



Peterborough Police Service

2019 Annual Divisional Report

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

Contents

Operations Division	4
Criminal Statistics	7
Non-Offence Statistics	9
Area One (Downtown).....	11
Area Two (North End)	12
Area Three (West End)	14
Area Four (South/East)	15
Area Five (Lakefield).....	16
Area Six (Cavan-Monaghan)	18
Traffic Services Unit.....	19
Canine Unit	21
Emergency Response Team (ERT).....	22
Crisis Negotiation	25
Auxiliary Unit	26
Community Services	27
Community Development Coordinator.....	31
Media Relations & Communications Coordinator (MRCC)	35
Training Unit.....	36
Chaplain	37
Investigative Services Division.....	38
2019 Year End Statistics	41
Asset Forfeiture Unit.....	42
Crime Analysis.....	43
Crime Stoppers.....	44
Electronic Crime Unit	46
Fingerprint and Photograph Destruction.....	47
Forensic Identification Services.....	48
Forensic Video Analysis	50
Intelligence, Crime Analysis, Asset Forfeiture and Drug Units (ICAD).....	51
Major Crime Unit.....	54
Street Crime Unit and High Risk Unit.....	57
Victim Services Unit.....	59

Support Services	61
Court Services	65
Property and Evidence Stores	70
Professional Standards Unit	71
Records Management Unit	77
Police Report Clerks	84
Information Technology & Systems Support Unit	85
Human Resources	87
9-1-1/Communications	91
Finance	94
Fleet	95
Facility	96
Quartermaster & Purchasing	98

Operations Division

I am happy to report on the activities of the Operations Division for the year 2019. The Operations Division consists of Uniform Community Patrol, Traffic Services, Canine, Emergency Response Team (ERT), Crisis Negotiation, the Auxiliary Unit, Community Services, Training, Alternative Response Unit (ARU) and Chaplain Services.

The year 2019 was another one of success, thanks to the 98 dedicated sworn officers, 21 civilians and 33 auxiliary members within the Division who worked cooperatively to meet divisional goals and objectives. The Operations' divisional objectives focused on team policing, traffic safety, and building relationships with our community's youth.

I would like to recognize the following members for their leadership and thank each of them for their contributions, which enabled the completion of this year's divisional report:

Team One	Sergeant John Townsend
Team Two	Sergeant Josh McGrath
Team Three	Sergeant Jeff Chartier
Team Four	Sergeant Ted Branch and Sergeant Jo-Anne Elliott (Started in May 2019)
Team Five	Sergeant Sean Quinlan
Team Six	Sergeant Craig Ralph
Traffic Services	Sergeant Ryan Wilson
Emergency Response Team	Sergeant Trevor Hickey and Sergeant Laine Schubert
Canine	Sergeant Ted Branch
Community Services/Training	Sergeant Ted Branch
Auxiliary Policing	Staff Sergeant Dan MacLean, Sergeant John Townsend, Auxiliary Staff Sergeants Andrew Burdett & Steve McLean

Calls for service have increased for the first time in three years. 2019's calls totaled 32,128, up 2.8% from 2018's total of 31,246, which was 0.8% lower than 2017 with 31,504.

Responding to calls for service is the primary responsibility of the Uniform Community Patrol, which consists of four platoons providing 24/7 coverage of front-line policing to the communities served. Working within the team policing concept, officers are assigned to a specific patrol area. This concept provides a sense of ownership and familiarity to varying community concerns. Officers in each area work as a team under the direction of a Team Coordinator. Team members meet throughout the year to identify problems or potential problems within their area, discuss possible strategies to solve or avert the problem, and report on results of problem solving initiatives. A summary of police efforts and activities from each of the area teams are noted in this report.

The Traffic Services Unit contributed significantly to the Service's successes in 2019 by providing enforcement and education initiatives. It should be noted that during the course of the year, the Traffic Services Unit was required to supplement other staffing shortfalls such as court security, crime scene security and escorts. The section on Traffic Services accounts for the Unit's 2019 campaign and results.

2019 saw a complete transition in the Peterborough Police Service Canine Unit. Two new teams, PC Cowie (Isaac) and PC Adey (Chase), were created and ultimately deployed in support of Patrol and Emergency Services units in Peterborough, Lakefield, and Cavan-Monaghan. The new teams have been introduced to the community and are quickly adapting to their new duties. They return to Niagara Regional Police Service (NRPS) at regular intervals for further training.

The Emergency Response Team (ERT) had another successful year responding to various high-risk situations and assisting officers with searches and training. Aside from resolving high risk occurrences, the ERT also helps out on everyday calls for service such as backing up canine for tracking of persons, serious mental health calls, alarm calls and calls involving potentially armed persons. Due to movement within the organization, including transfers, promotions, and tenure, a competition process was held in 2019 to recruit three (3) new members to the team.

The Service has six (6) trained crisis negotiators on staff and forty-five (45) members who are trained in Crisis Intervention Training. Incident Commanders, of which there are five (5), and Negotiators continually train to maintain proficiencies with their skills and abilities.

The Community Services Unit had yet another successful year in 2019. The Unit is comprised of four (4) uniform officers and one (1) civilian member. Officers are assigned as liaisons at the area high schools and elementary schools in Peterborough, Lakefield and Cavan Monaghan. In 2019 the Unit changed their deployment to four days of ten hours in length in order to cover more schools to ensure proper coverage.

The Peterborough Police Service continues to reap the benefits of having a Community Development Coordinator. This person is responsible for the development and coordination of strategic community engagement and partnership approaches to build and enhance relationships between the Service and community stakeholders. The launch of the Risk Driven Situation Table in 2016 has resulted in four (4) members of the service being trained to attend meetings and assist with following up on persons who are at risk in our community.

The Training Unit is continually 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. All decisions related to training are made with the intent of meeting or exceeding the required standards and ensuring the safety of members and the community with the goal to continue improving service to the community. Our commitment to provide quality and cost efficient training is evidenced by our continued investment in online e-learning as a vital training method. In 2019, members of the Service received a total of 9,328 hours in-house, and 6,690 hours off-site for a combined total of **16,018** hours. Training hours is down 13.0% compared to 2018's total of 18,410 hours.

The Peterborough Police Service is very proud of our Auxiliary Unit as they volunteer thousands of hours to our community year after year. In 2019 the Auxiliary Policing Unit consisted of 33 members: 2 Auxiliary Staff Sergeants, 3 Auxiliary Sergeants and 28 Auxiliary Constables. This group of dedicated members volunteered 2,156 hours throughout 2019.

As we look forward into 2020, succession planning, training and technology continue to be our 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 and officer safety is of the utmost

importance to all of us at the Peterborough Police Service and we continue to do our best to strike the proper balance in order to meet legislated requirements.

Inspector Neil Collins acknowledged and thanked the men and women of our Service, civilian and sworn, for their competence, confidence and compassion while serving the communities of Peterborough, Lakefield and Cavan Monaghan as he transitioned from Operations to Investigative Services. I also would like to voice my appreciation because quite simply it is through their hard work and dedication that the Peterborough Police Service continues “to be the best police service, providing the highest standard of professionalism in partnership with our community.”

A handwritten signature in black ink, appearing to read "John Lyons". The signature is written in a cursive, flowing style with a horizontal line underneath it.

John Lyons
Inspector of Operations

Criminal Statistics

Description	Actual Offences Monthly				%+/-	Actual Offences Year To Date				% Cleared Monthly			Percent Cleared Year To Date			
	SEP 2019	OCT 2019	NOV 2019	DEC 2019		2016	2017	2018	2019	%+/-	OCT 2019	NOV 2019	DEC 2019	2017	2018	2019
TOTAL FRAUDS	30	65	24	40	66.7	313	293	456	413	-9.4	20.0	54.2	37.5	36.9	35.7	31.0
Credit Cards	9	19	9	11	22.2	61	65	118	84	-28.8						
Counterfeiting	1	0	0	0	***	37	19	14	5	-64.3						
ATM/Debit	2	7	3	7	133.3	16	32	45	44	-2.2						
Other Frauds	18	39	12	22	83.3	199	177	279	280	0.4						
PROSTITUTION	0	0	0	0	***	0	0	0	0	***	***	***	***	***	***	***
GAMING AND BETTING	0	0	0	0	***	0	0	0	0	***	***	***	***	***	***	***
TOTAL OFFENSIVE WEAPON	4	6	1	8	700.0	29	30	22	43	95.5	50.0	100.0	100.0	90.0	54.5	88.4
Use Firearm	0	0	1	0	***	1	1	1	1	0.0						
Other Weapons Offences	4	6	0	8	***	28	29	21	42	100.0						
TOTAL OTHER CRIMINAL CODE	200	186	164	191	16.5	1911	1909	2282	2194	-3.9	84.9	79.3	75.9	80.4	83.2	80.2
Arson	0	0	3	0	***	9	5	5	8	60.0						
Bail Violations	27	40	27	43	59.3	243	256	405	457	12.8						
Disturbing the Peace	18	10	14	15	7.1	246	163	201	203	1.0						
Escape Custody	0	0	0	0	***	1	0	1	0	***						
Indecent Acts	0	5	4	1	-75.0	21	22	16	39	143.8						
Confinement/Kidnapping	1	0	1	0	***	5	6	3	12	300.0						
Obstruct Public/Peace Officer	3	0	0	3	***	27	22	24	20	-16.7						
Prisoner Unlawfully At Large	0	0	0	0	***	2	1	0	0	***						
Mischief	56	35	28	26	-7.1	431	418	411	391	-4.9						
Criminal Harassment	3	10	8	6	-25.0	71	82	106	79	-25.5						
Abduction	0	1	0	0	***	2	0	0	1	***						
Other Criminal Code Driving Offences	5	1	0	3	***	33	37	45	30	-33.3						
Impaired Driving Offences	7	2	5	9	80.0	84	79	85	79	-7.1						
Other Criminal Code	80	82	74	85	14.9	736	818	980	875	-10.7						

Description	Actual Offences Monthly					Actual Offences Year To Date					% Cleared Monthly			Percent Cleared Year To Date		
	SEP 2019	OCT 2019	NOV 2019	DEC 2019	%+/-	2016	2017	2018	2019	%+/-	OCT 2019	NOV 2019	DEC 2019	2017	2018	2019
TOTAL DRUGS	4	17	6	8	33.3	141	105	104	81	-22.1	100.0	100.0	75.0	100.0	92.3	92.6
Heroin	1	0	3	0	***	2	7	17	12	-29.4						
Cocaine	2	12	1	4	300.0	44	28	34	43	26.5						
Cannabis	0	0	0	1	***	76	46	29	5	-82.8						
Restricted	0	0	0	0	***	0	1	1	2	100.0						
Controlled	0	2	1	0	***	8	6	5	7	40.0						
Other Drugs	1	3	1	3	200.0	11	17	18	12	-33.3						
FEDERAL STATUTES	0	0	0	0	***	0	0	0	0	***	***	***	***	***	***	***
TOTAL SEX OFFENCES	18	20	13	12	-7.7	145	163	127	189	48.8	40.0	84.6	66.7	69.9	63.0	55.0
Aggravated Sexual Assault	0	0	0	0	***	0	0	0	1	***						
Sexual Assault With Weapon	0	0	0	0	***	0	0	1	0	***						
Sexual Assault	10	13	11	7	-36.4	110	122	101	122	20.8						
Other Sexual Offences	8	7	2	5	150.0	35	41	25	66	164.0						
TOTAL ASSAULTS	43	34	49	66	34.7	475	511	546	487	-10.8	100.0	81.6	86.4	85.9	81.5	83.6
Aggravated Assault-Level 3	2	0	0	1	***	5	16	11	8	-27.3						
Assault-Level 2/Weapon/Bodily	4	10	8	17	112.5	97	81	127	98	-22.8						
Assault-Level 1/Other Assaults	22	13	26	22	-15.4	184	232	230	208	-9.6						
Assault Police/Public Officers	4	1	1	9	800.0	39	38	27	29	7.4						
Domestic Assaults	11	10	14	17	21.4	150	144	151	144	-4.6						
TOTAL CALLS FOR SERVICE:	2814	2788	2667	2685	0.7	31712	31504	31246	32128	2.8						

Non-Offence Statistics

Peterborough Police Service

Month: December, 2019

Non Offence Statistics

For Zones: Overall

Non Offence	Non-offences Monthly					Non-offences Year to Date				
	SEP 2019	OCT 2019	NOV 2019	DEC 2019	%+/-	2016	2017	2018	2019	%+/-
Abandoned Vehicles	3	0	1	0	***	14	9	9	10	11.1
Alarms	63	53	64	52	-18.8	762	708	715	739	3.4
False Alarm Cancelled	26	21	31	33	6.5	306	322	313	296	-5.4
Animal	13	8	8	5	-37.5	135	117	121	159	31.4
Community Services	95	127	144	119	-17.4	1680	1305	1351	1501	11.1
Dangerous Condition	4	3	2	5	150.0	62	73	52	39	-25.0
DNA	27	43	31	28	-9.7	347	342	287	328	14.3
Domestic/Family Disturbance	149	140	126	168	33.3	1960	1825	1711	1717	0.4
Escorts	78	77	65	67	3.1	805	911	740	862	16.5
Fire/Fire Alarms	1	2	4	1	-75.0	10	14	18	19	5.6
Insecure Property	6	5	1	4	300.0	57	59	55	60	9.1
Landlord/Tenant	13	10	16	8	-50.0	193	186	152	153	0.7
Liquor Acts	18	15	14	14	0.0	383	368	310	261	-15.8
Lost and Found Property	102	73	66	59	-10.6	972	969	935	990	5.9
Missing Persons	0	0	0	0	***	4	2	2	2	0.0
Missing Persons Located	30	25	20	27	35.0	308	397	343	319	-7.0
Municipal By-law	3	6	5	0	***	49	67	71	65	-8.5
Neighbour Dispute	35	34	35	41	17.1	634	499	453	498	9.9
Noise Complaints	72	86	74	62	-16.2	1142	1014	923	869	-5.9
Non-Traffic Accident	3	3	0	0	***	11	14	10	12	20.0
Police Assistance	181	179	191	173	-9.4	2341	2750	2652	2277	-14.1
Police Information	102	76	78	103	32.1	1044	901	927	1025	10.6
Prevent Breach of Peace	18	12	22	31	40.9	340	371	328	294	-10.4
Property Damage	2	2	0	0	***	18	30	25	18	-28.0
Provincial Statutes (M.H.A.)	57	61	43	44	2.3	562	577	560	584	4.3
Sex Offender Registry	20	18	12	20	66.7	255	227	221	224	1.4
Strikes	0	1	0	0	***	3	3	2	1	-50.0
Sudden Deaths	5	9	10	18	80.0	112	129	140	132	-5.7
Suspicious Persons/Vehicle	291	258	227	212	-6.6	2269	2279	2420	2731	12.9
Telephone Calls	17	21	31	13	-58.1	379	295	301	257	-14.6
Towed Vehicles	14	9	6	7	16.7	355	218	93	115	23.7

Non Offence	Non-offences Monthly					Non-offences Year to Date				
	SEP 2019	OCT 2019	NOV 2019	DEC 2019	%+/-	2016	2017	2018	2019	%+/-
Traffic Complaints	192	205	146	154	5.5	2230	2396	2220	2195	-1.1
Traffic Control	5	5	6	9	50.0	93	91	62	69	11.3
Calls Involving Youths	24	24	25	22	-12.0	401	422	300	284	-5.3
Unwanted Persons	97	123	114	120	5.3	1310	1069	1001	1202	20.1
Vehicles Recovered	1	0	1	3	200.0	6	15	7	10	42.9
VICLAS	19	20	11	15	36.4	158	141	156	191	22.4
Warrants	38	43	53	47	-11.3	337	397	483	546	13.0
Other Provincial Statutes	14	32	34	36	5.9	82	133	139	229	64.7
Other	258	239	176	192	9.1	2096	2189	2441	2613	7.0
CALLS CAN'D / LACK OF MA	120	92	88	62	-29.5	496	647	749	974	30.0
TOTAL NON-OFFENCES	2216	2160	1981	1974	-0.4	24721	24481	23798	24870	4.5

Area One (Downtown)

Area One is a unique patrol zone due to its downtown culture. The area has a large business and service industry during the day and an entertainment district at night, but also houses a residential area. Area One has the largest number of officers (16) patrolling this area, with eight (8) assigned as foot patrol in addition to the eight (8) community patrol drivers.

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

The first meeting was a review of 2018; identifying what worked well and what needed improving. Members from the Downtown Business Improvement Area (DBIA) were invited to express their views of the downtown and their policing needs. Officers heard the concerns, which were mentally ill people wandering the streets, panhandlers harassing citizens and a general sense the city's downtown is not safe. Although the tenting situation at Victoria Park caused considerable re-deployment of Area One officers, there were still some projects completed:

King Street Parking Garage

Officers worked with the Parking Enforcement Office and the King Street Parking Garage to address the concerns of unwanted individuals loitering in the alley adjacent to the garage. Patrols of the area were increased and advice was given to staff on how to prevent loitering in the area. As a result, several very large planters were placed in the alleyway to deter individuals from loitering.

Downtown Business Survey

Team One officers designed and distributed a survey to businesses in the downtown core soliciting feedback on community concerns. Unfortunately resources had to be deployed to dealing with Victoria Park and therefore this project could not be completed. This initiative will be continued as part of the 2020 Team Policing Project.

Individuals Using ATM Vestibules

Team One officers worked with the downtown banks to address the concern regarding individuals sleeping in the ATM vestibules at night. As a result of the project, the banks initiated a policy that the bank machines vestibules would be locked in the evening and not accessible to the public.

Area Two (North End)

In February of 2019, Area Two officers held their first team meeting. This meeting was conducted at the Peterborough Police Service and was facilitated by Team Coordinator Sergeant Josh McGrath. The Divisional Commanders Objectives for 2019 were reviewed and officers were tasked with contemplating potential projects within the area. In 2019, officers were assigned to work together in pairs to accomplish team projects and be responsible for liaising with community groups and businesses which were highlighted as having the greatest number of calls for service. The main goal was to reduce the number of calls for service in Area Two and form partnerships with community stakeholders.

Our Crime Analyst attended and presented on the top businesses and areas responsible for calls for service in Area Two. Further at the March meeting, Traffic Officer Tom White presented the top intersections for collisions including property only and pedestrian involved collisions.

The second meeting was held at the Peterborough Police Service in November 2019 and was facilitated by Sergeant Josh McGrath. At that meeting, officers spoke of the projects and businesses that they were responsible for in the 2019 year and the opportunities moving into 2020.

The Crime Analyst was again present at the meeting and presented a detailed analysis of the calls for service in the area and the top call generating addresses including businesses and residential addresses. The information presented by the Crime Analyst was useful in addressing issues moving into 2020.

2019 AREA PROJECTS

Head of the Trent Regatta (HOTT)

For over 40 years Trent University has held their annual rowing regatta in early autumn. In 2019 the event took place on October 5th and October 6th. The event coincides with Trent University's homecoming weekend. The event attracts thousands of visitors and is an important event not only for Trent University but also for the City of Peterborough. The actual regatta is held on Friday and Saturday and includes participants and spectators from various universities from across Ontario.

