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PEEL REGIONAL POLICE

Working it out together ...

2012 ANNUAL PERFORMANCE REPORT



www.peelpolice.ca



@peelpolicemedia

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 2012, WE ACHIEVED
LEVEL 3 SILVER CERTIFICATION,
WE ARE CURRENTLY STRIVING FOR LEVEL 4

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 Jennifer Evans



In 2012, Peel Regional Police continued to strive towards meeting the goals outlined in the 2011-2013 Strategic Plan,

“ Working it out together ... ”

Following an effective first year implementing the strategic plan, and with clear goals in place, the organization successfully met the challenge of change during 2012. A Safer Community provided a clear vision for staff to work towards and continues to guide Peel Regional Police as we serve our community.

There was continued focus on enhancing productive relationships and building stronger partnerships with community organizations. We continue to strive to reduce and prevent crime. Community engagement and involvement is crucial to successfully create a Safer Community and was clearly demonstrated in the Partners for a Safer Community workshop that was held early in the year, in collaboration with Safe City Mississauga and Brampton Safe City. It was an opportunity to encourage organizations throughout Peel to join the discussion about community crime prevention.

Policing is a service that focuses on enhancing community safety and quality of life. Peel Regional Police continues to be committed to ensuring community safety, financial sustainability and the effective stewardship of all resources. We respond to almost 230,000 calls for service, with less than a quarter of those being a criminal occurrence. We implement effective and efficient ways for improving service to our community, including on-line reporting, the successful implementation of the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act and internet crime mapping.

The commitment and dedication of Peel Regional Police staff led to the success of Peel Regional Police being recognized through various awards including: Canada's Top Employers for Young People for 2012; Greater Toronto's Top Employers for 2012 and 2013; Excellence Canada Level 3 Silver Certification for quality and healthy workplace practices; 2012 Employer designation from Provincial Partnership Council; and the Gold Medal Award from the Human Rights and Race Relations Centre.

Peel Regional Police continues to be an organization to be proud of - Working in the community, with the community and together we will make this a safer community.

A handwritten signature in black ink that reads "Emil Kolb." The signature is written in a cursive, flowing style.

Emil Kolb
CHAIR – PEEL POLICE SERVICES BOARD

A handwritten signature in black ink that reads "Jennifer Evans". The signature is written in a cursive, flowing style.

Jennifer Evans
CHIEF OF POLICE – REGION OF PEEL



Peel Police Services Board



Emil Kolb
Chair



Susan Fennell
Vice Chair
Mayor – Brampton



Amrik Singh Ahluwalia
Provincial Appointment



Frank Dale
Councillor – Mississauga



James Harries
Citizen Appointment



Laurie Williamson
Provincial Appointment



John Rogers
Provincial Appointment



Jennifer Evans
Chief



Chris McCord
Deputy Chief



Dan McDonald
Deputy Chief



Frank Roselli
Deputy Chief



H.M. Mike Metcalf
Chief (RET.)



Paul Tetzlaff
Deputy Chief (RET.)



Chief's Management Group

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COMMUNITY INVOLVEMENT – GIVING BACK

In 2012, Peel Regional Police staff provided numerous volunteer hours and fundraising support to assist those in our community who are in need. While raising funding for local charities and programs, these initiatives also help to strengthen the relationship between Peel Regional Police and members of the community. In 2012, over **\$1.6 million** was raised for various charities through the ongoing efforts of Peel Regional Police and community members.



SPECIAL OLYMPICS



DREAMS TAKE FLIGHT



INSIDE RIDE



RACE AGAINST RACISM



PINK HAIR DARE



WALK A MILE IN HER SHOES

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 2012:



In September 2012, Peel Regional Police was named one of Canada's Top Employers for Young People 2012 by MediCorp Canada.

This annual award recognizes organizations that lead the nation in attracting and retaining younger employees. Judging for this designation focused on programs an employer has available to young workers such as co-op or work study programs, mentorship, training and career management.



In November 2012, Peel Regional Police was again named one of Greater Toronto's Top Employers for 2013 by MediCorp Canada.

This annual award recognizes the most desirable employers that offer progressive and forward-thinking programs for their employees. Criteria reviewed focused on the organizations' operations and human resources practices, including; physical work environment, work atmosphere, financial and family benefits, employee communications, performance management, training and skills development and community involvement.



LEVEL 3 Silver Certification Achieved

Striving for **LEVEL 4** – Certification provided by Excellence Canada (a national authority on quality and healthy workplace practices), is comprised of 4 levels, with Silver being the highest recognition awarded at Level 3. It 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. This achievement speaks to the continuous improvement that has taken place throughout the organization over the last 4 years and allows us to move forward towards Level 4 Certification.

2012 AWARDS & RECIPIENTS

AMERICAN SOCIETY FOR INDUSTRIAL SECURITY

Cst. Matthew Banting Cst. Jeffrey Chamula Cst. Jason Lachappelle Cst. Chadwick Lines Cst. Earl Scott
 Ms. Bonnie Sliwinski Det. Joe Varone

AUXILIARY OFFICER AWARD Auxiliary Constable David Corcoran

BRAMPTON BOARD OF TRADE Linda Kennedy

CONSTABLE MATT PARR MEMORIAL AWARDS

Cst. Bruno Amaro Cst. Jeffrey Bowen Cst. Nathon Kozuska Cst. Katherine Kulbak Cst. Glen Leonardo
 Cst. Ed Nicholson Cst. Dane Pallett

CONSTABLE MATT PARR ACADEMIC AWARDS

Cst. Paul Callon Cst. Erik Grant Cst. Michael Tingle

CONSTABLE DWAYNE PIUKKALA MEMORIAL AWARD Cst. Toby Mullinder & Cst. Michael Nielsen

DETECTIVE ROBERT BOYNE MEMORIAL CRIME PREVENTION AWARD Ms. Ashley Lyons – Mississauga

EMPLOYEE AWARDS – CIVILIAN OF THE YEAR Mr. Oscar Castaneda
– OFFICER OF THE YEAR Cst. James Zucchero
– SUPERVISOR C.A.R.E.S. Det. Stuart Kreis

KNIGHTS OF COLUMBUS HUMANITARIAN AWARD Sgt. Shawn McCowell

LIFE TIME ACHIEVEMENT AWARD – CITY OF BRAMPTON Chief Mike Metcalf (RET.)

MISSISSAUGA CHINESE BUSINESS ASSOCIATION – COMMUNITY POLICING AWARD Cst. Tony Tai

MISSISSAUGA REAL ESTATE BOARD A/Detective John Raposo

ONTARIO MEDAL FOR POLICE BRAVERY Cst. Erik Blouin & Cst. Kari Suutari

ONTARIO WOMEN IN LAW ENFORCEMENT AWARDS **CIVILIAN AWARD OF ACHIEVEMENT** Miriam Windmoller • **PRESIDENTIAL AWARD** Chief Jennifer Evans

PAUL SCHRAM POLICE EMERGENCY COMMUNICATOR AWARD Tammy Clarke

PROMOTIONAL LIST

Chief Jennifer Evans	Deputy Chief Chris McCord	Deputy Chief Frank Roselli	Insp. Kenneth Delaney	Insp. Scott Sharman
Insp. Brian Smithson	Insp. Ian Woodworth	S/Sgt. Raj Biring	D/Sgt. Dermot Coughlan	S/Sgt. Barry Leslie
D/Sgt. Lorie Linale	S/Sgt. Kennedy McTiernan	S/Sgt. Martin Ottaway	S/Sgt. Zahir Shah	S/Sgt. Robert Shearer
D/Sgt. Jean-Paul St. Jules	D/Sgt. Angela Twiss	S/Sgt. Ruth Williams	Det. Kristine Arnold	Sgt. Timothy Aumell
Det. Davis Baxter	Det. Ryan Berrigan	Det. Andrew Cooper	Sgt. George Douglas	Det. Wayne Drew
Sgt. Grant Gervais	Sgt. Natalie Hiltz	Det. David Kennedy	Det. Karl Layne	Det. Rebecca Miller-Small
Sgt. Bob Nagra	Det. Dirk Niles	Sgt. Steven Ostrander	Det. Norman Pipher	Sgt. Christopher Sajben
Det. Jeffrey Scardamaglia	Det. Wendy Sims	Sgt. Rory Steele	Det. Michael Szabo	Sgt. Adrain Taylor
Sgt. Stephen Teague	Det. Bryan Young	Det. Michael Viozzi		

REGIONAL MUNICIPALITY OF PEEL POLICE SERVICES BOARD AWARDS POLICE COMMENDATIONS

Cst. Matthew Bailey	Cst. Eric Boateng	Cst. Robert Bryant	Cst. Marc Charlebois	Sgt. Brian Cotter
Cst. Harold Crawley	Cst. Kenaul Douglas	Cst. Ryan Farrow	Cst. Ryan Gauvreau	Ms. Christiana Hallett
Cst. Marc Hobor	Cst. Scott Knight	Cst. Paul Koumbari	Cst. Sandro Leo	Cst. Chad Lines
Cst. Derek Meeker	Cst. Adrian Pannozzo	Cst. Matthew Philips	Cst. Chris Salmon	Sgt. Alan Scott
Cst. Earl Scott	Ms. Bonnie Sliwinski	Cst. Joanna Styrzczula	Cst. Craig Sumpter	Cst. Greg Teague
Cst. Jonathan Van Staalduinen	Cst. Brandon Wanamaker	Cst. Sarah Wood	Cst. Luke Yong	

HIGHLIGHTS

During 2012, Peel Regional Police continued to strive towards meeting the goals outlined in the 2011-2013 Strategic Plan. With the vision of "A Safer Community", efforts of staff, and the support and partnerships of members of the community, progress was made in all areas. This report summarizes our commitment to transparency and accountability, providing performance feedback on the goals of the organization, and highlighting key initiatives that we have undertaken. Statistical Highlights are on page 46.

2012 Annual Performance Highlights

COMMUNITY SAFETY

Peel Regional Police continues to report crime rates below the provincial and national levels, and shows a strong solvency rate, reflective of the safe community we work to provide. Support of Victim Services of Peel ensures victims receive the services they require. Crime Prevention initiatives and partnerships ensure community members receive information and assistance to keep their community safe. Within Peel Regional Police, projects are implemented to address neighbourhood issues, gang activity, and road safety. As well, we proactively work and train with other agencies to ensure emergency management procedures are in place to address potential scenarios. We also ensure special units such as tactical and canine are available to assist front-line officers.

MEMBER FOCUSED WORKPLACE

We were recognized by Excellence Canada, receiving Level 3 Silver Achievement, named one of Greater Toronto's Top Employers for 2013, and one of Canada's Top Employers for Young People 2012 because of the numerous initiatives, training and programs available to staff. Peel Regional Police provides opportunities for training, ensures facilities and equipment meet the needs of staff and promotes the health, well-being and safety of all employees. As Chief Evans said, "Being formally recognized as an Employer of Choice, two years in a row, is a testament to the strong belief that we need to take care of the people who take care of the community."

COMMUNICATION & COLLABORATION

As an organization, we continually work to ensure communication and collaboration both within Peel Regional Police, with our community partners, and with members of the community. Improvements to our internet site, the addition of a crime mapping application and ensuring opportunities for feedback from the community are accessible, allows us to share and receive information with and from our community. As well, staff are asked for their feedback through an employee survey, and Corporate Communications uses a variety of methods to provide staff with accurate information in a timely manner.

QUALITY SERVICE & FISCAL RESPONSIBILITY

Being fiscally responsible, identifying funding opportunities and reviewing processes to ensure effective and efficient services remains a priority for Peel Regional Police. A recent provincial on-site inspection noted numerous best practices implemented at PRP, and referred to us as "a leader amongst police services". Closing four underutilized community stations to deploy additional staff to front line services, partnering with Mississauga Fire and Emergency Services and the Department of National Defence in a state-of the art, joint use driver training facility, and updating our Computer Aided Dispatch (CAD) system are just some examples of how we ensure quality services in a fiscally responsible manner.

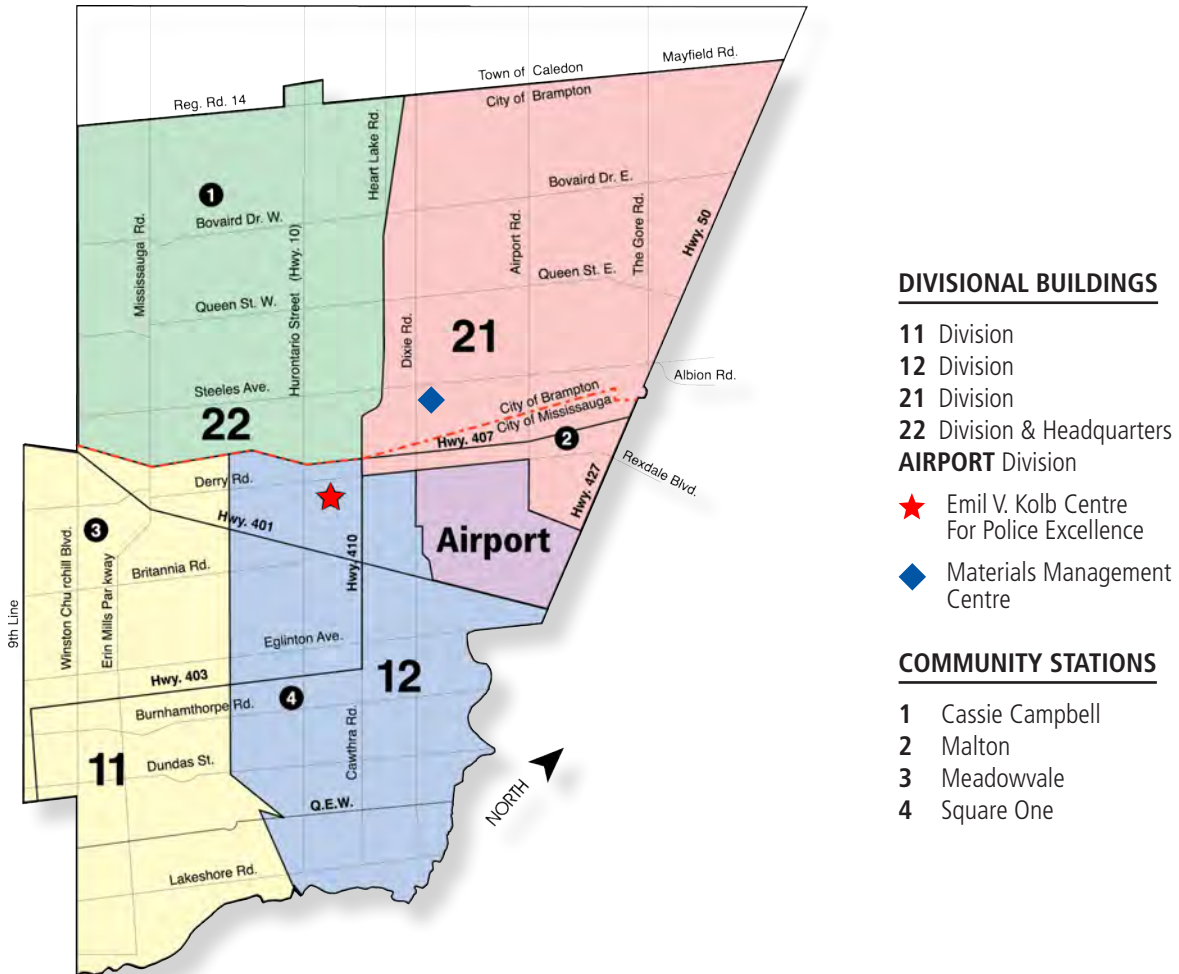
GROWTH & CHANGING DEMOGRAPHICS

Peel Region continues to grow, and Peel Regional Police is continually required to review its services to ensure we are meeting the needs of our young and diverse community. Recruiting initiatives to encourage young people to consider policing as a career are implemented and in 2012 included Pathways for Women in Policing, and a Student Career Day, along with a new video and advertising focused on diverse communities. Peel Regional Police was a Gold Medal Award winner from the Human Rights and Race Relations Centre as a result of outstanding contribution in the area of race relations. Commitment to youth is demonstrated through numerous initiatives and programs such as RAID (Reduce Abuse in Drugs) and Peel Children's Safety Village, along with our Neighbourhood Policing Unit that provides an officer to each local high school, allowing officers to set positive role model with students.

