

# Pride Service Trust

## Guelph Police Service



## ANNUAL REPORT 2018





Youth attended Police Week event wearing his replica police equipment





# Contents

<b>Your Police Service .....</b>	<b>4</b>
Organizational Structure .....	5
Letter from the Board Chair .....	6
Letter from the Chief of Police .....	7
<b>Overview of Offences in Guelph .....</b>	<b>8</b>
Criminal Offences .....	9
Traffic Offences and Motor Vehicle Collisions .....	10
Criminal Code Traffic Offences .....	10
Motor Vehicle Collisions .....	10
Highway Traffic Act Violations .....	11
Cyber and Hate Crime .....	11
Ten-Year Trends .....	12

## 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%.

<b>Guelph Police Service Activity .....</b>	<b>14</b>
Calls for Service .....	14
Call Volume by Month .....	15
Call Volume by Day of Week .....	15
Call Volume by Hour .....	16
Service Activity and Quality Indicators .....	18
Street Checks .....	19
Summary of the 2016-18 Strategic Business Plan .....	20

<b>Human Resource and Finance Indicators and Highlights .....</b>	<b>22</b>
Personnel Complement .....	23
Human Resources Highlights .....	26

# Your Police Service

## 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.

## Values

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

### Pride

in ourselves,  
our work, and  
our community

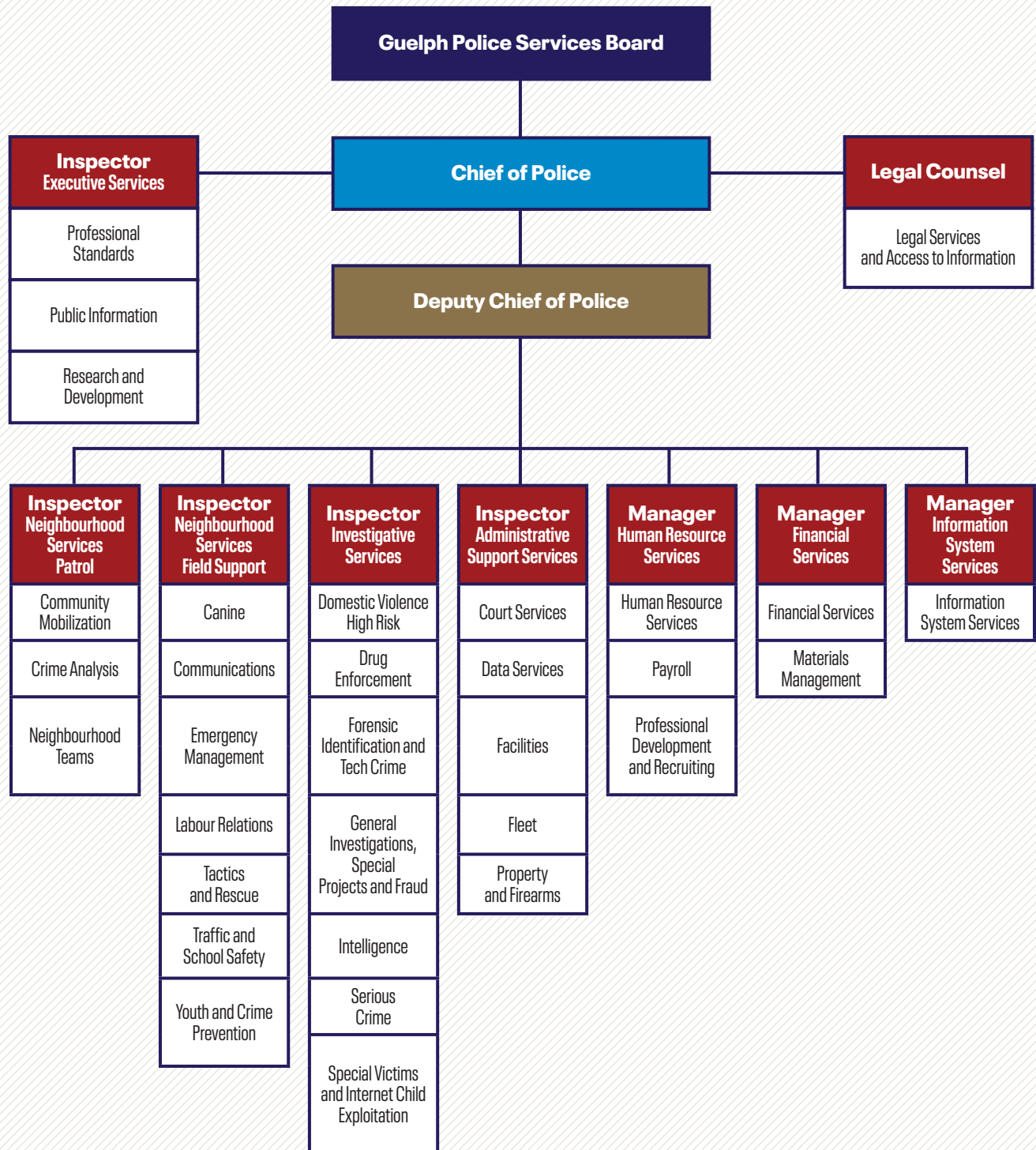
### Service

with compassion  
and accountability

### Trust

shared through  
integrity and  
mutual respect

# Organizational Structure





# LETTER FROM THE Board Chair

**O**ur Board of Directors is responsible for the governance of the Guelph Police Service. This includes matters of budget formation and tracking, policy development, and community liaison. We are a five member Board that includes municipal and provincially appointed representatives, and a community representative. The Board works with the Chief and Deputy Chief, along with many other members of the Service and we continue to be apprised of the many pieces of work as outlined in this report. You can learn more about the Board at [bit.do/gps-board](http://bit.do/gps-board).

There is always a public discussion and sometimes a debate over “value for money” and “return on investment” when it comes to the expenditure of public tax dollars. This is important.

However, I am often curious when there is a tragic event that involves community safety. The typical human response is that we need to immediately spend the dollars to resolve the situation. These expenditures are usually deemed necessary and are rarely questioned. However, we sometimes neglect the annualized budgets that may help avoid some occurrences with adequate funding of prevention measures.

Over the course of 2018, Board members and many Service members dedicated significant time and resources toward developing the Service’s 2019-21 Strategic Plan. In developing the Strategic Plan, we were privy to a significant amount of research that defines the community and our work in service to that community. One of the more significant observations made by the Board was the value that citizens attribute to our work in community safety—from both a prevention and reactive mode.

The plan is available to members of the public and upon review, it can be noted the plan captures

both the prevention and reaction to events that are related to citizen safety in the community. The Board recognizes the importance of both and is committed, in the vein of continuous improvement, to support efforts to do better.

