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PEEL REGIONAL POLICE

Working it out together ...
2011 ANNUAL PERFORMANCE REPORT



VISIT
www.peelpolice.ca

VISION

A SAFER COMMUNITY

PEEL REGIONAL POLICE



MISSION

AS AN ORGANIZATION OF HIGHLY-SKILLED AND DEDICATED PROFESSIONALS, PEEL REGIONAL POLICE, WORKING TOGETHER WITH OUR COMMUNITY, CONTRIBUTES TO A SAFE ENVIRONMENT IN WHICH TO LIVE, WORK AND VISIT.

VALUES

T RUST
REFLECTS BOTH THE TRUST WE HOPE TO INSTILL IN THE PEOPLE WE SERVE AS WELL AS THE TRUST WE MUST HAVE IN EACH OTHER TO PERFORM EFFECTIVELY. IT IS SOMETHING WHICH MUST BE EARNED AND CANNOT BE TAKEN FOR GRANTED.

R ESPECT
FOR THE DIGNITY AND RIGHTS OF ALL OTHERS.

U NDERSTANDING
OF THE LAW AS WELL AS THE DIFFERENT CHALLENGES FACED BY INDIVIDUALS IN THEIR DAY-TO-DAY LIVES.

S AFETY
PROTECTION OF THE PEOPLE IN OUR COMMUNITY, THEIR PROPERTY, OURSELVES AND OUR FELLOW OFFICERS.

T RANSPARENCY
IN ALL OUR PRACTICES, BELIEFS AND ACTIONS.

PEEL REGIONAL POLICE
IS NATIONALLY
CERTIFIED THROUGH
EXCELLENCE CANADA.

IN 2010, WE ACHIEVED
LEVEL 2 CERTIFICATION,
AND ARE CURRENTLY
STRIVING FOR LEVEL 3.

2011-2013 STRATEGIC GOALS

- ENHANCE & PROMOTE COMMUNITY SAFETY AS OUR HIGHEST PRIORITY.
- TO BE AN EMPLOYER OF CHOICE.
- STRENGTHEN EMPLOYEE & COMMUNITY COMMUNICATION & COLLABORATION.
- DELIVER QUALITY SERVICES ENSURING ACCOUNTABILITY & FISCAL RESPONSIBILITY.
- MANAGE SERVICE DELIVERY TO RESPOND TO GROWTH & CHANGING DEMOGRAPHICS.

Shaping A Strong, Safe & Vibrant Region

Chair Emil Kolb, Police Services Board
Chief H.M. (Mike) Metcalf



We are pleased to report on the progress that Peel Regional Police made in 2011 towards meeting the goals outlined in our 2011-2013 Strategic Plan, "Working it out together ..."

As you review the 2011 Annual Performance Report there are many examples of our successes, our smart fiscal choices, and the diverse work that we undertake in collaboration with the community and our policing partners that is helping shape a strong, safe and vibrant Region.

Employees have been integral to our successful performance and that's why we continue to introduce initiatives to support their personal and professional health and well-being, and have committed to a work environment where employee ideas and input are being put into action. We are proud of being recognized as one of the Greater Toronto's Top Employers for 2012. This annual award recognizes employers that are industry leaders because they offer exceptional work environments.

At Peel Police we have built a tradition of supporting priority programs and infrastructure investments with increasing economy, efficiency and effectiveness. Since 2005, our continuous improvement initiatives have resulted in savings of \$108 million, and our proactive approach to securing funding through partnerships have resulted in \$64 million in external funding.

While the efforts of Peel Police may be contributing to decreasing crime rates in most major categories, our work continues to be challenging. Peel's population is growing and is one of the most diverse in Canada. Over the last five years, calls to communications have increased by 63% and 9-1-1 calls have increased by 44%. Domestic incidents, impaired driving and drug occurrences continue to increase. Investigations to rescue children from internet exploitation, as well as rescuing victims from human trafficking are complex and constantly evolving. To meet the challenges, we have increased staffing and our expertise and continue to innovate and partner for success.

The community has consistently indicated that they value our presence and high visibility. In 2011, we continued to undertake proactive activities such as community patrol, traffic enforcement, crime prevention, victim support, and programs for youth in our schools. The community has also come to expect and appreciate the impact of our participation at cultural and community activities, as well as the successes that have emerged from our strong community partnerships.

We are proud that Peel Regional Police is contributing to a strong, safe and vibrant place to live, learn, work and invest. We want to thank our employees, the community and our policing partners for the success we have collaboratively achieved for "A Safer Community."

Emil Kolb
CHAIR – PEEL POLICE SERVICES BOARD

H. M. (Mike) Metcalf
CHIEF OF POLICE – REGION OF PEEL

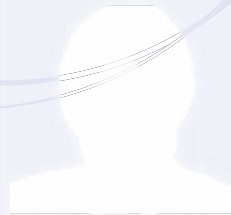
Peel Police Services Board (2011)



Emil Kolb
Chair



Susan Fennell
Vice Chair
Mayor – Brampton



Amrik Singh Anilwalia
Provincial Appointment



Frank Dale
Councillor – Mississauga



James Harries
Citizen Appointment



Laurie Williamson
Provincial Appointment



Satwinder Gosai
Completed Term



Cheryl Jamieson
Completed Term



Freet Kang
Completed Term



H.M. Mike Metcalf
Chief



Jennifer Evans
Deputy Chief



Dan McDonald
Deputy Chief



Paul Tetzlaff
Deputy Chief



Steve Asanin
A/Deputy Chief



Chief's Management Group

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Our Organization & Community

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COMMUNITY INVOLVEMENT – GIVING BACK



The dedicated members of Peel Regional Police, in addition to their regular duties, volunteer countless hours and fundraise annually to assist those in our community who are most in need. In 2011 alone, Peel Regional Police members with the support of the community, raised **\$1.3 million** for various charities, bringing the total raised since 2006 to over **\$7.3 million**.

These fundraising initiatives not only raise important funding for local charities and programs, but they also serve to strengthen our relationship with the community. Below is just a sample of the charities assisted in 2011.



TOYS FOR TOTS



BIG BROTHERS / BIG SISTERS



UNITED WAY



SPECIAL OLYMPICS



HEART & STROKE – BIG BIKE



UNITED IN ACTION – 12 DIVISION

2011 AWARDS & RECIPIENTS

Each year there is an extensive list of awards presented to Peel Regional Police members, recognizing their hard work, dedication and successes. The following is a partial list of some of the awards and member recipients recognized during 2011:




**Greater Toronto's
Top Employers
2012**

In November 2011, Peel Police was selected as one of Greater Toronto's Top Employers for 2012 by Media Corporation Canada. This annual award recognizes the most desirable employers that offer progressive and forward-thinking programs for their employees.



**CHIEF'S, CMG & DIVISIONAL
CHALLENGE COINS**

The Chief's Management Group (CMG) has traditionally distributed a CMG Challenge Coin to selected staff members in recognition of significant contributions to the organization. 2011 saw the emergence of a new form of employee recognition, the Divisional or Departmental Challenge Coin, which is given to employees and community members who have made considerable contributions to the area in which they are assigned.



**LEVEL 2 CERTIFICATION ACHIEVED
STRIVING FOR LEVEL 3**

Certification provided by Excellence Canada (a national authority on quality and healthy workplace practices), is comprised of 4 levels, and allows Peel Regional Police to remain accountable and transparent to the community we serve, improve managerial accountability through involvement and by example, and ensure employee satisfaction, continued performance and workplace efficiency. 2011 saw Peel Regional Police continue on the path to Level 3 certification, in the pursuit of continuous improvement.

- AMERICAN SOCIETY FOR INDUSTRIAL SECURITY** Constable Sebastian Cuoco
- BRAMPTON BOARD OF TRADE**Special Constable Niki Georgiadis
- CONSTABLE DWAYNE PIUKKALA MEMORIAL AWARD** Constable Tonya Hackenbrook
- DETECTIVE ROBERT BOYNE MEMORIAL CRIME PREVENTION AWARD** Constable Chris Christidis
- INSPECTOR FRANK FERNANDES MEMORIAL AWARD** Constable Paolo Carretta
- KNIGHTS OF COLUMBUS HUMANITARIAN AWARD**
 - Cst. Jerry Antonio
 - Sgt. Mark Armstrong
 - Sgt. Gary Carty
 - Cst. Amanda Drexler
 - Sgt. Paul Gill
 - Cst. Kimberly Green
 - Cst. Ellen Kean
 - Cst. Ryan Pizzala
 - Cst. Darren Sagle
 - Cst. Robert Smith
 - S/Sgt. Brian Smithson
 - Cst. Geoffrey Westgarth
 - Cst. Christopher Zehr
- MISSISSAUGA REAL ESTATE BOARD** Constable Gary Dias & Constable Ben Irwin
- ONTARIO WOMEN IN LAW ENFORCEMENT AWARDS****EXCELLENCE IN PERFORMANCE** Ms. Florence Stewart • **MENTORING** Inspector Kim Whyte
- PAUL SCHRAM POLICE EMERGENCY COMMUNICATOR AWARD** Ms. Rita Poetzsch

PROMOTIONAL LIST

- | | | |
|--|---|---|
| <p>Staff Superintendent Randall Patrick
Staff Sergeant David Cryderman
Sergeant Steve Arney
Detective Sean Gormley
Sergeant Michael Pulley</p> | <p>Superintendent Christopher McCord
Detective Sergeant Anthony Melaragni
Sergeant Paul Brown
Detective Rita Late</p> | <p>Inspector Graham Symington
Staff Sergeant Gregory Murphy
Sergeant David De Angelis
Sergeant Aaron Masnaghi</p> |
|--|---|---|

REGIONAL MUNICIPALITY OF PEEL POLICE SERVICES BOARD AWARDS POLICE COMMENDATIONS

- | | | | | |
|---|---|--|---|--|
| <p>Supt. Brian Adams
Sgt. Mark Cripps
Cst. Grant Gervais
Cst. Brandon Krane
Cst. Adam Minnion
Sgt. Heather Ramore</p> | <p>Sgt. Heather Andrews
Cst. Sebastian Cuoco
Sgt. Al Gorrill
Cst. Jeff Landry
Det. Tim Nagtegaal
Cst. Joey Rego</p> | <p>Insp. Paul Beatty
Cst. Jodi Dawson
S/Sgt. Rob Higgs
S/Sgt. Sean Lawson
Cst. Adam Paiement
Det. Jason Watson</p> | <p>S/Sgt. John Betts
Cst. Michael Devlin
Insp. David Jarvis
Cst. Saeed Mahmood
Cst. Sarah Patten
Cst. Lorraine Wilson</p> | <p>Ms. Agnes Chung
Mr. Mark Figueiredo
S/Sgt. Perry Kirchoff
Cst. Michael Mavity
Cst. Beverley Deleeuw
Ms. Constance Zboch</p> |
|---|---|--|---|--|

HIGHLIGHTS

The 2011 Annual Performance Report is demonstrative of the comprehensive approach to reporting on our performance to the community, our employees and our policing partners on the broad range of organizational activities and initiatives we collaboratively undertake to implement a vision of "A Safer Community."

At the core of our approach to reporting on our performance is a strong accountability and results-oriented framework embedded with performance measurement. In 2011, we met compliance on all performance indicators and implemented a number of initiatives to meet our strategic plan goals.

2011 Annual Performance Highlights¹

COMMUNITY SAFETY

Providing A Safe Community – Peel Region continues to be one of the safest communities in Canada. The 2010 rate for violent and non-violent crimes was well below the national and provincial rates.² Our officers continue to effectively enforce the law, investigate and solve crimes. Peel Police continues to be recognized for achieving a homicide solvency rate that is well above the national and provincial rates.

Enhancing Front-Line Visibility & Community Presence – Hired 27 officers yearly, and since 2008 hired 134 officers; implemented the downtown Brampton Foot Patrol; reached over 13,000 community members on innovative crime prevention initiatives; and continued assistance to victims of crime including raising awareness and support for Victim Services of Peel.

Improving Road & Pedestrian Safety – A new R.I.D.E. (Reduce Impaired Driving Everywhere) strategy which utilizes enhanced data analysis and more experienced officers is improving impaired driving detection and enforcement.

MEMBER FOCUSED WORKPLACE

Recognizing Peel Police as an Employer of Choice – Peel Police was selected as one of Greater Toronto's Top Employers by Media Corporation for 2012.

Expanding Employee Wellness Initiatives – The Health Professional Awareness Program was introduced; a one year pilot for Child Care and Elder Care Services was initiated; Blood Pressure Kiosks were installed at police facilities; and a Health Nurse was approved for hiring.

Fostering Employee Satisfaction, Recognition & Success – The 2011 Employee Satisfaction Survey revealed overall satisfaction of 74%. The Challenge Coin Program and the Competency-Based Management initiative were expanded, and an e-learning training portal was developed. To facilitate employee success, we continue to provide numerous training opportunities and make strategic investments in infrastructure and technology, such as replacing the Computer Aided Dispatch (CAD) system and opening a new Materials Management Centre.³

COMMUNICATION & COLLABORATION

Launching the 2011-2013 Strategic Plan – Community and employee feedback was the foundation of the new plan which supported building on the previous Strategic Plan's success. The plan was communicated internally to all employees and externally to our community.

Facilitating More Strategic Communications – To enhance communications with employees and the public, the Corporate Communications & Public Affairs Bureaux were merged. A Twitter account was established and a new and improved Peel Police internet website was in development for 2012.

QUALITY SERVICE & FISCAL RESPONSIBILITY

Achieving Efficiencies and Funding – Continuous improvement initiatives including, streamlining the processes for Court Disclosure and Witness Case Management, and securing funding from government partners, have resulted in significant savings and more effective policing services.

Aligning Service Delivery to Better Meet Community Needs – Launched the online public Road Watch Reporting System and the Loss Prevention Officers Reporting System. Vulnerable sector records checks are now accepted at Community Stations and hours of service have been improved. Based on our annual Operational Review, it was determined that four community stations will be closed in 2012, resulting in eighteen staff being reassigned to better meet front-line service needs.

Reducing Our Environmental Footprint – Implemented a number of strategies to ensure our fleet, facilities and our procurement processes demonstrate our commitment to the environment.

GROWTH & CHANGING DEMOGRAPHICS

Recruiting for Success – Launched a new innovative outreach recruiting campaign, "Policing. It's more than you think..." The new campaign focuses on developing programs for local youth and attracting more women and visibly diverse candidates.

Strengthening Partnerships with our Diverse Community – From participation at a wide variety of cultural and community events, to providing diversity training and youth education programs such as Peel Children's Safety Village and the Youth in Policing Initiative, to making our services more accessible, we continued to ensure our programs and partnerships are meeting the needs of the diverse community we serve.

¹ Statistical highlights are available on page 46.

