



# OPERATIONS

## 2016 Annual Report

**Dan Smith**  
**Inspector**

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

# Operations

## Table of Contents

|  |    |
|--|----|
| <i>Divisional Overview</i> .....                               | 3  |
| <i>Summary of Fourth Quarter and Year End Statistics</i> ..... | 6  |
| <i>Team One (Downtown Core)</i> .....                          | 9  |
| <i>Team Two (Peterborough North End)</i> .....                 | 12 |
| <i>Team Three (West end of City)</i> .....                     | 15 |
| <i>Team Four (South End and East City)</i> .....               | 18 |
| <i>Team Five (Lakefield)</i> .....                             | 21 |
| <i>Team Six (Cavan Monaghan)</i> .....                         | 23 |
| <i>Traffic Management Unit</i> .....                           | 25 |
| <i>Canine</i> .....  | 31 |
| <i>Emergency Response Team</i> .....                           | 33 |
| <i>Crisis Negotiation</i> .....                                | 38 |
| <i>Auxiliary Policing Unit</i> .....                           | 39 |
| <i>Community Services Unit</i> .....                           | 40 |
| <i>Media Relations &amp; Communications Coordinator</i> .....  | 46 |
| <i>Training Unit</i> .....                                     | 49 |
| <i>911/Communications</i> .....                                | 52 |
| <i>Chaplain</i> .....  | 55 |

## *Divisional Overview*

It is my pleasure to report on the activities of the Operations Division for the year 2016. The 2016 Operations Division consisted of Community Patrol, 911/Communications, Traffic Management, Canine, Emergency Response Team, Crisis Negotiation, the Auxiliary Unit, Community Services, Training, Media Relations and Chaplain. It was another challenging yet successful year as we met the policing needs of Peterborough, the Township of Cavan Monaghan and Lakefield.

I am pleased to report that 2016 was another eventful and successful year as the 98 dedicated sworn officers, 21 civilians and 27 auxiliary members within the Division worked cooperatively to meet divisional objectives in support of organizational goals. The Operations divisional objectives for 2016 continued to focus on team policing, traffic safety, intelligence-led policing and building relationships with our youth.

I would like to acknowledge and thank the following members of the Operations Division, who showed strong leadership within their respective units in 2016 and provided the necessary information to allow for the completion of this report:

Team One – Sergeants Sean Wilson

Team Two – Sergeant Tim Millard

Team Three – Sergeant Mark Elliott and Sergeant Peter Sejrup

Team Four – Sergeant Nancy Loucks

Team Five – Sergeant Todd Blewett

Team Six – Sergeant Mike Jackson

Traffic Management – Sergeant Jeff Chartier

Emergency Response Team – Sergeant Sean Quinlan and Sergeant Laine Schubert

Canine Unit – Sergeant Jeff Chartier

Auxiliary Policing Unit – Auxiliary Staff Sergeants Andrew Burdett and Steve McLean

Community Services/Training Units – Sergeant Rob Fitzgerald

911/Communications – Alison Kirkland

In 2016, reported crimes were up 5.0% when compared to 2015 and calls for service increased 7.9% with 31,712 in 2016 compared to 29,385 in 2015. Response to calls for service is one of the primary responsibilities of Community Patrol, which consists of four platoons providing 24/7/365 coverage of front-line policing to the community. Working within the team policing concept, officers are assigned to a specific patrol area for the entire year. Officers in each area work as a team under the direction of a Team Coordinator. Team members meet throughout the year to identify problems or potential problems within their area, discuss possible strategies to solve or avert the problem, and report on results of efforts at problem solving. Officers are encouraged to utilize the SARA model (Scanning, Analysis, Response, and Assessment) to document their problem-solving actions. The efforts and activities of each of the area teams are detailed in this report and reflect the assorted wealth of expertise members bring to this Service and the communities they serve. The management teams for each of the four platoons deserve credit for the outstanding work accomplished in managing and leading all members, both sworn and civilian.

The Traffic Management Unit continued its focus on attempting to reduce collisions and injuries through enforcement and education. In 2016, traffic enforcement by members of the Traffic Management Unit decreased by 0.3% from 2,926 charges in 2015 to 2,838 in 2016. It should be noted that during the course of the year, the Traffic Management Unit was required to supplement other staffing requirements such as court, crime scene security and escorts. In spite of the challenges, service-wide enforcement increased by 10.3% from 11,066 charges in 2015 to 12,207 in 2016. Unfortunately, 2016 was not a successful year for the Service meeting the objective of reducing collisions and injuries, as the total collisions investigated increased by 13.2% from 2,208 to 2,499. Further, collisions involving injuries increased by 18.3%, total persons injured increased 32% and the city recorded 3 pedestrian fatalities on Lansdowne Street, Peterborough, within a two week period. 2017 will see a focus on targeted education and enforcement efforts related to pedestrian safety as well as distracted driving, seatbelt use and impaired driving.

The Canine Unit is comprised of Constable Tim Fish, along with Police Service Dog (PSD) Wolfe, and Constable Sam McCullum, along with PSD Hal. Both canine teams supported all other units within the Service, made presentations to the public and have committed themselves to the Service and their respective partners. Both teams have been flexible in making shift changes on short notice to help with unforeseen events and investigations. In 2016 our Canine Unit responded to 1,216 total calls for service including 1,070 non-canine related calls for service, 125 canine calls and participated in 21 search warrants.

The Emergency Response Team had another demanding and successful year in 2016, being called out 30 times for various high-risk situations as well as assisting in searches and training. This is relatively consistent with the 33 calls in 2015. This does not include the everyday calls for service such as backing up canine for tracking of persons, serious mental health calls, alarm calls and calls involving potential armed persons that are handled by frontline officers. In 2016, the ERT increased by 2 members in order to meet the needs of handling calls in the rural setting of Cavan Monaghan.

The Service currently has eight (8) trained crisis negotiators on staff and forty-six (46) members who have received Crisis Intervention Training. In 2015, negotiators were required for two (2) incidents. Negotiators participated in a training day on October 4, 2016 and continue to train and become proficient in their knowledge and skills.

The Community Services Unit had an exceptional year in 2016 expanding on the great work performed in 2015. The Community Services Unit is made up of four officers and one civilian. One officer is assigned to the high schools, and three officers to the elementary schools in Peterborough, Lakefield and Cavan Monaghan. In 2016, the Police Service continued to see the benefits of the Community Development Coordinator. This person is responsible for the development, and coordination of strategic community engagement and partnership approaches to build and enhance relationships between the police service and community stakeholders. We are already seeing the returns of having this position as part of the Community Services Team. In 2016, the Community Development Coordinator was instrumental in the launch of the Risk Driven Situation Table.

The Training Unit, continually challenged by an inordinate volume of legislated training requirements and limited training time, continued to 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, ensure the safety of members and the community with the goal to continue improving service to the community. Our commitment to provide quality and cost efficient training is evidenced by our continued investment in e-learning as a vital training method. In 2016, members of the Service received 12,684 hours of training (not including 1,800 hours of ERT training).

The Peterborough Police Service is tremendously proud of our Auxiliary Unit as they volunteer hundreds of hours to their community each month. In 2016 the Auxiliary Policing Unit consisted of 27 members; 2 Auxiliary Staff Sergeants, 3 Auxiliary Sergeants and 22 Auxiliary Constables. This group of dedicated members volunteered 3,292 hours during the year. This number is slightly lower than years past due to some resignations. Consideration will be given to running an auxiliary recruitment process in late 2017 to get back up to our authorized strength of 35 members.

In addition to my daily duties in 2016, I represented the Service on the Canadian Mental Health Association Tennant Selection Committee, John Howard Society Board of Directors and the Kawartha Haliburton Children's Aid Society as a Police Liaison. Internally, I'm a member of the Discipline Review Committee, Joint Occupational Health and Safety Committee and the Ontario Association of Designated Officers. My duties within the service also include fulfilling the role of Special Investigations Unit Liaison Officer, Communicable Disease Coordinator, Incident Commander, and Senior Official for Bill C-24 (Lawful Justification) designations as well as represent the Police Service at the OACP Professional Standards/SIU Sub-Committee.

As we move into 2017, succession planning, training and technology continue to rate as the major challenges we will face in the coming years. We have been fortunate to be able to replace older equipment, such as tasers, and provide our frontline members 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 me and I will do my best to strike the proper balance in order to meet legislated requirements.

I would like to thank the men and women of our Service, sworn and civilian, for their dedication to serving the communities of Peterborough, Lakefield and Cavan Monaghan. I look forward to working in collaboration with all staff, the Police Services Board as well as Council and staff from the Ward of Lakefield and the Township of Cavan Monaghan in order to face the everyday challenges and responsibilities presented to us in 2017.

Respectfully submitted,

Dan Smith  
Inspector of Operations

## *Summary of Fourth Quarter and Year End Statistics*

Total calls for service in the last quarter of 2016 were 7,663, an increase of 3.3% or 248 calls when compared to the 7,415 calls for service in the last quarter of 2015. Overall, this past year calls for service were up 7.9% with 31,712 calls for service in 2016 compared to 29,385 received in 2015.

The fourth quarter statistics for 2016 “Non-Offence” calls for service are up 2.3% from 2015 with 5,843 Non-Offence incidents in the fourth quarter of 2016 compared to 5,710 in the fourth quarter of 2015. Total Non-Offence calls for 2016 show an increase of 8.3% when compared to 2015. Non-Offence calls for service represent approximately 77.9% of the daily work of our officers. The following is a summary of the Non-Offence calls for service since 2012:

2016 - 24,721  
2015 - 22,832  
2014 - 21,237  
2013 - 21,110  
2012 - 22,057

The 2016 Non-Offence Statistics charts will provide a full breakdown of all categories however, the following categories have been identified as areas of significance in 2016:

### ***Sudden Deaths***

Sudden Death investigations continue to remain relatively steady with 112 investigations in 2016 compared to 102 in 2015, an increase of 9.8%. There were twenty-seven (27) sudden death investigations in the fourth quarter of 2016 compared to thirty-two (32) in 2015, a decrease of 15.6%. Although these calls are in the non-offence category and are not classified as criminal in nature, they do require a significant amount of police resources to ensure that they investigated according to Ministry Standards. These investigations include death by natural cause, suspected suicides and death by any means other than a criminal act. In many cases, it takes a significant investigation involving Major Crime Investigators, Forensic Officers and the Corners Officer to make that determination.

### ***Missing Persons Located***

Missing Persons investigations continue to be a large source of calls for service for frontline officers. There were 308 persons reported missing in 2016 compared to 341 in 2015, a decrease of 9.6%. In each of these incidents a person has initially been reported missing therefore, until all indications of foul play are eliminated and the person is located, many of these investigations can require significant time and police resources in order to bring it to a successful conclusion.

### ***Traffic Complaints***

Traffic complaints have increased substantially from 1,780 in 2015 to 2,230 in 2016, an increase of 25.3%. It should be noted that the majority of this increased call volume can be attributed to 286 traffic complaints in Cavan Monaghan Township.

### ***Calls Involving Youth***

Calls involving youth have decreased from 442 calls in 2015 to 401 calls in 2016 a drop of 9.3%. Community Service officers continue to work with school staff and students in the elementary and secondary schools, delivering crime prevention and character education programs, as well as participating in threat assessments and early interventions with students. Interacting with youth in our community in order to try and determine the root cause of problems and build positive relationships is one of the divisional goals for 2016 and will continue to be a priority for our officers in 2017.

### ***Mental Health Related Calls***

Mental health related incidents saw a 38.6% increase in the fourth quarter of 2016, with 147 calls compared to 106 calls in the fourth quarter of 2015. Total Mental Health Act incidents have increased 29.2% with 562 calls in 2016 compared to 435 in 2015. This is the highest level of mental health calls since 2012 when there were 576 calls. The Service continues to partner with a Mental Health Worker from the Integrated Outreach Program of 4 County Crisis. This worker provides early intervention, assessments and diversions, as well as attends calls for service with officers. We continue to meet with both Canadian Mental Health Association (CMHA) and Peterborough Regional Health Centre in order to try and improve or methods of dealing with our mental health clientele and helping to make the transfer of care more effective for both police and the hospital Crisis Unit. In spite of our best efforts, mental illness indirectly affects all Canadians at some time through a family member, friend or colleague. Mental illness affects people of all ages, educational and income levels, and cultures. In fact, 20% of Canadians will personally experience a mental illness in their lifetime. It is further estimated that 10-20% of Canadian youth are affected by a mental illness or disorder; the single most disabling group of disorders worldwide. Our Mental Health Worker is currently preparing a detailed analysis of our mental health calls from 2016 in order to provide a better understanding of why there has been such a significant increase.