Therefore, we have crafted a Strategic Plan that focuses on six areas of our work. They are:

- Community Policing
- Road Safety
- Organizational Health & Service Effectiveness
- Drugs & Property Crime
- Community Wellness
- Downtown

I urge you to read the plan (available at [bit.do/gps-strategic-plan-2019-21](http://bit.do/gps-strategic-plan-2019-21)), as it clearly outlines each priority, as well as the measureable outcomes that we are predicting. This dedicated work will be aggressively performed as the cumulative results will enhance the safety of all citizens. It will also build on the many personal contributions of Service members as they continue to make significant contributions to the quality of life in this great city.

In 2018 the Board also assumed the work of the recruitment and selection of a new Chief of Police. In that regard, we were unanimous in supporting the appointment of Chief Cobey. 2018 was the last full year of service of Chief DeRuyter and the Board extends its gratitude for his many years of leadership.

On a personal note, I offer my sincere thanks to former Chair and Vice Chair, Judy Sorbara, whose term ended this past year. Her contributions to the Board will have a lasting effect. We also offer our thanks to Len Griffiths who made significant contributions to the Board during his tenure.

**Don Drone, Chair**

Guelph Police Services Board



# LETTER FROM THE Chief of Police

**I**t is my pleasure to present the 2018 Guelph Police Service Annual Report. This report tells the story of our members and their achievements, along with some of the challenges encountered as we strived to ensure the safety of our residents. It also provides an overview of some key trends and related data from 2018.

Guelph's overall crime rate was higher in 2018 compared to 2017, continuing a trend of increasing overall crime rates since 2014. Increases were also seen in relation to all types of Criminal Code traffic occurrences and Highway Traffic Act violations. These crime trends remain a significant concern and emphasize the areas which will require our continued focus moving forward.

Although our city's overall crime rates have increased, it should be noted that clearance rates of these crimes have also increased in 2018. This is a testament to the hard work and dedication of our members.

Project B.E.A.T. (Break, Enter, and Auto Thefts) was initiated to combat the rising number of property crimes experienced in 2017. This pilot project was a success. Many property crimes were solved, and a significant amount of property was recovered and returned to its owners. This initiative demonstrated what we can achieve when we direct our focus and resources towards an important issue that is impacting our community.

Guelph Police Service's headquarters renovation and expansion continued throughout 2018. Significant progress was made, which included the opening of our new General Office. This new area provides our community with a very modern and professional space to interact with our members. I am very proud of the excellent service that our members continue to provide and their patience during this long-term construction process.

2018 was the final year of our Service's 2016-18 Strategic Business Plan. We continued to improve upon our existing services while building strong relationships with our community partners. We are proud of the strong partnerships forged within our community to better serve those dealing with significant health and well-being challenges.

As we move forward with our 2019-21 Strategic Plan, 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. Our priority areas of focus will include Community Policing, Organizational Health and Service Effectiveness, Community Wellness, Road Safety, Drugs and Property Crime, and Guelph Downtown.

I am grateful for the opportunity to work alongside the dedicated members of our service who demonstrate leadership, professionalism, and compassion in their work. We look forward to continuing to strengthen our relationship with our community and many partners in order to ensure the safety and well-being of all those who live, work, and play in our safe and diverse city.

I hope you will take the time to review this document and learn more about the many services that we provide.

**Gord Cobey**  
Chief of Police



# Overview of Offences in Guelph

## Overall Crime Up by 1.8%; Lowest Increase in Four Years

**O**verall crime rose by 1.8%, making 2018 the sixth year in a row that Guelph has experienced an increase in crime. However, 2018's numbers show the lowest increase seen in the last four years. Violent crime also rose by 1.8% (up by 11.2% in 2017), including a 14.7% increase in Sexual Violations and a 7.1% increase in Assaults. Criminal Harassment and Utter Threats to Person both decreased, by 25% and 12.6% respectively.

Property crime in Guelph fell by 2.7% in 2018, after a 28.2% spike in 2017. This is the first decrease in property crime since 2013. Despite the overall decline, Motor Vehicle Thefts rose by 14.9% and Break and Enters by 11.4%. One of the drivers of the lower property crime rate was a 19.8% decrease in Theft Under \$5,000, although Shoplifting Under \$5,000 was up by 46.8%.

Other Criminal Code violations were up 15.1% after a 2017 increase of 19.8%. Failure to Attend Court and Breach of Probation experienced two of the greatest increases in this category. Controlled Drugs and Substances Act offences were down by 30.3%, which may be in part a result of the introduction of the Cannabis Act in October of 2018. Youth Criminal Justice Act



offences fell by 45.4% in 2018 after increasing by 8.3% in 2017. There was one Federal Human Trafficking occurrence in 2018.

Contrary to crime occurrence rates, the Service's clearance, or "solve" rate for crimes increased across all categories in 2018. The total Criminal Code (excluding traffic) clearance rate rose by 10%; clearance of violent crimes was up 11.6%, and property crimes by 9.7%.



