

MEDICINE HAT POLICE SERVICE

2020 Annual Report



ORGANIZATIONAL CHART

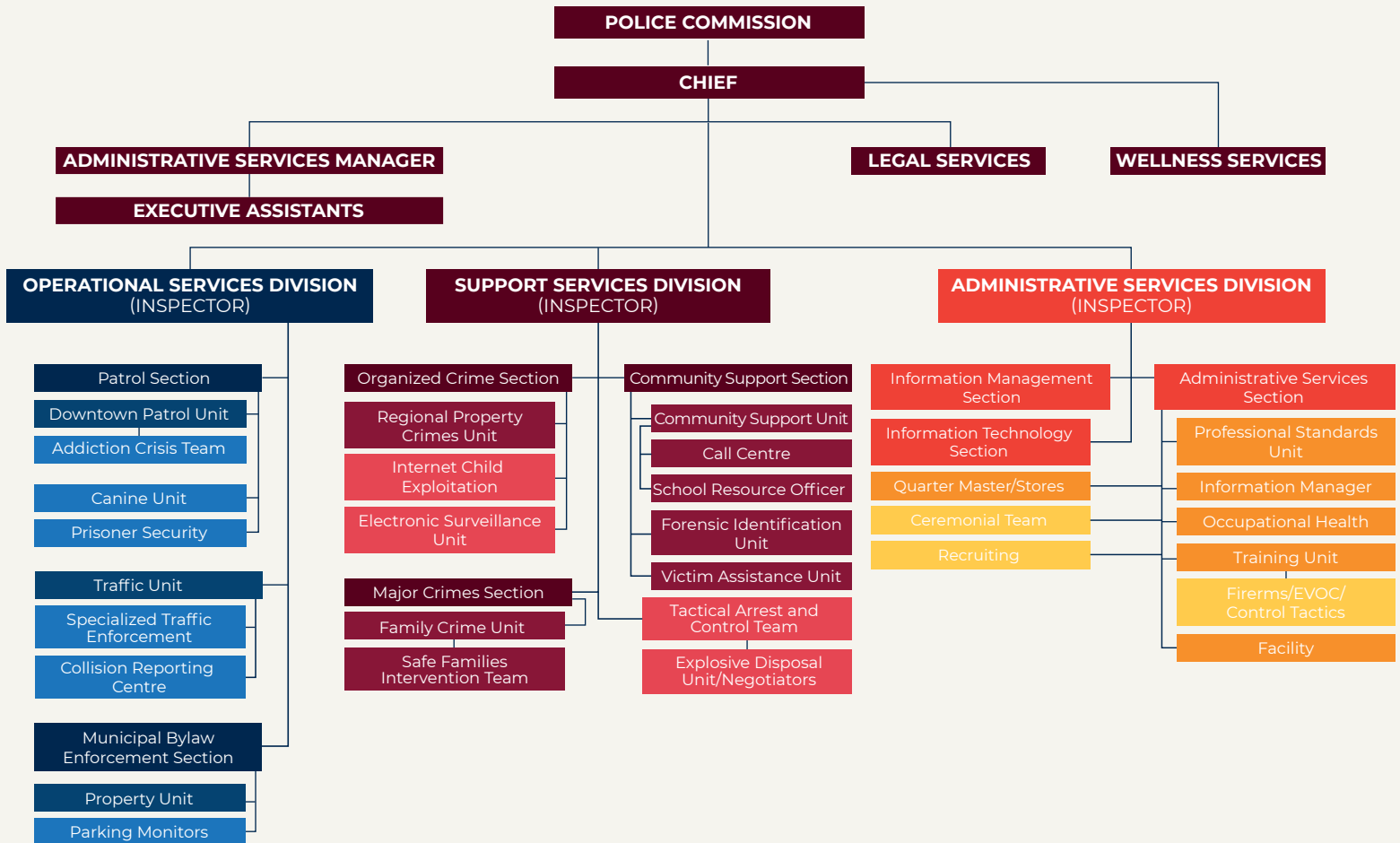


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OUR VISION

is to optimize the safety
and security of our community

MESSAGE from the POLICE COMMISSION

On behalf of the Medicine Hat Police Commission (MHPC), I greet the citizens of our fine city! The past year was challenging in every single way, but throughout the year, our police service staff demonstrated exemplary professionalism, flexibility, and consistency. We are very thankful for the leadership of Chief McGrogan and the Executive Team throughout the pandemic as they adapted to new restrictions and continued to provide excellent services to our community.

The commission is comprised of five community members and two City Council members. Our duties are legislated under the Police Act, and they include providing governance and oversight to the service's strategic objectives. We link the Medicine Hat City Council with the citizens of Medicine Hat and the Medicine Hat Police Service.

In October, Mr. Dan MacDonald ended a long tenure, having served the MHPC for 18 years as a member, chair,



and, finally, Public Complaints Director (PCD). We are very grateful to Dan for his years of dedication and service to the commission. The MHPC looks forward to working with Mr. Greg Keen as our new PCD.

In December, Chief McGrogan retired from the MHPS after serving the community for over 40 years. Chief McGrogan's dedication to the MHPS and hard work are evident in the well-run police service he leaves behind. Among his accomplishments, he will be remembered for his leadership role in developing the Safe Families Intervention Team and the Police Cadet Training program, in partnership with Lethbridge College and southern Alberta policing partners. We look forward to celebrating his retirement once the COVID-19 restrictions are lifted.

One of the most important MHPC roles is recruiting the chief of police. The MHPC engaged in a nationwide search and was thrilled to select Chief Mike Worden as the new MHPS chief of police. We are confident that he will succeed at building the strong relationships necessary to lead the organization through the challenges ahead.

Sandy Redden

L to R

Chair Mrs. Sandy Redden, Councillor Julie Friesen, Vice Chair Mr. Terry Meidinger, Mr. Miles Thorson, Mr. Ted Rodych, Councillor Robert Dumanowski and Mrs. Mandi Campbell. *Missing: Public Complaints Director Dan MacDonald*

MESSAGE from the CHIEF

On January 4, 2021, I was honoured to take command of the Medicine Hat Police Service (MHPS) as chief of police, a duty I accept with great pride and gratitude. The past year was a year of many milestones, including the retirement of Chief Andy McGrogan after 12 years serving as chief of police and over 40 years of service with the MHPS. His leadership and stewardship of the organization can be seen and felt throughout the entire service.

This last year was like no other, challenging MHPS members to provide high-level policing services to the residents of Medicine Hat in a pandemic environment. We were thrust into delivering our services in ways we had never experienced before, offering online and remote responses in certain situations and providing in-person responses prioritizing the public and members' safety. Providing relevant pandemic service delivery training to our employees and attaining the required personal protective equipment were priorities early in the year, and we focused on the safety of both our members and the public whom we interact with. Despite extreme challenges, the MHPS developed innovative and ground-breaking strategies to continue serving the community and keep safety its number-one priority.

To help increase our timely and effective response to citizen concerns, we created a call-centre reporting

model, using both telephone and internet services to communicate with the public in order to report lower-priority crime and address related inquiries. This model helped develop a more efficient resolution to calls for service, allowing patrol members to expediently respond to higher-level crimes in progress.

Situations with people experiencing crises continued to challenge the community, and the MHPS responded to a high number of complex and often-dangerous circumstances. A struggling economy and the pandemic's effects increased the stressors facing residents, further straining both medical and police resources. Deconfliction training has been instrumental in teaching our officers techniques and methods to diffuse these difficult situations and ensure public safety.

To address resident and business owner safety concerns in the downtown core, a Downtown Patrol Unit (DPU) was established, comprising two constables and one sergeant. This unit's mandate is to develop relationships with business owners and community members in order to reduce and deter crime. The MHPS received positive and immediate feedback upon the DPU's implementation, suppressing crime and improving our relationship with the community.

