

ANNUAL REPORT

2019

# We are your

## PETERBOROUGH POLICE SERVICE





# MESSAGE FROM THE CHIEF

“ All of our successes that you will read about in the following pages are a direct result of our members not only working with each other but working alongside our many stakeholders and community partners. ” - Chief Scott Gilbert

I am very pleased to present the 2019 Annual Report that highlights many areas of our Service and the exceptional work being done every day by our members, Sworn, Civilian and Auxiliary.

All of our successes that you will read about in the following pages are a direct result of our members not only working with each other but working alongside our many stakeholders and community partners. Any of the challenges we faced in 2019 and the challenges that lie ahead for our Service will also be tackled with this team approach of police and public working together.

In 1829 Sir Robert Peel, deemed the founder of community policing, said, “the police are the public and the public are the police” and that certainly still holds true today.

Everything we do is done in partnership with our community and the residents that we serve in the City of Peterborough, the

Village of Lakefield and the Township of Cavan Monaghan.

For the first time in three years our calls for service increased 2.8% over 2018. Our Service continues to use a team policing concept which allows officers within each of our six patrol zones to examine calls for service and identify trends, problems or potential problems in their area and discuss strategies to solve or avert the problem. A summary of the police efforts from each of the six areas are noted in this report.

In 2019 we saw a slight decrease of 0.6% in criminal offences. During the year our Intelligence, Crime Analyst, Asset Forfeiture and Drug (ICAD) Unit was involved in several investigations targeting drugs and firearms trafficking.

Cocaine continues to be the most significant drug seized in our communities but we noticed a continuing increase in the seizure of fentanyl.

We have always said we cannot arrest

our way out of addictions, mental health, homelessness and poverty. Any long term and sustainable solutions to these critical issues in our communities will only come as a result of community partners, including police, working together.

From our Community Services officers in our area schools, to our Traffic officers on our roads to our 9-1-1 dispatchers on the line to take your calls we will continue to serve our communities with pride and in a professional, friendly, and helpful manner.

In order to continue to serve you better we always welcome and encourage your feedback, your praise and your criticism to help us improve. We look forward to continuing to partner with you in 2020 to keep our communities safe places to live, work and play.

Respectfully,

Scott Gilbert  
Chief of Police



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## VISION

To be the best police service, providing the highest standard of professionalism in partnership with our community.

## MISSION

To promote the safety of citizens and the protection of property through an appropriate balance of law enforcement, problem solving and crime prevention initiatives. This is based on the philosophy of community policing that involves working in partnership with citizens and other community stakeholders.

## CORE VALUES

- Integrity and loyalty
- Empathy and fairness
- Impartiality and transparency
- Respect and civility
- Courage and leadership

## MOTTO

Professional • Friendly • Helpful



# Who we serve

## AREA 1:

The heart of our City with a high concentration of commercial and entertainment businesses.

## AREA 2:

The north end of the City with a high concentration of residential, business core, schools and Trent University.

## AREA 3:

Consists of the City's west end which covers a large commercial, retail and industrial section of the City and includes Fleming College and the Peterborough Regional Health Centre.

## AREA 4:

Encompasses the south and east end of the City and includes the historic Hunter Street Bridge, a portion of Little Lake and a commercial and retail area that includes Lansdowne Place Mall.

## AREA 5:

Consists of the Ward of Lakefield in Selwyn Township. The Ward of Lakefield is a healthy and vibrant community with a mix of residential and small businesses.

## AREA 6:

Encompasses the Township of Cavan Monaghan, a large rural area that includes the communities of Millbrook, Cavan, Ida, Mount Pleasant and Springville. It also includes the Peterborough Municipal Airport.

PETERBOROUGH

2019 POPULATION  
85,500

LAKEFIELD

2019 POPULATION  
2,555

TOTAL AUTHORIZED STRENGTH

198

140

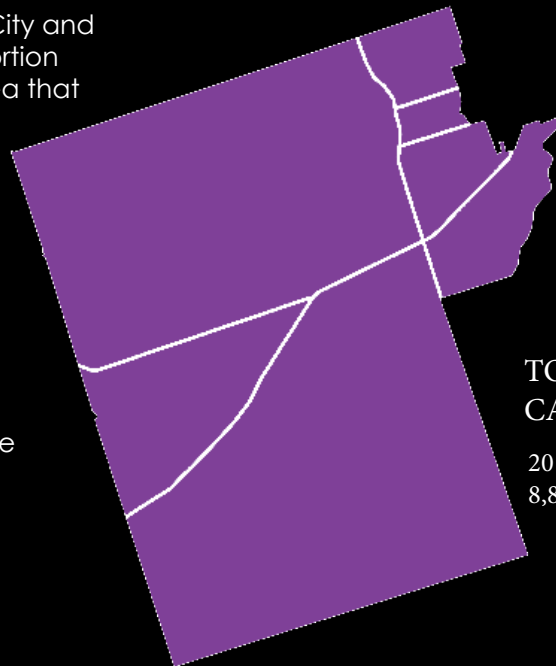
SWORN MEMBERS

58

FULL-TIME  
CIVILIAN  
MEMBERS

TOWNSHIP OF  
CAVAN MONAGHAN

2019 POPULATION  
8,830





# OPERATIONS DIVISION

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In 2019 the Operations Division consisted of 98 sworn officers, 21 civilians and 33 auxiliary members. The Operations divisional objectives for 2019 focused on team policing, traffic safety and building relationships with our local youth.

In 2019 calls for service increased for the first time in three years. 2019's calls for service totaled 32,128, up 2.8% from 2018's total of 31,246. Reported crimes were down 0.6% from 2018.

Responding to calls for service is the primary responsibility of the Uniform Community Patrol, which consists of four platoons providing 24/7 frontline policing coverage to the communities we serve in the City of Peterborough, Village of Lakefield and the Township of Cavan Monaghan.

Working within the team policing concept, officers are assigned to one of our six patrol areas for the year. This concept provides a sense of familiarity and ownership with the varying concerns from the community. Officers in each area work as a team under the direction of a Team Coordinator.

COMMUNITY PATROL • TRAFFIC SERVICES UNIT • COMMUNITY SERVICES UNIT • CANINE UNIT • TRAINING UNIT  
• ALTERNATE RESPONSE UNIT • EMERGENCY RESPONSE TEAM • AUXILIARY UNIT •

Throughout the year Team members met to identify existing or potential problems within their area, discuss possible strategies to solve or avert the problem and report on the results of problem solving initiatives. A summary of police efforts and activities from each of the six areas are noted in this report.

The Traffic Services Unit contributed significantly to the Service's successes in 2019 by providing education and enforcement initiatives despite continuing to supplement other staffing shortfalls such as court security, crime scene security and escorts.

2019 saw a complete transition for our Canine Unit with Police Service Dog (PSD) Wolfe and PSD Hal retiring and two new teams consisting of PC Cowie and PSD Isaac and PC Adey and PSD Chase taking their place. Our Canine Unit supports both our frontline patrol and our Emergency Response Unit in calls for service in Peterborough, the Village of Lakefield and Cavan Monaghan. Each team is continuing to meet and exceed the now long standing traditions established by all of our past canine teams.

The Emergency Response Team had another successful year responding to high-risk situations and assisting officers with searches and training. In 2019 a competition was held and the Unit welcomed three new members to its team including its first female member.

The Training Unit continues to be challenged by an inordinate volume of legislated training requirements and limited training time. There is a continued focus on implementing a dynamic and effective on-line learning program for staff. In 2019, members of the Service received 16,018 hours of training down 13% compared to 2018's total.

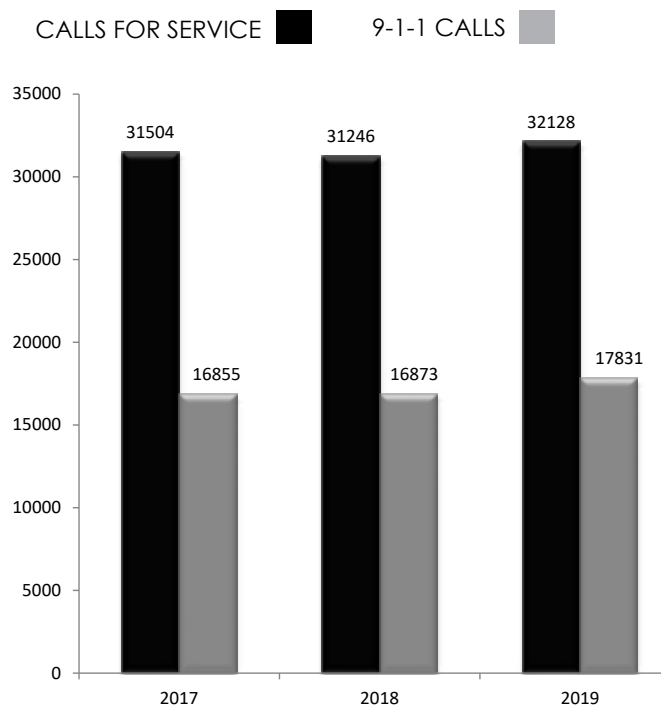
Our Service is extremely proud of our Auxiliary Unit as they volunteer thousands of hours to

our community year after year. In 2019 a large recruitment process was held and the Unit welcomed 15 new members.

As we look to 2020 training, succession planning and technology remain the Service's top challenges. We will continue to provide our frontline officers with the necessary equipment and training to be prepared for life's worst moments and at the same time remain financially responsible to ever challenging budget limitations. Public safety and officer safety is of the utmost importance to our Service and we continue to do our very best to strike the proper balance in order to meet legislated requirements.

*To read the entire Operations Divisional Report please visit [peterboroughpolice.com/learn/reports](http://peterboroughpolice.com/learn/reports)*

## 2019 CALLS FOR SERVICE



The 2019 increased by 2.8% over 2018.

## 2019 STATS

**32,128**

CALLS FOR SERVICE

**+ 2.8%**

INCREASE IN CALLS FOR SERVICE

**-0.6%**

DECREASE IN REPORTED CRIME

**-5.3%**

DECREASE IN YOUTH CALLS

**-1.1%**

DECREASE IN TRAFFIC COMPLAINTS

# AREA 1 CENTRAL AREA



**A**rea 1 is a unique patrol zone and the location of the City's vibrant downtown containing a large business and service industry during the day, an entertainment district at night and also housing a residential area.

