

York Regional Police

2019

ANNUAL REPORT





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York Regional Police is proud to comply with all customer service standards set out by the Accessibility for Ontarians with Disabilities Act (AODA).

We can provide any document in an alternate format upon request. To make such a request, please call 1-866-876-5423 ext. 7677.



Chair Virginia Hackson

The Regional Municipality of York Police Services Board
Mayor of the Town of East Gwillimbury

MESSAGE FROM THE CHAIR OF THE POLICE SERVICES BOARD

On behalf of the York Regional Police Services Board, I am pleased to present the 2019 York Regional Police Annual Report which highlights important statistical information and key objectives, outcomes and achievements of our police service.

The YRP Annual Report details initiatives that safeguard and protect communities, including our vulnerable residents. These accomplishments demonstrate the importance of partnerships with all levels of government, our stakeholders and the citizens of York Region to ensure successful, safe and strong communities. The report also outlines the actual costs of policing services in the region, statistics on crime and community safety and includes public complaint statistics.

I invite you to take some time to review the report and to learn more about policing outreach and initiatives, which support and promote community engagement, crime prevention and victim support programs. Please reach out to York Regional Police or the Police Services Board if you have any questions or comments, or if you are interested in becoming more involved with community safety.

I would like to thank my colleagues on the Board for their commitment to strong police governance and oversight and to Chief Jolliffe, frontline officers and all the members of York Regional Police who continue to ensure our communities remain safe and secure.

York Regional Police Services Board Members



Chair, Mayor
Virginia
Hackson



Vice-chair,
John
Molyneaux



Mr. Wayne
Emmerson,
Regional
Chairman
and CEO



Mayor Maurizio
Bevilacqua



Mr. Josh
Cooper



Ms. Jennifer
Fang



Chief Eric Jolliffe O.O.M., BA, MA, CMM II

Chief of Police
York Regional Police



MESSAGE FROM THE CHIEF OF POLICE

On behalf of Deputy Chiefs Brian Bigras, André Crawford, Jim MacSween and Robertson Rouse, and all the men and women of York Regional Police, I am pleased to present the 2019 Annual Report to our community. This report will be my last before my 2020 retirement.

The following pages highlight our continued dedication to the fight against impaired drivers; to dismantle organized crime groups and human trafficking rings; to disrupt vehicle and other large-scale frauds and to provide continued mental health support for all members.

We welcomed Deputies Bigras and MacSween to the Executive Command Team in 2019. Together, they have a combined total of nearly 60 years of policing experience and a strong commitment to building community partnerships.

I'm very proud to say that Deputy MacSween was selected by the Police Services Board (PSB) as the new Chief of Police, a role he will assume in May 2020.

When I began as Chief in 2010, I made several commitments to my employer, the PSB, and to our community. Among them was to make York Region among the safest communities in Canada; that our service would be better connected to

all our communities; that we would be nationally recognized for our innovation in technology; and that I would champion a learning environment to ensure the success of our organization.

During my tenure, York Region has remained among the safest communities in Canada. Our Diversity, Equity and Inclusion Bureau has made great strides with its work in the region's Welcome Centres and places of worship. We are a recognized national leader for our business intelligence solutions and our new digital evidence system.

We have been named one of the Greater Toronto Area's Top 100 employers for the last four years and the fact that our new Chief and Deputies come from within our organization shows the confidence the PSB has in the competence of our people.

We remain grateful for the ongoing support of members of the PSB and regional and municipal councils who provide the support and resources we need to achieve our goals.

I have been blessed to have been involved in so many aspects of the successful evolution of YRP. I am humbled, honoured, proud and so very grateful to have had the privilege of serving as your Chief of Police.

Deeds Speak.



From Left:

Deputy Chief of Support Jim MacSween

Deputy Chief of Operations André Crawford

Chief of Police Eric Jolliffe

Deputy Chief of Investigations Brian Bigras

Deputy Chief of Administration Robertson Rouse

ABOVE AND BEYOND

How members are making a difference in their community

#1 District: Serving Up Holiday Cheer

For the past six years, Constable Jennifer Meacham has organized a holiday dinner at Huron Heights Secondary School in the Town of Newmarket. Her connection to the teens began when she served as a School Resource Officer in #1 District. Although she has since moved units, her volunteerism has continued. Constable Meacham's constant and reassuring presence at the event, which welcomes more than 1,000 members of the community, is something students look forward to and can count on year after year.

#2 District: Locating a Resident In Crisis

On November 23, frontline and Criminal Investigations Bureau officers responded to a missing person call in the City of Richmond Hill. A 27-year-old woman in crisis was nowhere to be found and her loved ones were getting worried. Officers began contacting friends by cell phone and were able to identify her location. She was found unconscious in a vehicle, suffering from a drug overdose. Two frontline officers immediately administered Narcan, saving her life and connecting her with the support she needed.

#3 District: Heroic Rescue Saves a Life

On September 13, 2019, #3 District Sergeant Frank Abreu responded to a dramatic scene where a vehicle was fully engulfed in flames in the Town of Georgina. After using his fire extinguisher to battle the blaze, Sergeant Abreu realized someone was inside the wreck, unconscious. He acted quickly, extricating the man and pulling him away from the vehicle as it burned out of control. Sergeant Abreu immediately administered first aid. When paramedics arrived, the man was transported to hospital where he was treated for his life-threatening injuries. Remarkably, the man recovered and Sergeant Abreu's extraordinary heroism saved a life.

#4 District: Making Spirits Bright

The holiday season can be tough on vulnerable members of our community. This was especially true for a family in the City of Vaughan whose 11-year-old child had attempted suicide. After responding to this difficult call, #4 District members banded together to help. They connected the family to Victim Services of York Region and adopted them through the Holiday Heroes Program. Members purchased gift cards, toys and items from the family's wish list, an act of kindness that was truly appreciated.

