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# Message from the Chair, Peel Police Services Board



It is with great pleasure that I congratulate the men and women of Peel Regional Police on their achievements during the past year. We have one of Canada's finest police services, led by Chief Duraiappah and a senior leadership team that remains responsive to the needs of our diverse and vibrant community. This includes a new strategic plan focusing on community outreach and organizational changes that reflect public feedback in the residential and business community surveys.

Last year the board commissioned a service delivery review to understand how we can better serve the residents of Peel; we embarked on body worn cameras to enhance public and officer safety and enhance public trust, confidence, and police transparency and accountability; and we signed a groundbreaking agreement with the Ontario Human Rights Commission to address systemic racism in the service.

The Peel Police Services Board is committed to ensuring that equitable, transparent, respectful and accountable policing services are provided to all 1.4 million citizens who reside in Peel Region. The Board is dedicated to making Peel Regional Police the most progressive service in Canada.

Although the global pandemic presented many local challenges, Peel Regional Police met each one with both professionalism and a focus on quality service. A key to this success was maintaining and strengthening countless partnerships with individuals and agencies throughout our Region, which remained a priority as you will see throughout the 2020 Annual Report. I also thank those in our community that stepped forward and contributed to achieving our vision of "A Safer Community Together".

I encourage all residents to review the Report and to learn about how Peel Regional Police initiatives focus on community engagement that supports victims and promotes crime prevention and road safety. The successes showcased here are a true testament to the commitment and dedication that the over 3,100 members delivered to the residents of Peel Region.

Ahmad Attia Chair, Peel Police Services Board





# Peel Police Services Board Members (Left to Right)

Ron Chatha, Vice Chair (Provincial Appointment), Nando Iannicca, Member (Regional Chair), Bonnie Crombie, Member (Mayor, City of Mississauga), Len Howell, Member (Provincial Appointment), Alan Boughton, Member (Provincial Appointment), Martin Medeiros, Member. Previous Member: Patrick Brown (Mayor, City of Brampton).

# Message from the Chief, Peel Regional Police

I am pleased to present to our community, the Peel Regional Police 2020 Annual Report. The purpose of this Report is to provide residents and business owners with an overview of our activities and completed objectives as set out in our 2020 – 2023 Strategic Plan.

Although 2020 proved to be a unique and significantly challenging year, our organization marked significant achievements by our frontline, investigative and civilian employees, including:

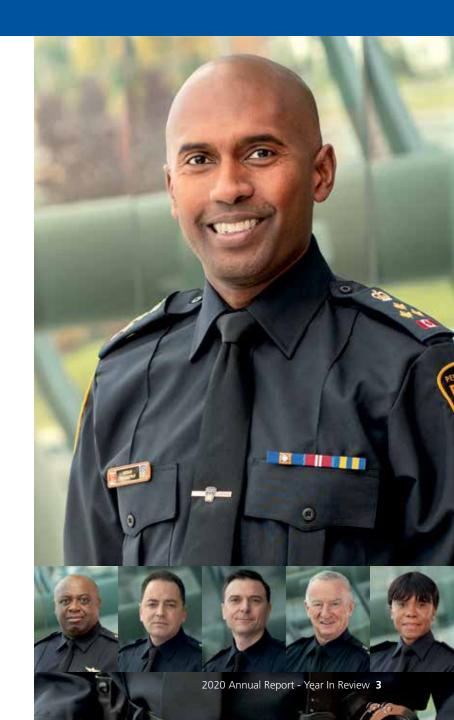
- A new organizational structure that modernizes our approach to community policing. This includes the
  establishment of Community Safety and Well-being Operations and Innovation & Technology Command, as
  well as the redeployment of over 180 officers and civilians to priority areas in response to emergent needs.
- Commitment to inclusivity with the creation of the Diversity, Equity and Inclusion bureau and the development of a Diversity, Equity and Inclusion strategy.
- Engaged in meaningful and accountable activities to improve policing services in Peel with a human rights focussed approach.
- Greater emphasis on supporting frontline officers through innovation and enhancing health and wellbeing resources for all employees.
- Deployment of our Digital Officer Transformation Program, including the implementation of Body Worn Cameras, to provide the most current digital tools to increase efficiencies and maximize effectiveness and transparency in service delivery.
- The launch and expansion of our Mobile Crisis Rapid Response Team to provide frontline expertise and better service response to the growing number of mental health crises in our community.

These achievements were made in the face of a global pandemic, and they would not have been possible without the support and collaboration of our many community partners. We will continue our engagement and outreach through our dedicated employees to ensure that Peel Region remains one of Canada's safest communities.

I want to offer my sincere thanks to our officers, civilian staff, the Police Services Board, our community partners, volunteers and citizens for their commitment and collaboration. Together, we will continue to provide "A Safer Community Together".

Nishan Duraiappah Chief, Peel Regional Police

Chief's Management Group (Left to Right)
Deputy Chief Marc Andrews, Deputy Chief Nick Milinovich,
Deputy Chief Anthony Odoardi, Deputy Chief Randy Patrick.
Retired Member: Deputy Chief Ingrid Berkeley-Brown.



# **Policing Our Community**

Peel Regional Police is comprised of five divisions, and specialized bureaux that provide frontline and investigative services to the 1.4 million residents of Mississauga and Brampton, and the 13.3 million\* people who visited through Pearson International Airport in 2020.

Located within Headquarters are Executive Administration, Corporate Communications, Facilities Management, Finance and Planning, Human Resources, Legal Services, Operational Planning and Resources, Organizational Wellness, Professional Standards, Security Management and Strategic Initiatives.

Sir Robert Peel Centre is home to Communications, Forensic Identification Services, Information Technology Services, Records Services and Risk Mitigation.

The Emil V. Kolb Centre for Police Excellence houses specialty bureaux such as the Community Safety and Well-Being Unit, Frauds, Homicide and Missing Persons, Intelligence Services, Special Victims Unit and Specialized Enforcement.

Fleet Services, Mobile Technology Group, Quartermaster Stores, and Specialized Asset Management are located at the Materials Management Centre.

Court Services, including Case Management, Court Security and Prisoner Escort operate out of the A. Grenville & William Davis Court House, the Brampton Provincial Offences Courthouse and the Mississauga Provincial Offences Courthouse.



<sup>\*</sup> Pearson Airport visitors are down significantly from 2019 due to COVID-19 travel restrictions.

<sup>4</sup> PeelPolice.ca

# Peel Regional Police





1. 11 Division 3030 Erin Mills Parkway, Mississauga Superintendent Radcliffe Rose



2. 12 Division 4600 Dixie Road, Mississauga Superintendent Robert Ryan



3. 21 Division
10 Peel Centre Drive,
Brampton
Superintendent Navdeep Chhinzer



**4. 22 Division**7750 Hurontario Street,
Brampton
Superintendent Sean Gormley



**5. Airport Division**2951 Convair Drive,
Mississauga
Superintendent Robert Higgs

- 6. Headquarters 7. Sir Robert Peel Centre 8. Emil V. Kolb Centre for Police Excellence
- 9. Materials Management Centre 10. Cassie Campbell Community Station
- **11.** Square One Community Station **12.** Malton Community Substation
- **13.** Brampton Virtual Substation



# Community Safety and Well-Being Plan

Community Safety and Well-Being is a planned framework based on the community safety and well-being concept that the Government of Ontario had identified through Bill 175 The Safer Ontario Act, as necessary for community health. The idea is to focus on ways to improve and promote community safety.

Peel Region, the place where we live, work and play, is our community and therefore our collective responsibility. Through the collaborated efforts of over 25 organizations that represent this region's emergency services, school boards, health and social service providers and governments, Peel's Community Safety and Well-Being Plan is now in place for us; the stakeholders of our community, to do our part.

The safety and well-being of the community we serve is our highest priority. With our community partners' help, we are dedicated to evolving our role so that our contributions result in the most significant positive impact for our community. It is recognized that many issues impact the safety of the community. Peel Regional Police, in collaboration with our community partners, is focusing our shared efforts on current priorities; Mental Health and Addiction, Family and Intimate Partner Violence, Road Safety and Priority Populations.

Peel Regional Police's role in contributing to the highest level of safety in our community is through healthy and collaborative social development, prevention, risk intervention and incident response. Continuing to address crime proactively, strengthening how we engage with our community, and further developing educational programs are the necessary tasks that Peel Regional Police will continue to undertake.



Addresses underlying causes of social issues through proactive approaches that promote and maintain individual and community wellness.



Applies proactive strategies to known and identified risks that are likely to result in harm to individuals or communities if left unmitigated.



Identifies and responds to situations of acutely elevated risk and mobilizes immediate interventions before an emergency or crisis-driven response is required.



Requires intervention by first responders such as police, paramedics and other emergency-driven services.

# This Year in Numbers

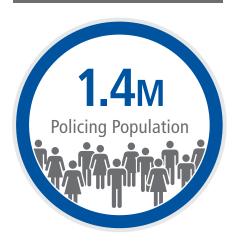
519
Investigated Rounds
Discharged (Estimated)

13,000+
People Charged
(5% were 12-17 years-old)









8,574
Crimes Against Person Violations (23 per day)
23,325

23,325
Crimes Against Property
Violations (64 per day)



407%
over 2019

3.7M
Social Media Views











**Domestic Disputes** 

10,495
Intimate Partner

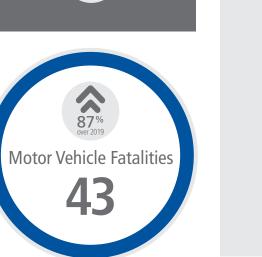












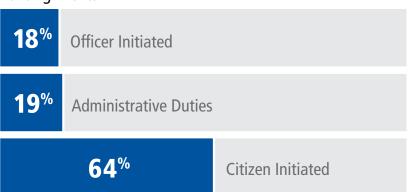




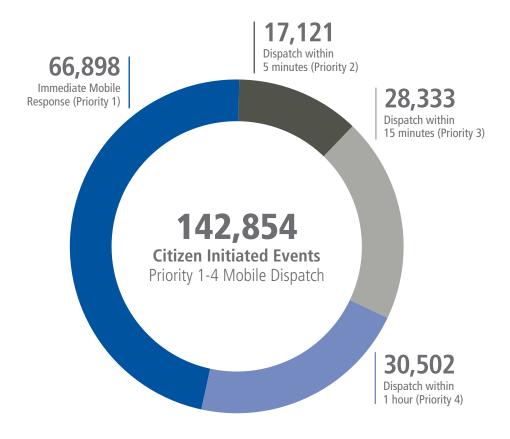
# 2020 Workload

The Peel Regional Police Communications Centre plays a key role in ensuring the safety of our community by streamlining calls for service. There were 355,062 policing events created in 2020 through our Computer-Aided Dispatch system. Of the total call events, 64 per cent were citizen initiated events, with the remaining 37 per cent being officer initiated events and administration duties.

# **Policing Events**



Total percentages may not add up to 100% due to rounding.











# Successful Partnerships and Joint Forces Operations

Crime has no borders. Peel Regional Police recognize the value and necessity of seamless collaboration with other Police Services from small to large scale investigations.

The success of our 2020 Joint Forces Operations demonstrates our commitment to keeping our community safe through continuing partnerships with other law enforcement agencies.





\$4,542,791 Value of Drugs Seized











# \$4.5 Million of Drugs Seized

Peel Regional Police Specialized Enforcement Bureau, with the assistance of eight external police services as well as the Canadian Revenue Agency, Financial Transactions and Reports Analysis Centre of Canada, Ministry of the Attorney General and Public Prosecution Service of Canada conducted a 16 month long criminal organization investigation into street gang activity.

In November 2020, nearly 600 officers from collaborating police services conducted search warrants across the Greater Toronto Area in relation to this investigation. In total, over 800 charges were laid and 101 people arrested during this project. These arrests relate to offences including: participating in a criminal organization, attempt murders, murders, firearms, shootings, human trafficking, drug production, drug trafficking and drug possession.