## Overview of Offences in Guelph

### Criminal Offences

	2017						2018						% 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>8,092</b>	<b>5,973.1</b>	<b>163</b>	<b>3,351</b>	<b>637</b>	<b>49.3</b>	<b>8,404</b>	<b>6,081.8</b>	<b>130</b>	<b>3,849</b>	<b>707</b>	<b>54.2</b>	<b>1.8</b>	<b>10.0</b>
<b>Total Violent Crime</b>	<b>1,230</b>	<b>907.9</b>	<b>50</b>	<b>655</b>	<b>275</b>	<b>75.6</b>	<b>1,277</b>	<b>924.1</b>	<b>38</b>	<b>762</b>	<b>316</b>	<b>84.4</b>	<b>1.8</b>	<b>11.6</b>
Murder 1st Degree	1	0.7		2		200.0	0	—		0				
Murder 2nd Degree	0	—		0			0	—		1				
Attempted Murder	1	0.7		1		100.0	2	1.4		2		100.0	96.1	0.0
Sexual Violations	194	143.2	14	86	23	56.2	227	164.3	11	105	44	65.6	14.7	16.8
Sexual Assault	134	98.9	14	49	12	45.5	152	110.0	9	59	35	61.8	11.2	35.8
Luring a Child via a Computer	11	8.1		4	2	54.5	19	13.7		4	1	26.3	69.3	-51.8
Assaults	576	425.2	23	383	101	84.0	629	455.2	14	457	101	88.7	7.1	5.6
Aggravated Assault	11	8.1		10		90.9	11	8.0		9		81.8	-2.0	-10.0
Assault With Weapon or Causing Bodily Harm	115	84.9	1	94	12	92.2	124	89.7	1	105	8	91.1	5.7	-1.1
Assault	401	296.0	21	238	88	81.3	442	319.9	12	293	91	86.9	8.1	6.9
Forcible Confinement	17	12.5		16		94.1	18	13.0		18	1	105.6	3.8	12.2
Robbery	41	30.3	1	17	2	46.3	42	30.4		22	5	64.3	0.4	38.7
Criminal Harassment	132	97.4	3	21	76	73.5	101	73.1	2	22	77	98.0	-25.0	33.4
Utter Threats to Person	239	176.4	7	119	67	77.8	213	154.1	10	115	80	91.5	-12.6	17.6
<b>Total Property Crime</b>	<b>5,107</b>	<b>3,769.7</b>	<b>91</b>	<b>1,091</b>	<b>285</b>	<b>26.9</b>	<b>5,066</b>	<b>3,666.2</b>	<b>71</b>	<b>1,193</b>	<b>304</b>	<b>29.5</b>	<b>-2.7</b>	<b>9.7</b>
Arson	14	10.3		3	3	42.9	21	15.2		10	3	61.9	47.1	44.4
Break and Enter	676	499.0	5	109	11	17.8	768	555.8	3	131	9	18.2	11.4	2.7
Theft over \$5,000	13	9.6	2	3		23.1	16	11.6	1	2		12.5	20.7	-45.8
Motor Vehicle Theft	169	124.7	15	23	5	16.6	198	143.3	8	23	3	13.1	14.9	-20.7
Theft \$5,000 or under	1,216	897.6	51	105	64	13.9	995	720.1	46	97	70	16.8	-19.8	20.8
Theft \$5,000 or under from a motor vehicle	1,010	745.5	4	27	4	3.1	934	675.9	2	23	3	2.8	-9.3	-9.3
Shoplifting \$5,000 or under	456	336.6	3	220	91	68.2	683	494.3	4	310	125	63.7	46.8	-6.6
Fraud, Identify Theft and Identity Fraud	609	449.5	8	197	35	38.1	523	378.5	4	170	21	36.5	-15.8	-4.1
Mischief	726	535.9	3	207	62	37.1	702	508.0	3	220	61	40.0	-5.2	8.0
<b>Total Other Criminal Code Crime</b>	<b>1,755</b>	<b>1,295.5</b>	<b>22</b>	<b>1,605</b>	<b>77</b>	<b>95.8</b>	<b>2,061</b>	<b>1,491.5</b>	<b>21</b>	<b>1,894</b>	<b>87</b>	<b>96.1</b>	<b>15.1</b>	<b>0.3</b>
Weapons Possession Contrary to Order	29	21.4		28	1	100.0	22	15.9		22		100.0	-25.6	0.0
Possession of Weapons	140	103.3	2	116	18	95.7	113	81.8	2	92	14	93.8	-20.9	-2.0
Production/Distribution of Child Pornography	30	22.1	1	10	9	63.3	27	19.5		13	10	85.2	-11.8	34.5
Failure to Attend Court	234	172.7	2	234		100.0	347	251.1		347		100.0	45.4	0.0
Breach of Probation	615	454.0		613	3	100.2	705	510.2	3	694	5	99.1	12.4	-1.0
<b>Controlled Drugs and Substances Act</b>	<b>494</b>	<b>364.6</b>	<b>2</b>	<b>335</b>	<b>159</b>	<b>100.0</b>	<b>351</b>	<b>254.0</b>	<b>0</b>	<b>263</b>	<b>152</b>	<b>118.2</b>	<b>-30.3</b>	<b>18.2</b>
Possession	412	304.1	1	258	157	100.7	276	199.7	0	189	150	122.8	-34.3	21.9
Cannabis Possession	237	174.9		88	151	100.8	121	87.6		43	142	152.9	-49.9	51.6
<b>Cannabis Act</b>							<b>4</b>	<b>2.9</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>50.0</b>		
<b>Youth Criminal Justice Act</b>	<b>70</b>	<b>51.7</b>		<b>63</b>	<b>5</b>	<b>97.1</b>	<b>39</b>	<b>28.2</b>		<b>39</b>	<b>2</b>	<b>105.1</b>	<b>-45.4</b>	<b>8.2</b>
<b>Human Trafficking</b>							<b>1</b>	<b>0.7</b>		<b>0</b>		<b>0.0</b>		
<b>Youth Criminal Justice Act</b>	<b>64</b>	<b>48.6</b>	<b>0</b>	<b>63</b>	<b>2</b>	<b>101.6</b>	<b>70</b>	<b>52.6</b>	<b>0</b>	<b>63</b>	<b>5</b>	<b>97.1</b>	<b>8.3</b>	<b>-4.4</b>

\*Per 100,000 population \*\*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

**C**riminal Code traffic offences increased by 21.6% in 2018, a much higher increase than the 3.8% seen in 2017.

While there were increases for almost every traffic crime, Dangerous Operation and Driving While Prohibited saw particularly large growth. Provincial Highway Traffic Act (HTA) violations also rose between 2017 and 2018, with increases seen in Driving without a Validated Permit and Speeding, among others. Decreases were seen in Fatal and Personal Injury motor vehicle collisions in 2018, although there were more Property Damage collisions.



## Criminal Code Traffic Offences

	2017				2018				% Variance	
	Occurrences		Clearance		Occurrences		Clearance		Occurrence Rate	Clearance Rate
	Number	Rate	Number	Rate %	Number	Rate	Number	Rate %		
<b>Criminal Code Traffic Crime</b>	<b>208</b>	<b>153.5</b>	<b>205</b>	<b>98.6</b>	<b>258</b>	<b>186.7</b>	<b>257</b>	<b>99.6</b>	<b>21.6</b>	<b>1.1</b>
Dangerous Operation	30	22.1	30	100.0	49	35.5	47	95.9	60.1	-4.1
Flight From Peace Officer	13	9.6	13	100.0	19	13.7	18	94.7	43.3	-5.3
Impaired Operation/ Related Violations	133	98.2	130	97.7	139	100.6	142	102.2	2.5	4.5
Failure to Stop or Remain	13	9.6	13	100.0	16	11.6	15	93.8	20.7	-6.3
Driving While Prohibited	19	14.0	19	100.0	33	23.9	33	100.0	70.3	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	2017		2018		% Variance in Rate
	Number	Rate	Number	Rate	
Fatality	5	3.7	1	0.7	-80.4
Personal Injury	373	275.3	333	241.0	-12.5
Property Damage	2,173	1,604.0	2,719	1,967.7	22.7

