



## Guelph Police Services Board

PO Box 31038, Willow West Postal Outlet, Guelph, Ontario N1H 8K1  
Telephone: (519) 824-1212 #7213 Email: [board@guelphpolice.ca](mailto:board@guelphpolice.ca)

### Open Meeting Agenda

**Thursday, September 15, 2022; 2:30 p.m.**

**Location: Electronic Meeting**

**[Click here to access meeting via YouTube](#)**

**Closed Session: 1:00 p.m.**

**Open Session: 2:30 p.m.**

- |     |   |             |
|-----|---|-------------|
| 1.0 | Welcome and Introductions   |             |
| 2.0 | Meeting Called to Order, Territorial Acknowledgment   |             |
| 3.0 | Declarations of Conflict or Pecuniary Interest under the Municipal Conflict of Interest Act | Information |
| 4.0 | Closed Session Resolutions (if any)   | Decision    |
| 5.0 | Presentations/Delegations   |             |
| 5.1 | Cst. Connor Vaivods – Downtown Resource Officer   |             |
| 5.2 | Introduction and Welcome to Mr. Devon Clunis  |             |
| 6.0 | Approval of the Open Meeting Minutes dated June 16, 2022                                    | Decision    |
| 7.0 | Approval of Agenda  | Decision    |

#### **PART 1 - CONSENT**

*Items on the Consent Agenda can be approved in one motion. Prior to the motion being voted on, a member of the Board may request that an item be moved to the Discussion Agenda.*

		Decision
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|-----|--|-------------|
| 7.1 | Headquarters Renovation & Expansion Report   | Information |
| 7.2 | Human Resources Report – Member Appointments | Decision    |
| 7.3 | Board Correspondence Report                  | Information |
| 7.4 | Professional Standards Second Quarter Report | Information |

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|-----|---|-------------|
| 7.5 | New Board Policy BD-02-009 – Electronic Monitoring Of Employees | Decision    |
| 7.6 | Guelph Downtown Substance Abuse and Enforcement Issues          | Information |
| 7.7 | Calls for Service Semi-Annual Report                            | Information |

**PART 2 – DISCUSSION**

- |     |  |             |
|-----|--|-------------|
| 7.8 | Chief’s Monthly Report   | Information |
| 7.9 | New Business   |             |
| 8.0 | Information Items  |             |
|     | <ul style="list-style-type: none"><li>• Next Open Meeting: Thursday, October 20, 2022 via Teams meeting, Livestreamed on YouTube</li></ul> |             |
| 9.0 | Adjournment  | Decision    |



PRIDE SERVICE TRUST

## **Guelph Police Services Board**

PO Box 31038, Willow West Postal Outlet, Guelph, Ontario N1H 8K1  
Telephone: (519) 824-1212 #7213 Email: board@guelphpolice.ca

### **Open Meeting**

### **Minutes – June 16, 2022**

An Open meeting of the Guelph Police Services Board was held by teleconference call on June 16, 2022, pursuant to sections 11.4 and 20.7 of Guelph Police Services Board By-Law 136 (2009), commencing at 2:30 p.m.

**Present:** R. Carter, Chair  
P. McSherry, Vice-Chair  
C. Billings, Member  
C. Guthrie, Member  
J. Armstrong, Member  
L. LaCelle, Executive Assistant  
G. Cobey, Chief of Police  
D. Goetz, Deputy Chief of Police

**Guests:** J. Holmes, DCAO, Infrastructure, Development and Enterprise, City of Guelph  
A. Vilko, General Manager, Facilities and Energy Management, City of Guelph  
S. Bowers-Peter, Program Coordinator, Crime Stoppers Guelph Wellington  
Insp. S. Grover  
Sgt. G. MacDonald  
Cst. C. Vaivods, Downtown Resource Officer  
S. MacFarlane,

Regrets: J. Stoffman Sidlofsky, Legal Counsel

#### **1.0 Welcome and Introductions**

Chair Carter introduced Jane Armstrong, Provincial appointee to the Guelph Police Services Board, and welcomed her to the meeting. Chair Carter invited Ms. Armstrong to share some information about herself.

Ms. Armstrong is a life-long resident of Guelph and practiced law in the city from 1982 until her retirement in 2018. Her areas of practice included corporate and commercial law, real estate, and trusts.

Ms. Armstrong is currently a member of the Board of Directors of Alectra Inc. She also currently serves as a member of the Executive of the Southwestern

Chapter of the Institute of Corporate Directors.

Throughout her career, she has been active in community and volunteer activities including her involvement with the Rotary Club of Guelph. In addition to serving on the boards of several community organizations, Ms. Armstrong was a member of the Guelph Police Services Board from 1996 to 1999.

## **2.0 Meeting Called to Order and Territorial Acknowledgment**

Chair Carter called the meeting to order at 2:37 p.m. by teleconference call between the attendees and gave Territorial Acknowledgement.

## **3.0 Declaration of Conflict or Pecuniary Interest**

There were no declarations of conflict or pecuniary interest.

## **4.0 Closed Session Resolutions**

There were no Closed session resolutions to bring forward to the Open Meeting.

## **5.0 Presentations/Delegations**

### **5.1 City Update re: Headquarters**

Chair Charter introduced Jayne Holmes, DCAO, Infrastructure, Development and Enterprise and Antti Vilkkko, General Manager, Facilities and Energy Management with the City of Guelph.

J. Holmes provided an update on the headquarters renovation project. While the project is not yet finished, it is approaching completion and occupancy should happen in the next couple of weeks.

Chief Cobey thanked J. Holmes and A. Vilkkko and their team for the great partnership in navigating several variables together. The Service is grateful for their time, attention, and professionalism as the project moves forward.

Chair Carter thanked J. Holms and A. Vilkkko for sticking with the project amidst the challenges.

J. Holmes and A. Vilkkko left the meeting at 2:45 p.m.

### **5.2 Crime Stoppers Guelph Wellington Annual Report**

Chair Carter welcomed Sarah Bowers-Peter to the meeting. Ms. Bowers-Peter presented the Annual Report of Crime Stoppers Guelph Wellington, noting the following:

- From 1998 to 2022, there were 22,778 tips, 1,590 arrests made, 2,303 cases cleared, 4,488 charges laid, and \$180,165 rewards (\$4,935 in rewards in 2021).
- Due to the pandemic, Crime Stoppers Guelph Wellington had to pivot and embrace engagement in new ways as the world went mostly remote.
- Over the past year, there have been multiple online and in person presentations given in the areas of Crime Stoppers 101, Student Crime Stoppers, Senior Crime Stoppers, Human Trafficking and EPACT.
- Crime Stoppers Guelph Wellington has seen an increase in mobile/web tips over phone calls.
- The Board currently consists of 13 members.
- In May, the #MayMulchMonth was held at JL's Home Hardware locations.
- The 2021 Shredding event was second only to the record setting event in 2020.
- A new website has been launched – [www.csgw.tips](http://www.csgw.tips).
- Guelph Wellington Crime Stoppers has been every active on social media, utilizing platforms such as Facebook, Twitter, Instagram, YouTube, and LinkedIn.
- Valuable partnerships with Guelph Wellington Women In Crisis, Safe Communities Wellington County, Wellington Guelph Drug Strategy, and Victim Services Wellington continue.
- Challenges continue to be faced in the area of fundraisers, volunteer recruitment, radio engagement in Guelph, and ongoing legal issues.
- In February, Guelph Wellington Crime Stoppers was named as a benefactor of the 100 Men Who Give a Damn – Guelph group.

C. Guthrie commented that Ms. Bowers-Peters has taken Crime Stoppers from a place that was not very well known but is now prominent and that she can't be thanked enough for everything she, the organization, and its Board does on a daily basis.

Chair Carter thanked Ms. Bowers-Peter for her excellent presentation and asked her to pass on the Board's appreciation for the work that Crime Stoppers continues to do to keep the community safe

S. Bowers-Peter left the meeting at 3:05 p.m.

### **5.3 Cst. Connor Vaivods, Downtown Resource Officer**

Chair Carter introduced Cst. Connor Vaivods, Downtown Resource Officer, and asked him to provide an update.

Cst. Vaivods spoke about his commitment to the community and the Downtown.

Cst. Vaivods first addressed data that was being collected in two areas – community contact (i.e. speaking to businesses in the Downtown or being available to be approached by members of the public for discussion) and proactive patrol (i.e. walking the beat or going into areas where cruisers cannot). Between November 2021 and June 2022, there have been 238 occurrences of community contact and 88 occurrences of proactive patrol generated. These are healthy numbers.