### ***Call Cancelled/Lack of Manpower***

Calls cancelled due to lack of manpower have increased by 34.4% from 369 in 2015 to 496 in 2016. These calls are typically noise complaints from single source calls or from anonymous complainants which simply can't be answered in a timely manner due to other priority calls for service and overall call volume. It continues to be a goal of this Service to get to every call however, sometimes the ability to respond is exceeded by the sheer volume and complexity of calls.

**Additional Non-Offence Call Categories of Interest**

Alarms- 762 (9.8% increase from 694 in 2015)  
False Alarms Cancelled - 306 (10.3% decrease from 341 in 2015)  
Community Services – 1,680 (25% increase from 1,344 in 2015)  
Domestic/Family Disputes - 1,960 (10.7% increase from 1,771 in 2015)  
Noise Complaints - 1,142 (9.4% decrease from 1,260 in 2015)  
Police Assistance - 2,341 (7.4% increase from 2,179 in 2015)  
Suspicious Persons/Vehicle - 2,269 (3.2% decrease from 2,343 in 2015)  
Unwanted Persons - 1,310 (3.8% decrease from 1,362 in 2015)



### *Team One (Downtown Core)*

Area One is bordered by Parkhill Road to the North, the Otonabee River to the East, Wolfe Street to the South and Park Street to the West. Geographically area one is the smallest of Peterborough Police Services six patrol zones, however, area one encompasses Peterborough City's Downtown Core, thus making it just as busy with calls for service as the larger areas of patrol.

Area one is unique due to the busy environment created by the downtown core. The area holds a large business and service industry during the day and an entertainment district at night, all while housing a decent size population whom reside in this area. Therefore, area one has the largest number of officers patrolling this area, sixteen (16) officers with eight (8) assigned as Foot Patrol and eight (8) assigned as Community Patrol drivers.

There were two team meetings held throughout the year during which team members met as a group in order to discuss current issues, unique to the downtown core, and to maintain a unified focus where members of the team could work collectively in order to best serve our community. The main areas of focus for 2016 continue to be vagrants/panhandlers, Public Library (due to their clients) and the sex trade workers. As the year progressed, additional concerns were added such as break and enters, vehicles speeding on Water Street in Peterborough, noisy bar patios and used needles being discarded in public areas. Officers worked collectively on certain projects and also on individual projects.

The collective effort was focused around local persons addicted to alcohol whom drink in public, cause disturbances and are aggressive with their panhandling. In the past, officers have worked with environmental design to modify the behaviour of these persons however, this only displaced them temporarily and they now drink openly knowing police are responding to higher priority calls for service and are limited to responding to the public complaints related to them. Police continued to process the offenders through the court system only to find indifference in the justice system not wanting to criminalize their addictions. It was determined that the best course of action was to seize the alcohol from the individuals committing a breach under the Liquor License Act (LLA).

Using the seizure authority under the LLA was very effective in displacing the offenders. So much so, they moved into other patrol zones and were less visible in the affected areas downtown. This was tracked and it was determined that officers had made 23 separate seizures to influence this change in behaviour.

Officers have always been involved with the downtown liquor establishments and 2016 was no different. The ongoing Last Drink Program (LDP) did not show any one establishment was serving patrons to excess on a regular basis. Patio noise was attributed to one specific establishment where police were prepared to oppose an application for patio extensions that the establishment had applied for in order to increase business on special occasions. The realization of potential loss of business resulted in compliance with acceptable volume levels.

A local business company with numerous property holdings in the downtown began to install high definition surveillance cameras covering their public and common areas on their property.

This video coverage also captures public streets and is a valuable tool in solving crime for the City of Peterborough. Once the installation is complete there will be approximately 160 cameras covering an extensive area of downtown property.

Officers also continued to follow their allotted traffic enforcement time to reduce the traffic concerns in the downtown core.

Officers individually went above and beyond the call of duty during investigations where the Community Based Policing Model was exercised. The following are some examples of this:

During the investigation of a church break and enter the investigating officer developed rapport with a reluctant witness and with limited information lead to the identity of the suspect. The officer was subsequently able to recover the property and link the suspect to similar offences in the Belleville area.

While on a noise complaint at a rooming house, which police have attended numerous times, the officer had a bottle of stolen liquor turned over to him by a resident whom the officer had a good working relationship with. This connection led to the officer receiving information that the liquor was stolen during a break and enter at a licenced establishment on Hunter Street in Peterborough. The officer attended every licenced establishment on Hunter Street in order to locate the owner of the stolen liquor. Not only did the officer locate the owner, the owner did not realize he was a victim of a break and enter. The investigation continued and 3 individuals were arrested for break and enter and more stolen property was recovered for the business owner.

Officers have received numerous disturbance calls for service from a particular residence on Wolfe Street in Peterborough. During a domestic investigation one officer took it upon himself to talk at length with the involved parties and to follow up the next day with an officer initiated visit to the couple's home. This continued to develop a positive relationship whereby future incidents did not escalate to critical levels. The officer continues to check in with the couple from time to time which has positively helped with how they communicate and interact with all police on a service level.

During a theft investigation the only identifying suspect information was the use of a licence plate from the "get-away" car. The registered owner came from the York Regional Police area. The officer worked a joint forces investigation with York Regional Police where a search warrant was executed. The suspects were arrested for theft and the stolen property was recovered. York Regional Police also located a quantity of drugs during the search and solved several local cases.

One officer responded to a family dispute where a female was having difficulty with her developmentally challenged brother. The brother was cared for by his mother however, the mother past away and as a result the brother stopped caring for himself. The brother refused to leave the house, as it was being sold, and he was being moved into community living residence. The officer assisted the brother with instructions on how he should be caring for himself, which include making sure he showered properly. In the end the brother thanked the officer as he explained since his mother died he was too afraid to complete these daily tasks without her

direction. The officer followed through with the transfer of the brother into community care where he would be monitored daily by staff and will lead a healthier and more balanced life.

### ***2016 Criminal Statistics for Area One***

- 1,533 Criminal calls for service compared to 1,507 in 2015 - increase of 1.7%.
- Overall Clearance rate of 74.2% compared to 72.3% in 2015.
- 3 Homicide (Attempt Murder) - increase of 200% from 1 in 2015.
- 25 Robberies - increase of 8.7% from 23 in 2015.
- 78 Break and Enters - increase of 23.8% from 63 in 2015.
- 10 Stolen Vehicles - decrease of 16.7% from 12 in 2015.
- 317 Thefts - decrease of 21.7% from 405 in 2015.
- 69 Frauds - increase of 11.3% from 62 in 2015.
- 9 Offensive Weapons - remained unchanged from 2015.
- 98 Bail Violations - decrease of 26.3% from 133 in 2015.
- 120 Disturb the Peace - increase of 17.6% from 102 in 2015.
- 10 Obstruct Police - decrease of 9.1% from 11 in 2015.
- 16 Impaired Operation of Motor Vehicle - decrease of 11.1% from 18 in 2015.
- 47 Drug offences - increase of 27.0% from 37 in 2015.
- 22 Sex Offences - increase of 57.1% from 14 in 2015.
- 134 Assaults - decrease of 14.6% from 154 in 2015.

### ***2016 Non Offences for Area One***

- 5,385 Non Offence calls - increase of 8.3% compared to 4,972 in 2015.
- 303 Domestic Disturbances - increase of 22.7% from 247 in 2015.
- 225 Liquor Offences - decrease of 6.6% from 241 in 2015.
- 271 Noise Complaints - decrease of 17.4% from 328 in 2015.
- 718 Suspicious person/vehicle - increase of 8.1% from 664 in 2015.
- 231 Traffic Complaints - increase of 0.4% from 230 in 2015.
- 36 Calls Involving Youth - decrease of 34.5% from 55 in 2015.
- 588 Unwanted Person Calls - decrease of 2.0% from 600 in 2015.
- 105 Warrants - increase of 31.3% from 80 in 2015.

### *Team Two (Peterborough North End)*

In 2016, Team Two members responded to a total of 7,779 calls for service compared to 7,274 total calls in 2015. 2016 year-end statistics reveal that there were 1,196 criminal offences in Area Two in 2016, an increase of 2.2% when compared to 1,170 in 2015. Each team member or group is required to submit at least one crime prevention/problem solving project report recognizing their efforts in 2016. The following is a summary of some of the problem solving efforts in 2016:

Trent University can be considered a small community within the geographical boundaries of Area Two. With a population of approximately 8,400 students, the university comprises one of the largest facilities within that area. One of the largest events of the year on campus is known as the “Head of the Trent” rowing regatta. For almost 40 years, this annual regatta has attracted thousands of visitors not only to the Trent property but also to the city itself. The financial benefits to both the city and Trent University are enormous and to that end a successful outcome to this event is dependent upon the combined efforts of Trent University security personnel and Peterborough Police Service officers. When this event originally began, the entire venue was kept on the university campus however, several years ago the event changed and now ends in the late afternoon. This change meant that a large group of students, spectators and other visitors ended up leaving the university property for the downtown core. Research completed by officers showed that the calls for service on this particular weekend were substantially higher than normal and busier than either New Year’s Eve or St. Patrick’s Day. The goal for the involved officers was to reduce the number of crimes and alcohol related incidents in the downtown core and to that end the following initiatives were undertaken:

- Zero Tolerance posters were designed to educate patrons on the types of behavior which would not be tolerated and the consequences of any violations. These posters were circulated around the university and communicated to the student body through the New Student Orientation Leaders by way of a presentation by police.
- The Downtown Business Improvement Association supplied portable toilets which were strategically placed in the downtown core to prevent people from urinating in store fronts which had previously been a complaint by store owners.
- Trent University provided funding for 4 paid duty officers to provide security in the downtown core during and after the bar closings. These officers were partnered with auxiliary officers to create a higher police presence.
- The City of Peterborough through the transit department funded 1 paid duty officer to greet patrons arriving downtown on city buses.
- A mobile RIDE program was set up and targeted the area around Trent University as well as other parts of the city.
- A noise detail was implemented to deal with the numerous noisy party complaints.
- Due to past complaints by city transit regarding open alcohol on city buses, “Amnesty Containers” were supplied to allow anyone boarding or exiting the buses to deposit their alcohol containers.

In total, 24 uniformed and 4 Auxiliary officers were utilized. Total calls for service from October 1, 2016 – 0900 until October 2, 2016 – 0300 were 124 and only 10 calls could be attributed to the Head of the Trent celebrations. The following charges were laid during the event: 1 three day driving suspension, 5 noise bylaw charges, 2 LLA and 2 cause disturbance.

A dispute between two neighbors in the north end resulted in several theft, trespass and mischief related complaints to police. One of the involved parties became unhappy with the police response and complained. Officers made several attempts to resolve the issues between the neighbors without initial success. After meeting with the complainant and viewing video footage she had obtained, it was determined that the complainant was indeed the instigator of most of the problems. Officers referred both parties to the Community Mediation Program and since that time there have been no further incidents.

The superintendent of a Brock Street residence Peterborough, approached officers and expressed his interest in forming a community partnership with the Service. He wished to address the many concerns his tenants had with regards to the ongoing drug and violence issues in the building. He felt such a partnership would lead to a positive effect and ultimately reduce the amount of criminal activity in the area. Officers met with the superintendent and provided some initial tips on how to improve safety and as a result, a new state of the art surveillance system was installed. The new cameras now cover all entrances, exits, hallways and elevators. This will be of significant benefit to police in the future and has already been attributed to a decline in unwanted visitors to the building. Police were also authorized to enforce the trespass to property act on behalf of the building's owners.

An initiative which began in 2015 involving a partnership between the police and a local not-for-profit organization that provides supports to individuals with an intellectual disability was continued in 2016. Seven homes were again canvassed by officers and any concerns were dealt with during meetings with staff. In 2016 a total of 19 calls for service were dealt with and of those 13 were attributed to residents at one home. The not-for-profit organization is happy with the ongoing partnership with the police.

### ***2016 Criminal Statistics for Area Two***

- 1,196 Criminal calls for service compared to 1,170 in 2015 – increase of 2.2%.
- Overall Clearance rate of 57.5% compared to 49.5% in 2015.
- 3 Homicide (Attempt Murder) – compared to 0 in 2015.
- 9 Robberies – decrease of 25.0% from 12 in 2015.
- 73 Break and Enters – decrease of 23.2% from 95 in 2015.
- 16 Stolen Vehicles – increase of 45.5% from 11 in 2015.
- 375 Thefts – decrease of 11.6% from 424 in 2015.
- 90 Frauds – increase of 13.9% from 79 in 2015.
- 10 Offensive Weapons – increase of 42.9% from 7 in 2015.
- 79 Bail Violations – increase of 12.9% from 70 in 2015.
- 52 Disturb the Peace – increase of 4.0% from 50 in 2015.

- 5 Obstruct Police – increase of 66.7% from 3 in 2015.
- 18 Impaired Operation of Motor Vehicle – increase of 20.0% from 15 in 2015.
- 30 Drug offences – increase of 50.0% from 20 in 2015.
- 54 Sex Offences – increase of 58.8% from 34 in 2015.
- 112 Assaults – increase of 0.9% from 111 in 2015.

