



Guelph Police Service

***Annual Report
2020***



TABLE OF CONTENTS:

Our Values.....	4
Organizational Structure.....	5
Letter from the Board Chair.....	6
Letter from the Chief of Police.....	7
Policing in the Guelph Community.....	8
Overview of Offences.....	10
Traffic Offences and Motor Vehicle Collisions.....	12
Cyber and Hate Crime.....	13
Street Checks.....	14
Operational Highlights.....	15
K-9 Unit Highlights.....	16
Human Resources and Financial Highlights.....	17
Retirements.....	17
Guelph Police Service Hybrid Cruisers.....	18
Impact Update.....	18
Top Social Media posts.....	19
Social Media Updates.....	20



Our Values

Pride:

In ourselves, our work and our community

Service:

With compassion and accountability

Trust:

Shared through integrity and mutual respect

Our Vision

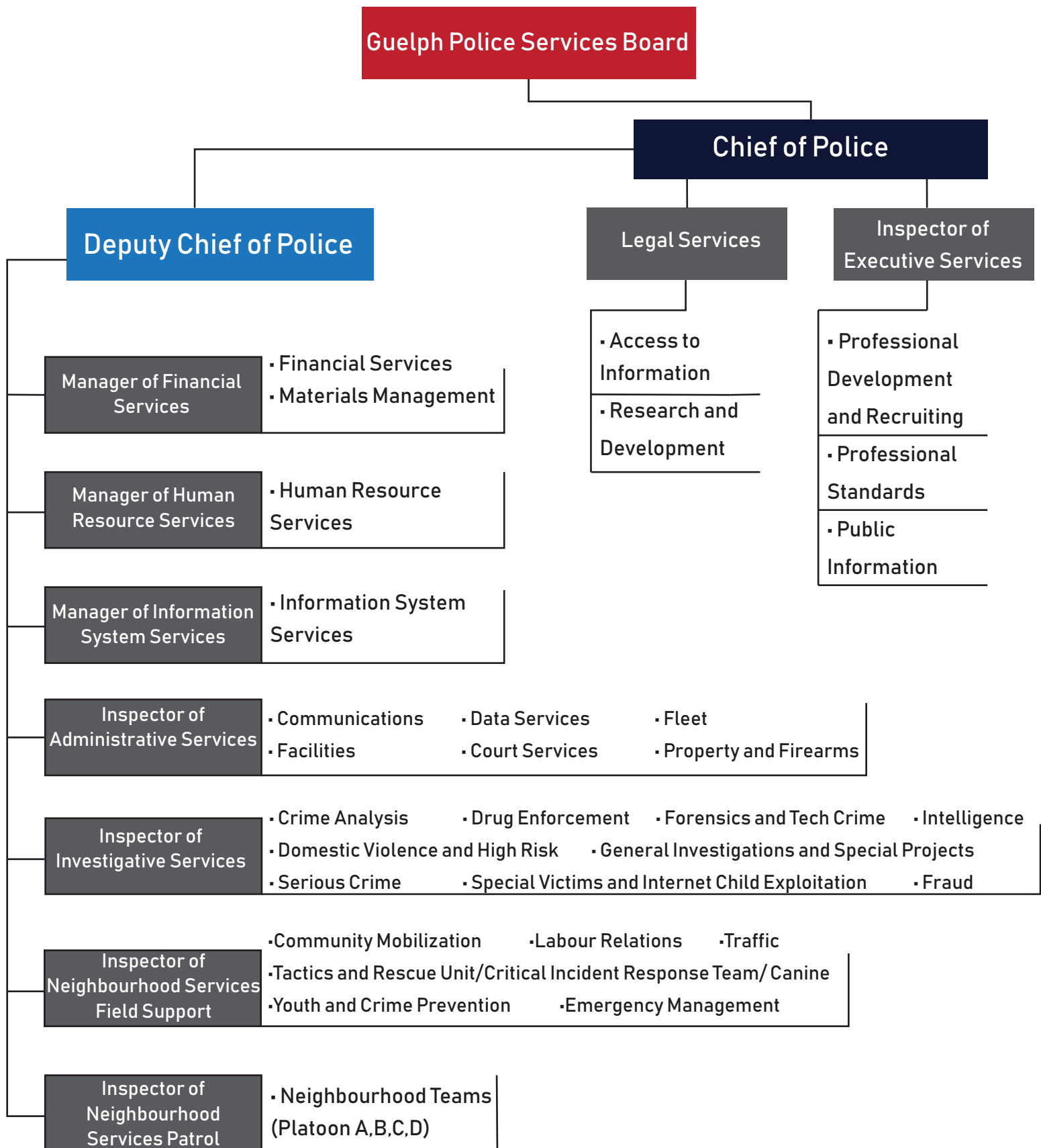
To contribute to the positive growth and development of our members and our community by providing leadership and innovative policing that is effective, efficient, economical and environmentally responsible.



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.

Organizational Structure



LETTER FROM THE BOARD CHAIR

On behalf of the Guelph Police Services Board, it is my pleasure to present the 2020 GPS Annual Report. For police boards and police services, this unprecedented year has highlighted the importance of building strong partnerships with all levels of government, the business community, health and education systems, social services agencies and community stakeholders to successfully navigate current and future challenges.

One of the Board's key responsibilities is the provision of adequate and effective policing for the City. The three-year Strategic Plan, "Moving Forward Together", was developed in 2019 through a year-long collaboration between internal Service and external Community stakeholders. Given the challenges and limitations imposed on such collaboration by the COVID-19 pandemic, the Board extended the current Strategic Plan through 2023 with an unwavering commitment to the continuance of the effective use of our resources to provide excellent service to the community.

Recognizing that mental illness and addictions can, through crimes, negatively impact affected individuals as well as our community, 2020 saw 5 CMHA workers available to attend mental health calls with our officers as part of our IMPACT (Integrated Mobile Police and Crisis) Team. In 2020, the Board, in conjunction with CMHA, began actively communicating with governmental representatives to seek funding to increase IMPACT coverage to 24/7 given the positive outcomes realized from the program.

Critical to community collaboration in 2020 was the implementation of an action plan to engage members of our diverse community with a view to



better understanding prejudice, racism and bias. A Diversity, Equity and Inclusion Committee was formed by the Service and many initiatives have been developed, including diversity training for all members, guest speaker events and joint community initiatives.