POLICING AREA & FACILITIES

Peel Regional Police serves the 1,264,000¹ people residing in the cities of Mississauga and Brampton, as well as 34.9 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 1,264,000

AUTHORIZED COMPLEMENT

POLICE² 1,967
 CIVILIAN 810
 TOTAL 2,777

FLEET

NUMBER OF VEHICLES³ 745
 KILOMETRES TRAVELLED 17,215,873

INCIDENTS

NUMBER OF INCIDENTS 229,473
 RATE OF INCIDENTS 18,155
 (PER 100,000 POPULATION)

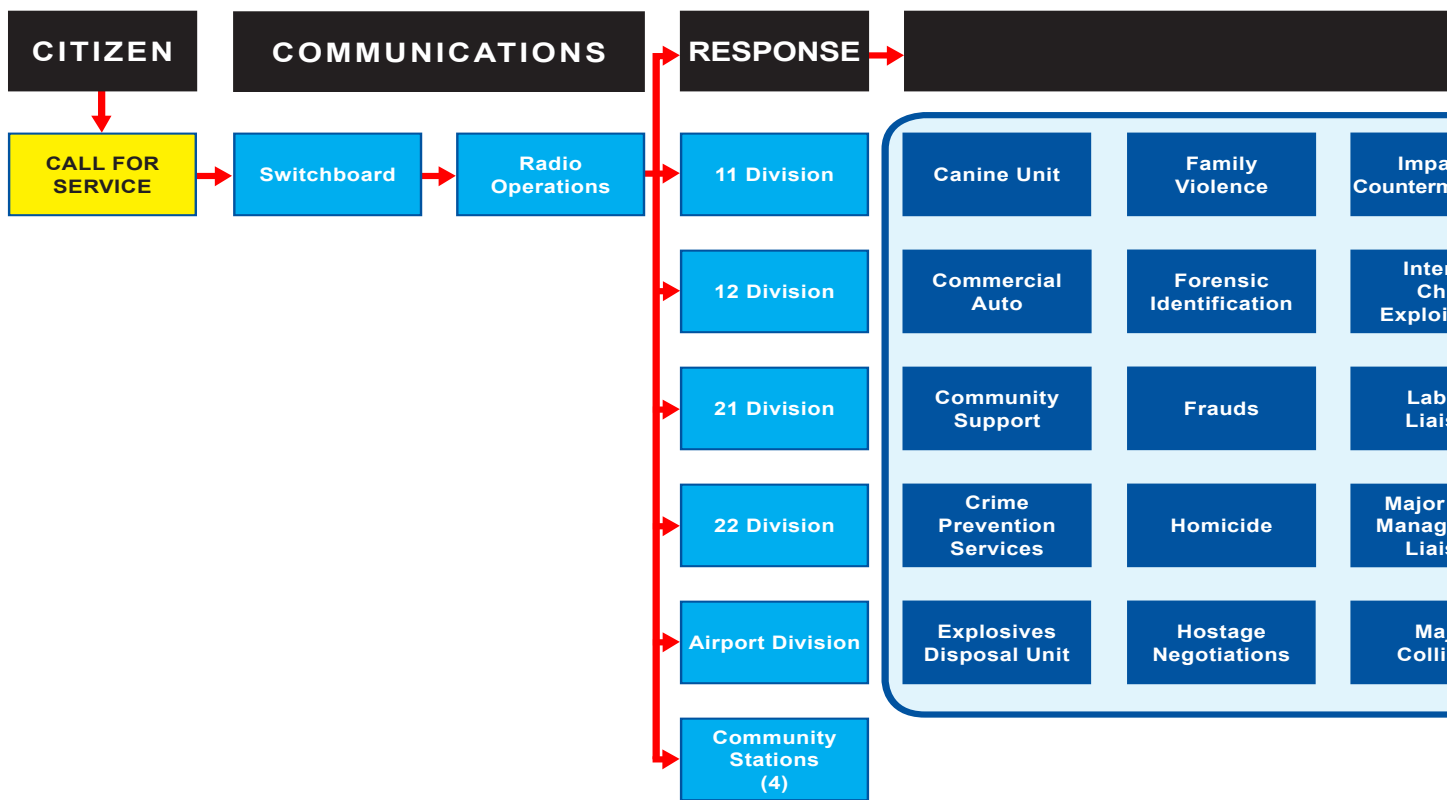
¹ 2012 population data provided by the Region of Peel Planning Department.
² Includes cadets.
³ Includes bicycles and trailers.

