employee input and involvement to make a better workplace.
- **Healthy Living** – To engage all members of Peel Regional Police in achieving and maintaining a satisfying, balanced and healthy personal and professional lifestyle by sharing healthy workplace ideas and practices.

- Publications

The "Healthy Living" newsletter published three times a year focuses on encouraging and supporting the health, safety and wellness of our employees.

"This Week in Peel" is a weekly newsletter keeping employees informed of current events and initiatives across the organization.

Our Annual Performance Report includes considerable information on key crime statistical data, organizational statistics, workload trends and an employee awards section. The report outlines our performance and results for the year, and indicates how we are progressing to meet the goals outlined in our 2014-2016 Strategic Plan.

Our intranet website continues to provide employees with daily media releases, crime prevention tips, recruiting information, upcoming community events, and access to key publications.

- Surveys

On an annual basis, the Employee Satisfaction Survey seeks feedback from our employees on their satisfaction, engagement and morale, as well as emerging organizational issues. Overall job satisfaction increased from 66% in 2013 to 69% for 2014. The results revealed a majority of employees enjoy the work at Peel Regional Police and are proud and committed to the organization. The results are utilized to develop effective and efficient



solutions, as well as ensure that the services and processes are member focused.

Peel Police utilized several surveys in 2014 to define and measure the quality of existing services to identify gaps and develop services that better meet our employees' needs and expectations. Some of these surveys included Adverse Driving Conditions, Corporate Learning Training, Civilian Career Fair, Promotional Process Review, Use of Force Training, Flex Shift Schedule, Front Line Shift Schedule and Carbine Rifle Training.

- Employee Recognition

Recognized the actions and contributions employees made each and every day.

- Recognized employees who had committed themselves to continuous learning by completing a certificate, diploma or degree within the past year.
- The Annual Officer Of The Year And Civilian Of The Year Awards are presented to one uniform and one civilian member who consistently go above and beyond the scope of their job to deliver exceptional service.
- The Civilian And Officer Supervisor CARES Awards are presented to supervisors who exemplify the qualities of Cares, Assists, Recognizes, Empowers and Seeks.

- A Peer-to-Peer Recognition website is available to members who would like to positively and publicly recognize or thank an employee for outstanding work performance, teamwork or a special contribution.

Training Opportunities And Career Development

At Peel Regional Police, we provide and support our employees with their training and career development. Some of these opportunities included lateral transfers, continuing education reimbursement policy, career counselling, and availability of courses from the Region of Peel.

- **Skills Development And Learning Plan** – Coordinates the learning and development of members. The Plan identifies areas that members require training, assist members to reach their full potential, and takes a progressive approach to preparing our members today for tomorrow's challenges. Peel Regional Police's commitment to excellence includes providing each member the opportunity to develop their knowledge, skills and abilities in order to improve the overall effectiveness and quality of service provided to the residents of Peel.

- **Continuing Education Program** – The opportunities for professional development internally, as well as externally through Continuing Education courses, are essential to meeting the goal of being an Employer of Choice for present and future members. Peel Regional Police offers career planning as well as tuition subsidies for courses.
- **Senior Officer Promotional Process** – The effectiveness and efficiencies of the new process were evaluated and a revised Senior Officer Promotional process was established. In the spring of 2013, Chief Evans directed that the promotional selection process be reviewed. The committee in consultation with employees assessed procedures and submitted recommendations. A new, improved and revised process was established in 2014 as an annual practice..
- **Training Programs** – Several programs were offered to members throughout the year to provide personal development and professional growth. Some of the courses were: The 7 Habits of Highly Effective People (making individuals and leaders more effective), Below 100 (focus on use of safety equipment and enhanced situational awareness), Interview Preparation, Basic Investigative Training, and Knowing the Impaired Driver. These training sessions provided members the opportunity to speak to presenters and to obtain the resources needed to achieving their career goals.



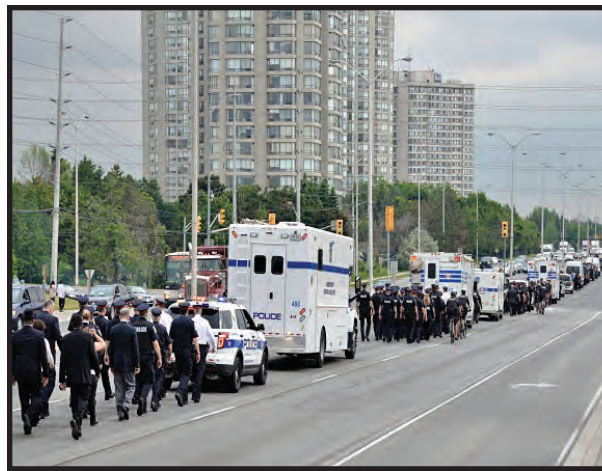
Proud To Be Peel Shoulder Flash Cards

The campaign created a Shoulder Flash Card containing the Peel Regional Police crest, as well as important current and historical information about our Service. Trading police patches or shoulder flashes between law enforcement agencies has become widespread internationally and is recognized as a sign of mutual cooperation and respect.

Investing In Infrastructure Technology

Our investments in facilities, equipment, and current technologies provide our employees with the best working environment possible, helping them succeed on the job and improve the way we do business.