***2016 Non Offences for Area Two***

- 6,583 Non Offence calls – increase of 7.8% compared to 6,104 in 2015.
- 542 Domestic Disturbances – increase of 10.4% from 491 in 2015.
- 45 Liquor Offences – decrease of 33.8% from 68 in 2015.
- 252 Noise Complaints – decrease of 0.4% from 251 in 2015.
- 499 Suspicious person/vehicle – decrease of 4.4% from 522 in 2015.
- 611 Traffic Complaints – increase of 18.9% from 514 in 2015.
- 101 Calls Involving Youth – decrease of 15.1% from 119 in 2015.
- 297 Unwanted Person Calls – increase of 3.5% from 287 in 2015.
- 164 Warrants – increase of 19.7% from 137 in 2015.

### *Team Three (West end of City)*

In 2016, Area Three consisted of 11 Community Patrol Officers spread over the 4 platoons. Area Three covers significant residential areas and includes a large commercial retail/industrial sector concentrated around Lansdowne Street West and the Parkway. Significant institutions including Fleming College and Peterborough Regional Health Centre, in addition to public and high schools, are in the area. There were two team meetings held during the year to identify problems that could be worked on throughout the

The officers assigned to Area Three was ever-changing during 2016 with a number being off the road for an extended period, redeployed or new officers joining the Service. This, as in 2015, made identifying and tackling certain problems a challenge. However, with the caliber of officers in this area, major issues were still addressed with professionalism and a desire to help the citizens of Area Three.

#### *Team Meetings*

March 15, 2016 – At this meeting, a review of the closing projects from 2015 was discussed and a tour of GE was conducted.

October 25, 2016 – This meeting addressed the conclusion of the 2016 efforts on the major team project, as well as identified the continuing issues involved within it. It was agreed that once the officers who will be assigned to the area in 2017 are identified, specific project roles will be issued by the team Coordinator.

#### *Projects Conducted*

The major issue identified by Team Three for Area Three was the continued problem associated with the rental properties occupied by Fleming College students in the area of Airport Road, Spillsbury Drive, and Clancy Crescent. An Area Three officer was assigned as the point of contact for Team Three and prepared a SARA report outlining the efforts of the team.

In summary, officers worked with representatives of Fleming College to educate both permanent and transient residents of the neighborhood regarding local noise laws, common nuisance issues, criminal code offences, and LLA issues. This education campaign included a face to face interaction with the residents, an information package outlining offences and what to do to report them, and an opportunity for members of the community to voice their concerns in a low pressure interaction with police and school officials.

This Good Neighbor project has been ongoing for a number of years, and has evolved into a near self-sustaining entity. However, with the best laid plans there are still issues to tackle. Despite the action phase of this project occurring in September 2016, the residents who have property bordering Airport Road have seen a marked increase of vandalism along their fences during the months of October and November 2016. This problem has been brought to the attention of not

only the police but members of City Council. It has led to a zero tolerance approach from police, a mini reminder canvas conducted by a Fleming College representative and police at the rental properties, a media campaign, and City Council requesting an evaluation on the feasibility of altering the bus route characteristics to diminish the opportunity for vandalism.

Fortunately, there has been a decrease in the occurrences of vandalism recently but fear that it may not be a result of police efforts. At present, the fence remains damaged and makes it difficult to determine if new damage is occurring. The cold climate may also be what is limiting the vandalism. Our Technology Unit was asked to evaluate the possibility of installing surveillance equipment but discovered that there was no clear location to install it effectively. A Crime Stoppers campaign has resulted in two tips which are currently being followed up (see below for further details).

A standalone project that was submitted by an Area Three officer involved the entire City, and not just Area Three. This officer, in spite of being assigned to the Alternate Response Unit (ARU), noted that there were a number of citizens who appeared confused by the new markings on the Highway for cyclists. This officer reached out to City Hall, and is currently working with the Transportation Demand Manager on an awareness and education campaign, which will be implemented in 2017.

### ***Traffic Safety***

In 2016, Area Three once again had seven (7) of the “Top Ten” intersections in the city with regards to motor vehicle collisions. Some of the intersections share a common border with Area Four and Area 2. These intersections will continue to be the focus of targeted enforcement efforts during 2017 in an effort to reduce collisions. All members participated in “extra attention” traffic enforcement efforts as identified by the Traffic Management Unit (TMU) throughout the year. Members will continue to target areas brought forth by the TMU as areas of concern, as well as look forward to participating in identified Service wide campaigns.

### ***2017 Plans***

The Area Three officers have all been given assignments to aid in organizing communications and interactions with community stakeholders, as well as to hopefully diminish calls for service from high problem areas. It is hoped that this will emphasize the “helpful” of our police motto for those clients whom we interact on an ever increasing basis. Three officers have been assigned to the three group homes in Area Three in hopes of building better relations with these homes and creating mentoring opportunities for youth. Officers have been assigned to the management group responsible for the Talwood Drive apartments, security at Peterborough Regional Health Centre, and Bowers Park/Wellness Centre. Due to the magnitude of the Airport Drive/Fleming College issues, a representative from each platoon has been assigned to liaise with that group. The above format was also chosen to help ensure success for our members to be involved in a meaningful project throughout the year. The goal is to help create future leaders,



and equip them as best as possible in order that they can take their careers to whatever heights they aspire to.

### ***2016 Criminal Statistics for Area Three***

- 1,030 Criminal calls for service compared to 978 in 2015 – increase of 5.3%.
- Overall Clearance rate of 47.4% compared to 47% in 2015.
- 1 Homicide (Attempt Murder) – decrease of 50.0% from 1 in 2015.
- 2 Robberies – decrease of 77.8% from 9 in 2015.
- 80 Break and Enters – decrease of 25.2% from 107 in 2015.
- 19 Stolen Vehicles – increase of 46.2% from 13 in 2015.
- 424 Thefts – increase of 6.5% from 398 in 2015.
- 71 Frauds – increase of 34.0% from 53 in 2015.
- 2 Offensive Weapons – unchanged from 2 in 2015.
- 20 Bail Violations – decrease of 48.7% from 39 in 2015.
- 25 Disturb the Peace – increase of 38.9% from 18 in 2015.
- 4 Obstruct Police – unchanged from 4 in 2015.
- 16 Impaired Operation of Motor Vehicle – increase of 60.0% from 10 in 2015.
- 21 Drug offences – decrease of 38.2% from 34 in 2015.
- 28 Sex Offences – decrease of 3.4% from 29 in 2015.
- 88 Assaults – increase of 3.5% from 85 in 2015.

### ***2015 Non Offences for Area Three***

- 5,319 Non Offence calls – increase of 2.7% compared to 5,180 in 2015.
- 515 Domestic Disturbances – increase of 4.3% from 494 in 2015.
- 45 Liquor Offences – decrease of 6.3% from 48 in 2015.
- 331 Noise Complaints – decrease of 5.1% from 315 in 2015.
- 431 Suspicious person/vehicle – decrease of 14.3% from 503 in 2015.
- 453 Traffic Complaints – decrease of 4.8% from 476 in 2015.
- 112 Calls Involving Youth – decrease of 7.4% from 121 in 2015.
- 195 Unwanted Person Calls – increase of 1.6% from 192 in 2015.
- 27 Warrants – decrease of 3.6% from 28 in 2015.

### *Team Four (South End and East City)*

In 2016, Area Four consisted of 10 Community Patrol Officers spread over the 4 platoons. Team Four held two team meetings in 2016 on March 30 and October 18. Area Four covers a significant residential and commercial area that covers the south east areas of the city. During the March meeting Team Four members were encouraged to work together on team projects to provide effective community policing over all platoons. A range of topics were discussed to target specific and reoccurring problems in order 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 Four members targeted the enforcement of distracted drivers (i.e.: cell phone use) on Lansdowne Street and red light infractions at major intersections (Lansdowne/Ashburnham and Lansdowne/Monaghan).
- During the spring and summer months the area of the train bridge from 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.

### *Projects by Team Four Members*

A total of five community projects were identified and problem solving developed by officers. The following is a summary of some of the problem solving efforts in 2016:

During the spring and summer months complaints continue to be received from concerned members of the community regarding loitering in and around the Holiday Inn, Millennium Park and the train bridge in which person(s) were participating in drinking, using drugs, profane language, sexual activities and intoxication. As this area is part of Area One, the Area One team continued their project from 2015 to continue with an increased presence and lay applicable charges so that members of the community could enjoy the area.

As a result of this enforcement, Area Four saw a number of these chronic individuals move to the other side of the train bridge and into Area Four along Edgewater Boulevard. Team Four members utilized crime analysis and learned that most nuisance calls occurred between the hours of 4:30 p.m. and 7:30 p.m. during the warmer weather and coincided with Music Fest on Wednesday and Saturday. Team Four continued to provide an increased presence in the area along Edgewater Boulevard. Team Four identified that one of the environmental issues along Edgewater Boulevard was the brush along the water that provides concealment to those participating in illegal activities. Attempts have been made to speak with the City in order to have the brush removed thus no longer providing concealment and making the area less appealing for those wishing to participate in these activities. The matter will be discussed again with the City of Peterborough in the spring in order to determine if this is a feasible plan as the brush is on city property.

In 2016, Team Four members identified a significant amount of time being spent by officers doing door canvasses for various investigations with a number of these canvasses not being completed as residents were not home. Working with the Media Relations and Communications Coordinator Team Four members designed a “door hanger” that can be utilized by officers if they receive no answer during a canvas check. On one side of the door hanger the investigating officer’s details and incident number are outlined and the opposite side is “crime prevention” tips. In order to be fiscally responsible, officers have elicited and were successful in getting funding from a community partner for the printing of the door hangers, specifically the Rotary Club of Peterborough. A final draft has been completed and the officers will be using the door hangers in 2017.

In 2016, Team Four responded to more than 20 complaints at a complex in the south-end involving noise and neighbour disputes. Parties involved in the complaints were given advice and provided strategies on how to effectively communicate with one another in order to live harmoniously. Residents were also provided with neighbour mediation information. Complaints continued and it was clear that warnings and advice were not effective in resolving the issues. It became apparent that parties were using the police in order to instigate other parties. A decision was made to charge concerned parties under the Noise By-law with a warning that should police receive further complaints the matter would be put before criminal courts with a mischief charge. In addition, the concerns were forwarded to members of the Risk Drive Situation Table for their review. Once concerned parties were charged, police received no further complaints in the months of November and December and it appears actions taken have addressed the problem of the vexatious calls for service to the complex.

Complaints were received by a Crescent Street resident in October that person(s) were parking along the water during the day and evening hours and smoking marijuana in their vehicles. Team Four 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 Four members will continue to monitor the situation in 2017.

A vulnerable individual was identified in Team Four who suffered from serious mental health issues which resulted in numerous calls for service to police about his well-being as he would frequently leave home and rides city buses. Several times this individual attempted to get on buses leaving the Peterborough area. Two members of Team Four paired up with the Canadian Mental Health Association (CMHA), a local group home, home care services, Kawartha Haliburton Children’s Aid Society, and a behavioural worker to formulate a plan to keep the individual safe from harm. Several plans were developed in the best interest of the individual and were successful. Eventually, due to the individual’s behaviour continuing to escalate and the requirement for full time care, the individual was relocated outside the city. The project was successful in bringing several agencies together to work collaboratively towards a successful conclusion.

One member of Team Four has been an active participant since 2002 with the Fetal Alcohol Spectrum Disorder (FASD) Committee bringing training and awareness to all members on the challenges persons with FASD face within our community.

### ***2016 Criminal Statistics for Area Four***

- 1,105 Criminal calls for service compared to 1,057 in 2015 – increase of 4.5%.
- Overall Clearance rate of 54.8% compared to 54.2% in 2015.
- 1 Homicide (Attempt Murder) – increase from 0 in 2015.
- 11 Robberies – decrease of 8.3% from 12 in 2015.
- 84 Break and Enters – decrease of 31.7% from 123 in 2015. (Residential 86 to 43 decrease 50%)
- 22 Stolen Vehicles – increase of 37.5% from 16 in 2015.
- 393 Thefts – decrease of 6.7% from 420 in 2015.
- 73 Frauds – increase of 73.8% from 42 in 2015.
- 5 Offensive Weapons – decrease of 58.3% from 12 in 2015.
- 39 Bail Violations – decrease of 7.1% from 42 in 2015.
- 40 Disturb the Peace – increase of 5.3% from 38 in 2015.
- 6 Obstruct Police – increase of 20.0% from 5 in 2015.
- 28 Impaired Operation of Motor Vehicle – increase of 47.4% from 19 in 2015.
- 37 Drug offences – increase of 146.7% from 15 in 2015.
- 37 Sex Offences – increase of 54.2% from 24 in 2015.
- 106 Assaults – decrease of 7.8% from 115 in 2015.