SERVICE TO THE COMMUNITY MODEL



SERVICE TO

REGIONAL
POLICE



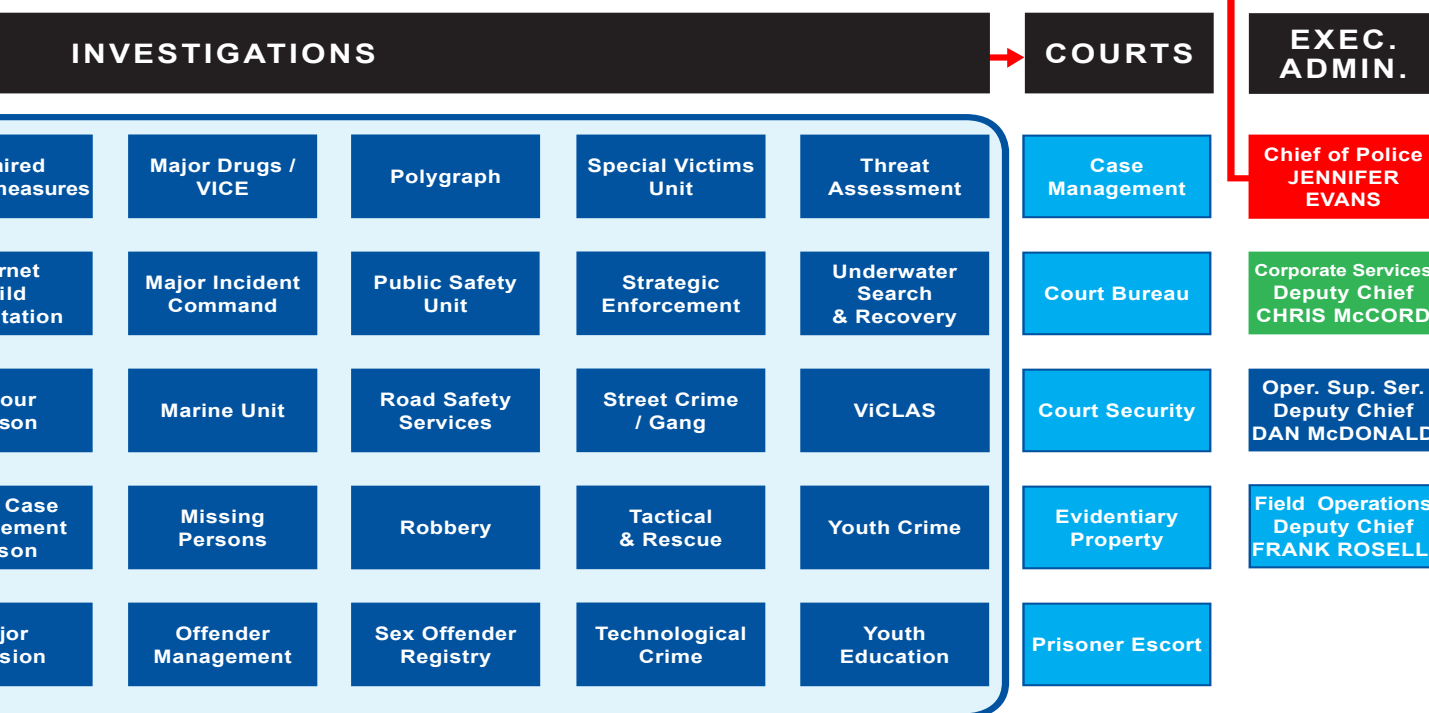
COMMUNICATIONS • COURTS • S



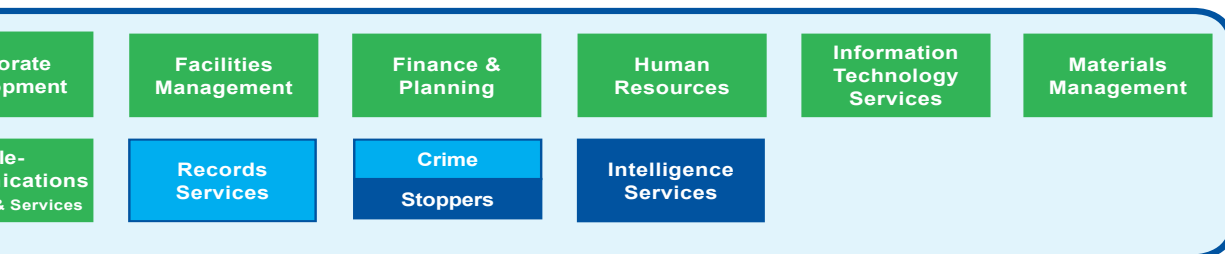


THE COMMUNITY

MUNICIPALITY OF PEEL
SERVICES BOARD



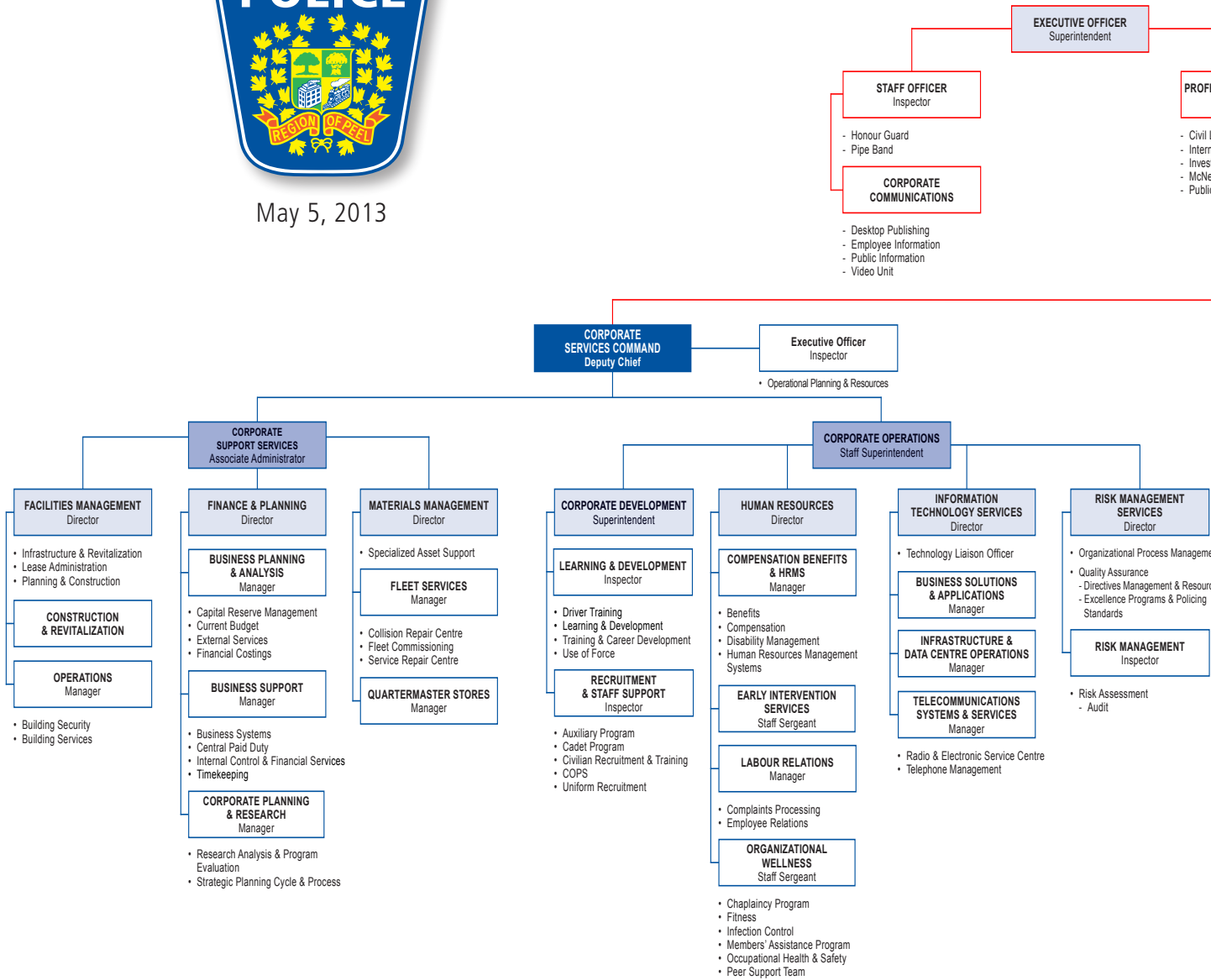
SUPPORT FOR EMPLOYEES • INVESTIGATIONS • RESPONSE

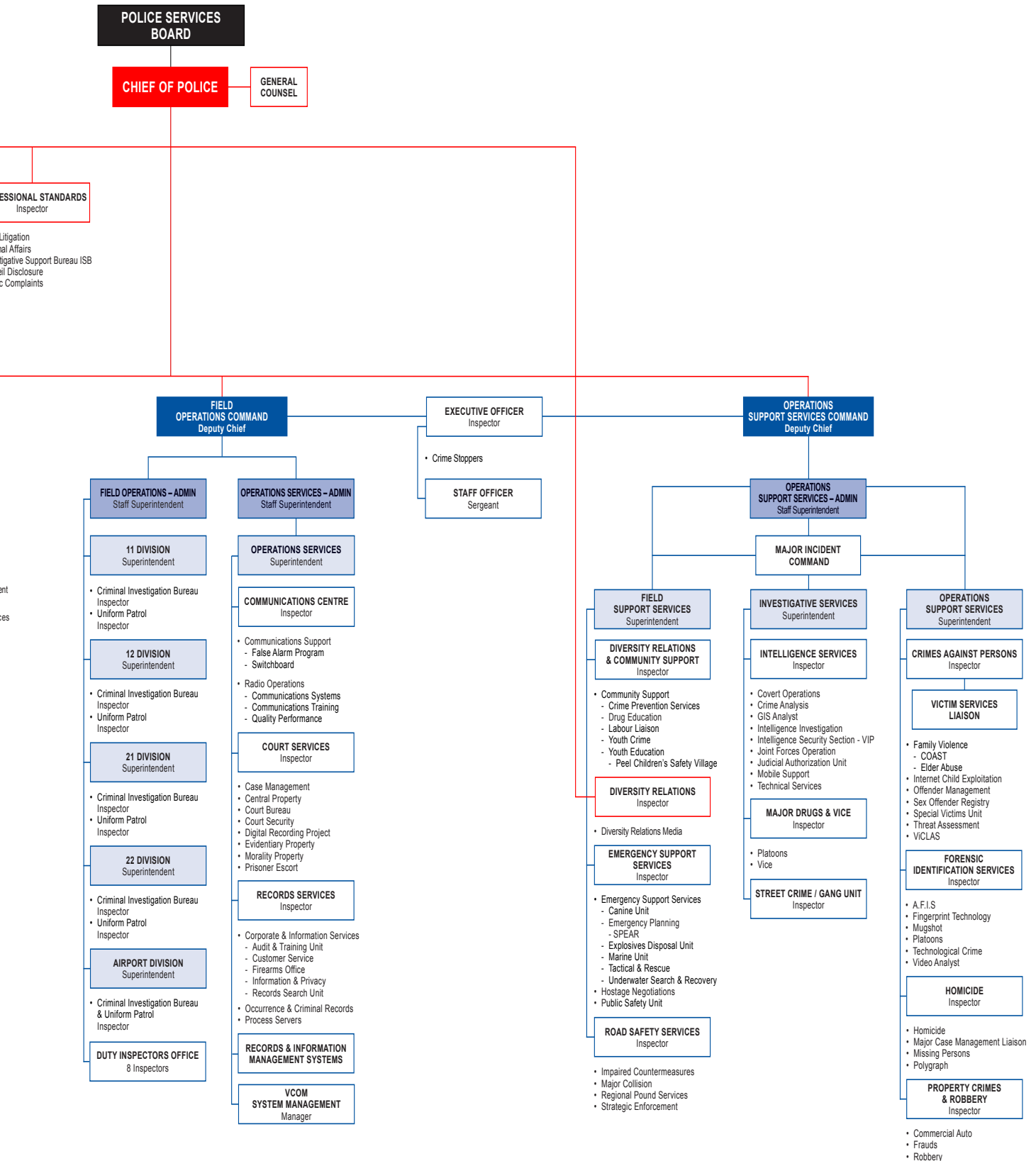


ORGANIZATIONAL STRUCTURE



May 5, 2013





FUNDING OPPORTUNITIES SECURED

Partnering for “A Safer Community”

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

In 2012, more than \$11 million was received in funding, and between 2005 and 2012 more than \$75 million has been secured in funding from our government partners.

Our approach has been to proactively pursue and secure partnerships, maximize our awards, and consistently demonstrate results. Examples of collaborations in 2012 with our government partners include:

Provincial Community Policing Partnerships (CPP) \$3,718,248

To enhance community safety and increase police visibility in Peel, the Ontario Ministry of Community Safety and Correctional Services has partnered with Peel Regional Police to fund 124 front-line officers annually. Since 2005, we have received funding totaling \$29,758,248.

Provincial Safer Communities 1,000 Officers (SCOOP) \$3,396,229

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 some of the costs for 97 Peel officers. Since 2005, we have received \$23,757,296.

Court Security & Prisoner Transportation Funding \$1,350,517

A portion of Court Security costs, including prisoner transportation, have been uploaded to the Province, with the Ministry of Community Safety and Correctional Services providing funding to Peel Regional Police. In 2012, \$1,350,517 was received. Additional funding will be made available in 2013 and 2014, for a cumulative total of \$8,103,103.

Provincial Anti-Violence Intervention Strategy (PAVIS) \$1,002,561

To target gun and gang violence in 2012, we received \$1,002,561 in provincial funding from the Ministry of Community Safety and Correctional Services. Since 2007, we received a total of \$4,036,643 in funding, allowing us to establish STEP (Strategic Tactical Enforcement Policing), a specialized gang enforcement unit. In 2012, 130 officers were trained in the STEP program. During 2012, STEP deployments resulted in the investigation of 5,763 persons and 4,698 vehicles, the seizure of 54 firearms/weapons, the laying of 351 Criminal Code charges and 358 drug charges.

Federal Police Officers Recruitment Fund \$910,000

To enhance community safety and increase police visibility, the Federal Government has funded 13 front-line officers between 2008 and 2013. Since then, we have received \$4,528,319.

Federal Firearms Office \$197,972

To help us administer and enforce the Firearms Act, the Federal Chief Firearms Office provided funding for an officer and partial funding for an administrative position. From 2005 to 2012, funding received totaled \$1,260,579.

Provincial Strategy to Protect Children from Sexual Abuse & Exploitation on the Internet \$167,290

To help us rescue children and combat abuse and child exploitation on the internet, the Ontario Ministry of Community Safety and Correctional Services continues to provide funding for this program. Since 2007, we have received \$977,867.

PARTNERING FOR "A SAFER COMMUNITY"

Provincial Proceeds of Crime \$143,463

Since 2010, Peel Police received \$364,740 in Proceeds of Crime grant funding from the Ontario Ministry of Community Safety and Correctional Services to fund various initiatives which include internet crime prevention, drug education awareness, the purchase of equipment used in investigations, and development of a cyber-bullying program.

Provincial Human Trafficking Initiatives \$65,207

To help Peel Police address human trafficking and prostitution, from 2009 to 2012, the Ontario Ministry of Community Safety and Correctional Services provided \$327,950 for specialized investigations and equipment, and to assist with victim outreach.

Federal Diversity Relations – Welcoming Communities Initiatives \$43,326

Since 2009, we have received \$495,903, including \$43,326 in 2012, from the Department of Citizenship and Immigration Canada 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).

Provincial Reduce Impaired Driving Everywhere (RIDE) \$58,465

To enhance the RIDE program, the Ontario Ministry of Community Safety and Correctional Services provides a grant which allows additional enforcement. Since 2005, we have received \$362,400 for RIDE.

Provincial Youth in Policing Initiative \$57,000

To provide a mentoring environment and insight into policing as a career, high school students are hired under this summer program which is funded by the Ontario Ministry of Children and Youth Services. Since 2009, we have received \$209,000. In 2012, fifteen summer students were hired.

Provincial Civil Remedies \$4,512

Since the inception of the Civil Remedies Grant Program, Peel Regional Police has received \$325,651 in grant funding from the Ontario Ministry of Community Safety and Correctional Services (excluding Human Trafficking Initiative), through the Civil Remedies for Illicit Activities (CRIA) Office. In 2012, funding was used to expand the capability of the ICE (Internet Child Exploitation) unit and purchase currency examination/documentation and surveillance equipment.



ISSUE	COMMUNITY SAFETY	MEMBER FOCUSED WORKPLACE
<p>GOAL</p>	<p>Enhance & Promote Community Safety As Our Highest Priority</p>	<p>To Be An Employer Of Choice</p>
<p>ACTIONS</p>	<ul style="list-style-type: none"> 1.1 Protect our community by addressing crime and victims' concerns through: <ul style="list-style-type: none"> - 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). 	<ul style="list-style-type: none"> 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.



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 (32%) was above the provincial (24%) and national (24%) 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 (1,914 per 100,000) was below the provincial (2,739) and national (3,520) rates.*
Maintain a rate per 100,000 for violent crimes that is below the national and provincial rates.	✓	Violent crime rate (592 per 100,000) was well below the provincial (950) and national (1,231) 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 Victim Services of Peel (VSOP).
Proactively initiate Problem Oriented Policing (POP) projects targeting community issues.	✓	247 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.)
Implement targeted road safety initiatives and campaigns.	✓	Continued to improve road and pedestrian safety through major traffic campaigns including the RIDE program, ERASE, Operation Impact and Commercial Motor Vehicles Inspections (details of traffic campaigns on pages 20-21.) Received 2,764 reports from the community through the RoadWatch Reporting System.
Rate per 100,000 of personal injury collisions.	✓	Rate per 100,000 of personal injury collisions was 240, up from 224 in 2011.
Number of Crime Prevention Academy sessions.	✓	In 2012, Crime Prevention conducted a total of 9 Academies/Seminars. These included Crime Prevention Academies, Cyber Academies, Parent Crime Prevention Academies, Pedophile, Predator and Bully Seminars, and a Safety for Seniors Seminar.
Implement and maintain crime prevention initiatives.	✓	Significant community outreach through education and advertising of crime prevention programs continued, including: <ul style="list-style-type: none"> - 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. - Crime Prevention Through Environmental Design (CPTED) – Proper design and effective use of physical environment program. Provided crime prevention presentations/lectures on a wide range of topics to over 14,000 community members. Performed 45 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 Airport Authority, and other police services. Participated in the 2012 Pearson Airport disaster exercise where all emergency service responders, Police, Fire and Ambulance tested their skills and procedures in the event of an aircraft crashing upon take-off. Hosted the International Airport Investigators' Training Symposium in collaboration with the Joint Forces Operation (YYZ Intelligence Unit). 175 officers from 75 agencies across Canada, the US, Israel, Aruba and Colombia attended the event. Instructed and facilitated the annual Aircraft Assault Course which included the police services of Toronto, Waterloo and Hamilton.

*Source: Canadian Centre For Justice Statistics, 2011 Data, published July 2012.

PROGRESS

At Peel Regional Police, Community Safety is our highest priority. In 2012, 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 2012 included:

- Hired 15 additional officers to meet the needs of our community.
- Re-assigned 18 staff from the 4 closed community stations to ease the pressures of the front line.
- Increased the number of kms travelled in the Region by 10% from 16,839,810 in 2009 to 17,215,873 in 2012.

Promoting Crime Prevention Engaged Communities Prevent Crime

An engaged community is a safer community as residents take an active role in the safety of their own homes and neighbourhoods and the prevention of crime. The Crime Prevention Bureau continued significant outreach to the community in a campaign against crime. They reached over 14,000 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.

A number of resources are available online to provide community members with information to better protect their families, homes and workplaces. These include:

Crime Mapping Tool – Launched in March 2012, this interactive on-line program provides current, snapshot information on criminal activities within the neighbourhood.

Fact Sheets – These series of informative fact sheets have been translated into six other languages (Arabic, Chinese, Polish, Punjabi, Spanish, and Urdu) other than English; reflective of the diversity of the Peel community.

Virtual Library – Research and practical based essays on crime prevention techniques.

Peel Regional Police is committed to working hard to build stronger community partners to assist in the pursuit of “A Safer Community” together.

Chief Jennifer Evans



Targeting Internet Crimes

Protecting Our Children

Peel Regional Police's Internet Child Exploitation (ICE) Unit is a member of the **Ontario Provincial Strategy to Protect Children from Sexual Abuse and Exploitation on the Internet**. Funding is provided by the Ontario Ministry of Community Safety and Correctional Services. The Unit has been collaborating with 17 other law enforcement partners to identify and apprehend offenders and to rescue abused and exploited children.

In 2012, the ICE Unit responded to 210 complaints related to child exploitation, charged 34 individuals with 86 offences, executed 39 search warrants and identified and rescued 2 children who were being sexually abused for the purpose of creating child pornography. Some key initiatives included:

National Trainer – An officer from the ICE Unit was selected by the RCMP to become a national trainer in the specialized field of Peer to Peer investigations. The officer is now utilized as a resource base for all Ontario ICE officers.

New 2012 Criminal Code Charges – The Unit was the first in Canada to lay these charges: "making sexually explicit material available to a child" and "making an arrangement to commit a sexual offence against a child."

Through proactive work, the ICE unit completed one investigation that resulted in 3 local criminal charges and 7 international sex offences being laid, the rescue of young victims in another country, and the identification of 33 child pornographers around the world.

As well, the Unit participated in a provincial-wide investigation surrounding the seizure of a large commercial computer server which contained transaction information of people around the world who were purchasing commercially produced child pornography. Several Peel residents were identified and arrested.

Making Peel Safer

Strategic Tactical Enforcement Policing (STEP) Unit

In 2012, there were 95 identified gangs and 2,084 gang members/associates in Peel. The STEP unit is a specialized gang fighting unit created at Peel Regional Police in 2007 through a partnership with the Ministry of Community Safety and Corrections Services. Funding has been provided through the Ontario Government's Provincial Anti-Violence Intervention Strategy (PAVIS). In 2012, through investigation of 5,763 persons and 4,698 vehicles, the unit seized 54 firearms/weapons, and laid 351 Criminal Code charges and 358 Controlled Drugs and Substances Act charges.

Empowering Our Youth

Developing Strategies To Meet The Needs Of The Youth Population

Peel Regional Police has an excellent reputation for collaborating with organizations to make our community safer. Our working relationships with the local school boards, local crime prevention associations and the Region of Peel contribute on a daily basis toward helping youth succeed and keeping them safe. It is encouraging to see the number of youth charged declining.

Our successful programs include:

Neighbourhood Policing Units (NPU) – Divisional NPUs have been placed in every secondary school to conduct enforcement, while at the same time educating and providing positive role models.

Youth Education – Provided drug awareness through the Reduce Abuse in Drugs (RAID) program for 9,450 students, hosted 14,166 youths at the Peel Children's Safety Village, and 24,809 students participated in safety awareness activities.

