



# Peterborough Police Service

## 2020 Annual Divisional Report

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

## Contents

Operations Division .....	4
Criminal Statistics .....	7
Non-Offence Statistics .....	9
Area One (Downtown).....	11
Area Two (North End) .....	13
Area Three (West End) .....	16
Area Four (South/East) .....	18
Area Five (Lakefield).....	20
Area Six (Cavan-Monaghan) .....	21
Traffic Unit .....	22
Canine Unit .....	23
Emergency Response Team (ERT).....	24
Auxiliary Unit .....	27
Community Services .....	28
Community Development and Engagement Coordinator.....	31
Media Relations & Communications Coordinator (MRCC) .....	37
Training Unit.....	38
Mobile Crisis Intervention Team .....	40
Chaplain .....	41
Investigative Services Division.....	42
2020 Year End Statistics .....	44
Asset Forfeiture Unit.....	45
Crime Analysis.....	46
Crime Stoppers.....	47
Electronic Crime Unit .....	50
Fingerprint and Photograph Destruction.....	51
Forensic Identification Services.....	52
Forensic Video Analysis .....	54
Intelligence, Crime Analysis, Asset Forfeiture and Drug Units (ICAD).....	56
Major Crime Unit.....	58
Street Crime Unit and High Risk Unit.....	63
Victim Services Unit.....	66

Support Services .....	68
Records Management Unit .....	73
Professional Standards Unit.....	82
Court Services.....	88
Evidence Unit.....	93
Human Resources .....	95
9-1-1/Communications .....	98
Finance.....	100

## Operations Division

The year 2020 proved to be a challenging year, mainly due to the global pandemic. I offer the following breakdown and summary of the Operations Division for the year.

The Operations Division consists of the uniform Community Patrol Unit, the Traffic Unit, the Canine Unit, the Emergency Response Team (ERT), Crisis Negotiation, the Auxiliary Unit, the Community Services Unit, the Training Unit, the Alternative Response Unit (ARU) and Chaplain Services.

Thanks to the many dedicated sworn officers, civilians and auxiliary members within the Division who worked cooperatively to meet divisional goals and objectives. The Operations' divisional objectives continued to focus on team policing, traffic safety, and building relationships with our community's youth.

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

Team 1	Sergeant John Townsend
Team 2	Sergeant Mark Elliott
Team 3	Sergeant Jeff Chartier
Team 4	Sergeant Nancy Loucks
Team 5	Sergeant Sean Quinlan/Staff Sergeant Dan MacLean
Team 6	Sergeant Jo-Anne Elliott
Traffic Unit	Sergeant Ryan Wilson
Emergency Response Team	Sergeant Trevor Hickey/Sergeant Laine Schubert
Canine	Sergeant Ted Branch
Community Services/Training	Sergeant Ted Branch
Auxiliary Policing	Sergeant John Townsend/Auxiliary Staff Sergeant Andrew Burdett/Auxiliary Staff Sergeant Steve McLean

Calls for service have increased over 2019 calls received. 2020's calls totaled 35,935, up 11.8% from 2019's total of 32,128, which was 2.8% higher than 2018 with 31,246.

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

The Traffic Unit contributed significantly to the Service in 2020 by providing enforcement and education initiatives. It should be noted that during the year, the Traffic Unit was required to supplement other staffing shortfalls such as court security, crime scene security and escorts. The section on the Traffic Unit accounts for the Unit's 2020 campaign and results.

The Canine Unit (K9 Unit) consists of two partnerships, Constable Cowie and Canine Isaac and Constable Adey and Canine Chase. These partners are deployed in support of patrol and emergency service units in Peterborough, Lakefield, and Cavan-Monaghan. As well, they assist Cobourg Police Service and Kawartha Lakes Police Service when required. They have been proven an invaluable resource and have had exceptional results in 2020. They return to Niagara Regional Police Service (NRPS) at regular intervals for ongoing training.

The Emergency Response Team responded to various high-risk situations and assisted officers with searches and training. Aside from resolving high risk occurrences, ERT also assists with everyday calls for service such as backing up canine for tracking of persons, serious mental health calls, alarm calls and calls involving potentially armed persons. The Team is involved in regular training initiatives to enhance and maintain their abilities and physical fitness.

The Service has 6 trained crisis negotiators and 52 members who are trained in crisis intervention. Incident commanders, of which there are 5, and the negotiators continually train to maintain proficiencies with their skills and abilities.

The Community Services Unit is comprised of 4 uniform officers and 1 civilian member. Officers are assigned as liaisons at the area high schools and elementary schools in Peterborough, Lakefield, and Cavan-Monaghan. 2020 proved to be challenging with schools being suspended for COVID-19.

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

The Training Unit provides ongoing training requirements in order to grow and meet stringent legislative requirements, with limited training time. The Unit consists of 1 Sergeant and 15 part-time trainers who assist as a secondary duty to their primary assignments. The goal is to ensure police members have the necessary training to perform their duties safely and effectively. There is a continued focus on implementing a dynamic and effective on-line learning program for staff. All decisions related to training are made with the intent of meeting or exceeding the required standards as set through the Police Services Act, Adequacy and Effectiveness Regulation and Ministry of Community Safety and Correctional Services (MCSCS) standards and guidelines. Our commitment to provide quality and cost-efficient training is evidenced by our continued investment in online e-learning as a vital training method. In 2020, members of the Service received a total of 11,860 hours in-house, and 3,890 hours off-site for a combined total of **15,750** hours. Training hours are down 1.7% compared to 2018's total of 16,018 hours. There were some cancellations of training due to COVID-19 restrictions.

The Peterborough Police Service is very proud of the Auxiliary Unit as they volunteer thousands of hours to our community year after year. In 2020 the Auxiliary Unit consisted of 31 members: 2 Auxiliary Staff Sergeants, 3 Auxiliary Sergeants and 26 Auxiliary Constables. This group of dedicated members volunteered **1,881** hours throughout 2020, which is far fewer than normal due to COVID-19.

As we look forward into 2021, succession planning, training and technology continue to be our top challenges. We will continue to provide our frontline officers with the necessary equipment and training to be prepared for life's worst moments and at the same time remain financially responsible to ever challenging budget limitations. Public and officer safety is of the utmost importance to all of us at the Peterborough Police Service and we continue to do our best to strike the proper balance to meet legislated requirements.

I would like to take this opportunity to thank the men and women of our Service, civilian and sworn, for their competence, confidence and compassion while serving the communities of Peterborough, Lakefield and Cavan Monaghan. Quite simply it is through their hard work and dedication that the Peterborough Police Service continues "to be the best Police Service, providing the highest standard of professionalism in partnership with our community."

A handwritten signature in black ink, appearing to read "J. Lyons Insp.", written in a cursive style.

---

John Lyons  
Inspector

## Criminal Statistics

Description	Actual Offences Monthly					Actual Offences Year To Date					% Cleared Monthly			Percent Cleared Year To Date		
	SEP 2020	OCT 2020	NOV 2020	DEC 2020	%+/-	2017	2018	2019	2020	%+/-	OCT 2020	NOV 2020	DEC 2020	2018	2019	2020
TOTAL FRAUDS	49	56	75	55	<b>-26.7</b>	293	456	413	542	<b>31.2</b>	8.9	24.0	34.5	35.7	31.0	27.3
Credit Cards	13	16	25	16	<b>-36.0</b>	65	118	84	133	<b>58.3</b>						
Counterfeiting	5	3	3	4	<b>33.3</b>	19	14	5	16	<b>220.0</b>						
ATM/Debit	7	14	14	6	<b>-57.1</b>	32	45	44	89	<b>102.3</b>						
Other Frauds	24	23	33	29	<b>-12.1</b>	177	279	280	304	<b>8.6</b>						
PROSTITUTION	0	0	0	0	<b>***</b>	0	0	0	0	<b>***</b>	<b>***</b>	<b>***</b>	<b>***</b>	<b>***</b>	<b>***</b>	<b>***</b>
GAMING AND BETTING	0	0	0	0	<b>***</b>	0	0	0	0	<b>***</b>	<b>***</b>	<b>***</b>	<b>***</b>	<b>***</b>	<b>***</b>	<b>***</b>
TOTAL OFFENSIVE WEAPON	5	3	8	5	<b>-37.5</b>	30	22	43	51	<b>18.6</b>	100.0	62.5	100.0	54.5	88.4	88.2
Use Firearm	0	2	0	2	<b>***</b>	1	1	1	8	<b>700.0</b>						
Other Weapons Offences	5	1	8	3	<b>-62.5</b>	29	21	42	43	<b>2.4</b>						
TOTAL OTHER CRIMINAL CODE	161	165	184	149	<b>-19.0</b>	1909	2282	2194	2032	<b>-7.4</b>	81.8	72.3	75.8	83.2	80.2	77.2
Arson	0	0	1	2	<b>100.0</b>	5	5	8	15	<b>87.5</b>						
Bail Violations	33	40	33	46	<b>39.4</b>	256	405	457	429	<b>-6.1</b>						
Disturbing the Peace	14	12	13	12	<b>-7.7</b>	163	201	203	157	<b>-22.7</b>						
Escape Custody	0	0	0	0	<b>***</b>	0	1	0	2	<b>***</b>						
Indecent Acts	1	3	3	1	<b>-66.7</b>	22	16	39	37	<b>-5.1</b>						
Confinement/Kidnapping	0	1	0	1	<b>***</b>	6	3	12	11	<b>-8.3</b>						
Obstruct Public/Peace Officer	0	5	3	2	<b>-33.3</b>	22	24	20	21	<b>5.0</b>						
Prisoner Unlawfully At Large	0	0	0	0	<b>***</b>	1	0	0	0	<b>***</b>						
Mischief	37	34	47	21	<b>-55.3</b>	418	411	391	423	<b>8.2</b>						
Criminal Harassment	12	8	4	6	<b>50.0</b>	82	106	79	101	<b>27.8</b>						
Abduction	0	0	0	0	<b>***</b>	0	0	1	0	<b>***</b>						
Other Criminal Code Driving Offences	2	1	4	5	<b>25.0</b>	37	45	30	36	<b>20.0</b>						
Impaired Driving Offences	8	14	12	12	<b>0.0</b>	79	85	79	107	<b>35.4</b>						
Other Criminal Code	54	47	64	41	<b>-35.9</b>	818	980	875	693	<b>-20.8</b>						

Description	Actual Offences Monthly					Actual Offences Year To Date					% Cleared Monthly			Percent Cleared Year To Date		
	SEP 2020	OCT 2020	NOV 2020	DEC 2020	%+/-	2017	2018	2019	2020	%+/-	OCT 2020	NOV 2020	DEC 2020	2018	2019	2020
<b>TOTAL DRUGS</b>	10	5	8	14	<b>75.0</b>	105	104	81	107	<b>32.1</b>	100.0	100.0	92.9	92.3	92.6	92.5
Heroin	0	0	0	1	***	7	17	12	3	<b>-75.0</b>						
Cocaine	6	2	5	5	<b>0.0</b>	28	34	43	51	<b>18.6</b>						
Cannabis	0	2	0	0	***	46	29	5	4	<b>-20.0</b>						
Restricted	0	0	2	0	***	1	1	2	7	<b>250.0</b>						
Controlled	1	0	0	4	***	6	5	7	12	<b>71.4</b>						
Other Drugs	3	1	1	4	<b>300.0</b>	17	18	12	30	<b>150.0</b>						
<b>FEDERAL STATUTES</b>	0	0	0	0	***	0	0	0	0	***	***	***	***	***	***	***
<b>TOTAL SEX OFFENCES</b>	12	12	4	6	<b>50.0</b>	163	127	189	163	<b>-13.8</b>	91.7	100.0	100.0	63.0	55.0	76.7
Aggravated Sexual Assault	0	0	0	0	***	0	0	1	0	***						
Sexual Assault With Weapon	0	0	0	1	***	0	1	0	4	***						
Sexual Assault	2	6	3	2	<b>-33.3</b>	122	101	122	80	<b>-34.4</b>						
Other Sexual Offences	10	6	1	3	<b>200.0</b>	41	25	66	79	<b>19.7</b>						
<b>TOTAL ASSAULTS</b>	39	52	49	38	<b>-22.4</b>	511	546	487	550	<b>12.9</b>	75.0	89.8	63.2	81.5	83.6	84.4
Aggravated Assault-Level 3	2	0	0	0	***	16	11	8	13	<b>62.5</b>						
Assault-Level 2/Weapon/Bodily	7	12	10	11	<b>10.0</b>	81	127	98	124	<b>26.5</b>						
Assault-Level 1/Other Assaults	17	27	20	19	<b>-5.0</b>	232	230	208	225	<b>8.2</b>						
Assault Police/Public Officers	5	2	6	2	<b>-66.7</b>	38	27	29	51	<b>75.9</b>						
Domestic Assaults	8	11	13	6	<b>-53.8</b>	144	151	144	137	<b>-4.9</b>						
<b>TOTAL CALLS FOR SERVICE:</b>	3219	3089	3134	2760	<b>-11.9</b>	31504	31246	32128	35935	<b>11.8</b>						



## Non-Offence Statistics

Peterborough Police Service

Month: December, 2020

### **Non Offence Statistics**

For Zones: Overall

Non Offence	Non-offences Monthly					Non-offences Year to Date				
	SEP 2020	OCT 2020	NOV 2020	DEC 2020	%+/-	2017	2018	2019	2020	%+/-
Abandoned Vehicles	1	4	3	0	***	9	9	10	13	<b>30.0</b>
Alarms	42	57	55	42	<b>-23.6</b>	708	715	739	590	<b>-20.2</b>
False Alarm Cancelled	19	21	31	28	<b>-9.7</b>	322	313	296	274	<b>-7.4</b>
Animal	12	10	4	1	<b>-75.0</b>	117	121	159	145	<b>-8.8</b>
Community Services	89	95	100	107	<b>7.0</b>	1305	1351	1501	1078	<b>-28.2</b>
Dangerous Condition	1	0	7	2	<b>-71.4</b>	73	52	39	35	<b>-10.3</b>
DNA	12	18	28	39	<b>39.3</b>	342	287	328	197	<b>-39.9</b>
Domestic/Family Disturbance	172	154	151	150	<b>-0.7</b>	1825	1711	1717	1811	<b>5.5</b>
Escorts	18	22	32	32	<b>0.0</b>	911	740	862	480	<b>-44.3</b>
Fire/Fire Alarms	1	2	1	0	***	14	18	19	13	<b>-31.6</b>
Insecure Property	3	2	4	4	<b>0.0</b>	59	55	60	54	<b>-10.0</b>
Landlord/Tenant	10	15	13	10	<b>-23.1</b>	186	152	153	172	<b>12.4</b>
Liquor Acts	20	22	22	9	<b>-59.1</b>	368	310	261	307	<b>17.6</b>
Lost and Found Property	107	98	104	75	<b>-27.9</b>	969	935	990	1013	<b>2.3</b>
Missing Persons	0	0	0	0	***	2	2	2	1	<b>-50.0</b>
Missing Persons Located	51	40	25	20	<b>-20.0</b>	397	343	319	324	<b>1.6</b>
Municipal By-law	37	20	9	11	<b>22.2</b>	67	71	65	168	<b>158.5</b>
Neighbour Dispute	59	70	54	32	<b>-40.7</b>	499	453	498	699	<b>40.4</b>
Noise Complaints	121	57	56	56	<b>0.0</b>	1014	923	869	1116	<b>28.4</b>
Non-Traffic Accident	0	2	0	2	***	14	10	12	6	<b>-50.0</b>
Police Assistance	322	272	230	215	<b>-6.5</b>	2750	2652	2277	3259	<b>43.1</b>
Police Information	82	73	71	73	<b>2.8</b>	901	927	1025	1342	<b>30.9</b>
Prevent Breach of Peace	21	27	21	23	<b>9.5</b>	371	328	294	326	<b>10.9</b>
Property Damage	1	6	3	7	<b>133.3</b>	30	25	18	29	<b>61.1</b>
Provincial Statutes (M.H.A.)	73	68	37	75	<b>102.7</b>	577	560	584	640	<b>9.6</b>
Sex Offender Registry	14	13	8	11	<b>37.5</b>	227	221	224	197	<b>-12.1</b>
Strikes	0	0	0	0	***	3	2	1	5	<b>400.0</b>
Sudden Deaths	19	12	10	8	<b>-20.0</b>	129	140	132	152	<b>15.2</b>
Suspicious Persons/Vehicle	298	300	286	292	<b>2.1</b>	2279	2420	2731	3539	<b>29.6</b>
Telephone Calls	27	16	19	28	<b>47.4</b>	295	301	257	276	<b>7.4</b>
Towed Vehicles	7	11	6	6	<b>0.0</b>	218	93	115	97	<b>-15.7</b>

Non Offence	Non-offences Monthly					Non-offences Year to Date				
	SEP 2020	OCT 2020	NOV 2020	DEC 2020	%+/-	2017	2018	2019	2020	%+/-
Traffic Complaints	391	391	353	331	<b>-6.2</b>	2396	2220	2195	4292	<b>95.5</b>
Traffic Control	3	5	5	10	<b>100.0</b>	91	62	69	60	<b>-13.0</b>
Calls Involving Youths	24	18	10	12	<b>20.0</b>	422	300	284	230	<b>-19.0</b>
Unwanted Persons	123	132	125	114	<b>-8.8</b>	1069	1001	1202	1324	<b>10.1</b>
Vehicles Recovered	1	1	2	1	<b>-50.0</b>	15	7	10	16	<b>60.0</b>
VICLAS	18	9	7	5	<b>-28.6</b>	141	156	191	194	<b>1.6</b>
Warrants	28	22	32	20	<b>-37.5</b>	397	483	546	457	<b>-16.3</b>
Other Provincial Statutes	53	60	50	50	<b>0.0</b>	133	139	229	496	<b>116.6</b>
Other	286	252	327	237	<b>-27.5</b>	2189	2441	2613	2745	<b>5.1</b>
CALLS CAN'D / LACK OF MA	72	97	110	80	<b>-27.3</b>	647	749	974	968	<b>-0.6</b>
<b>TOTAL NON-OFFENCES</b>	<b>2638</b>	<b>2494</b>	<b>2411</b>	<b>2218</b>	<b>-8.0</b>	<b>24481</b>	<b>23798</b>	<b>24870</b>	<b>29140</b>	<b>17.2</b>

## **Area One (Downtown)**

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

There were 2 team meetings held during 2020, where team members met as a group to discuss current trends/issues and to establish a focus for members of the team to collectively best serve the downtown community.

The first meeting was a review of 2019; identifying what worked well and what needed improving. Members from the Downtown Business Improvement Area (DBIA) were invited to express their views of the downtown and their policing needs. Officers heard the concerns, which included the number of people potentially affected by mental illness wandering the streets, panhandlers harassing citizens and a general sense the city's downtown is not safe. Based on the concerns of the citizens in Area One, the creation of Community Policing Liaisons was created for eight areas that came up several times throughout the meeting. The new Liaison roles allowed officers the opportunity to establish a partnership with the sub-area they were responsible for and gave the stakeholders in that area a more consistent response to their concerns. Each Liaison Officer was also responsible for sharing the concerns and any corrective measures with the rest of Team 1 to ensure a consistent approach could be demonstrated should they respond to a call for service in that area.

### **King Street Parking Garage**

The Liaison Officer worked with the Parking Enforcement Office and the King Street Parking Garage administration to address the concerns of unwanted individuals loitering in the alley adjacent to the garage. Patrols of the area were increased, and advice given to staff on how to prevent loitering in the area. This area continues to be a regular hangout, especially in the inclement weather.

### **Charlotte Mews and Surrounding Area**

The Liaison Officer worked with stakeholders in the area, addressed concerns as they came up and provided advice to address the concerns. The majority of concerns revolved around vagrancy, panhandling, and drug paraphernalia found on their property.

### **Peterborough Bus Terminal and Surrounding Area**

The Liaison Officer worked with stakeholders in the area, addressed concerns as they came up and provided advice to address the concerns. Concerns included thefts from businesses and vagrancy.

It should be noted that the recent addition of the police office inside the bus terminal has been well received by the business owners in the area and subsequently provided a reassurance that their concerns are being looked after.

## **Peterborough Library, Salvation Army, and Surrounding Area**

At the start of 2020, the Peterborough Library was being utilized as a shelter for homeless individuals. It was decided that a Liaison Officer would be assigned to address any concerns from library staff as well as support the security staff on site during shelter hours. The Liaison Officer also worked with the Salvation Army staff in the mornings as they provided breakfast to individuals staying at the shelter.

## **Hunter Street West and Surrounding Area**

The Liaison Officer worked with stakeholders in the area, addressed concerns as they came up and provided advice to address the concerns. Businesses frequently having concerns would be the owners of the property at 188 Hunter Street. Their main area of concern was the number of individuals hanging out on the property attempting to pan-handle, sleep in the stairwells of the buildings, and consume drugs on the property.

## **Peterborough Square, Galaxy, and Parking Garage**

The Liaison Officer worked with both Peterborough Square and Galaxy Cinemas management to address concerns as they came up. Officers also supported security staff on site by increasing foot patrol hours within the Square. One of the biggest issues for Peterborough Square management was the constant vagrancy issues inside the parking garage. The Liaison officer, as well as additional members of the Team, increased patrols within the garage, enforced the Trespass to Property Act (TPA), and increased enforcement to criminal charges when applicable. Several suggestions were provided to management to address the unlocked doors and open garage door which provided vagrants with easy access to the garage. Over the course of 2020 several improvements have been made in this area which has slightly reduced incidents however it remains a challenging area.

## **Area Parks and Playgrounds**

Several parks and playgrounds within Area One are still being utilized as a gathering spot for drug use, sex trade workers, and homeless encampments. The Liaison Officer continues to monitor the parks and playgrounds in the area and report back to Team 1 any areas that may require additional enforcement. Currently parks of concern would be Stewart Street Park and Fleming Park. In 2020 Team 1 also worked with the City of Peterborough to replace burnt out lighting throughout Millennium Park as well as draw to their attention the fact that there are no working cameras in the park.

