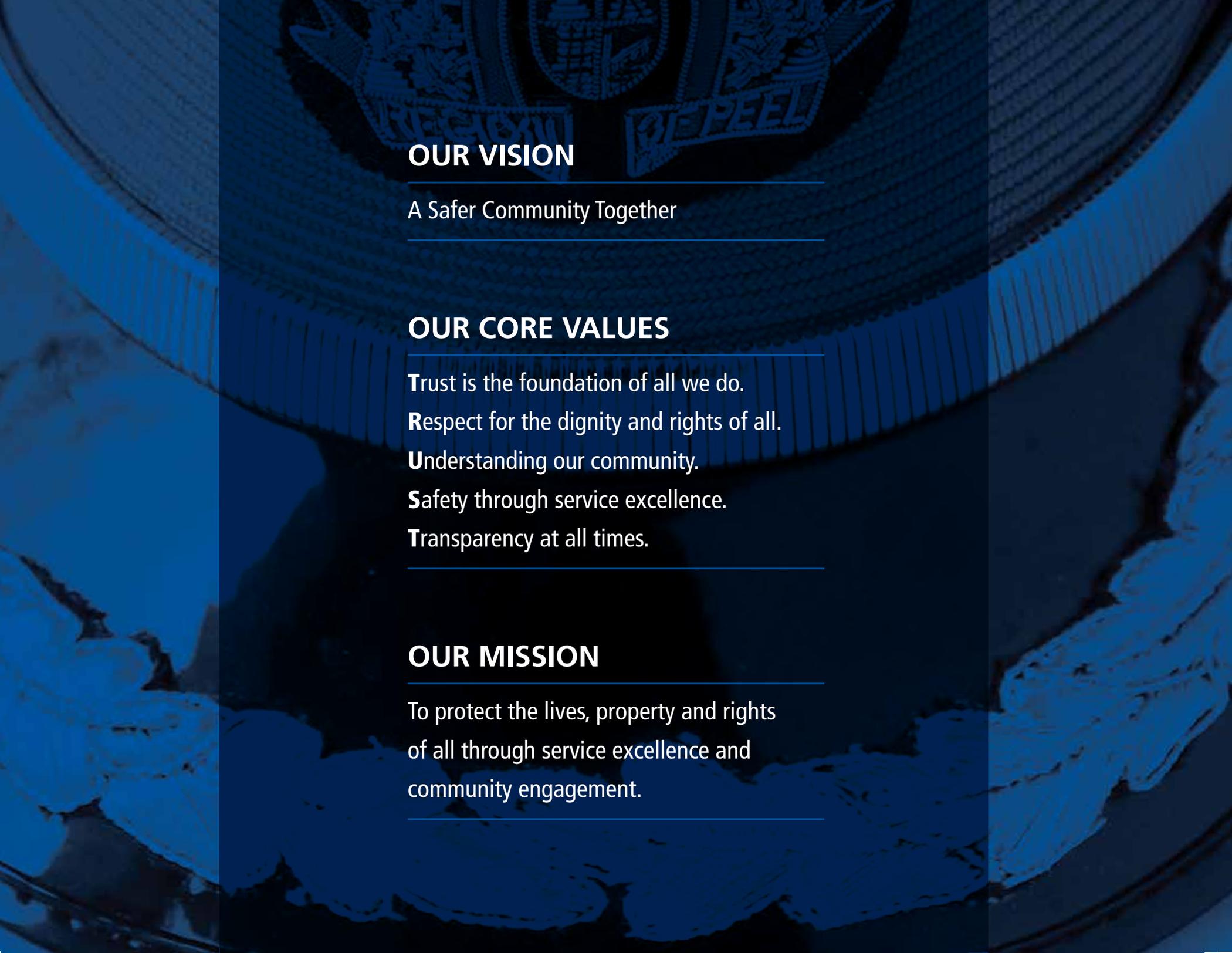




# 2019 ANNUAL REPORT





## OUR VISION

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A Safer Community Together

---

## OUR CORE VALUES

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**T**rust is the foundation of all we do.

**R**espect for the dignity and rights of all.

**U**nderstanding our community.

**S**afety through service excellence.

**T**ransparency at all times.

---

## OUR MISSION

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To protect the lives, property and rights of all through service excellence and community engagement.

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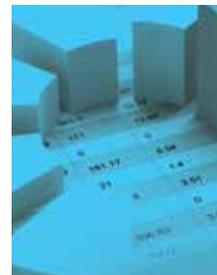
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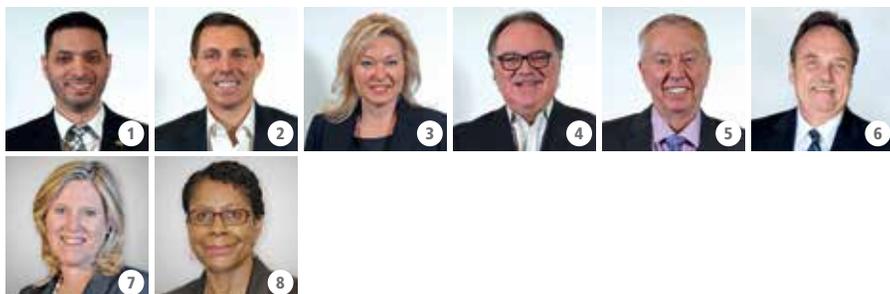
On behalf of the Peel Regional Police Services Board, I would like to congratulate Peel Regional Police on their many accomplishments in 2019. As a long-time resident of Peel Region, I recognize that the speed in which this region is expanding poses many challenges to policing. Collaboration from all levels of government, the business community and our many community stakeholders is the key to building a vibrant and safe place to live, work and visit.

The 2019 Annual Report is a testament to Peel Regional Police's commitment to building strong partnerships and it showcases the many successes that can be achieved when we all partner together to improve community safety.

I encourage all residents of Peel Region to review the 2019 Annual Report and get to know more about Peel Regional Police and the initiatives undertaken to promote community engagement, support for victims, crime prevention and road safety.

I would like to thank Chief Duraiappah and the hundreds of dedicated uniform and civilian employees devoted to keeping our Region safe. Your accomplishments and your commitment to delivering exceptional policing services to the residents of the Region of Peel are commendable and should be recognized by those you serve.

Ron Chatha  
Chair, Peel Police Services Board



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### PEEL POLICE SERVICES BOARD MEMBERS

1. Ahmad Attia, Vice Chair (Region of Peel Appointment) // 2. Patrick Brown, Member (Mayor, City of Brampton) // 3. Bonnie Crombie, Member (Mayor, City of Mississauga)
4. Nando Iannicca, Regional Chair // 5. Alan Boughton, Member (Provincial Appointment)
6. Len Howell, Member (Provincial Appointment) // Past Members 7. Louise Mitchell
8. Norma Nicholson

## PEEL REGIONAL POLICE

# MESSAGE FROM THE CHIEF

The 2019 Annual Report marks the completion of our 2017-2019 Strategic Plan. I am pleased to present this Annual Report which highlights many successful initiatives, investigations, programs and partnerships that Peel Regional Police has achieved this past year.

### 2019 Annual Report Highlights:

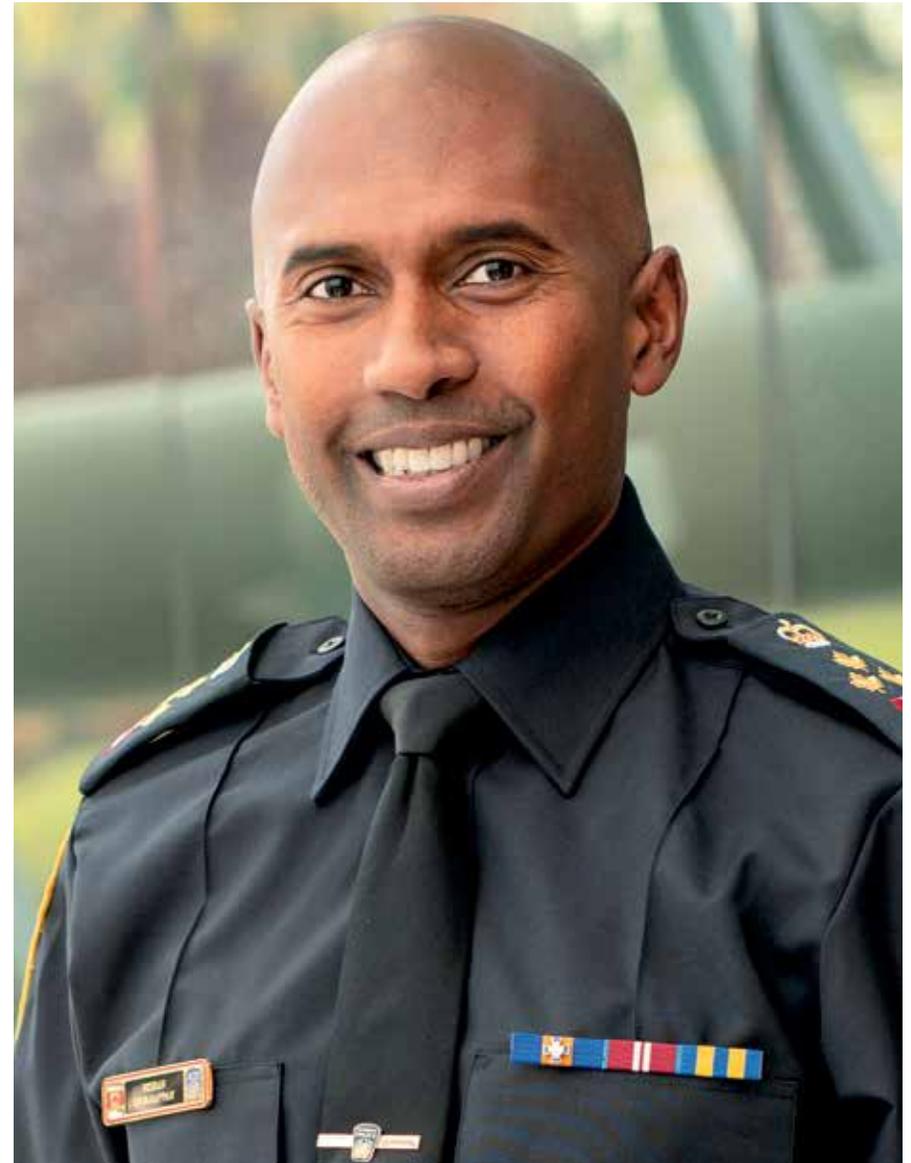
- Our newly formed Diversity and Inclusion Committee is working diligently to apply an equity lens over all internal and external processes.
- A divisional realignment was rolled out to maximize our ability to respond efficiently and effectively to calls for service in order to better serve our community.
- Our solvency rates for violent crimes and property crimes continue to be above provincial and national averages for 10 years in a row.
- Ongoing road safety programs have proven to be effective. There was a decrease of 44 per cent in motor vehicle fatalities in 2019.
- Social media continues to be a leading method for us to connect with our community. We launched a new eNewsletter, which already has almost 2,400 subscribers. Our Twitter followers increased by 13 per cent over 2018.

These accomplishments would not have been possible without the hard work and enthusiasm from our employees. I am confident we will continue to be a world-class organization within our sector by remaining agile and adapting to the needs of the community we serve.

In the year ahead, we will be delivering the 2020-2023 Strategic Plan. I invite the community and employees to get involved so that we can work together to ensure that Peel Region is the safest community to live, work and visit.

I would like to offer my sincere thanks to the Police Services Board, Regional Council, our community partners, volunteers and members of the public for the ongoing support and commitment to our Vision of 'A Safer Community Together'.

Nishan Duraiappah  
Chief, Peel Regional Police



### PEEL REGIONAL POLICE EXECUTIVE COMMAND MEMBERS

1. Marc Andrews, Deputy Chief // 2. Ingrid Berkeley-Brown, Deputy Chief
3. David Jarvis, Retired Deputy Chief // 4. Chris McCord, Retired Deputy Chief
5. Dale Mumby, Acting Deputy Chief // 6. Randy Patrick, Acting Deputy Chief





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Our Vision of 'A Safer Community Together' is what drives Peel Regional Police to be leaders in policing across the country. We are the second largest municipal police service in the province of Ontario and the fourth largest in Canada. We are proud to consistently work towards maintaining a safer community together, creating a professional, diverse and supportive workplace, and ensuring quality service and fiscal responsibility for our citizens of Peel Region.

---

**2,128**  
OFFICERS

**896**  
CIVILIANS

**30**  
CADETS

# POLICING OUR COMMUNITY

Peel Regional Police is comprised of five divisions, plus specialized bureaux, that provide frontline and investigative services to the 1.4 million residents of Mississauga and Brampton, and the 50.5 million people who visited through Pearson International Airport in 2019.

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

Sir Robert Peel Centre is home to Communications, Forensic Identification Services, Information Technology Services, Records Services, and Risk Management. The Emil V. Kolb Centre for Police Excellence includes specialty bureaux such as Commercial Auto Crime, Corporate Development and Training, Crime Prevention Services, Frauds, Homicide and Missing Persons, and Special Victims Unit.