Ensuring Safe & Secure Schools

School Police Emergency Action Response (SPEAR) – was developed by Peel Regional Police in 2004 and is a database designed to coordinate an effective response by Peel Regional Police officers to school incidents. As of 2012, the database maintains updated, detailed profiles of 414 schools in Peel, including floor and site plans, and area maps. In 2012, the Unit responded to 27 Lockdowns, Hold and Secure or Shelter in Place incidents, a 35% increase from 20 in 2011. One incident can cause multiple schools to be placed in a Hold and Secure, Lockdown or Shelter in Place. In 2012, 79 schools were placed in actual Lock-Downs/Hold and Secure, more than doubling the number of 35 in 2011. This increase shows that the school boards and police are becoming much more proactive in implementing the protective strategies to multiple area schools during single incidents.

Supporting Victims Of Domestic Violence



Public Awareness & Safety Issues

We are committed to combating domestic violence and enhancing support for victims. Reported domestic and family dispute incidents have increased in Peel over the years but decreased slightly for 2012. From 14,516 in 2011 to 14,116, a 2.8% decrease. It was consistent with 2010 data when 14,113 domestic family dispute incidents were recorded.

Our Family Violence Unit sets a high priority on providing public education, promoting awareness, and facilitating access to appropriate resources, both within the services and the community it serves. They continue to maintain long standing working relationships/partnerships with numerous community/social services, focused on the ongoing safety needs of victims of domestic violence with the Region of Peel.

Peel Regional Police has been partnering with a variety of community/social services focused on the needs of victims, including Victim Services of Peel (VSOP). Together we reach out to diverse communities, directly and through ethno-specific media, to create a better understanding of the police response to domestic violence, with an aim of breaking the cycle of violence.

We have continued to raise awareness and support of VSOP's programs through 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 Regional Police.

Did You Know?

Effective January 2013, Regional Traffic Services will be known as **ROAD SAFETY SERVICES**, increasing awareness and reflecting the primary objective of road safety.

Improving Road Safety More Effective Enforcement

With a population increase of 14,000 residents and an additional 10,018 vehicles registered within the Region of Peel, road safety initiatives remain an important focus to ensuring community safety. To improve road and pedestrian safety, our Road Safety Services Bureau utilizes advanced crime and statistical techniques to identify problematic areas and aggressively target them to make our roads safer. Peel Regional Police conducts an annual Festive RIDE program over the Christmas Season and a weekly Regional RIDE Program throughout the year; with enforcement areas rotating among our four Operational Divisions.

Targeted Road Safety Campaigns in 2012 included:

2012 Summer Commercial Vehicle Safety – conducted over 2 days and in collaboration with other police services, 160 commercial vehicles were inspected resulting in 78 charges being laid and 58 vehicles failing the inspection.

Campaign 911 – In May 2012, Peel Regional Police launched Campaign 911 to encourage and empower members of the community to report suspected impaired drivers on the roadways and impaired boat operators on the waterways to police, by calling 911.

Eradicate Racing Activity On Streets Everywhere (ERASE) – conducted throughout the year, this targeted and proactive street racing enforcement campaign included 21 officers participating in enforcement activities resulting in 96 vehicles being investigated with a total of 96 charges laid.

Festive RIDE – conducted over 38 days, resulted in 25,532 vehicles stopped, 287 people were charged with criminal offences, and there were 312 suspensions.

Operation Impact – conducted over 4 days, this national road safety campaign designed to increase public compliance with safe driving practices is a coordinated effort between police agencies across the country, working towards the goal of making Canada's roads the safest in the world. The campaign resulted in 39 impaired charges, 28 seatbelt tickets and 219 aggressive driving related tickets.

In addition to improving road safety through targeted enforcement, additional initiatives and educational resources are implemented, including:

RoadWatch Reporting – This community initiative is making it easier for the public to report dangerous and aggressive driving. The online reporting system received 2,764 reports from the public, a 17% increase from 2,363 in 2011.

Text & Talk – Distracted driving remains one of the leading causes of motor vehicle collisions in the province of Ontario. Texting and talking carry the highest degree of risk of all cell phone-related activities. In cooperation with local transit, police officers board buses to observe and identify motorists who text and talk to colleagues. Offenders are then pulled over by officers on patrol.

The Text & Talk program is effective in enforcing distracted driving laws and suppresses lawless behaviour on transit buses.

Problem Oriented Policing (POP) Projects

Through analysis of crime patterns and trends, and with community consultation, the Street Crime/Gang Unit and Divisional Neighbourhood Policing Units (NPU) initiate POPs. These projects target incidents and behaviours that negatively impact the quality of life in the community. In 2012, 247 projects were initiated with 1,363 school presentations completed. This has increased from the 217 projects and 1,171 school presentations in 2011. Some notable projects include:

- An 8 week project over the summer involved executing 522 warrants and monitoring all high risk offenders on probation or bail conditions. The initiative resulted in 58 arrests, 21 breach charges and 38 warrants executed.
- A project targeting graffiti culprits (Taggers) resulted in 15 arrests, 48 charges, 240 acts of vandalism/graffiti, with damages totalling \$28,000.
- NPU officers from 11 Division performed weekly street sweeps of all problem areas in the neighbourhood to reduce the number of robberies; the number of punk robberies declined as a result of the initiative.

ALERT Program – The Alcohol & Licensed Establishment Response Team (ALERT) program is focused on monitoring licensed establishments and premises that are issued with Special Occasion Permits. Between May and September each year, officers conduct compliance checks and work with licensees / managers to educate and raise awareness about the regulations that govern the operation of their premises. ALERT officers also enforce offences contained within Ontario Regulations 719/90, 389/91 and the Liquor Licence Act.



INTERNATIONAL AIRPORT INVESTIGATORS' TRAINING SYMPOSIUM, SEPTEMBER, 2012

Strengthening Emergency Response Emergency Support Services

Peel Regional Police partners with the Region of Peel, cities of Brampton and Mississauga, and the Greater Toronto Airport Authority, in addition to Fire Services and Peel Region Paramedic Services, on the development and coordination of emergency plans and in the planning and delivery of training exercises. Notable programs include the 2012 Pearson Airport disaster exercise where all emergency service responders, Police, Fire and Ambulance tested their skills and procedures in the event of an aircraft crashing upon take-off, and the Peel Regional Police's annual Aircraft Assault Course whereby participants within the service and from neighbouring police services trained in numerous aspects of aircraft assault and tested through various scenarios.

We hosted the International Airport Investigators' Training Symposium in collaboration with the Joint Forces Operation (YYZ Intelligence Unit). 175 officers from 75 agencies across Canada, the US, Israel, Aruba and Colombia attended the event. Topics of discussion included Terrorism, Human Trafficking, Drug Importation, Traditional Organized Crime, Airport Security/Passenger Safety, and Cargo Thefts.

In 2012, Peel Regional Police's highly trained Tactical and Canine Units strengthened their emergency response in Peel in order to better address the needs of the front line and the community.

Canine (K-9) – The Unit began providing 24/7 coverage to the Region in March 2012. The dogs provide support for search and rescue operations, tracking wanted and missing persons, detecting narcotics, explosives, cadaver, firearms, ammunition, and physical evidence. The Unit responded to 2,706 calls leading to 319 arrests.

Tactical Unit – Unit members are on call twenty-four hours in order to provide immediate response to calls for service. They responded to 1,113 calls, leading to 249 arrests. The unit executed 95 High Risk Warrants, a 41% increase from 2011 and a 47% increase from 2010.

ISSUE: MEMBER FOCUSED WORKPLACE

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.



PERFORMANCE INDICATORS

RESULTS

Develop and promote health and wellness initiatives.



Added a Health Nurse position to take over duties of Infection Control and in addition provide medical first aid services to employees (36 exposure incidents and 188 medical interactions with employees were handled by the nurse). A manual for Infectious Disease has been created for all areas.

Provided service wide Influenza Immunization Clinics.

Provided 20 sessions on a wide range of issues including Career Development, OMERS, and Debt Management.

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



The JOHSC conducted 12 workplace inspections and implemented a number of initiatives including addressing mould issues in Lakeshore Community Station, implementing a training schedule for the N95 and C50 masks, resolving modifications to the x-ray machine at Davis Court, and providing safety boots for officers when on a construction site.

The JOHSC issued a number of corporate communications to raise employee awareness on issues such as the use of safety glasses and supervisor training on occupational health and safety issues.

Number of members enrolled in continuing education courses.



There were 402 uniform staff and 100 civilian staff enrolled in 881 and 290 continuing education courses respectively.

Number of training hours.



There were approximately 216,558 training hours.

Number of members who attended courses and conferences.



There were 148 staff who attended Region of Peel courses and 270 conferences attended.

Number of acting hours/professional development opportunities.



There were 1,054 staff involved in temporary acting opportunities, totaling approximately 283,301 hours.

There were 95 staff who completed an indefinite acting role and as of December 31, 2012, 35 staff who were on indefinite acting status.

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



Completed the following:

- Established a Facilities Management Operations Committee.
- Renovations at 12 and 22 Divisions and plans for 11 Division renovations.
- The Driver Training Track and a Canine Training Facility were completed and opened.

Develop an annual 10-year Capital Plan.



The 10-year Capital Plan totaling \$238,360,000 was developed and approved by the Peel Regional 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 automated Timekeeping System (e-time) with advanced technology to optimize efficiency and completed the Mobile Device Unit (MDU) refresh project to ensure all MDUs are updated with current technology.

Completed the implementation of a new, more functional Computer Aided Dispatch (iCAD) system and are currently replacing the core radio system and radios (anticipated for completion in 2014).

PROGRESS

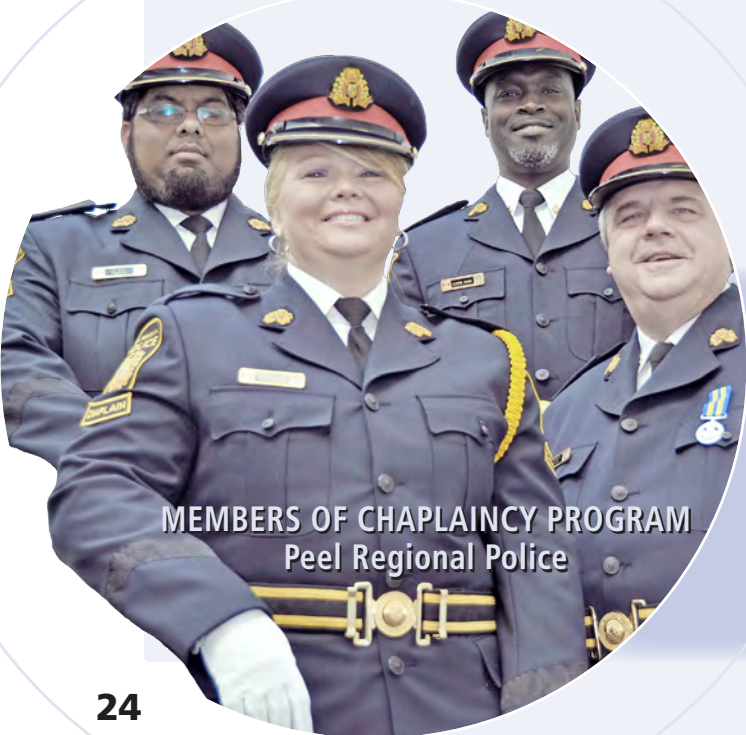
At Peel Regional Police, we owe it to our employees to continue to be an Employer of Choice. The level of commitment demonstrated and the motivation to be the very best to keep Peel Region safe, is truly outstanding. In 2012, we have continued to focus on our employees' personal and professional health and well-being, as well as their career development through a number of initiatives including:

Commitment To Our Employees

When addressing the audience at her swearing in, Chief Evans clarified her high level of expectations of herself and her employees:

The public's trust is earned everyday by remaining an organization committed to the highest level of integrity in everything that we do. As chief, my job is to inspire, motivate and encourage all employees, civilian and uniform, to dedicate themselves to an unwavering commitment to our community. We must take care to treat all members of the community with dignity and respect at all times. I will lead by example and hold accountable all who serve to the highest level of professionalism and integrity.

With the promotion of Chief Jennifer Evans and the retirement of Deputy Chief Paul Tetzlaff, the Board began the process of filling two Deputy Chief vacancies. In November, Superintendents Chris McCord and Frank Roselli were announced as the new Deputy Chiefs of Police. Both Deputies look forward to working with staff at Peel Regional Police, recognizing that working with staff members is important for providing "A Safer Community."



MEMBERS OF CHAPLAINCY PROGRAM
Peel Regional Police

"Being formally recognized as an Employer of Choice, two years in a row, is a testament to the strong belief that we need to take care of the people who take care of the community."

Chief Jennifer Evans



Greater Toronto's Top Employers

In November 2012, Peel Regional Police was selected again as one of Greater Toronto's Top Employers for 2013 by Media Corporation Canada. This annual reward 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 Peel Regional Police one of the top employers in the GTA, including:

- Allows employees to save for life after work through a generous defined benefit pension plan.
- Invests in ongoing employee development with subsidies for tuition and professional accreditation, formal mentoring, career planning services and in-house apprenticeship opportunities.
- Supports employees who are new mothers, fathers or adoptive parents with maternity and parental leave top-up payments, and provides coverage for fertility drugs.
- Manages an onsite summer and March break daycare facility available to all employees, in addition to a referral service for emergency childcare year round.
- Allows new mothers to extend their maternity leave into an unpaid leave of absence, if desired.
- Depending on the position, employees may also take advantage of a variety of alternative work arrangements including flexible hours, telecommuting, compressed work week option and a formal earned days-off program.



TOP EMPLOYER FOR YOUNG PEOPLE AWARD – 2012

- Peel Regional Police Cadet Program (ages 18-21).
- The Cadet Organized Police School (COPS) – for youths between the ages of 12-19.
- Co-op placements and summer student employment opportunities within the areas of Facilities Management, Fleet Services and Information Technology.
- University of Toronto Student Placement Program.
- Mentoring program, formal orientation program and leadership training.
- Career planning services.
- Health Benefits Plan.

Excellence Canada



Level 3, Silver Achievement

"This achievement speaks to the continuous improvement that has taken place throughout the organization over the last 4 years and allows us to move forward towards Level 4 Certification."

CHIEF JENNIFER EVANS

In their report, the judges highlighted several strengths of Peel Regional Police. Specifically noted were PRP's people engagement initiatives, including:

Leadership

- PRP demonstrates support for employees by providing various feedback mechanisms and acting on suggestions.
- PRP is seen as a role model for other law enforcement associations.
- PRP has created a culture of continuous improvement.

People Engagement

- PRP has 'member focus' and 'safety' as strategic priorities.
- Yearly employee satisfaction surveys are conducted.
- PRP promotes work-life balance as a priority.
- There are many employee recognition programs in place.

Canada's Top Employers For Young People



In September 2012, Peel Regional Police was named one of Canada's Top Employers for Young People 2012 by MediCorp Canada. This annual award recognizes organizations that lead the nation in attracting and retaining younger employees.