In addition to the above Liaison positions, the Team participated in several projects throughout the year, despite COVID-19. Team 1 officers worked with the Drug Unit and Peterborough Fire Services to shut down a drug house on Stewart Street.

Team 1 officers also conducted several TPA, Liquor Licence Act (LLA), and Safe Streets Act enforcement projects resulting in 1814 PONS being issued which was up 27.27% from 2019.

## **Area Two (North End)**

In January 2020, Area Two officers held their first team meeting at the Service. The Divisional Commanders Objectives for 2020 were reviewed and officers were tasked with identifying potential projects or details. Officers were encouraged to work with their platoon area partners to complete their projects and share with the remainder of the team any potential assignments. The focus of all projects was to reduce calls for service and form partnerships with community stakeholders where possible.

The traffic liaison presented the top intersections for collisions. Officers were tasked with being as visible as possible at the noted locations. Officers were also asked to complete assigned platoon traffic details in Area Two.

The second meeting was held at the Service in December 2020. Officers were provided the opportunity to discuss the projects they completed and to share their results. They also discussed potential project/problem areas to focus on in 2021.

### **2020 Area Projects**

#### **Head of the Trent Regatta (HOTT)**

For the first time since it began over 40 years ago, Trent University did not host the Head of the Trent. It was cancelled due to the COVID-19 pandemic. Our liaison for the event worked with organizers until it was cancelled. It is anticipated that it will return in 2021 and an officer will be assigned at the first team meeting of 2021.

#### **Parkhill Road/Aylmer Street Residences**

There are two known locations for drug trafficking on these streets. Attention was focused on the addresses with the assistance of other area drivers, surveillance, enforcement, and intelligence gathering was completed. This initiative resulted in several arrests, multiple Criminal Code and Highway Traffic Act offences as well as drug, firearm, and cash seizures. Intelligence information was also forwarded and utilized by ICAD.

#### **Trouble with Youths, Fairbairn Street, Raymond Street and Highland Road.**

A neighbourhood association was created as a result of problems and numerous calls for service in the noted areas. It was known that several youths were responsible for mischiefs, arsons and overall nuisance calls for service. The youths needed to be identified and action taken. Area drivers spoke with residents and extra patrols were established. The offenders were identified and, in some instances, charged with criminal offences. Their parents were spoken to and the efforts resulted in fewer, if any, calls for service.

#### **Antrim Street Residence**

As a result of ongoing complaints from the landlord and neighbours about a specific tenant, an officer was assigned to review the complaints and develop a strategy to resolve the problem. A plan was established which included educating the neighbours on police powers and capabilities, as well as monitoring the problem tenant's release orders and calls for service. The information

was shared with other Team 2 members and a zero-tolerance approach was initiated. The actions resulted in numerous charges and an eventual eviction for the tenant. The approach was welcomed by the neighbourhood and the problems have ceased.

### **Whitaker Street Residence**

As a result of complaint about the perceived lack of enforcement regarding vehicle break ins and mischiefs, an officer was assigned to review the matters and speak with the involved parties. The officer took the time to listen to the concerns and offer multiple crime prevention strategies. The source of the complaint was a retired police officer from another jurisdiction and has been away from policing long enough that he was unaware of current processes (online reporting), Centre of Forensic Sciences (CFS) evidence submissions etc. He felt his concerns and complaints were not being taken seriously. The assigned officer was able to educate the complainant and the Condominium Association President. Multiple crime preventions tips were offered. The strategies included, but were not limited to, installing closed circuit television (CCTV) cameras in problem locations and the distribution of “lock it or lose it” pamphlets. A notice was placed in the occurrence book and in the end, all involved parties were grateful for our efforts especially taking the time to educate.

### **Youth Emergency Shelter (YES)**

The liaison with YES met with management and staff where they discussed the process of reporting incidents by residents (options other than having police attend the shelter), YES privacy policy, and what they can / cannot disclose based on certain situations and what circumstances may require police to enter without staff approval. There were a few misconceptions put to rest regarding exigent circumstance and judicial authorization due to recent incidents including a stabbing.

The Manager of YES advised during this meeting that if officers attending are not being given access or information by the staff present, it is reasonable to request they call their on-call supervisor to further discuss the matter. This includes times where YES staff are not wanting to provide a statement to police regarding a complaint, they themselves made.

Although there are still some issues surrounding privacy and information sharing, a dialogue has been established and there is less resistance as a result. The 2020 liaison officer will continue to work with the YES staff and management throughout 2021.

### **Community Living Liaison**

This was a position that was continued from previous years. The intent is to have a point of contact at our Service for questions, issues, and advice. As a result, staff from the homes will contact the officer for non-emergencies seeking advice and guidance. The result is a positive and consistent response to their concerns and advice regarding when calls require a police response. On several occasions in 2020 the officer was in contact with the homes and assisted them in navigating through their issues, resulting in potentially fewer calls for service.

## **Brock Mission**

The Brock Mission continues to be a source of numerous calls for service. Officers were assigned to liaise with staff and clients of the Mission. As a result of the COVID-19 pandemic it was relocated to the Wellness Center for much of 2020. The liaison will be re-established at our first meeting in 2021.

## Area Three (West End)

Area Three is a large area with a healthy mix of industrial, commerce and residential. Officers assigned to Area Three made it a safe place to live, work and play. The successes could not have been possible without the efforts of these constables.

The Peterborough Regional Health Centre (PRHC) is located in the heart of Area Three. The PRHC attracts patients and visitors from the greater Peterborough area as well as every other area of the Service. Often officers find themselves spending time with those in need of all types of medical assistance. Officers responded to 310 calls for service at the Peterborough Regional Health Center, which was the most in Area Three.

COVID-19, the State of Emergency and other restrictions put in place had a direct impact on Area Three. The Brock Street Mission, located in the downtown core, under healthy times was relocated to the Wellness Center on Brealey Drive. This caused immediate concern for the residents in the area. Proactively, officers with the assistance of Special Constables, hand delivered “Lock It or Lose It” pamphlets to every household, business, and apartment in the immediate vicinity of the Wellness Center. This type of community interaction was well received by residents. To follow up, officers maintained a high profile in the area daily. On occasion officers would wear plain clothes and ride around the community at night on a bicycle to ensure the safety and security of citizens and their property. As well, officers conducted numerous property checks of businesses in Area Three to ensure security as many were forced to close due to legislation and left unattended for days and sometimes weeks. All the hard work paid off as there were very few reports of criminal activity in the areas adjacent to the Wellness Center or incidents involving businesses.

Unfortunately, COVID-19 paused the long partnership known as the Sir Sanford Fleming Good Neighbor Program. This is a very successful program whereby members of Sir Sandford Fleming College (SSFC) team up with Area Three officers and auxiliary officers. They visit neighborhoods with high student residences, mixed with permanent residents, and speak to them about being a good neighbor. The program will continue when it is healthy to do so as it is a valuable proactive tool in reducing calls for service, partnering with SSFC, and engaging the community.

Area Three calls for service increased by 20% compared to the previous year with an average number of calls for service per month of 728. There were fewer calls for service for cannabis possession due to change in legislation, and theft of motor vehicles. However, calls for service increased in other categories including sexual offences and bail violations.

Traffic enforcement and education is always a priority since many of the Top 10 intersections can be found along Lansdowne Street. Together, with the Traffic Unit, officers dedicated themselves to making the roadways safe for all users. Traffic collisions decreased 37.4% over last year with a significant increase in enforcement.

Other initiatives Area Three officers dedicated themselves to providing assistance to the homeless sleeping in the automatic teller machine (ATM) vestibules, human trafficking concerns at local hotels, and speaking to the directors of the Mosque on Parkhill Road about their safety concerns.

The most reported calls for service and most reported locations are located below and many thanks to Crime Analyst, Montana Burke, for the preparation of this document.



**Top 10 Area Three Most Reported Occurrence Types (2019 vs. 2020)**

<b>Occurrence Type</b>	<b>2019 Count</b>	<b>2020 Count</b>	<b>Percent Change</b>
Suspicious Person	420	696	+65.7%
Police Assistance	418	613	+46.7%
Traffic Enforcement – H.T.A.	88	600	+581.8%
Non-police Matter - Low Priority	562	594	+5.7%
Motor Vehicle Collision	867	540	-37.4%
Noise Complaint	357	487	+36.4%
Traffic Complaint	417	380	-8.9%
Theft	258	354	+37.2%
Domestic Dispute	286	349	+22%
Unwanted Person	208	292	+40.4%

**Area Three - Top 10 Locations with the most CFS in 2020**

<b>Address</b>	<b>Count Of Calls For Service At Address Location</b>
<b>1 Hospital Drive</b>	310
<b>775 Brealey Drive</b>	119
<b>950 Lansdowne Street</b>	107
<b>1200 Talwood Court</b>	107
<b>836 Talwood Drive</b>	105
<b>1001 Talwood Drive</b>	96
<b>839 Talwood Drive</b>	91
<b>700 Parkhill Road</b>	78
<b>701 Parkhill Road</b>	72
<b>978 Lansdowne Street</b>	64

Area Three officers did a fantastic job this past year and many thanks to each and everyone for their dedication and commitment.

## Area Four (South/East)

Area Four is a unique area that covers residential, commercial, and local businesses including the Lansdowne Place Mall. In 2020, Area Four consisted of 9 Community Patrol Officers spread over 4 platoons. Team 4 held two team meetings in 2020 -- on February 25<sup>th</sup> and December 22<sup>nd</sup>. Team members were encouraged to work together on projects to provide effective community policing over all platoons. A range of topics were discussed to target specific and reoccurring problems to provide support and effective identification and analysis of problem areas.

Throughout the year the team members set objectives that all officers worked towards. These included:

- Lansdowne Street continues to have a high volume of traffic related accidents. Team 4 members targeted the enforcement of distracted drivers (i.e. cell phone use) on Lansdowne Street and red-light infractions at major intersections such as Lansdowne Street at Ashburnham Drive and Lansdowne Street at Monaghan Road.
- During the spring and summer months the area of the train bridge by the Holiday Inn was identified as a problem area for loitering, drug use and intoxication that resulted in homeowners on the East side of the water raising significant safety concerns.
- Crescent Street had complaints of suspicious vehicles parking along the water smoking illicit substances throughout the day and evening hours. Team members increased their presence along the water over the course of two months and spoke to anyone parked along the water. No suspicious activity was discovered over the course of the project and Team 4 members will continue to monitor the situation in 2021.
- Area Four identified a residence on the east side of Hunter Street that was directly associated to the increased crime in East City. Surveillance was conducted to formulate grounds for drug related offences. Team 4 partnered with the Canadian Mental Health Association (CMHA), Fourcast, the Fire Marshall's Office, and the landlord of the building to incorporate specific strategies targeting and utilizing Crime Prevention Through Environmental Design (CPTED). Increased enforcement was utilized for drug offences, trespass to property act offences, and loitering. These changes were effective in reducing crime in the area and continues to be an evolving situation.
- An individual was identified at a residence on Park Street South that was directly associated to organized crime, drug related offences, and violent offences. The Team made a concentrated effort to conduct surveillance and utilize intelligence-led policing to inform the Drug and Intelligence Unit. Regular patrols were conducted in the area, enforcement utilized, and attempts to gain the co-operation of the local business in the area were utilized. The residence continues to be a significant problem and the focus on this building will continue in 2021.
- Area Four received complaints from neighbours in the city's south end involving suspected drug activity and violence. Team members conducted a neighbour canvas and provided intelligence information to the Drug and Intelligence Unit on the activity in the neighbourhood.

The number of calls for service in Area Four in 2020 was 7,826. Of note, largely due to the pandemic, suspicious person calls increased 38.6%, municipal by-law offences increased 237.5%, and police information calls increased 129%. Violent drug offences have also increased over 2020 with a 75% increase in robberies, 27.3% increase in assaults, and 153.8% increase in drug offences.

## Area Five (Lakefield)

Team 5 is responsible for policing the Ward of Lakefield within Selwyn Township and is serviced by 4 permanent officers, with several relief officers assisting when required.

The Service has been policing the Village of Lakefield since 1999. The members of Team 5 held several meetings throughout 2020 to discuss and problem solve any identified community concerns. In 2020 Team 5 members responded to 32 criminal calls for service compared to 56 in 2019. The calls included 6 related to frauds, 3 break and enters and 7 theft investigations.

Most calls for service involved non-offence related incidents. In 2020 Team 5 members responded to a total of 494 non-offence calls for service compared to 409 in 2019. This is a 20% increase in these types of calls.

Mental health related calls for service continue to be a challenge for police. In 2020 Team 5 members responded to 30 mental health calls for service in the Village of Lakefield. This is an increase of 275% compared to 2019 where Team 5 members responded to 8.

Team 5 members also responded to 10 more domestic/family disputes in 2020 compared to 2019 (2020 - 28 and 2019 - 18).

Team 5 members were made aware of changes to the Selwyn Township noise by-law. There is now more accountability on homeowners who rent their residence or cottages.

The Traffic Unit spent time in the Village of Lakefield, working with Team 5 members to enforce traffic related concerns. Motorists turning left onto Water Street from Bridge Street continues to be a concern. During the long weekend in May officers specifically targeted this intersection.

Neighbors' concerns regarding speeding and heavy trucks on Strickland Street were addressed. A speed measuring device was installed in the area. Officers attended this area and several traffic related tickets were issued.

During 2020 Team 5 members continued to engage both the business community and residence through dedicated foot patrols, bike patrols and Problem Oriented Policing (POP).

## Area Six (Cavan-Monaghan)

### Team Projects Through Traffic Enforcement

Traffic violations continue to be a primary concern in Area Six. As such, traffic complaints and concerns are conveyed to and amongst officers assigned to Area Six on a regular basis. Officers continue to set team objectives and create traffic enforcement details within Cavan-Monaghan Township. The team traffic enforcement approach educates drivers, places value on citizens' concerns/complaints and further deters future motor vehicle collisions.

Team enforcement results have been recorded from January 1<sup>st</sup> to December 31<sup>st</sup>. A total of 977 Provincial Offence Notices (PON) were issued.

### Off-Road Vehicles

Numerous complaints were received throughout the year regarding off-road vehicle, namely four wheelers and snowmobiles. These issues were dealt with consistently, and applicable charges were laid. Educating the public was a priority in this area as there was a lack of knowledge of the township bylaws. Proper signage on trails and roadways were recommended to counsel.

### Arrest Data

Arrests by incident type in Area Six, with a total of 63 charges.

Occurrence Type / Charges	
Assault	9
Bail violations	6
Sexual Assault	7
Stolen Vehicle/Driving	1
Threats	6
Domestic Related	3
Impaired/over 80	18
Theft	2
Break and Enter	2
Possession of Stolen Property	3
Drugs	3
Fraud	1
Mischief	1
Weapons	1

### Cavan-Monaghan Volunteer Policing Committee

Because of COVID-19, all community events beyond March 2019 were cancelled. Therefore, the Cavan-Monaghan Volunteer Policing Committee was not utilized.

## Traffic Unit

2020 saw a reduction in the amount of Provincial Offence Notices (PONs) issued, primarily due to the COVID-19 pandemic. This reduction in PONS was also due to the Traffic Unit having one member off the entire year for medical reasons. In 2020, members of the Traffic Unit issued 2,246 tickets. Members of the Traffic Unit were associated to 2,703 calls for service. Targeted enforcement was done monthly with successful results.

The details completed were as follows:

January	– Driver Visibility
February	– Traffic Lights
March	– Distracted Driving
April	– School Crossing Guard/School Bus
May	– National Road Safety Week
June	– Emergency Vehicles
July	– Speed
August	– Distracted Driving
September	– School Crossing Guard/School Bus
October	– Operation Impact
November	– Intersection/Sign Offences
December	– Accessible Parking

As of the end of October 2020, the following were relevant statistics associated to motor vehicle collisions:

- Total Collisions Investigated: 1,424 (-33%)
- Collisions over \$2000: 557 (-29.5%)
- Collisions under \$5000: 665 (-37.2%)
- Pedestrian Injured: 28 (-17.6%)
- Cyclists Injured: 12 (-42.9%)

Due to COVID-19, no training courses were completed by members of the Traffic Unit, but two officers remained designated as Drug Recognition Experts.

Looking ahead to 2021, the Unit will be focusing on continuing to implement e-ticketing, offering an in-house Level II Reconstruction Course, training two members as Standard Field Sobriety Testing Instructors and having two members attend the motorcycle course at the Ontario Police College.

The Unit will continue to monitor and respond to traffic trends to ensure road safety in 2021.

## Canine Unit

The Canine Unit distinguished itself in 2020. Both handler/dog teams were able to build on their successes of 2019 and continue to increase their effectiveness in just their second year on the road together. Two new teams were created in 2019, and ultimately deployed in support of Community Patrol and Emergency Services Units in Peterborough, Lakefield, and Cavan-Monaghan. The teams have been introduced to the community and are quickly adapting to their duties.

Constable Bob Cowie and Constable Kyle Adey were identified as the officers with the skill set, and commitment required to successfully complete this difficult training program. Constable Cowie (Isaac) and Constable Adey (Chase) were matched during a 15-week Canine Handler Course provided through the Niagara Regional Police Service (NRPS). As part of their duties they return to NRPS at regular intervals for further training.

The Canine Unit is a 7 day a week, 24 hour a day commitment. Both officers, and their partners, are interacting constantly whether during established work shifts or on their off hours. Training is a daily occurrence and the dedication required to foster an effective team is second to no other unit or section at the Service. Their professionalism and usefulness have been proven during numerous calls for service in Peterborough, and in some neighboring jurisdictions as well. Their specialized skill set has been requested to assist local police services in Cobourg and Kawartha Lakes.

The statistics provided include all calls for service, as both teams maintain a presence in the community as general community patrol officers as well as specialized Canine Units.

### **Constable Robert Cowie #248**

Summary Occurrences:498  
Dispatches:487  
Assignments:146  
Reports:92  
Non-Reportable Occurrence with No Dispatch Detail: 0

### **Constable Kyle Adey #234**

Summary Occurrences:417  
Dispatches:403  
Assignments:158  
Reports:111  
Non-Reportable Occurrence with No Dispatch Detail: 2

## Emergency Response Team (ERT)

This does not include the everyday calls for service such as canine back up for tracking purposes, elevated mental health calls, alarm calls and calls involving potential armed and violent persons that are handled by ERT (Emergency Response Team) members during daily uniform patrol. Two ERT members were assigned to the Community Services Unit and were available to respond to calls for service daily. These members were readily available throughout the year and were consistently monitoring their police radios and had their kit with them throughout the normal course of their duties.

ERT was involved in 37 team calls for service or investigative details in 2020.

Further, team members responded to or dealt with several other calls for service throughout the year that were not full team callouts and search warrants for Investigative Services

ERT Assisted with the Following:

- 15 High Risk Warrants Executed For Investigative Services
- 1 High Risk Warrant for Peel Regional Police In The City Of Toronto
- 3 High Risk Vehicle/Pedestrian Stops/Takedowns
- 1 Cell Extraction
- 4 Arrests on Feeney Warrants
- 2 Protest Monitoring Details
- 2 One Week in Duration Superior Court Security Details
- 1 Major Incident Negotiation
- 1 Search Detail for A Suicidal Subject
- 1 Outdoor Search Detail for Weapons
- 2 High Risk Clearing of Houses
- 3 Contain and Call Out Details

### ERT Calls Per Month

Month	Calls
January	5
February	5
March	1
April	5
May	4
June	2
July	0
August	2
September	3
October	4
November	3
December	3

### Yearly Calls Involving ERT

Month	Calls
2020	37
2019	31
2018	18
2017	35
2016	30
2015	33
2014	23
2013	30
2012	30



## **Training and Equipment**

ERT members attended 14 training days in 2020. (COVID rules and issues caused minor variances in the training days and their delivery.)

ERT members consistently maintain a high level of fitness and constantly train and test together as a team and individually. ERT members completed annual fitness training with qualified instructors. The results for 9 of the 12 members available for testing in September was an average of 98.2%, with the lowest score for an individual member being 95%.

There were 2 new members added to ERT in 2020 due to attrition and tenures being completed. Another competition was conducted during the year and again 2 applicants were successful in completing all testing and training. They have been assigned to the team and are awaiting an accredited Basic Tactical Operations Course (BTOC). The course that was going to be attended in York Region in 2020 was cancelled due to COVID. There are 2 members still awaiting an accredited course to be delivered in Ontario and will be attending as soon as one is solidified. All delays are due to COVID.

A new 40 mm less lethal option (Deftec) was obtained by ERT replacing the Arwen 37 mm option. Two members received training on munitions hosted by MD Charlton.

The Tac Medic program that was initiated and approved in 2019 proceeded in 2020. Of the 13 applicants, 4 successful medics were chosen to join the team following a 6-phase process that included psychological testing. The successful medics attended Durham Regional Police Service (DRPS) and were introduced to the tac medics on their Tactical Unit as well as members of the Tactical Unit. The Service and DRPS have a close connection with these 2 teams and on occasion train with one another and have a current MOU between the two Services. Training is often mirrored in an attempt to maintain consistency and quality among all members. The tac medic course in Toronto was postponed due to COVID however, the Toronto course instructors agreed to do an outreach and attended Peterborough to deliver the course. All 4 applicants successfully completed the course while respecting COVID protocols. All 4 medics have been completely outfitted and are active with the team on all training days as well as operationally and are considered a huge asset to ensure the utmost safety of the citizens we serve as well as officers and first responders.