#5 District: A Graduation to Remember

On March 21, 2019, Constable Benson Ma and Detective Ryan Smith responded to a sudden death in the City of Markham. A man had unexpectedly suffered a fatal heart attack, while at home with his 13-year-old son. The officers consoled the grieving teen, who was especially sad that his father would not be there to see him graduate Grade 8. They promised to attend the ceremony. Making good on their word, both officers were at the graduation on June 26, to proudly cheer on their new friend.

Every day, our members work hard to keep the community safe. In many cases, they go above and beyond the call of duty to truly make an impact on the lives of York Region residents.

In 2019, our officers demonstrated heroism in the face of danger, lent a hand to families facing hardships and built friendships with youth in need of a mentor.







TOTAL REQUAL:

Each one of our more than 1,600 officers keep their skills sharp by completing annual requalification at our Training and Education Facility. They get refreshers on de-escalation techniques, emergency scenarios, changes in key legislation and firearms skills. This ensures that officers are prepared to keep their community and themselves safe.

JOINT-FORCES OPERATIONS AND INTERNAL TASK FORCES

JOINT-FORCES OPERATION

Project MOON

Project Cost:

\$1.1 MILLION

Project Summary: YRP led the investigation into a major synthetic drug ring, linked to Asian organized crime and street gangs. Read more on page 14.

48 Arrests
118 Charges

A Ruger, Tec 9, 12-gauge shotgun, long rifle and \$302,350 in cash seized.

560 kg marihuana **1 L GBH**
.05 kg shatter **.37 kg ketamine**
4.5 kg hashish **2.7 kg psilocybin**
.08 kg cocaine **15,300 ecstasy pills**
19.6 kg methamphetamine
1.7 kg MDMA

JOINT-FORCES OPERATION

Project BAIJIN

Project Cost:

\$0

Project Summary: Investigators with four police services took down a crime group committing vehicle frauds across the Greater Toronto Area, then shipping the stolen vehicles overseas.

5 Arrests
15 Charges

Vehicles recovered totaled an estimated \$2.1 million.

Project Baijin included members from Halton, Peel and York Regional Police, as well as the Canada Border Services Agency.

JOINT-FORCES OPERATION

Project SINDACATO

Project Cost:

\$8 MILLION

Project Summary: More than 500 officers from eight police services helped bring down a major crime family operating in Ontario. Read more on page 12.

9 Arrests
41 Charges

Seizures totaled an estimated \$35 million.

27 homes restrained worth \$21 million
24 high-end vehicles seized — including five Ferraris — worth nearly \$2.5 million
\$120,000 worth of luxury alcohol seized
38 Rolex watches seized worth \$769,360

PROJECT PARTNERS:



Joint-Forces Operation:

A joint-forces operation is an investigation made possible by the teamwork of two or more partnering police services or law enforcement agencies.

Internal Task Force:

An internal task force is an investigation that combines the resources of two or more units within York Regional Police.

JOINT-FORCES OPERATION

Project BYPASS

Project Cost:

\$5,763

Project Summary: Partnering with the Canada Border Services Agency, YRP investigators disrupted a criminal organization responsible for residential break and enters in York and Halton Regions and Toronto.

6 Arrests
141 Charges

Two of the accused pleaded guilty and were subsequently deported.

Property recovered included watches by Citizen, Time, Movado, Burberry, Michael Kors and Longines, multiple silver bracelets, necklaces and earrings and a Tiffany ring.

JOINT-FORCES OPERATION

Project KRAKEN

Project Cost:

\$162,946

Project Summary: Officers from 12 police services dismantled a criminal organization linked to drug trafficking and armed robbery. The project took nearly \$550,000 in illegal drugs, guns and cash off the street.

73 Arrests
683 Charges

\$92,000 in cash was seized.

23 illegal firearms taken off the streets worth an estimated \$84,000

1,058 g of cocaine seized, worth an estimated \$116,000

11,033 g of fentanyl seized, worth an estimated \$250,000

INTERNAL TASK FORCE

Project CONDOR

Project Cost:

\$16,974

Project Summary: After connecting a crime group to residential break and enters, high-value distraction and retail thefts, our policing partners helped YRP execute multiple search warrants, leading to 45 arrests.

45 Arrests
200+ Charges

Suspects were linked to 32 incidents across the Greater Toronto Area.

Property recovered included jewelry, designer bags, designer clothing and vehicles worth a total of \$150,000.

\$62,000 in cash was seized.



Canada Border Services Agency

Agence des services frontaliers du Canada



Canada Revenue Agency

Agence du revenu du Canada





27

**Mafia-owned
houses restrained.**

11

**Mafia-owned
gaming houses raided.**

24

**High-end, mafia-owned vehicles
(including five Ferraris) seized.**

PROJECT SINDICATO

Largest organized crime takedown in YRP history

It was the biggest mafia takedown in York Regional Police history, crippling one of Canada's most established crime families. And the case didn't rely on witnesses, but rather, spreadsheets.

"A victim has to be able to testify and to testify, there is a lot of fear," said Inspector Carl Mattinen, who led the Traditional Organized Crime (TOC) Task Force.

"Forensic accounting is not afraid. Math is not afraid. Documentary evidence is not afraid. Our focus on the financials is what truly will make a long-lasting impact on crime."

Project Sindacato began in early 2018, focusing on the illegal activities of the Figliomeni organized crime group. This included money laundering, loan sharking, illegal gaming and violence.

At the helm of this crime family was Angelo Figliomeni, who had close ties with the 'Ndrangheta mafia group operating out of Calabria, Italy. This led to collaboration with the Italian State Police, who were in the midst of their own investigation.

The TOC Task Force gathered intelligence on the key players and their illegal operations. To help follow the money trail, YRP enlisted partners, including the Canada Revenue Agency and the Financial Transactions and Reports Analysis Centre of Canada.