In 2019 Area 1 had the largest number of officers, 16, patrolling the area, with eight assigned as foot patrol and eight community patrol drivers.

There were two team meetings held in 2019 where team members met as a group to discuss current trends and issues and to establish a focus for members of the team to work collectively in order to best serve the downtown community.

As in past years, members from the Downtown Business

Improvement Area were invited to share their views of the downtown and their specific policing needs.

In 2019 Area 1 officers designed and distributed a survey to downtown businesses garnering feedback on community concerns. The project was put on hold as resources were deployed to assist with Victoria Park but this initiative will be continued as part of the 2020 Team Policing Project.

Areas of focus in 2019 included working with the Parking Enforcement Office at the King Street parking garage regarding unwanted individuals and working with downtown banks to address concerns regarding vulnerable persons loitering in ATM vestibules at night.

**6,982**  
CALLS FOR SERVICE

**80%**  
INCREASE IN  
ROBBERIES

**20%**  
INCREASE IN  
BREAK & ENTERS

**-29.5%**  
DECREASE IN  
FRAUDS

**5.9%**  
INCREASE IN  
DRUG OFFENCES

**-14.9%**  
DECREASE IN  
ASSAULTS





**8,189**  
CALLS FOR SERVICE

**75%**  
INCREASE IN  
ROBBERIES

**70.8%**  
INCREASE IN  
BREAK & ENTERS

**6.3%**  
INCREASE IN  
THEFTS

**26.7%**  
INCREASE IN  
DRUG OFFENCES

**-21.0%**  
DECREASE IN  
ASSAULTS

**A**rea 2 encompasses the north end of the City with a high concentration of residences, businesses and schools, including Trent University

In 2019 Area 2 had the highest number of calls for service out of our six patrol areas.

During the year officers were tasked to work together in pairs to accomplish team projects and be responsible for liaising with community groups and businesses highlighted as having the greatest number of calls for service. The main goal was to reduce the number of calls for service in Area 2 and form partnerships with community stakeholders.

In 2019 Area 2 officers continued to liaise with Trent University to ensure a safe Head of the Trent Regatta

homecoming weekend that takes place in early October each year; worked to reduce the number of loitering and other offences taking place outside businesses in the area of George and Brock Streets and helped enforce bylaws around tenting in Victoria park during the summer.

In 2019 a Traffic Constable identified intersections and roadways in Area 2 responsible for the greatest number of calls for service and motor vehicle collisions. In addition to other Team Projects, Area 2 officers focused on targeted traffic details and traffic enforcement in the areas identified as problematic to reduce the number of occurrences.

**AREA 2 NORTH END**

# AREA 3 WEST END



**6,523**  
CALLS FOR SERVICE

**40%**  
INCREASE  
ROBBERIES

**-36.8**  
DECREASE IN  
BREAK & ENTERS

**14.3%**  
INCREASE IN  
SEX OFFENCES

**-43.5%**  
DECREASE IN  
DRUG OFFENCES

**17%**  
INCREASE IN  
ASSAULTS

Consisting of the City's west end, Area 3 covers a large commercial, retail and industrial section of the City and includes Fleming College and the Peterborough Regional Health Centre.

In 2019 calls for service in Area 3 decreased by six per cent compared to 2018 with an average of 596 calls for services a month.

Motor vehicle collisions increased in Area 3 in 2019 and addressing the issue was a priority. One of the concerns was the new crosswalk on Brealey Drive near the Peterborough Sport and Wellness Centre. Officers attended the area and provided both education and enforcement to motorists. Many hours were dedicated in 2019 to ensure safe roads in Area 3

and will remain a focus for 2020.

Due to legislated requirements, each year officers from all areas spend a large amount of time at the local hospital. In 2019 the Peterborough Regional Health Centre was the location with the highest number of calls for service in Area 3. Police will continue to liaise with hospital officials to ensure efficiencies while complying with mandated legislation.

In 2019 Area 3 officers continued a number of previous projects including liaising with group homes to positively impact the youth living in the homes and continuing the Good Neighbour Program, a collaboration between Fleming College and police to foster positive relationships between students and permanent residents.



**6,148**

CALLS FOR SERVICE

**33.3%**

INCREASE IN  
ROBBERIES

**37.3%**

INCREASE IN  
BREAK & ENTERS

**19.4%**

INCREASE IN  
SEX OFFENCES

**-51.9%**

DECREASE IN  
DRUG OFFENCES

**-13.9%**

DECREASE IN  
ASSAULTS

**A**rea 4, the south and east end of the City, is a unique area containing large residential areas, commercial areas and multiple businesses including Lansdowne Place Mall.

There were two team meetings held during 2019 where Area 4 members discussed current issues unique to the area with a goal of maintaining a unified focus where members would work collectively to best serve the community.

Concerns that were identified throughout the year included the following: panhandling at a Hunter Street East pharmacy, which was addressed through communication between police and pharmacy staff and issuing Provincial Offence Notices; increase in the number of street racers during

the nighttime hours at James Stevenson Park, which was combatted by officers conducting more patrols during these hours and speaking with residents; and thefts during early morning hours from the front porches of homes on Robinson Street, which was addressed again by increasing patrols and speaking with residents.

Another concern was vulnerable persons tenting in various locations throughout Area 4 including the area of James Stevenson Park and Turtle Island. Area 4 members worked with and supported The City of Peterborough in their homeless strategy and took direction from the City regarding any enforcement.

# AREA 4 SOUTH/EAST END

# AREA 5 VILLAGE OF LAKEFIELD



The Village of Lakefield, known as Area 5, is a healthy and vibrant community with a mix of residential, small businesses and schools.

The Service has been policing the Village since 1999 first as an amalgamated police service until 2015 and since then as a contracted service.

Community policing remains at the very heart of policing in the Village. In 2019 the Area 5 officers continued to work with the community to maintain positive relationships while educating citizens to help reduce crime and calls for service, including encouraging citizens to use the Service's non-emergency crime reporting page located on the Service's website [www.peterboroughpolice.com](http://www.peterboroughpolice.com)

In 2019 there were a total of 464 calls for service in Area 5, a decrease of 8% from 2018. There were 56 criminal

offences in 2019, the same number as 2018.

The highest number of calls for service were community services calls. The second highest category of calls were traffic calls related to the issue of the no left turns at Water and Bridge Streets. In 2018 improved signage was added to the area to help educate the public. As a result of officers conducting traffic details in the area of the bridge, it was determined that most of the speeding concerns were found to be perception issues.

Through dedicated foot patrols, efforts will continue to be made to visit all Village businesses to connect with owners and staff and collect up-to-date information for keyholders and businesses. The Service's website also allows for businesses to register and update keyholder information.



In 2019 there were 951 calls for service in the Township of Cavan Monaghan, known as Area 6.

Out of the 951 calls 107 of those call were regarding criminal offences. As noted in previous Annual Reports, traffic enforcement continues to be a primary concern within this rural area. In 2019 officers continued to set team objectives and create traffic enforcement details within the Township. The team traffic enforcement approach educates drivers, places value on citizens' concerns and complaints and further deters future motor vehicle collisions.

Team enforcement results have been recorded for 2019 and a total of 2,384 provincial offence notices were issued.

In 2019 there were issues regarding drones being flown

near the Peterborough Municipal Airport with a total of five incidents between May 27, 2019 and August 9, 2019. With the advent of more drones being used by the general population the Service will continue to educate the community regarding the fact that it is illegal to fly a drone within five kilometres of any airport. In any instances where drones are reported by an airport police must investigate and forward the information to NAV Canada.

In 2019 the Cavan Monaghan Volunteer Policing Committee assisted in an number of community events in the Township including the Lions Car Rally, the Community Centre Grand Opening, Remembrance Day, the Santa Claus Parade and the Christmas Village Evening.

Our Emergency Response Team (ERT) consists of 12 members of our Service drawn from various units including Community Services, Criminal Investigations Unit and Community Patrol.

These officers are on call 24/7/365. Being a member of ERT is in addition to the officer's regular frontline duties. Duties of the team include search tactics, high-risk warrants, barricaded persons, negotiations and crowd management.

In 2019 ERT was involved in a multitude of calls and scenarios. This does not include the everyday calls for service such as Canine back-up for tracking purposes, elevated mental health calls, alarm calls and calls involving potentially armed and violent persons that are handled by ERT members on daily uniform patrol.

ERT was involved in 31 plus team callouts or details in 2019. The incidents fit the criteria where the threat level to members was elevated based on intelligence gathered, previous violent history of subjects, their propensity to use weapons to protect their trade, and fortifications of the subjects address. During these noted incidents in 2019, there were several attempts to discard evidence, subjects attempted to run from the buildings as police executed warrants and firearms were seized.

Further, team members responded to or dealt with several other calls for service throughout the year that were not a full team callout or search warrants for the Criminal Investigations Unit.

ERT assisted in the execution of 17 high risk warrants for the ICAD (Intelligence, Crime Analyst, Asset Forfeiture and Drug) Unit and the Durham Regional Police Service, eight high risk vehicle/pedestrian stops/takedowns and six major incident command barricaded person type calls for service.

ERT members attended 14 training days in 2019 which equates to approximately 1,800 hours of training.

Although ERT members consistently maintain a high level of fitness and constantly train and test together, in 2019 ERT members once again completed annual fitness training with qualified instructors. The results for the 12 members gave the team an average of 97%, with the lowest score for an individual member being 91.5 %.

In 2019 ERT initiated an application process to replace two outgoing ERT members due to their tenure on the team. A total of 12 applicants began the process which was eventually narrowed down to the three successful candidates.

ERT also researched and developed a TacMed program that was endorsed by both the Chief of Police and the Chief of Paramedics.

Two information sessions were presented to interested paramedics in May. The program moved ahead and at the end of December had been narrowed to seven applicants for four positions. These positions will be confirmed and filled in 2020 with two more to be added in 2021.

ERT members completed numerous training initiatives across the Province of Ontario in various disciplines to hone and enhance their skills.