The MHPS increased its human resources investment into the regional Alberta Law Enforcement Response

Team (ALERT) to help combat crime in Medicine Hat and the surrounding area. The new regional ALERT team was responsible for seizing a significant amount of drugs and property, along with arresting several offenders, focusing on crime reduction in the area.

With a focus on using technologies to increase community safety, the MHPS developed a drone program for use in high-risk situations, evidence searches, and accident-scene reconstruction. This program, in partnership with a local supplier, has improved the MHPS's capabilities of providing quality policing services to the residents of Medicine Hat.

While I am at the early stages of my tenure as chief, I have come to realize that I have inherited an organization dedicated to community service. Progressive thought and consideration of innovative ideas continue as the women and men of the MHPS strive for efficient and empathetic policing practices. I am proud to work alongside such a professional and committed group, and I look forward to proudly serving and protecting the Medicine Hat community.



Mike Worden
Chief of Police



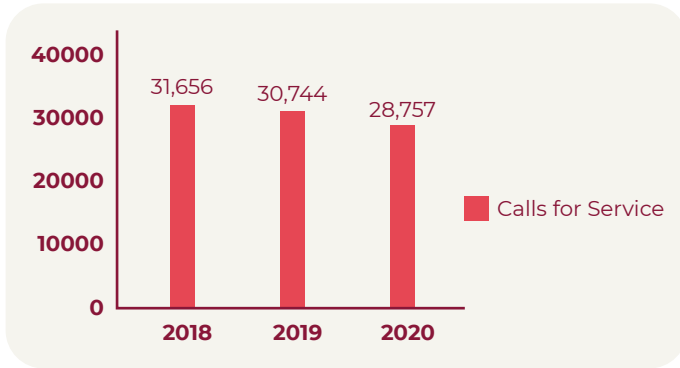


SERVING & PROTECTING

our community with pride through
professional and progressive policing

PRIORITY #1: COMMUNITY SAFETY

Calls for Service

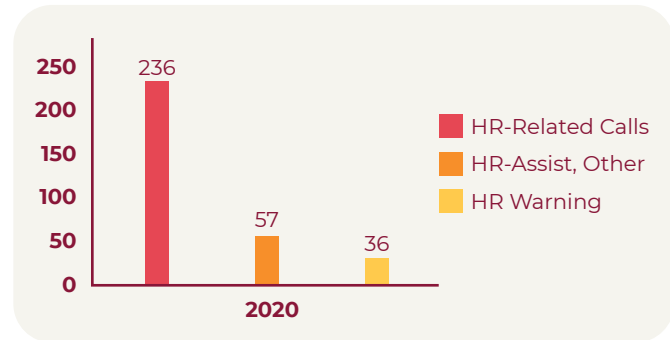


(Source: MHPS Records Management System)

Overall calls for service have decreased by 9% over the past three years. In addition to responding to calls for service, MHPS members are expected to proactively initiate investigations based on weekly crime locations, intelligence, or observed offences. In 2020, nearly 6% of total calls for service were initiated by patrol officers; however, once the COVID-19 health restrictions were in place, officers were required to limit proactive enforcement activities to maintain public and officer safety by reducing unnecessary contact.

Also beginning in March, when public health restrictions were put into effect, the MHPS was tasked with providing enforcement support to ensure compliance with provincial guidelines. Throughout the pandemic, the MHPS has maintained an approach that focuses on gaining compliance through education, rather than enforcement.

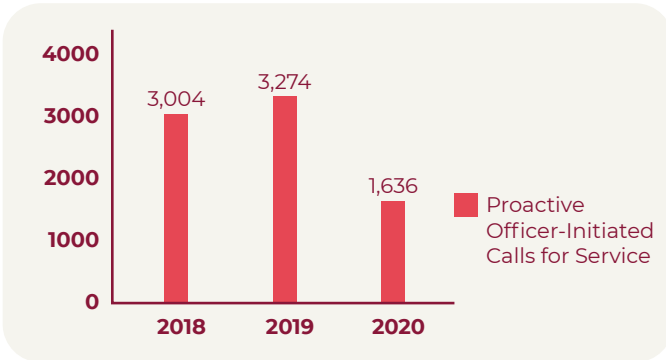
Health Restriction (HR)-Related Calls for Service (Included in Total Calls for Service)



(Source: MHPS Records Management System)

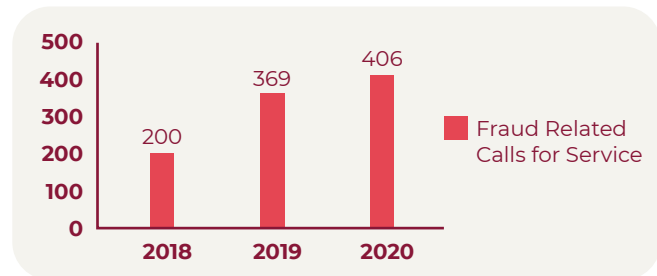
PRIORITY #1: COMMUNITY SAFETY

Proactive Officer-Initiated Calls for Service (Included in Total Calls for Service)



(Source: MHPS Records Management System)

Fraud Related Calls for Service



(Source: MHPS Records Management System)

Fraud related calls for service have more than doubled over the last two years, and they can be broken down into four general categories:

- **Phishing scams:** Email messages that appear legitimate but are not—for example, attached links on documents that send users to fraudulent websites.
- **Emergency scams:** Emergency messages from fraudsters claiming to be victims' known contacts. Fraudsters attempt to gain money from victims, based on emergency needs.
- **Transaction scams or wire fraud:** Emails received from trusted suppliers or supervisors requesting the redirection of funds to fraudulent locations.
- **Extortion scams:** Fraudsters threaten to release sensitive personal information in exchange for funds.

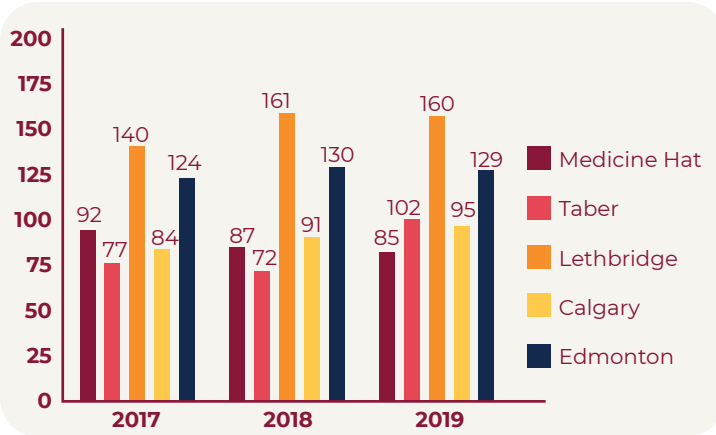
Other attempted online or mobile data breaches involving no monetary loss or data loss are forwarded to the Canadian Anti-Fraud Centre.

Fraud complaints have proliferated amid the COVID-19 health crisis and its corresponding economic instability for several reasons. One major factor is the increased pressure that individuals feel as they struggle to meet the challenges of a depressed economy and fraudsters attempt to take advantage of people during this instability.

PRIORITY #1: COMMUNITY SAFETY

Crime Severity Index

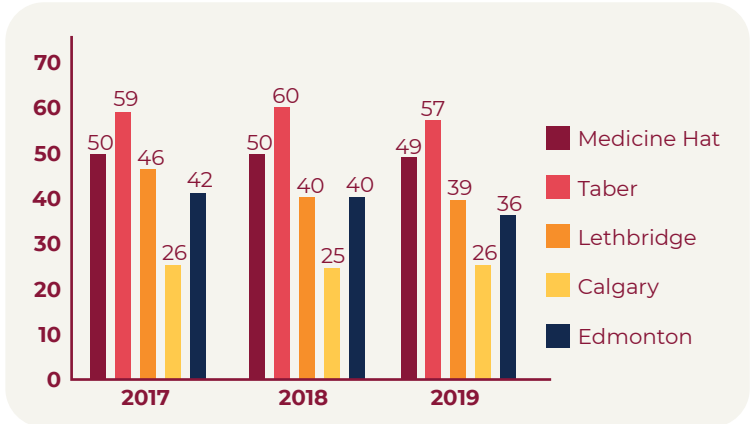
The crime severity index is calculated using incident-based Uniform Crime Reporting Survey (UCR2) data.



