

# Pride



# Service



# Trust



## Guelph Police Service

ANNUAL REPORT 2019









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## Notes

- Some statistics presented in this report may vary from previously published reports.
- All rates are per 100,000 population and rounded; variances are calculated using unrounded figures.
- Clearance rates are for all occurrences cleared that year regardless of the year in which they originally occurred, which may result in clearance rates of greater than 100%.

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# Your Police Service

## Values

We, the members of the  
Guelph Police Service,  
believe in:

## Pride

in ourselves, our work,  
and our community

## Service

with compassion and  
accountability

## Trust

shared through integrity  
and mutual respect



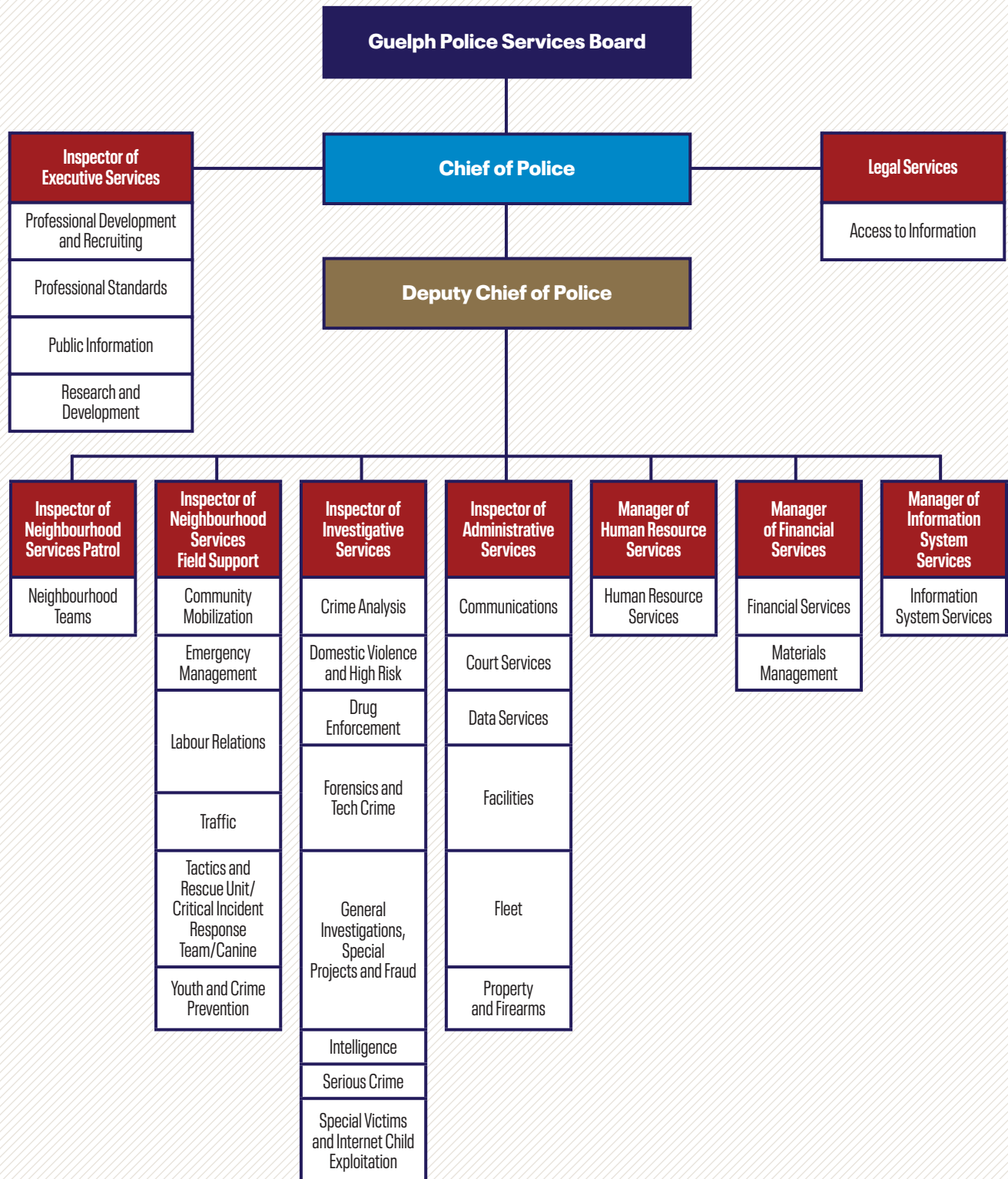
## Mission

Through partnerships, we are  
dedicated to enhancing the quality  
of life and ensuring the safety of all  
who live, work and play in our safe  
and diverse community.

## Vision

To contribute to the positive  
growth and development of our  
members and our community by  
providing leadership and innovative  
policing that is effective, efficient,  
economical and environmentally  
responsible.

# Organizational Structure







## LETTER FROM THE Board Chair

**O**n behalf of the Guelph Police Services Board, it is my pleasure to invite you to read the 2019 Annual Report and to thank you for taking an interest in community safety and the work of the Guelph Police Service. This report also provides transparency and accountability to those we serve and gives the Board an opportunity to acknowledge the excellent work accomplished in the past year.

One of the Board's key responsibilities is the provision of adequate and effective policing within the City of Guelph. To accomplish this, a new three-year Strategic Plan for the Guelph Police Service was developed through extensive community consultation. Key priorities include community policing, organizational health and service effectiveness, community wellness, road safety, drugs and property crime, and the downtown, and this report includes extensive performance data for the first year of the Strategic Plan.

The City of Guelph is one of the fastest growing cities in Ontario, requiring expansion in many services, including our police service. In March 2019, Chief Gord Cobey joined the Service and through his leadership, a 2019 police operating budget of just over \$46 million was

developed and approved by the Board. This budget included the addition of 30.5 additional personnel to address policing requirements for our fast-growing community population and its changing needs.

Despite the challenges faced in policing, we are pleased to report that total crime (excluding traffic crime) decreased for the first time in seven years in 2019. We are extremely proud of the dedication and commitment of the Guelph Police Service uniform and civilian members for their daily delivery of the best and most effective service to the citizens of Guelph.

I would like to thank my colleagues on the Board, Mayor Cam Guthrie, Councilor Christine Billings, Rod Curran, and Peter McSherry, for their commitment to strong governance. I would also like to offer our sincere thanks to the former Chair, Don Drone, whose term ended in April 2020, for his invaluable contributions and guidance throughout his time as Chair.

