

2011



annual report





TABLE OF CONTENTS

| | |
|---|---------|
| DEDICATION | 1 |
| MISSION AND VALUES | 2 |
| BRANTFORD POLICE SERVICES BOARD | 3 |
| MESSAGE FROM THE CHIEF | 4 |
| OUR PEOPLE | |
| Organizational Chart | 5 |
| Senior Staff | 6 |
| 2011 Complement | 7 - 10 |
| Service Awards & Retirements | 11 - 12 |
| BRANCH REPORTS | |
| Administration | 13 - 14 |
| Executive | 15 - 16 |
| Operations | 17 - 18 |
| Quality Assurance | 19 - 20 |
| Support Services | 21 - 22 |
| SERVICE TRAINING | 23 - 24 |
| STATISTICS | |
| Five-year Annual Statistics (2007-2011) | 25 - 26 |
| Crime and Clearance Rates | 27 |
| BUSINESS PLAN OBJECTIVES REPORT | 28 - 30 |



DEDICATION

Our Annual Report is dedicated to those we lost in 2011.

James Anthony Torti

(December 24, 1940 – January 24, 2011)



Jim passed away in January at the age of 71. He was born and raised in Brantford where his name was synonymous with local baseball and hockey. Jim was a star fielder for the Brantford Red Sox in the Inter-county Baseball League that won five consecutive championships. He played hockey for the former Lakeshore Bruins in the Metro Junior “B” League before returning home to play for the

Brantford Bears, in the former Intermediate “A” League. His love for hockey kept him playing for many years on the Brantford Old-timers. His strong work ethic was evident throughout his 17 years on our Maintenance Team. Jim had a great sense of humour and enjoyed a good rapport with everyone. In 2005, Jim retired and together with his wife, Shirley, enjoyed spending summers at their Lake Erie retreat. Along with Shirley, Jim leaves behind sons Dan (Wanda) and Greg (Dee), and his grandchildren – Paula, Mason, Jordyn and Anthony.

Detective Kenneth William Ayscough

(July 13, 1940 – October 11, 2011)



Ken passed away on October 11, at the age of 71. Ken was born and raised in Brantford where he attended Graham Bell PS and BCI. He joined the Police Department in August 1958 as the *first* police cadet. Ken served in the Platoon Section, Juvenile Bureau and Vice Unit. While a detective in Vice, Ken was recognized as an expert in dealing with cases of reported child abuse. His investigations were thorough and his dedication to victims relentless. Ret. Chief Bob Peeling said it best, “Ken was a kind, gentle soul who in a very quiet way did a great deal for this community.” Ken remained active after he retired in 1991, serving on the boards of Crime Stoppers and Nova Vita. He and his wife, Sheila, enjoyed travelling and spending

time with their grandchildren (Michelle, Robbie, Jordan, Alyssa, Mackenzie, Tyler, Cameron and Payton). Ken also leaves behind his children – Cheryl, Karen, Brian and Julie.

MISSION AND VALUES STATEMENT



The mission of the Brantford Police Service is to enhance the quality of life for all citizens and respond to their changing needs by ensuring and promoting public safety in partnership with our community.

Values Statement

The Brantford Police Service believes in:

- 🏠 The RIGHTS of all persons as enshrined in the Charter of Rights and Freedoms.
- 🏠 The RESPONSIBILITY of all persons to abide by the laws of Canada.
- 🏠 A proactive PARTNERSHIP with the community in an effort to promote mutual respect and responsibility.
- 🏠 Being FAIR, UNBIASED and treating all persons with RESPECT and DIGNITY.
- 🏠 SAFETY through the protection of persons, property and our environment.
- 🏠 Respect for the value of our HUMAN RESOURCES and a COMMITMENT to their continuous development.
- 🏠 The highest possible degree of personal and professional INTEGRITY in the performance of duties.
- 🏠 Ongoing, open COMMUNICATION with our community and within the Service.
- 🏠 Being ACCOUNTABLE in providing HIGH QUALITY police service to our community

BRANTFORD POLICE SERVICES BOARD



Lt. to Rt. – Todd Glaves, Larry Kings (Vice-chair); Mayor Chris Friel (Chair); Jean Anderson, and Cheryl Antoski

The Year 2011 brought many changes to the Brantford Police Services Board membership as well as senior staff of the Brantford Police Service. The Board welcomed three new members with the appointments of Jean Anderson, in February; Todd Glaves, in March; and Cheryl Antoski, in June.

Subsequent to the retirement of Chief Derek McElveny in late 2010, the Board was pleased to appoint Jeffrey Kellner as Chief of Police and W. Geoffrey Nelson as Deputy Chief of Police following competitive selection processes. The Board looks forward to working together to ensure the Brantford Police Service continues to provide high-quality policing in accordance with international and provincial standards to ensure a safe community for the citizens of Brantford.

I wish to take this opportunity to recognize the ongoing professionalism and dedication to duty of the men and women of the Brantford Police Service and thank them for their contribution to public safety.



Mayor Chris Friel, Chair

CHIEF JEFF KELLNER WELCOMES YOU TO OUR 2011 ANNUAL REPORT



On behalf of all members of the Brantford Police Service, it is my pleasure to present the 2011 Annual Report.

I would like to thank the Police Services Board, the community, and our members for their trust, confidence and support in my first year as Chief of Police. It is an honour to serve as Chief of this outstanding organization. I offer my congratulations to our new Deputy Chief, Geoffrey Nelson, on his well-deserved appointment.