### ***2016 Non Offences for Area Four***

- 4,978 Non Offence calls – decrease of 1.4% compared to 5,050 in 2015.
- 477 Domestic Disturbances – decrease of 1.6% from 485 in 2015.
- 63 Liquor Offences – decrease of 23.2% from 82 in 2015.
- 246 Noise Complaints – decrease of 26.8% from 336 in 2015.
- 514 Suspicious person/vehicle – decrease of 13.6% from 595 in 2015.
- 517 Traffic Complaints – increase of 35.3% from 382 in 2015.
- 122 Calls Involving Youth – increase of 5.2% from 116 in 2015.
- 206 Unwanted Person Calls – decrease of 23.1% from 268 in 2015.
- 35 Warrants – unchanged from 35 in 2015.

### *Team Five (Lakefield)*

Team Five is responsible for policing the Ward of Lakefield within Selwyn Township and augments coverage in the City of Peterborough. It is serviced by 4 permanent officers, with several relief officers assisting when the regular officers are off on holidays or extended periods of leave. 2016 was the second year of policing the Ward of Lakefield under a 4 year contract agreement that commenced on January 1, 2015.

The Village of Lakefield is a healthy and energetic community with a mix of residential and small business properties situated in the heart of the Kawartha Lakes Region. The Village of Lakefield benefits economically from significant summer time tourism. The Village is home to industrial businesses Savage Arms and SGS Canada. These two businesses make economically significant contributions to the Selwyn (Lakefield) and Peterborough area.

#### *Community Problems/Highlights*

Team 5 officers met on two occasions to review ongoing concerns in the community. Additional input was also received from Selwyn Township staff. The Team Coordinator, Sergeant Todd Blewett, maintained a close and responsive partnership with Selwyn Township staff throughout the year.

Officers in Lakefield have the time to develop a strong community policing environment.

Throughout 2016 emphasis was placed on building the police image and positive citizen engagement. This was to be achieved by utilizing problem solving strategies to resolve incidents and use the Scanning, Analysis, Response, and Assessment (SARA) problem solving model to improve outcomes. An emphasis on increasing police visibility in the community with more proactive patrols assisted on the goal.

One Area Five officers continued to coordinate with the Lakefield Fair Committee fostering a healthy relationship and communication regarding policing issues and concerns directly related to the fair.

Every officer engaged with a known problematic person in the Village. This issue has been ongoing for several years resulting in this one person instigating frequent complaints to police and Selwyn Township from neighboring citizens. Although the problems are thoroughly understood by the team, unfortunately the challenges presented by the involved person prevent any permanent resolution and refusal to be part of any sort of mediation process.

Traffic safety continues to be a concern for the residents of Lakefield particularly in the summer months. Team Five members conducted high visibility police enforcement to specifically address traffic complaints. Traffic enforcement is conducted by all the members of Team Five and is supported by the Traffic Management Unit throughout the year with a balance of education and targeted enforcement.

Total Criminal Code offences shows a decrease of 4.5% with 64 in 2016 compared to 67 in 2015. There is a 59.4% clearance rate on Criminal Code matters in 2016 compared to a 52.2% clearance rate in 2015. There were 127 Non-Offence calls for service in the Ward of Lakefield during the 4<sup>th</sup> quarter of 2016 compared to 121 Non-Offence calls in 2015. There were 476 Non-

Offence calls in 2016 compared to 523 in 2015, a decrease of 9.0%. Some of the most notable changes in both the Criminal and Non-Offence categories for 2016 include the following:

- Break and Enters decreased by 75% from 4 to 1. (13 reported in 2014)
- Community Services increased by 30% from 50 to 65.
- Thefts increased by 28.6% from 14 to 18.
- Mischiefs decreased by 45% from 20 to 11.
- Drug offences have decreased from 2 to 0.
- Alarms have increased by 257.1% from 7 to 25.
- Domestic/Family Disputes have increased by 13.9% from 36 to 41.
- Traffic Complaints have decreased by 26.1% from 92 to 68.
- Suspicious Persons/Vehicle calls have decreased 36.4% from 44 to 28.

### *Team Six (Cavan Monaghan)*

Team Six encompasses the Municipality of Cavan Monaghan Township and covers 308 square kilometers and has a population of 8,601. Single detached homes make up 95% of the housing in Cavan Monaghan Township with most of those being private household structures.

2016 represented the first full calendar year of policing out of a 5 year contract to police Cavan Monaghan Township. There are 4 dedicated officers and 4 part time officers assigned to patrol the Township with preset shifts to ensure 24 hour coverage. Additional resources are available if required to effectively ensure that the residents of this community receive the highest level of policing.

#### ***Community Policing:***

Community policing is an integral part of policing within Cavan Monaghan Township. Officers worked on enhancing certain areas of Community policing including:

- Reducing crime/calls for service through education
- “People are the Police” working with citizens, community groups and businesses to reduce crime

Officer strived to increase relations with residents, Township staff and business partners throughout the year and encouraged them to be more proactive in reducing and or reporting crime.

Officers also collaborated with various groups to reduce crime. During the summer months several calls were received regarding unwanted persons camping in the area of Whitefield Road, which allows access to the Otonabee River. Officers investigated and determined that a by-law existed prohibiting this activity however, it was never posted. Officers worked with Township staff and quickly had signs posted in the area educating the public that this type of activity was prohibited. Officers will continue to monitor this area during 2017 to ensure its effectiveness.

An officer was assigned to liaison with the Millbrook Fair Committee to ensure that this popular event operated in a safe and efficient manner. Continued work is required in the coming years to ensure that adequate security is established to satisfy the safety needs of all those that attend.

An officer was also assigned to liaison with the Cavan Community Policing Committee ensure its survival after the transition with the OPP. Continued efforts are required with this committee and it is hoped that in 2017 there will be a renewed interest from this group to be engaged with officers during community events.

### ***Traffic Safety***

Traffic and traffic related issues are the greatest concern for residents of Cavan Monaghan comprising 3 of the 5 highest calls categories to the Peterborough Police. In response, officers working under the Community Policing guideline, conducted 69 traffic details in complaint areas during 2016 resulting in 229 Provincial Offence Notices being issued and educated drivers regarding rules of the road. In total, there were 1,913 Provincial Offence Notices issued in 2016.

Cavan Monaghan Township has a large agricultural community and it was identified that certain aspects of the Highway Traffic Act were not being adhered to. To rectify this issue, Team Six officers along with members of the Peterborough Police Traffic Unit and Ministry of Transportation (MTO) held an information session geared to farm vehicles being operated on highways. This session was attended by several citizens and business people and was well received. A similar session will be planned in the future as officers continue to work with the community to promote traffic safety.

### ***Summary of Calls for Service***

Overall, there is a 48.8% clearance rate on all Criminal Code matters in 2016. There were 257 Non-Offence calls for service in Cavan Monaghan during the 4<sup>th</sup> quarter of 2016 compared to 255 in 2015. There were 123 Criminal Code calls and 1,063 Non-Offence calls for service for a combined total of 1,186 calls in 2016.

Some of the most notable categories in both the Criminal and Non-Offence categories for 2016 include the following:

- Alarms – 86
- Break and Enters – 12
- Community Service - 54
- Domestic/Family Disturbances – 77
- Mischief to Property – 18
- Motor Vehicle Collisions – 141
- Thefts (Over & Under) – 16
- Traffic Enforcement – 86
- Traffic Complaints - 212



### *Traffic Management Unit*

The 5 member Traffic Management Unit (TMU) began 2016 with the intent to continue its commitment to decrease collisions and injury throughout all areas serviced by the Peterborough Police Service. The TMU planned to accomplish this task through education and enforcement initiatives, working with our road safety partners using previous proven methods, as well as partnering with the City of Peterborough Traffic Department. In addition, it was recognized that there was a need to continue to educate traffic officers to prepare the TMU for any future needs and possible shortcomings. However, throughout 2016 TMU officers were redeployed for a variety of other necessary operational functions which negatively affected the intent for 2016.

The TMU participated in initiatives such as Top 10 Intersections, Ministry of Transportation heavy vehicle details, distracted driving details, and the implementation of the new Crossing Guard Legislation. In total, the TMU participated in 25 such details, resulting in 473 Provincial Offence Notices being issued. These types of details and the collaborative efforts of the Ministry of Transportation, the Ministry of the Environment, the Ministry of Finance and the City of Peterborough proved to be a very worthwhile partnership.

For the first time the Traffic Department from the City of Peterborough approached the Peterborough Police Service TMU with a request to participate in the new Crossing Guard Legislation coming into effect in the first part of 2016. The TMU participated in the drafting of the information pamphlets, took part in the radio commercials educating the public and then dedicated time to enforcement. The TMU realizes the concerns of all involved and continues to dedicate time and resources to crossing guard intersections in an effort to keep students and the guards safe.

In 2016 total collisions increased 13.2% and there were 3 fatalities compared to zero in 2015. The overall need for TMU officers to supplement shifts, scene security, and many other non-traffic needs, was largely responsible for the negative trends. Traffic Management Unit members performed extremely well in providing the best service possible to the communities given the limited resources and requirements to assist in other areas of the Service.

The Peterborough Police Service fell out of the Top 10 Safest Cities in the Canada according to Allstate Canada Safe Driving Study for 2015. The last year statistics were available at the time of this report. Peterborough was ranked 11<sup>th</sup> in 2015, compared to 4<sup>th</sup> in 2014, but still an improvement from 2013 where Peterborough ranked 24<sup>th</sup>.

The Traffic Management Unit organized and hosted a Level 2 Accident Reconstruction Course with the OPP in 2016. This course was designed and co-facilitated by members of the TMU. Officers also continued their education by completing a photography course for photographing collision scenes as well as Level 3 and 4 Accident Reconstruction courses. Currently, the TMU has one fully trained Accident Reconstruction officer assigned to the unit with plans to increase that number to 3 in 2017.

An Automated Licence Plate Reader was purchased and installed in one of the TMU vehicles to be solely used by TMU officers on a daily basis. Officers report great success from this unit, in particular the detection of suspended drivers operating motor vehicles. All TMU officers were trained in the use of this new technology and have praised the technology for improving road safety. Some consideration will be provided in 2017 that a second unit be considered for use by platoon officers.

Traffic Management officers continued to operate with one less traffic officer in 2016 than what had been the staffing levels in the past. As is demonstrated, the number of enforcement opportunities decreases with the decrease in officers while at the same time the number of collisions increase. It should be noted that the total collisions includes highway and off highway (parking lots) collisions. It should also be noted that as the enforcement decreased, collisions increased. Traffic officers were each assigned to liaise with a patrol area. The purpose was to assist area officers in identifying areas of concern which would further increase road safety. The assigned officer attended the patrol area team meetings to share the information.

The TMU issued 2,838 Provincial Offence Notices in 2016 compared to 2,926 in 2015, a decrease of 3% and a decrease of 32.6% from the 4,342 issued in 2014. In 2016, there were 12,207 Provincial Offence Notices issued Service wide and in 2015, there were 11,066 issued, an increase of 10.31%. In spite of the fact that the TMU has seen reduced enforcement, the platoon officers have increased their enforcement significantly.

### ***Overall Collision Statistics***

Sadly in 2016 there were 3 pedestrian fatalities resulting in the most fatalities in the past 6 years. These types of collisions are exceptionally time consuming as they are a type of an investigation where the action of an individual contributed to the death of another individual, much like a homicide investigation. Specialized equipment, outside agencies, and very specific training are the basics for such an investigation. As a result of the investigations, one was cleared with no fault of the driver, one resulted in criminal charges to the driver and one with Highway Traffic Act charges to the driver. These matters are still before the courts at the time of this report.

### ***RIDE Program***

In 2016, 14 RIDE details were conducted at various locations in Peterborough, Lakefield and Cavan Monaghan Township and a total of 8,430 drivers were checked for levels of sobriety with only 6 drivers being charge with impaired driving offences. The RIDE details are made possible by grants from the Ontario Government.

### ***Overall Collision Statistics***

Statistics for 2016 show there were three (3) fatal motor vehicle collisions in Peterborough all involving pedestrians. There were zero (0) fatalities in 2015, one (1) fatality in 2014, zero (0) in 2013 and one (1) in 2012.