In 2020, when Deputy Chief Paul Martin retired after 36 years of distinguished service, the Board assumed the work of recruiting and selecting a new Deputy Chief, Darryl Goetz who joined our Service in July.

I would like to thank Chief Gord Cobey and all members of the Guelph Police Service for their ongoing dedication to public safety in our community. I also extend my thanks to my colleagues, Mayor Cam Guthrie, Councillor Christine Billings, Rod Curran and Peter McSherry for their commitment to governance. Finally, I would like to thank you, members of our community, for taking time to review the 2020 Annual Report and for working together with us to keep our community safe.

The Guelph Police Service will continue to strive to be an example of real change in the world of policing.

Bob Carter, Chair
Guelph Police Services Board

LETTER FROM THE CHIEF OF POLICE

2020 was truly a year to remember. Navigating the COVID-19 public health crisis demonstrated the resilience and interconnectedness of our community. Incidents in the United States and Canada served to galvanize our collective resolve, as a Community and a Country to work together in order to better understand and eliminate all forms of bias, prejudice and racism.

Working alongside many community partners, our members responded to thousands of calls for service in order to protect the health and safety of our citizens. 2020 was the second year of our Service's current Strategic Plan. We continued to make excellent progress advancing initiatives in support of our six strategic priorities.

To facilitate greater interaction with our community members, our Service introduced a new web-based process to request police officer participation at community events. In addition, both our Community Policing and our Diversity, Equity and Inclusion Committees continued to build upon existing relationships by developing new programs and initiatives to better serve and represent our diverse and thriving Community.

Community Wellness and Organizational Health and Service Effectiveness continued to be important areas of focus. 2020 saw the introduction of an updated HealthIM application designed to improve on-scene support for community members. Those in need now have improved opportunities to connect with the health supports provided by our many community partners. In addition, our new Wellness Coordinator began the important work of developing and improving wellness supports for our members.

A number of Road Safety improvement projects were carried out including RIDE checks, safe return to school and noise pollution reduction initiatives. As members of the Wellington Guelph Drug Strategy we continued to work closely with many community partners. In addition, a number of investigations in 2020 led to increased fentanyl and firearm seizures. A safety guide was also designed to help educate and support residential and commercial property owners.

Our Downtown Resource Officer program was successfully launched in 2020. Our members' regular presence in our downtown helped to strengthen existing relationships and develop new connections with those living, working and visiting our downtown community.

On behalf of our Service, I would like to sincerely thank the citizens of Guelph for your support during these most unprecedented times. Our members have been truly grateful for the many thoughtful messages recognizing their work and dedication over the last year. We look forward to the opportunity to meet and connect in person as we move through 2021 and beyond.