Fleet Services, Quartermaster Stores, Support Services and VCOM are located at the Materials Management Centre.



Officers promoting pedestrian safety

- |                    |   |                                      |
|--------------------|---|--------------------------------------|
| 1 11 Division      | 6 Headquarters                              | 10 Cassie Campbell Community Station |
| 2 12 Division      | 7 Sir Robert Peel Centre                    | 11 Square One Community Station      |
| 3 21 Division      | 8 Emil V. Kolb Centre for Police Excellence | 12 Malton Sub-Station                |
| 4 22 Division      | 9 Materials Management Centre               |                                      |
| 5 Airport Division |   |                                      |





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"I am pleased to join Peel Regional Police as their new Chief. This organization is comprised of committed and hardworking employees, who do great work on a daily basis. I look forward to working with the community on initiatives to help keep Peel Region a safe place for all."

- Chief Nishan Duraipppah

---

# PEEL REGIONAL POLICE WELCOMES NEW CHIEF

On October 1, 2019, Peel Regional Police welcomed its new Chief of Police, Nishan Duraiappah, at a ceremony attended by hundreds of colleagues, dignitaries and family members.

Chief Duraiappah was born in Sri Lanka and immigrated to Canada where he later began his career with Halton Regional Police in December 1995. He worked as a constable for several years in units such as Uniform Patrol, Drugs and Morality, Guns and Gangs, and with the RCMP Combined Forces Special Enforcement Unit.

Chief Duraiappah served as the Operations Commander for Milton and Halton Hills, the Commander of the Office of Continuous Improvement and Strategic Management (OCISM) and was the Chief's Executive Officer. In the fall of 2015, he was promoted to Deputy Chief and led District Operations for all four municipalities as well as several other departments.

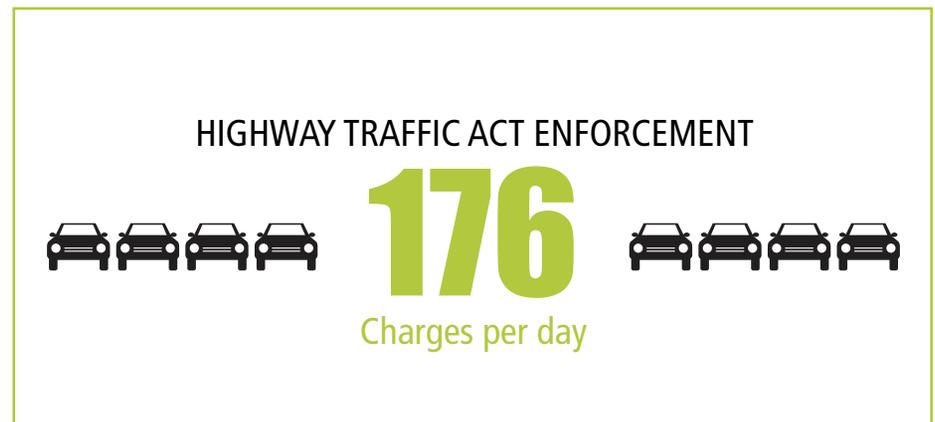
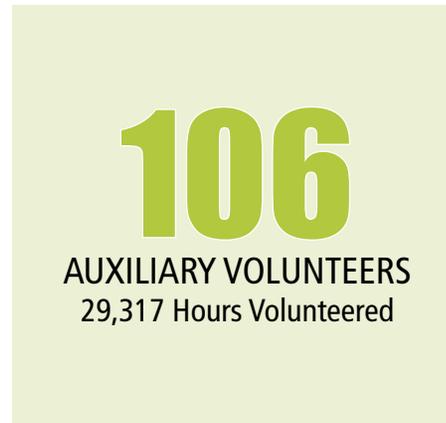
He holds a Bachelor of Arts Degree in Sociology and Criminology from the University of Toronto and a Diploma of Public Administration from the University of Western Ontario. Chief Duraiappah serves on the Board of Directors for the Ontario Association of Chiefs of Police (OACP) and has served on various OACP committees throughout his career. He is also the recipient of the Queen Elizabeth II Diamond Jubilee Medal in 2012 and became a Member of the Order of Merit in 2016.

In order to better understand the needs of our people, the business, and community, the Chief began his work by visiting divisions and bureaux across the organization. This learning journey provided the Chief with important insight as to the important insights and successes in keeping Peel Region one of the safest regions in Canada.

"I am so pleased to join Peel Regional Police as your new Chief. Our organization is recognized internationally as one of the most progressive police services in Canada because of the hard work and extraordinary dedication of our world-class uniformed and civilian employees." - Chief Nishan Duraiappah



# THIS YEAR IN NUMBERS





Percentages are based on actuals.

**ADDRESSING GUN VIOLENCE REMAINS A TOP PRIORITY FOR PEEL REGIONAL POLICE**

Peel Regional Police recognize that gun violence is a serious threat to community safety. We work tirelessly each and every day to ensure that guns are taken off our streets, so that our Region continues to enjoy the safety and security we are known for. We continuously strive to maintain the trust and well-founded relationships we have with our community, and work together for the betterment of our Region. Keeping guns out of our Region is our priority.

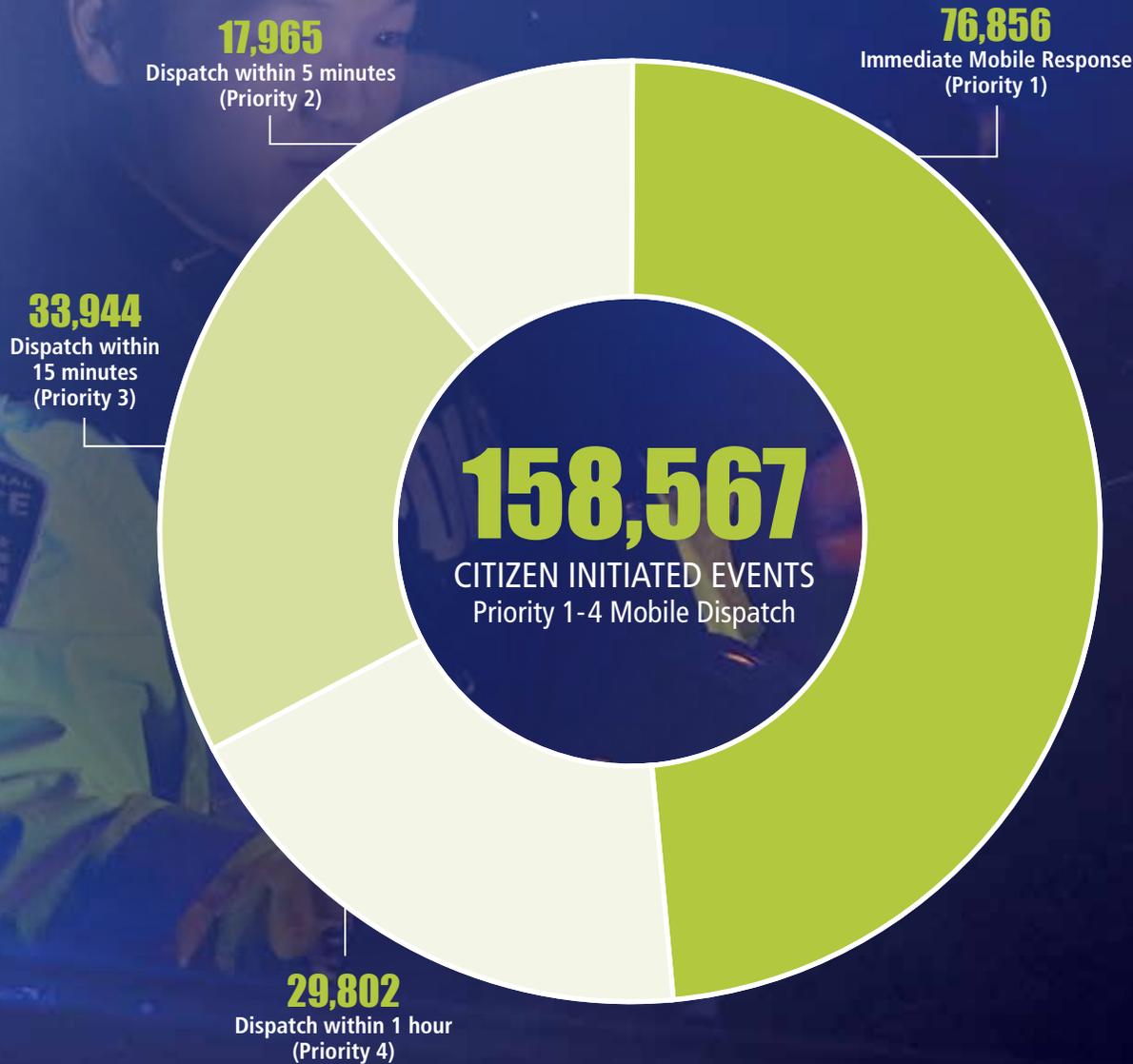
“With respect to gun violence, we have to tackle this with a multiple angle approach, whether it be social development, the protection of communities as well as making sure the public feels safe. We know that Peel Region is statistically one of the safest communities for a population of its size in Canada.” - Chief Nishan Duraiappah



Unwanted legal firearms from the community

# 2019 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 415,000 policing events created in 2019 through our Computer-Aided Dispatch (CAD) system. 63% of the total calls were citizen initiated events, with the remaining 38% being officer-initiated and administration duties.



## TOP FIVE CITIZEN INITIATED EVENTS REQUIRING IMMEDIATE RESPONSE

1. Family and Intimate Partner Disputes
2. Medical Assistance
3. Impaired Driver
4. Motor Vehicle Collision (personal injury)
5. Disturbance

## CALL DIVERSION UNIT (CDU)

- Responsible for investigating non-emergency calls for service.
- Allows our frontline officers to focus on high-priority calls.
- Almost 12,000 calls redirected to CDU.

## POLICING EVENTS

- 63% Citizen Initiated
- 20% Administrative Duties
- 18% Officer Initiated

# COMMUNICATIONS CENTRE

**746,000**

Total Calls Received

Emergency .....9-1-1  
Non-Emergency .....905-453-3311



**465,000**

9-1-1 Calls Received

\* 49% were misuse  
and hang up calls



**77,000**

Immediate  
Response Events



**227,000**

9-1-1 Calls Deemed  
Inappropriate



Calls per day and percentages are based on actuals.



Communications Centre received 746,000 calls in 2019

# SUCCESSFUL PARTNERSHIPS AND JOINT FORCES OPERATIONS

Peel Regional Police believe that collaboration with other police services plays a critical role in the success of large scale, or far reaching investigations. The success of our 2019 Joint Forces Operations (JFOs) demonstrates our commitment to partnerships with law enforcement agencies. It is by working together that we build safer and stronger communities within our Region and beyond. Our results speak for themselves.

## \$1.2 MILLION OF DRUGS SEIZED

The hard work of Peel Regional Police officers, with the assistance of London Police and Toronto Police Services, resulted in one of the largest firearm seizures in the history of our service. In January 2019, investigators from the Vice, Narcotics and Street Level Organized Crime Bureau commenced a narcotics trafficking investigation within the Region of Peel and surrounding areas. The results of this project included:



**62**  
CHARGES



**1,500** ROUNDS OF AMMUNITION



**6**  
SEARCH WARRANTS

**26**



FIREARMS SEIZED



**1**  
BULLETPROOF VEST SEIZED

### DRUGS SEIZED



**1 kg** FENTANYL



**3.5 kg** COCAINE



**311 g** PSILOCYBIN



**2 kg** METHAMPHETAMINE

**1 kg** HEROIN



**\$62K**  
CASH SEIZED

## 28 HIGH-END VEHICLES SEIZED

Peel Regional Police Commercial Auto Crime Bureau joined forces with investigators from Halton Regional Police, York Regional Police, and Canada Border Services Agency, as well as other agencies including FINTRAC (Financial Transactions and Reports Analysis Centre) and the Insurance Board of Canada. This four-month long investigation resulted in multiple arrests and high-end vehicle seizures. The investigation revealed that the stolen vehicles were being prepared to be shipped overseas in containers to China and European countries.



**28** HIGH-END VEHICLES SEIZED



**64**  
CHARGES



**8** SEARCH WARRANTS ACROSS THREE GTA REGIONS

"This taskforce is a perfect example of the quality of work that can happen when the expertise of multiple agencies share information and work together for one common goal."

- Retired Interim Chief Chris McCord

### 31 PEOPLE CHARGED

Peel Regional Police along with officers from the Ontario Provincial Police, Toronto Police, and the Quebec Integrated Human Trafficking Task Force assisted York Regional Police in this multi-provincial human trafficking and organized crime investigation.

Police identified 12 confirmed victims, as well as 33 other women believed to be involved in the sex trade that were associated with this group over the last year.