ERT obtained an armoured recovery vehicle (ARV) that was donated to the Service. This vehicle is considered a great asset for high risk situations and armed situations. Its main function is to protect members of ERT, members of the public, assist in the recovery of injured persons and/or officers. It will also be utilized to position members in close proximity to any suspicious packages, vehicles, or locations to gain a better vantage point for viewing while allowing little exposure. The ARV will be housed in a secure climate-controlled location 100 % of the time.

A one-week team leader/incident command course that was going to be attended by 2 members of the team was cancelled due to COVID. One member on ERT was also going to be assisting in the delivery of the course in Kingston with CCII but this has yet to come to fruition and will be pursued in 2021. With the one member assisting on this course, the Service was receiving one of the noted positions free of charge.

The annual Ontario Tactical Advisory Body (OTAB) meetings were cancelled due to COVID and hope to be completed in 2021.

A less lethal conference that was going to be presented by OTAB and attended by 2 ERT members was cancelled due to COVID.

A one-week operational planning course that was going to be attended by both ERT Sergeants in Ottawa was cancelled due to COVID.

### **Canine and Drone Program**

Canine has become an integral part of ERT and very seldom are they not involved on ERT calls. They were consistently invited and attended training with ERT in 2020.

The Service initiated a drone program. While still under development it has been deployed on several occasions operationally and has been included in various scenarios during training days. The drone project is an effective asset and tool that will assist with the safety of members on the team and members of the public during high risk situations. It is also invaluable when assisting with search and rescue missions undertaken by ERT as well as other types of calls for service. The program currently has one uniform officer assigned and trained. It is the hope that a ERT member or another member of the Service will be trained on the proper deployment and usage in the near future.

### **Deployment of ERT Members**

ERT members on regular patrol in 2020 consisted of five. (2 Sergeants and 4 Constables)

ERT members assigned to Community Services consisted of two. (2 Constables)

ERT Members assigned to CIU during 2020 consisted of four. (1 Street Crime, 1 High Risk Unit (HRU), 1 Asset Forfeiture Unit (AFU) and 1 Major Crime Unit)

### **Supervisory Positions**

One of two ERT sergeants was promoted to the rank of Staff Sergeant while one of the Constables was promoted to Sergeant. This has resulted in the newly promoted Sergeant taking over the ERT supervisory role and the need for another ERT Constable to fill a position on the team.

### **The Year Ahead In 2021**

In 2021, it is anticipated that the 2 newest members on the team will receive BTOC training as soon as COVID allows. There is also the hope that a 3<sup>rd</sup> member who will be selected in the first quarter may also receive BTOC training in 2021. These newest members of the team will be assigned to a 5-10 year tenure with the understanding and acknowledgement that during that time the position will not allow for transfer to other units, with the exception of the Community Services Unit and Traffic Unit.

The Tac Medic Program will continue to develop and evolve as well as the drone program.

ERT will be pursuing courses for its members in 2021 as follows: Sniper, Team Leader, Initial Critical Incident Response (ICIR), Operational Planning, and BTOC x 3. There may also be other courses offered that will be pursued.

## Auxiliary Unit

The Auxiliary Unit is currently at a strength of 31 members with 2 Staff Sergeants, 3 Sergeants and 26 Auxiliary Constables.

Total hours for the Auxiliary Unit for 2020 were 1881 hrs. This is our lowest year ever for volunteered hours. The decrease is largely due to the COVID 19 Pandemic and Auxiliary members restrictions due to this Pandemic.

We had two resignations in 2020.

### **Events That Auxiliary Members Participated In 2020**

- **41** Ride Alongs On Patrol with Officers
- **0** Homeguard Inspections
- **56** Car Seat Installations + **2** Car Seat Clinics for the Public To Attend

**NOTE:** Due to COVID-19 restrictions the Auxiliary Unit did not participate in as many events as years past.

Below are some of the events we were able to assist with in 2020 including:

Car Seat Installations & Clinics  
PRHC Support Parade  
City Park CPTED Study  
Fairhaven Support Parade  
Peterborough Police Service Halloween Kids Event  
Pete's Halloween Parade  
Kawartha Food Share Event  
Pete's Christmas Parade  
5 RIDE Details with Traffic Unit  
Creation of Social Media Platforms  
Peterborough Pete's Games

## Community Services

### Staffing

The Community Services Unit is comprised of 4 sworn officers and 1 civilian staff member. All sworn members are responsible for approximately 10 schools handling education and enforcement issues with elementary and secondary institutions in Peterborough, Lakefield, and Cavan.

With the challenges of the COVID-19 pandemic, 2020 was a much different year for programming and activities in our local schools. Officers were still committed to provide these services however, with the safety of the schools and community a priority

### School Programming and Activities

**KIDS** - In late 2015 members introduced KIDS (Knowledge, Issues, Decisions, and Supports) – a new cutting-edge program to replace Values, Influences and Peers (VIP) Program, with up to date and current messaging that is being received very well. The KIDS program consists of 5 modules which are delivered to all grade 6 classes in Peterborough, Lakefield, and Cavan-Monaghan.

**CBC** – The Challenges, Beliefs, and Change Program is a peer-mentored classroom session on drug use and decision making delivered to grade eight classrooms. This program is delivered to the feeder schools for Adam Scott Collegiate and St. Peter High School.

**School Presentations** – Officers have also tailored presentations to the schools for specific requests. This includes presentations for Community Helpers, Anti-bullying, internet and cell phone safety, healthy relationships, legal issues, and drug awareness.

### Other School Activities

**CAA Safety Patrol** – This program is funded by both school boards and managed by the Community Services Unit. In each school, a teacher acts as a direct supervisor for their students. Each month, 3 students are recognized for the “Safety Patroller of the Month” award, which includes a certificate of recognition and a prize. Safety patrol takes up a significant amount of the officer’s time for events such as, pizza parties, skating parties, the annual picnic, and the Captain’s Camp. The Captain’s Camp was introduced in 2013 as a week-long camp to reward the Safety Patrol Captains. The camp is a huge success and plans are being made for 2021.

**Lockdowns** – School lockdowns have continued to be a priority. Community Services officers conducted 37 lockdowns in elementary and secondary schools. Officers continue to work with schools to ensure that the Ministry of Community Safety and Correctional Service guidelines are met. Each Community Service officer is responsible for performing 2 lockdowns in each of their schools yearly.

**Threat Assessments** – All officers in Community Services will complete Level Two training in the Community Threat Assessment Protocol. The amount of threat assessments that officers have participated in continues to increase every year when schools are at normal capacity. Officers are also seeing an increase in the number of Level Two assessments. This is an additional time commitment for the responding officers.

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

**Terry Fox Run** – All officers typically participate in this event at designated schools, ensuring student safety at road crossings and while congregating at rallies.

**Calls for Service** – Officers attempt to deal with the majority of calls for service at the schools they serve. The high school officer spends a good part of their time assisting students and providing support that may otherwise require a front-line officer. Calls for service are not always recorded in the same manner for the purpose of keeping the students name out of the police database. Officers use a restorative justice process to assist in resolving problems. The John Howard Society continues to be a great resource in providing programming that is not within the structure of the Youth Criminal Justice Act. Officers have assisted uniform patrol on many occasions when shift strength is low. Also, Community Services officers continue to supplement the Investigative Services Division, the Court Services Unit, and Special Events when requested on a routine basis.

## **Events (Pre COVID-19)**

### **Drug Awareness Week**

Peterborough Police Service encouraged the community to have serious conversations about substance use and abuse during Drug Awareness Week this past year. This was a great opportunity to engage people in a dialogue about substance use and its consequences. Further, it was an opportunity to consider practices that can help keep families in our communities safe.

Drug Awareness Week is one in a series of themed days and weeks that allow police and other community services to shine a light on issues critical to the safety, health, and well-being of our community. Members of the Service are committed to reducing the harm that substance use has on our communities.

As a founding member of the Peterborough Drug Strategy, members work with community partners and citizens to address the harms associated with drug and alcohol use. Building on a 30-year history of community policing, we embrace Ontario's Mobilization and Engagement Model of Community Policing which emphasizes collaboration and crime prevention through social development. The Peterborough Drug Strategy is just one such mechanism of local collaboration recognizing that complex issues like addiction are best addressed from a multi-sector perspective. The Drug Strategy works from a 4-pillar collaborative model including prevention, treatment, harm reduction and enforcement strategies.

Peterborough Police Service likes to use Drug Awareness Week to remind the community of how important it is to keep your prescription medication secured and away from children and youth. In 2017 an estimated 97,100 youth (grades 7 to 12) reported using a prescription opioid pain reliever for non-medical reasons (recreationally) in the previous 12 months with 55% saying they got the drug at home. Peterborough Drug Strategy partners, along with local pharmacies, promoted the free Medication Take Back Program. Using the following three principles, we believe that we can reduce the harms that prescription medication has on our community:

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

## **Police Week**

The theme for police week was "Leading the Way for Safer Communities." The focus was on celebrating the many meaningful community partnerships and relationships Police have formed.

## **Crime Prevention Week**

The theme for Crime Prevention Week was, "Help Us Help You". The focus was on the importance of police working with the community and along with community partners from a variety of sectors. During this annual event officers attended various locations around the city, speaking to community members and providing tips on promoting personal safety. Topics discussed include protection from fraud, cybercrime, and elder abuse. Auxiliary officers attended the malls and spread the message of "Lock It or Lose It."

**Cop Shop** – Members of the Community Services Unit act as a liaison between the schools and the police. Community Services officers attend the event to assist this wonderful initiative. This allows less fortunate youth an opportunity to purchase Christmas presents for their family and friends that they would otherwise not be able to afford. This year's program involved Community Services officers delivering gift cards to local schools which were provided to students in need.

**Pride Parade** – Officers typically attend the local Pride Parade as volunteers and support our community with the rainbow police patch on the front of their uniforms.

**Cram A Cruiser** – Officers and cruisers attend local grocery stores throughout the City of Peterborough and Village of Lakefield. Community members graciously purchase bags of groceries in the store and place their bag in the cruiser. There was 15,479 pounds of food and over \$3,000.00 in cash donated by our community in the last pre-COVID year. All donated food is given to Kawartha Food Share and the Lakefield Food Bank.

## **Presentations and Tours**

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

## **New Canadian Center Luncheons**

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

## **International Student Program – Sir Sanford Fleming College**

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

## **Community Development and Engagement Coordinator**

Both COVID-19 and the increased global attention on Black Lives Matter (BLM)/Defund/Reform Police impacted almost every aspect of this year's work.

The issue of race-based data collection emerged as an important theme. Especially in the context of shifting from the historical and ongoing misuse of race-based data that re-enforced negative and false stereotypes to measuring the impact and prevalence of racism and colonialism as risk factors undermining people's health, safety and wellbeing.

There were also efforts at various tables to talk about the implications for community partners on their roles and responsibilities if a Defund/Reform police strategy were implemented without proper planning, consultation, and resource allocation.

### **1. Situation Table**

The Community Development and Engagement Coordinator continues to provide the overall coordination for the Situation Table and has moved into a more permanent Co-Chair role. Ideally this would change moving forward so that Chairing responsibilities fall to other participants. With COVID-19, the Situation Table meetings were online and an online protocol was created for such meetings. The meeting schedule remains the same – a minimum of once monthly to ensure the integrity of relationships, get updates, review training – then on an-as-needed basis dependent on whether there is a new case or not. COVID-19 was also recognized to have had enough of an impact on quality of life variables/risk factors and service access and delivery that it changed risk evaluation for many partners. There was discussion about racism and colonialism being risk factors, and while there was no specific direction as a result, the need for ongoing discussion and education was identified and the issue was taken to both the Steering Committee and the Provincial Community of Practice.

Coach participants, who are preparing case presentations, do data entry each week and maintain the online database; manage logistics including training and community forums; provide updates to the participants, deliver education sessions to further engage existing partner agencies and recruit new ones; and enhance the community's understanding of the Situation Table and how it aligns with their work.

Situation Table Steering Committee meets about six times per year and has also moved to online meetings. The Community Development & Engagement Coordinator is a co-chair of this committee.

There is also a provincial Community of Practice made up of Chairs and Coordinators from Situation Tables across the province which meets monthly (except December, July, and August) by phone. Representatives from the Ministry of the Solicitor General also participate as they manage the provincial Risk Data Tracking tool and database. There are several people who share responsibility to Chair these meetings of which I am one.

### **2. Diversity, Equity, and Inclusion (DEI)**

There were a number of activities that fall under this heading.

**A. The Refugee Resettlement Task Force /Peterborough Immigration Partnership/ Diversity Equity Education Peterborough (DEEP):** Under the umbrella of the New Canadians Centre (NCC), the Deputy Chief and Inspector of Operations are also looped into the Refugee Resettlement Task Force /Peterborough Immigration Partnership. Meetings are periodic, maybe 4 to 6 per year. Some of the work under DEEP is now happening as part of the Diversity Equity and Inclusion Network – see below.

**B. Diversity, Equity, and Inclusion Network (DEIN):** This is an informal network of about 50 people representing about 24 agencies including NCC, Community Race Relations Committee and The City of Peterborough. Although there is no formal Terms of Reference, a guidance document of shared values and principles to inform Network activities and membership was finalized. The Community Development & Engagement Coordinator will take over the role of chair and seek a co-chair. This is one example of where it has made more sense to engage with an existing group of people to access and work with, rather than create a new group to act as an “advisory” committee to police. The group meets about 6 times per year.

The Network also worked with partners to complete an application for federal funding with the City of Peterborough as the lead organization. It is not known yet if this application was successful. If it is, there are a number of collaborative projects, including the Community Police Academy idea that will need to be revisited in the context of COVID-19 restrictions and BLM.

**C.** There is also a **Provincial Diversity, Equity and Inclusion Network** launched by the City of London in 2018 that includes municipalities, some Universities and Colleges, as well as a few Police Services. Like other networks it is an opportunity to share best practices and seek opportunities for collaboration and strategic alignment. They meet about 6 times per year. The City of Peterborough is a member as well as the Peterborough Police Service.

**D. Bridges Out of Poverty** is an evidence-based equity and accessibility framework which the City has adopted and delivers training that is specific to economics, class, and income. The Community Development & Engagement Coordinator sits on the Advisory Committee which usually meets bi-annually but has not met since COVID.

### **3. Schools and Youth**

**A. KIDS Books and curriculum.** It is almost six years since Peterborough Police Service adopted the OPP KIDS program and reviewed the content with the school boards to ensure it was in sync with their curriculum. Before reusing them again in 2021- 2022, consider evaluating their use and effectiveness and whether there are newer, more current resources available. Continued participation with the Ontario School Safety Education Officers Community Committee (OSSEOCC) through Boost Child & Youth Advocacy Centre is one way to ensure our resources are appropriate and to learn what other Services are doing.

**B. Challenges, Changes and Beliefs (CBC)** is another evidence-based program that looks to build resilience in youth by supporting critical thinking, building confidence, health literacy and relationship skills. This program is led by Peterborough Public Health (PPH) who engage Community Service officers to help deliver this program that sees grade 11 and 12 students become leaders and facilitators to work with grade eight students. The senior students travel to the relevant feeder schools wherever possible to create the added benefit of building connection with grade eight students before they transition to high school. Holy Cross was the primary school in the program in 2019, with a view to expand in 2020. This program was suspended like so many others



with COVID, and Parent Action on Drugs funding was cut by the province, so the future of this program is uncertain.

**C. Connect, Change, Connect** is another PPH led program, this one specific to smoking and vaping cessation. Informed in part by research that shows that youth who smoke cite feeling disconnected from school and disenfranchised from positive social networks as one of the reasons they smoke – which only ends up further isolating them. In addition to police, this program also engages our partners at John Howard who are in some schools doing Restorative Practice and Non-Violent Communication skills development with students. At present time it is uncertain what this looks like during COVID.

**D. Reward and Remind** is a third PPH led program. This one runs during the summer months and looks to remind youth where they can and cannot smoke using a positive reinforcement framework. Having Community Services officers deployed downtown in the summer is a way to partner and support this program as well, however, at present time it is uncertain what this looks like during COVID.

**E. Community Partners for Youth Forum.** The Advisory Committee had begun to meet to plan the annual event in its traditional format when COVID-19 hit. It was decided to move to an online format using Zoom and host more events. In May, the Advisory Committee hosted a forum to provide COVID-19 related updates with 47 participants representing 27 agencies. In early September an Anti-Racism Forum was run featuring a panel of local experts with 38 participants representing 20 agencies. Later in September the group also hosted the annual networking forum by Zoom attracting 42 participants from 21 agencies. The outcomes and impact of this event would be improved with more police attendance, and it should certainly be a requirement for officers new to the Community Services Team, Victim Services, and the Youth Court officer. Evaluations have indicated that as things stand with COVID-19 restrictions people would rather meet three or four times a year online with one of those events continuing to focus on networking broadly and the others to be relevant issue focused events.

**F. Youth Commission:** Endorsed by City Council and comprised of members from the Youth Council and community partners such as police, John Howard, Employment Planning and Counselling, and Junior Achievement, this group meets about 9 times a year and champions issues as identified for and by youth in Peterborough. These meetings have been suspended during COVID-19.

**G. National Youth Week** is the first 7 days in May each year. An ad-hoc group meets to plan activities aimed at engaging youth in a way that builds connection, culture, and knowledge. Youth Week 2020 was cancelled due to COVID-19.

**H.** It should be noted that KSAC, John Howard and other partners are doing some great trauma informed work around consent and healthy relationships – Peterborough Police Service staff have done some partnering, and there is encouragement to do more such as collaborative presentations in schools and other settings. There is more pressure to do prevention work as it relates to Human Trafficking.

#### **4. Pride**

Peterborough Pride is the third week in September while International Pride month is June. Most Pride events around the world were cancelled because of COVID-19. For June the traditional Pride

flag was raised, and Community Service officers wore rainbow placards. For Peterborough Pride the new social justice pride flag was purchased and raised and Community Service officers wore the rainbow placards again.

## **5. Community Safety and Well-being Plan (CSWP)**

There was one CSWB plan meeting in 2020. It was held in February in Norwood and included the City, The County, all the townships, OPP and PPS. A plan for sharing resources to hire a consultant to lead the CSWB work and completing the report was discussed. Next steps were stalled by COVID-19 and then the province suspended the January 1, 2021 deadline giving the Solicitor General the power to introduce a new deadline when appropriate. Currently, Chris Kawalec with the City of Peterborough is the contact. CSWB deadline is now July 2021.

## **6. Community Mediation Peterborough (CMP)**

The John Howard Society continues to take the lead of this program by housing it, providing staff and allocating funding. During most of 2020 attempts have been made to transition mediation and listening projects online. In related work, JHS is working in a number of schools doing Restorative Practice and Non-Violent Communication development with youth and presents great opportunities for increased collaboration moving forward.

## **7. DataShare Peterborough**

This is a City/County Table that hosts partners that are engaged in significant data collection and those that purchase data to support the analysis and sharing of local data and foster related collaboration. The Peterborough Police Service Crime Analyst sits at this Table as does the Community Development & Engagement Coordinator given their role with the Situation Table. The Community Development & Engagement Coordinator worked with the City and Public Health to host a racism and race-based data collection conversation at the September meeting.

## **8. Peterborough Drug Strategy (PDS)**

Peterborough Police Service continues to be a Pillar Partner at the PDS table. Peter Williams was the Chair through October 2020. Public Health will take over the role of Chair through to the end of March 2021, at which time a new Chair will be sought. It would be strategic for Peterborough Police Service to consider who they might put forward as a nominee for Chair. It is important to remember that even if PPS holds the Chair position that a senior sworn member is needed to act as the Peterborough Police Service representative at Pillar and Partner meetings.

Under the Drug Strategy there are several projects each of which has a project advisory committee. One of these projects was funded through the last Proceeds of Crime cycle of funding (April 2018 to April 2020) and has been focused on Cannabis. The former Community Development & Engagement Coordinator sat on the Advisory Committee for this project.

There is also a committee looking at Crystal Meth preparedness for our community which Peterborough Police Service is involved in.

## **9. Question of Care (QoC)**

A program under the PDS umbrella, QoC is a framework for collaborative multisector training, education, and capacity building with a particular focus on reducing stigma and other barriers particularly in the context of Addiction and Mental Health. The Community Development & Engagement Coordinator is a member of the Steering Committee for this program which meets 6 to 10 times per year. This framework for collective community education should be monitored for opportunities to both get training and deliver training.

A project with CAMH that was scheduled to roll out in 2020 continued to face many challenges, mostly stemming from the bureaucracy at CAMH, so the agreement was terminated.

## **10. (Supervised) Consumption and Treatment Services Site (CTS)**

Peterborough Police Service continued to support partners in efforts to establish a local CTS site. This September a collaborative of partners was able to secure the old Greyhound bus depot to house PARN's Harm Reduction Works Program and well as the new Mobile Strategic Overdose Response Team, creating an opportunity to submit a new CTS application. The application for this was submitted officially in December 2020. The Community Development & Engagement Coordinator will continue to sit on the advisory and planning committee for this; bringing in appropriate officers and administration when needed.

## **11. Health Canada Substance Use and Addictions Program (SUAP) grant**

After waiting almost a year Peterborough Police Service received approval from Health Canada for the SUAP application. It took most of July and August to finalize the contract and funding agreement and implement the collaborative management team which includes Paramedics, FourCAST, PARN and Peterborough Police Service. The Community Development & Engagement Coordinator will continue to provide oversight of the project ensuring accountability to Health Canada. All staff from all agencies were hired and in training by the end of November 2020.

## **12. Homelessness/Housing**

2020 saw another transition in the committee structure related to homelessness and housing. The committee is called the 'Working Group - Ending Homelessness and Staying Housed'. Peterborough Police Service is represented by the Community Development & Engagement Coordinator at this table.

## **13. Human Services and Justice Coordinating Committee (HSJCC)**

The Community Development & Engagement Coordinator sits at both the local and regional tables of the HSJCC. The local table helps facilitate collaboration on issues related to supporting people who are involved in the justice system. One of the intended outcomes is to reduce recidivism. At the regional level part of the collaborative efforts are to support research that benefits the members missions and mandates. This year's projects included Alternate/Healthy Highs (youth focus), Affordable Housing Solutions, Transportation in small urban large rural settings.