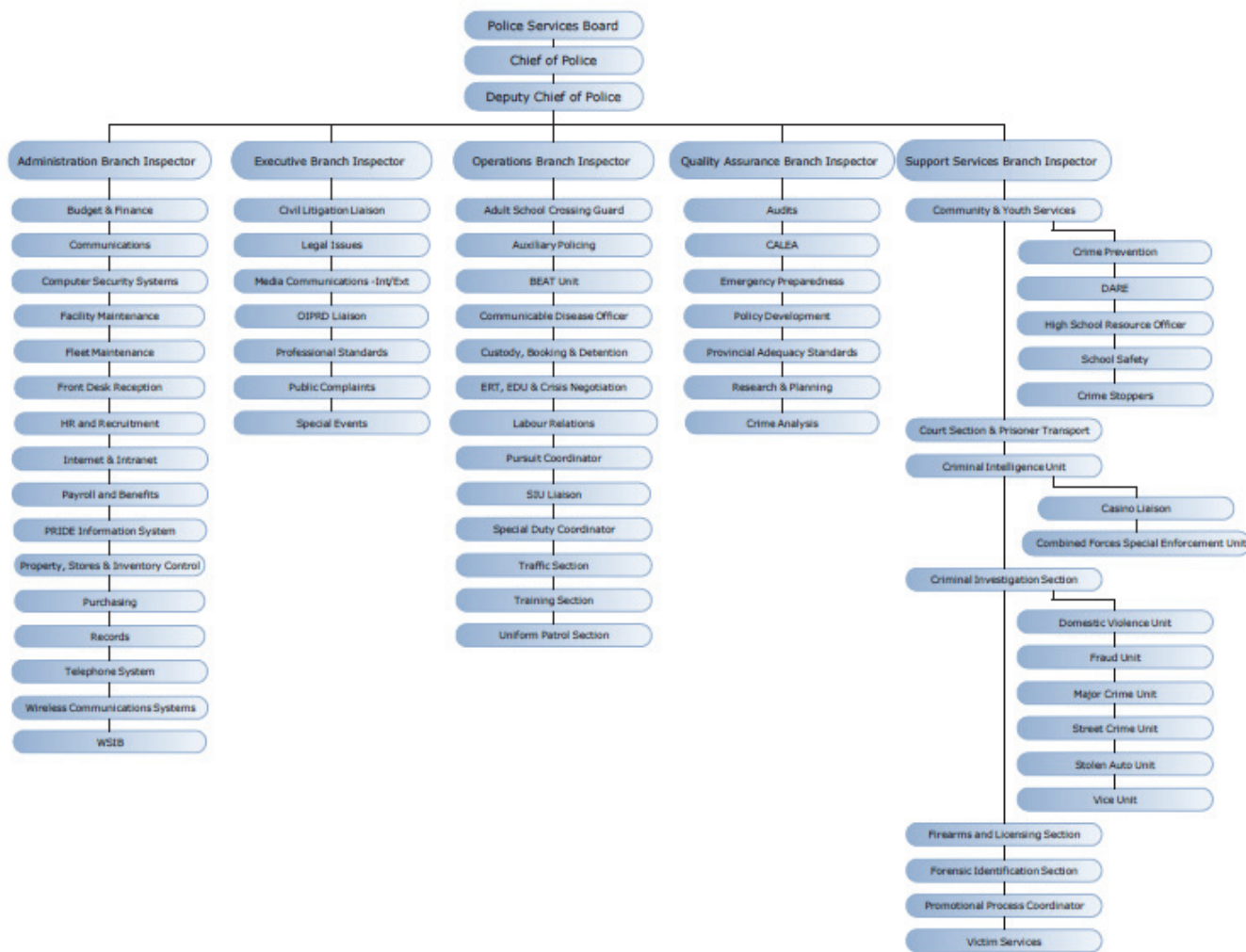
The 2011 Annual Report outlines the numerous initiatives we were involved in as a Service. During 2011, members of the Brantford Police Service continued to provide high-quality police services to all neighbourhoods in our City. The cooperation we received from our community was critical in assisting us to address crime and disorder issues and the implementation of proactive crime-prevention initiatives.

Members of our Service understand how critical it is to maintain the confidence and trust of our citizens to ensure Brantford remains a safe and vibrant community. It is important that we recognize the professionalism and dedication of our members and ensure they continue to be provided with the training and equipment necessary to do their difficult jobs.



I would like to thank our members who retired in 2011 for their loyal and dedicated service and to welcome all new members who are just beginning their careers. I look forward to the challenges of 2012 and know that with the support of our members, the Police Services Board, and our community, much will be accomplished.

ORGANIZATIONAL CHART



SENIOR STAFF

Sworn



Lt. to Rt. – Inspector Kent Pottruff (Executive Officer), Inspector Dave Wiedrick (Administration), Deputy Chief Geoff Nelson, Chief Jeff Kellner, Inspector Scott Easto (Quality Assurance), A/Inspector Rob Dinner (Operations) & Inspector Drew Bielawski (Support Services)

Civilian



Lt. to Rt. – Sandra Ott, Marva Usher, Catherine Drinkwater, Susanne Rigglesford & Margaret Eves

2011 COMPLEMENT

CHIEF'S OFFICE

Jeff Kellner, Chief of Police
Margaret Eves, E.A.

DEPUTY CHIEF'S OFFICE

Geoff Nelson, Deputy Chief
Susanne Rigglesford, E.A.

| |
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| <p>EXECUTIVE BRANCH Inspector Kent Pottruff</p> |
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| <p>ADMINISTRATION BRANCH Inspector David Wiedrick</p> |
|--|

Marva Usher, E.A.
Maggie Charlton, Admin. Clerk

Records & Front Desk Reception
Catherine Drinkwater, Supervisor

Records

Joy Addison
Lilly Amos
Erminia Beckett
Bonnie Bouchard
Rosalba Catinella
Janice DeGeit
Kelly Dzuba
Debora Heron
Cynthia Lucas
Fiona McManus
Kelly Monkman
Tammy Persall
Paul Whittam
Virginia Jamieson (casual)
Jacqui Speight (part-time)

Angie Stachura (casual)

Front Desk Reception

Susan Gemmell
Katie Michener
Trudy Sparks
Jennifer Wallingford
Kelly White

Communications & Information Technology

Sgt. Gary Thompson

Communications

Lisa Aldred
Christine Balcerczyk
Leesa Bell
Dianne Careswell
Elizabeth Cooper
Jason Dietrich
Gloria Figueira
Pauline Finnegan-Hills
Kelly Hughes
Carole Miklos
David Parent
Melanie Shannon

Call Takers (Part-time)

Kristin DeGeit
Catherine Vorwald

Information Technology

Sandra Ott
Cheryl Knowles
Mike Potter

Property & Evidence

Iris Jeavons
Sandra Arsenault (part-time)

Maintenance

Robert Wright – Supervisor
Ann Chandler
Steve Charlton
Richard Flint
David Clarkson (casual)

OPERATIONS BRANCH
Acting Inspector Rob Dinner

BEAT

Sgt. Chuck Wheeler
Cst. Chris Coombe
Cst. Jason Davis
Cst. Brent Gage
Cst. Jonathan Hall
Cst. David Parker
Cst. Grant Pitts