On the Saturday there are two separate liquor licensed areas with one on each side of the Otonabee River. The West Bank Beer Garden is the largest, comprised of approximately 4,000 patrons when at capacity. It is typically attended only by alumni and has a family friendly atmosphere and a significantly lower attendance rate. At the conclusion of the beer gardens at 6:00 p.m., a large number of people enter the Peterborough downtown core. The event has evolved over the years and the downtown core has taken on a festival atmosphere. In the past, the consumption of alcohol and large crowds displayed undesirable behaviour including acts of mischief, excessive noise, fighting, indecent acts, and urinating in the streets.

Area Two officers set the goal to reduce the number of crime and alcohol related incidents in the downtown core. With regards to number of calls for service, previous statistics show this night is comparable to New Year's Eve and St. Patrick's Day.

At the conclusion of the 2019 HOTT event, the feedback was very positive from all parties. The Peterborough Police Service will continue to liaise with Trent University for the purposes of ensuring the safety of all patrons during the Head of the Trent Regatta.

Brock Street and George Street

Loitering and commission of various offences were an identified area of concern at noted location. Officers frequented the area and were diligent in limiting unwanted activities in that area. “No Loitering” signs were posted and Peterborough Police officers were given agent status under the Trespass to Property Act for the business properties in order to send away or charge individuals found unlawfully in the vicinity of the businesses in that location. There was less vagrancy and loitering as a result which pleased business owners.

Victoria Park

Victoria Park had an unsightly scene with tents being erected and many large groups sitting or sleeping in the park and leaving behind garbage. Area Two officers, with assistance from other area officers and paid duty officers, frequented the area and enforced bylaws, provincial or criminal offences encountered. Through great work by the City of Peterborough creating appropriate bylaws around parks, the tents disappeared almost overnight without any police intervention in removing same.

Traffic Management

A Traffic Constable identified intersections and roadways that are responsible for the greatest number of calls for service and motor vehicle collisions. It was the focus of Area Two to do targeted traffic details and self-directed traffic enforcement in the areas identified in team meetings to reduce the number of instances.

A Sergeant corresponded with the Traffic Unit to continue to identify areas with increased calls for service and disseminate the information to members of Area Two.

Area Three (West End)

Officer's assigned to Area Three demonstrated dedication and pride while representing the Peterborough Police Service in making Area Three a safe place to live, work and play. The success of Area Three could not have been possible without the efforts of these constables.

Area Three is a large area with a mix of commercial and residential. The Peterborough Regional Health Centre (PRHC) is located in the heart of Area Three. Officers from all areas find themselves routinely at PRHC during the course of their duties. As such, officers are required to spend a considerable amount of time at the hospital. Peterborough Regional Health Centre was the location with the highest number of calls for service (CFS) in Area Three for 2019.

Area Three CFS declined by 6% compared to the previous year with an average number of CFS per month of 596. Motor vehicle collisions increased and will be a focus in 2020 as Area Three officers will be working closely with the Traffic Services Unit. Notable CFS decreases include cannabis possession, due to change in legislation, and theft of motor vehicles. Notable increases are in the area of sexual offences and bail violations.

Officers continued to liaise with group homes to positively impact the youths residing in those homes. Additionally, officers provided support to the group home workers as both the workers and police worked together. The difficulty officers and group home workers have is that the residents are transient which makes it difficult to establish a rapport and trust

Traffic enforcement was another topic that Area Three officers determined to be a priority. One concern in particular focused on the new crosswalk on Brealey Drive near the Wellness Centre. Officers attended the area and provided enforcement and education to motorists on their obligations when approaching a pedestrian crosswalk. Many hours were dedicated to ensuring the safe negotiation of vehicles on our streets in Area Three.

Area Three is the home to many long term residents as well as student housing. On occasion there have been challenges with the two groups mixing and police were required to intervene. In one case officers attended a residence and spoke to the long term homeowner to listen to her concerns and provide advice. The officer then arranged to meet with the neighbouring students and educated them on local by-laws including noise and parking. Since that intervention, no further calls for service have been received at that address.

Area Three is also home to Fleming College located in the far west end of Area Three. Thousands of students are spread throughout Area Three, normally in close proximity to the College. Officers continued the amazing partnership with Fleming College and Fleming Community Connections (Good Neighbour Program) in which police officers, auxiliary officers and representatives from the attended neighbourhoods with high student residences mixed with permanent residents and spoke to them about expectations and what it means to be a good neighbour. The program is a valuable tool in reducing calls for service in the areas where residences are shared between students and families. Officers also committed some of their available patrol time to these areas in an effort to maintain that relationship with the students and the community. Officers continued to address speeding complaints, noise complaints and any other concerns brought forward to them.

Area Four (South/East)

Area Four is a unique area in that it contains residential areas, commercial areas, and multiple businesses such as plazas and the Lansdowne Place Mall. This area houses a large portion of the population for the City of Peterborough, primarily in the east end of Peterborough and south end of Peterborough. In 2019 there were 10 officers assigned to Area Four in Community Patrol.

There were two Team Four meetings held in 2019. During these team meetings, members met and discussed current issues unique to Area Four with a goal to maintain a unified focus where members of the team could work collectively in order to best serve our community.

Concerns that were identified throughout the year are as follows:

- Panhandling at a Hunter Street East pharmacy – This was combatted through the laying of Provincial offences and communication between pharmacy staff and members of Team Four
- James Stevenson Park, Peterborough – Complaint of vehicles entering the parking lot between 12:30 a.m. and 2:00 a.m. Residents in the area were concerned regarding an increased number of street racers in and out of the park at all hours. This was combatted by officers conducting more patrol hours in this area and one officer speaking with residents in an attempt to address their concerns.
- Concerns were reported by citizens, who reside in the area of Robinson Street in East City, that in the early morning hours unknown people were seen taking property from a front porch and walking through the neighbourhood. This was dealt with by speaking with community members and increasing patrol in the area.
- Tenting throughout Area Four – As the city worked through a transitional period, Team Four members continued to enforce any criminal code offences, provincial offences and bylaw offences they encountered. Area Four had several areas where the city's homeless erected tents including James Stevenson Park and Turtle Island. Team Four members supported the city and took direction as to their role in enforcement.

Members of Team Four also conducted enforcement on panhandling, laying charges under the Safe Streets Act in an effort to deter this behavior.

The number of calls for service in Area Four in 2019 was 6,542. Of note, suspicious person reports increased from 2018 to 2019 by 13%, non-police matters increased by 10%, alarm calls increased by 17% and unwanted persons increased by 3%.

Area Five (Lakefield)

Team Five has been responsible for policing the Village of Lakefield since 1999. First as an amalgamated police service until 2015 and since that time as a contracted service. As part of our commitment to policing the Village of Lakefield four officers are designated as primary officers, one attached to each platoon. Relief officers are assigned on an as-needed basis to fill in for the primary officers while on holidays or extended leave and courses.

Under the terms of the contract, the Village of Lakefield has dedicated coverage for 18 hours a day. Officers then provide supplemental coverage in the City of Peterborough from 2:00 a.m. to 8:00 a.m. Also as part of the contract, back up officers required for the Village of Lakefield come from the City.

The Village of Lakefield has a satellite office, staffed by a clerical member Monday to Friday. Community policing is the core function for officers in the Village of Lakefield. The Area Five officers continue to work with the community to maintain positive relationships while educating citizens in efforts to reduce crime and calls for service. There are two primary/intermediate schools within the village that receive attention from area officers in an effort to establish rapport with the school aged children.

Lakefield had fifty-six (56) Criminal Code offences reported in 2019, a 5.9% decrease from 2018. There was a 9.7% overall decrease in the non-offence calls for service when comparing 2019 (421) to 2018 (441). The highest amount of calls for service in 2019 were community services calls (97). The second highest category of calls for service (47) were traffic related with the most significant calls related to the left turns at Water and Bridge Street. In 2018 improved signage was added to help educate the public before reaching the intersection. Total calls for service for Lakefield for 2019 were 464 compared to 2018 which were 505. This was an overall decrease of 8%.

There were 33 reported traffic accidents for the Village in 2019.

Area Five officers are happy to report that neither the Skateboard Park, nor Youth Unlimited, presented any issues this year for the police.

Lakefield has always had an officer liaising with the community around the annual fair. This year any identified issues were addressed by the fair's onsite security.

The Lakefield campground and arena were monitored by officers and any issues were addressed promptly through liaisons with staff at both facilities.

As part of regular team meetings, officers made an effort to educate the various businesses regarding the Service's website which allows community members to report a non-emergency incident to police.

Through dedicated foot patrols, efforts will be made to visit all the businesses in the village to connect with owners and staff to collect up-to-date information for key holders and businesses. This will also assist with the education component.

In 2019 officers dedicated at least one hour of their shift to foot patrol in the village.

A committee was formed to review the noise bylaws for Selwyn Township which resulted in some adjustments on how the bylaw is now enforced.

Further input was sought regarding a new loading zone on Queen Street and heavy truck enforcement on Concession Street.

Most of the speeding concerns were found to be perception issues as the complainants were sought out and sat with officers and observed the radar readings during traffic details.

The Peterborough Police Service is looking forward to continuing its long standing relationship with the Township of Selwyn and the Village of Lakefield in 2020.

Area Six (Cavan-Monaghan)

Team Projects Through Traffic Enforcement

As identified in our current reported occurrences, traffic enforcement continues to be a primary concern within Area Six. Officers continue to set team objectives and create traffic enforcement details within Cavan-Monaghan Township. The team traffic enforcement approach educates drivers, places value on citizens' concerns/complaints and further deters future motor vehicle collisions.

Team enforcement results have been recorded from January to December 31st. A total of **2,384 Provincial Offence Notices (PON)** were issued.

Arrest Data

Arrests by incident type in Area Six, with a total of 60 charges.

Occurrence Type / Charges	
Assault	11
Bail violations	6
Sexual Assault	3
Stolen Vehicle/Driving	13
Threats	1
Domestic Related	3
Impaired/over 80	19
Theft	1
Break Enter	3

Drones

The Peterborough airport had issues with drones being flown near their facility. There were a total of five incidents between May 27, 2020 and August 9, 2020. With the advent of more drones being used by the general population it should be noted that it is illegal to fly a drone within 5 kilometres of any airport. In any instance where drones are reported by the airport police must investigate and forward the information to NAV Canada.

Cavan-Monaghan Volunteer Policing Committee

In 2019 the Policing Committee assisted in the following:

July	Lions Car Rally
August	Ladies Night
September	Community Centre Grande Opening
November	Remembrance Day
December	Christmas Parade
	Christmas in the Village Evening

Traffic Services Unit

The Traffic Services Unit had a challenging year in 2019 due to unforeseen medical issues which resulted in two out of five constables being away from the unit for approximately six months. This ultimately had an impact on the successful of the monthly traffic initiatives and output of Provincial Offence Notices.

Considering the aforementioned, the Traffic Services Unit had a successful year for enforcement and also for personal development and training.

Members of the Traffic Services Unit participated in the following monthly traffic initiatives throughout 2019:

- **Driver Visibility:** Excessive tint and obstructed views
- **Traffic Lights:** 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

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.

Collision Data

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.

Occurrences	Actual Occurrences This Month				Actual Occurrences Year To Date			
	2017	2018	2019	%+/-	2017	2018	2019	%+/-
Type								
Total Collisions Investigated	312	206	235	14.1	2583	2708	2631	-2.8
Collisions Over \$2000	136	93	105	12.9	972	1015	1018	0.3
Collisions Under \$2000	138	79	103	30.4	1235	1291	1264	-2.1
Collisions Involving Injuries	38	34	27	-20.6	376	401	347	-13.5
Total Persons Injured	65	50	35	-30.0	566	548	493	-10.0
Fatal Collisions	0	0	0	#DIV/0!	0	1	2	100.0
Pedestrians Injured	7	4	2	-50.0	51	53	41	-22.6
Bicyclists Injured	0	2	0	-100.0	28	25	21	-16.0
Motorcyclists Injured	0	0	0	#DIV/0!	9	9	12	33.3
Collisions Involving Motorcycles	0	0	0	#DIV/0!	11	12	19	58.3
Highway Traffic Act Charges	270	511	419	-18.0	6886	7186	6850	-4.7

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 stats that can be attributed to enforcement by members of the Peterborough Police Service.

Officer Development

In 2019, members of the Traffic Services Unit attended the following courses and seminars:

- Canadian Association of Chiefs of Police Traffic Conference
- Level IV Reconstruction Course
- GTA Reconstruction Workshop
- Center of Forensic Science Breath and Drug Conference
- Traffic Injury Research Foundation Seminar

Canine Unit

Peterborough, Lakefield and 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, in 2019. Both canine teams were very 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 and the Canine Unit wish to thank both organizations for their support to the community and the Canine Unit. Additionally, the Peterborough Police Service would like to recognize 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 couldn't 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.

Emergency Response Team (ERT)

ERT was involved in a multitude of different calls and scenarios as a team in 2019. 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 potential 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. 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 (CIU).

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.

The following is a breakdown of calls per month and the type of incident.

January	3 ERT incidents (3 drug search warrants).
February	1 ERT incident involving a high risk investigation originating out of Toronto.
March	3 ERT incidents (2 drug search warrants and a public order event).
April	2 ERT incidents (1 drug search warrant and a call for an unwell citizen on a roof).
May	4 ERT incidents (3 warrants).
June	4 ERT incidents. (1 drug search warrant, Drug Unit assistance for male with weapon, criminal code search warrant and arrest and recovered firearm with ICAD, barricaded subject)
July	5 ERT incidents. (Weapons call on Edison Avenue and subsequent search of area for suspects and four other weapons related incidents).
August	2 ERT incidents. (Warrant assisting CIU for weapons, assisting uniform patrol with armed male).
Sept	1 ERT incident. (Assist uniform patrol and located potentially armed male).
Oct	2 ERT incidents. (2 drug search warrants with ICAD).
Nov	1 incident. (Search warrant with neighbouring police service for firearms related incident).
Dec	3 incidents. (Assisted neighbouring police service in human trafficking investigation involving firearm, 2 drug search warrants with ICAD).

All of the above noted 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.

Training and Equipment

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 %.

ERT initiated an application process to replace two outgoing ERT members due to their tenure on the team. This process was reconfigured and extensive time and effort was put forth to develop the new six phase applicant process. This process was created to ensure the utmost fair and impartial process to any and all applicants, while ensuring that specific standards had to be met to continue in the process. A total of 12 applicants began the process which was eventually narrowed down to the three successful candidates. Two candidates were outfitted with new and proper equipment prior to being sent on a six week Basic Tactical Operations Course (BTOC) hosted by the York Regional Police Service (YRPS). The third applicant has yet to attend training.

ERT also researched and developed a TacMed program that was endorsed by both the Chief of Police and the Chief of Paramedics. A Memorandum of Understanding was established and signed and an applicant process was created to ensure that only the most qualified personnel would proceed through the process. 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.

The following is a breakdown of the calls involving the Emergency Response Team in the previous seven years:

- 2018 - 18
- 2017 - 35
- 2016 - 30
- 2015 - 33
- 2014 - 23
- 2013 - 30
- 2012 - 30

Deployment of ERT Members

ERT members on regular patrol currently consist of two Sergeants and five Constables.

ERT members currently assigned to Community Services consists of two Constables.

ERT Members in CIU during 2019 consisted of three. (Two Street Crime, one High Risk Unit, 1 Sexual Assault Unit)

The Year Ahead - 2020

In 2020, it is anticipated that the TacMed Program will proceed and be up and running by May. This is an excellent program and an element that is certainly a benefit and has been a proven necessity in the past.

Crisis Negotiation

The Peterborough Police Service's team of negotiators are in a period of transition as the Service makes the move from training and utilizing members who hold a supervisory role to a frontline officer approach. History has dictated that it is our frontline officers that are first on scene and therefore, there will be benefits of having a number of our constables trained in this role.

Two new members were sent on the negotiator's course in 2019. They will add to the compliment of others that have had the training.

It was identified that the negotiator's kit, which is used by all negotiators to make contact with and communicate with individuals was well out of date and required replacement. A Tangible Capital Asset Proposal was placed and accepted with a new kit being ordered in 2020.

Auxiliary Unit

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.

Events That Auxiliary Members Participated in 2019

- 172 Ride-a-longs with patrol with officers
- 19 Homeguard Inspections
- 132 Car seat installations

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

Auxiliary officers participated in numerous charity events, parades & sporting events for traffic/pedestrian control in 2019 including:

Cops for Cancer events, Pedal for Hope Tour, Cops'n Bobbers Fishing event, car seat installation information/display booths, Handbags for Hospice, Dragon Boat Festival, U19 Women's World Field Lacrosse Championships, July 1st Canada Day Parade, Winter YMCA ½ Marathon, Fairhaven Rock'n Roll, Courtney Druce Golf Tournament, Peterborough Emergency Management and Safety Forum, Fleming College neighborhood canvass, Law Enforcement Torch Run for Special Olympics events, assist Community Services Unit with Cram a Cruiser, Area One downtown patrols for "tent city", Remembrance Day Parades in Peterborough, Millbrook, and Lakefield, Knights of Columbus Police Appreciation Night, St. Patrick's Day Parade, Touch- A -Truck events in Peterborough and Millbrook, Peterborough Airport 50th Anniversary Air Show, Head of the Trent, Cray Park Musicfest, Snoop Dog Concert, Blue Rodeo Concert, police record checks at Trent University, Peterborough Lakers games, Peterborough Petes games, PULSE Downtown, Ribfest, Old Navy Safety Fair- Lansdowne Place Mall, training with regular members with in-service use of force training and simulation scenario, PARN Pride Parade, CIBC Run For The Cure, Santa Claus Parade, and Lock It or Lose It - Lansdowne Place Mall.

Community Services

The Community Services Unit is comprised of four sworn officers and one civilian staff member. All sworn members are responsible for approximately 10 schools; handling education and enforcement issues with elementary and secondary institutions in Peterborough, Lakefield and Cavan.

In December 2014, the Unit saw the addition of a civilian position as the Community Development Coordinator. This person is responsible for the development and coordination of strategic community engagement and partnership approaches to build and enhance relationships between the police service and community stakeholders. We continue to see the benefits of having this position as part of the Community Services team in many ways specifically in relationship building with our community partners and having a finger on the provincial pulse of trends and cutting edge projects that benefit our community

SCHOOL PROGRAMMING AND ACTIVITIES

KIDS (Knowledge, Issues, Decisions, and Supports)

The KIDS program consists of five modules, which are delivered to all grade 6 classes in Peterborough, Lakefield and Cavan-Monaghan.

CBC (Challenges, Beliefs, and Change)

The Challenges, Beliefs, and Change Program is a peer-mentored classroom session on drug use and decision making delivered to grade eight classrooms.

School Presentations

Officers have also tailored presentations to the schools for specific requests.

OTHER SCHOOL ACTIVITIES

CAA Safety Patrol

There are currently 11 schools that have implemented the School Safety Patrol Program, engaging over 200 students. Each month, three students are recognized for the “Safety Patroller of the Month” award. Safety patrol takes up a significant amount of the officer’s time for events such as, pizza parties, skating parties, the annual picnic and the Captain’s Camp, which rewards the Safety Patrol Captains.