I hope that you will enjoy your review of the information presented in our 2019 Annual Report.

**Bob Carter, Chair**

Guelph Police Services Board



## LETTER FROM THE Chief of Police

**I** am pleased to present the Guelph Police Service's Annual Report for 2019. This Report provides an overview of some key trends and related data for our Service over the past year. It also provides our community with an insight into the resources and administrative services we provide.

In 2019 our members responded to 73,923 calls for service. This is an increase of 3.4% over the previous year and reflective of the rapid growth of our community. For the first time in several years, we experienced a significant decrease in the total overall crime rate for our City. This includes a decrease in both our violent and property crime rates, which fell by 12.8 % and 5.2% respectively. It is a testament to the hard work of our members that we also observed an increase in the overall clearance rate of crimes in our community.

While our overall crime rates fell in 2019, we saw a significant and concerning increase in a number of specific areas. This included a number of cyber crimes like fraud, harassing contact, and child pornography. We will continue to work very hard to reduce the effects of these crimes, which are often very complex and target the most vulnerable members of our community. This will include the development and investment in a number of proactive, educational, and enforcement initiatives.

We are grateful for the support and vision of our Police Services Board and our City Council who approved a significant investment of additional resources for our service in 2019. These new Police Officer and Civilian positions will ensure our

community is well positioned as we move forward as one of Ontario's most prosperous and fastest growing communities.

Our Service has a proud history of innovation and collaboration with our community partners. This trend continued in 2019 with the successful application and receipt of provincial grant support to fund our "Project Stronger Together" initiative. This project supports violence prevention and community well-being through community collaboration and is aimed at reducing sexual violence, harassment, and human trafficking in Guelph. Project partners include Victim Services Wellington, the Child Witness Centre, the Guelph General Hospital, and Guelph-Wellington Women In Crisis.

2019 was the first year of our 2019-2021 Strategic Plan. A significant amount of progress was made in all priority areas of focus including Community Policing, Organizational Health and Service Effectiveness, Community Wellness, Road Safety, Drugs and Property Crime, and our Downtown. As we move forward, we will remain focused on our primary mandate of serving our community and we will be guided by our core values of Pride, Service, and Trust.

On behalf of our Service, I would like to thank our community for your support. It is our pleasure to serve our citizens and we look forward to working together as we strive to be Canada's safest, healthiest, and most inclusive community.

**Gord Cobey**  
Chief of Police

# Overview of Offences in Guelph

## Total Crime Decreased by 5.1%; Violent Crime Fell by 12.8%

**T**otal crime (excluding traffic crime) decreased for the first time in seven years in 2019, falling by 5.1% to a rate of 5,807 per 100,000 population. In addition, the clearance of crime increased by 2.9% to 55.4%.

Violent crime fell by 12.8% between 2018 and 2019 to a rate of 812 per 100,000 people. However, violent crime clearance came down by 7.3% to 80.7%. There were no homicides but there was one attempted homicide. Sexual Assault fell by 9.4% but clearance of this crime fell by 37.5%. Assaults shrank by 10.4% from 638 in 2018 to 586 in 2019. Criminal Harassment increased by 16.9% but Utter Threats decreased by 22%.

Property crime also showed a downward trend falling by 5.2% to 3,513 per 100,000 people. Clearance of these crimes increased by 12.6% to 32.4%. Break and Enters decreased by 28% from 804 in 2018 to 593 in 2019. Theft Under \$5,000 was down by 22% from 1,005 to 804. Motor Vehicle Theft fell by 12.8% and Mischief by 14%. However, there were increases seen in other occurrences. Fraud increased by 18% and Theft from Motor Vehicle went from 941 in 2018 to 1,166 in 2019, a change of 20.9%.



Other Criminal Code violations were also down, but almost to the point of being unchanged with a decrease of 0.2%. In this category of crime, Indecent Acts fell by 38.8% and the Production/Distribution of Child Pornography increased by 60.3% from 28 to 46 incidents.

*Controlled Drugs and Substances Act* offences were down by 25.1% in 2019, which may be in part a result of the introduction of the *Cannabis Act* in October of 2018. As can be seen in the Criminal Offences table, there are no Cannabis Possession occurrences in 2019 while there were some in 2018. Although shown, *Cannabis Act* occurrences cannot be compared year to year as 2019 was the first full year for this new legislation. *Youth Criminal Justice Act* offences fell by 45% in 2019 after falling an almost identical amount in 2018.