While data allows the Service to capture the work done in the public to support the needs of the community, there is a lot of work that goes on behind closed doors. This includes collaborations with the Welcoming Streets Initiative due to aligned interests. This also includes the Downtown Support Officers program evolving to meet the needs of the downtown.

Cst. Vaivods has noticed two emerging themes that provide direction on how to proceed and support the core: Disruptive behaviour (yelling, name calling, littering, loitering, inappropriate drug use) and organizational collaboration.

With respect to disruptive behaviour, while there is not concrete data, sometimes having police presence visible can have a positive impact on behaviours. The Downtown Support Officers present in the core can assist with mitigating some behaviour.

In some instances, however, these behaviours don't come from a criminal intent. In these cases, having an officer present will not stop the disruptive behaviour. To this end, Cst. Vaivods holds a puzzle piece in the bigger picture of trying to solve these greater issues. This is why organizational collaboration is important as other groups in the community can work with the Service to address the bigger picture.

From a policing perspective, there is the opportunity and responsibility to work collaboratively with all other stakeholders as it is really important that the wellness of a community is a collective holistic discussion rather than a policing issue alone.

Discussion ensued with respect to policing resources for the Downtown as well as the Guelph community and the need to address the issues on all levels.

C. Guthrie mentioned that the biggest piece of the puzzle that can come together to help most of the situations that are happening in the Downtown and across the City – mental health, addictions, and housing supports – are all under the jurisdiction of the Province with the help of Social Services which is under the jurisdiction of the County. The Guelph Police Services Board and many other agencies have spoken up multiple time regarding the help needed in our cities and it is very disappointing that upper levels of government continue to not help cities with these issues when cities are not built to respond to them. To address this concern, C. Guthrie brought forward a motion to have the Guelph Police Services Board once again reach out to upper levels of government.

**Moved by** C. Guthrie

**Seconded by** C. Billings

**THAT** the Guelph Police Services Board urgently reaffirm our continued position decision dated December 15, 2020, and February 16, 2022, that without delay the Government of Ontario provides immediate funding for full 24/7 coverage of the IMPACT program to address the growing addictions and mental health impacts within the City of Guelph.

**- Carried UNANIMOUSLY -**

Chief Cobey thanked Cst. Vaivods for his presentation and reminded everyone that addressing these concerns is truly a community effort. The police service cannot do it alone.

Chair Carter thanked Cst. Vaivods for his terrific presentation. Chair also.

Cst. C. Vaivods, Insp. S. Grover, and Sgt. G. MacDonald left the meeting at 3:40 p.m.

## **6.0 Approval of Minutes of the Open Meeting, May 19, 2022**

**Moved by** C. Billings

**Seconded by** C. Guthrie

**THAT** the Guelph Police Services Board approve the Open Meeting minutes of May 19, 2022.

**- Carried -**

## **7.0 Approval of Agenda**

**Moved by** J. Armstrong

**Seconded by** P. McSherry

**THAT** the Guelph Police Services Board approve the Open Meeting agenda.

**- Carried -**

## **Part 1 – Consent Agenda**

### **7.1 Headquarters Renovation & Expansion Report**

**THAT** the report titled "Police Headquarters Renovation and Expansion Project," and dated June 7, 2022, be received for information.

### **7.2 Human Resources Report – Member Appointments**

**THAT** Briar Smith be appointed as a temporary full-time member of this Service as an Information Processor, effective June 13, 2022.

**AND THAT** Reena Dhillon be appointed as a full-time member of this Service as a Forensic Video Technician/Analyst, effective June 20, 2022.

### **7.3 Board Correspondence Report**

That the report titled "Board Correspondence Report – Open Meeting," and dated June 16, 2022, be received for information.

### **7.4 Annual Use of Force Report**

**THAT** the report titled "Use of Force Audit Report," and dated June 16, 2022, be received for information.

**AND THAT** the report titled "Revised 2020 Annual Use of Force Report," and dated June 16, 2022, be received for information.

**AND THAT** the report titled "2021 Annual Use of Force Report," and dated June 16, 2022, be received for information.

## **Part 2 – Discussion Agenda**

### **7.5 Chief's Monthly Report**

All wrapped together with Annual report

### **7.6 2021 Annual Report**

The 2021 Annual Report was provided to the Board for information. Chief Cobey acknowledged Sarah MacFarlane, University of Guelph co-op student working with Media Relations, for her tremendous work in making this year's online report fully interactive. This is a great example of how a new technology and perspective and be brought in to improve the report and make it more interesting and easier to read.



S. MacFarlane walked the Board through the accessible report located on the GPS website.

The report will be posted to the Guelph Police Services website later today for the public to review.

Chief Cobey noted that total crime decreased last year by 4.5%.

### **7.7 New Business**

None

### **8.0 Information Items**

- Next Open Meeting: Thursday, September 15, 2022, 2:30 p.m. via Teams meeting, livestreamed on YouTube.

### **9.0 Adjournment**

**Moved by** C. Billings

**Seconded by** C. Guthrie

**THAT** the Open meeting of the Guelph Police Services Board adjourn at 3:57 p.m.

**- Carried -**

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R. Carter, Chair

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L. LaCelle, Executive Assistant



## **GUELPH POLICE SERVICES BOARD**

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### **OFFICE OF THE CHIEF OF POLICE**

**TO:** Chair Robert Carter and Members of the Guelph Police Services Board

**DATE:** September 8<sup>th</sup>, 2022

**SUBJECT:** Police Headquarters Renovation and Expansion Project

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**PREPARED BY:** Inspector Andrew Goody #37

**APPROVED BY:** Deputy Chief Daryl Goetz

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### **RECOMMENDATION:**

For information only.

### **SUMMARY:**

To provide the Board with an update on the Police Headquarters Renovation and Expansion Project.

### **STATUS REPORT FOR SEPTEMBER 2022:**

In early July 2022, occupancy was granted for the Northwest addition and the Core building (levels 1 and 2). Since that time, a phased approach was implemented which permitted various work units to gain access to their respective spaces for set up and operational use.

On September 7<sup>th</sup>, 2022, occupancy was granted by the City of Guelph, for the Southwest addition, giving the GPS complete occupancy of headquarters. As this project draws to a close, GPS continues to work with the City and the general contractor Perini, to ensure all close out/occupancy documents are received and arrangements are made to address any further deficiencies that did not impact occupancy being obtained.

### **STEERING COMMITTEE:**

The steering committee has not met for several weeks as the project neared

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completion. However, regular communication between the City of Guelph project manager, the general contractor, the architect, and GPS staff continued, which contributed to the project coming to a successful close.

**CORPORATE BUSINESS PLAN:**

The 2016-2018 Guelph Police Service Business plan identified objective 11 to successfully complete the renovation and expansion of the GPS headquarters building. Now that occupancy has been awarded this objective has been achieved, all the while ensuring business continuity and police operations were maintained for our community.

**FINANCIAL IMPLICATIONS:**

The City of Guelph project team continues to assess any remaining work that did not impact occupancy.

**ATTACHMENTS:**

No attachments.



## **GUELPH POLICE SERVICES BOARD**

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### **OFFICE OF THE CHIEF OF POLICE**

**TO:** Chair Robert Carter and Members of the Guelph Police Services Board

**DATE:** Thursday, September 15, 2022

**SUBJECT: Member Appointments**

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**PREPARED BY:** Jaclyn Millson, Human Resources Advisor  
Kelley McKeown, HR and Occupational Health, Safety & Wellness Manager

**APPROVED BY:** Daryl Goetz, Deputy Chief

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#### **RECOMMENDATION:**

**THAT** the Guelph Police Services Board review and approve member appointments as reported.

#### **SUMMARY:**

A proposal for staff appointments is presented to the Guelph Police Services Board for review and approval.

#### **REPORT:**

A board motion is required to appoint **Kyle Sanson** as a First Class Constable with our Service effective July 04, 2022.

Kyle was formerly a police constable with the Toronto Police Service.

#### **MOVED THAT:**

- **Kyle Sanson be appointed as a full-time member of this Service effective July 04, 2022.**

**FURTHER THAT:**

A board motion is required to appoint **Furoozan Sheerzai, Omar Elsharqawy and Declan Kyle** as temporary civilian members of this Service. Furoozan, Omar and Declan were the successful external applicants for the 2022 summer student "Youth in Policing Initiative" eight week program.