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

## Overview of Offences in Guelph

### Highway Traffic Act Violations

	2017		2018		% Variance in Rate
	Number	Rate	Number	Rate	
<b>Total Highway Traffic Act (HTA) Violations</b>	<b>7,293</b>	<b>5,383.3</b>	<b>8,502</b>	<b>6152.7</b>	<b>14.3</b>
Drive Motor Vehicle, No Currently Validated Permit	542	400.1	809	585.5	46.3
Drive Motor Vehicle, No Validation on Plates	697	514.5	705	510.2	-0.8
Drive Motor Vehicle, No License	188	138.8	136	98.4	-29.1
Drive Under Suspension	290	214.1	314	227.2	6.2
Drive, Hand-Held Communication Device	215	158.7	176	127.4	-19.7
Seat Belt Violation	73	53.9	72	52.1	-3.3
Speeding	3,115	2,299.3	4,007	2899.8	26.1
Careless Driving	340	251.0	351	254.0	1.2
Red Light - Fail to Stop	211	155.7	218	157.8	1.3
Disobey Sign	186	137.3	172	124.5	-9.3

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

Source: Guelph Police Service Records Management System

### Cyber and Hate Crime

**B**oth cyber and hate crimes fell between 2017 and 2018, by 33% and 37% respectively. The majority of cyber crimes were Fraud or False Pretenses, Harassing or Annoying Contact via Text or Computer,

Domestic Violence, Child Pornography, Luring, and Extortion. Almost all of the hate crimes were Graffiti, as well as two Unwanted Contact calls and one Assault.

	2017				2018				% Variance	
	Occurrences		Clearance		Occurrences		Clearance		Occurrence Rate	Clearance Rate
	Number	Rate	Number	Rate %	Number	Rate	Number	Rate %		
<b>Cyber Crime<sup>1</sup></b>	328	242.1	155	47	223	161.4	134	60	-33.3	27.2
<b>Hate Crime<sup>2</sup></b>	17	12.5	4	24	11	8.0	1	9	-36.6	-61.4

<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. <sup>2010</sup>. *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. <sup>2010</sup>. *Uniform Crime Reporting Incident-Based Survey*. Ottawa.)



## Overview of Offences in Guelph

### Ten-Year Trends

**W**hile overtime hours per member were up in 2018, sick and injured on duty hours per member decreased. The number of people per officer in Guelph decreased, along with an increase in the Service's complement. As seen in the Service Quality Indicators below, the number

of complaints the Service received was unchanged year to year despite the increase in Guelph's population, crime rates, and calls for service. The Service's median response time to Priority 1 calls for service was slightly faster in 2018, and the fastest in the last four years.

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	10-Year Average
Population, City of Guelph <sup>1</sup>	123,099	124,856	126,105	127,068	128,573	129,079	130,440	131,794	135,474	138,183	—
Authorized personnel (FTEs)	274.67	274.67	282.17	284.42	284.42	284.92	285.92	287.42	287.4	296.2	284.2
Authorized police officers (FTEs)	192	191	195	195	195	196.5	195.5	196.5	196.5	202.5	195.6
Population per police officer <sup>2</sup>	665	675	685	672	680	688	703	685	726	703	688.2
Net operating expenditures (\$millions)	28.7	30.1	31.3	32.4	34.0	34.7	35.7	37.4	38.8	40.3	34.3
Policing cost per capita (\$)	233	241	248	255	264	269	274	284	286	292	264.6
Median response time (mins), Priority 1 calls <sup>3</sup>	4.5	5.3	4.5	4.3	4.3	5.6	6.6	6.6	6.5	6.4	n/a
Total crime rate <sup>4</sup>	5,317	4,807	4,402	4,560	4,346	4,381	4,624	5,371	5,973	6,082	4,986.3
Violent crime rate	829	915	841	928	869	721	749	812	908	924	849.6
Property crime rate	3,613	2,963	2,739	2,867	2,634	2,747	2,769	3,465	3,770	3,666	3,123.3
Crime clearance rate	45	56	47	51	56	53	55	49	49	54	51.6
Violent crime clearance rate	84	87	78	88	92	84	84	88	76	84	84.4
Property crime clearance rate	25	33	25	29	32	31	32	25	27	30	28.9
Traffic Crime Rate	214	198	212	207	156	177	176	157	154	187	183.8
Average sick time hours per member <sup>5</sup>	67	60	64	68	72	69	57	70	59	54	n/a
Average injured on duty hours per member	3	5	2	3	7	6	13	4	45	41	12.9
Average overtime hours per member	100	106	98	87	82	89	103	115	133	136	104.9

<sup>1</sup> Population figures for 2009, 2011–2013, and 2017 from Canadian Centre for Justice Statistics UCR 2 aggregate data; 2016 from Statistics Canada 2016 Census; 2010 and 2018 population estimate derived by the Guelph Police Service.

<sup>2</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>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

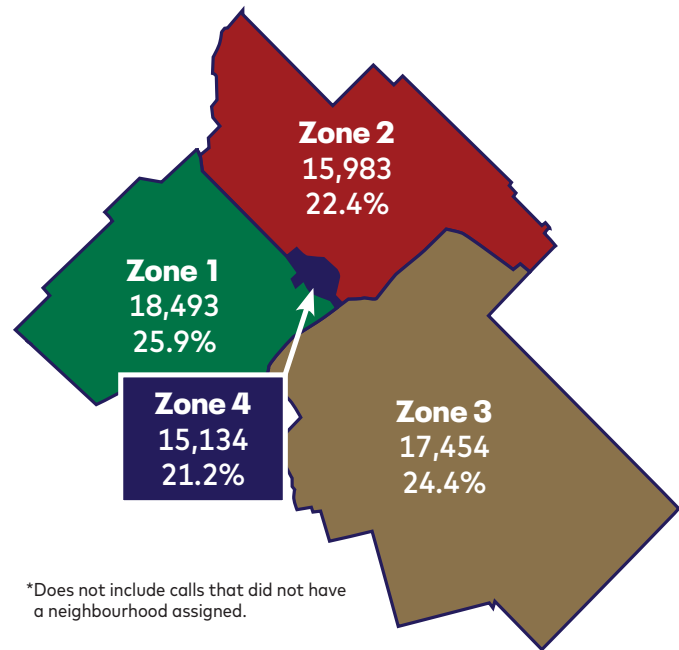


## Calls for Service

**T**he number of calls for service in Guelph increased again in 2018 by 5.6% to a total of 71,486 calls. Although the number of Priority 1 calls (e.g., Homicide, Robbery) decreased, most others increased, except for Priority 4 calls. This means there was an increase in emergency calls, such as Priority 2 – Urgent (e.g., Domestic Violence, Attempt Suicide) and Priority 3 – Prompt (e.g., Break and Enter, Fraud) calls, as well as an increase in Priority 8 – Proactive (e.g., Traffic Enforcement) calls.

The majority of Guelph's calls for service happen in Neighbourhood One, and the least in Neighbourhood Four, although the gap in number of calls is not wide despite there being large differences in the geographical size of the neighbourhoods. For further information on calls for service, refer to the *Guelph Police Service Calls for Service Trends, 2014–2018* report.

