



# 2013 ANNUAL REPORT

أن نبني معاً مجتمعاً أكثر أمناً

共同构筑更加安全的社区

共同構築更加安全的社區

A Safer Community Together

Ensemble pour une collectivité plus sécuritaire

એકબીજાની સાથે મળીને વધુ સુરક્ષિત સમુદાય બનાવવો

साथ मिलकर बनाएं एक सुरक्षित समुदाय

Wspólne działanie – bezpieczniejsza okolica

Uma comunidade mais segura, juntos

ਇੱਕੱਠੇ ਇੱਕ ਵੱਧ ਸੁਰੱਖਿਅਤ ਭਾਈਚਾਰਾ

Una comunidad más segura y unida

Magkakasama Sa Isang Mas ligtas na Komunidad

ஒன்றிணைந்த ஒரு பாதுகாப்பான சமூகம்

مل جل کر ایک محفوظ کمیونٹی تشکیل دینا



TRANSLATIONS INCLUDE

ARABIC • CHINESE SIMPLIFIED • CHINESE TRADITIONAL • ENGLISH • FRENCH • GUJARATI • HINDI • POLISH • PORTUGUESE • PUNJABI • SPANISH • TAGALOG • TAMIL • URDU

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# MESSAGE FROM THE CHAIR

It's a great honour and privilege for me to continue to serve as Chair. I'm very fortunate to have a hard-working and dedicated group of Board members and we're all focused, along with the Chief and Peel Regional Police uniform and civilian staff on delivering the best possible police service we can.

On behalf of the Peel Regional Police Board, I would like to congratulate Peel Regional Police on the many successes achieved with the community in 2013, on meeting performance targets and for the overall commitment to the success of the 2011–2013 Strategic Plan.

Over almost two decades as Chair, I can attest that policing this vibrant region and keeping the community safe is no easy task. Peel Region is the second largest municipality in Ontario, with Peel Regional Police serving approximately 1.3 million residents and 90,000 businesses. Peel Region also continues to attract new residents, businesses and visitors and has one the most diverse populations in Canada.

Part of the attraction to Peel is its livability and an important factor is community safety. It is no surprise that extensive consultations with the community revealed high overall satisfaction with the work of Peel Regional Police, the quality of service provided when responding to problems in the community, as well as how safe residents feel.

When looking at the variety of programs and initiatives that Peel Regional Police undertakes with the community to keep Peel safe, what comes to light is a police service that is truly committed to excellence, innovation, quality, leadership, customer experience and workplace wellness. These organizational attributes have been formally recognized through a Silver Award for Quality and Healthy Workplace presented to Peel Regional Police by Excellence Canada. Peel Regional Police also continues to take a leadership role in sound financial management practices and astute planning which are key elements to providing cost-effective services.

I want to thank my board colleagues, Regional Council, our community partners and Peel Regional Police staff for another year full of achievements. If Peel Regional Police's past success is any indication of the future, looking forward I can only imagine what can be achieved under the new 2014-2016 Strategic Plan and revitalized vision of "A Safer Community Together".

Emil Kolb

**CHAIR – PEEL POLICE SERVICES BOARD**



# MESSAGE FROM THE CHIEF

Our 2011–2013 Strategic Plan was an ambitious undertaking that served to identify and benchmark the goals of Peel Regional Police. For the past three years, our organization has been committed to fulfilling these goals: To enhance and promote community safety as our highest priority; To be an employer of choice; To strengthen employee and community communication and collaboration; To deliver quality services ensuring accountability and fiscal responsibility; and, To manage service delivery to respond to growth and changing demographics.

As we present the 2013 Annual Performance Report, I am pleased to announce that we have been successful in realizing the goals of the 2011–2013 Strategic Plan. I am also very proud of the dedication, service and professionalism of our uniform and civilian staff who work hard every day to ensure this success is possible.

The 2013 Annual Performance Report clearly demonstrates how Peel Regional Police performed in 2013. It highlights our progress, showcases our success as we met our strategic goals, and recognizes the community partnerships we developed to make it all happen.

In a year of floods and ice storms, Peel Regional Police have faithfully served our community and our employees. We have worked hard to keep our community safe, to maintain low crime rates, and ensure high crime solvency rates. We enhanced our communication platforms to better connect with the community and our employees, we developed and introduced employee wellness initiatives to ensure we remain a member-focused workplace, we undertook extensive community consultation to ensure policing priorities aligned with our community's growth and expectations, and continued to embed responsible financial and risk management practices as business standards.

The future success of Peel Regional Police and our vision of "A Safer Community Together" depend on strong community partnerships, the continued support of the Peel Regional Police Services Board and Regional Council, and our commitment to excellence for our community and employees. Our 2014–2016 Strategic Plan will continue to build upon this strong foundation we all worked so hard to achieve over these past three years.

Jennifer Evans  
**CHIEF OF POLICE – REGION OF PEEL**





## Peel Police Services Board



**EMIL KOLB**  
Chair



**SUSAN FENNELL**  
Vice Chair – Mayor – Brampton



**AMRIK SINGH AHLUWALIA**  
Provincial Appointment



**FRANK DALE**  
Councillor, Mississauga



**JAMES HARRIES**  
Citizen Appointment



**JOHN ROGERS**  
Provincial Appointment



**LAURIE WILLIAMSON**  
Provincial Appointment



## Chief's Management Group



**JENNIFER EVANS**  
Chief



**CHRIS MCCORD**  
Deputy Chief



**DAN McDONALD**  
Deputy Chief

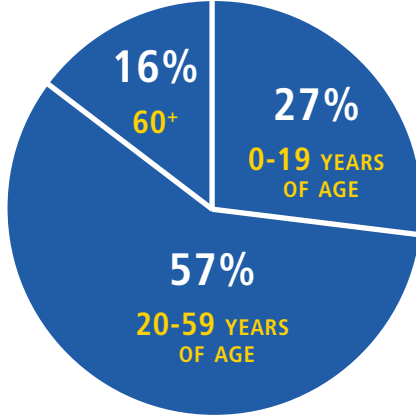
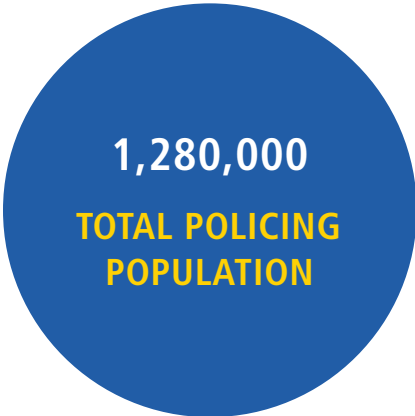
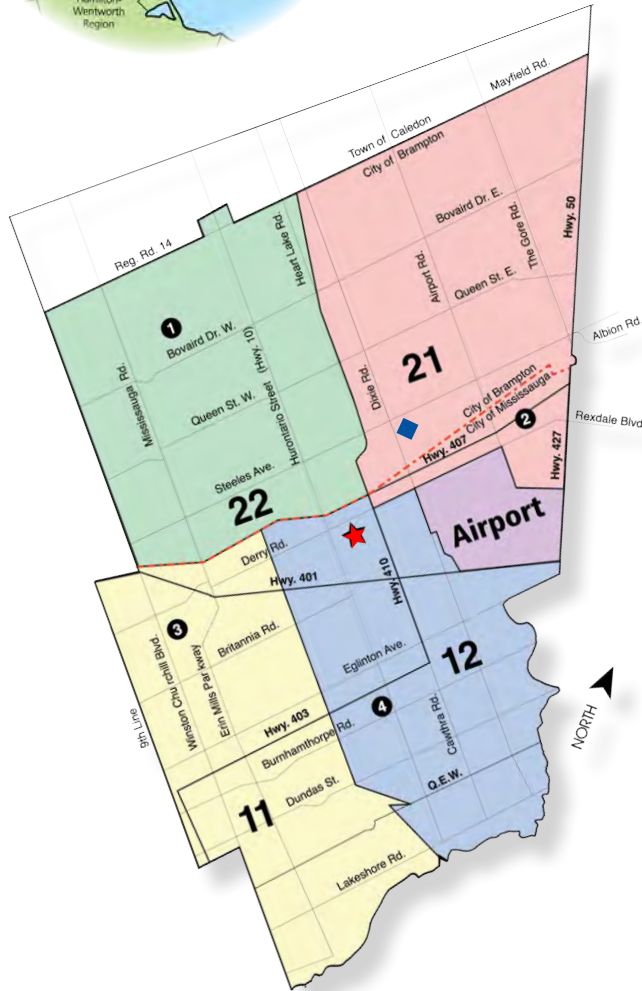


**FRANK ROSELLI**  
Deputy Chief

# POLICING PEEL OUR COMMUNITY



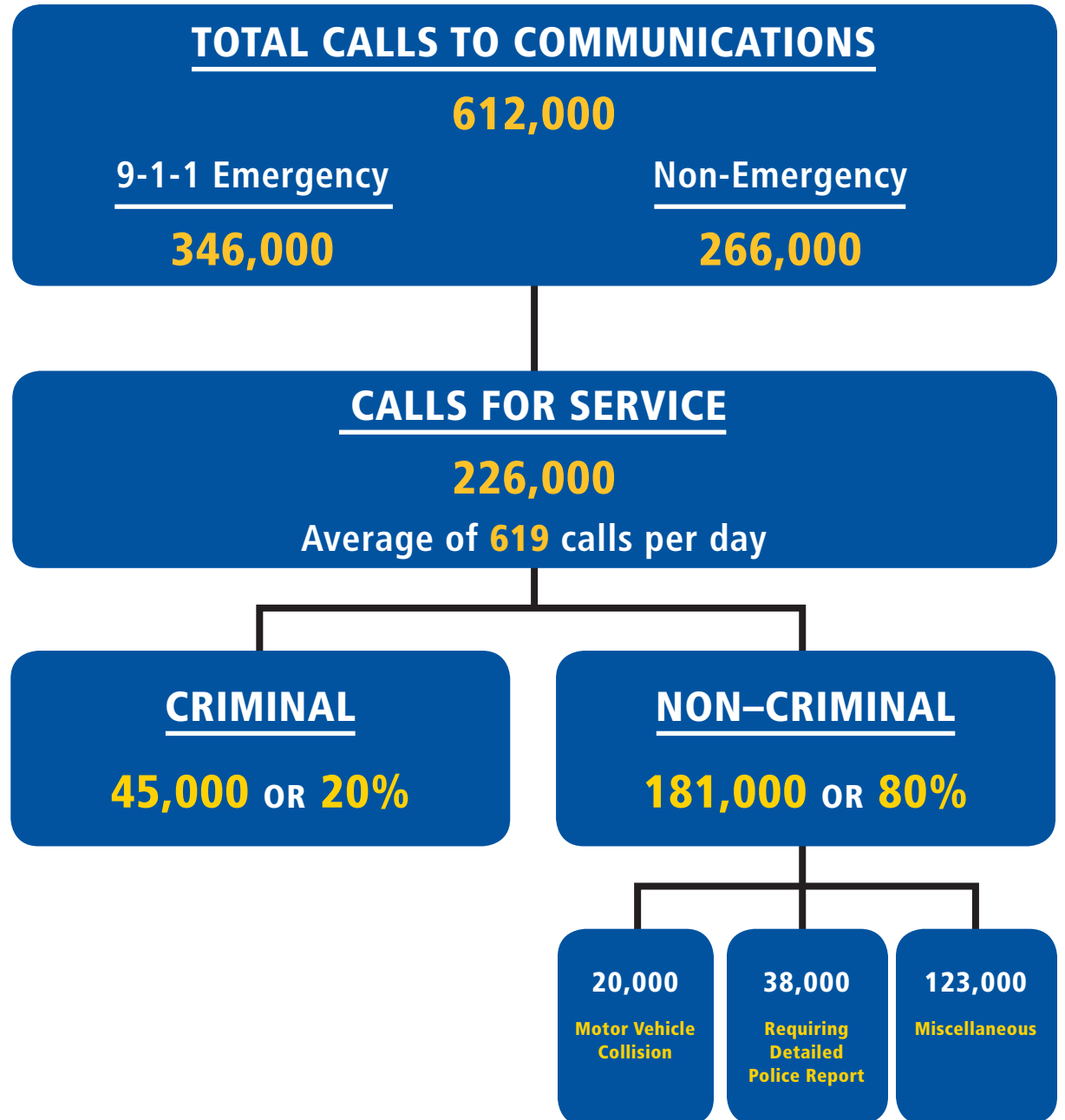
Peel Regional Police serves the 1,280,000 people residing in the cities of Mississauga and Brampton, as well as 36.1 million travellers who pass annually through Pearson International Airport. In addition to 5 divisions, Peel Regional Police has 4 community stations serving the public. The Emil V. Kolb Centre for Police Excellence houses many of Peel Regional Police specialized units, including the Fraud Bureau, Homicide and Missing Persons, Commercial Auto Crime and the Special Victims Unit.



