



Guelph Police Service

2022 Annual Report



PRIDE  SERVICE  TRUST

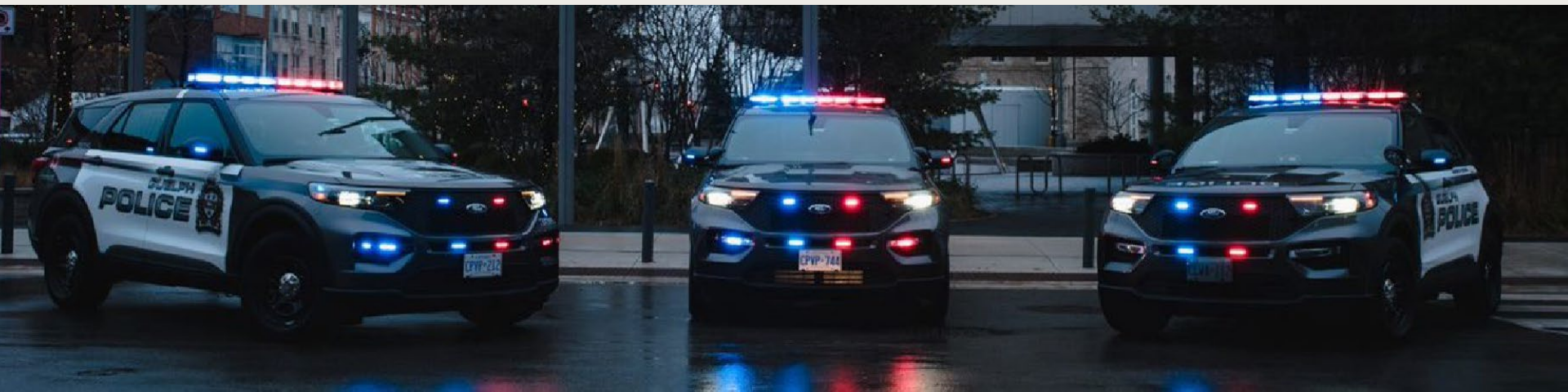


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Your Police Service

Our Values



Pride

in ourselves, our work, and
our community



Service

with compassion and
accountability



Trust

shared through integrity
and mutual respect



Your Police Service

Our Mission & Vision



Our 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.



Our 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.



A Letter from the Board Chair



On behalf of the Guelph Police Services Board, I am pleased to present the 2022 GPS Annual Report. In this report, you will find more information on the key initiatives that the Guelph Police Service have undertaken over the past year. In addition, this report allows the Board the opportunity to acknowledge the excellent work and accomplishments of the members of our Service.

The Guelph Police Services Board is responsible for the provision of adequate and effective policing within the City of Guelph. In 2019, “Moving Forward Together,” the Service’s three-year Strategic Plan, was developed following a year-long collaboration between the Service and external community stakeholders. This plan was extended through 2023 due to the limitations imposed on many of these collaborations due to the COVID-19 pandemic.

The Guelph Police Service continues to focus on key priorities including: community policing; organizational health and service effectiveness; community wellness; road safety; drugs and property crime; and the downtown. On the pages of this report, you will find many concrete examples that highlight how the Guelph Police Service and its members continue to improve service in these areas.

I wish to extend my thanks to Chief Gord Cobey and all members of the Guelph Police Service for their continued dedication in delivering the highest level of service to the community. I also extend my thanks to my colleagues on the Board, Mayor Cam Guthrie, Councillor Phil Allt, and Jane Armstrong for their strong dedication to governance. In addition, I would like to offer my sincere thanks to Councillor Christine Billings, who served on our Board as a Guelph City Council member since 2016, and Robert Carter, who was an active member of our Board as the Community Member to the Board from 2019 to 2023, and Chair of the Board from 2020 to 2023.

The Guelph Police Service continues to strive for excellence as well as to be an example of real change in the world of policing. As you review the information in this Report, I trust that you will learn more about the many ways that the Service continues to make this happen.

Peter McSherry, Chair
Guelph Police Services Board

A Letter from the Chief of Police



In 2022 our service continued to grow and evolve as we worked hard to support our community and our citizens. I am very proud of the excellent work done by our members and grateful for their service and sacrifice during a very dynamic and demanding time for policing both locally and nationally.

We continued to make progress in many areas aligned with our strategic priorities. In 2022 our service was privileged to engage Mr. Devon Clunis, Winnipeg's 17th Chief of Police, Canada's first Black Chief of Police and Ontario's first Inspector General of Policing, to advance our work in several important areas including Diversity, Equity and Inclusion, Leadership and Executive Development and Strategic Planning. Mr. Clunis has provided invaluable support as we work to develop and implement the most inclusive and effective practices in keeping with our community's needs and expectations.

The City of Guelph continues to be one of Ontario's fastest growing communities. We are working hard to proactively prepare for this growth and ensure the safety of our citizens. In September 2022, we engaged KPMG to complete a Staffing and Service

Delivery Study. The objectives of this review were: (i) to determine efficient uniform and civilian staffing levels for the Service in order to promote alignment of current and future resource needs; and (ii) to conduct a staffing and service delivery study to examine, assess, critique, and make specific recommendations on strengths and opportunities to meet current and future service delivery requirements. The goal of this study was to provide recommendations to support the growth and development of our service. We are confident the results of this review will provide foundational support as we work to ensure we are well positioned to meet the current and future needs of our rapidly growing community.

