



# **2020 ANNUAL REPORT**

BRANTFORD POLICE SERVICE

# MISSION

The Brantford Police Service is committed to enhancing safety for all, by engaging and supporting a unified community.

# VISION

A safe and harmonious community.

# VALUES

## INTEGRITY

Maintaining a strong moral compass based upon trust, dignity and respect.

## COMMITMENT

Dedicated to professional service for our community, partners and police members. Participating together enhancing wellbeing and safety.

## INNOVATION

Innovative and adaptable in the delivery of police services. Taking opportunities to learn from experiences and making appropriate changes.



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# MESSAGE FROM THE CHAIR

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Throughout 2020, the Brantford Police Services Board addressed a variety of issues, including the approval of the operating and capital budgets, and the appointment of two Special Constables and four Police Constables to replace members who either retired or resigned. Due to the global pandemic, many of the approved hires in the 2020 budget were postponed to 2021. The Board also approved numerous promotions of sworn officers through the ranks.

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The 2020 Board membership included Mark Littell, Mayor Kevin Davis, Councillor Greg Martin, Karen George and Tammy Bonner.

The Board has faced a challenging year with the restrictions involved with a global pandemic, including Stay-At-Home orders and the need to adapt to a virtual meeting platform to ensure the business of the Board was advanced.

Through the proceeds of police auctions, the Board continued to provide financial support to many worthwhile community events and programs, including the CAA School Safety Patrollers Program, BPS Youth Hockey Program, Ontario Law Enforcement Torch Run for Special Olympics and the Thank-A-Vet Luncheon.

The members of our Board 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 the men and women of the Brantford Police Service and ensure they continue to be provided with the training and equipment necessary to do their difficult jobs. Our appreciation is also extended to the many volunteer members of our Auxiliary Unit and Citizens on Patrol Programs for their invaluable assistance.

The Board looks forward to continuing to work together to ensure the Brantford Police Service continues to provide high quality policing in accordance with international and provincial standards.

**Mark Littell, Chair**

Brantford Police Services Board – 2020



## MESSAGE FROM CHIEF ROBERT A. DAVIS

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As Chief of the Brantford Police Service, it is my honour to present the 2020 Annual Report.

2020 was an unpredictable and unprecedented year, with the COVID-19 pandemic creating continuous challenges. The dedicated men and women of the Brantford Police Service successfully rose to the challenge, supporting each other and our mission to keep our fellow members and the city we serve safe.

As a profession, law enforcement also encountered a significant year, as police services across North America fell under additional scrutiny in the wake of the death of George Floyd. 2020 has been a time of introspection for all police services to examine our practices, training, and systemic barriers. By no means is work in this area complete, but by engaging in these important conversations, we can be proud of the direction we are moving. This may be uncomfortable for some but is imperative to grow as a service and embrace the power of diversity within the BPS.

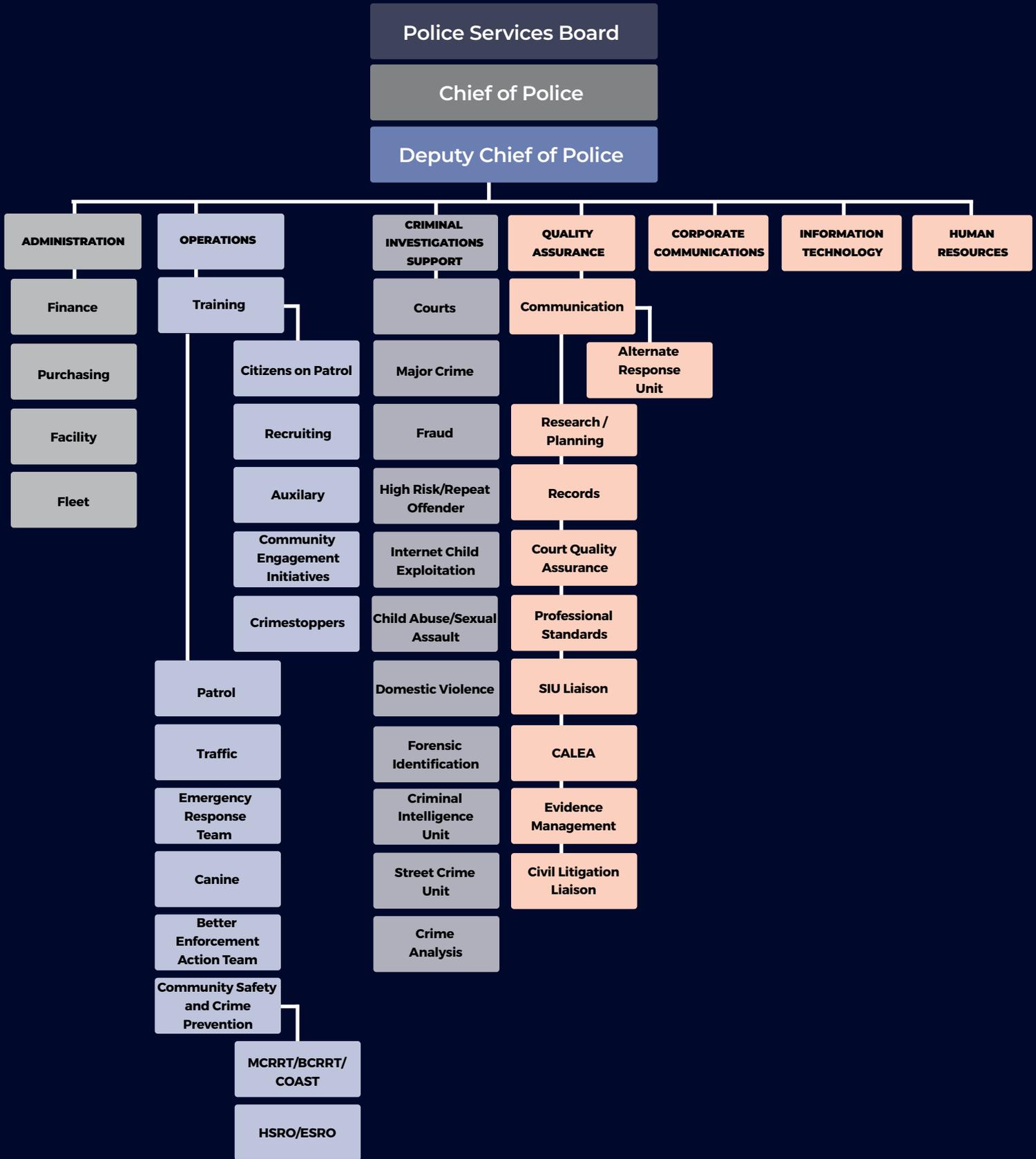
In the summer of 2020, our service embarked on several changes. The pandemic variables caused some change initiatives to be further ahead than others with some subjected to review to determine efficiency and effectiveness. The pandemic has cost the government millions of dollars and thousands of people have experienced a reduction or loss of income. This will translate to calls for fiscal constraint that will likely impact police budgets across Canada. BPS remains committed to continually evaluate our practices to ensure we are advancing our goal to provide an efficient and nimble service.