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



# POLICE RESPONSE VIA COMMUNICATIONS CENTRE





# the top 5

## CALLS FOR SERVICE

**238**  
CALLS PER DAY  
REQUIRE DISPATCH  
WITHIN **5** MINUTES

### CRIMINAL

#### TYPE OF VIOLATION

**45,000**

- Shoplifting
- Assault
- Fail To Stop / Remain
- Theft From Motor Vehicle
- Theft Under \$5,000

### NON-CRIMINAL

#### DETAILED POLICE REPORT

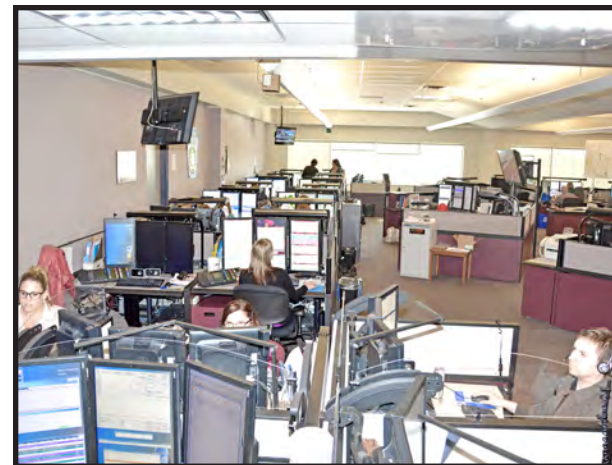
**38,000**

- Lost Property
- Domestic (Verbal)
- Assist Citizen
- Suicide Attempt
- Disturbance

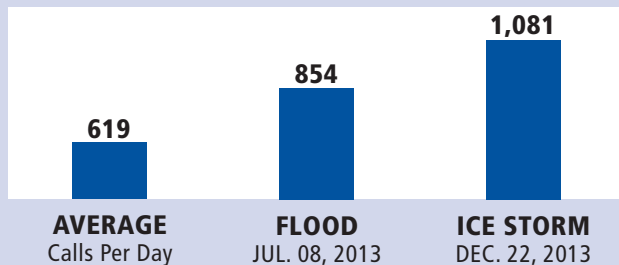
#### MISCELLANEOUS

**123,000**

- Alarm
- Traffic
- 9-1-1 Non-Verbal
- Noise Complaint
- Assist Citizen



### CALLS FOR SERVICE – IMPACT EVENTS





**Officer  
Order of Merit**



**Member  
Order of Merit**

# 2013 AWARDS & RECIPIENTS

## Detective Robert Boyne Memorial Award

Rob Bellefeuille  
Jay Sugunan

Gary Evans (Posthumous)  
Preben von Bulow

## Inspector Frank Fernandes Memorial Award

D/Sgt. Manny Garcia  
Cst. Shawn Quinn

Cst. Ben Irwin  
Mr. Shane Turnidge

## Constable Matt Parr Memorial Awards

Cst. Jeffrey Bowen  
Cst. Ian Kosher  
Cst. Ed Nicholson  
Cst. Alexander Scarchilli

Cst. Matthew Calcagni  
Cst. Glen Leonardo  
Cst. Dane Pallet

**Constable Matt Parr Academic Awards**..... Cst. Ryan Reid

**Constable Dwayne Piukkala Memorial Award** ..... Cst. Steve Panella

**Auxiliary Officer Award** ..... Auxiliary Cst. Christopher Baptista

**Brampton Board of Trade Award** ..... Ms. Erin Winson

**Knights of Columbus Humanitarian Award**..... Sgt. Trevor Arnold

**Mississauga Civic Award** ..... S/Sgt. Sean McKenna

**Ontario Medal For Police Bravery**..... Cst. Joanna Styrzczula

**Officer of the Order of Merit (OOM)**..... Chief Jennifer Evans

**Member of the Order of Merit (MOM)**..... Supt. Brian Adams

**Region of Peel Accessibility Advisory Committee Award** ..... Cst. James Adams

**Civilian of the Year** ..... Ms. Lenore Terry

**Officer of the Year** ..... Sgt. Susan Gray

**Civilian Supervisor C.A.R.E.S.**..... Mr. Peter Grant

**Officer Supervisor C.A.R.E.S.**..... D/Sgt. Gary Carty



## PROMOTIONAL LIST

### SUPERINTENDENT

Marc Andrews  
Dave Jarvis  
Manuel Rodrigues  
Bob Strain  
Lee Weare  
Kim Whyte

### INSPECTOR

Dave Andrews  
Ingrid Berkeley-Brown  
Steve Chase  
Donald Cousineau  
Rob Higgs  
Dale Mumby  
Radcliffe Rose  
Todd Ruston

### STAFF SERGEANT / DETECTIVE SERGEANT

Waheed Butt  
Navdeep Chhinzer  
Scott Clair  
Stephen Duiivsteyn  
Donald Jorgensen  
Glenn Margison  
Joseph Paolini  
Heather Ramore  
Daniel Richardson  
William Stewart  
Kim Taylor

### SERGEANT / DETECTIVE

Lori Blashuk  
Martin Callan  
Joshua Colley  
Peter Danos  
Mark Dapat  
Donald Deelen  
Thomas Doherty  
Jeremy Hodgson  
Albert Hulzebosch  
Jeff Jones  
D'Arcy North  
Adrian Pannoza  
Colleen Pipher  
Dean Renpenning  
Earl Scott  
Emma Steele  
Keith Warren  
James Webb

**REGIONAL  
MUNICIPALITY OF  
POLICE SERVICE  
AWARDS**

**POLICE  
COMMENDATION**

- Cst. Dennis Ashby
- Cst. Christopher Bravener
- Cst. Nick Carroll
- Cst. Kevin DeClark
- Sgt. Kenneth Drover
- Cst. Shane Farley
- Cst. Craig Harasymchuk
- Cst. Ian Hazell
- Cst. Marc Jamshidi
- Cst. Katherine Kulbak
- Det. Kevin Lindegaard
- Cst. William MacDonald
- Cst. Mark Mazzocato
- Cst. Daniel McAllister
- Cst. Riley Meerburg
- Cst. Aamer Merchant
- D/Sgt. Kieran O'Connor (Ret.)
- Cst. Ian Plummer
- Cst. Dean Renpenning
- Cst. Steve Roy
- Cst. John Ryce
- Cst. Dyson Smith
- Det. John Walker
- Cst. Karl Wright



Sergeant Susan Gray  
**OFFICER OF THE YEAR**



Lenore Terry  
**CIVILIAN OF THE YEAR**

**POLICE EXEMPLARY SERVICE BAR**

**30 Years**

- |                         |                       |
|-------------------------|-----------------------|
| Insp. Paul Beatty       | Det. Paul Black       |
| S/Supt. Roman Boychuk   | D/Sgt. Roman Calvano  |
| Sgt. Allan Clewer       | Cst. Gregory D'Andrea |
| Cst. Gregory Fisher     | Sgt. Ronald Fisher    |
| Cst. Clarke Goldsmith   | Sgt. John Gordon      |
| D/Sgt. Geoffrey Gorlick | Cst. David Haggarty   |
| Insp. Cheryl Hazelton   | Sgt. Harris Huska     |
| Sgt. Stephen Jones      | Det. Frank Kavcic     |
| Insp. Michael Labute    | A/Sgt. Andrew Maxwell |
| Insp. Deborah McDonald  | Cst. Thomas Mladen    |
| Cst. Bryce Ramsay       | Cst. Lee Robillard    |
| Cst. Art Slade          | Sgt. William Stevens  |
| Supt. Robert Strain     | Sgt. Andrew Thivierge |
| Supt. Paul Thorne       | Supt. Kimberly Whyte  |
| Cst. Kenneth Wright     |                       |

**20 Years**

- |                           |                           |
|---------------------------|---------------------------|
| S/Sgt. Raj Biring         | Cst. Johnny Chong         |
| Cst. Christopher Crawford | Det. Karl Layne           |
| Cst. Hardev Mann          | Det. Jeffrey Scardamaglia |
| Det. Kathryn Yorke        |                           |

**CIVILIAN EXEMPLARY SERVICE AWARD**

**40 Years**

- |                    |                |
|--------------------|----------------|
| Ms. Antonia Church | Ms. Debra Wice |
|--------------------|----------------|

**30 Years**

- |                 |                      |
|-----------------|----------------------|
| Ms. Nancy Banks | Ms. Catherine Borden |
| Ms. Bev Kyle    |                      |