In their announcement, the judges highlighted several programs and services that make Peel Regional Police one of the top employers for young people, including:

- Youth in Policing Initiatives (YIPI) – summer employment program to assist high school students in developing employment skills, offered in partnership with Ministry of Children and Youth Services.

Wellness Initiatives

At Peel Regional Police, we care about our employees and are genuinely interested in their well-being and satisfaction. Since its inception, the Organizational Wellness Bureau has accomplished a great deal, and continues to provide and promote uniquely tailored employee programs and support. In 2012, Peel Regional Police continued to invest in employee well-being through the following initiatives:

Child & Elder Care Services – PRP has extended the one year pilot project that offers Child and Elder Care Services to all employees. Peel joined with Kids & Company and First Health Care to help employees balance work, personal and family needs.

Fitness Programs – Designed to motivate employees to a healthier lifestyle, fitness classes designed for all fitness levels are available and led by professionals 5 days a week.

Flu Clinic – Over 250 employees attended Influenza Clinics that were implemented based on feedback from staff. Providing members with the opportunity to have their flu shots at work during convenient times, helps staff stay well.

Front Line Officer Protection Items – C50 Respirators, N95 Masks and Spit Sock Hoods were implemented as part of an officer's personal protective equipment.

Lunch & Learn – There were 15 sessions held covering topics from Heart Health, Home Security, Managing Your Money and Eating Healthy to Prevent Diabetes.

Multi-Faith Chaplaincy Team – 4 Chaplains serve as a resource for spiritual support, emotional care and practical wisdom to both sworn and civilian members of our Service. In 2012, the Chaplaincy offered marriage and family seminars to all employees.

Wellness Checkpoint – Almost 400 employees have used the Health Risk Assessment to assist with planning and tracking progress toward a healthier lifestyle. This proactive strategy can reduce health risks and prevent disease by; identifying personal risks, helping set goals, and providing access to programs and information worldwide, resulting in a longer, happier, healthier life.

Enhancing Employee Recognition

We want to ensure our employees feel valued, appreciated and recognized for their hard work, dedication and accomplishments. The Employee Recognition Committee has been researching best practices to recommend enhancements to employee recognition initiatives.

In addition to our formal employee recognition rewards programs, employees accomplishments have been actively profiled in our internal newsletter, "This Week in Peel", on our internal TV system - "PRP TV", and externally through our media releases and "The Police Show". We continue to highlight and recognize our employees through the following:

Continuing Education Recognition Breakfast – In September, members who committed themselves to continuous learning and completed a certificate, diploma or degree program within the past year were recognized with a breakfast.

Employee Recognition – Peer-To-Peer – A website was created where PRP employees can positively and publicly recognize the work and actions of staff who are making positive contributions to their department or to the organization. One employee highlighted an officer in an Mental Health Act apprehension: *"The officer successfully resolved a potentially deadly situation through negotiations without the use of force. He is commended for his calm demeanour throughout a stressful situation."*

New Employee Awards – Were created recognizing employee behaviour that is aligned to and supports PRP's strategic direction and values. The Annual Officer of the Year and Civilian of the Year Award, will be presented to one uniform and one civilian member who consistently goes above and beyond the scope of their job to deliver exceptional service while demonstrating sound judgment, initiative, integrity, teamwork and leadership skills. The Supervisor C.A.R.E.S. Award is available to one supervisor/manager who demonstrates an ability to consistently motivate and support people through their management and leadership skills.



CONTINUING EDUCATION RECOGNITION

Infrastructure & Technology Advancements

Our employees have frequently demonstrated their willingness to put a great deal of effort into the success of Peel Regional Police. 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 in order to make our employees jobs more efficient and effective.

Projects completed in 2012 include:

Computer Aided Dispatch System Replaced – The implementation of the iCAD system is part of PRP's long term strategy to replace our core police technology platforms with solutions that will provide enhanced efficiencies and effectiveness and will serve our organization well into the future. The solution provided by our CAD vendor, Intergraph, has been proven effective by police agencies around the world.

Timekeeping System (eTime) – Developed in 2012, and implemented January 1st, 2013, this system has consolidated several timekeeping systems for full time, part time, balance information, vacation planning and court attendance into one system. eTime uses streamlined supporting processes in accordance to Collective Bargaining Agreements.

Interview Room Recording System – A pilot project was initiated at 11 and 22 Division to test and prepare for the new digital recording system. Once live, central storage of videos will allow officers to view their interviews and create DVD's at their convenience and to retrieve and burn interviews from any desktop. The printed customized DVD label will contain all required information.

Mobile Display Unit Replacement (MDU) – All radios in MDU equipped vehicles were re-programmed during the MDU replacement process in preparation for the Voice Radio System (VCOM) renewal and expansion. Windows 7 was installed as the new operating system giving our officers faster performance of Police Query Tool (PQT) and Maps.

PRP Facilities Parking – To enhance safety within the parking lots at 22 Division/Headquarters and 180 Derry Road facilities, the Building Standards Working Group have put forward recommendations for change, to benefit both visitors and PRP employees.

Bringing Out The Best In Our People

Civilian Policing Series – There were 11 sessions offered to enhance civilian members' awareness of the work being done in policing at PRP. Some sessions included: Polygraph, Canine/Tactical, Homicide, Forensic Identification and Use of Force.

Employee Support & Development Plan – Through our Employee Satisfaction Survey, issues were identified which eventually led to the development of our Employee Support & Development Plan. Revised as the 2011–2013 Employee Support & Development Plan, it sets out a series of action plans that supports our current Strategic Plan and serves to strengthen our commitment to nurturing the communication and collaboration essential to our success. Support and development services available in this document include: career guidance, employee assistance program, fitness and occupational health and safety.

PRP-CPKN E-learning Portal – This provides a dedicated Peel Police focused learning management system, allowing a variety of training programs to be delivered on-line.

Performance Management System (ePerformance) – Our new Competency Based Management framework will support and integrate all of our people management systems including: Performance Appraisals, Promotional Processes, Learning & Development, Recruitment, Career Development and Succession Planning. The Performance Appraisal and Development Plan (PADP) process is completely automated and available online to all employees.

Speaker Series – A variety of Speaker Series, designed for both sworn and civilian members, were held covering topics ranging from: Are You Ready for Traffic Court?, Knowing the Impaired Driver, Preparing for Promotional and Lateral Transfer Interviews and Alzheimer's and Project Lifesaver Peel.

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.



CONSTABLE TOM MCKAY & LILLIAN KWOK

PERFORMANCE INDICATORS

RESULTS

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



An Employee Satisfaction Survey was conducted in 2012. 1,619 employees provided feedback, a response rate of 56%. Overall, employee satisfaction was 77%, an increase of 3% from 2011.

Employee engagement increased from 60% in 2011 to 64% in 2012.

Implement and maintain employee input initiatives.



In addition to the 2012 Employee Satisfaction Survey, a number of surveys were undertaken to obtain employee input, including Business Analysis & Planning Satisfaction, and IT Service Desk Satisfaction.

As a result of staff input from a survey, Flu Clinics were implemented.

A follow-up survey related to the records management system was completed to measure the impact of changes that were implemented due to a 2010 survey.

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.



Twenty nine messages from the Chief and 199 messages from Corporate Communications.

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



The 2012 Employee Satisfaction Survey results revealed internal communication programs are helping to keep employees engaged. The rate was 59%, an increase of 3% from 2011.

Recent initiatives include, "From the Media Desk" with weekly stories about arrests and investigations, a year end summary in "This Week in Peel", continuation of "PRP TV" being available 24/7, encouraging members to follow PRP Media on Twitter, as well as an increase in corporate communications.

Employee intranet usage has risen from 2.8 million hits per year to over 4.6 million hits in 2012.

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



The surveys and workshops are scheduled to be completed in 2013.

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 PRP website doubled (from 742,414 visits in 2011 to 1,522,173 visits in 2012). Total number of unique visitors was 686,191 (up almost 49% from 459,513 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 March for a Million.

In partnership with the community, employees participated in a number of community events raising \$1.6 million for local charities and programs, bringing our total since 2006 to \$8.9 million.

PROGRESS

At Peel Regional Police, we are focused on increasing community and employee engagement. It is vital to our successful performance and building a strong safe community. In 2012, we continued to strengthen communication and collaboration through initiatives including:

Communication With The Community

Peel Regional Police Website Launched

This improved site launched in February is an innovative and user-friendly tool for members of the community to learn more about their police service. Some of the features include:

- Links to PRP social media tools like Facebook, Police TV and Twitter
- Multiple language translation of any page on the site
- Compliance with the Accessibility for Ontarians with Disabilities Act
- Printer-friendly pages

It was designed with input from employees and members of the public, and provides quick and easy links to the most commonly accessed information about PRP. Visitors can learn about our wide range of services, program

and crime prevention resources. In 2012, the number of visitors has almost doubled since 2011. There have been over 1.5 million visits to our external website.

Crime Mapping Application

To meet the growing interest of the public for crime data, PRP developed an external internet crime mapping application that provides residents of Peel with a graphic and interactive tool to provide a snap shot of crime in their neighbourhoods. Users of the application can interactively map incidents based on several crime types for the previous 30 days.



The Police Show Launched Web-Based Viewing

The Police Show continues to be a highly valuable source of information for the community with 39 episodes broadcasted in 2012. The show is half an hour, and has been airing weekly since 1994 on Rogers Television Cable 10. As a pilot project to increase distribution, the shows are now available online allowing viewers to access high quality video streaming at home, anywhere in the world, or on mobile computing devices.

The program continues to address law and safety issues, along with a behind the scenes look at how we are working to keep Peel "A Safer Community".

To meet the growing demand for crime data, Peel Regional Police has developed an external internet crime mapping application that will provide residents of Brampton and Mississauga with a graphic and interactive tool that provides a snap shot of crime in their neighbourhoods. The application was developed with input from various stakeholders including: Safe City Mississauga, Brampton Safe City, Neighbourhood Watch, and Peel Regional Police Crime Prevention Services, Corporate Communications, and the Information & Privacy Unit.

Media Release – New External Crime Mapping Application





CHINESE BUSINESS ASSOCIATION DINNER

Quick Response Codes (QR Codes)



Peel Regional Police is developing the use of QR Codes as well as creating a separate and parallel PRP internet website designed specifically for mobile smart phone devices. Adopting the use of QR Codes by PRP allows users to access information in the most direct way with very little effort and is a bold message that PRP is embracing new forms of cost effective technology to better communicate and be linked to the community we serve.

Engaging With The Community

Peel Regional Police supports the community it serves on many levels. Working together with the residents and businesses of Peel ensures the community we are concerned about their involvement and protecting them. It is part of our commitment to building strong, safe communities by collaborating and forging solid relationships with the community.

Community Crime Awareness Day

The Mississauga Chinese Business Association organized the 12th Annual Community Crime Awareness Day. Hundreds attended the free event designed to educate people about crime awareness and community safety. The event included cultural performances, demonstrations, displays presented by Peel Regional Police, Mississauga Fire Department, St. John Ambulance and several organizations. Such events are a great opportunity to show the public what they can do to contribute to community safety.

Police Day (May 12, 2012)

Our community outreach strategy includes the Annual Police Day. Over a thousand children and their families were in attendance, enjoying a day of fun, education and food. This community event provides opportunities for members of the community and officers from PRP to interact in an informal environment.

Communication Within Peel Regional Police Employee Satisfaction Survey

PRP has regularly solicited employee comments and input on a variety of important issues through the Employee Satisfaction Survey. We are committed to meeting future challenges with realistic and effective solutions that benefit staff and in turn, the entire organization. In 2012 there was an increase in the percentage of staff who said they were satisfied and enjoy their work.

"The communication between management and the employees continues to bridge the gap between management and front line staff."

2012 Employee Satisfaction Respondent

Increasing Opportunities For Employee Input

Our tradition of regularly surveying our employees 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. A number of internal surveys were conducted in 2012, including: Business Planning & Analysis, Customer Service Delivery Survey; IT Service Desk – Client Satisfaction Survey; Training Surveys (Use of Force & Driver Training); and, Flu Clinic – Needs Assessment.

As a result of these surveys, revisions to service delivery were made where appropriate.

Seeking Input & Working With The Community

In 2013, we will conduct a community survey of residents and businesses to obtain input on issues of community safety and security and to monitor changes in attitude. In addition to surveys, community input is welcomed through our website. It is an essential tool that allows us to communicate directly with the citizens we serve. The website provides important information about how our police service is working to keep homes, streets, and neighbourhoods in our region safe. The community has access to the Online Reporting Form as well as emails of each of the Divisional Commanding Officers.

Peel Regional Police is a service-oriented organization, engaging with over 200 stakeholder groups. A few of our Community Partners are: Brampton Safe City, Junior Diabetes Research Foundation (JDRF), Mississauga Chinese Business Association, Peel Crime Stoppers, Safe City Mississauga, The United Way, and Victim Services of Peel.

Between Friends – Grade 6 students and staff of a local school began a social justice project called CORE – Creating Opportunities to Restore Equality. The students collected and donated education materials. With assistance from PRP, the schools Youth Education officer and a First Nations member the books were delivered to students on a First Nations reserve.

Caring Community Award – Cst. Fiona Thivierge received the Caring Community Award from the Canadian Mental Health Association, Peel Branch. Many hours of her time was dedicated to building the Crisis Outreach and Support Team (COAST) Peel Team, developing and facilitating the police awareness training. PRP in partnership with Saint Elizabeth Health Centre is equipped to respond to calls for persons in mental health crisis.

Crime Prevention Through Environmental Design (CPTED) – A large project was undertaken by CPTED at a local shelter in Peel Region that has been the site of chronic complaints from neighbouring businesses. The review of the facility resulted in a major renovation including the removal of a large berm at the front of the premise that inhibited natural surveillance and the development of a visible parking lot, reducing the opportunity for crime to occur.

The Police Community Liaison Committee (PCLC) – This is a dedicated group of citizens who meet monthly and are committed to developing and promoting a positive partnership between residents, community stakeholders, and Peel Regional Police through pride, communication, prevention programs, public awareness and guidance.

Together to Fight Drinking & Driving – Drinking and driving continues to be a concern for the residents of Peel and a top priority for Peel Regional Police. Officers gained valuable insight after conducting tests on drivers arrested for drinking and driving related offences and wanted to share this with the community, through the Last Drink Program. This program shares information with licensed establishments about:

- Initiatives such as Reduce Impaired Driving Everywhere (RIDE) and Operation Lookout, established to target the drinking driver.
- Current drinking laws, myths, and misconceptions.
- Responsible alcohol service practices, including criminal and civil liabilities.