I am exceptionally proud of the immense flexibility and strength our BPS family has demonstrated throughout 2020. It is an honour to serve with such dedicated professionals in every civilian, sworn, full-time and part-time position in the service.

**Chief Robert A. Davis**  
Brantford Police Service

"The Brantford Police Service remains committed to continually evaluate our practices to ensure we are advancing our goal to provide an efficient and nimble service."

# 2020 ORGANIZATIONAL CHART



# SERVICE AWARDS

## CITY OF BRANTFORD SERVICE AWARD RECIPIENTS



### HONOURED RETIREES

Michael Reid  
Margaret Charlton  
Jaqui Speight

Scott Williams  
Fiona McManus



#### 50 YEARS

Marva Usher



#### 30 YEARS

Kelly Dzuba



#### 25 YEARS

Melanie Shannon  
Elana Emmons  
Terry Shipp  
Gary Potts  
Keith Drouillard  
Terri-Ann Fortier



#### 20 YEARS

Jason Saunders  
Cheryl Knowles  
Joy Addision  
Kevin Reeder  
Calvin Eve  
Lee Black  
William Aragian  
Cyrus Villa  
Jaime Price  
Gary Thompson  
Trevor Branscombe  
Steven Bebee  
Kevin O'Neill



#### 15 YEARS

Adam Hill  
Mark Baxter  
Chad Johnson  
Jason Davis  
Saundra Glover  
Christopher Coombe  
Kari Drake  
Gina Dykstra



#### 10 YEARS

Kelly White  
Richard Ciotti  
Katie Esposito  
Sang-Bong Lee  
Blake Vokey  
Benjamin Alexander



#### 5 YEARS

Samantha Wiedrick  
Jennifer Stoutenburg  
Melanie Fleck  
Carla Kowalyk  
Shari Moore  
Kelsie Logan  
Michal Andrejko  
Mario Lazo  
Tyler Sayles  
Brodie Batson

# BRANCH REPORTS > OPERATIONS

## OPERATIONS BRANCH

The Operations Branch consists of three primary units:



### UNIFORM PATROL



### EMERGENCY RESPONSE TEAM



### TRAFFIC UNIT

Oversees the following:



### Adult School Crossing Guard Program



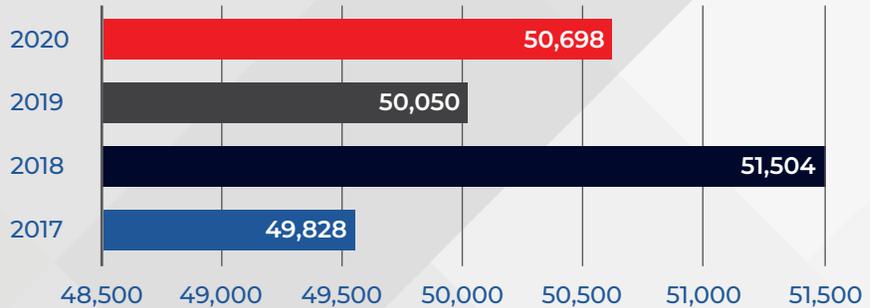
### Park Patroller Program



## UNIFORM PATROL

The Front-Line Community Patrol Officer compliment is divided into five platoons assigned to various shifts to provide a continuous policing response for our community. In addition to emergency response, they also provide a proactive, preventative response involving community based policing initiatives.

### CALLS FOR SERVICE

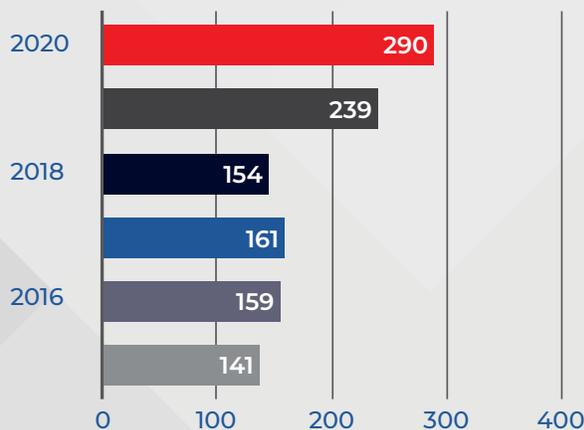


In 2020, our Community Patrol Officers responded to 50,698 calls for service, slightly higher than that of 2019. From those calls for service 6,838 Criminal charges, 4,964 Provincial charges, 171 Municipal charges were laid, and 120 parking violations were issued.

## ERT (Emergency Response Team)

The Emergency Response Team is a group of specially and highly trained officers that respond to elevated calls for service such as weapon calls, barricaded persons and/or hostage situations. They are also responsible for the execution of high-risk warrants.

### ERT INCIDENTS



In 2020, the City of Brantford saw an increase in weapon related violence. ERT responded to a total of 290 partial or full Team call-outs. These types of calls have increased substantially over that of previous years.



## TRAFFIC UNIT > ROAD SAFETY

This section is comprised of specially trained officers who investigate serious and fatal motor vehicle collisions. The technical components of these investigations require significant resources.

| ACCIDENT TYPE   | 2016  | 2017  | 2018  | 2019  | 2020  |
|-----------------|-------|-------|-------|-------|-------|
| Personal Injury | 358   | 333   | 287   | 251   | 193   |
| Fatalities      | 2     | 1     | 3     | 3     | 5     |
| Total Accidents | 2,312 | 2,385 | 2,540 | 2,425 | 1,827 |

In addition to motor vehicle collisions, the Traffic Section is dedicated to ensuring road safety and conducting enforcement. These officers work to educate the public and fellow officers on changes to legislation as they occur. The Traffic Section also attend special public events, including parades, and festivals to conduct traffic control.