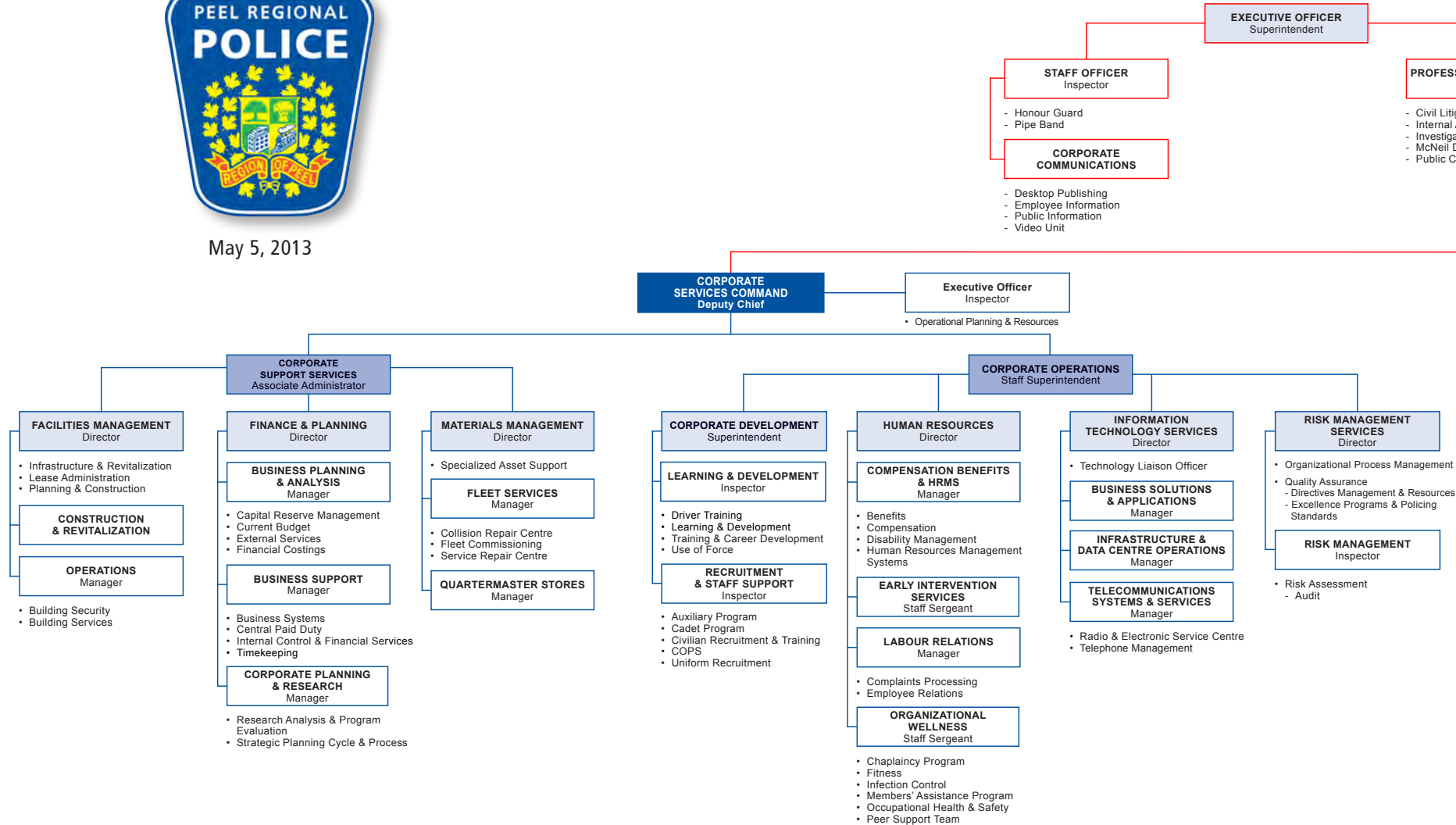
**20 Years**

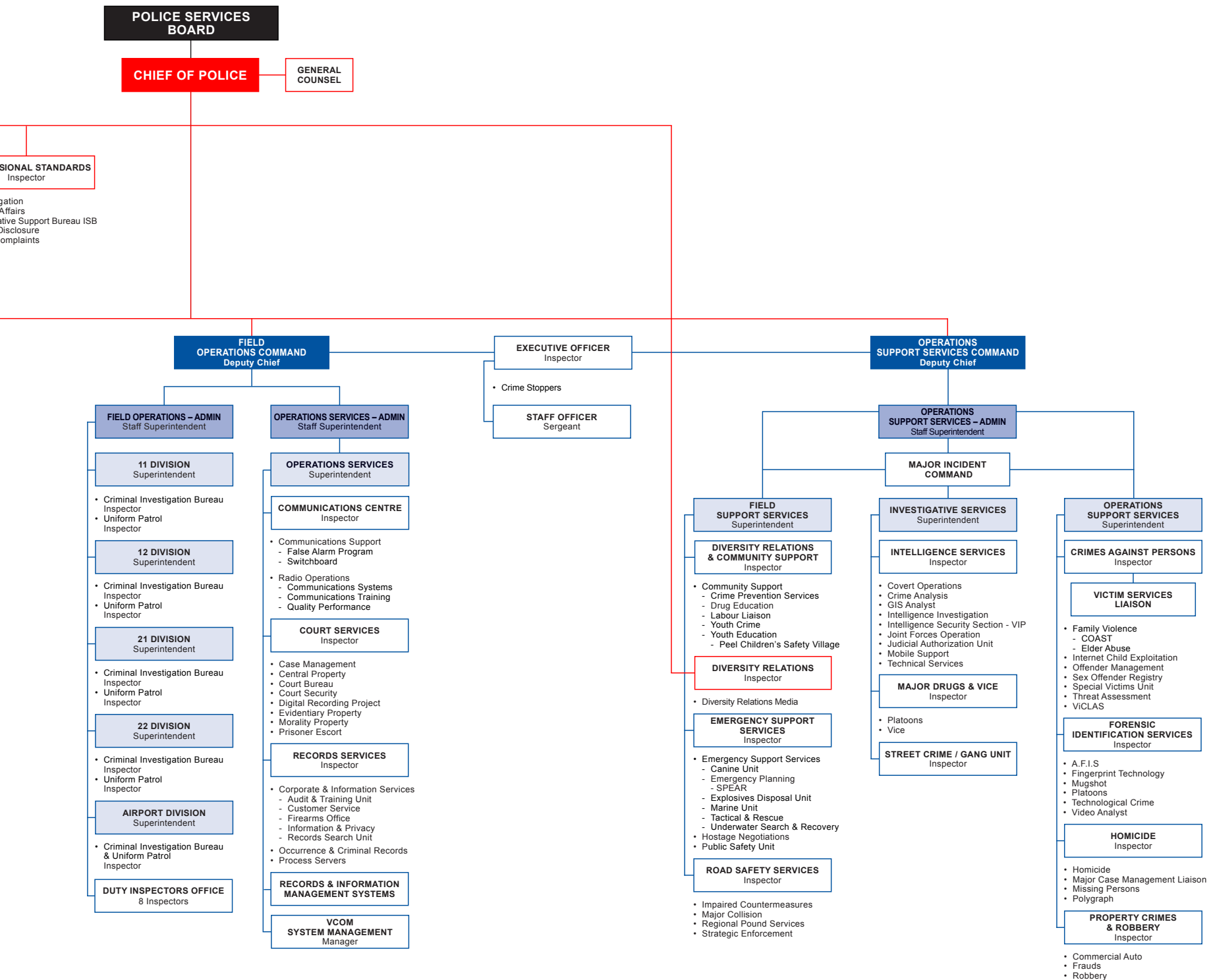
- |                        |                    |
|------------------------|--------------------|
| Ms. Sharon Appleby     | Mr. Richard Duval  |
| Mr. Kevin Dwyer        | Ms. Carmen Eng     |
| Mr. Glen Gray          | Mr. John Hatfield  |
| Mr. Gregory Keir       | Ms. Heather Manuel |
| Ms. Beverly Mullins    | Ms. Belinda Murray |
| Mr. Steven Paiva       | Mr. George Stewart |
| Ms. Johanna Van Oosten | Ms. Mong Vu        |
| Ms. Miriam Windmoller  |                    |

# ORGANIZATIONAL STRUCTURE



May 5, 2013





# FUNDING OPPORTUNITIES SECURED



## Partnering for "A Safer Community Together"

Peel Regional Police recognizes the value of partnerships to:

- improve community safety;
- more effectively address community priorities, and
- manage our police service in a fiscally responsible manner.

In 2013, more than \$12 million was received in funding. Examples of collaborations in 2013 with our government partners include:

### **Provincial Community Policing Partnerships (CPP)** **\$3,721,752**

To enhance community safety and increase police visibility in Peel, the Ontario Ministry of Community Safety and Correctional Services has partnered with Peel Regional Police to offset the cost of 124 front-line officers annually. Since 2005, we have received funding totaling \$33,480,000.

### **Provincial Safer Communities 1,000 Officers** **\$3,395,658**

To assist with front-line patrol, guns and gangs, organized crime, domestic violence, and youth crime in Peel, the Ontario Ministry of Community Safety and Correctional Services continued to offset the costs of 97 Peel officers. Since 2005, we have received \$27,152,953.

### **Court Security & Prisoner Transportation Funding** **\$2,701,035**

A portion of Court Security costs, including prisoner transportation is funded via Ontario Ministry of Community Safety and Correctional Services. Since 2012, we have received \$4,051,552. In 2013, we transported more than 27,000 prisoners.

### **Provincial Anti-Violence Intervention Strategy (PAVIS) \$971,598**

To target gun and gang violence in 2013, we received \$971,598 in provincial funding from the Ontario Ministry of Community Safety and Correctional Services. Since 2007, we received a total of \$5,008,241 in funding, allowing us to establish STEP (Strategic Tactical Enforcement Policing), a specialized gang enforcement unit. In 2013, 130 officers were trained in the STEP program. During 2013, STEP deployments resulted in the investigation of 5,367 persons and 4,609 vehicles, the seizure of 31 firearms/weapons, the laying of 323 Criminal Code charges and 401 drug charges.

#### 2013 Selected STEP Unit Investigative Results:

- April – An investigation in a target area in Peel with drug and gang problems resulted in three parties arrested on multiple drug offences and the seizure of a 12 gauge sawed off shotgun and a 7.62mm semi-automatic rifle.
- July – In partnership with the Toronto Police Service's Gun and Gang Task Force, two loaded firearms and ammunition were recovered.
- December – An active Crip gang member was charged with multiple firearm and drug offences.



### **Provincial Proceeds of Crime \$343,024**

Since 2007, Peel Regional Police have received \$707,764 in Proceeds of Crime grant funding from the Ontario Ministry of Community Safety and Correctional Services to fund various initiatives which include internet crime prevention, recovering firearms, maintaining the cyber-bullying program, community safety and the purchase of equipment used in investigations.

### **Crisis Outreach and Support Team (COAST) \$301,473**

A partnership between the Canadian Mental Health Association, Saint Elizabeth Health Care and Peel Regional Police, this program pairs an officer with a mental health professional to answer calls involving individuals apparently suffering a mental health crisis. Providing service to over 100 recipients a month, the team diverts calls or decreases the time needed for front line uniform officers by conducting mental health assessments on scene. As well, the team serves as a resource to front line officers and the community, conducting information sessions and presentations to raise awareness of the program. In 2013, \$301,473 was recovered for this program.

### **Federal Firearms Office \$200,998**

To help us administer and enforce the Firearms Act, the Federal Chief Firearms Office provided funding for an officer and partial funding for an administrative position. Since 2005, funding received has totaled \$1,461,577.

### **Provincial Strategy to Protect Children from Sexual Abuse & Exploitation on the Internet \$177,591**

To help rescue children and combat abuse and child exploitation on the internet, the Ontario Ministry of Community Safety and Correctional Services continues to provide funding for this program. Since 2007, we have received \$1,155,458.

### **Provincial Reduce Impaired Driving Everywhere (RIDE) \$60,834**

To enhance the RIDE program, the Ontario Ministry of Community Safety and Correctional Services provides a grant which allows additional enforcement. Since 2005, we have received \$423,234.

### **Provincial Youth in Policing Initiative \$57,000**

To provide a mentoring environment and insight into policing as a career, high school students are hired under this summer program which is funded by the Ontario Ministry of Children and Youth Services. Since 2009, we have received \$266,000. In 2013, 15 students were hired.

### **Provincial Civil Remedies \$48,000**

Since the inception of the Civil Remedies Grant Program, Peel Regional Police has received \$373,651 in grant funding from the Ontario Ministry of Community Safety and Correctional Services (excluding Human Trafficking Initiative), through the Civil Remedies for Illicit Activities (CRIA) Office. In 2013, funding was used to purchase a laser that can detect latent fingerprints and other trace evidence.

### **Federal Police Officers Recruitment Fund \$21,681**

To enhance community safety and increase police visibility, the Federal Government has funded 13 front-line officers between 2008 and 2013. Since then, we have received \$4,550,000.

# COMMUNITY INVOLVEMENT GIVING BACK TO THE COMMUNITY

In 2013,  
over  
**\$1.4  
million**  
was raised  
for various  
charities  
through  
the  
ongoing  
efforts  
of Peel  
Regional  
Police and  
community  
members.

In 2013, Peel Regional Police staff provided numerous volunteer hours and fundraising support to assist those in our community who are in need. While raising funding for local charities and programs, these initiatives also help to strengthen the relationship between Peel Regional Police and members of the community.



RACE AGAINST RACISM



COPS FOR CANCER



UNITED WAY KICK-OFF



HEART & STROKE



JUVENILE DIABETES RESEARCH FOUNDATION



TOYS FOR TOTS





**COMMUNITY  
SAFETY**



## STRATEGIC ISSUE & GOAL **COMMUNITY SAFETY:**

Enhance and Promote

### PROTECT

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

- Solvency rate for property crimes (34%) was above the provincial (24%) and national (25%) rates.<sup>1</sup>
- Solvency rate (74%) for violent crimes was above the national (72%) and provincial (73%) rates.<sup>1</sup>
- Property crime rate (1,750 per 100,000) was below the provincial (2,622) and national (3,414) rates.<sup>1</sup>
- Violent crime rate (564 per 100,000) was well below the provincial (901) and national (1,190) rates.<sup>1</sup>
- A partnership between Peel Regional Police and Victim Services of Peel (VSOP) is maintained with a Senior Officer assigned as a liaison. The partnership promotes an integrated service delivery framework for providing assistance to victims.
- 104 Problem Oriented Policing (POP) projects were initiated and addressed community issues such as drugs, Liquor License Act Offences, public lawlessness and traffic/pedestrian safety.

### FOCUS

on road safety through education and enforcement strategies

- Focused on road and pedestrian safety through campaigns like:
  - Distracted Driving
  - Canada Road Safety Week
  - Commercial Transport Inspection Blitz
  - Talk and Text Campaign
  - Operation Impact
- Received 2,141 reports through the Roadwatch Reporting System.
- Rate per 100,000 of personal injury collisions was 213, down from 240 in 2012.