The following are the collision statistics for 2016:

- Total collisions investigated increased 13.2% from 2,208 to 2,499
- Collisions over \$2000 decreased 7% from 1,135 to 1,055
- Collisions under \$2000 increased 42.3% from 717 to 1,020
- Collisions involving injuries increased 18.3% from 356 to 421
- Total persons injured increased 32% from 515 to 680
- Fatal collisions – increased from 0 to 3
- Pedestrians injured increased 11.5% from 52 to 58
- Motorcyclists injured increased 14.3% from 7 to 8
- Motorcycle collisions increased 11.1% from 9 to 10
- Bicyclists injured decreased 28.9% from 38 to 27
- Total HTA charges increased 12.7% from 5,039 to 5,681

**PETERBOROUGH POLICE  
SERVICE**

Month: December  
2016

**Traffic Statistics**

| Occurrences                             | Actual Occurrences This Month |      |      |         | Actual Occurrences Year To Date |      |      |         |
|---|-------------------------------|------|------|---------|---------------------------------|------|------|---------|
|   | 2014                          | 2015 | 2016 | %+/-    | 2014                            | 2015 | 2016 | %+/-    |
| <b>Total Collisions Investigated</b>    | 170                           | 221  | 284  | 28.5    | 2104                            | 2208 | 2499 | 13.2    |
| <b>Collisions Over \$2000</b>           | 90                            | 112  | 126  | 12.5    | 1047                            | 1135 | 1055 | -7.0    |
| <b>Collisions Under \$2000</b>          | 60                            | 71   | 121  | 70.4    | 735                             | 717  | 1020 | 42.3    |
| <b>Collisions Involving Injuries</b>    | 20                            | 38   | 37   | -2.6    | 321                             | 356  | 421  | 18.3    |
| <b>Total Persons Injured</b>            | 28                            | 54   | 64   | 18.5    | 483                             | 515  | 680  | 32.0    |
| <b>Fatal Collisions</b>                 | 0                             | 0    | 0    | #DIV/0! | 1                               | 0    | 3    | #DIV/0! |
| <b>Pedestrians Injured</b>              | 5                             | 3    | 4    | 33.3    | 56                              | 52   | 58   | 11.5    |
| <b>Bicyclists Injured</b>               | 1                             | 3    | 0    | -100.0  | 34                              | 38   | 27   | -28.9   |
| <b>Motorcyclists Injured</b>            | 0                             | 0    | 0    | #DIV/0! | 7                               | 7    | 8    | 14.3    |
| <b>Collisions Involving Motorcycles</b> | 0                             | 0    | 0    | #DIV/0! | 10                              | 9    | 10   | 11.1    |
| <b>Highway Traffic Act Charges</b>      | 310                           | 400  | 422  | 5.5     | 6004                            | 5039 | 5681 | 12.7    |

\*THIS REPORT IS THE PROPERTY OF THE PETERBOROUGH POLICE SERVICE AND IS NOT TO BE SHARED WITHOUT THE PERMISSION OF THE INSPECTOR, OPERATIONS DIVISION

## Peterborough Police Service

Month: Fourth Quarter, 2016

**Non Offence Statistics**

For Zones: Overall

| Non Offence                  | Non-offences Quarterly |            |            |            |              | Non-offences Year to Date |      |      |      |              |
|------------------------------|------------------------|------------|------------|------------|--------------|---------------------------|------|------|------|--------------|
|                              | Q1<br>2016             | Q2<br>2016 | Q3<br>2016 | Q4<br>2016 | %+/-         | 2013                      | 2014 | 2015 | 2016 | %+/-         |
| Abandoned Vehicles           | 3                      | 1          | 2          | 8          | <b>300.0</b> | 8                         | 10   | 3    | 14   | <b>366.7</b> |
| Alarms                       | 204                    | 170        | 195        | 193        | <b>-1.0</b>  | 659                       | 647  | 694  | 762  | <b>9.8</b>   |
| False Alarm Cancelled        | 70                     | 82         | 76         | 78         | <b>2.6</b>   | 221                       | 202  | 341  | 306  | <b>-10.3</b> |
| Animal                       | 12                     | 45         | 57         | 21         | <b>-63.2</b> | 85                        | 58   | 170  | 135  | <b>-20.6</b> |
| Community Services           | 375                    | 386        | 423        | 496        | <b>17.3</b>  | 667                       | 859  | 1344 | 1680 | <b>25.0</b>  |
| Dangerous Condition          | 12                     | 13         | 20         | 17         | <b>-15.0</b> | 75                        | 44   | 49   | 62   | <b>26.5</b>  |
| DNA                          | 94                     | 68         | 95         | 90         | <b>-5.3</b>  | 333                       | 260  | 308  | 347  | <b>12.7</b>  |
| Domestic/Family Disturbance  | 440                    | 535        | 547        | 438        | <b>-19.9</b> | 1872                      | 1770 | 1771 | 1960 | <b>10.7</b>  |
| Escorts                      | 217                    | 254        | 172        | 162        | <b>-5.8</b>  | 212                       | 263  | 357  | 805  | <b>125.5</b> |
| Fire/Fire Alarms             | 3                      | 2          | 4          | 1          | <b>-75.0</b> | 13                        | 10   | 11   | 10   | <b>-9.1</b>  |
| Insecure Property            | 15                     | 16         | 15         | 11         | <b>-26.7</b> | 54                        | 38   | 55   | 57   | <b>3.6</b>   |
| Landlord/Tenant              | 50                     | 46         | 52         | 45         | <b>-13.5</b> | 229                       | 254  | 227  | 193  | <b>-15.0</b> |
| Liquor Acts                  | 100                    | 118        | 108        | 57         | <b>-47.2</b> | 542                       | 511  | 443  | 383  | <b>-13.5</b> |
| Lost and Found Property      | 202                    | 246        | 293        | 231        | <b>-21.2</b> | 1519                      | 1459 | 1038 | 972  | <b>-6.4</b>  |
| Missing Persons              | 0                      | 2          | 2          | 0          | <b>***</b>   | 1                         | 2    | 1    | 4    | <b>300.0</b> |
| Missing Persons Located      | 74                     | 76         | 64         | 94         | <b>46.9</b>  | 482                       | 351  | 341  | 308  | <b>-9.7</b>  |
| Municipal By-law             | 11                     | 14         | 15         | 9          | <b>-40.0</b> | 164                       | 88   | 53   | 49   | <b>-7.5</b>  |
| Neighbour Dispute            | 126                    | 194        | 190        | 124        | <b>-34.7</b> | 583                       | 602  | 607  | 634  | <b>4.4</b>   |
| Noise Complaints             | 257                    | 293        | 338        | 254        | <b>-24.9</b> | 1319                      | 1145 | 1260 | 1142 | <b>-9.4</b>  |
| Non-Traffic Accident         | 3                      | 3          | 2          | 3          | <b>50.0</b>  | 9                         | 6    | 10   | 11   | <b>10.0</b>  |
| Police Assistance            | 544                    | 661        | 588        | 548        | <b>-6.8</b>  | 2205                      | 2028 | 2179 | 2341 | <b>7.4</b>   |
| Police Information           | 218                    | 262        | 287        | 277        | <b>-3.5</b>  | 559                       | 720  | 870  | 1044 | <b>20.0</b>  |
| Prevent Breach of Peace      | 91                     | 86         | 90         | 73         | <b>-18.9</b> | 325                       | 350  | 315  | 340  | <b>7.9</b>   |
| Property Damage              | 7                      | 7          | 2          | 2          | <b>0.0</b>   | 17                        | 28   | 31   | 18   | <b>-41.9</b> |
| Provincial Statutes (M.H.A.) | 139                    | 128        | 148        | 147        | <b>-0.7</b>  | 488                       | 434  | 435  | 562  | <b>29.2</b>  |
| Sex Offender Registry        | 80                     | 62         | 57         | 56         | <b>-1.8</b>  | 232                       | 240  | 218  | 255  | <b>17.0</b>  |
| Strikes                      | 2                      | 1          | 0          | 0          | <b>***</b>   | 5                         | 0    | 1    | 3    | <b>200.0</b> |
| Sudden Deaths                | 34                     | 28         | 23         | 27         | <b>17.4</b>  | 102                       | 98   | 102  | 112  | <b>9.8</b>   |
| Suspicious Persons/Vehicle   | 434                    | 619        | 728        | 488        | <b>-33.0</b> | 2327                      | 2368 | 2343 | 2269 | <b>-3.2</b>  |
| Telephone Calls              | 83                     | 96         | 109        | 91         | <b>-16.5</b> | 494                       | 463  | 421  | 379  | <b>-10.0</b> |
| Towed Vehicles               | 92                     | 86         | 133        | 44         | <b>-66.9</b> | 345                       | 263  | 323  | 355  | <b>9.9</b>   |

2017-01-23 3:13:54 PM

| Non Offence               | Non-offences Quarterly |             |             |             |              | Non-offences Year to Date |              |              |              |            |
|---------------------------|------------------------|-------------|-------------|-------------|--------------|---------------------------|--------------|--------------|--------------|------------|
|                           | Q1<br>2016             | Q2<br>2016  | Q3<br>2016  | Q4<br>2016  | %+/-         | 2013                      | 2014         | 2015         | 2016         | %+/-       |
| Traffic Complaints        | 441                    | 606         | 623         | 560         | -10.1        | 1556                      | 1544         | 1780         | 2230         | 25.3       |
| Traffic Control           | 20                     | 28          | 19          | 26          | 36.8         | 90                        | 89           | 84           | 93           | 10.7       |
| Calls Involving Youths    | 77                     | 90          | 129         | 105         | -18.6        | 290                       | 392          | 442          | 401          | -9.3       |
| Unwanted Persons          | 343                    | 342         | 364         | 261         | -28.3        | 874                       | 1111         | 1362         | 1310         | -3.8       |
| Vehicles Recovered        | 2                      | 0           | 4           | 0           | ***          | 13                        | 12           | 8            | 6            | -25.0      |
| VICLAS                    | 32                     | 43          | 42          | 41          | -2.4         | 135                       | 114          | 128          | 158          | 23.4       |
| Warrants                  | 62                     | 84          | 104         | 87          | -16.3        | 245                       | 251          | 294          | 337          | 14.6       |
| Other Provincial Statutes | 21                     | 18          | 24          | 19          | -20.8        | 104                       | 80           | 95           | 82           | -13.7      |
| Other                     | 421                    | 535         | 621         | 519         | -16.4        | 1404                      | 1719         | 1949         | 2096         | 7.5        |
| CALLS CAN'D / LACK OF MA  | 71                     | 130         | 155         | 140         | -9.7         | 313                       | 354          | 369          | 496          | 34.4       |
| <b>TOTAL NON-OFFENCES</b> | <b>5482</b>            | <b>6476</b> | <b>6920</b> | <b>5843</b> | <b>-15.6</b> | <b>21110</b>              | <b>21237</b> | <b>22832</b> | <b>24721</b> | <b>8.3</b> |

### *Canine Unit*

The Peterborough Police Service utilizes two Police Service Dogs (PSD) which were made possible with support from the Knights of Columbus Ernest J Wolff Council 798 and the Kinsmen Club of Peterborough. Constable Sam McCullum works with his partner Hal and Constable Tim Fish works with his partner Wolfe. Both Canine teams utilize the professional canine services of the Niagara Regional Police Service for training and certification. The canine teams have made several presentations to various community groups and have not had to ever deny any such request. Both units have made adjustments to schedules to accommodate such requests as well as work routinely on short notice. Both canine teams are very dedicated to their partners, their specialized duties and serving the community in any way possible to the best of their ability.

In 2016, the canine teams responded to 1,070 non-canine related calls for service, 125 Canine calls for service with 59 successful results or a 47.2% success rate. The canine teams also participated in 21 search warrants. Constables Fish and McCullum also performed SOCO duties, assisted the Emergency Response Team with search warrants and dynamic entries, ensuring the safety of the officers and any persons that may be found in the location being searched.

The Canine teams have completed 534 hours of training time which include the semiannual re-certification that is required to maintain the use of the Canine teams as well as the monthly training that is required in addition to the individual training that each officer performs.

|                         | 2016 | 2015  | 2014  | 2013  | 2012  |
|-------------------------|------|-------|-------|-------|-------|
| Total Calls For Service | 1216 | 1,385 | 1,225 | 1,216 | 1,225 |
| K9 Calls For Service    | 125  | 127   | 109   | 110   | 102   |
| Presentations           | 14   | 13    | 23    | 27    | 27    |
| Drug Searches           | 28   | 26    | 12    | 26    | 28    |
| Building Searches       | 23   | 19    | 19    | 12    | 15    |
| Tracks                  | 35   | 30    | 29    | 27    | 34    |
| Open Searches           | 10   | 2     | 13    | 7     | 9     |
| Article Searches        | 8    | 7     | 11    | 11    | 3     |
| Canine Successes        | 59   | 49    | 60    | 72    | 69    |
| Training Hours          | 534  | 453.5 | 648   | 456   | 264   |

In early 2016, the Canine teams were approached by Corrections Canada and requested to assist them in random drug searches a local federal halfway house. Both teams routinely participate in this new undertaking. The canine teams also assisted Provincial Correctional Services at the Central East Correctional Centre (CECC) with drug searches and assisted the OPP with several Canine calls.