Lockdowns

School lockdowns have continued to be a priority. Community Services officers conducted 80 lockdowns in elementary and secondary schools. Officers continue to work with schools to ensure that the 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.

Threat Assessments

All officers in Community Services have received the level two training in the Community Threat Assessment Protocol. The amount 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.

School Barbecues and Orientations

Officers attended the school open houses to meet parents and staff. This opportunity also allows officers to speak with parents and students in a positive manner and build relationships with students as opposed to strictly enforcement.

Terry Fox Run

All officers participated in this event to ensure student safety at road crossings throughout the city.

Calls for Service

Officers 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. Community Services officers continue to supplement the Service's Criminal Investigations Unit, Intelligence, Crime Analyst, Asset Forfeiture and Drug (ICAD) Unit, Court Services, and special events when requested on a routine basis.

EVENTS

Drug Awareness Week

Peterborough Police Service encouraged the community to have serious conversations about substance use and abuse during Drug Awareness Week this past year. Drug Awareness Week is one in a series of themed days and weeks that allow police and other community services to shine a light on issues critical to the safety, health and well-being of our community. Peterborough Police Service likes to use Drug Awareness Week to remind the community of how important it is to keep your prescription medication secured and away from children and youth. In 2017 an estimated 97,100 youth (grades 7 to 12) reported using a prescription opioid pain reliever for non-medical reasons (recreationally) in the previous 12 months with 55% saying they got the drug at home. Peterborough Drug Strategy partners, along with local pharmacies, promoted the free Medication Take Back Program. Using the following three principles, we believe that we can reduce the harms that prescription medication has on our community:

1. **SECURE** your medication
2. **KEEP TRACK** of quantities
3. **TAKE BACK** unused or expired meds

Police Week

The theme for police week was "Celebrating Policing and Community Partnerships." The focus was on celebrating the many meaningful community partnerships and relationships Police have formed. Police joined forces with their community partners to put on bike rodeos at various schools in the City of Peterborough. Police also collaborated with community partners to present on elder abuse and scams. The "Chief for a Day" ceremony was held at Monsignor O'Donoghue Catholic Elementary School in Peterborough where one local youngster was chosen to spend a day as the Chief of Police. Finally, the 40th Annual Police Appreciation Night was held at the Knights of Columbus Bishop Doyle Hall. The evening pays tribute our members, sworn and civilian, and is also our Service's way of acknowledging and thanking citizens who have gone above and beyond in assisting us during a police related incident.

Family Week

Family Week continues to be a popular and successful week. Families were encouraged to spend time together and put down electronic devices for the day. A family skate night was held at the Kinsmen Centre with a free pizza dinner, free of charge.

Crime Prevention Week

The theme for Crime Prevention Week was, "Help Us Help You". The focus was on the importance of Police working with the community and along with community partners from a variety of sectors.

Cop Shop with Lansdowne Place Mall

Community Services officers attended the event to assist with this wonderful initiative. This event pairs a police officer with a local child who has overcome a challenge or obstacle for a day of shopping and relationship building.

Pride Parade

Officers participated in meetings and the parade in 2019.

Cram-A-Cruiser

Officers set up cruisers at local grocery stores throughout the City of Peterborough and Village of Lakefield. There was 15,479 pounds of food and more than \$3,000 in cash donated by our community. All donated food is given to Kawartha Food Share and the Lakefield Food Bank.

Presentations and Tours

Community Services officers are expected to develop and deliver a variety of presentations on all topics to the community. Topics have included, dealing with emergencies, elder abuse, fraud, sexting, anti-bullying, traffic safety, career development and internet safety. Station tours are also done in certain circumstances on request.

New Canadian Centre Luncheons

Upon request, officers attend the New Canadian Centre to speak with new Canadians about the role of police in Ontario and how to navigate policing in Peterborough.

International Student Program – Fleming College

Officers attend each new intake of the International Student program at Fleming College to deliver a presentation on the Peterborough Police Service.

Community Development Coordinator

In 2019 the Community Development Coordinator for the Peterborough Police Service was involved in numerous projects and initiatives including the following:

Coordinator for the Situation Table

The Coordinator for the Situation Table and works with and supports the Co-Chairs of the Table. Coach participants who are preparing case presentations, do data entry each week and maintain the online database; manage logistics including training and community forums; provide updates to the participants, deliver education sessions to further engage existing partners and recruit new ones; and enhance the communities understanding of the Situation Table and how it aligns with their work.

Diversity, Equity and Inclusion (DEI)

- Gender Journeys: A program under the Canadian Mental Health Association (CMHA) umbrella which received a three year Trillium grant starting in 2018.
- The Refugee Resettlement Task Force /Peterborough Immigration Partnership/ Diversity Equity Education Peterborough (DEEP).
- Diversity, Equity and Inclusion Network (DEIN): This is an informal network of about 50 people representing about 24 agencies including the New Canadians Centre, the Community Race Relations Committee and The City of Peterborough. DEIN was able to rally in the Fall and support City staff and Council to see Peterborough join the Coalition for Inclusive Municipalities.
- There is also a Provincial Diversity, Equity and Inclusion Network launched by the City of London in 2018 that includes municipalities, some Universities and Colleges, as well as a few Police Services. Like other networks it is an opportunity to share best practices and seek opportunities for collaboration and strategic alignment.
- Bridges Out of Poverty is an evidence based equity and accessibility framework which the City has adopted and delivers training on that is specific to economics, class and income.

Schools and Youth

- KIDS Books and curriculum. Revised the section on drugs to reflect the legalization of cannabis and make them more user friendly.
- Challenges, Changes and Beliefs (CBC) is another evidence based program that looks to build resilience in youth by supporting critical thinking, building confidence, health literacy and relationship skills.
- Connect, Change, Connect is specific to smoking and vaping cessation.

- Reward and Remind is a third Peterborough Public Health led program. Runs during the summer months and looks to remind youth where they can and cannot smoke using a positive reinforcement framework.
- Service Providers for Youth Forum: In September hosted the fifth annual forum for service providers who serve youth in Peterborough.
- Youth Commission: Endorsed by City Council and comprised of members from the Youth Council and community partners like police, the John Howard Society, Employment Planning and Counselling, and Junior Achievement, champion's issues as identified for and by youth in Peterborough.
- National Youth Week is the first seven days in May each year. An ad-hoc group meets to plan activities aimed at engaging youth in a way that builds connection, culture, and knowledge.

Pride

Peterborough Pride is the third week in September. Continued to work with Pride organizers to ensure that police presence is in keeping with community expectations.

Downtown

Attempts to repeat the very successful partnership with the Downtown Business Improvement Area (DBIA), the Warming Room and City Social Services under the One City umbrella from 2018 were derailed by issues including the tenting situation in Victoria Park.

Community Safety and Well-being Plan (CSWP)

There was one CSWP plan in February 2019 in which it was made clear that the City was responsible for leading and resourcing this initiative. For a number of reasons the process stalled and remained stalled through the rest of 2019.

Community Mediation Peterborough (CMP)

The John Howard Society has been able to take on the lead of this program by housing it and providing funding, with Peterborough Police representation on the advisory board supporting other activities including mediations, trainings and workshops.

GreenUP's Neighbour PLAN Project

This project engages residents in three unique Peterborough project sites to contribute in meaningful ways to neighbourhood improvement, development and engagement.

Peterborough Drug Strategy (PDS)

PDS hired two consultants who led PDS through a strategic planning process wrapped up in September of 2019. Under the Drug Strategy there are several projects each of which has a

project advisory committee. One of these projects was funded through the last Proceeds of Crime cycle of funding (April 2018 to April 2021) and has been focused on Cannabis.

Question of Care (QoC)

A program under the PDS umbrella, QoC is a framework for collaborative multisector training, education and capacity building with a particular focus on reducing stigma and other barriers particularly in the context of addiction and mental health.

CAMH (Centre for Addiction and Mental Health)

Working with PDS and other community partners to engage CAMH on a capacity building project that relates to the opioid crisis.

(Supervised) Consumption and Treatment Services Site (CTS)

How to best respond to the opioid crisis/overdose/drug poisoning crisis in Peterborough in the absence of a Supervised Consumption and Treatment Services Site.

Health Canada Substance Use and Addictions Program (SUAP) Grant

It is a collaborative project that includes FourCAST, PARN, Paramedics, and police that would see a multisector team created including a community paramedic, addictions case managers, peers, and a coordinator work in response to the opioid/overdose crisis.

Homelessness /Housing

Peterborough adopted a “by-name-list” to support people who are waiting to be housed based on specific needs.

Human Services and Justice Coordinating Committee (HSJCC)

The local table helps facilitate collaboration on issues related to supporting people who are involved in the justice system.

Civic Engagement Network

Met six times in 2019, and while it has been a great forum to find emerging opportunities for community engagement and get feedback on ideas and projects, the group seems to be losing interest.

Business Plan

Supported the consultants engaged to create the new business plan for the Peterborough Police Service Board’s 2019-2021.

Diversion Protocol

Worked with CMHA to review and revise mental health adult diversion protocols.

Emergency Management and Safety Forum

A two day Forum held in April 2019 delivered to about 150 participants.

Community Safety and Policing (CSP) Grants - Local Stream and Provincial Stream

Grant submissions were made under the provincial CSP stream of funding to support our Special Victims Unit and enhance response to Human Trafficking.

PoC FLP

A grant application to the provincial stream of funding under Proceeds of Crime/Frontline Policing to fund a project that addresses Hostile Unit Takeovers and the related issues of guns, gangs, and human trafficking from April 2020 to March 2023.

Media Relations & Communications Coordinator (MRCC)

Communicating with media partners and the public remains a vital part of the Service's daily business. Public trust continues to be developed and maintained through various forms of external communication including daily media releases and social media. The cornerstone of public trust is built on the Service's dedication and adherence to transparency and accountability.

The MRCC is responsible for providing accurate and timely information while complying with all applicable legislation including the Police Services Act (PSA) the Youth Criminal Justice Act, the Freedom of Information and Protection of Privacy Act (FIPPA) and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). The Media Relations Officer continues to be an active member of the Ontario Association of Chiefs of Police (OACP) Ontario Media Relations Officers Network (OMRON).

The MRCC works closely with all of the Service's Unit's including Street Crime, Fraud, Traffic and Community Services to disseminate a wide variety of information to the public including pro-active crime prevention and safety messaging, information related to specific education and enforcement campaigns and recruitment efforts. In 2019 the Service's Organizational Chart was amended with the MRCC now reporting to the Deputy Chief (previously reported to Inspector of Operations).

The duties of the MRCC in 2019 included the following:

- Issuing daily and special media releases
- Coordinating and conducting media interviews or preparing members to conduct an interview
- Organizing media conferences
- Managing and updating the Service's website and ensuring it complies with the Accessibility for Ontarians with Disabilities Act
- Managing the Services electronic sign
- Managing and updating the Services social media accounts
- Managing the Service's television in the main lobby
- Managing the Service's "MyBeat" text alert program
- Designing Service documents; including the Annual Report, the Business Plan and the Holiday Card
- Working in collaboration with community partners to plan joint media initiatives
- Working with the Video Crime Analyst to disseminate unsolved crime videos
- Organizing the Knights of Columbus Annual Police Appreciation Awards

2019 was a busy year once again marked by events that garnered significant media attention.

It is crucial that major events continue to be properly managed to ensure the communities we serve receive the most timely, accurate and reliable information in order for them to feel informed and safe in the area they are living, working, and playing.

Training Unit

Peterborough Police Service training needs and requirements continue to grow due to stringent legislative requirements. The unit has one Sergeant, who also supervises the Community Services Unit and Canine Unit. There are 15 part time trainers who assist when possible as a secondary duty to their primary assignments. The Training Unit's goal is to ensure police members have the necessary training to safely and effectively perform their duties. Police services are mandated to meet legislative standards through the Police Services Act, Adequacy and Effectiveness Regulation, and Ministry of Community Safety and Correctional Services (MCSCS) standards and guidelines. Training decisions and planning are made with the intent to meet/exceed the required standards, ensure the safety of members and the community with the goal to continue improving service to the community. Providing quality and cost efficient training in 2019 continued by utilizing the Canadian Police Knowledge Network's (CPKN) online e-learning portal.

In 2019 officers received eight (8) hours of online learning consisting of a variety of topics. In addition to the 8 hours of online training, officers complete four, eight hour training days for each of the four platoons. These 4 days covered use of force, firearms, scenario based de-escalation scenarios and additional academic updates and changes. The total mandated training time is 40 hours per officer on the officer's day off thus not interfering with their regular shift duties. Special Constables and Auxiliary members also qualify annually in use of force.

The total time invested with in-Service Training for 140 Officers (Firearms, Use of Force etc.) was **9,328** hours. Training off-site totaled **6,690** hours (CPC, OPC etc.)

The total time invested with CPKN on line learning for the officers was **1,120 hours**.

A number of specialty designations require in-house annual re-certification including: CEW (Taser), Shotgun, Intoxilyzer Technician, Use of Force (Auxiliary & Special Constable) and Rifle.

We also continue to collaborate with other Police Services, organizations and community partners to maximize resources, share training opportunities, and provide opportunities for smaller organizations. Hosting these courses with our in house subject matter experts is a significant cost savings.

Total training hours: 9,328 hours in-house, plus 6,690 off site = 16,018 hours. (18,410 hours in 2018)

The Service continues to provide quality training in the most cost efficient manner to its members. The demands of complexed and advanced investigations, combined with a high officer safety focus, results in a heavy training load to build the necessary knowledge, skills and abilities required for effective, professional performance.

Chaplain

Major Bert Sharp is the Peterborough Police Service's Chaplain.

Some of the duties performed by Chaplain Sharp included the following:

- Participated in ride-a-longs and continued to build a rapport with members of the Service.
- Advise police officers, police families, civilian police service employees
- Spiritual guidance
- Sent cards to Service personnel to encourage and recognize special occasions
- Provide or assist in services appropriate to different faith traditions
- Visit sick and injured police officers and family members
- Liaison with other faiths and clergy
- Advise police service leadership on morale and personnel spiritual well-being
- Offer prayers at ceremonial and other police related functions

Chaplain Sharp continued to provide assistance to the Peterborough Police Service whenever requested. He remained connected to the Service and all of its employees with many visits and interactions with an assortment of sworn and civilian members throughout 2019.

It was evident that Chaplain Sharp has an unwavering connection to members as he volunteered to be a part of the Peer-to-Peer Team offering support and guidance to anyone requiring same.

It is a pleasure to have Chaplain Sharp as a part of this organization with his pleasant and calming demeanour that is respected by many.

Investigative Services Division

There are 38 members in Investigative Services comprised of one Inspector, one Staff Sergeant, three Sergeants, 28 Detective Constables and six Civilians. These members provide support to frontline patrol officers by taking over involved or complex investigations that require significant follow up and attention. The investigators and support personnel also meet requirements mandated through policing standards or identified community needs.

The Investigative Services Division is comprised of:

- Crime Stoppers (One Detective Constable)
- Domestic/Elder Abuse Investigations (One Detective Constable)
- Electronic Crimes Unit (One Detective Constable)
- Forensic Identification Services (Three Detective Constables)
- Fraud Investigations (One Detective Constable)
- High Risk Offender Unit (Three Detective Constables)
- ICAD Unit:
 - Intelligence Unit (Two Detective Constables)
 - Crime Analysis (One Civilian Member)
 - Asset Forfeiture (One Detective Constable), and
 - Drug Unit (Four Detective Constables)
- Major Crime Unit (Three Detective Constables)
- Sexual Assault Unit (Five Detective Constables)
- Street Crime Unit (Two Detective Constables)
- Victim Services Unit (Two Civilian Members), and
- Video Analysis (One Civilian Member)

Many of the positions in the Investigative Services have secondary responsibilities assigned to the role, including; Sex Offender Registry, Internet Child Exploitation, Human Trafficking, Community Assessment Teams, and more.

Inspector Neil Collins was assigned as the Divisional Commander of Investigative Service in February of 2019, taking over from A/Inspector Dan MacLean who transferred to the Operations Division.

Due to mandated legislative and case law requirements, training continues to be a priority to ensure members have current and applicable knowledge, skills and abilities. Throughout 2019 members in Investigative Services attended 48 courses, workshops or conferences throughout the year. This training was in addition to annual in-house training requirements to stay current of policing best practices. Training requirements across the province have put a strain on the Ontario Police College to provide updated curriculums at their facility. These strains have meant a shortage of available seats in classrooms, and accommodations have frequently been pushed off site, driving costs up for police services. In 2019, Investigative Services spent approximately \$65,000 on training.

Additional time and resources required to complete investigations and respond to demands outside of our control totaled 665 hours and 20 minutes of overtime (beyond the members scheduled tour of duty). Further, 1,099 hours and 41 minutes in “call out” overtime for investigations was necessary to respond to mandated calls. “Call out’s” are contractual and made after hours when there are no on duty Investigative Services personnel available, or when additional resources are required and members are called in while off duty to assist with an investigation. Previous years’ reports noted 3,985 hours (2018) and 3,653 hours (2017), but these statistics also reflect overtime hours Investigative Service members put in to supplement staffing shortages in the Operations Division.

Statistically, the “Actual Offences” reported in 2019 held consistent to 2018 with 5246 offences reported in 2019, compared to 5276 in 2018 (-0.6%). Previous to 2018 the reported offences were 4990 and 5065 for 2017 and 2016 respectively. The “percent cleared year to date” for reported offences in 2019 is 56.3%, down 4.3% from 2018’s 60.7% rate.

To summarize the violent crime trend in 2019; there were no 1st or 2nd degree murder investigations, but there were three attempt murder cases and one manslaughter case. Aggravated Assault cases drop to 8 in 2019 from 11 in 2018, in fact all Assault complaints except Assaulting Police Officers (29 in 2019, 27 in 2018) were down in numbers. Overall, the clearance rates for all assault categories are up in 2019 to 83.6%, compared to 81.5% in 2018. Reported Sexual Assault investigations have increased to 189 in 2019 (127 in 2018). These numbers are actually encouraging as it was a set goal with the implementation of our joint training with the Kawartha Sexual Assault Centre (KSAC) and a provincial funding grant to train 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 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. Respecting a victim’s wishes is first and foremost when pursuing charges against offenders; occasionally victims wish to report the offence as part of their healing process, but are hesitant to have charges laid for fear of re-victimization through the court process. Therefore, police will take complaints and provide referrals to assist victims, without laying charges until the victim is ready (if ever) to proceed. This can explain the effect on the clearance rates from 2018 at 63.0% to 2019 at 55.0%.

Robberies have increased significantly from 2018 at 21 occurrences to 31 in 2019 (+47.6%), while Break & Enters rose 54 incidents (from 248 to 302), which may be contributed to the ongoing battle against people’s drug addictions. Frequently the underlying factors behind robberies are offenders needing quick money to purchase drug to feed their addiction. As noted later in the Drug Unit’s submissions, drug investigations were down in 2019 (81) compared to 104 in 2018 mainly due to the fact that these investigations mean the limited amount of detectives assigned to the unit end up getting tied up in involved court cases, thus removing them from their enforcement role until the trial concludes. In 2019 the four detectives assigned to the Drug Unit spent 154 days in court (more than twice the days spent in 2018).