Traffic

Sgt. Grahame Lee
Cst. Mike Aasla
Cst. Lee Black
Cst. Pat Dietrich
Cst. Matthew MacMillan
Cst. Geoff Slote
Cst. Darrin Wilson

Uniform Patrol

“A” Platoon

S/Sgt. Richard Boyington
Sgt. Brad Cotton
Sgt. Jeff Emmons
Cst. John Allan
Cst. William Aragian
Cst. John Billone
Cst. Ed Bragg
Cst. Paul Clark
Cst. Scott Cole
Cst. Christine Dobrocky
Cst. Allan Filiatrault
Cst. Raphael Foa
Cst. Shawn Kalka
Cst. Brandon Kelly
Cst. Natalie Laing
Cst. Timothy McPhee
Cst. Melvin Monteblanca
Cst. James Savage
Cst. Blake Vokey

“B” Platoon

S/Sgt. Don Pancoe
Sgt. Randy Batson
Sgt. Susan Mady
Cst. Keith Drouillard
Cst. Jay Fenton
Cst. Adam Fisher
Cst. Scott Gibson
Cst. Saundra Glover
Cst. Geoff Johnston
Cst. Jeffery Lawson
Cst. Sang Bong Lee
Cst. Damian Muchowski
Cst. Joe Nagle
Cst. Jaime Price
Cst. Steven Sheffar
Cst. Balbir Singh
Cst. Jonathan Thomson
Cst. Jonathan Van Brugge

“C” Platoon

S/Sgt. Cheney Venn
 Sgt. Richard Paolini
 A/Sgt. Jason Saunders
 Cst. Benjamin Alexander
 Cst. Eric Angevine
 Cst. Jason Barber
 Cst. Michael Cicoria
 Cst. Ryan Ferguson
 Cst. Darryl Graham
 Cst. Andre Gudgeon
 Cst. David Gulliver
 Cst. Robert Hall
 Cst. Scott Johnston
 Cst. Gina Mantel
 Cst. Ted Pottruff
 Cst. John Putschli
 Cst. Dana Sims
 Cst. Jason Sinning
 Cst. Mark Stachurski

“D” Platoon

S/Sgt. Rudy Jambrosic
 Sgt. Tim Martell
 Sgt. Mike Reid
 Cst. Derek Butler
 Cst. Richard Ciotti
 Cst. Kari Drake
 Cst. Richard D’Souza
 Cst. Basia Hasham
 Cst. Diana Kestle
 Cst. Jeremy Morton
 Cst. Paul Noakes
 Cst. Darrin Rattie
 Cst. Kelly Renzini
 Cst. Jordan Schmutz
 Cst. Rebecca Seibert
 Cst. Gary Swift
 Cst. Leonard Van Holst
 Cst. Justin Zabolotney

“E” Platoon

S/Sgt. Steve Sumsion
 Sgt. Rob Gillespie
 Sgt. Mark Moravek
 Cst. Daniel Bosett
 Cst. Robin Butterfield
 Cst. Kevin Cabral
 Cst. Laura Collier
 Cst. Helder Dacosta
 Cst. Alex Gray
 Cst. Kristopher Holt
 Cst. Chad Johnson
 Cst. Nicholas Lawson
 Cst. Philip Minotti
 Cst. Jason Nagy
 Cst. Terry Shipp
 Cst. Shelley Sims
 Cst. Aaron Thomas
 Cst. Dale Whitney

Training

Sgt. Gary Potts
 Cst. Chris Grantham
 Cst. Adam Hill

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| <p>QUALITY ASSURANCE BRANCH Inspector Scott Easto</p> |
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Norm Calder, Accreditation Coordinator
 Hillary Miles, Crime Analyst

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|--|
| <p>SUPPORT SERVICES BRANCH Inspector Drew Bielawski</p> |
|--|

Community & Youth Services

Sgt. Ramona Ryan
 Cst. Andrea Cooper, Crime Prevention
 Cst. Kent Hollett, Crime Stoppers
 Cst. Keli Corpse, DARE
 Cst. Charmaine Pelletier, DARE

Cst. Elana Emmons, School Safety
 Cst. Chad Crawford, HSRO
 Cst. Mark Baxter, HSRO
 Cst. Michael Zomer, HSRO
 Cst. Grant Davies, Youth
 Cst. Shane Seibert, Youth

Court

Sgt. Rick Ryerse
 Court Cst. Shawn Beaulne
 Court Cst. Frank Coretti
 Court Cst. Brad Creighton
 Court Cst. Don Cruickshank
 Court Cst. Luke Dreyer
 Court Cst. Steve Freeman
 Court Cst. Allen Hill
 Court Cst. Rick Laschner
 Court Cst. George Madgwick
 Court Cst. Ashley Maw
 Court Cst. David Ornowka
 Court Cst. Craig Russell
 Court Cst. Lisa Schermerhorn
 Court Cst. Gerry Shrum
 Court Cst. Dusty Thibert
 Court Cst. Nancy Werner

Criminal Intelligence Unit

Sgt. Wayne Townson
 Cst. Trevor Branscombe
 Cst. Dom Oliveira

Criminal Investigation Section

S/Sgt. Bruce Jepma

Cst. Cyrus Villa
 Susan Pastuszak, Clerk Typist

Auto Theft

Cst. Greg Stanley

Casino Liaison

Cst. Kevin Reeder

Domestic Violence

Cst. Nancy Ferguson

Fraud

Cst. Amber Jackson
 Cst. Mark Polischuk

Major Crime

Sgt. Scott Williams
 A/Sgt. Kristen Bell-Samson
 Cst. David Minutillo
 Cst. Jim Sawkins
 Cst. Mike Sciberras
 Cst. Jeff Spencer
 Cst. Mark Whitworth

Street Crime

Sgt. Brad Loveday
 Janice Martin, Clerk Typist
 Cst. Kyle Barnes
 Cst. Jeff Cotter
 Cst. Calvin Eve
 Cst. Kevin O'Neill
 Cst. Raj Saini

Vice

Sgt. Rick DiGiandomenico
 A/Sgt. Keith Tollar
 Cst. Steve Bebee
 Cst. Laureen Bird
 Cst. Terri-Ann Fortier

Forensic Identification

Sgt. David Disher
 Cst. Andrew Balog
 Cst. David Bauer

Firearms & Licensing

Cst. Bill Oliver

| | |
|-------------------------|------------|
| TOTAL COMPLEMENT | |
| Sworn | 161 |
| Civilian: | |
| part-time/casual | 7 |
| full-time | 63 |
| TOTAL | 231 |

SERVICE AWARDS & RETIREMENTS

Governor General of Canada Police Exemplary Service Medal

Created on August 12, 1983, this medal recognizes police officers who have served in an exemplary manner, characterized by good conduct, industry and efficiency.