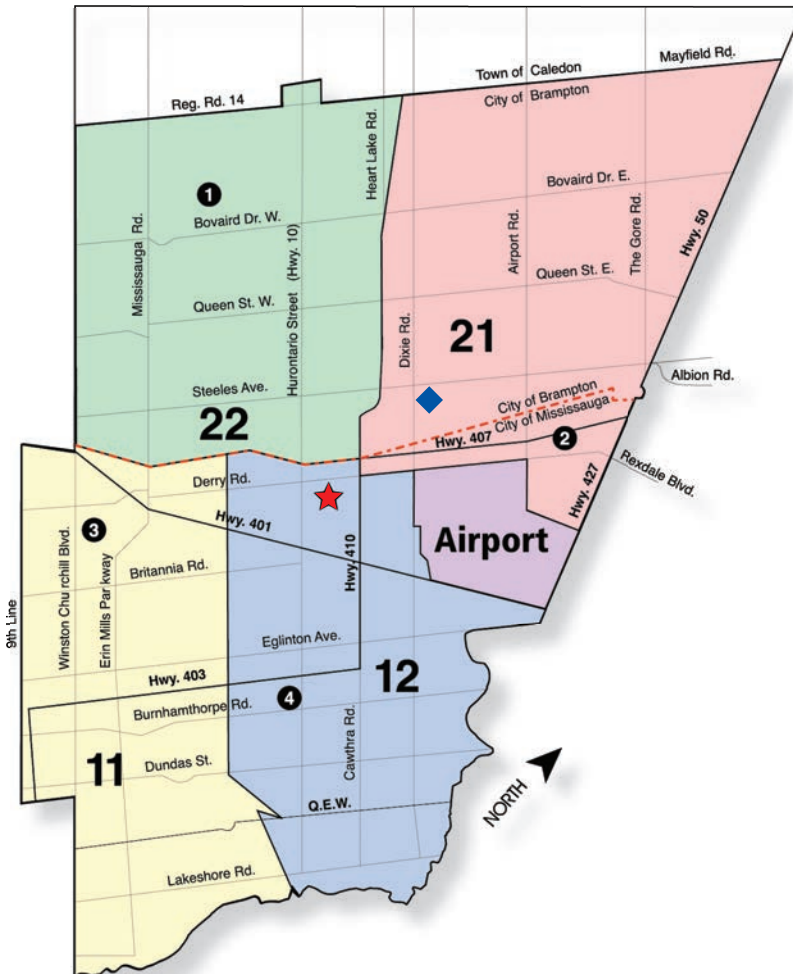
² Source: Canadian Centre for Justice Statistics, 2010 Data, published July 2011.

³ Peel Regional Police received \$6 million in funding from the Federal and Provincial Governments (\$3 million each) – to offset the cost of the Materials Management Centre through the Infrastructure Stimulus Funding Program.

POLICING AREA & FACILITIES

Peel Regional Police serves the 1,250,000⁴ people residing in the cities of Mississauga and Brampton, as well as 30.4 million travellers who pass annually through Pearson International Airport.

In addition to 5 divisions, Peel Regional Police has 4 community stations serving the public. The Emil V. Kolb Centre for Police Excellence, houses many of Peel Regional Police's specialized units, including the Fraud Bureau, Homicide and Missing Persons, Commercial Auto Crime and the Special Victims Unit.



DIVISIONAL BUILDINGS

- 11 Division
- 12 Division
- 21 Division
- 22 Division & Headquarters
- AIRPORT Division

- ★ Emil V. Kolb Centre For Police Excellence
- ◆ Materials Management Centre

COMMUNITY STATIONS

- 1 Cassie Campbell
- 2 Malton
- 3 Meadowvale
- 4 Square One

POLICING POPULATION

BRAMPTON and MISSISSAUGA 1,250,000

AUTHORIZED COMPLEMENT

POLICE⁵ 1,952
 CIVILIAN 798
 TOTAL 2,750

FLEET

NUMBER OF VEHICLES⁶ 719
 KILOMETRES TRAVELLED 17,696,297

INCIDENTS

NUMBER OF INCIDENTS 231,147
 RATE OF INCIDENTS 18,492
 (PER 100,000 POPULATION)

⁴ 2011 population data provided by the Region of Peel Planning Department.

⁵ Includes cadets.

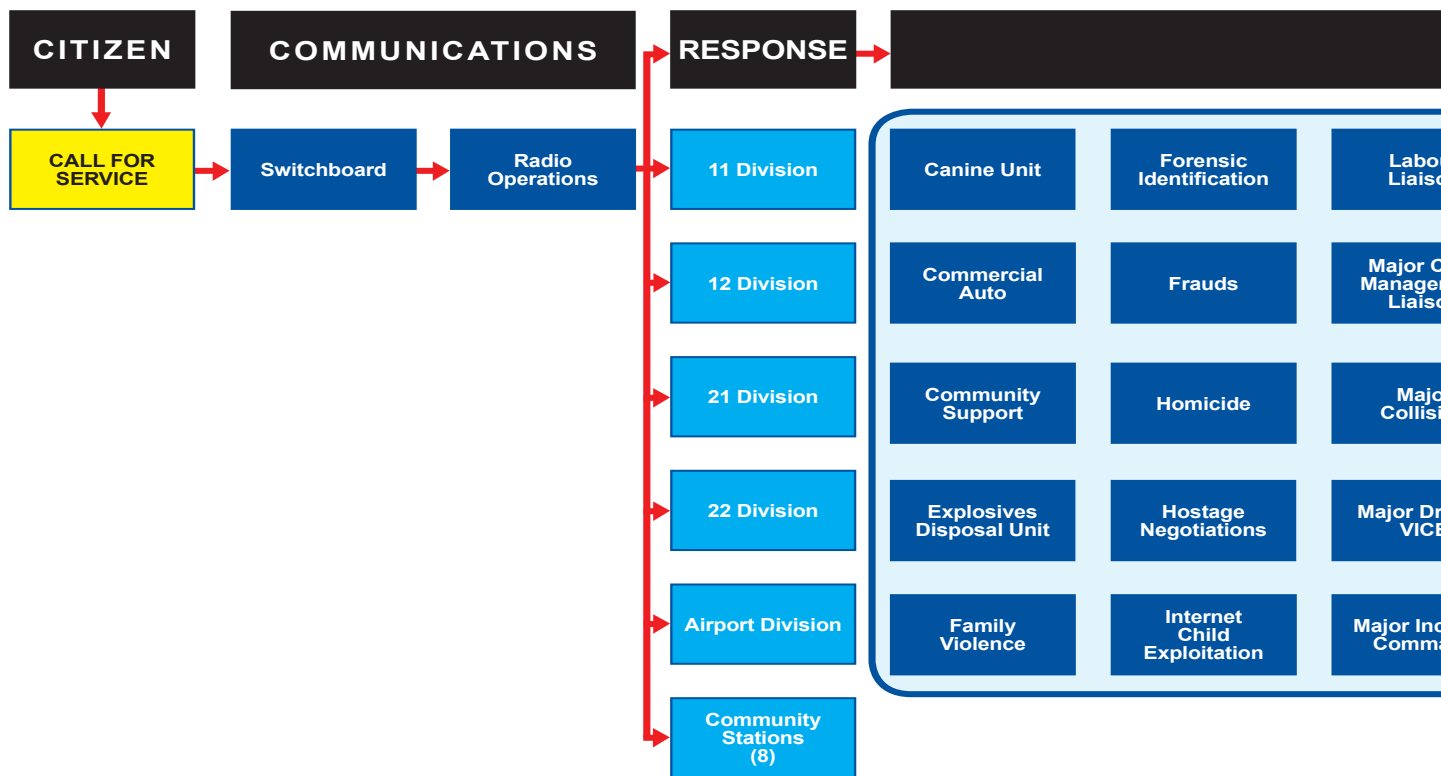
⁶ Includes bicycles and trailers.

SERVICE TO THE COMMUNITY MODEL

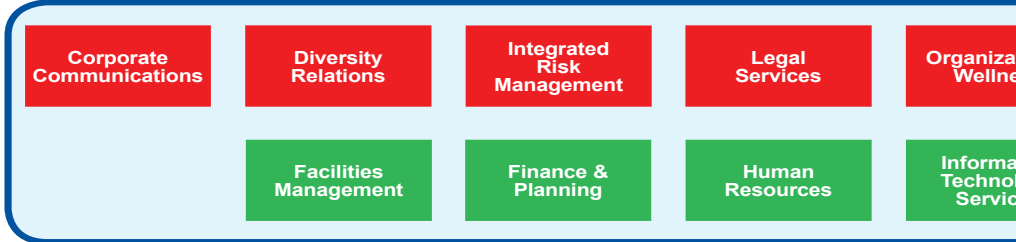


SERVICE TO

REGIONAL
POLICE



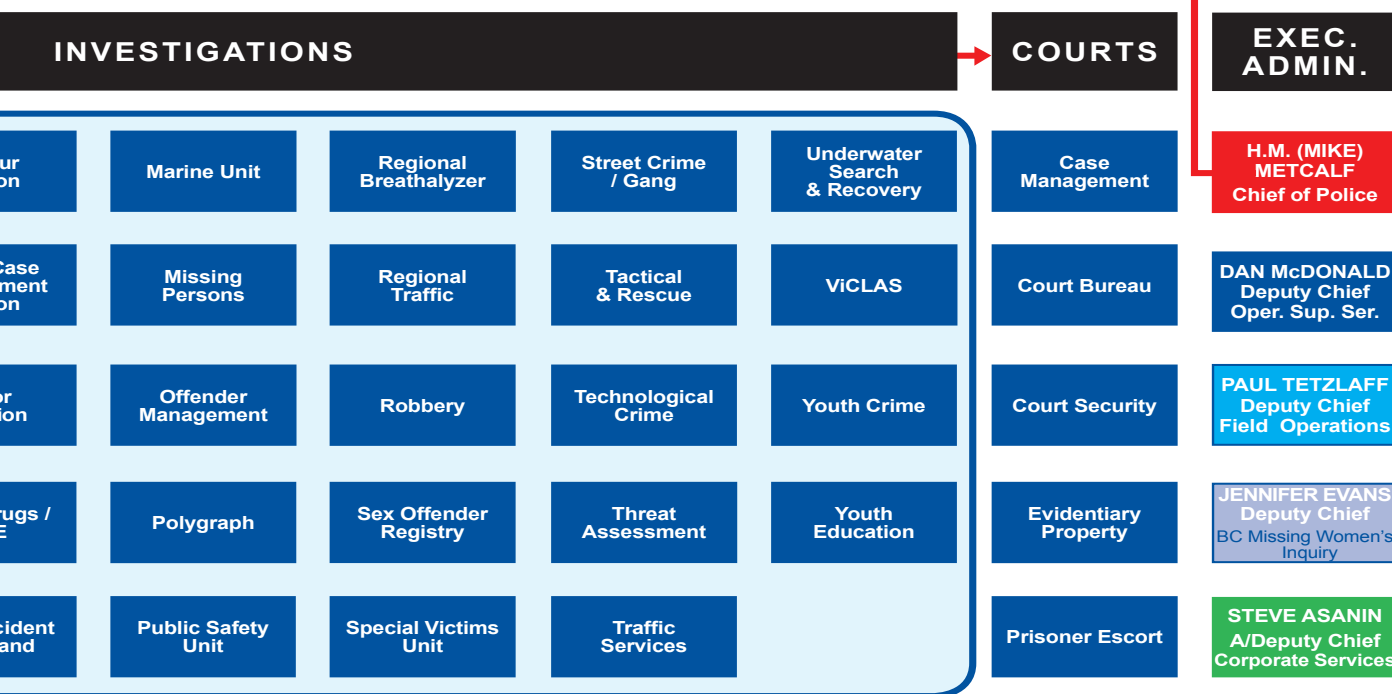
COMMUNICATIONS • COURTS • E





THE COMMUNITY

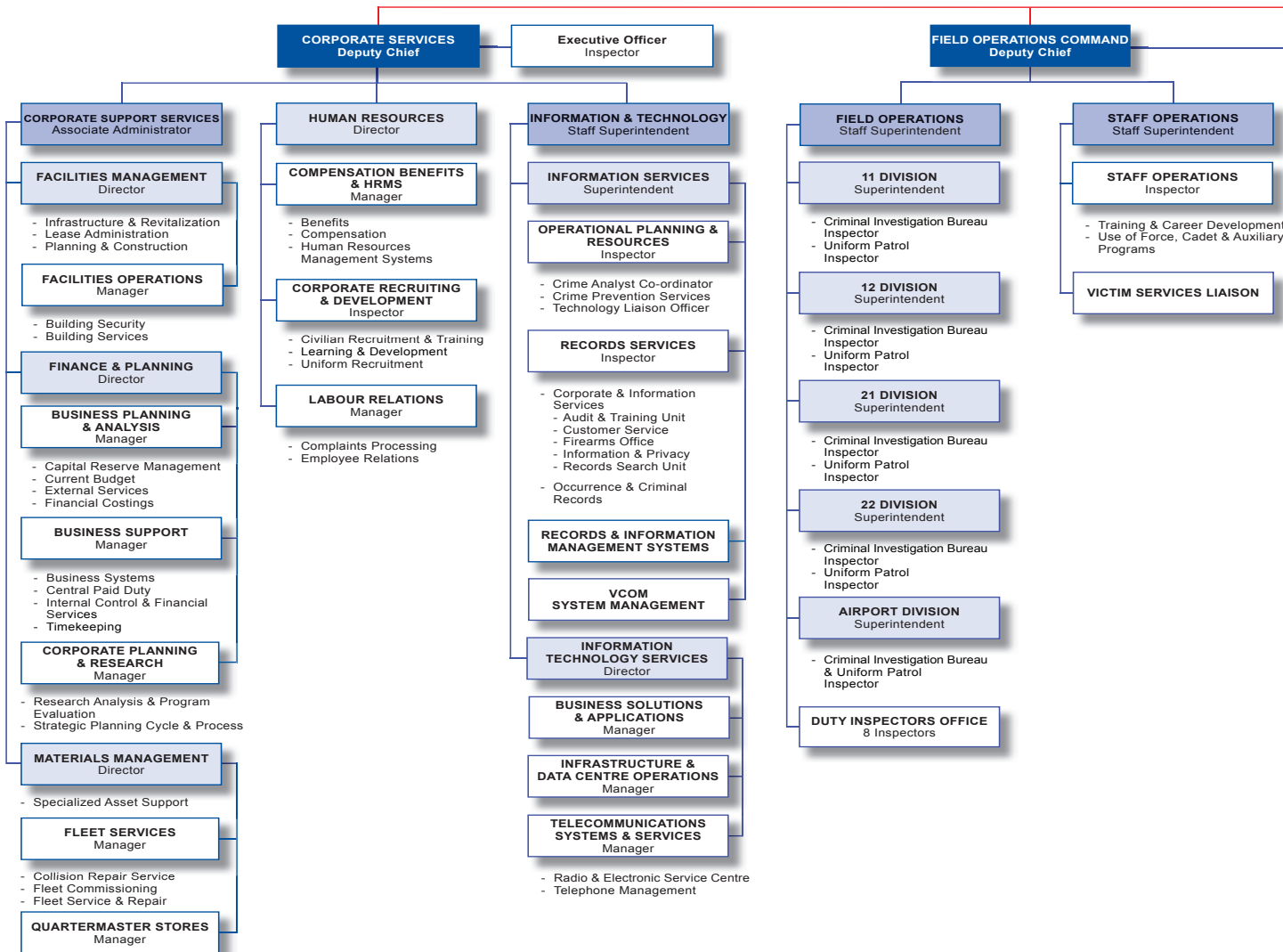
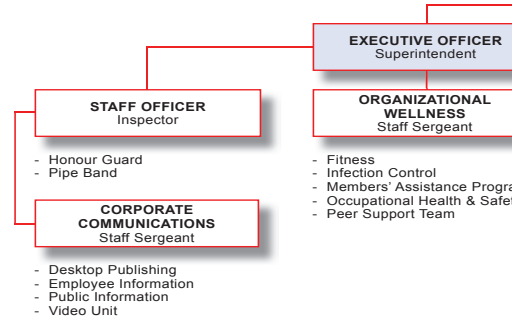
MUNICIPALITY OF PEEL SERVICES BOARD