Months of investigative work culminated on the evening of July 12, 2019, with simultaneous residential and commercial warrant executions in Vaughan and across the Greater Toronto Area. Nearly 500 officers from services across Ontario assisted with the takedowns, which spanned several days.

Nine people were taken into custody, including Figliomeni and more than \$35 million dollars in offence-related property and proceeds of crime was seized.

"Project Sindacato has led to the fall of the most significant mafia crime family operating in York Region," said Chief Eric Jolliffe.

"This has left a mark on traditional organized crime that will be felt for decades and our community will be a safer place for it."



TAKING DRUGS OFF OUR STREETS

Highlighting the work of our drug investigators

Project Discard

In late November 2018, our synthetic drug team was called to investigate 100 garbage bags and plastic canisters that were emitting a strong chemical smell after being dumped in the Town of East Gwillimbury. Following a four-month long investigation, the Guns, Gangs and Drug Enforcement Unit executed six search warrants at multiple locations in the Greater Toronto Area, dismantling the largest methamphetamine production operation ever seen in York Regional Police history. Officers arrested five suspects and seized \$5 million in drugs, five vehicles and cash.

Project Zen

Investigators in our Major Projects Unit successfully infiltrated a criminal organization operating out of Vaughan that was producing and trafficking large quantities of drugs. Nine search warrants were executed, leading to a \$3 million synthetic drug seizure in Kleinburg and the biggest fentanyl haul York Regional Police has ever seized. Eight people were arrested and officers seized 19 kilograms of cocaine, 16.6 kilograms of methamphetamine pills, 6.1 kilograms of fentanyl, 56.6 kilograms of cannabis, five semi-automatic pistols and \$270,000 in cash.

Project Moon

Led by our Guns, Gangs and Drug Enforcement Unit, this investigation dismantled a synthetic drug ring that was producing and selling deadly drugs, like MDMA, crystal meth and shatter. Key suspects were linked to Asian organized crime groups and street gangs. Investigators discovered that the operation was funded through the illicit cultivation and sale of cannabis. In July 2019, 28 search warrants were executed across southern Ontario, leading to 41 arrests and the seizure of more than \$40 million in illegal drugs, four firearms and \$620,000 in cash and property.

Million Dollar Traffic Stop

On the evening of April 16, a constable in #5 District initiated a routine traffic stop in the area of Highway 407 and Ninth Line in the City of Markham. While speaking with the driver and passenger, the officer noticed multiple duffel bags in the vehicle. Additional units arrived on scene and following further investigation, officers found that the duffel bags contained more than 360 pounds of cannabis, which had a street value of more than \$1.6 million. Officers seized the drugs and both the driver and passenger were arrested.



From large-scale investigations to routine traffic stops, our officers worked tirelessly to take deadly illegal drugs off the streets of York Region. In fact, investigators have dismantled several criminal

organizations responsible for producing and trafficking everything from methamphetamine, fentanyl, crystal meth and shatter.





More than **300** Charges Laid

34 Warrants Executed



PROJECT CONVALESCE

Dismantling a Cross-Canada Human Trafficking Ring

York Regional Police has made rescuing vulnerable women and girls from the vise-like grip of human traffickers a priority for many years and 2019 was no different.

A year-long investigation by the dedicated officers in the Special Victims Unit — Human Trafficking Section and our partners resulted in the arrest of 31 people who were charged with more than 300 offences including Human Trafficking, Participating in a Criminal Organization, Drug Trafficking and Conspiracy.

The investigation began in October 2018, when two women pleaded for help from police after falling prey to a violent human trafficker acting as their pimp.

These victims endured violent physical and sexual assaults, torture and other degrading circumstances as the pimp and his associates controlled their every move. Over the months, investigators discovered 12 additional victims.

Organized crime ran the human trafficking ring, which operated across the Greater Toronto Area and into Quebec. This group was also involved in widespread frauds, drug trafficking and weapons offences.

We worked closely with our policing partners during this investigation, including the Ontario Provincial Police, the Toronto Police Service, Peel Regional Police and the Quebec Integrated Human Trafficking Task Force.

Investigators identified several suspects, along with another 30 women associated to this group. The majority of the women came from Quebec but had been moved to Ontario and across Canada for sex trade purposes. Many of these women were too fearful to come forward and officers continue to work with these victims and others to connect them with support and help them leave the sex trade.

On October 10, 2019, arrest and search warrants were executed in more than 30 locations across the Greater Toronto Area and in the Province of Quebec, resulting in 300 charges against more than 30 people who are now before the courts.

“York Regional Police will continue to offer assistance and support to the victims of human trafficking,” said Chief Eric Jolliffe at a press conference to announce the arrests.

“I commend the officers involved in this investigation for their diligent work in dismantling this organized crime ring.”

31

Arrests

If you are a victim, you have the right to be safe and respected. We can help you find a way out. Call [1-866-876-5423](tel:1-866-876-5423).





SHOWING OUR PRIDE:

Together with our partners, YRP worked to promote equity and inclusion for all York Region residents. Throughout the year, our members attended and organized numerous events across the region to promote human rights and address challenges faced by the 2SLGBTQ+ community. In York Region, everyone belongs.

JOBS YOU DIDN'T KNOW EXISTED

Four little-known positions that make a big impact at YRP



Are you interested in putting your unique skills, talents and commitment to community safety to work? If so, we encourage you to consider a career as a civilian member of York Regional Police. Representing one-quarter of our workforce, civilians are the voice of calm

on the other end of a 9-1-1 call, the first face the public sees when entering a police station and the people who keep our networks, buildings and vehicles running. To learn more about civilian career opportunities, visit yrp.ca/careers.