Twenty-year Police Exemplary Service Medal Recipients

Constable Paul Clark
Sergeant Brad Cotton
Constable Paul Noakes

Thirty-year Police Exemplary Service Bar Recipients

Constable Howard Donald
Inspector Scott Easto
Staff Sergeant Bruce Jepma
Constable John Putschli
Constable Dale Whitney

Brantford Police Exemplary Service Award

The Brantford Police Exemplary Service Award is granted to a member who performs a duty or takes some action that is well beyond the normal expectation. Our Service was proud to recognize the outstanding efforts of five officers this year.

Constable Derek Butler

On October 9, 2011, Constable Derek Butler came to the assistance of a citizen and as a result of his deductive thinking and fast actions, saved the life of the citizen.

Constable Kevin Cabral and Constable Kris Holt

On December 19, 2011, Constables Cabral and Holt came to the assistance of a citizen whose vital signs were absent. They quickly performed CPR and used the automatic emergency defibrillator.

Sergeant Ramona Ryan

On May 5, 2011, Sergeant Ramona Ryan's quick actions and calm demeanour resulted in saving a citizen's life.

Acting Sergeant Jason Saunders

On April 27, 2011, Acting Sergeant Jason Saunders came to the assistance of a man who was choking. Acting Sergeant Saunders' quick thinking and actions averted a possible tragedy.

City of Brantford Long Service Award Recipients

35 YEARS

Margaret Eves

30 YEARS

Howard Donald
Scott Easto
Bruce Jepma
John Putschli
Dale Whitney

25 YEARS

Dianne Careswell
Susan Mady
Carole Miklos
Paul Noakes
Gerald Shrum

20 YEARS

Norm Calder
Margaret Charlton
Paul Clark
Elizabeth Cooper
Brad Cotton
David Sinclair

15 YEARS

James Sawkins

10 YEARS

David Bauer
Bonnie Bouchard
Brad Creighton
Janice DeGeit
Matthew MacMillan
David Minutillo
Damian Muchowski
Dom Oliveira
Jeffery Spencer
Michael Zomer

Retirements from the Brantford Police

The Brantford Police Service would like to recognize the following members for their service to our community and wish them a long and healthy retirement:

Constable Howard Donald (February 23, 1981 - September 20, 2011)

Constable Craig Kennedy (November 23, 1981 - August 31, 2011)

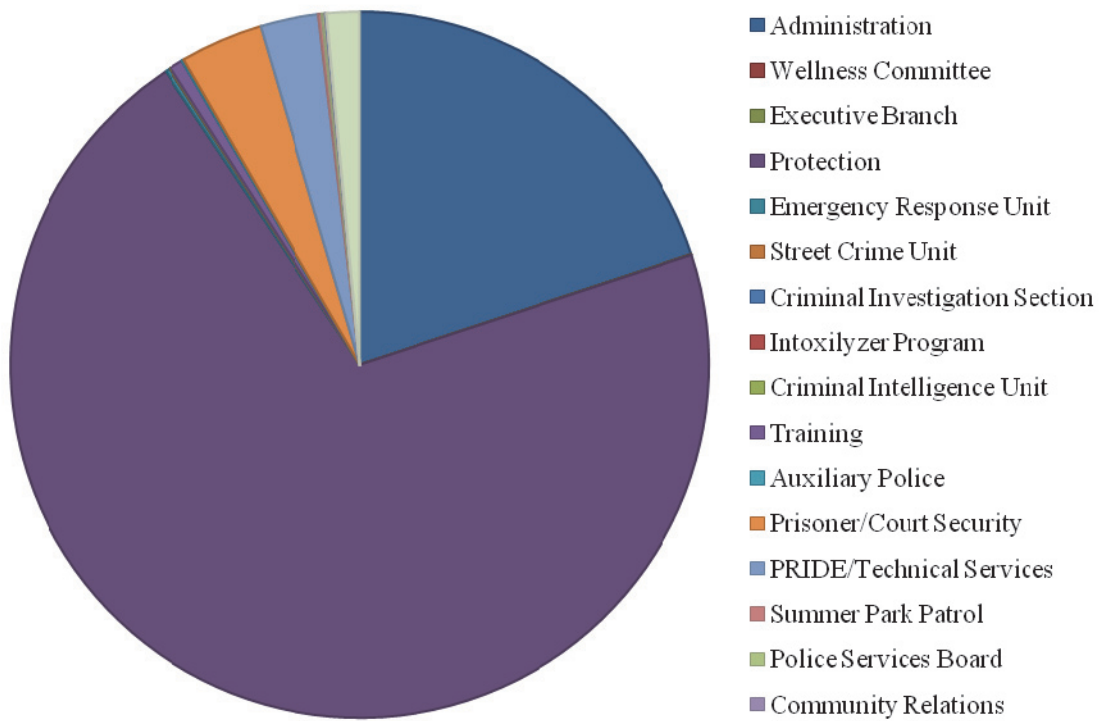
Sergeant David Sinclair (August 6, 1991- August 16, 2011).



ADMINISTRATION BRANCH

Budget and Finance

The approved budget for 2011 was \$25,383,835. Although adjustments were made throughout the year based on inflationary costs, the Service remained under budget. The following chart provides a breakdown of our budget.



Five-year Comparison

| | 2007 | 2008 | 2009 | 2010 | 2011 |
|---------------------------|--------------|--------------|--------------|--------------|--------------|
| Operating Budget | \$20,648,040 | \$22,108,100 | \$23,516,641 | \$24,475,585 | \$25,383,835 |
| Actual Expenditure | \$20,043,145 | \$21,878,092 | \$22,628,604 | \$24,428,255 | \$25,201,763 |

Communications



The Service employs 11 Communicators and three part-time Call Takers who accept all 911 emergency and administrative calls. They act as a liaison between the caller and patrol officers through a Computer-aided Dispatch (CAD) database. Officers are dispatched according to the level of priority of each pending call.

Records

The Records Management System (RMS) stores all of the Service's information electronically. Records' personnel are responsible for the transcription and entry of dictated reports. Members in this section are also responsible for a 24-hour reception desk, along with coordination of all court documents.