# Criminal Offences

	2018						2019						% Variance	
	Occurrences		Number Unfounded	Clearance			Occurrences		Number Unfounded	Clearance			Occurrence Rate	Clearance Rate
	Number	Rate*		Number Cleared by Charge	Number Cleared Otherwise	Clearance Rate %**	Number	Rate*		Number Cleared by Charge	Number Cleared Otherwise	Clearance Rate %**		
<b>Total Criminal Code (excluding Traffic)</b>	<b>8,611</b>	<b>6,120.9</b>	<b>124</b>	<b>3,864</b>	<b>768</b>	<b>53.8</b>	<b>8,374</b>	<b>5,807.2</b>	<b>89</b>	<b>4,096</b>	<b>540</b>	<b>55.4</b>	<b>-5.1</b>	<b>2.9</b>
<b>Crimes Against the Person</b>	<b>1,310</b>	<b>931.2</b>	<b>33</b>	<b>764</b>	<b>376</b>	<b>87.0</b>	<b>1,171</b>	<b>812.1</b>	<b>25</b>	<b>704</b>	<b>241</b>	<b>80.7</b>	<b>-12.8</b>	<b>-7.3</b>
Murder 1st Degree	0	-					0	-						
Murder 2nd Degree	0	-		1			0	-						
Manslaughter	1	0.7				0.0	0	-			1		-100.0	
Attempted Murder	2	1.4		2		100.0	1	0.7		1		100.0	-51.2	0.0
Sexual Violations	230	163.5	10	106	104	91.3	197	136.6	7	82	48	66.0	-16.4	-27.7
Sexual Assault	154	109.5	9	60	95	100.6	143	99.2	7	51	39	62.9	-9.4	-37.5
Luring a Child via a Computer	19	13.5				0.0	12	8.3		1	2	25.0	-38.4	
Assaults	638	453.5	10	458	101	87.6	586	406.4	12	437	77	87.7	-10.4	0.1
Aggravated Assault Level 3	11	7.8		9		81.8	7	4.9		7		100.0	-37.9	22.2
Assault with Weapon or Causing Bodily Harm Level 2	124	88.1	1	105	8	91.1	136	94.3		118	5	90.4	7.0	-0.8
Assault Level 1	450	319.9	9	294	91	85.6	376	260.7	12	249	68	84.3	-18.5	-1.5
Forcible Confinement	18	12.8		18	1	105.6	20	13.9		19	2	105.0	8.4	-0.5
Robbery	44	31.3		22	5	61.4	41	28.4	1	21	3	58.5	-9.1	-4.6
Criminal Harassment	106	75.3	2	22	77	93.4	127	88.1		43	66	85.8	16.9	-8.1
Utter Threats to Person	225	159.9	10	115	80	86.7	180	124.8	5	94	40	74.4	-22.0	-14.1
<b>Crimes Against Property</b>	<b>5,212</b>	<b>3,704.8</b>	<b>69</b>	<b>1,197</b>	<b>305</b>	<b>28.8</b>	<b>5,065</b>	<b>3,512.5</b>	<b>53</b>	<b>1,421</b>	<b>222</b>	<b>32.4</b>	<b>-5.2</b>	<b>12.6</b>
Arson	24	17.1		10	3	54.2	11	7.6		4	1	45.5	-55.3	-16.1
Break and Enter	804	571.5	3	132	9	17.5	593	411.2	9	129	11	23.6	-28.0	34.6
Motor Vehicle Theft	208	147.9	1	23	3	12.5	186	129.0	11	32	3	18.8	-12.8	50.5
Theft \$5,000 or under	1,005	714.4	47	98	71	16.8	804	557.6	22	109	56	20.5	-22.0	22.0
Theft \$5,000 or under from a motor vehicle	941	668.9	2	23	3	2.8	1166	808.6	4	29	4	2.8	20.9	2.4
Shoplifting \$5,000 or under	691	491.2	4	311	125	63.1	653	452.8	1	359	98	70.0	-7.8	10.9
Fraud	502	356.8	8	136	21	31.3	607	420.9	6	191	15	33.9	18.0	8.5
Identity Theft/Identify Fraud	76	54.0		34		44.7	113	78.4		80		70.8	45.1	58.3
Mischief	716	508.9	3	221	61	39.4	631	437.6		207	31	37.7	-14.0	-4.2
<b>Other Criminal Code Violations</b>	<b>2,089</b>	<b>1,484.9</b>	<b>22</b>	<b>1,903</b>	<b>87</b>	<b>95.3</b>	<b>2,138</b>	<b>1,482.7</b>	<b>11</b>	<b>1,971</b>	<b>77</b>	<b>95.8</b>	<b>-0.2</b>	<b>0.6</b>
Possession of Weapons	115	81.7	2	92	14	92.2	121	83.9	1	103	11	94.2	2.7	2.2
Failure to Comply with Conditions	568	403.7	9	543	17	98.6	522	362.0	2	501	14	98.7	-10.3	0.1
Indecent Acts	51	36.3	2	15	6	41.2	32	22.2	1	11	3	43.8	-38.8	6.3
Production/Distribution of Child Pornography	28	19.9		13	10	82.1	46	31.9	2	10	10	43.5	60.3	-47.1
Failure to Attend Court	348	247.4		348		100.0	391	271.2		390		99.7	9.6	-0.3
Breach of Probation	710	504.7	3	694	5	98.5	683	473.6	1	690	4	101.6	-6.1	3.2
<b>Controlled Drugs and Substances Act</b>	<b>332</b>	<b>236.0</b>	<b>0</b>	<b>269</b>	<b>147</b>	<b>125.3</b>	<b>255</b>	<b>176.8</b>	<b>0</b>	<b>250</b>	<b>6</b>	<b>100.4</b>	<b>-25.1</b>	<b>-19.9</b>
Cannabis Possession	122	86.7		43	142	151.6	0	-			1		-100.0	-100.0
<b>Cannabis Act</b>	<b>4</b>	<b>2.8</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>50.0</b>	<b>23</b>	<b>16.0</b>	<b>0</b>	<b>18</b>	<b>4</b>	<b>95.7</b>	<b>461.0</b>	<b>91.3</b>
<b>Youth Criminal Justice Act</b>	<b>39</b>	<b>27.7</b>		<b>39</b>	<b>2</b>	<b>105.1</b>	<b>22</b>	<b>15.3</b>		<b>22</b>		<b>100.0</b>	<b>-45.0</b>	<b>-4.9</b>

\*Per 100,000 population; note that due to the population increase between 2018 and 2019, some occurrence rates decreased despite the actual number of occurrences increasing.

\*\*Includes only "cleared by charge" and "cleared otherwise"

Source: Guelph Police Service Records Management System; population from Statistics Canada and internal estimates.

# Traffic Offences and Motor Vehicle Collisions

**A**s with other *Criminal Code* crime, traffic offences fell in 2019. One of the main decreases in this category was in Dangerous Operation, which was down by 34.3%. Provincial *Highway Traffic Act* (HTA) violations were also down between 2018 and 2019 by 13.5% with declines in Speeding and Drive, Hand-Held Communication Device among those with the greatest decreases. As traffic violations are primarily enforcement driven, decreases could be more attributable to resource issues than an actual decrease in traffic violations. Lastly, 2019 saw a major increase in motor vehicle collision fatalities from



1 in 2018 to 6 in 2019. Both personal injury and property damage motor vehicles collisions increased in volume as well.

## Criminal Code Traffic Offences

	2018				2019				% Variance	
	Occurrences		Clearance		Occurrences		Clearance		Occurrence Rate	Clearance Rate
	Number	Rate	Number	Rate %	Number	Rate	Number	Rate %		
<b>Criminal Code Traffic Crime</b>	<b>258</b>	<b>183.4</b>	<b>257</b>	<b>99.6</b>	<b>241</b>	<b>167.1</b>	<b>244</b>	<b>101.2</b>	<b>-8.9</b>	<b>1.6</b>
Dangerous Operation	49	34.8	47	95.9	33	22.9	36	109.1	-34.3	13.7
Flight From Peace Officer	19	13.5	18	94.7	11	7.6	12	109.1	-43.5	15.2
Impaired Operation/ Related Violations	139	98.8	142	102.2	136	94.3	133	97.8	-4.5	-4.3
Failure to Stop or Remain	16	11.4	15	93.8	16	11.1	18	112.5	-2.4	20.0
Driving While Prohibited	33	23.5	33	100.0	45	31.2	45	100.0	33.0	0.0

Not all crimes are shown; all crimes are accounted for in the totals.