Crimes in our contracted communities accounted for a relatively small percentage of our overall crime; Cavan-Monaghan Township had 107 reported crimes with a 42.1% clearance rate. In 2018 there were 130 crimes reported with a 41.5% clearance. The Village of Lakefield had 56 reported crimes (the exact same as 2018), but with 50.0% cleared compared to 35.7% in 2018.

The majority of these crimes were property related offences which often lacked evidence to identify an involved person(s).

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 in time. The opioid crisis, domestic human trafficking and internet child exploitation investigations continue to place challenging demands on resources. This is not unique to Peterborough, as communities across the country struggle to find collaborative partnerships to address these social issues. The Service's Investigative Services Unit is committed to meeting the community's expectations and the overall goals and objectives of the Police Service.

In closing, the effort put forth by the members of the Investigative Services unit is second to none when it comes to applying their knowledge, skills and abilities while investigating serious criminal occurrences that affect our community. I would like to thank each member for their contributions, commitment, and dedication to making our community a safer and more enjoyable place to live, work, and play.

Respectfully,

A handwritten signature in black ink, appearing to read 'NSP' followed by a stylized name, positioned above a horizontal line.

Neil Collins
Inspector

2019 Year End Statistics

	2017	2018	2019	% +/-
Reported Crimes	4990	5276	5246	-0.6
Clearance Rate	59.2	60.7	56.3	-4.4

2019 Year End Criminal Statistics						
Description	Offences Year to Date			Percent Cleared Year to Date		
	2018	2019	%+/-	2018	2019	%+/-
Homicide/Attempts	2	4	100.0	100.0	100.0	0
Robbery	21	31	47.6	47.6	51.6	4.0
Break & Enter	248	302	21.8	29.0	30.5	1.5
Theft of Vehicles	78	64	-17.9	17.9	34.4	16.5
Thefts	1355	1400	3.3	27.5	19.4	-8.1
Frauds	456	413	-9.4	35.7	31.0	-4.7
Offensive Weapons	22	43	95.5	54.5	88.4	33.9
Drugs	104	81	-22.1	92.3	92.6	0.3
Sex Offences	127	189	48.8	63.0	55.0	-8
Assaults	546	487	-10.8	81.5	83.6	2.1
Other Criminal Code	2282	2194	-3.9	83.2	80.2	-3.0

Asset Forfeiture Unit

In 2019, a member of the Service took over the role of the Provincial Asset Forfeiture Unit (PAFU) from another Detective Constable (DC). Throughout the year the Detective Constable's training had him attending the basic Asset Forfeiture Unit course at the Ontario Police College, a three day workshop in Windsor with PAFU, and a one day course on currency reconciliation techniques. DC Teeple has also attended several meetings in 2019 with team leaders and other members of PAFU to share information, learn best practices/procedures, and address issues that arise with police seizures and forfeiture of property.

2019 was another successful year for the Police Service's Asset Forfeiture Unit. The Unit reconciled nearly \$195,165 that was seized by uniform and the Drug Unit. Of that money, to date, \$133,844 has been forfeited.

2019 was also a busy year for vehicles seizures. The Detective Constable worked closely with the Police Service's Major Crime Unit and assisted in seizing three vehicles that were accepted into the Criminal Asset Management Program (C.A.M.P). DC Teeple obtained two management orders for vehicles that were seized by the Service's Drug Unit.

The Detective Constable participated in two provincial takedown projects, which involved numerous arrests across the Greater Toronto Area (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.

The Detective Constable has conducted these Asset Forfeiture Unit activities in addition to his duties as a member of the Street Crime Unit. DC Teeple estimates that at least 50-60% of his workload is consumed with Asset Forfeiture related duties and the remainder of his workload is comprised of his Street Crime Unit responsibilities.

The Asset Forfeiture Unit fulfilled the provincial (PAFU) mandate by providing a body of expertise in relation to proceeds of crime and offence-related property. The Unit's mandate includes identification, seizure, restraint and forfeiture of offence-related property and proceeds of crime related to the commission of designated offences.

2019 Asset Forfeiture Unit	
Peterborough Police Files	25
OPP Files	1
Vehicles Seized	8
Management Orders/C.A.M.P.	5
Notice of Illicit Activity Forms	3
Currency Reconciled	\$195,165.00
Currency Forfeited	\$133,844.00
Provincial Takedowns	2
Notice to Crown Attorney	5
PAFU Intakes Submitted	16

Crime Analysis

There is one Crime Analyst for the Peterborough Police Service. Responsibilities encompass a variety of crime and intelligence analysis tasks to provide operational and tactical analysis for the Service. Duties include collecting and analyzing data on crime patterns, trends, identify potential suspects, utilizing crime analysis databases and tracking systems for investigations with the Intelligence/Crime Analysis/Asset Forfeiture/Drugs (ICAD) Unit and Investigative Services, production orders, linking offences, identifying high crime areas and methods of offending. The Analyst coordinates requests for information from other police services, uniformed officers, investigators, senior staff and community partners.

Team - The Crime Analyst attends the Operations Division's team meetings held by Teams One to Six throughout the year providing a systematic study of crime and disorder specific to their geographic area to assist in decision making. Ten team meetings were presented at in 2019. Further, the Crime Analyst completes a crime report which informs front line officers and Investigative Services of pertinent issues. The Crime Analyst supports the Investigative Services team in investigations by creating and disseminating bulletins, liaising with other services to solve crimes; analyzing trackers and production orders; and querying potential suspects for crime specific issues. The Analyst also completes statistical report requests to assist in strategic planning opportunities for the Police Service's administrative team. The External Crime Map (peterboroughcrimemaps.com) is updated daily; and drug dealer watch lists disseminated to the Drug Unit at least monthly.

Assistance to other Police Services - Requests are regularly received from police services throughout Canada, but primarily Ontario. Requests vary from data base searches, linking occurrences or suspects, and participating in multijurisdictional investigations. This occasionally results in identifying suspects or assists in solving crimes for the requesting police service. Joint investigative projects with other services assist in building evidence on suspects and contribute towards charges getting laid in court.

Audio Visual Evidence – The Analyst receives crime bulletins from other services to share information on similar fact evidence, identify offenders and multi-jurisdictional cases. Each case is reviewed to determine if the Peterborough Police Service has related occurrences. Thirteen formal bulletins were disseminated from the Analyst to the Ontario Crime Analyst Network (OCAN) and the Ontario Property Crimes Distribution List in 2019 and countless emails of information exchange, video evidence and investigation pieces.

In 2019, the Analyst received training through the International Association of Crime Analysts at their symposium, and through Esri ArcGIS Pro Crime Analyst Solution Web Courses.

The Analyst is a member of International Association of Law Enforcement, OCAN, Intelligence Analysts, International Association of Crime Analysts, and Data Share Peterborough.

Crime Stoppers

Crime Stoppers is a partnership between the community, the media and the police. In 2019 that partnership continued to yield significant results.

Crime Stoppers is run by a volunteer Board of Directors comprised of citizens from the Peterborough and Northumberland communities and is responsible for the operation of the program. The Board administers the funds for reward payments, is responsible for fundraising efforts, and campaigns to educate the community about Crime Stoppers. Money raised by the Board comes from community events, sponsorships and donations by local citizens and businesses.

The 2019 Crime Stoppers Board was chaired by Peggy Roberts, with Ken Erskine serving as Vice Chair. The remaining Executive was made up of Treasurer, Rita O'Brien, and Fundraising Chair, Kristy Baitley. The remaining Directors of the Board were community representatives from Peterborough and Northumberland counties.

The 2019 police coordinators for the Peterborough-Northumberland Crime Stoppers Program were Peterborough Police Service Detective Constable Ian Maxwell and Ontario Provincial Police Constable, Dave Pewtner from the Northumberland County Detachment. The coordinators grew up in the area and have many contacts in the community to benefit the Crime Stoppers Program.

Crime Stoppers has been successful in providing the police with information pertaining to crimes while ensuring complete anonymity and cash rewards for information about a crime. By offering anonymity and rewards, Crime Stoppers addresses fear and apathy; two factors that often impede members of the community from coming forward with valuable information.

Peterborough-Northumberland Crime Stoppers continues to focus on increasing their profile in the community. Crime Stoppers web tips continue to increase, which is a welcome trend as it allows Crime Stoppers and Tipsters to remain in contact for follow up and pay outs. Web-based tips are handled the same way as phone tips and anonymity is still the highest priority.

Statistics	2019	2018	Since Inception
New Calls	1271	967	40,230
Arrests	56	113	3,573
Charges	177	399	9,750
Cases Cleared	13	69	4,452
Property Seized	\$233,830.00	\$228,572.00	\$5,448,404.00
Drugs Seized	\$709,680.00	\$221,000.00	\$161,291,515.00

The Crime Stoppers Board recognizes the need to promote the Crime Stoppers program through interaction with the public. To that end, information booths were set up at a number of home and garden shows, and seniors' events. Presentations were made to Community Care, Trent University and Fleming College. Police Week displays in the various Townships, St Patrick's Day and Christmas parades and the Peterborough Pete's Crime Stoppers night. Additionally, the coordinators gave presentations to a number of service organizations such as the Knights of Columbus, Rotary, high schools, post-secondary school groups, seniors groups, and breakfast clubs. Our Crime Stoppers Program supports Safe Communities Northumberland and is

currently building a relationship with them connected to their vision, “To make Northumberland County the safest and healthiest place to live, learn, work and play.”

Crime Stoppers is a community project supported by donations of money, goods and or services. Contributions from individuals, corporations, clubs, professional associations, retailers, and civic and social groups keep the Crime Stoppers program functional. All donations to Crime Stoppers are tax deductible.

Crime Stoppers is a not-for-profit organization and fundraising is essential to keeping the program alive. One of the major fundraisers was the annual September Golf Classic held at the Quarry Golf Club in Ennismore. Once again the tournament showed how generous and supportive the community is to the Crime Stoppers program. Everyone had a great time and the tournament raised close to \$10,000.

Crime Stoppers continued with their third annual “Ultimate Outdoor Package” raffle. The package consisted of a Yamaha Wolverine 700cc 4X4 side by side and Triton aluminum trailer (combined value over \$20,000). This fundraising initiative not only raised more funds for Crime Stoppers but also generated a lot attention and awareness for the Crime Stoppers program. Other 2019 fundraising events included the Tribute and Magic Shows held in Peterborough and Cobourg (Thanks to Connect Marketing), and the Nine and Dine Golf Tournament held in Warkworth (Thanks to Warkworth Golf Club)

Peterborough Northumberland Crime Stoppers continues to be the envy of every Crime Stoppers program, not only in Ontario, but Canada. The Crime Stoppers program has been the recipient of some very large donations from a local couple that allow the program to thrive. These residents did their own homework in the community to find out who best would benefit from their donation and would make an impact on the community they live in. This money ensured the Crime Stoppers program has a strong financial future. The monetary gain has helped update old equipment, buy new promotional material and most importantly ensure that tipsters are paid for successful tips. To acknowledge this generous donation, Peterborough-Northumberland Crime Stoppers has adopted the golden “C” as an emblem to show our gratitude.

This past year Crime Stoppers continued to enhance its exposure both on transit buses and at the bus terminal. Several road signs in and around Peterborough City and County, and Northumberland County were replaced.

The website (stopcrimehere.ca) continues to evolve and change keeping with technological advancements and the social media presence continues to grow allowing the public to know what is happening with the program and to view local crimes which they may have information about. The Crime Stoppers “Crime of the Week” spot continues to be aired on local radio stations in both Peterborough and Northumberland Counties and cities.

Electronic Crime Unit

There is one fulltime sworn member in the Electronic Crime Unit (ECU). This member, a Detective Constable, replaced the previous member of the ECU in October 2018 after a transition period of approximately one month. In 2018, these officers were involved in 55 investigations and examined 101 devices. In 2019 there was a threefold increase in the number of devices examined, totaling 329 devices over 91 cases. These cases were stored on the ECU server totaling 21,052 GB (Gigabytes) of data.

While many investigations involve uniform officers seizing devices and submitting them to the Unit, on several occasions the detective was required to attend directly at the scene to assist with seizures.

Cases covered a wide spectrum of crimes including murder, sexual assaults, possession of child pornography, child exploitation, drugs, frauds and several others. Many cases require a complete forensic analysis and report submitted for court proceedings. Although the Electronic Crime Unit has developed several levels of reporting based on the severity of the case and the data required by the courts, preliminary forensic reports still require between 30-40 hours per case. Cases involving child exploitation and child pornography are particularly complicated cases requiring an immense amount of time to image (categorization), process, and report on. These investigations will typically involve the Unit's detective from start (the execution of the search warrant) to finish (the completion of the court case), requiring heavily detailed reports and crown follow-up which can range from days to weeks of work.

The ECU was involved in 13 child pornography cases, five cases of child exploitation and five cases involving luring of a child in 2019.

The estimated current back log in the Electronic Crime Unit is approximately two months, which has improved since 2018. This estimate is based on if all submissions to the unit stopped how long it would take to complete all current submissions including all necessary reports.

Training received for the year included courses on Mobile Device Analysis and Acquisition, X-Ways Forensics (Software), Semantics 21 (Software) and a nine-month long job shadow with the Durham Regional Police Service.

Training provided to Peterborough Police Service members by the ECU included; search and seizure case law, e-crime case law, and Cellebrite Reader software training.

The Electronic Crime Unit has reduced backlog, despite an over 225% increase in workload in 2019. Case numbers are increasing and the complexity requires additional time, effort and tools to adequately complete. With the number of electronic devices submitted and use of encryption it can be expected that the workload for this Unit will increase beyond the capacity of one member.

Fingerprint and Photograph Destruction

During 2019, there were 28 Fingerprint and Photograph Destruction applications received. Of the 28 applications, the following is a breakdown of the results:

- 18 of the applications were approved
- 9 of the applications were denied
- 1 of the applications was received with no payment

The application awaiting a decision from the Peterborough Police Services Board was resolved in December 2018.

All applications received in 2019 have been processed.

Forensic Identification Services

Forensic Identification Services (FIS) consists of three sworn members (Detective Constables), with a fourth sworn member assuming the responsibilities of overseeing the fingerprinting and DNA databank submissions for the Service.

Members of FIS receive nine weeks of intensive training, learning the fundamentals and forensic identification techniques in friction ridge analysis, evidence collection, photography, videography, tread impression evidence, trace evidence and scene mapping. Officers work with all members of the service whether it's through crime scene examination, evidence examinations or educating members of best practices for crime scene management.

In 2018, a memorandum of understanding with the Cobourg Police Service (CPS) was arranged where their member attends the Peterborough Police Service FIS for use of the laboratory as well as mentorship. This mentorship has continued through 2019 and into 2020. Members of the Peterborough Police Service (PPS) have assisted mentoring the FIS member from CPS, and assisted with a Scenes of Crime Officer (SOCO) refresher training course for the CPS, which occurred in late 2019.

Automated Fingerprint Identification System (AFIS)

AFIS continues to be a beneficial tool for members of both our Service and now CPS and has assisted in identifying person(s) of interest in several criminal matters.

Scenes of Crime Officer Program (SOCO)

The Scenes of Crime Officer (SOCO) program was introduced to the Service in June of 2000 and currently has thirty three members assigned, of which twenty two are assigned to general patrol. SOCO officers are a support service for members of FIS as they conduct field examinations and photography of minor break and enter occurrences, thefts, minor assaults, as well as various other investigations.

In 2019, SOCO officers responded to 589 calls for service, slightly up from 578 in 2018. Not included in the calls for service totals, these officers also complete weekend fingerprint duties for those persons held in police custody.

In 2019, one member of FIS revamped the photographic uploading process for SOCO officers, allowing SOCO officers to upload their own photographs for continuity purposes.

In 2019 FIS members continually liaised with investigating officers to ensure forensic evidence continuity as well as with the Centre of Forensic Sciences to ensure forensic evidence examinations are exhausted and complete for each case.

The following table illustrates the calls for service members of FIS were involved with as well as Identifications made either through fingerprints or DNA.

Homicide, Aggravated Assaults, Sexual Offences, Sudden Deaths etc.	110
Stolen Vehicles, Break and Enter, Mischief etc.	231
Fingerprint Identifications (Criminal Only)	34
CFS Submissions	84
DNA Hits	19

Of the 110 threshold investigations, 42 were sudden death investigations, of which 29 may be attributed to illicit drug use.

FIS also conducts firearm analysis when guns are seized during investigations. In 2019 there were seven investigations with eight firearms examined.

Forensic Video Analysis

There is currently one civilian member assigned as the Forensic Video Analyst (FVA) for the Peterborough Police Service. The FVA is responsible for all closed circuit television (CCTV), video and digital-imaging matters of the Police Service. This includes crime scene videos, cell-block CCTV systems, public safety CCTV systems and the collection and processing of audio and video files in all formats with regard to criminal and internal occurrences. Additionally, the FVA is required to attend meetings and share information with uniformed officers, investigators, senior staff and community partners. The FVA keeps members informed of current investigations by way of crime bulletins and works with the community and other police services to ensure the best evidence is collected and preserved.

Whether it is collecting or processing digital multimedia evidence, or canvassing to find video cameras within the community, the FVA is an integral part of any major crime case that Investigative Services examines.

Requests are received throughout the year from other police services for the assistance of the Forensic Video Analyst. These requests range from interview room video extraction to digital multimedia evidence file conversions. Requests for these services continue to increase each year. Numerous businesses and home owners have installed Digital Video Recorders (DVR). Whenever a member of the community requires assistance extracting video from their systems, the Forensic Video Analyst is called upon to perform the extraction. This requires the FVA to have a working knowledge of all possible DVR systems. In addition, the FVA also provides setup and configuration advice to business and home owners.

In 2019, the FVA assisted with or personally extracted 598 different videos. These videos were then processed and submitted into evidence by the FVA. This is up from 2018, when 437 videos were obtained (37% increase).

The Forensic Video Analyst creates Crime Bulletins for the Police Service. This requires reviewing the digital multimedia evidence to determine the best possible view of the suspect. Then creating the actual Crime Bulletin, editing the accompanying video and disseminating it Service wide. This process is done for every occurrence that has video and an unknown suspect. In 2019, the Video Analyst created 294 Crime Bulletins; up from 253 in 2018 (16% increase). All digital evidence that is submitted into evidence is directed to the Forensic Video Analyst office for processing. The digital evidence is uploaded to the Police Service's Digital Evidence Server (DES). If not already in the form of a CD or DVD, a copy is created and stored for safe keeping. In 2019, 2002 unique pieces of digital evidence were processed and uploaded to the DES. This is up from 2018 when 1,578 unique pieces of digital evidence were processed and uploaded to the DES (27% increase). It is expected that the volume of digital evidence collected and submitted into evidence will continue to increase, year after year.

The FVA attended the Ontario Forensic Video Analyst Association annual training conference (May 2019). This course introduced students to image clarification using various techniques and software programs. Advanced video examination and processing was also covered.

The Video Analyst continues to be an active member of the Ontario Forensic Video Analysts' Association and the Law Enforcement & Emergency Services Video Association International.