The Canine Unit has become an integral part of ERT and it is very seldom that they are not involved on ERT calls. They were consistently invited and attended training with ERT.

In 2020, it is anticipated that the TacMed Program will proceed and be up and running by May.

1,800

TRAINING HOURS

31

TEAM CALLOUTS

17

HIGH RISK WARRANTS







The members of our Auxiliary Unit are a vital part of the service we provide to the City of Peterborough, Village of Lakefield and Township of Cavan Monaghan. Established in 1999, our Service is extremely proud of the value added to the community by the volunteer members of this Unit that epitomizes the community policing philosophy of, “the police are the public and the public are the police.”

The Auxiliary Unit is currently at its strength with 33 members comprised of two Staff Sergeants, three Sergeants and 28 Auxiliary Constables.

In 2019 the Auxiliary Unit volunteered a total of 5,119 hours. This is 2,156 hours above the hours volunteered from 2018’s total of 2,963 hours. The increase is largely due to the 15 new Auxiliary members who joined the

Unit and were deployed in June 2019. There was one resignation in 2019.

There were six new Auxiliary officers certified for car seat installations in October 2019 bringing the total to eight certified car seat instructors on the Auxiliary Unit.

Auxiliary Officers participated in numerous charity events, parades and sporting events for traffic/pedestrian control in 2019 including: Cops for Cancer events, the Pedal for Hope Tour, Cops n’ Bobbers Fishing event, Handbags for Hospice, the Peterborough Dragon Boat Festival, Canada Day parade, Head of the Trent Homecoming Event and the Cram-A-Cruiser Event for Kawartha Food Share.



AUXILIARY UNIT

CANINE UNIT



In 2019 the City of Peterborough, Village of Lakefield and the Township of Cavan Monaghan were well served by Constable Bob Cowie, and his Police Service Dog (PSD) partner Isaac, and Constable Kyle Adey, and his PSD partner Chase. Both canine teams were extremely dedicated to the canine program and the communities they served.

The Canine Unit is a seven day a week, 24 hour a day commitment. Both officers, and their partners, are interacting constantly whether during established work shifts or on their off hours.

Training is a daily occurrence and the dedication required to foster an effective team is second to no other unit or section at the Peterborough Police Service. Their professionalism and usefulness has been proven during numerous calls-for-service in Peterborough, and in some neighbouring jurisdictions as well where their specialized skill set has been requested to assist local police

services in Cobourg and Kawartha Lakes.

The Peterborough Police Service recognizes the 20 year partnership with the Niagara Regional Police Service who, under the leadership of Sergeant Scott Johnstone, provides the Canine Unit's monthly training and semi-annual certification. The success the Canine Unit enjoys could not be realized without this partnership.

Canine officers are responsible for the care and maintenance of their canine partners 24/7. Officers also make routine adjustments to their schedules to attend presentations and events at the request of community groups.

In 2019, Canine Units responded to a combined 1,016 calls for service. During their attendance at these calls there were numerous searches for articles, drugs and persons. The dogs continue to perform at an amazing pace and are engaged in the work that they and their handlers are requested to do.

*To read more about our Canine Unit visit our website at [www.peterboroughpolice.com](http://www.peterboroughpolice.com)*





WARRANTY  
DragonEye LIDAR  
LIDAR Speed Liar

DragonEye  
LIDAR Speed Liar

The Traffic Services Unit had a challenging year in 2019 due to members being off as a result of unforeseen issues. This ultimately had an impact on the success of the monthly traffic initiatives and output of Provincial Offence Notices.

Despite the challenges faced with staffing, the Unit still had a successful year in terms of enforcement and also for personal development and training.

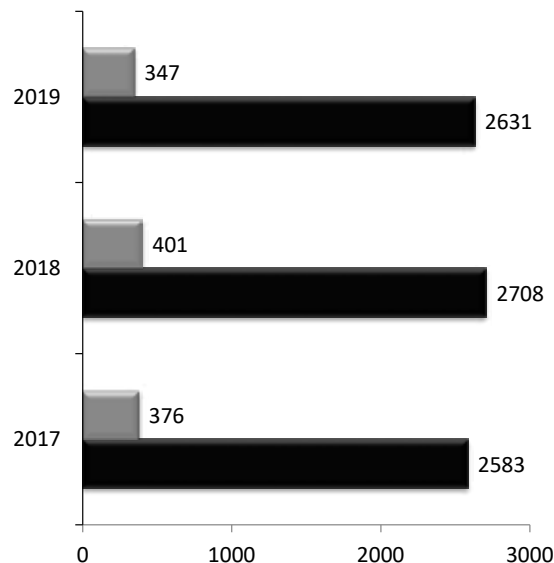
The Traffic Services Unit worked collaboratively with the City of Peterborough Traffic Department to strategically target streets for speeding within the City of Peterborough. This involved the use of the City's mobile speed trailer to identify problem times and areas and proactive enforcement from the police. This resulted in lowering the speeds on the involved streets at the conclusion of the project.

Up until the end of November 2019, the following data was available in relation to collisions that occurred within the City of Peterborough, Village of Lakefield and the Township of Cavan Monaghan.

Of note, total collisions are down 4.2%, collisions involving injuries are down 12.8% and pedestrian injuries are down 20.4%. These are positive and significantly relevant statistics that can be attributed to enforcement by members of our Service.

In 2019, members of the Traffic Services Unit attended various courses and seminars including the Canadian Association of Chiefs of Police, the Centre of Forensic Science Breath and Drug Conference and the Traffic Injury Research Foundation Seminar.

## 2019 COLLISION TREND



- Collisions investigated decreased by 2.8%
- Injuries decreased by 13.5%
- There were 2 fatalities in 2019.

## 2019 MONTHLY TRAFFIC INITIATIVES

- **Driver Visibility:** Excessive tint and obstructed views
- **Traffic Lights Red:** Red and amber light violations, turning arrow offences
- **Distracted Driving:** Use of cellular phones and other communications devices
- **School Related Offences:** Crosswalk, crossing guard and school bus violations
- **National Road Safety Week:** Canadian Safety Council suggested offences
- **Emergency Vehicles:** Offences related to vehicles not slowing down for emergency vehicles
- **Speed:** Speed Enforcement
- **Operation Impact:** Canadian Association of Chiefs of Police directed initiatives
- **Intersection/Sign Offences:** Offences related to red and amber lights and stop/yield signs
- **Accessible Parking:** Enforcing offences related to improper use of parking permits



NEW  
CANADIANS  
CENTRE

IMMIGRANT SERVICES





In 2019 the Community Services Unit was comprised of four sworn officers and one civilian member. All sworn members are responsible for approximately 10 schools each; handling education and enforcement issues with elementary and secondary institutions in Peterborough, the Village of Lakefield and in the Township of Cavan Monaghan.

The Unit continues to see the benefit of having a Community Development Coordinator as part of the Community Services team, specifically in areas of relationship building with our community partners and having a finger on the provincial pulse of trends and cutting edge projects that benefit our community as a whole.

In 2019 the Community Development Coordinator was once again involved in a number of important projects including the Peterborough Situation Table, projects around diversity, equity and inclusion and coordinating a two day Emergency Management and Safety Forum delivered to approximately 150 participants.

School lockdowns have continued to be a priority. In 2019 Community Services officers conducted 80 lockdowns in elementary and secondary schools. Officers continued to work with schools to ensure that Ministry of Community Safety and Correctional Service guidelines are met. Each Community Service officer is responsible for performing two lockdowns in each of their schools yearly.

All officers in the Unit have received the level two training in the Community Threat Assessment Protocol. The number of threat assessments that officers have participated in has

increased slightly over the past year. Officers are seeing an increase in the number of level two assessments. This is an additional time commitment for the responding officers.

Officers always attempt to deal with the majority of calls for service at the schools they serve. At the high schools, officers spend a good part of their time assisting students and providing support that may otherwise require a front line officer. Officers use a restorative justice process to assist in resolving problems. In 2019 Community Services officers continued to supplement the Service's Criminal Investigations Unit, Intelligence, Crime Analyst, Asset Forfeiture and Drug Unit, Court Services, and special events when requested on a routine basis.

In 2019 officers once again developed and delivered a variety of community presentations on topics including sexting, anti-bullying, internet safety, dealing with emergencies, elder abuse, fraud and traffic safety. The Unit also delivered a number of programs in area schools including the KIDS (Knowledge, Issues, Decisions, and Supports) program for Grade 6 students. The Unit was also active in planning a number of themed weeks including Crime Prevention Week, Family Week and Drug Awareness Week.

Upon request, officers attended the New Canadians Centre to speak with new citizens about the role of police in Ontario and how to navigate policing in Peterborough. Officers also attended each new intake of the International Student program at Fleming College to deliver a presentation on our Service.



# INVESTIGATIVE SERVICES DIVISION

In 2019 the Investigative Services Division consisted of 38 members: 32 police officers and six civilians.

The overall crime rate decreased slightly in 2019 by -0.6% or 30 calls for service from 2018 while violent crime increased by 6.2%. Our Service continues to have one of the best clearance rates, or rate of crime solved, in the province at 56.3%.

Crimes in our contracted communities continue to account for a relatively small percentage of our overall crime; Cavan Monaghan Township had 107 reported crimes while the Village of Lakefield had 56 reported crimes. The majority of these crimes were property related offences which often lacked evidence to identify an involved person(s).

In 2019 there were no first or second degree murder investigations, but there were three attempt murder cases and one manslaughter case.

MAJOR CRIME • SEX CRIME • INTERNET CHILD EXPLOITATION • ELDER ABUSE & DOMESTIC VIOLENCE • STREET CRIME • FRAUD  
HIGH RISK OFFENDERS • DRUGS • INTELLIGENCE • CRIME ANALYST • POWERCASE • TECHNICAL SUPPORT • VIDEO ANALYST  
ASSET FORFEITURE • VICTIM SERVICES • CRIME STOPPERS • COMPUTER FORENSIC ANALYST • FORENSIC IDENTIFICATION



Aggravated assault cases dropped to eight in 2019 from 11 in 2018. In fact, all assault complaints, except assaulting police officers, decreased. Overall, the clearance rates for all assault categories are up in 2019 to 83.6% of cases cleared compared to 81.5% in 2018.