By dismantling this street gang, this project sent a strong message to our community that public safety is at the forefront for strategies employed by Peel Regional Police. It sends a message to criminals that they will be arrested, charged and be held accountable for endangering the lives of innocent people and putting public safety at risk.

Gangs know no borders and have a significant impact on public safety. Joint projects such as this show a united front and that agencies will work together to take guns and drugs off the streets of Peel Region and across the Greater Toronto Area.

"We will not accept these kinds of criminal activity, as a police service or as a community. Tackling violent crime, including guns and gangs, is a priority for Peel Regional Police. Through work like this we will push towards the extinction of gang violence by insisting that those who are responsible, are brought to justice and held accountable".

Chief Nishan Duraiappah

## More Than 100 Province-Wide Search Warrants Executed

Peel Regional Police joined the Toronto Police Service and other provincial partners in a Joint Forces Operation to dismantle a violent street gang operating across the province.

This year-long intelligence-led operation targeted over 100 individuals alleged to be responsible for crimes including murder, attempt murder, firearms offences, drug trafficking and human trafficking in Peel, Toronto and the surrounding areas, as far away as Thunder Bay. What started as a local investigation into a dangerous street gang, turned into a complex multi-jurisdictional project involving arrests in 15 different cities.



114 People Arrested



31 Firearms Seized

800 Weapons and Drug Charges Laid

\$1,500,000+ Value of Drugs Seized

11<sup>+</sup>KG Drugs Seized

# Over 40kg of Illicit Drugs Seized

In August 2020, investigators with the Royal Canadian Mounted Police (RCMP) Combined Forces Special Enforcement Unit (CFSEU) concluded a year-long probe into illicit drug activity. This project was a multi-enforcement investigation focusing on multiple organized crime groups operating within the Greater Toronto Area (GTA).

The CFSEU is a multi-jurisdictional operation which includes the RCMP, Ontario Provincial Police, Peel Regional Police, Toronto Police Service, York Regional Police, Durham Regional Police Service and Canada Border Services Agency that exposes, investigates, prosecutes and dismantles organized criminal enterprises.

A total of 16 search warrants were carried out in the GTA and surrounding areas, 16 people were arrested and charged with 74 narcotics and other Criminal Code offences related to the importation, exportation and distribution of cocaine, fentanyl, heroin, opium and ketamine.

40<sup>+</sup>KG Drugs Seized



275
Cartons of Illegal
Cigarettes Seized

# 31 Firearms Seized

The RCMP Toronto Airport Detachment Serious and Organized Crime Unit joined forces with Peel Regional Police, Toronto Police Service, York Regional Police, Ontario Provincial Police and the Canada Border Services Agency for this two-month long narcotics investigation. In September 2020, several search warrants were executed in Mississauga, Etobicoke and King City resulting in six people being arrested and more than 140 narcotics and other Criminal Code charges laid.

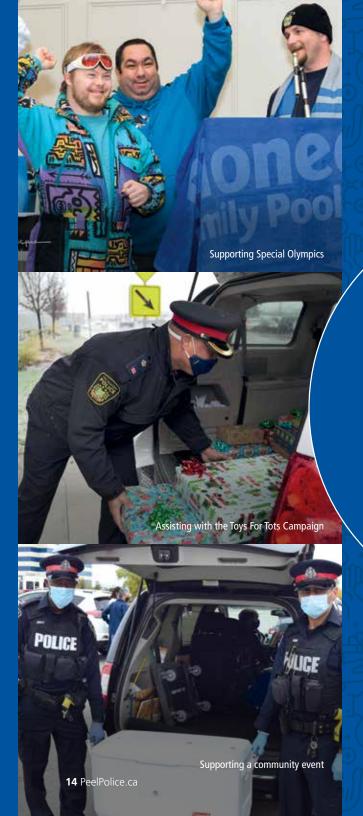
\$175K



1,700+G Drugs Seized

20,300
Rounds of Ammunition Seized





# **Community Involvement Giving Back**

With help from our community, we raised over

\$750,000

and donated time, goods and services to support numerous charities.

# **Some of our Community Partners**

































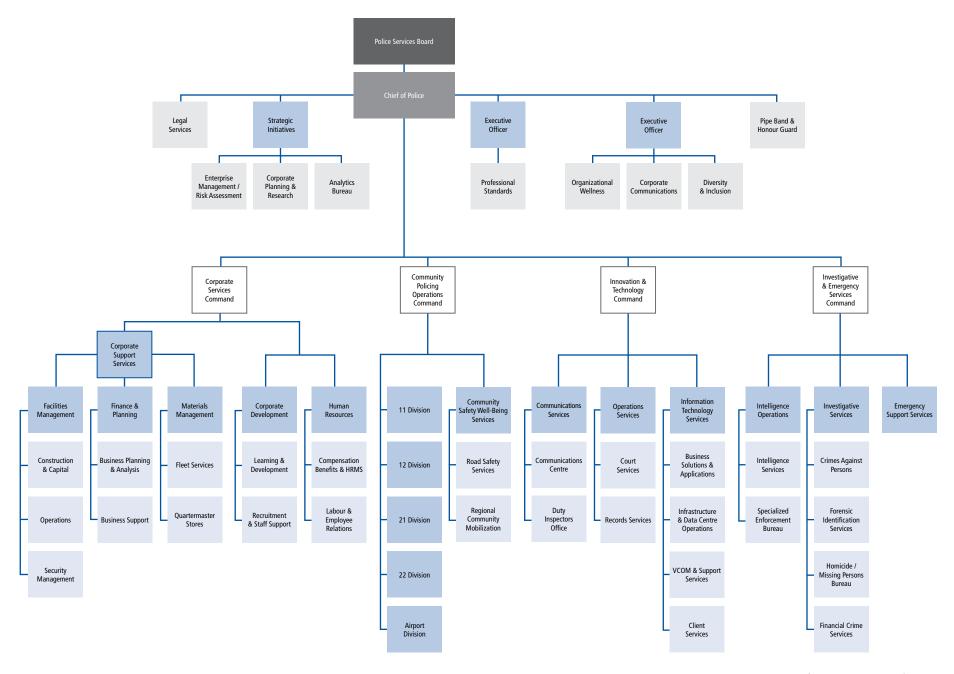








# **2021 Organizational Structure**



# **Awards and Recipients**

Each year, there is an extensive list of awards presented to Peel Regional Police employees, recognizing their hard work, dedication and successes. The following list highlights some of those awards and recipients.

### Civilian of the Year Award

Andrea Huxtable

### Officer of the Year Award

Cst. Justin Thorn

## **Civilian Supervisor Award**

Karen McMaster

### Officer Supervisor Award

Det. Michael Mavity

## TEAM (Together Endeavours Achieve Milestones) Award - Community Focused

2019 North American Police Soccer Tournament Executive Committee

Insp. Wendy Sims, D/Sgt.George Douglas, S/Sgt. Nigel Gonsalves, S/Sgt. Tracy Noonan, S/Sgt. Allan Villers, Det. Craig Rodrigues, Cst. Thomas Atkinson, Cst. Cameel Chambers, Cst. Daniel Masters, Cst. Thomas McLean, Cst. Gary Thomas, Cst. Nancy Vellenga, Oscar Castaneda, Lisa Eng, Janet Noseworthy

## **TEAM Award - Investigative Project**

### **Project Lucky**

Det. Paul Noonan, Cst. Christopher Bravener, Cst. Jeff Gardner, Cst. Erik Grant, Cst. Tracy Jackson, Cst. John Lontoc, Cst. Brian Lorette, Cst. Matthew McAulay, Cst. Scott Smith, Cst. Sean Wegenschimmel, Lisa Smith

## **TEAM Award - Corporate Project**

### Safe Handling Program for Drug Submissions

Insp. Peter Danos, S/Sgt. Winston Fullinfaw, S/Sgt. Karen Meeker, Sgt. James Adams, Sgt. Erick De Leon, Sgt. Paul Wallbank, Cst. Ninad Desai, Cst. Scott Lawrie, Cst. Kristine Mazzocato, Recruit Cst. Lauren Bond, Steven Cowan, Anzette DeCunha, Melanie Douglas, Jenny Volpe

### **Communications Award**

Diane Santos

### **Constable Matt Parr Academic Awards**

Cst. Eric Maccallum, Cst. Daniel Sheikh, Cst. Jasdave Shoker

## Constable Matt Parr Impaired Driver Apprehension Awards

Cst. Attila Alszegi, Cst. Ismail Bawa, Cst. Lukasz Dowgialo, Cst. Taylor Halfyard, Cst. Jonathan Kreis, Cst. Jaime Peach, Cst. Alexander Scarchilli

# Constable Matt Parr Auxiliary Officer RIDE (Year long) Program Award

Sp. Cst. Obaid Khan

### **Paul Schram Memorial Award**

Gord Izzard

### Marion Reeves Health and Fitness Award

Det. Robert Bryant

### Bell Hero Award - Safe City Mississauga

Cst. Vanessa McHugh

### **Brampton Board of Trade - Police Service Award**

Cst. Joshua Scott

### John K. Forbes Memorial Award

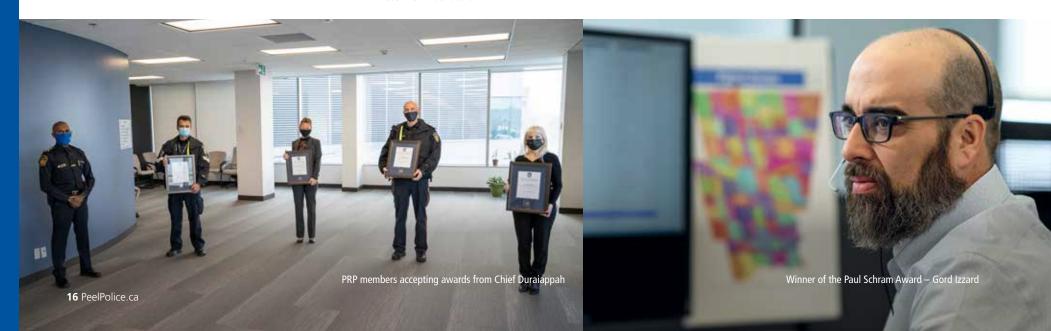
Cst. Valentin Costache, Cst. Jashanjot Gill, Cst. Edward Hebert, Cst. Wei Wang

# Mississauga Real Estate Board - Police Merit Award - Team Submission

Cst. Jaime Orbegoso

## Ontario Women in Law Enforcement (OWLE) Awards

Cst. Frouke Antuma



# Officer Exemplary Service Medals

### 35 Years

Det. Jed Barker, Supt. Stephen Blom, A/Sqt. Michael Klarenbeek, S/Sqt. Zahir Shah

### 30 Years

D/Sgt. Andrew Babensee, Det. Michael Bassier, Cst. Geoffrey Belanger, Cst. Kevin Brannagan, Cst. John Canapini, Sqt. Stephen Ceballo, Sqt. Richard Clarke, Det. John Conway, Insp. Andrew Cose, Supt. Donald Cousineau, Cst. Brenda Dawson, Sqt. Grant Dodd, Insp. Stephen Duivesteyn, Sqt. Michael Francisco, S/Sqt. Nigel Gonsalves, Det. Alexandra Grieve, Cst. Steven Hachborn, Sqt. Brian Hannah, Sqt. Tony Hart, Det. James Hendry, Det. Mark Heyes, Supt. Robert Higgs, Cst. Raymond Jackson, Det. Johny Kalpouzos, D/Sqt. Brian Kennedy, Cst. Anthony Korosec, Cst. Amyn Lakha, Cst. Gary Lancaster, Insp. Barry Leslie, Cst. Fiona Mackenzie, Insp. Glenn Margison, Det. Ken McBain, Sqt. Shawn McCann, Cst. Christopher McColl, Interim Chief Christopher McCord, Sqt. John McDonald, Cst. Paul McKenna, Cst. Peter McLaughlin, Det. Paul McNairn, Sgt. John Mepham, Sqt. Stephen Murphy, Cst. Matthew Pelissier, Det. Andrew Pennington, Cst. Christopher Pero, Cst. Carlos Pinheiro, Cst. Sean Piper, Sqt. John Pitsadiotis, D/Sqt. Vince Pucci, Sqt. Kenneth Pye, Cst. Jose Quimpo, S/Sqt. Warren Robinson, Cst. John Rozich, Cst. Paul Saunders, S/Sqt. Alan Scott, D/Sqt. Daniel Scott, Insp. Wendy Sims, Insp. Jean-Paul St. Jules, Insp. William Stewart, Cst. Paul Sylvester, Cst. Gary Thomas, Insp. Sandra Trepte, Insp. Thomas Warfield, Cst. Kelly Zelinski