Charity Begins at Home

Throughout the past year, members of Peel Regional Police have participated in community events, raised funds and awareness for multiple charities in Brampton and Mississauga. Included in the list of accomplishments are:

Cops For Cancer – For the past 7 years, PRP has participated in a yearly head shave to raise money for the “Cops for Cancer” campaign. In 2012, “March for the Million” was launched, with the goal of \$1,000,000 being achieved by the end of the campaign.

Cops, Kids & Canadian Tire Fishing Day – The 10th Annual Cops, Kids and Canadian Tire Fishing Day took place with children from Big Brothers Big Sisters enjoying a day of sunshine and fishing with the volunteers from the PRP family.

Dreams Take Flight – Through the donations of Peel Regional Police employees, three children were able to go to Disney World with the charity Dreams Take Flight. This charity is a national non-profit organization dedicated to providing unforgettable memories to children who may be faced with life threatening illnesses, come from disadvantaged situations or are physically and mentally challenged.

JDRF – Over the past year, there have been numerous events for JDRF. Divisions and Bureaux have held hockey games, baseball games and BBQ’s. Members attended the annual Telus JDRF Walk and the JDRF Chief’s Dinner and a total of \$79,000 was donated in 2012.

Special Olympics – This year PRP hosted many events in support of the Special Olympics. Members took to waiting tables at Boston Pizza, running 10km in the Torch Run, working “Be a Fan Day” at local OHL hockey



CST. FIONA THIVIERGE AWARD – CARING COMMUNITY AWARD

games and wearing red laces in their work boots. Over \$30,000 was raised.

Take the Pink Hair Dare – 120 employees of PRP, both men and women, participated in the Take the Pink Hair Dare Challenge. The event was in support of people in our community with cancer with all proceeds going to Wellspring Chinguacousy.

The Inside Ride – PRP organized 31 teams across the organization to participate in The Inside Ride. This fundraiser was in support of the Coast to Coast Against Cancer Foundation. Members each took turns riding stationary bikes for ten heart-pounding minutes. PRP raised \$15,678.

Toys for Tots – The 2012 Toys for Tots Campaign wrapped up another successful year, surpassing last year’s total. There were 5,904 children in our Region who received a gift for Christmas and almost \$1.1 million was raised because of the generosity of the members of PRP and the community.

United Way – Peel Regional Police and the United Way of Peel bring together people who share the common goal of transforming Brampton and Mississauga into safer, healthier and stronger communities. The United Way funds 100 programs and services through 56 social agencies that assist 1 in 3 residents in Peel Region each year. In 2012, the United Way Peel Campaign raised \$140,842.56.

In addition to fundraising, our employees are actively serving our community in many other charitable organizations. Some of the charities include: Erinoak Kids Foundation, Movember, Peel Children’s Safety Village, Race Against Racism, Sick Kids Hospital, Tim Hortons Children’s Foundation, Ride For Dad, and Big Bike Ride For Heart & Stroke.

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.	✓	An external consultant has been contracted to complete the surveys in spring 2013. Highlights will be posted on our website. During the last survey process, it was revealed that 4 out of 5 (80%) residents and 9 out of 10 (90%) business owners are satisfied with the work of Peel Regional Police. Survey highlights are available at: http://www.peelpolice.ca/Corporate%20Planning/Survey%20Results.aspx
Number of public complaints and resolutions.	✓	The Public Complaints Bureau received 104 public complaints and concluded 68 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, 2012, there were 297 directives.
Continue a commitment to Excellence Canada certification in quality and healthy workplace in the public sector.	✓	Achieved Level 3 Silver Certification. Commenced work on Level 4 Certification which builds on the initiatives, processes, programs and outcomes from the previous three levels. Level 4 sustains positive improvement in all areas over a number of years, particularly in client/citizens and employee satisfaction, wellness, process management and financial performance.
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 11 compliance audits. Additionally, 2 comprehensive audits were completed. The status of all internal audits is reported to the Police Services Board.
Monitor average response times to Priority E and 1 calls on a monthly basis.	✓	Response times to calls for service were reviewed to ensure effective and efficient response. Implementation of the new CAD system (iCAD) took place late 2012. It should 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. Regional Council approved hiring 22 new officers for 2013, to address the growing population.
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 should not exceed 5,000 calls for service per year.
Complete an annual review of the Business Plan.	✓	Completed a review which identified \$667,885 in ongoing current budget funding savings for 2013 and a total of \$4.7 million in funding to be returned to reserves. 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 Regional Police's net cost per capita for police services is \$257.64.
Commitment to environmentally responsible management practices.	✓	The Materials Management Centre received the Leadership in Energy and Environmental Design (LEED) Silver Certification.* 45% of all housekeeping products used in the workplace are green certified. Twenty-one hybrid vehicles, 6 T3 electric motion vehicles and 47 bicycles are included in our fleet.

PROGRESS

At Peel Regional 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 2012, we continued to demonstrate this commitment through many initiatives including:

Funding Sources

Funding & Fiscal Responsibility

Peel Regional Police is committed to providing high quality services to the community and our employees, while achieving fiscal responsibility and accountability. Peel Regional Police is committed to a climate of continuous improvement and consistently looks for means of implementing cost saving initiatives; as well as identifying funding from government partnerships. To ensure we continue to deliver the best possible service to the community within allocated resources, our priorities included:

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 2012, \$4.7 million was saved or returned to reserves. Current budget savings totalling \$668,000 were identified primarily due to the following:

- Eliminating vehicle leases and replacing them with pre-owned vehicles.
- Auto parts savings due to reduction in rotors, brake pads and bulk purchase volume discounts.
- Photocopier savings due to renegotiated rental rates.

Grant Funding Partnerships – In 2012, we secured many partnerships to fund policing initiatives. Over \$11 million was received in 2012 through government partnerships, including \$3,718,248 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 2012 are on pages 12 and 13.

Quality Service Workplace Excellence & Accountability

We are committed and accountable to the residents of Peel Region to provide a police service that is efficient, effective and in compliance with professional standards. We are able to achieve this through the following:

Accessibility For Ontarians With Disabilities – The Accessibility for Ontarians with Disability Act (AODA) is a law that was passed to establish standards to improve

Reassigning officers and support staff to where the community needs them most is a priority for us. It also demonstrates our commitment to using our resources wisely and ensuring fiscal responsibility.

Chief H.M. (Mike) Metcalf (RET.)





GARRY MORDEN TRAINING CENTRE

accessibility for persons with disabilities in Ontario. Under the Customer Service Regulation of AODA, Peel Regional Police undertook the necessary preparations to establish, implement, maintain and document a multi-year accessibility plan, outlining strategies to prevent and remove barriers, as well as an annual status report on the progress and measures taken to date. The report ensures that we remain in compliance with the AODA and will provide us with opportunities to improve customer service to individuals with disabilities. The plan and report are made available on both the Peel Regional Police external website and in accessible formats upon request.

Achieving Organizational Excellence – In 2012, Peel Regional Police achieved Quality & Health Workplace – Level Three Certification (Silver Achievement) with Excellence Canada. The certification allows us to remain accountable and transparent to the community we serve, and ensure workplace efficiency.

Ensuring Accountability Through Performance Tracking – The Management Action Plan System (MAPS), recognized by Excellence Canada as a best practice, ensures the goals and actions in the Strategic Plan are met by maintaining, monitoring and reporting the performance of each plan. This progressive system of tracking organizational progress promotes opportunities for more collaborative initiatives to deliver better quality services.

Provincial On-Site Inspection – The Police Services Inspection Program, carried out by the Police Quality Assurance Unit (PQAU), Ministry of Community Safety and Correctional Services, is one of the mechanisms used by the Ministry to determine compliance with the requirements as set out in the PSA and its regulations. The inspection is performed once every 5 years. The final report highlighted the numerous best practices Peel Regional Police has implemented and referred to our Service as “a leader among police services”.

Routine Client Satisfaction Surveys – Surveys help Peel Regional Police proactively identify what we are doing right and what we can do to improve our services. The commitment to regularly surveying the membership and the community demonstrates our commitment to embed continuous improvement initiatives throughout the organization. Some of the surveys for 2012 included the Employee Satisfaction, Business Planning and Analysis and IT Service Desk.

Efficient & Effective Usage Of Resources

Deployment of Resources & Continuous Transparency

Each year, our organization undertakes an operational review to determine service and personnel efficiencies that will better meet community needs. A number of initiatives were continued or implemented to ensure efficient and effective service delivery, given community demands for policing services. These included:

Community Station Closures – Four community stations underutilized by the community closed in April 2012. Adopting a one community station per division model resulted in the deployment of more officers on the front-line, additional civilian staff re-assigned to maintain quality customer service, and improved operating hours (9:00 am – 7:00 pm) at the existing community stations. The closures resulted in annual savings of \$2.2 million.

Review of Call Volume – To manage service delivery in response to population growth, we review the volume of calls for service annually for each patrol zone to ensure the distribution of service calls is equitable. As the number of calls for service increase for the zones due to population growth, additional patrol areas will be added or re-aligned and staffed accordingly.

Internal Audits – The Audit Unit provides independent, objective assurance that resources, including personnel, equipment and public funds are utilized in the most efficient, effective and economical manner, and that programs, controls, and systems achieve their intended goals. In 2012, the Unit completed 11 compliance audits and 2 comprehensive audits. The statuses of all internal audits are reported to the Police Services Board.

Garry W. Morden Centre – Mississauga Fire and Emergency Services, Peel Regional Police and the Department of National Defence opened a state-of-the-art, joint-use facility. The 37 acre training facility has staff and equipment for fire and emergency response programs and police driving training programs.

Service Delivery Enhancements

Leveraging Technology to Improve Policing

Peel Regional Police continues to leverage technology to improve services, reduce costs and streamline processes. A continuous review of deployment of resources and business processes also provides an opportunity to identify cost savings. By utilizing our technology more effectively, we were able to improve our policing capabilities by redesigning several of our business processes. During 2012, a number of initiatives were identified including:

Intergraph Computer Aided Dispatch System (iCAD) – The new CAD system implemented in November 2012 improves the decision support system that enables communications center personnel to more appropriately deal with calls for service and response units. It should improve our ability to report service call response times.

New Digital Interview Room Recording System – In 2012, a centralized recording solution that would provide more reliable recording of suspect interviews was deployed in 5 interview rooms as a pilot across Divisions. The pilot was successful and there are plans to roll out the solution to all interview rooms for 2013.

Mobile Data Units (MDUs) – All MDUs were replaced and upgraded with Windows 7. They now have the capability, stable base platform and expandability to allow for future growth and development. In addition, crime alerts have been made available on the MDUs to better support the front line officers.

VCOM Renewal – The VCOM system is undergoing an equipment and infrastructure replacement process as the current system is coming to the end of its useful life. To maximize efficiencies and reduce costs, Peel Regional Police partnered with a number of agencies: Mississauga, Brampton and Caledon Fire and Emergency Services, Region of Peel Public Works, Hydro One Brampton, City of Mississauga and Mississauga Transit, and the Canada Border Services Agency to share in the infrastructure and maintenance costs. The VCOM initiative is the first of its kind involving multiple agencies working together for a more cost effective communication system.

Ensuring Our Services Meet Community Needs

Balancing Cost Effectiveness & The Needs Of The People

At Peel Regional 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. To maximize the services we deliver and ensure that the people come first, we implemented a number of service improvements. In 2012, a few examples included:

Canine (K9) Unit 24/7 Support – The K9 Unit made a schedule change to provide 24 hours 7 days a week canine coverage to better address the needs of the front line.

Electronic Fingerprinting – The installation of Real-Time Identification (RTID) expedited the Vulnerable Police Record Searches for members of the public and reduced the wait times in receiving the digital fingerprinting for record searches.

External Crime Mapping Application – The new crime mapping tool displays crime statistics on a map that is accessible via Peel Regional Police's internet website. This application improves transparency and provides a more efficient method for making information available to the public.

Implementing 9-1-1 Reduction Strategies – We encouraged businesses to change their phone system outline from "9 to any #" to reduce the number of unintentional 911 calls received to the Service. In addition, Peel Regional Police developed several industry leading 911 Public Service Announcements in a variety of languages that will be used in educating the public regarding the proper use of 911.

Project Lifesaver Website – Project Lifesaver Peel is a safety initiative and collaborative project between the Region of Peel, OPP Caledon Detachment and Peel Regional Police for people living with cognitive impairment and causes them to wander from their caregivers. Participants registered through the program have their information kept and updated through the website.



REDESIGN OF FRONT COUNTERS

Redesign Of Front Counters – Record Search Unit (RSU) front counters were completely renovated to better serve the needs of the community and to ergonomically meet the needs of Service members.

The Police Show – The Police Show along with highlights from past episodes and other Peel Regional Police videos intended for public viewing became available on the Internet. High quality video streaming became accessible at home, anywhere in the world, or on mobile computing devices.

Reducing Our Environmental Impact



Reduce • Reuse • Recycle • Remove

We continue to demonstrate leadership in responsible environmental management practices and energy use by promoting efficient use of materials and resources throughout our facilities, and striving to improve performance by reviewing the organization's environmental practices with current and future activities. Our policy includes a commitment to promote staff awareness, training and information on environmental issues and to reduce our carbon footprint when financially feasible. Some of these environmental practices included:

Efficiency In Fleet Management – We support environmental sustainability through our use of hybrid vehicles and the use of T3 electric motion vehicles within Pearson International Airport. As of 2012, our fleet of 745 vehicles includes 21 hybrid vehicles, 6 T3 electric motion vehicles, and 47 bicycles. Peel Regional Police will continue to purchase new or pre-owned environmentally friendly vehicles whenever practical as replacement for the less fuel-efficient models. We have reduced our fuel consumption by 4% from 3,342,070 litres in 2011 to 3,205,088 in 2012.

Lights Out For Earth Hour – Earth Hour is a world-wide “lights out” campaign led by World Wildlife Fund to demonstrate that individual action is important to making a difference. Peel Regional Police's Environmental Initiatives Committee (EIC) urged everyone – both on and off duty – to turn off any non-essential lighting or electrical equipment during Earth Hour on Saturday March 31, 2012. An employee survey conducted following Earth Hour indicated that 36% of respondents turned off their lights at work, and 77% participated at home.

Maintain a Green Procurement Strategy For Products & Services – All new PRP facilities and renovations include the most current energy efficient technology and system solutions. 45% of all housekeeping products used in the workplace are green certified. We have ensured that our current furniture manufacturer has a sustainable environmental policy and long range strategy.

Other additional key strategies included:

- Low energy lighting and ventilation.
- Providing drop off stations to recycle, used and unwanted batteries.
- Paper reduction initiatives – using photocopiers as printers, encouraging double sided printing, and increasing electronic distribution of communications and publications.

ISSUE: GROWTH & CHANGING DEMOGRAPHICS

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

Percentage of new hires from the identified groups designated in accordance with the Province's Equal Opportunity Guidelines.*



There were 158 new hires (62 uniform and 96 civilian) which included: 1.3% persons with disabilities. The percentage of racialized hires was 36.7% and female hires was 45.6%.