In October 2019, coordinated arrest warrants and search warrants were executed across the Greater Toronto Area and in the Province of Quebec, resulting in:



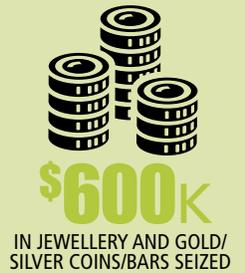
### 48 SEARCH WARRANTS EXECUTED

York Regional Police led this multi-agency project that focused on money laundering, loan sharking and illegal gaming. In July 2019, approximately 500 officers from York, Peel, the RCMP and other local police organizations in Ontario arrested 15 people including nine members of a criminal organization. Also, with the help of the Italian State Police, 12 other individuals were arrested in Calabria, Italy.



### 228 CHARGES LAID

Commencing in January 2018 and concluding in 2019, Peel Regional Police officers were among 17 province-wide partner agencies that supported this OPP-led operation. This was a complex multijurisdictional investigation of a sophisticated illegal gaming operation. It also involved the murder of a member of this illegal gaming operation. This project shut down a lucrative online and traditional gaming enterprise involving members of known organized crime groups. They are believed to have grossed more than \$131 million in illegal revenues over the past five years.



# COMMUNITY INVOLVEMENT – GIVING BACK

With help from our community, we raised

OVER  
**\$1**  
MILLION

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



| Meeting Santa at our Toys for Tots Campaign Launch



| Kids and Cops Fishing Event



| Participating in the community by planting trees



| Supporting the United Way



| Law Enforcement Torch Run for Special Olympics



| Proud moments celebrating with one of our favourite Special Olympians



| Shaving our heads for the cause since 1994



| Special Constables supporting Cops for Cancer

## SOME OF OUR COMMUNITY PARTNERS



# 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

Ms. Susan Pedra

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## Officer of the Year Award

Det. Constable Allan Dean

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## Civilian Supervisor CARES Award

Ms. Sheila Horton

---

## Officer Supervisor CARES Award

Sgt. James Adams

---

## TEAM Awards - Volunteer

---

### Acorn Place Basketball Skills Development League

Insp. Hubert Hiltz, A/Sgt. Brian Robinson, Cst. Dennis Butcher, Cst. Bart Dabrowa, Cst. Victor Dang, Cst. Kylon Espiruti-George, Cst. Ryan Evans, Cst. Kedar Harriott, Cst. Piotr Kadylak, Cst. Marc Maravilla, Cst. Adam Marshall, Cst. Vanessa McHugh, Cst. Nathaniel McKenzie, Cst. Chad Mossop, Cst. Marlon Pompey, Cst. Garth Reid, Cst. Travon Richard-Williams, Cst. Leon Stewart, Cst. Remone Whitely, Sp/Cst. Sargon Khoshoba

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## TEAM Awards - Investigative/Project

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### Shooting Taskforce

Insp. Navdeep Chhiner, Det. Ian Harloff, Det. Mark Heyes, Det. Paul McNair, Sgt. Paulo Carretta, Sgt. Jeffery Duffield, Sgt. Tony Hart, Sgt. Ian Hulzebosch, Cst. Markus Cissek, Cst. Christopher Cull, Cst. Jarrett Curtis, Cst. Joseph Dimaline, Cst. Ryan Hails, Cst. Heinrich Herget, Cst. Peter Hill, Cst. Philip Hintzen, Cst. James Howard, Cst. Jeffrey Landry, Cst. Anthony Mendonca, Cst. Joao Moco, Cst. Christopher Reis, Cst. Robert Smith, Cst. Leon Stewart, Cst. Aimee Teetzel, Cst. Jonathan Van Staalduinen, Ms. Susan Pedra

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## Communications Award

Ms. Joanna Manvati

---

## Detective Robert Boyne Memorial Award

Ms. Laurie Wellwood

---

## Constable Dwayne Piukkala Memorial Award

Cst. Kevin Clayton

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## Constable Matt Parr Academic Awards

Cst. Bianca Benes, Cst. Monika Burgess, Cst. Scott Lamarre

---

## Constable Matt Parr Impaired Driver Apprehension Awards

Cst. Attila Alszegi, Cst. Michael Babore, Cst. Julian Golia, Cst. Taylor Halfyard, Cst. Alan Mascarenhas, Cst. Drew Pallett, Cst. Jaime Peach, Cst. Marlon Pompey, Cst. Paraneet Riar

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## Paul Schram Memorial Award

Ms. Jessica Tiefenbrunner

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## Police Services Board Commendations

Sgt. Stephen Teague, Cst. Virginia Armour, Cst. Kenaul Douglas, Cst. Tara Farrow, Cst. Terence MacNeil, Cst. Adam Nicol, Cst. Liliana Roy, Cst. Jeremy Rucic, Cst. Dustin Shaw, Cst. Kurtis Vaughan

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## Police Services Board Civilian Citations

Mr. Vikram Ahlawat, Mr. Steven Brolley, Mr. Ben Elliott, Mr. Harmanjeet Gill, Mr. Donald Keane, Mr. Darren Lafontaine, Mr. Michael Maloney, Ms. Farishtey Panwar, Mr. Manivannan Ponnam-Palavanar, Ms. Andrea Seminara, Mr. Brian Thoms, Ms. Ashlee Thomson

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## Constable Matt Parr Auxiliary Award

Auxiliary Sgt. Diane Nowicki

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## Inspector Frank Fernandes Memorial Award

Det. Paul McNair

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## Marion Reeves Health and Fitness Award

Cst. Zoe Brown

---

## Public Heroes Award (Team Submission) Community Engagement & Inclusion

Sgt. Feras Ismail, Cst. Santindervir Deol, Cst. Karlene Krusch, Cst. Karen McNeilly, Cst. Wayne Moore, Cst. Victor Silvestre, Cst. Tony Tai, Cst. Cameron Walker

---

## Brampton Board of Trade - Police Service Award

Auxiliary Sgt. Scott Patterson

---

## John K. Forbes Memorial Award

Cst. Anand Gandhi, Cst. Alexa McPhail, Cst. Daniel Sheikh

---

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

Sgt. Stephen Teague, Cst. Terence McNeil, Cst. Adam Nicol

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## Bud Knight Award

Cst. Brandon Eaket

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## Public Hero Team Award (I.D.I. - Intercultural Dialogue Institute)

Sgt. Feras Ismail, Cst. Santindervir Deol, Cst. Karlene Krusch, Cst. Karen McNeilly, Cst. Wayne Moore, Cst. Victor Silvestre, Cst. Tony Tai, Cst. Cameron Walker

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## Knights of Columbus - Humanitarian Award

Sgt. Joseph Cardi

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## Governor General Order of Merit

Retired Chief Jennifer Evans

## OFFICER EXEMPLARY SERVICE AWARDS

### 40 Years

Sgt. Iain McGibbon, Sgt. John Rocha

### 35 Years

Cst. John Barclay, Det. Scott Einmann, Cst. Richard Gut, Cst. Douglas Holmes, D/Sgt. James Kettles, D/Sgt. Ian Porter, D/Sgt. Olga Skok

### 30 Years

Det. Paul Allen, Cst. James Barker, Sgt. Darren Brennan, Cst. Joy Brown, Cst. Daniel Carrier, Cst. Paul Ceolaro, Sgt. Bradley Davis, Cst. David Elson, Supt. Colleen Fawcett, Cst. Anthony Giannini, Cst. Gary Gill, Cst. Gregory Greene, Insp. Donovan Howell, Cst. Andrew Kastelic, Cst. Dawn Laurysen, Det. David Lemyre, Cst. Ian McCall, S/Sgt. Shawn McCowell, Det. William McGarry, Supt. Sean McKenna, S/Sgt. Kennedy McTiernan, A/D/Chief Dale Mumby, S/Sgt. Scott Murray, Cst. Liam O'Neill, Det. David Pacheco, Sgt. Derek Rice, Sgt. Victor Richard, Supt. Radcliffe Rose, S/Sgt. Robert Rowland, Det. Stephen Rowland, Cst. Dan Scobie, Cst. Jeffrey Sharp, Cst. Michael Sharp, Cst. Lorie Sheridan, Sgt. Gordon Smith, Sgt. Stephen Teague, Det. Bruce Thomson, Sgt. Derek Vammus, Cst. Michelle Vivian, Sgt. Kathy Weylie

### 25 Years

Sgt. Peter Brandwood, Cst. Paul Saunders, Cst. Nancy Vellenga

### 20 Years

Det. Steven Ahrens, Cst. Janet Battle, Det./Sgt. Davis Baxter, Cst. Blake Belcher, Cst. Kyle Binkley, Cst. Sean Bitmanis, Sgt. David Blashuk, Cst. Nigel Brown, Cst. Steven Cameron, Cst. Courtney Carver-Smith, S/Sgt. Joshua Colley, D/Sgt. Joy Edwards, Cst. Douglas Emery, Cst. Vincenzo Esposito, Sgt. Joel Genoe, Det. David Giles, Cst. Bliss Grant, S/Sgt. Susan Gray, Sgt. Mark Haywood, Cst. Ian Hazell, Sgt. Scott Hogan, Det. Matthew Hutchinson, Cst. Donovan Irving, Cst. Glen Leonardo, Cst. Kevin Leuschner, Cst. Ken Li, Sgt. Michael Lockington, D/Sgt. Derek Meeker, Cst. Jennifer Mormile, Sgt. Tim Murphy, A/Insp. Dirk Niles, Det. Tracy Noonan, Cst. Pina Ottaway, Sgt. Wayne Patterson, Cst. Vito Pedano, Cst. Stephanie Perkins, Sgt. Colleen Pipher, Cst. Mario Pittarelli, Sgt. Ian Plummer, Cst. Andrew Powell, Sgt. Stuart Proctor, Cst. Bruno Pupo, S/Sgt. Joao Raposo, Sgt. Shawn Rice, Cst. Charles Ross, Cst. Paul Saunders, Cst. Maureen Skinner, D/Sgt. Bradley Stafford, Sgt. Douglas Tracey, Det. Andrew Ullock, Sgt. JP Valade, Det. Maria Wilson, D/Sgt. Bryan Young, Cst. Patrick Zicari

## CIVILIAN SERVICE AWARDS

### 35 Years

Ms. Lucy Astles, Ms. Lynda Ginger, Ms. Patricia Kelly, Ms. Patricia McMichael, Ms. Christine Orgill

### 30 Years

Ms. Leasa Bainbridge, Ms. Helen Chasty, Ms. Judith Clarke, Ms. Nina Gut, Ms. Peppi Hardy, Ms. Jacie Hayward, Ms. Darlene Landry, Ms. Kyla Magee, Mr. Terry Magill, Ms. Lolita Marzian, Mr. Doug McNicoll, Ms. Sharon Nobiss, Ms. Nancy Oakley, Ms. Yvette Richards, Ms. Darlene Weisman

### 25 Years

Ms. Carrie Bousfield, Ms. Shona Desbiens, Ms. Eve Foley, Ms. Melanee Martin, Ms. Kimberley Mortillaro, Mr. John Seabourne

### 20 Years

Ms. Sharon Browne, Ms. Staci Cooper, Ms. Darlene DeCaprio, Ms. Sheila Doyle, Ms. Eva Durie, Mr. Mark Figueiredo, Ms. Anne Friesen, Ms. Wilma Hails, Mr. Don Harvey, Ms. Ann King, Ms. Christine Kolentis-Demers, Ms. Evelyn Kulaga, Ms. Tammy Lambert, Sp/Cst. Robert Lussier, Ms. Sharon Mann, Mr. Henry Mark, Ms. Roxanne Mark, Ms. Linda McDowall, Ms. Angel Ortolan, Ms. Anne Pilniuk, Mr. Bradley Rains, Ms. Penny Routledge, Mr. Delroy Smith, Ms. Lenore Terry, Ms. Christine Yoshiki