### 25 Years

A/Insp. Adrian Adore, Det. Lori Blashuk, Sqt. Sean Brennan, Det. Wendy Britton, Det. Jeffrey Callacott, Supt. Navdeep Chhinzer, Insp. John Christie, Sgt. Donald Deelen, S/Sqt. Thomas Doherty, Sqt. Yvonne Galley, A/Insp. Robert Hackenbrook, Cst. Barrett Hagopian, A/Insp. Hubert Hiltz, S/Sgt. Natalie Hiltz, A/Insp. Jeremy Hodgson, S/Sgt. James Leadbeater, Sgt. Paul Morandin, Supt. Mark Noble, Supt. Martin Ottaway, D/Sqt. Michael Pulley, Det. Dean Renpenning, Det. Jessica Roselli, Det. Christopher Sajben, Sqt. Nigel Smedmor, Insp. Barbara Smith, D/Sqt. Rory Steele, Sqt. Jennifer Trimble

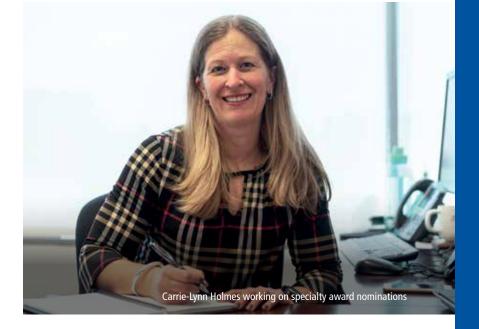
### 20 Years

Det. Heidi Adams, Sqt. James Adams, S/Sqt. Adrian Adore, Det. Dennis Ashby, Cst. David Baird, Det. Michael Baker, Sqt. Patrick Belleau, D/Sqt. Jayson Bouwkamp, Cst. Richard Chin, Cst. David Dawe, A/S/Sgt. Darren Doody, Det. Dimitrios Drivakos, A/S/Sqt. Jeffrey Duffield, D/Sqt. Christopher Fiore, Det, Wayne Fleming, Sqt. Grant Gervais, Cst. Peter Gill, Sqt. Matthew Glendinning, Cst. Paul Guse, Det. Jeffrey Hawkins, D/Sqt. Jason Hobson, Cst. Arash Kardan, A/Supt. David Kennedy, Det. Edward Kulik, Cst. Luc Lalonde-Bourbonnais, Insp. Todd Leach, Det. Sandro Leo, Cst. Carla Machado, Det. Paul MacLeod, Sgt. Jeffrey Mason, Sgt. Geraldine McNulty, Sqt. Aamer Merchant, Det. Chad Michell, D/Sqt. Rebecca Miller-Small, S/Sgt. Adam Minnion, D/Sgt. Glen Morash, Cst. Micheline Murphy-LaBossiere, A/D/Sgt. Paul Noonan, Cst. Dameon Okposio, Insp. Deborah Pendlebury, A/Insp. Scott Redstone, Det. Edward Reeves, Cst. Timothy Rourke, Sqt. Christopher Salmon, Cst. Jason Sarracini, Cst. Jack Sawatsky, Cst. Jose Serra, A/D/Sqt. David Seward, Cst. Harvey Sham, Det. Gregory Shrivell, Cst. Dan Simmonds, S/Sqt. Darlene Smith, D/Sqt. Dyson Smith, Sqt. Derrick St. Denis, Cst. Robert Stepan, Cst. Robert Stevenson, D/Sqt. Michael Stone, Cst. Trish Taglieri-Demetriou, Sqt. Andrew Tang, Det. Jason Unsworth, Cst. Michael Vertolli, Det. Michael Walker, Sqt. Kirk Williams, Cst. Kourtney Wilson-Atkinson





84 Employees Celebrated



# Civilian Service Awards

#### 40 Years

Rita Poetzsch

### 35 Years

Pamela Binsell, Francis McMonagle, Frances Rozario-Mizal

#### 30 Years

Karen-Lee Ackland, Michael Ardito, Catherine Ash, Cheryl Bachorski, Debbie-Ann Biot, Susan Bodin, Douglas Bowman, Elisabeth Braun, Allison Bruyns, Jenny Cardillo, Arlete Carvalho, Steven Cowan, Grazyna Devereaux, Barbara Duncan, Paul Falzetta, Debbie Ferguson-Scarlett, Barbara Frey, Darren Gibson, Jeffrey Graham, Annette Grant, Judy Haggett, Julanne Heu, Petra Hogg, Sheila Horton, Carol Hubacheck, Patricia Irving, Tammy-Lyn Jessop, Dianne Lamb, Elisa Leslie, Anica Lorkovic, Jana MacMillan, Beverley Mahadeo, Elizabeth Marple, Carmie McCormack, Karen McMaster, Andrea Mitchell. Deborah Mullen, Kerry Muscat, Paula Pestell, Anne Powell, Hayley Reid, Leanne Reynolds, Trudy Richard, Sharon Robitaille, Catherine Russell, Dawn St. Aubin, Sylvie Szuch, Teresa Toscani, Janice Tulloch, Gloria Vucinic, Lilibeth Yu

### 25 Years

Jane Bahen, Beverly Brereton, Allison Bruyns, Shona Desbiens, Maxine Donovan, Kevin Dwyer, Hayley Giles, Rebecca Hatton, Tania Riccio, Deborah Sharp, Genoveva Soares, Janet Webber

### 20 Years

Darlene Bernard, Lynne Coulter, Laura Day, Christian DiMartino, Raphael Djabatey, Marilyn Dutka, Nicole Elliott, Jason Grainger, Michael Hartley, Tina Harvey, Colleen Hawes, Carlee Henderson, Carri-Lynn Holmes, Sarah Koster, Cheryle-Lynn Lemire, Robert Lussier, Kimberly Malcovich, Michelle Palmer, Ankica Simrak, Santosh Xavier



# **Promotions**

We are committed to attracting, retaining, developing and promoting professional and skilled employees who are reflective of our community.

Randall Patrick			
Staff Superintendent	t		
Sean McKenna			
Superintendent			
Navdeep Chhinzer	Sean Gormley	Hubert Hiltz	
Dermot Coughlan	Robert Higgs	Martin Ottaway	
Civilian - Director			
Tony Ventura	Tamara Wilson		
Inspector			
Gregory Amoroso	Todd Custance	Bob Nagra	Deborah Pendlebury
Ryan Berrigan	Peter Danos	Dirk Niles	Wendy Sims
Andrew Cooper	Gregory Janisse	Mark Noble	Shelley Thompson
Civilian - Manager			
Marianne de Munnik			
Staff Sergeant/Detec	tive Sergeant		
Joe Ciftci	Feras Ismail	Glen Morash	Matthew Small
John Doran	Christopher Krause	Tracy Noonan	Darlene Smith
Mustafa Durgun	Chadwick Lines	Michel Pigeau	
Ian Harloff	Rebecca Miller-Small	Joey Rego	
Matthew Hutchinson	Adam Minnion	Earl Scott	
Supervisor - Civilian			
Oluwaseyi Aremu	Ania Grajewska	Heather Manuel	
Ivan Celeketic	Robert Lussier		
Sergeant/Detective			
Kevin Anderson	Donna Foreman	Jessica Innes	Stephen Porciello
Adam Arifi	Christopher French	Donovan Irving	Milan Sablic
Baldeep Aujla	Ricardo Garcia	Andrew Johnston	Kevin Shaidle
Darrell Beck	Baljit Gill	Chad Lemaire	Sanjeev Singh
Sean Bitmanis	Nick Gregoriou	Kristine Mazzocato	Stuart Soares
Derek Boyce	Marcia Hanlon Whitlock	Natosha McBride	Leon Stewart
Paolo Cincinnato	Neil Harris	Rui Medeiros	Andrew Tang
Paul Corcoran	Trevor Heck	Anthony Mendonca	Robert Trujillo
Matthew Cunliffe	Cole Heffren	Sheamus Neher	Eric Utigard
Kristopher Dawe	Blair Herd	Jeffrey Parent	Jered Van Roosmalen
Gabriele Di Nardo	Adam Holland	Scott Parsons	Robb Wilson
Joseph Dominie	James Howard	Andrew Peterson	

# Success and Progress:

2020-2023 Strategic Plan by Area of Focus



1. Our Community

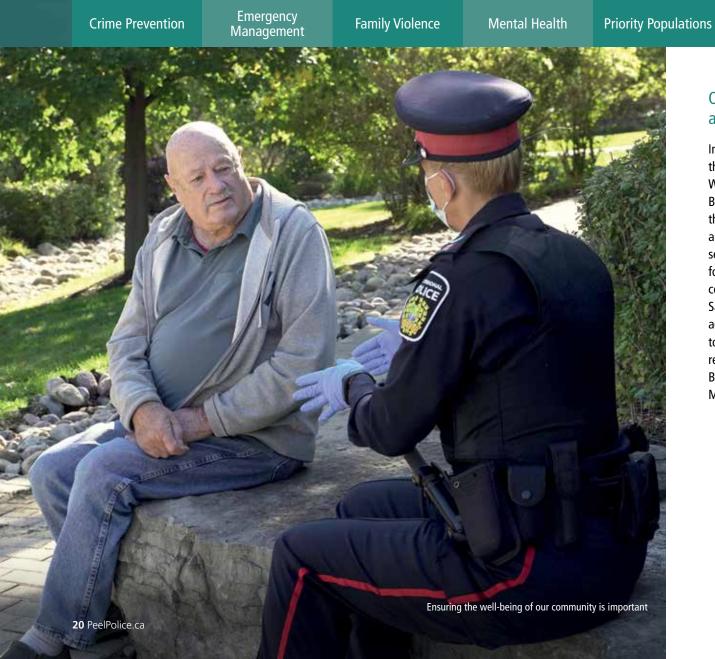


2. Our People



3. Our Work

# Our Community



# Our Community Safety and Well-Being Plan

**Road Safety** 

In October 2020, Peel Regional Police in collaboration with the Region of Peel, adopted the Community Safety and Well-Being framework as the foundation for our service. By incorporating a community focused police response that is rooted in evidence and measured outcomes, we are developing programs that fill the gaps in human services experienced by people in crisis. Our service is focusing on four key initiatives to positively impact our community's safety: Mental Health and Addictions, Road Safety, Violent Crime and Priority Populations. The Plan's adoption has resulted in an organizational restructure to provide better alignment of resources. The Plan has resulted in the creation of Community Safety and Well-Being Services which encompasses Regional Community Mobilization Teams and Road Safety Services initiatives.

**Community Support** 



# Regional and Divisional Mobilization Units

As part of our Regional Community Mobilization Teams that continue to provide engagement and outreach programming for matters involving equality and inclusion, vouth education and crime prevention, new Divisional Mobilization Units have been created. These Units have a specific mandate to deliver engagement, intervention and risk prevention support to our community's most vulnerable priority populations. Officers receive the latest in crisis intervention training, cultural competency and other specialized training that align with the Community Safety and Well-Being framework, in the hope that police can create positive engagement opportunities within our priority populations. The Units consist of 48 constables, with 12 per division, that report centrally to Regional Community Mobilization and support our Mobile Crisis Rapid Response Team and Crisis Outreach and Support Team officers.