Before the Community Development & Engagement Coordinator, there was a Staff Sergeant at the local table and an Inspector at the regional table. Victim Services also sits at the local Table.

The work at the regional Table should continue to be evaluated to determine if Peterborough Police Service is represented appropriately.

The issues related to systemic racism in the justice system and the implications of defund/reform police were raised at both Tables. It seems evident that more discussion, education, and strategies are required.

#### **14. Business Plan/Strategic Plan**

Community Development & Engagement Coordinator continued to support the Police Services Board Executive Assistant and the Media Relations/Communications Coordinator in completing the 2020 to 2023 Strategic Plan. This plan was finalized in August 2020.

#### **15. Diversion Protocol**

The revised Adult Diversion protocol was completed and implemented in Spring of 2020.

Peterborough Police Service Community Services team met with the John Howard youth and community services team in October to review youth diversion options. Opportunities for increasing diversions to JHS giving youth and their families more options to access services and programs were identified. A plan to increase awareness across the Service and enhance PPS/JHS collaborations were discussed.

#### **16. Proceeds of Crime Frontline Police**

Completed and submitted a grant application to the provincial stream of funding under Proceeds of Crime/Frontline Policing in December 2019. The project is to address 'Housing Unit Takeovers' (HUTS) and the related issues of guns, gangs, and human trafficking received approval in July this year and runs from April 2020 to March 2023. The Community Development & Engagement Coordinator will continue to provide oversight of the project ensuring accountability to the Ministry of the Solicitor general.

2020 was also a year of transition for the Community Development & Engagement Coordinator role. Peter Williams completed his term in the role in October 2020. Peterborough Police Service engaged in a comprehensive process to fill the role which included community representation on the hiring committee. Emily Jones joined in August allowing for an eleven week overlap to facilitate a smooth and effective transition.

## Media Relations & Communications Coordinator (MRCC)

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

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

The duties of the MRCC in 2020 included the following:

- Issuing daily and special media releases
- Coordinating and conducting media interviews or preparing members to conduct an interview
- Organizing media conferences
- Managing and updating the Service's website and ensuring it complies with the Accessibility for Ontarians with Disabilities Act (AODA)
- Managing the Services electronic sign
- Managing and updating the Services social media accounts
- Managing the Service's television in the main lobby
- Managing the Service's "MyBeat" text alert program
- Designing Service documents including the Annual Report, the Business Plan, and the Holiday Card
- Working with units in the Service, such as the Community Services Unit and Traffic Unit, to deliver proactive and crime prevention safety messages on a variety of platforms to the public
- Working in collaboration with community partners to plan joint media initiatives
- Working with the Video Analyst to disseminate unsolved crime videos
- Organizing the Knights of Columbus Annual Police Appreciation Awards

2020 was a busy year once again marked by major events that garnered significant media attention, both local and farther abroad. None was bigger than the COVID-19 pandemic.

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

In 2020 MRCC designed and managed the promotion of various public education and information campaigns in conjunction with community partners.

Late in 2020 saw the resignation of MRCC Lauren Gilchrist after 9 years in the position. Sandra Dueck was hired in November 2020 to fill the MRCC position. We wish Lauren success in her next venture!

## Training Unit

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

In 2020 officers received 8 hours of online learning consisting of a variety of topics and Peterborough Police policy reviews. In addition to the 8 hours of online training, officers complete four, 8-hour training days for each of the four platoons. These 4 days covered use of force, firearms, scenario-based de-escalation scenarios and additional academic updates and presentations from Community Partners. The total mandated training time is 40 hours per officer, on the officer's day off thus not interfering with their regular shift duties. Special Constables and Auxiliary members also qualify annually in use of force.

COVID-19 affected many aspects of police training in 2020. Smaller group sizes were necessary to limit the risks to officers and trainers, so training venues and curriculum were altered to meet the needs of the Service and community. Platoon training was introduced, where one of two officers were rotated off their shift to partake in a 30-minute training evolution before returning to duty. In this format, officers were challenged with realistic situations in a varied series of venues, where communication and police techniques were demonstrated with immediate outcomes.

The total time invested with In-Service Training for 141 Officers (Firearms, Use of Force) was 11,860 hours. Training off-site totaled 3,890 hours (Canadian Police College, Ontario Police College)

The total time invested with the Canadian Police College Network (CPKN) online learning for the officers was 2,580 hours.

A number of specialty designations require in-house annual re-certification including: Conducted Energy Weapon (CEW - Taser), Shotgun, Intoxilyzer Technician, Use of Force (Auxiliary & Special Constable) and rifle. None of which were affected by the restrictions associated to the COVID-19 pandemic. Training officers accepted the challenges associated with providing curriculum during the emergency order and were able to successfully satisfy all necessary testing required for certifications.

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

Total training hours: 11,860 hours in-house, plus 3,890 off site hours = 15,750hrs

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

## Mobile Crisis Intervention Team

In 2011, a pilot project was started at the Peterborough Police Service in which an outreach worker from the Canadian Mental Health Association-Kawartha, Haliburton, Pine Ridge (CMHA-HKPR) began working out of the police station doing ride-alongs with officers and attending mental health calls. The worker also did follow-up on mental health calls.

In 2018, a police officer was added with the CMHA-HKPR outreach worker and the Mobile Crisis Intervention Team (MCIT) was born.

The MCIT program provides brief crisis response, crisis stabilization and follow up to individuals experiencing a mental health crisis that have come into contact with the police.

The Mental Health Worker and MCIT Police Officer work in partnership to provide real-time crisis response and proactive intervention.

The MCIT- Mental Health Worker follows up on referrals providing short term support and linkage to appropriate community resources as required.

We are proud of the work and the great partnership with the CMHA-HKPR.

### Count of Mental Health Act (MHA) Occurrences by Year (2018 – 2020)

2018	2019	2020
567	627	676

There was a 10.6% increase in MHA classified occurrences between 2018 and 2019, and a 7.8% increase in MHA classified occurrences from 2019 to 2020. Overall, from 2018 to 2020 there was a 19.2% increase in MHA classified occurrences.



## Chaplain

Effective July 14, 2020 Major Bert Sharp resigned as the Peterborough Police Service's Chaplain. Major Sharp is retiring from his current employment with the Salvation Army and is moving out of the area. We wish Major (Ret.) Sharp all the best.

Some of the duties performed by Chaplain Sharp in 2020 included the following:

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

Chaplain Sharp continued to assist the Service whenever requested. He remained connected to the Service and all employees with many visits and interactions with an assortment of sworn and civilian members throughout 2020, up until his resignation/retirement. This was somewhat limited due to COVID-19.

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

## Investigative Services Division

Investigative Services saw some growth in 2020 when two additional positions were made possible due to several successful grant applications. The Division comprised of 38 (now 40) members, with one Inspector, one Staff Sergeant, three Sergeants, 28 Detective Constables and six Civilians. 2020 saw the development of the Special Victims Unit (SVU) and the addition of one Detective assigned to Human Trafficking (1) to work alongside existing members involved in Child Sexual Assaults, Internet Child Exploitation (1), Elder/Domestic Abuse, and our Victim Services Unit. Another civilian position was also added in the Unit's Electronic Crimes Unit. This individual's background is in computer technologies which will prove very beneficial to the Unit and the many technical and legal requirements surrounding the recovery of electronic evidence.

Looking forward into 2021, other grants received during 2020 will enable the addition of a second dedicated Human Trafficking Detective and an additional Internet Child Exploitation Detective.

All members of Investigative Services Division provide support to frontline patrol officers by taking over involved or complex investigations that require significant follow up and attention. The investigators and support personnel also meet requirements mandated through policing standards or identified community needs.

The Investigative Services Division is comprised of:

- Crime Stoppers
- Domestic/Elder Abuse Investigations
- Electronic Crimes Unit
- Forensic Identification Services
- Fraud Investigations
- High Risk Offender Unit
- Intelligence Unit
- Crime Analysis
- Asset Forfeiture
- Drug Unit
- Major Crime Unit
- Sexual Assault Unit
- Special Victims Unit
- Street Crime Unit
- Victim Services Unit, and
- Video Analysis

Many of the positions in the Investigative Services Division also have secondary responsibilities assigned to their roles as well, including Sex Offender Registry, Powercase, Community Assessment Teams, and more.

Due to mandated legislative and case law requirements, training continues to be a priority to ensure members have current and applicable knowledge, skills, and abilities. This requirement was obviously hampered by the pandemic, so training was mainly provided through virtual means whenever possible. In 2020 members of the Investigative Services Division attended, either in person or virtually, 48 courses, workshops, or conferences at a total cost of \$42,838.24.

Statistically, the criminal offences reported in 2020 rose 5.4% over 2019, increasing from 5246 to 5529 offences. The following chart provides a break down on the number of various criminal occurrences investigated by the Peterborough Police Service throughout 2020 in comparison to 2019's totals.

Crimes in our contracted communities accounted for a relatively small percentage of our overall crime; Cavan-Monaghan Township had 116 crimes reported in 2020, up from 107 reported in

2019, an 8.4% increase. The clearance rate also rose from 42.1% to 45.7%. In 2018, there were 130 crimes reported with a 41.5% clearance. The Village of Lakefield had 32 reported crimes in 2020, down 42.9% from 2019's total of 56. Both years saw a 50% clearance rate.

Keeping pace with the continued demands being placed on the Service as the world adapts to “the new normal” brought on by the pandemic in addition to the continuous pressures through legislative requirements, court preparation, technological advancements and training are expected to be a continuing challenge in 2021. Further, the opioid crisis, domestic human trafficking and internet child exploitation investigations continue to place increasing demands on police resources. As such, the Service will continue to find collaborative partnerships to address these social issues. The Investigative Services Division is committed to meeting the community's expectations and the overall goals and objectives of the Service.

In closing, the effort put forth by the members of the Investigative Services Division throughout a very unusual year deserves a special recognition. The Investigative team provides a level of dedication and commitment to the communities they serve that is second to none when it comes to applying their knowledge, skills and abilities while investigating serious criminal occurrences. I would like to personally thank each member of the Investigative Services Division for their contributions towards making our community a safer and more enjoyable place to live, work, and play.

Respectfully,

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

Neil Collins  
Inspector

## 2020 Year End Statistics

	2018	2019	2020	% +/-
<b>Reported Crimes</b>	5276	5246	5529	5.4
<b>Clearance Rate</b>	60.7	56.3	52.5	-3.8

2020 Year End Criminal Statistics						
Description	Offences Year to Date			Percent Cleared Year to Date		
	2019	2020	%+/-	2019	2020	%+/-
<b>Homicide/Attempts</b>	4	6	50.0	100.0	66.7	-33.3
<b>Robbery</b>	31	50	61.3	51.6	58.0	6.4
<b>Break &amp; Enter</b>	302	270	-10.6	30.5	31.1	0.6
<b>Theft of Vehicles</b>	64	85	32.8	34.4	24.7	-9.7
<b>Thefts</b>	1400	1627	16.2	19.4	16.2	-3.2
<b>Frauds</b>	413	542	31.2	31.0	27.3	-3.7
<b>Offensive Weapons</b>	43	51	18.6	88.4	88.2	-0.2
<b>Drugs</b>	81	107	32.1	92.6	92.5	-0.1

2020 Year End Criminal Statistics						
Description	Offences Year to Date			Percent Cleared Year to Date		
	2019	2020	%+/-	2019	2020	%+/-
<b>Sex Offences</b>	189	163	-13.8	55.0	76.7	21.7
<b>Assaults</b>	487	550	12.9	83.6	84.4	0.8
<b>Other Criminal Code</b>	2194	2032	-7.4	80.2	77.2	-3.0

## Asset Forfeiture Unit

In 2020, due to the pandemic, there were no outgoing training courses offered by the Asset Forfeiture Unit (OPP) off-site. Detective Constable Teeple continued to familiarize himself with new techniques/skills and updated policies that were provided via email.

2020 was another successful year for the Peterborough Police Service's Asset Forfeiture Unit. The Unit reconciled nearly \$75,265.90 that was seized by uniform officers and members of ICAD (Intelligence/Crime Analysis/Asset Forfeiture/Drugs). Detective Constable Teeple made a deposit of forfeited currency to The Minister of Public Works and Government Services in the amount of \$231,955.97 from previous cases that were completed in court and disposition orders granted.

2020 was another busy year for seizing vehicles. Detective Constable Teeple worked closely with the Major Crime Unit and Street Crime Unit and assisted in seizing 3 vehicles that were accepted into the Criminal Asset Management Program (C.A.M.P). Detective Constable Teeple obtained two management orders for vehicles that were seized by ICAD (R v Maclean & R vs Mohammed).

Detective Constable Teeple participated in 3 provincial takedown projects, which involved numerous arrests across the Greater Toronto Area (GTA). Large amounts of property and currency were seized during these takedowns. Most notable, was a project/takedown involving the territorial tow truck issues in the GTA that involved violent acts and thousands of dollars in arson. Detective Constable Teeple assisted in seizing 4 tow trucks on takedown day as offence related property.

Detective Constable Teeple has conducted these Asset Forfeiture activities in addition to assisting members of the Street Crime Unit. It is estimated that 40-50% of his workload is consumed with Asset Forfeiture related duties and the remainder is directed towards Street Crime. It should be noted that due to ICAD being involved in other projects for several months in 2020, the files are slightly lower than previous years. The majority of AFU files are typically a direct result of ICAD investigations.

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

### 2020 AFU Numbers

• PPS FILES	18
• OPP FILES	2
• Vehicles Seized	7
• Management Orders/C.A.M.P.	5
• Notice of Illicit Activity Forms	6
• Currency Reconciled	\$ 72,265.00
• Currency Forfeited	\$231,955.97
• Provincial Takedowns	3
• Notice to Crown Attorney	5
• PAFU Intakes Submitted	18

## Crime Analysis

There is one Crime Analyst for the Peterborough Police Service. This position saw a change in personnel in July. Responsibilities of this role encompass a variety of crime and intelligence analysis tasks to provide operational and tactical analysis for the Police Service. Duties include collecting and analyzing data on crime patterns, trends, identify potential suspects, utilizing crime analysis databases and tracking systems for investigations with ICAD and Investigative Services, production orders, linking offences, identifying high crime areas and methods of offending. The Analyst coordinates requests for information from senior staff, community partners, uniformed officers, investigators, and outside Police Services.

**Team** - The Crime Analyst supports the Investigative Services team by creating and disseminating bulletins and liaising with other services to solve crimes; analyzing trackers and production orders; and querying potential suspects for crime specific issues. The Analyst completes statistical reports to assist the Command Team with strategic planning and supports the Operations Division through the systematic study of crime and disorder, providing crime statistics and hotspot mapping to assist in decision making and informing officers.

**Assistance to other Police Services** - As a result of the personnel change in July, the current Analyst reached out to surrounding Police Services to network for the purpose of information sharing. Requests are regularly received from police services throughout Canada, but primarily in Ontario. Requests range from data base searches, linking occurrences or suspects, and participating in multi-jurisdictional investigations. This occasionally results in the identification of suspects or assists in solving crimes for the Service(s). Joint investigative projects with other Services assist in building evidence on suspects and contribute towards charges laid.

**Audio Visual Evidence** – The Analyst receives crime bulletins from other police services to share information on similar fact evidence, identify offenders and multi-jurisdictional cases. Each case is reviewed to determine if the Service has related occurrences. The Analyst also creates bulletins for our Service to send out to other Services. From July to December, four formal bulletins were disseminated from the Analyst to the Ontario Crime Analyst Network (OCAN) and the Ontario Property Crimes Distribution List. In 2020 there were countless emails of information exchange, video evidence and investigation pieces shared.

**Training** – In 2020, due to the pandemic, in-person training courses were not scheduled, and there have been minimal virtual training opportunities. To remain current with trends and techniques in the field the Analyst has participated in three virtually presented case-study webinars through the International Association of Crime Analysts.

**Professional Affiliations** - The Crime Analyst continues to be an active member of the Ontario Crime Analyst Network, International Association of Law Enforcement Intelligence Analysts, International Association of Crime Analysts, and Data Share Peterborough.

## Crime Stoppers

Peterborough Northumberland Crime Stoppers is a community-based program that brings local citizens, the media, and the police together in partnership to solve crime. This is accomplished by offering cash rewards and guaranteeing anonymity to persons who furnish information leading to the arrest of or laying of charges against criminal offenders. In 2020, although a pandemic year, that partnership continued to yield massive results.

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

The 2020 Crime Stoppers Board was chaired by Ken Erskine, with Jared Brandon serving as Vice Chair. The remaining Executive was made up of Treasurer, Peggy Roberts, and Fundraising Chair, Kristy Baitley. The remaining Directors of the Board were community representatives from Peterborough and Northumberland Counties.

The 2020 police coordinators for the Peterborough-Northumberland Crime Stoppers Program were Peterborough Police Service Detective Constable Keith Calderwood and Ontario Provincial Police Constable Greg Stokes from the Peterborough County Detachment. This was the inaugural year for both coordinators. The coordinators have lived and have worked in the area and have built many partnerships in the community to benefit the Crime Stoppers Program.

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

Peterborough-Northumberland Crime Stoppers continues to focus on increasing its profile in the community. Crime Stoppers web tips also continue to increase which is a welcome trend as it allows Crime Stoppers and Tipsters to remain in contact for follow up and pay outs. Web-based tips are handled the same way as phone tips and anonymity is still our highest priority. In 2020, the seizure of drugs saw a massive increase which was due to some very descriptive tips from tipsters.

Statistics	2019	2020	Since Inception
New Calls	1271	1,139	41,370
Arrests	56	51	3,624
Charges	177	86	9,836
Cases Cleared	13	34	4,486
Property Seized	\$233,830.00	\$324,200.00	\$5,759,994.00
Drugs Seized	\$709,680.00	\$12,328,869.00	\$179,687,283.00

The Crime Stoppers Board recognizes the need to promote the Crime Stoppers Program through interaction with the public. In years past, information booths have set up at a number of home shows, garden shows, Seniors events, Community Care, Trent University and Fleming student

presentations, Police Week displays in the various Townships, St Patrick's / Christmas Parades and the Peterborough Pete's/ Crime Stoppers night. However, due to the Coronavirus Pandemic, coordinators were challenged to think outside the box to keep the brand of the organization in the public's eye.

In the early months, prior to the pandemic, the coordinators focused on the current scams that were circulating the area and gave presentations to a number of service organizations such as Knights of Columbus, Rotary, Buckhorn Community Centre, Investors Group, seniors groups, and breakfast clubs. Since the onset of the pandemic, coordinators were able to continue with these presentations virtually through zoom meetings.

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

Crime Stoppers, being a not-for-profit organization depends on fundraising as essential to keep the program alive. One of our major fundraisers was the annual September Golf Classic held at the Quarry Golf Club in Ennismore. In 2020, coordinators adjusted the tournament while keeping in line with the public health safety measures to keep the participants safe. Again, our tournament showed how generous and supportive the community is to the Crime Stoppers Program. Everyone had a great time and the tournament raised over \$26,000.00.

Crime Stoppers continued with their third annual Ultimate Outdoor Package raffle and added a runner up prize to gain more attention. The grand prize consisted of a Kawasaki Mule side-by-side and Triton aluminum trailer with a runner up prize of a trip to Turks and Caicos. (Turned into \$5,000 cash due to the pandemic) The package was valued at over \$20,000.00. This fundraising initiative not only raised more funds for Crime Stoppers but also generated a lot of attention and awareness for the Crime Stoppers program. This was pushed through social media and the website, and for the first time ever, the 3,500 tickets printed were sold out.

### **Other 2020 Fundraising Events**

- Tribute and Magic Shows held in Peterborough and Cobourg – Thanks to Connect Marketing.
- Court awards - in the pandemic year were increased with over \$45,000 in donations.

### **Moving of the Crime Stoppers Office**

In May 2020, the Crime Stoppers office moved to the new Peterborough Police satellite office located at the Peterborough Transit Bus Terminal (190 Simcoe Street). There have been many hiccups in this move, however the coordinators have worked closely with the Peterborough Police Service administration to have the issues resolved. Crime Stoppers had a sign promoting the program placed above the office which gives the organization fantastic exposure to community members passing through the bus terminal.

The coordinators were able to continue to build partnerships with the local radio and TV stations although the interviews were done virtually instead of in-person. Several road signs in and around Peterborough City, County and Northumberland Counties were replaced and or repaired to keep our organization brand prominent to people passing by. And, the website ([stopcrimehere.ca](http://stopcrimehere.ca)) continues to evolve and change, keeping up with technological advancements. The program's



social media presence continues to grow allowing the public to know what is happening with the program and to view local crimes, which they may have information about.

The Crime Stopper Board recognized 2020 was a tough year financially for many organizations and wanted to help other organizations that may have been struggling financially or needed equipment to. In June 2020 Crime Stoppers purchased two mountain bikes for the Peterborough County OPP. These bikes will be used for community patrols to promote the Crime Stoppers Program as well as bicycle safety and education. The officers will also utilize the bikes for enforcement purposes in small communities and on several trails in the County.

In November 2020, Crime Stoppers partnered with the Trent University Forensic Program and purchased a 20'x10' tent to be used for training purposes in the field while students are educated in forensics. This partnership builds exposure with students at Trent University.

In December 2020 the Crime Stoppers program purchased two 55" televisions for Kawartha Youth Unlimited. Kawartha Youth Unlimited serves hundreds of youth each year and offers "out-of-the-ordinary opportunities for youth to live life to the fullest... through building relationships and relevant programming that help youth to find hope and their God-given potential".

Crime Stoppers also donated to the OPP winter clothing and food drive, the Peterborough Community Care Seniors Tree, the Northumberland Green Wood Coalition, and the Northumberland Giving Tree.