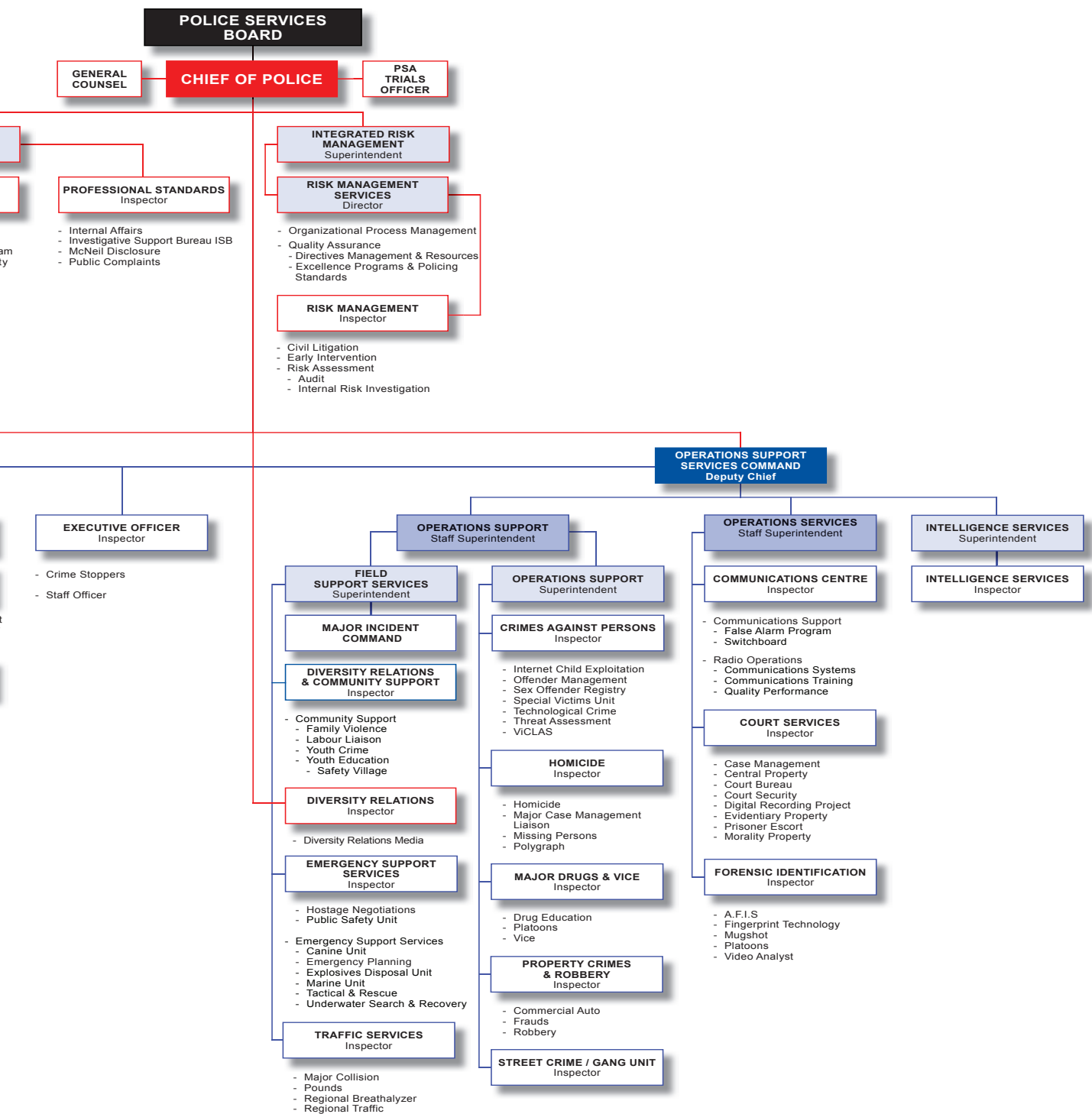


SUPPORT FOR EMPLOYEES • INVESTIGATIONS • RESPONSE



ORGANIZATIONAL STRUCTURE





FUNDING OPPORTUNITIES SECURED

Peel Police recognizes the value of partnerships to improve community safety, more effectively address community priorities and manage our police service in a fiscally responsible manner.

Between 2005 and 2011 we secured \$64 million in funding from our government partners. In 2011 alone we secured almost \$17 million in funding.

Our approach has been to proactively pursue and secure partnerships, maximize our awards and consistently demonstrate results. In 2011, there were many successful collaborations with our government partners including:

Federal / Provincial Infrastructure Stimulus Fund \$6,000,000

To modernize and provide new infrastructure to meet growing needs, Peel Police received funding from the Federal and Ontario Governments infrastructure stimulus program (\$3 million each) to offset the cost of a new Materials Management Centre.

Provincial Community Policing Partnerships (CPP) \$3,720,000

To enhance community safety and increase police visibility in Peel, the Ontario Ministry of Community Safety and Correctional Services have partnered to offset the cost of 124 front-line officers.

Provincial Safer Communities – 1,000 Officers Program \$3,405,184

To assist with front-line patrol, guns and gangs, organized crime, domestic violence and youth crime in Peel, the Ontario Ministry of Community Safety and Correctional Services continued to offset the costs of 97 Peel officers.

Federal Police Officers Recruitment Fund \$973,394

To enhance community safety and increase police visibility, the Federal Government offset the cost of 13 front-line officers.

Provincial Anti-Violence Intervention Strategy (PAVIS) \$884,497

To help our S.T.E.P. (Strategic Tactical Enforcement Policing) unit target gun and gang violence in Peel, funding was provided by the Ontario Ministry of Community Safety and Correctional Services. In 2011, S.T.E.P. deployments have resulted in the investigation of 5,844 persons and 4,723 vehicles, the seizure of 23 firearms/weapons, laying 316 Criminal Code charges and 364 drug charges.

Crisis Outreach & Support Team Program (COAST) \$296,211

To provide more effective response to mental health crisis calls, this program pairs a Peel Police officer with a mental health professional. The partnership (between the Canadian Mental Health Association, Saint Elizabeth Health Care and Peel Police) has resulted in a reduction in time spent by front-line officers dealing with mental health incidents and better support and service to those suffering from a mental health crisis.

Provincial Human Trafficking Initiatives \$222,669

To help us address human trafficking and prostitution, the Ontario Ministry of Community Safety and Correctional Services provided for specialized investigations, equipment and assistance with victim outreach.

Provincial Proceeds of Crime \$214,734

The Ontario Ministry of Community Safety and Correctional Services provided funding for various initiatives which included internet crime prevention, drug education awareness and the purchase of equipment for investigations.

PARTNERING FOR "A SAFER COMMUNITY"

Federal / Provincial Firearms Office \$194,709

To help Peel Police administer and enforce the Firearms Act, the Federal Chief Firearms Office provided funding for an officer and partial funding for an administrative position.

Provincial Strategy to Protect Children from Sexual Abuse & Exploitation on the Internet \$172,784

To help us rescue children, combat abuse and child exploitation on the internet, the Ontario Ministry of Community Safety and Correctional Services continues to provide funding.

Federal Diversity Relations – Welcoming Communities Initiatives \$154,894

To support our diversity relations outreach activities (including the Diversity Cup and the Race against Racism events, a Diversity Media Sergeant and newcomer orientation activities) the Department of Citizenship and Immigration Canada provides funding.

Provincial Civil Remedies for Illicit Activities \$142,814

Peel Police received funding under the Ontario Ministry of Attorney General's Civil Remedies Grant Program for various initiatives including ongoing investigations, hosting a Guns and Gangs conference and equipment to expand the Internet Child Exploitation (I.C.E.) Unit.

Grow Lab Recovery \$80,036

Peel Police recovers expenditures for the dismantling of grow labs in accordance with Municipal By-Laws. In 2011, our Major Drugs and Vice Unit dismantled 62 drug labs.

Provincial Youth in Policing Initiative \$57,000

To provide a mentoring environment and insight into policing as a career, fifteen high school students were hired under this summer program which is funded by the Ontario Ministry of Children and Youth Services.

Provincial Reduce Impaired Driving Everywhere (R.I.D.E.) \$47,897

To enhance the R.I.D.E. program, the Ontario Ministry of Community Safety and Correctional Services provided a grant which supported approximately 712 additional hours of traffic enforcement.

Provincial Safe Schools Program \$40,767

Peel Police received funding from the Ontario Ministry of Community Safety and Correctional Services, to deliver the "It Gets Better" program in Peel high schools which focuses on creating an Anti-Bullying education program.



ISSUE	COMMUNITY SAFETY	MEMBER FOCUSED WORKPLACE
GOAL	Enhance & Promote Community Safety As Our Highest Priority	To Be An Employer Of Choice
ACTIONS	<p>1.1 Protect our community by addressing crime and victims' concerns through:</p> <ul style="list-style-type: none"> - effective investigations and enforcement; - proactive strategies; - educational initiatives; and - increased police visibility. <p>1.2 Focus on road safety through education and enforcement strategies.</p> <p>1.3 Enhance crime prevention initiatives.</p> <p>1.4 Strengthen emergency management planning and response (internally and externally).</p>	<p>2.1 Promote the health, well-being and safety of all employees.</p> <p>2.2 Provide opportunities for professional development to meet present and future needs.</p> <p>2.3 Provide facilities, equipment, and information & technology to meet present and future needs.</p>



COMMUNICATION & COLLABORATION

Strengthen Employee & Community Communication And Collaboration

- 3.1 Increase the awareness, feedback and involvement of our employees.
- 3.2 Increase the awareness, feedback and involvement of our community and policing partners.

QUALITY SERVICE & FISCAL RESPONSIBILITY

Deliver Quality Services Ensuring Accountability & Fiscal Responsibility

- 4.1 Maintain public trust, confidence and satisfaction by delivering quality services and ensuring transparency and accountability.
- 4.2 Ensure quality services address changing demands by:
 - reviewing service delivery models; and
 - implementing effective, efficient business and risk management processes.
- 4.3 Demonstrate leadership in responsible environmental management practices and energy use.

GROWTH & CHANGING DEMOGRAPHICS

Manage Service Delivery To Respond To Growth & Changing Demographics

- 5.1 Attract and retain a professional, skilled organization that is reflective of our diverse community and addresses community growth.
- 5.2 Ensure programs and partnerships meet the needs of youth and our diverse community.

GOAL

Enhance and Promote Community Safety As Our Highest Priority.

ACTIONS

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

- 1.2 Focus on road safety through education and enforcement strategies.

- 1.3 Enhance crime prevention initiatives.

- 1.4 Strengthen emergency management planning and response (internally and externally).



PERFORMANCE INDICATORS

RESULTS

Maintain a solvency rate for property crimes that is above the provincial and national rates.



Solvency rate for property crimes (34%) was above the provincial (24%) and national (23%) rates.*

Maintain a solvency rate for violent crimes that is above the provincial and national rates.



Solvency rate (73%) for violent crimes was above the national (72%) and consistent with provincial (73%) rates.*

Maintain a rate per 100,000 for property crimes that is below the national and provincial rates.



Property crime rate (2,031 per 100,000) was below the provincial (2,942) and national (3,846) rates.*

Maintain a rate per 100,000 for violent crimes that is below the national and provincial rates.



Violent crime rate (604 per 100,000) was well below the provincial (985) and national (1,282) rates.*

Maintain a partnership between Peel Regional Police and Victim Services of Peel.



Through victim referrals, 9-1-1 support and major fundraising initiatives, we continued to raise awareness and support for VSOP.

Proactively initiate Problem Oriented Policing (POP) projects targeting community issues.



217 POP projects were initiated and addressed community issues such as drugs, Liquor License Act Offences, public lawlessness and traffic/pedestrian safety (details of a few notable POPs on page 21.)

*Source: Canadian Centre For Justice Statistics, 2010 Data, published July 2011.

Implement targeted traffic safety initiatives and campaigns.



Continued to improve road and pedestrian safety through major traffic campaigns including the R.I.D.E. program, ERASE (Eradicate Racing Activity on Streets Everywhere) and Operation Impact (details of traffic campaigns on page 19.)

Improved communications with our community by launching a public online "Road Watch" reporting system.

Rate per 100,000 of personal injury collisions.



Rate per 100,000 of personal injury collisions was 220, down from 234 in 2010.

Number of sessions and students completing Crime Prevention Academy.



Six sessions were held with 207 students completing the program.

Held one Cyber Academy with 35 students completing the program and one Parents Crime Prevention Academy with 74 parents completing the program.

Implement and maintain crime prevention initiatives.



Significant community outreach through education and advertising of crime prevention programs continued, including:

- **Lock It Or Lose It** – Auto crime prevention program.
- **Know Your Neighbour** – Personal and home safety crime prevention program.
- **Clear Zone** – Convenience store robbery prevention program.

Provided crime prevention presentations/lectures on a wide range of topics to 13,000 community members.

Performed 44 Crime Prevention Through Environmental Design (CPTED) audits of residential and business properties to help reduce the incidence of crime.

Complete an annual review of Emergency Plan.



The plan has been reviewed. The plan outlines how we will provide timely and effective police services to the community during an emergency situation.

Enhance emergency planning partnerships.



Continued our participation in emergency training days with the Region of Peel (including with Peel Regional Fire Services and Peel Regional Paramedics Services), the cities of Brampton and Mississauga, hospitals in Peel, the Greater Toronto Airports Authority, and other police services.

Hosted a Level 2 Incident Command Course which included the police services of York, Toronto, Edmonton, and Calgary.

PROGRESS

At Peel Police, Community Safety is our highest priority. In 2011, to support this goal we took action and achieved key results in a number of areas, many through community and government partnerships including:

Enhancing Front-Line Visibility Officers In Your Neighbourhood

To keep Peel Region safe, we continue to pursue initiatives that enhance front-line visibility and patrol. Key initiatives in 2011 included:

- Hired 27 additional officers, and since 2008 hired 134 officers, 13 through the Federal Police Officers Recruitment Fund.
- Approved organizational paid duty initiatives which provided approximately 20,000 hours of additional police presence in community-valued initiatives including foot patrols in 11 and 12 divisions, traffic campaigns and projects that address hot spots in 21 and 22 divisions.
- Continued the Foot Patrol program in downtown Brampton which commenced in 2010.
- Increased the number of kms travelled in the Region by 10% from 16,124,177 in 2008 to 17,696,297 km in 2011.

Making Peel Safer

S.T.E.P. Unit

Peel Police and the Ontario Government continue to partner to address gun and gang violence in the Region of Peel. In 2011, there were 95 identified gangs and 2,057 gang members/associates in Peel.

S.T.E.P. (Strategic Tactical Enforcement Policing) is a specialized gang fighting unit created at Peel Police in 2007. Funding has been provided through the Ontario Ministry of Community Safety & Correctional Services Provincial Anti-Violence Integrated Strategy (PAVIS).