Source: Guelph Police Service Records Management System

## Motor Vehicle Collisions

Motor Vehicle Collisions	2018		2019		% Variance in Rate
	Number	Rate	Number	Rate	
Fatality	1	0.7	6	4.2	82.9
Personal Injury	370	263.0	390	270.5	2.8
Property Damage	2,794	1986.0	3,572	2477.1	19.8

Source: Guelph Police Service Records Management System and Accident Support Services International



## Highway Traffic Act Violations

	2018		2019		% Variance in Rate
	Number	Rate	Number	Rate	
<b>Total Highway Traffic Act (HTA) Violations</b>	<b>8,683</b>	<b>6,172.0</b>	<b>7,695</b>	<b>5,336.3</b>	<b>-13.5</b>
Drive Motor Vehicle, No Currently Validated Permit	818	581	661	458.4	-21.2
Drive Motor Vehicle, No Validation on Plates	718	510	741	513.9	0.7
Drive Motor Vehicle, No License	138	98	118	81.8	-16.6
Drive Under Suspension	314	223	284	196.9	-11.8
Drive, Hand-Held Communication Device	179	127	103	71.4	-43.9
Seat Belt Violation	79	56	52	36.1	-35.8
Speeding	4,095	2,911	3,439	2,384.9	-18.1
Careless Driving	361	257	368	255.2	-0.5
Red Light—Fail to Stop	224	159	187	129.7	-18.6
Disobey Sign	184	131	201	139.4	6.6
Not all occurrences are shown; all occurrences accounted for in the totals.					
Source: Guelph Police Service Records Management System					

## Cyber and Hate Crime

**C**yber Crime increased by 18.9% in 2019, going up by 54 occurrences. The majority of Cyber Crimes included Fraud or False Pretenses, Harassing or Annoying Contact via Text or Computer, Domestic

Dispute, and child pornography. Hate Crimes conversely fell by 18.7% in 2019 from 12 to 10. Almost all of the Hate Crimes were Graffiti while one was an Utter Threat occurrence.

	2018				2019				% Variance	
	Occurrences		Clearance		Occurrences		Clearance		Occurrence Rate	Clearance Rate
	Number	Rate	Number	Rate %	Number	Rate	Number	Rate %		
Cyber Crime <sup>1</sup>	247	175.6	138	56	301	208.7	127	42	18.9	-24.5
Hate Crime <sup>2</sup>	12	8.5	1	8	10	6.9	0	0	-18.7	-100.0

<sup>1</sup> A cyber crime is "a criminal offence involving a computer as the object of the crime or the tool used to commit a material component of the offence." (Canadian Police College as quoted in Canadian Centre for Justice Statistics – Statistics Canada. 2010. *Uniform Crime Reporting Incident-Based Survey*. Ottawa.)

<sup>2</sup> A hate crime is "a criminal violation motivated by hate, based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation or any other similar factor." (Canadian Centre for Justice Statistics – Statistics Canada. 2010. *Uniform Crime Reporting Incident-Based Survey*. Ottawa.)

## Overview of Offences in Guelph

# Ten-Year Trends

The table below highlights key 10-year trends in Guelph Police Service resources, crime and clearance rates, and service provisions.



	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	10-Year Average
Population, City of Guelph <sup>1</sup>	124,856	126,105	127,068	128,573	129,079	130,440	131,794	135,474	140,683	144,200	–
Authorized personnel (FTEs)	274.67	282.17	284.42	284.42	284.92	285.92	287.42	287.4	296.2	302.2	287.0
Authorized police officers (FTEs)	191	195	195	195	196.5	195.5	196.5	196.5	202.5	205.5	196.9
Population per police officer <sup>2</sup>	675	685	672	680	688	703	685	726	716	698	692.8
Net operating expenditures (\$millions)	30.1	31.3	32.4	34.0	34.7	35.7	37.4	38.8	40.3	42.0	35.7
Policing cost per capita (\$)	241	248	255	264	269	274	284	286	286	291	269.8
Median response time (mins), Priority 1 calls <sup>3</sup>	5.3	4.5	4.3	4.3	5.6	6.6	6.6	6.5	6.4	7.2	n/a
Total crime rate <sup>4</sup>	4,807	4,402	4,560	4,346	4,381	4,624	5,371	5,973	6,121	5,807	5,039.2
Violent crime rate	915	841	928	869	721	749	812	908	931	812	848.6
Property crime rate	2,963	2,739	2,867	2,634	2,747	2,769	3,465	3,770	3,705	3,512	3,117.1
Crime clearance rate	56	47	51	56	53	55	49	49	54	55	52.5
Violent crime clearance rate	87	78	88	92	84	84	88	76	87	81	84.4
Property crime clearance rate	33	25	29	32	31	32	25	27	29	32	29.5
Traffic Crime Rate	198	212	207	156	177	176	157	154	183	167	178.8
Average sick time hours per member <sup>5</sup>	60	64	68	72	69	57	70	59	54	50	n/a
Average injured on duty hours per member	5	2	3	7	6	13	4	45	41	45	17.1
Average overtime hours per member	106	98	87	82	89	103	115	133	136	143	109.2

<sup>1</sup> Previous calculations of this figure used the total authorized complement; changed to more accurately reflect the number of current officers on the road.

<sup>2</sup> Population figures for 2011–2013, and 2017 from Canadian Centre for Justice Statistics UCR 2 aggregate data; 2016 from Statistics Canada 2016 Census; 2010 and 2019 population estimate derived by the Guelph Police Service.

<sup>3</sup> The elimination of false alarms from the calculation of this measure has affected it from 2014 onward.

<sup>4</sup> Total Criminal Code occurrences excluding traffic violations.

<sup>5</sup> Figure derived using new calculations starting with 2011; therefore statistics from 2011 on are not comparable with previous years.