# Mental Health and Addictions Strategy

## **Mobile Crisis Rapid Response Team**

Due to the rise in mental health-related occurrences over the past several years, in February 2020 Peel Regional Police officially launched the Mobile Crisis Rapid Response Team (MCRRT) in collaboration with the Canadian Mental Health Association – Peel Dufferin. The program teams up a Crisis Worker (Registered Nurse, Registered Social Worker or Occupational Therapist) with a specially trained police officer to respond to calls for service involving individuals experiencing a mental health concern/crisis. The goal is to provide on-site assessment and potentially divert patients from hospital emergency departments to an appropriate communitybased service. The MCRRT officers are teamed up with a Mental Health professional who has the knowledge, training and skills to properly assess each situation they encounter. Our MCRRT is on the road every day assisting our community, continuing our path towards "A Safer Community Together".

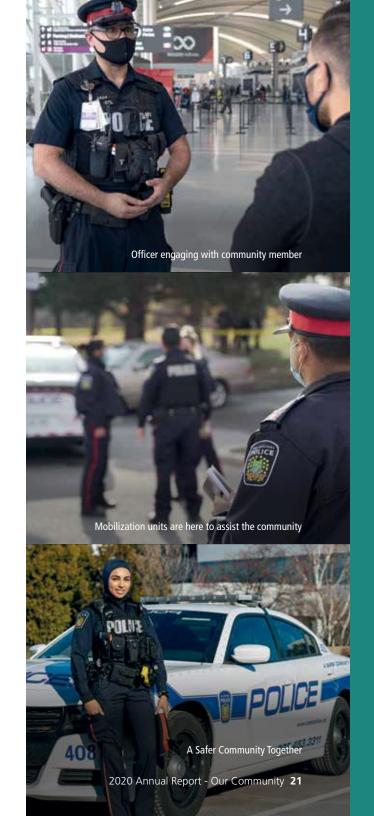
"The care and well-being of all citizens in the Region of Peel is our number one priority. The inception of the MCRRT teams ensures that the patients, family and friends can have a better piece of mind that their loved ones will be cared for in a timely and professional manner." Chief Nishan Duraiappah

## **Hospital Transfer Protocol**

The Peel Region Police Hospital Transfer Protocol is an agreement between Peel Regional Police, William Osler Health System, Peel Regional Paramedic Services, Canadian Mental Health Association Peel Dufferin Branch and Ontario Provincial Police Caledon Detachment. It outlines steps each organization will take to support persons who are experiencing a mental health or addictions-related crisis when accompanied by police under the provincial Mental Health Act to William Osler Health System's Emergency Departments. It enhances collaboration and coordination among the partners to improve the overall experience of patients, hospital, police and paramedic staff. It supports the health and safety of those involved when patients are transferred from police care to hospital workers, while also promoting public safety. The procedures and practices implemented through the Protocol also aim to reduce police wait times in William Osler Health System's Emergency Departments by enabling a faster transfer of patients when appropriate, leading to more effective use of police and hospital resources. The Protocol will also better connect people experiencing a crisis with the appropriate community mental health and addictions services to meet their needs, as well as improved outcomes after they transition out of the hospital.

"This Protocol will allow us all to work together to better assist persons in crisis while using our resources more effectively. Peel Regional Police is proud to implement a Protocol that is based on best practices associated with mental health, human rights, policing and privacy."

Chief Nishan Duraiappah



# Family and Intimate Partner Violence

### **Intimate Partner Violence Unit**

Based on the success of an Intimate Partner Violence pilot project, a centralized Intimate Partner Violence Unit became one of the top priorities for Peel Regional Police. The centralized Unit will create more consistent service delivery, increase collaboration with our community partners and allow for overall better victim management and monitoring of high-risk offenders. The Unit represents a reallocation of 40 specially trained officers, reporting to eight Detectives and one Detective Sergeant, who will provide 24-hour service and ultimately help reduce the workload of frontline officers, while serving our community better.



### It's Not Okay Awareness Campaign

In November 2020 Peel Regional Police, together with the Region of Peel, City of Brampton, City of Mississauga, Town of Caledon, Ontario Provincial Police and numerous regional community agencies, launched the awareness campaign "It's Not Okay" to generate increased access to information and resources related to Family and Intimate Partner Violence. Family and Intimate Partner Violence offences affect all communities and is one of the most pressing issues for Peel Regional Police. These incidents are of paramount concern for our service as the COVID-19 pandemic creates another challenging layer for survivors who become further isolated and may find it increasingly difficult to access care or intervention.

"We know that the circle of violence in Family and Intimate Partner Violence situations has social, emotional and psychological elements that may prevent survivors from coming forward to report abuse. Creating accessible spaces and lifelines for survivors of Family and Intimate Partner Violence is critical to ensure community safety and well-being. Together, we can support survivors in breaking the cycle of abuse and creating a safer path forward."

Deputy Chief Nick Milinovich

# **Engaging With Our Priority Populations**

# **Touchdown Program: Toronto Argonauts and Peel Regional Police**

Peel Regional Police and the Toronto Argonauts (Argos) Football Club collaborated on a program to motivate at-risk youth to achieve new levels of success. The Touchdown Program is a shared commitment by Chief Nishan Duraiappah and Argos GM Michael (Pinball) Clemons to help youth in the community. The program brings players together with young people to provide guidance and positive messaging through life experiences. It is hoped that by hearing stories straight from sports role models, youth will learn how hard work and determination can help them achieve their goals and reduce their chances of making poor decisions that may lead to criminal activity. The 2020 program ambassadors were Argos players Llevi Noel and Kurleigh Gittens Jr. The players partnered with a Divisional Mobilization Unit Officer who identified issues in the neighbourhoods they patrol and together they attended events where the players shared stories about their personal experiences overcoming challenges, and how making good choices helped them achieve their goals.





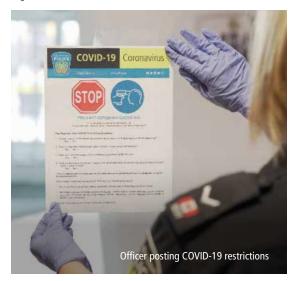
"Connecting our Argo players alongside police to support, celebrate and encourage youth to experience more, dream more and do more than they ever thought possible. Thank you to the Peel Regional Police and my great friend Chief Duraiappah for this collaboration, it can only add up to success." Argos GM Michael (Pinball) Clemons

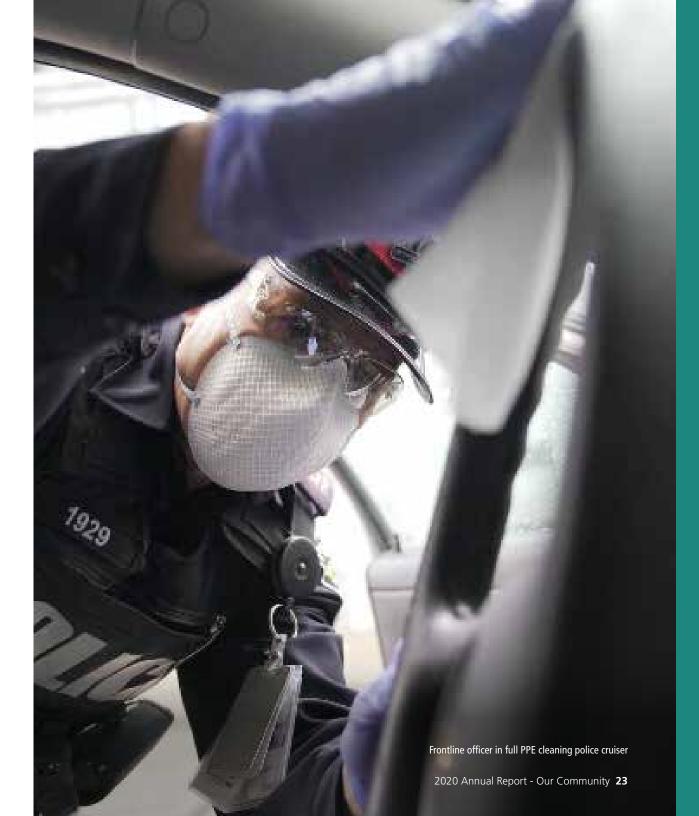
# COVID-19, Peel Regional Police and Our Community

During the COVID-19 pandemic in 2020, Peel Regional Police had to quickly adapt to best serve the community during unprecedented times. After initially closing the Divisions early in the year, all were reopened\* to serve the public 24 hours a day, seven days a week with restricted capacity. There were no changes to our dispatched response to 911 or non-emergency calls for service. Additional screening questions were asked by a communicator to limit the potential for spreading illness. On our website, located within the 'In the Community' section, information was made available with resources for the public on how to continue to access our many services as well as a section 'Resources on COVID-19' with links to Peel Regional Police media releases and municipal and provincial websites.

As essential workers, Peel Regional Police continues to follow provincial guidelines and implement best practices in order to protect our community and workforce from the transmission of COVID-19.

 Access rule changes were dynamic and reflective of provincial imposed quidelines/restrictions.







## **Crime Prevention Initiatives**

## **Youth Presentations**

- Cyberbullying
- Human Trafficking
- Drug Education
- Frauds & Scams
- Personal Safety
- Internet Safety / Social Media
- Media Distraction / Addiction

## **Adult/Seniors Presentations**

- Cyberbullying
- Human Trafficking
- Drug Education
- Frauds & Scams
- Personal Safety
- Realtor Safety
- Internet Safety / Social Media
- Media Distraction / Addiction

- Home Security
- Crime Prevention Through Environmental Design
- Run, Hide, Defend
- Road Safety

# **Road Safety Strategies**

Peel Regional Police is committed to road safety as a core policing function. Road Safety Services is now part of Community Safety and Well-Being Services. Our officers remain vigilant 24 hours a day, seven days a week. Speeding, aggressive driving and impaired enforcement remain priorities for our officers to ensure the safety of our community.







## **Project ERASE and Project DRIFT**

Project ERASE (Eliminate Racing Activities on Streets Everywhere) is a continuing focus of Road Safety Services. Street racing is illegal, dangerous and jeopardizes the lives of innocent people. The aim is to change poor driving behaviour through education and strategic enforcement. During one month of targeted weekend enforcement in late spring 2020, 1,606 vehicles were investigated, and officers issued 414 Highway Traffic Act tickets, 137 Bylaw notices and attended 116 calls for service directly related to street racing activities.

In the fall of 2020, Peel Regional Police collaborated with Ontario Provincial Police and York Regional Police to investigate the increase of highly organized group-coordinated street racing. Project DRIFT (Dangerous Racing Intelligence Focus Team) was created to support the ERASE Program. During the project, members of the team were able to gather information and evidence which resulted in the execution of several warrants and arrests. Those involved with these groups are responsible for dangerous vehicle manoeuvers often in the presence of large crowds and innocent drivers.

"Those who choose to show a blatant disregard for community safety by engaging in these types of illegal activities, need to be reminded there are legal consequences for their actions. [October 1, 2020] we have successfully put a dent into the organizational structure of these events, and are united in the goal to keep our roads safe.

The community has had enough. We have all had enough." Chief Nishan Duraiappah







# 24,000+ Vehicles Stopped for RIDE



**89**Warn Range Suspensions



116
Persons
Charged



2,189
Roadwatch
Reports



**827**Stunt Driving Charges

## Other Road Safety Services Programs and Initiatives

- The Road Safety Services (RSS) team have partnered with the Peel Addiction Assessment and Referral Centre to refer impaired driving offenders to addiction resources to help them avoid reoffending.
- 'Take the Pledge Peel' Safe Driving Campaign is a Community Safety and Well-Being social development strategy to unite stakeholders vested in road safety and excessive speeds.
- RSS have dedicated a Dangerous Driving Target
  Team to identify high-risk driving offenders and
  take a proactive approach with these investigations.
  This will continue to be part of a focused awareness
  strategy to support the existing traffic enforcement
  model and prevent traffic/criminal violations and
  preventable collisions.
- Traditional divisional road safety units were centralized and additional officers added to RSS.
   The additional officers will continue to monitor data-driven high-risk collision locations within the region.
- The redesign of the Road Watch website will help filter and adequately manage the vast amount of traffic complaints in our region. This will ensure community member complaints are dealt with in a timely and efficient manner. www.peelpolice.ca/roadsafety
- RSS has built collaborative relationships with Brampton and Mississauga By-Law Enforcement related to road safety (tow truck enforcement and excessive noise).
- Project Noisemaker ran for the month of July 2020 to identify and reduce the number of motor vehicles with modified or excessively loud exhaust systems.
   403 Highway Traffic Act tickets were issued.