Each year the Traffic Unit creates a comprehensive traffic safety plan. Initiatives and safety messages are regularly posted on the BPS Twitter account, @BrantfordPolice, or the Traffic Unit's Twitter account @BPSTraffic. It can also be found on our website, [www.brantfordpolice.ca](http://www.brantfordpolice.ca)



## ADULT SCHOOL CROSSING GUARDS

The Brantford Police Service remains one of the last few municipalities to continue to operate the Adult School Crossing Guard program. These individuals are responsible for ensuring that our primary and secondary school students are able to safely cross the street at 60 locations throughout the city. In 2020, the program operated with 62 full – time guards, four casual guards, one supervisor, and one assistant supervisor.

## PARK PATROLLERS

The summer Park Patroller program has successfully contributed to ensuring the safety of our parks and trails for over 30 years. In 2020, the Brantford Police Service employed eight Park Patrollers who operate dirt bikes with on and off-road capabilities. These members laid a total of 105 charges.

# BRANCH REPORTS > OPERATIONAL SUPPORT

## COMMUNICATIONS

Our Communications centre is comprised of 16 full-time, 1 part-time member and 1 Sergeant for processing all police and non-emergency calls from the public. Our communicators dispatch calls for service with public safety and officer safety as the primary parameters. They are instrumental in ensuring the safety of the officers on patrol through constant monitoring.

In 2020, our Communicators handled, on average, 289 telephone calls in a 24-hour period. Our Communications centre received approximately 88,200 calls on our administrative (non-emergency lines) and received approximately 17,100 9-1-1 calls.



## CRISIS OUTREACH AND SUPPORT TEAM (COAST)

The COAST program was initiated in March of 2019. This program is provided to the community in partnership with St. Leonard's Community Services and works in conjunction with the MCRRT.

COAST consists of two separate teams. The first being a sworn member paired with a mental health professional while the other consists exclusively of two mental health professionals. While MCRRT focuses efforts on those in crisis, COAST seeks to identify those in pre-crisis who are exhibiting

characteristics of elevation. These individuals in turn are provided access to supportive resources for the purpose of maintaining stability in their state of mental health. The COAST program provides a secondary response to MCRRT's primary one.

A total of 399 individuals were provided services through the COAST program from May through to December of 2020.

## MOBILE CRISIS AND RAPID RESPONSE TEAM (MCRRT)

The MCRRT unit is comprised of two teams, each consisting of an officer and a mental health specialist from St. Leonard's Community Services. These teams are responsible for providing the primary response to

individuals in crisis. MCRRT responded to 357 calls for service involving those in mental health crisis.

## BEAT (BETTER ENFORCEMENT ACTION TEAM)

The BEAT unit consisted of two Sergeant and four Constables in 2020. Through bike and foot patrol these officers are responsible for providing a police presence in our downtown core. This area home to a unique and diverse community and includes government offices, social programs, retail businesses, private residences, and various post-secondary institutions. The BEAT officers are involved in numerous community groups that collectively serve and contribute to the downtown core.



## CANINE UNIT

In 2020 our Canine Unit continued to be comprised of Constable Kari Drake, her partner Scout, Constable Adam Fischer, along with his partner Finn and the new addition of Constable Paul Wiacek, along with his partner Mack. These partnerships have been very successful in their tracking and searching capabilities and their continued dedication has been instrumental in moving the Unit forward, ensuring the Canine program is successful and well respected.

The Canine teams responded to 102 calls in 2020. This does not include those calls for service in which they assisted front line officers with other investigations. In addition to the calls for service within our own jurisdiction the Canine teams are called upon to assist other Services on a regular basis.

## BRANT COMMUNITY RAPID RESPONSE TEAM (BCRRT)

The Situation Table currently involves over 20 agencies from multiple sectors across Brant/Brantford, including education, primary health, public health, mental health, addictions, law enforcement, justice, harm reduction, victim services, employment support, housing and homelessness, Aboriginal services, and youth support.

In 2020, 52 situations were brought to the table by various member agencies involving individuals or families of 'Acutely Elevated Risk'. Our Service brought 10 situations to the table to connect individuals to services. Through the presentations, 66% of persons/families had been deemed to have experienced a reduction in risk.

The highest risk factors attributed to the situations were Mental Health and Cognitive Functioning, Antisocial/ Problematic Behaviour (non-criminal) and Substance Abuse.

## ELEMENTARY SCHOOL RESOURCE COORDINATOR

In September of 2018, the Elementary School Resource Officer program experienced significant change, amalgamating the previous responsibilities of various positions. In September 2019, this role transitioned to that of a civilian position within our Service.

In 2019, a partnership was forged for the purpose of improving the delivery of K.I.D.S. programming (Knowledge Issues Decisions and Supports). Organizations represented in this partnership included the Brantford Police Service, Brantford Fire Department, Brant County Health Unit, Children's Safety Village and the T.I.C.K.

Board (Teaching Intelligent Choices in Kids). This revised approach sought to deliver a condensed curriculum at a centralized location rather than individually attending schools over a rotational six-week period. By engaging in such efforts, a more effective allocation of resources was conducted contributing to a seamless delivery.

In 2020, the K.I.D.S. program was delivered to full capacity and as a result, 37 individual classes had been taught totalling 1,104 students.

## HIGH SCHOOL RESOURCE OFFICERS

The HSROs remained a consistent presence within the school providing a constant resource for school staff and for students. Building positive relationships with the next generation of students and educating them on issues relating to safety and well-being is of the utmost importance. These officers are engaged in extracurricular activities (coaching swimming, rugby, and football) that succeeds in building a level of trust with the students that has far reaching effects well into the future.

## CITIZENS ON PATROL (COP)

The COP program was designed to augment and enhance our Service's crime prevention initiatives, by providing a visible presence and deter crime in the community. Members conduct foot/bicycle/vehicle patrol and attend various community events.