(Source: Statistics Canada. Table 35-10-0190-01)

Weighted Clearance Rates

Weighted clearance rates are based on the same principles as the Police Reported Crime Severity Index (PRCSI). More-serious offences are assigned a heavier weight than less-serious offences. For example, the clearing of homicides, robberies, or break-and-enters would represent a greater contribution to the overall weighted clearance rate value than the clearing of minor theft, mischief, or disturbing the peace.



(Source: Statistics Canada. Table 35-10-0190-01)

PRIORITY #1: COMMUNITY SAFETY

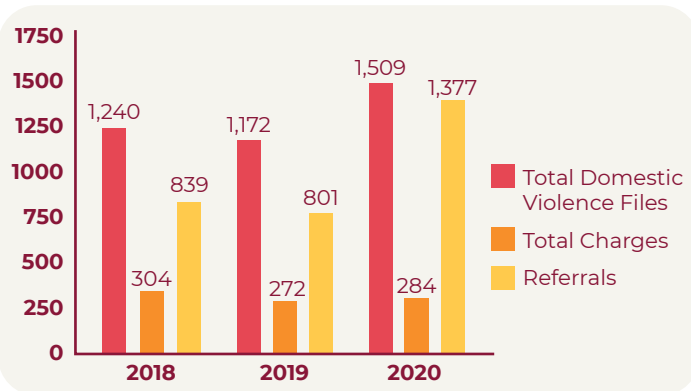
Safe Families Intervention Team

Family violence remains a focus for the MHPS. The Safe Families Intervention Team (SFIT) is a collaboration between the Medicine Hat Women's Shelter Society (MHWSS) and the MHPS, dedicated to working with families affected by domestic violence to prevent further fractures or violence within family structures.

In 2020, the SFIT team comprised one MHPS constable, four outreach workers, and the MHWSS outreach manager. The team held virtual case conferences once weekly, in addition to daily contact between outreach workers, the MHPS, and clients. This collaboration assisted clients facing family or domestic violence in obtaining timely services.

In 2020, total domestic violence files increased by 29% compared to 2019, and charge files increased by 4%. Domestic-related calls are at their highest level in the past three years, which may have resulted from individuals' increased stress during the pandemic. Support referrals by SFIT staff to social agencies also increased, by 72%. This increase was attributed to SFIT staff's greater focus on monitoring all files related to domestic violence.

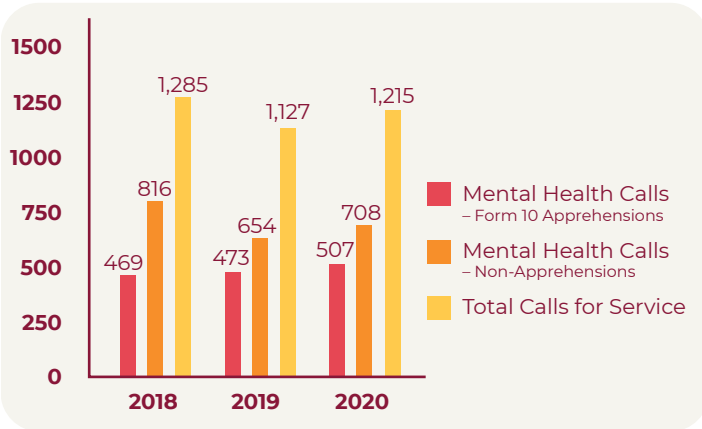
During Domestic Violence Awareness month in November, SFIT took part in a live webinar, "Ask an Officer," in partnership with the MHWSS. This webinar's purpose was to increase community awareness and understanding of the partnership, explain the different types of civil restraining orders and Emergency Protection Orders, and answer viewers' questions.



(Source: MHPS Records Management System)

PRIORITY #1: COMMUNITY SAFETY

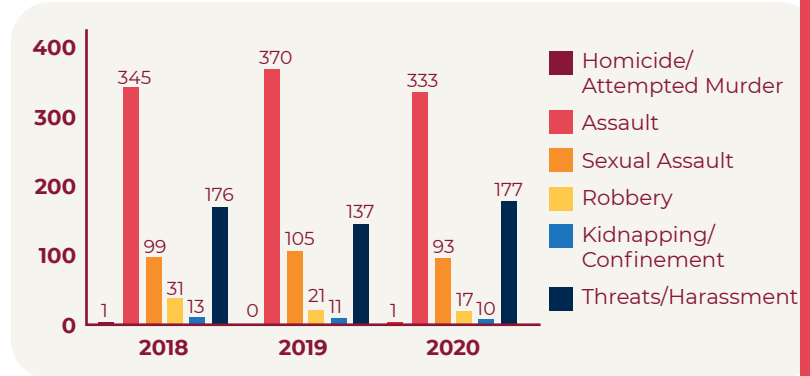
Mental Health Diversion



(Source: MHPS Records Management System)

MHPS continues to respond to over three mental health-related calls per day. These investigations are typically non-criminal in nature, involving people experiencing crises. Although the total mental health calls for service have remained consistent over the past three years, the MHPS continues to work with community partners to decrease police attendance to these complex situations.

Violent Crimes Against People



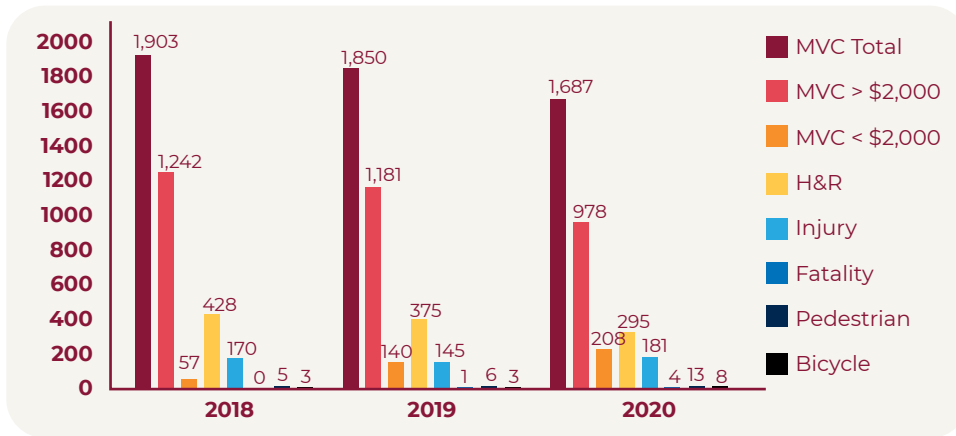
(Source: MHPS Records Management System)

In reviewing violent crimes against people, the most significant increase was associated with threats and harassment, which rose 29%. Many of the other crimes against people—including assault, sexual assault, and robbery—declined between 9% and 19%.

Numerous other investigations involved sexual assault, robbery, assault with injuries or weapons, arson, and major fraud offences. Of these offences, sexual assault investigations were the most common crime investigated by the Major Crimes Section. Historical sexual assaults and child sexual assaults contributed a large portion of these investigated complaints.

PRIORITY #1: COMMUNITY SAFETY

Road Safety



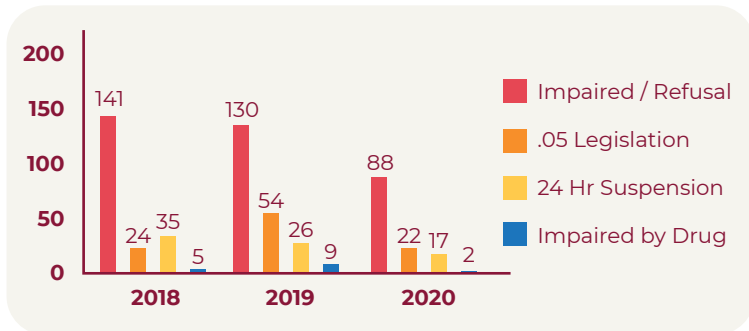
(Source: MHPS Records Management System)

Overall, motor vehicle collisions decreased, likely due to decreased traffic volumes throughout the city. Fatalities were the exception; while tragic, these events did not share any single contributing factors.