Reported sexual assault investigations have increased to 189 in 2019 compared to 127 in 2018. These numbers are actually encouraging for our Service as it was a set goal with the implementation of the Service's joint training with the Kawartha Sexual Assault Centre and a provincial funding grant to educate our officers with a Trauma Informed Approach to investigating sexual assault complaints.

Understanding that sexual assaults are the most underreported criminal offence, it is encouraging for our Service to see that victims of these offences are more apt to come forward to report. This can be interpreted as victims having more trust and a higher comfort level with police.

In 2019 robberies increased significantly by 47.6% from 2018 while break and enters increased 21.8% which may be attributed to persons experiencing an ongoing battle with addictions.

Cocaine continued to be the main drug seized by our officers in 2019 but our Service noticed a continuing increase with the seizure of fentanyl commonly referred to as "blue" or "purple" heroin.

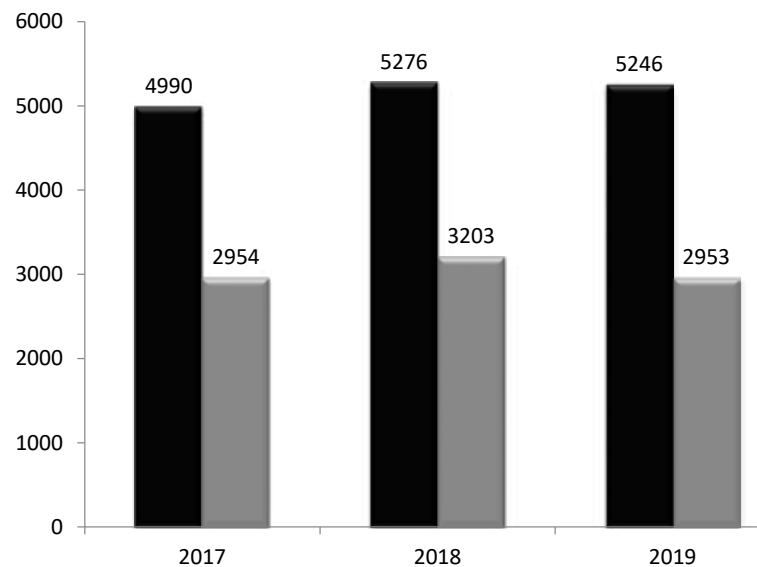
Our Service continues to collaborate with community partners working to contain the number of overdose deaths related to opioids and more specifically, fentanyl.

Keeping pace with the continued demands being placed on the Service through legislative requirements, court preparation, technological advancements and training are expected to be a continuing challenge in 2020. The impact of the

legalization of recreational cannabis and pending opening of store fronts can only be estimated at this time until actuaries can be calculated. The opioid crisis, domestic human trafficking and internet child exploitation investigations continue to place challenging demands on resources. This is not unique to the areas we patrol, as communities across the country struggle to find collaborative partnerships to address these social issues. Our Service will continue to meet these challenges head-on.

*To read the entire Investigative Services Divisional Report please visit [peterboroughpolice.com/learn/reports](http://peterboroughpolice.com/learn/reports)*

## 2019 CRIME TREND



TOTAL CRIME

CLEARED OFFENCES

Clearance rate 56.3%

Crime decreased 0.6% from 2018.

## 2019 STATS

**47.6%**

INCREASE IN  
ROBBERIES

**-10.8%**

DECREASE  
IN ASSAULTS

487 INCIDENTS

**48.8%**

INCREASE IN  
SEXUAL OFFENCES

189 INCIDENTS

**21.8%**

INCREASE IN  
BREAK & ENTERS

302 INCIDENTS

**95.5%**

INCREASE IN  
WEAPONS  
OFFENCES

43 INCIDENTS

The Victim Services Unit is a unique service in the Province of Ontario as it continues to deliver trauma-informed services to those affected by crime or tragic and unforeseen circumstances.

The Unit, comprised of two Coordinators, is committed to continually grow and develop professionally and collaboratively in order to stay current and effective. In 2019 the Unit continued to strengthen their partnerships in the community to deliver the best service to victims and their families.

On a daily basis the two Unit Coordinators review, assess and follow up when required to do so with mandated cases. In 2019, the Unit received and reviewed 2,704 incidents. Of those incidents, 1,366 incidents required follow up. Follow up consists of a phone interview, in person interview and/or referrals to provide adequate and appropriate emotional and practical support to victims of crime and tragic circumstance.

Victim Services takes initiative and tracks court cases throughout the Criminal Justice System. Upon a plea or finding of guilt, and in conjunction with the Crown Attorney's Office, Victim Services contacts the victim(s), canvasses and explains their legislative right to completing a Victim Impact Statement. An appointment can be scheduled to assist in preparation of the statement as well. In 2019, Victim Services assisted in the completion of 195 victim impact statements. Since the introduction of the Victims Bill of Rights, the Unit has found that the rise in requests from the Crown Attorney's Office has resulted in the completion of many more Victim Impact Statements.

Victims of violent offences have the right to apply to, and be considered for, compensation through the Criminal Injuries

Compensation Board of Ontario. This process is often, if not always, overwhelming for some and can take several office meetings. Victim Services assisted in the completion of 40 criminal injuries compensation packages in 2019. As of October 2019, the Ontario Government has put an end to the Criminal Injuries Compensation Board, and has now redirected funding to the VQRP+ program.

Attending court, either as a witness or a victim while giving evidence or for information gathering purposes is often an overwhelming and traumatic event. This process is often referred to as a re-victimization experience. With this in mind, Victim Services provided court support on 126 different occasions in 2019.

The Unit meets with anyone seeking general advice and referrals on any matter which may give rise to and govern the attention of the Service. In 2019, Victim Services conducted 315 office interviews.

Throughout 2019, Victim Services provided various professional community presentations in areas of trauma informed care, responding to sudden deaths, compassion fatigue, vicarious trauma and resiliency skills.

Victim Services continues to be involved and engaged as Peer Support Volunteers within the Service. In 2019, the Wellness Committee led by the Peer Support Coordinator organized and delivered 11 workshops for both civilian and uniform members.

The Unit was successful in its proposal and application for a Facility Dog through National Service Dogs of Canada. In 2019 the Service received news that the Facility Dog, Pixie, will be placed with the Victim Services Coordinator Alice Czitrom beginning January 2020.

2019  
STATS

**2,704**  
INCIDENTS  
REVIEWED



**195**  
VICTIM IMPACT  
STATEMENTS



**126**  
COURT SUPPORT  
ATTENDANCES



**315**  
OFFICE  
INTERVIEWS



Victim Services Coordinator Alice Czitrom and Facility Dog Pixie.

## 5 JOINT FORCE OPERATIONS IN 2019

**Project Envoy:** ICAD members focused on investigations targeting Fentanyl being brought into several local communities from the GTA. Involved multi-jurisdictional partnerships with OPP, the Tyendinaga Police, and Belleville City Police. All agencies combined surveillance resources with the OPP providing cellular technical assistance and Peterborough Police providing technical officers and technical tracking equipment. Total of 15 search warrants executed and multiple ounces of cocaine and fentanyl along with 6 handguns and three long guns seized.

**BIKER ENFORCEMENT UNIT (OPP):** Peterborough Police has one member of the Intelligence Unit that joined the Biker Enforcement Unit in 2019. This position has a renewed part-time commitment providing the Service with an additional surveillance vehicle and computer equipment along with training at no cost to the Service. This member participates in various projects and investigations throughout the year bringing back valuable intelligence information and assistance on local Outlaw Motorcycle Gang activity.

**ASSET FORFEITURE UNIT:** Officer participated in 2 provincial takedown projects, which involved numerous arrests across the GTA and a large amount of property and currency seized. Most notable, was a takedown at a residence in Toronto, where PAFU seized over \$500,000 in currency.

**Project Northern Spotlight:** Traditionally, the Peterborough Police Service has been one of 62 police services across Canada, who over a seven-day period, in October participates in this Human Trafficking project. In 2019 the fall project was canceled with the intention to run it in the spring of 2020.

**Internet Child Exploitation (ICE) Projects:** The Unit worked collaboratively on investigations with agencies including Interpol and Homeland Security. ICE Unit received and investigated 37 referrals from the National Child Exploitation Crime Centre in relation to child exploitation offences. Thirty production orders were authored and 16 search warrants were executed. Also involved Project Peacehaven with OPP where officers acted in an undercover capacity online through a variety of social media platforms. As a result of the project, eight persons were arrested and 36 charges.

## 4 INTERNAL TASK FORCE OPERATIONS IN 2019

**Project Badger:** 2019 started with the continuation of Project Badger into January. This resulted in the execution of 6 residential/vehicle search warrants. Investigations were primarily focused on mid-level traffickers however lower level traffickers were targeted depending on community needs. An example of this was individuals that were dealing Fentanyl at a local community centre that were arrested and charged following a targeted investigation.

**Project Runner:** A domestic firearms trafficking investigation that involved a local resident legally purchasing restricted handguns and illegally selling them to individuals from the GTA. This resulted in the seller and purchasers being arrested and seizure of one firearm along with a quantity of cocaine and currency.

**Human Trafficking:** In September of 2019 members of the Major and Sex Crimes Units conducted a "John Sting" which targeted individuals wishing to engage underage sex trade workers. Many showed interest via social media mobile applications, but did not commit to meet. As a result of the "John Sting" three males were charged with a number of offences, including sexual exploitation.

**Bait Vehicle:** Bait vehicle project which involved placing a laptop with GPS tracker in an unlocked vehicle to target persons involved in thefts from vehicle. The vehicle was deployed at several locations in the city with negative results.





# ICAD UNIT (DRUG UNIT)



**2019**  
STATS

**41**  
ARRESTS

**3,056g**  
COCAINE

**41.9g**  
CRYSTAL  
METH

**418g**  
HEROIN/  
FENTANYL

**\$236k**  
CASH  
SEIZED

**10**  
FIREARMS  
SEIZED

The Intelligence, Crime Analyst, Asset Forfeiture and Drug (ICAD) Unit consists of one Sergeant, seven detective constables and one civilian Crime Analyst.