**2018 Calls for Service (by zone, numbers and percent of total)\***

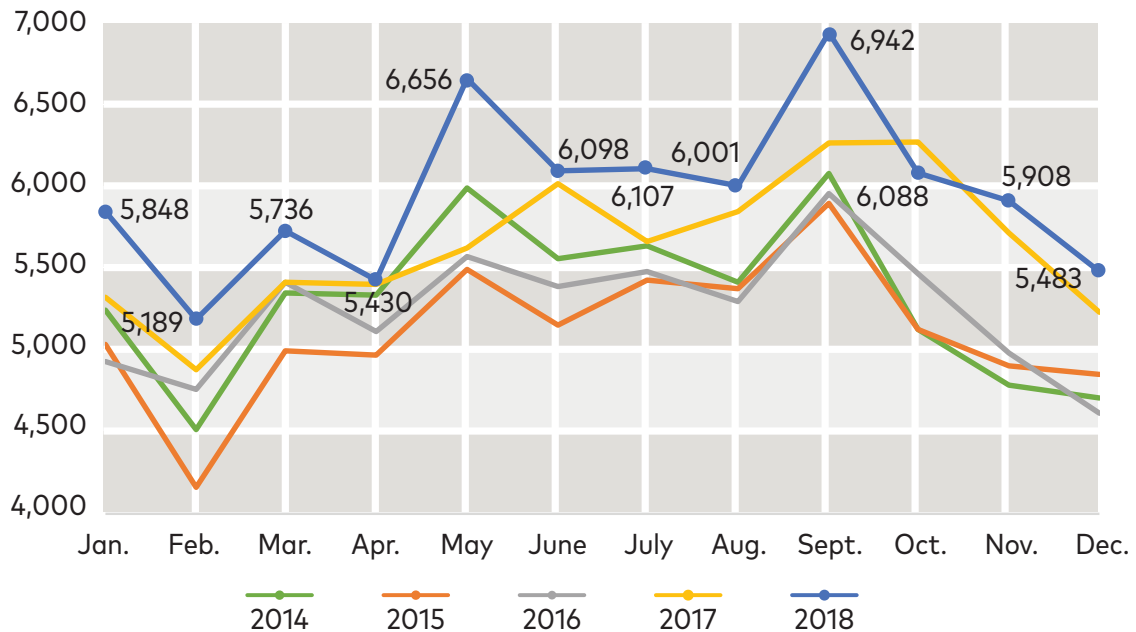


Calls for Service by Priority Status	2017	2018	% Variance
1 Immediate	1,387	1,275	-8.1
2 Urgent	11,741	12,340	5.1
3 Prompt	6,639	6,896	3.9
4 As Zone Officer Becomes Available	14,726	14,427	-2.0
5 Differential Police Response	1,612	1,701	5.5
6 Collision Reporting Centre	1,199	1,277	6.5
7 Officer Initiated	9,844	11,447	16.3
8 Proactive	408	450	10.3
9 Administrative (Communications Alert)	20,162	21,673	7.5
<b>Total</b>	<b>67,718</b>	<b>71,486</b>	<b>5.6</b>