# **Performance Indicators: Our Community**

# 1.1 Crime Prevention and Response

Implement crime prevention initiatives, focusing on violent crime and identified community crime trends, and respond effectively to citizen calls for service.

- 1.1.1 Created Regional Community Mobilization (RCM) Teams and Divisional Mobilization Units (DMU) to work with frontline officers to enhance community engagement and outreach programs. DMU officers will be responsible for identification of, intervention with, and prevention for priority individuals or communities. RCM teams will be responsible for connecting priority individuals with community agencies for support.
- 1.1.2 Mined operational data to discover patterns in repeat offenders/victims with respect to vulnerable populations, providing direction and priorities as the foundation for the operational rollout of the Community Safety and Well-Being framework.
- 1.1.3 Communications Centre dispatched officers to emergency events following established guidelines.
- 1.1.4 Responded to 83,479 non-emergency calls by alternative methods including community station and divisional front desk reporting, as well as online reporting with follow-up through Call Diversion Units. Additionally, the Brampton Virtual Substation opened as a location for virtual reporting, and the Malton Community Substation reopened.
- 1.1.5 Developed new Crime Prevention educational programs that addressed a general theme of increasing personal and business safety. Also adapted material to a virtual platform allowing several thousand individuals from schools, organizations and businesses to attend interactive and informative training sessions. The virtual platform also provided the opportunity for officers to continue participation on a variety of committees including: Business Watch (Safe City Mississauga), Peel Alliance to End Homelessness, IMET (Integrated Municipal Enforcement Team) and Vision Zero (Pedestrian and Road Safety). Crime Prevention increased its social media presence, particularly on Twitter where followership increased approximately 20 per cent with 1,784,600 impressions.
- 1.1.6 In the 2020 Residential Community Survey, 77 per cent of citizens strongly agreed/agreed that Peel Regional Police is effective at responding quickly to calls for assistance.
- 1.1.7 Violent crime rate (611 per 100,000) was below the provincial (942) and national (1,277) rates. Property crime rate (1,742 per 100,000) was below the provincial (2,661) and national (3,510) rates.
- 1.1.8 Solvency rate for violent crimes (74 per cent) was above the provincial (64 per cent) and national (61 per cent) rates. Solvency rate for property crimes (25 per cent) was above the provincial (21 per cent) and national (20 per cent) rates.

# 1.2 Emergency Management Planning and Response

Ongoing review and collaboration with policing and emergency response partners to maintain a coordinated emergency management plan.

- 1.2.1 Conducted a review of the Peel Regional Police Emergency Plan. Received approval to expand the part-time Scribe and Boards program to augment command staff during Critical Incidents. Emergency Management also received approval to develop and implement a part-time Mass Casualty Unit. School Police Emergency Action Response program includes 474 schools.
- 1.2.2 Emergency Management participated in training exercises in partnership with various community partners to assist with intra-agency communication and emergency preparedness. The Tactical Unit (TAC) conducted two Aircraft Interdiction Courses with stakeholders including the Greater Toronto Airport Authority, Air Canada, West Jet, Peel Regional Police TAC Medics, Airport Division, Toronto Police Service Emergency Task Force, Halton TAC, Department of National Defence Joint Task Force, Hamilton TAC and Durham TAC.
- 1.2.3 Emergency Management partnered with the OPP to facilitate the first ever Search Manager Course for Peel Regional Police, training 18 additional Search Managers, bolstering Peel Regional Police's response option to missing vulnerable person searches.

# 1.3 Intimate Partner and Family Violence

Support awareness, education and response to intimate partner and family violence.

- 1.3.1 Planning for a centralized Intimate Partner Violence Unit (IPV) was initiated to improve response and investigation of intimate partner disputes. The IPV Unit will have 40 Constables, eight Detectives and one Detective Sergeant who all are specially trained in IPV investigations.
- 1.3.2 Participated in the Region of Peel's Family and Intimate Partner Violence Awareness (FIPV) Campaign to commemorate the International Day for the Elimination of Violence Against Women. This social media campaign helped raise awareness and educate the community about available resources to help reduce FIPV in the community. The hashtag #ItsNotOkay was developed for use during the campaign.

## 1.4 Mental Health and Addictions

# Review response to mental health calls, and identify partners to provide mental health support to community members.

- 1.4.1 Designed systems to connect individuals with mental health concerns with available care in response to the growing need for mental health support in Peel. Also established the Mental Health and Addictions Strategy Committee, comprised of 20 external community partners and 18 internal Peel Regional Police partners. These programs align with the Region's Community Safety and Well-Being (CSWB) Plan priorities.
- 1.4.2 64 frontline officers were trained for the Mobile Crisis Rapid Response Team (MCRRT), receiving specialized mental health training. All frontline officers receive Mental Health Awareness training as part of their cohort training at three months.
- 1.4.3 MCRRT is a police led program run in partnership with the Canadian Mental Health Association. It provides frontline response to mental health calls, to better support people in the community with mental health challenges. Response teams consist of an officer and a Crisis Support Worker.

# 1.5 Priority Populations

# Work collaboratively with Community Safety and Well-Being partners to identify and improve outcomes for priority populations.

- 1.5.1 Supporting the Region of Peel's CSWB Plan highlighting the mandate to deliver engagement, intervention and risk prevention support to priority populations.
- 1.5.2 Conducted workshops with representatives from the Chief's Advisory Committees and community members from priority groups during the development of the Strategic Plan.
- 1.5.3 The Equity and Inclusion Unit participated in 35 community events and the Elder Abuse Unit conducted 14 presentations with 520 participants, 303 community consultations, and distributed 5,000 Senior Safety Calendars.
- 1.5.4 Clearance rate for Criminal Code violations for youth (48 per cent) was above the national (45 per cent) and provincial (44 per cent) rates.
- 1.5.5 Crime rate for Criminal Code violations for youth, excluding traffic violations (1,069 per 100,000) was below the national rate (1,448) and below the provincial rate (1,136).
- 1.5.6 Initiated 84 Problem Oriented Policing projects to help target community issues. Community Mobilization was awarded grant funding to support human trafficking prevention and awareness and support victims/survivors of human trafficking.
- 1.5.7 Revised Chief's Advisory Committees to better understand community priorities, strengthen relationships and enhance policing policies.
- 1.5.8 The Regional Community Mobilization (RCM) Team used a risk tracking database to help identify risks and provide referrals to community support agencies.
- 1.5.9 Created platforms for virtual youth programs, and educational videos on Peel Regional Police's YouTube channel highlighting Peel Children's Safety Village messages for personal, pedestrian and bicycle safety.

# 1.6 Road Safety

# Improve road safety through education, enforcement and proactive strategies and focus on the Community Safety and Well-Being Vision Zero goal.

- 1.6.1 Implemented various targeted road safety initiatives and educational campaigns, including Project Noisemaker, Take the Pledge and a joint forces street racing operation Project DRIFT (Dangerous Racing Intelligence Focus Team). Project ERASE (Eliminate Racing Activities on Streets Everywhere) investigated 4,319 vehicles and laid 2,174 charges. The Safer Roads Team was added to focus on addressing driving offender recidivism via compliance checks, surveillance and Crime Stopper tip follow-ups.
- 1.6.2 Received 2,189 reports from the community through the Road Watch reporting system which helps identify dangerous and aggressive drivers. Road Safety Services team partnered with the Peel Addiction Assessment and Referral Centre to refer impaired driving offenders to addiction resources to help them avoid reoffending. There was an approved expansion of 16 officers for the Strategic Enforcement Team.
- 1.6.3 The traffic fatality rate was three per 100,000. 37 fatal collisions resulted in 43 deaths, 15 of which were pedestrians and four cyclists. The personal injury accident rate was 83 per 100,000. 1,189 personal injuries were reported, a rate decrease of 37 per cent from 2019 (1,888).
- 1.6.4 Implemented traffic enforcement at locations identified using statistical analysis and community complaints. Strategic Enforcement officers concentrated heavily on stunt driving, increasing charges laid by 126 per cent in 2020 (827) from 2019 (366).

# 1.7 Victim Assistance and Community Support

# Collaborate with community partners to identify and provide support to community members, and implement the Community Well-Being framework.

- 1.7.1 Centralized Intimate Partner Violence Unit will help with the identification of repeat victims in order to provide them with needed support.
- 1.7.2 Continued participation on the Peel Human Trafficking Service Providers Committee to address human trafficking and coordinate survivor support. The Committee and RCM co-authored a successful submission with the Region of Peel for provincial human trafficking funding. An integrated services hub for victims/survivors aged 12 and up will be created, providing on-site support services. As well, continued partnership with Victim Services of Peel to ensure persons victimized by crime, or in crisis, are informed of available services and support.

# Our People

**Culture and Well-Being** 

**Employee Collaboration** 

Investing

Skilled Employees





3,107
Total Authorized
Complement





2,163
Authorized Sworn
Complement



FRP STRONG



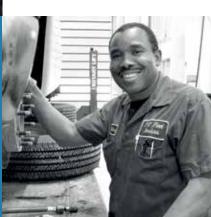
292
Total New Hires



30
Authorized Cadet Complement



914.
Authorized Civilian Complement



**62**Different Languages Spoken



1,111
Multilingual Members







**51%**Female New Hires

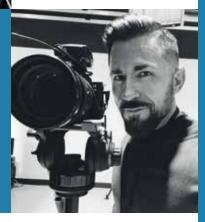


84
Officer Promotions





58%
Racialized New Hires





**50%**Racialized Cadets



**9** Civilian Promotions

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# Diversity, Equity and Inclusion Multi-Year Strategy Launch

#### Five-Year Action Plan

In cooperation with Canadian Centre for Diversity and Inclusion, Peel Regional Police has completed an in-depth internal assessment, and created a five-year Action Plan. The mission of the Plan is to foster trust by improving the culture of our service, where we are all accountable for promoting and supporting inclusion within the organization and community. One of the first initiatives was to review Peel Regional Police directives with a diverse and inclusive lens.

## **Diversity, Equity & Inclusion Calendar**

Corporate Communications has also promoted significant calendar dates on Peel Regional Police social media to recognize and honour the diversity that surrounds us. This will be expanded to an online version for internal focus as well.

### **Internal Support Networks**

Internal Support Networks have been created to provide members with a formally recognized structure to support their unique needs relating to personally identifying characteristics, both visible and invisible.

The Internal Support Networks promote:

- Diversity, awareness and inclusivity.
- Foster workplaces where members feel honoured, respected and valued.
- Provide cross-cultural learning and connection.
- Opportunities for career development.

## **Chaplaincy Program**

The Chaplaincy program is being redesigned to provide more inclusive spiritual support for our members. The program will utilize community faith-based resources and networking.

## **Workplace Census**

Planning began in 2020 to prepare a workplace census using input from the Ontario Human Rights Commission, to collect and report demographic data about our service. This is essential in identifying systemic barriers and opportunities to become more inclusive.





# **Organizational Wellness Initiatives**

## **Peer Support and Critical Incident Response Teams**

These teams are comprised of employees of Peel Regional Police who represent or have past experience in a vast array of uniform and civilian units throughout our service. Their specialized training and personal experience allows them to support members through:

- Critical and traumatic incidents.
- Occupational stress.
- Mental health, resilience and work-life balance.
- Separation and divorce.
- Grief, bereavement and personal loss.

The Peer Support Teams are made up of 91 members, and have made over 17,000 member contacts. These volunteers are able to assist members with strategies to manage these stressors and enhance their self-care practices. They have access to an extensive network of mental health resources and can assist with referrals tailored to the inquiring member.