<sup>1</sup>CANADIAN CENTRE FOR JUSTICE STATISTICS, 2012 DATA, PUBLISHED JULY 2013

# Community Safety as Our Highest Priority

## ENHANCE

crime prevention  
initiatives

- In 2013, Crime Prevention conducted a total of 8 Academies/Seminars, including sessions of Cyber Academy, Parent Crime Prevention Academy, Safety for Seniors and The Pedophile, Predator and The Bully Seminar.
- Provided crime prevention presentations/lectures on a wide range of topics to over 17,000 community members.
- Performed 45 Crime Prevention Through Environmental Design (CPTED) audits of residential and business properties to help reduce the incidence of crime.

## STRENGTHEN

emergency management  
planning and response  
(internally and externally)

- The Emergency Management plan has been reviewed. The plan outlines how we will provide timely and effective police services to the community during an emergency situation.
- Continued our participation in emergency training days with the Region of Peel (the Explosives Disposal Unit conducted training scenarios in conjunction with the Mississauga Fire Hazmat team, Peel EMS and the Centre of Forensic Sciences.)



## What If Everyone Did Something To Stop Cyber-Bullying?

What if everyone stopped the text messages, e-mails, Facebook posts and tweets, blocked the senders, deleted or stopped forwarding the messages?

With a \$41,433 grant awarded by the Ontario Ministry of Community Safety and Correctional Services, Peel Regional Police worked alongside of Dufferin-Peel Catholic District School Board, Peel District School Board and many community partners to reduce incidents of bullying in and around our schools.

A poster/video competition was held with a gala celebrating the finalists. Guest speakers told their stories and encouraged students to 'Be The Change' and stop bullying in their schools and communities. The winning poster was displayed on public transit vehicles and the winning videos were shown as trailers at Cineplex movie theatres.



## Peel Crime Stoppers

Through the Peel Crime Stoppers 2013 program, which allows community members to make anonymous tips, a total of 158 arrests were made, resulting in 342 charges and 113 cases cleared.

Tips Received

2,372

Property Recovered

\$455,010

Drugs Seized

\$8,568,955





## Keeping Our Community Clean

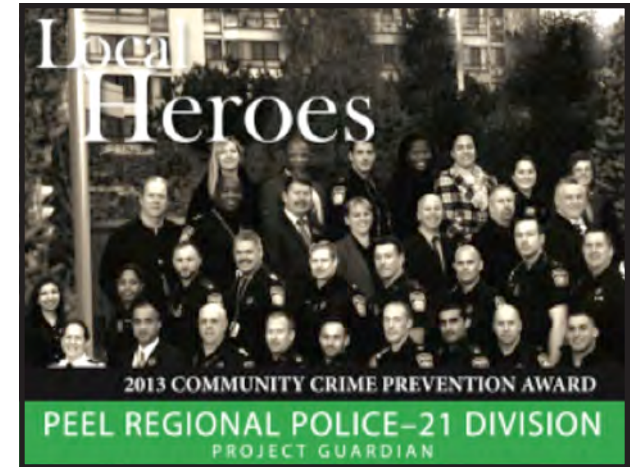
Constables Mark Ambrosio and Steve Panella were recipients of the Mississauga Real Estate Board Award for their investigation into the ongoing issue of mischief to the city and personal properties involving graffiti. Their project documented, investigated and tracked 400 individual acts of tagging. They identified 13 youths and 4 adults responsible for over 300 acts of mischief, and 55 Criminal Code charges were laid. As well, these officers have created presentations that can be used to:

- educate the community on proactive measures,
- to recognize, identify taggers, and,
- prevent future tagging crews from developing.



## Focusing on Elders, Vulnerable Adults & Sexual Assault Victims

- An online vulnerable person registry has been created that allows caregivers to submit vital information that will aid police and other emergency services during any crisis situation. This registry allows officers to access valuable information on their MDU as they respond to the call.
- Crime Prevention Academies were held targeting and identifying elder abuse cases as well as Safety for Seniors. Safety for Seniors seminars covered personal and property protection, internet safety and fraud prevention for seniors.
- An anonymous third party report program allows victims of sexual assault an opportunity to provide police with information relating to sexual assaults. Reports are forwarded to the Provincial ViCLAS Center to be included in the national database. This is an investigative tool which has the potential to lead to the early detection, identification or arrest of a sexual predator, as well as warn the community of an offender committing sexual assaults.



## Award Winning 'PROJECT GUARDIAN'

21 Division officers, both Uniform and Neighbourhood Policing Units, developed and initiated Project Guardian during the summer months. The goals were crime prevention, positive community engagement and intelligence-led disruption and reduction of criminal activity.

Police conducted both mobile and foot patrols in identified 'hot spots'. Police interacted directly with the community, giving them an opportunity to get to know residents while allowing these people to see the 'human' side of police.

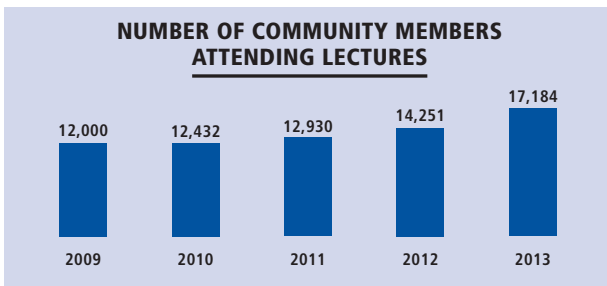
This high visibility discouraged criminal and lawless activity, and increased confidence and trust in Peel Regional Police. As a result, 21 Division officers involved were awarded the Brampton Safe City 2013 Community Crime Prevention Award.



## Crime Prevention ... It Starts With You

Peel Regional Police joined with agencies across Ontario, launching a province wide Crime Prevention Campaign targeting issues that impact citizens.

Community members play a vital role in crime prevention, including learning how to identify areas of concern and what steps to take to lower the risk of crime in their neighbourhood. Areas highlighted focused on elder abuse, protecting their homes, their neighbours and neighbourhoods, and offering proactive steps at crime prevention.



*Preventing a crime before it happens  
rather than having to deal with the consequences of crime is always our goal.*

**SGT. BRAD RUTZ – CRIME PREVENTION SERVICES**



## Community Safety Model

Peel Regional Police began work with community partners to create a "Made in Peel Community Safety Model". By working with partners and sharing information, this collaborative approach will provide identified neighbourhoods with service from police and other social service agencies that reflects our commitment to "A Safer Community Together". A kick off barbecue was held to promote services available to residents, and a training session was held for all agencies that will be involved. In the neighbourhood, a Community Safety Anti-Violence Basketball camp was held through the co-operation of a number of community leaders and partners along with police.



## Road Safety

Peel Regional Police changed the traffic department name to "Road Safety Services" to more effectively reflect its mandate, implemented a 12 hour shift schedule to support 24 hour traffic enforcement and increased the number of RIDE programs. RIDE spot checks were deployed at strategic times where there have been increased incidents of impaired driving.

**The "BIG 4"** – Peel Regional Police joined in the Canada Road Safety Week with emphasis on the "Big 4". In the week long campaign, officers issued 1,019 traffic charges and 55 alcohol related charges. This campaign was consistent with traffic concerns identified by our Community Survey; impaired driving, distracted driving, aggressive driving, and seatbelt violations.

**Summer Commercial Transport Inspection Blitz** – Peel Regional Police led a joint forces operation in a 2 day campaign, completing 190 inspections of commercial transportation vehicles.

- There was a 40% failure rate (76 vehicles)
- 36 vehicles had their licence plates removed
- 199 Provincial charges were laid
- 7 drivers had their licences suspended
- 1 vehicle was seized



**BIG BIKE** TOGETHER WE MAKING HEALTH FOR ALL CANA

We are riding today in support of healthy lives free of heart disease and stroke. Donate at [bigbike.ca](http://bigbike.ca)  
**PRISONER ESCORT OFFICERS**

**MEMBER FOCUSED  
WORKPLACE**



## STRATEGIC ISSUE & GOAL

# MEMBER FOCUSED WORKPLACE: To Be

### PROMOTE

the health, well-being and safety of all employees.

### PROVIDE

opportunities for professional development to meet present and future needs.

- The Health Nurse provided medical service for 28 exposure incidents and completed 252 medical interactions with employees.
- Organizational Wellness continued to offer the Employee Family Assistance Program with Shepell-fgi as well as provided 35 sessions on a wide range of issues including stress management, nutrition, and diabetes to over 800 employees.
- The Joint Occupational Health and Safety Committee (JOHSC) conducted 11 workplace inspections and issued a number of corporate communications to raise employee awareness on health and safety issues.
- There were 418 uniform staff and 103 civilian staff enrolled in 830 and 292 continuing education courses respectively.
- There were approximately 112,524 training hours.
- There were 127 staff who attended Region of Peel courses and there were 290 conferences and courses attended.
- There were 923 staff involved in temporary acting opportunities, totaling approximately 242,662 hours.
- There were 50 staff who completed an indefinite acting role and as of December 31, 2013, 26 staff who were on indefinite acting status.

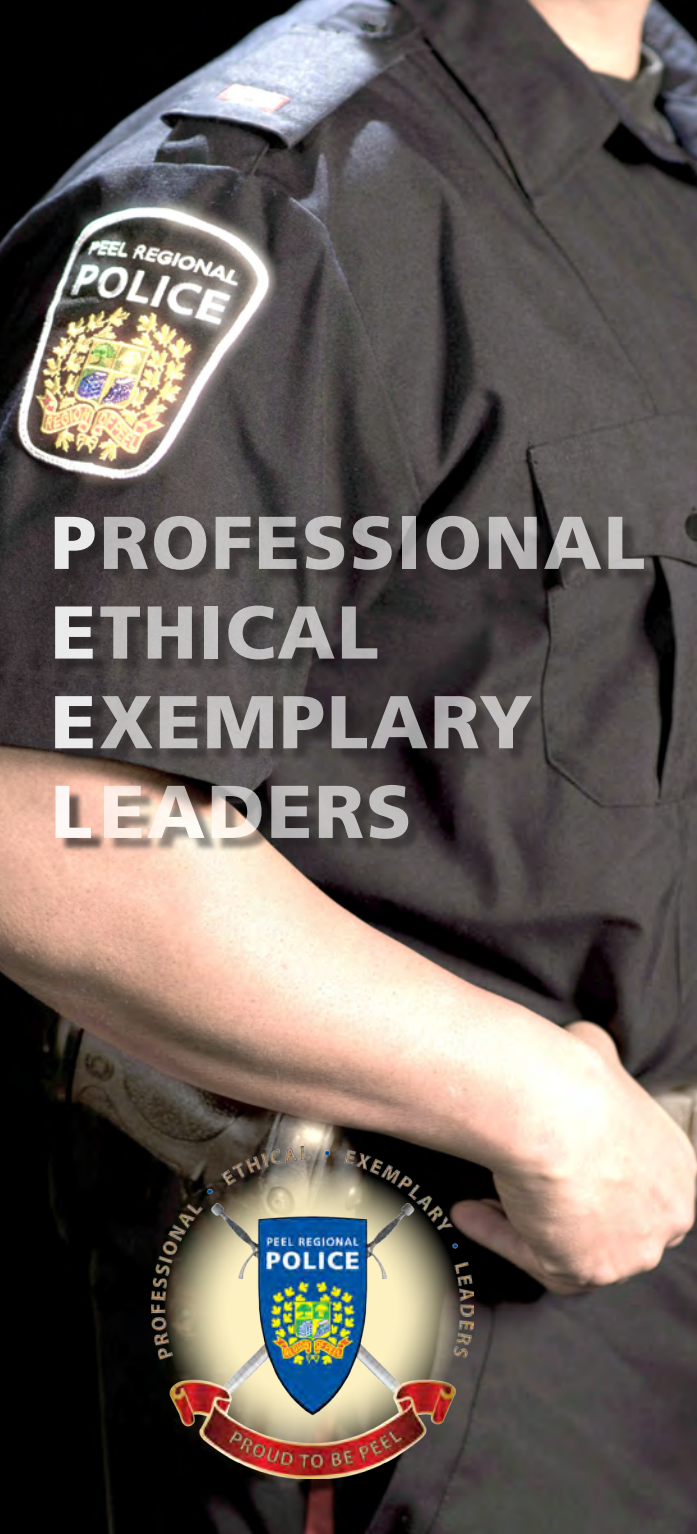


## An Employer Of Choice

**PROVIDE**  
facilities, equipment, and  
information & technology  
to meet present and  
future needs.

- Professional Standards and Organizational Wellness Bureau office renovations were completed.
- 11 Division revitalizational and expansion planning phase commenced.
- Square One Community Station renovations commenced.
- The 10-year Capital Plan totaling \$262,400,000 was developed and approved by the Peel Police Services Board and approved by Regional Council.
- Implemented an automated Timekeeping System (e-Time) with advanced technology to optimize efficiency.
- Replaced existing phones and equipment with Unified Communications VOIP (voice over internet protocol) telephone systems at all Peel Regional Police locations. Also replaced the core portable and mobile radio systems.