Intelligence, Crime Analysis, Asset Forfeiture and Drug Units (ICAD)

The ICAD Unit has eight police officers and one civilian member, consisting of one Sergeant as the supervisor, four Detective Constables in the Drug Unit, two Detective Constables in the Intelligence Unit, one Detective Constable in Asset Forfeiture, and one civilian Crime Analyst. There were 81 calls for service specific to drugs in 2019. 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 was responsible for writing 26 Controlled Drugs and Substances Act (CDSA) search warrants throughout 2019. The Emergency Response Team (ERT) 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 into search warrants. Traffic stops were planned due to the high risk individuals that were being dealt with and to facilitate the execution of the 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 with the Peterborough, Kawartha Lakes, and Belleville OPP, the Tyendinaga Police, and the 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. 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, but the Police 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 over \$130 000 in Canadian currency. This resulted in the accused person receiving over seven years in custody following a guilty plea. 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 the west end of Peterborough. The investigation revealed a cannabis store (illegal dispensary) was being

operated out of a residential basement. The items located and seized ranged from cannabis bud to oils and edibles that were professionally packaged.

Undercover Operators (UCO's) were used on a number of occasions 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.

The ICAD unit was also tasked with training and presenting at various courses. The Intelligence officers assisted with a one week in-house Introduction to Open Source Internet Research Course. This was delivered to uniform patrol and Investigative Services officers to assist with the rising number of social media investigations. ICAD members also presented at team meetings and in-house training days.

The Peterborough Police Service has one member of the Intelligence Unit that has joined the provincial Biker Enforcement Unit (BEU) in 2019. This position demonstrates a renewed part-time commitment that provides the Police 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.

Unit training received in 2019 includes; 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.

The ICAD unit continues 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.

The ICAD unit continued to assist and support the other units within Investigative Services on several investigations. ICAD was utilized when specific skills or additional resources were required. Assistance was provided to the Major Crime Unit in relation to four different investigations during the summer months of 2019. These investigations included attempted murders and shootings that occurred within the city. ICAD members assisted significantly with conducting interviews, writing warrants and providing technical, UCO and surveillance assistance. These investigations took a significant amount of time away from the Unit's regular duties.

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

Drug investigations continue to be complex and require a significant number of resources. In 2019 several investigations involved firearm information and seizures made in 2019 illustrate this. Following each investigation and arrest, preparation for court and time spent in court has increased, which puts pressure on limited resources. The ICAD Unit collectively had 154 court dates scheduled in 2019, which is more than double the amount compared to 2018. This creates obvious challenges when trying to focus on proactive enforcement in the community.

The Service's Crime Analyst and Asset Forfeiture have provided support for all areas of the Police Service (separate reports submitted from each to highlight their work).

2019 Statistics	
Arrests	41
Cocaine Seized	3056.5 grams
Fentanyl Seized	418 grams
Cannabis Seized	6334 grams
Crystal Methamphetamine Seized	41.9 grams
Percocet Seized	161 pills
Hydromorphone Seized	73 pills
Canadian Currency	\$236,234.00
Weapons Seized	7 handguns & 3 long guns

Major Crime Unit

The Major Crime Unit is comprised of 11 sworn members; three Detectives in Major Crime, five Detectives in Sex Crimes, one Detective in Fraud Investigations, one Detective in Elder/Domestic Abuse Investigations, and one Sergeant providing overall supervision.

2019 Investigation Highlights

In April a suicidal female left her home leaving behind her cell phone and several other pertinent items. Detectives were able to track her movements through financial institutions when she got fuel, food and lodging. The information wasn't always in real time and as a result she was difficult to track. She travelled in her vehicle at least as far east as Ottawa and west of Toronto. She was eventually located safe but in crisis in North Bay.

In April police received a report of an injured male, but police were not initially notified. As a result, police were disadvantaged from the beginning of this investigation. The involved person was not cooperative and forthcoming to police with information. A comprehensive investigation was conducted by the Major Crime Unit and a suspect was identified and arrested on a variety of weapons charges and has since been convicted for his involvement.

In June, a serious assault occurred where the male died from his injuries the following day. The investigation proved difficult as many of the potential witnesses were uncooperative with investigators. As a result of this investigation the accused was charged with manslaughter, several firearms offences including trafficking in firearms after they were located and tracked to a break and enter in another jurisdiction.

In July, a male was shot in the south end of the city. Again, the involved person was not cooperative with investigators, which again greatly hindered the investigation. An exhaustive investigation was completed, but at this time the case remains unsolved.

In August, a Human Trafficking investigation was initiated and a female victim was rescued from a hotel in Peel Region. She was initially not cooperative with investigators until a level of trust was established. This investigation had many components and assistance was provided to officers by agencies across the GTA. A warrant was eventually sought for a male for trafficking in persons, procuring and breaches. He has since been arrested and is awaiting the courts disposition.

In September 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.

In late 2019, a complaint was received about the inappropriate conduct of a massage therapist at a local business. Through investigative processes a second complaint was received by Police. As a result of a media release and social media, six more victims were identified and a minimum of ten interviews have been conducted with potential victims. The investigation, that now involves the College of Massage Therapists of Ontario, will continue into 2020.

A full-time investigator was added to Investigative Services with a mandate to review and follow up Elder Abuse and Domestic Violence investigations. In 2019, the Peterborough Police Service

received 339 calls for service from long term care homes and retirement homes in Peterborough, Lakefield and Cavan Monaghan Township. Over 97% of these calls were categorized as Police Information with the other call types including Domestic/Family Disputes, Sexual Assaults, Thefts, Assaults, Break & Enters, Fraud, Mischiefs, and Police Assistance. Approximately 97% of these calls were managed by the Elder/Domestic Abuse investigator.

In July of 2019 a new Unit was created as a pilot project. The Special Victims Unit (SVU) consists of one full time and one part time Human Trafficking investigator, a full time Internet Child Exploitation (I.C.E.) investigator, the Elder/Domestic Abuse investigator, one part time child sex offences investigator, and one victim services coordinator. The mandate of the unit was to move investigators secondary duties into a proactive focus on enforcement and victim support for cases involving human trafficking, and child and senior exploitation.

Violent Crime Linkage Analysis System (ViClas)

ViClas is a provincial software system managed by the OPP to analyze violent crime in an attempt to identify individuals who may be responsible for multiple crimes. There was a total of 192 ViClas reports completed in 2019 by the Peterborough Police Service. These reports are being electronically submitted to the ViClas Centre in Orillia via a secure portal. Of the 192 reports, 79 were threshold investigations, 72 were non-threshold, and 41 were Non-Criteria Submission.

Powercase

Powercase is a Ministry mandated software system that Police Services use to manage major cases. Peterborough Police members utilized Powercase throughout the year for 245 investigations; 84 of those investigations were submitted as “full functionality” and 161 were “tomb stoned”.

Sex Offender Registry (SOR) Statistics

Offenders Owned by Our Police Service: 309 (205 in 2018)

Offenders Currently Required to Register: 166 (166 in 2018)

Offenders owned by our Service whose registration requirement is currently suspended:

- 9 – Moved out of Province (10 in 2018)
- 10 – Incarcerated for a sexual offence (8 in 2018)
- 8 – Incarcerated for a non-sexual offence (7 in 2018)
- 5 – Deceased (4 in 2018)
- 1 – Moved out of Country (1 in 2018)
 - Offenders No Longer Required to Register to Both the OSOR and NSOR: 44 (3 in 2018)
 - Offenders No Longer Required to Register for the OSOR but still Required to Register for the NSOR: 8 (6 in 2018)
 - Offender Annual Registrations Completed-185 (147 in 2018)
 - Offender Address Changes Completed: 90 (50 in 2018)
 - Offender Addresses Verified: 157 (165 in 2018)
 - Offenders Charged for Non-Compliance of Christopher’s Law or SOIRA: 1 SOIRA (1 SOIRA in 2018)

- Offenders with Warrants issued for Non-Compliance of Christopher's Law or SOIRA: 0 (0 SOIRA in 2018)
- Current Compliance Rate for Our Police Service; 100% (100% in 2018)

Internet Child Exploitation (ICE)

In 2019, the ICE investigator became fully trained and successfully completed the Advanced Internet Child Exploitation Course to enable them to engage in proactive online undercover investigations.

The Unit worked collaboratively on investigations with Interpol, Homeland Security, RCMP, Cybertip, the London Police Service and the OPP. The ICE Unit received and investigated 37 referrals from the National Child Exploitation Crime Centre in relation to child exploitation offences.

In total, 30 production orders were authored and 16 search warrants were executed.

The Unit was involved in a three-day project with the Ontario Provincial Police named Project Peacehaven 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 thirty-six charges were laid ranging from Luring a Child under 16 years to Possession of Child Pornography. Of the eight persons arrested, two were repeat sexual offenders.

The Unit was involved in 79 child exploitation related investigations including twelve proactive undercover online investigations. In total, twenty-one persons were charged and 78 child exploitation related charges were laid. Seven of the accused persons were repeat offenders.

Training for the year included the Advanced Internet Child Exploitation Course and attending the Provincial Strategy Bootcamp and training conference.

Street Crime Unit and High Risk Unit

The Street Crime Unit saw little personnel change in 2019 with all members returning to the Unit. The Street Crime Unit is presently comprised of 3 Detective Constables, one of which has the shared responsibility of asset forfeiture (AFU) investigations that accounts for approximately 50% of their time. This arrangement takes resources away from street crime on a regular basis as most AFU investigations revolve around drug investigations. The Street Crime Unit was without one officer for approximately five months as a result of an on-duty incident.

The Street Crime Unit's main responsibility is investigations related to robberies, break & enters, thefts (including theft from vehicles and stolen vehicles). Officers continuously follow up on information submitted in reports from uniform patrol officers in an attempt to identify patterns and/or modus operandi that would allow for the identification of individuals responsible for these crimes and bringing the incidents to a successful conclusion.

There were 31 robberies in 2019 which was up 47% from 21 in 2018. Of the 31, one involved a firearm, eight involved some other form of weapon and 22 were classified as "other" with an overall clearance rate of 52%. There were 302 break & enters up 21% from 248 in 2018 of which 155 were residential and 141 were business with a clearance rate of 30%. There were 64 stolen vehicles, which was down from 78 in 2018. There continues to be a large number of thefts from vehicles at 456 which is a 7% increase from 423 last year. Our Media Relations and Communications Coordinator and our media partners assisted with putting out messages to the public about locking your car and securing items within it.

In 2019 there were numerous times when Street Crime and High Risk came together as one unit to complete complex investigations that required more resources and took on investigations that crossed between the units for the sake of efficiency. Many involved the drafting and execution of search warrants, ongoing surveillance and numerous hours of follow up to complete the court process. Some of the more complex investigations that the Street Crime and High-Risk Units completed during 2019 are noted below:

- 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.
- Approximately 20 cars vandalized overnight. A surveillance detail and investigation led police to the identification of a suspect and a subsequent arrest.
- Downtown business break and enters. A surveillance detail and search warrants led to stolen property being located and returned to the rightful owners. Two individuals were arrested.
- A brazen street robbery where the victim was assaulted and had their wallet stolen. A surveillance detail led to the suspects being identified and arrested.
- Voyeurism project led to the arrest of a male who was taking pictures of others from the adjoining stall in change rooms at local clothing stores.
- Rash of daytime break and enters in East City. A surveillance detail and search warrants led to clearing 10 break and enters, and a male arrested and charged with those offences.
- Two attempted home invasions with a firearm; the Unit worked diligently in trying to locate the firearm that was used in the offence. An accused was arrested in the area, and the firearm was located days later after a lengthy search of a large area of East City.
- Assisted ICAD with project Envoy with several search warrants.
- Ongoing interaction with the local pawn shops which led to the seizure of stolen property and

persons charged in several incidents. There are currently two pawn shops operating and they are compliant with sharing information with the Street Crime Unit.

- The ongoing release of images and video through our media relations coordinator to the public of unsolved crimes, persons of interest and identified trends.
- Assisted in several investigations involving human trafficking.

The High Risk Unit (HRU) went through a large personnel change in 2019. The Unit is currently comprised of three Detective Constables, and all three were replaced due to the tenure expiration of their predecessors. These Detectives are responsible for ensuring the compliance of court orders on repeat offenders and parolee's, monitoring and drafting "810 Orders" and Dangerous Offender applications. HRU also assists the Sex Offences Unit with compliance checks and enforcement related to the Sex Offence Registry (SOR). In 2019 the Unit continued the abatement program within the Police Services record management system (Niche) to better reflect and track statistics related to compliance of offenders.

The High-Risk Unit conducted 55 compliance checks and made 131 arrests in 2019. They assist other units within Investigative Services throughout the year as outlined in the highlights under the Street Crime section.

The High-Risk Unit also maintains an intimate working relationship with the local Parole Office, Probation Office and the Provincial Repeat Offender Parole Enforcement (ROPE) Unit. The High-Risk Unit is also a member of the Community Assessment Team (CAT) and meets monthly to discuss parolee's coming to Peterborough. They also participate with safety planning meetings with the local Children's Aid Society.

HRU was able to meet their yearly objectives by:

- Maintaining unit statistics related to compliance checks for intensive and non-intensive offenders in the Niche data base and completing SOR compliance checks. Assist the Major and Sex Units with human trafficking investigations. Also sent out updates to other members of the Police Service related to wanted parties and known offenders.
- Maintained a positive ongoing relationship with probation and parole, attended several CAT meetings in 2019 and attended other regular meetings.

Victim Services Unit

The Victim Services Unit of the Peterborough Police Service is a unique service in the Province of Ontario as it continues to delivery 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 they continued to strengthen their partnerships in the community to deliver the best service to victims and their families.

On a daily basis the Coordinators review, assess and follow up when required to do so with mandated cases. In 2019, Victim Services 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. Often these follow up interviews/conversations allow for an alternate method for vulnerable persons to contact and reach out for support, rather than calling 9-1-1 or the police service for non-emergency purposes.

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 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. The application process is a fifteen page document requiring the victim to disclose personal information in relation to the crime and the aftermath effects. 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, where victims are only eligible for funding after certain criteria have been met.

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

Victim Services offers to meet with anyone seeking general advice and referrals on any matter which may give rise to and govern the attention of the Police Service. These office interviews are booked for one hour periods but can extend much longer or require subsequent scheduling to address all issues/concerns. In 2019, Victim Services conducted 315 office interviews.

In 2019, one of the Unit's coordinators took a three month unpaid leave in order to complete an internship requirement for her MSW degree. While on leave the Unit welcomed another member, re-assigned from Court Services, as her temporary replacement to assist with the Unit's demands.

Between the two staff members, Victim Services is represented on 16 different professional committees in the community.

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. This aligned with the Unit's goals and objective by providing other members opportunities for new information and professional development.

Both the staff in Victim Services has been a part of the Wellness Advisory Committee since its inception in 2015, and as Peer Support Volunteers since 2017. The Wellness Committee has provided training to staff including the Road to Mental Readiness refresher training at shift briefings and in-service training. Victim Services continues to be involved and engaged as Peer Support Volunteers and completed the mandatory training in 2018. In 2019, the Wellness Committee led by the Peer Support Coordinator organized and delivered 11 workshops for both civilian and uniform members.

Victim Services was successful in their proposal and application for a Facility Dog through National Service Dogs of Canada (NSD). In 2019, Peterborough Police received news that the Facility Dog will be placed with the Victim Services Coordinator Alice Czitrom beginning January 2020.

Support Services

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 Sgt. Marilyn Gandy (April 30, 2019) and Inspector Lynne Buehler (September 9, 2019). 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 continued to be a very high standard.

The Division was 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.

In 2019 the Division included:

- 1 Inspector – Until September 9, 2019 (retired officially January 31, 2020)
- Policing and Professional Standards (1 Staff Sergeant whose role is also 2IC for the Division, who performed the Acting Inspector role along with their responsibilities from September 9, 2019)
- Court Services (1 Sergeant, 3 Constables, 15 Special Constables, 1 civilian member).
- Records Management (1 Sergeant (converted to a civilian supervisor) and 11 civilian members with the addition of the Evidence Disclosure Clerk).
- Property and Evidence Stores (1 civilian member).
- Police Report Clerks, formerly known as Data Entry (6 civilian members – 4 FTE, 2 PT).

The leadership team included Inspector Lynne Buehler, Staff Sergeant Jamie Hartnett (Policing and Professional Standards), Sergeant Marilyn Gandy then Michelle Mitchell (Records Management and Data Entry), Sergeant Deb Gillis (Court Services) and Special Constable Supervisor Brian Zimmnicki. A special acknowledgement needs to be given to this group for their perseverance during the transitions along with their vision, leadership, guidance, and support.

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 over \$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 pay 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 doesn't appear to be a decreased workload for our staff.

Staffing stability is an ongoing threat to organizational resilience. Support Services has been greatly impacted. In 2019 there were 19 staff movements in Support Services (transfers, resignations, and retirements) with the greatest change at the management levels. In the past four years there have been 112 changes in Support Services. In 2018 there were 31 changes, 39 in 2017 and 23 in 2016. 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 practice of drawing from the Special Constable pool for Constable recruitment hiring continued in 2019. This is a benefit to the Service as Special Constables are already accustomed to our standards and are better prepared for what is expected to be a police officer. It also allows the Service to view and select members who are ready for this role. This allows for change and growth in court and an opportunity to cultivate potential new Constables. We have to be mindful that too much change, too quickly can have an adverse effect on moral but the court staff continues to maintain a core group of permanent Special Constables which provides stability and leadership for the new additions.

The Special Constable Supervisor position created in 2018 appears to be working well and they have 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.

There was also a change within Support Services with the Evidence Disclosure Clerk moving from Court Services to Records. This was done as it was determined that the vast majority of the duties were records related.

Retirement is inevitable but there were some drastic changes in Support Services with the retirement of Inspector Lynne Buehler and Sgt. Marilyn Gandy. The two supervisors had over 64 years of experience and an exorbitant amount of information related to Support Services as they have been a staple within the division. With change come opportunity and a different view which is the positive outcome of the retirements.

Sergeant Deb Gillis is the only known retirement in 2020 within the division and that will have a significant impact on court as she retires at the end of January. Her replacement has already been identified and has previous court experience which should ease the transition.

The Support Services Division continues to collaborate with Fleming College and Trent University by utilizing students in placement roles which benefits both parties. The students undertake placements that provide deliverables that benefit the Service and provide meaningful professional development for the student. There was a Fleming and Trent student that did their placement at the Service in 2019. These students assisted on a number of internal projects within the Records Unit and were a great assistance to our staff. Student placement contributed to 640 hours, or the equivalent of 16 weeks of work.

Each year, the Divisional Commanders set goals that are consistent with the Vision, Mission and Values of the Service. In 2019, these were the Support Services Divisional goals:

We will be professional, friendly and helpful. We will provide efficient, effective and economical service to our stakeholders. We will focus on utilizing technology to achieve that end.