## **Target Life Program**

Target Life is a holistic wellness program that encourages members to practice healthy lifestyle choices to improve their overall well-being. This initiative consists of five phases, with health-focused incentives designed to encourage and support the adoption of healthy lifestyle behaviours by our employees. The program is progressive, creating an individual employee challenge that starts with one action and builds a base of resilient habits, adding one new habit each year.

Target Life is flexible and takes into account that busy people need health habits that make sense for their unique life situations and have clear actions and results. It also incorporates choices to align with personal philosophies and preferences. The five phases include:

- Physical care
- Self-care
- Nutrition care
- · Mental care
- Social care

## **Organizational Wellness COVID-19 Response**

For employees of an essential service, many adjustments had to be made in order to manage changes to work and home life. Often these changes were fluid and evolved into new norms for how we go about our daily lives. Weekly communications were sent to employees helping them with a variety of challenges, including but not limited to:

- Parenting during a pandemic
- Managing the impact
- Combatting fatigue, isolation and loneliness
- Identifying depression
- Self-care
- Building resiliency

Organizational Wellness also introduced a Wellness Wednesday Outreach where they met with platoons at each division, providing information, awareness and resources.



# Don't Hide #PRPSTRONG

Reducing the stigma surrounding mental health in the policing culture is a challenging task. In a profession where being seen as weak is stigmatized, it is difficult to admit when we need help. Creating buy-in and normalizing mental health is something Peel Regional Police is committed to doing. The 'Don't Hide' speaker series for the 2020 Bell Let's Talk Campaign involved members sharing their stories of their mental health journeys and coping strategies. It took strength and courage for those members to drop their mask and show their vulnerable selves. Over 500 members attended this event.

#PRPSTRONG was created to demonstrate we are on this journey together, we are a team and we need to support one another.

Over 7,500 mask were sold, with a total of \$35,400 raised for charity. We are in this together with our members and our community.

# **COVID-19 Pandemic**

Since the onset of the COVID-19 pandemic, the Chief's Management Group, our COVID-19 Response Committee and the Peel Regional Police Association were in constant communication to ensure that we were meeting the needs of our people and community. We are an essential service, and even though there have been additional pressures due to the COVID-19 pandemic, our membership has continued to prove itself as a world-class organization.

In a year dominated with unprecedented impacts of a global pandemic on our lives and our work, Peel Regional Police has implemented decisions and best practices in order to protect our employees and our community from the transmission of COVID-19:

- Created the COVID-19 Response Committee for streamlining communication.
- Installed all facilities with Self Screening Thermal Scanners as well as a mandatory Self Screening Questionnaire before entry.
- Reduced capacity in work areas.
- Work from home policy, where viable.
- Reserve Deployment Model in shift scheduling.
- Reconfiguring of workstations.
- Improved ventilation systems.
- Physical distancing guidelines in common spaces.
- Continual cleaning and disinfecting of work areas.
- Mandatory Personal Protective Equipment guidelines implemented for contact with the community.
- Mobile COVID-19 testing stations for all employees.
- Increased communication with employees through Virtual Town Halls.

We are working hard to do our part to protect ourselves as essential workers and to protect those around us, whether at work or in our community.





# **Culture Assessment**

At the heart of our organization is our culture. Our norms and shared beliefs determine 'how we operate'. One of the keys to our success is to have a culture based on a strongly held, and widely shared set of beliefs that support our strategic objectives and vision for the future. Peel Regional Police joined with PricewaterhouseCoopers to start taking steps to gain a deeper understanding of our current organizational culture. It is the first step to making our culture work for us. This was done through several activities; a membership survey, leadership interviews and employee workshops. These activities helped us understand our current culture so we can continue to maximize our strengths, and identify barriers that we need to overcome to better our employees and in turn better serve our community.

# Performance Indicators: Our People

# 2.1 Cultural, Physical and Psychological Well-Being and Safety of Our Employees

Develop and promote initiatives to support the well-being and safety of employees.

- 2.1.1 The Joint Occupational Health and Safety Committee conducted 180 workplace inspections.
- 2.1.2 The Workplace Mental Health Policy continued to promote programs, practices and resources to support employees and reduce environmental and organizational stressors. As well, a mental health strategy is being developed under the Excellence Canada Healthy Workplace initiative that focuses on the mental health of all members to create a healthy and safe workforce. The Psychological Safeguarding program also expanded to include additional units.
- 2.1.3 Peer Support currently has 91 trained members who provided 17,494 client contacts to support Peel Regional Police members. As well, 19 health and wellness related seminars were hosted, and new initiatives to support cultural, physical and psychological well-being and safety included:
  - Organizational Wellness Unit awareness and member introductions - outreach eight week series.
  - Wellness Wednesdays outreach on-site visits and weekly reminders sent electronically to the officer's Mobile Dispatch Units.
  - Increase of 12 members to Critical Incident Response Team.
  - Six week Suicide Prevention Awareness Series.
  - Ontario Police College (OPC) recruit outreach provided online resources to pre-OPC recruits.
  - Continuing Education focused on resiliency, grief and prolonged exposure.
  - Internal Support Networks were introduced including Military, Asian, Black and Woman networks, with the goal of supporting the unique needs relating to personally identifying characteristics, and promoting diversity, awareness and inclusivity where members feel honoured, valued and respected.

# 2.2 Employee Collaboration and Engagement

## Focus on improving employee collaboration and engagement.

- 2.2.1 Reorganized Peel Regional Police structure to enhance collaborative initiatives and support the sharing of ideas. This includes the changing of areas from divisional based to regional based, such as the Regional Community Mobilization Team, the Regional Road Safety Unit and the Regional Intimate Partner Violence Unit. The Peel Regional Police Analytics team implemented dashboard software in the Real Time Operations Centre to assist in the deployment of officers for balancing workload.
- 2.2.2 83 messages from the Chief and 312 emails from Corporate Communications were sent to employees to increase awareness about organizational and community initiatives. Continued to use a number of channels including our intranet portal and television system, email bulletins, an employee newsletter and internal videos to increase employee engagement and communication. Conducted internal COVID-19 and Body Worn Cameras town halls for information sharing with employees.
- 2.2.3 Feedback from previous focus groups influenced the organizational restructure. Additional employee input was captured through a culture survey and focus groups resulting in a Culture Assessment of current state, and recommendations that Peel Regional Police can undertake to create wide-scale, lasting culture change.

# 2.3 Invest in Our People

# Provide resources and development opportunities for continued growth of staff.

- 2.3.1 Implemented a Leadership Development Advisory Team to review and identify opportunities for professional development and coaching for all levels of the organization with a goal to create an innovative and progressive framework that would support an employee (uniform and civilian) throughout their career.
- 2.3.2 Training and education related to development and leadership included:
  - 219 employees enrolled in 810 continuing education courses.
  - Employees spent 192,573 hours in training.
  - Temporary opportunities resulted in 397,693 acting hours.
  - Posted 607 internal job vacancies.
  - Promotion of 84 officers and the position advancement of 27 civilians, including nine civilian promotions.
- 2.3.3 Equipment and projects introduced to support safe and effective delivery of services included:
  - Private/public safety broadband Long Term Evolution for cellular data communication.
  - · Mobile Data Unit refresh.
  - Mobile phones as part of the Digital Officer Transformation Program.

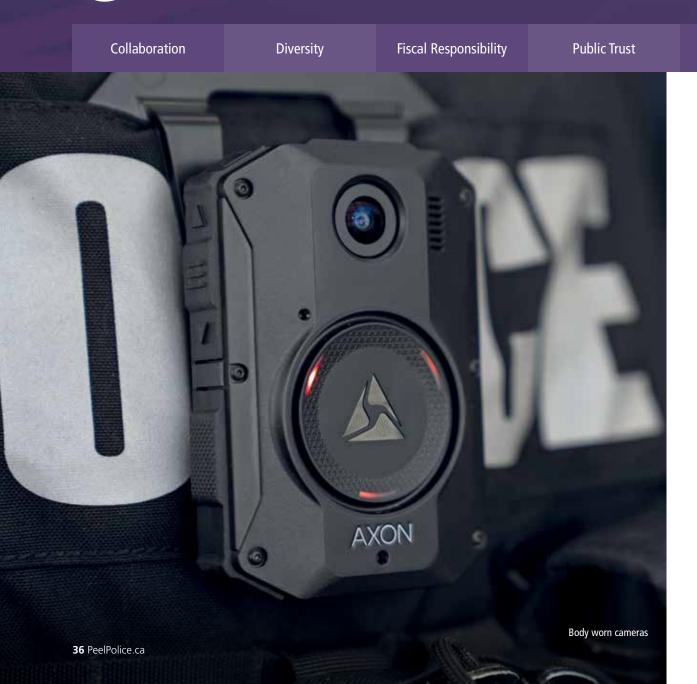
- 2.3.4 Replace desktops, laptops and equipment which are more than four years old and out of warranty including more than 120 desktop computers, 200 laptops computers, 200 monitors and 20 iPads. Replaced desktop, laptops and equipment in accordance with the Information and Technology Plan. Emergency infrastructure increased capacity to support over 1,000 staff to concurrently and securely work remotely if needed.
- 2.3.5 Facilities Projects in accordance with the Facilities Plan, include:
  - Malton Community Station renovation.
  - Brampton Virtual Station.
  - 11 Division walkway for accessibility.
  - Security Operations Center construction.
  - Facilities Long-term Plan Phase 1: Mass renovations at Sir Robert Peel Centre and Emil V. Kolb Centre for Police Excellence commenced.

# 2.4 Professional and Skilled Employees that Represent Our Community

## Attract and retain skilled employees who represent our community.

- 2.4.1 Adjusted traditional outreach initiatives to a new online digital approach, including an Instagram account with our live and pre-recorded sessions, posts and stories, resulting in an increase to almost 1,600 followers. Used 102 outreach recruiting initiatives and recruiting forums to boost uniform applications. Received 3,516 uniform applications (increase of 83 per cent from 2019). The Civilian Recruiting team transitioned to online testing and remote interviewing to align with protocol.
- 2.4.2 Designated groups were represented in the organization: 36 per cent females, 28 per cent racialized and visible minorities, one per cent persons with disabilities and one per cent Indigenous.
- 2.4.3 Attrition rates were four per cent for officers and five per cent for civilians.
- 2.4.4 292 new hires (144 officers, 130 civilians and 18 cadets) which included: 169 (58 per cent) racialized and visible minorities, 150 (51 per cent) female, two (one per cent) persons with disabilities and eight (three per cent) Indigenous.

# Our Work



Service Excellence

**Environment** 

# **Body Cameras**

By leveraging both existing and new innovative technologies, Peel Regional Police are providing officers with the necessary tools to improve efficiency and effectiveness. All frontline officers will be equipped with a body worn camera as part of the commitment to transparency and accountability both internally, and to each member of the community we serve. This technological innovation directly aligns with Peel Regional Police's commitment to maintain public trust and provide professional and unbiased policing by accurately recording interactions with our community. Body worn cameras will help demonstrate the organization's commitment to a bias free and professional policing service delivery model. The implementation of body worn camera technology will allow us to highlight the great work that is performed professionally under extreme conditions. Our organizational goal is to be a leader in innovative policing solutions.

"As we continue to modernize our organization, our vision is to utilize available innovation and technology tools to enhance Community Safety and Well-Being while demonstrating the professionalism of our frontline members. Peel Regional Police has taken a leading role in introducing the concept and framework for providing real time enhanced services, utilizing BWC [body worn camera] live-stream technology."

# Digital Evidence Management

Peel Regional Police is embarking on a significant digital transformation, which includes the implementation of new technologies along with the introduction of strategic innovation. Peel Regional Police's need to modernize the service's digital infrastructure to streamline data flow moving forward will involve the development of a Digital Evidence Management System (DEMS). DEMS is the backend infrastructure that provides the platform for managing all Peel Regional Police's digital evidence including seamless introduction of future data-dependent technologies. It will enable our organization to handle large volumes of data in a secure, responsible and cost-effective environment. The DEMS system will form the foundation upon which other data collection systems will operate. The implementation of this technology will be fulsome, community oriented, evidence based and fiscally responsible. We will leverage data analytics in order to direct police activities with the goal of improving service delivery to those who live, work and visit the Region of Peel.