***Canine Successes in 2016 that should be noted include:***

- Two male suspects that stole a vehicle, broke into the Peterborough Clinic and stole 5 cash trays from an ATM machine containing approximately \$20,000 were tracked approximately 4 kilometers where both arrested and all money was recovered.
- Suspect fled into woods after assaulting a fellow resident and was located by the canine team
- Male wanted for 17 frauds from GTA fled after an attempt at a local electronics store and was located by a Canine team thereby eliminating the crime spree by this male.
- Male refusing to remove his hands from his pockets, possibly concealing a weapon, and potentially forcing officers to make to use lethal force. Once the Canine team was presented, the male fully complied and was arrested without incident.

The successes are just a very small selection of the daily tasks that are encountered by the Canine Unit. Without the dedication and commitment to the community and their canine partners, success stories, such as the ones described, would not be as plentiful and may have much different results. The canine teams are an invaluable resource to the Peterborough Police Service.



### *Emergency Response Team*

In 2016, the Emergency Response Team (ERT) responded to 30 calls for service requiring activation of a full team of members. One of the warrants executed was for the Toronto Police Service in Brampton at the completion of a project. Multiple tactical units from across the province were used on that date.

This does not include the everyday calls for service, ( i.e.: Canine back up for tracking of persons, elevated mental health calls, alarm calls and calls involving potential armed persons that are handled in uniform).

#### **ERT has assisted in the execution of 12 high risk CDSA warrants for the Drug unit.**

The following is a summary of the dates and a brief description of the incident during which the Emergency Response Team was utilized in 2016:

1. On March 15, 2016 members of ERT executed a CDSA search warrant at a Park Street, Peterborough, residence.
2. On March 18, 2016 members of ERT executed a CDSA search warrant at a Dalhousie Street, Peterborough, residence.
3. On March 21, 2016 ERT members responded to a fictitious swatting/kidnapping call that was determined to have originated in California.
4. On March 24, 2016 members of ERT executed a high risk arrest of a male subject at a Hayes Line residence in Cavan.
5. On April 8, 2016 members of ERT executed a CDSA search warrant at a Bolivar Street, Peterborough, residence.
6. On May 5, 2016 members of ERT executed a CDSA search warrant at a London Street, Peterborough, residence.
7. On June 2, 2016 members of ERT assisted Toronto Police Service and executed a Criminal Code search warrant for weapons trafficking at a Brampton residence.
8. On June 15, 2016 members of ERT executed a Criminal Code search warrant for firearms at a residence on Highway 7 in Cavan.
9. On July 20, 2016 members of ERT executed a Criminal Code search warrant for stolen property at a residence on Bethune Street, Peterborough.
10. On July 22, 2016 ERT members responded to a fictitious swatting/kidnapping call at a residence on Center Street, Peterborough.
11. On July 22, 2016 members of ERT were deployed in downtown Peterborough in a passive manner as a precautionary measure during the Black Lives Matters Rally.
12. On August 31, 2016 ERT was utilized to conduct a high risk vehicle stop and arrest of a male subject. Subsequently, ERT members conducted a ground search and located a loaded handgun.

13. On September 15, 2016 ERT members were deployed to make a high risk arrest of a male subject at a Water Street, Peterborough, residence.
14. On October 11, 2016 ERT was deployed to a home invasion robbery at a residence on Regent Street, Lakefield.
15. On October 27, 2016 ERT was deployed to a high risk court security detail at Superior Court for the high profile case involving Pierre Aragon.
16. On November 14, 2016 ERT was again deployed to a high risk court security detail at Superior Court for the case involving Pierre Aragon.
17. On November 22, 2016 ERT executed a high risk vehicle stop and arrest of a male subject.
18. On November 22, 2016 members of ERT executed a Criminal Code search warrant for firearms at a residence on Carlisle Avenue, Peterborough.
19. On November 23, 2016 ERT was deployed to a high risk court security detail at Provincial Court for the case involving a high risk offender.
20. On December 5, 2016 ERT was deployed to a high risk court security detail at Superior Court for case involving Pierre Aragon.
21. On December 6, 2016 ERT was deployed to a high risk court security detail at Superior Court for case involving Pierre Aragon.
22. On December 9, 2016 ERT was deployed to a high risk court security detail at Superior Court for case involving Pierre Aragon.
23. On December 10, 2016 ERT executed a high risk vehicle stop and arrest of a male subject.
24. On December 10, 2016 members of ERT executed a Criminal Code search warrant for firearms at a residence on Garside Drive, Peterborough.
25. On December 15, 2016 ERT was deployed to execute an entry at a Raymond Street, Peterborough, residence as part of the Project takedown for the ICAD Unit.
26. On December 15, 2016 ERT was deployed to execute an entry at a Parkhill Road, Peterborough, residence as part of the Project takedown for the ICAD Unit.
27. On December 15, 2016 ERT was deployed to execute an entry at an Aylmer Street North, Peterborough, residence as part of the Project takedown for the ICAD Unit.
28. On December 15, 2016 ERT was deployed to execute an entry at a Parkhill Road, Peterborough, residence as part of the Project takedown for the ICAD Unit.
29. On December 15, 2016 ERT was deployed to execute an entry at a Bethune Street, Peterborough, residence as part of the Project takedown for the ICAD Unit.
30. On December 16, 2016 ERT was deployed to a high risk court security detail at Superior Court for case involving Pierre Aragon.

The warrants executed for the ICAD Unit were based on the efforts of the ICAD Unit and fit the criteria where the threat level to members was elevated based on intelligence gathered, previous violent history of subjects, their propensity to use weapons to protect their trade, and fortifications of the subjects address. As a result of the threat level, the use of ERT was

recommended to execute these warrants due to the ERT Unit's higher level of training and protective equipment.

All of the preceding incidents had their threat levels assessed and as a result, the use of ERT was recommended in the interest of police and public safety due to a higher level of training and protective equipment possessed by the ERT Unit.

### ***Training and Equipment***

In 2016 the ERT spent approximately total 1,800 hours training.

ERT did not attend the annual Ontario Tactical Advisory Board (OTAB) Conference in 2016 due to various other commitments of members to training that had to be conducted in Peterborough on the 2 noted dates. Two training days were maintained locally in order to ensure that the 2 allotted days were utilized for meaningful training.

ERT members attended 11 training days in 2016. Two training days were postponed due to operational requirements. Unfortunately ERT members were unable to make up those days.

A Sergeant from ERT attended 2 shifts with Durham Regional Police Service (DRPS) Hostage Rescue Unit (HRU) and was deployed as a normal member of the team during the noted shifts in Durham. This was conducted for training purposes in order to align ERT with DRPS Tactical procedures as they are the backup to Peterborough in the event of a hostage situation or protracted containment incident.

A Sergeant also attended the City of Ottawa and was able to work a shift with the Ottawa Police Service Tactical Unit at that time. This once again was to gain further knowledge and absorb various tactics and updates for training to be brought back to ERT in Peterborough.

The above noted shifts with other services were approved and fully endorsed by the Inspector in charge of Operations. These training opportunities with other police services have proven to be invaluable in the amount of knowledge that can be gained in a short period of time.

Ottawa Tactical also agreed to provide continuous training opportunities with a former member who is now with Peterborough Police Service and is a trained bomb technician. Durham Regional Police Service Tactical Unit has also offered and is very open to assisting in maintaining training with their bomb technicians.

A hostage scenario training day was completed during the month of September in Cavan on a rural property. This was organized by ERT and involved Incident Commanders, Negotiators, Tech Officers, Patrol Sergeants, Auxiliary members and ERT. This is mandated training under adequacy and standards. Unfortunately this training day did not include High Risk Unit from DRPS due to conflicting schedules.

The ERT is responsible for calls for service in Cavan Monaghan as well as Lakefield and generated 3 calls in 2016 (1 in Lakefield and 2 in Cavan). During one of the calls for service in Cavan it became quite apparent that night vision capabilities needed to be considered immediately for ERT as well as some updated radio equipment. Administration and the Board were supportive of these requests for consideration and night vision will be purchased in 2017.

ERT is hopefully going to have another member trained as a crisis negotiator as currently there are only two trained members on the team. Previous years have had at least half the team trained in crisis negotiations. There may be an opportunity to have a member attend the accredited course in early 2017 in Ottawa.

There has been a discussion to have our 2 current snipers attend DRPS on a regular basis to maintain minimum qualifications and training with DRPS snipers on an annual basis. This will enhance their skills and ability to be able to train with a full time team.

DRPS had their tactical officers attend Peterborough and conduct a half day of training with ERT concerning cell extraction. This was conducted at the Peterborough Court House. It is anticipated that ERT members will be conducting some training to court officers and staff in 2017.

There were 40 rifles obtained from the Canadian military in late 2016 and they were all tested and outfitted properly by ERT members at the local range. They will be deployed to members on the frontline and in specialized units in the very near future.

***The following is a breakdown of the calls involving the Emergency Response Team in the previous 4 years:***

In 2011 ERT responded to 21 calls for service, 8 of which were high risk CDSA warrants.

In 2012 ERT responded to 30 calls for service, 15 of which were high risk CDSA warrants.

In 2013 ERT responded to 30 calls for service, 13 of which were high risk CDSA warrants.

In 2014 ERT responded to 23 calls for service, 4 of which were high risk CDSA warrants.

In 2015 ERT responded to 33 calls for service, 5 of which were high risk CDSA warrants.

Throughout 2016, ERT responded to 30 calls for service, 12 of which were CDSA warrants.

In the last 5 years ERT has been responding to 20-30 calls for service a year.

### ***Deployment of ERT Members***

ERT members on regular patrol on platoon currently consist of 5 (2 Sergeants and 3 Constables).

There are currently 3 ERT members assigned to Community Services.

There are currently 4 ERT members in CIU. (2 Street Crime, 1 Sex Unit, 1 Major Crime)

Often times there are 6 to 7 ERT members working dayshift and supervisors need to always consider contacting and deploying these members when high risk calls for service are received.

In 2015, the Emergency Response Team (ERT) members responded to 33 calls for service that have required the activation of off duty ERT members. This does include the everyday calls for service, (i.e.: Canine back up for tracking of persons, elevated mental health calls, alarm calls and calls involving potential armed persons that are handled in uniform). ERT is currently forming a tracking system to record these calls requiring the response of immediate on duty officers in ERT.

## *Crisis Negotiation*

Currently our Service has eight (8) trained Crisis Negotiators, one (1) holds the rank of Inspector, four (4), hold the rank of Staff Sergeant and three (3) hold the rank of Sergeant. We currently have three (3) Inspectors that are the primary Incident Commanders along with three (3) Staff Sergeants that are also trained as Incident Commanders. To further enhance our ability to deal with persons in crisis, we have a total of 46 members trained in Crisis Intervention. This includes frontline officers, Special Constables and Communicators. There are plans to eventually expand the Crisis Intervention Training to 100 per cent of our frontline members bearing in mind that this is a 40 hour training commitment for each member.

### *Calls for Service involving Negotiators in 2016*

- On March 24, 2016 members of ERT and negotiators were deployed regarding a situation at a Hayes Line residence in Cavan during which a male subject, wanted for assault and threats. After several hours the male was arrested without incident inside the residence.
- On July 22, 2016 ERT members and negotiators were deployed to a reported kidnapping/hostage situation at a Center Street, Peterborough, residence. After making contact with the persons in the home it was determined that this was a fictitious swatting/kidnapping type incident.

### *Training*

Each Crisis Negotiator is responsible for keeping their skills development training logs up to date each year. On October 4, 2016 Incident Commanders, Emergency Response Team and Crisis Negotiators participated in a hostage scenario training at an abandoned farm on Syer Line in Cavan Monaghan Township. This training was extremely beneficial in that it provided an opportunity to better understand the challenges associated to a high risk situation at a rural property. Identified during the training was the need for a better vehicle to transport officers and equipment, night vision capabilities and communications. It is anticipated that these items will be addressed in early 2017. Crisis Negotiation is generally viewed as a very high risk, low frequency, type situation requiring people who have the competence, confidence and compassion to deal with people who are in crisis. It is anticipated that the Service will have to train additional Crisis Negotiators in 2017 in order to meet the needs of the service in the coming years.

### *Auxiliary Policing Unit*

The Service is very proud of its Auxiliary Policing Unit and appreciates all of the hours dedicated to public safety by each member of the Unit. Currently, the Auxiliary Unit has a compliment of twenty-seven (27) members, with two (2) Staff Sergeants, three (3) Sergeants, and twenty-two (22) Constables.

The volunteer hours for 2016 by members of the Auxiliary Unit total 3,292 hours. This is slightly lower from the 2015 record of 3,805 hours for a number of reasons including some members who were away for medical and personal reasons as well as a couple of resignations.

Events and functions attended by Auxiliary Unit members in 2016:

- Ninety-one (91) ride-a-longs on patrol with uniformed officers
- Twenty-seven (27) Homeguard Inspections, including Safe and Sound for Seniors Program
- Auxiliary Officers delivered and returned the Command Post for events including Music Fest at Cray Park on Wednesdays and Saturday evenings throughout the summer and one major event in Lakefield.