**PROFESSIONAL  
ETHICAL  
EXEMPLARY  
LEADERS**



## Proud To Be Peel Campaign

Peel Regional Police has earned the respect and recognition as one of the most progressive and effective police services in the country. This is not only for the service we provide to our communities, it also ensures the well-being of our employees. Taking care of our employees ensures that they can take care of the communities we serve.

The Proud to Be Peel Campaign announced by Chief Evans emphasizes that Peel Regional Police employees are Professional, Ethical and Exemplary Leaders. To support our employees we have been working with the Peel Regional Police Association and the Professional Standards Bureau on a communications campaign geared to educate employees about making sound and informed decisions to protect themselves and their families. The Proud to Be Peel Campaign also encourages our membership to look out for each other in situations that can occur both on and off-duty. Working together we can take care of each other and uphold the great reputation of this Service.

The 2013 Employee Satisfaction Survey revealed that **80%** of employees are proud to work for Peel Regional Police and almost **80%** indicated that we are committed to providing them with a healthy and safe workplace.





## Greater Toronto's Top Employers 2013

For the third consecutive year, Peel Regional Police has once again been named as one of Greater Toronto's Top Employers for 2014 by Mediacorp.



We were also recognized as one of Canada's Top Employers for Young People for 2013 for the second straight year.

## Reviewing The Promotional Process

**Promotional Process Review** – Peel Regional Police is committed to ensuring the Promotional Process is aligned with Competency Based Management and the principles of transparency and equity to ensure effective leadership throughout the organization at all levels.

Two Committees were formed to review the uniform promotional processes. The Committees have consulted with members and the Peel Regional Police Association, reviewed officer promotional debriefings, and completed an examination of the promotional practices of Police Services throughout Canada.

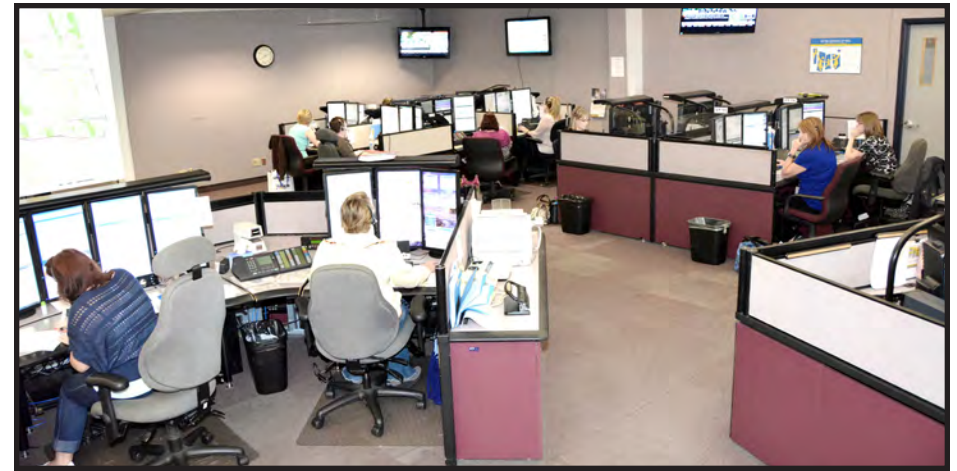
## Committing To Civilian Career Development

**Internal Civilian Career Fair** – One of the reasons that Peel Regional Police has been recognized as a top employer is because of our strong commitment to employee development. In November 2013, our Corporate Learning Bureau hosted a Civilian Internal Career Fair to increase employee awareness of the opportunities at Peel Regional Police and assist employees in achieving a rewarding career.

This is the second time this event has been hosted, with the inaugural event being held in 2011. The 2013 Career Fair had two special features – a keynote presentation by Dr. Karyn Gordon on Career Management and display booths with representatives from many areas across Peel Regional Police. Representatives from external agencies also participated including Shepell-fgi Services, who provide employee support and assistance, as well as college and university institutions who promoted civilian educational opportunities.

*I recognize that career developmental opportunities, promotions and transfers are of significant importance to all personnel. I embrace these issues as opportunities for the continued improvement of Peel Regional Police. I will ensure that these processes are transparent and equitable for all employees at all levels.*

**CHIEF JENNIFER EVANS**



## Supporting Employees on Shifts

Supporting the health and well-being of our employees is a priority and that's why we continue to introduce healthy lifestyle programs and initiatives. We understand the challenges that many of our employees on shift work can face. To better support employees and showcase progressive policing we introduced:

- Standardized Quiet Rooms
- Fatigue Management Training
- Uniform Shift Review

**New Uniform Shift Review** – Peel Regional Police undertook a review of the current 12 Hour Shift Schedule, which included an internal employee survey, a review of scientific and medical research and a comprehensive environmental scan of other Police Services. As a result, a new Uniform Shift Committee will work cooperatively with the Peel Regional Police Association with an end goal of identifying a Uniform Shift Schedule that balances the needs of the Service and the needs of our members.

## Member Success Through Technology & Infrastructure Investments

As a member focused organization, we are committed to providing the best possible work environment for our employees. This includes identifying and investing in ways to improve the way we do our business. Our strategic investments in technology and infrastructure are helping our employees succeed on the job and helping to realize our vision of "A Safer Community Together."

To facilitate employee success, key initiatives in 2013 included:

- Deployment of new mobile and portable radios with improved audio performance, ensuring voice communications are intelligible even in difficult conditions.
- Updating Crime Analysis software to better assist in police investigations, community policing initiatives and tactical operations.
- Replacing the existing telephone systems with modern systems with advanced functions to support disaster recovery, pandemic planning and incident management.

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*Over the past months, I have heard from many of our officers about the physical and emotional stress that working the current 12 hour shift has caused. Those concerns have troubled me greatly. I firmly believe that our Service should create an environment that both supports and encourages a healthy work life balance.*

**CHIEF JENNIFER EVANS**

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# COMMUNICATION & COLLABORATION



## STRATEGIC ISSUE & GOAL

# COMMUNICATION & COLLABORATION:

### INCREASE

the awareness, feedback  
and involvement of  
our employees.

- 1,321 (45% of) employees provided feedback in the 2013 Employee Satisfaction Survey. The employee satisfaction rate was 66% and employee engagement was 60%.
- Surveys of employees were conducted to receive feedback related to the shift schedule, service delivery and various training courses.
- 29 messages from the Chief and 222 messages from Corporate Communications were sent to employees.
- Internal communications received a 53% rating on the Engagement Model from the 2013 Employee Survey.
- Employee intranet usage has risen from 4.6 million hits per year to over 4.8 million hits in 2013.
- PRP TV at police facilities ensures staff are kept informed.

# Strengthen Employee & Community Communication & Collaboration

## INCREASE

the awareness, feedback and involvement of our community and policing partners.

- The Residential and Business community surveys were completed in 2013. Additionally, Discovery Workshops were undertaken providing community input which was critical for the development of the 2014-2016 Strategic Plan.
- Visits to the Peel Regional Police website increased from 1,522,173 visits in 2012 to 1,564,200 visits in 2013. Total number of unique visitors was 776,175.
- In partnership with the community, employees participated in a number of community events raising \$1.4 million for local charities and programs, bringing our total since 2006 to \$10.3 million.
- Introduced a Community Safety Model that will involve collaboration of Peel Regional Police and a number of community partners to better serve neighbourhoods.

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*A Safer Community Together,  
multi-agency approach, multiple partners and the team concept (it's vital) !*

**DISCOVERY WORKSHOP ATTENDEE**

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## Keeping the Community Informed And Engaged

Peel Regional Police has been making great progress in keeping the community informed and engaged. Some of the initiatives to increase community awareness, feedback and involvement were:

**Community Survey** – The survey, which has been taken regularly since 1994, collects public opinion on a variety of safety and service measures. This year residents and local business owners were given the opportunity to have input into the future delivery of policing services. The results were positive with 87% of residents and 91% of business owners reporting they are satisfied with the work of Peel Regional Police.

**The Police Show** – The show continues to be a highly valuable source of information for the community with 38 episodes broadcasted in 2013. Each show segment allows the public an opportunity to provide input and seek advice on a variety of issues.

**2012 Annual Performance Report** – The report included considerable information on key crime and organizational statistics, workload trends and an

employee awards section. The report outlined our performance and results during 2012 as we worked to meet the goals outlined in our 2011-2013 Strategic Plan.

**Public Complaints Office** – Our Public Complaints Office established a policy of contacting all complainants within 24 hours to confirm receipt of their complaint. This process provided timely feedback and assisted in maintaining public confidence in the complaint process. The number of complaints received declined from 104 in 2012 to 89 for 2013. 90% of complaints were resolved this year as compared to only 65% in 2012.

## ONLINE FOOTPRINT

**Our Website** – [www.peelpolice.ca](http://www.peelpolice.ca) – continues to provide the community with daily media releases, crime prevention tips, recruiting information, upcoming community events, and access to key publications. In 2013, we had over 1.5 million visitors to our site.

**Twitter** – The community can also follow us on Twitter where we provide public service announcements, community assistance alerts, news releases, and general crime and traffic issues. We now have over 10,000 followers on Twitter. This means that when an intersection is closed or a press release is sent out, 10,000 people get it the second it is released. There is more transparency in the services we provide as the community can now choose what information they wish to access rather than relying on the media to bring them the stories.

**Mobile-Friendly Website** – The mobile website allows users to submit reports directly to police via their mobile devices, locate the closest station with directions, and provide access to “Peel Crime Stoppers” ([www.peelcrimestoppers.ca](http://www.peelcrimestoppers.ca)) to report information on a crime. Users get the best of both worlds, the functionality of a desktop in the convenience of a mobile device.





## Providing Education & Awareness to Our Youth

We continue to foster strong relationships with youths in our community by implementing programs and partnerships in a positive and safe learning environment.

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

**Helmets on Kids Program** – This initiative provided helmets to children who were unable to obtain them due to financial restrictions. Since the start of the program over 4 years ago, we have distributed approximately 3,000 helmets to youth within the Region of Peel.

**Peel Children's Safety Village** – This year, the Children's Safety Village opened its doors to families on selected dates throughout the summer, and delivered pedestrian and bicycle safety tips to over 50 families and 130 children from Peel Region. Everyone attending also had a chance to utilize the miniature village on foot, bicycle

and motorized jeeps. Every child had their bicycle helmets checked and fitted for safety. It was also the first time that parents were able to attend and observe the safety lessons taught to the children.

**Operation Freeze** – In partnership with Mac's Convenience Stores, Peel Regional Police participated in Operation Freeze 2013. The initiative offered opportunities for police officers to interact with youth in a positive manner. The intention is to ensure that the "Positive Tickets" legitimately reinforce the positive behaviour exhibited by a youth, by offering something of value. Since the introduction of the Mac's Positive Ticketing Program in the summer of 2007, more than 800,000 Operation Freeze and Operation Heat coupons have been strategically issued by police officers to recognize and motivate Ontario's youth for positive behaviour.

**Cadet Organization Police School (COPS)** – The program is offered to youths between the ages of 12 to 19 with Peel Regional Police, as the program sponsor, organizing activities on a weekly basis to help young people develop life skills. The program is dedicated to the development and training of young people interested in policing as a career. The new Cadet Mentoring Program ensures cadets receive guidance and support from experienced personnel. In 2013, 215 Cadets were enrolled in COPS.

# POLICING



It's more than  
you think

# COMMUNITY EVENT

*Working it out ... together*

EVENT SUPPORTED BY VOLUNTEERS



## Supporting Our Diverse Community

Our commitment to diversity and inclusiveness is reflected in the initiatives and support we offer.