- Started work on a new inventory management system that provides online ordering for officers and civilians requiring goods.
- Personnel have been equipped with essential, more technologically advanced equipment to meet their operational needs such as a dedicated, encrypted radio channel and interactive dashboard tools to support



the production, analysis and dissemination of crime information throughout the organization anytime, anywhere.

- Implemented Unified Communications technologies to enhance and integrate current traditional communications technology such as voice mail to email inbox and electronic faxing.

March On The Region

The Freedom to March is a ceremonial honour traditionally provided to a unit that has historic ties to that particular city or region, as a token of appreciation for their long and dedicated service. This march marked Peel Regional Police's 40th Anniversary since amalgamating in 1974.



Awards And Recognition For Peel Regional Police

- Peel Regional Police was awarded Greater Toronto's Top Employers for the fourth consecutive year.
- Canada's Top Employers for Young People for the third year straight.
- Peel Regional Police became the first police service to receive the Employee Assistance Society of North America award.



DID YOU KNOW ...

Peel Regional Police is active on Twitter and Facebook via our corporate account [@PeelPoliceMedia](#). We currently have **34,300** active followers who have come to rely on us as a source of up-to-date relevant information.

QUALITY SERVICE AND FISCAL RESPONSIBILITY

LINE - DO NOT CROSS

POLICE

POLICE

DO NOT CROSS

PO



334



A SAFER COMMUNITY TOGETHER

POLICE



www.peelpolice.ca

905-453-3311



Constable Kathy Kulbak
Peel District School Board Award of Excellence

STRATEGIC ISSUE AND GOAL

QUALITY SERVICE AND FISCAL RESPONSIBILITY: Deliver

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

- The most recent Community and Business surveys revealed 91% of business owners and 87% of residents are satisfied with the work of Peel Regional Police.
- The Public Complaints Bureau received and reviewed 89 public complaints.
- Peel Regional Police complies with Ontario Policing Standards and applicable legislation. As of December 31, 2014, there were 301 directives.
- Achieved Level 4 Gold Certification Award in the Excellence Canada program, "Quality and Healthy Workplace" and the Canada Award for Excellence.
- Received the Employee Assistance Society of North America's (ESNA) Corporate Award for Excellence.
- The "Proud To Be Peel – Compliment a Peel Regional Police Employee" was implemented on the public website. Public compliments were received about the exceptional service provided by Peel Regional Police.
- Three Area Risk Self-Assessments were facilitated and three Corporate Risk Assessments were completed. On-line risk submissions by employees were assessed by the Risk Management Bureau or were addressed by the area of responsibility or existing committees.
- Two Comprehensive Audits from the three-year Audit Work Plan were started and one completed and reported to the Chief's Management Group from the previous assignments. Twelve compliance audits were completed and reported.
- Completed service delivery reviews related to:
 - Neighbourhood Policing, Feeder School and Youth Education programs;
 - Victims of commercial break and enters; and
 - Internal Training evaluations.
- The Police Services Board and Regional Council approved hiring 22 officers to meet increased demand in accordance with the staffing formula.

Quality Services Ensuring Accountability And Fiscal Responsibility

DEMONSTRATE
leadership in responsible
environmental management
practices and energy
use

- Analysis of calls for service by patrol zone was completed to ensure effective service.
 - The 2014 Budget, approved by the Police Services Board and Regional Council, represents a 3.3% budget increase over 2013. It is the lowest budget increase since 1997.
 - Interactive crime analysis dashboards have been developed enabling improved access to real time operational data.
 - Peel Regional Police hosted a meeting comprised of academics, community and policing partners as part of the Sustainability of Policing Committee. In addition to reviewing policing programs, the Committee is reviewing new and innovative approaches to policing and community safety with the aim of improving the overall efficiency and effectiveness of policing.
 - Long-standing funding partnerships were renewed with the provincial and federal governments (refer to pages 14-15 of this report for full details).
- The Materials Management Centre was awarded Leadership in Energy and Environmental Design (LEED) Silver Designation. This achievement was no small undertaking given the nature of the operations housed within this facility which includes a full service vehicle repair shop, auto body repair centre and warehouse.
 - The Environmental Initiatives Committee continues to promote ways to reduce waste. A trial project commenced in which officers submitted their case notes electronically to the investigating officer rather than by photocopying. Additional work focused on developing employee feedback and education about the importance of green initiatives.
 - Twenty hybrid vehicles, six T3 electric motion vehicles and 47 bicycles are included in our fleet. We continue to purchase more fuel-efficient 4-cylinder style vehicles for our administrative and non-emergency fleet.



STRATEGIC PLANNING FRAMEWORK



A Framework For Organizational Success, Public Accountability And Strong Partnerships

The 2014-2016 Strategic Plan

In January 2014 the new Strategic Plan (2014 – 2016) was launched. Areas across the organization developed Management Action Plans identifying strategies they will implement towards meeting Strategic Goals.

The new Strategic Plan builds upon the significant successes and achievements that the organization has accomplished over the last few years including improving our internal and external communication platforms, building on our commitment to make Peel Regional Police a member focused workplace, ensuring accountability and fiscal responsibility and providing the highest level of policing service to make ours a safer community.

The Plan represents a true collaborative effort. Together, members of the community and our employees provided the foundation from which the new plan was built and it is this partnership that highlights our new vision for Peel Regional Police, a vision of “A Safer Community Together.”