In 2019 there were 81 calls for service in relation to drugs down slightly from 82 in 2018. A significant number of these calls were dealt with by uniform patrol officers. Primarily, these calls were reported by members of the community informing police of the issues. The ICAD unit proactively generated a number of drug calls as a result of active investigations utilizing surveillance, confidential human sources, undercover operations and input from the community, including Crime Stoppers.

The Drug Unit wrote 26 Controlled Drugs and Substances Act search warrants throughout 2019. The Emergency Response Team was utilized for 13 of those search warrants, including executing high risk vehicle takedowns. Several investigations resulted in vehicle or person checks, resulting in arrests and leading to search warrants.

2019 started with the continuation of Project Badger into January. This resulted in the execution of six residence or vehicle search warrants. Investigations were primarily focused on mid-level drug traffickers, however lower level traffickers were targeted depending on community needs. An

example of this was individuals that were dealing fentanyl at a local community centre that were arrested and charged following a targeted investigation.

During 2019, ICAD focused their investigations around fentanyl, and therefore, community safety. This was the motivation for Project Envoy which targeted fentanyl brought into several local communities from the GTA. This investigation involved multi-jurisdictional partnerships and agencies combining surveillance resources with the OPP providing cellular technical assistance and Peterborough Police providing technical officers and technical tracking equipment. A total of 15 search warrants were executed and multiple ounces of cocaine and fentanyl along with six handguns and three long guns were seized.

Project Runner was a domestic firearms trafficking investigation that involved a local resident legally purchasing restricted handguns and illegally selling them to individuals from the GTA. This resulted in the seller and purchasers being arrested and seizure of one firearm along with a quantity of cocaine and currency.

Cocaine was again the most significant drug located and seized in 2019, but our Service noticed a continuing increase with the seizure of fentanyl that was commonly referred to



as “blue” or “purple”. A significant seizure of fentanyl and cocaine was seized during a single search warrant in the spring of 2019 along with more than \$130,000 in Canadian currency. Crystal meth was also encountered on a couple of occasions as it began to surface on Peterborough streets in 2019. The ICAD Unit continued to see opioid drugs such as Hydromorphone and Oxycodone during the execution of drug warrants.

A large quantity of cannabis was seized during a search warrant at a residence in Peterborough’s west end. The investigation revealed a cannabis store (illegal dispensary) was being operated out of a residential basement.

Undercover Operators (UCO’s) were used on a number of occasions in 2019 to conduct “buys”. This initiative was organized and executed entirely by members within the Service. UCO’s along with handlers, cover teams, and technical equipment were utilized resulting in several arrests and lead to search warrants being executed. Some of these operations were related to break and enters along with stolen property again utilizing members of the ICAD Unit.

Our Service had one member of the Intelligence Unit that joined the provincial Biker Enforcement Unit (BEU) in 2019. This position demonstrates a renewed part-time commitment that provides the Service with an additional surveillance vehicle and computer equipment along with training at no cost to the Service. The assigned member participates in various projects and investigations throughout the year gaining, and sharing, valuable intelligence information and

assistance on local Outlaw Motorcycle Gang (OMG) activity.

In 2019 the Unit continued to develop and maintain many Confidential Human Sources (CHS) which are a significant part of their work and contribute towards their successes. Without the information garnered, these investigations would not occur due to the secrecy of the drug dealers, the constant switching of houses, phones and dealers in town. Maintaining the use of CHS’s is a cost effective way of conducting business. CHS’s can be a risk management issue (reduced through training), but are necessary to further the investigation and ultimately ensure the safety of our community.

In 2019 the ICAD Unit continued to assist and support the other Units within the Investigative Services Division on several investigations, taking a significant amount of time away from the Unit’s regular duties.

Unit training received in 2019 included: Drug Investigations, Intelligence Officer, Legalization of Cannabis Edibles, Dynamic Entry, and Mobile Surveillance. These courses are crucial for the development of the officers, but distract from the day to day operations/resources.

In 2019 the Drug Unit continued to maintain close relationships with community partners, including the Peterborough Drug Strategy, local doctors and pharmacists. Members of the Drug Unit were involved in presentations which were well received by our community partners specifically Peterborough Housing.



9-1-1  
COMMUNICATIONS  
DIVISION

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The communications staff is responsible for the handling of emergency and non-emergency calls from the public.

In 2019 Communications staff answered 118,530 calls not including 9-1-1 calls, resulting in 32,128 calls for service. This is a 4.7% increase from 2018.

The Communications Division is staffed with a 9-1-1/Communications Manager, four Communications Supervisors and 12 Communicators, and is aligned to coincide with the four platoon system.

The Communications section is responsible for the 24/7/365 coordination of the 9-1-1 Emergency Centre and the police radio dispatch system in keeping with the supervisory and operational responsibilities mandated by the legislation contained in the Ontario Police Services Act.

Communicators provide centralized control of personnel and facilitate front line operations through the rapid dissemination of critical information by radio and telephone.

The Service's Communications Unit is the Public Safety Answering Point for the residents of Peterborough as well as the Townships of Selwyn and Cavan Monaghan. Communication staff are highly trained professionals that are responsible for receiving and prioritizing emergency calls, dispatching and down streaming emergency medical and fire calls to our emergency partners.

The Emergency Communications/9-1-1 Centre received 33,528 9-1-1 calls, including 722 from the Township of Selwyn and 2,005 from the Township of Cavan Monaghan in 2019. 9-1-1 call statistics show a 1.35% increase from the previous year.

In 2019 the Communications Unit also received 4,957 no answer calls. These are calls where the caller hangs up upon emergency operators answering the line. It is the responsibility of the

Communication Centre to call back every no answer call and ensure the callers wellbeing and dispatch emergency services if required.

In 2017 the first phase of the security camera system upgrade was completed to replace the end-of-life failing camera system. Phase III, the final stage of the Security Camera CCTV replacement project was completed in 2019.

The final phase included the replacement of all legacy security cameras and equipment. In all, thirty-two cameras inside and outside of police headquarters were replaced with high resolution IP cameras. The Communications Centre had a fourth viewing monitor installed and the old legacy camera equipment was removed from the front of the room. This completed the CCTV Security Camera Project.

The Communications Centre underwent a major install and update in 2019. The installation added an additional dispatch work station to the Centre. The update was to clean up, re-cable and move the existing three work stations into a new layout that created a better use of space within the Centre.

Due to the nature of the work done in the 9-1-1 Centre, the work had to be completed as live installs taking place over a three day span. The project was successfully completed on time and with very few technical issues due in no small part to the team work and professionalism of our communications staff members.

In 2020 the Division hopes to set up this fourth work area as a fully functioning work station that will serve as a training area, a call answer position, a redundant work station, and possibly serve as a backup work station for Peterborough Fire Services.

*To read the entire 9-1-1 Communications Divisional Report please visit [peterboroughpolice.com/learn/reports](http://peterboroughpolice.com/learn/reports)*

## 2019 STATS

**118,530**

CALLS ANSWERED BY COMMUNICATIONS STAFF, NOT INCLUDING 9-1-1 CALLS

**33,528**

9-1-1 CALLS RECEIVED

**4,957**

NO ANSWER CALLS RECEIVED

It is the responsibility of the Communications Centre to call back every no answer call to ensure the wellbeing of the caller.

# HUMAN RESOURCES DIVISION

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**T**he Human Resources Division contributes to the success of the Service through advice and guidance on human resource matters regarding collective agreement and employee relations concerns, human resources policies, develop and implement return to work and attendance policies, recruitment and payroll & benefit services.

The Division supports a total of 208 employees and 33 Auxiliary Officers. The Division is comprised two members: the Human Resources Manager and Payroll & HR Administrator.

The Service had a new Payroll & HR Administrator transfer into the role in July 2019.

The Division is committed to recruiting strong candidates. This commitment involves discussing the needs of the Service, advising on recruitment strategies, participating in the selection of the right candidate for the right job. In total, there were 33 recruitment processes and transfers within the Service plus a promotional process to fill the rank of Inspector and Sergeant. The Service also recruited an additional 15 new Auxiliary staff, for a total of 33 Auxiliary members to date in 2019.

In 2019, the Service had a total of eight members retire; six sworn members and two civilian members. There were two members, one sworn and one civilian, that resigned from the

Service. The Division filled 11 full time positions and seven part-time positions.

At end of year 2019, there were a total of eight sworn members that are eligible for retirement, all of various ranks including the Chief, Deputy, Inspectors, Staff Sergeants and Sergeants. Looking ahead in 2020, the Service will have an additional five sworn members and one civilian member that will be eligible to retire. Due to the expected retirements over the next few years, there will be a number of upcoming recruitment processes expected for police officers and civilian staff.

The Service has taken a comprehensive approach on employee wellness, focusing on training and prevention, intervention and recovery, and return to work plans. Our Service knows that mentally healthy officers are better able to effectively engage with people in crisis and potentially reduce violent confrontations. The Service understands that it is in our best interest to support police officers' and all members' mental health and well-being. Our members' mental health is affected by the nature of their work and there is a substantial financial burden for the Service when these members are off work.

A number of wellness opportunities continued to be offered to employees in 2019 including a confidential Employee Assistance Program through local providers; Peer Support Program; and support through Shepell.fgi with online information, text conversations, telephone or app with a multitude of services for daily stressors.

The Peer Support Program, officially launched in 2018, continued to expand in 2019 offering volunteer positions for both uniform and civilian members. In 2019, the Peer Support Program partnered with local psychologists, psychotherapists and social workers and hosted seven different workshops focused on preventative mental health, legal matters and wellbeing.

*To read the entire Human Resources Divisional Report please visit [peterboroughpolice.com/learn/reports](http://peterboroughpolice.com/learn/reports)*



A sample of some of our celebrations and swearing-in ceremonies in 2019.

# FINANCE SERVICES DIVISION

In 2019 the Finance Division consisted of the Finance Manager, the Fleet/Facility Coordinator and the Quartermaster and purchasing clerk.

The reliability and safety of the police fleet is critical to our Service's ability to respond quickly and effectively to emergencies and attend at calls for service. The Fleet and Facilities Coordinator works in conjunction with the City of Peterborough Board of Works and other contractors to keep the fleet maintained, thereby safeguarding this substantial investment.