Gord Cobey
Chief of Police



Policing In The Guelph Community



Adopt-A-Family Program



Toy Drive for Hope House's Christmas Market



Food Bank Fundraiser



Recognizing Healthcare Workers With a Parade



Platoon C Frontline Members Donate Blood



Patrol Officers Celebrate a COVID-19 Style Birthday



PSD Jett Shows His Skills



Officer Helps Citizen in the Downtown Core



Officers Rescue Baby Ducks From Storm Drain Grate



Walking School Bus



She's Got Game Fundraiser 2020



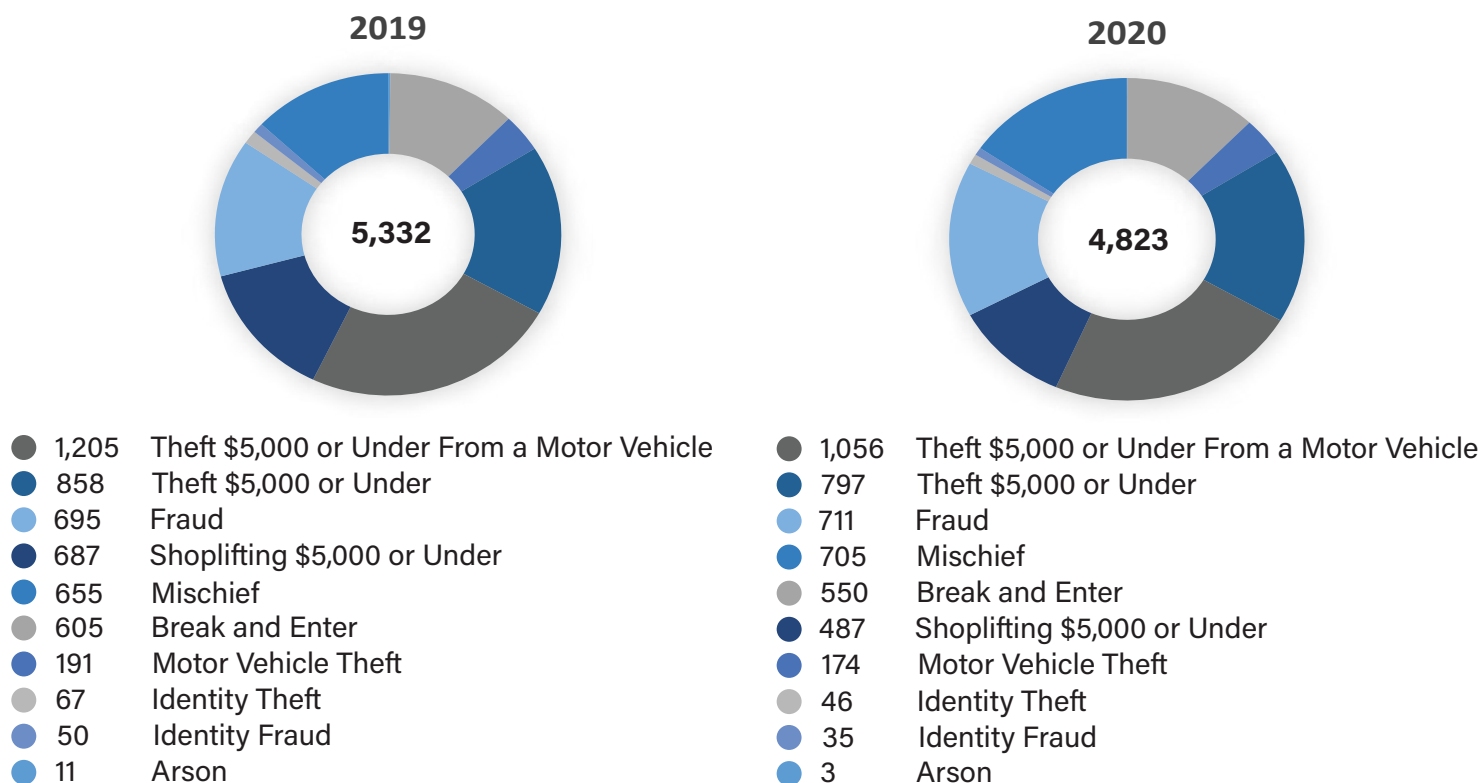
Kids Halloween Dance Contest

Overview of Offences

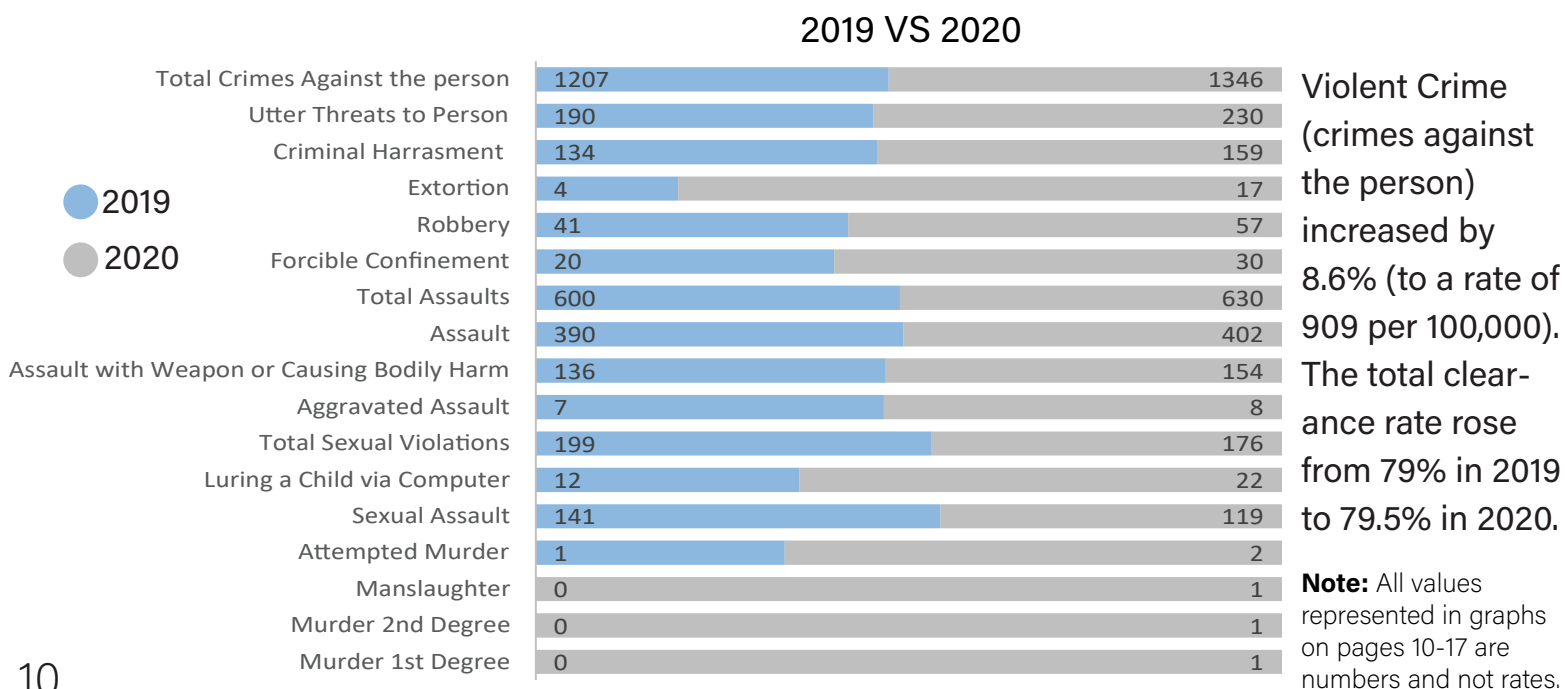
Crimes Against Property

Property Crime decreased in 2020 by 11.9% (to a rate of 3,258 per 100,000).

Break and Enters fell by 11.4%, Motor Vehicle Theft fell 11.3%, Theft Under \$5,000 fell by 9.5% and Theft Under \$5,000 from a Motor Vehicle fell by 14.6%. Mischief was one of the few property offences that saw an increase, by 4.8%. Total clearance rate decreased from 30.9% in 2019 to 28.8% in 2020.



Crimes Against the Person



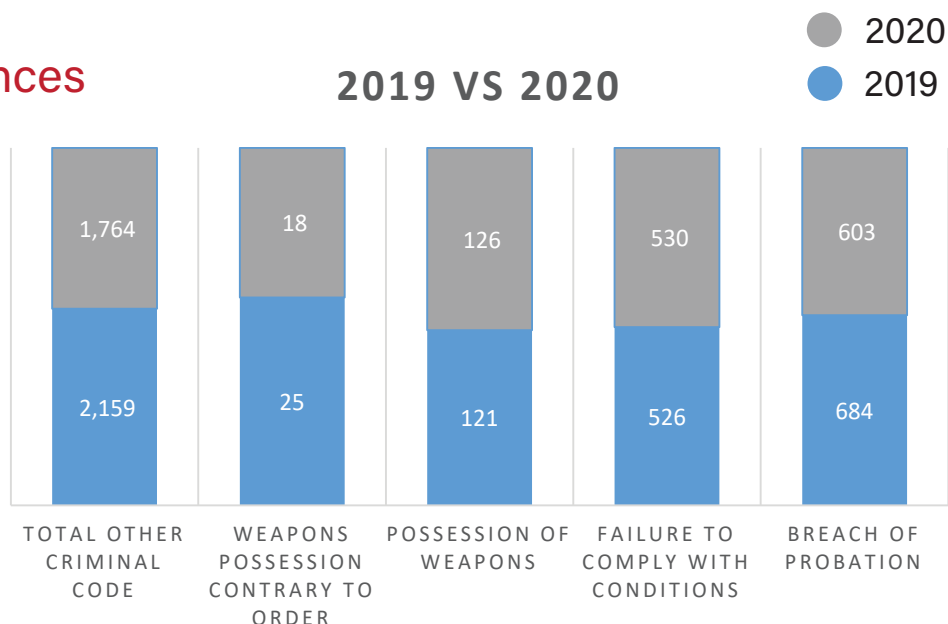
Controlled Substances, Cannabis, Youth Criminal Justice Act and Human Trafficking