In January 2011, the Ontario Ministry of Community Safety & Correctional Services renewed funding for two years (\$1.9 million for April 1, 2011 until March 31, 2013). This represents a 41% increase in funding from 2010. In 2011, S.T.E.P. officers improved community safety by:

- Seizing 23 firearms/weapons
- Investigating 5,844 persons and 4,723 vehicles
- Laying 316 Criminal Code charges, and 364 Controlled Drugs and Substances Act charges

Did You Know?

Between 2008 and 2011, S.T.E.P. officers seized 176 firearms/weapons, laid 1,698 Criminal Code and 1,204 Drug charges.

“To date, Peel Regional Police remains the leading police force in human trafficking convictions and charges, including the first ever charge and conviction for human trafficking under the Criminal Code.”

2010 RCMP Report





Mississauga News, Nov. 2011

Stepping Up The Fight Against Human Trafficking / Prostitution

We have taken a leadership role in combating human trafficking. We are the first police department to lay a human trafficking charge in Ontario and to get a conviction.

We are rescuing vulnerable victims in crisis, charging offenders and supporting victims through the court process. For example, during Project Rescue Innocence (which was funded from an Ontario government grant), investigators from our Major Drugs and Vice Unit rescued six women – the youngest just 14 years old. Six men and two women were charged with 32 offences related to human trafficking and firearms.

In partnership with the Ontario Government, Peel Police also launched an awareness campaign in multiple languages to let victims know where they can get support.

Improving Road Safety More Effective Enforcement

In May 2011, Peel Police's Traffic Services Bureau was presented with a **Professional Service Award** by the International Association of Law Enforcement Intelligence Analysts (IALEIA). This award is presented to an organization making the most significant progress utilizing intelligence analytical techniques to support law enforcement objectives.

To improve road and pedestrian safety, our Traffic Services Bureau is utilizing advanced crime and statistical techniques to identify problematic areas and aggressively target them to make our roads safer.

For example, the Bureau continues to see improved enforcement results in 2011 through a new R.I.D.E. spot-check methodology (implemented in 2010) that targets locations and establishments identified through the 'Last Drink' program and deploys more experienced officers for enforcement activities. The Bureau has

also improved data collection and analysis which is elevating enforcement efforts. Data from 'Last Drink' establishments, impaired driving arrests and impaired collision data is helping to better identify enforcement locations.

The new strategy for R.I.D.E. resulted in a reduction in overall traffic stops, however, there was an increase in impaired driving apprehensions. Some highlights from 2011 include:

- 24% increase in the number of persons charged during our Festive R.I.D.E. program compared to 2010
- 36% increase in the number of warn range suspensions during our Festive R.I.D.E. program compared to 2010

Not only are we improving road safety in the Region but we are more efficiently deploying enforcement and educational resources.

Major traffic campaigns in 2011 included:

Festive R.I.D.E. – conducted over 36 days, resulted in 28,871 vehicles stopped, 249 people charged with a total of 391 offences and 286 suspensions.

ERASE (Eradicate Racing Activity on Streets Everywhere) – conducted throughout the year, this campaign included 70 officers participating in enforcement activities resulting in 713 vehicles being investigated with a total of 424 charges laid.

Operation Impact – conducted over 4 days, this enforcement driven initiative designed to increase public compliance with safe driving practices is a coordinated effort between police agencies across the country, working towards making Canada's roads the safest in the world. The campaign resulted in 35 impaired charges, 14 suspensions, 35 seatbelt tickets and 451 aggressive driving related tickets.

"Utilizing more experienced officers, coupled with the strategic selection of locations to be targeted insure we operate at peak efficiency, resulting in more impaired drivers being taken off our streets."

Inspector Robert Orr, OIC, Traffic Services, Peel Police

Supporting Victims of Domestic Violence



Raising Awareness

We are committed to combating domestic violence and enhancing support for victims. Reported domestic and family dispute incidents are increasing in Peel. From 2009 to 2010 incidents increased from 13,319 to 14,113 and to 14,516 in 2011.

We have been partnering with a variety of community/social services focused on the needs of victims, including Victim Services of Peel (VSOP).

We have been raising awareness and support of VSOP's programs which include the **Domestic Violence Emergency Response System Alarm Program** and **Supportlink**, which provides enhanced protection, intensive safety planning and ongoing counselling, including 9-1-1 one-touch emergency cell phones and personal safety alarms directly linked to Peel Police.

Peel Police is also partnering with Multilingual Community Interpreter Services (MCIS) who provide free interpreter services for domestic violence investigations.

Our Family Violence Bureau continues to provide awareness training about safety tips and victim resources through speaking engagements and pamphlet distribution.

Peel Police supported many events relating to Domestic Violence in 2011, including the **"Impact of Family Violence: A South Asian Perspective"** conference held in May where Peel Police facilitated a workshop. The event was organized jointly by the Social Services Network and the Toronto Police Services and brought together prominent academics, community leaders, government dignitaries, social workers, and government personnel.

Solving Homicides

Bringing Families Justice

Peel Police continues to be recognized for exemplary homicide solvency rates. For almost a decade we have exceeded the national and provincial rates. In 2010, Peel's homicide solvency rate (100%) was above the national (75%) and provincial (76%) solvency rates.*

The team approach that we have adopted for homicide investigations has been integral to our success and has been recognized as a best practice by other police services.

* Source: Canadian Centre for Justice Statistics

Promoting Crime Prevention

Reaching Out to the Community

Our Crime Prevention Bureau continued significant outreach to the community in a campaign against crime. They reached over 13,000 community members through presentations on a range of crime prevention strategies including, Personal Safety, Workplace Violence, Road Safety, High Rise Security, Identity Theft, Fraud, Internet/Cyber Safety, and Senior Safety.

Our innovative, in-house developed crime prevention initiatives include, **Know Your Neighbour**, developed to strengthen neighbourhood surveillance; and **Clear Zone**, developed to reduce hold-ups at convenience stores. As well, our partnerships with our schools and community groups, such as Safe City Mississauga and Brampton Safe City Association, are integral to keeping Peel Region one of the safest communities in Canada.

Our crime prevention strategies are easily accessible on our website: [www.peelpolice.ca/Crime Prevention](http://www.peelpolice.ca/Crime%20Prevention)

"... police in Peel, Ont., launched a "Know Your Neighbour" program to encourage residents to gather names and contact information of at least five neighbours in an attempt to strengthen neighbourhood surveillance."

Maclean's – January 2011



Mississauga News, July 2011

Protecting Our Children From Internet Exploitation

I.C.E. Unit

Peel Police's Internet Child Exploitation (I.C.E.) Unit is a member of the **Ontario Provincial Strategy to Protect Children from Sexual Abuse and Exploitation on the Internet**. The Unit has been collaborating with 22 other law enforcement partners to identify and apprehend offenders and to rescue children being abused.

The Unit's expertise has been recognized internationally through **"Project Unity"** in which 73 suspects were identified around the world resulting in numerous arrests and rescues. Key 2011 initiatives included:

- Participating in a coordinated Provincial "Takedown" where 57 persons were arrested with over 150 child pornography charges laid.
- Seconding a member from our I.C.E. Unit to the Toronto Police Service to assist in the seizure of data which led to the identification of five offenders in Peel.
- Ongoing collaboration with the Canadian Border Services Agency to target individuals returning to Canada that may be involved in travelling sex tourism.
- Hosting a week long training program for investigators from across Canada on new innovations to combat evolutions in file sharing technology.

Addressing Child Abuse

Our Corporate Communications Bureau in collaboration with the Child Abuse Review Team (CART) which is comprised of over 20 community stakeholders including Peel Police, the Children's Aid Society, school boards and the Crown Attorney's Office, produced a video that provides parents, teachers and other caregivers with valuable information about what is acceptable child discipline and what family support services are available.

The video will be distributed by CART committee members. It is also easily accessible on our website and has been showcased on the Peel Police Show.

Launching Online Public Reporting "Road Watch"

The Road Watch program was launched in May 2011. It is a community initiative that is making it easier for the public to report dangerous and aggressive driving. The online reporting system allows the public to submit a Road Watch form directly to us through our website. In 2011, we received 2,363 reports from the public.

This system is streamlining the reporting process, including reducing the amount of paperwork for our officers and Community Station personnel.

Did You Know?

Neighbourhood Policing Unit (NPU) officers undertake Problem Oriented Policing (POP) projects to address community concerns and improve the quality of life in our neighbourhoods. Notable 2011 projects included:

PROJECT OPERATIONAL PLAN – This project that targeted known gang members resulted in arrests on 12 outstanding warrants.

PROJECT GOLD FISH – Officers seized drugs valued at \$220,000 and two persons were arrested and charged with drug-related charges.

PROJECT RAMPART – This street sweep initiative resulted in officers arresting 14 persons and laying the following charges: 17 drug-related, 12 Criminal Code, and 4 Liquor License Act Offences.

TRAFFIC BLITZES – In collaboration with the Divisional Traffic Unit, NPU officers performed monthly three-day blitzes from Sept. to Nov. to improve traffic/pedestrian safety.

GOAL

**To Be An Employer
Of Choice**

ACTIONS

- 2.1 Promote the health, well-being and safety of all employees.
- 2.2 Provide opportunities for professional development to meet present and future needs.
- 2.3 Provide facilities, equipment, and information & technology to meet present and future needs.



MEMBERS OF CHAPLAINCY PROGRAM
Peel Regional Police

*Peel Regional Police received \$6 million in

PERFORMANCE INDICATORS

RESULTS

Develop and promote health and wellness initiatives.



Installed blood pressure kiosks at various police facilities, introduced a Health Professional Program Directory, created a Health Nurse position and a one- year pilot program for child and elder care.

Provided 32 sessions on a wide range of issues including Coping with Shift Work, Managing Stress for Resiliency and Staying Energized. An “Emotional Survival in Law Enforcement” workshop was held with 116 employees attending.

Conduct workplace inspections by the Joint Occupational Health and Safety Committee (JOHSC).



The JOHSC conducted 13 workplace inspections and implemented a number of initiatives including addressing air quality at Davis Court, introducing medical bags in the Drug Property Room, and reviewing the use of traffic mitts and wands.

The JOHSC issued a number of corporate communications to raise employee awareness on issues such as the proper reporting process of critical injuries in the workplace and supervisor training on occupational health and safety issues.

Number of members enrolled in continuing education courses.



There were 328 uniform staff and 79 civilian staff enrolled in 592 and 208 continuing education courses respectively.

Number of training hours.



There were approximately 183,000 training hours.

Number of members who attended courses and conferences.



There were 325 staff who attended Region of Peel courses and 376 who attended external training opportunities.

Number of acting hours/professional development opportunities.



There were 1,113 staff involved in temporary acting opportunities, totaling approximately 276,000 hours.

There were 38 staff who completed an indefinite acting role and as of December 31, 2011, 31 staff who were on indefinite acting status.

Undertake and complete Facilities Projects in accordance with the Facilities Plan.



Completed the following:

- The 2011-2013 Facilities Plan and established a Facilities Management Operations Committee.
- The Materials Management Centre (opened in the Fall) that houses Fleet Services, Quartermaster Stores and Telecommunications Systems and Services (installation).*
- Renovations at 12 and 22 Divisions and plans for 11 Division renovations.
- A Driver Training Track and a Canine Training Course.

Develop an annual 10-year Capital Plan.



The 2012 10-year Capital Plan was developed and approved by the Peel Police Services Board and approved by Regional Council.

Introduce, enhance and replace information & technology systems in accordance with the Information & Technology Plan.



Implemented a new version of our Records Management System -Niche to improve workflow and tasks on occurrences and completed the Mobile Device Unit (MDU) refresh project to ensure all MDUs are updated with current technology.

Continued working toward a new, more functional Computer Aided Dispatch (CAD) system (anticipated for completion in 2012) and replacing the core radio system and radios (anticipated for completion in 2014).

funding from the Federal and Provincial Governments (\$3 million each) to offset the cost of the Materials Management Centre through the Infrastructure Stimulus Funding Program.

PROGRESS

At Peel Police, we owe it to our employees to be an Employer of Choice. The level of commitment they demonstrate and the motivation to be their very best to keep Peel Region safe is truly outstanding. In 2011, we continued to focus on our employees' personal and professional health and well-being, as well as their career development through a number of initiatives including:



In November 2011, Peel Police was selected as one of Greater Toronto's Top Employers for 2012 by Media Corporation Canada. This annual award recognizes the most desirable employers that offer progressive and forward-thinking programs for their employees.

In their announcement, the judges highlighted several points that make us one of the top employers in the GTA, including:

- Growing employer that's located in one of the fastest growing regions of the country.
- Encouraging employees to stay in-shape with on-site fitness facilities.
- Providing industry leading maternity and parental top-up payments.
- Providing a variety of in-house and online training programs, mentoring, career planning as well as tuition subsidies for courses at outside institutions.
- Considers previous work experience when setting vacation entitlements for experienced new candidates, with employees working to a maximum of eight weeks paid vacation over the course of their careers.



Did You Know?

In 2010, Excellence Canada, a leading authority on workplace excellence recognized our Peer Support and Early Intervention Programs as best practices.

"I am proud of what we have accomplished for our employees in recent years. By taking care of the people who take care of our community, we can ensure that we remain one of the best police services in Canada. This award (Greater Toronto Top Employer) also demonstrates to those considering a career in policing that Peel Regional Police is an Employer of Choice."

Chief H.M. (Mike) Metcalf, Peel Regional Police



Increasing Employee Wellness Initiatives

At Peel Police we care about our employees and are genuinely interested in their well-being and satisfaction. The Organizational Wellness Bureau created to nurture employees' intellectual, physical and emotional wellness has accomplished a great deal since their establishment.

The Bureau is providing and promoting uniquely tailored employee programs and supports, including the Members' Assistance Program, Peer Support Program, Early Intervention System, establishment of a Wellness Committee, and the Chaplaincy Program.

In 2011, Peel Police continued to invest in employee well-being through establishment of the following initiatives:

Health Professional Awareness Program – includes a directory, referral program and access to on-site health professionals.

Blood Pressure Kiosks – installed at seven police facilities to enable employees to regularly monitor their blood pressure.

Health Nurse – creation of a position in our Organizational Wellness Bureau.

Child & Elder Care Services – introduced a one year pilot project to help members balance work, personal and family needs.

Personal Protective Eyewear – introduced to help mitigate the risk of infectious disease exposure and potential eye injuries.

Personal Protection Strategy For Infection Prevention & Control – introduced mandatory training for employees to help them protect themselves, their families, co-workers, and communities from risk of infectious disease.

Occupational Health & Safety Training – introduced mandatory training to ensure all supervisors are competent in addressing employee health and safety issues.

Did You Know?

Peel Police provides an **Employee Support and Development Plan** to all staff highlighting our commitment to becoming an **Employer of Choice** and that Peel Police **CARES**:

Cares and inspires you to do your best, enabling you with opportunities to identify innovative ideas and approaches;

Assists you by providing rewarding opportunities for development and invests in your well-being;

Recognizes your unique abilities, accomplishments, supports a diverse workplace, and recruits and retains top-talent;

Empowers you to use your own judgment – ensuring that your skills and talents are being fully taken advantage of; and

Seeks opportunities for you to actively engage with a supportive senior leadership team who really listens and addresses concerns.