Auxiliary officers also participated in numerous charity events, parades and sporting events for traffic and pedestrian control. These events include:

- Cops for Cancer events & Pedal for Hope Tour
- Cops n Bobbers Fishing event
- Lakefield Fair
- Handbags for Hospice
- Dragon Boat Festival
- July 1<sup>st</sup> Canada Day parade
- Winter YMCA ½ Marathon
- Huntington Society Awareness Walk
- Victoria Day Fireworks
- Fleming College neighborhood canvass
- Law Enforcement Torch Run for Special Olympics events
- Assist Community Services Unit with cram a cruiser, safety patrol picnic
- Remembrance Day Parades
- Baby car seat clinic training
- Walk a Mile in Her Shoes for YWCA parade
- Knights of Columbus Police Appreciation night
- St. Patrick's Day Parade
- Head of Trent
- Training with regular members with in-service use of force training & Simunition scenario training with ERT
- PARN Pride Parade
- CIBC Run for the Cure
- Lock it Lose it campaign at Lansdowne Place mall for Christmas season
- Security for Police auction at station
- Santa Claus Parade

## EDUCATION, INCLUSION, OPPORTUNITY, FUNCTIONING FAMILY

### *Staffing*

The Community Services Unit is made up of four officers and one civilian. One officer is assigned to the high schools and three officers are assigned to the elementary schools in Peterborough, Lakefield and Cavan. In addition, the Community Services Unit has a civilian position known as the Community Development Coordinator. This person is responsible for the development and coordination of strategic community engagement and partnership approaches to build and enhance relationships between the Service and community stakeholders. We are seeing the benefits of having this position as part of the Community Services team in many ways specifically in relationship building with our community partners. Further, having this position has provided a better understanding of the trends throughout the province as they relate to community engagement and community safety.

### *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 Peers (VIP) with up to date and current messaging that is being received very well.

**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.

**Elmer the Safety Elephant** – Elmer visits every junior and senior kindergarten classroom during the fall of the school year. The students are given information about bicycle, school bus and traffic safety. For most of the students this is their first opportunity to interact with a police officer in a positive way. The co-op placement student, for the most part, performs the role of Elmer for the students.

**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** – There are currently 14 schools that have implemented the School Safety Patrol Program, engaging more than 350 students. This program is funded by both of the school boards and managed by the Community Services Unit. In each school, a teacher acts as a direct supervisor for their students. The “Spot The Outstanding Patroller” (STOP) Program, first introduced in 2012, has continued and gained momentum in its popularity. Safety patrol takes up a significant amount of the officer’s time for events such as, pizza parties, skating parties,



movie night, annual picnic and the Captain's Camp. The Captain's Camp was introduced in 2013 as a week-long camp to train the upcoming captains. As the camp was a huge success it continued in 2016 and plans are being made for 2017.

**Lockdowns** – School lockdowns have continued as required. Community Services officers conducted 76 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 have received the level two training in the Community Threat Assessment Protocol. The amount of threat assessments that officers have participated in has increased over the past year. Officers are seeing an increase in the number of Level two assessments. This is a great time commitment for the responding officers.

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

**Terry Fox Run** – All officers participated in this event to ensure student safety at road crossings and while congregating at Armour Hill.

**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 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 Court Services when requested on a routine basis.

## *Events*

### **Drug Awareness Week**

Peterborough Police Service encouraged the community to think about substance use 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 city 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 Peterborough Police Service are committed to reducing the harm that substance use has on our community.

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.

We 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. Last year an estimated 95,000 youth (grades 7 to 12) reported using a prescription opioid pain reliever for non-medical reasons (recreationally) in the previous 12 months with over 56,000 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

Another Peterborough Drug Strategy Program is "Life Unleashed", which trains youth to tell their stories about substance use so others might learn from their experience, was highlighted during four school presentations taking place during the week. These presentations encourage youth to think critically about substance use through exploring real stories from youth in our community.

### **Police Week**

The theme for police week was, "Leading Today For A Safer Tomorrow." Police joined forces with their community partners to put on bike rodeos at various schools in the city. The goal was to teach the importance of bike safety and rules of the road to our children. Police also collaborated with community partners to present on elder abuse and scams. The, "Chief For A Day" ceremony was held at Kawartha Heights School in Peterborough where one local youngster was chosen to spend a day as the Chief of Police. Finally, the 38th Annual Police Appreciation Night was held at the Knights of Columbus Bishop Doyle Hall; a tribute to the men and women of our Service and those citizens who selflessly assist us in a variety of emergency incidents.

## **Family Week**

Family Week continues to be a popular and successful week. Family Week events were advertised in school newsletters and the local radio stations. Families were encouraged to spend time together and put down electronic devices for the day. A family skate night was held at the Kinsmen Centre with a free pizza dinner and prizes all free of charge. Police conducted “Coffee and Cops” in Peterborough where a large number of people from the public attended to discuss local policing issues.

## **Crime Prevention Week**

The theme for Crime Prevention Week was, “Planning Together for Safer Communities.” 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.” Officers were in our schools speaking to elementary and high school students about protecting their personal safety. Police hosted “Coffee and Cops” in both Peterborough and Lakefield locations.

**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.

**Pride Parade** – Officers participated in the parade for the fourth year.

**Cram-A-Cruiser** – Officers set up cruisers at local grocery stores throughout the city and Village of Lakefield. Community members graciously purchased bags of groceries in the store and were able to place their bag in the cruiser. There was 20,489 pounds of food totaling approximately \$60,000 worth which was donated by our community. All donated food is given to Kawartha Food Share and 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, bomb threats, elder abuse, fraud, sexting, anti-bullying, traffic safety, career development and internet problems. Station tours are also done on request. Community Services has to rely on the assistance of the front line officers for stations tours and requests that are not within their normal working hours. Materials and resources are left for officers completing the request by officers in Community Services.

## ***New Canadian Center Luncheons***

Officers attended the New Canadian Center on many occasion to speak with New Canadians about the role of police in Ontario and how to navigate policing in Peterborough. Further,

officers attended Fleming College's English as a Second Language class to present on this same topic on various occasions.

### ***Community Development Coordinator***

Throughout 2016 the Community Development Coordinator worked closely with a number of community partners and stakeholders on a variety of projects. In particular, following up on the findings of "The Lessons From Behind the Door Project" with the Kawartha Sexual Assault Centre. This member was a large part of preparing and authoring the request for grant monies for the upcoming sexual violence and harassment training in 2017. Further, during the International Day of Pink the Police Service revealed gender neutral washrooms which was led by the Community Development Coordinator.

Police continue to support the Community Mediation Project and the Sidewalk Talk initiatives on an ongoing basis. Police attended the Human Trafficking Workshop in 2016 where this member collaborated with subject matter experts on the trends and concerns of human trafficking within our community and throughout the province.

The Peterborough Partners for Wellness and Tamarack asset-mapping neighborhood project began in 2016 with assistance from our members.

Working to enhance existing partnerships with youth serving agencies including both school boards included a replacement of Values Influence Peers (VIP) with Knowledge Issues Decisions Supports (KIDS) Program. Further, this member facilitated a day long forum hosted at the Peterborough Police Service with 30 participants from 15 partner agencies in September.

As part of the ongoing work with the Canadian Mental Health Association (CMHA), the Peterborough Police Service supported the "Ride Don't Hide" initiative, where members of the public were encouraged to be physically active and support folks with mental illness.

Peterborough Police Service remained active participants on the Peterborough Homelessness Support Services Coordinating Committee resulting in Peterborough Police Service joining the Homelessness Coordinated Response Team.

This member represented our Service in Ottawa at a conference on community development in the context of hate crimes. Further this member is a part of the LGBTQ Task force and assists in the Knights of Columbus Police Appreciation night planning and event.

The Risk Driven Situation Table was launched in 2016. The Community Development Coordinator in particular coordinated with the Training Unit to provide training to the three uniformed officers initially assigned to the Situation Table. As a result, these three officers attend meetings and assist with various follow up regarding cases brought to the table. The Community Development Coordinator and the Inspector of Operations have also received training on the Risk Driven Situation Table and both are members of the Steering Committee. It is anticipated

that we will start to see measureable outcomes as to the success of this program after the first year of implementation. The Community Development Coordinator has supported and been a driving force in its success to date.

The Community Services Unit continues to be a very vital part of our Service and the community with members that go above and beyond their expected duties. These members are very passionate in their roles give a lot of time and effort to assure events and programming are delivered in a positive and professional manner to our community.

### *Media Relations & Communications Coordinator*

In order for our Service to remain accountable, transparent, approachable and responsive, communicating with the public and our media partners is a vital part of our daily business.

Public trust is developed and maintained through our various forms of communication including daily media releases and social media. The cornerstone of public trust is built on our Service's dedication and adherence to transparency.

The Media Relations and Communications Coordinator is responsible for providing the media and the public with accurate and timely information while complying with all applicable legislation including 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 is an active member of the Ontario Association of Chiefs of Police (OACP) Ontario Media Relations Officers Network (OMRON).

The duties of the Media Relations and Communications Coordinator include the following:

- Issuing daily and special media releases
- Coordinating and conducting media interviews
- Organizing media conferences
- Managing and updating the Service's website and ensuring it complies with the Ontarians with Disabilities Act
- Managing the Services electronic sign
- Managing and updating the Services social media accounts
- Designing and laying out Service documents including the Annual Report and the Police Service Board's Business Plan
- Working with units in the Service, such as Community Services and Traffic, to deliver proactive and crime prevention safety messages on a variety of platforms to the public.
- Working in collaboration with community partners, such as Peterborough Public Health, to plan joint media initiatives.
- Working with the Video Analyst to disseminate unsolved crime videos to the community via media release and the Service's social media channels.
- Organizing the Knights of Columbus Annual Police Appreciation Awards in conjunction with the Community Services Unit

## **2016 Highlights:**

2016 was another busy year marked by major events that garnered significant local, provincial and national media attention including the plane crash on Lansdowne Street West, two homicides, three pedestrian fatalities, the closure of an illegal marijuana shop in our downtown core and the conclusion of a major drug investigation dubbed Project Runway. With the fast pace nature of today's news world and the public's insatiable demand for information, it is crucial major events such as these are managed to ensure the community we serve is receiving the most timely, accurate and reliable information for them to feel informed and safe in the area they are living, working or playing.

### **CRA Postcard Campaign**

- Member of an internal committee that developed a crime prevention awareness campaign to raise attention about the Canada Revenue Agency Scam that continues to circulate in our area.
- Designed nostalgic postcards for the "Postcards for Prevention" campaign that have garnered the attention of other police services from across the province.

### **Annual Report Award**

- Designed the Services 2015 Annual Report which won second place at the International Association of Law Enforcement Planners (IALEP). York Regional Police Service came in first while the Kansas City Police Department took third place.

### **Launched Instagram Account**

- Along with active social media platforms including Twitter (currently 11.5K followers) and Facebook (currently 5.9K likes), our Service launched an Instagram account allowing for even further interaction and communication with our communities in Peterborough, the Village of Lakefield and Cavan Monaghan.

### **Crisis Communications Conference**

- Represented the Service at a Crisis Communications Conference hosted by the Ottawa Police Service that brought together more than 100 partners from various emergency service sectors across Ontario.
- This education and knowledge was brought back to Peterborough to ensure we are using best practices in the field of crisis communication.

### **New and Updated Door Hanger**

- In conjunction with Team Four, designed an updated door hanger for the Service that will be used by our officers during canvasses when we attend a residence and no one is home.

### **Community Producer on Cogeco TV Show Answering the Call**

- Developed monthly segments for Cogeco TV’s television show, “Answering the Call.”
- The show features three segments highlighting the work of our community partners, our officers in the field and an interview with the Chief of Police.
- The media coordinator also worked with local media personality Michelle Ferreri to coordinate social media videos showcasing our officers discussing important topics including the dangers of vaping, snap chat and social media, texting and driving and the dangers of prescription medication.

### **Media Conferences and Public Awareness Campaigns**

The Media Relations and Communications Coordinator assisted in the planning of a number of media conferences and public information campaigns in conjunction with internal members and community partners including the following:

- International Overdose Awareness Day
- Launch of gender neutral bathroom at the Peterborough Police Service
- Launch of our Automated Licence Plate Recognition (ALPR) system
- Launch of Naloxone availability at the Emergency Department of the Peterborough Regional Health Centre
- Lock-it-or-Lose it Auxiliary Officers at Lansdowne Place Mall
- Coffee and Cops Community Outreach events in Peterborough, Lakefield and Cavan Monaghan





## *Training Unit*

Peterborough Police Service's training is increasing at a rapid rate. Combining new legislative requirements with an increased need for new training and the mandated requalification stretches the Training Unit in time and resources. The Training Unit's goal is ensuring our members have the necessary training to safely and effectively perform their duties. Police services are mandated to meet legislative standards through the Police Services Act, Adequacy and Effectiveness Regulation, and Ministry standards and guidelines. Training decisions and planning are made with the intent to meet and exceed the required standards, ensure the safety of members and the community with the goal to continue improving service to the community. Our commitment to provide quality and cost efficient training in 2016 continues by using e-learning as one of our training method.