# Guelph Police Service Activity



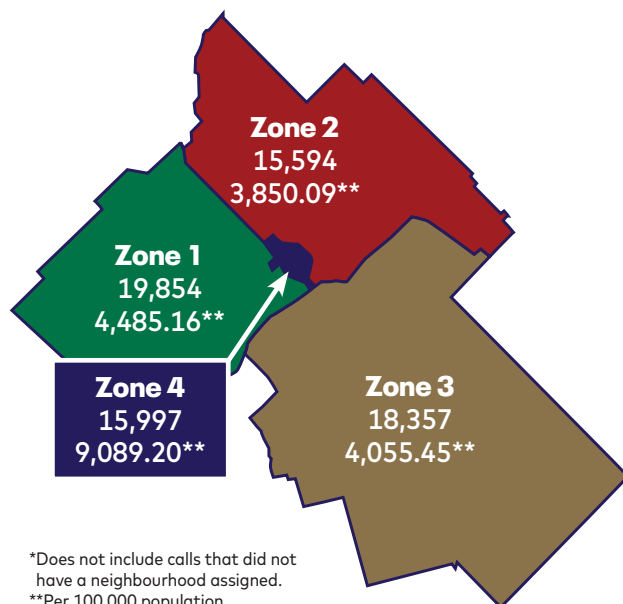
## Calls for Service

**T**he number of calls for service in Guelph increased by 3.4% in 2019 to a total of 73,923 calls. Although the number of Priority 1, 2 and 3 calls all decreased, Priority 4 calls increased. The greatest increase was seen in Priority 9, Administrative calls, due primarily to an increase in 9-1-1 misdials.

The largest proportion of Guelph's calls for service continue to happen in Neighbourhood 1 and the least in Neighbourhood 4 (the downtown), although the rate of calls for service shows that Neighbourhood 4 is a very busy neighbourhood for its size.

For further information on calls for service, refer to *Guelph Police Service Calls for Service Trends, 2015-2019*.

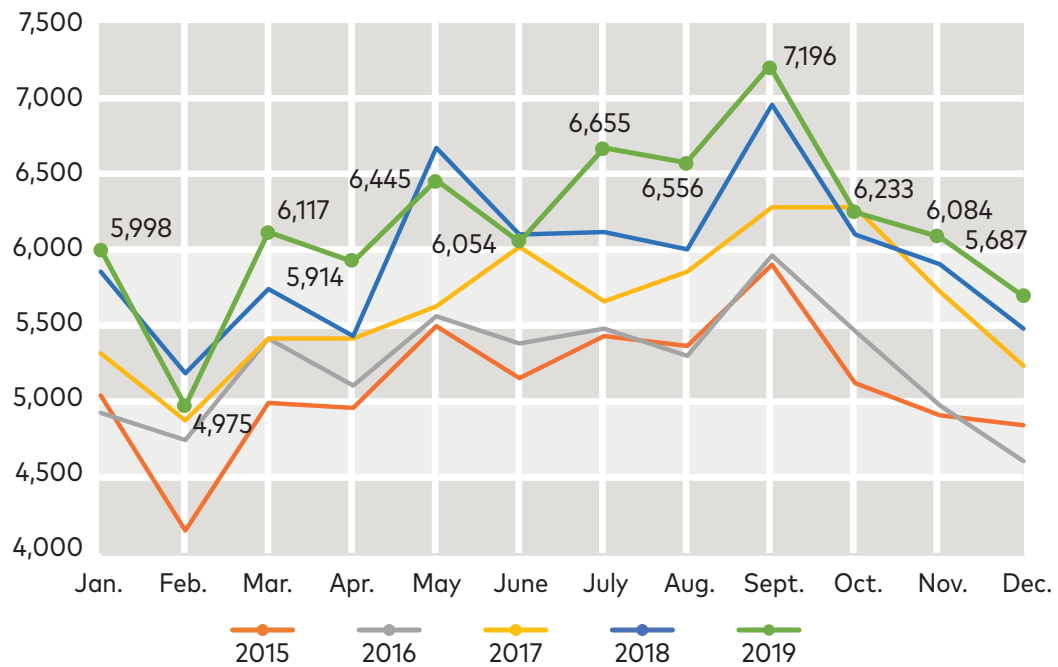
## 2019 Calls for Service (by zone, numbers and percent of total)\*



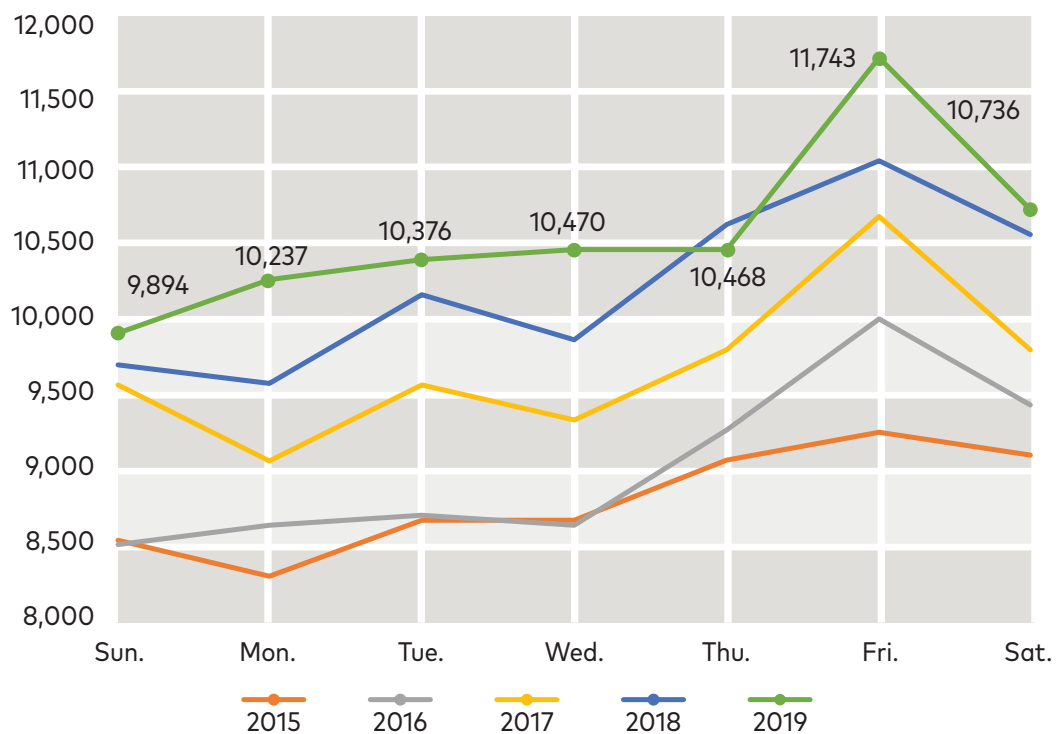
Calls for Service by Priority Status	2018	2019	% Variance
1 Immediate	1,275	1,155	-9.4
2 Urgent	12,340	12,076	-2.1
3 Prompt	6,896	6,844	-0.8
4 As Zone Officer Becomes Available	14,427	15,031	4.2
5 Differential Police Response	1,701	1,543	-9.3
6 Collision Reporting Centre	1,277	1,290	1.0
7 Officer Initiated	11,447	10,854	-5.2
8 Proactive	450	407	-9.6
9 Administrative (Communications Alert)	21,673	24,723	14.1%
<b>Total</b>	<b>71,486</b>	<b>73,923</b>	<b>3.4%</b>