	2019	2020	Clearance Rate	
			2019	2020
Controlled Drugs and Substances Act	256	230	100.4%	106.5%
Cannabis Act	24	24	91.7%	108.3%
Youth Criminal Justice Act	22	24	100%	100%
Human Trafficking	0	1	N/A	0%

Youth Criminal Justice Act offences rose by 6.3%. Controlled Drugs and Substances Act offences decreased by 12.5%. Cannabis Act offences decreased by 2.6%

Other Criminal Code Offences

Other Criminal Code Offences such as Weapons Possession Contrary to Orders; Failure to Comply with Conditions and Breach of Probation decreased by 20.4% (to a rate of 1,192 per 100,000). Total clearance rate decreased from 95.1% in 2019 to 94.2% in 2020.



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

The total crime rate* (excluding traffic crime) decreased in 2020 by 11.2% (to a rate of 5,358 per 100,000 population) as compared to 2019. The overall clearance rates** saw a decrease of 3% to 51.9%

*Crime rate

Crime rates are based on the number of incidents reported to police per 100,000 population. Rates are used to make comparisons over time and among geographic areas with different populations. The "crime rate" represents total Criminal Code incidents, excluding traffic incidents. It does not include other federal statutes such as drug offences.

**Clearance Rates

The clearance rate represents the proportion of criminal incidents solved by the police. Police can clear an incident by charge or by means other than the laying of a charge. For an incident to be cleared by charge, at least one accused must have been identified and either a charge has been laid, or recommended to be laid, against this individual in connection with the incident. For an incident to be cleared otherwise, an accused must be identified and there must be sufficient evidence to lay a charge in connection with the incident, but the accused is processed by other means for one of many reasons.

Traffic Offences and Motor Vehicle Collisions

Criminal Code Traffic Offences

	2019				2020				% Variance	
	Occurrences		Clearance		Occurrences		Clearance		Occurrence Rate*	Clearance Rate
	Number	Rate*	Number	Rate	Number	Rate*	Number	Rate		
Criminal Code Traffic Crime	242	167.8	244	100.8%	268	181.0	270	100.7%	7.9%	-0.1%
Dangerous Operation	34	23.6	36	105.9%	24	16.2	25	104.2%	-31.4%	-1.6%
Flight From Peace Officer	11	7.6	12	109.1%	15	10.1	15	100.0%	32.8%	-8.3%
Impaired Operation/Related Violations	136	94.3	133	97.8%	174	117.5	175	100.6%	24.6%	2.8%
Failure to Stop or Remain	16	11.1	18	112.5%	11	7.4	11	100.0%	-33.0%	-11.1%
Driving While Prohibited	45	31.2	45	100.0%	44	29.7	44	100.0%	-4.8%	0.0%

Not all crimes are shown. All crimes are accounted for in the totals
Source: Guelph Police Service Records Management System
**per 100,000 population*

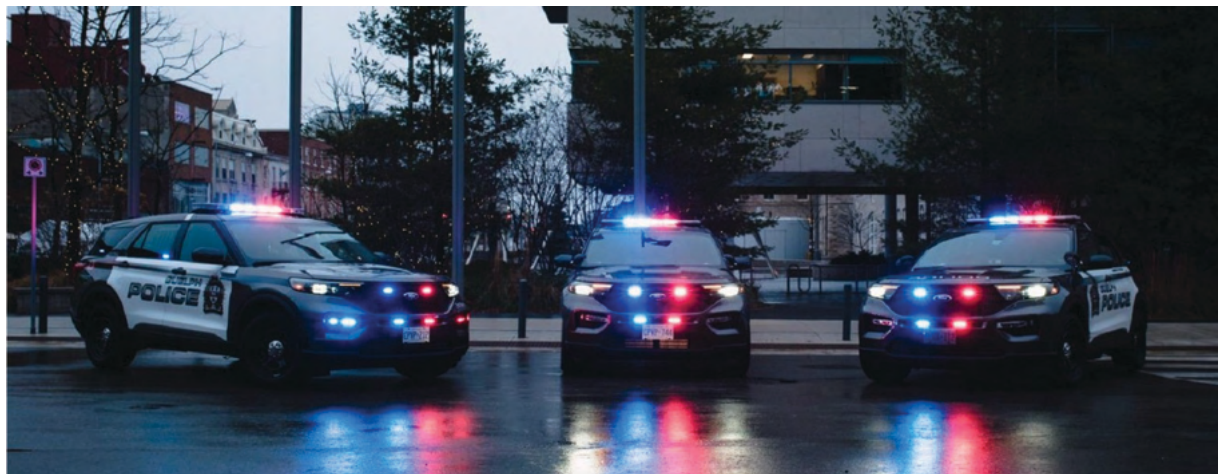
- Criminal Code traffic occurrences increased by 7.9% in 2020 (to a rate of 181 per 100,000 people).
- Impaired Operation was one of the main drivers in this increase, growing by 24.6%.

Motor Vehicle Collisions



2020 had fewer Motor Vehicle Collision fatalities, down to two from six in 2019. Personal Injury and Property Damage collisions were also both lower in 2020.