Representation of designated groups at all levels within the organization.



Designated groups were represented in the organization as follows: 1% aboriginal, 14.8% racialized persons, 1.2% persons with disabilities, and 33.7% females.

Police to population ratio.



Despite a 1% growth in population, Peel Regional Police has maintained 150 officers per 100,000 population.

Number of new employees hired.



There were 62 uniform (includes 11 Cadets) and 96 civilian new hires (includes temporary).

Attrition rates.



Attrition rates** for uniform staff were 2.2%, 1.9% for civilian staff and 3.2% for Cadets. During 2012, 43 uniform staff, 15 civilian staff and 1 Cadet left the service.***

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

Number of presentations provided in secondary schools by the Neighbourhood Policing Units (NPU).



NPU officers provided 1,363 presentations to students on topics such as, Personal Safety, Bullying, Cyber Bullying, Internet Safety, Crime Prevention, and Car Operation Safety.

Enhance programs and partnerships committed to youth.



Youth Education Officers reached almost 25,000 students through presentations on internet safety and cyber-bullying and 14,166 students attended Peel Safety Village.
 Hired 15 students reflective of the cultural diversity of the community, for the Youth in Policing Initiative which is a summer employment program funded by the Ontario Government.
 The Cadet Mentorship Program continues to enhance the Peel Regional Police Cadet Program.

Enhance partnerships with diverse community groups.



The Diversity Relations Unit participated in 68 events with diverse community groups (refer to page 43 for details), including delivering 58 Emergency Services Introduction for New Canadians (ESINC) presentations. As well, members of the unit are involved in approximately 50 different committees.
 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 62 media interviews to continue raising our profile through outreach with diverse community groups.
 Diversity Relations hosted the Race Against Racism and the Annual Diversity Cup Basketball Tournament.
 PRP was awarded the 2012 Gold Medal Award by the Human Rights and Race Relations Centre for its outstanding contribution in the area of race relations.

PROGRESS

At Peel Regional Police, we acknowledge that our community is one of the fastest growing regions in Canada, and also one of the most diverse culturally, ethnically, and linguistically. We are committed to addressing needs due to changes in growth and demographics to ensure we are supporting and meeting community needs through initiatives including:

Diversity In Recruiting Policing.

It's more than you think ...

Auxiliary Recruiting – Auxiliary members assist with important police functions such as canvassing for witnesses, assisting with the RIDE Program and many community events. There are 77 Auxiliary officers logging over 17,000 hours of volunteer time. *“The assistance they provide to officers and investigations is invaluable and truly appreciated by the men and women of Peel Regional Police.”* Mississauga News.

Outreach Recruiting Promotions – A new recruiting video was created and released focusing on policing duties. The presentation exhibits career opportunities offered by Peel Regional Police while detailing the high expectations the organization has of new recruits.

There were concentrated recruitment advertising campaigns targeting the Region's diverse communities and sponsorship in multicultural festivals such as Carassauga and Carabram.

Recruit outreach information sessions continued throughout the community, with well attended evening events being held quarterly at local high schools and police facilities. As well, the Outreach Unit attended over 80 career fairs, information sessions and recruitment presentations specifically directed at well-educated, diverse candidates in the Greater Toronto Area.

Pathways for Women in Policing – PRP partnered with Ontario Provincial Police, Halton Regional Police, Hamilton Police Service, Niagara Regional Police and the Royal Canadian Mounted Police, to host a Women's Symposium on Policing. Its purpose was to attract female applicants to policing. Volunteers from each police service interacted with the 114 women in attendance giving the participants a better understanding of a career in Policing.

As a follow up to this event, a women-only recruit testing session was held, providing a different opportunity for qualified female applicants to enter our process. This was a successful event with more planned for 2013.

Student Career Day – Working in collaboration with the school boards, a Student Career Day for 80 secondary students was held at the Emil V. Kolb Centre. This proactive approach is intended to promote policing and better develop our future applicants.

Students were exposed to the wide variety of policing responsibilities through participation in a full day of interactive workshops challenging them to learn investigative concepts, problem solve and build on interpersonal skills. Interactive workshops held by



“It is our hope that, by providing an opportunity for these students to see and do some of the things regularly experienced by Peel Regional Police, we will create a strong interest in a policing career.”

Inspector Manuel Rodrigues

Forensic Identification Services, Tactical/Explosives Disposal Units, and Major Collision were intended to stimulate interest in policing.

As part of this initiative, a three lesson policing component was added to the secondary school Careers Course mandated for grade ten students to complete. The objectives of this project included the introduction of police career opportunities, improved understanding of the role of the police, and the role citizens play in working with the police. Full deployment of this is anticipated in the 2013/2014 school year.

In addition to Student Career Day, On-Campus recruitment sessions were held at: Centennial College, Sheridan College, Humber College, Seneca College, Brock University, University of Guelph, University of Toronto, and York University.

Diversity & Inclusion

Our Diversity Relations Unit (DRU) plays a central role to strengthen relationships and partnerships within our diverse community. Included are a few examples of how PRP is making a difference in our community:

2012 Gold Medal Award by the Human Rights & Race Relations Centre – Criteria for this award, states it is: “for a police officer or police service for outstanding contribution in the area of race relations.” As a police service, Peel Regional Police was one of the first in the country to commit to better understanding the diverse communities we serve and to be culturally sensitive in working with communities to successfully interact with them.

The initiatives undertaken by PRP to improve race relations have been recognized by several community based agencies including:

- The Chinese Businessmen’s Association
- The National Indo-Canadian Association
- Peel Multicultural Council
- Carrassauga & Carabram Planning Committees
- Multicultural Inter-Agency Group of Peel

This strengthens our ability to provide responsive service to unique community needs and meet our strategic goal of managing service delivery to respond to growth and changing demographics.

Diversity Cup Basketball Tournament – The Diversity Relations Unit hosted the 6th Annual Diversity Cup Basketball Tournament, bringing diverse groups in the Region together in a positive environment, promoting physical health and the values of diversity and inclusion. In conjunction with this tournament, three scholarships were awarded to students who over came personal



PRP – RECRUIT CLASS 12-03

adversity and demonstrated solid improvement in their progress through secondary school.

Race Against Racism – This 5 km run/walk for everyone was followed by awards, free ethnic food and entertainment. The race was an exceptional success with over 550 runners, and 1,000 participants.

Training Seminars – Diversity Relations hosted over 50 seminars on emergency preparedness and services to new comers in the community. The unit also conducted seminars on Language Instruction to Newcomers, and presentations on Lesbian, Gay, Bisexual and Transsexual tolerance, and Hate Crime.

To increase their training in Diversity Relations, new recruits visited a local Buddhist temple and a Sikh Gurdwara.

Diversity Relations in collaboration with the Ontario Association of Chiefs of Police Diversity Committee (OACP) hosted the Hate Crime Training Symposium, with over 110 officers from across the province attending.

Leading Leaders World-Wide

Hong Kong Police Force – In the summer, Senior Inspectors of the Hong Kong Police Force spent a week with Peel Regional Police discovering how Peel addresses youth crime in the Region, touring areas such as Youth Education, Criminal Investigation Bureau, Fraud Bureau, Technical Crimes, Davis Court Major Drugs and Intelligence, as well as a ride along with a Duty Inspector.

The Department of China – The Chief’s Management Group hosted a delegation from the Hainan Provincial Public Security Department of China. PRP has the distinction of being one of only two North American law enforcement agencies visited. Peel was selected by the Chinese Embassy in recognition of our progressive approach to community policing. They received presentations on the Crime Prevention Cyber Academy, Crime Mapping software and the CopLogic (Citizen Online) reporting system. Feedback was positive and a continued partnership will allow implementation of similar programs in their communities.

Meeting The Needs Of Our Community

We acknowledge our key indicator of high community satisfaction with Peel Regional Police is our visibility in the community and ensuring that needs are identified and addressed. The following initiatives were included to better service the community:

Backpacks For Kids – PRP employees purchased over 300 new backpacks and filled them with school supplies to help children and youth in grades 1 to 7 when they return to school. Backpacks were delivered to The Salvation Army Community and Family Services who distributed the backpacks to the children most in need.

Helmets On Kids – Peel Regional Police officers taught over 1,800 grade 3 and 4 students in the Region about bike safety through the “Helmets on Kids” program. This program is aimed to prevent brain injuries through education.

Operation Freeze / Operation Heat – This program is sponsored by Peel Regional Police and Mac’s Convenience Stores to provide rewards to children for positive behaviour. Coupons are given to youth to receive a free Frosty Drink or a Hot Chocolate from Mac’s Stores. The

various good deeds could be: participating in community events, picking up trash, deterring crime, or observing street safety rules. This program assists the Divisional Neighbourhood Policing Unit officers with creating positive relationships with students across the Region.

The CopShop Community – Erin Mills Town Centre in collaboration with Peel Regional Police initiated the National Christmas Community for underprivileged children in Mississauga. CopShop allows children to shop for Christmas gifts for their family and friends with local police officers volunteering their time as their ‘personal shoppers’.

The Impact of Family Violence: A South Asian Perspective – Developed in 2012, this 2013 program is a collaboration with the Social Services Network (SSN). PRP has been invited to host the two day Spring Regional Conference, leading up to the National convention in 2015. These conferences are intended to promote dialogue, and share best practices and insight with other jurisdictions. Family Violence and Diversity Relations Unit will be involved to allow PRP’s expertise in both areas to underscore our commitment to protect human life, investigating incidents of domestic/family violence, and supporting its victims.

DID YOU KNOW?

- Peel has the 2nd highest population in Ontario and the youngest median age in the GTA.
- Over 45% of all households in Brampton & Mississauga speak a non-official language at home.

Source: Statistics Canada, 2011 Census

Committed To Our Youth

Peel Regional Police remains committed to keeping our youth safe by providing programs and services to assist them as they grow.

Peel Safety Village Has A New Classroom – In 2012, the Peel Children’s Safety Village Board of Directors recognized Chief Metcalf’s 40 years of service as a Police Officer and dedicated a classroom in his honour. Funds were used for expansion of the Safety Village. It will accommodate an additional 8,000 students to the existing 14,000 who pass through the Safety Village each year.

Reduce Abuse in Drugs (RAID) – Peel Regional Police in cooperation with the Peel District School Board and the Dufferin Peel Catholic District School Board, continues to provide RAID programming. The program focuses on educating grade 6 students on drug prevention and substance abuse. Group discussion and role playing are some of the techniques used to make it more fun and interactive.

Schools Against Fearful Environment (SAFE) – The efforts of SAFE have students, staff members and police actively participating together as one, in order to ensure a safe environment at school and in the community. SAFE helps identify both positive and negative issues that are causing students to feel uncomfortable in their school and community. It provides a practical, common sense and cost-effective way to cope with unwanted behaviour.

School Police Emergency Action Response (SPEAR) – This is a database designed to assist with crucial decision making during the early dispatch and response of a major incident to a school. SPEAR incidents include but are not limited to: armed suspects, bomb threats, chemical spills, biochemical incidents, or any event that requires extraordinary deployment.



NEW SAFETY VILLAGE CLASSROOM RECOGNIZES CHIEF MIKE METCALF (RET.)



Excellence Canada

Part of our Level 3, Silver Achievement Award recognized PRP’s initiatives that focus on how we manage growth and serve our diverse population. In Excellence Canada’s report, awarding LEVEL 3 Silver, they highlighted the following strengths of Peel Regional Police:

Citizen / Client Focus

- PRP is service-oriented through engagement of over 200 stakeholder groups.
- PRP has a broad understanding of community needs and changing demographics.
- PRP is visible in the community and places significant focus on youth and at-risk children in the community.

Supplier / Partner Focus

- PRP has excellent focus on partners in the community and is active on various boards.
- PRP uses input from partners and suppliers to improve processes and create change.

STATISTICAL HIGHLIGHTS

STATISTICAL HIGHLIGHTS

- In 2012, we received over **380,000 9-1-1 calls**, and recorded almost **230,000 calls for service**. Of those, approximately 49,000 (**21%**) **were related to criminal matters**.
- The **policing population increased** 1.1% (+14,000) from 1,250,000 in 2011 to 1,264,000 in 2012.
- Total **crimes against person** occurrences **continued to decrease**, showing a -1.5% decrease from 624.7 per 100,000 in 2011 to 615.1 per 100,000 in 2012.
- The **rate of assaults increased** slightly (+1.2%) from 342.1 per 100,000 in 2011 to 346.2 per 100,000 in 2012. The increases were noted in assault level 1 and assault level 2 (with a weapon or causing bodily harm) occurrences.
- **Robbery** occurrences **decreased** to their lowest level since 2009, with a -12.5% decrease from 86.9 per 100,000 in 2011 to 76.0 per 100,000 in 2012.
- The number of **elder abuse** occurrences **increased** from 53 in 2011 to 74 in 2012.
- **Crimes against property** occurrences **continued to decrease**, following a trend that began in 2008. The -7.6% decrease (from 2,068.5 per 100,000 in 2011 to 1,912.3 per 100,000 in 2012) was a result of decreases in almost all offence categories.
- While **drug** occurrences **decreased** -2.3% (from 339.5 per 100,000 in 2011 to 331.6 per 100,000 in 2012), the number of heroin and cocaine related drug occurrences **increased**.
- The -2.6% (-735) **decrease** in **motor vehicle collisions** is a result of a decrease in property damage reportable occurrences (from 16,279 to 14,844). The number of **personal injury accidents increased** 8.4% (234) from 2,797 to 3,031. The number of **fatal collisions remained consistent** at 26.
- The **decrease** in **Highway Traffic Act (HTA)** charges is reflective of more directed enforcement.
- The total number of **calls for service decreased** slightly (-0.7%/-1,674) from 231,147 in 2011 to 229,473 in 2012.
- Use of **online reporting** for minor occurrences **increased** +50.5%/708, from 1,402 in 2011 to 2,110 in 2012.
- While the number of **emergency calls to 9-1-1 decreased** -5.9%/-23,906 from 405,576 in 2011 to 381,670 in 2012, it remained well above the 2010 level of 353,749 calls.
- The **clearance rate** was at its **highest level since 2008** (79% for crimes against person and 38% for crimes against property).