PRIORITY #1: COMMUNITY SAFETY

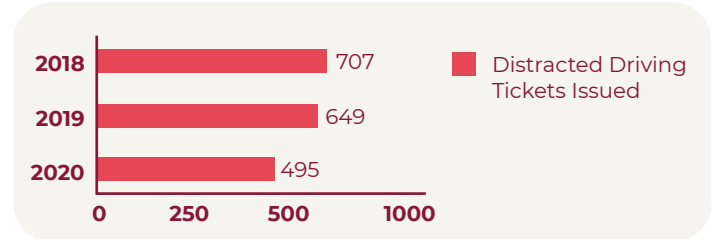
Impaired Driving

On December 1, 2020, new impaired driving legislation came into force in Alberta. Bill 21, the *Provincial Administrative Penalties Act*, changed how impaired drivers are penalized by introducing new immediate roadside penalties, as well as a process for traffic ticket disputes. The new legislation's goal was to simplify existing impaired driving programs and strengthen impaired driving laws in an effort to reduce injuries and fatalities, making Alberta roads safer. The new process will also free up court and police resources and, as a result, allow courts and police to focus on the most serious offences. MHPS created an implementation team to ensure that training and resources were available in order to guarantee a smooth transition regarding these changes in legal processes.



(Source: MHPS Records Management System)

Distracted Driving



(Source: MHPS Records Management System)

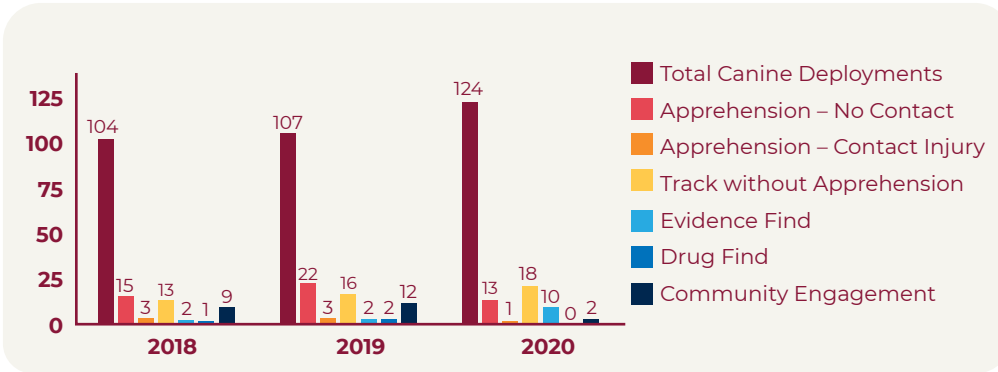
Automated Traffic Enforcement

	2018	2019	2020
Vehicles Monitored	956,725	926,316	682,536
Violations Issued	21,166	23,475	17,675
Average Speed Over the Limit	14 km/hr	14 km/hr	14 km/hr
Number of Sites Monitored	162	98	150
Hours Monitored	6,106	5,978	4,855

(Source: MHPS Records Management System)

PRIORITY #1: COMMUNITY SAFETY

Canine Unit



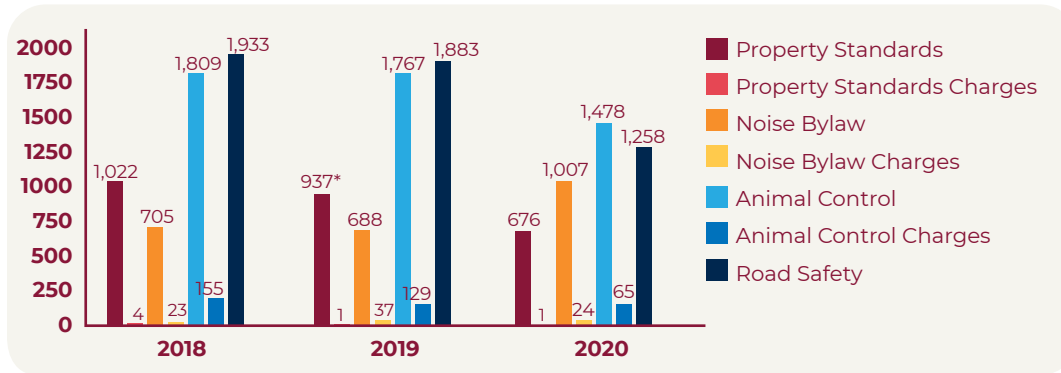
(Source: MHPS Records Management System)

The Canine Unit was deployed 124 times throughout the year, resulting in 14 criminal apprehensions and 10 evidence finds. Of these 14 apprehensions, 13 were compliant and arrested without canine contact when located. One instance of contact occurred when officers confronted an uncooperative subject who remained hidden in a building that he had broken into despite numerous warnings and opportunities to surrender. While community engagement remained a priority, all opportunities scheduled after March were cancelled.



PRIORITY #1: COMMUNITY SAFETY

Municipal Bylaw Enforcement Section



(Source: MHPS Records Management System)

*In 2019, sidewalk enforcement moved from Property Standards to Public Roads Bylaw



1,788
Parking
Violations



5,216
Total Calls
for Service



679
Documents
Served



1,951
Fingerprints
Processed

(Source: MHPS Records Management System)

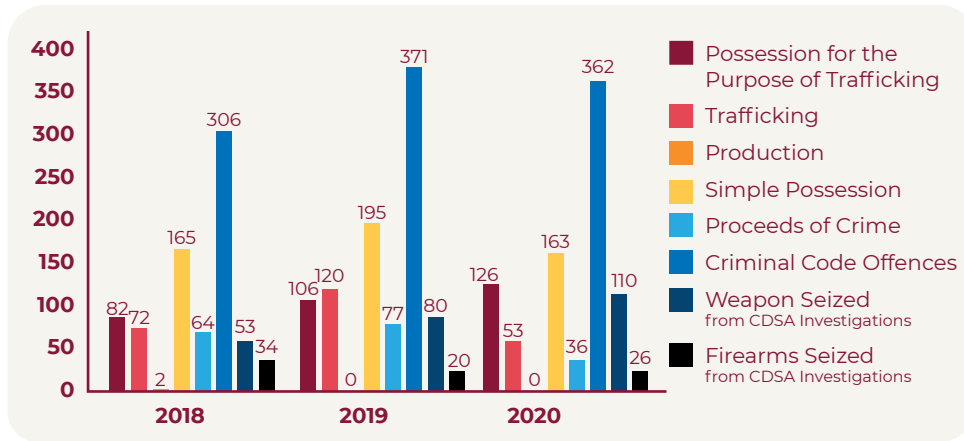
Throughout 2020, 5,216 bylaw complaints were investigated, representing a 21% decrease from the previous year that likely reflected the COVID-19–related restrictions preventing proactive initiatives. In contrast, noise complaints increased by 46% compared to the previous year, reflecting changes in daily routines, including more people working from home. The MHPS focused on educating offenders about the terms of the bylaw and reasonable noise levels as residents adjusted.

In the spring, an increase in aggressive dog complaints and other issues related to dogs was also observed, likely resulting from increased activity on trails with new users and dogs who were unfamiliar with these environments.

Parking violation tickets issued were greatly affected by the closure of businesses and schools, resulting in a significant decrease. The hospital also altered its parking rules to provide relief during the pandemic, and as a result, parking monitors were not required in the area for a period.