## Electronic Crime Unit

In November 2020 a second member was added to the Electronic Crime Unit (ECU) to assist with the growing workload. This was made possible following the successful application for grant funding.

In 2018, the ECU was involved in 55 investigations and examined 101 devices. In 2019 this increased to 91 cases and 329 devices. In 2020 there was another subsequent increase in workload with 90 cases and 314 devices totaling 40,026 GB of data, almost doubling the total data from the previous year. Due to the volume of data requiring storage, the Service's existing server reached 90% capacity. A new server has been installed and is expected to have sufficient capacity to last approximately 5 years.

While many investigations involve frontline members seizing devices and submitting them to the Unit, on several occasions the ECU Analyst was also required to attend directly at the scene to assist with the seizure. Cases covered a wide spectrum of crimes including murder, sexual assaults, possession of child pornography, child sexual exploitation, drugs, frauds, and others. Many cases required a complete forensic analysis and report for court. Although the Electronic Crime Unit has developed several levels of reporting based on the severity of the case and the data required by the courts, preliminary forensic reports still require between 30-40 hours per case.

Cases involving child exploitation and child pornography are particularly complicated cases requiring an immense amount of time to image, process, and report on. These investigations will typically involve the ECU tech from the execution of the search warrant to the completion of the court case, requiring heavily detailed reports and court follow-up which can range from days to weeks of work. The ECU was involved in 14 child pornography cases and 11 cases involving the luring of a child.

The ECU completed work on 4 homicide investigations in 2020 and was involved with the seizure of approximately \$90,000 in drugs and a 9mm pistol as a result of a takedown completed with members of the Major Crime Unit in December 2020.

The estimated current backlog in the Electronic Crime Unit is approximately 3-4 months, which has increased from 2019.

Cases involving this Unit are increasing and the complexity of these cases requires additional time, effort, and tools to adequately complete. With the number of electronic devices submitted and use of encryption, it can be expected that the workload for this Unit will continue to increase.

## **Fingerprint and Photograph Destruction**

During 2020 there were 16 Fingerprint and Photograph Destruction applications received.

Of the 16 applications, the following is a breakdown of the results:

- 12 of the applications were approved
- 1 of the applications was denied
- 2 of the applications are pending RCMP review/approval
- 1 request received was sent by the applicant to the incorrect Police Service

All applications received in 2020 have been processed.

## Forensic Identification Services

Forensic Identification Services (FIS) consists of three sworn Detective Constables. A fourth sworn member assumed the responsibilities of overseeing the fingerprinting and DNA databank submissions for the Service. They retired at the end of the year and those responsibilities have been transferred to a civilian Special Constable.

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

In 2018, a MOU with the Cobourg Police Service (CPS) was arranged where their member attends the Peterborough Police Service (PPS) FIS for use of the laboratory as well as mentorship. This mentorship has continued through 2019 and into 2020. In early March, members ran a Scenes of Crime Officers course, which included seven (7) members from the PPS and two members from CPS.

### Automated Fingerprint Identification System (AFIS)

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

### Scenes of Crime Officer Program (SOCO)

The Scenes of Crime Officer (SOCO) program was introduced to the Service in June of 2000. The Police Service currently has forty-one (41) members assigned, twenty-seven (27) of those are assigned to frontline patrol. SOCO officers provide support for members of FIS as they are able to conduct field examinations and photography of some break and enter scenes, thefts, and some assaults.

In 2020, SOCO officers responded to 567 calls for service, slightly down from 589 in 2019. SOCO officers also complete weekend fingerprint duties for those persons held in police custody.

In 2020, FIS members continually liaised with investigating officers and the Centre of Forensic Sciences to ensure all avenues of forensic evidence examinations are exhausted and complete. The following table illustrates the calls for service members of FIS were involved with as well as Identifications made either through fingerprints or DNA.

<b>(Homicide, Aggravated Assaults, Sexual Offences, Sudden Deaths et cetera)</b>		<b>(Stolen Vehicles, Break and Enter, Mischief et cetera)</b>	
103		242	
<b>Fingerprint Identifications (Criminal Only)</b>	<b>CFS Submissions</b>	<b>DNA Hits</b>	
31	96	26	

Of the 103 threshold investigations, 3 were homicides, 63 were sudden death investigations, of which 35 can be attributed to illicit drug use. In 2019 FIS responded to 42 sudden deaths with 29 were attributed to illicit drug use.

Further, there were 209 non-threshold investigations, of which 40 were stolen vehicles, and of those, the vehicle's keys were used in 39 of the occurrences.

FIS also conducts firearm analysis when guns are seized during investigations. In 2020, there were a total of 20 investigations where firearms were examined, some of which included multiple firearms.

## Forensic Video Analysis

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

The Forensic Video Analyst actively assists all units and members within Investigative Services - Street Crime, Major Crime, Sexual Offences, Intelligence, Drugs, High Risk, Fraud, Internet Child Exploitation (ICE) and Asset Forfeiture Unit (AFU).

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

Requests are received throughout the year from various police services for the assistance of the Forensic Video Analyst ranging from interview room video extraction to digital multimedia evidence file conversions. Requests for these services continue to increase each year.

Numerous businesses and homeowners have installed Digital Video Recorders (DVR), yet most have little to no experience with these systems. Whenever a member of the community requires assistance extracting video from their systems, the Forensic Video Analyst is called upon to perform the extraction. This requires the FVA to have a working knowledge of all possible DVR systems. In addition, the FVA also provides setup and configuration advice to business and homeowners.

The FVA has compiled a database of CCTV systems within the city. While this list does not contain every location in the city that has a video system, there are currently 190 different locations in the database. This database is used by investigating Officers to help locate potential video evidence.

In 2020, the FVA assisted with or personally extracted 793 different videos. These videos were then processed and submitted into Evidence by the FVA. This is up from 2019, when 598 videos were obtained. This represents an increase of 30 percent.

The Forensic Video Analyst creates Crime Bulletins for the Service. This requires reviewing the digital multimedia evidence to determine the best possible view of the suspect. Then creating the actual Crime Bulletin, editing the accompanying video, and disseminating it Service wide. This process is done for every occurrence that has video and an unknown suspect.

In 2020, the Video Analyst created 301 Crime Bulletins. This is up from 2019, when 294 Crime Bulletins were created. While these numbers have remained consistent, an additional 41 Crime Bulletins were requested, but were either not created because of poor video quality or suspects not actually captured on the video. On average, a Crime Bulletin is completed within 18 days of the offence taking place.

All digital evidence that is submitted into evidence is directed to the Forensic Video Analyst office for processing. The digital evidence is uploaded to the Service's Digital Evidence Server (DES). A copy of the files on the DES are periodically uploaded to the Service's cloud storage system for long term storage.

In 2020, 1945 unique pieces of digital evidence were processed and uploaded to the DES. This is slightly down from 2019, when 2002 unique pieces of digital evidence were processed and uploaded to the DES. This decrease is because the Court Disclosure Clerk is no longer submitting cell video or 911 audio tapes into evidence. These files are being directly uploaded to Evidence.com. It is expected that the volume of digital evidence collected and submitted into evidence will continue to increase, year after year.

In 2020, the Forensic Video Analyst participated in one training session. The FVA attended the Law Enforcement & Emergency Services Video Association annual training conference (November 2020). This training conference was attended virtually and introduced attendees to image clarification using various techniques and software programs. Forensic audio enhancement techniques were also examined.

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

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

The ICAD Unit has 7 police officers and 1 civilian member, 1 Sergeant (supervisor), 4 Detective Constables in the Drug Unit, 2 Detective Constables in the Intelligence Unit and 1 civilian Crime Analyst.

There were 107 calls for service specifically connected to drug investigations in 2020. A significant number of the calls were dealt with by uniform patrol. Generally, calls were reported by members of the community informing police of issues. However, this does not include the number of calls that were “drug related” which would be significant throughout the city. A number of these calls were generated within the ICAD Unit because of active investigations utilizing surveillance, confidential human sources, undercover “buys” and input from the community such as Crime Stoppers.

The Drug Unit was responsible for writing 16 Controlled Drugs and Substances Act (CDSA) search warrants throughout the year. The Emergency Response Team (ERT) was utilized for 11 of the entries along with some high-risk vehicle takedowns.

In 2020 investigations focused on fentanyl and information surrounding possession of firearms. ICAD members seized handguns and long-guns on several search warrants. Investigators dealt with a “magic mushroom” (psilocybin) operation late in the year following a house fire. The residence had been specifically modified to accommodate the operation within the basement.

Cocaine was again the most significant drug located and seized, despite the Canada/USA border being closed due to the pandemic and a greatly diminished cocaine supply.

There was an increase in the seizure of Fentanyl which is commonly referred to as “blue” or “purple”.

Crystal meth seizures also increased with smaller quantities seized throughout multiple investigations. This increase was associated to one specific dealer.

A large quantity of cannabis was seized during a search warrant at the “Medicine Box”, (an illegal cannabis store), that was operated as a storefront on Charlotte Street. The items located and seized from this location ranged from cannabis bud to oils and edibles that were professionally packaged.

The ICAD Unit saw significant changes in day to day operations due to the pandemic and its restrictions. There was an increase in requests of the ICAD Units resources to provide assistance during major investigations, such as shootings and homicides. ICAD participated in several search warrant executions within and outside of the Police Service’s jurisdiction. This required additional surveillance, DNA cast off details, and interviewing. ICAD members were heavily relied upon in Project Laker, which took away from regular duties for several months.

The Service has one member of the Intelligence Unit connected with the Province’s Biker Enforcement Unit (BEU). This position is a part-time commitment that provides the Service with an additional surveillance vehicle and computer equipment along with training at no cost to the Service. This member participated in several high profile and successful projects and investigations throughout the year bringing back valuable intelligence information and assistance on local Outlaw Motorcycle Gang (OMG) activity.



The ICAD Unit continues to develop and maintain many Confidential Human Sources (CHS) which are a significant part of our work and success. Without this information these investigations would not occur due to the secrecy of the drug dealers, the constant switching of houses, phones, and dealers. Maintaining the use of CHS's is a cost-effective way of conducting this type of business. CHS's can be a risk management issue but are necessary to further the investigation and ultimately ensure the safety of our community. Continued training on CHS's is critical to minimize the risks.

The ICAD Unit continued to assist and support the other units within Investigative Services on several investigations. ICAD was utilized when specific skills or additional resources were required. ICAD members were involved in a number of uniform investigations and assisted with processing evidence and interviewing accused parties.

The Drug Unit continued to maintain close relationships with community partners, including the Peterborough Drug Strategy, doctors, and pharmacists. Members of the Drug Unit were involved in presentations earlier in the year until the restrictions on gatherings were implemented. Drug investigations continue to be complex and require a significant number of resources to process arrests, evidence search/collection and court briefs. Samples from all drug seizures have to be processed, packaged, and sent to Health Canada for testing.

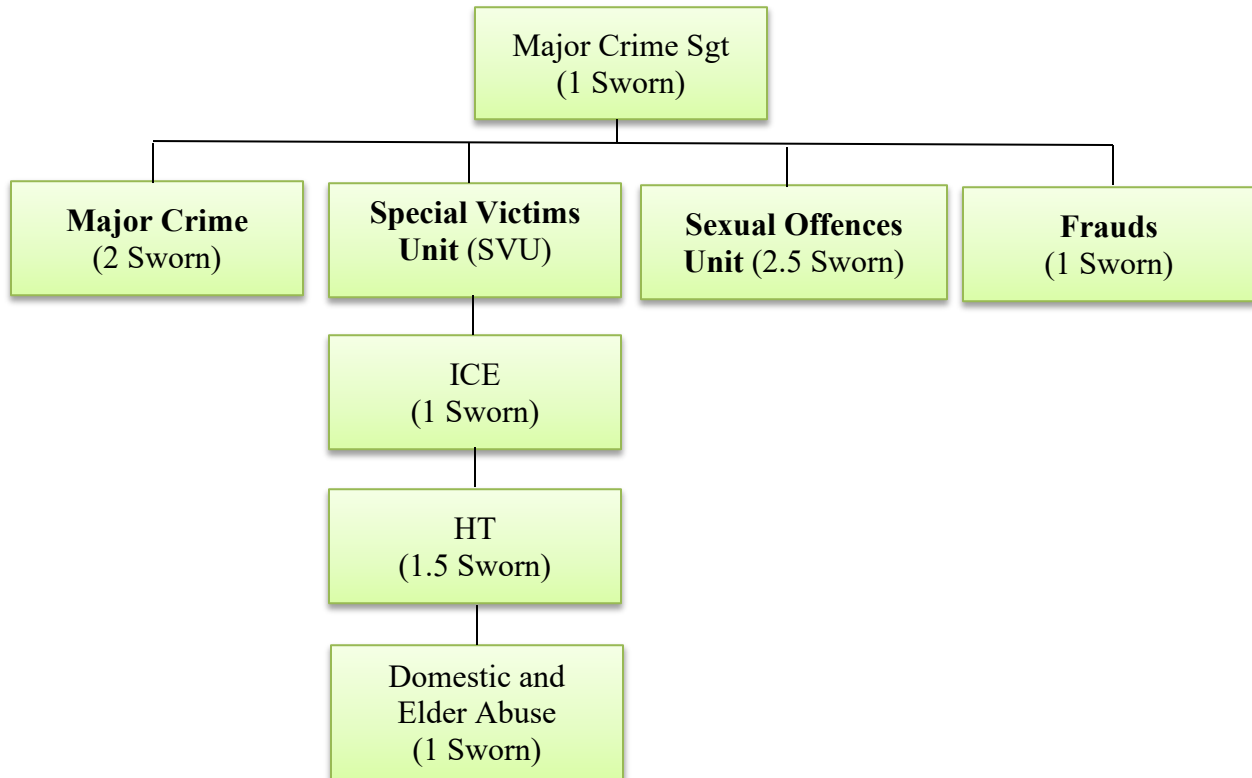
Court preparation and court time has put increased pressures on limited resources, however 2020 did see a decrease in court dates due to the pandemic restrictions.

### **Statistics for 2020**

- Arrests 42
- Cocaine Seized 1006 grams
- Fentanyl Seized 295.5 grams
- Cannabis Seized 4805 grams
- Crystal Methamphetamine Seized 740 grams
- Canadian Currency \$49,662.00
- Weapons Seized 2 handguns  
5 long guns

## Major Crime Unit

In 2020 the Major Crime Unit was redefined with the introduction of the Special Victims Unit (SVU) which encompassed the Internet Child Exploitation (ICE) Unit, the Human Trafficking (HT) Unit and the Domestic and Elder Abuse Unit in order to better serve the most vulnerable victim populations.



### 2020 Investigative Highlights

In 2020, the Major Crime Unit investigated 3 deaths which have been classified as a homicide, 2 of which are currently still under investigation. To maintain the integrity of the ongoing investigations, limited or no detail can be provided.

In December 2019, police commenced an investigation that ran into 2020 where a male from the Alderville area was communicating with females under 16 years of age for the purposes of committing sexual offences. Further to these incidents, the male was also wanted for serious assaults and sexual offences against his common law partner. An investigation into the matters led to the arrest of a male who is currently before the courts on 20 separate charges related to 3 victims of sexual assault.

In December 2019, police commenced an investigation into a massage therapist who had reportedly committed a sexual assault on a female customer. The investigation continued into 2020 leading to the identification of 14 victims. As a result of the investigations, a male is currently before the courts on 14 sexual assault charges.

In January 2020, police were dispatched regarding a male who was believed to have been attempting to enter a property. Upon initial investigation, the male was charged with criminal

harassment as it was believed that he was attempting to watch persons inside the residence without being seen. A lengthy investigation into this matter has identified over 150 victims of voyeurism, harassment, break and enter or sexual assaults. The suspect in these matters has been arrested and is currently before the courts on over 80 criminal charges. The investigation into this matter is ongoing.

In February 2020, a male victim was stabbed 6 times inside a Hunter Street, Peterborough residence leaving him in critical condition. During the altercation, one of the involved males fired a single round from a handgun. As a result of the investigation, 2 males from the Durham area were arrested and charged with related offences. During the arrest of the males, a loaded .38 caliber firearm and a quantity of drugs were seized. The 2 males are currently before the courts.

In March 2020, police responded to the sudden death of Tyler Nolan. The initial cause of death was suspected to be the result of an accidental drug overdose. An investigation into the matter commenced and it was determined that a female youth was responsible for intentionally administering the deceased fentanyl in a quantity to kill him. An accused has been arrested and is currently before the courts

In April 2020, 2 males engaged in an altercation within a convenience store which continued outside. During the altercation, the suspect, who was from the GTA, stabbed the victim 7 times resulting in life threatening injuries. As a result of the investigation into this matter, a suspect was arrested and charged and is currently before the courts.

In April 2020, Tali Nolan was found deceased in the basement of a residence on McDonnell Street, Peterborough. An autopsy confirmed that Nolan's death was the result of murder. The investigation into her death is continuing.

In May 2020, a male was arrested after sexually assaulting a female while using a firearm. An investigation into the male revealed that he had further forcefully sexually assaulted 3 other female victims. The male is currently before the courts facing 11 charges including sexual assault with a weapon and forcible confinement.

In June 2020, a male victim was assaulted and beaten with a baseball bat by 2 males resulting in the victim being admitted to hospital with life threatening injuries. The male survived but has received permanent life altering injuries. As a result of the investigation, 2 males have been arrested and charged with several weapons offences, they are currently before the courts.

In July 2020, a female victim was assaulted by her boyfriend and as a result received a life-threatening brain injury which has resulted in the victim being placed in an induced medical coma. The prognosis for the victim is still unknown. A male suspect was arrested and charged. The investigation into this matter is currently still ongoing.

In August 2020, a Peterborough Police Constable attempted to arrest a male suspect for a theft which had occurred at a convenience store in Peterborough. During the arrest, the suspect brandished a knife and stabbed the Constable resulting in injuries requiring hospitalization. The suspect in this matter has been arrested and is currently before the courts.

In August 2020, 2 males were attacked and stabbed in the Market Plaza in Peterborough. As a result of the attack, both males received multiple stab wounds resulting in hospitalizations and surgery. As a result of the investigation into this matter, 2 males were arrested and charges with a variety of weapons offences. This matter has been concluded through the court process.

In August 2020, a male victim from the GTA was shot twice resulting in life threatening injuries. The suspects involved all appear to be from the GTA or Durham area. The investigation into this matter is currently ongoing.

In August 2020, a male forcefully pulled a woman from the Jackson Park trail attacking her and committing a sexual assault. A male was identified and arrested for several offences. The male is currently before the courts.

In September 2020, a robbery occurred at a Chamberlain Street home in Peterborough. A short time following this robbery a shooting occurred at the same address in which a male was shot once resulting in non-life-threatening injuries. Three males from the GTA and Durham area were arrested and charged with several firearm related offences. Seized during the investigation was a sawed-off shotgun, a loaded 9mm semi-automatic firearm, and a loaded 22 caliber firearm. Investigations into this matter are ongoing.

In October 2020, a male was the victim of a Hostile Unit Takeover by 3 unknown males from the Durham region. During an argument regarding their presence, one male brandished a handgun and pointed it at the victim. As a result of this incident and related investigations, 3 males have been arrested and charged with several firearm and drug trafficking offences. Seized during the arrests was a loaded 9mm Smith and Wesson handgun and narcotics valued at approximately \$90,000CAD.

In 2020, the Service received 290 calls for service from Long Term Care Homes and Retirement Homes in Peterborough, Lakefield, and Cavan Monaghan Township, which is a 14% decrease from 2019's numbers. Of these 290 calls, approximately 96% of them were categorized as "Police Information", the other call types include: Thefts, Assaults, Threats and Police Assistance. Approximately 93% of the calls were managed by the Elder/Domestic Abuse investigator.

In 2020, the Service received 255 calls for service related to overdoses/overdose deaths. At the time of this report there were 18 confirmed deaths by opioid overdose and 17 deaths that are a result of a suspected overdose. These numbers may change in 2020 due to the delay in Police receiving medical reports confirming cause of death. In 2020, the Investigative Services Unit piloted an investigative project by having a Detective Constable assigned to each overdose investigation to ensure that the death was fully investigated. The main goal of the pilot was to investigate the circumstances surrounding opioid deaths, to bring persons responsible for selling opioids to justice and to ensure that the public was safe from tainted or dangerous drug supply. The pilot was accepted and will be in effect during the 2021 calendar year.

In 2020, the Service notified the Provincial Serial Predator Crime Investigator of 30 separate offenders within our jurisdiction who have committed sexual offences of a serial nature. Of the 30 notifications, 4 were sent provincially as crime bulletins for investigative purposes.

### **Powercase**

Powercase is a ministry mandated software system that police services use to manage major cases. Peterborough Police members utilized Powercase throughout the year for 266 investigations; 88 of those investigations were submitted as "full functionality" and 178 were "tomb stoned".

## **Sex Offender Registry (SOR) Statistics**

Offenders “owned” by the Service: 322 (309 in 2019)

Offenders currently required to register with the Service: 164 (166 in 2019)

Offender annual registrations completed: 179 (185 in 2019)

Offender address changes: 143 (90 in 2019)

Offenders charged for non-compliance under SOIRA or Christopher’s Law: 2 (1 in 2019)

Current compliance rate: 100% (100% in 2019)

## **Violent Crime Linkage Analysis System (ViClas)**

ViClas is a provincial software system managed by the OPP to analyze violent crime to identify individuals who may be responsible for multiple crimes. There was a total of 189 ViClas reports completed in 2020 by the Service. These reports are being electronically submitted to the ViClas Centre in Orillia via a secure portal. Of the 189 reports, 82 were threshold investigations, 95 were non-threshold, and 12 were Non-Criteria Submission.