## Call Volume by Month

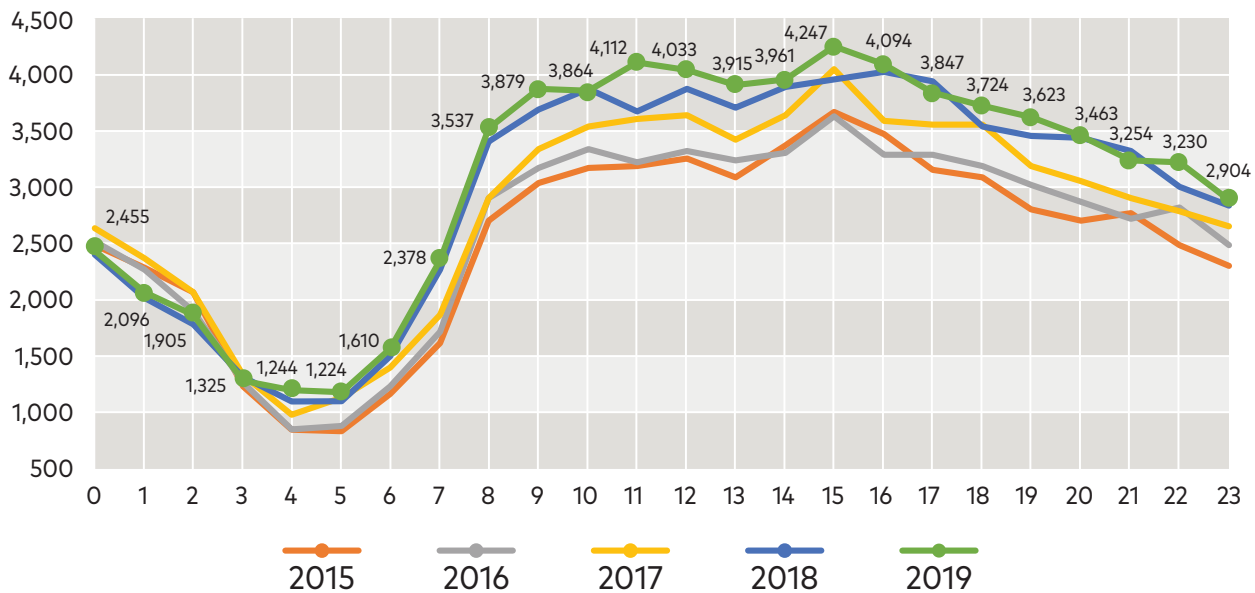


## Call Volume by Day of Week



## Guelph Police Service Activity

### Call Volume by Hour



### Top 10 Calls for Service (Priority 1 through 4) by Year

Type of Call	2018	2019
Compassionate to Locate	1 (3,720)	1 (3,988)
Suspicious Person	2 (2,942)	2 (2,670)
Bylaw Complaint	3 (2,353)	3 (2,550)
Administrative/Routine Detail	4 (2,048)	4 (2,090)
Theft Under	5 (2,031)	5 (2,083)
Domestic	8 (1,594)	6 (1,826)
Unwanted Person	6 (1,995)	7 (1,793)
Driving Complaint	9 (1,444)	8 (1,665)
Assist Other Service	7 (1,691)	9 (1,550)
Mentally Ill Person	11 (1,032)	10 (1,281)
Dispute	10 (1,111)	11 (1,132)

Calls for service statistics include occurrences police attend where there may not be a crime involved. The top 5 calls for service were the same in 2019 as they were the previous three years. Among those top 5 calls, all of them saw increases except for Suspicious Person. There was some minor change in the rest of the top 10 such as increases in Domestic and Mentally Ill Person calls for service.

Looking at some select calls of interest, there were increases in calls typically associated with mental health including Mentally Ill Person (as mentioned) and Compassionate to Locate—Check Wellbeing. Attempt Suicide calls were nearly unchanged. Drug calls decreased as did Intoxicated Person, Impaired Driver, and Break and Enter calls. Theft from Vehicle calls rose while Stolen Vehicles and Attempts was virtually unchanged.



Calls of Interest	2018	2019
Mentally Ill Person <sup>1</sup>	1,032	1,281
Attempt Suicide <sup>2</sup>	328	322
Compassionate to Locate— Check Wellbeing	2,512	2,864
Domestic Violence <sup>3</sup>	1,594	1,827
Intoxicated Person <sup>4</sup>	379	283
Drugs <sup>5</sup>	286	246
B&E - Residential	597	427
B&E - Commercial	191	160
Theft from Vehicles	907	1,158
Stolen Vehicles & Attempts	208	201
MVC - Property Damage <sup>6</sup>	2,402	3,565
MVC - Personal Injury & Hit & Run	590	611
Impaired Driver <sup>7</sup>	135	125

<sup>1</sup> Mental health calls include: apprehended with order, apprehended without order, voluntary transport, subject gone on arrival, insufficient grounds for apprehension, and unfounded.

<sup>2</sup> Attempt suicide calls include: domestic related; multiple subjects; adult, child under 18.

<sup>3</sup> Domestic calls include: male suspect/female victim; female suspect/male victim; female suspect/female victim; male suspect/male victim; verbal argument – no clear aggressor; dual charge; breach of a domestic-related order.

<sup>4</sup> Intoxicated person calls include: taken into custody; taken into detox; delivered to a responsible party; subject gone on arrival; unfounded.

<sup>5</sup> Drugs calls include: possession; possession for the purpose of trafficking; marijuana grow operation; found drugs; drug information.

<sup>6</sup> Motor Vehicle Collision – property damage – since the opening of a collision reporting center (CRC) in Guelph, the majority of these occurrences are reported to the CRC; the statistics shown here are from Accident Support Services International (ASSI), the company running the local CRC; statistics are not available by neighbourhood at this time.