In 2022, we continued to explore and implement new technologies to best afford our community and our members the most up to date tools to enhance both the operational and administrative aspects of our service.

The Guelph Police Service was proud to participate in our City's ongoing Community Plan Committee conversations in 2022.

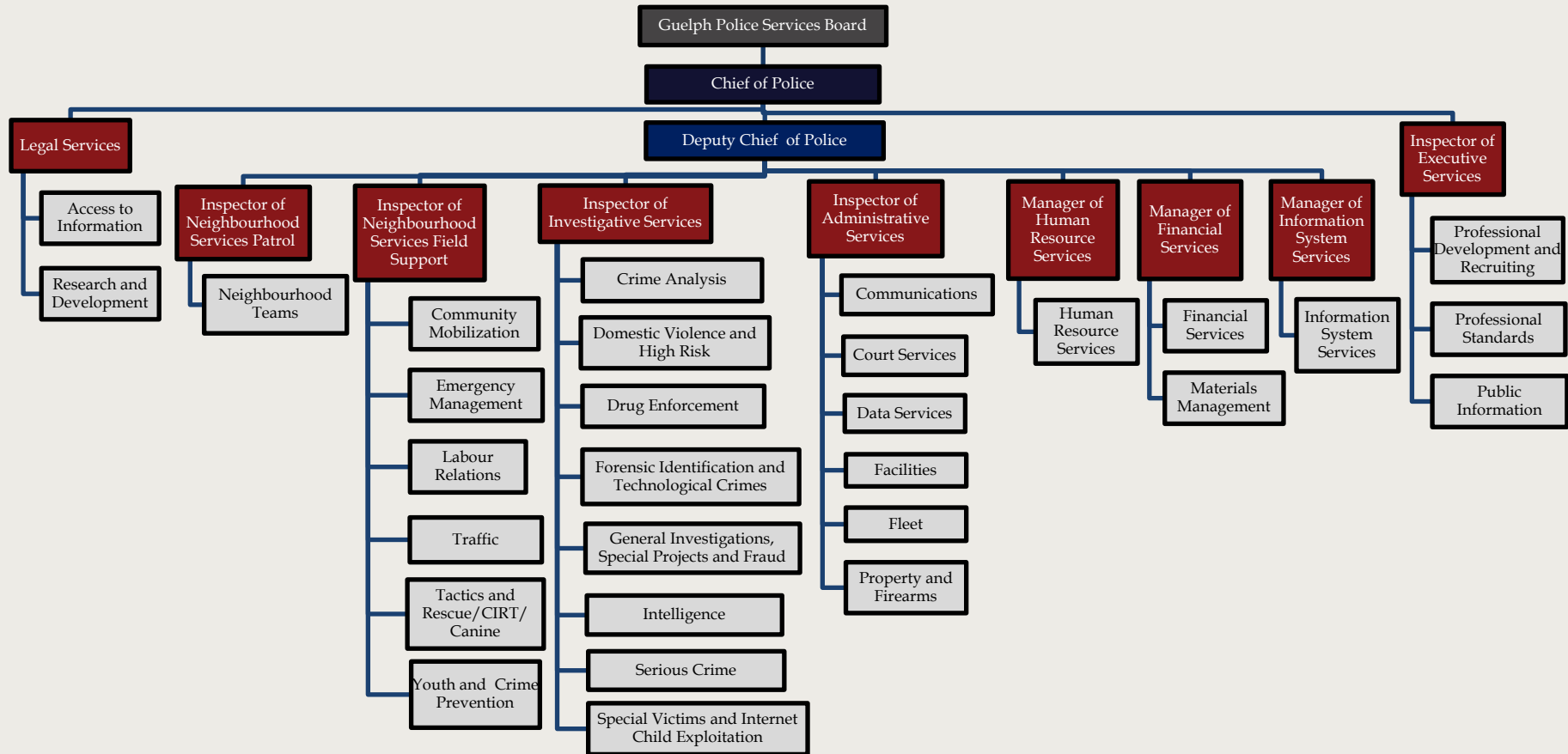
Together with representatives of our community, our discussions focussed on many of the important issues affecting our citizens. We are committed to continuing our ongoing discussions with our community partners so that we can proactively listen to, learn from and work with members of our community to explore ways to ensure our common goal of maintaining Guelph as a safe, inclusive, and welcoming place for all to live, work and play.

Our 2022 Annual Report highlights our Service's dedication to excellence in serving the citizens of Guelph. Throughout it you'll find examples of the effective, efficient, and responsive police services our dedicated sworn and civilian members provide every day in alignment with our strategic priorities and the mission, vision, and values of our service.

I want to extend my personal appreciation to our officers and civilian staff, the Guelph Police Services Board, our community partners and the citizens of Guelph for their continued support.