Locked and Loaded: **Civilian Armourer**

When it comes to the repair and maintenance of YRP firearms, David Heikamp is our man. As civilian armourer, he is responsible for tuning up more than 1,600 service pistols each year. In addition to issuing all police firearms, David also teaches our members how to safely maintain them. It's no surprise that this job requires training as a gunsmith, a restricted firearms license and factory armourer certifications.

Behind the Lens: **Graphic Designer/Photographer**

Whether it's an investigative takedown, recruit graduation ceremony or community event, our two graphic designer/photographers are on scene, ready to capture the action. In addition to snapping pics, Andy Offield and Mike Bastin design everything from annual reports and community calendars to crime prevention brochures and social media infographics. This creative duo both have a post-secondary education in graphic design and extensive field experience in photography.

Taking Note: **Critical Incident Scribe**

The flow of information is crucial during any critical incident, from a hostage-taking to an armed and barricaded person. In fact, it's so important to the decision-making process that real-time minutes are recorded. That's where our six Critical Incident Scribes step in, like Martha McPhail, who has been doing the job — in addition to her role as an Administrative Assistant — for more than a decade. Training for this position is available through the Canadian Police College, the Ontario Police College and Canadian Critical Incident Incorporated.

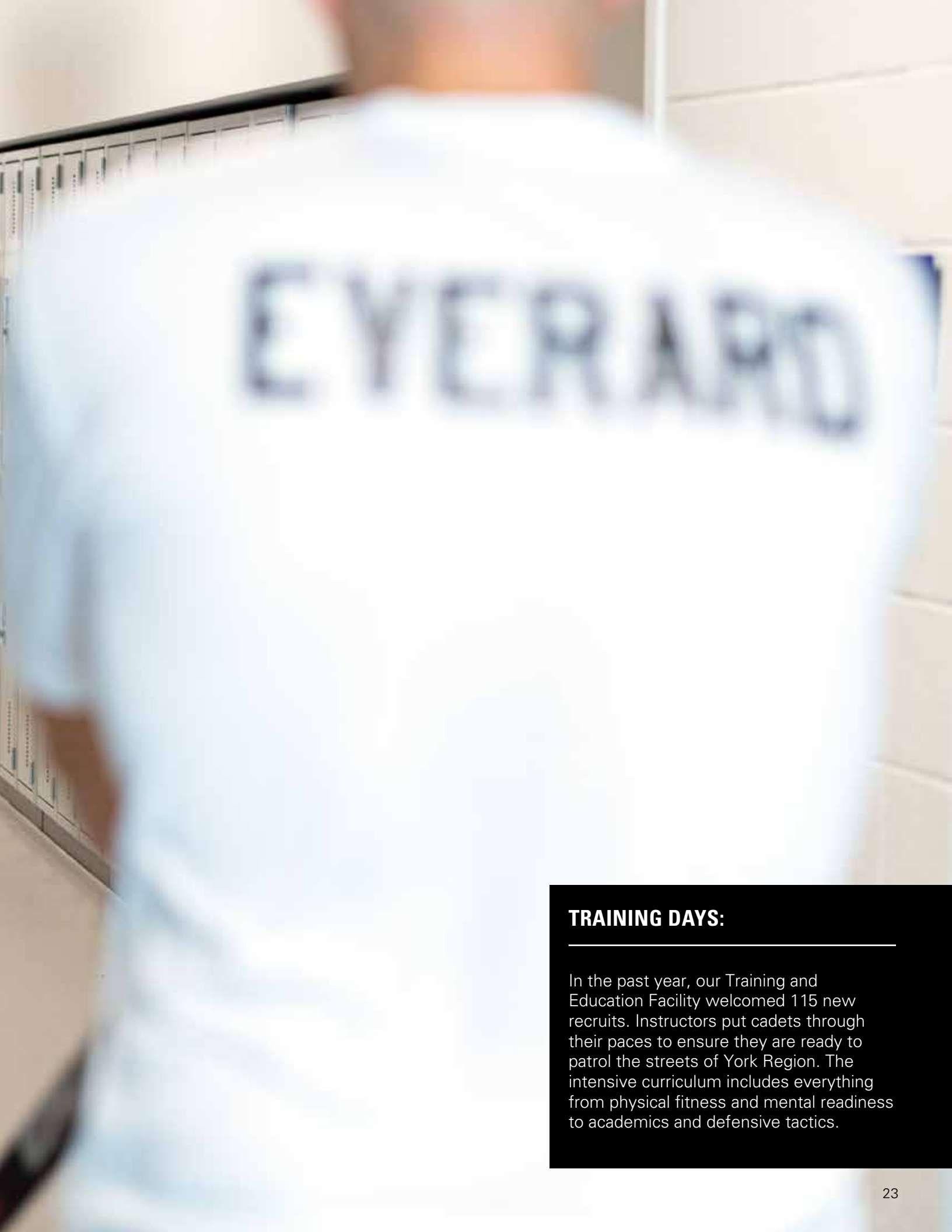
Digital Digging: **Computer Forensic Examiner**

As one of our five civilian Computer Forensic Examiners, Edward Lee knows his way around a hard drive. He and his colleagues take digital copies of devices, like phones or computers, that have been collected as evidence. The team then extracts digital data that is pertinent to investigations. In fact, this work has taken Edward right to the scene of the crime, including homicides and bomb calls. During the average year, our Computer Forensic Examiners process nearly 300 devices each, putting their advanced training and post-secondary education in computer-related field to good use.



Awards of Excellence

NICHOLLS



TRAINING DAYS:

In the past year, our Training and Education Facility welcomed 115 new recruits. Instructors put cadets through their paces to ensure they are ready to patrol the streets of York Region. The intensive curriculum includes everything from physical fitness and mental readiness to academics and defensive tactics.

SAFE ROADS: YOUR CALL

Our citizens take a stand against impaired driving

Impaired Car Thief

On December 13, a concerned citizen called 9-1-1 to report a suspected impaired driver in the area of Bathurst Street and Bloomington Road West. The caller followed the suspect, updating the dispatcher on his location, as Air2 tracked the vehicle from above. When officers arrived, they discovered the vehicle was stolen, as was property found inside. A 37-year-old man was arrested on multiple charges.