The Youth in Policing Program was established in 2006 and is funded by the Ministry of Children and Youth Services. The goal of the Guelph Police Service Youth in Policing Initiative, as directed by the Ministry, is to provide an educational and rewarding summer working experience for Guelph students.

Furoozan, Omar and Declan commenced their summer employment July 4, 2022.

**MOVED THAT:**

- **Furoozan Sheerzai, Omar Elsharqawy and Declan Kyle be appointed as a temporary members of this Service effective July 04, 2022.**

**FURTHER THAT:**

A board motion is required to appoint **James Welsh** as a Health and Safety Advisor with our Service effective July 19, 2022.

James has over 10-years of experience working in Health and Safety roles at Jefferson Elora Corporation and most recently as an Environment, Health and Safety Coordinator at Skyjack in Guelph.

**MOVED THAT:**

- **James Welsh be appointed as a full-time member of this Service effective July 19, 2022.**

**FURTHER THAT:**

A board motion is required to appoint **Jamie Fleury** as a Custodian with our Service effective July 11, 2022.

Jamie was previously employed with Canadian Tire as a Warehouse/Promotions Manager and is a graduate of the Police Foundations program at Conestoga College.

**MOVED THAT:**

- **Jamie Fleury be appointed as a part-time member of this Service effective July 11, 2022.**

**FURTHER THAT:**

A board motion is required to appoint **Cole Ridsdale** as a Second Class Constable with our Service effective August 08, 2022.

Cole was formerly a police constable with the Toronto Police Service.

**MOVED THAT:**

- **Cole Ridsdale be appointed as a full-time member of this Service effective August 08, 2022.**

**FURTHER THAT:**

A board motion is required to appoint **Alexander Chaves, Sarah Huddleston** and **Briar Smith** as full-time members of this Service. They have accepted Cadet in Training positions and are attending the Basic Constable Training Program at the Ontario Police College for twelve weeks commencing September 14, 2022. Their Pre-OPC training will commence on August 31, 2022.

**Alexander Chaves** is currently a resident of Guelph. He graduated and obtained a degree from the University of Guelph. Alexander is leaving his position with Sarmazian Flooring as an Estimator to join our Service.

**Sarah Huddleston** is currently a resident of Waterloo. She graduated and obtained a diploma from Conestoga College. She is currently enrolled at Wilfred Laurier to continue her degree. Sarah is leaving her position as a S/Cst with Wilfred Laurier University to join our Service.

**Briar Smith** is currently a resident of Cambridge. She graduated and obtained a diploma from Conestoga College. Briar will be resigning from the position of Temporary Information Processor Clerk with Guelph Police Service to accept a Police Constable position.

**MOVED THAT:**

- **Alexander Chaves, Sarah Huddleston and Briar Smith be appointed as full-time members of this Service effective August 31, 2022.**

**FURTHER THAT:**

A board motion is required to appoint **Natasha Grant** as a First Class Constable with our Service effective September 06, 2022.

Natasha was formerly a police constable with the Peel Regional Police Service.

**MOVED THAT:**

- **Natasha Grant be appointed as a full-time member of this Service effective September 06, 2022.**

**FURTHER THAT:**

A board motion is required to appoint **Christine Lovell** as a First Class Constable with our Service effective September 06, 2022.

Christine was formerly a police constable with the Peel Regional Police Service.

**MOVED THAT:**

- **Christine Lovell be appointed as a full-time member of this Service effective September 06, 2022.**

**CORPORATE BUSINESS PLAN:**

Guelph Police Service is committed to attracting, recruiting, developing and retaining members in a manner that will support a workplace that is reflective of our community. By doing so, the Service will achieve excellence in our service delivery and provide quality and innovative services that are valued by our stakeholders.

**FINANCIAL IMPLICATIONS:**

The compensation and benefit costs for this position will be contained within the overall budget.

**ATTACHMENTS:**

N/A.



## **Guelph Police Services Board**

### **Open Meeting – September 15, 2022** **Board Correspondence Report**

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#### **Incoming Correspondence**

##### **June 6, 2022**

- Thank you email from Michael House regarding Community Account donation.

##### **June 8, 2022**

- Thank you letter from the Children's Foundation of Guelph and Wellington regarding Community Account donation.

#### **Outgoing Correspondence**

##### **June 21, 2022**

- Congratulatory letters to new hires B. Smith and R. Dhillon.



**From:** [Karen Kamphuis](#)  
**To:** [Karen Kamphuis](#)  
**Subject:** Michael House Golf Tournament Update  
**Date:** June 22, 2022 3:28:09 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)

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**ATTENTION:** This email originated from a sender outside the Guelph Police Service. Please avoid clicking links or opening attachments from external senders unless you are certain it is safe to do so. Information System and Microsoft will never ask for your account information via email.

Good Afternoon Golf Sponsors,

As we are in the middle of this heat wave the past couple of days, I was thinking yesterday, how thankful I am that our golf tournament was held on Tuesday, June 14<sup>th</sup> and not this week as our day would have looked quite different with battling this intense heat and humidity. The weather last week could not have been more perfect for this annual event!

We are still talking about what a fun day it was last Tuesday. There was such a wonderful energy and sense of fun around coming back to play golf in a normal way with a shotgun start, people gathering on the patio and enjoying a delicious steak BBQ to cap off our day.

I wanted to send a note to say how grateful we are for your wonderful contribution to our day as Sponsors for this event. We cannot host this day without this valuable support, and we are most grateful! Oftentimes, our sponsors are with us year-after-year and when I reach out, it is like reconnecting with an old friend. That piece alone gives me so much joy in the planning of this day.

I am excited to share with you that this year's 13<sup>th</sup> Annual Golf Tournament raised just over \$40,000 for the work of Michael House as we support the women and children who come to us. This year has been a busy one so far with much to celebrate! Both of our houses are very busy and full. We continue to accept intake calls and our waiting list is growing. We have new babies born, women finding employment, going to school, and receiving much help with their mental health needs which provides stability to their lives and gives them space to dream about their future stories.

We are so appreciative of your willingness to participate in this event, help us raise funds and to put your corporate name behind the work we do!

Thanks again and I wish you and your families a wonderful summer season. May it be filled with special memories, family experiences and time to recharge your batteries!

Until next year and our 14<sup>th</sup> Annual Golf Tournament, I bid you well.

*Karen Kamphuis*

Executive Director

Michael House Pregnancy and Parenting Support Services

*"A Safe Haven for Life"*

[187 Bristol St. Guelph, ON. N1H 3M2](#)

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June 8, 2022

Leslie LaCelle, Executive Assistant  
Guelph Police Services Board  
PO Box 31038, Willow West Postal Outlet  
Guelph, ON N1H 8K1

Dear Leslie,

Thank you to the Guelph Police Services Board for their donation of \$2,500 which allowed us to present our inaugural 4-part Community Learning Webinar Series in April. The Webinar Series reached over 70 parents, social service workers, and community members at large to share important information about Human Trafficking, Video Gaming and Addiction, Consent, and Eating Disorders.

Presented in partnership with Elora House, Crime Stoppers-TIPS, Eye Spy Health, Guelph-Wellington Women in Crisis, and CMHA-WW, the series received positive feedback surrounding the importance of providing safe, relevant, and accessible education to the community, which we were able to do thanks to your generous support. Here are a few words of appreciation from attendees:

*"I learned so much. The webinars were amazingly informative. I would sign up for more webinars if you do them again, and I would refer friends to join in!"*

*"If you can continue to keep your ears to the ground for what is happening in the community and subsequently offer those workshops it would be appreciated!"*

After the first year's success, we do plan to continue offering educational workshops annually and hope to continue partnering with the Guelph Police Services Board in the future to offer relevant workshops to individuals in Guelph, Wellington, and Dufferin.

From the bottom of our hearts, thank you for allowing us to have our *ears to the ground* to meet the needs of our community.

Sincerely,

A handwritten signature in black ink that reads "Karyn Kirkwood".

Karyn Kirkwood  
Senior Director of Development



[www.childrensfoundation.org/resources/community-learning](http://www.childrensfoundation.org/resources/community-learning)

5068 Whitelaw Rd, Unit 2, Guelph ON N1H 6J3

☎ 519-826-9551 ✉ [info@childrensfoundation.org](mailto:info@childrensfoundation.org) 🌐 [childrensfoundation.org](http://childrensfoundation.org)



## **GUELPH POLICE SERVICES BOARD**

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### **OFFICE OF THE CHIEF OF POLICE**

**TO:** Chair Robert Carter and Members of the Guelph Police Services Board

**DATE:** September 15, 2022

**SUBJECT: PROFESSIONAL STANDARDS SECOND QUARTER REPORT 2022**

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**PREPARED BY:** Lester Tang, Sergeant, Professional Standards

**APPROVED BY:** Andrea Ninacs, Inspector, Executive Services  
Daryl Goetz, Deputy Chief

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### **RECOMMENDATION:**

Information only.