## **Internet Child Exploitation (ICE) Investigator’s Year End**

In 2020, the ICE Unit consisted of one full-time fully trained investigator dedicated to conducting both reactive and proactive investigations relating to the exploitation of children online.

The Unit worked collaboratively on investigations with Homeland Security, Royal Canadian Mounted Police (RCMP), Chatham-Kent Police Service, Ottawa Police Service, Metro Toronto Police Service, Peel Regional Police, Gatineau Police Service, Elgin Police Service, and the Ontario Provincial Police resulting in arrests of individuals exploiting children. The ICE Unit received thirty-nine referrals from the National Child Exploitation Crime Centre in relation to child exploitation offences. In total, fifty production orders were authored, and nineteen search warrants were executed.

The Unit worked jointly with Homeland Security, the RCMP and the Elgin Police Service in Illinois on an investigation where a local offender was actively exploiting children worldwide. As a result, our Unit executed a warrant and arrested the offender responsible resulting in sixteen child exploitation related charges and identified two hands on victims.

The Unit was involved in 93 child exploitation related investigations including seventeen proactive undercover online investigations, 12 of which led to the arrests of the individual. In total, 26 persons were charged, and 66 child exploitation related charges were laid, seven of the accused were repeat offenders.

Training for the new Operational Child Exploitation Analysis Network (OCEAN) referral system was completed however the annual provincial strategy conference was cancelled due to COVID-19.

2020 marked the first full year of the Special Victim’s Unit – Human Trafficking Investigations. This Unit comprised of 1.5 full time investigators designated to human trafficking investigations.



## Street Crime Unit and High-Risk Unit

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

Statistically, compared to 2019, 2020 saw the following:

### Robberies:

2019		2020	
Total Robberies	31	Total Robberies	50
Involve Firearm	1	Involve Firearm	7
Other Offensive Weapons	8	Other Offensive Weapons	19
Other	22	Other	24
Clearance Rate	51.6%	Clearance Rate	58%

Between 2019 and 2020 there was a 61.3% increase in robberies.

### Break & Enter:

2019		2020	
Total Break & Enters	302	Total Break & Enters	270
Businesses	141	Businesses	97
Residential	155	Residential	161
Other	3	Other	12
Clearance Rate	30.5%	Clearance Rate	31.1%

Between 2019 and 2020 there was a 10.6% decrease in break & enter incidents.

### Thefts of Vehicles:

2019		2020	
Total Theft of Vehicles	64	Total Theft of Vehicles	85
Automobiles	32	Automobiles	39
Trucks	15	Trucks	20
Motorcycles	0	Motorcycle	23
Other	4	Other	3
Clearance Rate	34.4%	Clearance Rate	24.7%

Between 2019 and 2020 there was an increase of 32.8% in thefts of vehicles.

### Thefts from Motor Vehicles:

2019		2020	
Total Theft from Vehicles	456	Total Theft from Vehicles	636

Between 2019 and 2020 there was a 39.5% increase in theft from motor vehicles.

During 2020 there were numerous times when the Street Crime and High-Risk Units had to come together as one unit to complete complex investigations that required more resources to investigate. Many incidents involved the drafting and execution of search warrants, ongoing surveillance, and numerous hours of follow up to complete the court process. Some of the more complex investigations that the Street Crime and High-Risk Units completed during 2020 were:

- Project Engagement- rash of violent convenience store robberies. Members conducted surveillance and gathered evidence that lead to charges and a conviction of the accused.
- Members were involved in many follow-up tasks and many hours of surveillance in a homicide incident.
- Members followed up leads, conducted surveillance and arrested and charged an accused for 5 separate daytime break & enters in Peterborough's "East City".
- Several storage units were broken into with thousands of dollars of property stolen. Members conducted many hours of surveillance and finally located the accused person, who was then charged for these offences.
- Interviews and follow-up were conducted and 2 accused persons were arrested/charged in connection with a break and enter at a local business that resulted in the theft of \$30,000 currency and \$30,000 in precious metals.
- A suspect sent bomb threats throughout Canada in a sophisticated manner. Members investigated and authored search warrants leading to the arrest of the accused person.
- Multi-jurisdictional theft of wire from Home Depots. Members worked with other Police Services to cultivate evidence and authored search warrants before arresting and charging an accused person connect to this matter.
- Ongoing interaction with the local pawn shops which led to the seizure of stolen property and persons charged in relation to several incidents. There are currently two pawn shops operating and they are compliant with sharing information with the Street Crime Unit.
- The ongoing release of unsolved crime images and video through our media relations coordinator to the public to assist in identifying crime trends and suspects.
- Assisted investigators following a robbery/shooting incident. Members conducted a recovery search where 2 firearms were located after the accused persons had discarded them.
- Assisted Human Trafficking investigators with several investigations.

The High-Risk Unit (HRU) had 1 personnel change in 2020. The Unit is currently comprised of three Detective Constables. These Detectives are responsible for ensuring the compliance of court orders on repeat offenders and parolees, monitoring, and drafting "810 Orders" and Dangerous Offender applications. HRU also assists the Sexual Assault Unit with compliance checks and enforcement related to the Sex Offence Registry (SOR).

The High-Risk Unit conducted 49 compliance checks and made 109 arrests in 2020. They often assist other units within Investigative Services throughout the year as outlined in the highlights under the Street Crime section.

The High-Risk Unit also maintains a working relationship with the local Parole Offices (Federal and Provincial), Probation Office, and the Provincial Repeat Offender Parole Enforcement (ROPE)



Unit. The High-Risk Unit is also a member of the Community Assessment Team (CAT) and meets monthly to discuss parolees scheduled to come to Peterborough. They also participate with safety planning meetings with the local Children's Aid Society.

## Victim Services Unit

The Victim Services Unit (VSU) of the Service continues to delivery trauma-informed services to those affected by crime or tragic and unforeseen circumstances. The Unit is committed to grow and develop professionally and collaboratively in order to stay current and effective. This year Victim Services wanted to enhance what resources and tools they have to support children who interact with police, with the understanding that typically children who find themselves at the police station have experienced some form of trauma. As a result, Victim Services purchased and organized two resource bins filled with objects designed to support safe emotional expression and healthy distractions for when they are interacting with officers. This has proven to be very helpful.

In 2020, the Unit welcomed a new member, an Accredited Facility Dog named Pixie who came fully certified and trained by National Service Dogs. The year was also unprecedented for not only the Victim Services Unit, but for the communities they serve when it came to navigating the new challenges brought on by the pandemic.

Victim Services continued to provide in person meetings and follow up for victims and their families, with new safety measures in place and by following public health guidelines. Victim Services assisted on 20 occasions on scene with uniform members to provide emotional and practical support to those impacted by crime or tragic circumstances ranging from sudden deaths to human trafficking.

Daily staff receive, review, assess and follow up when required with mandated cases. In 2020, Victim Services received and reviewed 2885 incidents. Of those, 1167 incidents required follow-up. This consists of a phone interview, in person interview and/or referrals to provide adequate and appropriate emotional and practical support to victims of crime and tragic circumstance. Often these follow-up interviews/conversations allow for an alternate method for vulnerable persons to contact and reach out for support, rather than calling 911 or the Service for non-emergency purposes. In 2020 the VSU encountered many domestic incidents involving custody disputes with families looking for guidance on how to navigate issues during the pandemic lockdown. Additionally, VSU was involved in a pilot project to follow-up with calls for service involving suspected overdose deaths and provide support to grieving families and friends.

Victim Services takes initiative and tracks court cases throughout the Criminal Justice System. Upon a plea or finding of guilt, and in conjunction with the Crown Attorney's Office, Victim Services contacts the victim(s), canvasses, and explains their legislative right to completing a Victim Impact Statement. An appointment can be scheduled to assist in preparation of the statement as well. In 2020, Victim Services received 183 victim impact statement requests from the Crown Attorney's Office and assisted in the completion of 102 of them. Since the introduction of the Victims Bill of Rights, the Unit has found a rise in requests from the Crown Attorney's Office has resulted in the completion of many more Victim Impact Statements. This is a steady increase from previous years.

Attending court, either as a witness or a victim while giving evidence or for information gathering purposes is often an overwhelming and traumatic event; it is often referred to as a re-victimization experience. In the early months of 2020, the Ministry of Attorney General put new measures in place to protect the public which led to both the Ontario Court of Justice and the Superior Court of Justice closing their doors to the public. This impacted the frequency in which Victim Services attended court since many criminal matters were adjourned. Victim Services still provided court support on 31 different occasions in 2020.

Victim Services offers to meet with anyone seeking general advice and referrals on any matter which may give rise to and govern the attention of the Service. These office interviews are booked for one-hour periods but can extend much longer or require subsequent scheduling to address all issues/concerns. With the health measures in place at the Service, Victim Services was still able to offer in person meetings with clients, however there were significant periods of time, especially during lockdown where the Unit saw a drastic reduction with in-person meetings and a lot of business was conducted via telephone or video conferencing. As a result, 2020, Victim Services conducted 193 office interviews.

Between the two staff members, Victim Services is represented on 12 different professional committees in the community. 2020 saw new memberships with the PAO Mental Health and Wellness Committee, the local Overdose Bereavement Working Group and Justice Facility Dogs Canada.

Throughout 2020, Victim Services provided various professional presentations both within the Organization and in the Community. Presentation topics ranged from training sessions on the Facility Dog, Grief and Wellness, Race Relations and Policing, Experiencing Sexual Violence During a Pandemic and Moral Injury and Resilience.

Victim Services took part in various professional development opportunities both in person and virtually which covered a range of topics from Supporting Grieving Children and Teens, Personal Grief and Loss in the Workplace, Cognitive Behavioural Therapy, Positive Psychology, Compassion Fatigue, Ambiguous Loss and Overdose Grief, and the Police Resilience Symposium.

### **Facility Dog**

Pixie, the Service's facility dog, came to the Service on January 29<sup>th</sup>, 2020. Pixie works alongside the Victim Services Unit assisting with victim interviews, Crown meetings, on-scene de-escalation, critical incident debriefs and general peer morale in the police station. In 2020 the Facility Dog was used 29 times for video interviews with a victim, attended 3 times on-scene with police, supported members during 3 critical incident debriefs, attended court 5 times, and participated in 23 presentations including platoon briefings and school engagement opportunities.

## Support Services

Consistency and growth were the starting themes for Support Services in 2020 and then it became manage, adapt, and maintain when the pandemic hit. There was very little change in staffing other than a few additions in the Court Unit. The leadership with the Acting Inspector and the Records Supervisor remained which was beneficial during the pandemic as they had a deep understanding of the staffing needs and roles.

The Division continued to provide the highest standard of service to the public, their policing partners while continuing to support their own members. This was accomplished with a team-oriented mindset as absences increased during the pandemic while staffing levels remained stagnant apart from an increase in Special Constables for court security. The commitment and adaptability of all members and especially the ones that had to deal with the public and put them at higher risk to the COVID-19 virus.

The Division began the year with 41 members and the complement increased to 44 mid-year. This equates to 21% of the Service and 70% of the civilian complement. The Division has the highest ratio of females overall, although this can be attributed to the large percentage of clerical positions in the Division.

There has been an increase in the female complement in Court, specifically, Special Constable rank to 6 members up from four in 2019 and 2 in 2018. The Service continues to be cognizant of diversity and trying to reflect the population when looking at hiring. Support Services Division has ethnic and gender diversity.

In 2020 the Division included:

- 1 Inspector – This was an Acting Inspector until September when it became a permanent position.
- Policing and Professional Standards (The Acting Inspector performed this role until December when a permanent Staff Sergeant filled the position)
- Court Services (1 Sergeant, 3 Constables, 17 Special Constables (this increased from 15 in July), 2 Civilian members (this increased from 1 in July))
- Records Management (1 Civilian Supervisor and 11 Civilian members)
- Property and Evidence Stores (1 Civilian member)
- Police Report Clerks (4 Civilian members and 2 part time Civilian members)

The leadership team remained intact during 2020 which was a huge benefit. The leadership team consisted of Inspector Jamie Hartnett (promoted in September), Michelle Mitchell (Records Management and Data Entry), and Special Constable Supervisor Brian Zimnicki. There was a change in the supervisor's role at court with Sergeant Craig Ralph replacing Sergeant Deb Gillis. This occurred at the beginning of the year, but Sergeant Ralph had a mentoring opportunity in 2019 so the transition was seamless. The supervisors should be commended for their dedication throughout the year for leading their teams through these difficult times.

Stability in staffing was a significant benefit as this allowed for cross training coverage during absences. This was vital as there was a significant number of absences throughout the year. In 2020 there were only 3 staffing changes in Support Services which was considerably lower than 19 in 2019 and 31 in 2018. The only changes were in Court Services when 3 Special Constables

were selected for the police constable role. This has become a common occurrence for the Service and this transition, as noted in previous reports, is a benefit to the Service as the Service has had an opportunity to observe the work of these members and the best candidates are selected for this role. There were no retirements or resignations in 2020.

The only staffing increases occurred in Court Services as the Special Constable complement increased from 15 to 17 along with an additional court clerk. These increases occurred in July. This has helped with the staffing issues and almost addresses the full need of the Unit.

Each year, the Divisional Commanders set goals that are consistent with the Vision, Mission and Values of the Service. In 2020, these were the Support Services Divisional goals:

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

### **All Sections**

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

### **Records Management**

- Manuals on F Drive - Create comprehensive manuals for all tasks in each position on the F-drive. **Achieved**
- Monthly Outputs -Electronically track and report on all outputs monthly. **Achieved**

### **Court Services**

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

### **Evidence**

- Complete compliance audits for cash, drugs, and weapons. **Achieved.**

### **Data Entry**

- Report quality - Improve report quality through proofreading for punctuation, spelling, and grammatical errors. **Achieved.**
- Records-court - Time spent in Records and Court to improve understanding and identify efficiencies. **Achieved.**

### **Policing Standards**

- Update the Evidence Policy to reflect best practices and current standards. **Not Achieved.**
- Update the Use of Force Policy. **Achieved.**

- Develop a drone policy. **In Progress.**

Failure to achieve the goals in Policing Standards was attributed to staffing levels as the officer responsible was also in the Acting Inspector role responsible for the Division. It is hopeful in 2021 with the Division at full capacity that all goals will be achieved.

### **Pandemic Changes**

With the pandemic there were many processes and relationships that changed. The following changes occurred in Support Services.

#### **Records**

- Scheduled appointment with the public for record checks and any Freedom of Information requests.
- A focus towards online records checks.
- Altering schedules to limit staffing levels. Some staff working days and others an afternoon shift.
- Training ceased

#### **Court**

- Transitioned Special Constables from court to platoons to assist with prisoner care and control while still providing security at the existing court houses.
- Security of prisoners and court at 3 locations.
- Bail Hearings held at the Service.
- Moved to an e-Information process.
- Moved to an e-Warrant process.
- Virtual court appearances. This resulted in purchases of additional equipment for staff to effectively perform their duties.
- Training ceased

#### **Professional Standards**

- Virtual meetings
- Virtual interviews for investigations.
- Training was only provided virtually and very limited opportunities.

There were several strategic initiatives that the Service was looking to implement in 2020 but due to the pandemic the focus became the changes forced upon us. Many of these added additional stress to staff at the onset but in the long run these will be beneficial and make the Service and units more efficient. Some of these changes were:

- E-Information at court
- E-Warrants
- Video court
- Bail Court at the police station
- A concerted effort for online record checks.

- Scheduled appointments for Record checks.
- Scheduled appointments for Freedom of Information.

One scheduled initiative that was implemented at the beginning of the year was moving General Inquiry to the 2<sup>nd</sup> floor away from the main lobby. This enabled the Service to reduce foot traffic in the main lobby and eliminated the exposure of citizens looking for services. This was also to support the General Inquiry staff and provide them additional supports rather than work in isolation.

Capacity and stability of staff continues to be a focal point in Support Services. There have been increases in staffing levels at courts, but Records, Data and Evidence have been identified as other areas that could benefit from additional staff. The Service continues to grow as does the population and more responsibility is being downloaded on all members including the civilian members that support the officers. Increasing support staff and adding technology will assist with absences and ensure the health and wellness of staff.

Another concern to organizational resiliency is the police facility. A Facility Review Committee was working on a new police station, but the pandemic put a halt to this. The Service is at capacity with lockers for staff and this limits the opportunity for growth. As a result, Special Constables have been moved out of the police station change rooms to make room for any new police officer. Expenditures for maintenance, off-site storage, training, and space reconfigurations to meet organizational needs are significant and increasing annually. Evidence is at capacity for space and storage.

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

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

I was, up until September 2020, involved in a community board off-duty as Board President of Dalhousie Youth Support Services.

I was happy to have been successful in the promotional process and to have the chance to remain in the Support Services Division to continue the work the Division started. I have a vision of how I believe Support Services should function and achieving the Inspector promotion has allowed me the opportunity to work with the staff on making the Division more efficient and effective.

I am proud of the dedication and work the members achieved during a very challenging time. There were many changes we had to adapt to that weren't anticipated and the members bonded together and accomplished the work. This was a remarkable commitment as there were significant

absences throughout the year, yet the Division continued to provide a high-quality service to everyone.

I look forward to moving forward with my vision of how the Division should operate and working with the members to achieve this.

A handwritten signature in black ink, appearing to be 'JH 165', with a stylized flourish.

Jamie Hartnett  
Inspector



## Records Management Unit

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

Duties include:

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

Additionally, RMU is responsible for the validation of all entries into databases including Niche Records Management System (RMS), Canadian Police Information Systems (CPIC), and Criminal Justice Information Management (CJIM), in keeping with provincial and federal data sharing standards, best practices, and legislated requirements. The importance of the accurate validation of records cannot be understated. Undetected errors can result in wrongful arrests, lawsuits, and a loss of organizational integrity and public confidence.

As policing responsibilities grow due to increased calls for service and the addition of new communities, there is increased pressure on the Support Services Division, which is at capacity. Despite the challenges, the Division continues to provide high quality service in an effective, economical, and efficient manner to the communities of Peterborough, Lakefield, and Cavan-Monaghan.

The Records Management Unit consists of 11 members:

- 1 Civilian Supervisor
- Freedom of Information Analyst
- CPIC Validator
- Evidence Disclosure Clerk
- Niche Validator
- Court Validator
- Warrants Clerk
- Records Management and Training Clerk
- Switchboard Operator
- 2 General Inquiry Clerks

Records staffing remained the same in 2020 which was a huge benefit as there was crossing training available for the significant absences within the Unit. The workloads are at capacity so the push for additional staffing in the future is something that will need to be explored.

## Training

Training to improve effectiveness and mitigate risk was continued in 2020. Training opportunities were limited to the first quarter of the year or virtual for the remaining of the year. Training, which is stored on OSL was down considerably in 2020 due to the pandemic.

Training	2020
Courses Registered	82
Hotels Booked	50
Flights Booked	4
Course Cancellations	23
Certificates To OSL	71
Specialized Training to OSL	33
Use of Force/Firearms to OSL	136

## Internal Training

- 1 part time member trained in the General Inquiry position to assist with Record Checks
- Continued cross-training on CPIC/Warrants/FOI/Uniform Crime Reporting (UCR)/Paid Duties within the Unit
- 2 new members trained in Data Entry

## External Training

- 1 staff attended Newmarket (Royal Canadian Mount Police hosted) - training consisted of CPIC (Canadian Police Information Centre) Terminal Operator, Advanced CPIC and Records & Advanced CPIC.
- 2 staff completed the online CPIC course through Canadian Police Knowledge Network (CPKN)
- Staff completed the online Public Safety Portal (PSP) training through Ontario Police Technology Information Co-operative (OPTIC)
- 1 staff completed the online UCR training through CPKN
- Staff completed two online training sessions concentrating on Security Awareness/Internal Phishers (through the City of Peterborough)
- 1 staff attended SHAW Computers for Excel Training
- 1 staff completed on-line Advanced Excel Training

The Unit launched a new paid duty software that was needed to manage this process as the previous documentation was by spreadsheet. Two staff and the Supervisor were heavily involved and received the training.

## Memberships

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

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

## STATISTICAL INFORMATION

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

### CPIC Validation

CPIC Validation	2015	2016	2017	2018	2019	2020
Probation Orders – Adult	265	240	234	263	329	73
Probation Orders – Youth	7	4	3	4	7	0
Weapons Prohibition Orders	233	232	253	235	175	167
OIC and Recognizance Orders	545	602	476	388	563	427
Address Changes	1,357	975	989	891	318	354
Non-Communication Orders	222	239	236	157	156	178

### Alarms

Alarm Fees	2015	2016	2017	2018	2019	2020
Alarm Calls	695	759	707	659	639	738
Registration Fees	\$8,200	\$8,500	\$5,200	\$3,900	\$3,900	\$4,950
Suspension Fees	\$4,100	\$4,100	\$3,450	\$5,555	\$2,850	\$1,850

### Warrants

Warrants declined significantly due to the pandemic as court appearances were put over for 9 weeks and then put over again to limit appearances at court. Eventually virtual court became the norm but the decision from Ministry of the Attorney General (MAG) was to utilize a summons for anyone that failed to attend court as it was deemed less intrusive to the individual. This resulted in courts issuing summonses when they typically would have issued warrants. The warrant numbers should rebound and likely will increase in 2021 when court reopens.

Warrants issued by the Service and some from court, excluding bench warrants, moved to the electronic format in July. This has added some work to staff but has streamlined the process and eliminated hardcopy and the potential loss of the document, which should be advantageous moving forward.

<b>Warrants to Arrest</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Warrants Received	629	800	989	1341	1205	746
Warrants Executed	573	664	828	1111	1063	755
Warrants Rescinded	41	58	58	130	169	52

### **Prisoner Record of Detention**

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

<b>Prisoner Record of Detention</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Prisoner Record of Detention	2080	2024	1934	1591

### **Canadian Justice Information Management (CJIM)**

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

<b>CJIM</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
CJIM Entries	N/A	9524	4565	2235

Note: In 2020, 2235 dispositions entered onto CJIM, which ultimately publish the subject's Criminal Record in real time.