"The use of BWC [body worn cameras] and the supporting digital storage solution will be essential to modernize and enhance transparent and accountable police services to our Community." Former Peel Police Services Board Chair Ron Chatha

## Chief Town Halls

Peel Regional Police held Town Hall meetings to engage with the community, listen and learn. The Service collaborated with the Muslim Council of Peel, Muslim Advisory Committee, the Black Advisory Council and Chinese Advisory Council along with various other stakeholders and a wide range of voices from communities of racialized people and persons with disabilities. The Town Halls engaged the community in meaningful dialogue and provided the community with an opportunity to speak directly with our Chief, his management team and our community leaders about the issues that mattered the most. The information gathered was invaluable in implementing meaningful change towards "A Safe Community Together". Peel Regional Police is committed to bringing about systemic change inclusive of a human rights-centric framework as the organization moves forward. The first Tele-Town Hall conference call hosted by Chief Nishan Duraiappah in 2020 had over 17,000 citizens call in to participate.

"A change from traditional law enforcement and a focus on public health, ensuring the health and wellness of families and individuals is our priority, we are committed to doing that." Chief Nishan Duraiappah

# **Community Substations**

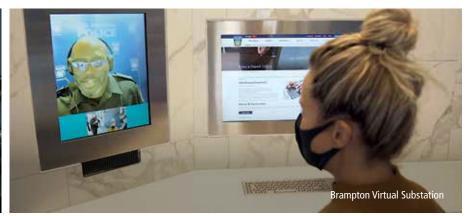
Peel Regional Police opened two community substations: the Downtown Brampton Virtual Substation, and the reopening of the Malton Community Substation to meet the needs of the community. The Brampton Virtual Substation has been designed to allow the public to contact and interact virtually with officers during regular business hours without attending a station. It also provides direct access to the Communication Centre 24 hours a day, seven days a week. It has also been designed to give the officers working in the area, or responding to calls in the area, a space to complete paperwork and follow-ups while remaining present in the downtown area. Concerns for downtown Brampton can differ from those of the Malton community, so the Brampton Virtual Substation will provide a greater footprint by Peel Regional Police, instill confidence in the public and improve the overall atmosphere in the downtown core. The interactive

kiosk of the Brampton Virtual Substation is accessible to residents, businesses and visitors alike between 9 a.m. and 7 p.m. to report incidents of concern to police.









# Lean Six Sigma

Lean Six Sigma is a business improvement methodology developed in the manufacturing sector as a measured approach to problem solving using the DMAIC Model: Define, Measure, Analyze, Improve and Control. Adopting Lean Six Sigma as a regular business practice provides a standardized framework for all Peel Regional Police employees to follow as well as provide immediate and positive impacts on the way we conduct business and deliver services to the citizens of Peel. Thirty Peel Regional Police members have received their Lean Six Sigma Green Belt Certification, and can assist areas with following the Lean Six Sigma framework.

# **Business Intelligence and Police Analytics**

# **Business Intelligence**

Peel Regional Police's digital transformation will include the acquisition of Business Intelligence software to drive evidence-informed community safety initiatives and analytics, which will evaluate our progress through outcome-based metrics, to reassure and sustain the positive changes. The Business Intelligence platform will enable Peel Regional Police to make better business decisions. The platform will power the dashboards in our newly established Real Time Operations Centre. It will provide valuable information on the skills and the deployment of officers across the Region of Peel. With this information, an officer with the required skillsets (i.e. specific language, crisis negotiations, etc.) can be deployed to the appropriate call for service to address situational issues. The platform will enable our Analytics Bureau to conduct a detailed analysis of data to help make data-driven and informed business decisions.

#### **Real Time Operations Centre**

Peel Regional Police has embarked on the development of a Real Time Operations Centre (RTOC). The RTOC will manage core policing resources in the context of dynamically evolving events encountered by Peel Regional Police's frontline officers and Communications Centre. The RTOC operates by allocating resources in real time with the ultimate goal of enhancing public and officer safety. The RTOC approach will improve officers' situational awareness via analytical support, utilizing internal and external data sources. Those sources are leveraged to run checks, provide intelligence-based analytics, share images from open-source social media searches, and provide resource allocation information.

#### **Dashboards**

The Analytics Bureau partnered with leaders in the business intelligence industry to implement a dashboard solution which will provide a complimentary framework with enriched analytical capability to further the effectiveness of an enhanced evidence-based approach to community safety and well-being. The dashboards will be interactive, real time data driven and visually dominant. Peel Regional Police is one of Canada's few policing agencies to adopt and implement this forward-thinking, innovative dashboard approach, built by our people, to assist Communications and frontline response.



# Online Records Check

A new online application process for obtaining police record checks is now available. Brampton and Mississauga residents can now obtain a Criminal Record Check, Criminal Record and Judicial Matters Check or Vulnerable Sector Check for employment or volunteer purposes without having to attend a police station in person. All aspects of the process, including verification of identity and fee processing, are handled electronically using a secure automated platform. The online program allows residents to apply for all three levels of record checks, 24 hours a day, seven days a week. Applicants may choose to receive either the hardcopy version of their criminal record check or the newly formatted electronic document.

# **Partnerships**

## **Ontario Human Rights Commission**

Peel Regional Police is committed to enhancing cooperation between police services and the communities they serve, while ensuring that the delivery of these services are aligned with the fundamental rights guaranteed by the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code. Peel Regional Police and the Peel Police Services Board are committed to taking a leadership role amongst police agencies to address and overcome systemic racism in policing. Peel Regional Police is forming a data governance team committed to operationalizing and implementing principles under a systemic change framework with the Ontario Human Rights Commission. Along with partner agencies, Peel Regional Police is working to develop and implement solutions to dismantle systemic racism while supporting our Diversity, Equity and Inclusion Strategy. This effort will bring measurable and sustainable shifts to policing practices here in the Region of Peel.

# **Supportive Housing in the Province**

Peel Regional Police has partnered with Supportive Housing in the Province to assist with short-term crisis stabilization housing for persons in crisis within the Region of Peel. This program provides short term housing (up to 14 days) by offering crisis beds to individuals dealing with a mental health or addiction crisis. Supportive Housing in the Province is not a shelter, rather an interim program that allows people to stabilize and receive support and resources after their interaction with police. This program can be used in conjunction with a release from a criminal charge, but cannot be used to replace a Mental Health Act, Section 17 apprehension.

# 2020 Funding Partnerships



| \$9.2M Court Security/Prisoner Transportation1

1. Ministry of the Solicitor General 2. Canadian Mental Health Association Peel Branch 3. Chief Firearms Office for Ontario 4. Ontario Cannabis Legalization Implementation Fund 5. Other Grant Funding: International Data Corporation Canada Ltd (IDC) (\$0.15M), Technical Investigations Cooperative (\$0.1M), Building Local Internet Child Exploitation Unit Capacity in Ontario to Combat Child Sexual Exploitation Online (\$0.06M), Ontario's Strategy to End Human Trafficking (0.05M), Guns and Gangs — G.R.I.T. — Gang Related Intervention Team (\$0.05M), Project Haven (\$0.04M), Government of Canada — Federal Victim Fund Measures to Address Prostitution (Bill C-36) (\$0.015M), Hate Crimes and Extremism Investigative Team (HCEIT) (\$0.01M), Tobacco Enforcement Grant (\$0.003M). Totals may not add up due to rounding.

# 2021 Budget





# Performance Indicators: Our Work

# 3.1 Collaboration, Partnerships and Shared Services

Co-lead the Community Safety and Well-Being System Leadership Table to improve collaboration and information sharing with community partners, and create opportunities for additional partnerships and shared services agreements.

- 3.1.1 Peel Regional Police Chief is co-chair of the Community Safety and Well-Being System Leadership Table with the Commissioner of Health Services from the Region of Peel. The Community and Safety Well-Being Plan was approved by Peel Regional Council in October 2020.
- 3.1.2 Peel Regional Police currently has over 110 Memorandums of Understanding (MOUs) to outline roles and responsibilities with other agencies.
- 3.1.3 A number of shared services and technologies projects exist, including:
  - The Peel Regional Police Digital Evidence Management System solution is fully compatible
    with the Provincial Digital Evidence Management Program which will enhance the ability
    to securely capture, store, manage and share digital evidence, modernizing police and
    court processes.
  - Collaborating with the Region of Peel for procurement for the Human Resources Management System and financial systems replacement.
  - Partnering with York Regional Police to procure a mugshot identification software solution.
- 3.1.4 Completed nine Joint Force Operations to help combat criminal operations.

# 3.2 Diversity, Equity and Inclusivity In Our Workplace and Our Community

Develop and implement initiatives to support diversity, equity and inclusion in our workplace and in the community.

- 3.2.1 Continue to implement the recommendations outlined within the Canadian Centre for Diversity and Inclusion Current State Inclusivity Assessment report, including undertaking a Culture assessment to show our commitment to organizational culture, enhancing community engagement and focusing on inclusion. A Diversity, Equity and Inclusion manager was hired to lead us through the recommendations.
- 3.2.2 A Diversity, Equity and Inclusion Strategy was developed, with a mission to foster trust by changing the culture of our police service, where leaders and all members are accountable for promoting diversity and inclusion with the organization and the community. Organization, Leadership and Employee commitment goals are being implemented.
- 3.2.3 In October 2020, Peel Regional Police, Peel Police Services Board and Ontario Human Rights Commission signed an MOU committing to develop and implement legally binding remedies to identify and eliminate potential systemic racism in policing, promote transparency and accountability, and enhance Black, other racialized and visible minority and Indigenous communities' trust in policing throughout Peel Region.

3.2.4 Embedded bias-free training into all recruit training and Leadership in Police Organization training. All current employees are required to have completed Fair and Impartial Policing Training and we will continue to provide this training to all new employees.

# 3.3 Fiscal Responsibility and Sustainability

# Conduct business practices ensuring fiscal responsibility and sustainability for effective service delivery.

- 3.3.1 Renewed long-standing funding partnerships with all levels of government resulting in Peel Regional Police receiving \$17.9 million in funding to support community safety.
- 3.3.2 The 2021 Budget was approved by the Peel Police Services Board and Peel Regional Council and includes approval for hiring an additional 27 officers and 14 civilian staff in 2021.
- 3.3.3 The Ten-Year Capital Plan was developed and approved by the Peel Police Services Board in November 2020.

# 3.4 Public Trust and Confidence Through Accountability and Transparency

# Implement accountability and transparency initiatives to foster public trust and confidence.

- 3.4.1 As of December 31, 2020 there were 331 Directives to ensure compliance with the Ontario Policing Standards and applicable legislation. Directives are reviewed on a regular basis.
- 3.4.2 A Residential and Business Community Survey to measure community attitudes, trust and confidence was completed early in 2020. Overall, most residents (74 per cent) and business owners/managers (77 per cent) indicated that Peel Regional Police is doing a good or excellent job. Eight in 10 residents, and close to seven in 10 business owners/managers are satisfied or very satisfied with their personal safety from crime.
- 3.4.3 Continue to implement the principles of the Excellence, Innovation and Wellness Standard and pursue the Order of Excellence Certification in 2022. Peel Regional Police is also implementing Excellence Canada's Healthy Workplace Standards and accompanying strategic action plans to apply for Silver Level certification in 2022-2023.
- 3.4.4 Strategic Initiatives area will be leading a data governance committee responsible for the development of an open data policy.
- 3.4.5 Commenced the implementation of the Body-Worn Camera Initiative. The technology will support effective delivery of services and the Digital Evidence Management System leading to a number of efficiencies including:
  - Streamlined mechanisms to ensure timely, effective and secure data exchange of court files and evidence by justice sector partners.

- Cost-effective approach to purchasing data storage and licensing rates.
- 3.4.6 Published seven Police Services Act decisions on our external website.
- 3.4.7 The Office of the Independent Police Review Director received 114 public complaints about Peel Regional Police and concluded 118.