Gord Cobey, Chief of Police

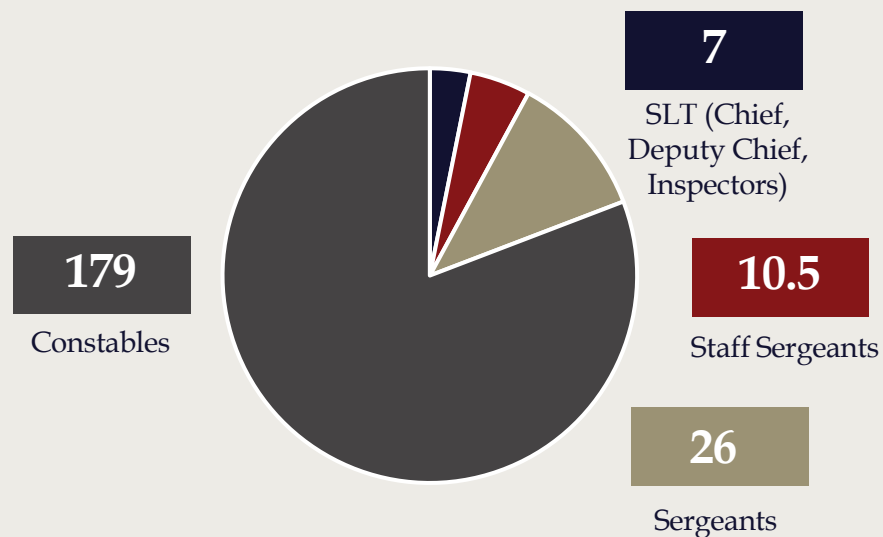
Organizational Structure



Personnel Complement

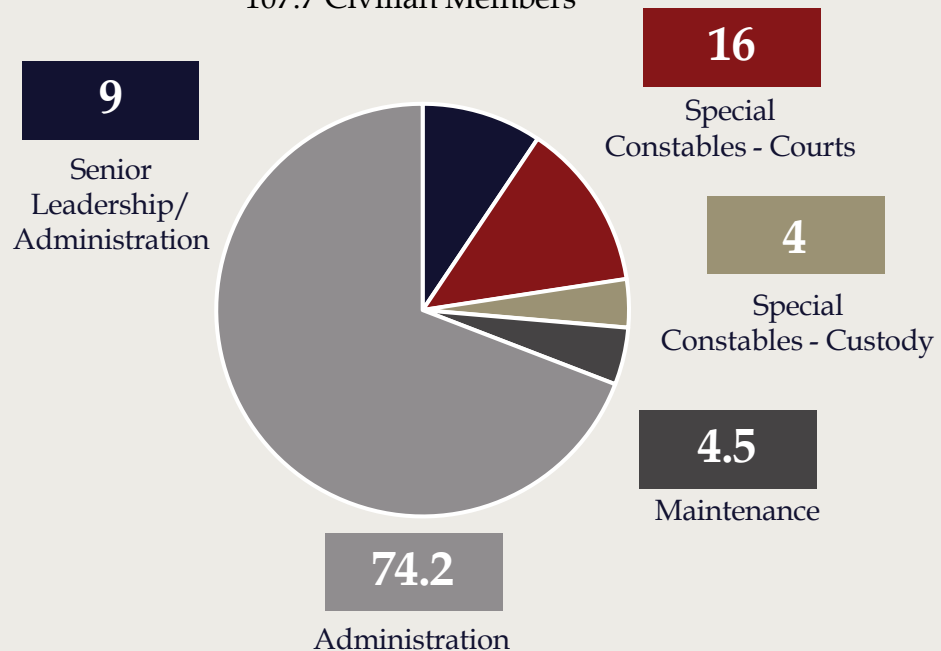
Sworn Members

222.5 Sworn Members



Civilian Members

107.7 Civilian Members



Community Policing



In 2022, 18 service members, as well as Victim Service Wellington members completed the Crime Prevention Through Environmental Design (CPTED) program with the Canadian Police Knowledge Network. The CPTED course equips officers to be proactive in assisting community members in crime prevention by assessing the environment surrounding their residences/businesses and providing suggestions for ways to deter potential criminal activities from occurring.



A *Pre-Charge Diversion Program* was introduced in January 2022 and focuses on restorative justice and using the relationships with community organizations to address minor offences rather than entering the criminal justice system. The program also helps youth and adult offenders access community programs and the resources they require.



In 2022, the Service's Community Policing Committee set out to increase the visibility of our membership within the community. In 2022, GPS members participated in 947 community engagements reflecting a 535% increase in community contacts in 2022.



In 2022, a *Community Policing Page* was added to our Service's website to increase public education and to promote community policing to visitors to the site.

GPS Major 2022 Program Milestones



Zone Realignment Pilot Project

For 23 years the City of Guelph had been divided into 4 police patrol zones. However, with the extensive population growth seen recently in certain areas of the City, the Service found that call volumes had become imbalanced between the existing zones. In 2022, a zone realignment analysis was undertaken by the Service with a view to bringing equity to the zones, balancing officer workload and allowing for more proactive policing. The zone realignment analysis was concluded at the end of 2022 and a new 6 patrol zone model was established for the city.



Crisis Intervention Training

In 2022 our Service delivered three sessions of *Crisis Intervention Training* to 50 Guelph and OPP (Wellington and Dufferin) officers. The *Crisis Intervention Training* sessions provided participating officers with knowledge to better assist them in serving those individuals with whom they interact in the community suffering from mental health issues. These training sessions were conducted by our internal GPS Wellness Coordinator and the Ontario Provincial Police Mental Health Liaison. The sessions included de-escalation training, support techniques and the proper identification of mental health illnesses thus ensuring officers who have undergone the training are better equipped to respond to mental health emergencies. Our goal is to ensure all officers will undergo *Crisis Intervention Training*.