Information Technology

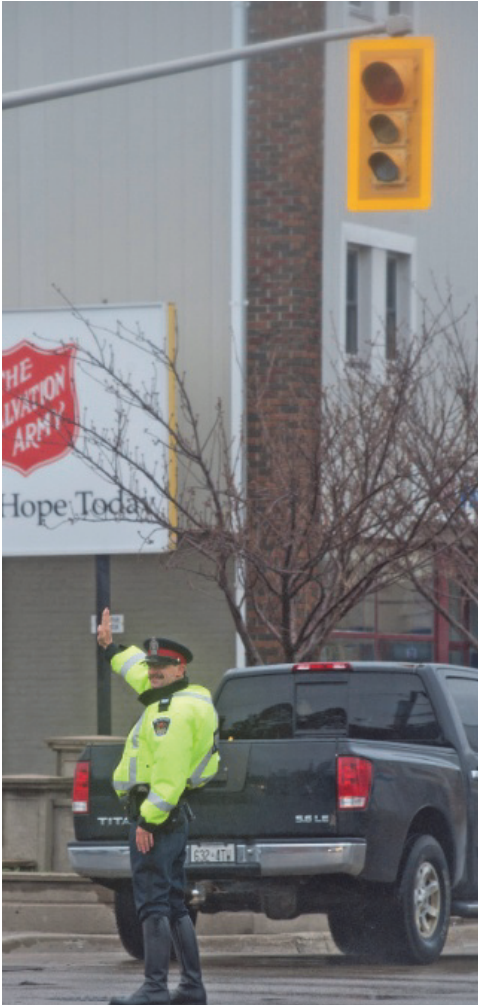
Technical Services provide comprehensive information technology support and development which encompasses a diverse range of services, including computerized records management system, Computer-aided Dispatch, digital video recording, and all phone systems throughout the station.

Property and Evidence

The Property and Evidence area provides continuity of our evidence that is contained in a 3,260 sq/ft secure facility within the station. The facility houses over 30,000 pieces of evidence and found property, along with general office supplies.

EXECUTIVE BRANCH

Communication - Promoting Public Safety



(photo by Brian Thompson, *The Expositor*)

Public safety is not just the responsibility of the Brantford Police Service. Rather, it's a partnership between our Service, our citizens and the many organizations that serve our City. Excellent relationships with our local media agencies have been integral in keeping the community informed of public safety events and concerns. This relationship also provides a valuable mechanism to promote the many services and programs we are involved in that enhance the quality of life for all citizens.

In February 2011, our new website was launched, highlighting our proud history. Our website is continually updated and enhanced to provide current and easily-accessible information to our community. Contact information, news releases, annual publications, statistics and administrative forms such as applications, criminal records checks and pardons are posted which allow our citizens and our Service to interact in a more effective and efficient way. We recognize that we must keep pace with technological advances to better serve our community. Media and community expectations have evolved during recent years due to an increasing demand for information through various forms of media. Our goal is to provide

information that reaches all demographics in our City in a timely and accurate manner. Through daily interaction with our local media partners, the use of Twitter (@BrantfordPolice) and posting information on our website (www.brantfordpolice.ca), we have enhanced our delivery of up-to-date information.

Commitment to Professionalism and Excellence

The Service has maintained a relatively low number of formal complaints compared to the number of police/public contacts. We strive to achieve the highest degree of personal and professional integrity in the performance of our duties.

Complaints from the Public

Twenty-three complaints were received from the public related to the conduct of sworn members. One complaint was service or policy related and was found to be unsubstantiated. As required by the *Police Services Act of Ontario*, all 24 public complaints were reviewed by the Office of the Independent Public Review Director (OIPRD) during the intake process. The complaints were reviewed and/or investigated and the following dispositions were applied.

| | |
|---|----|
| Substantiated | 1 |
| Unsubstantiated | 10 |
| Complaints Deemed not Directly Affected | 0 |
| Complaints Greater than Six Months from Date of Incident | 3 |
| Complaints Deemed Frivolous, Vexatious or Made in Bad Faith | 1 |
| Complaints Better Dealt with Under another Act or law, or not a breach of Code of Conduct | 6 |
| Complaints Deemed not in the Public Interest | 0 |
| Complaints about Civilian Members not Investigated | 0 |
| Complaints Informally Resolved | 0 |
| Complaints Withdrawn by Complainant | 3 |
| Complaints Still Under Investigation | 0 |
| Total | 24 |

Complaints - Five-year Comparison

| | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|--------|--------|--------|--------|--------|
| Complaints from the Public | 20 | 14 | 25 | 29 | 24 |
| Complaints from the Chief of Police | 9 | 8 | 8 | 8 | 6 |
| Total Complaints | 29 | 22 | 33 | 37 | 30 |
| Substantiated Complaints (OIPRD & Internal) | 11 | 8 | 5 | 7 | 3 |
| Substantiated Complaints as a % of Total Complaints | 38% | 36% | 15% | 19% | 10% |
| Number of Calls for Service | 45,269 | 46,336 | 54,638 | 50,513 | 51,253 |
| Ratio of Calls for Service to Complaints | 2,263 | 3,310 | 2,186 | 1,742 | 2,137 |

OPERATIONS BRANCH

Community-based policing continues to be at the heart of our service delivery to the community. The Operations Branch is comprised of five platoons of uniformed officers who provide front-line policing. This is where ‘the rubber meets the road’ – we are proud of the high level of commitment and service that our officers provide on a daily basis. The Operations Branch is also comprised of our Traffic Unit, Better Enforcement Action Team (BEAT), Training Section, Emergency Response Team, Auxiliary Police Program, Adult School Crossing Guard Program and Summer Park Patrol Program to ensure that the citizens of Brantford receive effective and efficient service throughout the year.

In 2011, we responded to 51,253 calls for service. This is up slightly from 50,513 in 2010. Of the 2011 calls for service, 2,866 were 911 calls.

Calls for Service

| 2009 | 2010 | 2011 |
|--------|--------|--------|
| 54,577 | 50,513 | 51,253 |

We are tasked with the responsibility of providing education and conducting enforcement in the community. In 2011, officers laid 5,457 criminal charges and 6,509 Provincial charges. This was done as a result of investigation of reported incidents and through directed patrols and strategic enforcement.



Photo by Kelly Hughes, BPS

Officers regularly conduct directed patrols where areas of concern have been identified. This type of patrol comes in many different forms and ranges from traffic enforcement for high collision locations and speeding concerns, to monitoring locations that are known for drug-related activity. This information is generated from investigative means, complaints, and from data provided by our Crime Analyst.