**Diversity Relations** – Peel Regional Police will continue ongoing and interactive discussions with the community through diverse media outlets such as print, television, radio and online. We supported cultural events and strengthened partnerships by attending 79 community events hosted by various community groups.

**Charities** – We support our community through our charitable commitments. Charitable programs continue to build and strengthen relationships with corporate partners and the community. Peel Regional Police raised over \$1.4 million for charity through its core fundraising campaigns. All events have demonstrated growth (Cops for Cancer surpassed \$1,000,000, since its inception) and strong grassroots support.

**Removing Barriers & Promoting Independent Living** – Peel Region's Accessibility Advisory Committee recognized the efforts of Peel Regional Police in making their programs, services and facilities accessible. Some of the accessibility initiatives include, but are not limited to, Online Reporting, the Vulnerable Persons Registry, Project Lifesaver, Crisis Outreach and Support Team (COAST) and the purchase of a new device to assist in communicating with citizens who are deaf, deafened or hard of hearing.



## Providing Opportunities For Employee Feedback & Involvement

Peel Regional Police believes it is important to collect input from employees on key issues that affect them. Several initiatives undertaken to strengthen communications with employees included:

**Annual Employee Satisfaction Survey** – The 2013 survey findings revealed an overwhelming majority of employees who are willing to work hard to help Peel Regional Police succeed and who are proud and committed to the organization.

**Internal Publications** – “This Week in Peel” is a weekly newsletter keeping employees informed of current events and initiatives across the organization.

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

**Chief's Suggestion Box** – The Suggestion Box makes it easier for employees to share their ideas and suggestions directly with the Chief via email. The initiative was designed to improve our workplace and ensure employee wellness and development.

**Employee Recognition Committee** – The committee implemented programs that recognized the actions and contributions employees made each and every day.





**QUALITY SERVICE  
& FISCAL RESPONSIBILITY**



## STRATEGIC ISSUE & GOAL **QUALITY SERVICE**

## **& FISCAL RESPONSIBILITY:** Deliver Quality

### **MAINTAIN**

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

### **ENSURE**

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

- The 2013 Community and Business surveys found that 87% of residents and 91% of business owners are satisfied with the work of Peel Regional Police. Survey highlights are available at: [www.peelpolice.ca/en/aboutus/resources/2013CommunityBusinessSurveyFindings.pdf](http://www.peelpolice.ca/en/aboutus/resources/2013CommunityBusinessSurveyFindings.pdf)
- The Public Complaints Bureau received 89 public complaints and concluded 80 complaints.
- The schedule of monthly Police Services Board meetings, agendas and minutes of past meetings are available at: [www.peelpoliceboard.ca](http://www.peelpoliceboard.ca)
- Peel Regional Police complies with Ontario Policing Standards and applicable legislation. As of December 31, 2013, there were 295 directives.
- Continued work on Level 4 Excellence Canada Certification which builds on the initiatives, processes, programs and outcomes from the previous three levels.
- 15 area self assessment risks were submitted and have been incorporated into comprehensive audit reports. Of the 15 level one risks submitted, 8 have been completed by Risk Management, 6 redirected to the appropriate police centre.
- Completed the Audit Work Plan which included 11 compliance audits and 2 comprehensive audits. The status of all internal audits is reported to the Police Services Board.
- Response times were monitored.
- The Police Services Board and Regional Council approved hiring 22 additional officers to meet increased demand in accordance with the staffing formula.
- Analysis of calls for service by patrol zone was completed to ensure effective service.
- The 2013 Budget, which was approved by the Police Services Board and Regional Council, represents a 3.9% budget increase over 2012. It was the lowest budget increase in the last 11 years.
- Peel Regional Police net cost per capita for police services was \$264.38 in 2013.

## Services Ensuring Accountability & Fiscal Responsibility

**DEMONSTRATE**  
leadership in responsible  
environmental management  
practices and energy  
use.

- Twenty-one hybrid vehicles, 6 T3 electric motion vehicles and 47 bicycles are included in our fleet. The newest addition is the Electric Vehicle (Ford Focus) that our Fleet Transport Operators use as a shuttle within the region.
- The Environmental Initiatives Committee promoted ways to reduce waste including meetings where members bring their own coffee mugs, double sided printing to reduce paper consumption, and reference posters placed above recycling bins to educate and encourage organizational recycling practices.





## Making Sure We're Meeting Your Needs

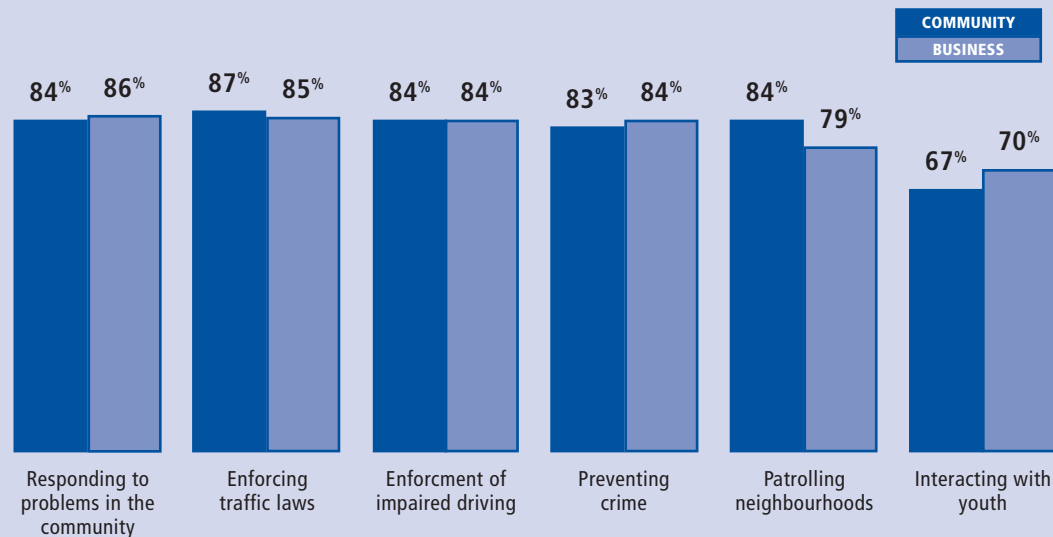
Program evaluations were completed throughout 2013 to receive feedback in order to improve the effectiveness and efficiency of programs and services for the public and staff members. For example:

**Community & Business Survey** – This survey is conducted so that Peel Regional Police can gain valuable insight about the opinions of community members and local businesses. The findings from the survey are used to help shape policing priorities and further develop the Strategic Plan. This year 87% of community members and 91% of business owners and operators are satisfied with the work of Peel Regional Police.

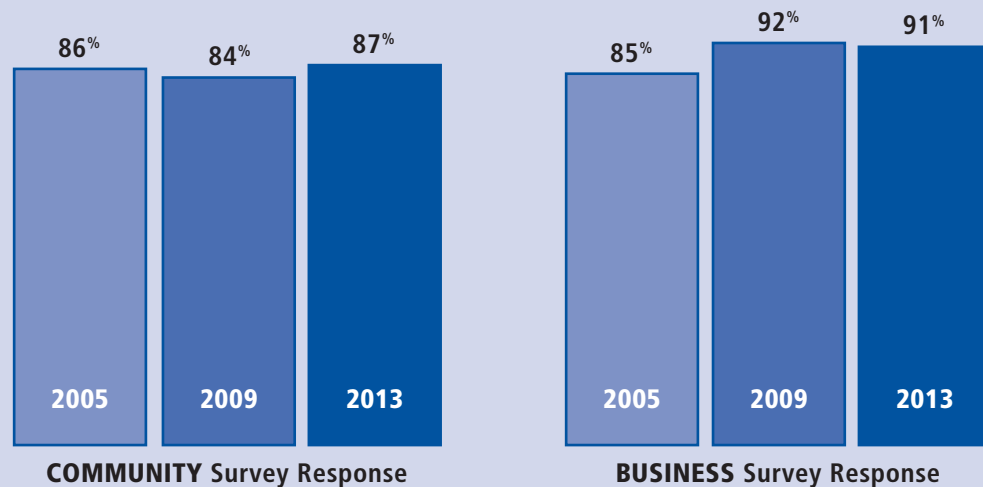
**Use of Force** – Each year every officer has to complete Use of Force requalification training. An ongoing survey was conducted this year to make sure that the training by the Use of Force Bureau is effective, meeting the needs of the officers and relevant to current policing. Most respondents of the survey felt that their firearms, judgement and defensive tactics training was effective in increasing confidence levels and is relevant to their needs. They also provided some constructive suggestions for future training sessions.

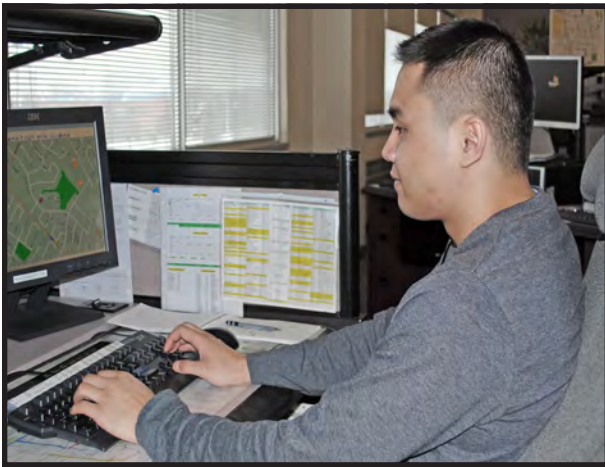
**Driver Training** – The Driver Training Bureau focuses on ensuring the uniformity of safe driving habits in any and all driving applications of Police Vehicle Operation. They train officers and civilians in the classroom as well as provide them with the opportunity to practise skills in a practical environment. The survey conducted revealed that 96% of respondents were satisfied with the training they received.

## SATISFACTION WITH QUALITY OF SERVICE PROVIDED (2013)



## OVERALL SATISFACTION WITH THE WORK OF PEEL REGIONAL POLICE





## Enhancing Service Through Use Of Technology

Peel Regional Police continues to keep up with technological innovation by updating our monitoring systems and using up to date tools to collect evidence. This will allow for a greater level of transparency and accountability as well as increasing community safety.

- A video monitoring system for Prisoner Escort vehicles was built and installed in 5 trucks. This monitoring system accompanies the existing systems located in sally ports, breath rooms and common rooms.
- The recording software and equipment in interview rooms has been replaced and a centralized recording solution has been installed. This will provide a reliable recording of suspect interviews. The new software will be used to categorize and manage all interviews.
- Peel Regional Police will soon have a new forensic evidence laser to help collect evidence such as fingerprints, bone fragments, skin and blood splatter that cannot be seen by the human eye. This innovative tool will be available thanks to a grant from the Principle Civil Remedies Act which allows the government to seize funds that were acquired by unlawful activities.

## Environmentally Sustainable Practices

Peel Regional Police strive to create an organization that is energy efficient and environmentally conscious in our use of materials and resources. We are able to use suggestions from the Environmental Initiative Committee to promote and identify sustainable programs and practices. Some of the initiatives include:

- Solar panel technology was installed on two of our facilities at no cost to the agency.
- Members are encouraged to bring their own coffee mugs to meetings as a way to reduce the number of paper cups used.
- Double sided printing is promoted as a way of using less paper.
- Reference posters have been placed above recycling bins so that members can educate themselves as to organizational recycling practices.
- 45% of our cleaning products are green certified.
- Peel Regional Police has launched a mobile site that allows the public to submit reports directly to police via their mobile devices which helps reduce paper use and is more efficient.

## Going Paperless

Many of our current paper based reporting systems are becoming automated. This will create a better level of accuracy and efficiency as well as make it easier for Peel citizens to make reports while being provided with quicker service.