To view the Plan visit:

<http://www.peelpolice.ca/en/aboutus/publications.asp>



OUR VISION

A Safer Community Together

Our Commitment To The Community

Service Excellence

Whether it is in the programs and initiatives we undertake to keep the community safe or for our employees to facilitate their success on the job and off the job, Peel Regional Police is committed to service excellence.

2014 not only marked the 40th Anniversary of the establishment of Peel Regional Police, but also a celebration of our commitment to service excellence. Peel Regional Police was awarded Level 4 Gold Certification through Excellence Canada’s “Quality and Healthy Workplace” program, in addition to the Canada Award for Excellence.

In achieving these awards, Excellence Canada recognized Peel Regional Police as a world class organization committed to excellence, innovation, quality, leadership, workplace wellness and customer experience. These achievements speak to the continuous improvement that has taken place throughout the organization over the years.



Some of the strengths and best practices highlighted by Excellence Canada: Proud to be Peel Campaign; Management Action Plan System; Total Benefits Portal; Crime Mapping; eTime (time and attendance system); Risk Management Services Bureau and overall focus on members. In addition, Excellence Canada specified our organizational strengths related to providing high quality customer experience:

- Excellent focus on the community and the well-being and safety of citizens
- The community is at the forefront of all strategies, processes and plans
- Metrics, indicators, dashboards and indices are used to monitor customer experience, satisfaction, etc.
- Customers have opportunities to provide improvement suggestions through several mechanisms, e.g., advisory meetings, focus groups, councils, meetings, surveys, website, town halls, etc.
- Technology has improved customer service, e.g., website capabilities, crime mapping, e-reporting system, tips can now be texted, etc.



Committing To Service Delivery Reviews

Building Successful Policing Programs And Services

At Peel Regional Police part of ensuring the best quality services and building successful programs means a commitment to continually reviewing the way we police this great Region and we've been doing that through the decades – in addition to always balancing community priorities with the most efficient and effective ways to provide our services.

Key program evaluations undertaken in 2014 continued to showcase our success and leadership in providing high calibre policing programs and services to the community:

Peel School Satisfaction Survey – A survey of principals in Peel elementary and secondary schools revealed the exemplary service that Peel officers are providing through the Feeder School, Neighbourhood Policing Unit and Youth Education School programs - whether it is in their ability to address school concerns or in their interactions and presentations to students and administration, our officers are receiving high ratings for their exemplary customer service performance.

Principals report that our school programs are achieving success in creating a safe learning environment which is a primary goal of the programs. Schools also confirm that officer presence is reducing school occurrences/incidents, students are reporting crime and positive relationships have developed between the officers, staff and students.

Customer Satisfaction Framework – As part of a commitment to quality services and support for victims, our Corporate Planning and Research Bureau developed a Customer Satisfaction Framework as the foundation for measuring victim satisfaction with our services. Based on the framework, a pilot project surveying residential break and enter victims was conducted in 2009 and a follow-up survey completed in 2013 to measure service improvements. In the fall of 2014, we expanded the survey process to obtain feedback from businesses that were victims of Break and Enters. Survey results continue to demonstrate the professionalism and commitment of our officers and call-takers to providing high quality services and support for victims. Businesses were satisfied with the initial contact experience, gave our responding officers high ratings for their professionalism, courteousness and fairness, in addition to almost 90% of victims indicating that we are meeting or exceeding their service expectations. As a result of feedback, we are pursuing opportunities to provide more victim follow-up and break and enter information on our website.



Implementing Innovative, Efficient And Effective Policing Models

We are always looking for opportunities to deploy resources with increasing economy, efficiency and effectiveness. For example, two new models of service delivery were launched and successfully implemented:

Call Diversion Unit – Low-priority, non-emergency calls for service are diverted to this unit from our front-line patrol. This allows front-line officers to focus on high-priority emergency calls and improve response. In 2014, almost 4,000 calls were diverted. Examples of diverted calls: Theft, Lost Property, Fraud, Property Damage, and Stolen Auto.

False Alarm Cost Recovery Program – In 2014, we received 21,917 alarm calls. Of the alarm calls responded to only 3% were valid alarms. In an effort to address the safety risk to officers and demands and costs associated with responding to false alarms, a new Cost Recovery Program was implemented. The number of false alarms has been reduced since implementation of the program.



Demonstrating Leadership In Environmental Practices

Fleet Services

Our Fleet Services has taken a leadership role in responsible environmental practices, resulting in energy savings, reduced operational cost and impacts to the environment:

Recycling Program – Fleet Services has committed to a recycling program in the Service Garage and Collision Repair Centre where oil, tires, batteries and metal products are recycled. Oil containers and filters were the newest to be included in the program.

Energy Efficient Light Bars On Cruisers – Long-lasting LED lights are used to reduce the energy required for the light bars on cruisers. The LED lights last approximately 5 times longer than a traditional halogen light.



Partnering For Policing Success

Government Grant Funding Partnerships

Our vision of “A Safer Community Together” is built on the recognition that to successfully police this Region requires a collaborative approach with the community, our policing partners and other levels of government.