Through such efforts, the COP's program endeavors to reduce the threat of crime and enhance the sense of safety and security in our community. In 2019 the membership of the Citizens on Patrol lost some members to the Brantford Police



**"DUE TO THE COVID-19 PANDEMIC, IT WAS DEEMED NECESSARY TO TEMPORARILY SUSPEND MANY OF THESE SERVICES."**

Auxiliary program as well as full time employment with our Service. However, the membership remained at 65 persons. During this same time, a significant increase in participation has been observed. COP members conducted 61 Patrols and attended two community events; these numbers were drastically affected by COVID restrictions. All told, members of the Citizens on Patrol contributed 820 hours of volunteerism during the rating period.

## COMMUNITY SAFETY AND CRIME PREVENTION (CSCP)

This section is comprised of numerous officers and community partners that collectively and collaboratively seek to improve the safety and well-being of the community as a whole. This is accomplished through preventative measures such as the Elementary and High School Resource Officer programs, as well as risk intervention and incident response (MCRRT, COAST and BCRT).

## CRIMINAL INVESTIGATION SECTION (CIS)

Members from these units are responsible for investigating criminal incidents and significant events. Such investigations are homicides and attempts, sudden deaths, sexual assaults, offences against children, robberies, weapons offences, domestic assaults, major frauds, break & enters, and drug offences.



**MAJOR CRIME UNIT**



**CHILD ABUSE SEXUAL ASSAULT UNIT (CASA)**



**INTERNET CHILD EXPLOITATION UNIT (ICE)**



**DOMESTIC VIOLENCE UNIT (DVU)**



**VIOLENT REPEAT OFFENDER UNIT (VRO)**



**ASSET FORFEITURE, FIREARMS & FRAUD UNIT**



**AUTO THEFT UNIT**



**STREET CRIME UNIT (SCU)**



**CRIMINAL INTELLIGENCE UNIT (CIU)**



**IDENT**



**COURTS**

## MAJOR CRIME UNIT

In 2020, the Major Crime Unit investigated 3 homicides, 1 manslaughter and 1 attempted homicide.

## CHILD ABUSE AND SEXUAL ASSAULT UNIT (CASA)

Investigated and provided oversight for 162 sexual assault incidents investigated by Brantford Police Service. CASA is responsible for maintaining and monitoring persons locally registered on the Sex Offender Registry; 288 persons are currently required to register. The CASA Unit also investigates Human Trafficking incidents. Enforcement, education, and community engagement were initiated to offer victims of Human Trafficking alternatives and counseling.

## INTERNET CHILD EXPLOITATION UNIT (ICE)

The ICE Unit is one of 29 municipal police services that participate in the Provincial Strategy to protect children from sexual abuse and exploitation on the internet. The Unit is comprised of two investigators and three forensic technicians. During the 2020 Strategy reporting year, the ICE Unit investigated 77 child exploitation cases, charging 18 offenders and laying 76 charges. Thirty-one judicial authorizations were executed, and 5 victims identified. The forensic examiners analyzed 85 electronic devices.

## DOMESTIC VIOLENCE UNIT (DVU)

The DVU investigates historic domestic occurrences and assists patrol officer with current domestic occurrences. DVU also reviews all domestic occurrences where an arrest has been made, non-intimate partner occurrences, as well as high-risk incidents. DVU officers provided quality control for domestic matters before the courts, offered training to frontline officers (ODARA, DVRM), and participated in community-driven committees:

|                        |   |
|------------------------|---|
| <b>BRAVE</b>           | Brant Response to Violence Everywhere           |
| <b>DVAC</b>            | Domestic Violence Court Advisory Committee      |
| <b>Victim Services</b> | ALERT/TRACKER applications & review             |
| <b>BARRT</b>           | Brant-Brantford Assessment Risk Reduction Team  |
| <b>HSJCC</b>           | Human Services & Justice Coordinating Committee |

## VIOLENT REPEAT OFFENDER UNIT (VRO)

Provided oversight and compliance for high-risk persons within the community. The officer worked diligently with both Provincial Probation and Federal Parole offices, providing intelligence to BPS frontline officers (which assisted Directed Patrol). The VRO also attended high risk Bail Hearings to offer assistance to the Crown. In 2020, the VRO Unit monitored approximately 100 federal offenders at any given time throughout the year.



## ASSET FORFEITURE, FIREARMS, AND FRAUD

This unit continues to maintain a very high caseload, often assisting the Major Crime Unit with significant incidents. In 2020, \$131,382.14 in monetary seizures were made, stemming primarily from drug investigations. A total of 52 guns were also seized from criminal investigations.

## AUTO THEFT UNIT

In 2020, 278 automobiles, including tractor trailers, commercial vehicles, and motorcycles, were stolen within Brantford.

## STREET CRIME UNIT (SCU)

Investigates residential and commercial break-ins, vehicle entries, and drug offences. In 2020, 586 break-ins were reported to BPS. SCU initiates street-level drug investigations, provides education to community groups, and is responsible for the safe storage of all seized substances.

## CRIMINAL INTELLIGENCE UNIT (CIU)

Offers technical support, such as surveillance (mobile, video, photographic), to assist CIS with investigations. CIU remains a contributing member of the Criminal Intelligence Services of Ontario and assists Provincial Intelligence Units that have ties to local crime groups. CIU is also responsible for the collection and dissemination of Intelligence Reports. In 2020, 688 Intelligence Reports were received by the CIU for follow-up and appropriate dissemination.

## FORENSIC IDENTIFICATION SECTION (FIS)

Provided CIS with support at crimes scenes, in addition to their heavy daily workload. In 2020, FIS (and SOCO officers) attended 1,072 scenes, taking 37,964 images. Physical evidence was collected at 122 of these scenes, which resulted in 243 Lab Reports. In 2020, 1,930 fingerprints were taken (87% for criminal matters, 13% for Vulnerable Sector, employment, and immigration).

## COURT SERVICES AND OFFENDER TRANSPORTATION

Special Constables provide security within Ontario Provincial Courts, Superior Court, and Provincial Offences Court. Commissionaires provides security at the entrance to both Provincial and Superior Courts. Commissionaires operate and oversee magnetometers. In 2020, the Courts were closed for a majority of the year due to the pandemic. Despite this, 11 knives, 13 tools, 20 pointed items, 13 other items (handcuff keys, torch lighters etc.) were seized from persons entering Provincial and Superior Courts.