Erratic Driving on Elgin Mills Road

To kick-off enforcement over the May long weekend, YRP shared a video of citizen-reported impaired driving. The suspect was spotted weaving in and out of oncoming traffic, eastbound on Elgin Mills Road. When officers stopped the vehicle, an empty bottle of vodka was found on the passenger seat. The driver's blood-alcohol level was nearly four times the legal limit. He was arrested and charged with Impaired Driving.



Passed Out at the Wheel

After pulling up to an intersection at 7th Concession and Lloydtown Aurora Road, a concerned citizen reported a driver who appeared to be passed out behind the wheel. Officers made numerous attempts to rouse the driver, who finally woke up, smelling like alcohol. A 19-year-old man was arrested for impaired driving. Upon further investigation, officers also found an open bottle of rum and cannabis in the vehicle.



5,567

Citizen-generated calls for service related to impaired driving.

As part of our Safe Roads: Your Call campaign, YRP released a series of videos that featured 9-1-1 calls made by concerned citizens to report impaired drivers.

These videos included shocking dashcam and Air2 footage, which reached hundreds of thousands of viewers on social media.



More
than

10,000

vehicles stopped for
R.I.D.E. checks in 2019.

2019 STATISTICS

COMPLAINTS, COST OF POLICING AND TOTAL VIOLATIONS

Public Complaints Accepted by OIPRD*	2018	2019
Formal Discipline	1	0
Informal Discipline	0	1
Informal Resolution	11	10
Unsubstantiated	26	11
Withdrawn	25	24
Policy/Service	4	0
OIPRD Cannot Proceed	0	0
Outstanding Files at Year End	17	20
Total Complaints Accepted and Investigated	84	66
Public Complaints Not Accepted by OIPRD	2018	2019
Over Six Months	2	4
Not in Public Interest, Other Law, etc.	73	89
Not Directly Affected	7	2
Retained by OIPRD	5	1
Total Complaints Not Accepted by OIPRD	87	96
Total Complaints	171	162
NOTE: Based on 1,624 officers employed at York Regional Police, public complaints total 0.11 per officer.		

2019 reported hate crime occurrences increased by:

8.1%

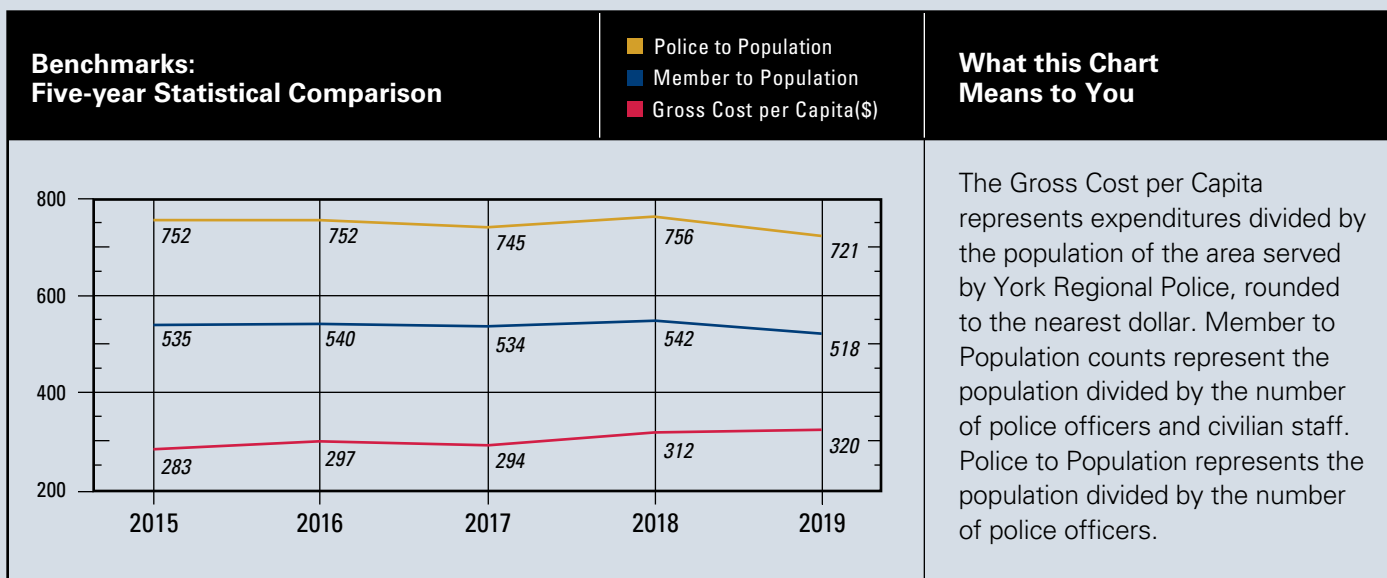
False alarms received in 2019:

9,079

Classification of Complaints	2018	2019
Conduct	167	159
Policy/Service	4	3
Total Complaints	171	162

Involved Officers	231	248
Officers Disciplined	2	1
Civilians Involved	3	9
Reviews Requested	4	2
Directed Hearings Ordered by OIPRD	0	0

*OIPRD—Office of the Independent Police Review Director (oiprd.on.ca)



9-1-1 calls
received:

268,608

Criminal and federal
violations:

40,913

Criminal traffic
violations:

4,964

Cost of Policing 2019	ACTUAL	BUDGET	VARIANCE
Salaries and Benefits	318,726,777	315,302,580	(3,424,197)
Program-specific Expenses	3,881,003	2,936,800	(944,203)
Professional Contracted Services	1,057,522	1,983,100	925,578
General Expenses	18,736,644	18,238,320	(498,324)
Financial Charges	300,052	214,000	(86,052)
Insurance	2,550,000	2,550,000	0
Occupancy Costs	9,004,037	8,998,661	(5,376)
Minor Capital	646,431	797,472	151,041
Debt-related Payments	6,657,758	6,984,197	326,439
Internal Charges	1,144,228	1,693,800	549,572
Contribution to Reserves	8,519,529	8,152,000	(367,529)
Total Expenditures	371,223,982	367,850,930	(3,373,052)
Total Revenues	(37,635,697)	(33,973,986)	3,661,711
Net Position	333,588,285	333,876,944	288,659

Selected Violations: Three-year Trends		*Excluding criminal traffic violations									
		Crimes Against Persons	Crimes Against Property	Other Criminal Code	Weapons Violations	Public Morals Violations	Total Criminal Code Violations	Other Federal Violations	Drug Violations	Total Criminal Code and Fed. Violations*	Criminal Code Traffic Violations
2017	Number of Violations	7,372	21,755	4,167	413	11	33,718	2,313	268	36,299	4,514
	Rate (per 100,000 population)	611.00	1,803.09	345.37	34.23	0.91	2,794.60	191.70	22.21	3,008.51	374.13
	Clearance Rate (%)	74.6	41.5	87.4	78.7	36.4	54.9	99.4	98.5	58.0	42.0
2018	Number of Violations	8,346	22,998	4,674	553	2	36,573	1,985	281	38,839	4,796
	Rate (per 100,000 population)	697.50	1,922.01	390.62	46.22	0.17	3,056.51	165.89	23.48	3,245.89	400.82
	Clearance Rate (%)	72.2	36.1	87.3	80.5	50.0	51.6	96.8	93.2	54.2	42.1
2019	Number of Violations	8,837	25,423	4,846	531	11	39,648	1,023	242	40,913	4,964
	Rate (per 100,000 population)	734.86	2,114.12	402.98	44.16	0.91	3,297.04	85.07	20.12	3,402.23	412.79
	Clearance Rate (%)	64.7	35.7	86.3	82.3	100.0	49.0	97.0	104.1	50.5	42.6
VARIANCE (%) 2018/19	Variance in Actual	5.9	10.5	3.7	-4.0	450.0	8.4	-48.5	-13.9	5.3	3.5
	Variance in Rates	5.4	10.0	3.2	-4.5	447.3	7.9	-48.7	-14.3	4.8	3.0

2019 STATISTICS CONTINUED

Traffic

Provincial Offence Notices Comparison	2017	2018	2019
Offences	120,974	114,795	101,390

Reportable Motor Vehicle Collisions	2017	2018	2019
Collisions	14,529	13,944	13,085

Victim Services

On-Scene Occurrences	2018	2019	VARIANCE
Occurrences	876	912	4.1

Telephone Crisis Calls/ Office Visit Occurrences	2018	2019	VARIANCE
Occurrences	15,799	12,651	-19.9

Total Clients Served	2018	2019	VARIANCE
Clients Served	10,801	8,574	-20.6
Female	6,112	4,730	-22.6
Male	1,672	1,683	0.7
Children (0-17 years)	3,017	2,161	-28.4

Communications

Five-year Calls For Service				
2015	2016	2017	2018	2019
208,211	198,000	207,346	241,260	275,292

Youth Crime

Youth Crime Comparison	2018	2019
Youth Charged	668	686
Processed by Other Means	1,369	1,248
Total	2,037	1,934

Sworn
members:

1,681

Civilian
members:

673

Residents
served:

1.2 M

Length of regional
roadways policed:

4,100 km

Area
policed:

1,762 km²

Of the 275,292 calls for service YRP received in 2019, 109,850 resulted in officers being dispatched.

All collections of identifying information submissions are reviewed by a supervisor in the Diversity, Equity and Inclusion Bureau prior to being published for viewing by members of the organization. It was determined that no submissions were bias-based.

An analysis of the proportion of individuals from whom identifying information was collected or attempted to be collected does not reveal any indication of over-representation based on the population of York Region.

Collection of Identifying Information

Collection of Identifying Information	2019
Attempted and actual collections	5
Individuals from whom identifying information was collected	5
Times officers did not disclose why they were collecting information	0
Times individuals were not given a receipt because they declined it	3
Times a receipt was not provided because it may have compromised safety	0
Attempted collections from individuals based on sex (men), as perceived by a police officer	4
Attempted collections from individuals based on sex (women), as perceived by a police officer	1
NOTE: <i>All reporting of collection of identifying information is based on officers' perception of age, race and sex at the time.</i>	

Access to Restricted Identifying Information*	2019
Times members of the police service were permitted to access identifying information to which access is restricted	0

Collections by District	2019
#1 District	4
#2 District	0
#3 District	0
#4 District	1
#5 District	0

**Aside from Auditors and the designated Verifier, no one accessed restricted identifying information. These two groups accessed restricted identifying information for the purpose of determining training needs.*

***As established by the Chief of Police, as provisioned within the regulation.*

****As established by the Chief of Police, based on the 2016 National Household Survey for the Identification of Racialized Groups as provisioned within the regulation.*

Collections By Age Group**	2019
12-17	0
18-29	5
30-49	0
50+	0

Collections By Race***	2019
Aboriginal	0
Arab	0
Black	0
Chinese	1
Filipino	0
First Nations	0
Inuk	0
Japanese	0
Korean	0
Latin American	0
Metis	0
South Asian	0
Southeast Asian	0
Other	0
West Asian	0
White	4





CELEBRATING DIVERSITY:

More than 1,500 citizens and 100 community partners helped YRP mark the International Day for the Elimination of Racial Discrimination. This annual event, which celebrates the rich cultural diversity in our region and unites our community in the fight against racism and discrimination, has been hosted by our Diversity, Equity and Inclusion Bureau for the last 17 years.