SCANinGuelph Project

The *SCANinGuelph Security Camera Registry Program* was launched by the Service in February 2022. The aim of the program is to improve efficiencies in crime investigation canvassing efforts by officers seeking video surveillance footage. *ScaninGuelph* allows private residential and commercial property owners to register the locations of their surveillance cameras with the Service. Those camera locations are then uploaded into a database and displayed on a map for officers investigating occurrences or assisting in emergency situations which they can view via their cellphones or computers. Since its rollout, SCANinGuelph has registered approximately 100 residential and 19 commercial cameras thereby enhancing the Service's existing capabilities and technological infrastructure to better protect the safety of our community members.

GPS Major 2022 Program Milestones



Citizens' Police Academy

In May 2022, our Service held its first *Citizens' Police Academy* program with the Canadian Arab Women's Association. Following its success, we delivered the program again in August of 2022 with the Arab Women's Society of Guelph. These 8-week programs, delivered to approximately 60 women participants, covered topics including the role of police in Canada, hate crimes, fraud, and human trafficking amongst others. Given the immense success of these two *Citizens' Police Academy* initiatives, the Service is committed to continuing their delivery to even more community organizations in 2023.



Guelph Wellington Welcome Week

September 2022 saw our Service's inaugural participation in the *Guelph Wellington Welcoming Week* initiative presented by the Guelph Wellington Local Immigration Partnership (GWLIP) whose aim is to encourage community organizations to hold functions to foster new relationships and support and celebrate newcomer contributions. Our Service's event included an outdoor meet and greet with refreshments where approximately 75 attendees were able to meet with GPS officers and representatives of Victim Services Wellington and IMPACT. The Guelph Police Service will participate, on an ongoing basis, in the Guelph Wellington Welcoming Week Initiative given the overwhelming positive feedback received from those in attendance.



IMPACT Team

The Guelph Police Service's *Integrated Mobile Police and Crisis Team* (IMPACT) is comprised of seven specially trained Mental Health Clinicians from the Canadian Mental Health Association Waterloo Wellington (CMH WW) who operate directly out of the GPS headquarters. Prior to 2022, IMPACT did not have a designated office space within our building which, in turn, limited their availability to support and efficiently provide consultations as needed. In 2022, with the completion of the GPS Headquarters renovation, IMPACT moved into a permanent office space in proximity to where the majority of our frontline officers are situated. With the increased visibility of the IMPACT clinicians and the increased functionality of their work environment, IMPACT clinicians are now better situated to respond to and engage with our officers on calls related to the support of the mental health and wellness needs of our Guelph Community.



Equity, Diversity, and Inclusion Highlights



The Guelph Police Services' *Equity, Diversity and Inclusion Committee* continues to work hard to partner with our multicultural, BIPOC, and 2SLGBTQIA+ communities through a variety of initiatives supporting inclusivity including community engagement and the provision of education and training to our members. In 2022, our EDI Committee facilitated the attendance of our members at many community events where our members were able to participate in focussed activities and information sessions and engage in thoughtful discussion with facilitators and participants. In June, our members attended the Guelph Multicultural Festival and were given the opportunity to listen, connect, and honour the many diverse cultural groups in attendance. In August, our members celebrated the festival of Rakshabandhan at the GPS Headquarters with the Hindu Swayamsevak Sangh-Guelph Chapter where our members learned about Hindu cultural traditions and practices. In October, our members attended the Diwali Music Function to support the cultural celebrations and performances of Indian songs specific to the festival of Diwali. Our EDI committee continues to support and learn from the diverse members of the Guelph community to ensure appropriate community service and internal member education.

Technological Innovations



In 2022, the Guelph Police Service continued to be at the forefront of technological innovation to help our members in doing their jobs more efficiently and to aid in our community being served more effectively. With the conclusion of our *Body Worn Camera Pilot Project* in 2021, the full Service implementation of the *Body Worn Camera Program* was completed in March 2022. All frontline members were trained to integrate the use of body worn cameras into their Service duties. Internally, this initiative has been considered an operational success and external surveys undertaken of the public have found immense community support for the body worn cameras.



In June of 2022 our IT department launched the *SPIDR Tech Initiative* which allows for confirmation texts to be sent to individuals after they have called our Service. This initiative allows for 911 communication operators to deliver important information to individual callers specific to their cases. The *SPIDR Tech Initiative* has increased efficiencies for 911 communicators as it has reduced the volume of call backs by individuals to confirm their emergencies.



Other technological advancements made by the Service in 2022 included the update of our internal administrative phone system and the use of Niche Integration with E-Intake which streamlined evidentiary reports going into the courts.