Ms. Susan Pedra – 2018 Civilian of the Year



Constable Matt Parr Impaired Driver Apprehension Award Recipients



Sgt. Iain McGibbon celebrates 40 years

# PROMOTIONS

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

## Superintendent

Robert Shearer

## Director

Shawn Fauvelle

## Inspector

Mark Dapat

## Manager

Amy Donnelly

Karen Doobay

Jaison John

## Staff Sergeant/ Detective Sergeant

Jayson Bouwkamp

Jason Hobson

Karen Meeker

Emma Steele

John Carrabs

Blair Horner

Matthew Miller

Allan Villers

Harry Dhillon

Jeffrey Jensen

Scott Redstone

Tony Doherty

Philip King

Daniel Scott

Christopher Fiore

Derek Meeker

Bradley Stafford

## Supervisor - Civilian

Susan Ceballo

Banshi Khinchi

Natalie Muzyczka

Bonnie Sliwinski

## Sergeant/Detective

Matthew Banting

Bridget Kyle

Matthew Philips

Jason Sweeting

Patrick Belleau

Michael Langdon

Garry Rawlinson

Grant Thomson

Matthew Boycott

Sandro Leo

Scott Robertson

Jennifer Trimble

Robert Boyer

Steven Martin

Brian Robinson

Justin Vandenbrink

Joseph Cardi

Mark Mazzocato

Craig Rodrigues

Michael Walker

Bradley Clement

Brady McEachern

Robert Rondinelli

Paul Wallbank

Michael Cook

Justin McKenzie

Samer Saliba

Maria Wilson

Lloyd Dixon

Ryan Middleton

Justin Shoniker

Elaine Fowler

Stephen Murphy

Harinder Sohi

Simon Kennedy

Trevor Oldham

Shaun Stanley

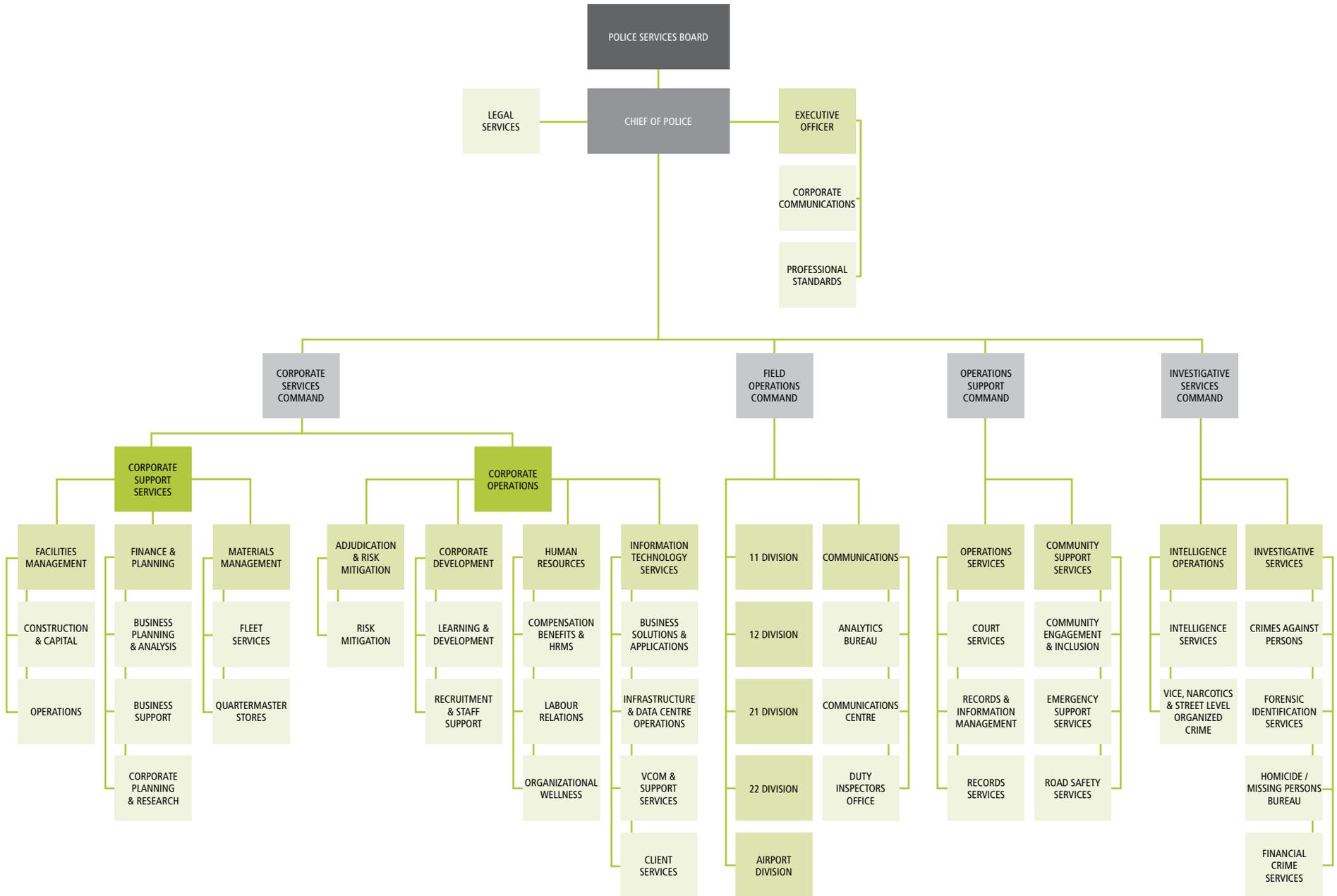


Promotional Ceremony 2019



Promotional Ceremony 2019

# 2019 ORGANIZATIONAL STRUCTURE



# Success and Progress

## 2017-2019 STRATEGIC PLAN BY AREA OF FOCUS

1

COMMUNITY SAFETY TOGETHER

2

PROFESSIONAL, DIVERSE AND SUPPORTIVE WORKPLACE

3

QUALITY SERVICE AND FISCAL RESPONSIBILITY



AREA OF FOCUS 1:

# Community Safety Together



## STRATEGIC OBJECTIVES

1.1

**Address** crime proactively through effective call response, investigations, enforcement and police visibility.

- Solvency rate for violent crimes (72 per cent) was above the provincial (67 per cent) and national (68 per cent) rates.<sup>1</sup>
- Solvency rate for property crimes (24 per cent) was above the provincial (21 per cent) and national (21 per cent) rates.<sup>1</sup>
- Violent crime rate (620 per 100,000) was below the provincial (899) and national (1,144) rates.<sup>1</sup>
- Property crime rate (1,902 per 100,000) was below the provincial (2,621) and national (3,339) rates.<sup>1</sup>
- Initiated 161 Problem Oriented Policing (POP) projects to help target community issues.
- Member of the System Leadership Table (SLT) to develop the Community Safety & Well-Being Plan for the Region of Peel. The plan will provide an opportunity for organizations such as local governments, police, health, social services, education and community organizations to coordinate efforts to address and reduce risks and elevated situations.

1.2

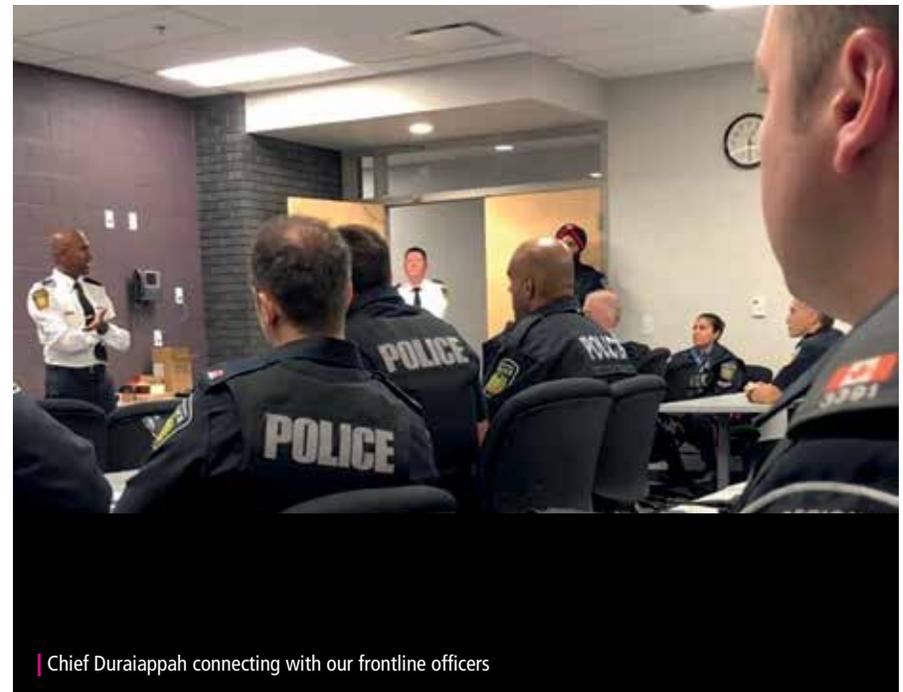
**Strengthen** community engagement.

- Collaborated with our six Chief's Advisory Committees (Chinese, Black, Muslim, Sikh, LGBTQ+ and Youth) to better understand community priorities, strengthen community relationships and enhance policing policies.
- Corporate Communications received almost 1.9 million visits to the website [www.peelpolice.ca](http://www.peelpolice.ca), an increase of eight per cent over 2018. Our Twitter followers increased 13 per cent over 2018.
- The Equity and Inclusion Unit participated in 134 community events and visited 141 places of worship.
- The Elder Abuse Unit provided 221 community consultations.
- Our Community Mobilization Teams (CMTs) continued to focus on increasing community engagement and improving trust.
- In partnership with the Canadian Mental Health Association Peel Dufferin, the Pre-Charge Mental Health Diversion Program was created as a pilot project. It is intended to divert individuals away from the criminal justice system and into appropriate programs.

### CHIEF'S TRANSITION TEAM

As part of Chief Nishan Duraiah's integration into Peel Regional Police, he felt it was important to have a hands on approach in regards to getting to know the organization's exceptional frontline officers, civilians and special constables. This afforded him the opportunity to learn more about the expectations of the management team in order to continue to grow and innovate our world-class service.

The Chief assembled a Transition Team who has assisted in guiding him by providing feedback and direction as he is committed to immersing himself in the service's organizational culture. The members of the Chief's Transition Team were highly recommended, having been endorsed by the Senior Officers Association and Peel Regional Police Association and are committed to the critical needs of our organization. This group of volunteers represent an inclusive cross-section of employees from many seniority levels, departments and demographics to provide the Chief the perspective and knowledge he needs to lead one of the most progressive police services in Canada.



Chief Duraiah connecting with our frontline officers

<sup>1</sup> Source: Canadian Centre for Justice Statistics, 2018 data. 2019 data not available.

1.3

**Provide** an inclusive and equitable police service.

- The Canadian Centre for Diversity and Inclusion (CCDI) completed their assessment of our organization. Work began to hire a Diversity and Inclusion Manager to enable us to follow through on their recommendations.
- Embedded bias-free training into all Recruit training and Leadership in Police Organizations training.
- All current employees required to have completed Fair and Impartial Policing training. We will continue to provide this training to all new employees.
- Continued to offer a number of services and provide information to the public and our employees in multiple languages and accessible formats.

1.4

**Provide** assistance to victims of crime.

- Continued our partnership with Victim Services of Peel (VSOP) to ensure persons victimized by crime, or in crisis, are informed of available services and support.
- Continued our participation on the Peel Human Trafficking Service Providers Committee to address human trafficking and co-ordinate support for survivors.
- Continued the Family and Intimate Partner Initiative to mitigate the risk of repeat non-violent family and intimate partner incidents progressing to physical violence.
- Issued media releases to provide robbery and fraud prevention tips.
- Completed 73 Crime Prevention Through Environmental Design (CPTED) audits of residential and business properties to help reduce incidents of crime.



Keeping our roads safe

### VIOLENT CRIME RATES AND SOLVENCY\*

OUR SOLVENCY RATE FOR VIOLENT CRIMES IS ABOVE PROVINCIAL BASELINE



OUR VIOLENT CRIME RATE IS BELOW PROVINCIAL BASELINE



\* Source: Canadian Centre for Justice Statistics, 2018 data. 2019 data not available.

1.5

**Improve** road safety through education, enforcement and proactive strategies.

- Implemented various targeted road safety initiatives and educational campaigns, including the Road Safety Superhero campaign.
- Received 910 reports from the community through the Road Watch reporting system which helps to identify dangerous and aggressive drivers.
- Implemented traffic enforcement at locations identified using statistical analysis and community complaints.
- Eliminate Racing Activity on Streets Everywhere (ERASE) investigated 2,432 vehicles and laid 2,165 charges, a 15 per cent increase from 2018 in vehicles investigated, and 17 per cent increase in charges laid.
- Traffic fatality rate per 100,000 decreased from 3.0 in 2018 to 1.7 in 2019. There were 41 fatalities in 2018 and 23 in 2019.
- Personal injury accident rate per 100,000 decreased seven per cent from 148 in 2018 to 137 in 2019, well below the national (308) and provincial (246) rates.<sup>2</sup>

1.6

**Enhance** youth programs and partnerships.

- Hired 20 youths for the summer Youth in Policing Initiative (YIPI) and five youths as part of the Peel Police Youth Initiative (PPYI).<sup>3</sup>
- Crime rate for Criminal Code violations for youth (1,297 per 100,000) was below the national rate (1,500) and slightly above the provincial rate (1,223).<sup>4</sup>
- Youth Education Officers delivered presentations to almost 136,700 students on topics such as Introduction to Social Media and Healthy Relationships. Of these students, 15,578 attended 423 educational sessions at the Peel Children's Safety Village.
- Crime Prevention and Youth Education Officers delivered drug education presentations to almost 48,000 young people.
- Neighbourhood Policing Unit and School Resource Officers delivered 848 school presentations, a 43 per cent increase from 2018.