The Service is a member of the Police Cooperative Purchasing Group which allows the Service to take advantage of contracts negotiated by larger police services through 'piggy back' clauses, thereby securing cost savings we would not receive otherwise.

The exchange rate for the US dollar, fluctuating gas prices, the number of bio-hazard cleanings required, and collisions are expenses the Service cannot forecast precisely, impacting the Service's budget.

In 2019, the Service purchased six patrol vehicles (five cars and one SUV), one traffic vehicle (SUV), one vehicle for the Investigative Services Division and two mountain bikes for foot patrol. In 2019 the Service's vehicles were driven a combined total

of 948,000 kilometres with a total fuel cost of \$244,399.

The Peterborough Police Service building is owned by the City of Peterborough. The Fleet and Facility Coordinator works in conjunction with the City's Property Maintenance Coordinator to organize City projects for the police building. The facility assessment process began in 2018 and was completed in 2019.

Police planned projects for 2019 included: Stage 2 and stage 3 of the building security plan, weapons relocation and storage for firearms and additional work stations for the records department.

Stage 1 of the building security was completed in 2018 while stages 2 and stage 3 were completed in 2019.

The Records department added three additional work spaces on the second floor that included desks, cubicles and computers. This was done in preparation of moving General Inquiries back up to the second floor to allow for better coverage. These desks will also be utilized by officers that have been off for an extended period of time and on a gradual return to work which provides them a place they can work and feel comfortable in.

Police planned projects are drawn from the \$80,000 facility maintenance budget. A variety of other expenditures are also drawn from those budget lines. This includes known costs such as contract fees for off-site storage units, document shredding and parking at Provincial Court. It also includes unknown costs such as odd jobs, repairs to locks, alarms, signs, fitness equipment, furniture replacement, and the replenishment of supplies such as disinfectants. In 2019 the facility budget was 25.9% under budget.

The Quartermaster and Purchasing Clerk has a vital role including properly outfitting all new members and ensuring current members have the equipment and tools needed to effectively, efficiently and safely do their job. The Quartermaster is also responsible for the purchasing of other necessary items needed for the day-to-day operations of the Service.

In 2019 there were three new constables and six new special constables hired and 15 new Auxiliary Officers brought on.

All were issued body armor, uniforms and equipment.

Replacement of older body armor was a priority in 2019. Forty three new standard threat level type II sets of body armour were purchased in 2019 and were well received by members.

For the first time an inventory account was created and an accurate inventory count and cost available. A system of cycle counts has been established to maintain the accuracy of the inventory.

All duty items are now stocked except uniforms; this includes common sizes of forage caps, winter coats and patrol boots that were not stocked previously.

Custom rain gear for street and bike patrols is now purchased from a new distributor improving delivery times. Custom ball caps and toques were created specifically for our Service, creating a uniform and polished appearance of officers. As well, custom golf shirts were created for sworn and civilian members to wear to events and daily office attire.

An asset management bar code system was proposed in 2019 to track and manage officer notebooks. This will be a long term project as there are thousands of notebooks to be recorded and bar coded.

Discussions and process workshops continued regarding SAP software program for Quartermaster Stores. The SAP program was purchased by The City of Peterborough and they have allowed the Peterborough Police Service to participate. More robust software is needed to assist with tracking stores orders, equipment/clothing issuance and inventory. An electronic requisition and approval system could be created within SAP. The implementation date is still to be determined.

Traffic vests were issued to all officers that may be required to direct traffic or be in or around vehicular traffic during the course of their duties.

A proving station was created in the firearms room and the Quartermaster ordered new gun lockers and unloading stations.

Also in 2019 expired Naloxone kits were replaced with a new batch.

Ergonomic Dragon Skin duty belts are now the standard issue for our officers. They have been well received and should reduce some fatigue and back issues for members.

Looking ahead to 2020, plans for Quartermaster and Purchasing include cleaning and organizing long term storage, resuming implementation of notebook strategy, creation of annual statistics and metrics, purging of Viclass files from long term storage, review and trial of patrol uniforms poly cotton versus poly wool.

*To read the entire Finance Services Divisional Report please visit [peterboroughpolice.com/learn/reports](http://peterboroughpolice.com/learn/reports)*



## 2019 STATS

6

PATROL VEHICLES  
PURCHASED

948,905<sup>KMS</sup>

TOTAL  
MILEAGE ON  
VEHICLES

\$244,399

TOTAL FUEL COST

ALL NALOXONE  
KITS WERE  
REPLACED



## SUPPORT SERVICES DIVISION

Change, transition and manage was the theme for Support Services in 2019. There was a change in leadership early and in the middle of 2019 with the retirements of an Inspector and Sergeant in the Division. The Division also dealt with a number of leave of absences for multiple reasons. The Division continued to provide great service to the public, their policing partners while continuing to support their own members. This was accomplished by the limited resources at work but sustainability and organizational wellness was a focus. The adaptability and teamwork within the Division was commendable and should be recognized. The changes brought on a new perspective and outlook while continuing to monitor and address the potential increased risk to the organization with these changes. The Support Services team continued to demonstrate perseverance and resilience; a testament to their dedication and commitment to the organization. The work done in this Division in 2019 continued to be a very high standard.

RECORDS MANAGEMENT • POLICE REPORT CLERKS • COURT SERVICES • POLICING & PROFESSIONAL STANDARDS  
PROPERTY & EVIDENCE STORES • RECORDS SUPERVISOR • NICHE VALIDATION • SWITCHBOARD

The Division is a varied group of 41 members, whose role is to support Operations, Investigative Services, and Court Services. Comprising 20% of the Service, the Support Services Division includes 63% of the civilian complement. Two of the five women with rank were in this division and retired during 2019 and another retired in January 2020. The Division has the highest ratio of women overall, although this can be attributed to the large percentage of clerical positions in the Division. There has been an increased female complement in the Special Constable ranks to four members, which is up from two in 2018. The Service will continue to be mindful of the diversity when hiring. The Support Services Division has ethnic and gender diversity.

The operating budget in the Division in 2019 was \$4,077,629, including salaries and benefits. The percentage of the budget dedicated to salary and benefits is 93.5%.

The Support Services Division generated more than \$295,173 in revenue through criminal records checks, civil fingerprinting, taxi and limousine licencing, alarm registrations and fees, freedom of information applications, auctioned property and paid duty fees. This was a significant decrease of 25% from \$346,000 in 2018. In 2019 over \$243,329 was from criminal record checks which is an increase of 6.7% from \$228,000 generated in 2018. The 25% decrease is significant but there does not appear to be a decreased workload for our staff.

Staffing stability is an ongoing threat to organizational resilience in the Division.

In 2019 there were 19 staff movements in Support Services (transfers, resignations, and retirements) with the greatest change at the management levels. The vast majority of the people in the Division, excluding the core group at Court Services, have not

been in their role for more than two years.

The Special Constable Supervisor position created in 2018 in Court Services appears to be working well and that member has taken over the responsibility of managing the Special Constables. This has freed up the police officers to implement the new SCOPE disclosure process and work more closely with the Crown Attorney, MAG and community partners.

There was a change in the Organizational Chart in 2019 which resulted in Quartermaster and Fleet/Facility moving from Support Services to Finance. I.T. Systems and Support was also removed from Support Service and is now under the direction of the Deputy Chief.

A number of strategic initiatives were undertaken in Support Services in 2019 to improve organizational resilience through crisis management, security management, environment management, risk management and/or business continuity management.

Another threat to organizational resilience is our facility. As noted in past year end reports, the facility, which is owned and maintained by the City of Peterborough, is becoming outdated and is at full capacity with no opportunity to expand.

A Facility Review Committee has determined a new police station is required and determined that it should remain in the downtown core. The committee is working on creating a location and options for the new station to present to the Police Services Board and then to City Council.

*To read the entire Support Services Divisional Report please visit [peterboroughpolice.com/learn/reports](http://peterboroughpolice.com/learn/reports)*

## 2019 STRATEGIC INITIATIVES

On the spot criminal record checks were piloted and subsequently implemented. This is under review again to determine if staffing can accommodate this change.

Facility security system was installed, both phase 1 and 2 were completed and have enhanced the security to our building.

The firewall was changed and has now met the NCACR standards.

Proving station was created to store all firearms in a single room with additional security. Security includes fob access and video. This should be completed in the first quarter of 2020.



SPECIAL  
CONSTABLE

SPECIAL  
CONSTABLE

SPECIAL  
CONSTABLE

SPECIAL  
CONSTABLE



2  
COURTHOUSES

352  
DNA SAMPLES

165  
FINGERPRINTS  
FOR ALL  
OFFENDERS IN  
CELLS BEFORE  
TRANSFER TO  
COURT

36  
YOUTH  
REFERRED TO  
EXTRA JUDICIAL  
MEASURES

2,437  
COURT BRIEFS

The Police Services Act mandates that police provide security for court buildings in their jurisdiction.

The Peterborough Police Service is responsible for security at two courthouses in Peterborough; the Ontario Court of Justice located on Simcoe Street and the Superior Court of Justice located on Water Street.

Our Special Constables in Court Services undertake a variety of vital tasks related to court security. In addition to courtroom security other responsibilities include prisoner transportation, cell security, prisoner monitoring and movement, facility security, magnetometer operation, court room support, file preparation and transportation, and Crown attorney liaison.

Case management duties are the responsibility of the three constables and the Sergeant at court with their work supported by a court clerk.

The duties of the police officers at court include preparing Service case files for court, vetting sureties for the Crown, assisting the Crown in bail court, managing the Service’s participation in diversion programs such as the Bail Verification and Supervision Program, Extra-judicial Measures Program, and Shoplifter Diversion, liaising with stakeholders such as VWAP and Legal Aid, and entering information into the Service’s databases.