Bringing Out The Best In Our People

Competency-Based Management

Our organization is comprised of dedicated, talented, and competent employees. Our talent management strategy is based on Competency-Based Management (CBM). CBM empowers employees to take charge of their careers, direct their own personal development, and continually self-evaluate and improve.

The initiative which commenced in 2009 was designed to establish organization-wide competencies (any skill, knowledge or other ability that is observable and identifies successful performance) for all of our 'people management' processes including:

- Recruiting & Selection
- Career Development
- Performance Management
- Training
- Succession Planning

In 2011, CBM was expanded from Senior Officers/Managers to include competency development for all ranks and levels and a new CBM Developmental Resource Guide was created for employees.

Did You Know?

A new Performance Appraisal and Development Plan (PADP) tool was developed that incorporates a new self-evaluation component, enabling employees to rate themselves against the target proficiency levels of the competencies applicable to their positions.

Expanding Training Opportunities & Supporting Career Development

At Peel Police we are continually looking for opportunities to expand the support we provide to employees for their training and career development. For example, in 2011 we established the following initiatives:

PRP-CPKN E-Learning Portal – developed to provide a dedicated Peel Police focused learning management system through the Canadian Police Knowledge Network (CPKN). The system will serve as a platform to deliver e-learning training programs.



Training for Field Training Officers & Recruit Officers

– revised to improve the structure of training and assessment of Recruit Constables and the selection and training of Field Training Officers.

Scenario-Based Pursuit Training Program – developed for all Communicators to provide pursuit simulation with participation of uniform officers and cadets.

Officer & Civilian Career Fairs – launched to increase awareness of the career opportunities available at Peel Police.

Civilian Policing Series – launched to enhance the awareness of civilian members of the work being done in policing and our specialty bureaux.

Career Guidance / Coaching Sessions – provided 60 members with career guidance/coaching sessions tailored to their individual needs and goals.

Investing In Infrastructure & Technology To Facilitate Success

Our employees have demonstrated time and time again that they are willing to put in a great deal of effort to help Peel Police succeed. To succeed, our employees need the right tools, resources, and a safe and modern work environment. That's why we have committed to infrastructure and technology investments that are making it easier for our employees to do their jobs more efficiently and effectively.

Work continued on the CAD replacement project, and the Radio System replacement project. Additional examples in 2011 included:

Timekeeping System – working toward implementing a new system which will result in significant process efficiencies and will address challenges due to manual processes and administration. The new system is targeted for completion in 2012.

E-Performance – launched an automated Performance Appraisal and Developmental Plan (PADP) process for all senior officers/managers.

Street Checks – developing a new automated street check process which will streamline the existing paper process and allow street checks to be entered directly into the Records Management System from the cruiser.

Court Attendance Management (Court Card) – launched an automated system to identify court attendance and approvals.

Centralized Storage Interviews – working toward a central storage and retrieval system that will improve the quality of the interview room recordings. The new system is targeted for completion in 2012.

Materials Management Centre – opened in Fall 2011, housing Fleet and Quartermaster Stores.

Did You Know?

The establishment of the Employee Recognition Committee was a direct result of employee feedback from the 2009 Employee Satisfaction Survey, where employees indicated they wanted us to enhance our corporate recognition program and policies.



Enhancing Employee Recognition

We want to ensure our employees feel valued, appreciated and recognized for their hard work, dedication and accomplishments. That's why we created the Employee Recognition Committee. The committee has been researching best employee recognition practices to recommend enhancements. In 2011, work began to establish a Peer Recognition Program and a website was launched in January, 2012.

In addition to our formal employee recognition rewards program, in 2011 we have been actively profiling employee accomplishments in our internal newsletter, "This Week in Peel", on our internal TV system – "PRP TV" and also externally through our media releases and "The Police Show." As well, our police divisions and bureaux have been introducing their own unique ways of recognizing employees. For example:

Divisional Initiatives – Divisions identify an "Employee of the Month" and letters of appreciation and commendations are being read in front of other employees.

In 2011, we also introduced the following recognition initiatives:

Division / Area Challenge Coins – provide Divisional and Area Commanders with an additional opportunity to formally recognize and thank staff and members of the public for their contributions.

Total Rewards Statement – help employees understand the importance and value of their contributions in the workplace, this Statement provides a personalized overview of financial rewards and employee resources that are available.

Exemplary Attendance Recognition – development of a process for recognizing members who have no sick time for 5 years. A luncheon was held to recognize these employees in March, 2012.

GOAL

**Strengthen Employee
And Community
Communication &
Collaboration**

ACTIONS

3.1 Increase the awareness, feedback and involvement of our employees.

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



PERFORMANCE INDICATORS

RESULTS

Conduct an Employee Satisfaction Survey measuring employee satisfaction and employee engagement.



An Employee Satisfaction Survey was conducted in 2011. The response rate was 62% and overall employee satisfaction rate was 74%, consistent with 2010. Employee engagement increased from 58% in 2010 to 60% in 2011.

Implement and maintain employee input initiatives.



In addition to the 2011 Employee Satisfaction Survey where we received input from 1,751 employees, a number of surveys were undertaken, including 22 Division Training and the Central Disclosure Process. The Chief's Suggestion Box, Organizational Wellness Suggestion Box and an Integrated Risk Management reporting system continue to provide significant opportunities for employee input.

Number of messages from Chief and Corporate Communications to employees.



Thirty messages from the Chief and 160 messages from Corporate Communications.

Implement and maintain an internal communication system to enhance employee awareness.



The 2011 Employee Satisfaction Survey results revealed new internal communication programs are unifying and helping to keep employees engaged. Recent initiatives include a revamped intranet site and an employee publication, "This Week in Peel" (both established in 2009), launch of "PRP TV" (2010), as well as an increase in corporate communications. Employee usage has risen from 1.2 million hits per year under the old intranet system to almost 2.8 million hits per year under the new system.

Conduct Residential and Business Community Surveys and Discovery Workshops during each strategic planning cycle.



The surveys are scheduled to be completed in the Fall 2012. Discovery Workshops were undertaken and provided community input which was critical for the development of the 2011-2013 Strategic Plan.

Number of visits to the Peel Regional Police external website.



Visits to the website increased by almost 10% (from 678,367 visits in 2010 to 742,414 visits in 2011).

Participation in policing and community partnership events.



Continued significant outreach in the community and with our policing partners through participation in many events and committees, including Police Day, Divisional Open Houses, the Crime Prevention Conference, Crime Stoppers, and the Integrated Municipal Enforcement Committee (IMET). In partnership with the community, employees participated in a number of community events raising \$1.3 million for local charities and programs - bringing our total since 2006 to \$7.3 million (Refer to page 4 for more details on community partnership events).

PROGRESS

At Peel Police, we are focused on increasing community and employee engagement. It is key to our successful performance and building a strong safe community. In 2011, we continued to strengthen communication and collaboration through initiatives including:

Enhancing Corporate Communications

Our Corporate Communications Bureau has been making great strides to strengthen communications with employees, the public and our policing partners.

Whether through our internal "PRP TV" system, "The Police Show", our updated intranet system, or more messages and updates from the Chief and Chief's Management Group - *communications are improving and Peel Police and is keeping us connected and informed.*

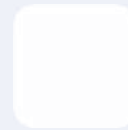
To further enhance our communication practices, in 2011 we merged the Corporate Communications & Public Affairs Bureaux. Corporate Communications is now comprised of two areas, Public Information and Employee Information. This change will provide more clear, concise and coordinated information to employees, the public and our policing partners.

Staff are recognizing communication enhancements in the organization. Our 2011 Employee Satisfaction Survey revealed that over half of employees (54%) have noticed

better communication of organizational information in the past year, making this the most dominant and evident of all the changes taking place at Peel Police, for the second year in a row.

Employees indicated that better communication gives them a stronger sense of being part of the organization as a whole, helps them understand what is going on, motivates them, and generally makes them feel better about being an employee at Peel Police.

Increasing Community Outreach & Engagement



Twitter

Launched in April 2011

To increase community outreach and engagement and provide more timely policing information, we set up a Twitter account in April 2011.

The community can follow us on Twitter where we provide public service announcements, community assistance alerts, news releases and general crime and traffic issues. In 2011, we sent out 471 tweets to the community. Visit our Twitter site at:

www.twitter.com/PeelpoliceMedia



"As a recruit who is only 1/3 of the way through Ontario Police College I am very impressed with the lines of communication right from the top to the uniform officers. Even while only being employed for under 2 months I feel well connected and a part of the team."

2011 Employee Satisfaction Survey Respondent



The Police Show

Keeping the Community Informed Since 1994



The Police Show continues to be a highly valuable source of information for the community with 37 episodes broadcast in 2011. It is a half-hour television show airing weekly since 1994 on Rogers Television Cable 10. The program addresses law and safety issues, along with a behind the scenes look at how we are working to keep Peel "A Safer Community." Each show segment includes:

Current Case Updates – features major crime occurrences.

Profiles – features specialty bureaux such as Fraud, Central Robbery, the Tactical and Rescue Unit and the Communications radio room.

Crime Prevention – features practical tips and information on a variety of issues including how to protect your home, family and business.

Policing Issues – features discussions with officers, along with our community partners, on current issues such as drugs, school bullying, internet luring, domestic abuse, identity theft, and elder abuse.

Peel Police Website

New Website Scheduled in 2012

Our website continues to provide a wealth of information for the community, including daily media releases, upcoming community events, crime prevention tips, recruiting information, and access to key publications, including our Strategic Plan, Annual Performance Reports and highlights from our Residential and Business Community surveys.

A new website is scheduled to be launched in 2012. Look for a more user-friendly and interactive resource for the public and police applicants.

Did You Know?

In 2010, Excellence Canada, a leading authority on workplace excellence recognized communication practices at Peel Police as a best practice.

Opening Our Doors to the Community

Police Day May 14, 2011

Part of our community outreach strategy includes the annual Police Day event at the Emil V. Kolb Centre for Police Excellence as well as Divisional Open Houses. These events are another invitation to the community to get to know us better and get involved.

The annual Police Day event showcases a broad array of programs and services that our members undertake to keep the community safe. It is also part of our commitment to building strong, safe communities by forging solid relationships with the community.

The event included staff from Tactical and Rescue, Canine, the Marine Unit, Crime Prevention, Internet Safety, and Traffic Services.

Did You Know?

Our 2011 Employee Satisfaction Survey revealed:

- ✓ Overall morale has improved as employees are increasingly noticing signs of positive change.
- ✓ New internal communication programs are unifying and helping to keep employees engaged.
- ✓ Wellness initiatives are helping make a difference to work and home lives.
- ✓ Employee recognition efforts are helping to provide a greater sense of accomplishment.
- ✓ Employees have appreciated new opportunities for training/development and hope these initiatives will continue.

Launching The 2011-2013 Strategic Plan

“Working it out together ...”

The 2011-2013 Strategic Plan was released in January 2011. It was based on community and employee feedback that indicated that we should continue to build on the previous 2008-2010 Strategic Plan’s success. It continues to guide the organization by providing a framework for the allocation of resources to address current and future challenges in order to meet the needs of both the community and police staff. The plan can be accessed on our website under “Publications” .

“The development of the 2011-2013 Strategic Plan has incorporated input from both members of the community and staff at Peel Regional Police.

I am confident that this process has helped develop a plan that will meet the needs of our community, now and in the future.”

Chief H.M. (Mike) Metcalf, Peel Regional Police

Increasing Opportunities For Employee & Community Input

Our tradition of regularly surveying our employees, the business and residential communities and our policing partners continues to provide valuable feedback enabling us to tailor our services and business processes to be more client and member focused, as well as more efficient and effective. The tradition is really built on our philosophy at Peel Police which is embodied in our Strategic Plan - “Working it out together ...”

In 2011, in addition to the Employee Satisfaction Survey where we received input from 1,751 employees, we conducted the following surveys:

- 22 Division Training
- Ontario Association of Chiefs of Police Training Committee
- Civilian Career Fair
- Canadian Police Knowledge Network (CPKN)
- Health & Safety Supervisors Training Feedback
- Environmental Initiatives Committee (Earth Day)
- Courts Central Disclosure Process

As well, during 2011, we updated our Excellence Council to include all Superintendents and Directors. The initial meeting was held in June. Additionally, employee feedback is shared through focus groups.



Seeking Community Input

2012 Residential & Business Community Surveys

In 2012, we will conduct surveys to obtain input on issues of community safety and security, and to monitor changes in attitudes, satisfaction and community needs. The surveys are important sources of information when reviewing policing priorities, programs and policies.

Did You Know?

The C.O.A.S.T. (Crisis Outreach and Support Team) Peel Program is a partnership between Peel Police, the Canadian Mental Health Association and Saint Elizabeth Health Care. The C.O.A.S.T. teams provide assistance and guidance to individuals suffering from mental illness and also provide assistance and referrals to families.

The partnership has resulted in a reduction in time spent by front-line officers dealing with mental health incidents and better support and service to those suffering from a mental health crisis.

To promote awareness of the program, Peel Police provides presentations to high school students and to various community groups.

Partnering For A Safer Community Peel Crime Stoppers



Crime Stoppers is a partnership of Peel Police, the public and media to focus attention on local unsolved crimes. It provides the community with a proactive program to anonymously assist Peel Police in solving crimes and partner for "A Safer Community."

In 2011, 2,395 public "tips" were received leading to 132 arrests and 182 charges laid. Approximately \$16.7 million in drugs were seized compared to \$11.4 million in 2010, and \$654,000 in stolen property retrieved compared to \$216,000 in 2010.

The Power Of Many Working Together Integrated Municipal Enforcement Team (IMET)

Peel Police continue to administer and chair all meetings of IMET. IMET is an interagency group that addresses community concerns through a collaborative process. The team includes representatives from Peel Police, area Councillors, the fire department, and other regional and provincial agencies.

In 2011, IMET resolved a number of community issues including at a seniors' residence where there were complaints relating to drugs and mental health issues. Peel officers collaborated with area Councillors, Peel Living and through the Crisis Outreach and Support Team (C.O.A.S.T) Program to resolve the issues. A number of provincial offence notices were issued and arrests made for various drug offences.

The team approach allows for input and feedback from participants to ensure Peel Police are delivering quality services to the community. It also demonstrates that the power of many working together is very effective in addressing community issues.