1.7

**Crime Prevention** through community initiatives, awareness and education.

- Actively interacted with community members through the "Protect Your Purse" and "Lock It or Lose It" campaigns.
- Crime Prevention Twitter account followers increased to 3,570 (+23 per cent from 2018). Twitter is used to promote events, raise awareness and showcase initiatives and tips.
- Crime Prevention Services provided 584 presentations to approximately 28,600 community members.
- In 2019, a total of 117 community members completed Crime Prevention Academies, and 122 completed Cyber Crime Academies hosted by Crime Prevention Services.
- 50 Safety for Seniors seminars were held.
- Crime Stoppers received 2,493 tips, 4,339 follow up tips, and 1,867 online tips.

1.8

**Strengthen** emergency management planning and response.

- Conducted a review of the Peel Regional Police Emergency Plan.
- Public Safety Unit completed training at the Department of National Defense Camp Borden for crowd management and crowd control tactics.
- There are 474 schools included in the School Police Emergency Action Response (SPEAR) program. There were 167 schools affected by Lockdown, Hold and Secure or Shelter in Place, which is a decrease of 32 per cent from 2018.
- Continued to expand the Police Response Emergency Plan (PREP).
- Emergency Management participated in training exercises in partnership with various community partners to assist with intra-agency communication and emergency preparedness training.

<sup>2</sup> Source: Canadian Motor Vehicle Traffic Collision Statistics 2017 and Ontario Road Safety Annual Report 2018. 2019 data not available.

<sup>3</sup> Source: 20 students were funded by the Ontario Ministry of Children and Youth Services, five students were funded by the Peel Police Services Board and one Youth Coordinator was funded by the United Way and Safe City Mississauga.

<sup>4</sup> Source: Statistics Canada, 2018 data. Total Criminal Code violations excluding traffic. 2019 data not available. Youth aged: 12-17.

## VICTIM SUPPORT

### Protecting Children Online

While most people are familiar with traditional policing, the majority of online work done by officers from our Internet Child Exploitation (ICE) Unit, is lesser known. These investigations often lead our officers to the darkest parts of the web. ICE is dedicated to protecting our children and reducing the supply and demand of child sexual abuse materials online. This is a coordinated approach to enforcement, working with various partners and groups across the globe. In 2019, ICE received approximately 660 reports related to child sex abuse material on the internet. The ICE Unit arrested 47 people in 2019, resulting in 107 charges laid.

### Reassurance Protocol

The residual impact of hate crimes, often result in feelings of fear, marginalization and alienation. To ensure the support and reassurance of the community members who have been victimized, Peel Regional Police implemented the 'Reassurance Protocol'. The Regional Hate Crime Coordinator reaches out to all victims of hate crime incidents. The victims are reassured that their safety is important to us and they are connected with Victim Services of Peel and other relevant support programs. This protocol has been well received by the community as it provides an additional layer of safety and support, combatting the residual impacts of these crimes on a personal, social and public safety level.

### Race Against Racism

Funds collected from our annual Race Against Racism are channeled back into \$2,000 scholarships and awarded to regional high-school students entering post-secondary education. These students have demonstrated excellence in altruism, academic excellence, equity, diversity and inclusion. They receive their awards at our annual Diversity Scholarship Gala. Due to the growing success of the Race Against Racism, scholarships awarded have doubled from four in 2017 to eight in 2019.



## SUPPORTING OUR COMMUNITY AND IMPROVING PUBLIC SAFETY

### Marine Unit Helps Give the Gift of Life

Peel Regional Police Marine Unit, in partnership with Trillium Gift of Life Network, help surgeons transport life saving organs from Hamilton to a downtown Toronto hospital using



| Chief Duraipapp celebrating with the recipients of Diversity Scholarships

the water ways. The high volume of vehicles on the GTA highways pose a challenge for doctors for time sensitive organ transplant surgeries. Water way transports like these happen approximately six times per year. The water ways are life savers.

"Having the opportunity to help someone receive the gift of life is an amazing feeling. I've heard from numerous doctors that having the Marine Unit assist in transporting organs, has been invaluable and has certainly helped save lives." - Sergeant Stephen Teague

### Pre-Charge Mental Health Diversion Program Pilot Project

This initiative, in partnership with the Canadian Mental Health Association, was introduced in 2019. It is intended for adults who have committed a minor criminal offence and are presenting with symptoms of a mental illness. The program is voluntary and completed in a short time period, usually within six months of committing the offence. It provides one-on-one community support, connecting them with resources to address their mental health needs while supporting their recovery. The goal, alongside mental health wellness, is to decrease the potential of future police involvement, and reduce the number of minor offences in the justice system.

### PRIORITIZING ROAD SAFETY

#### Road Safety Superhero Campaign

This campaign was fun and informative for everyone, championing and educating the residents of Peel to be a 'Road Safety Superhero'. It was developed to address three key problems on our roads; pedestrian safety, distracted driving and impaired driving. Drivers and pedestrians were educated in a proactive way by using positive messages to encourage everyone to see themselves as a 'superhero' when it comes to road safety.



PEDESTRIAN SAFETY

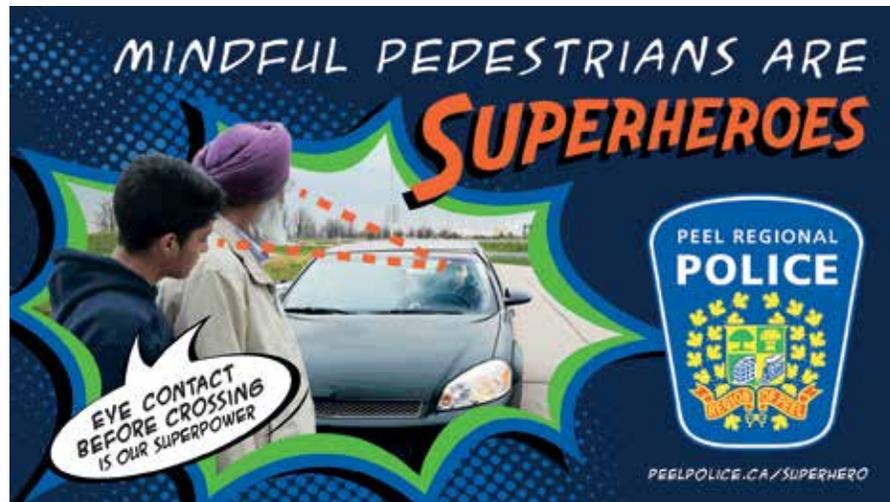


DISTRACTED DRIVING



IMPAIRED DRIVING

“The overall safety of the community is a shared responsibility. Road safety for one is road safety for all. This will continue to be a top priority for the people that live, work, and visit in our region.”  
- Retired Interim Chief Chris McCord



#### Road Safety Initiatives and Educational Campaigns

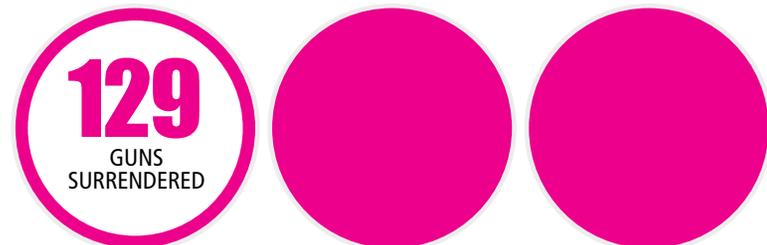
- Reducing Impaired Driving Everywhere
- March Break Road Safety Campaign
- Starve Your Distractions, Feed Your Focus
- Distracted Driving Enforcement Blitz
- Seatbelt Safety Campaign
- Commercial Motor Vehicle Safety Blitz
- Back to School – Road Safety a Shared Responsibility
- Before You Take a Ride, Be Satisfied – Rideshare Campaign
- National Teen Driver Safety Week
- Traffic Safety Initiative in School Communities
- Take the Pledge Campaign

#### Take the Pledge Campaign

In 2019, the Peel Regional Police Safe Driving Committee, comprised of employees from across the organization, embarked on the 'Take the Pledge' safe driving campaign. This campaign was in partnership with Erin and Owen Ochakovsky, whose husband/father, Constable James Ochakovsky, was killed in the line of duty when his police cruiser collided with another vehicle while responding to a non-emergency call for service in 2010. The campaign involved a video message, which featured a number of children of Peel Regional Police employees asking their parents and everyone else to take the pledge 'To Always Drive Safe and Come Home Tonight'. A hard copy pledge board was placed at each operational division and support building for employees to sign, informally taking the pledge. James' legacy is shared with each new recruit with the hope that we can prevent a similar tragedy from occurring in the future.

#### 2019 Gun Amnesty Program

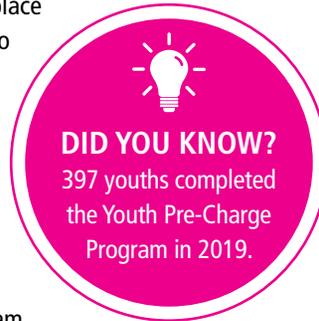
The Gun Amnesty Program ran through the month of May 2019 and offered an opportunity for members of the community to safely and voluntarily surrender unwanted legal firearms and ammunition. There is no amnesty offered for people who turn in weapons that have been used in the commission of a crime, and no anonymous submissions were accepted. Removing unwanted legal firearms from circulation ensures they will not get into the wrong hands and be used in criminal activity. Gun Amnesty Programs are contributing to keeping our region safe.



## COMMITTED TO OUR YOUTH

### Youth Pre-Charge Program

This program is an extrajudicial measure that is used in place of laying a criminal charge against a young person who is involved in a non-violent, first-time criminal offence. They are referred to a community agency who works closely with them, helping hold them accountable for their actions, benefitting the youth and the community. Those who complete the program are less likely to reoffend. In 2019, 89 per cent of the youth who completed the program did not reoffend within the year, 27 per cent of those who didn't complete the program (26 youth) reoffended within the year.



### Nets for Neighbourhoods

A resident had their basketball net stolen from their front yard and it was later located nearby within the community. When officers arrived they saw many youth playing basketball and enjoying the net. Officers returned the net to the owner but had a desire to bring a net back to the area so the kids could continue a healthy outside activity. The officers were able to raise enough funds from co-workers to purchase and deliver a community basketball net three days later. The momentum gathered from this started 'Nets for Neighbourhoods'. Officers identified communities that could benefit from nets and approached Canadian Tire who generously donated basketball nets to the communities.

Officers then worked with community partners and repurposed an underutilized tennis court into a functioning external basketball court. The official opening was celebrated in September where a fun pick-up game was played between the Peel Regional Police basketball team and youth from the neighbourhood.

The power of community and police working together can overcome many obstacles, including crime.

## PROVIDING AN INCLUSIVE AND EQUITABLE POLICE SERVICE

### Equity & Inclusion

Peel Regional Police hired the Canadian Centre for Diversity and Inclusion (CCDI) to conduct a Diversity Assessment to better understand who our employees are, and how

inclusive our workplace is. In response to their assessment, we began the process of hiring a Diversity and Inclusion Manager, which will enable us to apply the inclusivity lens to, but not limited to, our hiring practices, policies, promotions and transfers. This individual will also be an integral part of the new Diversity and Inclusion Committee formed to help address the areas of opportunity identified through the assessment and to implement the recommendations.

### Cutting Edge Training

Peel Regional Police teamed up with the Ontario Police College (OPC) and Ryerson University to develop the Advanced Hate Motivated Crime & Extremism Investigators Course. During this week-long course, students at OPC are taught the complexities of hate motivated crime, violent extremism investigations and the relationship between the two. Strategies and concepts aimed at minimizing the residual impact of these fear-based issues are outlined during the course. Victim's testimonies are also observed through various lenses to gain a better understanding of the complexity of the issues involved. Police services across the province have already expressed a robust interest in this course.



Building relationships through our Nets for Neighbourhoods program



Providing crime prevention tips to protect our community



Sharing exciting historical moments together

## PREVENTING CRIME AND PROTECTING OUR COMMUNITY

### Preventing Crime, Protecting People

This year's theme for our Crime Prevention Week was 'Preventing Crime, Protecting People'. Our community is at the heart of everything we do and we strive to keep the community safe by working with the public. We all have a role to play.

Numerous tips designed to help keep the community safe were shared through our Facebook, Twitter, Instagram and YouTube channels. Daily videos were shared on a variety of topics including vehicle, home, and cyber safety to help ensure the well being and safety of our community.

### Project Hot Wheels

This project focused on warm-up vehicle thefts during the winter months. The victimized areas where warm-up thefts were predominate were identified through crime analysis. Officers from our Community Mobilization Team began educating the public on how to protect their vehicles. The project showed a 65 per cent reduction from January to February 2019, during the assigned project times.

Project Hot Wheels served to educate the community and support frontline operations by reducing calls for service, which assisted in deploying frontline resources more efficiently. This initiative also further demonstrated the positive impact Community Mobilization Teams have within our community.