In 2014, we secured over \$13 million through government partnerships which are supporting priority initiatives to keep the community safe (see pages 14-15 for details of government funding opportunities). We also received almost \$300,000 in funding for one time grant initiatives:

Ontario Ministry of Community And Correctional Services:

- Community Mobilization..... \$103,000
- Youth Cyber Safety Academy Project..... \$100,000
- Provincial Electronic Surveillance Equipment Deployment Program \$25,000
- Hate Crime And Extremism Investigative Team \$10,000

Ontario Ministry of Children And Youth Services:

- Youth In Policing Initiative \$59,000

GROWTH AND CHANGING DEMOGRAPHICS





STRATEGIC ISSUE AND GOAL

GROWTH AND CHANGING DEMOGRAPHICS: Manage Service Delivery

ATTRACT

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

- There were 191 new hires (73 uniform, 102 civilian and 16 cadets) which included: 3 (1.6%) aboriginal, 54 (28%) racialized and 85 (45%) female.
- Designated groups were represented in the organization as follows: 1% aboriginal, 16% racialized persons, 1% persons with disabilities, and 34% females.
- Peel Regional Police has 148 authorized officers per 100,000 population which is lower than the Canadian and Ontario rates, respectively 197 and 195.²
- Attrition rates were: 2.9% for uniform staff and 4.7% for civilian staff. During 2014, 58 uniform staff and 38 civilian staff left the service.³
- There were numerous diverse recruiting initiatives utilizing television, radio, print, and other media events.
- Peel Regional Police hosted 20 information sessions within Peel Region and 12 outside of the region.
- Peel Regional Police held 41 local focus groups testing over 700 applicants.
- There were 12 initiatives at local high schools and 21 at post-secondary schools.
- There were 1,808 online applicants.

² Source: Statistics Canada, CANSIM, 2013 Police Resources in Canada

³ INCLUDES RESIGNATIONS, RETIREMENTS, AND OTHER SEPARATIONS OF FULL-TIME MEMBERS — EXCLUDES PART-TIME/TEMPORARY MEMBERS. Peel Regional Police's Equal Opportunity Plan can be accessed at: <http://www.peelpolice.on.ca/News/Publications.aspx>

To Respond To Growth And Changing Demographics

ENSURE

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

- NPU officers assigned to all secondary schools in the region participated in lectures and discussions with students and staff on topics related to bullying, law, civics, policing, etc. They also participated in school events and incident resolution.
- Over 160,000 students (an increase of 44,000 from 2013) attended presentations from Youth Education officers about topics such as Internet Safety, Bullying Awareness, Drug and Gang Prevention, Youth and the Law, etc.
- Introduction of "Power to Choose" program, designed to build protective factors and inner character strengths in children.
- Introduction of "The Get Ready Program", which identifies underlying risk factors and provides relatable facts about drugs and alcohol in age appropriate messages for grades 6 and 8 students.
- Hired 15 students reflective of the cultural diversity of the community, for the Youth in Policing Initiative (YIPI) which is a summer employment program funded by the Ontario Ministry of Children and Youth Services (MCYS).
- The Diversity Relations Unit participated in 59 community events and provided training to 96 recruits. The Unit focused on training both internally and externally, and completed 49 presentations on topics such as Hate Crime, Religions, Emergency Services Information for Newcomers and Racial Profiling.
- The Diversity Media Sergeant completed 16 media interviews to continue raising our profile through outreach with diverse community groups.
- Over 10,000 students attended sessions delivered at Peel Children's Safety Village, focusing on topics such as Personal Safety, Pedestrian and Bike Safety, Community Helpers, Bus Patrol, etc.





A Focus On Our Youth

The 2014 Youth And Mentors Film Program – was created to meet the specific needs and interests of at-risk youth in a small community in Mississauga. The Peel Regional Police Community Safety Model Team partnered with community leaders to further develop the program, designed to develop and strengthen individual self-worth and instill community pride in their neighbourhood. The youth had opportunities to participate in activities and work with positive adult role models, encouraging them to realize their own potential and that of their community. It had a unique filmmaking component that brought together youth and some of the successful adult mentors they look up to in their community. This unique project provided the youth with an opportunity to develop new skills and form supportive relationships with mentors in the community.

YIPI Program – Youth In Policing Initiative – With funding from the Ontario Ministry of Children and Youth Services, Peel Regional Police recruited 15 youth (ages 15-18) interested in a career in policing to participate in the 6-8 weeks program, where they were exposed to a variety of fields such as communications, media, forensics and community outreach.

Improving Communication With The Community

Peel Regional Police is continually committed to increasing language development to improve communication with the community.

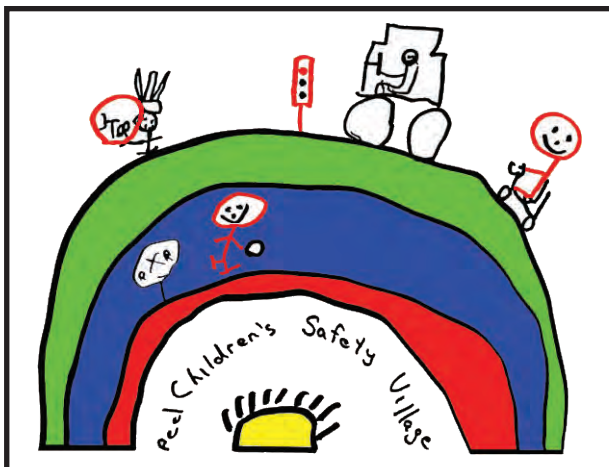
- Corporate Learning has expanded the Professional Development Library to include Pimsleur Language Learning Programs for French, Hindi, Polish, Punjabi, Spanish, and Urdu. Since the introduction of the programs, the demand has been high, and Corporate Learning has had to order additional copies.
- In 2014, multilingual forms for the Records Search Unit were developed, printed and distributed. Peel Regional Police members were also active participants in the Lebanese Festival, Black History Month, Asian Heritage Month, and the Carabram Festival.