GOAL

Deliver Quality Services Ensuring Accountability & Fiscal Responsibility

ACTIONS

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

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

4.3 Demonstrate leadership in responsible environmental management practices and energy use.



PERFORMANCE INDICATORS

RESULTS

Conduct Residential and Business Community Surveys to measure levels of community satisfaction during each strategic planning cycle.	✓	The surveys are scheduled to be completed by Fall 2012, with highlights posted on our website. During the last survey process, it was revealed that 4 out of 5 (80%) residents and 92% of business owners are satisfied with the work of Peel Police. Survey highlights are available at: www.peelpolice.ca/Corporate Planning/Survey Results.aspx
Number of public complaints and resolutions.	✓	The Public Complaints Bureau received 116 public complaints and concluded 113 complaints.
Monthly Police Services Board Meetings are open to the public.	✓	The Police Services Board conducts monthly meetings, open to the public. The schedule of meetings, agendas and minutes of past meetings are available on the Police Services Board website - www.peelpoliceboard.ca
Conduct an annual review of Peel Regional Police Directives to ensure compliance with the Ontario Policing Standards and applicable legislation.	✓	Completed a review which confirmed compliance with Ontario Policing Standards and applicable legislation. As of December 31, 2011, there were 297 directives.
Continue a commitment to Excellence Canada certification in quality and healthy workplace in the public sector.	✓	Commenced work on Level 3 Certification which focuses on preventative practices in quality and wellness issues through process management and ensuring there is continuous improvement across the organization.
Enhance Risk Management processes.	✓	Area Self Assessment Packages were developed to allow area managers and commanders the opportunity to conduct a risk assessment of their areas and provide mitigation strategies.
Complete an annual Audit Work Plan of police bureaux.	✓	Completed the Audit Work Plan which included 10 compliance audits. Additionally, 2 comprehensive audits were completed. The status of all internal audits is reported to the Police Services Board's Audit Committee.
Monitor average response times to Priority E and 1 calls on a monthly basis.	✓	Response times to calls for service were reviewed on a monthly basis to ensure effective and efficient response. Implementation of a new CAD system scheduled for 2012 will improve our ability for reporting response times.
Complete an annual review of the police staffing formula.	✓	Completed a review of the staffing formula to ensure adequate front-line police staffing are available to meet growth and future needs. A detailed review will be undertaken in 2012.
Complete an annual review of the volume of calls in patrol zones.	✓	Completed a review of the volume of calls in patrol zones to ensure results are in line with the benchmark, where each patrol zone is not to exceed 5,000 calls for service per year.
Complete an annual review of the Business Plan.	✓	Completed a review which identified \$672,700 in ongoing current budget funding savings for 2012 and a total of \$10.6 million in funding was returned to reserves in 2011. The 2012 Budget which was approved by Regional Council represents a 4.2% budget increase over 2011. It is the lowest budget increase in the last 10 years.
Cost per capita.	✓	Peel Police's budgeted cost per capita for police services was \$250.11.
Commitment to environmentally responsible management practices.	✓	The joint use facility (which includes 21 Division and Region of Peel services) was awarded a Leadership in Energy and Environmental Design (LEED) Silver Certification by the Canada Green Building Council. The Materials Management Centre which opened in the Fall was designed to meet LEED Silver Certification.* Solar panels were installed at two police facilities (Emil V. Kolb Centre for Police Excellence and 11 Division). Twenty-one hybrid vehicles are included in our fleet.

PROGRESS

At Peel Police, our vision of “A Safer Community” includes a commitment to continuous organizational review and improvement to ensure we provide high quality services in a fiscally responsible manner. In 2011, we continued to demonstrate this commitment through many initiatives including:

Achieving Efficiencies & Funding

Since 2005, continuous improvement initiatives have resulted in savings of \$108 million through service improvements, and \$64 million dollars in funding from government partnerships.

Grant Funding Partnerships – Almost \$17 million dollars was received in 2011 through government partnerships, including \$3,720,000 from the Ontario Ministry of Community Safety and Correctional Services as part of the Provincial Community Policing Partnerships Program to enhance community safety and increase police visibility. Details on all government funding opportunities for 2011 are on pages 12 and 13.

Service Improvements – A number of service improvements have been identified by Peel Police, including:

- **Annual Budget Review** – A yearly review of both current and capital budgets identifies ongoing savings. Current budget and next year funding requirements including staffing levels are

reviewed and adjusted as required. Capital project status, cash flow and departmental capacity for current and new projects are evaluated. In 2011, \$6 million dollars was saved or returned to reserves.

- **Business Process Redesign** – A continuous review of deployment of resources and business processes also provides an opportunity to identify cost savings. During 2011, a number of initiatives were identified including:
 - **Central Disclosure Unit** – The new unit was established in 2011 and is streamlining the disclosure process and reducing workload for front-line officers.
 - **Coplogic – On-line Public Reporting System** – introduced late in 2010, this on-line system provides citizens with an alternate way to report minor occurrences, and ensures officer availability for front-line policing.
 - **VCOM Partnership** – Peel Police is partnering with a number of agencies, including Mississauga, Brampton and Caledon Fire and Emergency Services, Region of Peel, RCMP and the Canada Border Agencies to maximize efficiencies and reduce costs.



Did You Know?

In 2011, a total of 1,402 reports have been filed by the public through our Online Public Reporting System. The system launched in 2010 allows the public to report minor occurrences (e.g. Theft, Mischief and Lost Property) and is reducing paperwork for our front-line officers.

Peel Police completed 31,988 vulnerable sector records checks in 2011.

“Please find intelligent fiscal measures in order to keep the same or better service ...”

Discovery Workshop Participant

Ensuring Our Services Meet Community Needs

Community Station Review

Knowing what residents want or expect from our services is an essential part of designing better services to meet those needs. Over the years, community feedback has consistently indicated that front-line services such as Community Patrol are a priority.

Each year, our organization undertakes an operational review to determine service and personnel efficiencies that will better meet community needs. Based on the review, it was determined that we will be closing four community stations that have been underutilized by the community, and adopt a one community station-per-division model with improved operating hours. As a result:

More Officers on the Front-Line – uniform staff from these stations will be re-deployed to front-line duties to better meet the needs of the community and ease some of the pressures on the front-line.

More Quality Customer Service – civilian staff from these stations will be re-deployed to other areas in the organization to maintain quality customer service.

More Efficiency Savings – Peel Police will save \$2.2 million annually as a result of the closures.

Putting People First

Service Delivery Enhancements

At Peel Police, we continue to maintain a focus on the needs of the people we serve. This includes rethinking how we deliver our services to achieve better outcomes. Our approach has been to make our services better and easier to access, more convenient and more efficient. In 2011, a few examples of service enhancements that are putting people first included:

Expanding Online Public Reporting – to make reporting for the public easier, the Road Watch Reporting System and the Loss Prevention Officers Reporting System was launched on our internet site. These initiatives expand on the online reporting system that was launched in 2010 for the public to report minor occurrences.

Accepting Vulnerable Sector Records Checks at All Community Stations – to make it more convenient for the public, records checks are now accepted at Community Stations.

“Peel Regional Police has long been known for its leadership and innovation in the area of service delivery.”

Emil Kolb, Chair of the Peel Police Services Board



Embedding Integrated Risk Management

Integrated Risk Management (IRM) has been working to ensure that Peel Police has a systematic process to identify, understand and mitigate risks to the organization and our members. The initiatives implemented to this point, serve to further integrate risk management throughout the organization to ensure it is an integral part of decision-making, resource allocation and operational planning.

In 2011, Area Risk Self Assessments were piloted and tested to allow area Managers and Commanders the opportunity to conduct organized risk assessments of their areas, identify issues or challenges, and devise mitigation plans. An electronic system was also created for use during the self-assessment process and for tracking progress of the implementation of mitigation plans in a consistent approach across the Service.

Employees continue to report risks and mitigation strategies through a new IRM electronic system that was launched in February 2010. In 2011, 56 risks were reported by employees and Risk Management is acting to recommend improvements based on the information they received. For example, to improve safety and security for our employees, a risk was submitted by a member that was then redirected to Operational Planning and Resources for investigation. The issue was subsequently presented to the Facilities Management Operations Committee for approval, with the following outcome:

- Developing standards for the design of counters, desks and space for all public lobbies in all our facilities.
- Examining ways to improve parking lot safety and security at police facilities.

Did You Know?

To make it more convenient for the community to access services, we improved the hours of operation (9:00 am – 7:00 pm) at the four remaining community stations: Meadowvale Town Centre; Square One; Malton; and Cassie Campbell.

Demonstrating Environmental Leadership

Green Procurement Strategy

We continue to demonstrate leadership in responsible environmental management practices and energy use. Through the Environmental Initiative Committee, we continued to promote efficient use of materials and resources throughout our facilities, and strived to improve performance by reviewing the organization's environmental practices with current and future activities.

Our approach includes maintaining a green procurement strategy that seeks to use environmentally preferable goods and services where operationally and fiscally feasible. In 2011, examples included:

- **LEED Building Design (10 Peel Centre Drive)** – the joint use facility that includes 21 Division and Region of Peel services received a Leadership in Energy and Environmental Design (LEED) Silver Certification by the Canada Green Building Council. The Materials Management Centre that opened in 2011 was also designed to meet LEED Silver Certification. The building design includes low energy lighting, LED exterior lighting, energy efficient HVAC systems with a building automation system, touchless sinks, toilets, and low flow shower heads.
- **Green Certified Housekeeping Products** – 45% of all housekeeping products used in the workplace are green certified - we are moving towards achieving 80% by 2013 (subject to market availability).
- **Environmentally Responsible Vendors** – during the procurement process we ask service providers and/or product manufacturers about their corporate environmental policy and/or strategy.

Did You Know?

Peel Police have committed to ensuring that all new building construction projects meet a minimum of Leadership in Energy and Environmental Design Silver Certification (LEED). LEED is a third-party certification program and an internationally accepted benchmark for the design, construction and operation of high performance green buildings.

More Efficient Fleet Management

A substantial part of policing in Peel Region is community patrol and response to calls for service. To ensure we are managing our fleet efficiently and reducing our carbon footprint we have adopted a number of strategies, including:

- Vehicle Right Sizing
- Fuel & Maintenance Reduction
- Hybrid Vehicles
- Fleet Transport Operators
- Mobile Fleet Services

To further improve fleet management, in 2011 we introduced a Pre-owned Purchasing Program. Leased fleet vehicles are gradually being replaced with pre-owned vehicles purchased from auction houses at wholesale prices. This program has resulted in approximately \$250,000 in savings in 2011.

Did You Know?

In 2011, our fleet travelled 17,696,297 km. This represents an increase of almost 10% from 2008.

A total of 3,342,070 litres of fuel was consumed by Peel Police vehicles in 2011, by the 719 active units in our fleet.

Implementing 9-1-1 Reduction Strategies

Misdialed 9-1-1 calls are an issue that is facing all police agencies. In 2011, we received over 190,000 unintentional 9-1-1 calls from wireless devices. These calls can be a drain on resources and are a public safety issue as they can negatively impact our ability to respond to real emergencies.

To address the issue, we are implementing a new system to better track these calls and are also collaborating with the Region of Peel and private carriers to reduce misuse through the implementation of technological changes and public educational programs in a variety of languages.



Did You Know?

Between 2010 and 2011, 9-1-1 calls increased by 15% (353,749 in 2010 and 405,576 in 2011). In the last five years, 9-1-1 calls have increased by 44% and total calls to communications have increased by 63%.



Brampton Guardian, July 2011

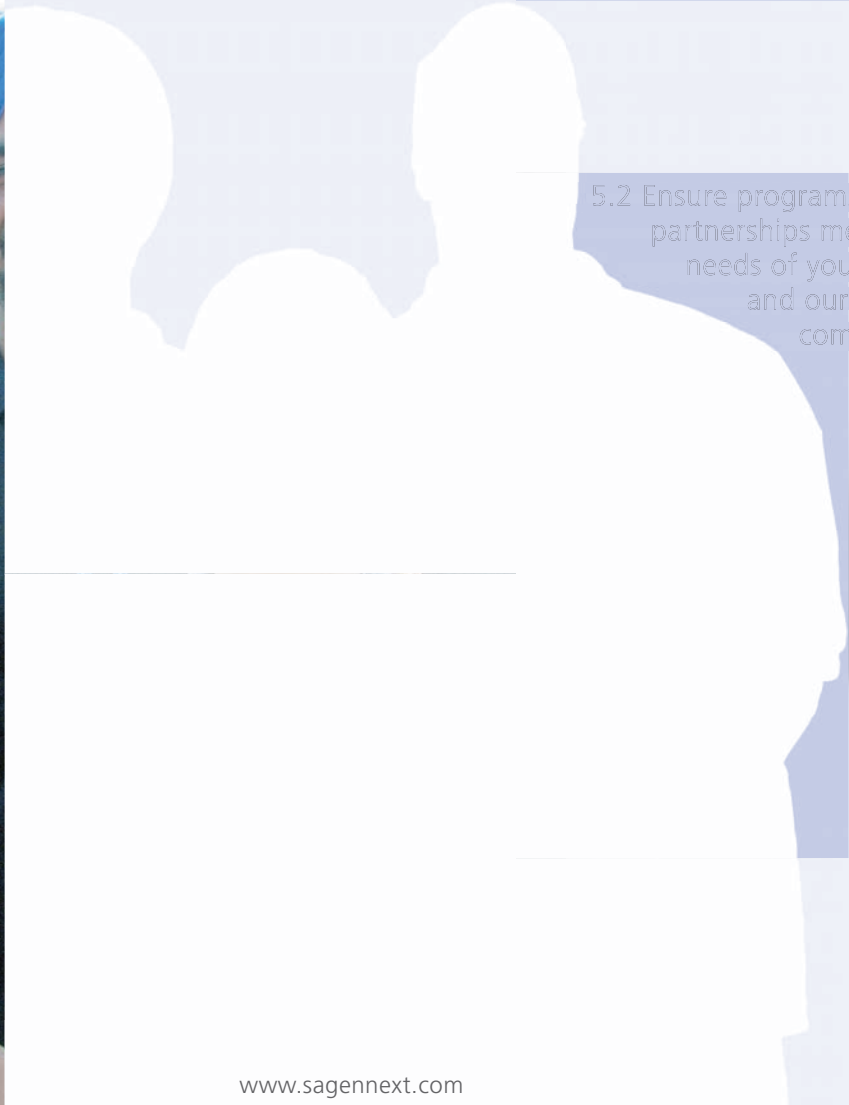
GOAL

Manage Service Delivery To Respond To Growth & Changing Demographics

ACTIONS

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

5.2 Ensure programs and partnerships meet the needs of youth and our diverse community.






PERFORMANCE INDICATORS

RESULTS

<p>Percentage of new hires from the identified groups designated in accordance with the Ministry of Community Safety & Correctional Services Equal Opportunity Guidelines.*</p>		<p>There were 212 new hires (70 uniform and 142 civilian) which included: 0.9% aboriginal and 0.5% persons with disabilities. The percentage of racialized hires has increased 17% from 28.8% in 2010 to 45.8% in 2011. Female hires have also increased from 45.9% in 2010 to 48.1% in 2011.</p>
<p>Representation of designated groups at all levels within the organization.</p>		<p>Designated groups were represented in the organization as follows: 1% aboriginal, 14.1% racialized persons, 1.2% persons with disabilities, and 33.6% females.</p>
<p>Police to population ratio.</p>		<p>Peel Regional Police has 150 officers per 100,000 population which is lower than the Canadian and Ontario rates, respectively 201 and 197.** Peel's rate is similar to the rate of other local police agencies.</p>
<p>Number of new employees hired.</p>		<p>There were 70 uniform (includes 20 Cadets) and 142 civilian new hires (includes temporary).</p>
<p>Attrition rates.</p>		<p>Attrition rates*** for uniform staff were 2.0%, 2.9% for civilian staff and 10.3% for Cadets. During 2011, 39 uniform staff, 23 civilian staff and 3 Cadets left the service.****</p>

* Peel Regional Police's Equal Opportunity Plan can be accessed at: www.peelpolice.on.ca/News/Publications.aspx
 ** Source: Statistics Canada, 2011 Police Resources in Canada
 *** Includes resignations, retirements, and other separations of full-time members.
 **** Excludes part-time /temporary members.