## MEDIA UNIT

This unit is responsible for distributing information to media outlets on a regular basis. The **Brantford Police Service Twitter account (@BrantfordPolice)** and **Facebook account (@BrantfordPoliceService)** are used to ensure a social media presence and distribute immediate and timely information to the public.



# BRANCH REPORTS > ADMINISTRATIVE SUPPORT

## ADMINISTRATIVE SUPPORT BRANCH

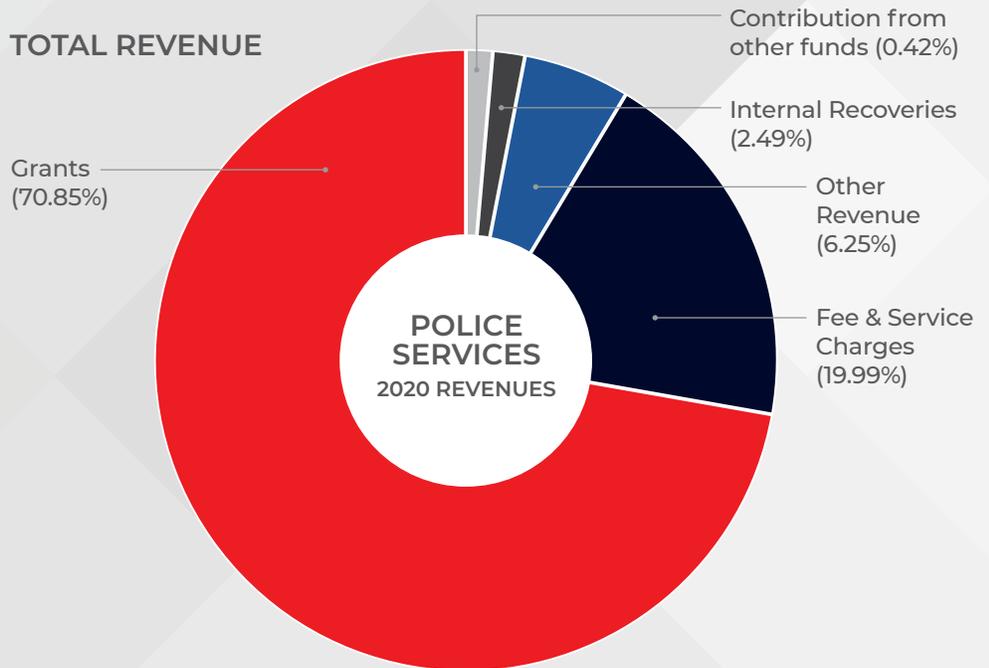
The Administrative Support Branch has a mandate to provide support in the areas of finance, property, facilities and fleet management.

-  FINANCE
-  PROPERTY
-  FACILITIES
-  FLEET MANAGEMENT

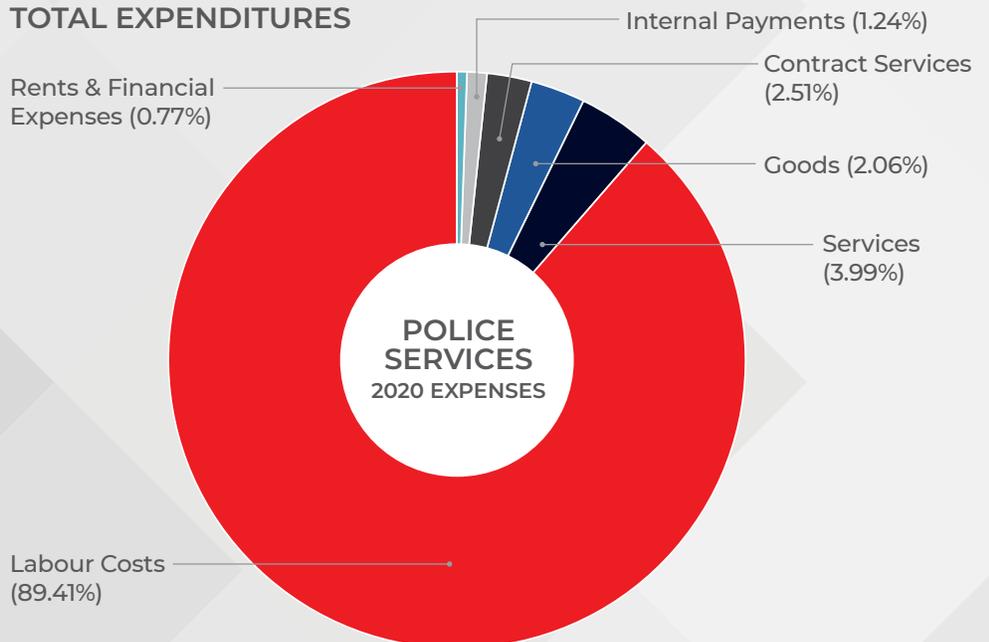
## BUDGET AND FINANCE

The 2020 Budget, which was approved by the Police Service Board, represents an 8.28 % budget increase over 2019. The Operating budget for 2020 was \$35,975,122.

### TOTAL REVENUE



### TOTAL EXPENDITURES



# BRANCH REPORTS >

## HUMAN RESOURCES & TECHNOLOGY



### HUMAN RESOURCES – MEMBER WELLNESS

**EARLY INTERVENTION** – utilizing the risk indicator ‘flags’ that exist within the Guardian Tracking system, allows supervisors and managers an opportunity to provide the necessary and timely support to members. Sixty-one (61) significant emotion event entries were tracked with individualized wellness follow-ups to members as a result of this early intervention system.

**PEER SUPPORT** – a supportive relationship between members who have a common lived experience; connecting with another member who has lived with similar problems, or is perhaps still doing so, can be a vital link for someone struggling with their own situation. A team of trained sworn and civilian peer supporters, made combined efforts resulting in one-hundred and fifty (150) contact check-ins with fellow members of the service.

**SAFEGUARD PROGRAM** – provides psychological services to officers within the organization that are assigned to high-risk investigative/support areas. In 2020, this service was provided to forty-six (46) members. This program continues to grow in success and acceptance from the officers taking part in the sessions.

**EMPLOYEE AND FAMILY ASSISTANCE PROGRAM** – enables employees and their family members to access independent assessment, referral and/or counselling support from an external professional service provider. In 2020, this confidential service was accessed by sixty-seven (67) employees/family members.