PRIORITY #1: COMMUNITY SAFETY

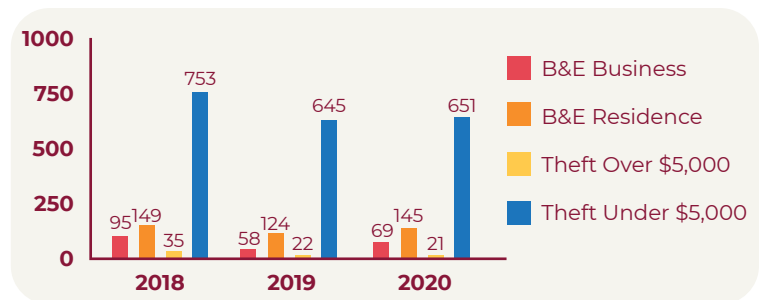
Organized Crime Section



(Source: MHPS Records Management System)

Possession for the purpose of trafficking charges increased 19% compared to the previous year. Other charges decreased due to restrictions on enforcement activities that began in March 2020 as a result of pandemic-related health restrictions, including trafficking (56%), proceeds of crime (53%), and simple possession (16%). Weapons charges represent a concerning trend that continues to increase, having risen 36%.

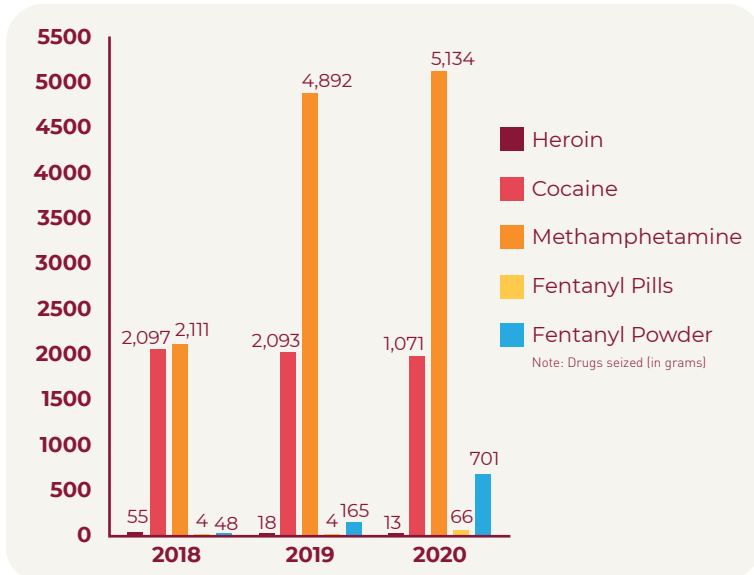
Property Offences



(Source: MHPS Records Management System)

PRIORITY #1: COMMUNITY SAFETY

Drugs Seized



The most significant increase in seizures by drug type was associated with fentanyl, in both powder (325%) and pill format, with 2020 marking the most fentanyl pills seized since 2017.

Overall, the total value of drugs seized decreased by 9%, and the value of cash seized decreased by 58%. Again, these decreases were attributed to decreased enforcement activities due to pandemic-related health restrictions.

Notable File

The ALERT team concluded a four-month investigation in April, with assistance from the Calgary Police Service and the RCMP, and seized 1.7 kilograms of methamphetamine and 20 grams of cocaine. With an estimated street value of \$127,000, this event was the largest single seizure in the team’s history. This file originated from source information about a Calgary-based suspect who was supplying large amounts of methamphetamine and cocaine into the Medicine Hat area.

“ We know this region has been impacted by meth and its associated crimes, such as thefts, break-ins, and violence-related occurrences. Police agencies are working together to disrupt these large drug trafficking networks and keep the community safe.”
 - Supt. Dwayne Lakusta,
 ALERT chief executive officer

	2018	2019	2020
Total Value of Drugs	\$445,511	\$640,994	\$585,758
Total Value of Cash	\$120,835	\$108,609	\$ 45,081

(Source: MHPS Records Management System)

PRIORITY #1: COMMUNITY SAFETY

Regional Property Crimes Unit

	2020
Criminal Code Charges	590
Arrests	158
Files Concluded	143
Firearms Seized	85
Stolen Vehicles Recovered	22
Escort Bylaw Tickets	46
Value of Property Seized	\$748,876
Value of Drugs Seized	\$43,628

(Source: MHPS Records Management System)



In April, a new integrated enforcement—the Regional Property Crime Unit (RPCU)—launched with funding by the Alberta Government under the “ALERT” umbrella. The unit comprises MHPS, the RCMP, and ALERT-funded members with a mandate of targeting prolific property crime offenders in the South East Alberta region.

Despite COVID-19 health restrictions that affected enforcement activities, 2020 was a very successful year for the RPCU. The unit concluded 143 files, resulting in 158 arrests and 590 charges. In total, more than \$740,000 worth of stolen goods were recovered, along with approximately \$43,000 worth of drugs and 85 firearms.

The recovered items included 22 stolen vehicles, power tools, generators, license plates, and copper wire.

CORE VALUES

INTEGRITY

being honest and ethical

RESPECT

acknowledging, accepting
and valuing ourselves
and others

COURAGE

doing the right thing in
the face of adversity

ACCOUNTABILITY

accepting responsibility
for our actions

PRIORITY #2: COMMUNITY ENGAGEMENT

Victim Assistance Unit

The Victim Assistance Unit (VAU) works to support victims of crime in all aspects of their journey through the criminal justice system. The VAU strives to provide victims, witnesses, and their family members with professional, supportive, and timely assistance to lessen the impact of crime and trauma. VAU staff and volunteers have specialized training in emotional support, crisis intervention, and communication skills, and they are always available to provide confidential support to victims, witnesses, and family members affected by crime and trauma.

The Victim Assistance Navigation Specialist attended a trauma-informed training workshop hosted by the Sexual Assault Response Committee (SARC). This workshop focused on building upon the trauma-informed, person-centred care framework established in 2019. Virtual and in-house training occurred early in the year as the unit experienced changes to the Victims of Crime and Public Safety Act legislation. Four in-house training sessions were held for volunteers to learn the new program and related forms.

Facility Dog

The VAU continues to incorporate facility dog Mulder into the unit's activities when appropriate. Mulder has become an indispensable part of the coordinated response to many investigations, providing support to child and youth victims and assisting them through the court process. Despite the COVID-19 health restrictions, Mulder remained active throughout 2020, assisting with callouts, court support, and forensic interviews.


Victim Assistance Unit 2020 Year End Totals


Crisis Call out:
110


Information
Packages sent:
1,946


In Station Assist:
106
Home/Hospital Visits:
39


Community &
Agency Referrals:
229 22


Court Prep Orientation:
112
Trial Support:
26


Files Opened:
2,419
People Helped:
2,106

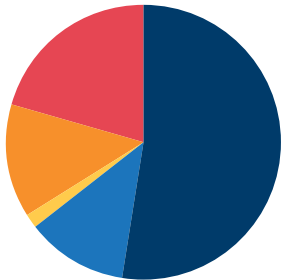

Call-Out: **12**
Court Support/
Testimonial Aid: **27**
Crown Interviews: **11**
Decline of Service: **12**

PRIORITY #2: COMMUNITY ENGAGEMENT

Community Support Unit

The Community Safety Unit experienced several changes in 2020, including a name change to the Community Support Unit and the creation of a call centre. The call-centre model was temporarily created to provide continuous service to the community following the implementation of pandemic-related health restrictions and to assist first responders by taking non-priority calls for service. Having proven itself effective at providing enhanced service to the community, in August 2020, the call centre was implemented permanently, with hours of operation on Monday to Friday, 8:00 AM to 9:00 PM.