Social Media websites have quickly become the preferred form of information sharing. Corporate Communications, in a continued effort to stay connected with members of the community, regularly monitors and utilizes Twitter and Facebook to exchange information with the community and various media outlets. Peel Regional Police actively manages the twitter accounts, @PeelPoliceMedia, @PeelCrimePrev, and @PRPDiversity.

Recruiting

In 2014, Peel Regional police hired 96 new recruits, selecting them specifically because of our demanding standards and demonstrated skills and abilities. As a recognized leader in the Canadian policing community, Peel Regional Police strives to create equal opportunities for employment and to hire dedicated professionals that are reflective of Peel's growing and diverse community.

- The Fitness Unit hosted the "Fall Into Fitness" Training Series, specifically designed for women to prepare them for police constable testing, and to challenge their current fitness levels.
- Peel Regional Police hosted the 3rd annual Student Career Day, allowing students to participate in various workshops and use police equipment and techniques. Providing this opportunity encourages students to consider policing as a career.
- For the third consecutive year, Peel Regional Police was named one of Canada's Top Employers for Young People by Mediacorp Canada. This annual award recognizes organizations that lead the nation in attracting and retaining younger employees.



Youth Safety Through Education

The mandate for the Youth Education Bureau is, "Together with our community partners empower every child and youth with the capacity and inspiration to promote safety and prevent violence, crime and victimization."

A proactive approach to community safety starts with education. Young people represent 8.3% of the policing population in Peel and by educating them through lectures and presentations, Youth Education Officers are able to connect with students in elementary schools and promote respect for the law, authority, peers, and themselves. Some of the topics students were taught this year include:

- Bullying Awareness
(Kind is Kool, Everyday Hero, Be Awesome)
- Internet Safety
(Safe On-Line Surfing, Cyber Citizenship, Digital Leadership)
- Youth And The Law
- Street Proofing
- Drug Awareness And Prevention
(RAID – Reduce Abuse in Drugs, Issues of Substance, Get Ready Program)
- Power to Choose

Peel Regional Police – Youth Related Services					
Safety Promotion / Crime Prevention			Intervention	Enforcement / Investigation / Prevention	
Children (Ages 6 – 9)	Children & Tweens (Ages 6 – 13)	Teens & Adults (Ages 14 – 19 +)	Tweens & Teens (Ages 12 – 17)	Tweens (Ages 11 – 13)	Teens (Ages 14 – 18)
Elementary Schools	Elementary & Middle/Feeder Schools	High Schools & Community Groups	Middle/Feeder & High Schools	Middle/Feeder Schools	High Schools
PEEL CHILDREN'S SAFETY VILLAGE			YOUTH CRIME SERVICES	DIVISIONAL NPU 11/12/21/22 NEIGHBOURHOOD POLICING SERVICES	
YOUTH EDUCATION SERVICES			YOUTH CRIME SERVICES	BIKE UNIT (OCTOBER – MAY)	GENERAL
Safety Promotion Services Bicycle & Pedestrian Safety, Stranger Awareness & Internet Safety. No investigation.			Crime Prevention Education & training to teens and adults that support youth such as: Teachers, Parents and Guardians. No investigation.	Pre-Charge Diversion Program Extra Judicial Measures for non-violent criminal offences. Youth in Policing Initiative Employment opportunities for vulnerable / at-risk youth.	School & Community Support Enforcement, investigation, diversion program referrals, community projects as well as safety promotion & crime prevention education upon request.
Violence, Crime & Victim Prevention Services Educational Programs & Supplemental Enforcement And Support As Required. No investigation.			School & Community Support Enforcement, investigation, diversion program referrals, community projects as well as safety promotion & crime prevention education upon request.	School & Community Support Enforcement, investigation, diversion program referrals, community projects as well as safety promotion & crime prevention education upon request.	

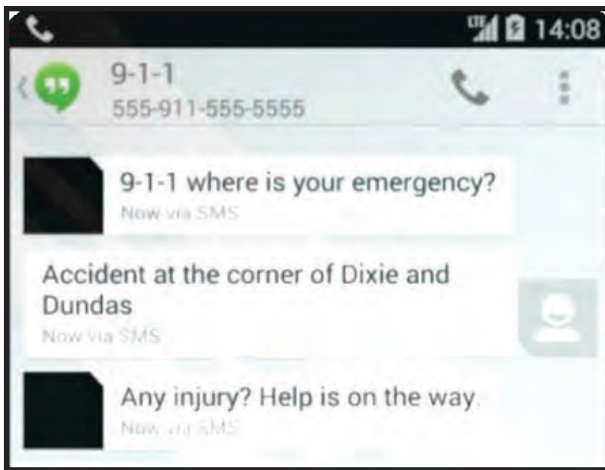
* more information is available on our website: www.peelpolice.ca/en/aboutus/youtheducation.asp

Neighbourhood Policing Officers strive to create a safe learning environment at our secondary schools, by forming positive partnerships with students and administration. Additionally, officers are responsible for the delivery of presentations on topics such as fraud, drugs, gangs, cyber bullying, and personal safety.