Check out our new hybrid cruisers on page 18



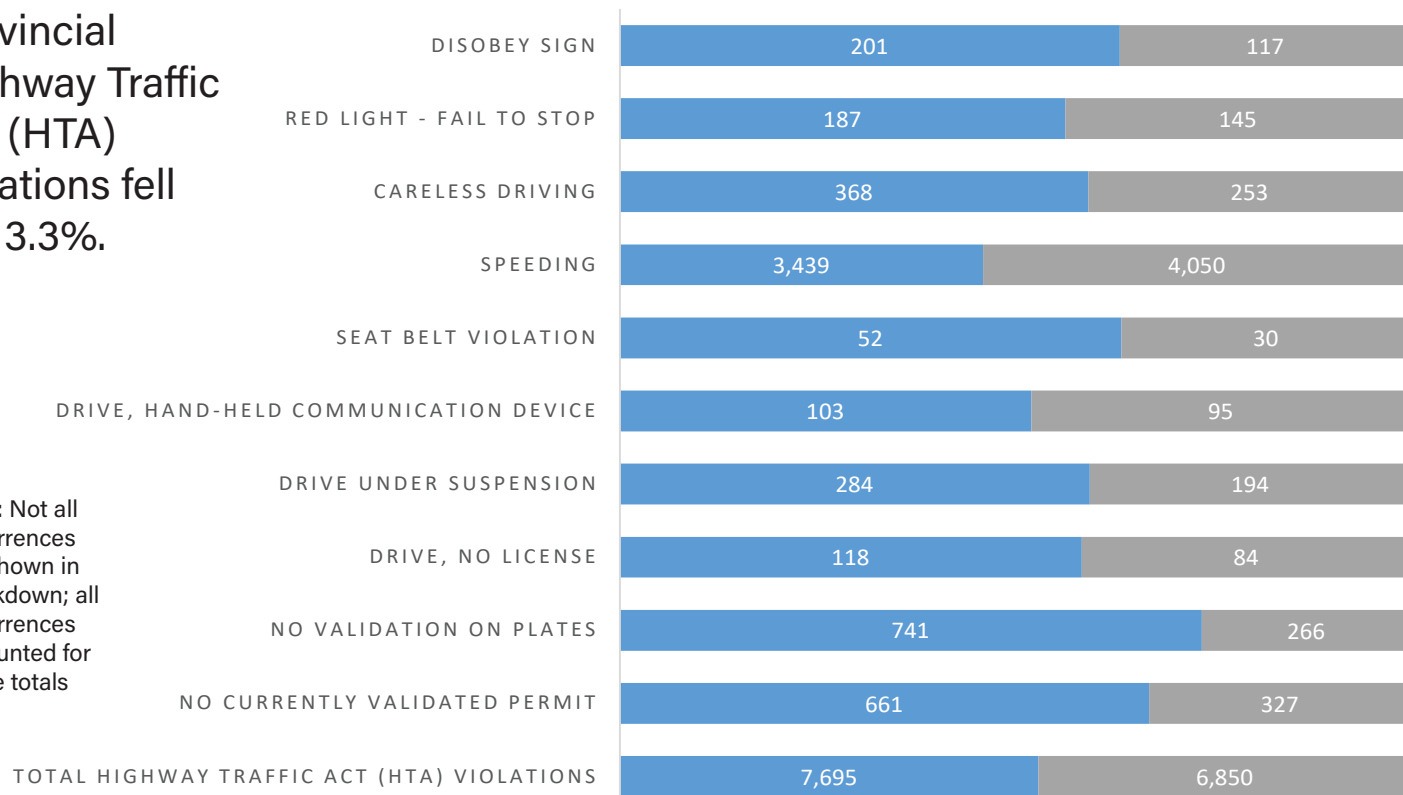
Highway Traffic Act Violations

Provincial Highway Traffic Act (HTA) violations fell by 13.3%.

2019 VS. 2020

● 2020
● 2019

Note: Not all occurrences are shown in breakdown; all occurrences accounted for in the totals



Cyber and Hate Crimes

	2019				2020				% Variance	
	Occurrences		Clearance		Occurrences		Clearance		Occurrence Rate*	Clearance Rate
	Number	Rate*	Number	Rate	Number	Rate*	Number	Rate		
Cyber Crime ¹	335	232.3	130	39%	471	318.2	217	46%	37.0%	18.7%
Hate Crime ²	10	6.9	0	0%	11	7.4	5	45%	7.1%	-

¹ 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.

² 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.

* per 100,000 population

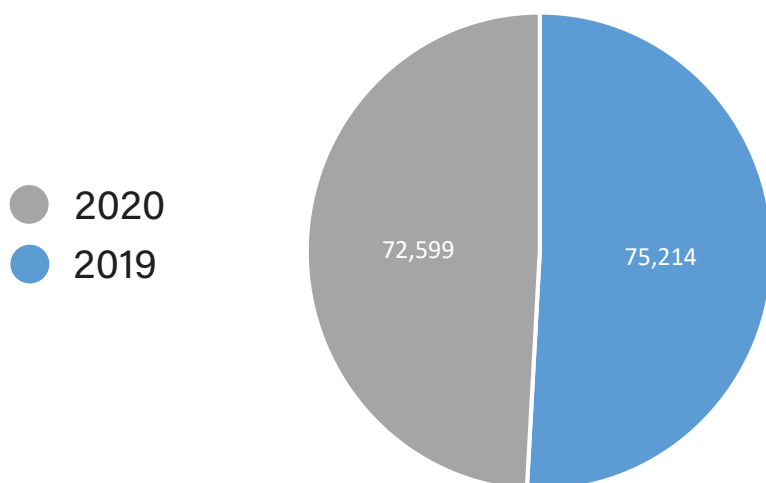
Cyber Crime increased by 37% in 2020, going up by 136 occurrences. Cyber Crime occurrences include Luring, Utter Threats, False Pretences, Internet Fraud, Harassing or Annoying Contact, Domestic Violence, and Child Pornography. Hate Crimes increased by one occurrence between 2019 and 2020, from 10 to 11.

Street Checks

Street Checks (i.e., Regulated Interactions)	
Attempted collections	2
Attempted collections where identifying information was collected	2
Individuals from whom identifying information was collected	2
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	
might allow a confidential informant to be identified	
might disclose the identity of a person contrary to law, including the YCJA *	
Individuals not given an Document of Interaction (DOI) because the individual did not indicate that they wanted it	1
Instances where a DOI was not offered or given as it:	
might compromise the safety of an individual	1
might delay the officer from responding to another matter that should be responded to immediately	
Attempted collections from individuals who are perceived by an officer to be:	
male	1
female	1
unknown	
Attempted collections from individuals who are perceived by an officer to be:	
0-17	
18-29	
30-49	1
50-69	1
70 or older	
unknown	
Attempted collections from individuals who are perceived to be:	
Black, Aboriginal, Unknown, Multiple Visible Minorities, Visible Minority, Not Included	
Filipino, Latin American, Southeast Asian, West Asian, Korean, Japanese, Arab, South Asian, Chinese	
White	2
Attempted collections from neighbourhoods:	
One	1
Two	1
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	2
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	**
Individuals of the Service permitted to access identifying information to which access must be restricted	0
Chief of Police statement on the proportionality of regulated interactions 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."	
*Youth Criminal Justice Act	
**too few entries into the database to conduct a statistical examination; review of each interaction was completed	