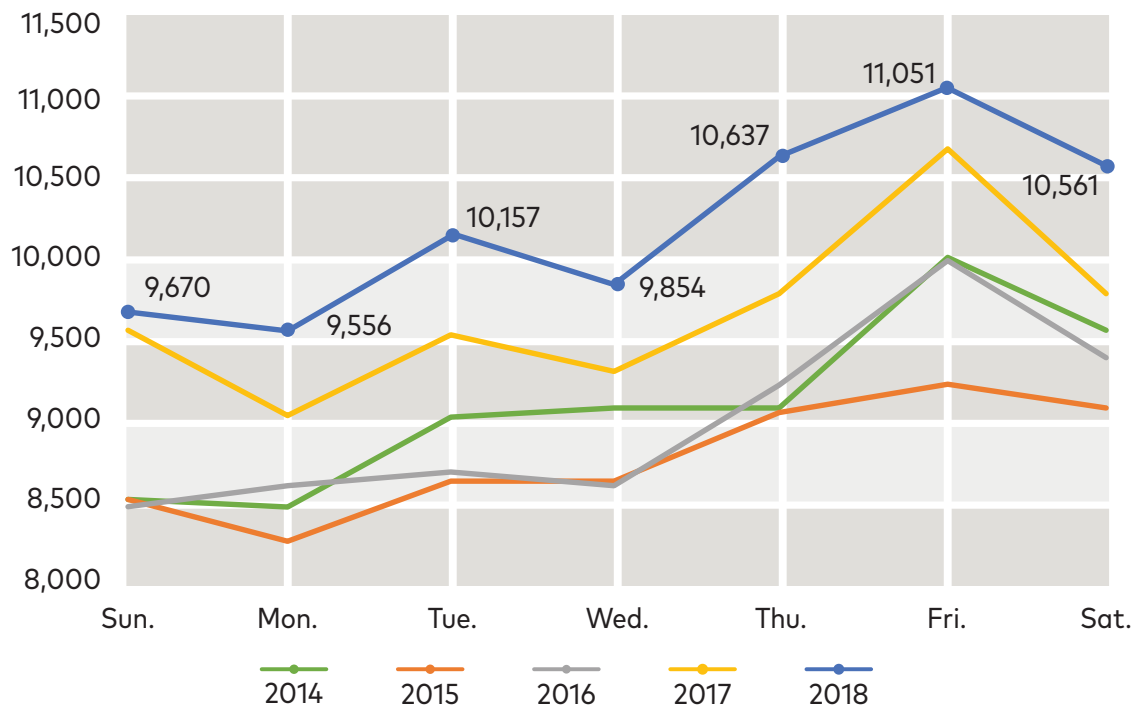


## Guelph Police Service Activity

### Call Volume by Month

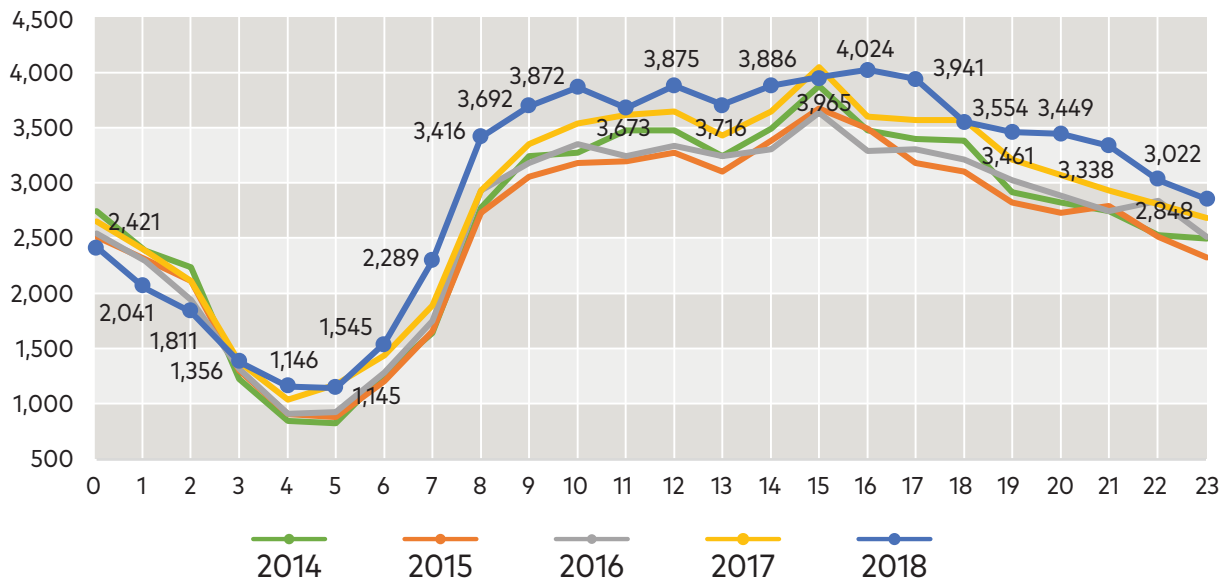


### Call Volume by Day of Week



## Guelph Police Service Activity

### Call Volume by Hour



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

Type of Call	2017	2018
Compassionate to Locate	1 (3,327)	1 (3,720)
Suspicious Person	2 (3,047)	2 (2,942)
Bylaw Complaint	3 (2,752)	3 (2,353)
Administrative/Routine Detail	4 (2,211)	4 (2,048)
Theft Under	5 (1,984)	5 (2,031)
Assist Other Service	6 (1,762)	7 (1,691)
Domestic	7 (1,660)	8 (1,594)
Unwanted Person	8 (1,491)	6 (1,995)
Driving Complaint	9 (1,483)	9 (1,444)
Dispute	10 (1,068)	10 (1,111)

Calls for service statistics include occurrences police attend where there may not be a crime involved. The top 10 calls for service were the same in 2018 as they were in both 2017 and 2016. However, in 2018, there were fewer of some of those calls than in 2017, including Suspicious Person; Bylaw Complaint; Administrative/Routine Detail; Assist Other

Service; Domestic; and Driving Complaint. Unwanted Person calls rose in rank from 8th to 6th in 2018, and Assist Other Service calls dropped from 6th to 7th.

Looking at some select calls of interest, there were increases in calls typically associated with mental health, including Mentally Ill Person, Attempt Suicide, and Compassionate to Locate — Check Wellbeing. Drug calls increased, however Intoxicated Person calls decreased. Break and Enter and Theft from Vehicle calls rose.

Note that the Service dealt with 71,486 calls for Service in 2018, which means that the 9,057 crimes that occurred make up approximately 13% of the calls handled (observing that some calls for service will result in more than one crime being recorded).

## Guelph Police Service Activity

Calls of Interest	2017	2018
Mentally Ill Person <sup>1</sup>	999	1,032
Attempt Suicide <sup>2</sup>	312	328
Compassionate to Locate – Check Wellbeing	2,269	2,512
Domestic Violence <sup>3</sup>	1,660	1,594
Intoxicated Person <sup>4</sup>	473	379
Drugs <sup>5</sup>	239	286
B&E – Residential	515	597
B&E – Commercial	119	191
Theft from Vehicles	513	478
Stolen Vehicles & Attempts	176	208
MVC – Property Damage <sup>6</sup>	2,039	2,402
MVC – Personal Injury & Hit & Run	536	590
Impaired Driver <sup>7</sup>	133	135

<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

	2017	2018	% Variance
<b>Priority 1 Calls for Service</b>			
Number of Priority 1 Calls for Service*	1,387	1,275	-8.1
Median Response Time, Priority 1 Calls (minutes:seconds)	6:29	6:24	-1.3
<b>Use of Force</b>			
Number of Incidents	99	68	-31.3
Levels of Force Used	237	117	-50.6
<b>Public Complaints— Investigations</b>			
<b>Total Complaints by Type</b>	<b>31</b>	<b>20</b>	<b>-35.5</b>
Police Officer Conduct	23	17	-26.1
Service of the Police Service	3	3	0.0
Policies of the Police Service	0	0	—
<b>Public Complaints— Resolutions**</b>			
Withdrawn	6	5	-16.7
Unsubstantiated	7	6	-14.3
Customer Service Resolution	4	1	-75.0
Informal Resolution	0	0	--
Informal Discipline	0	0	--
Misconduct Hearing	0	0	--
Not Proceeded with, section 60 PSA	0	6	--
Retained by OIPRD	2	0	-100.0
Outsourced to Other Police Service	5	0	-100.0
Ongoing	5	2	-60.0
OCCPS/OIPRD Appeals	2	0	-100.0
<b>Drug Enforcement</b>			
Value of Drugs Seized	\$749,506	not available	—
Cash Seized	\$45,990	\$91,973	100.0
<b>Joint Forces Operations and Internal Task Forces***</b>			
Projects Resulting in Charges	3	1	-66.7
<b>Freedom of Information (FOI) Requests</b>	463	414	-10.6
<b>Data Services</b>			
<b>Number of Record Checks</b>	<b>8,967</b>	<b>8,958</b>	<b>-0.1</b>
Employment Clearance	4,858	3,269	-32.7
Volunteer Clearance	4,109	5,689	38.5

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.

## Street Checks (i.e., Regulated Interactions)

Type of Interaction	Number
Attempted collections	5
Attempted collections where identifying information was collected	5
Individuals from whom identifying information was collected	5
Individuals not advised of right that they are "not required to provide identifying information to the officer" and/or reason "why the officer is attempting to collect identifying information about the individual" as it:	
might compromise the safety of an individual	
would likely compromise an ongoing police investigation	1
might allow a confidential informant to be identified	
might disclose the identity of a person contrary to law, including the YCJA*	
Individuals not given a Document of Interaction (DOI) because the individual did not indicate that they wanted it	4
Instances where a DOI was not offered or given as it:	
might compromise the safety of an individual	
might delay the officer from responding to another matter that should be responded to immediately	1
Attempted collections from individuals who are perceived by an officer to be:	
male	5
female	0
unknown	0
Attempted collections from individuals who are perceived by an officer to be:	
0-17	0
18-29	0
30-49	3
50-69	2
70 or older	0
unknown	0

Type of Interaction	Number
Attempted collections from individuals who are perceived to be:	
Black	0
South Asian	0
Chinese	0
Filipino	0
Latin American	0
Arab	0
Southeast Asian	0
West Asian	0
Korean	0
Japanese	0
Visible Minority, Not Included	0
Multiple Visible Minorities	0
White	5
Aboriginal	0
unknown	0
Attempted collections from neighbourhoods:	
One	5
Two	0
Three	0
Four	0
Determinations made by the Chief of Police that the information entered into the database:	
complied with limitations on collection set out in the <i>Collection of Identifying Information in Certain Circumstances</i> regulation	
complied with limitations on the collection of information; duties to inform of rights and reasons for collecting, with exceptions; document for individual – receipt, with exceptions, as per statistical review	n/a**
Individuals of the Service permitted to access identifying information to which access must be restricted	0
*Youth Criminal Justice Act	
**Too few entries into the database to conduct a statistical examination; review of each interaction was completed	

Statement from Chief re: proportionality of attempted collections in Guelph: "Due to the very small sample size of attempted collections, the data are not statistically reliable for identifying trends regarding the proportionality of attempted collections in our community."