<p>Number of presentations provided in secondary schools by the Neighbourhood Policing Units (NPU).</p>		<p>NPU officers provided 501 presentations to students on topics such as Personal Safety, Bullying, Cyber-Bullying, Internet Safety, Crime Prevention, and Car Operation Safety.</p>
<p>Enhance programs and partnerships committed to youth.</p>		<p>Youth Education Officers reached approximately 34,000 students through presentations on internet safety and cyber-bullying and 14,000 students attended Peel Safety Village. Hired 15 students for the Youth in Policing Initiative which is a summer employment program funded by the Ontario Ministry of Children & Youth Services. Launched the Cadet Mentorship Program to enhance the Peel Police Cadet Program. Hired six Youth Criminal Investigators as part of a six-month pilot project in 11 Division.</p>
<p>Enhance partnerships with diverse community groups.</p>		<p>The Diversity Relations Unit participated in 65 events with diverse community groups (refer to page 43 for details), including delivering 26 Emergency Services Introduction for New Canadians (ESINC) presentations. The Recruiting Bureau's outreach recruiting campaign, "Policing. It's more than you think ..." includes more publicized campaigns/events, more outreach to women and visibly diverse applicants. The Diversity Media Sergeant* completed 108 media interviews to continue raising our profile through outreach with diverse community groups. The Elder Abuse and Mental Health Coordinator provided presentations to 257 residents and 70 officers on vulnerable adult abuse.</p>

* The position was funded by the Department of Citizenship & Immigration Canada.

PROGRESS

At Peel Police, we recognize that our community is one of the fastest growing regions in Canada and is one of the most diverse culturally, ethnically and linguistically. In 2011, we continued to address growth and changing demographics to ensure we are supporting and meeting community needs through initiatives including:

Innovative Outreach Recruiting Policing. It's more than you think ...

An effective outreach recruiting strategy is dependent upon effective community engagement. Peel Police's commitment remains unique in that we are the only police service that assigns "outreach" responsibility as a specific and focused duty to a Unit within our Recruiting Bureau.

In 2011, Peel Police participated in 228 outreach recruiting events, including:

- The first Job Opportunity Information Network (JOIN) for Persons with Disabilities
- Recruiting booths at the Diversity Cup Tournament and the YMCA
- A Career Fair hosted by the Association of Black Law Enforcement Officers
- Participation in interviews on Punjabi TV
- A South Asian Information Night which attracted 700 people from Hindu, Sikh and Muslim communities
- Information sessions at local employment centres, high schools and community centres



We also provided mentoring sessions to more than 54 candidates for employment and met with potential applicants to review their personal history form, resume and provided suggestions on how to improve competencies.

To continue to attract the best and the brightest and a workforce that is reflective of our diverse community, in 2011, the Recruiting Bureau launched a new recruiting advertising theme – **"Policing. It's more than you think ..."** The Bureau also commenced new outreach recruiting initiatives based on a review of best practices in other private and public sector agencies:

More Publicized Events/Programs – designing more publicized events and programs that focus on developing an interest in policing amongst achievement oriented youth, women and visibly diverse applicants.

More Interactive Student Seminars – developing and piloting, with the support of our local School Boards and Guidance Counsellors an in-house, hands-on seminar exposing selected achievement-oriented, diverse students to different aspects of policing.

More Outreach to Women – providing more outreach opportunities by offering the "Women in Policing" recruiting information night on a bi-annual basis.

More Formalized Relationships with Colleges/Universities – building on and formalizing relationships with local colleges and universities to assist in identifying high calibre candidates.

More Advertising Materials – developing uniquely tailored promotional materials for civilian positions.

Fostering Leaders Succession Planning

Critical for our success in policing and meeting the needs of this growing and diverse region is effective succession planning - ensuring our employees are developing at all levels of the organization, identifying, training and fostering leaders, and retaining and recruiting top talent.

The Chief annually reports to the Police Services Board on the status of the Succession Plan which includes identifying employees at each rank and applicable civilian position deemed suitable to assume a leadership position. In addition, our employees have access to a diverse range of training opportunities, including acting assignments, mentoring and executive development programs (Rotman, the Canadian Police College, the Institute for Strategic International Studies and the Canadian National Security Studies Programme).

STRENGTHENING RELATIONSHIPS With Our Diverse Community

We recognize that key indicators of high community satisfaction with Peel Police is our visibility in the community and ensuring that community needs are identified and addressed. Our Diversity Relations Unit (DRU) plays a pivotal role to strengthen relationships and enhance partnerships with our diverse community and promote a more inclusive community.

Whether through extensive community outreach initiatives such as working with Mississauga and Brampton Fire Services to orient newcomers to emergency services or through diversity training initiatives for employees or to external organizations such as PepsiCo, or participation in cultural events, **there are many examples where our programs and partnerships are making a difference in our diverse community.**

In 2011, the DRU continued to promote an inclusive community and strengthen partnerships through participation at 65 community events including:

Community Events

- Women's Day Celebrations
- Khalsa Day Parade
- Dash Bhagat Sports & Cultural Society Tournaments
- Peel Torch Run for Special Olympics
- Can-Sikh Festival
- Bharaj Sevashram Sangh Jagannath Parade
- Summerfest (Nitti Gritti Brama Ching Wing Ding)
- Sri Guru Singh Sabha Investiture Parade
- Race Against Racism
- Diversity Cup
- Black Law Enforcement Officers Dinner
- Carabram and Carassauga
- Malton and Bramalea Remembrance Day Parades
- Peel Pride Picnic
- Black History Month Celebrations
- Mississauga Chinese Business Association Crime Prevention Day.

Did You Know?

Visible minorities account for 50% of the population in Peel, compared to 22.8% and 16.2% for Ontario and Canada respectively. Of Peel's visible minority population 47.3% are persons of South Asian heritage, 16.6% are Blacks and 9.4% are Chinese.

(Source: Statistics Canada, Census 2006)

Peel Police have identified members of our organization to be conversant in 52 languages other than English – a statistic indicative of efforts being made to attract and employ persons representative of the diverse community that we serve.

Did You Know?

Our South Asian Recruiting Information Night was such a success that we are planning an annual community recruiting event to coincide with the Carabram and Carassauga festivals.

The DRU also sits on many community advisory committees to ensure our community's needs are properly identified and addressed. Collaborative partnerships with the diverse communities we serve strengthen our policies and practices to better service the community.

A few examples of committee membership include:

Committees

- Peel LINC (Language Instruction for New Comers to Canada) Partnership
- Regional Diversity Roundtable
- Nexus Youth Services
- Black Community Action Network
- OACP (Ontario Association of Chiefs of Police) Diversity Steering Committee
- Peel Aboriginal Network

Given the DRU's expertise, they are regularly consulted to assess and strategize the most effective response to various incidents, investigations and events involving our diverse community.

In March 2011, the Human Rights and Race Relations Centre Toronto bestowed the Gold Medal for Excellence on Peel Police Constable Harry Tam in recognition of his outstanding contribution to the promotion of race relations.

Staff Sergeant B.J Sandhu is our Diversity Media Relations officer who has the unique role of being Peel Police's ambassador to the ethnic communities via the ethnic media outlets. In 2011, he completed 108 media interviews to ethnic media outlets on various issues ranging from recruiting to what services Peel Police provides. These outreach efforts are helping to get people more involved and engaged in the community.

"Our ongoing commitment towards diversity training for front-line officers, civilian personnel and ethno-cultural agencies ... brings heightened awareness about hate motivated crimes in the community."

Detective Adrian Adore, Peel Police

Making Our Services More Accessible

Customer Service Standard

One in seven people in Peel are living with a disability. Over the next 20 years, that number will rise as the population ages. Peel Police is committed to making services more accessible and is committed to core principles when accessing our services - dignity, independence, integration and equal opportunity.

To meet compliance for January 1, 2012 with the Accessible Customer Service Standard developed by the Ontario Government under the Accessibility for Ontarians with Disability Act, we provided mandatory training for all members in 2011.

Part of the training included an overview of disabilities and barriers, how to better interact and communicate with persons with disabilities and with persons who use an assistive device, or require the assistance of a guide dog, service animal or a support person.

We also developed a new feedback process so that the public can provide us with feedback, comments or suggestions on the accessibility of goods or services that we provide. As well, we are ensuring that all public safety information and emergency plans are provided in an accessible format or with appropriate communication supports. For example, many documents on our website have "read out loud" functions and upon request we can convert documents to Braille or other accessible formats.

Did You Know?

Peel Police Deputy Chief Dan McDonald awarded four local students Diversity Cup Scholarships.

The scholarships were made possible through the Diversity Cup, an annual basketball tournament co-sponsored by Peel Police and Citizenship and Immigration Canada.

Ensuring Safe & Secure Schools

School Police Emergency Action Response (SPEAR)

In 2011, we participated in a number of lockdown drills with Peel schools and initiated 35 actual lockdowns. Providing safe communities for Peel families to live and learn is a priority for us and that's why SPEAR (School Police Emergency Action Response), the first program of its kind in Canada, was developed in 2004.

SPEAR is a database designed to coordinate an effective response by Peel officers to school incidents. The database includes updated, detailed profiles of 409 schools in Peel, including floor and site plans, and area maps.

Promoting Internet Safety For Youth

The week of November 6 through 12, 2011 was designated Crime Prevention Week by the Ministry of Community Safety and Correctional Services. One of our focuses that week was promoting youth internet safety.

With the support of Brampton Safe City and Safe City Mississauga we continue to deliver internet based education programs to Peel students such as Smart School and Crossroads Youth Academy. Programs are designed to inform youth on cyber issues related to etiquette, privacy and cyber-bullying, and to help them make better choices in using modern technology.

Committing To Youth & Community Outreach

At Peel Police we are committed to youth and community outreach, education and fostering strong partnerships. In 2011, our officers continued to be very active in Peel schools and the community. Officers provided presentations on safety issues, counselling and advice, maintained a safe environment, resolved complaints, coached teams and participated in numerous charitable initiatives such as the Cops for Cancer basketball event with the St. Marcellinus Senior Boys Basketball team.

Neighbourhood Policing Officers (NPU) – continued to work with area elementary schools through the **Feeder School Program** to maintain a safe learning environment while strengthening relationships with students.

NPU officers also continued to support the **Youth Intervention & Monitoring Program** where officers partner with a broad range of community resources and stakeholders to assist in youth education and rehabilitation.

Youth Education Officers – continued to partner with the Region of Peel Health Department, Peel school boards and primary and elementary schools to create a positive and safe learning environment.

In 2011, they continued to be responsible for the delivery of programs such as **SAFE** (Schools Against Fearful Environments) and **RAID** (Reduce Abuse in Drugs) and **Peel Children's Safety Village**. They provided presentations to 34,000 students on a variety



of issues including Bullying, Youth and the Law, Stranger Awareness, Policing as a Career, Community Helpers, and Gangs.

To meet the bilingual demands of school boards we will be recruiting members of the service with the language skills to deliver the presentations in both official languages.

Community Liaison Officers – continued to engage with community groups, with local youth groups and organizations such as Girl Guides, Scouts and Brownies to increase the positive police presence in the community.

Peel Children and Youth Initiative – Peel Regional Police joined the efforts of the Peel Children and Youth Initiative (PCYI) in their mission “to work collaboratively with the community to ensure that all children and youth have the opportunity to reach their potential as they grow from infancy through to young adulthood.” PCYI incorporates and builds upon the work of organizations already engaged in similar work, such as Success By 6 Peel, Student Support Leadership Initiative and Peel Youth Violence Prevention. Peel Regional Police is represented on the Board of Directors, Management Committee and Research Committee to ensure that every effort is made so that every child and youth in Peel has a safe place to live, food to eat, support, an education and opportunities.



STATISTICAL HIGHLIGHTS

STATISTICAL HIGHLIGHTS

- The **policing population** increased 1.2 % (+15,000) from 1,235,000 in 2010 to 1,250,000 in 2011.
- The rate of **crimes against person** occurrences continued to demonstrate an overall decreasing trend over 5 years, with rates (624.7 per 100,000) at its lowest level in 7 years. Decreases were noted in most offence categories contained with Crimes Against Persons.
- **Robberies** decreased 4.2%, from 1,134 in 2010, to 1,086 in 2011.
- **Crimes against property** occurrences decreased 3.6% (-964) from 26,820 in 2010 to 25,856 in 2011. Decreases were noted in most offence categories, with the exception of residential break and enters (+285 / +10.9%), and shoplifting (+249 / +5.3%). The most notable decrease occurred in thefts from motor vehicles (-590 / -12.8%).
- **Drug** occurrences increased 2.3% (+97) from 4,147 in 2010 to 4,244 in 2011.
- The total number of **reportable motor vehicle collisions** increased (+1,658 / +9.5%), due to the increase in property damage collisions (+1,789 / +12.3%).
- The number of **speeding charges** laid increased (+4,267 / +14.4%) from 29,679 in 2010 to 33,946 in 2011.
- The **RIDE program** stopped fewer vehicles in 2011 (-18,414 / -34.1%), but resulted in more charges (+212 / 100%) and suspensions (+132 / 46.8%).
- **Requests for assistance** increased 927 / 10.2%, from 9,098 in 2010 to 10,025 in 2011.
- The **total number of incidents** increased 0.1% (289) from 230,858 in 2010 to 231,147 in 2011; due primarily to an increase in Priority E calls - those requiring immediate response - (+3,471 / 6.7%), and Priority 1 calls (+1,205 / 7.2%).
- The number of **emergency calls to 9-1-1** increased 14.7% (+51,827) from 353,749 in 2010 to 405,576 in 2011.

STATISTICAL INFORMATION

Crime-related data reflects actual crimes reported to Peel Regional Police. 2011 data is based on a download of data from the Records Management System on February 5, 2012. Statistics here are a "snapshot" in time and can change for various reasons (i.e. incidents being reclassified, later reporting of incidents). The system is continuously being updated and as a result, some changes to statistics published in previous statistical reports may occur. As well, various other statistics are included in this section and are taken from systems maintained by individual bureau/units. It should be noted that statistics provided in this report may differ from those used by Statistics Canada and other police agencies. Caution should be taken when making comparisons of data.