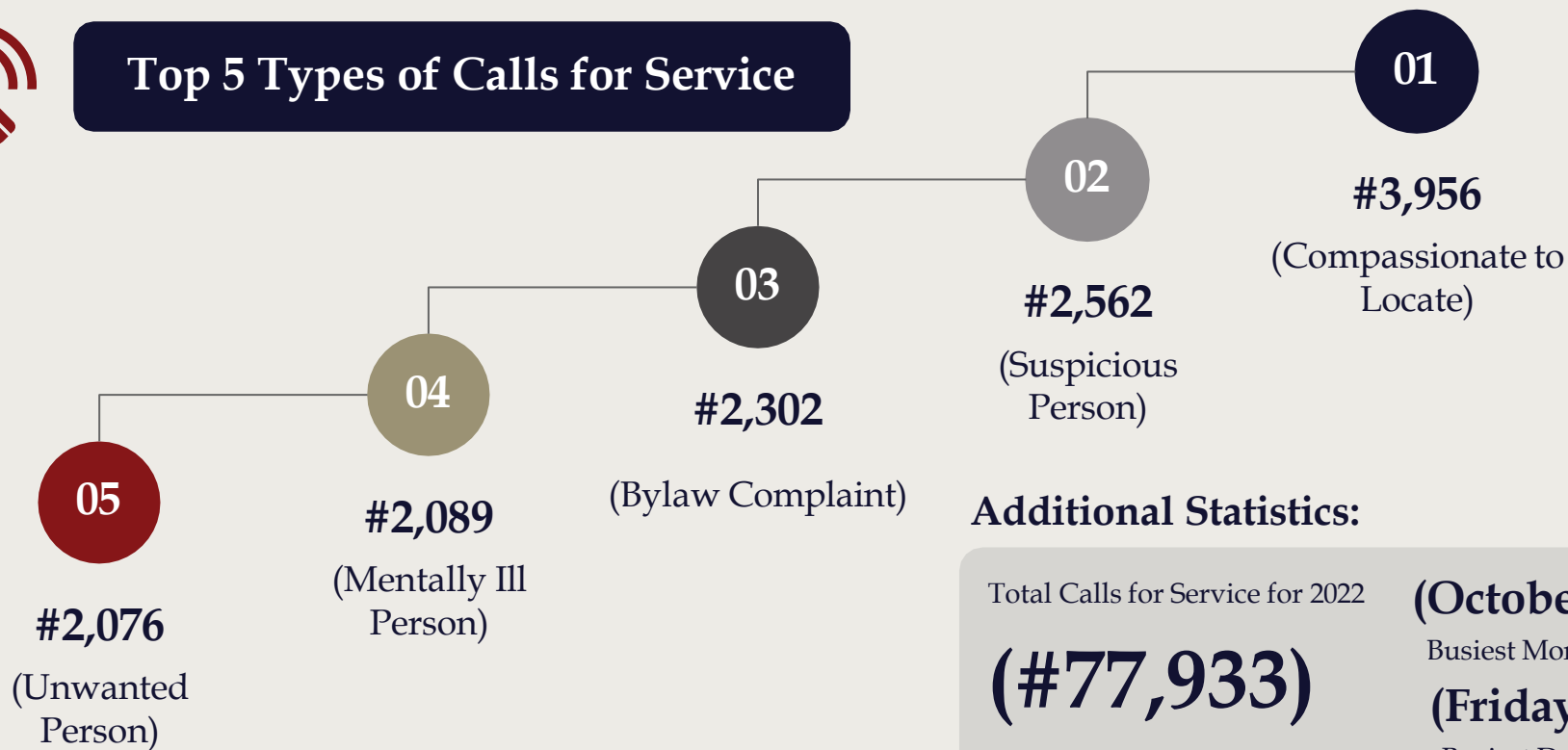


2022 also saw the implementation of a new dictation system that allows officers to dictate their reports which are then transcribed by administrative staff, thereby increasing efficiency and allowing officers to return more quickly to attend to calls and emergencies.

Calls for Service



Top 5 Types of Calls for Service



Additional Statistics:

Total Calls for Service for 2022

(#77,933)

(October)

Busiest Month

(Friday)

Busiest Day

Service Quality

	2021	2022	% Variance
Priority 1 Calls for Service			
Number of Priority 1 Calls for Service	1,116	984	-11.8%
Median Response Time, Priority 1 Calls (minutes : seconds)	6:03	6:10	1.9%
Use of Force			
Number of Incidents	88	99	12.5%
Levels of Force Used	155	223*	43.9%
Public Complaints – Investigations			
Total Complaints by Type	54	41	-24.1%
Police Officer Conduct	46	35	-23.9%
Service of the Police Service	7	4	-42.9%
Policies of the Police Service	1	2	100.0%
Public Complaints – Resolutions			
Withdrawn	6	6	0.0%
Unsubstantiated	11	8	-27.3%
Customer Service/Early Resolution	3	2	-33.3%
Informal Discipline	0	0	-
Misconduct Hearing	0	0	-
Not Proceeded with 60 PSA	30	21	-30.0%
Retained by OIPRD	0	0	

	2021	2022	% Variance
Outsourced to Other Police Services	2	0	-200.0%
OCCPS/OIPRD Appeals	1	3	200.0%
Decision Upheld	1	3	200.0%
Street Checks (i.e.. Regulated Interactions); Attempted Collections	0	0	-
Joint Forces Operations and Internal Task Forces	2	0	-200.0%
Projects Resulting in Charges	1	0	-100.0%
Freedom of Information (FOI) Requests Processed	430	465	8.1%
Data Services			
Number of Record Checks	9,109	10,911	19.8%
Volunteer Clearance	3,234	4,423	36.8%
Non-Volunteer Clearance	5,875	6,488	10.4%



*Previously, when a use of force incident was reported, only the highest level of force used in an incident was reported. Starting in 2022, all levels of force used during an incident are reported. For example, in a scenario where a firearm was both drawn and pointed in one incident, prior to 2022 only one level of force would be reported for the incident (for the firearm pointed, the highest level of force). In 2022 and onward, this scenario would result in two use of force levels of force being reported for the incident, one for the firearm drawn and one for the firearm pointed.

To access the full use of force report please head to our website at <https://www.guelphpolice.ca/en/index.aspx>

Overview of Offences

Total Criminal Code Offences

The rate of *Criminal Code* offences, excluding traffic, increased by 7.7% between 2021 and 2022 after having decreased for the last three years. Clearance, or the “solve rate,” of those crimes decreased by 2.1% between 2021 and 2022.