### **SUMMARY:**

The following statistics encompass complaints and investigations that have been undertaken during the period from April 1st to June 30th, 2022.

### **REPORT - SECOND QUARTER:**

#### **PUBLIC COMPLAINTS - O.I.P.R.D. UPDATE:**

In the second quarter of 2022 the Guelph Police Service received **16** new public complaints through the Office of the Independent Police Review Director (O.I.P.R.D.). **10** complaints were screened-out and **6** were referred back to Professional Standards for investigation. **2** of these matters remain ongoing investigations. **3** investigations carried in from the previous quarter were concluded in this quarter.

#### **S.I.U. UPDATE:**

There have been **0** new Special Investigations Unit (S.I.U.) investigation initiated in the second quarter of 2022. **1** investigation from the first quarter of 2022 remains ongoing.

INTERNAL UPDATE:

There have been **4** Chief's complaint investigations initiated in the second quarter of 2022. **1** matter was concluded this quarter and **3** matters are ongoing. **1** Chief's Complaint commenced in the first quarter of 2018 completed the hearing submissions on July 7, 2022 and awaiting the Hearing Officer's written decision.

**LOCAL INQUIRIES:**

In the second quarter of 2022, the Guelph Police Service Professional Standards Branch received **11** Local Inquiries. These Local Inquiries are in addition to the public complaints received through the O.I.P.R.D. and may be resolved at an early juncture without the matter becoming a formal public complaint filed with the O.I.P.R.D.

**REQUEST FOR REVIEW:**

There was **1** request to review incident(s) investigated by Professional Standards received in this quarter. The review concluded with the O.I.P.R.D. upholding the original finding by Professional Standards that the complaint was unsubstantiated.

**FINANCIAL IMPLICATIONS:**

At the present time, the costs are contained within the 2022 Guelph Police operating budget.



## **GUELPH POLICE SERVICES BOARD**

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### **OFFICE OF THE CHIEF OF POLICE**

**TO:** Chair Robert Carter and Members of the Guelph Police Services Board

**DATE:** September 15, 2022

**SUBJECT: New Board Policy BD-02-009, Electronic Monitoring of Employees**

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**PREPARED BY:** John Robinson (Research and Development Office)

**APPROVED BY:** Judith Stoffman (Legal Counsel)

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#### **RECOMMENDATION:**

**THAT** the Guelph Police Services Board approve policy BD-02-009, Electronic Monitoring of Employees, September 15, 2022.

#### **SUMMARY:**

The *Employment Standards Act (ESA)* requires that employers in Ontario meeting an employee number threshold (i.e., 25 or more employees) have a policy in place by October 11, 2022 that pertains to electronic monitoring of employees. The policy requirement applies to civilian members of police services only.

Draft Board policy BD-02-009 satisfies the requirements of the *ESA* including setting out how electronic monitoring of employees of the Service is undertaken and for what purposes. The policy directs the Chief of Police to ensure practices and procedures comply with the Board's policy.

#### **REPORT:**

##### **Background**

With the *Working for Workers Act, 2022* receiving Royal Assent on April 11, 2022 the *Employment Standards Act* was amended to require that employers with 25 or more employees have a policy in place that addresses electronic monitoring of employees by October 11, 2022.

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## Requirements

The requirements respecting the electronic monitoring of employees policy imposed by the *ESA* include:

- the policy must indicate if the employer engages in electronic monitoring of employees;
- a description of how and in what circumstances the employer may electronically monitor employees;
- the purposes for which information obtained through electronic monitoring may be used by the employer;
- the policy must be in effect by October 11, 2022;
- the date the policy was prepared and any revision dates must be set out on the policy;
- the policy and any revised policies must be given to all employees within 30 days of the effective date and be provided to new employees within 30 days of their hiring; and
- policies must be retained for three years after they are revised or revoked.

The *ESA* does not prescribe specific content of electronic monitoring of employees policies nor does it provide any restrictions on the part of employers with respect to electronic monitoring of employees.

Board policy BD-02-009 has been drafted to meet the requirements of the *ESA* and directs the Chief of Police to ensure practices and procedures with respect to electronic monitoring of employees are in accordance with the Board's policy.

## Conclusion

It is recommended that the Board adopt draft policy BD-02-009.

## CORPORATE BUSINESS PLAN:

N/A.

## FINANCIAL IMPLICATIONS:

N/A.

## ATTACHMENTS:

Draft Board policy, BD-02-009, Electronic Monitoring of Employees (effective date September 15, 2022).



BD-02-009  
September 15, 2022

## **GUELPH POLICE SERVICES BOARD**

### **ELECTRONIC MONITORING OF EMPLOYEES POLICY STATEMENT**

The *Employment Standards Act (ESA)* requires that employers in Ontario meeting an employee number threshold (i.e., 25 or more employees) have a policy that addresses electronic monitoring of employees. In accordance with the *ESA* electronic monitoring includes all forms of employee and assignment employee monitoring that is done electronically. While the *ESA* required electronic monitoring of employees policy does not apply to police officers the Service is required to have an applicable policy with respect to civilian employees.

The Guelph Police Services Board recognizes the right of civilian employees to be informed of how electronic monitoring may be done by the Service and how such electronic monitoring may be used by the Service.

### **DEFINITIONS**

For the purpose of this Policy, the following definitions apply:

**Computer Monitoring** - The practice of collecting user activity data on Service-owned/controlled computers, tablets, networks, and other information technology infrastructure. This data includes, but is not limited to, web browsing history, files downloaded, data input, network traffic, logons to corporate systems, interactions with data, peripheral device usage (mouse, keyboard, monitor, etc.), and information about the employee's computer.

**Electronic Access Controls (EACs)** - The technology used to provide and deny physical or virtual access to a physical or virtual space. This includes, but is not limited to, the magnetic stripe included within proximity/ID access cards, which also keeps records of access times and locations.

**Employee** - all civilian employees and assignment employees (permanent and temporary) of the Guelph Police Service, including immediate Board support staff.

**Global Positioning System (GPS)** - A network of satellites and receiving devices used to determine the location of something on Earth. This technology can be enabled within equipment such as vehicles [Automated Vehicle Location System (AVLS)], Connected Officer devices, and portable radios, in order to determine the location of the equipment, both at present, and historically. AVLS also documents current and historical speed of vehicles in which it is enabled.

**Video/Audio Surveillance/Monitoring Equipment** – Equipment used for surveillance or otherwise monitoring by means of a camera or other recording device that monitors or records visual images and/or captures audio of activities recorded on Service-owned electronic devices. This includes, but is not limited to, workplace surveillance cameras/CCTV's, in-car camera systems, and body-worn cameras.

**Workplace** - Anywhere Service work is conducted or where Service issued, owned or controlled equipment/infrastructure is accessed or used.

## **EXPECTATION OF PRIVACY IN THE WORKPLACE**

Electronic monitoring of employees is an essential component of ensuring compliance with Service procedures, maintaining a respectful/productive workplace, and ensuring that Service owned/controlled assets are used safely and appropriately. Consequently, the Service conducts electronic monitoring of employees in accordance with this policy and employees must not expect privacy in the workplace. While all information collected by the Service will be used fairly and appropriately, all activities that take place in the workplace should be considered monitored in accordance with this policy.

## **ELECTRONIC MONITORING OF EMPLOYEES**

The Service engages in the following electronic monitoring of employees for the purposes articulated herein:

### *a) Video/Audio Surveillance/Monitoring*

Video/audio surveillance/monitoring equipment is used on a continuous basis on Service premises to ensure that employees and visitors are provided with a safe and secure environment, as well as to ensure that Service-owned assets are kept secure from theft, vandalism, and other forms of misconduct.

Video/audio surveillance/monitoring equipment will not be used in areas where employees have a reasonable expectation of privacy, such as



bathrooms and changing rooms. Where video/audio surveillance equipment is used, The Chief of Police shall ensure the equipment is visible and there are notices indicating the presence of the equipment.