### We Were Raptor Ready

Everyone loves a celebration, especially when it is a championship basketball game with the Toronto Raptors. The Region of Peel had viewing parties in Celebration Square, Mississauga (25,000) and Garden Square, Brampton (5,000). Peel Regional Police anticipated the thousands in attendance, which can also lead to opportunities for criminal activity. To protect our community and prevent crime, an Emergency Operations Centre (EOC) was set up, a central command and control facility, designed for carrying out emergency management at a strategic level. The EOC live streamed video footage of both locations simultaneously and coordinated resources between the two cities, which aided in the decision making that protected the property and safety of individuals and our community.





AREA OF FOCUS 2:

# Professional, Diverse and Supportive Workplace



## STRATEGIC OBJECTIVES

2.1

**Attract and retain** professional, skilled employees that reflect the community.

- 286 new hires (108 officers, 163 civilians and 15 cadets) which included: 160 (56 per cent) racialized, 139 (49 per cent) female, two (0.7 per cent) persons with disabilities and two (0.7 per cent) Aboriginal.<sup>5</sup>
- Designated groups were represented in the organization: 35 per cent females, 25 per cent racialized, one per cent persons with disabilities and one per cent Aboriginal.
- Attrition rates were 5.2 per cent for officers and 4.9 per cent for civilians.
- 81 per cent of employees have post-secondary education.
- Recruiting initiatives included advertising on [peelpolice.ca](http://peelpolice.ca), television, radio, print and other media events to attract applicants. There were a total of 110 outreach recruiting initiatives and recruiting forums to boost applications.

2.2

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

- The Workplace Mental Health Policy continued to promote programs, practices and resources to support employees and reduce environmental and organizational stressors. A new team of Psychologists dedicated to our Safeguarding Program were hired.
- The Member Support and Development Plan provides employees with information and listings for support and development services.
- Implemented action plans created from the Guarding Minds at Work survey results. Actions included mental health articles in This Week in Peel, and mental health tips on PRP TV and PRP computers.
- The Joint Occupational Health and Safety Committee conducted 219 workplace inspections.
- Peer Support added 35 new peer support members, totalling 86 trained employees from across the organization.
- 79 health and wellness related seminars were hosted with 1,417 employees in attendance, a 38 per cent increase from 2018.

2.3

**Increase** employee engagement and communication.

- Conducted an independent Strategic Planning Employee Survey in 2019. Continued to implement action plans developed in response to employee feedback from the 2016 Employee Engagement Survey.
- 44 email messages from the Chief and 264 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. There were 30 messages received to the Chief's Suggestion Box.
- [PeelPolice.ca](http://PeelPolice.ca) is a resource for employees to receive information including live social media feeds, calendar of events and news stories.
- Conducted internal surveys to receive feedback, enhance awareness and support best practices for a variety of programs and services.

2.4

**Provide** opportunities for professional development and training.

- 241 employees enrolled in 839 continuing education courses.
- Employees spent 295,280 hours in training, a 7.5 per cent increase over 2018.
- 93 unique internal courses were offered, resulting in 904 sessions being completed.
- Over 200 external and Region of Peel training opportunities were attended.
- Temporary acting opportunities were provided to 1,379 employees (376,263 hours) and 37 employees participated in an indefinite acting role.
- Posted 734 internal job vacancies.
- 71 external committee memberships.
- 20 internal standing committees.
- Career advancement opportunities included the promotion of 56 officers and the position advancement of 33 civilians.

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

## ABOUT OUR EMPLOYEES



**81%**

EMPLOYEES WITH  
POST-SECONDARY  
EDUCATION

WE SPEAK **63** DIFFERENT  
LANGUAGES

WE HAVE **1,012**  
MULTILINGUAL EMPLOYEES



**295,280**

EMPLOYEE TRAINING HOURS

## RECRUITING 2019

### Racialized People Hired



**50%**

OFFICER/CADET



**61%**

CIVILIAN

Racialized Person: refers to people who because of their race or colour are considered to be part of a racialized group in Canada.

### Online Officer/Cadet Applicants



**1,922**

**1,097**

RACIALIZED  
OFFICER/CADET  
APPLICANTS

**343**

FEMALE  
OFFICER/CADET  
APPLICANTS

**9**

MEDIA  
PROMOTION  
INITIATIVES

**110**

OUTREACH  
RECRUITING  
INITIATIVES

**7,587**

PEOPLE ATTENDED  
TARGETED RECRUITMENT  
FORUMS



New recruits ready to serve our community



Frontline officer answering a call for service

### ATTRACTING THE BEST IN OUR COMMUNITY

#### Auxiliary Celebrates its 30<sup>th</sup> Anniversary

In 2019, Peel Regional Police's Auxiliary Program celebrated 30 years of being active in the community. The program was formed in 1989 with 24 Auxiliary Officers, and today it consists of 106 highly trained volunteers who represent the diverse cultural backgrounds, careers and ages of the residents in the Region of Peel. We have a wide variety of teams within the Auxiliary Bureau that include: Marine Unit, Honour Guard, Equity and Inclusion Team, Crime Prevention Team, Peer Support Team, Training Team, Citizenship Court Team, Fitness Team and Recruiting Team. This support role helps to assist our police officers by attending community fundraising events such as Cram-a-Cruiser, RIDE programs, patrol escorts and emergency callouts. Every volunteer works hard to be a part of this program, starting with meeting the criteria similar to that of our constables. Following acceptance, there is a four month training period of 160 hours for volunteer recruits. The longest serving member in the Auxiliary Bureau is Special Constable David Hamlyn who was hired in 1989.



### PROMOTING A HEALTHIER WORKPLACE

#### International Women's Day #BetterforBalance

Our Corporate Communications Bureau developed an International Women's Day (IWD) campaign that was gender inclusive, impactful and reflective of the diversity within Peel Regional Police. While policing has historically been a male dominated profession, women play a major role in policing, bringing unique and valuable professional qualities to law enforcement. In 2019, Peel Regional Police entered the IWD Best Practice Competition to showcase our achievements to help accelerate women's equality. Over 60 employees volunteered to be part of this initiative. There were over 300 entrants to the IWD 2019 Best Practice Competition and Peel Regional Police won in the Community Services category: Supporting Local Change.

"We encourage all of our employees to work together to create a workplace with balance. Our organization is inclusive and believes in equality for all and we ensure that our employees reflect the rich diversity of our community. Equality for all is everyone's fight, not for just one day, or for just one person." - Retired Interim Chief Chris McCord

## Diversity and Inclusion Committee

Peel Regional Police has engaged with the Canadian Centre for Diversity and Inclusion (CCDI) to provide professional advisory services. The goal is to improve our organization's cultural competence and make Peel Regional Police a best-in-class police service for diversity and inclusion. A cross-functional Diversity and Inclusion Committee was formed in 2019, and is made up of 17 volunteer members from across our service. These members will be looked to as the voice of our organization with an aim to put an equitable and inclusive lens over all internal and external processes and systems.

## ENGAGING WITH OUR COMMUNITY

### #PeopleOfPeel

In June 2019, Peel Regional Police announced a new social media campaign known as #PeopleOfPeel. It showcases personal stories about our employees. With over 3000 combined sworn and civilian employees, we have a variety of skilled, engaged and professional employees who are reflective of our community. This campaign runs every Monday, highlighting the unique journeys and accomplishments of our employees. To get to know the People of Peel, please follow Peel Regional Police on Instagram.

### Blue Review eNewsletter

In 2019, Blue Review, a monthly email newsletter that community members and employees can subscribe to via [PeelPolice.ca/subscribe](https://PeelPolice.ca/subscribe) was introduced. The goal is to share with our community positive news stories about the excellent work our employees are doing. It includes information about our programs, equipment and the technology we use. There are currently 2,397 subscribers.



## STAYING CONNECTED AND COMMUNICATING

### Boots on the Ground

Peel Regional Police is committed to the mental health of its employees. As part of the Healthy Minds focus, our Organizational Wellness Bureau has partnered with Boots on the Ground to foster mental health awareness, particularly in relation to Post Traumatic Stress Disorder. Boots on the Ground is a peer support organization run for, and by, first responders. It was launched in 2018 by retired Peel Regional Police Officer David McLennan.



Get to know the #PeopleOfPeel



Stay up-to-date while on the go

### TRAINING AND PARTNERSHIPS

#### Disaster Victim Identification Course

In June 2019, Peel Regional Police hosted a three day intensive Disaster Victim Identification Course held at the Emil Kolb Centre for Police Excellence. Forensic Officers from police services across the Greater Toronto Area (GTA) learned processes and paperwork for a mass casualty incident through lecture and mock scenarios. This course was the first of its kind in Ontario and was taught by guest instructor, Howard Way, of the United Kingdom Disaster Victim Identification Unit.

#### Training with the Canadian Armed Forces

In 2019, five of our canine teams participated in an escape and evasion exercise with snipers from the Canadian Armed Forces Base in Petawawa, Ontario. Three teams of army snipers were dropped into different parts of a large forested area with only a compass and a map, and had to reach a target destination 12 kilometres away in 5.5 hours. Each sniper had a 15 minute head start on each of our finest four legged members. In the end, only one team was able to avoid being tracked down. Over the three days of training, police officers and military personnel continued to build on an already strong and valued relationship.



#### Public Safety Unit at Base Borden

The Public Safety Unit (PSU) conducted a week of training at The Department of National Defence Camp Borden. The PSU is prepared to be deployed for any civil disturbance, including: riots, disorders, violent gatherings, concerts, labour disputes and any event that disrupts public peace. The PSU is made up of 60 officers that attend a mandated training week on an annual basis. The training consists of crowd management and crowd control tactics, and real time scenarios. In 2019, the PSU was called out 6 times, including Raptors events and assisting neighbouring police agencies.



One of our 13 active duty K9 teams



AREA OF FOCUS 3:

# Quality Service and Fiscal Responsibility



## STRATEGIC OBJECTIVES

3.1

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

- The Residential and Business Community Surveys were conducted, and feedback will be used to develop the 2020-2023 Strategic Plan. 82 per cent of residents are satisfied with their personal safety from crime. Of those businesses approached by police, 79 per cent were satisfied with how they were treated.
- The Office of the Independent Police Review Director received 98 public complaints about Peel Regional Police and concluded 98. Peel Regional Police submitted quarterly reports on public complaints to the Peel Police Services Board.
- Published six Police Service Act decisions on our external website.
- Conducted regular reviews of our Directives. As of December 31, 2019, there were 324 Directives to ensure compliance with the Ontario Policing Standards and applicable legislation.
- Continued to follow the framework and processes associated with Platinum Excellence, Innovation and Wellness Award from Excellence Canada.
- The Proud to be Peel campaign is currently under review, and future direction will be determined in 2020.

3.2

**Review** business and risk management processes to address changing demands.

- The 2020 Budget was approved by the Peel Police Services Board and Regional Council and includes approval for hiring an additional 35 officers and 18 civilians in 2020.
- Analysis of calls for service resulted in divisional realignment to balance officer workload. Start times were adjusted to improve service delivery.
- Redirected 11,651 low-priority, non-emergency calls to the Call Diversion Unit. Citizens reported 5,425 incidents through our online reporting system.
- Participated on committees through the Canadian Association of Chiefs of Police (CACCP) and the Ontario Association of Chiefs of Police (OACP).
- Mitigated risk by investigating the 14 Risk Reports submitted by Peel Regional Police employees.
- Completed 10 compliance audits and nine operational audits.

3.3

**Leverage** shared services and strengthen partnerships.

- Participated on over 250 external committees.
- Partnered with the Canadian Medic Alert Foundation for a joint public safety program called the MedicAlert Connect Protect which provides 24/7 access to information on vulnerable members of the community who are subscribed to the program.
- Completed nine Joint Force Operations to help combat criminal operations.
- Renewed long-standing funding partnerships with all levels of government resulting in Peel Regional Police receiving \$16.3 million in funding to support community safety.