# 3.5 Service Excellence Through Innovation, Technology and Risk Mitigation

Identify and implement innovative process, combining technology and risk mitigation to ensure service excellence to the community and within the organization.

- 3.5.1 Mitigated risk by investigating the seven Risk Reports submitted by Peel Regional Police members.
- 3.5.2 An Innovation and Technology Strategy was created for implementing and supporting technology which included:
  - Creating a mobile focused roadmap, enhancing the use of mobile smartphone technology.
  - Acquisition of a business intelligence platform to provide the Real Time Operations Centre (RTOC) and the Analytics Bureau with enhanced analytical capabilities to support data-driven business decisions.
  - Implementation of the RTOC to enhance public and officer safety.
- 3.5.3 Received recommendations from the Service Delivery Review, outlining initiatives related to People, Organization, Process, Data and Technology, and Facilities, to guide organizational change.

# 3.6 Sustainable Environmental Practices

# Identify and engage in sustainable environmental practices.

- 3.6.1 Ordered 85 Ford Interceptor Hybrid Electric Vehicles in an effort to reduce our carbon footprint and mitigate climate change impacts. It is estimated that each vehicle will result in 11 tonnes of CO2 emissions avoided per year. Once fully deployed, the 85 Hybrid vehicles will result in 935 tonnes of CO2 emissions avoided per year.
- 3.6.2 Installing our first electric vehicle charging stations to encourage staff to drive cleaner vehicles.



## **Criminal Offences**



**Crimes Against Persons** 



**Crimes Against Property** 



Drugs

## **Robberies**



**Robberies Total** 



Robberies with Weapon



Robberies without Weapon

## **Break and Enters**



Residence



**Business** 

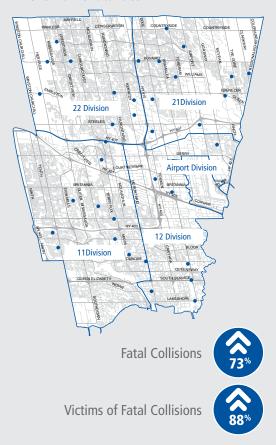
Variance is based on rate per 100,000.

Criminal Offences	2019			2020			2019-2020 Variance	
	Number	Percent Solved	Rate Per 100,000*	Number	Percent Solved	Rate Per 100,000	Number	Rate Pe 100,000 (%
Crimes Against Persons	9,492	77.9	668.1	8,574	79.9	595.0	-918	-10.9
Homicide Occurrences	28	67.9	2.0	17	88.9	1.2	-11	-37.
Homicide Victims	31	~	~	18	~	~	-13	
Attempted Murder	31	71.0	2.2	26	100.0	1.8	-5	-17.
Assaults (non-sexual)	5,156	86.5	362.9	4,683	88.3	325.0	-473	-10.
Sexual Violations	1,016	70.2	71.5	913	72.7	63.4	-103	-11.
Robberies	918	42.9	64.6	651	46.7	45.2	-267	-30.
Threatening or Harassing Phone Calls	61	42.6	4.3	71	39.4	4.9	10	14.
Criminal Harassment	300	83.7	21.1	278	89.6	19.3	-22	-8.0
Uttering Threats	1,678	78.3	118.1	1,584	75.9	109.9	-94	-6.
Other Violent Violations	151	38.4	10.6	194	41.2	13.5	43	26.
Crimes Against Property	26,412	29.8	1,859.1	23,325	25.7	1,618.6	-3,087	-12.
Break and Enter	3,089	22.6	217.4	2,403	26.3	166.8	-686	-23.
Theft Motor Vehicle	3,062	7.2	215.5	3,376	6.8	234.3	314	8.
Theft Over and Under \$5,000	13,746	28.8	967.6	11,352	20.5	787.8	-2,394	-18.
From Motor Vehicle	4,354	4.9	306.5	4,411	3.4	306.1	57	-0.
Shoplifting	4,836	63.1	340.4	3,519	46.8	244.2	-1,317	-28.
Possession of Property Obtained by Crime	882	100.9	62.1	950	97.7	65.9	68	6.
Frauds	2,319	35.2	163.2	1,918	36.9	133.1	-401	-18.
Mischief	3,264	38.9	229.8	3,263	35.7	226.4	-1	-1.
Arson	50	24.0	3.5	63	25.4	4.4	13	24.
D	1 276	00.4	20.0	4.633	00.4	442.2	257	26.:
Drugs* Trafficking/Production/Distribution**	1,276 314	98.4 94.6	89.8 22.1	1,633 413	99.4 100.0	113.3 28.7	357 99	20.
Possession**	962	94.6	67.7	1,220	99.2	28.7 84.7	258	29. 25.
rossession	902	33.0	07.7	1,220	33.2	04.7	230	23.
Criminal Driving Offences	3,184		224.1	2,652		184.0	-532	-17.
Impaired Driving (Alcohol/Drugs)	1,082		76.2	989		68.6	-93	-9.
Fail/Refuse Breath/Blood Sample	112		7.9	103		7.1	-9	-9.
Dangerous Operation	384		27.0	430		29.8	46	10.
Other CC Traffic Offences	1,606		113.0	1,130		78.4	-476	-30.

<sup>\*</sup> Drugs include cannabis. \*\* 2019 restated.

		2019		)	2019 - 2020 Variance		
	Number	Rate Per 100,000*	Number	Rate Per 100,000	Number	Rate Per 100,000 (%)	
Motor Vehicle Collisions - Total	29,364	2,066.9	16,576	1,150.3	-12,788	-44.3	
Reportable Collisions	15,673	1,103.2	9,476	657.6	-6,197	-40.4	
Fatal Collisions	22	1.5	37	2.6	15	73.3	
Personal Injury	1,888	132.9	1,189	82.5	-699	-37.9	
Property Damage	13,763	968.8	8,250	572.5	-5,513	-40.9	
Non-Reportable Collisions	13,691	963.7	7,100	492.7	-6,591	-48.9	
Traffic Enforcement (Highway Traffic Act)							
HTA Charges - Total	64,345	4,529.2	38,238	2,653.5	-26,107	-41.4	
Careless Driving	1,693	119.2	1,072	74.4	-621	-37.6	
Use Electronic Device	1,238	87.1	975	67.7	-263	-22.3	
Disobey Traffic Light	2,065	145.4	1,232	85.5	-833	-41.2	
Fail to Stop at Stop Sign	3,164	222.7	1,612	111.9	-1,552	-49.8	
Invalid Permit	16,177	1,138.7	7,276	504.9	-8,901	-55.7	
Seatbelt	790	55.6	425	29.5	-365	-46.9	
Other HTA	18,695	1,315.9	12,311	854.3	-6,384	-35.1	
Speeding	20,523	1,444.6	13,335	925.4	-7,188	-35.9	
HTA Cautions - Total	8,474	596.5	6,615	459.0	-1,859	-23.1	
RIDE Program							
Vehicles Checked	28,931	2,036.4	24,334	1,688.6	-4,597	-17.1	
WARN Range Suspensions	198	13.9	89	6.2	-109	-55.7	
Impaired Driving Charges	52	3.7	33	2.3	-19	-37.4	
Excess Blood Alcohol Charges	128	9.0	83	5.8	-45	-36.1	
Organizational	2019		2020	)	2019 - 2020	) Variance	
		Number		Number	Number	%	
Public Complaints							
Complaints Received		98		114	16	16.3	
Complaints Concluded		98		118	20	20.4	
Firearms Seized		436		498	62	14.2	
Bail Hearings*		11,611		7,410	-4,201	-36.2	
Persons Charged		2019			2020		
	Adult	Youth	Total	Adult	Youth	Total	
Persons Charged - Total**	13,567	1,287	14,854	12,394	694	13,088	
Crimes Against Persons	4,516	697	5,213	4,270	372	4,642	
Crimes Against Property	4,279	378	4,657	3,469	195	3,664	
Criminal Driving Offences	1,274	24	1,298	1,230	11	1,241	
Drugs	899	10	909	1,086	15	1,101	

## **2020 Traffic Fatalities**



# **Regulated Interactions**

Collection of Identifying Information Ontario Regulation 58/16.

- No attempted collections which information was not collected.
- No individuals from whom identifying information was collected.\*\*\*
- Restricted data was accessed four times in relation to Freedom of Information requests.
  - \*\*\* Detailed information available in a report to the Police Services Board March 26, 2021.

<sup>\* 2019</sup> restated. \*\* Youth charged total includes children.

# **Five-Year Demographic Growth**



Registered Vehicles +49,369

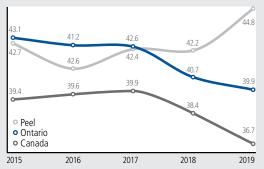


Households +25,000



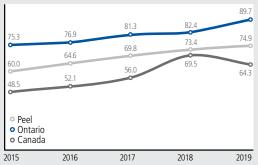
Policing Population +81,522

## **Weighted Clearance Rate**



Source: Statistics Canada, Police Resources in Canada 2019. Canadian Centre for Justice Statistics. 2020 data not available, previous years have been updated.

# **Violent Crime Severity Index**



Source: Statistics Canada, Police Resources in Canada 2019. Canadian Centre for Justice Statistics. 2020 data not available, previous years have been updated.

Five-Year Summary	2016	2017	2018	2019	2020
Demographics					
Policing Population*	1,359,530	1,379,910	1,400,290	1,420,672	1,441,052
Young Persons (12 to 17 years-old)*	104,706	104,552	104,398	104,244	104,090
Number of Households	406,000	412,000	418,000	424,000	431,000
Number of Registered Vehicles**	1,067,523	1,096,645	1,117,688	1,147,418	1,116,892
Complement: Authorized					
Police	2,015	2,036	2,073	2,128	2,163
Civilians	840	847	874	896	914
Cadets	30	30	30	30	30
Total	2,885	2,913	2,977	3,054	3,107
Workload					
Calls to 9-1-1	319,387	365,368	430,111	464,632	446,931
Calls Received to Communications	596,468	639,085	709,534	745,927	700,602
Citizen-Initiated Events* * *	225,076	230,605	236,288	259,895	226,333
Immediate Response Events***	61,053	67,012	73,586	76,856	66,898
Occurrences* * *	95,825	100,225	105,513	103,317	79,136
Fleet					
Police Fleet (Vehicles, Bicycles, Trailers)	796	789	826	873	915
Kilometres Travelled	15,325,011	15,178,015	15,362,955	15,088,170	15,763,783
Budget					
Net Budget	\$372,823,580	\$384,788,000	\$401,510,000	\$423,070,000	\$445,780,000
Canadian Criminal Code Violations					
Total	38,154	40,382	43,378	41,268	36,629
Rate Per 100,000 Population*	2,806.4	2,926.4	3,097.8	2,904.8	2,541.8
Percent (%) Solved	51.4	49.2	47.4	49.3	47.2
Crimes Against Person Violations					
Total	7,591	8,112	9,333	9,492	8,574
Rate Per 100,000 Population*	558.4	587.9	666.5	668.1	595.0
Percent (%) Solved	78.1	75.4	76.4	77.9	79.9
Crimes Against Property Violations					
Total	24,374	25,998	28,039	26,412	23,325
Rate Per 100,000 Population*	1,792.8	1,884.0	2,002.4	1,859.1	1,618.6
Percent (%) Solved	31.8	30.2	27.7	29.8	25.7
Drug Violations					
Total	3,086	2,631	2,098	1,276	1,633
Rate Per 100,000 Population*	227.0	190.7	149.8	89.8	113.3
Percent (%) Solved	99.3	99.4	99.5	98.4	99.4

\*\* Source: 2016 - 2020 Ontario Ministry of Transportation.

\*\*\* Event data is from the computer aided dispatch system.

2020 crime statistics are based on a download of data from the Records Management System the second week of January 2021. Statistics here are a "snapshot" in time

2020 crime statistics are based on a download of data from the Records Management System the second week of January 2021. 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. It should be noted that statistics provided in this report may differ from those used by Statistics Canada and other police agencies who may only count the most serious violation in a criminal incident. Caution should be taken when making comparison of data.

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