### HUMAN RESOURCES STAFFING COMPLIMENT

| CATEGORY                  | 2016                | 2017                | 2018                | 2019                | 2020                |
|---------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| Population Served         | 97,496              | 97,496              | 97,496              | 104,978             | 104,978             |
| Uniform Officers          | 170                 | 172                 | 178                 | 186                 | 189                 |
| Civilian Employees        | 74                  | 80                  | 86                  | 89                  | 89                  |
| Total Staff               | 244                 | 252                 | 258                 | 275                 | 278                 |
| Uniform Officers per 1000 | 1.74                | 1.76                | 1.82                | 1.77                | 1.80                |
| <b>Operating Budget</b>   | <b>\$30,543,175</b> | <b>\$31,554,154</b> | <b>\$32,424,516</b> | <b>\$33,225,482</b> | <b>\$35,975,122</b> |

## TECHNOLOGY

### DIGITALLY CONNECTED OFFICER STRATEGY

Digital technology has the potential to transform the way policing is delivered by:

- Taking police officers away from police stations and bringing them closer to communities and crime scenes
- Diffusing high-risk engagements, reducing chance of injury to officers and citizens
- Providing access to critical information to make better and more informed decisions
- Driving transparency of police services and communities in collaboration
- Providing translation services to support the needs of a growing community
- Driving crime prevention through monitoring and leverage of technology

#### Phase I – Provision of Infrastructure

1. Network connected Smartphones issued to All Frontline Officers
2. Upgrade of current SQL servers for data collection
3. Upgrade of Windows Operating system to Windows 10 to ensure future compatibility with all BPS applications
4. Replacement of Core Networking Switches to provide increased security and connectivity of network resources
5. Storage

#### Phase II – Digital Solutions replacing Manual Processes

1. Replacement of traditional officer notebooks (pen and paper) with a digital notetaking system called SmartSquad. Brantford Police Service was the first in Ontario with this solution.

## QUALITY ASSURANCE BRANCH

The Quality Assurance Branch is responsible for the Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation, Planning and Research, the Communications Section, the Property Section, Professional Standards, and other areas regarding quality of service.



PLANNING AND RESEARCH



TRAINING



AUXILIARY POLICE



PROFESSIONAL STANDARDS



OTHER AREAS OF QUALITY CONCERN



RECORDS

## COMMISSION ON ACCREDITATION FOR LAW ENFORCEMENT AGENCIES (CALEA)

The CALEA Accreditation program provides public safety agencies with an opportunity to voluntarily meet an established set of professional standards. The Brantford Police Service has been an accredited agency since 2004. In 2019, the Service successfully completed the four-year reaccreditation CALEA process. In 2020, the Service began to prepare for the next four-year reaccreditation process.



## PLANNING AND RESEARCH

Planning and research covers a broad scope of responsibilities including the development of the Business Plan. The Service continues to advance performance objectives outlined in the 2020-2022 Business Plan.

Policy development is also a major function of this division, as the Service strives to ensure that members utilize best practices and are in compliance with federal and provincial law.

## COMMUNICATIONS

Members of the Communications Section were the first point of contact for the public in most of the over 50,000 calls for service received by the Brantford Police Service in 2020. The Service continually monitors the effectiveness of this area and strives to use the latest technology and methods of communication to maintain a high level of service as the main point of contact between the public and the police.

## PROPERTY

Members of the Property Section manage and control thousands of items seized by, or otherwise coming into the possession of, the police. Strict policies on the handling of evidence and property ensure that the integrity of the Service is upheld in dealing with matters before the courts and public.