<sup>7</sup> Impaired driver calls include: alcohol impairment—collision; alcohol impairment—no collision; drug impairment – collision; drug impairment—no collision; approved screening device—less than 50 mg; refuse roadside/sobriety test.



# Service Activity and Quality Indicators

	2018	2019	% Variance
<b>Priority 1 Calls for Service</b>			
Number of Priority 1 Calls for Service*	1,275	1,155	-9.4
Median Response Time, Priority 1 Calls (minutes:seconds)	6:24	7:15	13.3
<b>Use of Force</b>			
Number of Incidents	68	86	26.5
Levels of Force Used	117	147	25.6
<b>Public Complaints – Investigations</b>			
<b>Total Complaints by Type</b>	<b>20</b>	<b>30</b>	<b>50.0</b>
Police Officer Conduct	17	26	52.9
Service of the Police Service	3	3	0.0
Policies of the Police Service	0	1	-
<b>Public Complaints – Resolutions**</b>			
Withdrawn	5	5	0.0
Unsubstantiated	6	10	66.7
Customer Service Resolution	1	0	-100.0
Informal Resolution	0	0	-
Informal Discipline	0	1	-
Misconduct Hearing	0	0	-
Not Proceeded with, section 60 PSA	6	9	50.0
Retained by OIPRD	0	0	-
Outsourced to Other Police Service	0	0	-
Ongoing	2	5	150.0
OCCPS/OIPRD Appeals	0	1	-
<b>Street Checks (i.e., Regulated Interactions)</b>			
Attempted Collections	5	0	-100.0
Statement from Chief re: proportionality of attempted collections in Guelph: "As no attempts to make a regulated interaction were completed in 2019, there are no data to identify trends regarding the proportionality of attempted collections in our community."			
<b>Drug Enforcement</b>			
Value of Drugs Seized	Not available	\$951,192	-
Cash Seized	\$91,973	\$22,779	-75.2
<b>Joint Forces Operations and Internal Task Forces***</b>	<b>1</b>	<b>2</b>	<b>100.0</b>
Projects Resulting in Charges	1	2	100.0
<b>Freedom of Information (FOI) Requests</b>	<b>414</b>	<b>496</b>	<b>19.8</b>
<b>Data Services</b>			
<b>Number of Record Checks</b>	<b>9,858</b>	<b>10,408</b>	<b>5.6</b>
Employment Clearance	3,269	3,232	-1.1
Volunteer Clearance	6,589	7,176	8.9
Source: Units of the Guelph Police Service			
*Figures different from previous reports due to differing calculation methods; only calls for which a response time was available included in calculations.			
**Not all complaints within a year may have been resolved that year.			
***Changes in definitions of Joint Forces Operations and Internal Task Forces make year to year comparisons unavailable.			





## 2019–2021 Strategic Plan Highlights

**T**his was the first year of the Guelph Police Service 2019–2021 Strategic Plan. Highlights of some achievements of that plan include:

- Patrol officer participation in neighbourhood events, building relationships with children who were apprehensive about interacting with police officers
- Partnering with local emergency service providers and private business to run a community food drive
- Providing education on social media safety and awareness to parents and children
- Updating the *Child Abuse and Protection Protocol* between Family and Children's Services and the Guelph Police Service
- The Guelph Police Service VIP officer attending and volunteering at numerous community and school events and conducting presentations for students

# Human Resource and Finance Indicators and Highlights

Human Resources	2018	2019
Population, City of Guelph	140,683	144,200
Authorized Personnel (FTEs)	296.17	302.17
Actual Personnel (FTEs)	296.92	307.22
Authorized Police Officers (FTEs)	202.5	205.5
Police Officer: Population Ratio (Actual constables, sergeants and staff sergeants)*	716	698
Authorized Constables	161.5	164.5
Actual Constables	161.5	171.5

\*Previous calculations of this figure used the total authorized complement; changed to more accurately reflect the number of current officers on the road.

Overtime (hours)	40,343	43,989
Overtime per Member (hours)	135.9	143.2
Overtime Paid (hours)	28,107	30,768
Overtime Paid (%)	70	70
Cost of Overtime Paid (\$)	\$1,313,218	\$1,409,901

Sick Time (hours)	15,975	15,345
Sick Time per Member (FTEs) (hours)	53.8	49.9
Injured on Duty (hours)	12,247	13,958
Injured on Duty per Member (FTEs) (hours)	41.2	45.4
Members off work due to illness or injury	16	24

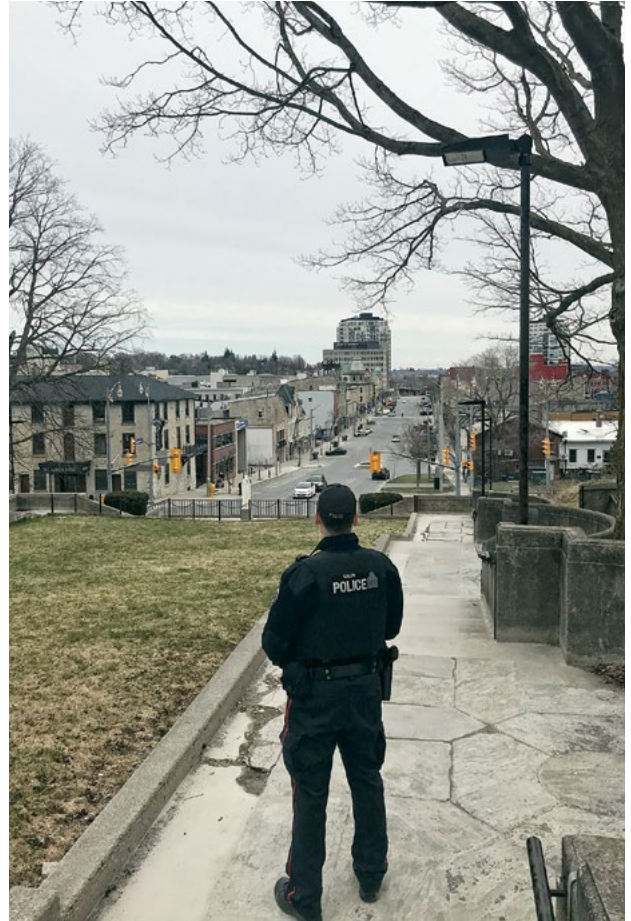
Selected Cost Recovery	2018	2019
Alarm Fees	\$110,777	\$113,111
Police Record Check Fees	\$298,331	\$321,230