It should be noted, the amount of matters completed in court in 2020 was reduced due to the COVID-19 pandemic.

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

### **Record Suspensions**

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

<b>Record Suspensions</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Record Suspensions	63	74	48	45

### **Deceased Persons**

The Warrants Clerk is notified of all deceased subjects with a Fingerprint Prisoner System (FPS) number. When a death notification is received, whether it be through the Service's own

investigations or notification from another police service, the Warrants Clerk completes a CPIC Query for any outstanding charges, warrants, court orders etc. If there are any on file, court will be notified to withdraw or rescind said warrants/orders prior to them being removed from CPIC. This is newly reported on statistic and is time consuming for the Warrants Clerk. In 2020, 101 deceased persons were processed.

## General Inquiry

The Service has two General Inquiry Clerks; one who works at headquarters in Peterborough, the other at the Lakefield office. These clerks are responsible for criminal record checks (online and in person), taxi, tow, and limousine licensing, and some aspects of the FOI transaction. The criminal record check function consumes the majority of their time.

General Inquiry moved to the 2<sup>nd</sup> floor of the station which allows for more supports for the staff and lessened the foot traffic on the main floor. This was well received by the staff.

Changes were implemented at the start of the lockdown with scheduled appointments rather than having mass gatherings. A push to online was also the focal point and the Service had 76% of the checks done online which is encouraging. The scheduled appointments worked well, and it allowed staff to manage workloads.

The total number of criminal record checks completed in 2020 was 5284 which is a decrease of 54% from the 11,556 checks in 2019. This was understandable due to the pandemic as volunteering wasn't available for most of the year. As a result, limited additional staff were utilized to assist with the record check process.

<b>Criminal Record Checks</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Volunteer	5,986	7,522	8,974	7,199	6867	2273
Employment	2,912	3,465	4,421	5,228	4689	3011
<b>TOTAL</b>	<b>8,898</b>	<b>10,987</b>	<b>13,395</b>	<b>12,427</b>	<b>11,556</b>	<b>5284</b>

<b>On-line – Criminal Record Checks *beginning May 2015</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Volunteer	211	517	573	762	819	1720
Employment Purposes	200	423	470	654	661	2310
<b>TOTAL</b>	<b>411</b>	<b>940</b>	<b>1,043</b>	<b>1,416</b>	<b>1,500</b>	<b>4030</b>

## Evidence Disclosure Clerk

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

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

	2018	2019	2020
Provincial Crown Disclosure	N/A	2298	2162
Federal Crown Disclosure	N/A	190	84
POA Disclosure	N/A	10	8
Out of Town Disclosure Requests	N/A	30	51
FOI Requests	N/A	20	2
Transcriptions	N/A	24	25
Audio Extractions	276	444	590
Video Extractions	126	210	209

### Taxi, Limousine & Tow Licensing

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

As a result of the decision to delay the renewal of licenses during the pandemic, only the 2 taxi brokers and half of the limo drivers renewed their licenses.

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

Taxi Licences Issued	2014	2015	2016	2017	2018	2019	2020
New Drivers	41	38	38	41	43	40	11
New Owners	0	0	0	0	0	0	0
Driver/Owner	171	186	186	172	170	185	2

Limousine Licences Issued	2014	2015	2016	2017	2018	2019	2020
New Drivers	8	9	16	15	29	12	2
New Owners	1	1	1	3	1	0	1
Driver/Owner Renewals	31	29	29	41	26	45	19

Tow Licences Issues	2017	2018	2019	2020
New Drivers	7	11	6	2
New Owners	0	0	1	0
Driver/Owner Renewals	20	18	17	20

## Freedom of Information

Type of Request	2015	2016	2017	2018	2019	2020	% change
FOI Requests	218	230	218	248	265	139	↓48
FOI Appeals	4	8	1	2	1	1	0
Family Court Orders	60	61	52	65	54	40	↓26
Court Production Orders for	14	14	6	12	12	2	↓83
Probation & Parole	537	610	618	563	510	274	↓46
Criminal Injuries	72	58	52	67	61	15	↓75
Correctional Services Canada	20	28	25	34	79	46	↓42
Regional Coroner &	113	105	132	156	63	12	↓81
Parole Board of Canada	6	14	7	3	19	5	↓74
Other	50	41	43	47	50	55	↑10
General Correspondence	31	30	31	58	44	31	↓30
TOTAL	1125	1199	1185	1255	1158	620	↓46

FOI: Revenue Generated	2014	2015	2016	2017	2018	2019	2020
Over and above the \$5.00 fee for FOI requests (HST not included)	\$715	\$3,782	\$881	\$835	\$1,802	\$1664	\$1,122

## Confirmation Letters

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

Confirmation Letters	2015	2016	2017	2018	2019	2020
Issued	33	37	31	22	24	14

## Access & Privacy Statistics:

Name of Municipal Police Service	Association Strength (Uniform & Civilian)	Municipal Population	Municipal Area (km <sup>2</sup> )	Number of FOI Requests in 2019	Extended Compliance Rate (%)
Belleville Police Service	102	50,720	247.21	21	95.2
Brantford Police Service	224	98,179	72.47	260	84.6
Chatham-Kent Police Service	225	102,042	2,458.09	250	100
Cornwall Police Service	121	46,876	61.52	45	83.7

Name of Municipal Police Service	Association Strength (Uniform & Civilian)	Municipal Population	Municipal Area (km <sup>2</sup> )	Number of FOI Requests in 2019	Extended Compliance Rate (%)
Peterborough Police Service	184	81,035	63.80 (City only)	265	91.4
Sarnia Police Service (Also covers Prince Twp.)	179	71,594	164.71 (City only)	269	100
Sault Ste. Marie Police Service	182	73,368	223.26	10	100

Sources:

- Police Association of Ontario statistics (does not include Senior Officers) as of January 19, 2021;
- Statistics Canada 2016 Census; and
- Information & Privacy Commissioner's 2018 Access and Privacy Statistics (Extended Compliance Rate includes Notices of Extension and Notice to Affected Persons – such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.)

## Police Report Clerks

The Police Report Clerks team consists of 4 full-time and 2 part-time members who report to the Records Management Supervisor. Each full-time member is assigned to a platoon to provide real-time data entry for officers. Their work includes:

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

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

Police Report Entry	2014	2015	2016	2017	2018	2019	2020
Arrest Reports	2,235	2,382	2,514	2,483	2,566	2,504	2432
Missing Person Reports	145	165	170	297	326	324	226
Sudden Death Reports	99	102	112	129	141	132	126
General Occurrence	6,859	6,418	6,912	6,844	6,557	6,684	5265
Supplementary Reports	9,067	9,854	10,715	12,353	12,382	13,130	8555
Street Checks	810	797	87	61	304	220	*0
Fraudulent Reports							295
External Documents							31,155
Police Report Entry	2014	2015	2016	2017	2018	2019	2020
Victim Reports							943



CPIC Maintenance							5195
TOTAL	19,215	19,718	20,510	22,267	22,267	22,994	56,212

Due to the demands on the police report clerks and the additional workloads, additional statistics were collected to account for their time. This explains statistics shown in 2020 that aren't accounted for in previous years.

The workloads have increased significantly due to the request from the Ministry of the Attorney General (MAG) and the Crown. The processes these two organizations have implemented are taking more time to complete thus creating a backlog of reports that need to be added to our police data base. There is a need to increase the staffing levels in this Unit.

## Professional Standards Unit

There was one Staff Sergeant in the role as the Adequacy and Professional Standards Officer in 2020.

### Complaint Summary

There was a total of 58 complaints received in 2020, an increase of 11.5% from 2019.

	2019	2020	% change
Public Complaints	11	13	↑ 19%
Office of the Independent Police Review Director (OIPRD)	16	27	↑ 69%
Internal Complaints	25	18	↓ 25%
Service Complaints	2	3	↑ 50%
Local Inquiries	13	20	↑ 54%

### Public Complaints

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

From the 13 public complaints received the dispositions were the following:

- Unfounded - 7
- No further Action - 5
- Ongoing – 1

### OIPRD Complaints

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

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

From the 27 O.I.P.R.D complaints received the dispositions were as follows:

- Withdraw - 3
- Informal Discipline - 0
- Unfounded - 6
- Screened Out - 14
- Informal Resolution - 2
- Ongoing - 2

Of the two outstanding, one has been investigated by the Peterborough Police Service (PPS) and there was no finding of misconduct but the OIPRD is still analyzing the PPS report and making their own conclusion. The other has been assigned to the Ontario Provincial Police (OPP) and still in the investigative stage.

As per the legislation all O.I.P.R.D complaints are to be completed within 120 days of receiving the complaint or an extension request with reasons for the extension is required. All PPS investigations have been completed within the time frame and the outstanding matters should follow suit.

### **Internal Complaints**

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

From the 18 Internal Complaints received the dispositions were as follows:

- Informal Discipline - 4
- Informal Resolution - 2
- Unfounded - 4
- Became an OIPRD complaint - 1
- Ongoing - 3
- No further action - 4

The years of Service for the officers involved in the 18 Internal Complaints:

- 0-5 years - 6
- 6-10 years - 4
- 11-15 years - 4
- 16-20 years - 2
- 21-25 years - 1
- 26-30 plus years - 1

The 18 Internal Complaints were broken into the following categories:

- Missed/Late Paid Duties - 8
- Failure to comply with Service Policies or Regulations - 5
- Work Behaviour - 5

### **Service Complaints**

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

The Police Service received three complaints that were related to the response time of our officers or the lack of investigation. These complaints were investigated and the reasoning for the response time was explained to the complainant as was the perceived lack of our investigative process with investigations. This was easily explained to the complainants as this was more of an education piece and a misunderstanding or perception of how things should work by the complainants.

I am happy to note that there were no complaints related to our record checks in 2020, possibly due in part to the ones in previous years that made us recognize some gaps that needed to be addressed.

Service complaints are beneficial as they typically bring issues to light that the Service needs to address or alter to better serve our community.

### **Local Inquiries**

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

- Unlawful Arrest - 1
- Freedom of Information issues - 2
- Customer Service - 3
- Improper Investigation - 6
- Traffic complaint - 1
- Misuse of Police Powers - 5
- Lack of Response - 1
- Property - 1

### **Police Act Hearings**

Part V of the Police Services Act (P.S.A.) outlines the complaint process and defines misconduct. Part V also defines the responsibilities of the Chief of Police, or designate, with respect to alleged officer misconduct and outlines the penalties and resolution options if serious misconduct is proven in a police tribunal. The objectives of police discipline are to correct unacceptable behaviour, deter others from similar behaviour and, most importantly, maintain public trust. In keeping with the legislation, those matters deemed more serious are made the subject of a public disciplinary

hearing in the Service’s tribunal. Conduct issues deemed to be of a less serious in nature may be managed at the informal discipline stage.

There were no PSA hearings in 2020 and no matters that met the definition of formal discipline. There were still some outstanding PSA matters from 2014 but with the retirement the Service lost jurisdiction and those matters were stayed.

### Special Investigations Unit (SIU)

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

There were 4 SIU incidents in 2020 where their mandate was invoked which is an increase of 300% from only 1 incident in 2019. Two matters that have been closed by the SIU and the officers have been cleared of any misconduct by the SIU. Two other matters are still in the investigative phase with the SIU. There are no other outstanding SIU matters other than the two from 2020.

Eastern Region

County	Population*	Police Service	Total Cases	% of Total	Firearm Injuries	Firearm Deaths	Custody Injuries	Custody Deaths	Vehicle Injuries	Vehicle Deaths	Sexual	
											Assault Allegations	Other
Peterborough	138,236	Peterborough- Lakefield Community Police Service	1	0.3%		1						

### Section 11 Investigations

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

The Section 11 report from the 2019 matter was completed in the appropriate time frame and there were no policy changes required. The two matters in 2020 that were completed by the SIU have had their Section 11 reports completed and there were no suggested policy amendments.

## **Positive Feedback**

Positive acknowledgements include letters cards and emails expressing gratitude for the job done by members of the Service. This does not include phone calls or verbal expression of gratitude that were given directly to the member and not passed along to the Professional Standards Unit. The Service received 89 letters, cards, or emails in 2020. This is an increase of 25 % from 2019.

## **Policy Review**

New Policies added in 2020

- ER-011 Armoured Rescue Vehicle
- AI-076 Accredited Facility Dog

Policies that were updated in 2020 include:

- AI-007 Management of Police Records
- AI-012 Incident Response Training
- AI-027 Paid Duty
- LE-017 Traffic Management

Policies that have been reviewed in 2020 and should be amended in 2021:

- AI-002 Skills and Development
- AI-024 Discipline (Civilian and Uniform)
- Discipline Chart
- AI-027 Paid Duty
- AI-037 Investigations involving members of Police Service
- LE-014 Court Security – specifically Kirpans at courthouse
- LE-026 Missing Persons

Policies the Service should look to add in 2021:

- After Action Reports
- Body Camera and In-Car Cameras
- Digital Evidence Management
- Drone
- Tracking of Police Equipment
- Work From Home
- Relationships In Workplace
- Red Light Cameras

## **Training for Professional Standards**

Training was very limited in 2020 and the only training taken from Inspector Hartnett, who was in that role for the majority year, was a virtual leadership course from Rotman Business school. This training consisted of 120 hours spread over the course of 10 weeks.

Inspector Hartnett continued to be a part of the OACP Subcommittee for Professional Standards and Special Investigations Unit (SIU) which meets quarterly throughout the year, but everything was conducted virtually in 2020. This group is comprised of police officers from across the province assigned to the Professional Standard Units discussing current trends and procedures. The subcommittee is vital to ensure that the Peterborough Police is keeping up with the current regulations and is consistent with other Services. This attendance needs to continue for the officer in professional standards.

Staff Sergeant Peter Sejrur took over the Professional Standards position in December and had the opportunity to take the Policing Standards course in December 2019. Staff Sergeant Sejrur is also part of the OACP Subcommittee for Professional Standards and Special Investigations Unit.

## Court Services

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

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

This changed in 2020 during the pandemic as the Peterborough Police Station at 500 Water Street became another location where bail court was held for individuals that were being held for court. This third location started in mid-March when the courts stopped permitting entry and this has continued into 2021.

Provincial Offences Court, operated by the City, is also located at the 70 Simcoe Street location. Provincial Offence Court ceased to operate during the pandemic, and this has continued into the early portions of 2021.

There are three levels of government and five stakeholders involved in matters relating to court operation. There are seven court rooms between both facilities which is a challenge for staff.

There was hope of a consolidated Courthouse in Peterborough but with the pandemic and systematic changes to the court process this is likely doubtful.

The Courthouses continue to be antiquated and are insufficient for the Police Service staffing needs.

There were 617 in-custody offenders in 2020 but 605 of these were in the first quarter of the year prior to the pandemic and court shutting down. There were 913 in-custody in 2019 but the trajectory in the first quarter of 2020 suggested the in-custody numbers would have been significantly higher in 2020. With the implementation of video court, it is anticipated that numbers will remain lower than in previous years as video has become a viable option and the Ministry of the Attorney General (MAG) has recognized this.

There were 7 incident reports submitted by the Special Constable Supervisor in 2020 all during the first quarter of the year. This was equal to the 7 in 2019 albeit in a much shorter time frame. The numbers suggestion there would have been a significant increase in reports in 2020. These 7 were medical, all required Emergency Medical Services (EMS) to attend. 6 instances were in custody persons (5 of 6 required transport to Peterborough Regional Health Centre (PRHC), 1 out of custody (also to PRHC). There was a significant increase at the beginning of the year as these 7 incidents occurred in the first quarter of the year.



Security responsibilities are largely undertaken by the Special Constables. The Sergeant and 3 Constables provide support when necessary. A police officer with use-of-force options is required for security at both court locations when the courthouse is open.

In addition to court room security other responsibilities include prisoner transportation, cell security, prisoner monitoring and movement, cell security, facility security, magnetometer operation, court room support, file preparation and transportation, and Crown Attorney liaison.

An unexpected responsibility because of the pandemic was the additional court security required at the police station as the police cell area acted as the bail court for in-custody prisoners. This forced a complete transition within the special constable ranks and 4 specials were assigned to uniform platoons to cover off prisoner care and bail review. This was received very well from the platoons as it allowed more cover and lessened the in-custody risk for the Service. This was only achievable due to the increase in Special Constable staffing levels and the lack of prisoners attending court. This will have to be reviewed once the pandemic is over and courts return to normal proceedings.

Case management duties are the responsibility of the 3 Constables and the Sergeant in the Court Unit. Their work is supported by the court clerks. The duties of the police officers include preparing Service case files for court, vetting sureties for the Crown, assisting the Crown in bail court, managing the Service's participation in diversion programs such as the Bail Verification and Supervision Program, Extra-judicial Measures Program, and Shoplifter Diversion, liaising with stakeholders such as Victim Witness Assistance Program (VWAP) and Legal Aid, and entering information into the Service's databases. Even with courts closed or slowed during the pandemic the court management workload continued and was slightly higher than in 2019.

## **Staffing**

Court Services, at the start of 2020, was to be comprised of the following staff (and increases in July):

- 1 Sergeant
- 1 Court Constable (OCJ)
- 1 Court Constable (SCJ)
- 1 Youth Court/Mental Health Court Constable
- 1 Civilian Court Clerk (increase to 2 in July)
- 13 full time Special Constables (increase to 15 in July)
- 2 Part Time Special Constables

The four Police Officers were in their position the entire year which allowed for consistency as there were many changes in the Special Constable ranks. The consistency with the officers ensured there was structure within the courts and limited the amount of training required and time away by the officers, which was a benefit. There was a transition at the beginning of the year as a new Sergeant was introduced, but he had the luxury of being trained by his predecessor in 2019 so the transition was smooth.

With the increase in special constables in 2020 and with the pandemic slowing court down, uniform officers were not required for court coverage at all. This number has decreased from 10 days in 2019 and 51 days in 2018. It is hopeful with the special constable numbers increased that

uniform officers won't need to supplement court security duties. Emergency Response Team (ERT) members were utilized for a few days during a high-profile court matter. This was done after a risk assessment was completed and the Service determined there was a need for more than just a uniform presence. These types of deployments can't be predicted, and it is anticipated these details will continue in future court proceedings.

In 2020 the only movement within the Division, apart from the additional staff in July, were 3 Special Constables being selected as Police Constables. This lack of movement was beneficial with all the changes that were brought forward by MAG and the pandemic and the consistency was a huge benefit. The movement from Special Constable to Police Constable has been a common occurrence and it benefits the Service.

With the pandemic and courts shutting down then partially opening there were no bail reviews in 2020, and it is anticipated this will continue in 2021. With the shutdown there will be a backlog and a surge of matters brought forward in 2021. It is anticipated that some matters will be withdrawn or resolved with a lesser than expected penalty as the Crown Attorney won't have the capacity and will be up against R vs. Jordan and the timelines associated with that decision.

## Statistics

### Court Briefs

	2015	2016	2017	2018	2019	2020
<b>Court Briefs</b>	2123	2398	2191	2238	2437	2620

On June 22, 2020, court converted to paperless Informations as was mandated by the Ministry. Electronic filing of Informations are now conducted through a centralized E-hub that was created by MAG. Officers have ceased filing paper briefs and submit all release documents electronically. Warrants which were once paper are now received electronically. All Federal files have also moved to an electronic submission and are processed through the Evidence.com platform. The Service has greatly reduced the amount of paperwork that is supplied to the crown with the introduction of SCOPE and Electronic documents being accepted as originals. A second clerk was added due to the added workload of electronic Informations and submissions.

### DNA/Fingerprinting

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

	2015	2016	2017	2018	2019	2020
<b>DNA Samples</b>	310	341	380	390	352	157

	2015	2016	2017	2018	2019	2020
<b>Fingerprints</b>	255	244	184	141	165	401

With the pandemic forcing courts to close there will be an issue with fingerprints and DNAs. We have had Special Constables attend Central East Correctional Facility (CECC) to obtain DNA and fingerprints which isn't the norm but will be for the foreseeable future.

### **Court Facility Issues**

As noted earlier, the biggest issue facing court is the 2 and now 3 facilities that the Service must provide security for with limited staffing. 2 of these facilities are not meeting the Services current needs. As highlighted in previous reports there are several security and logistical issues regarding the 2 courthouses.

For example, in-custody offenders need to be transported from OCJ to SCJ for court appearances and trials. There is only a single cell at Superior Court, but two criminal Courts. This has been problematic during the bail reviews. While it wasn't an issue in 2020, it will be once court resumes.

The Service was provided with an additional office space both at OCJ and SCJ which has been beneficial to our staff, especially with social distancing requirements. The change rooms and workspace for the special constables continues to be problematic. The Service reached out to MAG about additional space and the option of a portable but that was rejected. The Service will continue to engage MAG on these matters as they have been identified as a need for staff.

### **Youth Criminal Justice Statistics**

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

### **Youth Charge Summary**

	2016	2017	2018	2019	2020
<b>Youth Charged</b>	172	177	58	51	53
<b>Total Charges Laid</b>	396	114	159	161	276

### **Youth Charges (Breakdown)**

<b>Offence</b>	2018	2019	2020
<b>Break &amp; Enter</b>	5	4	22
<b>Theft of Vehicle</b>	1	0	0
<b>Theft</b>	3	0	15
<b>Mischief</b>	32	39	12
<b>Sexual Assault</b>	5	4	7
<b>Assaults</b>	34	43	25
<b>Threatening</b>	11	17	23
<b>Possession of Stolen Property</b>	4	2	12

<b>Weapons</b>	5	5	23
<b>CDSA</b>	10	5	21
<b>Breach Probation or Bail</b>	22	36	83
<b>Other</b>	27	37	N/A

### Extra Judicial Measures

	2016	2017	2018	2019	2020
<b>Judicial Measures</b>	81	87	37	36	32
<b>Warning</b>	N/A	N/A	N/A	11	N/A

### Adult Shoplifter Diversion Program

This program diverts people out of the criminal justice stream by providing them with the opportunity to deal with their criminal charges outside the formal setting of the courtroom. It is a three-session program meant to educate offenders about the cost and potential consequences of shoplifting. It has the dual benefit of allowing a first-time offender to avoid a conviction and a criminal record, while freeing up valuable court time for more serious crimes. Eligible candidates are referred to 1 of 2 local programs offered by The John Howard Society (male) and the Elizabeth Fry Society (female).