Total Number of Citizen Requests for Assistance



8,549 Required Officer Advice Only
1,920 Required Officer-Generated Reports
269 Files Reassigned to Patrols
2,165 Number of Sign-Ins
3,320 Number of in-Person Contacts
16,223 Total

Chief Earl Leadership Legacy Fund

The Chief Earl Leadership Legacy BBQ is normally held in June, in connection with the MHPS Open House, but due to pandemic-related restrictions, it could not take place in 2020. The MHPS, however, still wanted to recognize local Grade 6 students who demonstrated the MHPS's core values, focusing additionally on leadership and citizenship. The restrictions during the summer allowed for small outdoor gatherings of up to 50 people, which allowed for 21 students to be recognized during two separate, small-group ceremonies gathering students, parents, and teachers. Each student was awarded a \$115 scholarship.

Tactical Intelligence Group

The MHPS Tactical Intelligence Group was created to deploy effective crime reduction techniques within the city. This group's focus is providing accurate, timely information to operational units within the police service and deploying resources effectively. Its meetings' general themes are shared with the public to increase awareness of community safety concerns and MHPS activities.

PRIORITY #2: COMMUNITY ENGAGEMENT

Homeless Encampment Strategy

The MHPS joined forces with Community Housing and the City of Medicine Hat Parks and Recreation Department to reduce homeless encampments in the city and increase awareness of local housing programs. The program's goal is ensuring that all parks and open spaces within the community are enjoyable for everyone. The program comprises members of the Municipal Bylaw Enforcement Section, Community Housing Outreach, and Parks and Recreation. Together, they proactively search city areas to identify homeless encampments. Once encampments are identified, their occupants are provided with information on the city's housing programs and removed from these locations.



Bike Index

On average, each year, the MHPS receives 150 reports of stolen bikes, and only 15–20 of these stolen bikes are returned to their owners. However, the total number of recovered bikes each year exceeds 200, suggesting that these thefts are under-reported. To address this issue, the MHPS partnered with Bike Index and encouraged cyclists to register their bikes.

Bike Index is a non-profit, online bike registry designed to prove ownership, alert the community when a bike has been stolen, identify the owners of found bicycles, and help police return recovered bicycles to their rightful owners as soon as possible. Similar partnerships with the Edmonton, Calgary, and Lethbridge police services have proven to be effective.

If a registered bike goes missing, its owner can mark it as lost or stolen. When the bike is recovered, its code can be scanned, and its owner can be contacted. If a bike wasn't registered before it went missing, its owner can still create an account with the index and mark their bike as stolen. In addition to registering with Bike Index, citizens were also reminded to safeguard their bikes by taking steps to help reduce the risk of theft.

PRIORITY #2: COMMUNITY ENGAGEMENT



Downtown Patrol Unit

A Downtown Patrol Unit (DPU) was formed in October to address public behaviour concerns and increase the safety perceptions among residents and businesses downtown. The unit patrols an area that includes North Railway to 3rd Avenue SE, and River Road SE to the SE Hill, paying specific attention to maximizing public safety during peak business hours in the downtown core. The DPU meets its primary objectives through a combination of presence, stewardship, and enforcement activities. The unit's anticipated outcome is a reduction in crime and anti-social behaviour, increased safety perceptions in the downtown core, and enhanced community relationships with the service. Initial indications suggest that the unit's additional police presence downtown is effective.

DOWNTOWN PATROL UNIT STATISTICS	November 2020	December 2020
Calls for Service	82	93
Licensed Premise Checks	54	15
Total Community Engagement (Community Meetings, CPTED, and Social Media)	15	12
Total Enforcement Tickets	3	1
Total Responses or Services	173	164

(Source: MHPS Records Management System)

PRIORITY #3: INNOVATIVE AND EXCELLENT SERVICE DELIVERY

Information Technology Section

The Information Technology (IT) Section focused on several major projects, including the continued implementation of an electronic ticketing platform. This initiative transitioned from a pilot project in 2019 to full deployment in 2020. To date, the service has issued over 7,000 e-tickets, and it is looking to further enhance this process in 2021. The system's establishment was timely since the province will require all violation tickets to be submitted electronically by December 2021.

The service completed a significant advancement in creating a criminal intelligence tool for operational deployment. The Police Operations Portal (POP) is a web portal developed in-house that allows officers to quickly access data, including crime mapping. Instant, convenient access to crime data is critical to conducting effectively directed patrols.

The service made significant advancements in implementing a virtual desktop infrastructure. This progress was critical to maintaining business continuity during the pandemic, allowing the MHPS to transition to a remote work environment. Additionally, the adoption of a virtual meeting and peer-to-peer communication platform was key to business continuity during the pandemic. This technology has allowed employees to conduct daily operations safely and effectively.

Information Management Section

The Information Management Section (IMS) transitioned to a new business model, prompted by the constable position's reallocation from the Court Unit to the Patrol Section. The dissolution of the court constable position created an opportunity for the redistribution of duties within the section. Several civilian positions were restructured to establish three court clerk positions. These positions assumed the former court constable duties. This change successfully allowed for a more effective deployment of resources while maintaining customer service to stakeholders.

In collaboration with the IT section, the IMS created systems and processes to continue transitioning to a paperless workflow. This transition is part of an overall priority to better manage and secure digital assets, but it was also driven by the need to maintain business continuity during the pandemic. The advancement toward an electronic workflow has since reduced work duplication and the service's dependence on paper documents.

PRIORITY #3: INNOVATIVE AND EXCELLENT SERVICE DELIVERY



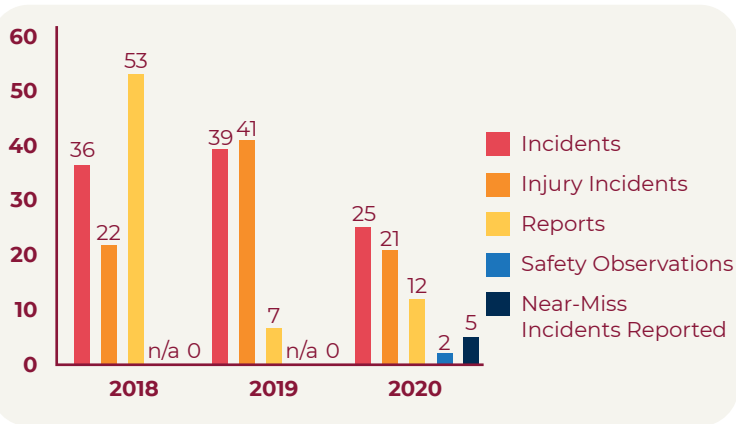
Unmanned Aerial Vehicle Program

The MHPS introduced an unmanned aerial vehicle (UAV) program intended to create efficiencies while increasing public and police-officer safety. The program was made possible through the generous lending of four UAVs to the MHPS at no cost. The use of UAVs is heavily regulated by Transport Canada, and MHPS policy outlines specific restrictions to aerial photography, reconstructing serious motor vehicle collisions or outdoor crime scenes, search and rescue, and calls for service involving armed or barricaded subjects. Three MHPS officers are currently certified to pilot UAVs.

PRIORITY #4: ORGANIZATIONAL WELLNESS

Occupational Health & Safety

The Occupational Health & Safety (OHS) coordinator works closely with the City of Medicine Hat Health, Safety and Environment (HSE) to ensure that the performance of all MHPS activities continues to meet the highest safety standards. During the pandemic, this work included ensuring the selection of suitable personal protective equipment, as well as the implementation of—and adherence to—social distancing and cleaning protocols.



(Source: City of Medicine Hat HSE Incident Reporting Database)

Legal Services

Legal Services provide legal support to the Office of the Chief, as well as the service's other sections and units, as instructed by the Office of the Chief. This legal support includes legal advice on a range of administrative and operational matters that regularly appear in policing's often-complex and changing legal landscape. These services also include keeping the Office of the Chief informed of significant legal developments affecting policing, assisting with in-service training, and participating in provincial working groups and policing-related committees.

Wellness Programs

The MHPS provides all staff with wellness solutions to support their mental health and well-being. We recognize the critical nature of our employees' mental health and wellness and the related potential impact on their vital daily work. The MHPS offers a range of wellness programs, from in-house, psychological services and counselling to fitness assessments and gym and exercise programs, including health and nutrition. Employee support programs regarding critical incident stress management and peer support are also available.