One Constable is designated as a Youth Court Officer and manages

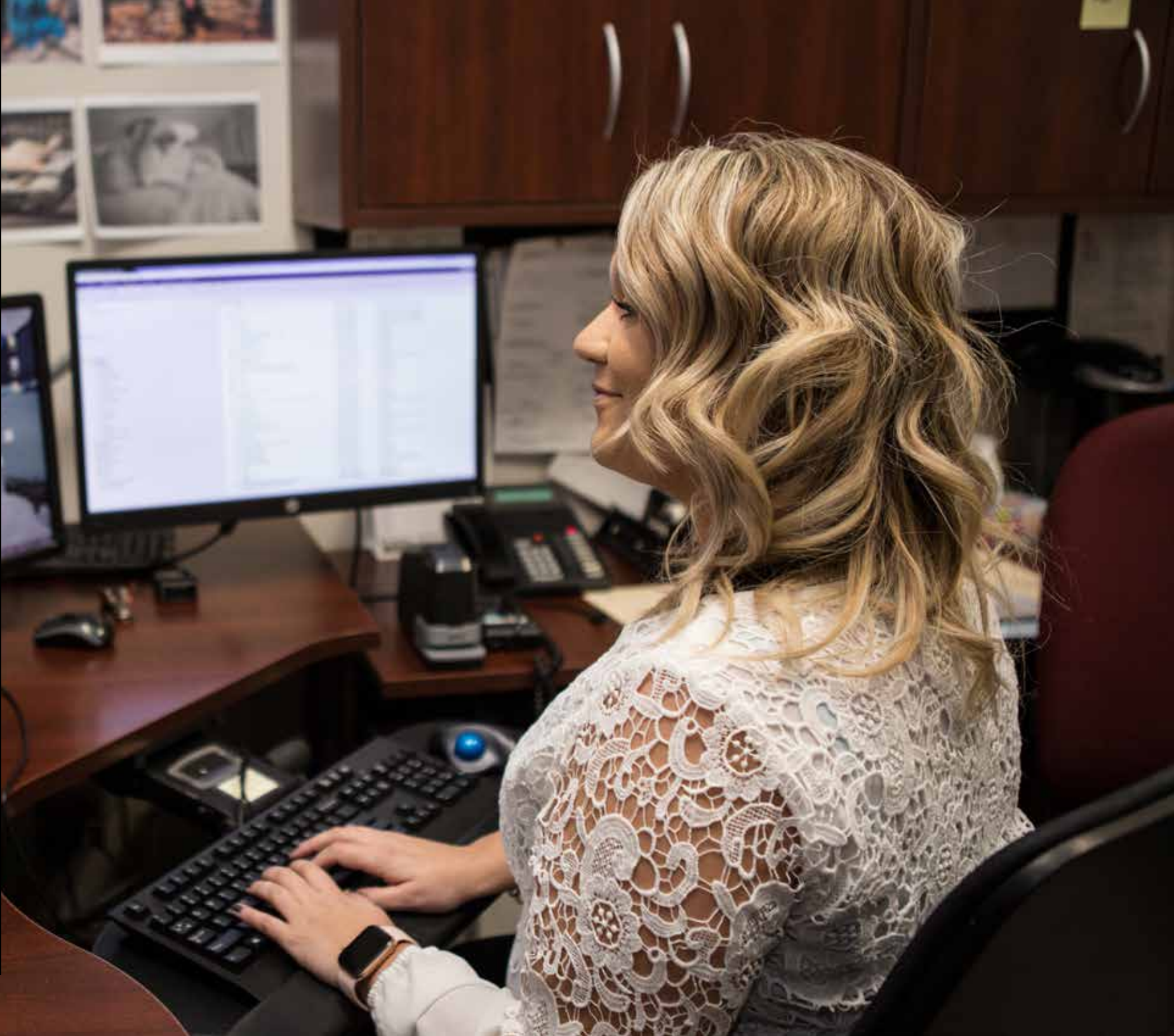
matters relating to youth in conflict with the law. This officer works in collaboration with community partners including the John Howard Society’s Extra-Judicial Measures Program and the Elizabeth Fry Society (shoplifter diversion program and bail program).

In 2019 there were 51 youth charged and a total of 161 charges, with five individuals responsible for 69 charges or 42% of all youth criminal charges.

The biggest issue facing court is the two antiquated courthouses that are both insufficient for Service and prisoner needs. There is a need for a new and integrated court facility in Peterborough and several security and logistical issues regarding the two courthouses have been previously identified.



RECORDS MANAGEMENT / POLICE REPORT CLERKS



The Records Management Unit, consisting of 11 members, provides administrative support to the Operations Division, the Investigative Services Division and Court Services, along with providing service to a variety of external stakeholders including all levels of government, members of the legal community, local businesses, and members of the community.

The positions in this Unit include the Freedom of Information Analyst, CPIC Validator, Court Validator, Warrants Clerk, Records Supervisor, NICHE Validation, Switchboard and Records Management and Training Clerk.

Duties within this Unit include responding to FOI requests, completing police record checks, completing taxi limo and tow registrations, all court and RMS validation and completing all federally mandated statistical reporting.

Additionally, the Unit is responsible for the validation of all entries into databases in keeping with provincial and federal data sharing standards, best practices, and legislated requirements. The importance of the accurate validation of records cannot be understated. Undetected errors can result in wrongful arrests, lawsuits, and a loss of organizational integrity and public confidence.

Records Management has the responsibility for the majority of functions that generate revenue for the Service (excluding grants). In 2019 Criminal record checks, completed by General Inquiry, accounted for \$243,329 in revenue. The total number of Criminal Record checks completed in 2019 was 11,556 which is decrease of 7% from the 12,427 checks in 2018.

The Police Report Clerks team consists of four full time and

two part-time members who report to the Records Management Supervisor. Each full-time member is assigned to a platoon to provide real-time data entry for officers. Their responsibilities include the entry of all reports entered into the Niche RMS in accordance with RCMP Data Quality Standards, CPIC entries for charged persons and preparation of crown briefs for regular court appearances and for weekend and statutory holiday (WASH) court appearances and push to SCOPE.

As policing responsibilities grow due to increased calls for service and the addition of new communities, there is increased pressure on the Support Services Division, which is at capacity.

Despite the challenges, the Division continues to provide high quality service in an effective, economical and efficient manner to the communities of Peterborough, Lakefield and Cavan



2019  
STATS

**11,556**

RECORD  
CHECKS

**265**

FOI  
REQUESTS

**2,504**

ARREST  
REPORTS

**324**

MISSING  
PERSONS  
REPORTS

**132**

SUDDEN  
DEATH  
REPORTS

**1,205**

WARRANTS  
PROCESSED

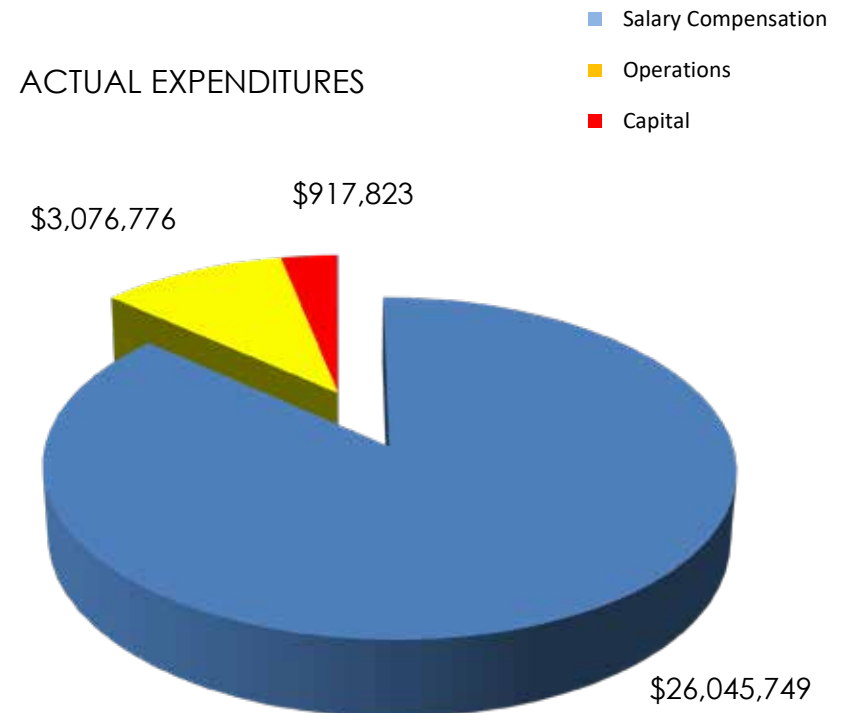
# COMPARATIVE STATISTICS

COMPARATIVE STATISTICS	2018	2019	VARIANCE	COMPARATIVE STATISTICS	2018	2019	VARIANCE
Population (Peterborough City)	85,000	85,500		<b>Robbery</b>			
Population (Lakefield Ward)	2,555	2,555		Firearms	0	1	
Population (Cavan Monaghan)	8,829	8,830		Other Offensive Weapons	8	8	0.0%
<b>Personnel</b>				Other Robbery	13	22	69.2%
Authorized Strength - Police	140	140		<b>Break and Enter</b>			
Authorized Strength - Civilian	57	58	1.8%	Business	92	141	53.3%
Appointments	8	9	12.5%	Residence	153	155	1.3%
Promotions	6	2	-66.7%	Other Break and Enter	3	6	100.0%
Retirements	7	8	14.3%	<b>Theft of Motor Vehicles</b>	78	64	-17.9%
Resignations	1	2	100%	<b>Thefts</b>			
<b>Use of Force</b>				Bicycles	106	100	-5.7%
Oleoresin Capsicum Spray	3	3		From Motor Vehicles	423	456	7.8%
Impact Weapon / Asp Baton	1	0	-100.0%	Shoplifting	514	441	-14.2%
<b>Firearms:</b>				Other Thefts	312	403	29.2%
Human (Drawn)	51	46	-9.8%	Possession Stolen Goods	35	38	8.6%
Animal (Dispatched)	4	12	200.0%	<b>Fraud</b>			
Empty Hand Techniques	11	8	-27.3%	ATM/Debit	45	44	-2.2%
Conducted Energy Weapon	30	30		Credit Cards	118	84	-28.8%
<b>Policy / Service Complaints</b>	2	2		Counterfeiting	14	5	-64.3%
<b>Officer Conduct Complaints</b>	14	16	14.3%	Other Frauds	279	280	0.4%
<b>Total Public Complaints</b>	16	16	0.0%	<b>Offensive Weapon</b>			
Withdrawn	2	3	50.0%	Use Firearm	1	1	0.0
Resolved Informally	0	3		Other Offensive Weapons	21	42	100.0%
No further action required	6	3	-50.0%	<b>Sex Offences</b>			
Hearing	0	0		Aggravated Sexual Assault	0	1	
Informal Discipline	1	0	-100.0%	Sexual Assault with Weapon	1	0	
Local Inquiry	20	14	-30.0%	Sexual Assault	101	122	20.8%
Unsubstantiated	2	2	0.0%	Other Sexual Offences	25	66	164.0%
Pending	5	5	0.0%	<b>Hate / Bias Crimes</b>	1	10	900.0%
<b>Victim Services</b>				Incidents Charges Laid	0	2	
Reports Reviewed	2,640	2,704	2.4%	Incidents Cleared / Mediation	1	2	100.0%
Follow-up Conducted	1,433	1,366	-4.7%	Pending	0	0	
<b>CRIMINAL OFFENCES</b>				Unsolved	0	6	
<b>Homicide</b>				<b>Assaults</b>			
Murder – 1st & 2nd degree	1	0		Assault - Level 3 / Aggravated	11	8	-27.3%
Attempt Murder	1	3	200.0				
Manslaughter	0	1					