<b>Adult Shoplifter Diversion</b>	2015	2016	2017	2018	2019	2020
<b>Male</b>	43	28	39	44	12	6
<b>Female</b>	52	51	59	41	19	0
<b>TOTAL</b>	95	79	98	85	31	6

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

### Warrants

<b>Year</b>	2017	2018	2019	2020
<b>Warrants Issued</b>	989	1341	1205	746
<b>Executed</b>	828	1111	1063	755
<b>Rescinded</b>	58	130	142	52

Note: Warrants were down in 2020 as court was shut down and all matters were put over for 9-10 weeks during the pandemic and then pushed again when the pandemic continued. Summons were the process the judiciary elected to proceed with resulting in the decline of warrants. It is anticipated with the backlog of cases that warrants will increase drastically in 2021.

### Training

Training to improve effectiveness and mitigate risk was planned for 2020 but due to the pandemic there as none. We will continue to seek training for our staff in 2021 to enhance their skills.

## Evidence Unit

In 2020, 7242 items were logged in by the Evidence Unit. That is an increase of 25.6% from 2019 and a 57% increase from items entered in 2018. This increase does not account for the changes the Service has made in evidence and disclosure process. The Service no longer enters SOCO photos, 911 calls or cell videos into evidence as they are now stored on a server. If the past practice of adding these to evidence continued, these increases would be even more significant.

Evidence Year	2016	2017	2018	2019	2020
Items Entered	2840	4190	4615	5765	7242
Tasks Sent	68	108	163	140	270
Tasks Completed	265	836	1418	1519	1335

The staffing of one full-time member has remained in place since September 2017. Prior to that time there were two full time members in the Unit. There is no longer capacity with only one member due to the increase in workload (increase in items entered and tasks). Efficiencies have been sought and exhausted. An additional staff member has been allocated to assist the Evidence Unit for 2 hours per day. This has helped but is only a temporary fix. This has also helped with leave time as the member covers the absence. Increasing the staffing levels to a minimum of 2 full time members in the future would be the solution as it would allow one to focus on the task list and the other on duties associated to the Evidence Unit.

Storage capacity within evidence is limited, and this has been identified in the past as a risk. This was especially evident in 2020 due to the pandemic and the slowdown of courts. Property is still being seized and lodged into evidence but cases that should have been resolved have not due to the delays at court. Property is not being disposed of as quickly as it should, and our capacity is being saturated.

The Evidence Unit was looking to determine if the IAPE accreditation would be the optimal route to take. However, the increased demands and lack of staffing led to the decision to put this off and review in the future.

The Evidence Clerk submitted all relevant information to Health Canada regarding the narcotics seized, found, or otherwise obtained by the Service. All information regarding the destruction of narcotics was also submitted to Health Canada as required under the Controlled Drugs and Substances Act.

The Evidence Clerk has submitted and maintained all relevant firearms information on the RCMP PWS database portal as required and all records are up to date.

Our partnership with Police Auctions Canada continues and an auction item pickup was completed in February 2020 where 71 bicycles and 123 items in total were sent to auction. Another pickup was done in September 2020 and another 80 bicycles and 100 items in total were sent to auction. That is 151 bicycles and 223 total items sent to auction in 2020.

A deposit of \$229,310.15 was made in September 2020 to the Seized Property Management Directorate from monies seized in Federal drug cases.

The Service continues to maintain partnership with third party companies that are responsible for destruction of drugs, firearms, and other sensitive items. These purges have all been throughout 2020.

A full inventory of the Evidence Department was completed in January and February of 2020. A report was created and submitted detailing the results of the inventory. In 2021 there will be a review of the Evidence policy on property and audits.

This was a busy year for the Evidence Unit as the work continued through the pandemic. There are staffing and storage concerns that will need to be addresses moving forward.

## **Human Resources**

The Human Resources Division supports 208 employees (sworn and civilian) and 35 auxiliary officers. The current structure of the Human Resources Division includes 2 members; Human Resources Manager and Payroll & Human Resources Administrator. The Human Resources Division provides advice and guidance on human resource matters regarding collective agreements and employee relations concerns, human resources policies, develops and implements Return to Work (RTW) and attendance policies, recruitment, and payroll and benefit services.

### **Succession and Workforce Planning**

The Human Resources Division is committed to recruiting exceptional members for the Service. This commitment involves discussing the needs of the Service, advising on recruitment strategies, participating in the selection of the right candidate for the right job. In 2020, there were 34 recruitment processes as well as a promotional process to fill the rank of Inspector, Staff Sergeant and Sergeant.

In 2020, the Service had a total of 10 members retire; 8 sworn members and 2 civilian members. There was a total of 8 members that resigned from the Service in 2020, 3 sworn members and 5 civilian members. The Human Resources Division hired 5 new sworn police officers and 17 new civilian members. At end of 2020, the Service had a number of sworn members that are eligible for retirement in various ranks including Chief of Police, Deputy Chief of Police, Inspector, Staff Sergeant, Sergeant and Constable. It is expected that the Service will be continuing to recruit sworn police officers, as well as civilian staff, over the next few years due to retirements.

### **Attendance**

Due to the COVID-19 pandemic and the declared state of emergency, the Service faced a number of issues regarding staffing. Members were required to be off work due to guidelines and regulations in place from the Peterborough Public Health Unit for required testing and isolation periods. The Service prepared and experienced a higher absenteeism rate in 2020 with the average absenteeism being 6.5 days per member. During this difficult time many members of the Service remained committed to attending work. The Service congratulated a total of 60 members with perfect attendance in 2020.

The Service continued to work with members under the new Sick Leave policy that requires members to provide medical information, after one (1) week of absence, to CBI Health Group Disability Management Services for medical assessment review for non-occupational illnesses and injuries for recommendation and approval of ongoing sick leave benefits. CBI assists the members and the Service to support a safe return to work.

In 2020, the Service continued to have a number of occupational injury/illness claims. The Human Resources Division continues to work with Mega Health, a company that specializes in the management of WSIB claims. With the assistance of Mega Health, a number of members have returned to work or their claims have been closed.

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

## **Employee Wellness**

The Service continued to reduce the stigma regarding mental health by providing a number of wellness support programs for members including a confidential Employee and Family Assistance Program (EFAP) through local providers: Safeguard Program, Peer Support Program, and Shepell.fgi for psychological and life stressors.

The Service continued to support the Employee and Family Assistance Program and a Retiree Assistance Program in order to promote health and better functioning, both at work and at home. The program provided confidential services for all members and their immediate families. Employees are entitled to sessions with a Registered Psychologist, Social Worker or Psychotherapist that is paid through the benefit program and the EFAP program. In the 2020 Collective Agreement negotiations, the benefit plan coverage increased to provide all employees access to Registered Psychologists, Registered Psychotherapists and Social Workers with coverage to a maximum of \$3,000.00 per member and dependents. If members require additional sessions, they will be provided with an additional 10 sessions that will be funded through our EFAP plan.

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

Members continued to have access to Shepell.fgi for additional EFAP services. The Shepell.fgi EFAP program includes options for text conversations with professionals, online information and a multitude of services for daily stressors. Shepell offers a mobile application and internet access to try to reach members in a variety of ways. Members can access assistance through the app or on the internet to be proactive about their mental, physical, social and financial wellness.

The Peer Support Team provided daily support to several members of our Service. This support ranged from a text message, phone call, in person visit, or accompaniment to appointments. It can be a referral to a local service provider or a reminder of the paramedical coverage included within our benefit plan. Peer Support members were active on provincial committees with other police services to ensure best practices, common knowledge, and experiences can be utilized to benefit all members of our Service. In 2020, there were 4 new volunteers to join the Peer Support Team. The new members are being trained to understand all the programs and supports available to our members. The Peer Support Program promoted several learning sessions on a variety of topics for members (ie. Family Law, Anxiety and Holistic Nutrition for members well-being.) Due to COVID-19, it was a difficult year to schedule sessions for members therefore, as



an alternative, the Peer Support Team purchased books on mental health and well-being to create a library of resources for members.

In order to be proactive with musculoskeletal injuries (MSIs) or issues in the workplace for members that have prolonged sitting or repetitive typing, the Service had conducted ergonomic assessments for members to review posture and workstations. Recommendations were made to individual members for changes or adjustments to their office equipment, posture, as well as taking micro-breaks and proper lunch breaks to stretch and change posture.

### **Performance Management**

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

The revised electronic Performance Management process provided members and their Supervisors the ability to enter performance logs into the system throughout the year and bring forward the records to the year-end performance review. Each year the Divisional Commanders establish the divisional goals on the Performance Management system as a reminder for members to achieve the goals throughout the year.

### **Continuing Education**

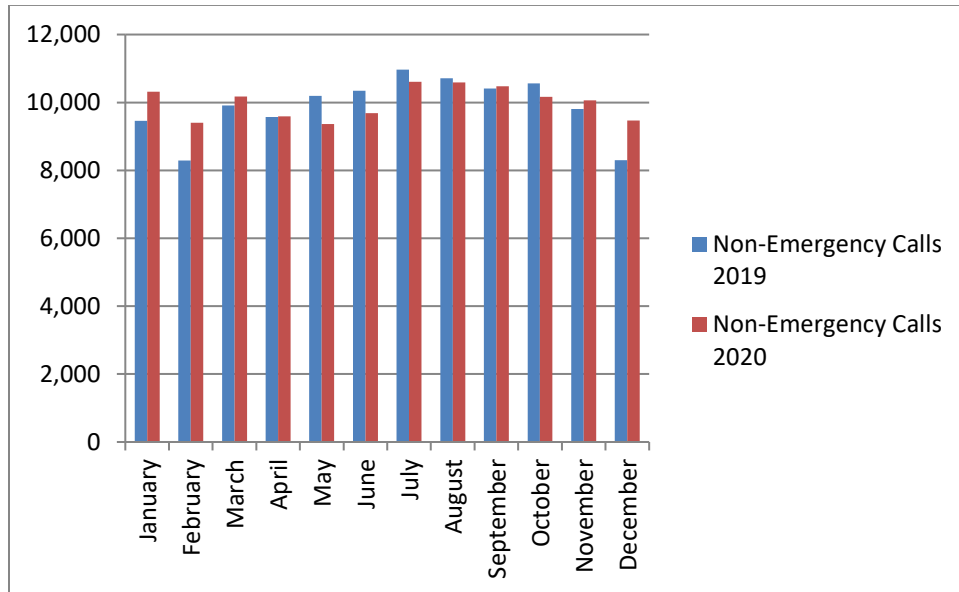
The Service remained committed to support learning and development of members in 2020. The Continuing Education Program provided financial assistance to employees who have a desire to pursue education, accreditation, and skills building for their current role or the roles they are aspiring to within the Service. In 2020, the Service provided a number of members financial supports for 20 credit courses, including courses for members to attain their bachelor's degree and master's degree.

### **Recognition and Appreciation**

Unfortunately, due to COVID-19 the Service Award and Knights of Columbus Police Appreciation events to recognize our members for exemplary service was postponed. These events recognize milestones of 5, 10, 15, 20, 25, or 30 years of service. This also included postponing the Robert Lewis Bursary award, which is presented by Retired Staff Inspector, Robert Lewis each year.

## 9-1-1/Communications

Communication staff is responsible for the handling of emergency and non-emergency calls from the public. In 2020 Communications staff answered 119,898 calls, not including 9-1-1 calls, resulting in 35,935 calls for service. This is a 1.2% increase from 2019 during which there were 118,530 calls answered by the Communications Unit.



## 911/Communications

The Communications Unit is staffed with a 9-1-1/Communications Manager, 4 Communications Supervisors and 12 Communicators, and is aligned to coincide with the four-platoon system. The Communications section is responsible for the 24/7/365 coordination of the 9-1-1 Emergency Centre and the Police radio dispatch system in keeping with the supervisory and operational responsibilities mandated by the legislation contained in the Ontario Police Services Act. Communicators provide centralized control of personnel and facilitate front line operations through the rapid dissemination of critical information by radio and telephone.

The Communications Unit operates and does research on various computer databases and monitors the internal and external security audio/video systems for headquarters.

## 9-1-1 Operations

The Peterborough Police Communications Unit is the Public Safety Answering Point (PSAP) for the residents of the City of Peterborough as well as the Townships of Selwyn and Cavan Monaghan. Communication staff are highly trained professionals that are responsible for answering all 9-1-1 calls, prioritizing emergency calls, dispatching and down streaming emergency medical and fire calls to our emergency partners.

The Peterborough Police Communications/9-1-1 Centre received 34,781 9-1-1 calls, including 946 from the Village of Lakefield in the Township of Selwyn and 2,772 from the Township of Cavan Monaghan in 2020.

The Communications Unit also received 5,406 no answer calls. These are calls where the caller hangs up when emergency operators answer the line. It is the responsibility of the Communication Centre to call back every no answer call and ensure the callers wellbeing and dispatch emergency services if required.

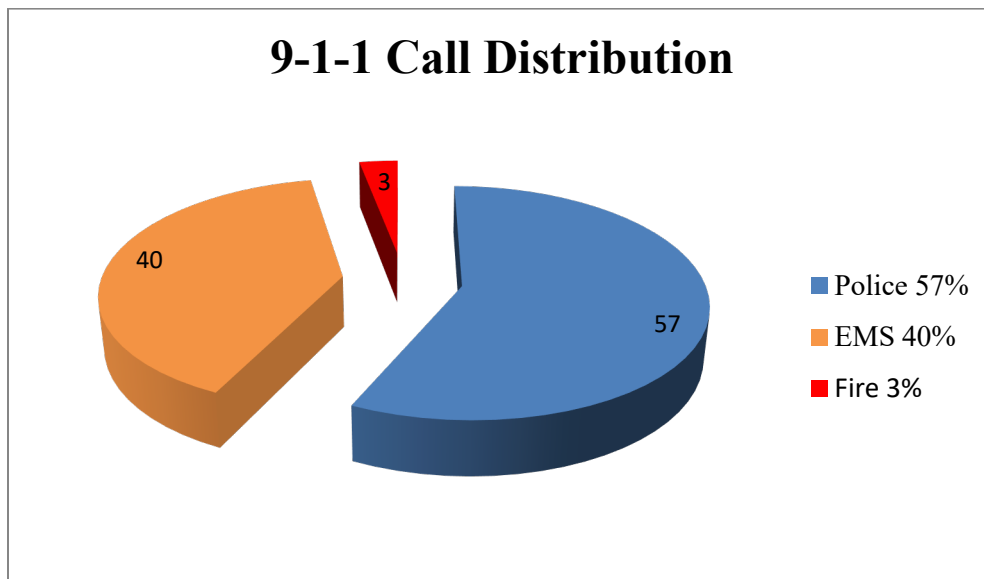
### Historical 9-1-1 Statistical Comparisons

9-1-1 call statistics show a 3.7% increase from the previous year.

	2020	2019	2018	2017	2016
Peterborough	31,063	30,801	29,890	26,813	29,143
Lakefield	946	722	1,152	1,857	2,019
Cavan Monaghan	2,772	2,005	2,039	1,757	1,883
<b>Total</b>	<b>34,781</b>	<b>33,528</b>	<b>33,081</b>	<b>30,427</b>	<b>33,045</b>

### 9-1-1 Call Handling Report

Emergency Service	2020
Police	19,860 Calls
Fire	1,124 Calls
Ambulance	13,797 Calls



## Finance

The Finance Department is led by the Finance Manager and comprised of the Fleet & Facilities Coordinator and the Quartermaster & Purchasing Clerk.

The Finance Manager is responsible for the Service's overall Operating and Capital Budgets. In addition, the Finance Manager oversees all aspects of financial planning and reporting.

The Fleet & Facilities Coordinator is responsible for the necessary purchase, maintenance and repairs of all Peterborough Police Service vehicles and related equipment, building maintenance, repairs and renovations.

The Quartermaster and Purchasing Clerk is responsible for the necessary purchase of all Peterborough Police Service uniforms, equipment, and supplies.

The Finance Department utilizes the Questica Budget Suite and System Applications and Products (SAP) ERP software system applications to perform its duties.

Between June 28, 2020 and December 31, 2020, the Finance Department's overall efficiency and effectiveness was reduced significantly after the new ERP application software replaced the old legacy software which had been custom developed over 20 years.

Despite the fact that 2020 presented a number of challenges to the Finance Department, our team continued to focus on process improvement and timely service.

### **Fleet and Facilities**

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

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

There is limited control over fleet maintenance costs, although measures are taken to source the best possible price. Peterborough Police Service is a member of the Police Cooperative Purchasing Group (PCPG), which allows us to take advantage of contracts negotiated by larger Services through 'piggyback' clauses, thereby securing cost savings the Service would not receive otherwise. The exchange rate for the US dollar, fluctuating gas prices, the number of bio-hazard cleanings required, and collisions are expenses we cannot forecast precisely, but that impact our budget.

In 2020, the following vehicles were purchased:

- 6 patrol vehicles (4 SUVs, 2 F150s), including 4 hybrid vehicles.
- 1 unmarked vehicle for Investigative Services.
- 1 lease buy-out for Investigative Services.
- Total: 8

The following vehicles were disposed of:

- 1 vehicle was sent to the North Toronto auction.
- 5 more vehicles will be sent to the North Toronto auction in 2021.
- 1 vehicle was transferred to Community Services.
- A demo of 6 GEOTABS GPS system was tested, and the plan is to enter into an agreement for the remaining fleet vehicles in 2021.

## **Facility**

The facility is owned by the City of Peterborough. The Fleet and Facility Coordinator works with the City's Property Maintenance Coordinator to organize City projects for the police building. The facility assessment process began in 2018 and was completed in 2020.

2020 was a productive year as we completed a number of initiatives. Major projects include:

- Stage 2 and Stage 3 of the building security plan
- Weapons relocation and storage for firearms
- Additional workstations for the Records Department
- Sound proofing installed in Lawyer's room
- Office and building decontamination
- Satellite office at the bus terminal completed
- New equipment installed in Identification office
- Renovation completed in the bell room for ERT equipment
- Replacement of aging fitness equipment
- Replacement of aging office furnishings.
- Stage 1 of office painting was completed in October 2020. Flooring replacement was deferred due to budget constraints.

Police planned projects are drawn from the \$94,000 facility maintenance budget. A variety of other expenditures are also drawn from those budget lines. This includes known costs such as contract fees for off-site storage units, document shredding and parking at Provincial Court. In addition to the recurring maintenance activities, it also includes facility and office equipment improvements. New costs for 2020 were unanticipated expenditures due to the pandemic.

## **Quartermaster & Purchasing**

In 2020, 15 constables, including 3 new hires, and 8 new special constables were issued new body armour, uniforms, and equipment.

The Quartermaster relocated to a new office within police headquarters. The move was made possible when Crime Stoppers moved to their satellite office downtown. The increased space was particularly useful for personal protective equipment (PPE) supplies.

Shelving and apparel racks were purchased to organize and store PPE supplies and uniforms.

The COVID-19 pandemic presented multiple challenges on both financial and staffing resources. Initial efforts concentrated on sourcing and purchasing enough masks, gloves, sanitizer, and other

essential items to ensure all members were adequately provided supplies until the Government of Ontario could solidify their supply chain and begin shipping to essential services.

Additional measures, such as the new handcuff cleaning stations and office and fleet decontamination, were taken to reduce the potential transmission of the COVID-19 Virus.

SAP training continued in preparation for the eventual transition of purchasing functions from OSL Solutions to SAP. An exact date for the change remains to be decided. Visa statements are now being reconciled in SAP. The new requirement to provide electronic copies and hard copies of invoices has proven to be more time consuming than the previous process.

The Quartermaster has been more involved in purchasing functions. Several departments that previously purchased their own material are continuing to order but are beginning to advise the Quartermaster's office of the purchase which is a positive change. Purchase orders are then created, and a paper trail established. The City of Peterborough rolled out purchasing processes that also continues to have an impact on the Finance department with new requirements.

The supplier of rain gear and bike shorts has reverted to Outdoor Outfits. Kehoe was unable to supply rain gear with required specifications and flashing. Due to long delivery time, the Quartermaster managed the wait time by keeping an inventory of the supplies to ensure our officers' needs for equipment are met on a timely basis.

Life cycle management of body armour will be a priority in 2021. The goal will be to replace between 40 to 50 vests this year. This will be accomplished by establishing a schedule of quarterly fittings based on life cycle analysis and body armour assessment. Due to the pandemic restrictions, sales reps are not attending services in person. To facilitate the process of measuring officers and ordering vests the Quartermaster has been trained in how to measure officers. This in conjunction with video conferencing allows a sales rep to virtually attend and observe the measuring and contribute their expertise.

Some assistance will hopefully be provided in the new year to help with projects and to manage additional time constraints resulting from the increased participation of the Quartermaster in the new ERP system and processes. The assistance provided to this point has been intermittent and inconsistent making it impossible to move forward on any major projects such as the organization of long-term storage units and the bar coding of officer notebooks.

Semi-annual fittings of dress uniforms will be held when the pandemic situation allows sales reps to again attend in person.

Looking ahead to 2021, plans include setting up on-line purchasing with select vendors, electronic requisitions, price studies of duty gear from suppliers. The bar-coding notebook project will resume, as will a review of dress uniform purchasing considering the recent PCPG contract award.