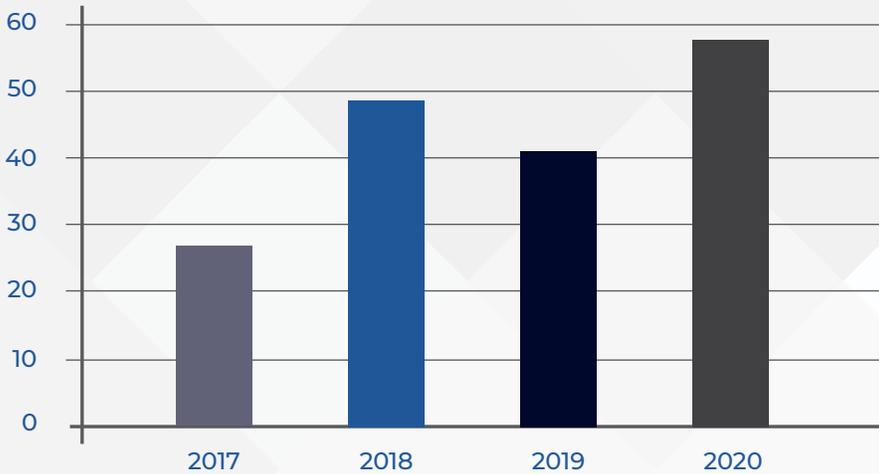




## PROFESSIONAL STANDARDS

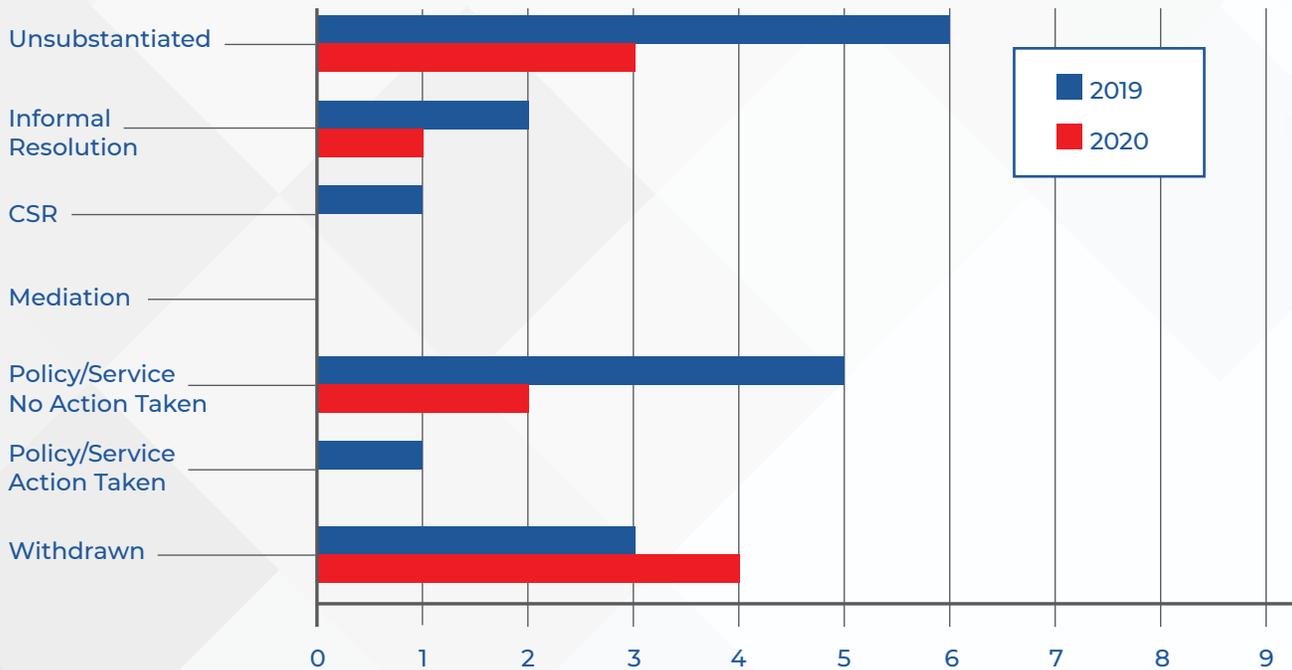
The Quality Assurance Branch liaises with the Office of the Independent Review Director (OIPRD) regarding complaints made by the public about the Service. Complaints are categorized by the OIPRD as Conduct Complaints, Service Complaints or Policy Complaints. 57 public complaints were reported to the OIPRD in 2020.

### TOTAL PUBLIC COMPLAINTS BY YEAR



### COMPLAINT RESOLUTION 2020

The OIPRD directs action to be taken regarding complaints. Not all complaints require action. Resolved complaints are classified as substantiated, unsubstantiated, or resolved informally through customer service resolution (CSR) or mediation.



# STATISTICS > BUSINESS PLAN OBJECTIVE REPORT

| OBJECTIVE  | INCOMPLETE | ONGOING | COMPLETED |
|--|------------|---------|-----------|
| <b>COMMUNITY SAFETY</b>  |            |         |           |
| Increase enforcement relating to traffic safety initiatives and reduce injury / fatal investigations involving vehicle, pedestrian or cyclist through education and targeted enforcement   |            | ●       |           |
| Involve the community to assist with identifying and resolving local problems  |            | ●       |           |
| Maintain initiatives which will enhance engagement with local youth  |            |         | ●         |
| Explore programs that will enhance community involvement and allows for a greater understanding of the role of the police  |            |         | ●         |
| <b>COMMITMENT TO COMMUNITY PARTNERSHIPS</b>  |            |         |           |
| Support individual service providers in their efforts to identify, reduce and eliminate acute high-risk situations. Meet with community leaders to establish and foster an inter-agency relationship that benefits the community |            |         | ●         |
| Identify and track stakeholder satisfaction  |            | ●       |           |
| Designate patrols to address specific neighbourhood issues and concerns, focusing on protecting and assisting residents  |            |         | ●         |
| Collaborate with community program leaders and utilize crime prevention initiatives to reduce crime in neighbourhoods  |            | ●       |           |
| <b>COMMITMENT TO CORPORATE RESOURCE MANAGEMENT</b>   |            |         |           |
| Partnering with our IT consortium police partners to identify and implement emerging technologies and create opportunities for efficiencies. Maintain the current IT infrastructure to ensure its functionality and reliability  |            |         | ●         |
| Prepare and maintain the Service's annual capital and operating budget. Research and maintain the 10 year capital forecast that reflects the expected needs of the Service   |            |         | ●         |
| Complete a facility assessment that outlines the short and long-term needs of the Service and liaise with City officials to effectively plan for future needs  |            |         | ●         |
| Prepare and monitor capital reserve funds to ensure adequate resources are available for funding all projects approved by the Board  |            |         | ●         |
| Attract qualified applicants that are representative of the demographic composition of the community   |            |         | ●         |
| <b>ORGANIZATIONAL DEVELOPMENT AND INNOVATION</b>   |            |         |           |
| Provide, monitor and increase investigative training opportunities to enhance learning   |            | ●       |           |
| Share crime statistics with our membership and our community through traditional and social media  |            |         | ●         |
| Maintain ongoing partnerships with community groups to support and identify our responsibilities for assisting victims of crime  |            |         | ●         |
| The high-risk offender unit will continue to update front-line officers on mapping software to augment investigations  |            | ●       |           |