Employees may also be subject to video/audio surveillance/monitoring on and off Service premises at any time during the course of performing their job duties. This includes Closed Circuit Television (CCTV), in-car camera systems (ICCS), body-worn cameras (BWC), Connected Officer devices, and Service communications systems. Use of this equipment is monitored to ensure resources are used in accordance with relevant Service procedures.

*b) Computer/Electronic Device Monitoring*

The Service monitors the network and computer/electronic device activity of employees to ensure that Service-owned/controlled information technology resources/data (including email communications, some instant messages and facsimiles) are used in accordance with Service procedures and Board policies. The Service continually monitors/logs activities while devices are on and connected to Service infrastructure and the Internet. Logs are stored by the Service in accordance with the Service's Records Retention Schedule. Employees working remotely are subject to the same monitoring as those working on Service premises.

Information technology systems are capable of monitoring system information, as well as all information and data stored and communicated through information technology resources. For example, all email communications, some instant messages and facsimiles that are sent through Service-owned/controlled networks, equipment, or user accounts are automatically logged, and at any time, are subject to monitoring and audit to ensure appropriate usage.

Computer activity data collected through electronic monitoring may be used to facilitate work in an employee's absence, to evaluate an employee's performance, to detect malicious or high-risk activities, to monitor network performance and to prevent security incidents from occurring. Data collected may also be used as evidence in workplace investigations or provided under Freedom of Information requests.

The employee monitoring measures put in place may capture the following data:

- Timestamps of computer power states: startup, shutdown, and sleep events
- Logons/searches on Service computers, virtual machines, and other desktops
- Documents sent to a printer and copies of documents made and sent

- Internet usage data, including URLs/domains, pre-defined website content category, web page headers, search engine queries, timestamps, bandwidth consumption, and browsing time
- IP addresses and system information of client computers

*c) Telephone/Mobile Device Monitoring*

All Service-owned mobile devices and landline phones may be monitored to ensure appropriate usage and compliance with Board policy and Service procedures regarding the use of mobile devices and telephones in the workplace.

All calls made from Service landlines are automatically logged and information regarding the caller/recipient, location of phone, and duration are recorded onto telephone provider hardware. Conversations may be recorded.

All Service-owned/controlled mobile devices are equipped with Global Positioning System (GPS) that are able to access the device's location, which may assist the Service in locating a lost or stolen device or location of an employee.

Data and information from a mobile device/cell phone forensic extraction may be used to locate a missing or stolen device, detect malicious or high-risk/prohibited activities, and to prevent security incidents from occurring.

*d) Electronic Access Controls (EACs)*

Information obtained from the use of EACs (such as proximity/ID access cards) is automatically recorded upon an employee scanning or tapping their ID access card. This information may be used to ensure compliance with Board policy and Service procedure, and to assist in the investigation of misconduct, theft, accident, or other incidents.

*e) Global Positioning System (GPS)*

GPS data is automatically collected when Service vehicles are turned on. Data acquired through the use of GPS in Service vehicles is recorded and monitored for purposes related to the location and speed of the vehicle, driver safety, vehicle maintenance, driver behaviour, and compliance with Service procedures.

## **USES OF DATA OBTAINED THROUGH ELECTRONIC MONITORING**

In addition to any uses of data set out elsewhere in this policy, electronic monitoring data may be used for disciplinary purposes in accordance with applicable Board policies, Service procedures, provisions of collective bargaining agreements, the *Police Services Act*, and/or as

necessary/appropriate to ensure delivery of police services of the highest standard.

Electronic monitoring data will be used and provided as may be required to comply with any legal requirement.

Data collected through electronic monitoring may be used for the purposes of monitoring, evaluating or investigating employee performance, behaviour and/or conduct.

#### **DATA RETENTION**

All data that is captured as a result of workplace electronic monitoring will be retained in accordance with the Records Retention Schedule. Electronic monitoring data will only be stored for a greater period of time under exceptional circumstances, including but not limited to:

- Investigation of criminal conduct;
- internal investigations;
- civil litigation;
- Special Investigations Unit investigations; and
- Freedom of Information requests.

#### **RESPONSIBILITIES OF THE CHIEF OF POLICE**

The Chief of Police shall ensure practices and procedures required to ensure compliance with this policy are in place.

#### **ACCESS/PROVISION OF POLICY TO EMPLOYEES AND POLICY RETENTION**

The Board shall ensure this policy, and any subsequent revisions, are provided to all employees electronically within 30 days of the date of issue and the policy is available to employees on the Service's intranet. All new employees will be provided the policy within 30 days of their start date.

This policy shall be retained in accordance with the Service's Records Retention Schedule which shall require a retention period of no less than 3 years from the date the policy ceases to be in effect.

**PERFORMANCE INDICATORS:** Policy is posted and accessible to all employees

**EVALUATION:** Year II of IV

**DATE OF ISSUE:** September 15, 2022

**REVIEWED:** N/A

**REVISION DATES:** N/A

**CHAIR'S SIGNATURE:**



## **GUELPH POLICE SERVICES BOARD**

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### **OFFICE OF THE CHIEF OF POLICE**

**TO:** Chair Robert Carter and Members of the Guelph Police Services Board

**DATE:** September 15, 2022

**SUBJECT:** **Guelph Downtown Substance Abuse and Enforcement Issues**

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**PREPARED BY:** Judith Sidlofsky Stoffman (Legal Counsel)

**APPROVED BY:** Gord Cobey, Chief of Police

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#### **RECOMMENDATION:**

This report is provided for informational purposes.

#### **SUMMARY:**

The Chief of Police has been in receipt of questions and messages of concern from business owners, residents and visitors to Guelph's downtown core about significant societal issues having the potential to seriously and negatively impact their perception of the City centre's essence as a safe and welcoming environment. Many of the messages received challenge this Service's commitment to upholding and enforcing the law as it relates to persons in possession of or using drugs in the public spaces of our downtown streets. The Guelph Police Service is committed to working together with all community stakeholders to support our most vulnerable residents as well as the residents, business owners and visitors to our downtown. To that end, we have been working very hard with our available resources to significantly increase the visibility and engagement of our members in our downtown. However, it must be realized, that policing alone is not the solution to the very complex issues surrounding how our local community and communities nation-wide can best support those struggling with substance use disorder, homelessness, and mental health challenges.

#### **REPORT:**

The following information provides the Board with an idea of the landscape in which the Guelph Police Service and police services across this country now find themselves operating relative to drug consumption issues on our country's city streets.

- In August 2020, the Federal Director of the Public Prosecutions Service of Canada (PPSC) directed that Federal Drug Prosecutors were to avoid prosecuting simple drug possession charges save and except for those considered to be “the most serious manifestations of the offence.” Such cases that might be considered as displaying “manifestations of such harms” include, for example, charges of drug possession involving children or young people at risk, possession of weapons, threats, acts of violence, and driving vehicles.
- The PPSC Director’s Guideline stipulates that prosecutions are generally to be avoided where the drug possession is related to a “substance use disorder” (previously referred to as “addiction”) and where an offender is enrolled in a drug treatment court program or treatment program under the supervision of a health care professional.
- The Federal Director of Public Prosecution’s August 2020 Guideline was promulgated in direct response to calls upon the Federal Government by various human rights, drug and legal policy groups, as well as Members of Parliament, to stop the prosecution of simple drug possession charges in light of the COVID-19 pandemic and the increase in drug consumption and concomitant increase in numbers of overdose deaths being seen as a bi-product of the pandemic. The Federal Government was being urged to: (1) decriminalize possession for personal use; (2) reduce the stigma of illicit drug use; and (3) support those with substance use disorders with access to needed services.

Below is the link to the Public Prosecution Service of Canada’s Website in relation to this direction provided to Federal Prosecutors.

<https://www.ppsc-sppc.gc.ca/eng/pub/fpsd-sfpg/fps-sfp/tpd/p5/ch13.html>

In addition, I am providing, below, a link to the CBC News article that was published in the week the directive to Federal Drug Prosecutors was issued (“Federal prosecutors told to avoid drug possession charges when possible in new directive”).

<https://www.cbc.ca/news/politics/simple-drug-possession-change-1.5657423>

In a follow-up article by the CBC in September 2021, an analysis of drug possession charges, using Ontario Court of Justice data, showed that more than 85% of charges were dropped by prosecutors before trial over the preceding twelve months. Statistics reflected in the article showed that in Ontario in 2019, 44.3% of drug possession charges were dropped and following the August 2020 Federal directive, 84.8% of drug possession charges were dropped. In 2021 (June 2020 to July 2021) in Guelph, out of 312 drug possession charges laid by local officers, 264 cases were stayed/withdrawn resulting in a 2021 withdrawal rate in Guelph of 84.6%.