Members of our Traffic Unit have also participated in various road safety campaigns such as Operation Impact, Canada Road Safety Week and Slow for Snow. Moreover, they organized and participated in several joint-agency initiatives with the Ministry of Transportation, Ministry of the Environment and the Brant County OPP that targeted offenders through education and strict enforcement. Traffic officers are further tasked with investigating all serious and fatal injury collisions. An overview of the collisions responded to by the Service is as follows:

| | 2007 | 2008 | 2009 | 2010 | 2011 |
|----------------------------------|-------|-------|-------|-------|-------|
| Personal Injury Accidents | 312 | 368 | 384 | 364 | 366 |
| Fatal Accidents | 4 | 0 | 3 | 2 | 2 |
| Total Accidents | 2,255 | 2,375 | 2,344 | 2,067 | 2,249 |

Our downtown BEAT officers have formed many proactive community partnerships with various stakeholders in the downtown core. In 2011, our BEAT officers provided 10,490 hours of policing service in the downtown core, enhancing the safety and security of those who live, work and attend school in this diverse area of our community.



The Service’s Auxiliary Program assists our front-line officers by conducting patrol ride-alongs, helping with searches for missing persons and participating in numerous special events, parades and charity initiatives throughout the year. This dedicated team of volunteers contributed an impressive 9,203 hours to the community in 2011.

We remain committed to the continuous development of our human resources. In doing so, our Training Section delivered 10,518 hours of training to our members. Much of this training is government mandated and must be delivered to our officers on an ongoing basis.

The Brantford Police Service continued to operate the Adult School Crossing Guard Program in 2011. The program operates under the supervision of our Traffic Sergeant and is responsible for ensuring that our primary school students safely cross the street at 54 locations throughout the City.

We would like to commend our officers and civilian members who have strived to improve public satisfaction in our Police Service, while maintaining their commitment to professionalism and excellence through their hard work and dedication.

QUALITY ASSURANCE BRANCH

Police Services in Ontario are legislatively mandated to implement a quality-assurance process relating to the delivery of adequate and effective policing. This Branch is integral to the quality-assurance process for the Service, and is responsible for policy development, research and planning, Commission on Accreditation for Law Enforcement Agencies (C.A.L.E.A.) accreditation and Adequacy Standards.

The Quality Assurance Branch provides regular reviews, self-assessments and audits to ensure the Service is following its policies and procedures and is in compliance with the *Police Service Act*, its Regulations, Adequacy Standards and CALEA standards.

The rewards of CALEA accreditation:

- Comprehensive, well thought-out written directives
- Reports and analyses to make informed management decisions
- Improved relationship with the community
- Stronger accountability
- Limit liability and risk exposure
- Assists in the Service's pursuit of excellence
- Provides a forewarning on U.S. crime trends and responses which we may experience

CALEA's goals are to:

- Strengthen crime prevention and control capabilities
- Formalize essential management procedures
- Establish fair and nondiscriminatory personnel practices
- Improve service delivery
- Solidify interagency cooperation and coordination
- Increase community and staff confidence in police service

The Ontario Ministry of Community Safety and Correctional Services inspects police services in Ontario to encourage compliance with policing guidelines and ensure compliance with regulations. C.A.L.E.A. offers another external oversight that ensures we maintain a high standard of service to the community. Every three years a team of C.A.L.E.A. assessors performs an on-site assessment of the Service looking into all aspects of how we do business for that three-year accreditation cycle.

Quality Assurance and accreditation are structures and management initiatives that set the stage for our members to excel. We have voluntarily been in the accreditation process for 11 years during which time we have undergone three successful C.A.L.E.A. assessments and several inspections by the Ministry of Community Safety and Correctional Services.

Today there are dozens of standards that were not established when we entered the C.A.L.E.A. process. Crime and policing do not remain static - our continued involvement with C.A.L.E.A. ensures we keep abreast of best practices that evolve in law enforcement to deal with modern crime problems.



Photo by Kelly Hughes, BPS

efficient than the previous method of manually inputting crime data and plotting maps. Analysis information is provided to our members through postings on our intranet and in the police station.

In 2011, the Service began using a Geographic Information System (GIS) software program linked directly into our Niche Records Management System. Crime data is automatically imported directly from our records database to GIS and crime analysis software. All calls for service can be queried and the results of the query plotted on a map to display crime and crime patterns. This system is significantly more

Citizens of Brantford should be proud their police service is C.A.L.E.A. accredited and be reassured that through our accreditation, members of the Brantford Police Service are providing policing to our community that meets current, internationally-recognized best practices.



SUPPORT SERVICES BRANCH

The Support Services Branch is composed of the Criminal Investigation, Criminal Intelligence, Forensic Identification, Firearms and Licensing, Court, Crime Stoppers and the Community and Youth Services Sections.

The Criminal Investigation Section includes the Major Crime, Domestic Violence, Fraud, Vice, and Street Crime Units. Members from these units are responsible for investigating - among other incidents - homicides and attempts, crimes of violence, sudden deaths, sexual assaults, robberies, offences against children and the elderly, major frauds, break and enters, drugs and the management of high-risk and repeat offenders residing in our community. Officers comply with legislative requirements for Major Case Management, the Ontario Sex Offender Registry and ViCLAS (Violent Crime Linkage and Analysis System).



Photo by Chris Smith, *The Expositor*

We are pleased to report funding continued for our participation in the Provincial Strategy to Protect Children from Sexual Abuse and Exploitation on the Internet. Comprised of the Ontario Provincial Police and 18 municipal police services from across the province, their primary focus is to investigate child sexual abuse over the Internet and make the Internet safer for our children. These investigations are borderless, labour intensive, complex and require specialized training and equipment.

The Brantford Police Service continued its participation in a successful, joint Services initiative, Team Shutdown, with OPP, Six Nations Police Service, Hamilton Police Service, Halton Regional Police Service and Woodstock Police Service to combat vehicle thefts. Vehicle theft creates a real threat to public safety as perpetrators often drive with a complete disregard for other users of the roadway. The financial cost to the public is staggering.