### 2020 APPROVED BUDGET

**\$445.8**  
MILLION



### 2020 AUTHORIZED COMPLEMENT

Officers 2,163

Civilians 914

Cadets 30

**3,107**  
EMPLOYEES

3.4

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

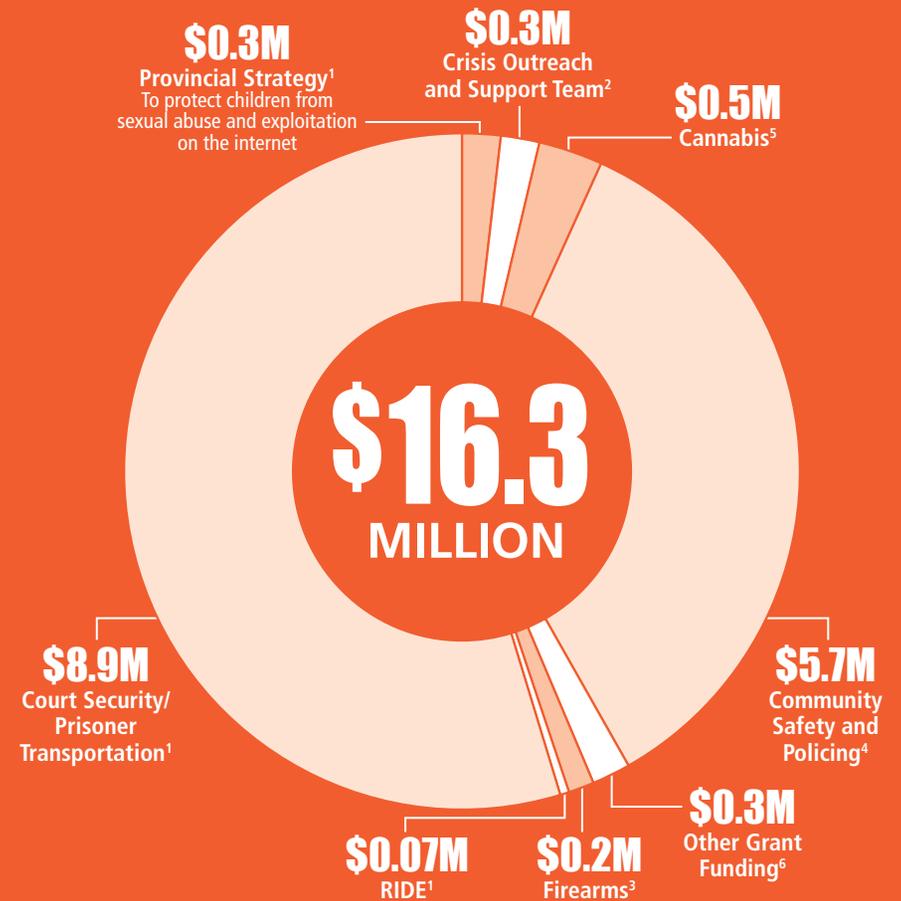
- Completed the following:
  - Communications revitalization project;
  - 12 Division cell revitalization;
  - Cybercrime office installation.
- Phases one and two of the Long Term Facility Accommodation Plan are underway, including renovations to Sir Robert Peel Centre and the Emil Kolb Centre for Police Excellence.
- The 10-Year Capital Plan was developed and approved by the Peel Police Services Board and Regional Council.
- Upgrades to the Interview Room Recording System (IRRS) resulted in a new system being deployed.
- The Automated Fingerprint Identification System (AFIS) was launched.
- Ongoing and future projects include:
  - Implementation of System Resilience for Radio System;
  - Forensics renovation project.

3.5

**Engage** in responsible environmental management practices.

- Through our environmental initiatives, we continue to focus on reducing our carbon footprint by using responsible environmental management practices:
  - Fleet Services currently recycle their disposed lubricants and oil, used tires and scrap metal;
  - Quartermaster Stores received approval for the repurposing of uniform and equipment for re-issue.
- Partnered with the Toronto and Region Conservation Authority to undertake environmental initiatives in the community.
- Peel Regional Police is a member of the Region of Peel's Climate Change Leadership Committee whose mandate is adapting to and mitigating the effects of climate change.
- Our fleet includes three hybrid vehicles, four T3 electric motion vehicles and 48 bicycles.

## 2019 FUNDING PARTNERSHIPS



<sup>1</sup> Ministry of the Solicitor General.

<sup>2</sup> Canadian Mental Health Association Peel Branch.

<sup>3</sup> Chief Firearms Office for Ontario.

<sup>4</sup> Ministry of the Solicitor General.

<sup>5</sup> Ontario Cannabis Legalization Implementation Fund.

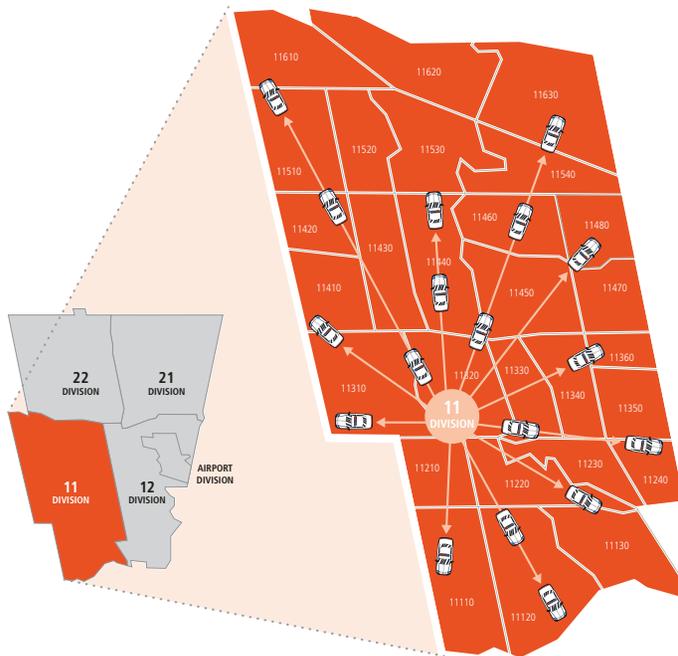
<sup>6</sup> Other Grant Funding:

Ministry of the Solicitor General - Provincial Proceeds of Crime (POC) - Technical Investigations (\$0.1M), Hate Crimes and Extremism Investigative Team (HCEIT) (\$0.001M), Strategy to Prevent Human Trafficking (\$0.1M), Ontario Ministry of Children, Community and Social Services - Youth in Policing Initiative (\$0.1M), Government of Canada - Federal Victims Fund Measures to Address Prostitution (\$0.008M).

HOW WE CONTINUE TO DELIVER QUALITY SERVICE

**New Divisional Realignment = Balance**

In 2019, the Frontline Deployment Patrol Committee conducted a review of divisional workload to determine if any divisional realignment was necessary to create a more balanced workload amongst Uniform Patrol Officers to better serve the community. As a result, it was determined that the boundary between 11 and 12 Division will now be Hurontario Street and the boundary between 12 and 21 Division will now be Highway 407. This decision was data driven, based on analytics and will be continuously monitored to ensure that an equitable workload is maintained. These realignments will ensure that divisional officers will be working at a consistent level with their peers in the other divisions.



**Divisional Boundaries**  
The Region of Peel is mapped out and divided into five Divisions.

**Officer Deployment**  
At the start of each shift, officers depart from the Division to their assigned Patrol Zones.

**Patrol Zones**  
Officers are in close proximity to each other while on patrol.

**GTAA Contract Renewal – 10 More Years**

Peel Regional Police has renewed its contract with the Greater Toronto Airports Authority (GTAA), committing to another 10 years of policing service at Toronto Pearson International Airport (TPIA). With 50.5 million passengers travelling through TPIA annually, it has almost twice the passenger volume of the next busiest Canadian airport, and it ranks among the busiest airports in the world. With over 100 employees in our Airport Division, we look forward to continuing this partnership and keeping travellers passing through Peel Region safely.



**Records Department Opens at 11 Division**

To more effectively serve the public, the location of the Records Search Unit was moved from Square One to 11 Division for more space. The existing location at Sir Robert Peel Centre has remained unchanged. Hours of operation at both locations are Monday to Friday 8 a.m. to 6 p.m. and Saturday 9:30 a.m. to 4:30 p.m.

OUR STRIVE FOR EXCELLENCE AND COMMUNITY INVOLVEMENT

**Peel Regional Police 2019 Residential Community Survey and 2019 Business Community Survey**

With our commitment to providing the best policing services, we collaborated with PRA Inc., an independent research firm, to conduct the 2019 Residential Community Survey and the 2019 Business Community Survey. The surveys provide the community with an opportunity to voice their opinions and have direct input into the delivery of policing services. The information gathered from the surveys is part of Peel Police Services Board consultation process for the development of Peel Regional Police’s 2020-2023 Strategic Plan. The input received will assist in determining and prioritizing policing initiatives and programs, and will help Peel Regional Police provide the best policing services to meet community needs. The results of the Residential Community Survey and the Business Community Survey will be available on the Peel Regional Police website at the conclusion of the survey.

## NEW EQUIPMENT TO MEET OUR COMMUNITY'S NEEDS

### New and Improved Communications Centre

The Communications Centre located at the Sir Robert Peel building was renovated and updated. New equipment was installed that will effectively and efficiently meet the everyday demands of the Communications Centre. This project also involved temporarily relocating the Communications Centre and Communications Support while the renovations were being conducted. Despite the complexity and magnitude of this renovation, the project was completed right on schedule in eight weeks.

"Over the last year the Communications Centre went through renovations. The renovations have greatly boosted morale within our Bureau and we are very grateful for the changes. The addition of ergonomic desks allows us to stand up while performing our duties and also reduces sick leave by minimizing injuries and reducing stress." - Mr. Michael Andradý, Communicator

### Launch of Marine 2

In 2019, Peel Regional Police launched its new state-of-the-art boat Marine 2. Our new boat is fast, agile and equipped with the most up-to-date electronics and devices to help officers perform their duties. This boat has forward-looking infrared radar, which is capable of seeing through fog and total darkness, which makes it possible to rescue distressed boaters even when visibility is poor. The Marine Unit are proud to continue building relationships with the boating community and businesses along Lake Ontario.

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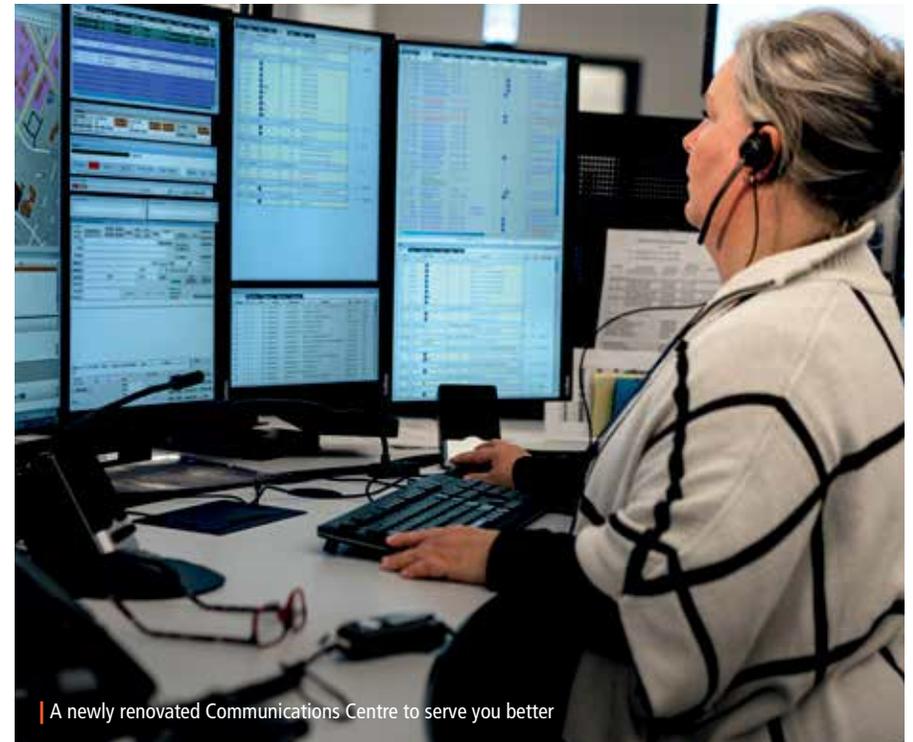
BOATS  
CHECKED

77

MARINE-RELATED  
CALLS

12

SEARCH AND  
RESCUE CALLS



A newly renovated Communications Centre to serve you better



Building relationships on the waterways

### KEEPING UP WITH TECHNOLOGY

#### New Cyber Support Unit

A new Cyber Support Services (CSS) investigative unit was formed by Peel Regional Police in 2019. CSS will contribute to crime prevention initiatives and support internet/social media related criminal investigations by providing education and technical assistance to frontline officers, intelligence and investigative bureaux. CSS will enhance the scope of our officer's investigative capabilities and improve service delivery to our community. Some of the supported investigations will include:

- Criminal offences utilizing a computer/technology as a tool (identity theft, online threats, criminal harassment, human trafficking, cyber bullying).
- Computer/technology as a target (denial-of-service, ransomware demands).

#### Keeping Up with Technology

Our Information Technology Services (ITS) is made up of 95 authorized staff within four major business units: Infrastructure and Data Centre Operations, VCOM and Support Services, Business Solutions and Applications, and Client Technology Services. Our VCOM Radio group supports eight public-safety/public-service agencies within the Region of Peel.

In 2019, ITS was diligent in keeping our police service safe with state-of-the-art services, upgrades and equipment. ITS migrated our desktop operating system and Office applications from Windows 7 to Windows 10. During this process a number of security measures were also incorporated to provide added protection. USB encryption was deployed through over 1,500 flash drives and over 90 2TB portable drives. Additionally, ITS ran a proof of concept with mobile phones to front line officers with an Innovation group.