STATISTICAL INFORMATION

Crime-related data reflects actual crimes reported to Peel Regional Police. 2012 data is based on a download of data from the Records Management System on Jan 22, 2013. 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	2011			2012			Variance 2011 – 2012		
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	In Actuals (#)	In Actuals (%)	In Rates (%)
Crimes Against Persons - TOTAL	7,809	77.4	624.7	7,775	79.2	615.1	-34	-0.4	-1.5
Homicide	16	81.3	1.3	14	85.7	1.1	-2	-12.5	-15.4
Attempt murder	14	92.9	1.1	8	87.5	0.6	-6	-42.9	-45.5
Total assaults (non-sexual)	4,276	87.8	342.1	4,376	88.5	346.2	100	2.3	1.2
Assault level 1	2,909	86.6	232.7	2,959	87.2	234.1	50	1.7	0.6
Assault level 2	961	87.5	76.9	1,005	87.7	79.5	44	4.6	3.4
Assault level 3	56	82.1	4.5	63	85.7	5.0	7	12.5	11.1
Assault Police Officer	141	100.7	11.3	119	100.8	9.4	-22	-15.6	-16.8
Other non-sexual assaults	209	99.0	16.7	230	103.9	18.2	21	10.0	9.0
Total sexual violations	590	67.3	47.2	643	69.1	50.9	53	9.0	7.8
Sexual assaults (level 1,2,3)	449	58.8	35.9	473	69.1	37.4	24	5.3	4.2
Other sex offences	141	94.3	11.3	170	94.3	13.4	29	20.6	18.6
Total robberies	1,086	34.1	86.9	961	38.7	76.0	-125	-11.5	-12.5
Robberies with weapons	481	32.6	38.5	413	34.1	32.7	-68	-14.1	-15.1
Robberies without weapons	605	35.2	48.4	547	42.0	43.3	-58	-9.6	-10.5
Total other crimes against persons	1,756	81.8	140.5	1,713	81.9	135.5	-43	-2.4	-3.6
Deprivation of freedom violations	99	92.9	7.9	100	104.0	7.9	1	1.0	0.0
Threatening or harassing phone calls	83	39.8	6.6	68	26.5	5.4	-15	-18.1	-18.2
Criminal harassment	211	91.9	16.9	264	84.5	20.9	53	25.1	23.7
Uttering threats	1,363	82.0	109.0	1,281	82.6	101.3	-82	-6.0	-7.1
Other violent violations	69	84.1	5.5	58	79.3	4.6	-11	-15.9	-16.4
Disputes / Disturbances									
Domestic/family disputes/disturbances	14,516	22.2	1,161.3	14,116	22.0	1,116.8	-400	-2.8	-3.8
Elder Abuse									
Elder abuse occurrences	53	18.9	4.2	74	28.4	5.9	21	39.6	40.5

Crimes Against Property	2011			2012			Variance 2011 – 2012		
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	In Actuals (#)	In Actuals (%)	In Rates (%)
Crimes Against Property - TOTAL	25,856	34.7	2,068.5	24,171	37.7	1,912.3	-1,685	-6.5	-7.6
Break and enter - total	4,128	26.8	330.2	3,827	26.1	302.8	-301	-7.3	-8.3
residence	2,888	26.7	231.0	2,751	24.6	217.6	-137	-4.7	-5.8
business	1,067	28.4	85.4	958	30.7	75.8	-109	-10.2	-11.2
other	173	19.7	13.8	118	23.7	9.3	-55	-31.8	-32.6
Theft motor vehicle	2,268	8.9	181.4	2,213	9.9	175.1	-55	-2.4	-3.5
Theft over & under \$5,000	13,546	38.5	1,083.7	12,188	42.3	964.2	-1,358	-10.0	-11.0
bicycles	350	8.6	28.0	313	7.0	24.8	-37	-10.6	-11.4
from motor vehicle	4,009	7.2	320.7	3,537	13.7	279.8	-472	-11.8	-12.8
shoplifting	4,923	84.3	393.8	4,349	90.3	344.1	-574	-11.7	-12.6
other	4,264	17.6	341.1	3,989	18.1	315.6	-275	-6.4	-7.5
Possession of property obtained by crime	467	98.1	37.4	608	102.6	48.1	141	30.2	28.6
Frauds	1,518	53.8	121.4	1,678	55.5	132.8	160	10.5	9.4
Mischief	3,837	30.6	307.0	3,572	32.7	282.6	-265	-6.9	-7.9
Arson	92	7.6	7.4	85	17.6	6.7	-7	-7.6	-9.5

STATISTICAL DATA

Crime Prevention	2011	2012	Variance 2011 – 2012	
	Number	Number	In Actuals (#)	In Actuals (%)
Crime Stoppers				
Calls received	2,395	2,564	169	7.1
Arrests made	132	141	9	6.8
Cases cleared	112	129	17	15.2
Charges laid	182	393	211	115.9
Property recovered	\$654,238	\$558,976	-\$95,262	-14.6
Drugs seized	\$16,733,430	\$11,291,803	-\$5,441,627	-32.5
Re-enactments	39	27	-12	-30.8
Presentations	126	106	-20	-15.9
YouTube Uploads	10	8	-2	-20.0
Youth Education				
Students attending Safety Village	14,114	14,166	52	0.4
R.A.I.D. (Reduce Abuse in Drugs) program				
Students	6,307	9,450	3,143	49.8
Classes	1,305	1,040	-265	-20.3
Students participating in internet safety awareness activities	34,470	24,809	-9,661	-28.0
Crime Prevention Unit				
CPTED/security audits	44	45	1	2.3
Site plan reviews	116	121	5	4.3
Lectures/presentations	250	220	-30	-12.0
Crime Prevention Academy	207	54	-153	-73.9
Parents Crime Prevention Academy	74	42	-32	-43.2
Cyber Academy	35	74	39	111.4

School Occurrences	2011	2012	Variance 2011 – 2012	
	Number	Number	In Actuals (#)	In Actuals (%)
School Occurrences * - TOTAL	2,982	2,433	-549	-18.4
Crimes against persons	544	341	-203	-37.3
Crimes against property	441	366	-75	-17.0
Other criminal code occurrences	180	164	-16	-8.9
Drugs	209	151	-58	-27.8
Other federal / provincial statutes	75	48	-27	-36.0
Non criminal code occurrences	1,533	1,363	-170	-11.1

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

STATISTICAL DATA

Drug Control	2011			2012			Variance 2011 – 2012		
	Number	Percent Solved	Rate Per 100,000	Number	Percent Solved	Rate Per 100,000	In Actuals (#)	In Actuals (%)	In Rates (%)
Drugs	4,244	99.3	339.5	4,191	99.1	331.6	-53	-1.2	-2.3
Trafficking/Production/Distribution - TOTAL	654	97.9	52.3	644	95.8	50.9	-10	-1.5	-2.7
heroin	23	100.0	1.8	47	97.9	3.7	24	104.3	105.6
cocaine	151	99.3	12.1	191	97.4	15.1	40	26.5	24.8
cannabis	350	97.1	28.0	318	94.3	25.2	-32	-9.1	-10.0
crystal meth	17	100.0	1.4	20	100.0	1.6	3	17.6	14.3
ecstasy	28	100.0	2.2	16	100.0	1.3	-12	-42.9	-40.9
other	85	96.5	6.8	52	94.2	4.1	-33	-38.8	-39.7
Possession - TOTAL	3,590	99.5	287.2	3,547	99.7	280.6	-43	-1.2	-2.3
heroin	46	97.8	3.7	100	100.0	7.9	54	117.4	113.5
cocaine	320	99.1	25.6	373	98.1	29.5	53	16.6	15.2
cannabis	2,997	99.7	239.8	2,826	100.0	223.6	-171	-5.7	-6.8
crystal meth	39	100.0	3.1	57	101.8	4.5	18	46.2	45.2
ecstasy	31	100.0	2.5	30	100.0	2.4	-1	-3.2	-4.0
other	157	96.8	12.6	161	97.5	12.7	4	2.5	0.8
	Number			Number			In Actuals (#)	In Actuals (%)	
Drug Education									
Adults									
Persons	10,955			9,852			-1,103	-10.1	
Lectures	235			236			1	0.4	
Morality Activity									
Marijuana grow labs / clandestine labs / methamphetamine labs									
Operations dismantled	62			45			-17	-27.4	

Persons Charged *	2011				2012				Crime Prone Age Cohort (15-19)	%
	Adults	Youth (12-17) Persons	Total Charged	% Youth (12-17) Persons	Adults	Youth (12-17) Persons	Total Charged	% Youth (12-17) Persons		
Crimes against persons	3,545	974	4,519	21.6	3,906	855	4,761	18.0	2,478	52.0
Crimes against property	4,411	968	5,379	18.0	4,785	801	5,586	14.3	3,000	53.7
Criminal driving offences	1,674	18	1,692	1.1	1,720	18	1,738	1.0	680	39.1
Total drugs	2,015	241	2,256	10.7	2,180	292	2,472	11.8	1,802	72.9
Total persons charged	14,590	2,695	17,285	15.6	15,235	2,451	17,686	13.9	9,830	55.6

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

STATISTICAL DATA

Traffic Management	2011		2012		Variance 2011 – 2012		
	Number	Rate Per 100,000 Population	Number	Rate Per 100,000 Population	In Actuals (#)	In Actuals (%)	In Rates (%)
Motor Vehicle Collisions	28,523	2,281.8	27,788	2,198.4	-735	-2.6	-3.7
Reportable collisions-total	19,102	1,528.2	17,901	1,416.2	-1,201	-6.3	-7.3
Fatal collisions	26	2.1	26	2.1	0	0.0	0.0
Personal injury	2,797	223.8	3,031	239.8	234	8.4	7.1
Property damage	16,279	1,302.3	14,844	1,174.4	-1,435	-8.8	-9.8
Non-reportable collisions	9,421	753.7	9,887	782.2	466	4.9	3.8
Traffic Enforcement (Highway Traffic Act)							
Total HTA charges	97,309	7,784.7	76,467	6,049.6	-20,842	-21.4	-22.3
Seat belt charges	2,963	237.0	1,747	138.2	-1,216	-41.0	-41.7
Careless driving	4,581	366.5	4,455	352.5	-126	-2.8	-3.8
Speeding	33,946	2,715.7	24,071	1,904.4	-9,875	-29.1	-29.9
Electronic Devices	6,566	525.3	4,616	365.2	-1,950	-29.7	-30.5
Total HTA cautions	12,206	976.5	10,857	858.9	-1,349	-11.1	-12.0
R.I.D.E. Program							
Vehicles checked	35,552	2,844.2	32,608	2,579.7	-2,944	-8.3	-9.3
WARN range suspensions	414	33.1	425	33.6	11	2.7	1.5
Impaired driving	100	8.0	91	7.2	-9	-9.0	-10.0
Excess blood alcohol	324	25.9	328	25.9	4	1.2	0.0
Criminal Driving Offences							
Impaired driving	1,535	122.8	1,608	127.2	73	4.8	3.6
Fail/refuse breath/blood sample	164	13.1	159	12.6	-5	-3.0	-3.8

STATISTICAL DATA

Additional Organizational Statistics	2011	2012	Variance 2011 – 2012	
	Number	Number	In Actuals (#)	In Actuals (%)
Emergency calls to 911	405,576	381,670	-23,906	-5.9
Calls for Service				
Total incidents	231,147	229,473	-1,674	-0.7
Priority E incidents	55,320	53,584	-1,736	-3.1
Priority 1 incidents	18,025	20,803	2,778	15.4
Priority 2 incidents	60,114	58,693	-1,421	-2.4
Priority 3 incidents	54,682	53,088	-1,594	-2.9
Priority 4 incidents	41,604	41,195	-409	-1.0
Online Reporting	1,402	2,110	708	50.5
Community station incidents	24,258	17,791	-6,467	-26.7
Request For Assistance	10,025	11,099	1,074	10.7
Lawless Public Behaviour Incidents	21,482	21,401	-81	-0.4
Liquor License Act Charges	4,462	4,096	-366	-8.2
Bicycle Patrol				
Incidents	1,373	1,184	-189	-13.8
Auxiliary Officers				
Number of officers	81	77	-4	-4.9
Hours of volunteer time	20,381	17,707	-2,674	-13.1
Public Complaints				
Public complaints	115	104	-11	-9.6
Complaint resolution	118	68	-50	-42.4
Firearms Seized	495	729	234	47.3

5 YEAR SUMMARY

	2008	2009	2010	2011	2012
Demographics					
Policing population	1,202,000	1,222,000	1,235,000	1,250,000	1,264,000
Density per square kilometre	2,146.4	2,182.1	2,205.4	2,232.1	2,257.1
Crime prone age cohort (15-29 yrs)	260,296	265,064	269,832	274,600	275,284
Young persons (12-17 yrs)	103,486	104,084	104,682	105,280	104,634
Number of households	356,000	362,000	367,000	373,000	378,000
Number of registered vehicles	936,596	941,571	955,569	959,478	969,496
Complement: Authorized					
Police (includes cadets as of 2006)	1,844	1,899	1,925	1,952	1,967
Civilians	739	759	777	798	810
Total	2,583	2,658	2,702	2,750	2,777
Calls					
To 9-1-1	296,153	311,909	353,749	405,576	381,670
To Communications	596,907	610,578	647,847	689,824	652,944
Incidents	249,871	238,476	230,858	231,147	229,473
Incidents per 100,000 population	20,787.9	19,515.2	18,693.0	18,491.8	18,154.5
Priority E Incidents	52,953	49,467	51,849	55,320	53,584
Occurrences	108,502	104,613	105,382	103,932	101,775
Fleet					
Police fleet (vehicles, bicycles, trailers)	660	690	693	719	745
Kilometres travelled	16,124,177	16,839,810	17,657,395	17,696,297	17,215,873
Budget					
Net budget	\$255,616,351	\$275,348,090	\$290,405,110	\$312,641,000	\$325,653,680
Total Canadian Criminal Code Offences					
Offences	43,760	42,117	40,651	39,410	37,660
Rate per 100,000 population	3,640.6	3,446.6	3,291.6	3,152.8	2,979.4
Percent (%) solved	50.0	52.2	53.5	52.4	55.3
Crimes Against Person Occurrences					
Total	8,324	7,797	7,868	7,809	7,775
Rate per 100,000 population	692.5	638.1	637.1	624.7	615.1
Percent (%) solved	76.6	77.2	77.1	77.4	79.2
Crimes Against Property Occurrences					
Total	29,454	28,458	26,820	25,856	24,171
Rate per 100,000 population	2,450.4	2,328.8	2,171.7	2,068.5	1,912.3
Percent (%) solved	33.1	36.0	36.9	34.7	37.7
Drug Occurrences					
Total	3,375	3,965	4,147	4,244	4,191
Rate per 100,000 population	280.8	324.5	335.8	339.5	331.6
Percent (%) solved	99.0	99.3	99.6	99.3	99.1

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
	* Temporarily CLOSED	
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

Police personnel are also assigned to the A. Grenville & William Davis Courthouse in Brampton, and at Provincial Court Facilities in both Brampton & Mississauga

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

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POLICING – It's More Than You Think



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[**www.peelpolice.ca**](http://www.peelpolice.ca)