## Summary of the 2016-18 Guelph Police Service Strategic Business Plan

Performance Measure Status	Green	Yellow	Red	Total
1. Campaign for an improved local mental health and addictions response.	5	0	1	6
2. Implement proactive approaches to address violent crime.	4	1	0	5
3. Develop and implement a strategy focusing on property and drug-related crime.	9	4	0	13
4. Promote and enhance road safety in partnership with the public and community agencies.	3	0	0	3
5. Support victims of crime and tragic circumstance by engaging community partners.	3	0	0	3
6. Mutually engage with youth in Guelph's communities.	4	1	0	5
7. Champion our community and our members.	10	0	0	10
8. Research and implement optimal staffing practices for the Guelph Police Service.	14	5	0	19
9. Utilize business intelligence tools to make evidence-based decisions.	4	2	0	6
10. Ensure fiscal responsibility while supporting community safety and the needs of our members.	5	0	0	5
11. Successfully complete the renovation and expansion of the Guelph Police Service headquarters building.	6	2	1	9
Information Technology Plan	9	1	0	10
<b>Total</b>	<b>76</b>	<b>16</b>	<b>2</b>	<b>94</b>
	<b>80.9%</b>	<b>17.0%</b>	<b>2.1%</b>	<b>100%</b>
<b>July 2018 Status</b>	<b>80.9%</b>	<b>18.1%</b>	<b>1.0%</b>	<b>100%</b>



**Green**

Objective is progressing on schedule.

**Yellow**

Progress on the objective is stalled.

**Red**

Progress is not being made on the objective.







# Human Resource and Finance Indicators and Highlights

Human Resources	2017	2018
Population, City of Guelph	135,474	138,183
Authorized Personnel (FTEs)	292.17	296.17
Actual Personnel (FTEs)	284.17	296.92
Authorized Police Officers (FTEs)	198.5	202.5
Police Officer: Population Ratio (Actual constables, sergeants and staff sergeants)*	1:726	1:703
Authorized Constables	157.5	161.5
Actual Constables	152.5	161.5
*Previous calculations of this figure used the total authorized complement; changed to more accurately reflect the number of current officers on the road.		

<b>Overtime (hours)</b>	<b>37,902</b>	<b>40,343</b>
Overtime per Member (hours)	133.4	135.9
<b>Overtime Paid (hours)</b>	<b>24,242</b>	<b>28,107</b>
Overtime Paid (%)	64	70
<b>Cost of Overtime Paid (\$)</b>	<b>\$1,130,436</b>	<b>\$1,313,218</b>

<b>Sick Time (hours)</b>	<b>16,713</b>	<b>15,975</b>
Sick Time per Member (FTEs) (hours)	58.8	53.8
<b>Injured on Duty (hours)</b>	<b>12,809</b>	<b>12,247</b>
Injured on Duty per Member (FTEs) (hours)	45.1	41.2
Members off work due to illness or injury	17	16

Selected Cost Recovery	2017	2018
Alarm Fees	\$107,966	\$110,777
Police Record Check Fees	\$219,934	\$298,331

Financial and Material Resources	2017	2018
<b>Net Approved Budget</b>	<b>\$39,051,200</b>	<b>\$40,301,300</b>
Net Operating Expenditures	\$38,754,641	\$40,280,539
Policing Cost per Capita	\$286	\$292

Authorized and Actual Personnel	2017		2018		% Variance (Authorized)	% Variance (Actual)
	Authorized	Actual	Authorized	Actual		
<b>Police Complement – Total</b>	<b>198.5</b>	<b>193.5</b>	<b>202.5</b>	<b>204.5</b>	<b>2.0</b>	<b>5.7</b>
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	5	5	6	0.0	20.0
Staff Sergeants	9	9	9	9	0.0	0.0
Sergeants	25	25	25	26	0.0	4.0
Constables	157.5	152.5	161.5	161.5	2.5	5.9
<b>Civilian Complement – Total</b>	<b>93.67</b>	<b>90.67</b>	<b>93.67</b>	<b>92.42</b>	<b>0.0</b>	<b>1.9</b>
Senior Leadership/ Administration	10	10	10	10	0.0	0.0
Special Constables - Courts	12.7	12.7	13.7	13.7	7.9	7.9
Maintenance	4.77	4.77	4.77	4.77	0.0	0.0
Administration	66.2	63.2	65.2	63.95	-1.5	1.2
<b>TOTAL (FTEs)</b>	<b>292.17</b>	<b>284.17</b>	<b>296.17</b>	<b>296.92</b>	<b>1.4</b>	<b>4.5</b>

# Personnel Complement

## PERMANENT EMPLOYEES AS OF DECEMBER 31, 2018

	Police		Civilian		Full Time	Part Time/ Job Share
	Male	Female	Male	Female		
<b>Chief of Police</b>	<b>1</b>				<b>1</b>	
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	
<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
Crime Analyst				1	1	
Neighbourhood Teams Staff Sergeant	4				4	
Neighbourhood Teams Sergeant	10	2			12	
Neighbourhood Teams Constable	56	20			76	
Neighbourhood Teams Special Constable			2	2	4	
Community Mobilization Sergeant	1				1	
High Enforcement Action Team Constable	3				3	
Community Resource Officer (Constable)	3				3	
<b>Neighbourhood Services – Field Support Inspector</b>		<b>1</b>			<b>1</b>	
Tactics and Rescue Sergeant	2				2	
Tactics and Rescue Constable	11				11	
Canine Constable	2				2	
Traffic and School Safety Sergeant	1				1	
Traffic Constable	6	2			8	
School Safety Constable	1	1			1	1
Youth and Crime Prevention Sergeant	1				1	
High School Resource Officer Constable	3	1			4	
Youth Detective Constable						
VIP Constable	1				1	
<b>Investigative Services Inspector</b>	<b>1</b>				<b>1</b>	
Investigative Services Clerk				1	1	
Investigative Services Staff Sergeant	2				2	
Serious Crime Sergeant	1				1	
Serious Crime Constable	5	1			6	
Sexual Assault and Child Abuse Sergeant		1			1	
Sexual Assault and Child Abuse Constable	1	3			4	
Internet Child Exploitation Constable	2				2	
General Investigations and Special Projects Sergeant		1			1	
General Investigations and Special Projects Constable	3				3	
Fraud Constable	2	1			3	