<https://www.cbc.ca/news/canada/toronto/drug-charges-dropped-unprecedented-rate-ontario-1.6162632>

I am also taking the liberty of attaching a copy of the recent Policy Statement published by the Canadian Society of Addiction Medicine (CSAM) for the Board's review. The CSAM is a national society of medical professionals and scientists committed to helping Canadians understand, accept and recover from substance use disorders through its work in educating health professionals, government leaders and everyday Canadians about the prevention, assessment and treatment of substance use disorders in our communities.

To reiterate, this Service is committed to the support of our downtown community both in terms of our core public safety functions as well as any advocacy we can provide to support all of our community stakeholders. We will continue to lay charges as and when appropriate and in accordance with the PPSC directive. However, it must be remembered that policing alone is not the solution. We will continue to rely on our community partners to ensure a holistic, effective, and compassionate approach to this issue.

**CORPORATE BUSINESS PLAN:**

N/A.

**FINANCIAL IMPLICATIONS:**

N/A.

**ATTACHMENTS:**

CSAM Policy Statement.

# Criminalizing Drug Use is Harming Canadians

It has been one month since the Canadian Association of Chiefs of Police (CACP) recommended the decriminalization of drug possession for personal use. Since then the editorial boards of The Toronto Star, The Globe and Mail and The National Post have all supported the call for decriminalization.

BC and the City of Toronto have recorded the highest numbers of fatal overdoses in the month of July (175 and 27 respectively) since they started keeping records. According to the Chief Coroner of Ontario, 55 people a week are dying from overdose in Ontario.

This continues a trend that began long before the COVID pandemic. In 2015, 1 in 9 deaths among youth (aged 15-24) in Ontario was opioid-related. By 2018, it was 1 in 6 deaths. Unlike the pandemic, the opioid epidemic is disproportionately affecting and killing youth. Indigenous people are also dying at an overwhelming rate, in 2017 representing 2.6% of Canada's total population, but 10% of overdose deaths. Racialized and marginalized populations are disproportionately criminalized for drug offences, reflecting the injustice of current drug policies.

This is clearly a health issue requiring evidence-based treatment and supported by harm reduction services, not a criminal record. Criminalizing people for drug use stigmatizes them and discourages those with problematic use from seeking treatment. Criminalization serves only to punish those who use certain drugs, labels them as criminals and overloads our criminal justice system where treatment is not prioritized. In particular, criminal charges forever blight our youth and racialized and marginalized communities. They are harmed for life with a criminal record that makes employment, housing, travel and other aspects of life difficult or impossible to achieve.

The stated purpose of sentencing under The Controlled Drugs and Substances Act is to contribute to the maintenance of a just, peaceful and safe society while encouraging rehabilitation and treatment. The evidence is clear that the Act is not achieving any of those objectives.

The intention of the Act to provide treatment has never been prioritized or realized. The majority of inmates with an opioid use disorder who could benefit from opioid agonist therapy are not receiving these life-saving medications. For the most part, inmates who are incarcerated because of addiction are not receiving any of the treatments they need. Further, the futility of criminalizing drug use has perhaps never been more evident as in the opening of a supervised consumption site at Drumheller Institution. It is hypocritical to criminalize drug use and possession and then allow it in correctional



facilities. More so, it is duplicitous to allow the same drug use that led to their incarceration and not have any support for rehabilitation and treatment perpetuating the exact illness that led to their criminalization.

It is time for Canada to follow Portugal's lead 19 years ago and decriminalize drug possession for personal use. It reduced stigma, problematic use, drug-related harms and criminal justice overcrowding. Now Portugal diverts people who use drugs away from the criminal justice system and directs those with problematic use towards treatment. Their criminal justice system fights crime, not illness.

The evidence is that the criminalization of drug use has been, and continues to be, an abject failure. The Canadian Society of Addiction Medicine (CSAM) joins an ever-growing chorus calling for the decriminalization of drug possession for personal use including the CAPC, the BC Provincial Health Officer, The Toronto Board of Health, The Canadian Mental Health Association, and The World Health Organization. It is time for our government to listen to the voices of people who are experts in dealing with drug-related problems.

Decriminalization is not a silver bullet and must be combined with enhanced funding of harm reduction services and recovery-oriented systems, as well as supports that address social determinants. The most vulnerable among us deserve nothing less.

## **David Martell**

### **Chair, Policy Committee**

Canadian Society of Addiction Medicine



## **GUELPH POLICE SERVICES BOARD**

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### **OFFICE OF THE CHIEF OF POLICE**

**TO:** Chair Robert Carter and Members of the Guelph Police Services Board

**DATE:** September 15, 2022

**SUBJECT: Calls for Service Semi-Annual Report (January to June 2021 and 2022)**

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**PREPARED BY:** Jessica Abra, Research Analyst

**APPROVED BY:** Judith Sidlofsky Stoffman (Legal Counsel)

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#### **RECOMMENDATION:**

For information only.

#### **SUMMARY:**

The Research and Development Office has prepared this report to provide the Guelph Police Services Board with a semi-annual Calls for Service Comparison for the period of January to June 2021 and 2022. This report summarizes the types of calls received by the Service in terms of priority, neighbourhood, and response times.

#### **REPORT:**

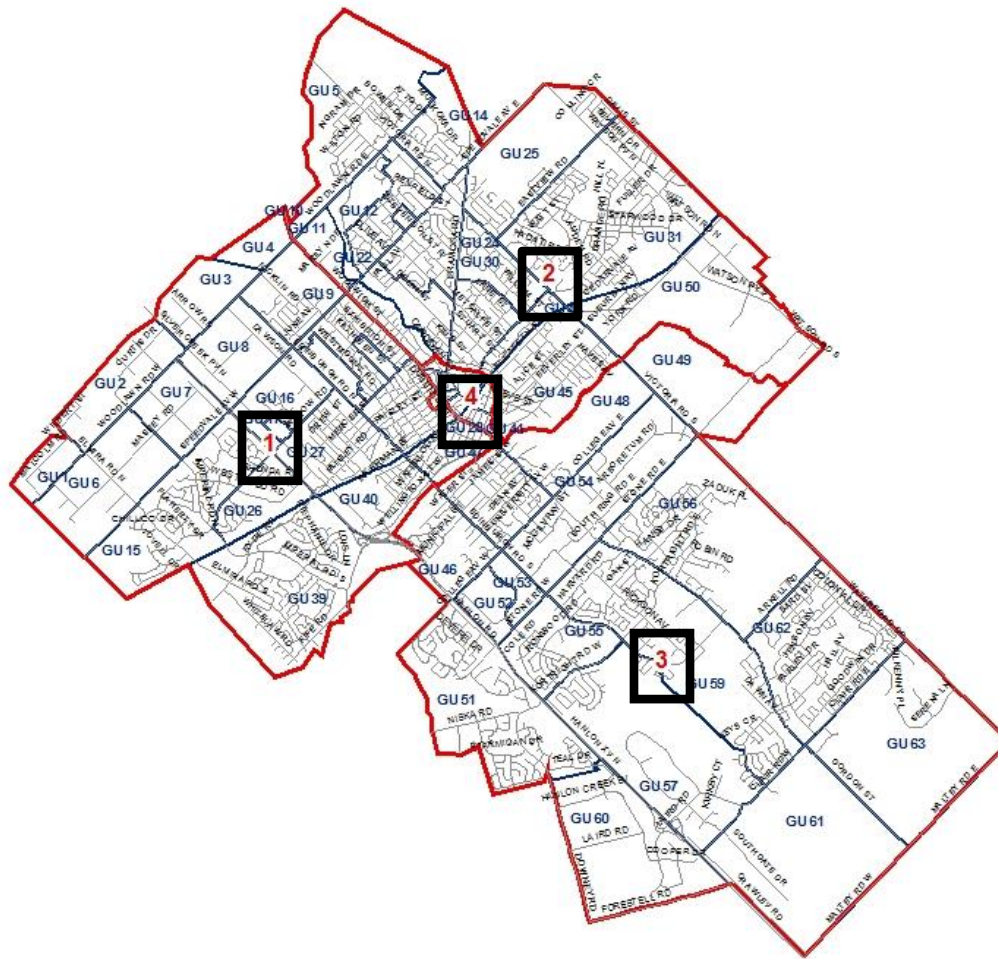
##### **Introduction**

This report provides a trends analysis for Guelph Police calls for service for the first half of the year (January to June) for 2022 as compared to 2021. These data are from the Computer Aided Dispatch (CAD) system and NICHE (records management system) unless otherwise noted. To include calls more indicative of demand on service, where noted the calls analyzed are limited to Priority 1 through 4 ("Immediate;" "Urgent;" "Prompt" and; "As zone officer becomes available") calls, and to Guelph Police Service calls for service only (University of Guelph calls and calls where the 'zone' was out of GPS jurisdiction (e.g., to Waterloo Region for K9 assistance) were eliminated). Officer initiated calls were retained. Note that although call types have predetermined priority statuses attached to them, the

priority status of a call can be changed once the urgency of the call is known, leading to differing statistics depending on what is being examined (e.g., call type versus call priority status). Figures in this report may differ from previous reports as records are constantly updated as new information is learned.