- Use of Force report entry was automated this year from the paper method. This will prevent loss of forms and create a better level of accuracy over the previous method of manually counting forms when providing statistics to the Ontario Government.
- A growing number of stores in Brampton and Mississauga are now using the online reporting system that was adapted for shop theft reporting. Through promotion of the program within the retail community, increased use of the program by loss prevention personnel and implementation and research into electronic reporting formats (including apps to make reports on tablets and smartphones) this system will lead to the reduced use of faxed reports.
- The Community Complaints Tracker System tracks the community complaints that are raised by government officials on behalf of their constituents or by the public regarding minor complaints or recurring community disturbances. The automation of this system will improve the service that Peel Regional Police provides by enabling Peel Regional Police members to report on specific enforcement action taken in regards to complaints.



## A Letter of Praise

Chief Evans received a letter from a member of the Peel Crown Attorney’s Office praising Peel Regional Police professionalism and dedication.

*“Peel Regional Police is at the forefront of modern policing where your officers are providing quality expert evidence in areas such as tech crimes, internet pornography, accident reconstruction, and Blood Stain Pattern Analysis [BSPA]... I’m writing this letter to make you aware of the enormous value added that BSPA gives to the successful investigations and prosecution of the most serious violent crimes that happen in our community.”*

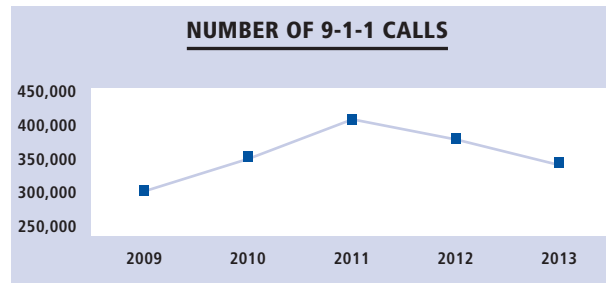
This letter reminds us of the need of specialized police investigators and the vital importance that these investigations play during the court process in order to effectively prosecute perpetrators.

## Using Social Media For Reduction In 9-1-1 Calls

Every year Peel Regional Police is finding new ways to educate the public about the way misdialed 9-1-1 calls affect our response to emergencies and the negative effect they have on our resources.

This year the message sent through social media outlets such as Twitter and Public Service Announcements focused on how to handle accidental 9-1-1 pocket dials. They ask that the person stay on the line and let the Emergency Operator know that they are not in an emergency situation. This prevents the Operator from taking time to call back the person who accidentally pocket dialed.

Due to the proactive efforts of Peel Regional Police the number of 9-1-1 calls has been reduced by almost 10% from 2012.



## Funding

**Grant Funding Partnerships** – In 2013 we secured more than \$12 million through government partnerships including \$3,721,752 from the Ontario Ministry of Community Safety and Correctional Services as part of the Provincial Community Policing Partnerships Program to enhance community safety and increase police visibility. Details on all government funding opportunities for 2013 are on page 12.

**Budget Efficiencies** – During 2013, a number of initiatives resulted in \$1.2 million in savings for the budget. These include:

- Annual Budget Review
- Organizational Review & Restructuring
- Leasing Terminations
- Cooperative Purchasing Agreement With The Region of Peel For Fuel Savings

**Court Security/Prisoner Transportation Funding** – \$2.7 million received from the Ontario Ministry of Community Safety and Correctional Services, a \$1.4 million increase from 2012.





**GROWTH  
& CHANGING  
DEMOGRAPHICS**



## STRATEGIC ISSUE & GOAL

# GROWTH & CHANGING DEMOGRAPHICS:

## Manage Service Delivery

### ATTRACT

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

- There were 173 new hires (59 uniform and 114 civilian). The percentage of racialized hires has increased 8% from 36.7% in 2012 to 45.1% in 2013. Female hires have also increased from 45.6% in 2012 to 46.8% in 2013.
- Designated groups were represented in the organization as follows: 1% aboriginal, 15.5% racialized persons, 1.1% persons with disabilities, and 33.7% females.
- Peel Regional Police has 147 officers per 100,000 population which is lower than the Canadian and Ontario rates, respectively 199 and 195.<sup>2</sup> Peel's rate is similar to the rate of other local police agencies.
- Attrition rates<sup>3</sup> were 3.2% for uniform staff and 3.8% for civilian staff. During 2013, 63 uniform officers and 30 civilian staff left the service.<sup>4</sup>

<sup>2</sup> SOURCE: STATISTICS CANADA, 2012 POLICE RESOURCES IN CANADA (WWW.STATCAN.GC.CA/PUB/85-225-X/85-225-X2012000-ENG.PDF) (PG 25, 22)

<sup>3</sup> INCLUDES RESIGNATIONS, RETIREMENTS, AND OTHER SEPARATIONS OF FULL-TIME MEMBERS.

<sup>4</sup> EXCLUDES PART-TIME/TEMPORARY MEMBERS.

# To Respond To Growth & Changing Demographics

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

- Neighbourhood Policing Unit (NPU) officers provided 1,045 presentations to students on topics such as, Personal Safety, Bullying, Cyber Bullying, Internet Safety, Crime Prevention, and Car Operation Safety.
- Youth Education Officers reached approximately 40,000 students through presentations on internet safety and bullying awareness and 9,800 students attended Peel Children’s Safety Village.
- Hired 15 students reflective of the cultural diversity of the community, for the Youth in Policing Initiative which is a summer employment program funded by the Ontario Government.
- The Diversity Relations Unit participated in 79 events with diverse community groups, and facilitated 39 Emergency Services introduction for New Canadians (ESINC) presentations. We also developed and hosted 3 Community Inclusion Meetings to enhance the communication and feedback between Peel Regional Police and the diverse communities we serve.
- The Diversity Media Sergeant completed 24 media interviews to continue raising our profile through outreach with diverse community groups.
- A communication device has been purchased to assist in communicating with citizens who are deaf, deafened or hard of hearing.
- The Savvy Seniors magazine was created which contains informative articles, crime prevention, personal safety and other tips, contact information and advertisements/products specifically geared to the needs of seniors and retired people.



## Educating Our Youth – SAFETY

A proactive approach to community safety starts with education. Young people represent 8.3% of policing population in Peel and by educating them through lectures and presentations Neighbourhood Policing officers are able to connect with students and promote respect for the law, authority, for peers, and for themselves. Some of the topics students learned about this year include:

- Bullying and robbery prevention
- How to reduce victimization
- Internet safety
- Reduce Abuse In Drugs (R.A.I.D.)
- Gang awareness
- Youth and the Law

The success of programs like these can be seen by the 9% decrease in youth charged in Peel when comparing to the previous year.



## Savvy Seniors

This year the Crime Prevention Unit along with Metroland Media and Mississauga News, helped create a magazine called “Savvy Seniors”. The magazine is specifically geared to the seniors living in Peel Region and contains articles about crime prevention, personal safety and other tips such as warnings about current fraud schemes and how to prevent becoming a victim. There is also information about programs and services that are available to seniors and how to access these programs. It will be published in the spring and fall of each year and will be delivered to senior’s residences and community centers as well as be available at all divisions and community stations.





## Recruiting

Peel Regional Police has many different ways of reaching out and letting people know about the career opportunities that are offered through the organization:

- 90 students participated in the second annual Student Career Day which promotes policing to youth and exposes students to the different areas within policing in order to cultivate future applicants.
- 100 people attended the Women in Policing Symposium which is an informative and interactive event to encourage women to explore policing as a career.
- An Outreach Pool of officers who are reflective of the Peel community were trained and attended various recruiting events to show that a career in policing is for all members of the community.
- Social media such as Twitter was utilized to announce and advertise recruiting events.



## Enhancing Accessibility And Communication

In order to enhance accessibility and protect the rights of people who have a disability, Peel Regional Police successfully completed a pilot project which assigned an officer to a designated position as Accessibility Coordinator. An annual status report done by the Accessibility Coordinator highlights compliance with the following legislated regulations:

- In-service training for all employees.
- Purchase of accessibility devices.
- Participation in community based accessibility awareness activities.
- Public service announcements adapted for persons with disabilities including implementation of a functional feedback process.

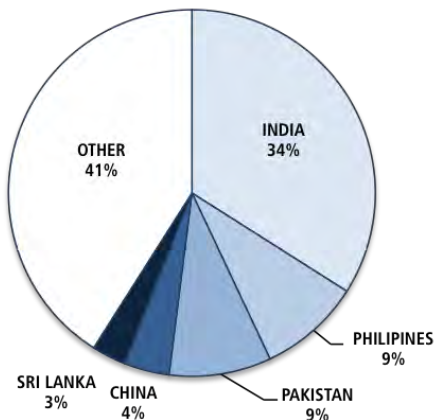
In line with this project, a communication device is now available to assist Peel Regional Police in communicating with citizens who are deaf, deafened or hard of hearing. This device consists of two split screen chat windows and keyboards for each user to type and read simultaneously. It is available to all employees at Divisional front desks or in the Records Bureau. This can be used for initial communication, record requests, simple report taking or to initiate further investigations and statements.

Constable Jim Adams was recognized by the Peel Region Accessibility Advisory Committee for initiatives he spearheaded to support accessible service delivery.



## Meeting the Needs of our Diverse Community

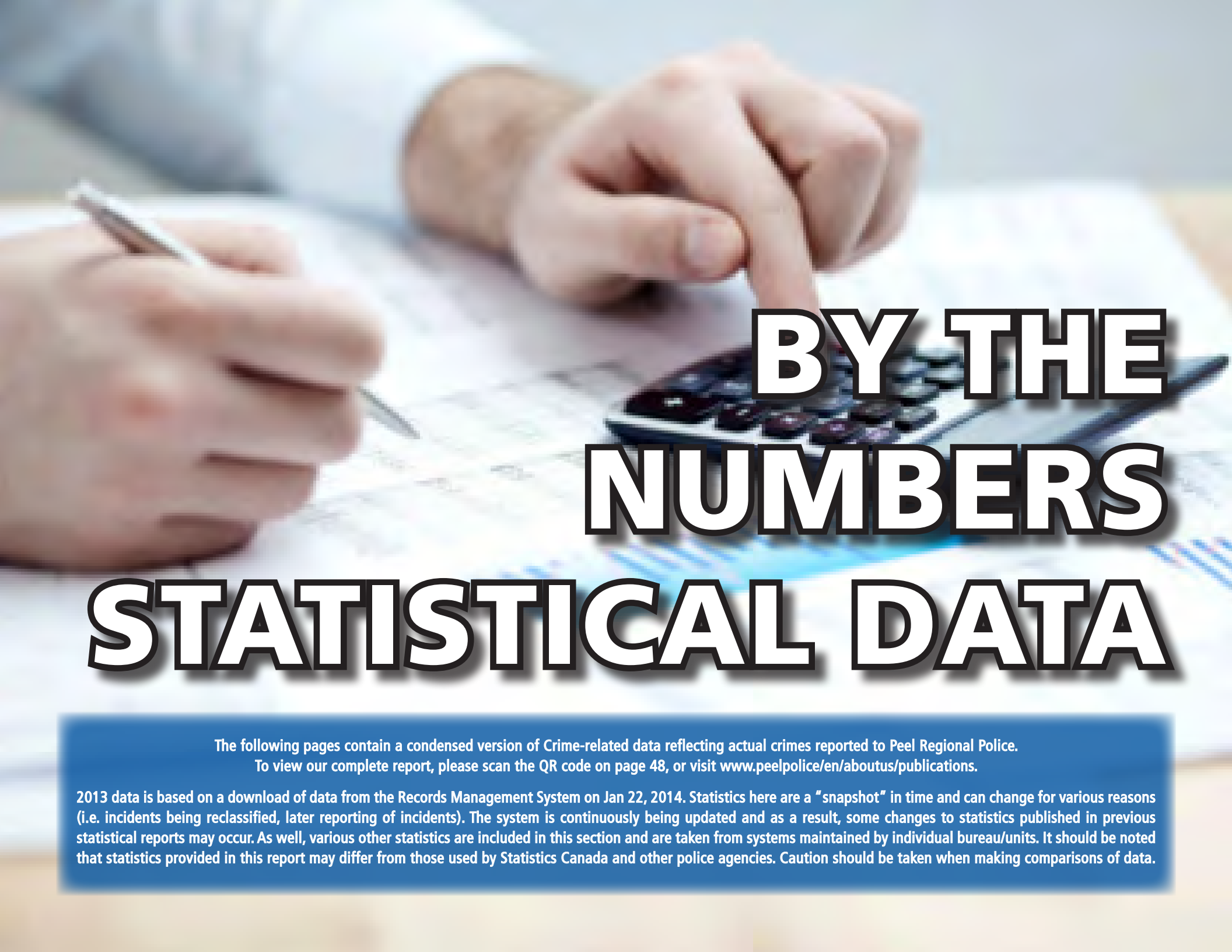
Peel Region has the highest proportion of immigrants in the GTA according to the 2011 National Household Survey.