Operational Highlights

Total Calls For Service



Busiest Month of the Year:

2019 - September

2020 - July

Busiest Day of the Week:

2019 - Friday

2020 - Friday

Top 5 Calls For Service:

#1

Compassionate
to Locate
(3,563)

#2

Bylaw
Complaint
(2,982)

#3

Suspicious
Person
(2,867)

#4

Unwanted
Person
(2,101)

#5

Administrative/
Routine Detail
(1,959)

Service Activity and Quality Indicators

	2019	2020
Public Complaints - Investigations		
Total Complaints by Type	30	44
Police Officer Conduct	26	40
Service of the Police Service	3	2
Policies of the Police Service	1	2
Public Complaints - Resolutions*		
Withdrawn	5	5
Unsubstantiated	10	11
Customer Service Resolution	0	1
Informal Resolution	0	0
Informal Discipline	1	0
Misconduct Hearing	0	0
Not Proceeded with 60 PSA	9	27
Retained by OIPRD	0	1
Outsourced to Other Police Service	0	0
OCCPS/OIPRD Appeals	2	2
Decision Upheld	2	2

	2019	2020
Use of Force		
Number of Incidents	86	50
Levels of Force Used	147	100
Joint Forces Operations and Internal Task Forces		
Projects Resulting in Charges	2	5
Freedom of Information (FOI) Requests Processed		
	496	420
Data Services		
Number of Record Checks	10,408	7,684
Volunteer Clearance	3,232	1,588
Non-Volunteer Clearance	7,176	6,096

Source: Units of the Guelph Police Service

*not all complaints within a year may have been resolved that year

K-9 Unit Highlights

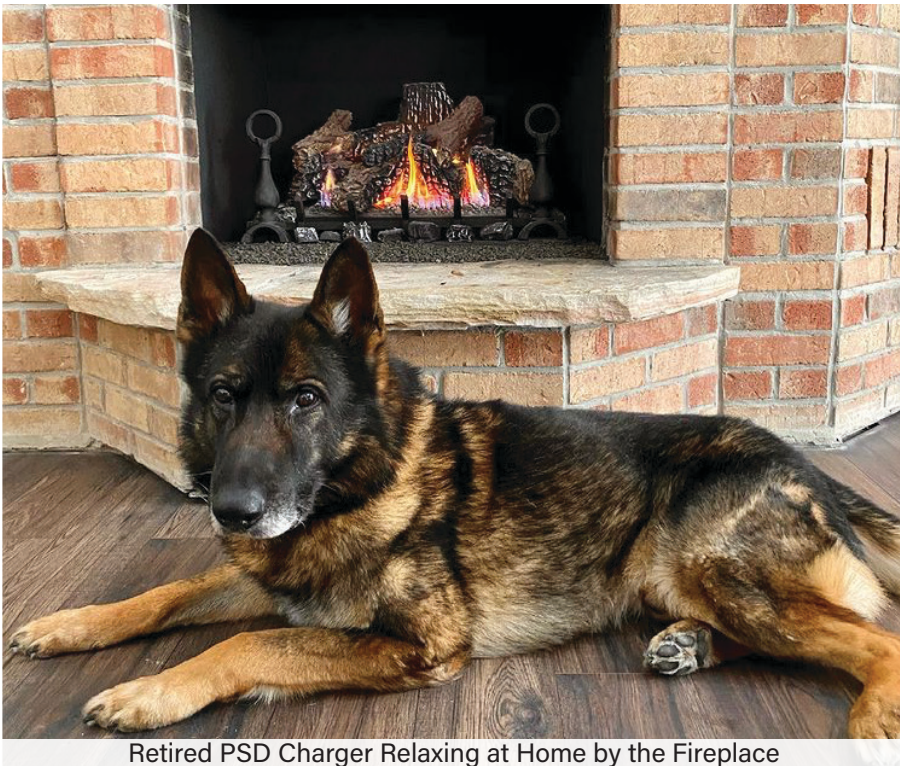
Total Calls*:	36
Stolen Vehicles:	5
Weapons	5
Break & Enters	5
Search Warrant	5
Damage to Property	1
Mental Health	8
Ground Searches	2
Robbery	1
Tracking-Non Criminal	1
Community Events	3



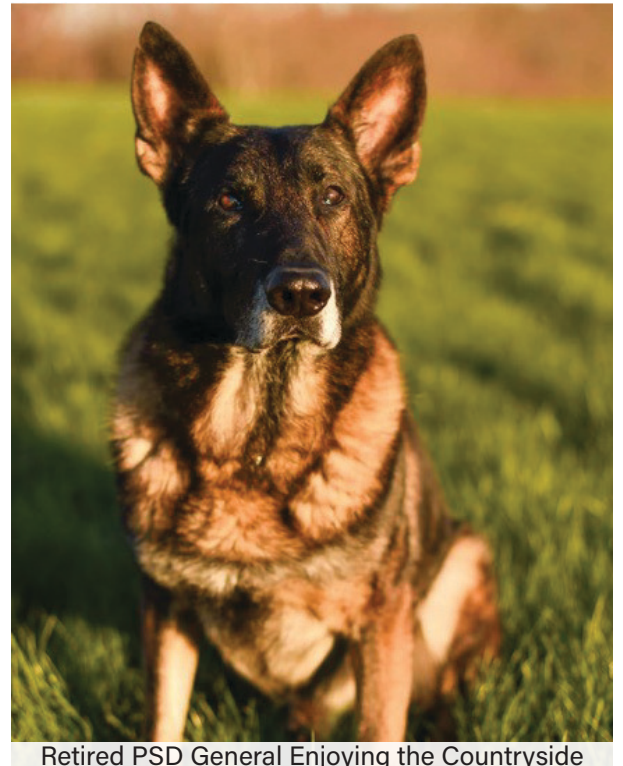
Cst. Neil Moulton with PSD Titan and Cst. Jay Hall with PSD Jett

*Police Service Dog (PSD) General retired in February of 2020 followed by PSD Charger in April of 2020. Our two new recruits PSD Titan and PSD Jett joined the K-9 Unit in August of 2020 after completing their training.

The use of specially trained dogs, when carrying out some police functions, can enhance officer safety and the effectiveness of police response. Canine services support police operations with building and area searches for missing persons, property and evidence, as well assisting with the apprehension of armed or fleeing suspects.