PRIORITY #5: INVESTMENT IN HUMAN RESOURCES

The service accessed the expertise of the City of Medicine Hat Human Resources Department to ensure that processes such as recruitment, promotion, and accommodations are conducted using best practices. Human resource professionals are now directly involved, which has enhanced these processes' transparency and professionalism.

Training

Much scheduled training was cancelled or postponed in 2020 due to the pandemic-related health restrictions, including many training courses traditionally accessed in other jurisdictions. The service continued to deliver essential training, including firearms, officer safety, K9, and Tactical Team training. The Training Unit also offered the Investigative Skills Education Program course, delivered by MHPS instructors. The service relied heavily on online training from the Canadian Police Knowledge Network, with MHPS officers accessing 85 of its courses.

Cadet Training

Despite the challenges presented by the pandemic, the MHPS—along with regional partners and Lethbridge College—successfully concluded the 2020 Cadet Training Program on May 29, 2020. This conclusion resulted in 12 police officers' graduation from MHPS, Blood Tribe Police Service, and Taber Police Service. Organizers and instructors delivered all required training through virtual classrooms, online learning, staggered scheduling, and several other innovative means. All seven of the MHPS cadets who graduated from the program were offered employment with the service.



PRIORITY #5: INVESTMENT IN HUMAN RESOURCES

HUMAN RESOURCES

ENGAGEMENTS

Mitchell Brandt
Laura Deschamps
Jean-Paul Guerra
Mackenzie Kipta
Teagan Lambert
Erica Neigum
Joshua Vandervelde
Jordan Wyton

RESIGNATIONS

Tim Petro (*contract expiry*)

RETIREMENTS

Andy McGrogan
Susan Pomreinke

MEDALS RECEIVED

40-Year Bar

Andy McGrogan

20-Year Canadian Medal

David Chow
Stacey Fishley
Todd Hodgins

10-Year MHPS Medal

Kyle Batsel
Dustin Biggar
Jorel Boyce
Aaron Brevik
Mark Flynn
Brian Harper
Adam Johnston
Sean McGuigan
Jeff Unrau

CITY OF MEDICINE HAT MILESTONES

10 Years

Kyle Batsel
Dustin Biggar
Jorel Boyce
Aaron Brevik
Mark Flynn
Brian Harper
Adam Johnston
Sean McGuigan
Jeff Unrau

15 Years

David Allen
Darren Bender
Brian Brown
Adam Gregory
Todd Hodgins
Chad Holt
Marc Seiller
Rita Sittler

25 Years

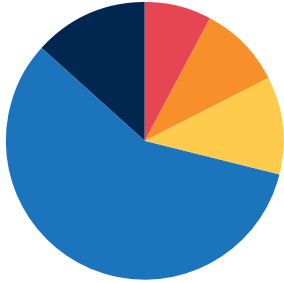
Ernie Fischhofer

40 Years

Andy McGrogan

PRIORITY #5: INVESTMENT IN HUMAN RESOURCES

Years of Service



- 9** Less than 2 years
- 11** 2-4 years
- 13** 5-9 years
- 66** 10-19 years
- 15** 20+ years

Authorized Strength

114

Actual Strength

114

Gender Demographics of Police Officers

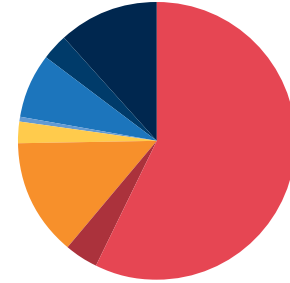
98

Male

16

Female

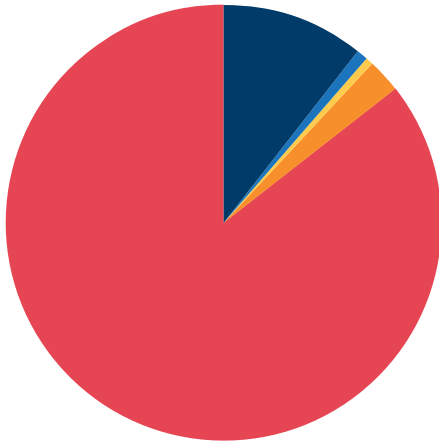
Medicine Hat Police Service Staff



- 114** Police Officers
- 8** CPOs (2 casuals)
- 27** Civilians
- 5** Casuals
- 1** Contract
- 15** Victim Assistance Volunteers
- 6** Auxiliary Volunteers
- 23** Parks & Trail Ambassadors

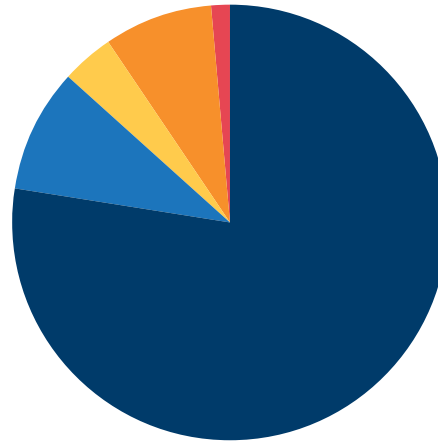
BUDGET

Funding



\$ 2,732	Government Grants
\$ 194	Internal Recovery
\$ 122	Sales of Goods and Services
\$ 636	Other Misc. Revenue
\$ 21,743	Tax Supports
\$25,427 Total	(in Thousands of Dollars)

Expenditures



\$19,752	Salaries and Benefits
\$ 2,332	Contracted Services
\$ 945	Materials and Supplies
\$ 2,055	Internal Charges
\$ 343	Interest and Amortization
\$25,427 Total	(in Thousands of Dollars)

POLICE ACT AND CRIMINAL COMPLAINT INVESTIGATIONS

The service investigates complaints received from the public, as well as complaints initiated by the chief of police. Complaints can be criminal or statutory in nature or identified as officer misconduct or complaints against policies under the Alberta *Police Act*. The Professional Standards Unit (PSU) is responsible for investigating complaints against the service, its policies, and its members in a fair, thorough, and unbiased manner. Serious allegations are forwarded to the Solicitor General for review and determination of files' assignment to ASIRT. The PSU's mission is to safeguard public trust and confidence in the service while resolving all policy, service-delivery, and employee-conduct complaints in a timely, transparent manner.

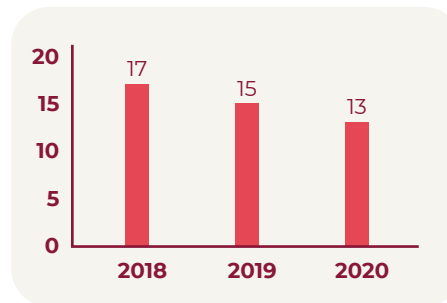
	2018	2019	2020
Police Act Complaints Generated from the Service	10	16	9
Police Act Complaints Generated from the Public	2	2	3
Statutory Complaints	1	1	3
Dispositions Reviewed by the Law Enforcement Review Board	1	0	0
Investigations Concluded	9	2	16
Minor Complaints from the Public, Informally Resolved	23	29	31
Investigations Conducted for Other Agencies	1	0	1

(Source: MHPS Records Management System)

One MHPS police officer was charged with sexual assault in relation to an incident in October 2020. The incident took place while the officer was off duty, and the officer was suspended without pay.

Motor Vehicle Collision Reviews

The service reviews police motor vehicle collisions (MVCs) to ensure compliance with policy and determine any potential misconduct under the Police Service Regulation. A three-year trend indicates that police MVCs are decreasing.



SERVICE RECOGNITION



Rookie of the Year – Cst. Olenic

Cst. Taylor Olenic was selected as the first-ever “Rookie of the Year” by *Blue Line Magazine*. The goal of this new award is to highlight promising new officers who are effectively paving the way for the policing of today and tomorrow, making positive waves among their peers, agencies, communities, and beyond.