For reference, the geographic unit the Guelph Police Service uses for operational purposes is the 'neighbourhood,' of which Guelph is broken into four. Neighbourhood One (N1) is the northwest of the city; Neighbourhood Two (N2) is the northeast; Neighbourhood Three (N3) is the south end, and Neighbourhood Four (N4) is the downtown.

### Map of Guelph and its Neighbourhoods (as per the Guelph Police Service)

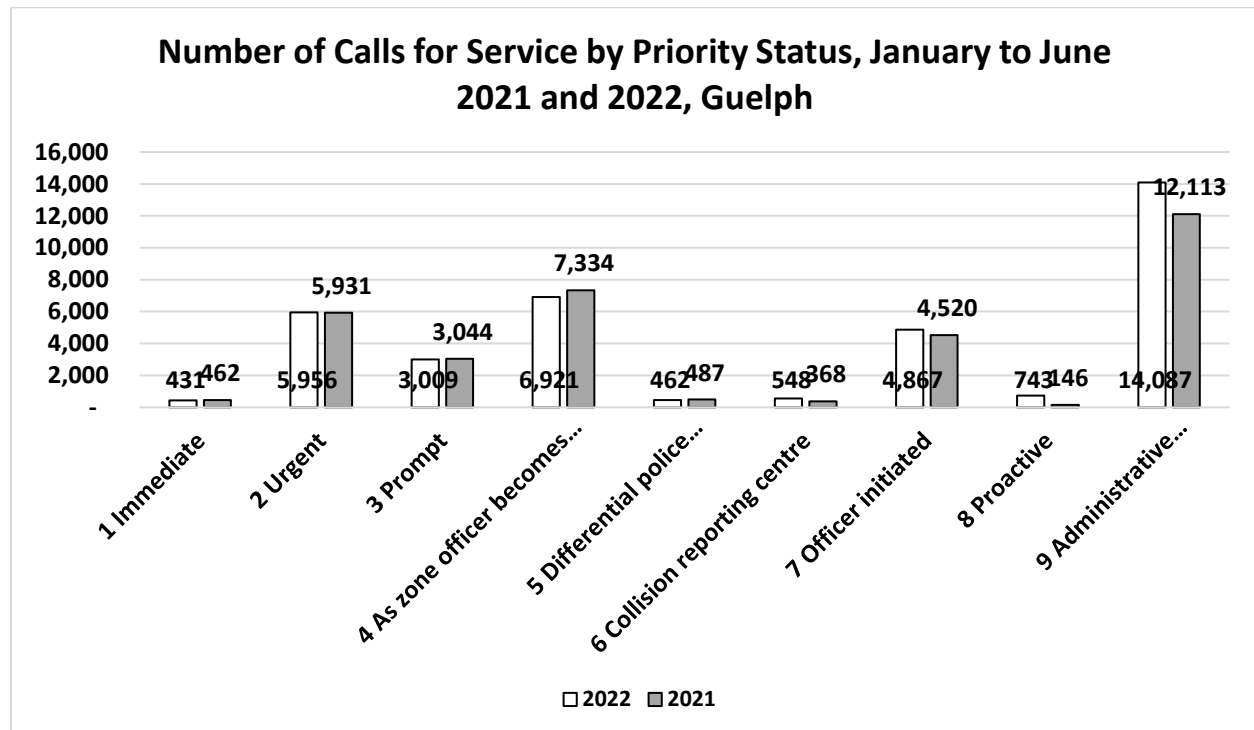


### **Calls for Service Volume**

- The total number of calls for service from January to June were greater in 2022 than they were in 2021, up by 7.6% to 37,024 in 2022 from 34,405 in 2021.
- The number of Priority 1 (Immediate) calls decreased by 6.7%, from 462 to 431 calls. Among the call types that decreased were Disturbance, Fire, Offensive Weapons, and Robbery, although Personal Injury Motor Vehicle Collisions increased.
- Priority 2 (Urgent) calls were nearly unchanged; they increased by 0.4%, from 5,931 to 5,956 calls. Suspicious Person, Mentally Ill Person, Unwanted Person and Domestic calls were the most frequent call type of this priority status.
- Priority 3 (Prompt) calls decreased slightly by 1.1% to 3,009 calls in 2022 from 3,044 in 2021. Among the call types that decreased were Break and Enters, Missing Person, General Frauds, Drugs, and Breach Judicial Order, while Disputes and Theft of Motor Vehicles increased.
- Priority 4 (As Zone Officer Becomes Available) calls decreased by 5.6% to 6,921 calls in 2022 from 7,334 in 2021. By-law Complaints decreased, as did Assist

Other Service and Property Damage calls. Compassionate to Locate, Administrative/Routine Detail, and Theft Under calls all increased.

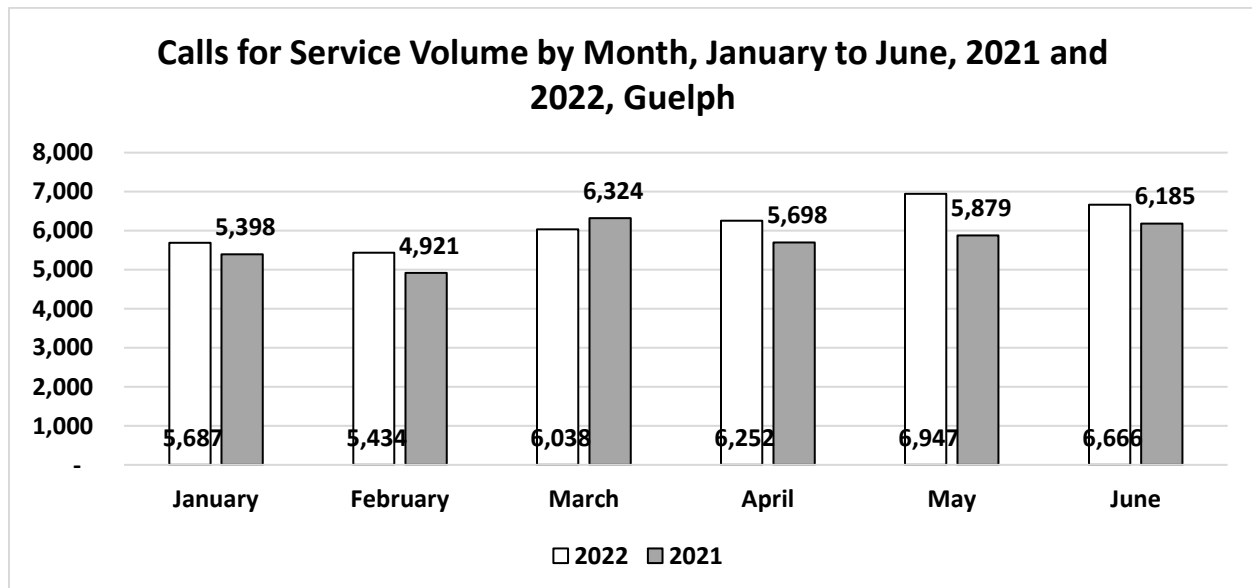
- Among the remaining call types:
  - Priority 5 calls decreased by 5.1% to 462 calls; CopLogic occurrences, which are not a “call for service” but are a Priority 5 occurrence, increased by 21.7% from 623 to 758 incidents.
  - Priority 6 calls, which are occurrences at the Collision Reporting Centre, increased by 48.9% to 548 in 2022.
  - Priority 7, or Officer Initiated Calls, increased by 7.7% due to increased Vehicle Stops and Arrests.
  - Proactive calls, Priority 8, increased by 408.9%, due to a new initiative recording community contacts and an increase in School Resource initiatives.
  - Priority 9 calls increased by 16.3% to 14,087 resulting from increases in Filed 9-1-1 calls and dropped 9-1-1 calls with no call back number.