The Diversity Relations Bureau has been recognized for initiatives such as developing and issuing to all members a handbook on diversity which is now utilized in training by many other law enforcement agencies. They have established partnerships and work with many community advisory committees to ensure that our community needs are addressed in Peel Regional Police service. Some other initiatives include:

- Presentations such as Emergency Services Introduction to New Canadians (ESINC). With the help of community service providers who focus on assisting newcomers to our country and racialized groups, Peel Regional Police presents community members with information on services provided by Police and other emergency providers such as Fire and EMS.

- The Sikh community represents the largest group of culturally diverse residents in the Region of Peel. As per recommendations from members of the World Sikh Organization, Peel Regional Police have developed diversity training materials reflecting the accommodation of Kirpans and other articles of Sikh faith in Peel Courthouses.
- Hosting the 7th Annual "Diversity Cup" which is a basketball tournament that provides a positive environment for the diverse members of our community to come together. Ten men's teams and four women's teams competed that day and Chinese Culture was promoted through entertainment and cuisine.



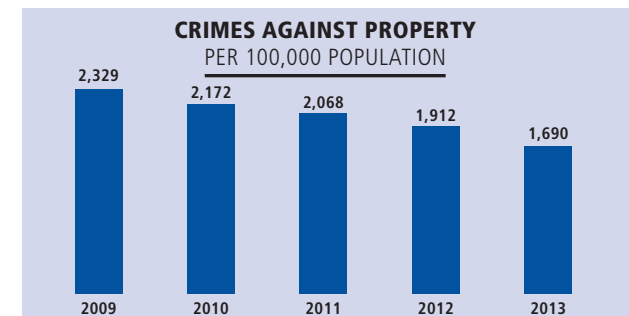
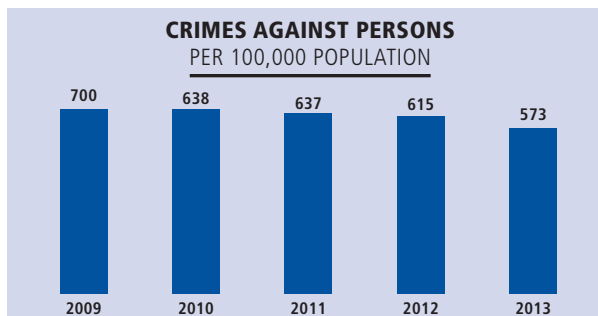
# BY THE NUMBERS STATISTICAL DATA

The following pages contain a condensed version of Crime-related data reflecting actual crimes reported to Peel Regional Police.  
To view our complete report, please scan the QR code on page 48, or visit [www.peelpolice/en/aboutus/publications](http://www.peelpolice/en/aboutus/publications).

2013 data is based on a download of data from the Records Management System on Jan 22, 2014. Statistics here are a "snapshot" in time and can change for various reasons (i.e. incidents being reclassified, later reporting of incidents). The system is continuously being updated and as a result, some changes to statistics published in previous statistical reports may occur. As well, various other statistics are included in this section and are taken from systems maintained by individual bureau/units. It should be noted that statistics provided in this report may differ from those used by Statistics Canada and other police agencies. Caution should be taken when making comparisons of data.



CRIMINAL OFFENCES	2012			2013			2012-2013 Variance	
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	Number %	Rates %
<b>Crimes Against Persons</b>	7,775	79.2	615.1	7,333	81.6	572.9	-5.7	-6.9
Homicide	14	85.7	1.1	10	70.0	0.8	-28.6	-27.3
Attempted Murder	8	87.5	0.6	11	72.7	0.9	37.5	50.0
Assaults (non-sexual)	4,376	88.5	346.2	4,157	90.6	324.8	-5.0	-6.2
Sexual Violations	643	69.1	50.9	552	77.4	43.1	-14.2	-15.3
Robberies	961	38.7	76.0	846	38.2	66.1	-12.0	-13.0
Threatening or harassing phone calls	68	26.5	5.4	65	33.8	5.1	-4.4	-5.6
Criminal harassment	264	84.5	20.9	261	85.1	20.4	-1.1	-2.4
Uttering threats	1,281	82.6	101.3	1,263	84.1	98.7	-1.4	-2.6
Other violent violations	58	79.3	4.6	68	85.3	5.3	17.2	15.2
<b>Crimes Against Property</b>	24,171	37.7	1912.3	21,631	36.6	1689.9	-10.5	-11.6
Break and Enter	3,827	26.1	302.8	3,261	26.2	254.8	-14.8	-15.9
Theft Motor Vehicle	2,213	9.9	175.1	1,632	12.4	127.5	-26.3	-27.2
Theft Over and Under \$5,000	12,188	42.3	964.2	11,413	38.3	891.6	-6.4	-7.5
From motor vehicle	3,537	13.7	279.8	3,024	10.1	236.3	-14.5	-15.5
Shoplifting	4,349	90.3	344.1	3,912	85.4	305.6	-10.0	-11.2
Possession of Property Obtained by Crime	608	102.6	48.1	585	97.9	45.7	-3.8	-5.0
Frauds	1,678	55.5	132.8	1,551	47.3	121.2	-7.6	-8.7
Mischief	3,572	32.7	282.6	3,113	37.4	243.2	-12.8	-13.9
Arson	85	17.6	6.7	76	21.1	5.9	-10.6	-11.9
<b>Drugs</b>	4,191	99.1	331.6	3,982	99.4	311.1	-5.0	-6.2
Trafficking/Production/Distribution	644	95.8	50.9	591	97.5	46.2	-8.2	-9.2
Possession	3,547	99.7	280.6	3,391	99.8	264.9	-4.4	-5.6
<b>Criminal Driving Offences</b>	5,181		409.9	5,257		410.7	1.5	0.2
Impaired Driving (Alcohol/Drugs)	1,608		127.2	1,586		123.9	-1.4	-2.6
Fail/Refuse Breath/Blood Sample	159		12.6	163		12.7	2.5	0.8
Fail to Stop/Remain	3,046		241.0	3,134		244.8	2.9	1.6
Dangerous Operation	234		18.5	217		17.0	-7.3	-8.1
Other CC Traffic Offences	134		10.6	157		12.3	17.2	16.0





TRAFFIC MANAGEMENT	2012		2013		2012 – 2013 Variance	
	Number	Rate Per 100,000	Number	Rate Per 100,000	#	Rates %
<b>Motor Vehicle Collisions - TOTAL</b>	27,788	2,198.4	28,069	2,192.9	281	-0.3
Reportable collisions	17,901	1,416.2	17,731	1,385.2	-170	-2.2
Fatal collisions	26	2.1	23	1.8	-3	-14.3
Personal injury	3,031	239.8	2,909	227.3	-122	-5.2
Property damage	14,844	1,174.4	14,799	1,156.2	-45	-1.5
Non-reportable collisions	9,887	782.2	10,338	807.7	451	3.3
<b>Traffic Enforcement (Highway Traffic Act)</b>						
<b>HTA charges- TOTAL</b>	76,467	6,049.6	89,496	6,991.9	13,029	15.6
Careless driving	4,455	352.5	4,423	345.5	-32	-2.0
Use electronic device	4,616	365.2	6,113	477.6	1,497	30.8
Disobey traffic light	3,485	275.7	4,035	315.2	550	14.3
Fail to stop at stop sign	613	48.5	876	68.4	263	41.0
Invalid permit	12,084	956.0	15,187	1,186.5	3,103	24.1
Seatbelt	1,747	138.2	1,877	146.6	130	6.1
Other HTA	25,396	2,009.2	27,854	2,176.1	2,458	8.3
Speeding	24,071	1,904.4	29,131	2,275.9	5,060	19.5
Total HTA cautions	10,857	858.9	17,434	1,362.0	6,577	58.6
<b>R.I.D.E. Program</b>						
Vehicles checked	32,608	2,579.7	37,757	2,949.8	5,149	14.3
WARN range suspensions	425	33.6	249	19.5	-176	-42.0
Impaired driving	91	7.2	59	4.6	-32	-36.1
Excess blood alcohol	328	25.9	158	12.3	-170	-52.5



ORGANIZATIONAL	2012		2013		2012 – 2013 Variance	
	Number		Number		#	%
<b>Public Complaints</b>						
Complaints received	104		89		-15	-14.4
Complaints concluded	68		80		12	17.6
<b>Firearms Seized</b>	729		561		-168	-23.0
<b>Bail Hearings</b>	16,778		16,585		-193	-1.2

PERSONS CHARGED	2012			2013		
	Adult	Youth	Total	Adult	Youth	Total
Persons Charged - TOTAL	15,235	2,451	17,686	14,981	2,012	16,997
Crimes Against Persons	3,906	855	4,761	3,908	805	4,713
Crimes Against Property	4,785	801	5,586	4,346	616	4,962
Criminal Driving Offences	1,720	18	1,738	1,669	12	1,681
Drugs	2,180	292	2,472	2,170	230	2,400





FULL 2013 STATISTICAL DATA AVAILABLE  
[www.peelpolice.ca/aboutus/publications](http://www.peelpolice.ca/aboutus/publications)

5 YEAR SUMMARY	2009	2010	2011	2012	2013
<b>Demographics</b>					
Policing population	1,222,000	1,235,000	1,250,000	1,264,000	1,280,000
Young persons (12-17 yrs)	104,084	104,682	105,280	104,634	103,988
Number of households	362,000	367,000	373,000	378,000	384,000
Number of registered vehicles	941,571	955,569	959,478	969,496	984,347
<b>Complement: Authorized</b>					
Police	1,869	1,895	1,922	1,937	1,957
Civilians	759	777	798	810	818
Cadets	30	30	30	30	30
Total	2,658	2,702	2,750	2,777	2,805
<b>Calls</b>					
To 9-1-1	311,909	353,749	405,576	381,670	345,674
To Communications	610,578	647,847	689,824	652,944	611,646
Incidents	238,476	230,858	231,147	229,473	226,487
Priority E Incidents	49,467	51,849	55,320	53,584	56,772
Occurrences	104,613	105,382	103,932	101,775	99,829
<b>Fleet</b>					
Police fleet (vehicles, bicycles, trailers)	690	693	719	745	766
Kilometres travelled	16,839,810	17,657,395	17,696,297	17,215,873	16,863,890
<b>Budget</b>					
Net budget	\$275,348,090	\$290,405,110	\$312,641,000	\$325,653,680	\$338,407,100
<b>Total Canadian Criminal Code Offences</b>					
Offences	42,117	40,651	39,410	37,660	34,949
Rate per 100,000 population	3,446.6	3,291.6	3,152.8	2,979.4	2,730.4
Percent (%) solved	52.2	53.5	52.4	55.3	56.5
<b>Crimes Against Person Occurrences</b>					
Total	7,797	7,868	7,809	7,775	7,333
Rate per 100,000 population	638.1	637.1	624.7	615.1	572.9
Percent (%) solved	77.2	77.1	77.4	79.2	81.6
<b>Crimes Against Property Occurrences</b>					
Total	28,458	26,820	25,856	24,171	21,631
Rate per 100,000 population	2,328.8	2,171.7	2,068.5	1,912.3	1,689.9
Percent (%) solved	36.0	36.9	34.7	37.7	36.6
<b>Drug Occurrences</b>					
Total	3,965	4,147	4,244	4,191	3,982
Rate per 100,000 population	324.5	335.8	339.5	331.6	311.1
Percent (%) solved	99.3	99.6	99.3	99.1	99.4



# Mission

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

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

### **T** RUST

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

### **R** ESPECT

Respect for the dignity and rights of all others.

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

### **S** AFEITY

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

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

# Values

# Vision

A SAFER COMMUNITY TOGETHER



**REPORT PREPARED BY**

**Corporate Planning & Research**

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PEEL REGIONAL  
POLICE OFFICIAL SITE



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responsible forestry