E-learning in 2016 included eight (8) hours of online learning. The courses included CPR First Aid, Radar and Lidar. 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, Road to Mental Readiness, Radar/Lidar and CPR First Aid. The total mandated training time is 40 hours per officer on the officer's day off thus not interfering with their regular shift duties. Lack of a training facility and only one full time member in this unit continues to be the challenge. Special Constables and auxiliary members also qualify annually in Use of Force.

***Total time investment – In-service Training: 5,560 hours (139 officers)***  
***CPKN: 1,112 hours***

A number of specialty designations require in house annual re-certification including:

- CEW (Taser) – 8 officers (32 hours)
- Shotgun – 40 officers (400 hours)
- Intoxilyzer Technician – 14 officers (42 hours)
- Use of Force (Auxiliary) - 29 members (116 hours)
- Use of Force SPC – 14 members (56 hours)
- Rifle – 19 officers (152 hours)

**Total time investment – in house re certifications/refreshers: 798 hours**

In house training was provided for several courses including:

- Use of Force New Special Constable Training – 1 SPC (12 hours)
- CEW – New User Course Expansion – 54 officers (540 hours)
- Frontline Supervisor Course (note: online) – 8 officers (240 hours)
- Search Warrant Writing 12 officers (480 hours)
- Level 2 Reconstruction – 4 officers (160 hours)
- C8 Rifle New User Program – 10 officers (160 hours)
- Breath Technician – 8 officers (320 hours)
- SOCO – 12 officers (480 hours)
- C24 Lawful Justification 11 officers (132 hours)

**Total time investment in house training: 2,524 hours**

**(Note – does not include ERT training – reported separately).**

**TOTAL TIME INVESTMENT IN-HOUSE TRAINING: 8,882 HOURS (8,526 in 2015) plus CPKN 1112 HOURS equalling 9,994 HOURS.**

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

**Training Obtained through External Service Providers (excluding one and two day conferences and seminars)**

- Advance Tire Analysis– 1 officer (40 hours)
- Advance Wire Tap – 3 officers (24 hours)
- Agent Handler – 1 officer (40 hours)
- Basic Constable Training – 2 officers (1120 hours)
- Biker Enforcement course - 2 officers (80 hours)
- Bomb Tech Training - 1 officer (40 hours)
- Canine Recertification – 2 officers/dogs (352 hours)
- CEW Master Recertification - 1 officer (20 hours)
- Crash Data Specialist Operator and Analyst - 1 officer (40 hours)
- CISO Intelligence Officer – 1 officer (40 hours)
- CISO UCO Handler Course – 1 officer (40 hours)
- CIICC – 3 officers (32 hours)
- Death Investigations - 2 officers (16 hours)
- Drug Expert – 1 officer (40 hours)
- Drug Officer – 1 officer (40 hours)
- Elder Abuse – 1 officer (24 hours)
- Facilitated Adult Police Learning – 1 officer (80 hours)
- Forensic Recertification – 2 officers (80 hours)
- Forensic Shooting Scene Examinations – 1 officer (40 hours)
- Fraud Investigation – 1 officer (80 hours)
- Homicide Investigation – 1 officer (40 hours)
- Intoxilyzer 8000C Field Coordinator Training – 1 officer (20 hours)
- Investigating Offences Against Children – 1 officer (80 hours)
- Investigative Interviewing Techniques – 2 officers (80 hours)
- Level 3 Traffic Course – 1 officer (80 hours)
- Level 4 Accident Reconstruction - 1 officer (80 hours)
- Leadership – 1 officer (40 hours)

- Managing Part VI Investigations – 1 officer (40 hours)
- Motorcycle Course – 2 officers (80 hours)
- Ontario Major Case Management – 3 officers (240 hours)
- Ontario Provincial Strategy 2 officers (48 hours)
- OSOR Course – 1 officer (40 hours)
- Patrol Carbine Instructor Course – 1 officer (40 hours)
- Police Services Act Complaints – 1 officer (40 hours)
- Pedestrian Collision Reconstruction 1 officer (40 hours)
- Sexual Assault Investigation – 1 officer (72 hours)
- Special Constable Basic – 3 officers (192 hours)
- Team Building – 2 officers (30 hours)
- Use of Force - 1 officer (40 hours)
- VTRA - 2 officers (32 hours)
- Witness Assistance and Relocation Course - 1 officer (40 hours)
- Youth Officer Course - 1 officer (40 hours)

**Total time investment (excluding many one and two day conferences and seminars): 3,802 hours. (4,710 in 2015 as a result of more in house training offered, being more cost effective)**

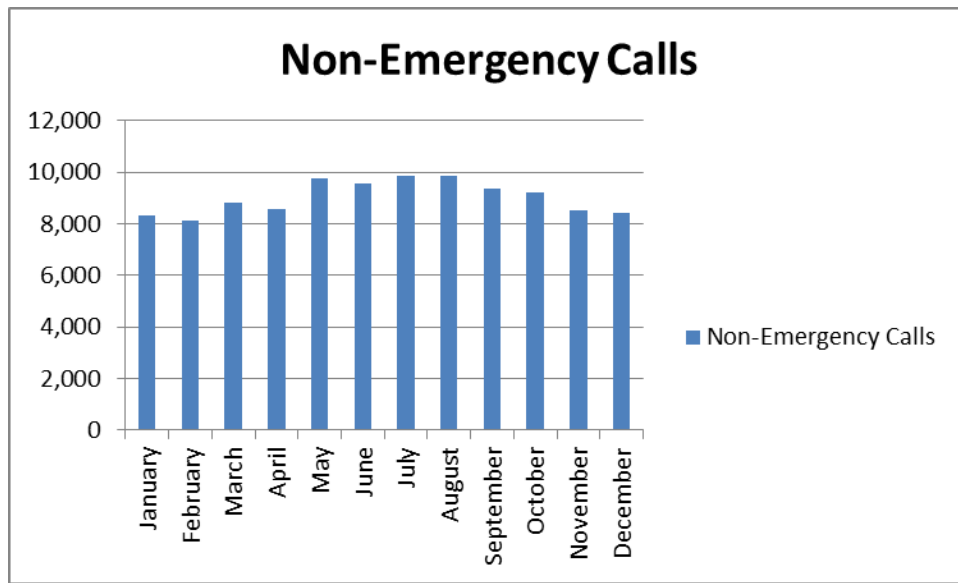
**Total training hours: 12,684 hours plus 1112 CPKN hours = 13,796.**

70% of training was provided in house. The Service continues to provide quality training in the most cost efficient manner to its members. De-escalation training continues to be the focus of the Training Unit to reflect recent reports on policing in the province.

The demands of complex 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, efficient and professional performance.

### *9-1-1/Communications*

Communication staff is responsible for the handling of emergency and non-emergency calls from the public. In 2016 Communications staff answered 108,335 calls not including 9-1-1 calls, resulting in 32,721 calls for service.



### *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 Service's 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 monitoring system for headquarters.

### *9-1-1 Operations*

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

The Emergency Communications/9-1-1 Centre received 33,045 9-1-1 calls, including 2,019 from the Township of Selwyn and 1,883 from the Township of Cavan Monaghan in 2016.

The Communications unit also received 3,865 no answer calls. These are calls where the caller hangs up upon emergency operators answering the line. It is the responsibility of the Communication Centre to call back every no answer call and ensure the callers wellbeing and dispatch emergency services if required.

***Historical 9-1-1 Statistical Comparisons***

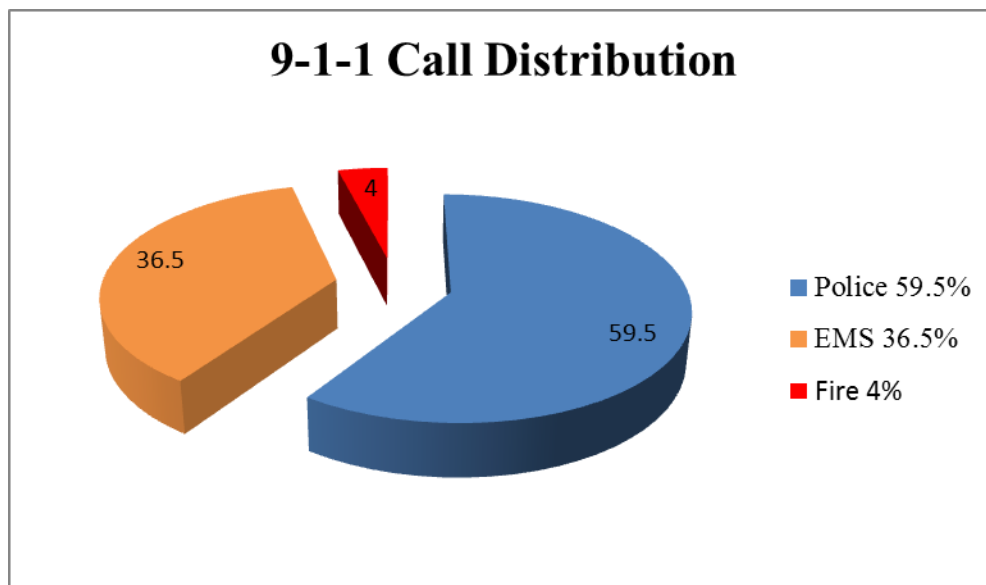
9-1-1 call Statics show a 3.19% increase from the previous year.

|                | 2016          | 2015           | 2014          | 2013          | 2012          |
|----------------|---------------|----------------|---------------|---------------|---------------|
| Peterborough   | 29,143        | 32,023         | 33,958        | 33,295        | 33,856        |
| Selwyn         | 2,019         | n/a            | 2,210         | 2,715         | 3,149         |
| Cavan Monaghan | 1,883         | n/a            | n/a           | n/a           | n/a           |
| <b>Total</b>   | <b>33,045</b> | <b>32,023*</b> | <b>36,168</b> | <b>36,010</b> | <b>37,005</b> |

\*Note Bell report error/corrected from previous year (47,706)

***9-1-1 Call Handling Report***

| Emergency Service | 2016         |
|-------------------|--------------|
| Police            | 19,663 Calls |
| Fire              | 1,301 Calls  |
| Ambulance         | 12,081 Calls |



## ***Communications and Technology***

### ***Radio Technology***

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

In 2016 the purchase of additional infrastructure for the radio system included a fixed repeater in Millbrook to provide in building coverage for the Village, a link to the Durham Regional Harris P25 Radio System, to help increase radio coverage for the Township of Cavan Monaghan. Also, two new vehicle repeaters for the Cavan Monaghan cruisers to further assist in radio coverage. Lastly a new UPS was purchased to replace one of the originals installed in 2012.

### ***9-1-1 Communications/Information Technology***

Updates to 9-1-1 infrastructure started at the end of 2015 into 2016 and included new telephone equipment for both the main and back up 9-1-1 lines. These new phones replaced the originals purchased in 1996.

The first phase of the new NG9-1-1 digital infrastructure has been completed. This provides the capability for text with 9-1-1 services for the deaf, hard or hearing and speech impaired (DHHSI) community. This IP based infrastructure is a key component for future enhanced 9-1-1 capabilities and will have an impact on the current call taking/dispatch models as well as resources needed to manage the additional information. All new infrastructures were required to put IP 9-1-1 in place in our municipality as well as all other PSAP's across the country.

In 2016 the Computer Aided Dispatch (CAD) System also was due to be replaced in keeping with provincial standards and was completed over a few months mid-year. The Komutel System was also put in place at this time to integrate the new IP Infrastructure with the CAD System for 9-1-1 call routing.

## *Chaplain*

Reverend Warren Vollmer continues to serve as the Chaplain for the Peterborough Police Service. Reverend Vollmer participated in a number of ride-a-longs during 2016 and maintains a close relationship with members of the Service by visiting the station throughout the year. Some of the duties performed by Reverend Vollmer include the following:

- Advise police officers, police families, civilian police service employees
- Spiritual guidance
- Provide or assist in services appropriate to different faith traditions
- Educate in ethics, family life, stress management (R2MR Training), addictions, etc.
- Visit sick and injured police officers and family members
- Crisis response and debriefing
- Death notification
- Victim assistance
- Liaison with other faiths and clergy
- Advise police services leadership on morale and personnel spiritual well being
- Offer prayers at ceremonial and other police related functions

The Peterborough Police Service has been very fortunate to have Reverend Vollmer as our Police Chaplain and we look forward to having him as part of our Service during 2017.