All Sections

- *Continue to transition document collection from paper to e-format. **Achieved.***
- *Liaise with other Services to determine best practices for document management **Achieved.***

Records Management

- *Electronically track and report on all outputs monthly. **Tracking achieved. Monthly reporting not achieved.***

Court Services

- *Conduct monthly training scenarios, including a lockdown drill, a fire drill, and prisoner management scenarios. **Achieved.***
- *Work with MAG and Crown to introduce SCOPE. **Achieved***

Evidence

- *Complete IAPE training. **Not Achieved.***
- *Complete a compliance audit for cash, drugs and weapons. **Achieved.***
- *Prepare a year-end report utilizing the barcoding data. **Not achieved.***

Data Entry

- *Improve report quality through proofreading for punctuation, spelling, and grammatical errors. **Achieved.***

Policing Standards

- *Update the evidence policy to reflect best practices and current standards. **Achieved.***
- *Develop and implement a comprehensive technology policy. **Achieved***
- *Develop and implement a security policy. **Achieved***
- *Create a Code of Conduct Policy. **Achieved***

Failure to complete the goals in evidence weren't related to staffing but more an internal decision as we determine if IAPE is the best route to take given that limited Services in Canada that have this accreditation.

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:

- *“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 job access and video. This should be completed in the first quarter of 2020.*

A continued concern that has been ongoing for the past couple of years is staffing stability and capacity. More continues to be downloaded to the Service and staffing levels have remained fairly consistent over the years. We have to look to increase staffing or utilize technology to assist the staff we have to lessen the workload. Absences from work have increased which is an added burden to the members at work. Additional staff and technology will assist with this burden.

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. There is no additional space to increase the complement. As a result we have move out the majority of special constables from the police station change rooms to make room for any new police officer. Expenditures for maintenance, off-site storage, training, and space reconfigurations to meet organizational needs are significant and increasing annually. 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 Service Board and then to City Council.

Members of Support Services participate on a variety of committees and boards that provide partnerships and networking opportunities in conjunction with their duties. I represented the Service on the following committees:

- Peterborough Drug Strategy
- Ontario Association of Chiefs of Police (OACP) Special Investigations Unit (SIU)/ Professional Standards (PSB) Sub Committee
- OALEP
- Local Courts Management Advisory Committee
- Ontario Association of Police Court Managers
- Police Facilities Managers Association of Ontario
- Central East LHIN

I am also involved in a community board off duty as a member and current president of Dalhousie Youth Support Services.

It has been my privilege to take over from Inspector Buehler in the role of Acting Inspector and lead the Support Services Division. I am happy to be given this opportunity from Chief Gilbert and Deputy Farquharson. I am very proud of the resilience and dedication of our members in the division and all the achievements accomplished in 2019. We continue to provide a high quality service in an effective, economical and efficient manner to the communities of Peterborough, Lakefield, and Cavan Monaghan. I look forward to working collaboratively with the other Divisions, the Police Services Board and our communities in 2020.



Jamie Hartnett
Acting Inspector, Support Services Division

Court Services

Peterborough Police Service undertakes two separate activities at Court: security and case management. The Police Services Act mandates that police in the jurisdiction where a court is located provide security there. The Peterborough Police Service has responsibility for security at two court houses:

- Ontario Court of Justice (OCJ) at 70 Simcoe Street
 - Facility owned by the City of Peterborough
 - Leased by the Ministry of the Attorney General (MAG)
- Superior Court of Justice (SCJ) at 470 Water Street
 - Facility owned by the County of Peterborough
 - A portion of the facility is leased by MAG, the remainder is occupied by the County

Provincial Offences Court, operated by the City, is also located at the 70 Simcoe Street location. Therefore, there are three levels of government and five stakeholders involved in matters relating to court operation. There are a total of seven court rooms between both facilities. There was hope of a consolidated Courthouse in Peterborough but that appears to have been put on hold.

The Courthouses continue to be antiquated and are insufficient for the Services and prisoners needs. There were 913 in-custody offenders in 2019 which is an increase of 1 from 2018 (912). This is an average of 11 offenders housed in custody daily at court. There has been an increase of prisoner transport between both Courthouses with the Supreme Court Decision *R vs. Myers*.

There were 22 incident reports submitted by the Special Constable Supervisor in 2019 which is up from 7 in 2018. The 22 incidents were a result of Assaults on the Staff (9), Medical Calls (5), False Alarms (4), Hands on with resistant prisoners (3) and Fire (1).

Security responsibilities are largely undertaken by Special Constable Supervisor and the Special Constables. The Police Sergeant and three Constables provide support when necessary. A police officer with use-of-force options is required for security at both Court locations when the Court house is open.

In addition to court room security other responsibilities include prisoner transportation, cell security, prisoner monitoring and movement, cell security, 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. Their work is supported by the court clerk. The duties of the police officers 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.

STAFFING

Court Services, at the start of 2019, was to be comprised of the following staff:

- 1 Sergeant
- 1 Court Constable (OCJ)
- 1 Court Constable (SCJ)
- 1 Youth Court/Mental Health Court Constable
- 1 Civilian Court Clerk
- 13 full time Special Constables
- 2 Part Time Special Constables

The four Police Officers were in their position the entire year which allowed for consistency as there were many changes in the Special Constable ranks. The consistency with the officers ensured there was structure within the courts and limited the amount of training required and time away by the officers, which was a benefit.

The total daily complement of Special Constables is 15. This does not take into account sick time, holidays, training or other absences. To properly ensure all duties and few delays, the complement should be 20 Special Constables. Staffing continues to be a big issue for the Service, court staff and other stakeholders who work at court. Lack of staffing is a concern for the Organizational Wellness of our members.

The total hours of uniform coverage at court decreased for this year. In 2019 the Service used additional staffing in court for 10 days, which was a significant decrease from the 51 days needed in 2018). This reduction was attributed to the decrease in front line staffing, the increase in Special Constable strength (2018) and that the two part time positions work full time hours every week but still unable to fulfill all the roles daily.

In 2019 several Special Constables moved onto Constable training (two in January, two in May, two in September). On only one of these occasions was the Service able to hire replacements prior to the Special Constables leaving. As a result Court often ran short-staffed, which had an impact on overall employee wellness.

In 2019, police officers at court processed 173 Probation files and 388 fail to attend files and E-fry breach packages.

In 2019, the Service trained six special constables that were then able to assist Uniform on WASH (Weekend and Statutory Holiday) Court on five occasions and these all occurred in the fall. The goal would be with increased staffing next year to help Uniform out with this on a regular basis.

The recent 2019 Supreme Court decision, R vs. Myers made it mandatory for bail reviews for any person held in custody. This review is done at SCJ court, and means offenders need to be escorted on these days. This has caused staffing issues. These review days occur every three to four weeks, and on one date there were 14 extra offenders in custody just for bail review.

STATISTICS

Court Briefs

	2015	2016	2017	2018	2019
Court Briefs	2123	2398	2191	2238	2437

In March 2018, the Crown switched to electronic filing of crown briefs, SCOPE, however they still require some reports and crown brief envelopes for tracking. The Service has greatly reduced the amount of paperwork that is supplied to the crown with the introduction of SCOPE.

Special Constables continue picking up the paper court files from the Crown's office but it was reduced to once a day. This changed from twice a day in June of 2019 and this was due to the introduction of Scope and less paperwork. The Crown pays the Service to undertake these duties but it not a cost recovery or efficient model to continue going forward.

DNA/Fingerprinting

Special Constables continue to collect all court ordered DNA samples, and this is completed at the Provincial Court House. All Special Constables have been trained in this and the taking of fingerprints for in custody offenders prior to their court appearances. They perform these duties when the member normally responsible for this duty is unavailable to conduct these tasks.

	2015	2016	2017	2018	2019
DNA Samples	310	341	380	390	352

	2015	2016	2017	2018	2019
Fingerprints	255	244	184	141	165

Court Facility Issues

As noted earlier, the biggest issue facing court is the two facilities that the police service has to provide security for with limited staffing, which is not meeting the current needs. As highlighted in previous reports there are several security and logistical issues regarding the two courthouses.

For example, in-custody offenders need to be transported from OCJ to SCJ for court appearances and trials. There is only a single cell at Superior Court, but two criminal Courts. This has been problematic during the bail reviews.

Cell capacity continues to be an issue and poses various safety concerns. There were 22 incident reports, a significant increase from seven in 2018, including nine assaults against Special Constables. Work space is extremely limited for police officers at OCJ. The Service currently has four members working in an office designed for two individuals. In addition there is a shared locker room for all Special Constables, no lunch/break room and the change room is also used as their workspace.

Youth Criminal Justice Statistics

The Youth Court Officer managed matters relating to youth in conflict with the law for 2018. The youth officer works in collaboration with the Elizabeth Fry Society (Shoplifter Diversion Program), the John Howard Society (Extra-judicial Measures Program), Kawartha Family Court Assessment Service, and Youth Probation in order to serve our communities in a manner consistent with Ontario's multi-faceted youth justice system. He also manages the policing aspects of the adult Shoplifter Diversion Program, provides security coverage at SJC, and assists when available at OCJ.

Youth Charge Summary*

	2016	2017	2018	2019
Youth Charged	172	177	58	51
Total Charges Laid	396	114	159	161

*CDSA charges are down as a result of the decriminalization of marijuana.

NOTE:

It should be noted that five individuals were responsible for 69 charges or 42% of all youth criminal charges. In 2018 two youths were responsible for 25% of all youth criminal charges. The numbers suggest that while the number of youths being charged continues to decrease, the complexity of certain cases continues to tax resources.

Youth Charges (Breakdown)

Offence	2018	2019
Break & Enter	5	4
Theft of Vehicle	1	0
Theft	3	0
Mischief	32	39
Sexual Assault	5	4
Assaults	34	43
Threatening	11	17
Possession of stolen property	4	2
Weapons	5	5
CDSA	10	5
Breach probation or bail	22	36
Other	27	37

Extra Judicial Measures

	2016	2017	2018	2019
Judicial Measures	81	87	37	36
Warning	N/A	N/A	N/A	11

Adult Shoplifter Diversion Program

This program diverts people out of the criminal justice stream by providing them with the opportunity to deal with their criminal charges outside the formal setting of the courtroom. It is a three-session program meant to educate offenders about the cost and potential consequences of shoplifting. It has the dual benefit of allowing a first-time offender to avoid a conviction and a criminal record, while freeing up valuable court time for more serious crimes. Eligible candidates are referred to one of two local programs offered by The John Howard Society (male) and the Elizabeth Fry Society (female).

Adult Shoplifter Diversion	2014	2015	2016	2017	2018	2019
Male	41	43	28	39	44	12
Female	48	52	51	59	41	19
TOTAL	89	95	79	98	85	31

Adult numbers are down as Peterborough Police implemented a First Offender Shoplifter Diversion Program with area stores.

Warrants

Year	2017	2018	2019
Warrants Issued	989	1341	1205
Executed	828	1111	1063
Rescinded	58	130	142

Across the Province in 2019, Police Services were tasked with lowering Administration of Justice charges (breaches, fail to attends, etc.). As such, with Peterborough Police we implemented the following:

- If an offender is on several Probation orders with similar offences, only charging them with breaches under one order.
- If an offender breaches an order and is on several conditions, only charging them with the most significant breach offences
- Not charging an offender with minimal criminal history with failing to attend court on the first instance (this has significantly decreased our warrant number – 114 in 2019).

Training

Training to improve effectiveness and mitigate risk was continued in 2019

- 1 member attended the Coaching Police Professionals course at OPC
- 1 member attended the Domestic Violence conference
- 1 member attended the COYO conference
- 1 member attended the De-Escalating Potential Violent Situations Seminar
- 2 members attended the Managing Service Excellence conference
- 2 members attended the Ontario Women in Law Enforcement (OWLE) conference

Property and Evidence Stores

In 2019 the Evidence Department logged-in 5,765 items. That marks a 25% increase over the 4,613 items that were entered in 2018. This increase has posed a challenge to keep up with the demand.

Despite the challenge, the backlog was eliminated when an officer returned to duty and was assigned to the Evidence Department on a temporary basis in December 2019. The Evidence Clerk's tasks remains manageable.

Access fobs were installed on doors and security cameras were installed in all evidence rooms in September 2019. This was much needed and greatly improves both safety and security.

There is currently enough space for the Service's storage needs in the Evidence Department. The Service makes use of some long term storage units for items related to major cases and outstanding warrants.

The Evidence Clerk is an active member of the International Association for Property and Evidence (IAPE). In October 2019 the back-up Evidence Clerk received training as an Evidence Technician in the Management of Property and Evidence in Law Enforcement. The Service is working to determine if it will continue with the IAPE as there are only a few Services in Canada with this accreditation.

Our partnership with Police Auctions Canada continues and an auction item pickup was completed in June 2019. 51 bicycles and 123 items in total were sent to be auctioned.

\$4,294.68 was collected in the auction fund in 2019 as a result of found/unclaimed money accumulated by the service for use by the Police Services Board in community projects.

A deposit of approximately \$144,799 was made in March 2019 to the Seized Property Management Directorate from monies seized in Federal drug cases.

A full inventory of the Evidence Department commenced in December 2019 and will be completed in 2020.

The Forensic Video Analyst was moved into the same office as the Evidence Clerk in November 2019 to make more efficient use of space at the station.

2019 was very busy year for Evidence and the Service continues to explore efficiencies.

Professional Standards Unit

There was one Staff Sergeant in the role as the Adequacy and Professional Standards Officer in 2019.

Complaint Summary

There were a total of 52 complaints received in 2019, an increase of 8% from 2018.

- 11 Public Complaints (Decrease of 8% from 12 in 2018)
- 16 OIPRD Complaints (No change from 2018)
- 25 internal complaints (Increase of 31 % from 19 in 2018)
- 2 Service complaints (No change from 2018)
- 13 Local Inquiries (Decrease of 31% from 19 in 2018)

Public Complaints

The Ontario Police Services Act (P.S.A.) governs all police services across the province. Section 80 of the P.S.A. defines police misconduct, which includes any violation of the Code of Conduct described in Ontario Regulation 268/10. The Code of Conduct categorizes misconduct as discreditable conduct, insubordination, neglect of duty, deceit, breach of confidence, corrupt practice, unlawful or unnecessary exercise of authority, damage to clothing or equipment, and consuming drugs or alcohol in a manner prejudicial to duty. Ontario Regulation 3/99 requires every Chief of Police to prepare an annual report for their Police Services Board reflecting information on public (external) complaints. This section of the report is intended to address that annual reporting requirement.

From the 11 public complaints received the dispositions were the following:

- Unfounded - 4
- No further Action - 4
- Informal Resolution - 2
- Ongoing – 1

OIPRD Complaints

The Office of the Independent Police Review Director (O.I.P.R.D.) is an independent civilian oversight agency responsible for receiving, managing, and overseeing all public complaints against police officers in Ontario. It ensures complaints are dealt with in a transparent, effective, and fair manner for both the public and the police. Investigation of complaints received by the O.I.P.R.D. may be conducted by O.I.P.R.D. investigators, an outside police service, or the police service in question. The O.I.P.R.D. reviews all complaints to determine their classification as either a conduct, policy, or service complaint. Section 60 of the P.S.A. grants the O.I.P.R.D. the discretion to screen out complaints, if the complaint is found to be frivolous, vexatious, or made in bad faith. The complaints that are screened out by the O.I.P.R.D. are captured as ‘screened out’ in this report. The O.I.P.R.D. was established under the Independent Police Review Act, establishing new guidelines for public complaints. The O.I.P.R.D. began operation on October 19, 2009. The legislative amendments to the P.S.A., and corresponding changes to the public complaint process, have impacted the PPS public complaint process and the criteria by which

complaints are investigated. For example, prior to the inception of the O.I.P.R.D., complaints could be concluded without investigation in instances where the complainant was not directly affected or the complaint was over six months old. Presently, the O.I.P.R.D. permits the investigation of complaints made by third party complainants and those received beyond the six month limitation period.

From the 16 OIPRD complaints received the dispositions were the following:

- Withdraw - 3
- Informal Discipline - 1
- Unfounded - 2
- Screened Out - 3
- Informal Resolution - 3
- Ongoing - 4

Of the four outstanding, one (1) has been investigated by the PPS and there was no findings of misconduct but the OIPRD are still analyzing the PPS report and making their own conclusion. The three others are in being investigated by the Professional Standards Unit. All three of the outstanding that are being investigated were forwarded by the OIPRD to the Service in last quarter of the year.

As per the legislation all OIPRD complaints are to be completed within 120 days of receiving the complaint. All of the investigations have been completed within the time frame and the outstanding ones should be completed within that time period.

Internal Complaints

An internal complaint is also known as a “Chiefs” complaint. These matters are complaints about the conduct of a Police officer made by the Chief of Police or a Supervisor acting on behalf of the Chief of Police. The complaint can be related to the conduct of a Sworn or Civilian member of the Service. These complaints are brought forward by a member of the Service and are investigated by the Professional Standards Unit or their delegate.

From the 25 Internal Complaints received the dispositions were as follows:

- Informal Discipline – 13
- Informal Resolution - 2
- Unfounded - 6
- Became an OIPRD complaint – 1
- Ongoing – 3

The years of Service for the officers involved in the 25 Internal Complaints:

- 0-5 years – 3
- 6-10 years - 9
- 11-15 years – 4
- 16-20 years – 4
- 21-25 years - 3
- 26-30 plus years – 1

The 25 Internal Complaints were broken into the following categories:

- Customer service – 1
- Misuse of Equipment - 5
- Missed/Late Paid Duties – 1
- Missed Meetings - 5
- Court Issues – 2
- Failure to comply with Service Policies or Regulations – 3
- Work Behaviour - 8

Service Complaints

Service Complaints are related to how effectively a Police Service performs its duties. This type of Complaint establishes that the Police Service looks at how they are providing a service and may adapt the process based on the validity of the complaint.

The Police Service received two complaints that were related to our procedures on investigations. This was easily explained to the complainants as this was more of an education piece and a misunderstanding or perception of how things should work by the complainants.

We did have two Service complaints in 2018 related to our record check process but that process was changed and there were no additional complaints related to this process in 2019.

Local Inquiries

Local inquiries are less serious, informal matters that citizens bring forward for attention or correction without making a formal complaint. They can be about the procedures of the service or interactions with police, wanting to bring something to the attention of the Service. There were 19 local inquiries received in 2018. These inquiries were broken into the following categories:

- Unlawful Arrest - 1
- Freedom of Information issues - 2
- Customer Service – 3
- Improper Investigation - 2
- Traffic complaint – 1
- Victoria Park (Tent City) Issues – 1
- Provincial Offence Issue - 1
- Other – 2

Police Act Hearings

Part V of the Police Services Act (P.S.A.) outlines the complaint process and defines misconduct. Part V also defines the responsibilities of the Chief of Police, or designate, with respect to alleged officer misconduct and outlines the penalties and resolution options in the event that serious misconduct is proven in a police tribunal. The objectives of police discipline are to correct unacceptable behaviour, deter others from similar behaviour and, most importantly, maintain public trust. In keeping with the legislation, those matters deemed more serious are made the subject of a public disciplinary hearing in the Service's tribunal. Conduct issues deemed to be of a less serious nature may be managed at the informal discipline stage.

There are no current PSA hearings other than the one put on hold and that was reported on last year involving a matter from 2014. The officer is currently off but the process has started up

again in his absence. There was a second PSA matter that was served on the officer and that is also underway. The officer is dealing with two separate PSA matters that will likely result in hearings at some point.