Three officers from the Community and Youth Services Section continue to be assigned full time throughout the school year to the City's six high schools. Two officers deliver the Drug Abuse Resistance Education (D.A.R.E.) Program to every grade six student in Brantford. In December, D.A.R.E. officers began piloting GR8 – *Growing Responsibility*, aimed at grade eight students. GR8 provides students preparing for that important transition to secondary school with critical information regarding communication, decision making, positive choices, healthy relationships and youth and the law. Our School Safety Officer delivers safety information, at the Children's Safety Village of Brant, to all grade one to six students in the community.



Photo by Brian Thompson, *The Expositor*

SERVICE TRAINING

Training is a critical component of our overall strategy of providing excellence in policing services to our community. Training continues to be an integral part of our risk-reduction strategy, our ability to effectively and efficiently police the City of Brantford and ensure the safety of our officers.

As a police organization we have a responsibility to provide ongoing educational opportunities, thereby providing our members with the knowledge, skills, values, attitudes and understanding they need to remain effective in their role. As our members discover new abilities and ideas, the Brantford Police Service becomes more productive and innovative. By continuing to develop our human resources, we keep pace with societal changes, technological improvements, investigative techniques, changes in law, and best practices in providing police services.

The Brantford Police Service embraces lifelong learning along with awareness that by allowing our members to acquire additional skills and train for new challenges, our Service is better able to serve our community. Members are reimbursed for successful completion of approved courses of study which they take on their own time. Seventeen members participated in 19 professional advancement courses at post-secondary institutions in 2011.

In policing, whether a novice or a 20-year veteran, we remain students - there is always something new to learn.



External Training

| | Number of Courses | Number of Attendees |
|--------------------------|-------------------|---------------------|
| Ontario Police College | 44 | 50 |
| Canadian Police College | 2 | 1 |
| Other Training Locations | 85 | 77 |

In-Service Training

Our Training Section delivers or coordinates “in-service” training annually to our members. Throughout 2011, our members received supplemental training in the following areas:

- 🏠 Arrest
- 🏠 Search without Warrant
- 🏠 Laws on Impaired Driving
- 🏠 Investigative Detention
- 🏠 Fraud
- 🏠 Notebooks and Crown Briefs
- 🏠 Crime Scene Protection
- 🏠 Firearms Practical
- 🏠 Firearms – Safe Storage Policy
- 🏠 Defensive Tactics Practical
- 🏠 RADAR
- 🏠 Judgment
- 🏠 Temporary Holding Facilities
- 🏠 Rapid Deployment
- 🏠 Alzheimer’s Society Wandering Patient Program
- 🏠 Critical Incident Stress
- 🏠 Post-Traumatic Stress
- 🏠 Family Law Act
- 🏠 Ethics
- 🏠 Low Emission Bikes
- 🏠 Biased Based Policing
- 🏠 WHMIS
- 🏠 Pre-charge Diversion and Victim Services.

FIVE-YEAR STATISTICS 2007-2011

Green (-) figures indicate a reduction

Red figures indicate an increase

% increase/decrease over prior year

| INVESTIGATIONS | *2007* | *2008* | *2009* | *2010* | *2011* | TOTAL | AVERAGE | *2008* | *2009* | *2010* | *2011* |
|---------------------------|--------|--------|--------|--------|--------|-------|---------|--------|--------|--------|--------|
| MURDER | 1 | 1 | 2 | 2 | 3 | 9 | 2 | 0% | 100% | 0% | 50% |
| ATTEMPT MURDER | 0 | 1 | 1 | 3 | 2 | 7 | 1 | 100% | 0% | 200% | -33% |
| SEXUAL OFFENCES | 114 | 132 | 177 | 166 | 181 | 770 | 154 | 16% | 34% | -6% | 9% |
| ASSAULT ON POLICE | 31 | 26 | 30 | 34 | 23 | 144 | 29 | -16% | 15% | 13% | -32% |
| ASSAULTS - OTHER | 973 | 980 | 1028 | 1063 | 916 | 4960 | 992 | 1% | 5% | 3% | -14% |
| ROBBERIES WITH WEAPON | 36 | 25 | 30 | 31 | 28 | 150 | 30 | -31% | 20% | 3% | -10% |
| ROBBERIES WITHOUT WEAPON | 57 | 36 | 29 | 47 | 34 | 203 | 41 | -37% | -19% | 62% | -28% |
| B&E RESIDENCE | 711 | 551 | 607 | 598 | 470 | 2937 | 587 | -23% | 10% | -1% | -21% |
| B&E BUSINESS | 215 | 172 | 197 | 139 | 164 | 887 | 177 | -20% | 15% | -29% | 18% |
| B&E OTHER | 31 | 28 | 23 | 15 | 17 | 114 | 23 | -10% | -18% | -35% | 13% |
| THEFT OF MOTOR VEHICLE | 762 | 830 | 721 | 503 | 593 | 3409 | 682 | 9% | -13% | -30% | 18% |
| THEFT OVER \$5000 | 42 | 29 | 25 | 32 | 18 | 146 | 29 | -31% | -14% | 28% | -44% |
| THEFT UNDER \$5000 | 1568 | 1449 | 1785 | 1615 | 1510 | 7927 | 1585 | -8% | 23% | -10% | -7% |
| THEFT FROM VEHICLE | 1181 | 1004 | 908 | 795 | 861 | 4749 | 950 | -15% | -10% | -12% | 8% |
| FRAUDS TOTAL | 405 | 485 | 598 | 408 | 405 | 2301 | 460 | 20% | 23% | -32% | -1% |
| OFFENSIVE WEAPONS TOTAL | 173 | 184 | 208 | 155 | 132 | 852 | 170 | 6% | 13% | -25% | -15% |
| MISCHIEF TOTAL | 1371 | 1402 | 1649 | 1238 | 1133 | 6793 | 1359 | 2% | 18% | -25% | -8% |
| OTHER CRIMINAL CODE | 934 | 1049 | 1502 | 1205 | 977 | 5667 | 1133 | 12% | 43% | -20% | -19% |
| DRUGS & NARCOTICS TOTAL | 562 | 564 | 421 | 368 | 394 | 2309 | 462 | 0% | -25% | -13% | 7% |
| PROVINCIAL STATUTES TOTAL | 1135 | 1253 | 1435 | 713 | 636 | 5172 | 1034 | 10% | 15% | -50% | -11% |
| MUNICIPAL BYLAWS | 2094 | 2174 | 2505 | 818 | 176 | 7767 | 1553 | 4% | 15% | -67% | -78% |
| GAMING & BETTING | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 100% | -100% | 0% | 0% |
| IMPAIRED DRIVERS | 172 | 187 | 165 | 146 | 133 | 803 | 161 | 9% | -12% | -12% | -9% |