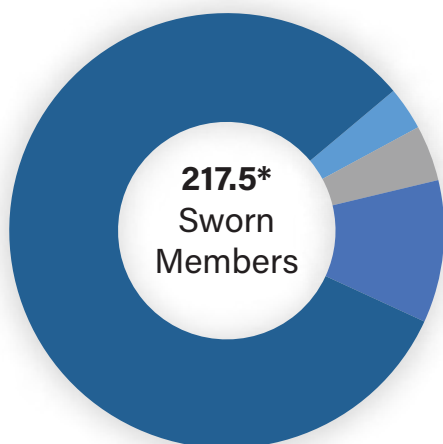
Retired PSD Charger Relaxing at Home by the Fireplace



Retired PSD General Enjoying the Countryside

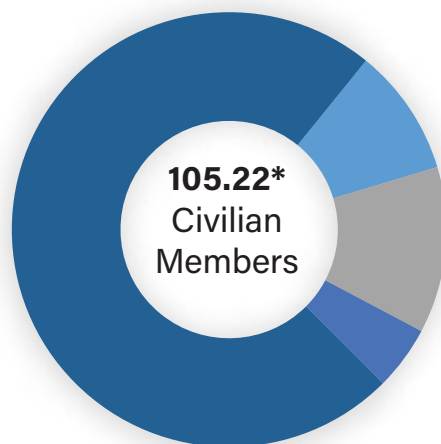
Human Resources and Finance Highlights

Sworn Members 2020



- 7 SLT (Chief, Deputy Chief, & Inspectors)
- 9 Staff Sergeants
- 23 Sergeants
- 178.5 Constables

Civilian Members 2020



*Full Time Equivalents

- 10 Senior Leadership/Administration
- 13 Special Constables - Courts
- 4.77 Maintenance
- 77.45 Administrative Support

Financial Indicators

Human Resources	2019	2020
Population, City of Guelph	144200	148036
Authorized Personnel (FTEs)	302.17	332.67
Actual Personnel (FTEs)	307.22	322.72
Authorized Police Officers (FTEs)	205.5	222.5
Police Officer: Population Ratio (Actual constables, sergeants and staff sergeants)*	698	703
Authorized Constables	164.5	181.5
Actual Constables	171.5	178.5
Overtime (hours)	43,989	36,379
Overtime per Member (hours)	143.2	112.7
Overtime Paid (hours)	30,768	24,913
Overtime Paid (%)	70	68
Cost of Overtime Paid (\$)	\$1,409,901	\$1,181,685
Sick Time (hours)**	15,345	17,868
Sick Time per Member (FTEs) (hours)	49.9	55.4
Injured on Duty (hours)	13,958	14,619
Injured on Duty per Member (FTEs) (hours)	45.4	45.3
*Previous calculations of this figure used the total authorized complement; changed to more accurately reflect the number of current officers on the road		
**2020 sick time includes COVID related absenteeism		

Selected Cost Recovery	2019	2020
Alarm Fees	\$113,111	\$84,260
Police Record Check Fees	\$321,230	\$261,858

Financial and Material Resources	2019	2020
Net Approved Budget	\$42,019,900	\$45,641,500
Net Operating Expenditures	\$42,007,353	\$45,223,504
Policing Cost per Capita (Approved Budget)	\$291	\$308



Service Updates



Guelph Police Cruisers Becoming Green:

While the Guelph Police Service's new cruisers are grey and white in appearance, underneath they are all green.

During 2020, the service continued transitioning all of its marked police vehicles to hybrids following a commitment made in 2019 to have the marked fleet fully switched over within four years. To date, 13 gasoline vehicles have been converted to hybrids. Early results show a definite fuel savings and extended maintenance cycles and idling time has also been drastically reduced. The transition is expected to reduce emissions by 750,000 pounds of carbon dioxide per year by 2023.

Read more about our new hybrid cruisers in Blue Line magazine by scanning this QR code:



- Average Individuals Served: 242/Month

- Hours worked: 410 Hours/Month

- Average Requests For Service: 177/Month

- Average Live Calls With Police: 41/Month

Message From the Impact Team:

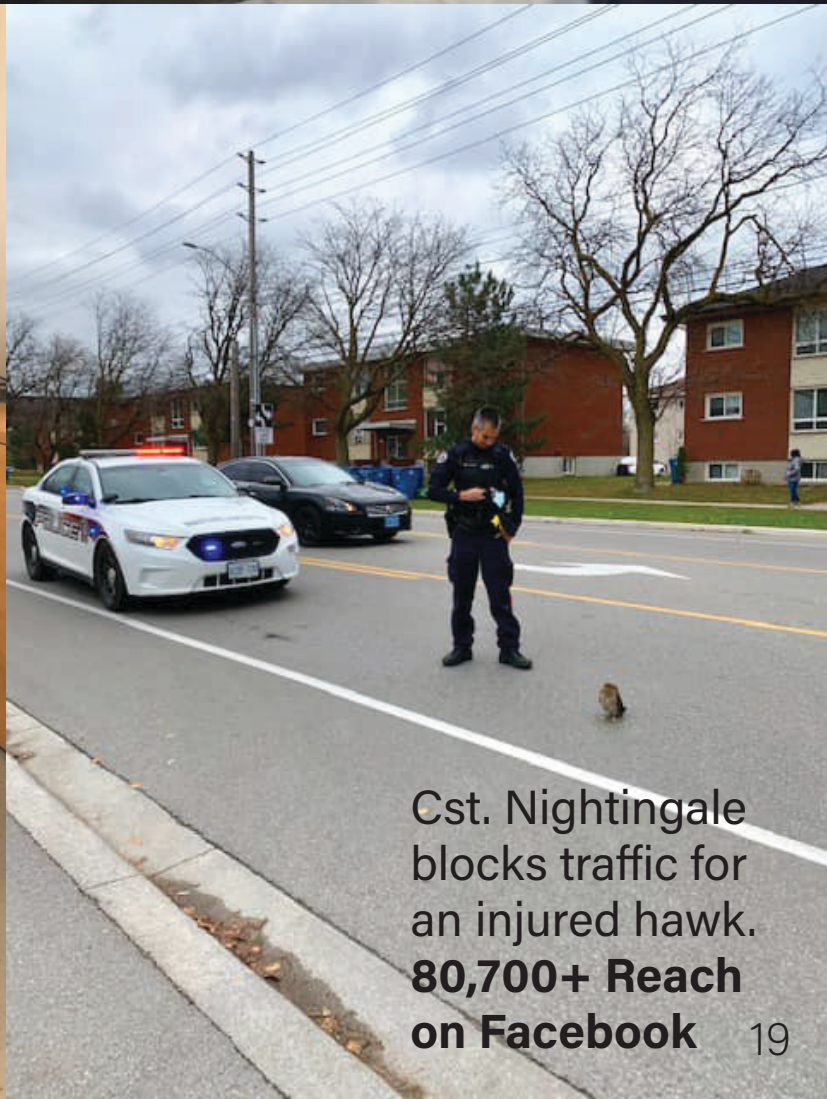
When persons with mental illness / addiction issues in the community are in crisis, neither the police nor the emergency mental health system alone can serve them effectively. That is why it is essential for our two systems to work closely together. Guelph Police officers, collaboratively with our 5 IMPACT team members, respond to calls for service where the right service, at the right time in the right place is provided for people who need it the most. Since inception, this partnership has reduced the number of intrusive apprehensions and unnecessary Emergency Room visits resulting in improved quality of life for members of the community. Our vision is to provide a system that allows all members of our community to thrive.