Our commitment to youth in schools was recognized when Constable Kathy Culbak was awarded the Peel District School Board Award of Excellence (pictured on page 30). This prestigious award is presented to "individuals who make exemplary or unique contributions far beyond normal high expectations, to the overall well-being of the school and community."

It is a successful recipe when police and community partners collaborate to support our youth. By understanding the importance of making good choices and empowering youth to become successful and resilient, they will grow into our future adults of the Region of Peel.

CONSTABLE HEATHER CANNON



Increasing Accessibility

With advancements in technology and communications, Peel Regional Police has been able to work in partnership with wireless service providers to make emergency services accessible to more people.

Text to 9-1-1 (T9-1-1) services for the deaf, hard of hearing or speech impaired (DHHSI) community in Peel is now available. The service allows members to converse with a 9-1-1 call-taker using text messaging, using specialized software to recognize the call as coming from a registered phone associated to the DHHSI community. There is no need for the caller to be able to hear or speak, and there is no cost for this service.

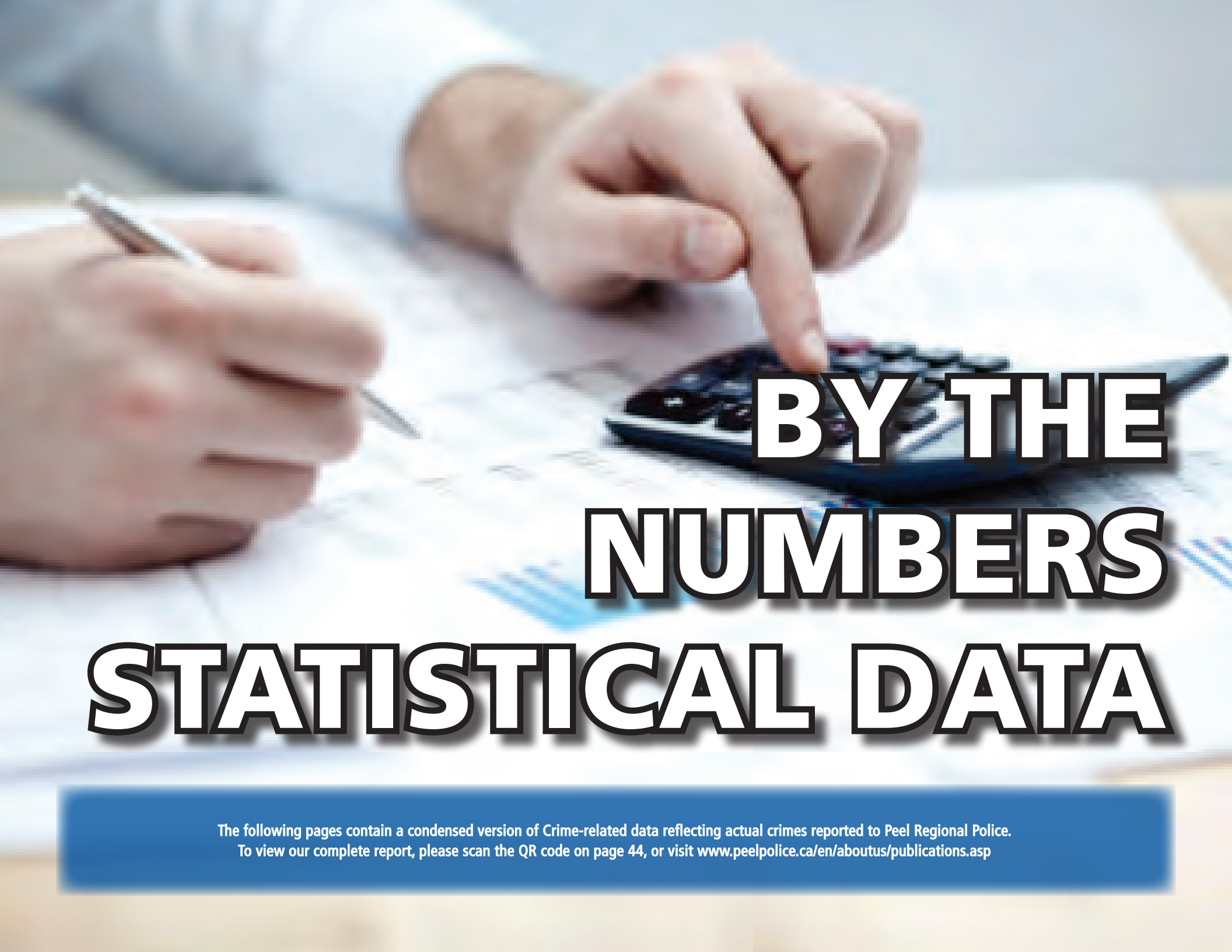
Peel Regional Police was the first service in Ontario to be able to receive 9-1-1 calls from the DHHSI community and were followed several months later by other Ontario police agencies.



Embracing Diversity

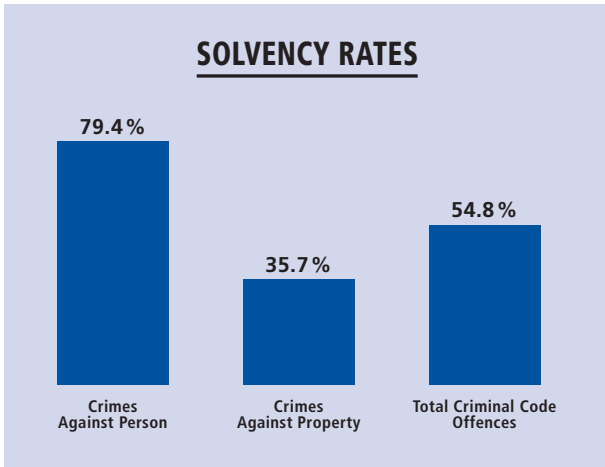
In 2014 the Diversity Relations Unit focused on both internal and external training. The unit was responsible for 49 presentations on topics such as Hate Crime, Religions, Emergency Services Information For Newcomers, and Racial Profiling. All 96 new recruits received diversity courses and visited religious institutions during their initial recruit training.

The Peel Regional Police Diversity Relations Unit hosted the 14th Annual Race Against Racism at Mississauga Valley Park. The race was created to provide a positive environment for members of diverse cultures, religions, and ethnic backgrounds, and to build and maintain strong partnerships. The funds raised in the race made it possible to grant three \$2,000 scholarships to graduating secondary school students in Peel to assist with their college or university fees. For information on Diversity Scholarships visit our website at: www.peelpolice.ca/en/aboutus/diversityrelations.asp



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 complete report, please scan the QR code on page 44, or visit www.peel.police.ca/en/aboutus/publications.asp



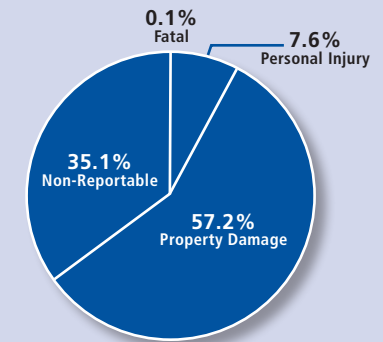
CRIMINAL OFFENCES	2013			2014			2013 – 2014 Variance	
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	Number #	Rates %
Crimes Against Persons	7,333	81.6	572.9	6,871	79.4	529.8	-462	-7.5
Homicide	10	70.0	0.8	9	111.1	0.7	-1	-12.5
Attempted Murder	11	72.7	0.9	11	90.9	0.8	0	-11.1
Assaults (non-sexual)	4,157	90.6	324.8	3,872	87.8	298.5	-285	-8.1
Sexual Violations	552	77.4	43.1	562	70.3	43.3	10	0.5
Robberies	846	38.2	66.1	709	39.1	54.7	-137	-17.2
Threatening or harassing phone calls	65	33.8	5.1	60	35.0	4.6	-5	-9.8
Criminal harassment	261	85.1	20.4	257	87.2	19.8	-4	-2.9
Uttering threats	1,263	84.1	98.7	1,189	81.7	91.7	-74	-7.1
Other violent violations	68	85.3	5.3	103	65.0	7.9	35	49.1
Crimes Against Property	21,631	36.6	1689.9	22,289	35.7	1718.5	658	1.7
Break and Enter	3,261	26.2	254.8	3,449	19.8	265.9	188	4.4
Theft Motor Vehicle	1,632	12.4	127.5	1,502	24.3	115.8	-130	-9.2
Theft Over and Under \$5,000	11,413	38.3	891.6	11,512	37.4	887.6	99	-0.4
From motor vehicle	3,024	10.1	236.3	2,946	8.0	227.1	-78	-3.9
Shoplifting	3,912	85.4	305.6	3,960	84.4	305.3	48	-0.1
Possession of Property Obtained by Crime	585	97.9	45.7	610	99.0	47.0	25	2.8
Frauds	1,551	47.3	121.2	1,751	49.9	135.0	200	11.4
Mischief	3,113	37.4	243.2	3,405	32.8	262.5	292	7.9
Arson	76	21.1	5.9	60	28.3	4.6	-16	-22.0
Drugs	3,982	99.4	311.1	3,964	99.6	305.6	-18	-1.8
Trafficking/Production/Distribution	591	97.5	46.2	572	99.3	44.1	-19	-4.5
Possession	3,391	99.8	264.9	3,391	99.7	261.4	0	-1.3
Criminal Driving Offences	5,257		410.7	5,254		405.1	-3	-1.4
Impaired Driving (Alcohol/Drugs)	1,586		123.9	1,461		112.6	-125	-9.1
Fail/Refuse Breath/Blood Sample	163		12.7	147		11.3	-16	-11.0

TRAFFIC MANAGEMENT	2013		2014		2013 – 2014 Variance	
	Number	Rate Per 100,000	Number	Rate Per 100,000	Number #	Rates %
Motor Vehicle Collisions - TOTAL	28,069	2,192.9	27,216	2,098.4	-853	-4.3
Reportable collisions	17,731	1,385.2	17,673	1,362.6	-58	-1.6
Fatal collisions	23	1.8	28	2.2	5	22.2
Personal injury	2,909	227.3	2,072	159.8	-837	-29.7
Property damage	14,799	1,156.2	15,573	1,200.7	774	3.8
Non-reportable collisions	10,338	807.7	9,543	735.7	-795	-8.9
Traffic Enforcement (Highway Traffic Act)						
HTA charges- TOTAL	89,496	6,991.9	98,063	7,560.8	8,567	8.1
Careless driving	4,423	345.5	4,281	330.1	-142	-4.5
Use electronic device	6,113	477.6	6,349	489.5	236	2.5
Disobey traffic light	4,035	315.2	3,975	306.5	-60	-2.8
Fail to stop at stop sign	5,248	410.0	6,679	515.0	1,431	0.3
Invalid permit	15,187	1,186.5	17,783	1,371.1	2,596	15.6
Seatbelt	1,877	146.6	2,013	155.2	136	5.9
Other HTA	23,483	1,834.6	25,711	1,982.3	2,228	0.1
Speeding	29,131	2,275.9	31,272	2,411.1	2,141	5.9
Total HTA cautions	17,434	1,362.0	18,991	1,464.2	1,557	7.5
R.I.D.E. Program						
Vehicles checked	37,757	2,949.8	43,697	3,369.1	5,940	14.2
WARN range suspensions	249	19.5	390	30.1	141	54.4
Impaired driving charges	59	4.6	43	3.3	-16	-28.3
Excess blood alcohol charges	158	12.3	280	21.6	122	75.6

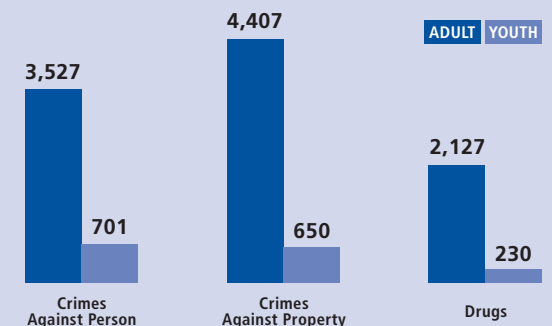
ORGANIZATIONAL	2013		2014		2013 – 2014 Variance	
	Number		Number		#	%
Public Complaints						
Complaints received	89		89		0	0.0
Complaints concluded	80		80		0	0.0
Firearms Seized	561		620		59	10.5
Bail Hearings	16,585		14,456		-2,129	-12.8

PERSONS CHARGED	2013			2014		
	Adult	Youth	Total	Adult	Youth	Total
Persons Charged - TOTAL	14,981	2,016	16,997	14,455	1,944	16,399
Crimes Against Persons	3,908	805	4,713	3,527	701	4,228
Crimes Against Property	4,346	616	4,962	4,407	650	5,057
Criminal Driving Offences	1,669	12	1,681	1,591	16	1,607
Drugs	2,170	230	2,400	2,127	230	2,357

MOTOR VEHICLE COLLISIONS



PERSONS CHARGED



CRIMES AGAINST PERSON



CRIMES AGAINST PROPERTY



FULL 2015 STATISTICAL DATA AVAILABLE
www.peelpolice.ca/aboutus/publications

5 YEAR SUMMARY

	2010	2011	2012	2013	2014
Demographics					
Policing population	1,235,000	1,250,000	1,264,000	1,280,000	1,297,000
Young persons (12-17 yrs)	104,682	105,280	104,634	103,988	103,342
Number of households	367,000	373,000	378,000	384,000	392,000
Number of registered vehicles	955,569	959,478	969,496	984,347	1,009,410
Complement: Authorized					
Police	1,895	1,922	1,937	1,957	1,979
Civilians	777	798	810	818	829
Cadets	30	30	30	30	30
Total	2,702	2,750	2,777	2,805	2,838
Calls					
To 9-1-1	353,749	405,576	381,670	345,674	353,583
To Communications	647,847	689,824	652,944	611,646	608,414
Incidents	230,858	231,147	229,473	226,487	226,756
Priority E Incidents	51,849	55,320	53,584	56,772	54,377
Occurrences	105,382	103,932	101,775	99,829	98,566
Fleet					
Police fleet (vehicles, bicycles, trailers)	693	719	745	766	780
Kilometres travelled	17,657,395	17,696,297	17,215,873	16,863,890	16,356,907
Budget					
Net budget	\$290,405,110	\$312,641,000	\$325,653,680	\$338,407,100	\$349,574,530
Total Canadian Criminal Code Offences					
Offences	40,651	39,410	37,660	34,949	35,208
Rate per 100,000 population	3,291.6	3,152.8	2,979.4	2,730.4	2,714.6
Percent (%) solved	53.5	52.4	55.3	56.5	54.8
Crimes Against Person Occurrences					
Total	7,868	7,809	7,775	7,333	6,871
Rate per 100,000 population	637.1	624.7	615.1	572.9	529.8
Percent (%) solved	77.1	77.4	79.2	81.6	79.4
Crimes Against Property Occurrences					
Total	26,820	25,856	24,171	21,631	22,289
Rate per 100,000 population	2,171.7	2,068.5	1,912.3	1,689.9	1,718.5
Percent (%) solved	36.9	34.7	37.7	36.6	35.7
Drug Occurrences					
Total	4,147	4,244	4,191	3,982	3,964
Rate per 100,000 population	335.8	339.5	331.6	311.1	305.6
Percent (%) solved	99.6	99.3	99.1	99.4	99.6

2014 data is based on a download of data from the Records Management System on January 5, 2015. 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 comparisons of data.



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