2011 REPORTED CRIME AND CLEARANCE RATES

| | |
|---|--------|
| Calls for Service | 51,253 |
| Violent Crime and Clearance Rates | |
| Violent Crime Calls | 1,499 |
| Violent Crimes Cleared | 78.2% |
| Property Crime and Clearance Rates | |
| Property Crime Calls | 4,873 |
| Property Crimes Cleared | 23.2% |
| Other Crime and Clearance Rates | |
| Other Crime Calls | 1,019 |
| Other Crimes Cleared | 22.9% |
| Adults Charged or Diverted | 1,803 |
| Youths Charged or Diverted | 865 |

2011 BUSINESS PLAN OBJECTIVES REPORT

| Objective | Incomplete | Ongoing | Completed |
|--|------------|---------|-----------|
| COMMUNICATION | | | |
| • Ensure public accessibility | | | ✓ |
| • Publish and distribute to Brantford residents an activity report in year three of the business plan | ✓ | | |
| • Enhance the Service website to maximize its use in providing information to the public | | | ✓ |
| • More efficiently process calls for service requests for information | ✓ | | |
| • Provide methods of employee and community communications, feedback and participation | | ✓ | |
| COMMUNITY BASED CRIME PREVENTION | | | |
| • Work with the Task Force on Community Safety and Crime Prevention | | ✓ | |
| • Use Crime Prevention Through Environmental Design to aid in reducing crime at neighbourhood levels | | | ✓ |
| • Community notification of specific crime problems, and conversely, Service-wide notification of community perceived crime problems | | ✓ | |
| COMMUNITY SATISFACTION | | | |
| • Survey internal and external stakeholders and address issues raised where feasible | | ✓ | |
| • Provide high quality policing in accordance with international standards | | ✓ | |
| • Meet adequacy standards | | ✓ | |
| • Use the media to publicize our successes | | | ✓ |
| COMMUNITY PATROL | | | |
| • Implement revisions to patrol area boundaries as needed to enhance visibility of patrol officers | ✓ | | |
| • Continue to practice Problem Oriented Policing to solve neighbourhood issues | | ✓ | |
| • Ensure the Service has the necessary resources to respond to protests in the community | | ✓ | |

| Objective | Incomplete | Ongoing | Completed |
|--|------------|---------|-----------|
| CRIMINAL INVESTIGATION | | | |
| <ul style="list-style-type: none"> Ensure high quality investigations by increasing the number of Service members trained in General Investigative Techniques | | | ✓ |
| <ul style="list-style-type: none"> Provide CIS personnel with the courses necessary to perform their roles | | ✓ | |
| <ul style="list-style-type: none"> Front-line officers are trained to an awareness level of Major Case Management principles and practices | | | ✓ |
| <ul style="list-style-type: none"> Measure the demands on the Service of emerging cyber crime | | ✓ | |
| <ul style="list-style-type: none"> Ensure the human resources within CIS are adequate and optimally deployed | | ✓ | |
| EMERGENCY CALLS FOR SERVICE | | | |
| <ul style="list-style-type: none"> Enhance the Service's ability to respond to major emergency events | | | ✓ |
| <ul style="list-style-type: none"> Maintain effective response times to emergency calls for service | | ✓ | |
| <ul style="list-style-type: none"> Maintain a qualified Emergency Response Team (ERT) that is able to meet the needs of our community | | ✓ | |
| VIOLENT CRIME | | | |
| <ul style="list-style-type: none"> Work with our community partners to address the root causes of crime and violence | | ✓ | |
| <ul style="list-style-type: none"> Increase the awareness and reporting of domestic violence | | ✓ | |
| <ul style="list-style-type: none"> Develop and implement a High Risk Offender program | | ✓ | |
| PROPERTY CRIME | | | |
| <ul style="list-style-type: none"> Use Problem Oriented Policing to address property crime issues at neighborhood levels | | | ✓ |
| <ul style="list-style-type: none"> Work with other police services to address multi-jurisdictional property crime issues | | ✓ | |
| <ul style="list-style-type: none"> Use crime analysis to assist in the planning of property crime reduction strategies | | ✓ | |
| YOUTH CRIME | | | |
| <ul style="list-style-type: none"> Provide educational support focusing on positive life choices | | ✓ | |
| <ul style="list-style-type: none"> Educate youth on the impact of cyber crime | | ✓ | |

| Objective | Incomplete | Ongoing | Completed |
|---|------------|---------|-----------|
| ROAD SAFETY | | | |
| <ul style="list-style-type: none"> Increase safety for pedestrians, cyclists and drivers in the city by promoting the safe use of our streets through targeted enforcement | | ✓ | |
| <ul style="list-style-type: none"> Work with partner educational institutions to educate pedestrians, cyclists and drivers in road safety | | ✓ | |
| <ul style="list-style-type: none"> Promote road safety habits of Service members by providing road safety education to our members | | | ✓ |
| ASSISTANCE TO VICTIMS OF CRIME | | | |
| <ul style="list-style-type: none"> Support Victim Services of Brant initiatives to reduce victimization | | ✓ | |
| <ul style="list-style-type: none"> Increase officer awareness of available services | | | ✓ |
| <ul style="list-style-type: none"> Provide victim awareness training | | ✓ | |
| INFORMATION TECHNOLOGY | | | |
| <ul style="list-style-type: none"> Research new and emerging technologies that can improve efficiencies | | ✓ | |
| <ul style="list-style-type: none"> Offer training to all staff on in-house software | | ✓ | |
| <ul style="list-style-type: none"> Continue to plan and make provisions for the new radio system to meet our future needs | | ✓ | |
| RESOURCE PLANNING | | | |
| <ul style="list-style-type: none"> Enhance the effectiveness of our current financial and asset management practices | | | ✓ |
| <ul style="list-style-type: none"> Utilize technology to increase our selection process tool | ✓ | | |
| <ul style="list-style-type: none"> Provide the human resources necessary to meet the needs of a unique and growing community | | ✓ | |
| <ul style="list-style-type: none"> Continue to develop personnel to meet the future managerial needs of the Service | | ✓ | |
| FACILITIES | | | |
| <ul style="list-style-type: none"> Maintain a police facility to adequately meet the community's needs | | ✓ | |
| <ul style="list-style-type: none"> Review the state of the facility and its capital assets, making necessary changes to ensure business continuity | | ✓ | |