Cst. Olenic was nominated for the award by his MHPS supervisors in recognition of the leadership, teamwork, investigational excellence, and tenacity that he demonstrates in his daily patrol duties. “Cst. Olenic functions at a level that far exceeds his experience,” said MHPS Patrol Sgt. Stacey Kesler. “I have never witnessed such staggering energy and ability in such a young person.”

Cst. Olenic graduated from the 2018 Police Cadet Training Program and was previously employed as a corrections officer from 2014 to 2018. In addition to serving as a dedicated police officer, he is a husband, a father of three, and a community volunteer as a hockey coach.

Cst. Olenic’s efforts have been recognized by other community safety partners as well. “When Cst. Olenic came to the crew, he brought energy, excitement, and motivation,” said City of Medicine Hat 911 Communications Operator Teresa McMullan. “As a dispatcher, I’ve worked with many officers, and Cst. Olenic stands out. He works

SERVICE RECOGNITION

hard from the moment he gets on duty to the moment he goes home. He has so much drive and ambition, and he operates as a much more senior officer. Cst. Olenic shows compassion to everyone he interacts with. He treats everyone with respect.”

As the “Rookie of the Year,” Cst. Olenic was featured on the cover of the April 2020 edition of *Blue Line Magazine*. Unfortunately, due to the pandemic, the award ceremony—planned for April in Mississauga, ON—was cancelled.

Upon first being contacted about the award, Cst. Olenic shared that he was sure that one of his coworkers was playing a prank. Once the news set in, Cst. Olenic said his win felt surreal and that he reflected on, and was grateful for, all the support he has received from coworkers and family, who have helped him get to this point in his career.

Congratulations, Taylor! The MHPS is fortunate to have you as a member of our team. We thank you for leading by example and for your commitment to excellence in serving our community.



SERVICE RECOGNITION

Inspectors Compliments

Constable Jana Pierce

On January 13, 2020, off-duty Cst. Jana Pierce received information from a registered confidential informant regarding firearms offences that were actively occurring in the City of Medicine Hat. Based on the source information, Cst. Pierce recognized a potential threat and took appropriate measures to ensure the information's validity and contact the appropriate resources within the police service.

The source information was provided to Cst. Anderson, who acted, locating and arresting people associated with the offences.

A serious offence was later determined to have occurred outside the jurisdiction of Medicine Hat, and the information received by Cst. Pierce aided significantly in that investigation.

Cst. Pierce is a relatively junior MHPS member who has shown a propensity for investigational excellence. Cst. Pierces's action directly affected the success of a significant RCMP investigation.

Constable Dwayne Wist

Cst. Wist was commended for his quick assessment of a situation and for his compassion after noting a vehicle driving erratically on February 8, 2020. Cst. Wist transported the driver to his residence, called EMS, and supported both the driver and his spouse while they awaited medical assistance. Cst. Wist supported both individuals emotionally, and he also unpacked and put away their groceries.

The driver was later determined to have suffered a major medical event, and he was airlifted to Calgary for treatment, where he recovered.

Cst. Wist's actions exemplified outstanding customer service to the community.

Cadet Training Team

The MHPS, along with regional partners and Lethbridge College, successfully concluded the 2020 Cadet Training Program on May 29, 2020, resulting in 12 police officers' graduation. This training took place despite the challenges caused by the COVID-19 pandemic. The class's ability to continue and thrive following the commencement of strict public health protocols was remarkable. Organizers and instructors delivered all required training through virtual classrooms, online learning, staggered scheduling, and several other creative and innovative means.

SERVICE RECOGNITION

This training could not have taken place without the commitment and enthusiasm of everyone involved to get the job done.

The service extended a compliment to the Cadet Training Team, including Sgt. Todd Hodgins, Cst. Kyle Jalbert, Cst. Brad Rivard, S/Sgt. Darcy Brandt, each instructor, and all support staff who made the training's completion succeed under extraordinary circumstances.

Sgt. Jeff Wieschorster, Cst. Noel Darr, Cst. Perry Rasmussen, Cst. Darren Holeha, and Victim Assistance Program Manager Laura Deschamps

On May 23, 2020, MHPS members responded to a tragic pedestrian-versus-vehicle fatality. Sgt. Jeff Wieschorster, Cst. Noel Darr, Cst. Perry Rasmussen, Cst. Darren Holeha, and Victim Assistance Program Manager Laura Deschamps were all commended for their roles in this investigation and for demonstrating compassion and professionalism.

Sergeant Carissa Witkowski

Sgt. Carissa Witkowski was commended for demonstrating tremendous investigative tenacity and dedication in successfully investigating a series of historic sexual assault files, resulting in a man being charged. Sgt. Witkowski was recognized for her excellent work linking

the evidence to the accused in these files. Throughout these numerous investigations, Sgt. Witkowski worked on 14 separate files involving the accused. This global investigation resulted in numerous charges that are presently before the courts.

Regional Property Crime Unit

The Regional Property Crime Unit (RPCU) members, including Sgt. Darren Lole, Cst. Eric Marshall, Cst. Martyn O'Donnell, Cst. Chance Franklin, Cst. Jeff Unrau, Cst. Troy Grisbrook, and Cst. Matt Hubbard, were complimented for their demonstrated exemplary resolve, work ethic, and investigative ingenuity in dismantling a regional crime group.

In August 2020, the RPCU began to investigate a prolific property crime group conducting significant amounts of property crimes in Taber and the surrounding rural municipalities.

This RPCU investigation achieved exceptional outcomes, resulting in the arrest of five people, 76 charges laid, 63 firearms seized, and the recovery of stolen property worth over \$200,000. The excellent results of this file were a consequence of the unit's demonstrated leadership and investigational excellence.

SERVICE RECOGNITION



Retirement of Chief Andy McGrogan

On December 31, 2020, after serving the community of Medicine Hat for more than 40 years, Chief Andy McGrogan retired.

Chief McGrogan was hired by Medicine Hat Police Service in November 1980. Throughout his successful and progressive career, he worked in a wide variety of positions—including general patrol duties, communications, the canine unit, serving as a tactical team member and commander, criminal investigations, and professional standards and development. After serving as an inspector of both Support and Operational Services, he was appointed deputy chief of police in September 2007, serving in this position until his appointment as chief in November 2008.

In addition to his work with the MHPS, Chief McGrogan was very active in the community as a long-time supporter of many community organizations. He was a board member and chair of the Medicine Hat Women's Shelter Society for six years and a strong advocate in the community about issues relating to violence against women and children. He served as the Alberta representative for the Canadian Association of Chiefs of Police, and he participated in several other boards, such as Canadian Security Intelligence Service and the Canadian Police Knowledge Network, a not-for-profit organization that provides online training solutions for police and law enforcement in Canada. In May 2016, Chief McGrogan was elected as president of the Alberta Association of Chiefs of Police.

Chief McGrogan is passionate about and committed to life-long learning. In 2006, he received his master's of arts degree in leadership and training, and in 2019, he completed a graduate certificate in executive coaching—both through Royal Roads University. As a leader, he shared his passion for education and was instrumental in developing a collaborative cadet training partnership between the Medicine Hat Police Service (MHPS), the Blood Tribe Police Service (BTPS), the Taber Police Service (TPS), and Lethbridge College (LC), providing police cadets with academic accreditation through LC, as well as knowledge and skills acquired through a competency-based educational program.

In 2014, Chief McGrogan received the Order of Merit of the Police Forces. The Officer of the Order of Merit recognizes outstanding, meritorious service in duties of responsibility over an extended period at the regional and provincial levels.

"I feel so much gratitude to this community and to the members and staff of the Police Service, both past and present, for allowing me to serve at all levels of the organization since 1980. Whoever gets this privilege?" said Chief McGrogan.

Thank you for your hard work and dedication to our community, Chief! You will be missed, but we wish you the very best in your well-deserved retirement.





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