Cyber awareness and education offered to keep the community safe



Keeping our information secure





# By the Numbers - Statistical Data

The following pages contain a condensed version of crime-related data reflecting actual crimes reported to Peel Regional Police. To view our divisional crime data, please visit [PeelPolice.ca](http://PeelPolice.ca)



## CRIMINAL OFFENCES

Crimes Against Persons  **0.7%**

Crimes Against Property  **-6.8%**

Drugs  **-39.8%**

## ROBBERIES

Total  **-13.6%**

With Weapon  **-6.9%**

Without Weapon  **-22.0%**

## BREAK AND ENTERS

Total  **-4.1%**

Residence  **-11.7%**

Business  **2.1%**

Other  **36.7%**

Increase and decrease percentages are based on rates.

## CRIMINAL OFFENCES

	2018			2019			2018 – 2019 Variance	
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	Number	Rate Per 100,000 (%)
<b>Crimes Against Persons*</b>	9,333	76.4	686.3	9,492	77.9	690.8	159	0.7
Homicide Occurrences*	24	79.2	1.8	28	67.9	2.0	4	11.1
<i>Homicide Victims*</i>	25	~	~	31	~	~	6	~
Attempted Murder	39	69.2	2.9	31	71.0	2.3	-8	-20.7
Assaults (non-sexual)	4,990	85.8	366.9	5,156	86.5	375.3	166	2.3
Sexual Violations	1,102	66.4	81.0	1,016	70.2	73.9	-86	-8.8
Robberies	1,051	40.0	77.3	918	42.9	66.8	-133	-13.6
Threatening or harassing phone calls	49	26.5	3.6	61	42.6	4.4	12	22.2
Criminal harassment	239	81.2	17.6	300	83.7	21.8	61	23.9
Uttering threats	1,542	79.7	113.4	1,678	78.3	122.1	136	7.7
Other violent violations	145	53.1	10.7	151	38.4	11.0	6	2.8
<b>Crimes Against Property</b>	28,039	27.7	2,061.7	26,412	29.8	1,922.3	-1,627	-6.8
Break and Enter	3,186	24.8	234.3	3,089	22.6	224.8	-97	-4.1
Theft Motor Vehicle	3,094	9.6	227.5	3,062	7.2	222.9	-32	-2.0
Theft Over and Under \$5,000	14,752	25.1	1,084.7	13,746	28.8	1,000.4	-1,006	-7.8
From motor vehicle	4,888	3.2	359.4	4,354	4.9	316.9	-534	-11.8
Shoplifting	4,315	63.5	317.3	4,836	63.1	352.0	521	10.9
Possession of Property Obtained by Crime	926	98.5	68.1	882	100.9	64.2	-44	-5.7
Frauds	2,324	35.2	170.9	2,319	35.2	168.8	-5	-1.2
Mischief	3,699	33.0	272.0	3,264	38.9	237.6	-435	-12.6
Arson	58	31.0	4.3	50	24.0	3.6	-8	-16.3
<b>Drugs**</b>	2,098	99.5	154.3	1,276	98.4	92.9	-822	-39.8
Trafficking/Production/Distribution**	304	98.4	22.4	308	94.5	22.4	4	0.0
Possession**	814	99.9	59.9	913	99.6	66.4	99	10.9
<b>Criminal Driving Offences</b>	5,897		433.6	3,184		231.7	-2,713	-46.6
Impaired Driving (Alcohol/Drugs)	1,196		87.9	1,082		78.7	-114	-10.5
Fail/Refuse Breath/Blood Sample	136		10.0	112		8.2	-24	-18.0
Dangerous Operation	468		34.4	384		27.9	-84	-18.9
Other CC Traffic Offences	4,097		301.3	1,606		116.9	-2,491	-61.2

\* 2018 restated.

\*\* Drugs total includes criminal cannabis. Trafficking/Production/Distribution and Possession subcategories of Drug statistics do not include criminal cannabis.

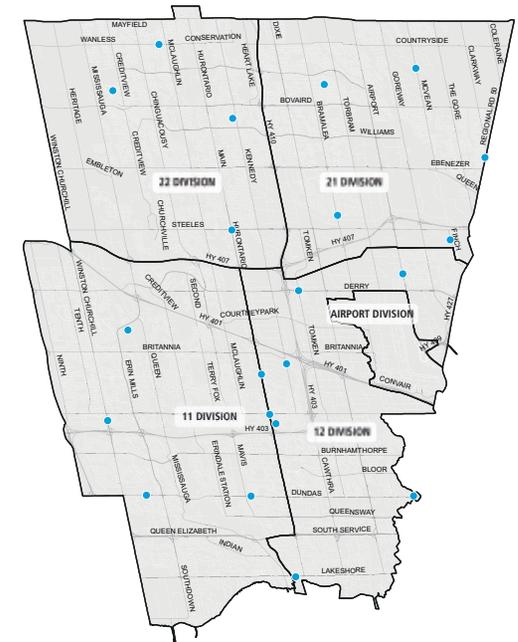
TRAFFIC MANAGEMENT	2018		2019		2018 – 2019 VARIANCE	
	Number	Rate Per 100,000	Number	Rate Per 100,000	Number	Rate Per 100,000 (%)
<b>Motor Vehicle Collisions – TOTAL</b>	28,912	2,125.9	29,364	2,137.1	452	0.5
Reportable collisions	17,088	1,256.5	15,673	1,140.7	-1,415	-9.2
Fatal collisions	36	2.6	22	1.6	-14	-38.5
Personal injury	2,007	147.6	1,888	137.4	-119	-6.9
Property damage	15,045	1,106.3	13,763	1,001.7	-1,282	-9.5
Non-reportable collisions	11,824	869.4	13,691	996.4	1,867	14.6
<b>Traffic Enforcement (Highway Traffic Act)*</b>						
<b>HTA charges – TOTAL</b>	88,864	6,534.1	64,345	4,683.0	-24,519	-28.3
Careless driving	2,343	172.3	1,693	123.2	-650	-28.5
Use electronic device	2,895	212.9	1,238	90.1	-1,657	-57.7
Disobey traffic light	2,162	159.0	2,065	150.3	-97	-5.5
Fail to stop at stop sign	4,504	331.2	3,164	230.3	-1,340	-30.5
Invalid permit	18,700	1,375.0	16,177	1,177.4	-2,523	-14.4
Seatbelt	1,443	106.1	790	57.5	-653	-45.8
Other HTA	24,906	1,831.3	18,695	1,360.6	-6,211	-25.7
Speeding	31,911	2,346.4	20,523	1,493.7	-11,388	-36.3
<b>HTA cautions – TOTAL</b>	9,504	698.8	8,474	616.7	-1,030	-11.7
<b>RIDE Program</b>						
Vehicles checked	41,539	3,054.3	28,931	2,105.6	-12,608	-31.1
WARN range suspensions	242	17.8	198	14.4	-44	-19.1
Impaired driving charges	34	2.5	52	3.8	18	52.0
Excess blood alcohol charges	114	8.4	128	9.3	14	10.7

ORGANIZATIONAL	2018		2019		2018 – 2019 VARIANCE	
	Number		Number		#	%
<b>Public Complaints</b>						
Complaints received	86		98		12	14.0
Complaints concluded	95		98		3	3.2
<b>Firearms Seized</b>	459		436		-23	-5.0
<b>Bail Hearings*</b>	11,635		11,641		6	0.1

PERSONS CHARGED	2018			2019		
	Adult	Youth	Total	Adult	Youth	Total
<b>Persons Charged - TOTAL</b>	13,884	1,788	15,672	13,567	1,287	14,854
Crimes Against Persons	4,367	938	5,305	4,516	697	5,213
Crimes Against Property	3,975	512	4,487	4,279	378	4,657
Criminal Driving Offences	1,341	21	1,362	1,274	24	1,298
Drugs	1,155	63	1,218	899	10	909

\* 2018 restated.

## 2019 FATAL MOTOR VEHICLE COLLISIONS



### TRAFFIC MANAGEMENT



### REGULATED INTERACTIONS

Collection of Identifying Information Ontario Regulation 58/16

- No attempted collections which information was not collected.
- Four individuals from whom identifying information was collected.\*
- Restricted data was accessed 10 times.

\* Two non-racialized males; one non-racialized female; one racialized male over 18-years-of-age.

\* Detailed information available in a report to the Police Services Board - February 28, 2020 agenda.

## DEMOGRAPHIC GROWTH FIVE-YEAR INCREASE



Registered Vehicles  
**+ 108,756**



Households  
**+ 26,000**



Policing Population  
**+ 60,000**



## WEIGHTED CLEARANCE RATE



● Peel ● Ontario ● Canada

Source: Statistics Canada, Police Resources in Canada 2018.  
Canadian Centre for Justice Statistics. 2019 data not available.

## VIOLENT CRIME SEVERITY INDEX



● Peel ● Ontario ● Canada

Source: Y12-02-01-01 (External Government Publications) Crime Statistics - Juristat/Canada Crime Statistics 2018/Data. Note: Past year numbers are updated by stats.

## FIVE YEAR SUMMARY

	2015	2016	2017	2018	2019
<b>Demographics</b>					
Policing population*	1,314,000	1,333,000	1,346,000	1,360,000	1,374,000
Young persons (12-17 yrs)*	102,696	102,050	103,530	105,010	106,490
Number of households*	398,000	406,000	412,000	418,000	424,000
Number of registered vehicles**	1,038,662	1,067,523	1,096,645	1,117,688	1,147,418
<b>Complement: Authorized</b>					
Police	1,996	2,015	2,036	2,073	2,128
Civilians	837	840	847	874	896
Cadets	30	30	30	30	30
TOTAL	2,863	2,885	2,913	2,977	3,054
<b>Workload</b>					
Calls to 9-1-1	325,509	319,387	365,368	430,111	464,632
Calls received to communications	579,761	596,468	639,085	709,534	745,927
Citizen-initiated events***	221,293	225,076	230,605	236,288	259,895
Immediate response events	55,516	61,053	67,012	73,586	76,856
Occurrences	95,108	95,825	100,225	105,513	103,317
<b>Fleet</b>					
Police fleet (vehicles, bicycles, trailers)	788	796	789	826	873
Kilometres travelled	16,050,792	15,325,011	15,178,015	15,362,955	15,088,170
<b>Budget</b>					
Net budget	\$360,913,440	\$372,823,580	\$384,788,000	\$401,510,000	\$423,070,000
<b>Canadian Criminal Code Offences</b>					
TOTAL*	36,797	38,154	40,382	43,378	41,268
Rate per 100,000 population	2,800.4	2,862.3	3,000.1	3,189.6	3,003.5
Percent (%) solved	53.0	51.4	49.2	47.4	49.3
<b>Crimes Against Person Violations</b>					
TOTAL*	6,860	7,591	8,112	9,333	9,492
Rate per 100,000 population	522.1	569.5	602.7	686.3	690.8
Percent (%) solved*	78.5	78.1	75.4	76.4	77.9
<b>Crimes Against Property Violations</b>					
TOTAL*	23,789	24,374	25,998	28,039	26,412
Rate per 100,000 population	1,810.4	1,828.5	1,931.5	2,061.7	1,922.3
Percent (%) solved*	34.3	31.8	30.2	27.7	29.8
<b>Drug Violations</b>					
TOTAL	3,491	3,086	2,631	2,098	1,276
Rate per 100,000 population	265.7	231.5	195.5	154.3	92.9
Percent (%) solved	99.6	99.3	99.4	99.5	98.4

\* 2018 restated.

\*\* Source: 2015-2018 Ontario Ministry of Transportation. 2019 is based on Peel Regional Police estimates as MTO data is unavailable.

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

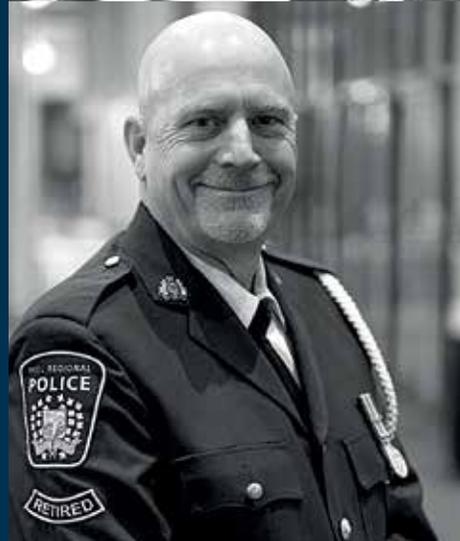
\*\*\*\* 2019 crime statistics are based on a download of data from the Records Management System the second week of January 2020. Statistics here are a "snapshot" in time and can change for various reasons (i.e. incidents being reclassified, later reporting of incidents). The system is continuously 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.



**PEOPLE OF PEEL**

Get to know us. We are the People of Peel,  
a team of dedicated professionals sharing  
our stories with you, one at a time.

[PeelPolice.ca/PeopleOfPeel](https://PeelPolice.ca/PeopleOfPeel)



# A SAFER COMMUNITY TOGETHER

[PeelPolice.ca](http://PeelPolice.ca)