Total Criminal Code (excluding Traffic)

	2021	2022
Number of Occurrences	7,686	8,378
Occurrence Rate	5,242.8	5,772.5
Number Unfounded	113	99
Clearance* – Number Cleared by Charge	3,449	3,685
Clearance* – Number Cleared Otherwise	542	561
Clearance Rate*	51.9%	50.7%

*Figure represents crimes cleared in that year, regardless of when that crime occurred. Clearance refers to the status of an occurrence. For example, an occurrence can be cleared with the laying of a charge, with a diversion to an extrajudicial measure, or because a complainant declines to proceed, as well as other reasons.

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

Source: Guelph Police Service Records Management System

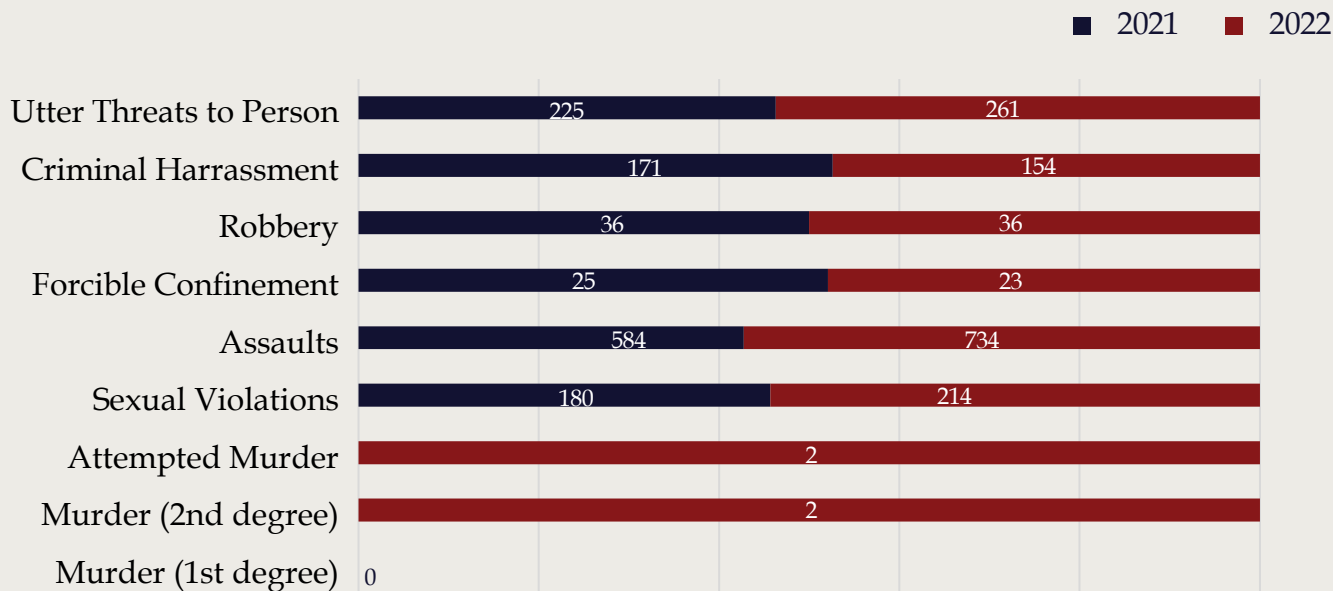
If more crimes are cleared in a year, than occurred in that year, the clearance rate will be greater than 100%.



Overview of Offences

Crimes Against the Person

Violent crimes rose by 18.9% in 2022. There were two murders and two attempted murders, whereas there were none in the previous 2021 year. Sexual assaults increased by 22.5%, assaults by 33.9%, and utter threats by 14.8% over the previous 2021 year.

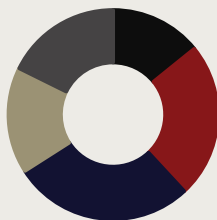


Overview of Offences

Crimes Against Property

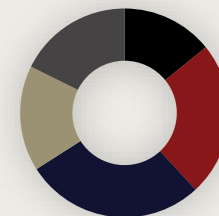
Property crime increased in 2022 by 6.5%. Chief among these increases were motor vehicle thefts and thefts from a motor vehicle. However, break and enters decreased by 8.4% from 2021.

2021



- 561 Breaking and Entering
- 691 Theft \$5,000 or under from a motor vehicle
- 932 Theft \$5,000 or under
- 637 Fraud
- 613 Shoplifting \$5,000 or under

2022



- 519 Breaking and Entering
- 875 Theft \$5,000 or under from a motor vehicle
- 1019 Theft \$5,000 or under
- 598 Fraud
- 647 Shoplifting \$5,000 or under