2019 BUSINESS PLAN ACCOMPLISHMENTS

Community Focus

- Continued community engagement and crime prevention initiatives, including:
 - » Participation in public safety awareness presentations
 - » Participation in community events and celebrations
 - » Launch of the Security Camera Registry
- Online services updated to include fingerprint and photograph destruction applications
- Collaboration with York Region Public Health to launch the York Region Opioid Action Plan
- Development of mobile applications, in partnership with Sheridan College, geared towards educating youth on prevalent issues

Operational Excellence

- Completed several joint-forces operations targeting priorities, such as organized crime and home invasions
- Completed large-scale emergency preparedness exercises with partner agencies
- Launched a new code of ethics and organizational values
- Developed a structured approach to policing emerging violent crime trends
- Made advancements to Business Intelligence tools to enhance evidence-based decision making

Preferred Place of Employment

- Named one of the Greater Toronto's Top 100 Employer for the fourth year in a row and a Top Youth Employer for the second year in a row
- Formed sub-committees to examine staff and professional development, harassment and recruiting
- Launched a new, enhanced corporate intranet
- Developed a comprehensive Wellness Strategy, which includes a Mental Health Strategy and Post Traumatic Stress Disorder Prevention Plan
- Continued recruitment efforts focused on York Region's diverse communities

Superior Quality Service

- Opened the north-end collision reporting centre, giving residents more convenient access to services
- Installed portable technology in vehicles for efficient and mobile report taking
- Selected vendor for Digital Evidence Management System and in-car camera platforms
- Established Memorandums of Understanding with several community stakeholders to enhance co-ordination of resources
- Continued to meet regularly with regional and municipal partners to discuss growth and development initiatives, which impact policing

2019 marked the third and final year of our 2017–2019 Business Plan. To learn more about our past accomplishments and future objectives, visit our 2020–2022 digital edition at businessplan.yrp.ca.

Our new digital business plan gives us the opportunity to include more dynamic and accessible content, in an environmentally friendly format. It also makes it easier for our community to provide valuable feedback.







PAWS ON THE GROUND:

One of the largest in the province, our Canine Unit is comprised of 15 Police Service Dogs and 13 handlers. Over the past year, our handlers and their four-legged partners responded to 2,400 calls for service, located 36 suspects and reunited five missing vulnerable people with their loved ones.