Financial and Material Resources	2018	2019
Net Approved Budget	\$40,301,300	\$42,019,900
Net Operating Expenditures	\$40,280,539	\$42,007,353
Policing Cost per Capita	\$286	\$291



Authorized and Actual Personnel	2018		2019		% Variance (Authorized)	% Variance (Actual)
	Authorized	Actual	Authorized	Actual		
Police Complement –Total	202.5	204.5	205.5	213.5	1.5	4.4
Chief of Police	1	1	1	1	0.0	0.0
Deputy Chief of Police	1	1	1	1	0.0	0.0
Inspectors	5	6	5	5	0.0	-16.7
Staff Sergeants	9	9	9	9	0.0	0.0
Sergeants	25	26	25	26	0.0	0.0
Constables	161.5	161.5	164.5	171.5	1.9	6.2
Civilian Complement –Total	93.67	92.42	96.67	93.72	3.2	1.4
Senior Leadership/ Administration	10	10	10	10	0.0	0.0
Special Constables –Courts	13.7	13.7	15.7	13.7	14.6	0.0
Maintenance	4.77	4.77	4.77	3.77	0.0	-21.0
Administration	65.2	63.95	66.2	66.25	1.5	3.6
TOTAL (FTEs)	296.17	296.92	302.17	307.22	2.0	3.5





## Personnel Complement

### PERMANENT EMPLOYEES AS OF DECEMBER 31, 2019

	Police		Civilian		Full Time	Part Time/ Job Share
	Male	Female	Male	Female		
<b>Chief of Police</b>	1				1	
Executive Assistant				1	1	
Legal Counsel; Legal Services and Access to Information				2	2	
Executive Services Inspector		1			1	
Professional Standards Sergeant	1				1	
Research Analyst; Research Assistant			2	1	2	1
Public Information Officer (Constable)	1				1	
Professional Development and Recruiting Staff Sergeant	1				1	
Professional Development and Recruiting Sergeant		1			1	
Training Officer (Constable)	2				2	

## Human Resource and Finance Indicators and Highlights

	Police		Civilian		Full Time	Part Time/ Job Share
	Male	Female	Male	Female		
<b>Deputy Chief of Police</b>	<b>1</b>				<b>1</b>	
<b>Neighbourhood Services—Patrol Inspector</b>		<b>1</b>			<b>1</b>	
Administrative Assistant				1		1
Neighbourhood Teams Staff Sergeant	3	1			4	
Neighbourhood Teams Sergeant	11	1			12	
Neighbourhood Teams Constable	61	19			80	
Cell Custodian Special Constable			2	2	4	
<b>Neighbourhood Services—Field Support Inspector</b>	<b>1</b>				<b>1</b>	
Community Mobilization Sergeant	1				1	
High Enforcement Action Team Constable	3				3	
Community/Downtown Resource Officer (Constable)	3				3	
Tactics and Rescue Sergeant	2				2	
Tactics and Rescue Constable	12				12	
Canine Constable	2				2	
Traffic Sergeant	1				1	
Traffic Constable	9	2			10	1
Youth and Crime Prevention Sergeant	1				1	
High School Resource Officer Constable	4	1			5	
School Safety Constable	1	1			2	
Youth Detective Constable	1				1	
VIP Constable	1				1	
<b>Investigative Services Inspector</b>	<b>1</b>				<b>1</b>	
Investigative Services Clerk				1	1	
Crime Analyst				1	1	
Investigative Services Staff Sergeant	2				2	
Serious Crime Sergeant	1				1	
Serious Crime Constable	4				4	
PowerCase Constable		1			1	
Special Victims Unit Sergeant		1			1	
Special Victims Unit Constable	2	3			5	
Internet Child Exploitation Constable	2				2	
General Investigations and Special Projects Sergeant		1			1	
General Investigations and Special Projects Constable	4				4	
Fraud Constable	2	1			3	
Domestic Violence High Risk Coordinator (Constable)		1			1	
Elder Abuse Coordinator (Constable)	1				1	
Forensic Identification Sergeant		1			1	
Forensic Identification Constable	2	1			3	
Technological Crimes Constable	2				2	
Drugs Sergeant	1				1	
Drugs Constable	5				5	
Intelligence Sergeant	1				1	
Intelligence Constable	4	1			5	
Drugs and Intelligence Clerk				1	1	

## Human Resource and Finance Indicators and Highlights

	Police		Civilian		Full Time	Part Time/ Job Share
	Male	Female	Male	Female		
Administrative Services Inspector	1				1	
Data Services Manager; Supervisor				2	2	
Quality Assurance Coordinator				1	1	
Case File Coordinator				2	2	
Information Processor—Platoons			2	12	14	
Information Processor—Day Shift				2	2	
Information Processor—Courts				2	2	
Customer Service Clerk			1	2	2	1
Communications Staff Sergeant	1				1	
Communications Trainer/Auditor				1	1	
Communications Supervisor				4	4	
Communicator			4	15	16	3
Court Services Staff Sergeant	1				1	
Court Services Constable	1	1			2	
Court Security Special Constable			8	5	12	1
Summons/Warrant Special Constable (vacant)						
Found and Seized Property Constable	3				3	
Human Resources Manager				1	1	
Human Resources Advisor				1	1	
Payroll Clerk				1	1	
Financial Services Manager				2	1	1
Financial Services Administrative Assistant				1	1	
Materials Management Purchaser				2	2	
Facilities Manager/Team Lead			2		2	
Custodian			4		2	2
Fleet Manager			1		1	
Information Services Manager			1		1	
Information Services Technician			3		3	
Business Analyst				1	1	
Application Support Analyst			1		1	
Forensic Video Analyst		1			1	
Headquarters Renovation and Expansion (Seconded)	1				1	
TOTALS	166	41	31	67	294	11
TOTAL SWORN/TOTAL CIVILIAN	207		98			
TOTAL PERMANENT EMPLOYEES	305					

Source: Guelph Police Service Human Resource Services

## Retirements

Christina Auliffe

Constable Don Conibear

Constable Paul Cook

Chief Jeff DeRuyter

Special Constable Jeff Ennis

Constable James Finoro

Brenda German

Sergeant Manfred Hoyer

Special Constable Judith Lefneski

Inspector Howard McGarr

Cindy Murray

Constable Patricia Pronovost





## **Guelph Police Service**

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