# STATISTICS > 2020 REPORTED CRIME & CLEARANCE RATES



**CALLS FOR SERVICE**  
50,698



**ONLINE REPORTS** (not included in the above total)  
1,581

## VIOLENT CRIME AND CLEARANCE RATES

Violent Crime Calls 1,454  
Violent Crimes Cleared 75.5%

## PROPERTY CRIME AND CLEARANCE RATES

Property Crime Calls 3,370  
Property Crimes Cleared 21.0%

## OTHER CRIME AND CLEARANCE RATES

Other Crime Calls 1,041  
Other Crimes Cleared 97.3%

## ADULTS CHARGED OR DIVERTED

2,233

## YOUTHS CHARGED OR DIVERTED

Charged 118  
Not Charged 100

# STATISTICS > FIVE YEAR STATISTICS

| INVESTIGATIONS            | 2016 | 2017 | 2018 | 2019 | 2020 | TOTAL | AVERAGE | 2017 | 2018 | 2019 | 2020 |
|---------------------------|------|------|------|------|------|-------|---------|------|------|------|------|
| Robberies Without Weapon  | 29   | 36   | 17   | 28   | 35   | 145   | 29      | 24%  | -53% | 65%  | 25%  |
| B&E Residence             | 487  | 424  | 509  | 369  | 313  | 2102  | 420     | -13% | 20%  | -28% | -15% |
| B&E Business              | 161  | 174  | 150  | 179  | 228  | 892   | 178     | 8%   | -14% | 19%  | 27%  |
| B&E Other                 | 14   | 22   | 29   | 43   | 39   | 147   | 29      | 57%  | 32%  | 48%  | -9%  |
|                           |      |      |      |      |      |       |         |      |      |      |      |
| Theft of Motor Vehicle    | 546  | 483  | 633  | 425  | 329  | 2416  | 483     | -12% | 31%  | -33% | -23% |
| Theft Over \$5000         | 20   | 29   | 23   | 38   | 27   | 137   | 27      | 45%  | -21% | 65%  | -29% |
| Theft Under \$5000        | 1579 | 1561 | 1605 | 1467 | 1024 | 7236  | 1447    | -1%  | 3%   | -9%  | -30% |
| Theft From Vehicle        | 645  | 585  | 740  | 579  | 798  | 3347  | 669     | -9%  | 26%  | -22% | 38%  |
| Frauds Total              | 590  | 507  | 529  | 460  | 483  | 2569  | 514     | -14% | 4%   | -13% | 5%   |
| Offensive Weapons Total   | 178  | 176  | 158  | 204  | 277  | 993   | 199     | -1%  | -10% | 29%  | 36%  |
|                           |      |      |      |      |      |       |         |      |      |      |      |
| Mischief Total            | 839  | 914  | 833  | 879  | 943  | 4408  | 882     | 9%   | -9%  | 6%   | 7%   |
| Other Criminal Code       | 820  | 953  | 1039 | 697  | 973  | 4482  | 896     | 16%  | 9%   | -33% | 40%  |
| Drugs & Narcotics Total   | 325  | 329  | 236  | 114  | 96   | 1100  | 220     | 1%   | -28% | -52% | -16% |
| Provincial Statutes Total | 744  | 784  | 907  | 892  | 717  | 4044  | 809     | 5%   | 16%  | -2%  | -20% |
| Municipal Bylaws          | 154  | 128  | 211  | 242  | 224  | 959   | 192     | -17% | 65%  | 15%  | -7%  |
| Gaming & Betting          | 0%   | 0%   | 0%   | 0%   | 0%   | 0%    | 0%      | 0%   | 0%   | 0%   | 0%   |
| Impaired Drivers          | 95   | 126  | 105  | 124  | 114  | 564   | 113     | 33%  | -17% | 18%  | -8%  |

| MOTOR VEHICLE ACCIDENTS   | 2016 | 2017 | 2018 | 2019 | 2020 | TOTAL | AVERAGE | 2017 | 2018 | 2019 | 2020 |
|---------------------------|------|------|------|------|------|-------|---------|------|------|------|------|
| Fatal Accidents           | 2    | 1    | 3    | 3    | 5    | 14    | 3       | -50% | 200% | 0%   | 67%  |
| Persons Killed            | 2    | 1    | 3    | 3    | 6    | 15    | 3       | -50% | 200% | 0%   | 100% |
| Personal Injury Accidents | 358  | 331  | 286  | 251  | 193  | 1419  | 284     | -8%  | -14% | -12% | -23% |
| Total MVA's               | 2294 | 2383 | 2534 | 2425 | 1827 | 11463 | 2293    | 4%   | 6%   | -4%  | -25% |
| Criminal Charges          | 5321 | 6075 | 6655 | 6211 | 6838 | 31100 | 6220    | 14%  | 10%  | -7%  | 10%  |
| Provincial Charges        | 6056 | 6142 | 6470 | 5610 | 4964 | 29242 | 5848    | 1%   | 5%   | -13% | -12% |
| Municipal Charges         | 226  | 207  | 189  | 195  | 171  | 988   | 198     | -8%  | -9%  | 3%   | -12% |
| Parking Tickets Issued    | 826  | 629  | 305  | 220  | 120  | 2100  | 420     | -24% | -52% | -28% | -45% |



Green figures indicate decrease  
Red figures indicate increase

| ACTIVITIES                | 2016  | 2017  | 2018  | 2019  | 2020  | TOTAL  | AVERAGE | 2017  | 2018 | 2019 | 2020 |
|---------------------------|-------|-------|-------|-------|-------|--------|---------|-------|------|------|------|
| Alarms                    | 1713  | 1554  | 1480  | 1314  | 1081  | 7142   | 1428    | -9%   | -5   | -11% | -18% |
| Fail To Stop For Police   | 24    | 57    | 70    | 53    | 58    | 262    | 52      | -138% | 23   | -24% | 9%   |
| Complaints Against Police | 34    | 36    | 48    | 43    | 61    | 222    | 44      | 6%    | 33   | -10% | 42%  |
| Discipline Matters        | 28    | 21    | 13    | 15    | 6     | 83     | 17      | -25%  | -38  | 15%  | -60% |
| Calls For Service         | 49047 | 49822 | 51469 | 49919 | 50621 | 250878 | 50176   | 2%    | 3    | -3%  | 1%   |
| Casino Related Calls      | 91    | 112   | 166   | 170   | 31    | 570    | 114     | -23%  | 48   | 2%   | -82% |
| Foot/Bicycle Patrol Hours | 7763  | 6505  | 6452  | 3539  | 620   | 24879  | 4976    | -16%  | -1   | -45% | -82% |

| HUMAN RESOURCES (HRS)   | 2016  | 2017  | 2018  | 2019  | 2020  | TOTAL  | AVERAGE | 2017 | 2018 | 2019 | 2020 |
|-------------------------|-------|-------|-------|-------|-------|--------|---------|------|------|------|------|
| Overtime                | 29603 | 25033 | 30066 | 30307 | 31932 | 146941 | 29388   | -15% | 20%  | 1%   | 5%   |
| Court Time              | 1798  | 1740  | 1660  | 1873  | 676   | 7747   | 1549    | -3%  | -5%  | 13%  | -64% |
| Auxiliary Worked        | 6601  | 5226  | 6193  | 4897  | 4273  | 27190  | 5438    | -21% | 19%  | -21% | -13% |
| Police College Training | 8728  | 13704 | 2571  | 18074 | 9518  | 52595  | 10519   | 57%  | -81% | 603% | -47% |
| In Service Training     | 13242 | 14565 | 16713 | 18062 | 17907 | 80489  | 16098   | 10%  | 15%  | 8%   | -1%  |



# 2020 ANNUAL REPORT

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BRANTFORD POLICE SERVICE

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