	Police		Civilian		Full Time	Part Time/ Job Share
	Male	Female	Male	Female		
Domestic Violence High Risk 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	
<b>Administrative Support Services Inspector</b>	<b>1</b>				<b>1</b>	
Data Services Manager; Supervisor				2	2	
Quality Assurance Coordinator				1	1	
Case File Coordinator				1	1	
Information Processor – Platoons			2	8	10	
Information Processor – Day Shift				4	4	
Information Processor – Courts				2	2	
Customer Service Clerk				2	1	1
Communications Staff Sergeant	1				1	
Communications Trainer/Auditor				1	1	
Communications Supervisor				4	4	
Communicator			2	19	18	3
Court Services Staff Sergeant	1				1	
Court Services Constable	1	1			2	
Court Security Special Constable			8	6	12	2



## Human Resource and Finance Indicators and Highlights



	Police		Civilian		Full Time	Part Time/ Job Share
	Male	Female	Male	Female		
Summons/Warrant Special Constable				1	1	
Found and Seized Property Constable	2				2	
Facilities Manager			1		1	
Custodian			5		3	2
Human Resources Manager				1	1	
Human Resources Advisor				1	1	
Payroll Clerk				1	1	
Professional Development and Recruiting Staff Sergeant	1				1	
Professional Development and Recruiting Sergeant		1			1	
Training Officer (Constable)	2				2	
Financial Services Manager				2	1	1
Financial Analyst; Financial Services Administrative Assistant				1	1	
Materials Management Purchaser				2	2	
Fleet Manager			1		1	
Information Services Manager			1		1	
Information Services Technician			2		2	
Business Analyst				1	1	
Application Support Analyst			1		1	
Forensic Video Analyst		1			1	
Headquarters Renovation and Expansion (Seconded)	1				1	
TOTALS	145	49	27	70	279	12
TOTAL SWORN/TOTAL CIVILIAN	194		97			
TOTAL PERMANENT EMPLOYEES	291					

Source: Guelph Police Service Human Resource Services

# Human Resources Highlights

## Member and Community Awards

### Member of the Year

Constable Gregory Mitchell

### Award for Excellence in Community Service

Detective Constable Gregory Kaut

### Award for Excellence in Criminal Investigation

Project Ginny:

Detective Sergeant David Begin

Detective Constable Scott Biser

Detective Constable Stephen Gawlik

Detective Constable Kevin Kerfoot

Detective Constable Earl Layne

Detective Constable Jay Martin

Detective Constable Cheryl McMichan

Detective Sergeant Michael Tovell

Detective Constable Scott Wright

### Award for Excellence in Criminal Investigation

Project Mimi:

Constable Scott Charlton

Staff Sergeant David Doxey

Sergeant Raymond Gordon

Sergeant Jason Guardiero

Detective Sergeant Brandy Henderson

Sergeant Julie Meier

Constable Patricia Pronovost

Staff Sergeant Tina Ryan

Constable Richard Towlson

Detective Constable Brian Welsh

### Award for Excellence in Innovation/Environmental Stewardship

Constable Lisa Benedetti

Joanne Bunnaman

Jonathan Green

David Henry

Eric Jeeboo

### Award for Excellence in Mental Health

Staff Sergeant David Doxey

### Award for Excellence in Support Services

Katherine Darrah

Shelley Gill

Erin Smith

### Award for Excellence in Traffic Safety Initiatives

Constable Sherry Pettapiece

### Chief's Commendation for Policing Excellence

Special Constable Alexandria Johnston

Constable Allison Bell-Davies

Constable Brandon Kohler (2)

Constable Steven Ladouceur

Constable Alexander Mugford

Special Constable Natasha Brown

Sergeant David Caron

Constable Mary-Ellen Jones

Special Constable Michael Puckett

Cadet Kent Schneider

Special Constable Adam Spadafora

Special Constable Lysandra Turner

Constable Derek Vanden Enden

Special Constable Amanda Chalmers

Constable Matthew Ball

Constable Scott Bangay

Constable Kevin McBride

### Citizen Award

Locque Driscoll

Andrew Pearce

Dana Nuttley

Melissa Pound

Sebastien Brugma

### Community Partner Award

Bob's Towing

Guelph Soccer Club  
(Sara Orrell and Rupesh Pandey)

### Media Award

Matt Carty

## Human Resource and Finance Indicators and Highlights

### Length of Service Awards

#### 40 Years of Service

Christina Auliffe  
Inspector Howard McGarr\*\*

#### 35 Years of Service

Chief Jeffrey DeRuyter  
Paulette Korga

#### 30 Years of Service

Susan Brine  
Sergeant Manfred Hoyer\*\*  
Sergeant Kenneth Rodd\*  
Detective Constable  
Brian Welsh\*\*  
Inspector Catherine Welsh\*\*

#### 20 Years of Service

Sergeant Michel Alarie  
Juanita Allsop  
Sergeant Benjamin Bair\*\*  
Sergeant David Caron\*  
Brenda German  
Detective Constable Earl Layne\*\*  
Michelle Lohead  
Constable James McMichan

#### 15 Years of Service

Detective Sergeant Carrie Gale  
Constable Mark O'Connell  
Denise Robertson

#### 10 Years of Service

Constable David Anderson  
Constable Joshua Beecraft  
Detective Constable  
Brendan Campbell  
Radenka Damjanovic  
Detective Constable Jaclyn Egger  
Constable Andrew Francone  
Constable David Gamsby  
Detective Constable  
Kimberly Gould  
Detective Constable Trevor Hern  
Special Constable Tim Jotham  
Constable Gregory MacArthur  
Jaclyn Millson  
Constable Michael Nixon  
Erin Smith  
Constable Todd Weinstein

\*Police Exemplary Service Medal/Bar and GPS Service Award

\*\*Police Exemplary Service Medal/Bar

### Retirements

Special Constable Mike Boire  
Susan Brine  
Constable Robin Clark (2017)  
Jacqueline Dennis

Susan Kelso  
Inspector Garry Male  
Inspector David Pringle  
Sergeant Kenneth Rodd

Constable Theresa Rynn  
Sandra Varga





**Guelph Police Service**



15 Wyndham Street South, Guelph, Ontario N1H 4C6



Phone: 519-824-1212 • Fax: 519-763-0516 • TTY: 519-824-1466

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