Overview of Offences

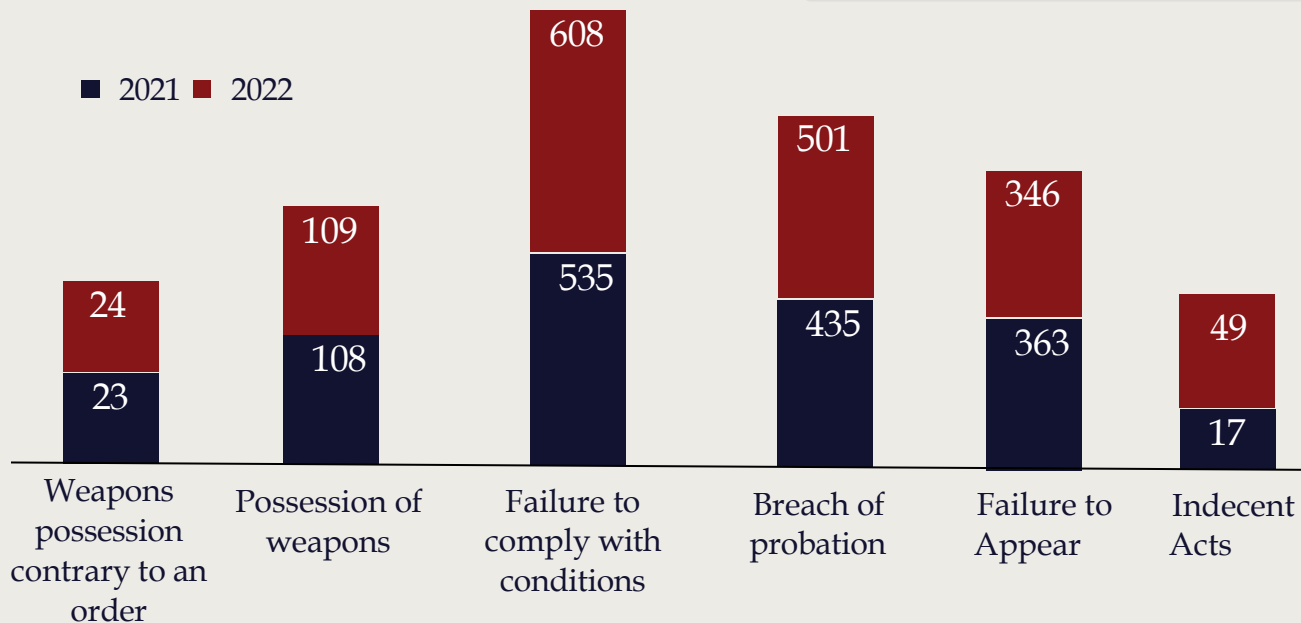
**Controlled Drugs and Substances Act, Cannabis Act,
Youth Criminal Justice Act and Human Trafficking**

	Occurrences		Clearance Rate	
	2021	2022	2021	2022
Controlled Drugs and Substances Act	188	168	100.5%	100.5%
Cannabis Act	14	14	100.0%	100.0%
Human Trafficking	2	5	0.0%	0.0%

Overview of Offences

Other Criminal Code Offences

Increases in failure to comply with conditions and breaches of probation were significant in 2022 as compared to 2021, while indecent acts and fail to appear both decreased in 2022.



Traffic Offences & Motor Vehicle Collisions

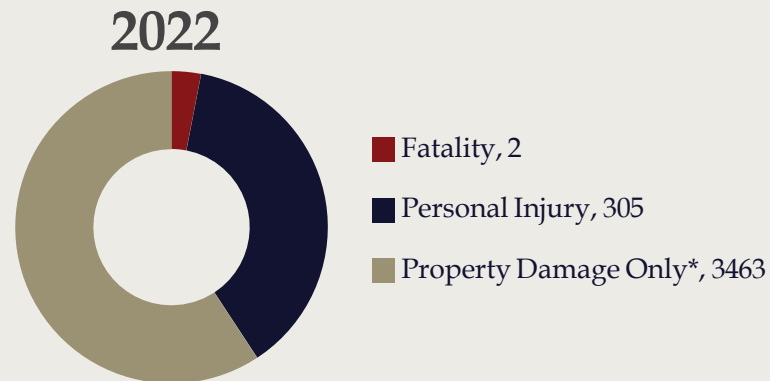
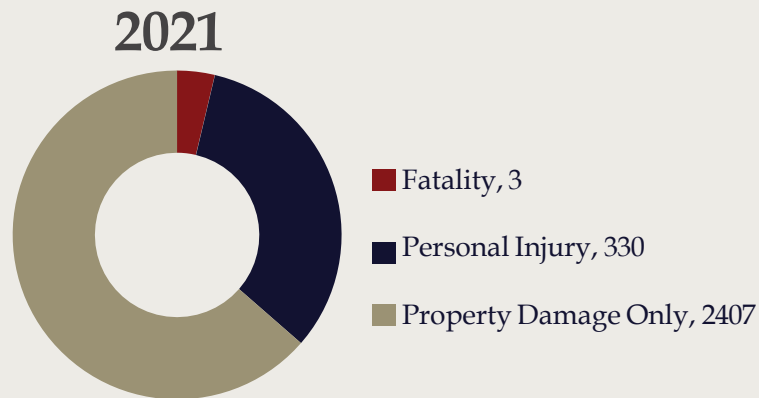
Criminal Code Traffic Offences

Traffic crime also increased in 2022, by 12.2%. Impaired operation made up most of the increase. *Highway Traffic Act* charges rose as well, including speeding, driving under suspension, and driving with no license.