## COMPARATIVE STATISTICS

COMPARATIVE STATISTICS	2018	2019	VARIANCE
Assault -Level 2/Weapon/Bodily Harm	127	98	-22.8%
Assault -Level 1 /Other Assaults	230	208	-9.6%
Assault Police / Public Officers	27	29	7.4%
Assault - Domestic	151	144	-4.6%
<b>Other Criminal Code Offences</b>			
Abduction	0	1	
Arson	5	8	60.0%
Breach of Recognizance	405	457	12.8%
Disturbing the Peace	201	203	1.0%
Escape Custody	1	0	
Gaming and Betting	0	0	
Indecent Acts	16	39	143.8%
Obstruct Public / Peace Officer	24	20	-16.7%
Prisoner Unlawfully at Large	0	0	
Criminal Harassment	106	79	-25.5%
Mischief	411	391	-4.9%
Others	980	875	-10.7%
<b>Drugs</b>			
Heroin	17	12	-29.4%
Cocaine	34	43	26.5%
Cannabis	29	5	-82.8%
Other Drugs	23	19	-17.4%
<b>Federal Statutes</b>			
	0	0	
<b>Traffic Enforcement</b>			
<b>Impaired Driving:</b>			
Offences	85	79	-7.1%
Other C.C. Driving Offences	45	30	-33.3%
Hazardous Moving Violations	1,234	753	-39.0%
Other Violations	1,489	1,800	20.9%
Radar/Laser	3,696	3,293	-10.9%
<b>R.I.D.E. Program</b>			
Vehicles Checked	4,818	5,322	10.5%
Tests Administered	35	156	345.7%
Alcohol Related Suspensions	4	9	125.0%

## 2019 POLICE BUDGET



Total Expenditures \$30,065,364

Total Revenues \$3,942,219

**Approved Net Budget** \$26,123,145

### 2020 - 2023 STRATEGIC PLAN

The 2020- 2023 Strategic Plan is being developed by the Peterborough Police Services Board and will be available shortly.

## NON-OFFENCE STATISTICS

Non-Offence Statistics	2017	2018	2019	%+/-	Non-Offence Statistics	2017	2018	2019	%+/-
Abandoned Vehicles	9	9	10	11.1%	Traffic Complaints	2,396	2,220	2,195	-1.1%
Alarms	708	715	739	3.4%	Traffic Control	91	62	69	11.3%
False Alarm Cancelled	322	313	296	-5.4%	Calls Involving Youths	422	300	284	-5.3%
Animal	117	121	159	31.4%	Unwanted Persons	1,069	1,001	1,202	20.1%
Community Services	1,305	1,351	1,501	11.1%	Vehicles Recovered	15	7	10	42.9%
Dangerous Condition	73	52	39	-25.0%	ViCLAS	141	156	191	22.4%
DNA	342	287	328	14.3%	Warrants	397	483	546	13.0%
Domestic/Family Disturbance	1,825	1,711	1,717	0.4%	Other Provincial Statutes	133	139	229	64.7%
Escorts	911	740	862	16.5%	Other	2,189	2,441	2,613	7.0%
Fire/Fire Alarms	14	18	19	5.6%	Calls Cancelled/Unanswered	647	749	974	30.0%
Insecure Property	59	55	60	9.1%	<b>Total Non-Offences</b>	<b>24,481</b>	<b>23,798</b>	<b>24,870</b>	<b>4.5%</b>
Landlord/Tenant	186	152	153	0.7%					
Liquor Acts	368	310	261	-15.8%					
Lost and Found Property	969	935	990	5.9%					
Missing Persons	2	2	2	0.0					
Missing Persons Located	397	343	319	-7.0%					
Municipal By-law	67	71	65	-8.5%					
Neighbour Dispute	499	453	498	9.9%					
Noise Complaints	1,014	923	869	-5.9%					
Non-Traffic Accident	14	10	12	20.0%					
Police Assistance	2,750	2,625	2,277	-14.1%					
Police Information	901	927	1,025	10.6%					
Prevent Breach of Peace	371	328	294	-10.4%					
Property Damage	30	25	18	-28.0%					
Prov. Statutes (MHA)	577	560	584	4.3%					
Sex Offender Registry	227	221	224	1.4%					
Strikes	3	2	1	-50.0%					
Sudden Deaths	129	140	132	-5.7%					
Suspicious Persons/Vehicle	2,279	2,420	2,731	12.9%					
Telephone Calls	295	301	257	-14.6%					
Towed Vehicles	218	93	115	23.7%					

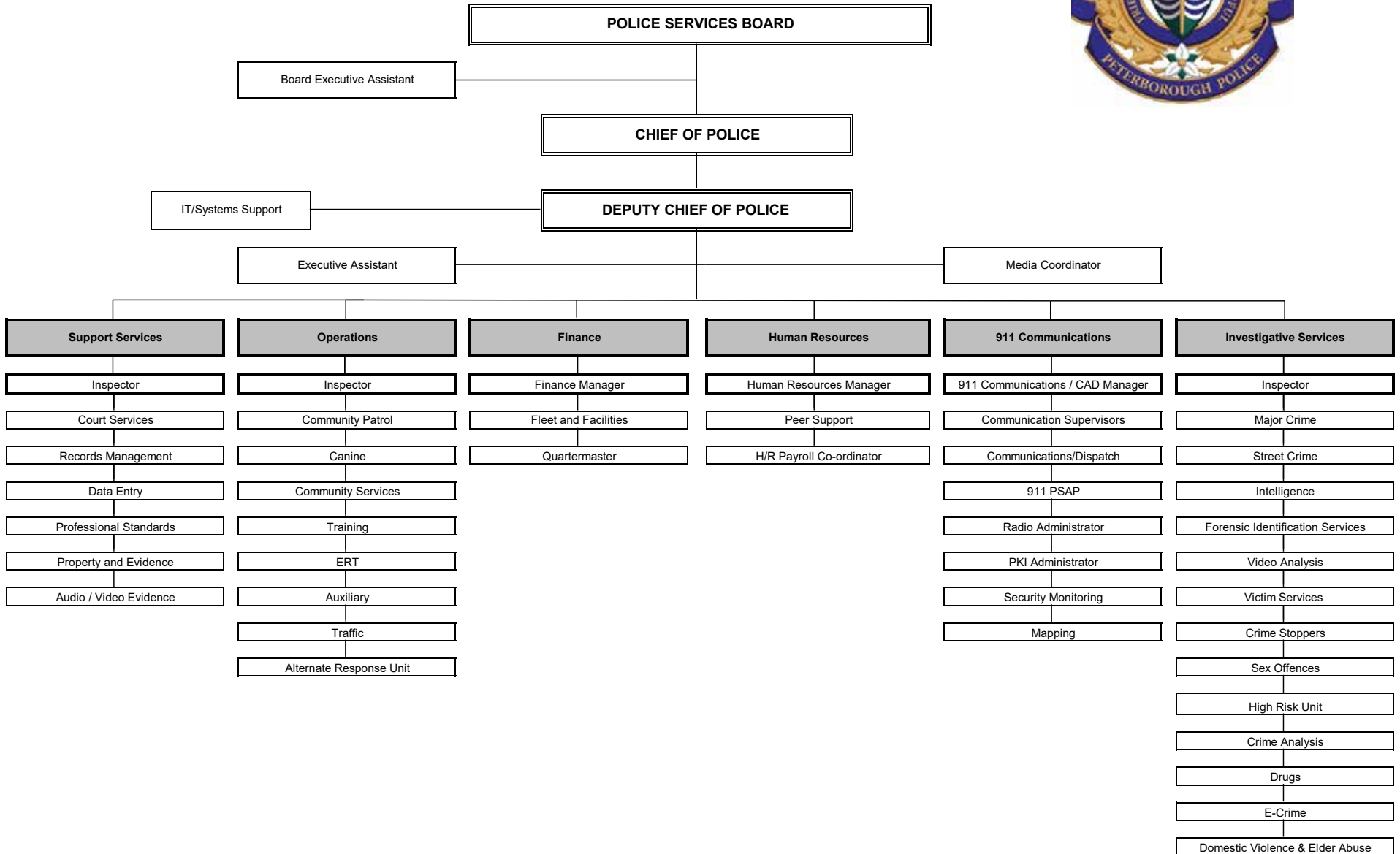
### Collection of Identifying Information

Ontario Regulation 58/16 of the Police Services Act requires the Chief of Police to provide an annual report on the number of regulated interactions between citizens and members of the Peterborough Police Service.

In 2019 there were zero (0) reported regulated interactions as members of the Peterborough Police Service did not engage with any citizens in a manner that met the requirements of O.R. 58/16.

To read the entire 2019 Annual Collection of Identifying Information in Certain Circumstances Report please visit our website [www.peterboroughpolice/learn/reports/](http://www.peterboroughpolice/learn/reports/)

# ORGANIZATIONAL CHART



# PROFESSIONAL FRIENDLY HELPFUL

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