### Examples of Calls of Various Priority Statuses

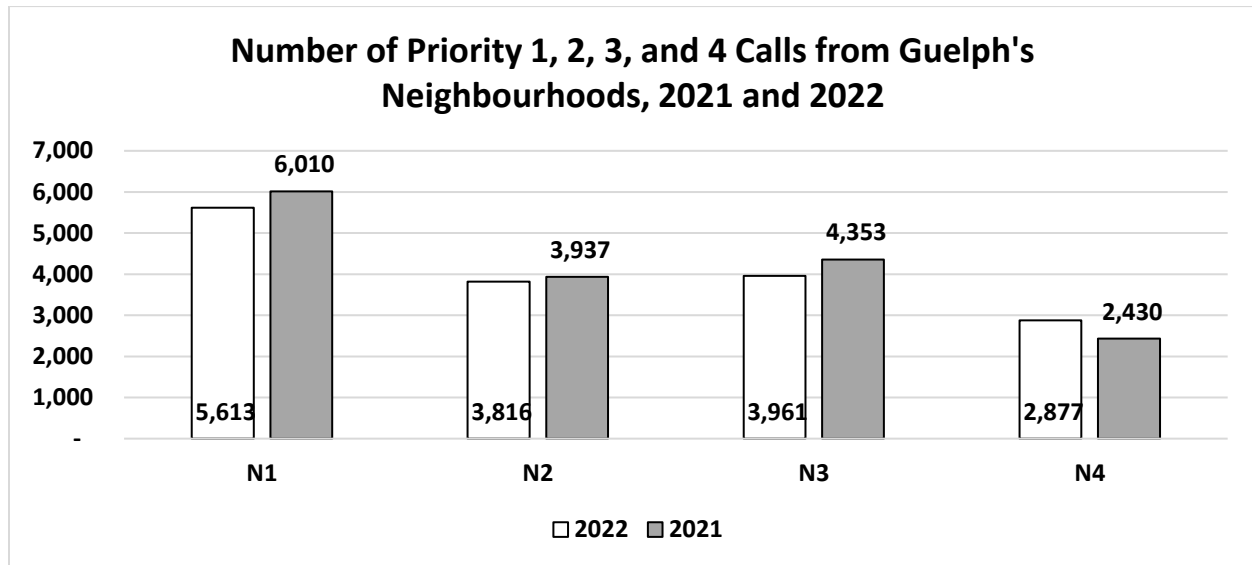
P1 Immediate	Homicide Robbery Disturbance Motor Vehicle Collision – Personal Injury
P2 Urgent	Sudden Death Domestic Unwanted Person Dangerous Condition
P3 Prompt	Sexual Assault Break and Enter Fraud Drugs
P4 As zone officer becomes available	Compassionate to Locate – Check Wellbeing Driving Complaint Bylaw Complaint
P5 Differential police response	Property – Lost and found CopLogic reports
P6 Collision reporting centre	Motor Vehicle Collision – Property Damage
P7 Officer initiated	Arrest Search Warrant Vehicle Seizure
P8 Proactive	Selective Traffic Enforcement
P9 Administrative	9-1-1 Cell phone dial error Flood Alert

### Call Volume by Month



- Except for March, each month had higher call volume in 2022 than in 2021. March had the greatest call volume of all months in 2021, while May was the month with the most calls in 2022.

### Call Volume by Neighbourhood and Priority Status



- N1 continues to have the greatest volume of calls, with a wide margin between it and the other neighbourhoods. Call volume saw minor variation year to year in each neighbourhood.

### Top 10 Calls for Service

Guelph's top 10 Priority 1 through 4 calls for service from January to June 2021 and 2022 were broken down, ranked from most to least number of calls.

	2022	2021
<b>Compassionate to Locate</b>	(1) 1,878	(1) 1,669
<b>Bylaw Complaint</b>	(2) 1,140	(2) 1,445
<b>Suspicious Person</b>	(3) 1,125	(3) 1,302
<b>Mentally Ill Person</b>	(4) 1,010	(5) 998
<b>Administrative/Routine Detail</b>	(5) 982	(6) 887
<b>Unwanted Person</b>	(6) 916	(7) 865
<b>Theft Under</b>	(7) 901	(9) 768
<b>Domestic</b>	(8) 826	(8) 796
<b>Assist Other Service</b>	(9) 812	(4) 1,199
<b>Dispute</b>	(10) 736	(11) 701

<b>Driving Complaint</b>	(11) 615	(10) 709
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- The order of the top 3 calls was unchanged between 2021 and 2022 (Compassionate to Locate, Bylaw Complaint, Suspicious Person). Among the top second to fourth call type, the absolute numbers are close.

Of note:

- Assist Other Service calls fell from fourth to ninth, closer to where they have traditionally been. This decrease is likely due to the elimination of Covid-19 compliance checks for other services in 2022.
- Mentally Ill Person calls rose to the fourth most frequent call type, although there were only 12 more of these calls.
- There were more Unwanted Person calls in 2022 than in 2021, however increases in other call types pushed this type further down the list.

## Calls of Interest

Certain call types are of particular interest for the public and the Service to examine. Some of those call types are shown below, in no order.

### Calls of Interest – Guelph, January to June, 2022 and 2021 (all call priorities)

	<b>2022</b>	<b>2021</b>	<b>% Variance</b>
<b>Mental Health</b>	1,010	998	1.2%
<b>Attempt Suicide</b>	9	7	28.6%
<b>Compassionate to Locate - Check Wellbeing</b>	1,294	1,193	8.5%
<b>Domestic Violence</b>	830	798	4.0%
<b>Intoxicated Person</b>	74	53	39.6%
<b>Drugs</b>	72	89	-19.1%
<b>B&amp;E - Residential</b>	100	189	-47.1%
<b>B&amp;E - Commercial</b>	83	132	-37.1%
<b>Theft from Vehicles</b>	194	151	28.5%



<b>Stolen Vehicles &amp; Attempts</b>	107	91	17.6%
<b>MVC - Personal Injury &amp; Hit &amp; Run</b>	239	172	39.0%
<b>Impaired Driver</b>	67	57	17.5%

- As previously noted, Mentally Ill Person calls increased; Attempt Suicide calls increased by 2 occurrences.
- Domestic Violence calls increased by 4%.
- Intoxicated Person and Impaired Driver calls both increased, by 39.6% and 17.5% respectively.
- Drug calls for service fell by 19.1%.
- Both Residential and Commercial Break and Enter calls decreased in 2022.
- Theft from Vehicles increased, as did Stolen Vehicle and Attempts.
- Personal Injury and Hit and Run collisions rose by 39%.

## Calls for Service Response Times

### Median Response Times by Priority Status

The following table provides the median response times to calls for service of Priority 1, 2, 3, and 4 status for January to June of 2021 and 2022.

	<b>Median Response Time</b>		
	<b>2022</b>	<b>2021</b>	<b>Difference</b>
<b>P1</b>	5:59	6:08	-00:09
<b>P2</b>	11:10	11:05	00:10
<b>P3</b>	14:19	13:01	00:40
<b>P4</b>	19:10	18:58	-00:12

- The median response time to Priority 1 calls for service decreased by 9 seconds between 2021 and 2022, bringing the time to just under 6 minutes. The response time to both P2 and P3 calls increased, the former by 10 seconds and

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the latter by 40 seconds. The median P4 response time decreased by 12 seconds.

**Priority 1 Median Response Times by Neighbourhood, January to June, 2021 and 2022**

	<b>2022</b>	<b>2021</b>	<b>Difference</b>
<b>N1</b>	6:07	6:14	-00:07
<b>N2</b>	6:12	7:24	-01:12
<b>N3</b>	7:56	6:50	01:06
<b>N4</b>	3:25	3:21	-00:04

- The variation in Priority 1 response times across the neighbourhoods continued in 2022.
- N4 had the fastest response time, and a slightly faster response time in 2022.
- N1's response time was also faster, by 7 seconds, and was the second fastest response time of all the neighbourhoods.
- The response time in N2 was significantly quicker, by 1 minute and 12 seconds.
- The response time in N3 slowed almost as much, by 1 minute and 6 seconds, bringing it to a response time that was much slower than in the rest of the neighbourhoods at nearly 8 minutes.

**'CORPORATE BUSINESS PLAN:**

N/A.

**FINANCIAL IMPLICATIONS:**

N/A.

**ATTACHMENTS:**

N/A.