Special Investigations Unit (SIU)

The Ontario Special Investigations Unit (S.I.U.) is a civilian law enforcement agency, independent of the police, with a mandate to foster public confidence in Ontario's police services by assuring the public that police actions resulting in serious injury, death, or allegations of sexual assault are subjected to rigorous, independent investigations. Any incident which may reasonably fall within the mandate of the S.I.U. must be reported to the S.I.U. by the police service involved.

There was only 1 SIU incident in 2019 where their mandate was invoked which is a decrease of 83% from 6 incidents in 2018. The 2019 incident is still ongoing but all parties involved participated in the process and the Service is awaiting the SIU decision. There are no other outstanding SIU matters other than the 2019 matter.

Case Number	Case Type	Police Service	Date Reported to SIU	Status of Investigation
19-OFD-170	Firearm Death	Peterborough Police Service	Jul 23, 2019	Investigation ongoing; file under Director's review

Section 11 Investigations

Pursuant to Section 11 of Ontario Regulation 267/10, the Chief of Police conducts an administrative investigation into any incident in which the S.I.U. is involved. The administrative investigation is intended to examine the policies of, and/or services provided by, the police service along with the conduct of its police officers. These reviews are commonly referred to as Section 11 investigations.

The Section 11 reports from the 2018 matters were completed and there were no policy changes required. There was an email sent out as a reminder to officers to continue to communicate and provide updates in relation to vehicle pursuits. The SIU commended the officers on their actions and restraint related to a 2018 matter involving their interactions with a Mental Health person who had a knife. There has been no report submitted for the 2019 matter as the Service awaits the SIU report but the incident has been reviewed and it appears that policies were followed and the actions of the officers met expectations.

Positive Feedback

Positive acknowledgements include letters cards and emails expressing gratitude for the job done by members of the Service. This does not include phone calls or verbal expression of gratitude that were given directly to the member and not passed along to the Professional Standards Unit. The Service received 71 letters, cards or emails in 2019. This is a decrease of 17 % from 2018.

Policy Review

New Policies added in 2019

- AI – 073 Notification of Chief of Police, Deputy Chief and Duty Inspector
- AI – 075 Code of Conduct
- LE – 075 On-Line Reporting
- LE – 076 Shop Theft Release Program
- LE – 077 Diplomatic Immunity

Policies that were updated in 2019 include:

- AI – 004 Communicable Diseases
- AI – 005 Use of Auxiliaries
- AI – 023 Promotion Procedure
- AI – 035 Telecommunication Devices
- AI – 071 Opioid Overdose Response
- ER – 001 Preliminary Perimeter Control and Containment
- ER – 004 Major Incident Command Manual
- ER – 005 Crisis Negotiation
- ER – 008 Emergency Planning – Major Incident Plan
- LE – 001 Community Patrol
- LE – 005 Arrest
- LE – 006 Criminal Investigations and Major Case Management
- LE – 012 Search of Persons
- LE – 014 Court Security
- LE – 034 Sexual Assault Investigation

Policies that have been reviewed in 2018 and should be amended in 2019:

- AI – 012 Use of Force
- AI – 024 Discipline (Civilian and Uniform)
- Discipline Chart
- AI – 042 Overtime Control
- AI – 048 Lieu time Program
- AI – 060 Commendations
- AI – Sick Leave and Attendance
- Performance Management
- Body Camera

Training for Professional Standards

S/Sgt Hartnett attended one course in 2019 but was not directly related to his role in Professional Standards but it was to maintain his certification as a Part VI investigator. He was part of the OACP Subcommittee for Professional Standards and Special Investigations Unit (SIU) which met quarterly throughout the year. This group was comprised of police officers from across the province assigned to the Professional Standard Units and they discussed current trends and procedures. The subcommittee is vital to ensure that the Peterborough Police is keeping up with

the current regulations and is consistent with other Services. This attendance needs to continue for whoever is in this role.

The course taken was:

- Part VI – Intercept of Communications

Accessibility

Staff Sergeant Hartnett continued to ensure the Service was compliant with the Accessibility for Ontarians with Disabilities Act.

Records Management Unit

The Records Management Unit (RM) 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.

Duties include:

- Assisting with court documents and uploading information onto Police and court data bases.
- Responding to all telephone calls from the public.
- Responding to FOI requests.
- Completing police records checks.
- Issuing insurance confirmation letters.
- Managing the taxi and limousine licencing process.
- Managing the alarm by-law process.
- Managing the scheduling and payment of pay duties.
- Completing all federally mandated statistical reporting.
- Registering members of the Service for training and maintaining training records.
- Transcriptions and court documents (video and audio)

Additionally, RM is responsible for the validation of all entries into databases including Niche RMS, CPIC and CJIM, 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.

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 Monaghan.

The Records Management Unit consists of 11 members:

- 1 Civilian Supervisor – this changed from a Police Sergeant in May 2019
- Freedom of Information Analyst
- CPIC Validator
- Evidence Disclosure Clerk
- Niche Validator
- Court Validator
- Warrants Clerk
- Records Management and Training Clerk
- Switchboard Operator
- 2 General Inquiry Clerks

Records Management has the responsibility for the majority of functions that generate revenue for the Service (excluding grants). In 2019, over \$259,173 was generated through criminal records checks, civil fingerprinting, taxi and limousine licencing, alarm registrations and fees,

freedom of information applications, and pay duty fees. Criminal record checks, completed by General Inquiry, accounted for \$243,329 in revenue.

Records Management staffing stabilized in 2019 with limited movement. These changes were with the Supervisor and Freedom of Information (FOI) position. There was another staff that covered two parental leaves, covering two positions during the year. There was a substantial amount of leave in the unit and one position was left vacant for the last three months of the year which resulted in the group doing more with less. Some of these positions are highly specialized and finding a qualified person for a short duration is very challenging. The Service will continue to explore avenues to ensure adequate staffing and coverage for these positions.

Training

Training to improve effectiveness and mitigate risk was continued in 2019.

Internal Training

- 1 members trained in the General Inquiry position
- 1 member was trained to cover for the Warrants Clerk leave
- 1 member trained to assist in file processing for FOI
- 1 new member trained in Data Entry

External Training

- 6 staff attended Ontario Police College, training consisted of CPIC Terminal Operator, Advanced CPIC and Records & Advanced CPIC.
- 2 staff completed the online CPIC course through CPKN
- 1 staff completed the online Intro to Information Access & Privacy through CPKN
- 1 staff completed the online PIP training through CPKN
- 1 staff completed the online UCR training through CPKN
- All staff attended the CPIC User Group Information Meeting in November, presented by the RCMP
- 3 staff attended the FOIPN Workshop in Cobourg
- 2 staff attended the LEARN Conference in Kingston
- 2 staff attended the Alarm Coordinator's Annual General Meeting in Kingston

Memberships

Memberships provide opportunities for networking and support from other agencies to ensure adherence to standards or best practices and efficiencies are achieved through maintaining current work processes.

- Representation on the provincial OPTIC Enhancement Committee
- Member on the provincial Freedom of Information Police Network (FOIPN)
- Member on the OACP CPEG: Law Enforcement and Records (Managers) Network (LEARN)

STATISTICAL INFORMATION

The following statistical information represents some of the work done in the Records Management Unit:

CPIC Validation

CPIC Validation	2015	2016	2017	2018	2019
Probation Orders – Adult	265	240	234	263	329
Probation Orders – Youth	7	4	3	4	7
Weapons Prohibition Orders	233	232	253	235	175
OIC and Recognizance Orders	545	602	476	388	563
Address Changes	1,357	975	989	891	318
Non-Communication Orders	222	239	236	157	156

Alarms

Alarm Fees	2015	2016	2017	2018	2019
Alarm Calls	695	759	707	659	639
Registration Fees	\$8,200	\$8,500	\$5,200	\$3,900	\$3,900
Suspension Fees	\$4,100	\$4,100	\$3,450	\$5,555	\$2,850

Warrants

The number of warrants declined in 2019 as there was a new process at court to reduce the number of Administration of Justice charges. The judiciary elected to provide a warning for the first missed appearance and at times even on the second occasion reducing the number of warrants issued. If the process was the same as in 2018 then the warrant numbers would have been drastically higher.

The Service continues to make efforts to review outstanding warrants and concerted efforts are made to locate the subject of the warrant and execute the same. Stale warrants are returned to the Crown Attorney for review to be extended or rescinded.

Warrants to Arrest	2017	2018	2019
Warrants Received	629	800	989
Warrants Executed	573	664	828
Warrants Rescinded	41	58	58

Prisoner Record of Detention

The record of detention is used for each person arrested and booked in at the Peterborough Police Station by the Officer in Charge. This form contains all the pertinent information for the individual and also tracks the movement and checks done while in custody.

Prisoner Record of Detention	2017	2018	2019
Prisoner Record of Detention	2080	2024	1934

Canadian Justice Information Management (CJIM)

The CJIM Web User Interface (UI) provides agencies with the ability and the responsibility for reporting criminal charge disposition information electronically for all electronic criminal submissions. This allows criminal conviction to be entered the same day an individual leaves court and publishes to CPIC within seconds. This creates better record keeping, criminal records with the most up-to-date convictions and creates efficiencies for when an individual makes a Freedom of Information request.

CJIM	2017	2018	2019
CJIM Entries	N/A	9524	4565

Note: The entries in 2018 are not a true reflection for that year as the RCMP uploaded the responsibility back to the Service in late 2017 and they were backlogged a couple of years.

Record Suspensions

The Warrant Clerk seals the subject's charges and photographs at the Service, and confirms the subject's Criminal Record is no longer 'active' on CPIC. If a Record Suspension is revoked, the Warrant Clerk will then unseal all charges and photographs at a local level, and confirm the subject's criminal record is back on CPIC.

Record Suspensions	2017	2018	2019
Record Suspensions	63	74	48

General Inquiry

The Service has two General Inquiry Clerks; one who works at the Peterborough station, the other who works in Lakefield. These clerks serve those who attend the stations for criminal record checks, taxi, tow, and limousine licencing, and some aspects of the FOI transaction. They also are responsible for managing all on-line criminal record checks. The criminal record check function comprises the majority of their work.

This position had its challenges this year as one staff was off for the first quarter and the workload fell on the other staff member. There were other members of the Service who were being accommodated who were able to help out with record checks throughout the year. This is not ideal as they are typically just a temporary fix but there were enough in 2019 to support the need. Other members of records assisted when they had the capacity but that was minimal.

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. On the spot checks record checks were utilized in 2019 but added a great strain on resources. There were limited complaints associated to this process from the public but it was noted internally by staff. The process can work if there is a different staffing model as indicated in the 2018 report but if the staffing complement continuous as status quo then the on the spots might not be sustainable. The revenue generated increased and that is due to the type of record checks which require more time.

The Livescan Desktop that was purchased in 2018 is still not functional but there has been some progress in having it active and hopeful that it is used to capacity in 2020.

Criminal Record Checks (All)	2015	2016	2017	2018	2019
Volunteer	5,986	7,522	8,974	7,199	6867
Employment	2,912	3,465	4,421	5,228	4689
TOTAL	8,898	10,987	13,395	12,427	11,556

On-line – Criminal Record Checks <i>*beginning May 2015</i>	2015	2016	2017	2018	2019
Volunteer	211	517	573	762	819
Employment Purposes	200	423	470	654	661
TOTAL	411	940	1,043	1,416	1,500

Evidence Disclosure Clerk

The Evidence Disclosure clerk looks after all digital evidence disclosure, accused transcripts, and all internal requests for audio and video from the Peterborough Police Service systems. The Evidence Disclosure Clerk also provides coverage for various roles within the Records Unit and Court Services, including the Court Clerk position, Switchboard, and General Inquiry.

Included in the Evidence Disclosure Clerk’s position is transcription of any audio file that relates to the accused. Transcription requests come from the Crown’s office, and are usually requested for trial purposes. Most often requested are transcripts of accused statements given to police, but also includes booking videos, and 911 calls and police phone calls.

	2018	2019
Provincial Crown Disclosure	N/A	2298
Federal Crown Disclosure	N/A	190
POA Disclosure	N/A	10
Out of Town Disclosure Requests	N/A	30
FOI Requests	N/A	20
Transcriptions	N/A	24
Audio Extractions	276	444
Video Extractions	126	210

Taxi, Limousine & Tow Licensing

The enforcement of the taxi, limousine and tow bylaws is not a cost recovery model. The time required to undertake this work is onerous. It would be beneficial to study whether these duties would be better managed by the City, as is the case in other jurisdictions.

The bylaw to regulate, license and govern the owner and drivers of tow trucks, was enacted by the Police Services Board in 2017, therefore there are no comparison statistics for previous years.

Taxi Licences Issued	2014	2015	2016	2017	2018	2019
New Drivers	41	38	38	41	43	40
New Owners	0	0	0	0	0	0
Driver/Owner Renewals	171	186	186	172	170	185

Limousine Licences Issued	2014	2015	2016	2017	2018	2019
New Drivers	8	9	16	15	29	12
New Owners	1	1	1	3	1	0
Driver/Owner Renewals	31	29	29	41	26	45

Tow Licences Issues	2017	2018	2019
New Drivers	7	11	6
New Owners	0	0	1
Driver/Owner Renewals	20	18	17

Freedom of Information

Type of Request	2014	2015	2016	2017	2018	2019	% change
FOI Requests	170	218	230	218	248	265	6.9
FOI Appeals	2	4	8	1	2	1	-50.0
Family Court Orders *	47	60	61	52	65	54	-16.9
Court Production Orders	14	14	14	6	12	12	0
Probation & Parole	518	537	610	618	563	510	-9.4
Criminal Injuries	57	72	58	52	67	61	-9.0
Correctional Services	19	20	28	25	34	79	132.4
Regional Coroner &	95	113	105	132	156	63	-59.6
Parole Board of Canada	16	6	14	7	3	19	533.3
Other**	11	50	41	43	47	50	6.4
General Correspondence	35	31	30	31	58	44	-24.1
TOTAL	984	1125	1199	1185	1255	1158	-7.7

FOI: Revenue Generated	2014	2015	2016	2017	2018	2019
over & above the \$5 fee for FOI requests, HST not included	\$715.40	\$3,782.60	\$881.90	\$835.90	\$1,802.30	\$1664.13

Confirmation Letters

In an effort to confirm the information provided in a claim, insurance companies submit a request to the Police Service. The Service responds with a template “confirmation” letter, which provides the basic information that is contained in the officer’s incident report

Confirmation Letters	2014	2015	2016	2017	2018	2019
	32	33	37	31	22	24

Access & Privacy Statistics:

Name of Municipal Police Service	Association Strength (Uniform & Civilian)	Municipal Population	Municipal Area (km ²)	Number of FOI Requests in 2018	Extended Compliance Rate (%)
Belleville Police Service	102	50,720	247.21	31	83.9
Brantford Police Service	224	98,179	72.47	285	93.5
Chatham-Kent Police Service	225	102,042	2,458.09	201	99.5
Cornwall Police Service	121	46,876	61.52	28	89.7
Peterborough Police Service	184	81,035	63.80 (City only)	248	96.7
Sarnia Police Service (Also covers Prince Twp.)	179	71,594	164.71 (City only)	250	100
Sault Ste. Marie Police Service	182	73,368	223.26	14	100

Sources:

- Police Association of Ontario statistics (does not include Senior Officers) as of 21Jan20;
- Statistics Canada 2016 Census; and
- Information & Privacy Commissioner's 2018 Access and Privacy Statistics (Extended Compliance Rate includes Notices of Extension and Notice to Affected Persons – such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.)

Police Report Clerks

The Police Report Clerks team consists of 4 full time and 2 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 work includes:

- Entry of all reports entered into the Niche RMS in accordance with RCMP Data Quality Standards.
- Preparation of crown briefs for regular court appearances and for weekend and statutory holiday (WASH) court appearances and push to SCOPE.
- Scanning and uploading documents for SCOPE.
- CPIC entries for charged persons.
- Validation of Non-reportable incidents.

Since the implementation of SCOPE there has been a slight increase in the amount of reports but there are more tasks that fall under the responsibility of the Police Entry Clerk. These include scanning all police documents/note which was not their responsibility in the past but a logical task given the need for uniform officers on the road. There has been a noticeable delay in reports uploaded to NICHE which delays linkages and statistical analysis.

Police Report Entry	2014	2015	2016	2017	2018	2019
Arrest Reports	2,235	2,382	2,514	2,483	2,566	2,504
Missing Person Reports	145	165	170	297	326	324
Sudden Death Reports	99	102	112	129	141	132
General Occurrence Reports	6,859	6,418	6,912	6,844	6,557	6,684
Supplementary Reports	9,067	9,854	10,715	12,353	12,382	13,130
Street Checks	810	797	87	61	304	220
TOTAL	19,215	19,718	20,510	22,267	22,267	22,994

Information Technology & Systems Support Unit

Background

The Police Service's service-level agreement with Peterborough Technology Services (PTS) is to provide 2,900 hours of IT technical and management staff support. One full-time support person worked at the Station, from the remaining hours, PTS provided the Service with IT support from 14 other IT staff that included the following skill sets:

- Network Administration
- Voice and Data Communications
- Hardware and Software support
- HelpDesk support
- Business Systems Analyst
- Mobile Device Management
- IT Security
- IT Management

Part of the IT management role that PTS provides is the management of the IT operating and capital budgets. PTS was able to realize cost savings for the Service on a number of initiatives by leveraging pricing available through competitive bids that were issued by the City and Peterborough Utilities.

PROJECTS AND PRIORITIES

The IT Project Governance Committee purpose is to review and vet projects and determine which projects are a priority. The primary areas of focus for 2019 were in the following areas:

IT Security and Compliance

All police services are required by the RCMP to meet stringent security requirements. Many of these requirements are IT related and can require a significant investment in hardware, software and staff resources. Significant progress was made in enhancing existing security controls and by adding new technology. Efforts in the area of IT security is an ongoing process that requires continuous review and enhancements.

Hexagon MPS System

Worked continued on planning and testing of the Hexagon MPS system with a planned Go-live date of April 20th, 2020.

The MPS software communicates with the Police Service's Computer-Aided Dispatch (CAD) system. The software provides instant access to calls for service and vital data. MPS also allows officers to self-dispatch and self-initiate calls for service, essentially giving them the ability to handle all low priority calls via the tablet and create their own self-generated incidents. This minimizes airtime and leads to a more efficient Emergency Communication Centre.

Electronic Ticketing

E-Ticketing offers a significant opportunity for improving efficiencies, reducing data entry errors and increasing revenue. Police staff have reviewed several systems with the preferred solution being leveraging the E-Ticketing functionality that OPTIC provides. The cost, if any would be minimal however there are some critical modifications that Peterborough and other police services require OPTIC to implement. Senior Police staff from Peterborough and other police services are attempting to get OPTIC to expedite the completion of these modifications.

Lifecycle Management and Day-to-Day Support

There were a number of projects completed in 2019 that involved replacing IT infrastructure as part of regular life cycle management and the ongoing day-to-day support for all Police staff.

CHALLENGES

IT Staff Resources

Many of the police service projects and strategic priorities have a technology component. Whether it is the new requirements with Next Generation 911 or having a connected officer, there is a significant requirement for IT staff resources. This combined with the constant risk of more sophisticated cyber threats results in more IT staff resources being required. To put it perspective, 2,900 hours of IT support equates to approximately 1.5 staff.

IT Security

IT Security is one of the top challenges and risks for all organizations and it is especially important for law enforcement. This will continue to be a focus in 2020 as PTS works to meet the RCMP requirements and implement industry best practices.

Server Room Space

The Server room is over capacity and is completely inadequate which poses risk that future projects that require IT equipment will not be able to proceed. A short-term solution is to expand the computer room by removing the wall between the server room and the office that is currently occupied by PTS. This would require relocating the PTS staff person to another office.

Human Resources

The Human Resources Division contributes to the success of the Peterborough Police 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 (RTW) and attendance policies, recruitment and payroll & benefit services. The Human Resources Division supports in total 208 employees and 35 Auxiliary Officers. The current structure of the Human Resources Division includes two members; Human Resources Manager and Payroll & HR Administrator. The Service had a new Payroll & HR Administrator transfer into the role in July 2019.

Succession and Workforce Planning

The Human Resources 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 34 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 Human Resources 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.

Attendance

The Employee Sick Leave and Attendance policy was revised in 2019. One of the changes to the policy now requires members to provide medical information after one week of absence to CBI Health Group Disability Management Services for medical assessment review for non-occupational illnesses and injuries for recommendation and approval of ongoing sick leave benefits. CBI will assist the Service to support their recovery and help employees safely return to work.

In 2019, the Service had a number of occupational injury/illness claims. There was an increase in the number of members that are off work due to work related injury/illness claims that has affected the frontline operations. In December, the Service contracted the assistance of Mega Health. Mega Health specializes in the assisting with communications and navigating the process with WSIB claims.

The Workplace Accommodation policy outlines the Service's commitment to provide workplace accommodation requests as required in order to reduce absenteeism costs and maintain productivity within the Police Service and encourage health and wellness for the members. Human Resources remains committed to ensuring employees and their units are aware that the accommodation process is available.

Monitoring absenteeism rates is an important way to gain insight into the health of the Service's workforce. The absenteeism rate for the past three years has remained consistently around an average of five (5) days per employee/year. In 2019 the average absenteeism was 5.38 days per member. In 2019 a total of 51 members had perfect attendance.

Employee Wellness

The Service has taken a comprehensive approach on employee wellness, focusing on training and prevention, intervention and recovery, and return to work plans. We know 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. We have seen first-hand, that our members are affected by OSI requiring them to be off work on stress leave. Our members' mental health is affected by the nature of their work and there is a substantial financial burden for the PPS when these members are off work. The total cost from mental health problems and illnesses to the Canadian economy is significant. The study commissioned by the Mental Health Commission of Canada (MHCC) makes it clear that the economic cost to Canada is at least \$50 billion per year. One in five people in Canada live with a mental illness each year. There is strong evidence that investing in effective programs can make a difference to the economy and to the health of the population.

A number of wellness opportunities are offered to employees including a confidential Employee Assistance Program (EFAP) 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 Service has an Employee & Family Assistance Program and a Retiree Assistance Program in order to promote health and better functioning, both at work and at home. The program provides confidential services for all members and their immediate families. Employees are entitled to a combined maximum of 10 sessions with a Registered Psychologist, Social Worker or Psychotherapist per calendar year that is paid through our benefit program and the EFAP program. In the 2016 - 2019 Collective Agreement, the benefits now provide all employees' access to Registered Psychologists, Registered Psychotherapists and Social Workers coverage to a maximum of \$800 per member and dependents.

The Safeguard Program was established to help protect the mental health of employees who are assigned duties that routinely expose them to high risk positions and exposed to traumatic incidents on a more frequent basis. Members meet with a psychologist on an annual basis to undergo a psychological assessment as well as receive professional guidance to build resilience and enhance coping skills. These mandatory sessions can help members identify problems early, provide strategies to improve health, and ensure longevity and success for members in their roles. The Wellness Committee is currently reviewing the positions that are referred to the Safeguard Program to recommend additional positions to be part of this program.

Members continue to have access to Shepell.fgi for additional EFAP services. The program costs are covered through benefits that are currently paid to the City of Peterborough and there is no extra cost to our members or the Service. The Shepell.fgi EFAP program includes options for text conversations with professionals, online information and a multitude of services for daily stressors.

The Peer Support Program was officially launched in 2018 and the program continued to expand in 2019 offering volunteer positions for both uniform and civilian members. The purpose of the Peer Support Program is to provide assistance to members by members throughout the service who have lived and work experiences coupled with specialized training to assist other members who are facing adversity. The program currently supports two (2) Coordinators and four (4) volunteers. The program is in the process of selecting additional volunteers to supplement the program and the increased need for access to a Peer Volunteer. Peer Support members are also active on provincial committees to ensure best practices and share common knowledge and experiences that can be utilized to benefit all 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 and wellbeing. These workshops were offered to members at three alternative times on selected dates for all members to attend.

The member response to the Peer Support Program has been overwhelming with daily support being offered by several volunteers to several different members. This support can range from a text message, phone call, in person visit or accompaniment to appointments. It can be a referral to a local service provider or a reminder of the paramedical coverage included within our benefit plan. It is what the member needs to best support a mentally healthy workplace. On average, approximately 40 hours per week (either during work hours or after working hours) is being dedicated by volunteers to our members in a peer capacity.

In order to be proactive with musculoskeletal injuries (MSIs) or issues in the workplace for members that have prolonged sitting or repetitive typing, the Service had an ergonomic assessment conducted with a number of the civilian staff to review their posture and work stations. Recommendations were made to each member individually for changes or adjustments to their office equipment, posture, as well as taking micro-breaks to stand and stretch.

Performance Management

The Human Resources Division continued to work with the Performance Management Committee to provide support to the new Performance Management Program on OSL. The Division provided support and training for all members and updates on the OSL system.

The revised electronic Performance Management process provided members and their Supervisors the ability to enter performance logs into the system throughout the year and bring forward the records to the year-end performance review. Divisional Commanders also set the divisional goals into the electronic system as a reminder for members to achieve the goals throughout the year. In 2019, it was the first full year for members to use the system and for Supervisors, Inspectors and Managers to enter the performance reviews electronically.

Continuing Education

The Police Service is committed to supporting the learning and development of employees. The Continuing Education Program provides financial assistance to employees who have a desire to pursue education, accreditation and skills building for their current role, or the roles they are aspiring to within the Service. Eligible employees can apply for course reimbursement for academic courses each year. In 2019, the Service was able to provide employees throughout the

Service financial supports for 22 credit courses, including courses for members to attain their Bachelor's Degree and Master's Degree.

Recognition and Appreciation

Recognition events are also held for employees who have met service milestones, recognizing 5, 10, 15, 20, 25, or 30 years of service. In addition to recognizing exemplary service and service milestones, an Employee appreciation event is organized for all members. Further, each Spring the Knights of Columbus hold an annual Police Appreciation event to recognize our members for exemplary service.

Officers that received their Police Exemplary Service were:

Detective Constable Brent Mason	20 Year Bar
Detective Constable Sean Nusink	20 Year Bar
Detective Constable Karen O'Brien	20 Year Bar
Constable Erin Prodonick	20 Year Bar

Civilian Staff that received recognition for their Service in June 2019 were:

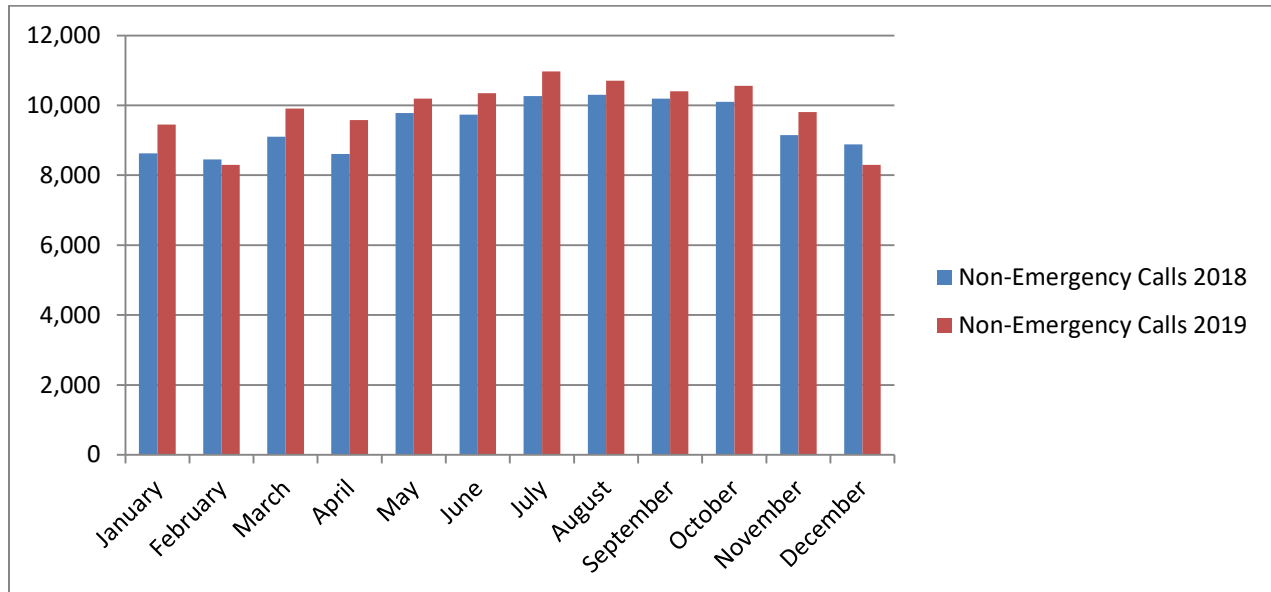
Marnie Ayotte	30 years of service
Matt Thomas	15 years of service
Barb Westropp	15 years of service
Frank Bencze	10 years of service
Leigh Higley	10 years of service
Karen Howran	10 years of service
Brian Zimnicki	5 years of service
Christina Nelson	5 years of service

Retired Staff Inspector, Robert Lewis presented Constable Megan Mattos the Robert Lewis Bursary award for 2019.

The Knights of Columbus, Police Officer of the Year was presented to Constable Thomas Whiteway.

9-1-1/Communications

Communication 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 during which there were 113,210 calls answered by the Communications Unit.



911/Communications

The Communications Unit is staffed with a 9-1-1/Communications Manager, 4 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 Communications Unit operates and does research on various computer databases and monitors the internal and external security audio/video systems for headquarters.

9-1-1 Operations

The Peterborough Police Service Communications Unit is the Public Safety Answering Point (PSAP) 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.

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.

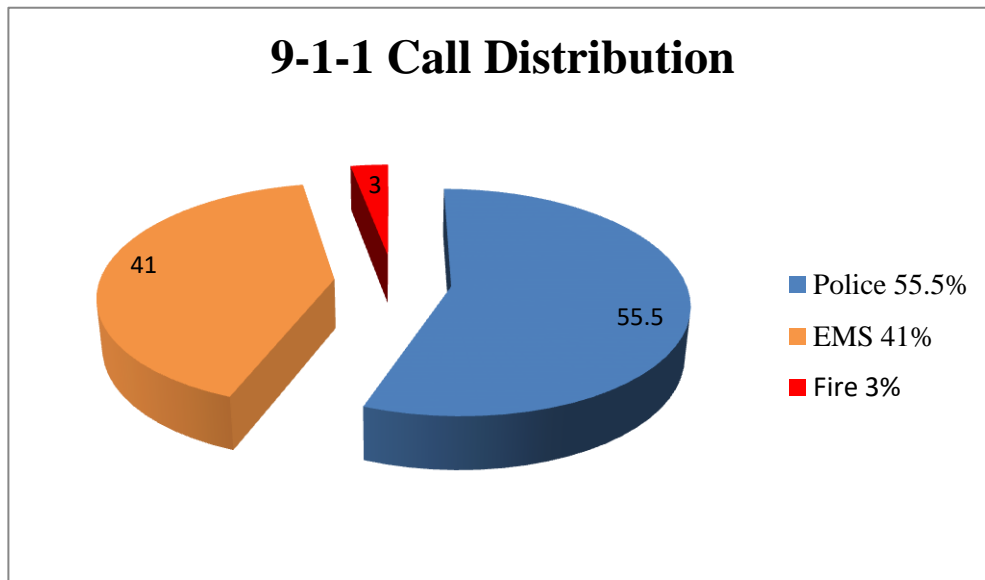
Historical 9-1-1 Statistical Comparisons

9-1-1 call statistics show a 1.35% increase from the previous year.

	2019	2018	2017	2016	2015
Peterborough	30,801	29,890	26,813	29,143	32,023
Selwyn	722	1,152	1,857	2,019	n/a
Cavan Monaghan	2,005	2,039	1,757	1,883	n/a
Total	33,528	33,081	30,427	33,045	32,023

9-1-1 Call Handling Report

Emergency Service	2019
Police	18,597 Calls
Fire	1,071 Calls
Ambulance	13,860 Calls



COMMUNICATIONS AND TECHNOLOGY

Radio Technology

The 9-1-1 Communications Manager is responsible for the management and ongoing infrastructure requirements of the Harris P25 Radio System that was installed in 2012. This P25 radio system meets all public safety standards and provides greater flexibility for establishing interoperability between police, fire and municipal services in the future.

Security Camera System/Technology

In 2017 the first phase of the security camera system upgrade was completed to replace the end-of-life failing camera system.

In March 2018 Phase II was completed. The scope of Phase II was to relocate the CCTV equipment to the 911 Communications Office, eliminating the requirement for backbone infrastructure between the IT room and the 911 Office. This also helped to alleviate the issue of the over crowded IT room freeing up more space for required IT infrastructure. A new network switch was installed to connect all the current CCTV equipment. This switch is also sized to accommodate any cameras as they transition from analog to IP.

A new viewing station will function as the main display engine for the new wall mounted displays. The viewing station was installed in the new rack and has four video outputs to feed four large display monitors on the wall at the front of Communications. Three of the new monitors were installed in this phase. A new NAS (network attached storage) device was installed to provide redundancy for video storage holding up to a year of video with a failover.

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.

Communications Centre Update

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 installation required numerous subcontractors including, desk installers, radio technicians, cabling installers, electricians and telephone support all working together while Communications Staff continued to answer 9-1-1 calls and dispatch Police. 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 we hope 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 back-up work station for Peterborough Fire Services.

Finance

The current structure of the Finance Division includes three members: Finance Manager, Fleet/Facility Coordinator, and Quartermaster and Purchasing Clerk.

I represented the Service on the Ontario Association of Chiefs of Police (OACP) Budget, Finance and Asset Management Committee. I am also serving on Fair Haven's Committee of Management and Peterborough Victoria Northumberland and Clarington Catholic District School Board's Audit Committee.

2019 was an exciting year as I was given the responsibility to work closely with Fleet/Facility Coordinator and Quartermaster & Purchasing Clerk.

Fleet

The management of the police fleet and facility is overseen by the Fleet & Facilities Coordinator. He is a member of the Police Cooperative Purchasing Group (PCPG) and the Police Facilities Managers Association of Ontario (PFMAO). These memberships provide significant cost savings and networking for best practices.

The reliability and safety of the police fleet is critical to our 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.

Our Service has limited control over fleet maintenance costs, although a concerted effort is made to source the best possible price. The Service is a member of the Police Cooperative Purchasing Group (PCPG), 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 we cannot forecast precisely, and that impact our budget.

In 2019, the following vehicles were purchased:

- 6 patrol vehicles (5 cars, 1 SUV)
- 1 traffic vehicle (SUV)
- 1 vehicle for Investigative Services
- 2 mountain bikes for foot patrol

The following vehicles were disposed of:

- 5 vehicles were sent to the North Toronto auction.
- 1 vehicle was disposed.

Fleet Maintenance and Repair Statistics

	2017	2018	2019	Variance From 2018	2019 Budget	% Spent
Kilometers	980,554	1,045,000	948,905	-9.2%	N/A	N/A
Fuel Average (per litre)	\$0.94	\$1.03	\$1.00	-2.9%	N/A	N/A
Fuel Costs	\$222,857	\$262,878	\$244,399	-7.0%	\$241,023	101%
Vehicle Cleaning	\$14,598	\$13,372	\$15,155	13.3%	\$20,000	76%
Tires	\$28,254	\$19,892	\$29,403	47.8%	\$33,000	89%
Maintenance Costs	\$167,932	\$164,553	\$158,892	-3.4%	\$165,714	96%
Insurance	\$103,576	\$103,576	\$112,963	9.1%	\$112,963	100%
MVC/ Damages	\$32,946	\$49,006	\$122,502	48.70%	N/A	N/A

Facility

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
- Additional Work Stations For The Records Department

Stage 1 of the building security was completed in 2018 and this included removing the keypads on all the exterior doors and replacing them with keyless entry fobs. Stage 2 included all the interior doors and specific areas such as Evidence (4 locations), Identification (3 locations), I.T, ERT, Administration and the change rooms. This allowed for the monitoring of entries to these specific locations which is a need especially in the Evidence areas where continuity is critical.

Stage 3 was added late in the year with the removal of the Video Analyst from their office and placed in the office space with the Evidence Clerk. This freed up space for a weapons room, known as the "Proving Room" where all firearms, CEW's and ammunition will be stored. Keyless entry and video was added to the room which was for evidentiary and safety reasons. Stage 3 is completed but the proving room is currently only storing long guns and CEW's. The transition to storing the firearms in the proving room will occur in the first quarter of 2020. All firearms will be stored empty and there will be three proving stations for the officers to safely load their firearms and test the CEW's. This will help the officers with muscle memory and assist them in drawing and getting more comfortable with their firearm.

In 2018 the long guns, CEWs, lidars and roadside screening devices were moved to the ground floor in a cinderblock hallway. This cramped the hallway for pedestrian traffic and it was also a health and safety concern. When the opportunity for additional space became available it was taken to ensure that firearms would be secured safely and monitored.

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 (\$15,720), 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. The facility budget was 25.9% under budget.

Facility Statistics

	2015	2016	2017	2018	2019
Budget Approved	\$40,500	\$44,000	\$46,000	\$80,000	\$80,000
Total Expenditures	\$30,662	\$45,246	\$59,699	\$65,689	\$59,316

Police planned projects for 2020 include office painting and carpet replacement as required.

Quartermaster & Purchasing

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 has been a priority this year. Forty three new standard threat level type II sets of body armour were purchased in 2019. These were ordered through MD Charlton and were well received by members.

For the first time an inventory account has been 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 Kehoe Distributors 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 to track and manage officer notebooks. The decision was made to utilize FileNexus program maintained by The City of Peterborough. This will require the purchase of a bar code scanner. This will be a long term project as there are thousands of notebooks to be recorded and bar coded.

Discussions and process workshops continued with Blue IT 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. The QM's office ordered new gun lockers and unloading stations.

Expired Naloxone kits were replaced with a new batch.

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

2019 saw eight members retire from the Service. All were presented with a framed mini banner commemorating their dedicated service.

Looking ahead to 2020 – Plans 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 vs. poly wool.