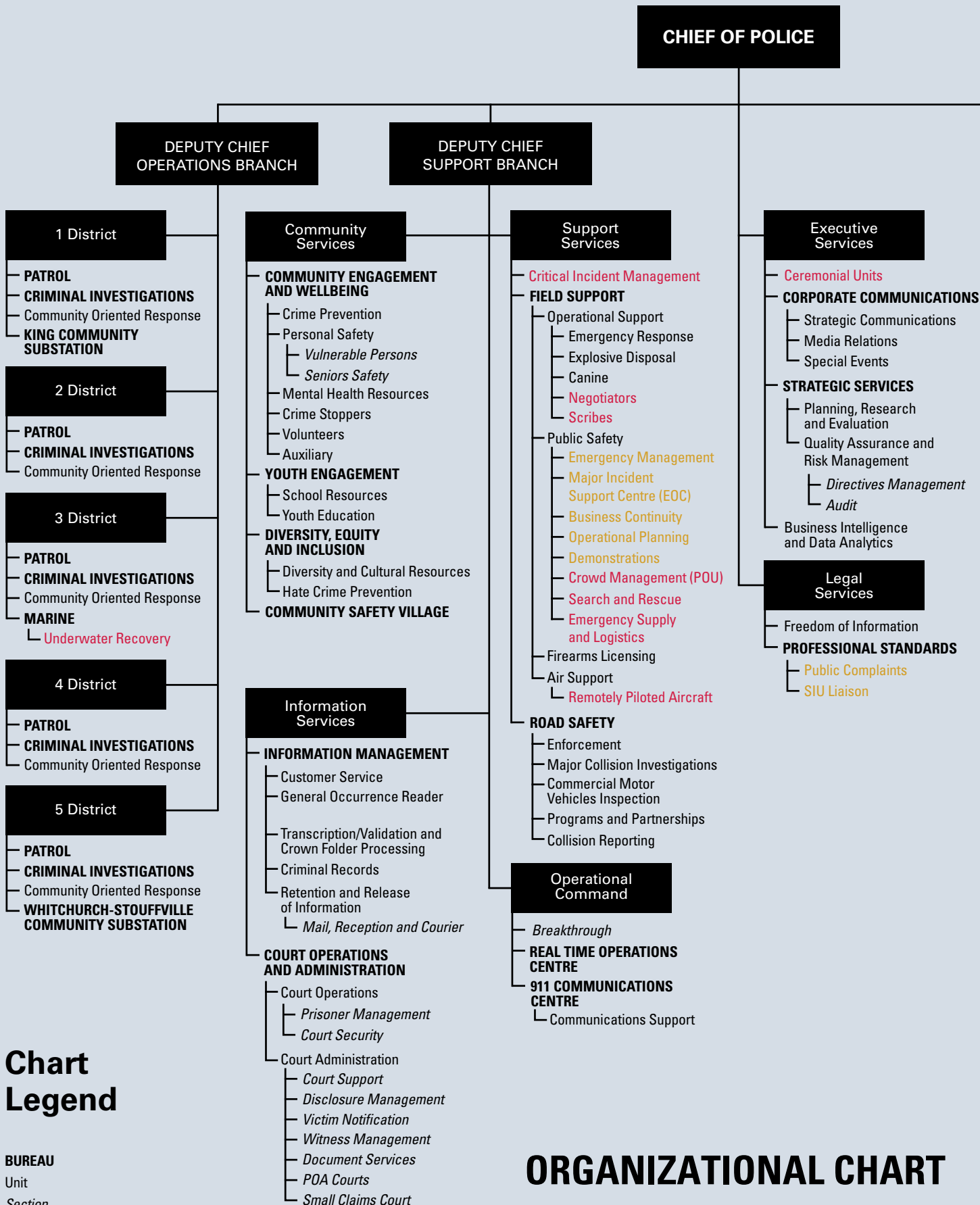


Chart Legend

BUREAU

Unit

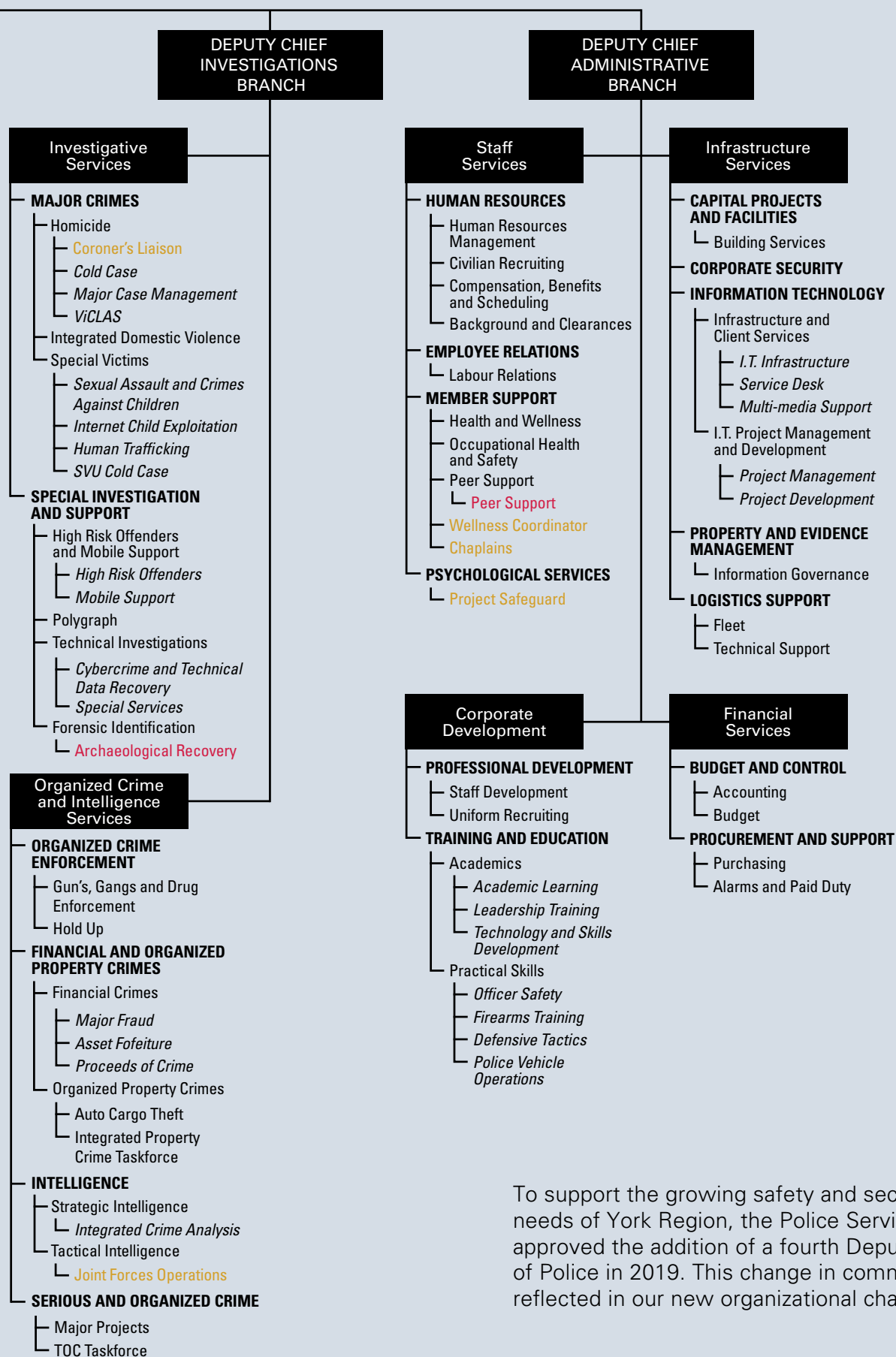
Section

Team/Part-time

Function/Position

ORGANIZATIONAL CHART

Updated as of
May 15, 2019



To support the growing safety and security needs of York Region, the Police Services Board approved the addition of a fourth Deputy Chief of Police in 2019. This change in command is reflected in our new organizational chart.

CODE OF PROFESSIONAL ETHICS

In both our service to the community and conduct in the workplace, we uphold the high ethical standards expected of us by members of the public and our organization. This Code of Ethics reflects our values and guides our actions each and every day.

- We faithfully administer the law in a just, impartial and reasonable manner to everyone, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability
- We promote equality, diversity and inclusivity, both in the community and in the workplace. We treat everyone with dignity and respect
- We uphold our position of public trust by serving the community with integrity, professionalism and honesty. We are accountable for our behavior, both in the community and in the workplace
- We preserve the rights and freedoms of all individuals in accordance with the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code



A VALUES-BASED ORGANIZATION

OUR MISSION

We will ensure our citizens feel safe and secure through excellence in policing.

OUR VISION

To make a difference in our community.

OUR VALUES

To best serve our community and our people, we are committed to living our values. These shared beliefs guide our conduct with members of the public and our colleagues each and every day.

RESPECT

We value and treat all people with dignity.

COMPASSION

We care about the well-being of our members and the community.

FAIRNESS

We are just and impartial in everything we say and do.

PROFESSIONALISM

We conduct ourselves with honesty and integrity and we are accountable for our actions.

COURAGE

We have the moral strength to stand up and to do what is right.