	2021				2022				% Variance	
	Occurrences		Clearance		Occurrences		Clearance		Occurrence Rate (%)	Clearance Rate (%)
	Number	Rate	Number	Rate (%)	Number	Rate	Number	Rate (%)		
Criminal Code Traffic Crime	276	188.3	274	99.3	314	216.3	314	99.7%	12.2%	0.4%
Dangerous Operation	39	26.6	39	100	33	23.0	33	100.0%	-15.4%	0.0%
Flight From Peace Officer	14	9.5	13	92.9	7	4.8	7	100.0%	-50.5%	7.7%
Impaired Operation & Related Violations	166	115.5	179	99.4	205	142.7	205	99.5%	23.5%	0.1%
Failure to Stop or Remain	7	4.8	7	100.0	18	12.5	18	100.0%	125.0%	0.0%
Driving while Prohibited	36	24.6	36	100.0	41	28.2	41	100.0%	12.8%	0.0%

Traffic Offences & Motor Vehicle Collisions

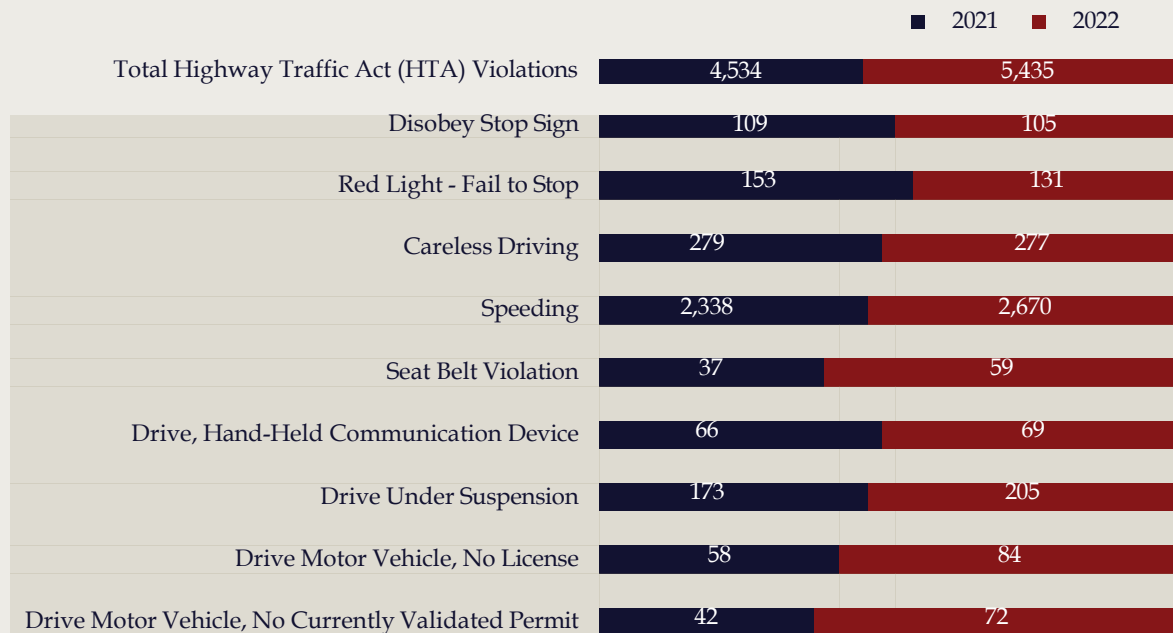
Motor Vehicle Collisions



*Includes both collisions reported on scene and self-reported collisions. The previous 2021 report included on scene collisions only

Traffic Offences & Motor Vehicle Collisions

Highway Traffic Act Violations



Cyber and Hate Crimes

Cyber and Hate Crimes

Cyber and hate crimes decreased in rate but were virtually unchanged in number between 2021 and 2022.

	2021				2022				% Variance	
	Occurrences		Clearance		Occurrences		Clearance		Occurrence Rate	Clearance Rate
	Number	Rate	Number	Rate	Number	Rate	Number	Rate		
Cyber Crime ¹	516	352.0	219	42%	512	352.8	151	29%	-1.8%	-30.5%
Hate Crime ²	13	9.0	5	38%	13	9.0	3	23%	-1.0%	-40.0%

¹A cyber crime is a “criminal offence involving a computer as the object or the crime of the tool used to commit a material component of the offence.” (“Canadian Police College as quoted in Canadian Center for Justice Statistics.” Statistics CA. 2010.).

²A 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 Center for Justice Statistics.” Statistics Canada. 2010.).

Financial Indicators

Human Resources	2021	2022
Population, City of Guelph	143,700	145,137
Authorized Personnel (FTEs)	332.67	337.4
Actual Personnel (FTEs)	327.72	330.2
Authorized Police Officers (FTEs)	222.5	222.5
Police Officer: Population Ratio (Actual constables, sergeants, and staff sergeants)	670	674
Authorized Constables	180	180
Actual Constables	179	179
Overtime Hours	26,898	31,990
Overtime per Member (hours)	82	97
Overtime paid (hours)	16,933	21,080
Overtime paid (%)	63	66
Cost of Overtime Paid (\$)	\$840,456	1,077,661
Sick Time (hours)	14,848	24,432
Sick Time per Member (FTEs) (hours)	45	74
Injured on Duty (hours)	16,947	10,860
Injured on Duty per Member (FTEs) (hours)	52	64

Selected Cost Recovery	2021	2022
Alarms Fees	\$77,385	\$90,350
Police Record Check Fees	\$239,333	\$265,125
Financial and Material Resources	2021	2022
Net Approved Budget	\$51,429,050	\$54,249,566
Net Operating Expenditures	\$49,853,220	\$52,078,925
Policing Cost per capita (net operating expenditures)	\$358	\$374





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Guelph Police Service



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