STATISTICAL DATA

Crimes Against Persons	2010			2011			Variance 2010 – 2011		
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	In Actuals (#)	In Actuals (%)	In Rates (%)
Crimes Against Persons - TOTAL	7,868	77.1	637.1	7,809	77.4	624.7	-59	-0.7	-1.9
Homicide	7	100.0	0.6	16	81.3	1.3	9	128.6	116.7
Attempt murder	18	83.3	1.5	14	92.9	1.1	-4	-22.2	-26.7
Total assaults (non-sexual)	4,305	88.0	348.6	4,276	87.8	342.1	-29	-0.7	-1.9
Assault level 1	2,839	87.0	229.9	2,909	86.6	232.7	70	2.5	1.2
Assault level 2	999	87.1	80.9	961	87.5	76.9	-38	-3.8	-4.9
Assault level 3	81	86.6	6.6	56	82.1	4.5	-25	-30.9	-31.8
Assault Police Officer	140	100.0	11.3	141	100.7	11.3	1	0.7	0.0
Other non-sexual assaults	245	97.1	19.8	209	99.0	16.7	-36	-14.7	-15.7
Total sexual violations	556	70.0	45.0	590	67.3	47.2	34	6.1	4.9
Sexual assaults (level 1,2,3)	432	63.2	35.0	449	58.8	35.9	17	3.9	2.6
Other sex offences	124	93.5	10.0	141	94.3	11.3	17	13.7	13.0
Total robberies	1,134	37.0	91.8	1,086	34.1	86.9	-48	-4.2	-5.3
Robberies with weapons	500	32.6	40.5	481	32.6	38.5	-19	-3.8	-4.9
Robberies without weapons	634	40.5	51.3	605	35.2	48.4	-29	-4.6	-5.7
Total other crimes against persons	1,775	66.7	143.7	1,756	81.8	140.5	-19	-1.1	-2.2
Deprivation of freedom violations	107	85.0	8.7	99	92.9	7.9	-8	-7.5	-9.2
Threatening or harassing phone calls	97	30.9	7.9	83	39.8	6.6	-14	-14.4	-16.5
Criminal harassment	234	88.5	18.9	211	91.9	16.9	-23	-9.8	-10.6
Uttering threats	1,337	79.5	108.3	1,363	82.0	109.0	26	1.9	0.6
Other violent violations	74	77.0	6.0	69	84.1	5.5	-5	-6.8	-8.3
Disputes / Disturbances									
Domestic/family disputes/disturbances	14,113	20.8	1142.8	14,516	22.2	1161.3	403	2.9	1.6
Elder Abuse									
Elder abuse occurrences	61	23.0	4.9	53	18.9	4.2	-8	-13.1	-14.3

Crimes Against Property	2010			2011			Variance 2010 – 2011		
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	In Actuals (#)	In Actuals (%)	In Rates (%)
Crimes Against Property - TOTAL	26,820	36.9	2,171.7	25,856	34.7	2068.5	-964	-3.6	-4.8
Break and enter - total	4,196	27	339.8	4,128	26.8	330.2	-68	-1.6	-2.8
residence	2,812	24.8	227.7	2,888	26.7	231.0	76	2.7	1.4
business	1,238	33.1	100.2	1,067	28.4	85.4	-171	-13.8	-14.8
other	146	16.4	11.8	173	19.7	13.8	27	18.5	16.9
Theft motor vehicle	2,462	11.6	199.4	2,268	8.9	181.4	-194	-7.9	-9.0
Theft over & under \$5,000	13,750	40.8	1,113.4	13,546	38.5	1083.7	-204	-1.5	-2.7
bicycles	333	5.7	27.0	350	8.6	28.0	17	5.1	3.7
from motor vehicle	4,599	8.8	372.4	4,009	7.2	320.7	-590	-12.8	-13.9
shoplifting	4,976	90.2	402.9	4,923	84.3	393.8	-53	-1.1	-2.3
other	3,842	18.3	311.1	4,264	17.6	341.1	422	11.0	9.6
Possession of property obtained by crime	681	101.5	55.1	467	98.1	37.4	-214	-31.4	-32.1
Frauds	1,543	61.9	124.9	1,518	53.8	121.4	-25	-1.6	-2.8
Mischief	4,088	29.3	331.0	3,837	30.6	307.0	-251	-6.1	-7.3
Arson	100	16.0	8.1	92	7.6	7.4	-8	-8.0	-8.6

STATISTICAL DATA

Crime Prevention	2010	2011	Variance 2010 – 2011	
	Number	Number	In Actuals (#)	In Actuals (%)
Crime Stoppers				
Calls received	2,327	2,395	68	2.9
Arrests made	137	132	-5	-3.6
Cases cleared	150	112	-38	-25.3
Charges laid	268	182	-86	-32.1
Property recovered	\$216,069	\$654,238	\$438,169	202.8
Drugs seized	\$11,385,554	\$16,733,430	\$5,347,876	47.0
Re-enactments	9	39	30	333.3
Presentations	25	126	101	404.0
YouTube Uploads	12	10	-2	-16.7
Youth Education				
Students attending Safety Village	15,617	14,114	-1,503	-9.6
R.A.I.D. (Reduce Abuse in Drugs) program				
Students	5,880	6,307	427	7.3
Classes	1,372	1,305	-67	-4.9
Students participating in internet safety awareness activities	45,930	34,470	-11,460	-25.0
Crime Prevention Unit				
CPTED/security audits	51	44	-7	-13.7
Site plan reviews	121	116	-5	-4.1
Lectures/presentations	233	250	17	7.3
Crime Prevention Academy	167	207	40	24.0
Parents Crime Prevention Academy	25	74	49	196.0
Cyber Academy	95	35	-60	-63.2

School Occurrences	2010	2011	Variance 2010 – 2011	
	Number	Number	In Actuals (#)	In Actuals (%)
School Occurrences* - TOTAL	2,685	2,982	297	11.1
Crimes against persons	553	544	-9	-1.6
Crimes against property	346	441	95	27.5
Other criminal code occurrences	173	180	7	4.0
Drugs	164	209	45	27.4
Other federal / provincial statutes	53	75	22	41.5
Non criminal code occurrences	1,396	1,533	137	9.8

* Mon-Fri, 7am-7pm, Excludes Jul-Aug

STATISTICAL DATA

Drug Control	2010			2011			Variance 2010 – 2011		
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	In Actuals (#)	In Actuals (%)	In Rates (%)
Drugs	4,147	99.6	335.8	4,244	99.3	339.5	97	2.3	1.1
Trafficking	629	100.6	50.9	576	99.5	46.1	-53	-8.4	-9.4
heroin	15	106.7	1.2	21	100.0	1.7	6	40.0	41.7
cocaine	206	100.5	16.7	149	99.3	11.9	-57	-27.7	-28.7
cannabis	304	99.3	24.6	288	99.3	23.0	-16	-5.3	-6.5
other	104	103.8	8.4	118	100.0	9.4	14	13.5	11.9
Possession	3,460	99.8	280.2	3,590	99.5	287.2	130	3.8	2.5
heroin	24	100.0	1.9	46	97.8	3.7	22	91.7	94.7
cocaine	346	100.0	28.0	320	99.1	25.6	-26	-7.5	-8.6
cannabis	2,864	99.8	231.9	2,997	99.7	239.8	133	4.6	3.4
other	226	99.6	18.3	227	97.8	18.2	1	0.4	-0.5
Other	58	75.9	4.7	78	85.9	6.2	20	34.5	31.9
	Number			Number			In Actuals (#)	In Actuals (%)	
Drug Education									
Adults									
Persons	9,812			10,955			1,143	11.6	
Lectures	211			235			24	11.4	
Morality Activity									
Marijuana grow labs / clandestine labs / methamphetamine labs									
Operations dismantled	40			62			22	55.0	

Persons Charged *	2010				2011				Crime Prone Age Cohort	%
	Adults	Young Persons	Total Charged	% Young Persons	Adults	Youth (12-17) Persons	Total Charged	% Youth (12-17) Persons		
Crimes against persons	3,467	1,058	4,525	23.4	3,545	974	4,519	21.6	2,362	52.3
Crimes against property	4,547	1,088	5,635	19.3	4,411	968	5,379	18.0	2,940	54.7
Criminal driving offences	1,460	24	1,484	1.6	1,674	18	1,692	1.1	670	39.6
Total drugs	1,835	255	2,090	12.2	2,015	241	2,256	10.7	1,721	76.3
Total persons charged	14,178	3,062	17,240	17.8	14,590	2,695	17,285	15.6	9,777	56.6

* Data counts each person charged once under the most serious classification associated with the occurrence.

STATISTICAL DATA

Traffic Management	2010		2011		Variance 2010 – 2011		
	Number	Rate Per 100,000 Population	Number	Rate Per 100,000 Population	In Actuals (#)	In Actuals (%)	In Rates (%)
Motor Vehicle Collisions	28,365	2,296.8	28,523	2,281.8	158	0.6	-0.7
Reportable collisions-total	17,444	1,412.5	19,102	1,528.2	1,658	9.5	8.2
Fatal collisions	28	2.3	26	2.1	-2	-7.1	-8.7
Personal injury	2,927	237.0	2,797	223.8	-130	-4.4	-5.6
Property damage	14,489	1,173.2	16,279	1,302.3	1,790	12.4	11.0
Non-reportable collisions	10,921	884.3	9,421	753.7	-1,500	-13.7	-14.8
Traffic Enforcement (Highway Traffic Act)							
Total HTA charges	94,326	7,637.7	97,309	7,784.7	2,983	3.2	1.9
Seat belt charges	3,371	273.0	2,963	237.0	-408	-12.1	-13.2
Careless driving	4,394	355.8	4,581	366.5	187	4.3	3.0
Speeding	29,679	2,403.2	33,946	2,715.7	4,267	14.4	13.0
Electronic Devices *	5,851	473.8	6,566	525.3	715	12.2	10.9
Total HTA cautions	10,932	885.2	12,206	976.5	1,274	11.7	10.3
R.I.D.E. Program							
Vehicles checked	53,966	4,369.7	35,552	2,844.2	-18,414	-34.1	-34.9
WARN range suspensions	282	22.8	414	33.1	132	46.8	45.2
Impaired driving	73	5.9	100	8.0	27	37.0	35.6
Excess blood alcohol	139	11.3	324	25.9	185	133.1	129.2
Criminal Driving Offences							
Impaired driving	1,308	105.9	1,535	122.8	227	17.4	16.0
Fail/refuse breath/blood sample	169	13.7	164	13.1	-5	-3.0	-4.4

* 2010 - Began Feb 1

STATISTICAL DATA

Additional Organizational Statistics	2010	2011	Variance 2010 – 2011	
	Number	Number	In Actuals (#)	In Actuals (%)
Emergency calls to 911	353,749	405,576	51,827	14.7
Calls for Service				
Total incidents	230,858	231,147	289	0.1
Priority E incidents	51,849	55,320	3,471	6.7
Priority 1 incidents	16,820	18,025	1,205	7.2
Priority 2 incidents	61,906	60,114	-1,792	-2.9
Priority 3 incidents	53,656	54,682	1,026	1.9
Priority 4 incidents	46,627	43,004	-3,623	-7.8
Community station incidents	24,903	24,258	-645	-2.6
Request For Assistance	9,098	10,025	927	10.2
Lawless Public Behaviour Incidents	21,976	21,482	-494	-2.2
Liquor License Act Charges	4,181	4,462	281	6.7
Bicycle Patrol				
Incidents	1,646	1,373	-273	-16.6
Auxiliary Officers				
Number of officers	88	81	-7	-8.0
Hours of volunteer time	18,334	20,381	2,047	11.2
Public Complaints				
Public complaints	116	115	-1	-0.9
Complaint resolution	113	118	5	4.4
Firearms Seized	719	495	-224	-31.2

5 YEAR SUMMARY

	2007	2008	2009	2010	2011
Demographics					
Policing population	1,176,000	1,202,000	1,222,000	1,235,000	1,250,000
Density per square kilometre	2,100.0	2,146.4	2,182.1	2,205.4	2,232.1
Crime prone age cohort (15-29 yrs)	255,528	260,296	265,064	269,832	274,600
Young persons (12-17 yrs)	102,888	103,486	104,084	104,682	105,280
Number of households	349,000	356,000	362,000	367,000	373,000
Number of registered vehicles	914,752	936,596	941,571	955,569	959,478
Complement: Authorized					
Police (includes cadets as of 2006)	1,810	1,844	1,899	1,925	1,952
Civilians	701	739	759	777	798
Total	2,511	2,583	2,658	2,702	2,750
Calls					
To 9-1-1	281,520	296,153	311,909	353,749	405,576
To Communications	564,959	596,907	610,578	647,847	689,824
Incidents	251,413	249,871	238,476	230,858	231,147
Incidents per 100,000 population	21,378.7	20,787.9	19,515.2	18,693.0	18,491.8
Priority E Incidents	53,852	52,953	49,467	51,849	55,320
Occurrences	107,140	108,502	104,613	105,382	103,932
Fleet					
Police fleet (vehicles, bicycles, trailers)	640	660	690	693	719
Kilometres travelled	16,476,423	16,124,177	16,839,810	17,657,395	17,696,297
Budget					
Net budget	\$240,167,181	\$255,616,351	\$275,348,090	\$290,405,110	\$312,641,000
Total Canadian Criminal Code Offences					
Offences	46,379	43,760	42,117	40,651	39,410
Rate per 100,000 population	3,943.8	3,640.6	3,446.6	3,291.6	3,152.8
Percent (%) solved	50.1	50.0	52.2	53.5	52.4
Crimes Against Person Occurrences					
Total	8,310	8,324	7,797	7,868	7,809
Rate per 100,000 population	706.6	692.5	638.1	637.1	624.7
Percent (%) solved	77.1	76.6	77.2	77.1	77.4
Crimes Against Property Occurrences					
Total	31,089	29,454	28,458	26,820	25,856
Rate per 100,000 population	2,643.6	2,450.4	2,328.8	2,171.7	2,068.5
Percent (%) solved	31.5	33.1	36.0	36.9	34.7
Drug Occurrences					
Total	3,861	3,375	3,965	4,147	4,244
Rate per 100,000 population	328.3	280.8	324.5	335.8	339.5
Percent (%) solved	98.7	99.0	99.3	99.6	99.3

POLICE FACILITIES

HEADQUARTERS	7750 Hurontario Street, Brampton	905-453-3311
EMIL V. KOLB CENTRE FOR POLICE EXCELLENCE	180 Derry Road E, Mississauga	905-453-3311
FIELD & OPERATIONS SUPPORT	180 Derry Road E, Mississauga	905-453-3311
MATERIALS MANAGEMENT CENTRE.....	25 Wilkinson Road, Brampton	905-453-3311
11 DIVISION.....	3030 Erin Mills Parkway, Mississauga	905-453-3311
MEADOWVALE Community Station	MEADOWVALE TOWN CENTRE	905-858-5970
6677 Meadowvale Town Centre Circle, Mississauga		
12 DIVISION.....	4600 Dixie Road, Mississauga	905-453-3311
SQUARE ONE Community Station	100 City Centre Drive, Mississauga	905-456-5839
21 DIVISION.....	10 Peel Centre Drive, Brampton	905-453-3311
MALTON Community Station.....	WESTWOOD MALL	905-677-3534
7205 Goreway Drive, Brampton		
22 DIVISION.....	7750 Hurontario Street, Brampton	905-453-3311
CASSIE CAMPBELL Community Station	1050 Sandalwood Parkway West, Brampton.....	905-456-6143
AIRPORT DIVISION	2951 Convair Drive, Mississauga	905-453-3311

COMMUNITY STATION – a smaller police facility strategically located in the community it serves. It provides a central location for police and residents to work together, solving problems of mutual concern, dispensing a wide variety of information and advice to the public. Each station is tailored to reflect the individuality and uniqueness of the community in which it is located.

CONTACT NUMBERS

EMERGENCY	9-1-1
NON-Emergency	905-453-3311
NON-Emergency (If You Know The Extension Number)	905-453-2121
Website.....	www.peelpolice.ca

REPORT PREPARED BY

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POLICING – It's More Than You Think



PEEL REGIONAL POLICE is an organization of highly-skilled and dedicated professionals, working together with our community, to contribute to a safe environment in which to live, work and visit.

If you are both career and community minded, consider joining Canada's most progressive police service! As an employee of the Peel Regional Police, you will be part of a dedicated team that is committed to providing a vital service to the community.

www.peelpolice.ca