Top Social Media Posts in 2020



Officers rescue baby ducks from a storm drain grate.
1324 Likes on Instagram

Sergeant Crowe & Police Service Dog Charger.
23,100 Impressions on Twitter



Cst. Nightingale blocks traffic for an injured hawk.
80,700+ Reach on Facebook

Social Media Updates

Facebook

101

New Followers a
Month (Average)

695,603

Total Engagement
in 2020

4,407,646

Accounts
Reached in 2020

Instagram

30.6%

Followers are
age 25-34

294

Total
Posts

63,496

Total Likes
in 2020

Twitter

108

New Followers a
Month (Average)

821

Total
Tweets

4,080

Tweet
Impressions

Focus on Social Media Branding:

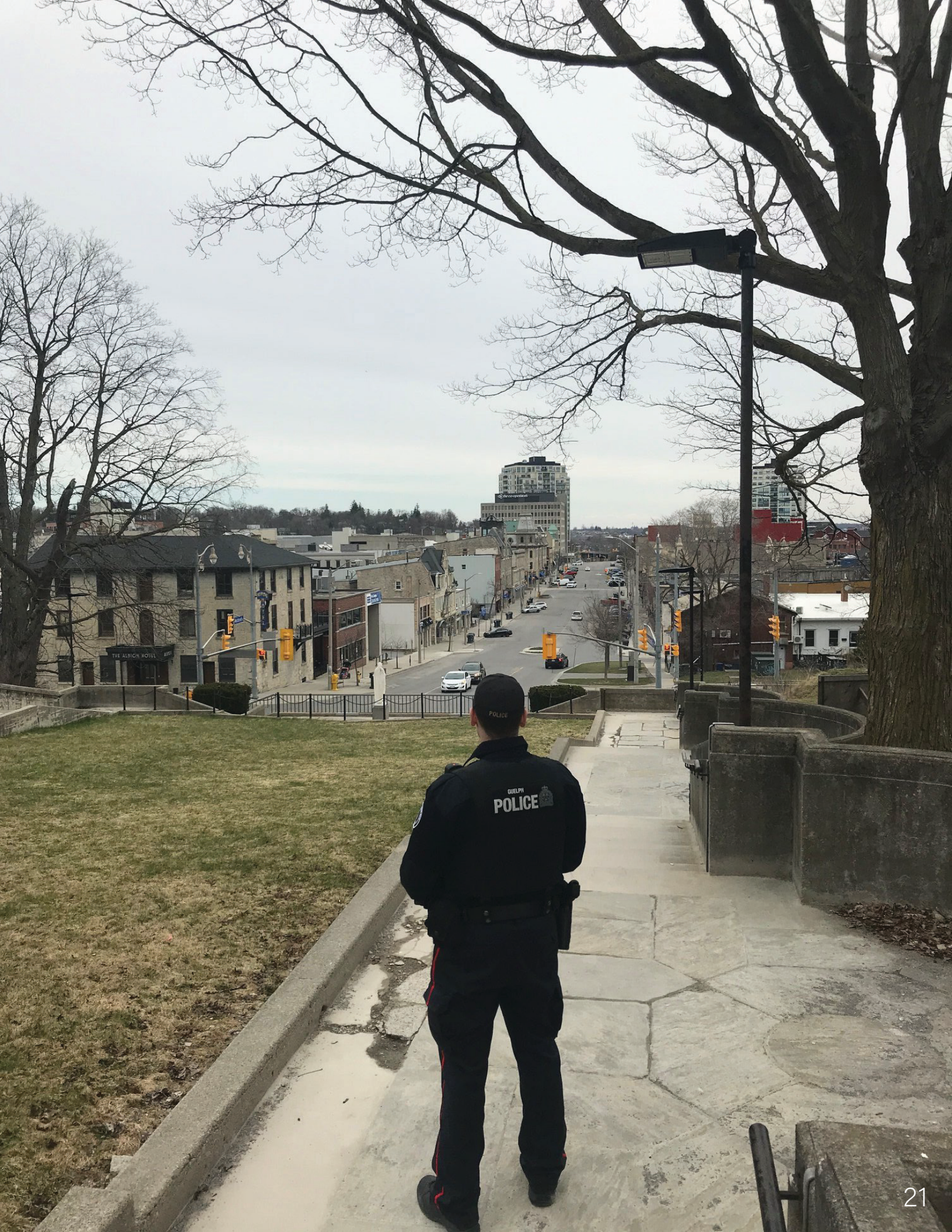
Starting at the end of 2020, the Guelph Police Service's social media platforms – including Twitter, Instagram and Facebook – have adopted a more consistent look, as seen to the right. The service makes a conscious effort to increase social media branding by implementing a uniform look, utilizing similar colours and design elements.



Guelph Police Kids Lockdown Challenge:

Starting on March 23rd 2020, the Guelph Police launched a 10 week challenge for kids to increase their creativity during Ontario's first lockdown.

The pictures to the left were some of the submissions for week 2 of the challenge. Each week saw many creative entries and gave kids a fun challenge to look forward to until lockdown was over.





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To keep up to date
visit our website:
guelphpolice.ca or
scan this QR code:

