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BY THE NUMBERS

4,610 offences





Crimes per 100,000 residents

49/0 from 4,430 in 2023

3,940

Tips received through Crime Stoppers



▶ 10% from 4,370 in 2023

12,070

Reports involving mental health



↑ **2%** from 11,850 in 2023

Average of **17** homicides in the last five years

26homicide victims



93%

of PRIORITY 1 CALLS were responded to within 15 minutes **1%** from 94% in 2023



350

Hate or bias-motivated incidents in 2024

▶ 9% from 390 in 2023

1480 Suspected overdose calls



▶ 17% from 1,800 in 2023



On average it took

minutes to arrive on scene at an emergency call (priority 1)

↑ **7%** from **7.3** in 2023

223,243 calls required a mobile police response

CHAIR'S MESSAGE

Message from the Chair: Ottawa Police Service Board, Salim Fakirani

On behalf of the Ottawa Police Service Board, I am pleased to present our 2024 Annual Report.

This has been a pivotal year for police governance in Ontario, marked by the coming into force of the *Community Safety and Policing Act, 2019 (CSPA)*. The new legislation has fundamentally reshaped the responsibilities of police service boards, requiring a more proactive, strategic, and outcomes-driven approach to oversight.

The Board has embraced this challenge. Throughout 2024, we took important steps to align our operations with the CSPA. We adopted and updated several core policies to reflect the new legislative framework. We launched a review of our Strategic Plan to ensure our process aligns with the requirements in the CSPA and our priorities remain rooted in community needs, with measurable goals that support public accountability. We also piloted new tools to assess the performance of police leadership – not only individually, but collectively, as a team tasked with advancing the public interest.

The Board's commitment to professionalization has continued with the implementation of a staffing strategy designed to equip the Board Office with the resources and expertise required to meet its growing mandate.

These institutional developments are only one part of the story. As we build capacity, we also remain grounded in our role as a bridge between the Service and the public. This year, we engaged directly with hundreds of residents through public meetings, written submissions, consultations, and a community-wide survey. These voices shaped our oversight priorities, informed the 2025 police budget, and reinforced the importance of building a police service that is responsive, accountable, and rooted in public trust.



This work is not done in isolation. It is only possible through collaboration with the Ottawa Police Service, with City Council, with our provincial partners, and most importantly, with residents who continue to engage, challenge, and support the Board in fulfilling its mandate.

On behalf of the Board, I thank all those who have contributed to this important work. We look forward to building on this foundation in the year ahead.

Salim Fakirani Chair, Ottawa Police Service Board

CHIEF'S MESSAGE

Message from the Ottawa Police Service Chief of Police, Eric Stubbs

It is my privilege to present the 2024 Ottawa Police Service Annual Report.

This report highlights the work of our Service over the past year—capturing the dedication of our members, key initiatives underway, and the results of our ongoing efforts to enhance community safety and trust. It is also an opportunity to reflect on our progress, share outcomes, and recognize the partnerships that continue to shape policing in Ottawa.

This has been an exceptionally busy year for our Service, marked by high operational demand, major incidents, and continued work to strengthen community safety and trust. From managing hundreds of demonstrations to responding to serious and tragic calls, our members have shown unwavering dedication to public safety and service.

Every day, I witness sworn and civilian members going above and beyond—often in difficult circumstances—to support our residents with care, compassion, and professionalism. Whether supporting victims of crime, leading proactive safety initiatives, or engaging in neighbourhood outreach, their commitment to building a safer, stronger Ottawa is reflected in everything they do.

We've made important progress this year through the development and implementation of a number of strategic projects and initiatives—each one designed to modernize our Service, support our members, and improve how we serve the community. While there is more to do, I want to highlight just a few of the accomplishments that reflect this progress:

- The hiring of 134 new sworn officers—the most in our history—with further hiring of both officers and civilian members well underway for 2025.
- Continued progress on our District Policing model, which remains on track for full implementation within the next year.
- Ongoing construction of the South Facility, which is moving ahead and will significantly improve our operational capabilities.
- The launch of a Parliamentary District, Mounted Unit, and Helicopter Program to support specialized policing needs.
- A successful Special Constable pilot, which is expanding to provide greater support for frontline services.



 The success of Project Champion, focused on high-harm offenders, and the positive results of the CORE Strategy, which has helped enhance safety and community well-being in the ByWard Market.

These projects are a testament to the positive change happening across the organization. We are investing in our people, realigning how we deliver services, and building a foundation that supports both immediate operational needs and long-term community trust. These efforts are already making a difference—and we will continue to push forward with purpose.

Our policing outcomes also tell an important story. The numbers from 2024 reflect both the complexity of the work and the environment we operate in:

- Over 378,200 demands for service were received through both calls for service and online reporting—12% lower than in 2023 (427,500) and 1% higher than the five-year average (373,300). The decline was primarily driven by a 49,400 reduction in 911 calls—no emergency was identified. This decrease followed a fix to the Android SOS feature in Q4 2023, which had previously triggered abnormally high volumes of false 911 calls. For more information, refer to the Performance Report Fourth Quarter 2024 available on the OPSB website under the February regular meeting agenda.
- There were 50,600 reported Criminal Code offences (excluding traffic)—a 5% increase from 2023.
- The clearance rate for those offences was 26%, a slight decline from the previous year's 28%.

• Ottawa's Crime Severity Index (CSI) increased by 2% to 55 points, with Non-Violent CSI up 3% and Violent CSI remaining stable.

- Violent crimes rose by 1%, driven by increases in assaults, sexual violations, and offences causing death.
- Property-related offences increased by 6%, mainly due to thefts and fraud, though motor vehicle thefts dropped by 21%.
- There were 21 homicide incidents in 2024, with 26 victims. Sixteen of those cases have been solved.
- Shootings declined significantly—by 27%—from 73 to 53 incidents, and OPS officers seized 104 crime guns.
- There were 19,780 collisions on Ottawa's roadways (up 1%), but traffic fatalities dropped to 18, down from 27 in 2023.

These figures reflect the realities of a growing, dynamic city—and the dedication of the officers and staff working to keep it safe.

Of course, none of this work happens without strong collaboration. We continue to work in partnership with the public, community groups, city agencies, and our provincial and federal partners to deliver policing that is responsive, transparent, and accountable.

As we look ahead, our focus remains on building a progressive, well-resourced, and community-oriented police service. While challenges will undoubtedly arise, I have complete confidence in our people and in our ability to meet those challenges with integrity and professionalism.

In closing, I want to sincerely thank all members of the Ottawa Police Service—sworn and civilian—for your continued dedication and service. I also extend my appreciation to the Ottawa Police Service Board for their guidance, and to our community partners and residents for their continued collaboration, feedback, and commitment to building a safer Ottawa safer Ottawa. Together, we're building a police service—and a city—that is safer, stronger, and more connected.

Eric Stubbs

Chief of Police, Ottawa Police Service



Lision.

Our Vision, to be a trusted partner in building an inclusive, equitable and safe Ottawa.



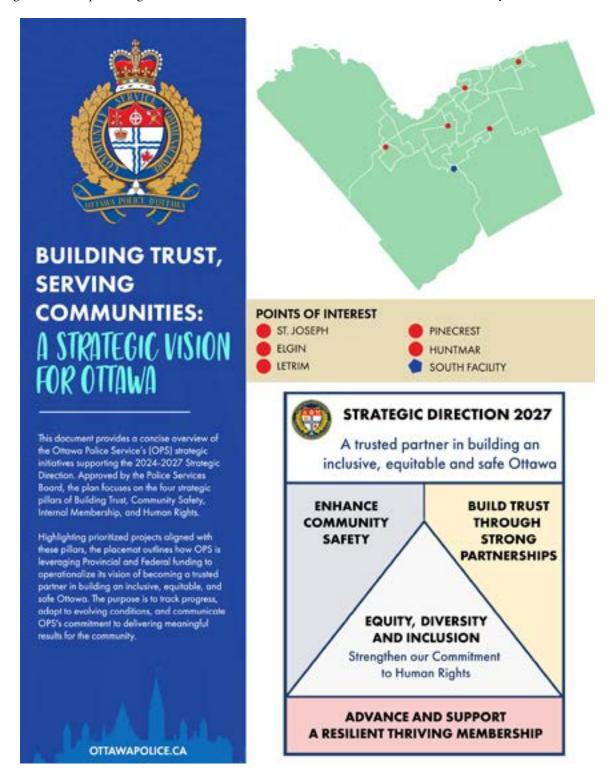
Our Mission is to protect the safety and security of our communities.

mission.

Our Values of Honour, Courage and Service guide the actions, behaviours and professionalism of OPS members in achieving our vision and mission.

Building Trust for Safer Communities: A Strategic Vision For Ottawa

The Ottawa Police Service Board (OPSB), in consultation with the Ottawa Police Service, launched a strategic direction to guide its efforts in fostering safer communities through trust, engagement, and proactive initiatives. This plan will shape OPS priorities for the next three years. The strategic vision is centered on enhancing community safety, building trust, and optimizing resources to better serve all members of the Ottawa community.



This overview provides a detailed look at the four core pillars of the 2024-2027 Strategic Plan: Equity, Diversity, and Inclusion—Strengthening Our Commitment to Human Rights; Building Trust Through Strong Partnerships; Advancing and Supporting a Resilient, Thriving Membership; and Enhancing Community Safety. It highlights key initiatives and projects, along with the strategic use of provincial and federal funding, to operationalize OPS's vision of a trusted, inclusive, and equitable Ottawa. Through this plan, OPS is committed to tracking progress, adapting to emerging challenges, and delivering meaningful results for the community

PROJECT SUMMARIES

District Revitalization Program



The District Revitalization Program (DRP) is a connerstone initiative for the OPS and the OPSB. Aspirations to create a District Policing Model that fosters geographic ownership, encourages cultural responsiveness for tailored policing, strengthens community partnerships, and ensures the effective allocation of resources to better serve the residents of Ottowo has remained the DRPs focus. In 2024 the DRP restructured NPD, introduced four District Inspectors [East, West, Central, South), updated the Community Policing Strategy (Access, Affect, Act, and Account), introduced Research and Crime Analysts, and Community Intoke Relationship Specialists. The DRP also transitioned from a Project to a Program given its size, complexity and transformational nature. Throughout 2025–2026 we will advance NPD's District Foundational Infrastructure. Our efforts are focused on delivering a service-wide, fully developed four-District Model and successful rollout by 2027.

South Facility 🌘

The South Facility Project (SFP) is part of the Facilities Strategic Plan to replace outdated facilities and reduce reliance on private leases. In 2024, progress included site preparation, excavation, and the completion of the structural foundation, with construction moving above ground in the summer. In 2025, the facility's structure will be completed, and tenant fit-up planning will begin, with construction expected to finish in 2027



Staff Stabilization Strategy

The Staff Stabilization Strategy addresses OPS' staffing challenges, including rising demand, attrition, and health-related leave. To manage this, OPS plans to hire 14.5 sworn officers and 40 civilian staff annually from 2024 to 2026, with staggered hiring to control costs. In 2025, OPS will add 50 municipally funded positions, 32 for population needs and 18 for modernization services. The provincial and federal governments will fund 79 additional positions for initiatives like mental health support. These efforts are crucial for meeting community needs and maintaining effective policing. The strategy is key to achieving OPS' strategic priorities.



Community Safety and Policing Act (CSPA)



The CSPA Implementation Program not anly ensures compliance with new safety and oversight regulations but also modernizes policing in partnership with the community. This transformation includes updating over 200 policies—ranging from criminal investigations to event management—along with enhancing training and procedures. In 2025, key initiatives include strengthening active attacker training, updating over 200 policies, and addressing investigative workload, demonstrating the team's commitment to excellence in community safety.



POLICE SERVICE BOARD OVERVIEW MANDATE AND STATUTORY RESPONSIBILITIES

Mandate

The Ottawa Police Service Board (OPSB) is the civilian body responsible for the governance and oversight of the Ottawa Police Service, as mandated by Ontario's Community Safety and Policing Act, 2019 (CSPA). The Board's core mission is to ensure that adequate and effective policing is delivered in Ottawa, in accordance with the law and in a manner that reflects local needs, community values, and human rights standards.

The Board functions independently from City Council. Its responsibilities are distinct from those of elected officials and are focused on strategic oversight. While Council approves the police budget in total, the Board alone is responsible for developing the police budget and setting the strategic and policy framework under which policing is provided.



Statutory Responsibilities

Under section 37(1) of the CSPA, the Board's statutory responsibilities include:

- Ensuring the provision of adequate and effective policing in Ottawa;
- Employing members of the police service and appointing officers;
- Recruiting and appointing the Chief and Deputy Chiefs of Police, and determining their terms and conditions of employment;
- Monitoring and annually reviewing the Chief's performance;
- Preparing and adopting a Diversity Plan to ensure the Service reflects the diversity of Ottawa;
- Monitoring the Chief's decisions regarding officer and civilian discipline and secondary activities;
- Ensuring police facilities meet prescribed standards; and
- Performing any additional duties set out in legislation or regulation.

Governance Tools and Oversight Mechanisms

The Board exercises its oversight through four primary instruments:

- Strategic Plan setting long-term priorities and objectives for the Service;
- Policies establishing principles and governance direction, including on operational matters;
- Directions to the Chief guiding how policy and strategy are translated into service delivery;
- Budget resourcing the Service to deliver on public safety mandates.

To monitor compliance and performance, the Board uses:

- Formal reporting requirements;
- Inquiries and requests for information; and,
- Audits, quality assurance reviews, and, Board-led inspections.

Board membership

The Ottawa Police Service Board is composed of seven members, reflecting a balanced structure of municipal and provincial representation. This includes two members of City Council, three members appointed by the Province of Ontario, and one community representative appointed by City Council who is neither an elected official nor a City employee. The Mayor of Ottawa also holds a seat on the Board by virtue of their office, unless they choose not to serve, in which case another member of Council may be designated. This composition is designed to ensure effective civilian oversight of policing that reflects both local perspectives and provincial standards.

The Board is pleased to welcome Dave Donaldson, appointed by City Council in 2024. In a short time, Member Donaldson has made significant contributions,

notably as Chair of the Finance and Audit Committee and through his leadership—alongside Member Cathy Curry—in negotiations to renew the Board's collective bargaining agreements with both the Ottawa Police Association and the Senior Officers' Association. The Board also extends its sincere thanks to Michael Doucet, whose term concluded in 2024. During his tenure, Member Doucet chaired the Policy and Governance Committee with thoughtfulness and rigour, and his expertise in cybersecurity proved invaluable to the Board's oversight work. Finally, we welcome Michael Polowin to the Board and look forward to the insight and experience he brings as we continue to advance effective, equitable, and accountable policing in Ottawa.

Membership as of December 31, 2024

Name	Role	Appointing Authority	Date of Appointment
Salim Fakirani	Chair	Province of Ontario	25 March 2022
Marty Carr	Vice Chair	City of Ottawa (Councillor)	14 December 2022
Mayor Mark Sutcliffe	Member	Statutory (Head of Council)	15 November 2022
Cathy Curry	Member	City of Ottawa (Councillor)	23 March 2022
Dave Donaldson	Chair, Finance and Audit Committee	City of Ottawa (Community representative)	6 March 2024
Peter Henschel	Chair, Human Resources Committee	Province of Ontario	25 March 2022
Michael Polowin	Member	Province of Ontario	21 November 2024

Members who concluded their term in 2024

Name	Role	Appointing Authority	Term
Michael Doucet	Chair, Policy and Governance Committee	Province of Ontario	25 March 2022 - 23 August 2024

Annual Report 2024 GOVERNANCE & OVERSIGHT



Adapting to the Community Safety and Policing Act, 2019 (CSPA)

The Community Safety and Policing Act, 2019 (CSPA), which came into force on April 1, 2024, introduced the most significant overhaul of Ontario's police governance framework in over three decades. It replaces the *Police Services Act*, 1990 and, by redefining the role of police service boards, it strengthens civilian oversight, clarifies governance responsibilities, and modernizes how policing is delivered in Ontario.

One of the most significant shifts under the CSPA is the transition from a prescriptive, compliance-based approach to a strategic, outcomes-focused model of governance. The Board is now expected to take a more proactive role in setting the conditions under which policing is provided. This includes defining what constitutes adequate and effective policing in Ottawa, not only by meeting regulatory standards but by addressing the specific needs of the city's diverse communities.

To support this broader mandate, the CSPA provides boards with enhanced tools, including the authority to establish strategic plans, policies, and directions that may influence operational outcomes. The Board also has enhanced responsibilities with respect to quality assurance.

Adapting to the CSPA has required the Board to undertake a review and modernization of its policy manual. Unlike under the previous *Police Services Acts*, the Province no longer systematically provides policy templates for police service boards to adopt. As a result, boards must now develop original policies tailored to their local context, while ensuring compliance with the new legislative framework.

Anticipating this shift, the Ottawa Police Service Board proactively initiated a policy review and development process in 2024, ahead of the Act coming into force. During that year, the Board developed, revised, and adopted 12 key policies to give effect to the requirements of the CSPA. These included policies governing: the disclosure of personal information, the probationary period for police officers, special constable appointments, the appointment of police officers, the use of external assistance from other police services, conflicts of interest, the disclosure of misconduct and procedures for handling complaints involving the Chief or a Deputy Chief. This work represents a foundational step toward operationalizing the new Act and equipping the Board with a modern, locally responsive policy framework.

Professionalization and Staffing of the Board Office

The transition to the CSPA has underscored the need for a more professional, capable, and strategically resourced Board office. The Act significantly expands the Board's responsibilities, requiring greater capacity for policy development, independent analysis, compliance, and community engagement.

In recognition of these requirements, the Board adopted a staffing strategy to modernize and professionalize its operations. The strategy is aligned with best practices in police governance and responds directly to recommendations from the Office of the Ottawa Auditor General and the evolving expectations of the Inspector General of Policing, a new oversight authority established by the CSPA.

Implementation of the strategy began in 2024 with the creation of the Senior Policy Advisor position, designed to support the Board in areas such as strategic planning, policy development, legislative compliance, and performance monitoring. However, shortly after its introduction, the implementation of the broader strategy was temporarily delayed when the departure of the Executive Director required the Senior Policy Advisor to step into that role on an acting basis.

Despite this challenge, the Board continued its investment in capacity-building by initiating the hiring of a fourth staff position – Executive and Research Assistant – to strengthen both executive support and research functions. The implementation of the staffing strategy is expected to be completed in 2025 with the creation of a fifth position: a Communications and Stakeholder Relations Advisor. This role will be critical to enhancing public understanding of the Board's work and strengthening engagement with equity-deserving communities, partner organizations, and members of the public.

Role	Status Before 2024	Status Under Staffing Strategy
Executive Director	√ (1 FTE)	√ (1 FTE)
Board Assistant	√ (1 FTE)	√ (1 FTE)
Senior Policy Advisor	X	✓ Introduced in 2024
Executive and Research Assistant	X	✓ Hiring initiated in 2024
Communications & Stakeholder Relations Advisor	X	+ Planned for 2025

Strategic planning

The Board adopted its 2024–2027 Strategic Plan at the end of 2023, establishing a framework to guide the Ottawa Police Service over the next four years. However, the entry into force in April 2024 introduced new governance requirements that prompted the Board to revisit and refine elements of the Plan. In response, the Board launched a strategic review process, culminating in a dedicated strategic retreat in November 2024. During this session, the Board established a set of outcome-oriented and community-focused strategic objectives under each of the Plan's pillars. As of the end of 2024, work to finalize associated Key Performance Indicators (KPIs) was ongoing. The fully updated version of the Strategic Plan, including performance measures to track progress and impact, will be completed and adopted in 2025.



Oversight and Performance Monitoring

In 2024, the Board continued to exercise its core responsibility of monitoring the performance of the Ottawa Police Service, with particular attention to senior leadership. As part of its commitment to fostering effective and accountable policing, the Board piloted a new Executive Command Performance Evaluation framework, designed to assess the collective performance of the executive leadership team. This new approach complements existing mechanisms for individually evaluating the Chief of Police – conducted by the Board – and Deputy Chiefs – evaluated by the Chief. It places a deliberate focus on leadership cohesion, collective accountability, and the executive team's ability to work collaboratively toward strategic objectives.

In addition to performance evaluation, the Board maintained a rigorous and proactive oversight posture by going beyond the minimum reporting requirements set out in legislation, regulations, and its own policies. In 2024, the Board submitted five formal inquiries to the Chief of Police and regularly posed questions during public meetings to ensure transparency, encourage responsiveness, and support informed decision-making.

As part of its commitment to strengthening quality assurance, the Board has enlisted the Office of the Auditor General of the City of Ottawa to conduct independent audits on its behalf. This partnership supports the Board's oversight mandate under the CSPA by providing objective analysis and evidence-based recommendations. Over the next three years, the Auditor General will carry out a series of audits focusing on Staffing, Equity, Diversity and Inclusion (EDI), and Project Management within the Ottawa Police Service. These audits will help the Board assess organizational performance, identify areas for improvement, and ensure that the Service is operating in alignment with public expectations and strategic priorities.

Oversight of Major Events

As the nation's capital, Ottawa is the site of a significant number of major events and demonstrations each year. These events – many involving protest activity – are an essential expression of democratic rights, including freedom of expression and peaceful assembly. At the same time, they present complex operational and oversight challenges that require balancing the rights of demonstrators with those of residents, businesses, and other community members.

In 2024, the Board initiated a review of its Major Events policy to ensure it is firmly anchored in a human rights-based framework. This work seeks to strengthen the Board's oversight of how major events are planned and managed, in alignment with the CSPA's emphasis on adequate and effective policing, accountability, and respect for Charter rights.

As a first step, the Board adopted a new Policy on External Assistance, which clarifies governance expectations around when and how external policing resources are requested to support operations in Ottawa. This policy enhances transparency, ensures accountability, and affirms the Board's commitment to oversight that protects the rights and safety of all – demonstrators and bystanders alike.

In the meantime, the Board has ensured that its oversight practices align with the recommendations of the Morden Report, which emphasized the importance of civilian boards playing a proactive role in the oversight of major events. The Board regularly seeks and receives briefings from the Chief of Police on upcoming or ongoing major events, and provides guidance and recommendations on objectives when situations reach a critical point – that is, when the strategic, operational, reputational, or public safety implications of an event warrant direct Board attention and input.

Inquest into the death of Abdirahman Abdi

In 2024, the Board participated in the Coroner's Inquest into the death of Abdirahman Abdi, a deeply significant process for the community and all those affected. On behalf of the Board, Vice Chair Carr provided testimony outlining the Board's role, oversight responsibilities, and actions taken in response to past recommendations. The Board extends its sincere thanks to Vice Chair Marty Carr for her leadership and thoughtful representation. We also wish to express our gratitude to the jury for their diligent work and the insightful recommendations issued as a result of the inquest, which will inform ongoing efforts to strengthen oversight and advance police accountability.

Renewal of the collective agreement with the Ottawa Police Association

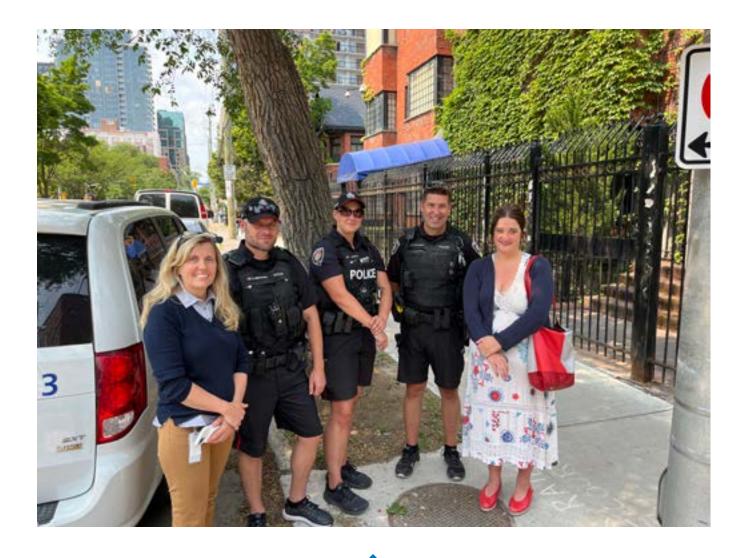
As the employer of all members of the Ottawa Police Service—both sworn and civilian—the Board is responsible for negotiating collective agreements that support a fair, inclusive, and sustainable work environment. In 2024, the Board successfully concluded negotiations with the Ottawa Police Association on a renewed five-year collective agreement, effective 2025. This marks a historic first: the agreement was reached before the expiry of the existing contract, demonstrating a shared commitment to proactive labour relations. The renewed agreement includes enhanced parental leave provisions, an important step toward making the Ottawa Police Service a more welcoming and inclusive workplace. These improvements directly align with the Strategic Plan 2024–2027 and its emphasis on building a "Thriving and Resilient Membership." The Board thanks both the Association and its own negotiating team for their constructive and collaborative approach throughout the process.

Community Engagement

Community engagement remains a cornerstone of the Board's work. In 2024, the Board continued to meet with a broad range of community representatives and interest holders to better understand local priorities and concerns. The Board Chair also represents the Board on the City of Ottawa's Advisory Committee on Community Safety and Well-Being, helping to ensure a coordinated, city-wide approach to public safety that aligns policing with broader social, health, and community supports.

The Board also participated in events such as the Human Rights Learning Forum, which provided valuable opportunities to listen, learn, and reflect on the evolving needs of Ottawa's diverse communities. The Board maintained open channels for public input through its regular meetings, where it heard 43 public delegations, including during the Finance and Audit Committee meeting focused on gathering community feedback on the Service's draft budget. In addition, the Board received and reviewed 11 written submissions from residents on a variety of policing and oversight issues.

To further strengthen its understanding of community perceptions and priorities, the Board launched an online community survey, which received 1,698 responses. The insights gained from this survey directly informed the refinement of the Board's 2024–2027 Strategic Plan and helped guide the development of the 2025 police budget, ensuring that the Board's oversight and resource allocation decisions reflect community needs and expectations.





STRENGTHENING COMMUNITY CONNECTIONS

As Ottawa continues to grow and evolve, the Ottawa Police Service remains dedicated to fostering strong, meaningful connections within its communities.

At the forefront of this effort is the Neighbourhood Policing Directorate (NPD), a cornerstone of our approach to ensuring public safety, promoting trust, and enhancing the quality of life for all residents.

A key part of this ongoing commitment is exemplified through initiatives like the District Revitalization Project (DRP) and the Community Outreach Response and Engagement (CORE) strategy. These projects are vital components of the NPD, which unites teams working together to address the unique needs of our diverse communities.

The Neighbourhood Policing Directorate (NPD) serves as a strategic framework, bringing together two essential branches: Neighbourhood Policing and Community Safety and Well-Being (CSWB). Each branch is focused on collaborative approaches to policing and community engagement, rooted in a shared vision of a safer and more inclusive Ottawa.

The Neighbourhood Policing branch includes the Neighbourhood Resource Teams (NRT) and Community Police Officers, who work directly with residents to proactively identify and resolve issues at the local level. This is complemented by the important work of our CSWB teams, such as the Youth Section, Mental Health Unit, Crime Prevention, Diversity and Resource Relations, Adult Pre-charge Diversion, and Strategic Partnerships and Engagement.

Together, these teams are united by a common goal: to create safer, more resilient communities where every individual feels heard, respected, and valued. Through transparency, accountability, and a commitment to equity, we aim to ensure that Ottawa remains a city where all its residents can thrive.





INTRODUCING THE NEW DISTRICT MODEL

The Ottawa Police Service embarked on a significant transformation over the last year through the implementation of the District Revitalization Program (DRP), a key initiative designed to optimize our frontline service delivery.

A central component of this revitalization was the launch of a new District Deployment Model, which guided how we deployed resources and delivered services to neighbourhoods. This new approach included the introduction of four District Inspectors and the alignment of Community Police Officers (CPOs), Neighbourhood Resource Teams (NRTs), Traffic resources, and various support units under a District Command structure.

The pilot phase of this new model began in May 2024 and was designed to align resources more effectively and improve service delivery.

The DRP team continues to focus on supporting the Community Safety and Well-Being (CSWB) framework, strengthening District Policing's community response for 2026, and preparing for the South Patrol deployment in 2027. Resources will be allocated to the Neighbourhood Policing Directorate (NPD)/District Policing in 2025, ensuring a noticeable impact in communities.

The DRP's goal is to stabilize the workforce, reduce internal stress, and allow time for adjustment to the new model, which will be fully implemented in 2027. These efforts help us better serve Ottawa's residents through a more responsive, efficient approach to policing.



During Police Week 2024, themed "Join Policing: Keep Ontario Safe," members connected with the community through games, activities, and a free BBQ. The event was a chance to celebrate our community, strengthen relationships, and highlight the important role of policing as both a career and a public service.



Neighbourhood Resource Team members partnered with Safer Roads Ottawa to host an event focused on navigating intersections safely—for drivers, cyclists, and all road users. Over 400 attendees came out to learn from OPS officers and City of Ottawa staff about cycling and intersection safety.

Building a Safer Downtown Together: Early Progress from Ottawa's CORE Strategy

The Ottawa Police Service's Community Outreach Response and Engagement (CORE) Strategy, launched in 2024, shows encouraging early signs of progress in addressing public safety concerns in downtown Ottawa's priority neighbourhoods.

A New Approach Takes Root

Introduced as a response to increasing calls for service and community requests for support in revitalizing downtown areas post-pandemic, CORE represents a shift toward proactive, evidence-based policing emphasizing prevention, collaborative problem solving, and community partnership.

The NOC: A Hub for Collaboration

The Neighbourhood Operations Center at 50 Rideau Street became fully operational on June 1, 2024. Located on the ground floor of the Rideau Centre with street-facing access, the NOC serves as the initiative's strategic headquarters. The NOC has quickly become more than just an operational base. It hosts community presentations and serves as a visible access point for residents seeking assistance. Inside, the multi-agency Frontline Taskforce brings together officers, city staff, and community partners in a collaborative space designed for real-time problem-solving. The central downtown location has improved efficiency, allowing officers to spend more time in the community rather than traveling to and from police headquarters on Elgin Street.



Partnerships Addressing Complex Needs

A cornerstone of CORE is the Integrated Community Situation Table (ICST), Ottawa's first-ever multi-agency approach to supporting high-risk individuals with complex needs. Bringing together over 30 community organizations, the ICST provides coordinated responses for people experiencing challenges related to mental health, substance use, housing instability, and other issues that often lead to public safety concerns. While OPS helped establish the table, it remains community-driven, with two community partners acting as Table Co-Chairs.

Early Signs of Improvement

The first 90 days of CORE implementation have yielded encouraging preliminary results. Data shows a 16% overall reduction in calls for service in targeted areas, with some hot spots seeing more significant improvements. In the Rideau/King Edward area, calls decreased by 37%, while certain locations experienced crime reductions of up to 43%.

Importantly, proactive policing activities increased by 250% on key days in priority locations, creating a visible police presence that community members have quickly noticed and appreciated. However, not all areas have seen the same level of improvement, highlighting the need for continued collaboration and problem-solving in high-need areas.

Environmental Design for Safer Spaces

Beyond increased police presence, CORE includes a focus on physical environments that either enable or discourage criminal activity. The Crime Prevention Through Environmental Design (CPTED) component has launched comprehensive safety audits targeting 20 high-priority addresses downtown.

Additionally, the newly piloted CamSafe online camera registry aims to encourage community involvement in public safety, as residents and businesses can help solve crime by providing police with information about the locations of their security cameras.



Community and Officer Feedback

Officers participating in CORE's foot patrol component report positive community feedback. Increased visibility in downtown areas has created opportunities for meaningful interactions with residents and business owners, who frequently express appreciation for the enhanced police presence. These interactions create valuable information-sharing opportunities about neighbourhood concerns, which helps police direct resources more effectively.

Looking Ahead: CORE 2025

Building on lessons from the first year, plans for CORE 2025 include expanding coverage to additional areas, increasing deployment across more days of the week, and extending hours of operation. These expansions will be guided by data analysis and community feedback to ensure resources target locations with the greatest needs.

Community involvement remains central to the strategy's future. The Community Advisory Board will continue providing guidance and feedback, while regular community consultations will help ensure police efforts align with neighbourhood priorities.

The improvements to date reflect a collaborative effort between residents, businesses, community organizations, city services, and police partnership that will continue to strengthen as CORE evolves.

CORE by the Numbers - First 90 Days



COMMUNITY SAFETY AND WELL-BEING

The Community Safety and Well-Being (CSWB) branch continues to play a pivotal role in enhancing the safety and overall well-being of Ottawa's diverse communities. The CSWB Units are integral in fostering community trust, building lasting partnerships, and addressing the evolving needs of our residents. Their work goes beyond traditional law enforcement to focus on prevention, support, and collaboration, contributing to a holistic and proactive approach to policing.

The CSWB units focus on three key areas: Community Relations, Community Safety Services, and Community Youth Outreach and Engagement.

Community Relations

Strategic Partnership and Engagement (SPE) and Diversity Resource and Relations (DRR)

Many sections and units within the Ottawa Police are actively working at strengthening community trust, promoting inclusivity, and ensuring policing practices are culturally sensitive and responsive to the needs of Ottawa's diverse communities. The Strategic Partnership and Engagement (SPE) and Diversity Resource and Relations (DRR) units play a key role in this work, focusing entirely on meaningful connections and building bridges across cultural and social divides.

In 2024, the SPE unit provided strategic direction for community engagement, setting high-level goals, and supporting the design and execution of various initiatives. The DRR unit worked on the ground to implement these strategies, ensuring the OPS regularly engaged with diverse communities in culturally sensitive and inclusive ways. Through a range of initiatives, both units helped strengthen relationships and trust between the OPS and Ottawa's diverse communities.

A major highlight was the 2SLGBTQQIA+ Community Partnership Initiative, which included consultative sessions with organizations such as Bruce House, Capital Pride, and The Purge Fund. These sessions were instrumental in reinforcing the OPS's commitment to creating safe spaces for all.

DRR & SPE made significant strides in supporting communities impacted by gun violence, including the Burundi and Congolese communities, and facilitated dialogue around sensitive topics like Jewish-Palestinian relations. They also collaborated with diverse communities, including the Muslim Community, the Jewish Community, the Korean Community and the Ismaili community, to address issues such as hate-motived incidents and crime prevention.



DRR hosted a series of impactful events in 2024, demonstrating its ongoing commitment to building stronger community connections. The Annual Diversity Celebration, celebrating its 10th year, highlighted the significance of diversity and inclusion both within the Service and the broader community. In addition to this milestone event, the unit organized a variety of cultural and dialogue-driven activities, such as the Jaku Konbit Listening Circle, inviting African, Caribbean, and Black (ACB) youth to engage directly with the OPS; and the Kwanzaa Celebration, inviting both OPS members and community members to come together to celebrate African heritage. One of the year's notable initiatives was the lunch between Ottawa's Buddhist community and the Chief, providing a unique platform for open conversation and mutual understanding.

Internally, the DRR and SPE units continued to prioritize cultural competency within the OPS, integrating Equity, Diversity, and Inclusion (EDI) principles into recruit training. These efforts ensure that new officers are prepared to serve Ottawa's diverse communities with respect and understanding.

DRR and SPE remain dedicated to deepening relationships with marginalized communities, expanding educational initiatives, and ensuring that OPS's engagement strategies reflect the values of respect, inclusivity, and cultural awareness.

COMMUNITY SAFETY SERVICES

Mental Health Unit

The Mental Health Unit (MHU) has made notable strides in enhancing its approach to mental health crises, furthering its mission to provide compassionate and effective responses to individuals in need. The MHU continues to focus on expanding its training programs, strengthening partnerships with external interest holders, and continuing to build a robust mental health response framework within the Ottawa Police Service and the broader community.

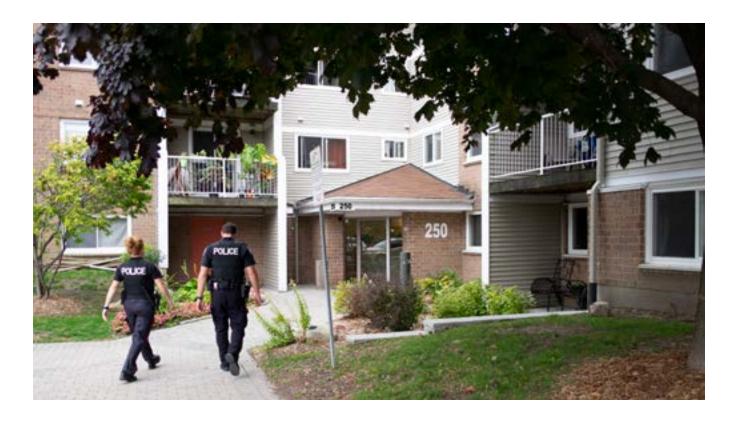
The MHU continues to work closely with community partners to deliver training that strengthens mental health crisis response. Over 60 front-line paramedics and supervisors were provided training aimed at improving coordination during mental health crises. Partnerships with OC Transpo were also strengthened through mental health training for Special Constables and new recruits, as well as job shadowing opportunities within the MHU to enhance crisis response skills.

Internally, the MHU ensures that all new recruits and Communications Centre staff receive training to handle mental health-related situations with care and sensitivity. Additionally, the MHU expanded its Crisis Intervention Training (CIT) program, designating 18-20 officers within the Frontline Division as CIT Officers, ensuring that more officers are prepared to manage mental health crises effectively.

A new Youth Mental Health Constable role was also introduced as part of a pilot project aimed at providing mental health support and systems navigation for youth in crisis. This role will continue into 2025, working closely with the Youth Section as needed to enhance the response to mental health issues among young individuals.

A major development in 2024 was the successful acquisition of Ontario government funding to establish dedicated Mobile Crisis Response Teams (MCRT), further enhancing the OPS's capacity to respond to mental health crises in the field.

Through ongoing training, collaboration, and innovation, the MHU continues to ensure that the Ottawa Police are equipped to support individuals in crisis with care, dignity, and efficiency.



Crime Prevention

The OPS Crime Prevention Unit (CPU) is dedicated to enhancing the safety and security of the community through proactive education, strategic initiatives, and strong community partnerships. Various ongoing programs are aimed at reducing crime and promoting safety across Ottawa.

Crime Prevention Week, a key initiative for the CPU, took place from November 3–9, 2024, under the theme "Awareness in Action: Keeping Ontario Safe Together." During this week, the CPU, supported by Community Police Officers (CPOs), promoted safety programs that address issues like property crime, motor vehicle theft, and hate crimes.

The Crime Free Multi-Housing Program (CFMHP) continues to be a critical crime prevention strategy,

helping to keep illegal and nuisance activity out of rental communities. By partnering with police, property owners, managers, and residents, the program works to create safer living environments. In 2024, the CFMHP expanded to 816 buildings and 18,891 units across Ottawa, furthering its reach and impact.

The Crime Prevention Through Environmental Design (CPTED) program remains a valuable tool in reducing crime by focusing on urban design. In 2024, the CPTED section conducted 54 audits and 15 site plan reviews at locations including Temple Israel and Beit Tikvah Synagogue, helping to improve safety and deter criminal behaviour.



In partnership with the Youth in Policing Initiative (YIPI), the CPU also expanded efforts to combat bike theft through the Project 529 Garage initiative. This community-based program allows bike owners to register their bicycles via a smartphone app, making it easier to recover stolen bikes and deter theft, while also strengthening connections with the cycling community.

The Neighbourhood Watch program continues to be one of the most successful and longstanding proactive crime prevention initiatives. By encouraging neighbours to watch out for each other, the program fosters community collaboration and helps prevent crime through shared vigilance and communication with the police.



Members of the OPS Auxiliary Program have been integral to the success of the Crime Prevention Unit's programs. As uniformed volunteers, they support a variety of policing duties, assist with crime prevention programs, engage in community events, and contribute to public safety efforts across the city. Their involvement strengthens the effectiveness of these programs, fostering safer, more connected communities.

Adult Pre-Charge Diversion

The Adult Pre-Charge Diversion (APCD) program is a cornerstone of the Ottawa Police Service's (OPS) approach to restorative justice and crime prevention. Since its formal launch in 2023, the program has expanded its reach and effectiveness, diverting eligible individuals away from the judicial system and into rehabilitation and community service programs. This not only reduces repeat offences but also alleviates pressure on the court system.

Key advancements include the development of specialized training for OPS recruits and frontline officers, sharing best practices with other police services across Ontario. The program is constantly developing to consider additional offences, such as simple drug-related crimes, through collaboration with the Federal Crown.

Strong partnerships have remain a critical factor in the program's success. The OPS has further strengthened relationships with key community organizations and service providers, including Tungasuvvingat Inuit and the Elizabeth Fry Society of Ottawa, ensuring culturally specific support for participants. The program has also seen successful collaborations with the Ministry of the Attorney General's Direct Accountability Program (DAP) and other Ontario police services, further establishing OPS as a leader in diversion practices.

Moving forward, the OPS is exploring the possibility of creating a new role to oversee post-charge referrals to the Drug Treatment Court, which would further expand the program's impact. The APCD program remains central to OPS's ongoing efforts to promote and sustain a culture of community safety and well-being.

COMMUNITY YOUTH OUTREACH AND ENGAGEMENT



Community Youth Unit

The Ottawa Police Service has reinforced its commitment to youth engagement with an enhanced Youth Strategy aligned with the Community Safety and Well-Being Framework. This strategy focuses on proactive engagement with youth and partners, early intervention, diversion and risk mitigation, progressive accountability, and positive reintegration, all of which aim to reduce youth victimization and criminality.

A key component of the new Youth Strategy is the new School Engagement Model, developed in consultation with Ottawa's four publicly funded school boards. This model provides schools with direct access to Community Youth Unit (CYU) officers, who are subject matter experts on youth-related policing. CYU officers engage proactively with students and staff, offering support for initiatives like educational presentations, lockdown practices, and building relationships within schools.

School administrators are providing overwhelmingly positive feedback, highlighting the value of the officers' presence. To further strengthen partnerships, CYU officers underwent specialized training. They visited nine youth-serving agencies, such as Roberts Smart Centre, Crossroads Children's Mental Health Centre, and Operation Come Home. Additionally, the unit engaged parents through educational presentations, including a French-language session on "Youth & the Law" attended by approximately 100 parents.

To enhance proactive engagement with youth and partners, CYU launched a social media strategy, improving internal and external communications. Youth-focused OPS programs also continued to thrive, with the Youth Advisory Committee (YAC) and Cadet Corps welcoming new members. The Youth in Policing Initiative (YIPI) employed 44 students across winter and summer sessions, while the Mentoring Youth Soccer Program successfully ran spring and fall sessions for two school boards.

In addition to supporting established initiatives, CYU takes a more active role in housing programs such as Cutz 4 Kidz and Cop Shop within the unit. This shift ensures accountability and quality program delivery, reinforcing the unit's commitment to providing structured, impactful youth engagement and development opportunities.

CYU reinforces early intervention efforts by working closely with the Intersections program to provide referrals for children under 12, addressing root causes and preventing further police involvement. Ongoing visits to group homes facilitated engagement with vulnerable youth at risk of human trafficking or frequently reported missing, strengthening collaboration with the Children's Aid Society (CAS) Liaison. Additionally, proactive partnerships with the Missing Persons Unit contributed to a reduction in repeat missing person occurrences.

Diversion and risk mitigation remain a priority, with CYU officers receiving specialized training on diversion practices from the Boys and Girls Club of Ottawa. In 2024, the unit completed approximately 88 Youth Pre-Charge Diversions, providing alternatives to the justice system. CYU members also participated in 73 Violence Threat Risk Assessments to ensure timely risk intervention. The CAS Liaison to OPS played a pivotal role in leading the STAY Table (focused on missing youth) and the SAFETY Table (supporting youth involved in human trafficking), coordinating tailored support for high-risk individuals.

Ensuring progressive accountability, CYU officers apply *Youth Criminal Justice Act* principles to youth investigations, prioritizing interventions that aligned with the nature of offences. When diversion is not applicable, officers conduct thorough investigations that lead to criminal charges. In most incidents where charges are necessary due to the seriousness of an offence, CYU provides support to various investigative units within OPS, including the Sexual Assault and Child Abuse Unit, Robbery Unit, Criminal Investigations Unit, Hate Crime Unit, and Human Trafficking Unit.

Supporting positive reintegration, CYU officers collaborate with schools to assist youth returning from suspensions, ensuring a smoother transition back into the education system. These efforts reflect the unit's ongoing dedication to promoting positive youth engagement and reducing barriers to success.



KEY CRIME TRENDS

	2023		2024			
Offences	Actual	Clearance %	Actual	Clearance %	5-Year Average	Change %
Crimes Against The Person	600	100.7%	640	100.2%	514.4	6.7%
Crimes Against Property	577	100.5%	457	100.6%	449.2	-20.8%
Other Criminal Code Violations	326	101.1%	234	101.4%	245.2	-28.295
Total CCC offences excl Traffic	1503	100.7%	1331	100.6%	1208.8	-11.4%

Crimes Against The Person	2023		2024			
Offences	Actual	Clearance %	Actual	Clearance %	5-Year Average	Change %
Violations Causing Death	3	100.0%	0	-	2.0	-100.0%
Attempting the Commission of a capital crime	0	-	0	-	1.4	0.0%
Assaults	357	96.2%	357	100.7%	288.6	0.0%
Violations Resulting in the Deprivation of Freedom	12	100.0%	11	60.0%	7.0	-8.3%
Sexual Violations	44	130.0%	70	87.3%	54.2	59.1%
Other Violations Involving Violence or the Threat of Violence	184	100.9%	202	105.4%	161.2	9.8%
Total Crimes Against Person	600	100.7%	640	100.2%	514.4	6.7%

Crimes Against The Property	2023		2024			
Offences	Actual	Clearance %	Actual	Clearance %	5-Year Average	Change %
Theft - Motor Vehicle	74	103.9%	48	102.9%	46.2	-35.1%
Arson	5	150.0%	5	65.7%	3.4	0.0%
Possession of Stolen Goods	32	100.0%	14	100.0%	16.8	-56.3%
Break and Enter	64	112.1%	20	106.7%	55.4	-68.8%
Theft \$5000 and Under	293	97.0%	283	100.0%	233.0	-3.4%
Mischief	87	100.0%	74	101.8%	79.6	-14.9%
Theft Over S5000	0	-	3	100.0%	1.0	300.0%
Fraud	22	106.3%	10	100.0%	13.8	-54.5%
Total Crimes Against Property	577	100.5%	457	100.6%	449.2	-20.8%

Other Criminal Code Violations	2023		2024			
Offences	Actual	Clearance %	Actual	Clearance %	5-Year Average	Change %
Offensive Weapons	52	97.4%	28	104.6%	34.6	-46.2%
Other Criminal Code	274	101.7%	206	101.1%	210.6	-24.8%
Total Other Criminal Code Violations	326	101.1%	234	101.4%	245.2	-28.2%

The clearance rate for youth crime reflects the underlying definition used by Statistics Canada, which classifies youth crime as incidents involving youth aged 12 to 17 who were either charged or diverted (e.g., cautioned, warned, or referred to community programs). Because these cases are, by definition, already cleared through formal or informal means, the resulting clearance rate is inherently elevated.

ROAD SAFETY

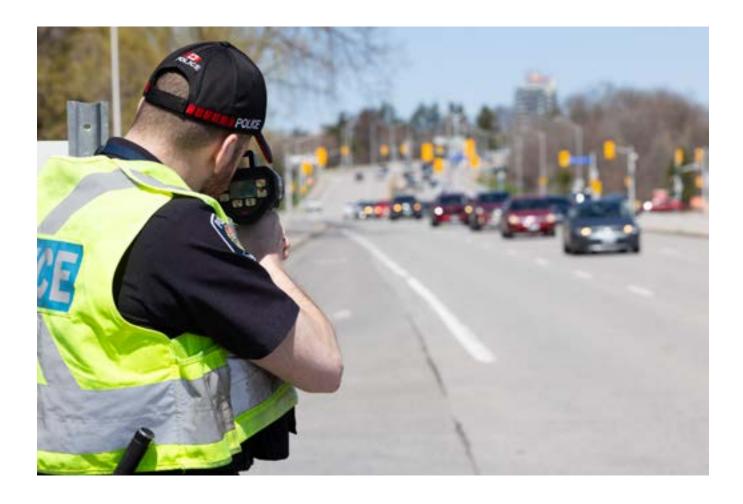
The Ottawa Police Service continues to prioritize the safety of all road users, focusing on proactive education, enforcement, and innovative initiatives to improve road safety across the city.

In June 2024, the OPS Traffic Unit launched the Residents Matter (#ResidentsMatter) traffic enforcement initiative. The Residents Matter Enforcement Teams (RMET) are composed of OPS frontline and Traffic Unit officers. RMET officers take a zero-tolerance approach to all speed, impaired driving, unnecessary noise and related dangerous and disruptive driving behaviour on city streets and roadways.

While the RMET project is ongoing, the Traffic Services Unit remains heavily engaged, with a focus on:

- Traffic enforcement and special projects targeting issues such as speeding, seatbelt use, distracted driving, and street racing.
- **Traffic management** and officer assistance at serious collisions (94 collisions).
- **Support at parades**, demonstrations, and major events (52 events).

The OPS issued nearly 31,000 traffic-related *Provincial Offences Act* (Part I) tickets in 2024. These tickets cover violations under multiple provincial statutes, including moving, document, equipment, and parking offences. Moving violations typically involve offenses that occur while a vehicle is in motion, such as failing to yield right-of-way or running a red light. Document violations include offences related to insurance, licences, and permits, while equipment violations concern vehicle maintenance and safety features like seatbelts and hand-held devices.



Collisions:

In 2024, there were 19,777 reported collisions, 18 of which were fatal. Collisions resulting in injuries totaled 1,147, a 12% decrease from 2023, reflecting the success of our ongoing road safety initiatives. OPS officers attended 2,989 collisions directly, representing 15% of all reported incidents, with the remainder being managed at Collision Reporting Centers (CRCs).





collisions resulting in injuries totaled

1,147





Street Racing and Stunt Driving:

As part of the 2024-25 Residents Matter Street Racing Enforcement Initiative, the OPS ramped up enforcement efforts targeting high-risk drivers and those involved in street racing. This initiative deployed the RMET to key locations throughout Ottawa, focusing on enforcing traffic laws and specifically addressing issues such as unsafe vehicle modifications that impact the safety and quality of life for residents.

In 2024, the OPS recorded 370 incidents of stunt driving, a decrease of 11% compared to 2023. This represents the continued success of our zero-tolerance approach and targeted enforcement efforts.

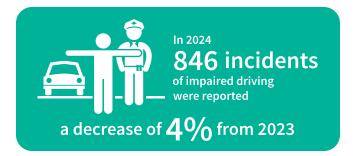


Impaired Driving:

In 2024, 846 incidents of impaired driving were reported, which reflects a 4% decrease compared to the previous year. Our continued efforts to reduce impaired driving include strategic deployment of pop-up RIDE programs throughout the city, as part of the Enhanced Integrated Enforcement Initiative. These initiatives, coupled with increased public awareness campaigns, are crucial in reducing impaired driving-related incidents.

The Ottawa Police Service will continue to build on the success of 2024, with a particular focus on:

- Expanding the Enhanced Integrated Enforcement Initiative, including the addition of dedicated District Traffic officers, increasing our responsiveness to priority traffic safety issues in each District.
- Increasing collaboration with community partners and road safety organizations to address emerging traffic issues.
- Continuing to promote public education on road safety, especially targeting young drivers and highrisk behaviours.





Marine, Dive, and Trails

Patrolling Ottawa's waterways and trail systems, the Marine, Dive and Trails Unit (MDT) takes on a wide range of operations, demonstrating their versatility and commitment to the community. Key activities include:

- Body recoveries to bring closure to families and assist in investigations
- Missing person searches in both land and water, showcasing the MDT's specialized skills in challenging environments
- Evidence recovery to support ongoing investigations and ensure justice
- Vehicle recovery from Ottawa's waterways, enhancing the safety of the public and the environment, education and enforcement on the safe operation of boats, snowmobiles, and all-terrain vehicles, fostering a safer outdoor experience for all users

The Unit also did a number of media interviews in the Spring and Winter months to remind the public about exercising caution during seasonal activities and about the dangers of thin ice.

Through intelligence-led, evidence-based, and proactive enforcement, the OPS is committed to improving safety across all modes of transportation, including roadways, trails, and waterways.





On July 4th, the Ottawa Police Marine, Dive & Trails unit recovered a motorcycle from the Rideau River at Riverside Dr & Walkley Rd. The motorcycle had been in there since May, after a collision but due to poor conditions at the time, it couldn't be retrieved. Thanks to our skilled MDT officers who used a Remotely Operated Vehicle (ROV) to locate the motorcycle, they were able to successfully recover it from the river.

Joint Operations and Unplanned Events

The Ottawa Police Service (OPS) continues to rely on vital partnerships with local, provincial, and federal law enforcement agencies to address crime and maintain public safety. By combining intelligence, resources, and logistical support, these collaborations are key to reducing criminal activity, managing public order, and ensuring the safety of the community. Through joint initiatives, we are able to effectively coordinate enforcement strategies and resolve complex issues related to criminality and social disorder.

Managing Large-Scale Events and Demonstrations

Ottawa is home to numerous large-scale demonstrations and public events each year, many of which require detailed planning and coordination to ensure public safety and minimize disruptions.

In the past year, the OPS managed 352 demonstrations and 320 events, each requiring significant attention and collaboration.

To effectively manage these events, the OPS works closely with municipal, provincial, and federal partners, taking a collaborative approach to public safety. At the same time, the OPS remains committed to upholding the fundamental rights of freedom of assembly and expression as protected by the Canadian Charter of Rights and Freedoms. The service's role is to facilitate lawful protests, maintain peace, and address unlawful activities in a balanced and proportionate manner.

In balancing the Charter rights of individuals with the enforcement of the Criminal Code, the OPS prioritizes de-escalation tactics, communication with event organizers, and, when necessary, measured enforcement actions. This approach helps ensure that demonstrations remain peaceful, reduces disruptions to public safety, and protects critical infrastructure.

Through these efforts, the OPS works to foster public trust, uphold the rules of law, and maintain Ottawa as a safe and inclusive space for all who live, work, and demonstrate in our city.

Partnerships and Information Sharing

The Integrated Event Command Table (IECT) is a key component of managing large-scale events and demonstrations in Ottawa.





This table facilitates efficient information-sharing and operational coordination during high-profile events, such as large demonstrations, protests, and public gatherings. By fostering collaboration across various levels of government and law enforcement, the IECT ensures that Ottawa's events are managed effectively, and that public safety remains the top priority.

INTERSECT also plays a critical role in information sharing and partnership coordination for events and demonstrations in the National Capital Region. By providing real-time situational awareness ahead of and during major events and/or critical incidents and facilitating communication between private, municipal, provincial, and federal partners, INTERSECT contributes to a coordinated and informed approach to managing large-scale events.

INTERSECT does not provide operational direction but rather the information necessary for partners to make informed decisions about their own operations. Through regular information and intelligence sharing, bi-weekly event reports, and strategic collaboration, INTERSECT enhances public safety and operational efficiency across all agencies involved.

Police Liaison Team (PLT)

The Police Liaison Team (PLT) plays a vital role in facilitating events and demonstrations by working directly with organizers and participants to ensure peaceful interactions. By providing a consistent and impartial presence, the PLT helps prevent conflicts and supports the smooth execution of rallies, marches, and other demonstrations. Through these collaborative efforts, the OPS is able to balance public safety with the rights of individuals to demonstrate and express themselves freely.

The OPS follows best practices outlined in the National Framework for Police Response to Demonstrations and Assemblies, endorsed by the Canadian Association of Chiefs of Police (CACP) in 2019. This framework, created by the Policing with Indigenous Peoples (PWIP) Committee, promotes a flexible and informed approach to managing demonstrations, emphasizing the key roles of specialized teams like the PLT.

By applying the National Framework, the OPS ensures a consistent, lawful, and transparent response to demonstrations, while maintaining public trust and effective coordination with other police services.

COLLABORATIVE EFFORTS TO TACKLE CRIME AND PUBLIC DISORDER

Last year, the OPS engaged in several major joint operations with our law enforcement partners. These initiatives not only targeted high-priority criminal activities but also reinforced the strength of collaboration between police agencies. Key joint operations include:

Project Champion: A Major Success in Tackling Organized Crime in Ottawa

After an 18-month investigation, a significant crackdown on organized crime and narcotics distribution in Ottawa came to a successful conclusion. The operation, known as Project Champion, resulted in the laying of 149 criminal charges against 17 individuals, with 14 arrests made. Three individuals remain outstanding and are wanted by police.

This extensive investigation, led by the OPS Serious & Organized Crime Directorate, involved collaboration with various law enforcement agencies, including the Ontario Provincial Police (OPP) and the Toronto Police Service. The focus of the investigation was to target violent criminal networks involved in the trafficking of cocaine and the use of firearms in street-level violence, two of the most pressing public safety concerns for the community.

Project Champion's success stemmed from the coordinated effort of multiple OPS units, including Homicide, Guns and Gangs, Street Crime, and Intelligence. These units worked together to dismantle the organization responsible for drug trafficking and violent crimes that had plagued Ottawa's streets.

The operation culminated in multiple search warrant executions in early November 2024, which led to the seizure of 6.5 kilograms of cocaine, small amounts of crack cocaine, and five firearms—believed to be intended for use in violent crimes. The investigation also led to charges related to organized crime activities, including attempted murder, assault, and weapons offenses.

The 149 charges laid are a reflection of the serious nature of the criminal activities uncovered during the investigation. Thirteen individuals involved in this operation now face charges related to their participation in a criminal organization, marking a significant step in disrupting violent crime and drug trafficking networks operating in Ottawa.

Dismantling a Major Drug Trafficking Network through Project Midfield

In a significant joint operation between the Ottawa Police Service (OPS), the Ontario Provincial Police (OPP), and the Brockville Police Service (BPS), a large-scale drug trafficking network in Ottawa and Eastern Ontario was dismantled. The operation, named Project Midfield, led to the seizure of 47 kilograms of suspected cocaine, with an estimated street value of over \$6 million.

The investigation, which began in September 2024, targeted drug trafficking in Ottawa, Milford, and the surrounding regions with links to the Greater Toronto Area. On November 27, 2024, four search warrants were executed in Ottawa and Milford, leading to the discovery of a range of illicit items, including a firearm, body armor, cannabis, psilocybin, and multiple drug trafficking tools. Alongside the drug seizure, two vehicles were also taken as offence-related property.

A combined total of 39 charges were laid against three individuals involved in the operation. The charges include possession of drugs for trafficking, firearm offences, and various weapons-related charges.

Collaboration on Child Exploitation Investigations

The OPS collaborates with multiple agencies on separate investigations into the importation and possession of child pornography. These joint efforts lead to charges being laid against individuals involved in child exploitation.

On September 4th, 2024, the Ottawa Police Service Internet Child Exploitation Unit (ICE) had arrested and charged an Ottawa man following a joint investigation with Homeland Security Investigations, the Royal Canadian Mounted Police National Child Exploitation Crime Centre (RCMP NCECC) and the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) that begun in 2022.

A 57-year-old Ottawa man was charged with:

- Make child pornography
- Make written child pornography
- Unlawfully possess child pornography
- Access child pornography
- Sexual interference
- Telecommunication agreement to commit specific criminal offence with another under 18 years of age

On January 31st, 2025, the accused pleaded guilty to Sexual interference and Make child pornography. He received a jail sentence of just over 6 years.

The man is also required to pay restitution to the child victim in the Philippines, this is the first time such a sentence has been handed down in Canada.

Cybertip Leads to Ottawa Arrest

The Ottawa Police Service Internet Child Exploitation Unit (ICE) received an anonymous tip in May 23, 2024, from Cybertip.ca, Canada's tipline for reporting the online sexual abuse and exploitation of children.

Operated by the Canadian Centre for Child Protection (C3P), the tipline launched September 26, 2002 as a pilot project in Manitoba. In May 2004, <u>Cybertip.ca</u> was adopted under the Government of Canada's National Strategy for the Protection of Children from Sexual Exploitation on the Internet.

As a result, a 39-year-old Ottawa woman was arrested for the following offences:

- Making child pornography
- · Agreeing or arranging a sexual offence against a child

The Ottawa Police Service would like to thank the agencies involved in these investigations, the Assistant Crown attorneys assigned to the cases, the Canadian Centre for Child Protection (C3P), as well as all the OPS supporting investigative and frontline members that assisted in the investigations and warrant executions.

For more information on how to protect children from child sexual abuse and exploitation, please visit protectchildren.ca.

Anonymous tips can be submitted by calling Crime Stoppers toll-free at 1-800-222-8477 or at crimestoppers.ca.

International Partnership Recovers Stolen Canadian Treasure

A collaborative investigation led to the recovery of a treasured Canadian portrait, thanks in part to cooperation between the Ottawa Police Service (OPS) and international partners.

The "Roaring Lion" portrait of Sir Winston Churchill, captured by renowned Canadian photographer Yousuf Karsh, was reported stolen from the Fairmont Château Laurier between December and June 2022. Through public tips, forensic analysis, and open-source research, OPS investigators identified a suspect and tracked the portrait to a private citizen in Genoa, Italy, who had unknowingly purchased the stolen artwork.

With the support of the Carabinieri, arrangements were made for the portrait to be returned to Canada. In September, two OPS investigators traveled to Rome, where the portrait was formally handed over during a small ceremony.

This successful outcome marked the return of an iconic piece of Canadian history and demonstrated the strength of cooperation across borders. The portrait is now safely back in Ottawa, where it will soon return to public display at the Château Laurier.



Commitment to Public Safety and Collaborative Policing

The OPS remains committed to maintaining strong, collaborative partnerships with other law enforcement agencies. These partnerships are essential for tackling complex, high-risk situations, such as organized crime, public order events, and critical incidents. By working together, we enhance our ability to respond quickly and effectively to emerging threats, ensuring the safety and well-being of Ottawa's residents.

CRIME IN OTTAWA

CRIME RATE	REPORTED CRIME	CRIME SEVERITY INDEX ^[1]	CLEARANCE RATE % (pct.pt)
2023: 4,433 2024: 4,610	2023: 48,032 2024: 50,608	2023: 54.5 2024: 55.4	2023: 28% 2024: 25%
+4%	+5%	+2%	-3%

In 2024, the police-reported crime rate in Ottawa increased (4.0%) to 4,610 per 100,000 population. The clearance rate for the total Criminal Code of Canada Offences (excluding traffic) declined to 26 percent in 2024 from 28 percent in 2023.

The Crime Severity Index (CSI) is a measure of crime reported to police that reflects the relative seriousness of individual offences and tracks changes in severity over time. The severity of crime in Ottawa increased 2 percent to 55.4 points in 2023.

Visit ottawapolice.ca to view Ottawa's crime trends for the City and by Wards, 2023–2024.

Violent Crime

VIOLENT	REPORTED	CRIME SEVERITY	CLEARANCE RATE
CRIME RATE	CRIME	INDEX ^[2]	% (pct.pt)
2023: 748	2023: 8,102	2023: 62.1	2023: 41%
2024: 746	2024: 8,192	2024: 62.2	2024: 39%
	+1%		-2%

Violent crime refers to violations in the Criminal Code of Canada identified as "crimes against the person." Specifically, a violent crime is any crime where physical or verbal threats of violence are made against a person.

This category includes offences such as homicide, attempted murder, assault, robbery, sexual assault and uttering threats or intimidation.

In 2024, there was no change in the overall volume of violent crimes in Ottawa.

The Ottawa Police Service cleared 39 percent of all violent crimes in 2024.

^[1] Values are estimated and do not represent the official CSI as published by Statistics Canada.

^[2] Values for the Violent Crime Severity Index are estimated and do not represent the official CSI as published by Statistics Canada.

Non-Violent Crime

CRIME RATE	REPORTED	CRIME SEVERITY	CLEARANCE RATE
	CRIME	INDEX ^[1]	% (pct.pt)
2023: 3,685	2023: 39,931	2023: 51.9	2023: 26%
2024: 3,864	2024: 42,416	2024: 53.2	2024: 23%
+5%	+6%	+3%	-3%

Non-violent crime includes both police-reported property-related offences and other Criminal Code offences. These crimes involve unlawful acts to gain property but do not involve violence against a person. Crimes against property include offences such as arson, break and enter, theft, mischief, and fraud.

In 2024, non-violent offences increased by 5 percent. The non-violent crime severity index increased by 3 percent. The Ottawa Police Service cleared approximately 23 percent of non-violent crimes, a 3 percent decrease from 2023.



ARSON

The Ottawa Police Service Arson Unit faces some challenging and heart-wrenching investigations. From tragic fires that leave families devastated to dangerous criminal acts that threaten the safety of the community, the unit works tirelessly to uncover the truth, provide justice, and support those affected by the destruction. Each case demands not only expert technical knowledge but also the compassion and perseverance needed to navigate the emotional toll of these crimes. Through their dedication, the Arson Unit plays a pivotal role in helping bring closure to victims and holding those responsible accountable. In 2024, the unit investigated a total of 413 incidents, with 57 still under investigation.

Donald Street Arson/Homicide

On May 2nd, 2024, a fire broke out in a residential area on Donald Street, sending three people—a mother and her two young daughters—straight to the hospital in critical condition. The Arson Unit quickly took over the investigation, determining that the cause of the fire was criminal in nature. The scene was processed with support from the Office of the Fire Marshal and the Ottawa Fire Service, all working together to uncover the truth.

Sadly, just over a week later, the youngest of the two girls, a three-year-old, passed away from the injuries she had sustained. The Arson Unit worked in conjunction with the Homicide Unit which led to the arrest of a 42-year-old Ottawa man, who was charged with First-degree murder, Attempted murder, and multiple counts of Arson causing bodily harm. The devastation this incident caused was felt deeply by not just the family involved, but also the wider community, as the Arson Unit worked relentlessly to seek justice and help bring closure to those affected.

Rossland Avenue Arson/Homicide

On October 8th, 2024, emergency responders were called to a home on Rossland Avenue after a fire broke out in a single-family residence. The scene was devastating—two people had been critically injured and were left without a home. The Arson Unit, alongside its partner agencies, worked tirelessly to process the scene and launch an extensive investigation.

Tragically, one month later, a 51-year-old woman passed away from the injuries she sustained while trying to escape the fire. Her husband, though severely injured, survived but spent days in hospital.

As the investigation deepened, it was soon clear that the case was more than just an accident. With the woman's death, the Arson Unit handed the investigation over to the Homicide Unit, who then uncovered evidence that led to the arrest of a 30-year-old man from Ottawa. He was charged with First-degree murder, Arson causing bodily harm, Arson with disregard for human life, Arson to property, and Possession of an incendiary device.



Serial Arsonist in Byward Market/Sandyhill/Lowertown

The year also saw the Arson Unit confront the troubling rise of serial arson across several Ottawa neighbourhoods. Between ByWard Market, Lowertown, and Sandy Hill, a series of fires broke out throughout September and October, alarming residents and authorities alike. On October 17th, after an intense investigation, a 41-year-old woman was charged in connection with the fires. She faced multiple charges, including Arson with disregard for human life, Arson causing damage to property, and Possession of incendiary materials.

DRUGS

The Ottawa Police Drug and Street Crime Unit continues to take significant steps to disrupt the illegal drug trade, targeting the root causes of addiction, violence, and criminal activity impacting Ottawa's communities. Whether through high-intensity street-level operations or complex investigations aimed at dismantling organized criminal networks, the Unit's efforts are wide-ranging and impactful.

In 2024, the Unit laid a total of 788 criminal charges. Their tireless work led to the seizure of a wide array of dangerous substances, including over 53 kilograms of cocaine, nearly 609 grams of crack cocaine, and more than 867 grams of fentanyl—equivalent to 867,000 potentially lethal street doses.

In addition to these drug seizures, the Drug and Street Crime Unit recovered 9 crime guns and \$525,899.51 in illicit currency, further disrupting the operations of criminal organizations.

Last year, the Ottawa Police Service responded to a total of 1,482 overdose calls. During these calls, officers used Narcan to save 128 lives, a critical intervention in the ongoing opioid crisis. This work highlights not only the OPS's commitment to reducing the flow of illicit drugs but also its role in responding to the immediate dangers posed by overdose situations.

The Drug and Street Crime Unit's efforts continue to enhance public safety, address the community's most pressing concerns, and protect vulnerable individuals from the dangers of substance abuse.





ELDER ABUSE

Elder abuse is a contemporary issue that, given the projected demographics, is expected to intensify over the coming years.

The Ottawa Police Elder Abuse section works diligently to investigate all allegations of elder abuse (including vulnerable adults 18 years and over). They investigate situations where there is a relationship of trust or dependence between the victim and their abuser.

In 2024, according to the Canadian Anti-Fraud Centre (CAFC), 8,209 seniors reported being victims of fraud in Canada, resulting in a loss of \$178.9 million. It is estimated that only 5-10% of victims report these incidents to the police or the CAFC, meaning the actual numbers could be much higher. Investigators continue to note an alarming rate of incidents involving our elderly community members falling victim to online and phone scams that result in 10's or 100's of thousands of dollars in losses. Loneliness and the development of new technologies have contributed to the continued rise of these scams. These deplorable acts of exploitation target the vulnerability and trust of our seniors, highlighting the need for heightened vigilance and targeted prevention strategies.

Investigators have also noted a worrying trend in applicants for care home employees using fraudulent education documents to secure employment. A significant number of these incidents in Ottawa have taken place in Nursing Homes and Retirement Homes (50%), which is a good reminder to family members to be advocates for their elderly family members and to keep an eye on them. There is significant trust placed in these individuals to care for vulnerable citizens, making it crucial to ensure they are properly trained to provide the necessary care.

The Elder Abuse section continues to work closely with front-line workers to educate them and the public to help raise awareness of elder abuse and support for seniors in Ottawa.

They also work in partnership with the Ottawa Police Victim Support Unit, which provides information, crisis counselling and resources to vulnerable persons and victims of elder abuse.

GUN VIOLENCE

The Ottawa Police Service continues to operate in a proactive and reactive stance focused on measures that combat gun violence within the communities of the City of Ottawa. Many of these initiatives have proven successful. The OPS realized a net decrease in the number of incidents involving firearms in our city in 2024 while increasing the seizure of crime guns.

Trafficking, illegal use, storage and transportation of firearms remains a priority for the Guns and Gangs Unit. In 2024, officers responded to 53 shootings, a reduction from the 73 incidents in 2023, and the lowest in the previous four years. As a result of their investigations, a total of 104 crime-related firearms were seized, compared to 81 the previous year. This is an established priority for the Unit, a focus that is continuing with very positive results into Q1 of 2025.

The number of charges continues to increase year over year to 694 from 606 in 2023. In addition to this, the Unit concluded an 18-month long investigation. Project Champion resulted in 17 prolific offenders arrested, seizure of several weapons, a quantity of illicit drugs resulting in 149 criminal charges. The OPS Guns & Gangs Unit maintains an excellent working relationship with the Provincial Guns and Gangs (PGNG) Team, Provincial Weapons Enforcement Unit (PWEU)

and Area Firearms Officer (AFO). This interagency cooperation contributes to our overall success with targeting criminal activity across the National Capital Region. These partnerships assist with the coordination of the flow of information from other organizations and include the close relationship we enjoy with the Ontario Provincial Police (OPP), Canada Border Services Agency (CBSA) and more recently with Corrections Canada's East Region Anti-Gang Unit.

The impact of technology within the criminal realm has indefinitely challenged policing. One such area has been the availability of firearms and their components through locally manufactured techniques, such as the 3-D printer. The Guns and Gangs Unit continues to monitor this situation closely with the support of an embedded prosecution team. The possession and use of replica and imitation firearms, also commonly used in youth related criminal activity, is being directly addressed. The unit has embarked on an education campaign internally, focused on frontline officers. Further work is required in the community at large with enforcement and education efforts directed at identifying, intervening and preventing youth gun violence.

The OPS is committed to building relationships and in particular identifying youth who may benefit from such programs as these initiatives are realizing gains.

Successful Guns & Gangs Investigation Following Armed Incident in Lansdowne Area

Ottawa Police frontline officers responded to a 911 call at a restaurant in the Lansdowne district. This incident involved multiple shooters discharging firearms on a busy evening within the popular entertainment area. A crime scene was established and subsequently processed by a forensic team, recovering 25 shell casings. Frontline officers obtained statements and were able to collect video evidence of the incident in which three individuals were observed discharging firearms. No injuries were reported, however significant property damage resulted. A burnt-out Ford F150 was reported after the incident that was seized and forensically examined and determined to be involved.

The investigation required several hours of interviewing witnesses and surveillance video review. As a result, the Guns & Gangs team was able to

rapidly identify two of the three suspected shooters while the third was identified a short time later with the assistance of OPS officers.

Two of the three suspects were later located. The third individual remains wanted on a Canada-wide arrest warrant.

Although the incident remains before the Courts, this is an example of a very complex and dynamic criminal investigation successfully brought to the judicial system.



HATE AND BIAS CRIME

The Ottawa Police Service Hate and Bias Crime Unit continued its critical work in 2024, addressing a total of 467 incidents, including 351 criminal offences and 116 hate-motivated incidents. This marks a slight decrease of 4% from the previous year, which saw 487 incidents reported.

Among the charges laid, 54 individuals faced 190 counts of criminal offences, with one formal charge under the Criminal Code of Canada for Public Incitement of Hatred. Additionally, seven warnings were issued under the *Youth Criminal Justice Act*.

Hate crimes, by definition, are criminal acts motivated by hate or bias against individuals or groups based on factors such as race, national or ethnic origin, disability, sexual orientation, and other characteristics. The crimes investigated in 2024 were often severe, with incidents ranging from mischief to property and threats, to assault and assault causing bodily harm.

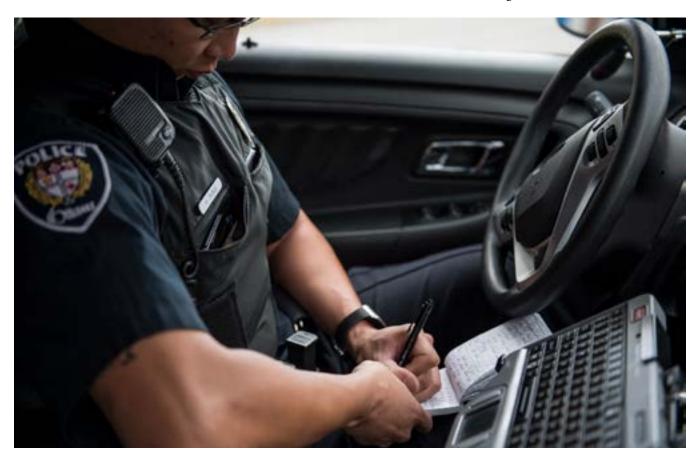
The most affected communities in Ottawa included:

- Jewish (113 incidents)
- LGBTQ2+ (54 incidents)
- Black (54 incidents)
- Muslim (18 incidents)
- Chinese (18 incidents)

These groups, recognized by Statistics Canada, were disproportionately targeted by hate-motivated actions.

Despite the critical role of the Hate and Bias Crime Unit, these incidents are still significantly underreported. The Ottawa Police Service continues to encourage anyone who has experienced a hate-related incident to report it, ensuring that each case is investigated and that the community remains vigilant against hate in all its forms. Third party reports are accepted online as well.

Our commitment to standing with victims, supporting affected communities, and fostering a safe environment for all remains unwavering.





HOMICIDES

In 2024, the Ottawa Police Service Homicide Unit investigated a total of 21 homicide occurrences, resulting in 26 victims. Charges were laid in 16 of the 21 occurrences.

The year saw an increase in partner and family-related homicides, with five of the 21 events falling under this category.

The Ottawa Police Service recognizes the concern and unease in our community following these tragic incidents.

The Homicide Unit's hard work and dedication remains integral to ensuring justice for victims, supporting affected families, and maintaining the broader efforts to support the health and wellness of police members involved in these challenging investigations.

The Unit also works closely with other sections to investigate complex cases. Two arson-related homicides in 2024, demonstrated this continued interdepartmental collaboration to address the need for various expertise.

Throughout these investigations, the Homicide Unit maintained its commitment to thorough, diligent work, collaborating with various Ottawa Police Service divisions. The investigative process for each homicide is extensive, often spanning months or years, as it involves multiple stages of criminal investigation and legal proceedings.

The Homicide Unit's unwavering commitment to solving the most serious crimes in our community remains central to their mission, ensuring that each case receives the thorough attention it deserves.

Barrhaven Homicide

In March 2024, Ottawa was shaken by one of the most heartbreaking tragedies in recent memory—a mass killing that claimed the lives of six individuals, four of whom were children. The victims, a family from Sri Lanka, were newcomers to Canada, hoping to build a peaceful life. Instead, their lives were violently shattered in an unimaginable act of violence in Barrhaven.

The OPS responded to a call reporting a suspicious incident on the evening of March 6th, 2024. When officers arrived, they were confronted with a scene of unspeakable horror. Six victims, including the mother, her four children, and a family acquaintance, were found deceased inside the home. The youngest victim was just two and a half months old. The father, who had been severely injured in the attack, was found alive at the scene and transported to the hospital.

The investigation quickly led to the arrest of a 19-year-old man, an international student. He faces six counts of first-degree murder and one count of attempted murder.

The emotional toll of this case has been deeply felt, not just by the families and the community, but also by the dedicated call takers, officers, responders, victim support workers and civilians who worked tirelessly to investigate or support the community and everyone affected. For many, this case was one of the most difficult and emotionally taxing files they had ever worked on.

While the pain of this senseless loss will never fully be erased, the Ottawa Police Service remains committed to bringing justice to the victims and their families. This case serves as a reminder of the unpredictable nature of the work our officers do, and the lasting impact violent crime can have on all of us.

Advancements in DNA Technology Lead to Arrest in 1996 Stabbing Death

The Ottawa Police had a significant breakthrough in a historic case dating back to the 1996 stabbing death of 22-year-old Christopher Smith on the Portage Bridge. In 2024, advanced DNA technology, including Investigative Genetic Genealogy (IGG), was used to identify and arrest a suspect.

The victim was tragically stabbed in the early morning hours of April 12, 1996, and the case had remained unsolved for nearly three decades. In 2020, the OPS reopened the case, collaborating with the RCMP, Toronto Police Service, and Vancouver Police Service. This review led to the use of IGG, which analyzes genetic data to trace family lineages and identify potential suspects. The suspect was arrested in Vancouver in December 2024 and subsequently brought to Ottawa to face charges.

This marked the first time the OPS used IGG in a homicide investigation. The arrest has provided some closure to the victim's family, and the investigation remains ongoing as detectives continue to gather information.

The success of this case highlights the OPS Homicide Unit's commitment to solving even the most challenging and long-unsolved cases. It reflects the unit's dedication to utilizing innovative techniques to pursue justice, no matter how much time has passed.

HUMAN TRAFFICKING

The Ottawa Police Human Trafficking Unit (HTU) continues to lead with a victim-centered, trauma-informed approach in its efforts to combat human trafficking and support some of the most vulnerable individuals in our community.

In 2024, the Unit saw 112 new investigations and identified more than 65 victims—over one-third of whom were under the age of 18. These investigations resulted in 39 criminal charges laid against five individuals, including four repeat offenders, highlighting the ongoing threat posed by known traffickers.

Education, prevention, and collaboration remain key pillars of the HTU's strategy. Throughout the year, the Unit delivered 30 presentations to more than 2,250 individuals, including members of OPS, law enforcement professionals from across Canada, community interest holders, and international guests. These outreach efforts aim to raise awareness, strengthen inter-agency cooperation, and improve the collective response to human trafficking.

In June, the HTU hosted delegates from Jordan for an intensive training session focused on investigative techniques, victimology, and collaborative practices. This international engagement reflects the Unit's growing reputation as a leader in best practices for addressing trafficking.

A major investigative milestone in 2024 involved the arrest of an individual facing 10 charges related to human trafficking, assault, and other serious offences believed to have taken place between September 2019 and February 2024. This complex case was the result of a lengthy, multi-jurisdictional investigation, carried out in collaboration with the RCMP, the Ontario Provincial Police, and the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC). The investigation reflects the critical role of coordinated enforcement efforts in addressing long-term exploitation and bringing offenders to justice.

The HTU remains committed to proactive enforcement, public education, and unwavering support for survivors. With dedicated resources, the Unit works tirelessly to empower victims and disrupt trafficking networks within and beyond Ottawa.

If you or someone you know is in need of help, please call 1-800-292-1168. Additional resources are available at **canadiancentretoendhumantrafficking.ca.**



VEHICLE THEFT

Ontario has been one of the hot spots for vehicle theft as the auto theft surge continues across Canada. Although most areas of the province did see a reduction in 2024, vehicle thefts continue to be a significant issue across the province and continues to be a concern for Ottawa residents.

In 2024,1638 vehicles were reported stolen to the Ottawa Police Service. This represents a 20% decrease from 2023. This decrease is likely due to a combination of factors including continued public awareness, increased government funding to combat auto theft, and increased police enforcement around the province and country. In 2024, the Ottawa Police Service had two members seconded to the Provincial Auto Theft and Towing Team (PATT) and they are still currently assigned to that unit.

Of the 1638 vehicles reported stolen in Ottawa in 2024, 975 were recovered for a 60% recovery rate. This is an increase from 2023 when 51% were recovered.

The majority of the recoveries in 2024 took place in Ottawa (63%) with another 8% occurring in other parts of Ontario. Another 27% were recovered in Quebec (18% of those being in the Montreal area including at the port). With the assistance of Interpol, we are also seeing more vehicles being recovered overseas.

In 2024, theft locations were evenly split between residential driveways and parking lots (residential parking lots, shopping malls and other commercial properties). A significant number were also reported to have been stolen while parked on the street.

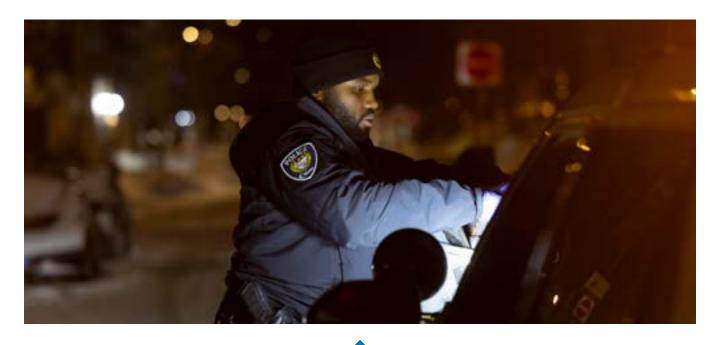
Target vehicles in 2024 continue to be newer model SUV's and pickup trucks equipped with proximity key fobs / push button start. Although any vehicle using this type of technology can be susceptible to theft, the following models were more frequently stolen: Toyota / Lexus (Rav4, Highlander, RX350, Tundra, Tacoma), Jeep Wrangler, Honda CRV, Land Rover SUV's, Ram 1500 trucks, Ford F-series trucks.

The OPS issued social media posts and conducted several media interviews to remind residents to take precautions to reduce the risk of vehicle theft.

Tips include parking in garages when possible, using anti-theft devices, and never leaving vehicles running and unattended.

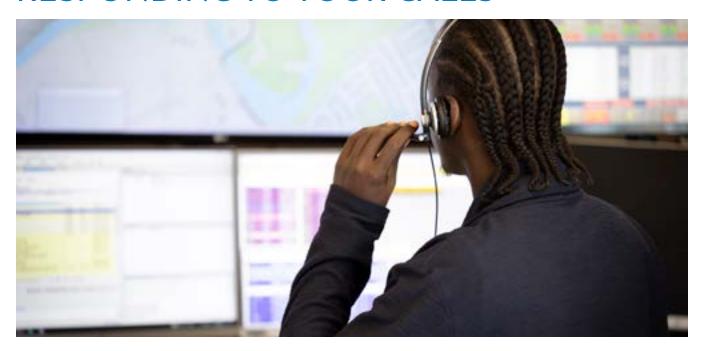
The OPS also raised awareness about stolen vehicles being resold locally, warning buyers to be cautious when purchasing used vehicles online. Residents are encouraged to verify ownership documents, avoid cashonly deals, and check vehicle history before completing a sale.

If you see someone attempting to steal a vehicle, call 9-1-1 immediately. For your own safety, do not engage the thief.





RESPONDING TO YOUR CALLS



Every day, members of the Ottawa Police Service are called upon to act swiftly, decisively, and compassionately in response to a wide array of emergencies. Whether it's saving lives in life-threatening situations, leveraging advanced technology to locate a missing person, or providing support to those in need, our officers demonstrate exceptional commitment to keeping our community safe.

These stories highlight just a few of the countless ways our members go above and beyond to serve Ottawa.

Heroic Response Saves Life in Apartment Fire

On August 22, 2024, Constables Abdigani Ahmed, Adam Morin, Fabian Cunningham, Joel Adam, Justin Mlynaryk, Kyle McLean, Matthew Gadbois, Patrick Zili, Raymond Tucker-Peel, and Timothy Tang responded to a call involving a man in crisis who had barricaded himself in his apartment and threatened to harm himself. Upon arrival, they discovered that the man had started a large fire inside his unit.

As smoke rapidly filled the building, the officers quickly shifted from de-escalation tactics to emergency response. They worked together to secure the perimeter and ensure the safety of their colleagues and the surrounding residents. While attempting to communicate with the man and de-escalate the volatile situation, the officers also prepared for the worst, knowing the fire and smoke posed a danger to everyone involved.

In an act of extraordinary courage, the officers entered the burning apartment to rescue the man. Despite the heavy smoke and flames, they managed to safely remove him without serious injury. Their efforts didn't stop there; recognizing the urgent need to evacuate the building, the officers acted swiftly to alert tenants and guide vulnerable residents to safety. Some even carried individuals who needed assistance down to the lobby.

Thanks to their quick actions and unwavering commitment, the officers ensured that no one was left behind and prevented further harm to both civilians and their fellow officers. Their bravery under pressure exemplified the highest level of professionalism and dedication to public safety.



Technology and Teamwork: A Successful Missing Person Rescue

In May 2024, the Ottawa Police Service responded to a call about an elderly person who had gone missing. A response was immediately put into action to locate them, with officers searching on foot while also deploying our Remotely Piloted Aircraft System (RPAS) — drones equipped with thermal/infrared vision and high-powered optic zoom cameras.

After more than two hours of searching, the RPAS team detected a heat source in an area of heavy brush.

The dense vegetation had made it nearly impossible for passersby to spot the elderly person lying in the long grass.

The RPAS operator guided officers on the ground to the exact location, where they were able to safely assist the individual.



This positive outcome underscores the value of RPAS technology in modern policing and highlights the importance of collaboration with our partners, including the Ottawa Paramedic Service. Thanks to the combined efforts, the case was resolved successfully, ensuring the safety of a vulnerable member of our community.

Investigative Efforts Lead to Recovery of High end Stolen Bicycle

In April 2024, a bicycle and ski shop located in Hintonburg became the victim of a series of break-ins, resulting in the theft of over \$100,000 worth of high-end bikes, laptops, and tools. Despite the challenges posed by the crimes, Constables Trevor Bristow and Keenan Cooper from the Ottawa Police Service worked diligently over the course of six weeks to investigate and recover one of the stolen bicycles, valued at over \$6,000.

The thefts occurred over three separate incidents but it wasn't until the third break-in that the business was able to capture footage of the suspect. Constables Bristow and Cooper used their investigative skills and community contacts to gather witness statements and piece together information. Their persistence and commitment to the case eventually led to the arrest of the thief, who had a history of prior convictions.

While the stolen items from the initial thefts could not be recovered, the officers' determination led to the retrieval of one of the high-value bikes. This successful recovery provided much-needed relief to both the business and the customer who had been affected by the thefts, offering a glimmer of hope in an otherwise difficult situation.



Cst. Liu's Kindness Brings Hope to Young Boy Facing Health Struggles

On October 22, 2024, a chance meeting between a young boy and a police officer at the Children's Hospital of Eastern Ontario (CHEO) became an unforgettable moment of hope and connection. Three-year-old Jack, suffering from a severe medical condition known as Adrenoleukodystrophy (ALD), was rushed to the emergency room that night due to an adrenal crisis. ALD affects the body's ability to break down certain fatty acids, which build up and severely impact the brain and nervous system. As Jack's mom, Cara, navigated the overwhelming stress of her son's health crisis, she couldn't have imagined how a simple encounter would help lift Jack's spirits during such a difficult time.

That night, Ottawa Police Constable Johnathan Liu, was at CHEO assisting with another call. When Jack spotted him, the little boy's face lit up. Despite his illness, Jack managed to muster enough energy to ask his mom if he could meet the officer. "Jack wants to be a police officer when

he grows up," explained his mom. "He was so sick he could barely walk, but his face lit up when he saw Cst. Liu."

Cst. Liu, understanding the significance of the moment, took time out of his eventful night to meet Jack and his family. He shared a personal connection with Jack, revealing that he had spent a lot of time in the hospital as a child due to frequent injuries. "I broke a lot of bones and had a few accidents from being an active kid," Cst. Liu said. "The people at CHEO care a lot." This simple yet heartfelt reassurance helped comfort Jack and his mom, reminding them that they were not alone in their journey.

A few months later, Jack's story gained even more attention after his mom shared the encounter on social media. Jack's story was picked up by CBC, leading to a reunion between Cst. Liu and Jack at the CBC office. The meeting left a lasting impact on Jack, who continues to face a long road ahead, including a bone marrow transplant and chemotherapy. His mother remains hopeful, pushing for Jack's condition to be added to Ontario's newborn screening to help other families.

Cst. Liu's support and empathy went beyond his duty, reminding Jack and his family that even in the toughest moments, there is kindness and hope in the community.

A Night of Heroism: Ottawa Officer Saves a Life

On the night of Saturday, April 13th, 2024, the Ottawa Police Service received a critical alert from an iPhone, signaling a major crash involving its owner.

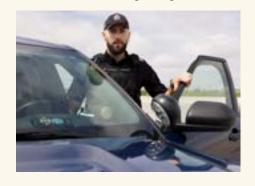
Cst. Andrew Barrett was first to arrive on-scene where he quickly assessed the situation. A bystander directed his attention to a white SUV lodged in the ditch, where a man had been ejected from the vehicle. Recognizing the critical

nature of the situation, Cst. Barrett immediately prioritized this individual's life above all else.

Venturing into the ditch he observed the man face down with no signs of life. Cst. Barrett assessed the situation and, without hesitating, immediately began CPR until Ottawa Fire and Paramedics arrived on the scene.

During these efforts, the man was revived and transported to the hospital, where he remained in stable condition.

Constable Barrett's quick thinking and decisive actions undeniably saved a life that fateful night.



Acts of Outstanding Courage

Cst. Patrick Wiseman and Cst. Paddye Magill, serving as a Neighbourhood Resource Officers in the Carlington area, were on patrol on March 22, 2024, at approximately 1:00 pm, when a high risk situation began to unfold.

While attempting to stop a suspicious vehicle, the driver fled at high speed, recklessly endangering public safety. Cst. Magill located the vehicle and both officers began an intense pursuit.

After jumping a curb, the vehicle became airborne and eventually became disabled.

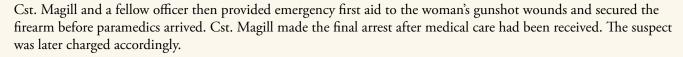
Upon reaching the disabled vehicle, Cst. Wiseman quickly assessed the situation. The area was bustling with activity, with residents, cyclists, and garbage collectors present, all at significant risk.

He saw the suspect run from the vehicle with a firearm in her hand. Without hesitation, Cst. Wiseman pursued her on foot, instructing her to drop the weapon as he ran.

Cst. Magill drove right behind Cst. Wiseman. She continued to follow along while Cst. Wiseman was chasing the woman on foot.

Despite the immediate danger, Cst. Wiseman chased the woman for 200 feet, imploring her to surrender the weapon. Cst. Magill was standing beside Cst. Wiseman when the female began to turn around, pointing the

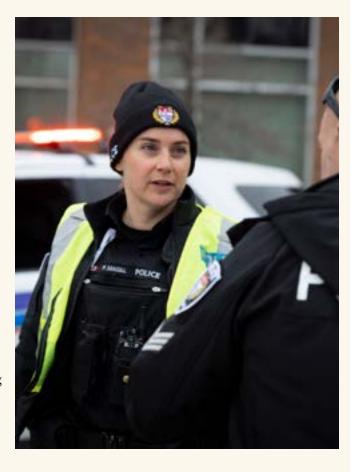
gun directly at them. Cst. Wiseman acted swiftly and discharged his firearm, resulting in the suspect dropping her weapon.



Thanks to Cst. Wiseman and Cst. Magill's unwavering courage, miraculously the public was unharmed. One resident, who witnessed the confrontation, reported that she feared for her life and was compelled to duck behind a vehicle to avoid being caught in the line of fire.

Cst. Wiseman and Cst. Magill's decisive actions, without hesitation or concern for their own safety, were pivotal in preventing harm to the public. This act of courage not only protected the lives of bystanders but also ensured the safety of the community at large.

Their actions that day clearly exemplify the highest standards of bravery and as such, they have been nominated for the Ontario Medal for Police Bravery. This medal recognizes police officers for individual acts of outstanding courage.



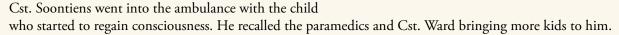
Two OPS officers help save nine family members in carbon monoxide tragedy

A few days before Christmas, a high priority call came in reporting that several people had fallen unconscious in a home.

Cst. Soontiens pulled up on scene when paramedics had just arrived.

Cst. Ward handed Cst. Soontiens an unconscious child saying "there are more inside."

The only thing the officers knew at that moment was that they needed to go inside and get the unconscious people out to safety. They didn't ask questions or try to figure out the cause of the situation – they went straight into action.



Paramedics carried an unconscious adult man out of the front door and shouted to Cst. Ward that "there were five more inside the house."

Not knowing what was going on or what was the cause at this point, he just ran inside the house, found an unconscious person, picked him up and carried him out.

The officer saw two more unconscious people when the garage door was opened – one of them with no vital signs.

The fire department arrived on scene and started taking readings with a pocket gas detector to find out why all these children and adults had fallen unconscious. The reading for carbon monoxide was high.

Cst. Ward performed CPR on one of the patients while Cst. Soontiens took care of the children, who had all regained consciousness at this point. More firefighters, paramedics and police officers arrived on scene and they all worked together to help everyone that needed assistance.

All ten family members were transported to the hospital and one adult passed away.

Though the family suffered the tragic loss of a loved one, Cst. Ward and Cst. Soontiens, along with other police officers, the Ottawa Paramedic Service and the Ottawa Fire Department, saved nine lives.

"The eldest child is really the one who saved everyone," Cst. Ward said. "That child called the family friend who called 9-1-1 and without her calling for help, the outcome would be very different."

Cst. Ward, not knowing the carbon monoxide reading in the house, ran in to save people risking his own health and safety. "It's part of our job," he said. "The priority of life is our utmost priority. We run into buildings when everyone else is running out."

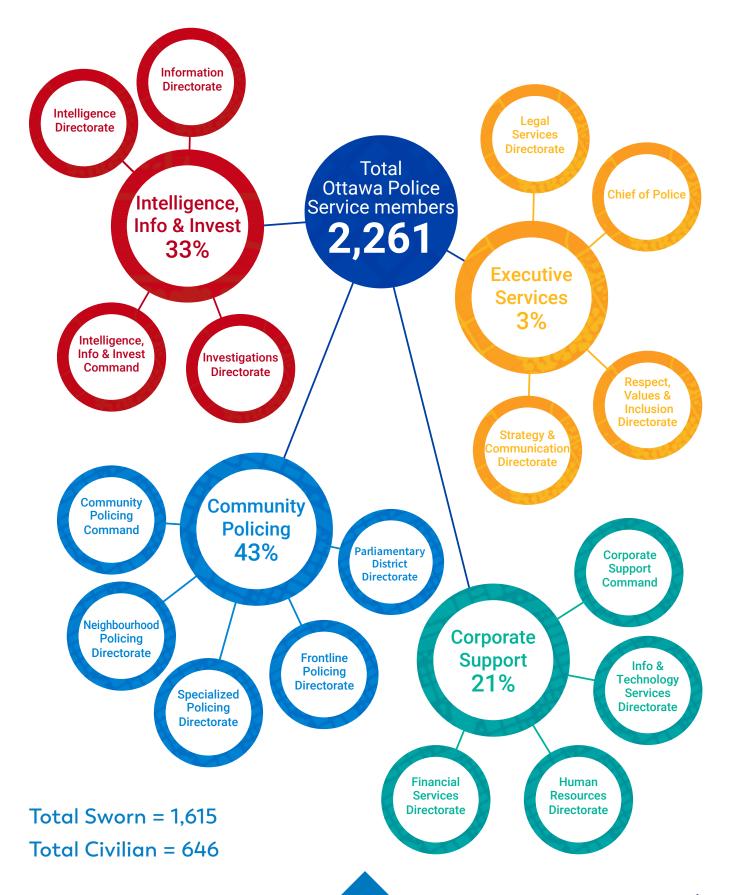
A vehicle with the ignition turned on was operating inside a closed garage. The residents of the home were spending their first ever winter in Canada.

Though there are many resources for newcomers published online on winter safety, most of them consider dressing warm, staying active and avoiding the winter blues, few to no resources exist on winter safety for newcomers in regards to carbon monoxide.

The investigation has been closed and concluded as non-criminal.



OTTAWA POLICE SERVICE



Recruitment Efforts and Progress



Recruitment Efforts and Progress

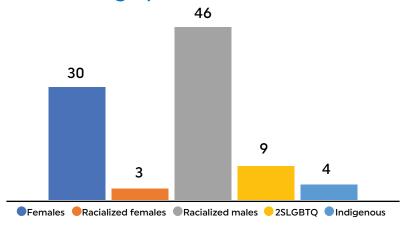
The Ottawa Police Service (OPS) made significant strides in its recruitment efforts in 2024, ensuring a more inclusive and diverse workforce that reflects the needs of the communities we serve. Through strategic partnerships, innovative outreach initiatives, and dedicated events, the Outreach and Recruitment Team worked diligently to attract qualified candidates from a broad spectrum of backgrounds, continuing their commitment to building a police service that is both representative and responsive.

Recruits Hired

A total of 129 new recruits were hired in 2024. This reflects the service's ongoing focus on expanding the workforce with individuals who bring diverse perspectives and skills. Among the new hires, 30 were women, including three racialized women. Additionally, 46 males were racialized, and nine recruits identified as 2SLGBTQQIA+. A significant 46% of the new hires are bilingual, enhancing the OPS's ability to serve a wide range of communities in Ottawa.

In addition to new recruits, six experienced officers were hired in 2024.

Demographic of 129 new hires



Outreach Events and Community Engagement

The Outreach and Recruitment team attended 94 outreach events, including local university and college career fairs, as well as events in Montreal and Kingston, to engage candidates from across Ontario. These efforts were aimed at attracting a diverse pool of candidates, with participation in job fairs targeting communities such as BIPOC youth, World Skills, the Catholic Centre for Immigrants (CCI), and the Ujima Job Fair. The OPS also had representation at key cultural and community events, including the Black History Month launch, Emancipation Day celebrations, the Ottawa Aboriginal Coalition Job Fair, the Inuit Games, and Chinese New Year festivities.

Focus on Women in Policing

The OPS continues to place a strong emphasis on attracting and retaining women in policing. In 2024, two successful Women's Symposiums were held to educate and inspire women to consider a career in law enforcement. Additionally, the Outreach and Recruitment team organized "Meet the Recruiter" sessions at various stations and Community Police Centres (CPCs) across Ottawa, providing opportunities for potential recruits to engage directly with recruitment officers. The monthly "Run with the Recruiter" initiative also brought together applicants to network, engage in physical activity, and build relationships with likeminded individuals interested in joining the OPS.

30% of the women hired in 2024 participated in the Women's Mentoring Program, which offers a supportive environment for women to explore and pursue a career in policing.





Commitment to Diversity

Engagement with diverse communities remains a priority to ensure the service reflects the demographic makeup of Ottawa. By prioritizing outreach to underrepresented groups, the goal is to build a police service that mirrors the city's rich cultural diversity and is equipped to meet the varied needs of all residents.

Moving Forward

As part of the Staff Stabilization Strategy, the OPS plans to hire 145 sworn officers and 40 civilian staff annually from 2024 to 2026, with staggered hiring to manage costs. In 2025, 50 municipally funded positions will be added—32 to address population needs and 18 for modernization services. Additionally, 79 positions will be funded by provincial and federal governments to support initiatives such as mental health services. This strategy is essential for addressing community needs and maintaining effective policing.

COMMUNITY INVOLVEMENT

Whether organizing fundraising events, participating in mentorship programs, or offering support to local organizations, Ottawa Police members are dedicated to building strong, resilient communities and fostering positive connections with the people of Ottawa. Through charitable initiatives and community outreach, our members contribute their time, skills, and compassion to help those in need.

Supporting Special Olympics Ontario

The Special Olympics remains a cause close to our hearts and holds a special place within our community. In 2024, the Ottawa Police Service continued our long-standing partnership with Special Olympics Ontario, reinforcing our commitment to inclusivity, empowerment, and providing opportunities for individuals with intellectual disabilities. Through this partnership, we ensure that everyone has the chance to participate, excel, and thrive in sports and beyond.

2025 School Championships:

In 2024, the Ottawa Police Service announced an exciting step forward in our partnership with Special Olympics Ontario by stepping up to host the 2025 Special Olympics Ontario School Championships in Ottawa from June 3-5, 2025. This prestigious event brought together over 1,000 student-athletes and educators from across Ontario and Canada, celebrating inclusion and Unified Sports. The 2025 Championships will showcase the incredible achievements of these athletes and inspire communities to embrace the limitless possibilities of all individuals.



Law Enforcement Torch Run:

Members of the OPS were proud to participate in the Law Enforcement Torch Run, a 5km run, walk or roll, celebrating community spirit and raising over \$2000 to support Special Olympics Ontario. Local Special Olympians participated, making this event a great team-building exercise.

The Law Enforcement Torch Run is the largest public awareness and grassroots fundraising organization for Special Olympics globally. The LETR is supported by the Ontario Association of Chiefs of Police (OACP) and has been an active partner of Special Olympics Canada since 1987. LETR engages law enforcement worldwide, championing acceptance and inclusion in sports for people with intellectual disabilities, starting with their own communities.



Cops and Cowboys Event:

In May, OPS members joined the "Cops n' Cowboys" event at Lone Star Texas Grill locations across the city. For many of our members, this was not their first time getting involved in this fundraiser. By partnering together on this fun event, we increase awareness and raise money toward inclusion in sport. By assisting servers and collecting donations, over \$4,500 was raised to support Special Olympics programs in Ottawa.





Polar Plunge:

Members of the OPS bravely took the plunge at the Annual Polar Plunge in March 2024, raising an impressive \$34,000 for Special Olympics Ontario. This contribution directly benefited athletes and their participation in sports programs.

Strengthening Communities: OPS and Capital Prosperity Foundation Partnership

Since 2023, the Ottawa Police Service (OPS) has partnered with the Capital Prosperity Foundation (CPF) to provide essential support to Ottawa families facing financial hardship. Through this partnership, OPS officers have been able to assist families in need by participating in a variety of impactful community programs, including:



Gift Card Program

The Gift Card Program provides vulnerable families with \$100 gift cards to help purchase food and essential household items. In 2024, OPS received 60 gift cards, with 52 distributed by OPS officers, including those from Neighbourhood Resource Teams (NRT), Community Police Officers (CPO), and Frontline Officers. This program has become one of the most widely used resources in OPS community engagement efforts.

Make A House A Home Program

This program has enabled OPS members to provide funding for basic furniture and appliances to vulnerable families with demonstrated need.

Bike Helmet Program

CPF partnered with OPS Neighbourhood Resource Teams for our 2024 annual Bike Rodeo events held in Bayshore and Michele Heights. Children from Foster Farm, Britannia Woods, and Pinecrest Terrace neighbourhoods were also invited to attend. CPF provided dozens of helmets for the children in attendance.

Car Seat Program

The Car Seat Program supports newcomers who face financial challenges in affording car seats, ensuring their children are safely secured during travel. In partnership with CPF, OPS provides car seats to ease the financial strain on parents while prioritizing child safety on the roads.

Summer Camp Initiative

OPS officers connected CPF with community partners to provide summer camp opportunities for over 40 disadvantaged youth, offering experiences they otherwise could not have afforded. OPS officers also participated, strengthening bonds with the youth.

Through these programs, CPF continues to be a valuable partner in improving the lives of Ottawa families, helping to build stronger, safer communities.

You can read stories about how the CPF and OPS have impacted many lives in Ottawa on ottawapolice.ca/ourottawa



Ottawa Police Gala

The 13th Annual Ottawa Police Gala took place on November 2nd, 2024, at the Shaw Centre. This year's event was another remarkable success, raising \$57,200 to support the Multifaith Housing Initiative and the Sexual Assault Support Centre of Ottawa.

The funds raised will help both organizations continue their vital work in the community, providing housing solutions and support services for those in need. A portion of the proceeds were also donated to the Beechwood Cemetery for the Ottawa Police Service Memorial Cemetery, as a way of honouring those who have dedicated their lives to serving our community.

Since its inception, the OPS Gala has raised over \$1 million for local charities, making a significant difference in the lives of many residents across Ottawa.



OPS IN ACTION: SUPPORTING AND STRENGTHENING OUR COMMUNITY



On September 14th, the Ottawa Police, Real Canadian Superstore, and Orleans/Cumberland Community Resource Centre hosted the 10th annual Fill the Boat food drive, raising \$220 for PC Children's Charity, collecting \$819 in donations, and gathering 4,890 food items for local families in need.



Last fall, OPS members partnered with local Shoppers Drug Mart and Citron Hygiene for the Purse Project, collecting personal hygiene products to support those in need in our community. Over 2,500 essential items were collected, including 285 purses, hygiene products, and cash donations. All items were delivered to local shelters, including Youville Centre, St. Joe's Women's Centre, Emily Murphy Non-Profit Housing Corporation, la Maison d'amitié and Chrysalis House, just in time for the Holidays.



In December 2024, officers teamed up with 24 deserving students from the community for a special holiday shopping spree as part of the annual Shop with a Cop event at Carlingwood Shopping Centre. Students were selected based on merit by participating schools, and Carlingwood Shopping Centre donated a gift card to each student to spend.



In April, the OPS partnered with Canadian National Institute for the Blind for the Beeping Eggs Project, a one-of-a-kind accessible Easter Egg hunt for families with blind and visually impaired children. The event also included activities for sighted siblings, ensuring fun for everyone. It was truly an eggceptionally fun and inclusive experience for all.

SAFER WORKPLACE

The Safe Workplace Program (SWP) remains a priority of the Ottawa Police Service and the Ottawa Police Service Board (OPSB), demonstrating a commitment to preventing and addressing all forms of discrimination and harassment within the workplace, including sexual harassment and violence.

In April 2024, the new Community Safety and Policing Act, 2019 (CSPA) came into effect and provided updated definitions of police officer and special constable misconduct under their respective Codes of Conduct. In light of this, and to adhere to the new duty to report misconduct contained within the CSPA, the Safe Workplace Program and Professional Standards Unit (PSU) continue to collaborate on the reporting process under the Safe Workplace Program and the mandate of the PSU.

Commitment to Program Pillars

The Ottawa Police Service (OPS) continues to prioritize all five pillars of the Safe Workplace Program: Understand, Prevent, Support, Respond, and Restore. These pillars guide the OPS in fostering a safe and healthy work environment.

Understand

The Understand pillar focuses on enhancing organizational awareness and improving program effectiveness. In 2024, OPS published a Safe Workplace Complaint Guide and hosted a training day for Program pillar staff to ensure consistent service delivery and legislative compliance across all program pillars.

Prevent

The Prevent pillar is aimed at proactive initiatives to prevent all forms of harassment, discrimination, and violence. Key activities in 2024 included the creation of a Conflict Conversations Course, and continued progress on the Employment Systems Review to address systemic inequities. The program also launched a 2024 Awareness Campaign and provided ongoing training on bystandership, ethics, and respectful workplace behaviours.

Support

The Support pillar focuses on assisting members throughout the complaint process, from prevention to resolution. In 2024, the OPS expanded its Peer Support Program, conducted a wellness review, and continued to develop the Support and Reintegration program. Employee Resource Groups were integral in offering support to OPS members during these processes.

Respond

The Respond pillar ensures that complaints are addressed promptly and effectively. In 2024, the OPS adopted a comprehensive case management system, reviewed employment equity-related concerns, and continually assessed the investigation process for fairness and accountability. Alternative resolution methods, such as mediation and workplace assessments, were also provided.

Restore

The Restore pillar is designed to promote a healthy and respectful workplace, especially after conflicts or investigations. In 2024, OPS introduced options for investigation debriefs, provided conflict resolution before issues escalated, and offered post-investigation support through mediation, conflict coaching, and other restorative practices.



WELLNESS

The Health, Safety, and Wellness Unit has made significant strides in supporting OPS members by enhancing internal collaborations and external partnerships, expanding digital resources, and focusing on trauma-informed care.

A thorough evaluation of the Wellness Program was carried out to determine the efficacy of existing initiatives and to identify potential areas for future development. The evaluation was done by a third party, MNP. This includes the possible need for a mental health clinician, defining key performance indicators (KPIs), and enhancing wellness programs and services.

Key developments this year included:

Enhanced Collaborations: The Wellness Unit strengthened partnerships, notably with the Workplace Conflict Resolution Unit, providing tailored support to teams facing challenges. The Unit also collaborated with Abilities Management and Return-to-Work specialists to aid in supporting a reintegration process for members returning to work.

Digital Expansion: The OPS Wellness Portal saw increased user engagement, and the Unit expanded its social media presence, by further broadening accessibility to members, families, and individuals on long-term leave.

Family and Peer Support: The Wellness Resource Liaison role grew to include family and couples' events, supporting members' families in navigating first responder life. Peer supporters also contributed in their role through participation in community-building through events like 9RunRun and Recruit Dinners and fostering a supportive culture.

Trauma Resiliency Training (TRT): The partnership with Wounded Warriors Canada trained 25 OPS members to deliver TRT, with approximately 50% of the Service now certified. TRT is included in front-line training and is being extended to new recruits and specialty units to enhance workforce resilience. The goal is to provide this training to all members of the Service.

Collaborative External Partnerships: The Unit engaged with organizations like PSPNet and Wounded Warriors Canada to deliver specialized mental health programs, addressing the unique challenges of first responders, their families, and retirees.

Growing Need for Support: The volume of Early Intervention reports rose significantly, reflecting an increased demand for resources. Critical incident alerts saw a concerning 33.4% rise over two years, highlighting the need for continued support and growth.

The Health, Safety, and Wellness Unit continues to prioritize the well-being of OPS members, their families, and retirees. The initiatives and programs developed in 2024, alongside strategic partnerships and evaluations, provide a solid foundation for enhancing the mental, emotional, and physical health of the workforce. The Wellness Unit is committed to responding to the evolving needs of members, families and retirees and ensuring long-term success for both individuals and the organization. Building future programming is a collaborative effort, and our members – both sworn and civilian - will continue to be engaged in shaping services that reflect our evolving needs including families and retirees.





COMMUNITY SAFETY DATA PORTAL: BUILDING TRUST THROUGH TRANSPARENCY

The Ottawa Police Service continues to advance its commitment to openness and informed decision-making through the Community Safety Data Portal (CSDP) — a public platform designed to support evidence-based policing and strengthen community trust.

Since its launch in 2023, the CSDP has been shaped by feedback from both community members and OPS staff. In 2024, it saw several key upgrades to improve functionality and access, including a mobile-friendly design, streamlined navigation, and more user-friendly dashboards.

Beta Version 1.2 introduced new features:

- An Open Budget dashboard
- A Traffic Stop dashboard
- A centralized hub for infographics and survey results
- Year-to-date safety snapshot infographics

By the end of 2024, the portal had welcomed over 100,000 users — including residents, researchers, media, and OPS employees. It was also highlighted in the Ontario Information and Privacy Commissioner's 2024 Transparency Showcase for advancing accessible, open data in policing.

The CSDP is helping the community stay informed and engaged with current safety and service trends through timely, relevant data.

Visit the portal at: data.ottawapolice.ca





New Cruiser Design

A new two-toned cruiser design has hit the roads, marking a step forward in enhancing both public visibility and officer safety. The new design features a bold combination of dark blue with white vinyl panels on the front and rear doors. The vehicle prominently displays the Heraldic crest and "police" logo across the front and rear doors, while the "Ottawa" logo is placed near the back of the vehicle. Reflective decals are added to all sides to enhance visibility and safety for both officers and the public, especially in low-light conditions.

This design change aligns with a growing trend seen across many police services in Canada, including York Regional Police, Halton Regional Police, and Toronto Police. Research has shown that two-toned vehicles, like the new OPS cruiser, are more easily recognized as police vehicles, improving both public recognition and officer safety. The dark blue colour was carefully chosen to complement OPS's existing branding and to increase visibility on the streets of Ottawa.

The idea to update the cruiser design was initially proposed by OPS Frontline Constables, who brought forward the idea to Senior Leadership for approval. The project then became a collaborative effort between the Frontline officers and the Fleet team, who worked together to implement the design in 2024.

This design change also responds to feedback from Ottawa residents, who expressed a desire for greater police visibility in their neighbourhoods. The new design will help achieve this by ensuring OPS vehicles are easily identifiable, which is key to enhancing community safety and ensuring a strong presence in both urban and suburban areas. The new cruisers will also help distinguish OPS vehicles from those of other local municipal partners.

The transition to the new design will be gradual, with both the new two-tone and existing white cruisers on the road over the next four to five years. Full implementation is expected to take place over the course of this period, allowing for a smooth integration and ensuring that the OPS fleet remains fully functional throughout the transition.

DISTRICT SPECIAL CONSTABLES

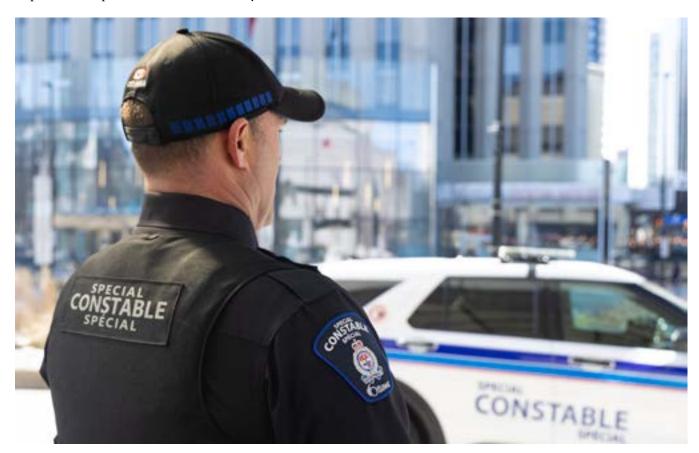
Special Constables are civilian members of the Ottawa Police Service who play a vital role in supporting various OPS operations. Appointed by the Chief of Police and sworn in as Peace Officers, Special Constables are entrusted with a limited law enforcement role within the City of Ottawa. They are assigned to key areas such as Court Security, Temporary Custody, and the Court Liaison Section. Recognizable by their distinct royal blue uniforms, shoulder flashes, and "Special Constable" markings, they also drive designated OPS Special Constable cruisers while performing their duties.

The **District Special Constable (DSC) Pilot Project**, is a new initiative optimizing frontline police resources and enhancing service delivery to the community. This pilot project saw the deployment of Special Constables to assist with non-emergency call types in 2024, thereby allowing frontline officers to refocus on critical tasks and emergencies they are trained for.

The DSC is modernizing police operations, and is effectively addressing case management backlogs, enhancing community safety and fostering trust through responsive and professional service delivery.

Under the Pilot Project, DSCs took on two primary roles:

- 1. Custody Assistance for Individuals Apprehended Under the *Mental Health Act:* Traditionally, two police officers are required to maintain custody of individuals detained under the *Mental Health Act* while they are at the hospital. The DSC will relieve one of the officers, allowing them to return to patrol duties and respond to other emergency calls. This will help alleviate the strain on frontline resources while ensuring proper care and supervision for detainees.
- 2. Traffic Control and Road Management: DSCs will assist with managing traffic during incidents such as collisions, crime scenes, events, and demonstrations. They will also help with road closures, traffic direction, and supporting officers with towing and removing vehicles from roadways. This will enable police officers to remain engaged on the duties that require their specialized training.



3. Training and Qualifications

The Special Constables team is supported with the Yearly Use of Force Requalifications of OPS, OC Transpo and Carleton University Special Constables, ensuring that all members are up to date with necessary skills and certifications. The team has also expanded upon the Mandatory Ontario Police College (OPC) Basic Special Constable Qualification. Furthermore, the OPS Ident Unit is providing specialized Scene of Crime Officer (SOCO) training to Special Constables, further enhancing their skill sets in criminal investigations.

A significant development in 2024 was the creation of the Eastern Ontario Special Constable Training Centre (EOSCTC), which is currently in its pilot phase. This centre marks a significant step in expanding the service's capacity to recruit and train Special Constables without overburdening Police Development and Training (PDC). The goal is to secure provincial funding to support its continued development and provide high-quality, flexible

training for Special Constables.

Project Complement: Further Expanding the Role of Special Constables

The District Special Constable Pilot Project has grown with the introduction of Project Complement, which further integrates Special Constables into OPS operations. This expansion allows Special Constables to take on additional responsibilities, including supporting forensic investigations and transporting prisoners and detainees.

Special Constables within the Forensic Identification Section will be known as Forensic Identification Technicians (FIT) and will bring advanced educational backgrounds and specialized skillsets to help meet the growing demands placed on the section.

Building on the early successes of Project Complement, OPS is continuing to implement strategic staffing solutions aimed at enhancing operational capacity, improving member wellness, and boosting service delivery. By June 2025, eight FITs and ten additional DSCs will be fully trained and deployed. These additions are expected to reduce frontline response times, increase investigative capacity, and alleviate pressure on sworn officers, supporting both operational effectiveness and member retention.

As the initiative continues to evolve, further staffing solutions may be explored in other OPS sections, including the Criminal Investigations Directorate, Mental Health Section, Intelligence Section, and Youth Crime Section. The expansion of Project Complement will be guided by ongoing internal research and feedback from OPS members and key interest holders, ensuring that it meets the needs of the community while enhancing overall service delivery.



NEW H135 POLICE HELICOPTER

The Ottawa Police Service (OPS) has taken a significant step forward in enhancing public safety with the introduction of a new provincially-funded H135 police helicopter. Announced in early 2024 and set to launch in early 2026, this helicopter will be a critical asset for tackling a range of public safety challenges across Ottawa's diverse and expansive areas, including urban, suburban, and rural communities.

The new helicopter will primarily focus on keeping Ottawa's roadways safe by combating organized auto theft, street racing, and impaired driving. It will also play a crucial role in general frontline patrols, responding to serious offences such as active shooter incidents and assisting in missing person searches. In addition, the helicopter will be used to help monitor major events and large protests, enhancing situational awareness and public safety. With its advanced capabilities, the helicopter will greatly enhance the OPS's ability to respond rapidly to emergencies, providing invaluable aerial support in critical situations.

To ensure operational efficiency, the helicopter's maintenance will be under a contract funded by the Province of Ontario. The Ontario Provincial Police (OPP) will provide both pilots and ground crew, with OPS Tactical Flight Officers receiving training and

compensation through the OPP. This collaborative approach strengthens the relationship between local and provincial law enforcement, allowing the OPS to effectively extend its operational reach beyond Ottawa's borders. The helicopter will also assist other police jurisdictions across eastern Ontario in major incidents, further enhancing regional cooperation in public safety.

The introduction of the new helicopter represents a transformative change in OPS's ability to fight crime and improve public safety. It will provide the OPS with crucial aerial support, especially in combating auto theft, carjackings, and street racing. The helicopter will also reduce response times in addressing serious crimes, improving overall operational effectiveness in both urban and rural settings.

This strategic addition will ultimately strengthen the OPS's ability to respond to high-priority situations, improve public safety across the city, and contribute to broader efforts to combat crime in eastern Ontario.

The new helicopter represents a major leap forward for OPS in terms of technological innovation, operational capacity, and community safety. This asset underscores the Ottawa Police Service's dedication to adapting and evolving to meet the needs of a growing and dynamic city.

PARLIAMENTARY DISTRICT

In 2024, the Federal government acknowledged the unique policing needs of Ottawa's Parliamentary District and announced funding to establish a dedicated Parliamentary District within the OPS.

With this support, the OPS began establishing a dedicated unit focused on maintaining the security, safety, and accessibility of this important area.

As a city that hosts over 800 demonstrations and events annually, many of which occur in or near the Parliamentary campus, the OPS has long been responsible for providing policing services in the heart of Canada's political landscape.

By forming a specialized unit for the Parliamentary District, the OPS aims to further bolster its capacity to address the unique challenges posed by such frequent and high-profile events, while continuing to support its collaborative efforts with the Parliamentary Protective Service (PPS) and the Royal Canadian Mounted Police (RCMP). This initiative not only strengthens the OPS's policing presence but also ensures a more responsive and coordinated approach to public safety in the nation's capital.

One of the key improvements includes the full-time operation of the Police Liaison Team (PLT), a unit previously working on a part-time basis to engage with community groups. This transition to a full-time unit allowed for more proactive outreach and engagement, particularly in relation to lawful protest activities. By fostering stronger relationships with community organizations and local interest holders, the PLT play

a crucial role in mitigating any disruptions arising from protests, ensuring that the rights of individuals to demonstrate peacefully were respected while maintaining the safety and security of the area.

The success of the Parliamentary District initiative is built on the strong partnerships between OPS, the PPS and the RCMP. The RCMP will continue its responsibility for the personal protection of Parliamentarians and national security-related investigations, while the PPS focuses on physical security within the Parliamentary Precinct.

The OPS's role fills an important gap by providing a dedicated policing presence and ensuring a clearer delineation of responsibilities across the agencies. This collaboration will enhance the overall safety of the area, reducing the need to divert resources from other parts of the city and allowing for a more equitable distribution of police services across Ottawa.

Looking ahead, the Parliamentary District initiative will continue to evolve, with future expansions and adjustments to the team's presence and responsibilities. By adapting to the growing demands of the area and the community, the OPS aims to ensure that the Parliamentary District remains a safe, secure, and welcoming space for those who live, work, and visit this vital part of Ottawa.

This ongoing investment in specialized policing reflects the OPS's commitment to continuous innovation and improvement in keeping Ottawa's residents, visitors, and democratic institutions safe.





MOUNTED UNIT

The re-establishment of a Mounted Unit is marking a significant milestone in the Service's ongoing efforts to innovate and enhance community engagement.

A Mounted Unit serves multiple purposes, from public order and crowd management to community policing and crisis interventions. With the ability to serve as a visible and approachable presence, mounted patrols will significantly enhance public trust and community engagement.

Staffing and preparation for the unit began in early 2024, with a focus on selecting qualified officers and providing them with extensive training alongside the Service's horses. The unit officially launched in May 2025 and, while members continue their training to prepare for full operations, they are actively participating in select community events, and familiarizing themselves with the city's neighbourhoods and public spaces.

Over the next year, the unit will continue to expand and enhance its capabilities. By 2026, the OPS Mounted Unit will be fully operational with eight horses and eight dedicated officers serving in a wide variety of roles across the city, from crowd control at events to outreach and engagement. This gradual build-up will allow the OPS to assess, adapt, and refine the unit's engagement with

various communities, enhancing their ability to respond effectively to a wide range of situations.

As the Mounted Unit continues to grow and evolve, its impact on community safety, public trust, and OPS's overall service delivery will be profound. With its ability to engage with the community, manage large crowds, deescalate tensions, and assist with search operations, the Mounted Unit will be an invaluable addition to OPS's efforts to ensure public safety and enhance the quality of life for all residents of Ottawa.

The Mounted Unit represents a return to tradition with an eye toward the future—continuing OPS's commitment to innovation, public trust, and the highest standards of policing.

Follow the Mounted Unit's journey and get behind-thescenes updates on Instagram: @opsmountedunit.

SOUTH STATION PROGRESS

Construction of the Ottawa Police Service's new South Facility at 3505 Prince of Wales Drive began in early 2024, marking an exciting step forward in enhancing police services to Ottawa's growing southern communities. The 218,000-square-foot, three-story facility is designed to address the increasing demands for police services in the south end of the city while providing much-needed space for OPS operations to expand and evolve.

Over the last year, significant progress has been made at the construction site, with approximately 35% construction complete at the end of 2024.

Activities in 2024 included foundational work, and bringing services to site. As you may have seen, the building started to emerge out of the ground with concrete and steel structure work being erected.

We anticipate the completion of the building structure, enclosing the building, and work transitioning to interior construction to take place this year.

The new South Facility, anticipated to be completed in spring 2027, will not only provide critical services like Front Desk and Collision Reporting, but will also feature a Community Police Centre and Community Boardroom, offering a welcoming space for residents and fostering greater engagement with the community. The facility is designed to be inclusive, equitable, and safe, with the goal of meeting the needs of both urban and rural communities in Ottawa.

As part of the OPS's Facilities Strategic Plan, the South Facility is a foundational project that will address current space pressures and replace aging buildings, ensuring that the OPS is equipped to meet the challenges of a growing city.

The \$185 million South Facility project is not just about expanding physical space; it is a strategic investment in the future of the Ottawa Police Service. With the remaining seven acres of the 15-acre site slated for development in the coming years, the new facility will play a pivotal role in shaping the future of police operations in Ottawa. This continued progress reflects OPS's commitment to meeting the needs of the city's diverse and growing communities while modernizing its infrastructure to better serve all residents and contribute to a resilient and thriving membership.



MENTAL HEALTH CHANGE INITIATIVE: A NEW MODEL FOR CRISIS RESPONSE

The death of Mr. Abdirahman Abdi in 2016 marked a profound moment for the city of Ottawa, the Somali and Black communities, and the Ottawa Police Service (OPS).

In December 2024, the coroner's inquest into Mr. Abdi's death concluded with the jury issuing 57 recommendations—28 of which were directed specifically at the OPS. These recommendations focus heavily on improving the police response to individuals experiencing mental health crises, with an emphasis on compassion, accountability, and cultural awareness.

In response, the OPS has launched the **Mental Health Change Initiative** (**MHCI**) a comprehensive effort to address these recommendations through meaningful consultation, system-wide improvements, and long-term community partnerships. This initiative is a critical step toward building a more equitable, responsive, and effective mental health crisis response model for all residents of Ottawa.

The MHCI is centered on creating lasting improvements in how OPS supports individuals experiencing mental health challenges. The MHCI represents a strategic and community-informed effort to reshape the OPS approach to mental health crisis response—one that prioritizes accountability, equity, and trauma-informed care. While the initiative is still in its early stages, foundational work has begun and several core areas of focus have been identified.

Key Priorities of the MHCI:

- Mental Health Advisory Council (MHAC): An
 enduring, community-informed council is being
 established to advise on strategy, policy, data
 practices, and training. It will include individuals
 with lived experience, mental health professionals,
 and OPS leadership.
- Training and Professional Development: OPS
 is reviewing and updating its mandatory training
 to include de-escalation, anti-racism, cultural
 competence, and trauma-informed approaches.
 This work is being developed in collaboration with
 community partners and will be subject to ongoing
 evaluation.
- Operational and Policy Changes: OPS is expanding the role of the Mental Health Unit, enhancing call-taking and dispatch training, and continuing referrals to the Alternate Neighbourhood Crisis Response (ANCHOR) program when appropriate.
- Data and Accountability: The MHCI includes work to improve tracking of mental health-related calls and use of force incidents, identify racial disparities, and enhance public reporting. Policies related to Special Investigations Unit (SIU) reporting and body-worn cameras are also under review.



Guiding Principles

The MHCI is grounded in guiding principles developed with the Community Equity Council (CEC), including a commitment to community collaboration, de-escalation, data-informed decisions, and long-term, sustainable change. These principles shape all aspects of the initiative's development and implementation.

Community Engagement

From the outset, the MHCI has been shaped by community consultation. Feedback from individuals with lived experience, mental health service providers, and advocacy organizations continues to inform the Initiative's structure and priorities. Transparency, cultural competence, and co-creation remain at the heart of this work.

Looking Ahead

The Mental Health Change Initiative is a critical step in transforming the OPS response to mental health crises. It reflects a broader commitment to equity, public safety, and accountability—and to rebuilding trust with communities most impacted by systemic gaps. Through sustained engagement and evidence-based reform, the OPS is working to create a more compassionate and effective system for all.



EQUITY, DIVERSITY AND INCLUSION STRENGTHENING OUR COMMITMENT TO HUMAN RIGHTS BY CONTINUING TO TAKE ACTION TOGETHER

Aligned with the Board's Strategic Direction 2027, the OPS 2023 – 2027 Diversity, Respect, Inclusion, Values, Equity and Engagement (DRIVE²) Strategy is a comprehensive human rights organizational change strategy with shared responsibility for EDI across the organization.

The DRIVE2 Strategy was developed in collaboration with the Community Equity Council (CEC) and outlines over 30 partnership projects focused on improving workplace culture and service delivery.

Notable 2024 workplace initiatives included mandatory employee training, an Employment Systems Review, wellness program enhancements, and expanding the employee resource group program. Significant service delivery projects with communities were also advanced, such as efforts to address violence against women, mental health response, and anti-racism work.



Key 2024 Highlights:

- Use of Force Community Review Panel: This new CEC panel will review cases and annual reports to identify systemic issues and make recommendations for improved service delivery. Following the program design and selection process in 2024, the new panel members will undergo training and conduct two case review sessions in 2025.
- Traffic Stop Race and Identity-Based Data
 Collection: OPS continues to collect race-based data
 for traffic stops, an important human rights tool to
 help identify and address systemic racism. A historic
 ten-year report was released in 2024, and a task force
 will now carry out the recommendations to reduce
 disproportionalities in traffic stops.

- 9th Annual Human Rights Learning Forum: Held in December, this event brought together over 200 attendees to focus on the theme, "Collective Action for Human Rights," which featured:
 - o Ottawa Guiding Council for Mental Health and Addictions and the ANCHOR project;
 - o Intimate Partner Violence updates with interactive presentations on the Community Case Review and the Indigenous Women's Safety Table; and
 - o Ottawa Police human rights approach to major events planning with a case study and community presenters.



- Multi-Language Interpretation and Translation Services: A new program will provide OPS members with immediate access to interpreters and translation services to improve communication with diverse communities. Now that a vendor has been selected for this newly designed on-demand program, full implementation is planned for 2025.
- Employment Systems Review (ESR): The current focus of the ESR is on the first phase of the initiative, with significant work concentrated on identifying and addressing any potential systemic barriers to equity within the organization's recruitment, selection, hiring, transfer opportunities and placements, and promotional practices. Efforts included ensuring equity within access to employment opportunities, inclusive and informed material, and bias-mitigated assessment processes. Following the recent transfer and promotional processes, the organization saw improvements in both women and racialized persons at the Sergeant and Staff Sergeant ranks in that the under-representation of both population groups, while still existent, is no longer considered significant under employment equity standards.

Employee Resource Groups (ERGs):

The OPS continues to support the Employee Resource Group (ERG) program with improved communications, procedures, and templates to support individual ERG coordination and work planning related to international dates of significance, workshops, awareness-raising events, special initiatives, and training. The ERGs actively supported equity, diversity, and inclusion for members by conducting a number of activities in 2024:

- The Women's Internal Network and Support Network (WIN+S) completed several initiatives and events, including an International Women's Day event featuring author and inspirational speaker Detective Sergeant Tiffany Castell from the Toronto Police Service. WIN+S conducted a member survey related to parental needs and issues that led to a number of important improvements for members including a dedicated space for OPS members and their children when required to appear for court proceedings and improved parental benefits in the new Ottawa Police Association collective agreement that was ratified in December 2024.
- The Ethno-cultural and Religious Diversity (ERD) ERG has regularly met to discuss members' ethnocultural and religious diversity needs. To recognize the International Day for the Elimination of Racial Discrimination, the ERD organized a special event with Canada's Special Representative on Combatting Islamophobia, Amira Alghawaby, who led a conversation on enhancing our collective efforts against Islamophobia, systemic racism, racial discrimination, and religious intolerance.
- The 2SLGBTQQIA+ ERG, known as PRIDE, created a work plan to focus on supporting members, celebrating 2024 Pride events, and identifying training. PRIDE organized a field trip to EGALE Canada to explore training workshop options and partnership opportunities. Egale is Canada's leading organization for 2SLGBTQI people and issues, used to improve education, awareness, and by advocating for human rights and equality in Canada and around the world. The ERG also hosted a Pride Week brunch for members and other emergency services partners.
- The new Asian Association (AA) ERG officially launched its ERG with a special lunch gathering to recognize the Lunar New Year. They also hosted a second event for Asian Heritage Month with a community speaker, Mr. Robert Yip. Following some AA ERG members' attendance at an international Asian policing conference, the ERG shared the learning experience by providing a presentation to the Executive and other units and holding an Asian leadership workshop at the Nepean Sportsplex that was open to all members.

Recognizing the importance of intersectionality and the power of working together, ERGs also collaborated on several initiatives this year, including purchasing OPS Gala tickets to provide a number of nominated and deserving members with an opportunity to attend the annual OPS Gala, sharing funding for learning and conference opportunities, and hosting an OPS cultural potluck luncheon for all members. ERGs also participated in policy, project, and evaluation/reviews, including the wellness program review.

Learning and Measuring Progress

The Ottawa Police Service remains committed to EDI as a journey that requires continuous action, learning, and course corrections along the way.

Continued implementation of training across OPS that was completed in 2024, including Active Bystandership training, Indigenous cultural awareness workshops, and Anti-Black racism sessions. Approved by the Ministry of the Solicitor General, new three-hour interactive training for public-police interactions to replace the Use of Force Model was also rolled out for all police members.

The OPS is also committed to measuring and tracking its progress against available benchmarks to determine if it is reaching its short- and long-term target outcomes. The EDI Unit worked closely with the Community Equity Council (CEC) EDI Committee to ensure ongoing monitoring and evaluation of the implementation of the OPS DRIVE² Strategy. A detailed Measurement Framework was presented to the Board in July 2024.



Members of the EDI Unit attended many community events and workshops in 2024, including this Anti-Racism and Anti-Oppression workshop for senior leaders, hosted by the Ottawa Local Immigration Partnership (OLIP) and Equity Ottawa in December 2024.

Looking Ahead

OPS is committed to continuous improvement, with plans to launch new programs, projects, and policy enhancements in 2025. Community engagement remains a central focus, with ongoing opportunities for public involvement through the CEC and the EDI Unit.



For more information and to get involved, visit <u>ottawapolice.ca/drivetwo</u>. Community members can get involved by visiting the Community Equity Council at <u>opscommunityequitycouncil.com</u> or contacting the Equity, Diversity, and Inclusion Unit at <u>EDI@ottawapolice.ca</u>.

View the full 2024 Human Rights & EDI annual report to the Ottawa Police Service Board at ottawapoliceboard.ca.

ASSISTANCE TO VICTIMS OF CRIME

Intimate Partner Violence & Violence Against Women

The Ottawa Police Service continues its commitment to tackling intimate partner violence (IPV) and violence against women (VAW), with significant strides made in 2024. These efforts reflect the OPS's dedication to improving victim support, advancing public safety, and fostering a more comprehensive response to these issues.

In a groundbreaking move, the OPS became the first police service in Canada to officially use the term "femicide" to describe the killings of women based on their gender. There were three femicides in Ottawa in 2024. Using the term 'femicide' is a significant step in recognizing the epidemic of violence against women in our community and our society.

The first full year of the Risk Navigator program was also a notable achievement in 2024. This program offers specialized support to victims of IPV who are identified as high-risk but where no charges were laid. It ensures that those at greatest risk still receive vital support, even when their cases do not enter the criminal justice system.

Additionally, the OPS continued its collaboration with Western University's Centre for Research to End Violence Against Women and Children to develop a new risk assessment tool for frontline officers, set to be tested and rolled out in early 2025 to better identify and respond to high-risk situations with a traumainformed approach.

Notable progress has also been made in education and training, with six patrol training days focused on VAW issues delivered by our VAW community partners in 2024, ensuring frontline officers are equipped to recognize and respond effectively to victims.



An Intimate Partner Violence Survivor Guide was also created to provide victims with a clearer understanding of the legal processes surrounding their cases and to offer comprehensive support resources, building on the success of the Sexual Assault Survivor Guide created in 2023.

Intimate Partner Violence

In March of 2024, the OPS issued a statement of support for City council's declaration of intimate partner violence (IPV) as an epidemic. IPV is an ongoing issue. There were 6,636 IPV incidents reported in 2024, with a total of 3,355 charges laid.

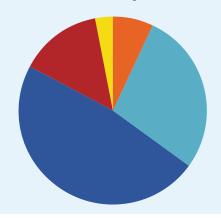
The OPS continues to receive, on average, 18 IPV-related calls for service per day. The most common violations in IPV cases were Assault – Partner (Level 1), Breach Under Recognizance – Partner, and Assault with Weapon (Level 2). Of the victims, 79% identified as female, with the largest age group being those between 30-45 years old (48%).



Demographics of victims in partner related offenses

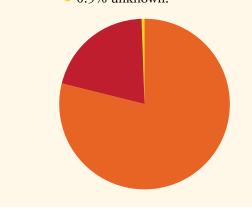
Per age group:

- 7% were under the age of 18;
- 28% were between 18-29 years old;
- 48% were between 30-45 years old;
- 14% were between 46-59 years old;
- 3% were over the age of 60.



Per gender:

- 79% identified as female;
- 20.5% identified as male;
- 0.5% unknown.



Moving forward, key initiatives are set to launch to ensure the Service continues to prioritize trauma-informed and victim-centered care when dealing with high-risk and vulnerable victims. These include Victim Choice Reporting, a new Risk Assessment Tool for frontline officers, and a Language Interpretation Application to ensure better access to support for non-English-speaking survivors.

These efforts are all part of the continued commitment to raise awareness, support victims, and work toward eradicating violence against women in Ottawa.

INDIGENOUS STRATEGY AND WORKING GROUP

The Ottawa Police Service (OPS) remains committed to improving service delivery to Indigenous communities by fostering relationships, understanding the needs and concerns of Indigenous peoples, and co-developing strategies and action plans that are responsive to their needs.

Indigenous Women's Safety Table

The Ottawa Aboriginal Coalition (OAC) continues its critical role in addressing the safety of Indigenous women and girls through the Indigenous Women's Safety Table (IWST), established in 2021 in response to the Calls for Justice from the National Inquiry on Missing and Murdered Indigenous Women and Girls. The IWST focuses on enhancing Ottawa's systems to be more supportive and protective for Indigenous women and girls, with working groups focused on police, health and well-being, housing, and homelessness.

The OPS continues to collaborate with the OAC to improve safety for Indigenous women and girls. These efforts are reinforced by monthly meetings and coordinated efforts with the Community Equity Council's Indigenous Relations Committee to ensure that strategies are comprehensive and impactful.

Violence Against Indigenous Women

In further support of these efforts, the OPS is in the process of hiring a Senior Advisor for Violence Against Indigenous Women, marking a significant step forward in addressing these critical issues.







Total calls: 0E, 911 and 613-236-1222

1,147,992



Entered dispatch 348,486



Calls requiring police presence

223,243



Calls from members

159,969



Online reports received 29,694



Proactive Calls Generated by OPS officers

63,274



Reports taken

102,965



Service time

389,405

Priority 1

Priority 2 | Priority 3 | Priority 4 | Priority 5 | Priority 6 | Priority 7

2,962

35,424 | 62,795 | 211,280 |

3,954 | 30,208 |

Emergency

Non-Emergency



26% **Criminal Code** offences solved



50,607 Criminal Code of Canada offences

OVERALL COST OF POLICING

The OPS manages operational risks and pressures internally year-over-year through management interventions and revenue offsets. Historically, the OPS has managed less than \$10M in pressures, however, since 2021 the OPS has managed an increase in risks and pressures. These above average pressures continued in 2024 resulting in \$26.7M of expense pressures and revenue shortfalls.

The increased volume and magnitude of events and demonstrations remained the largest pressure to the OPS budget. In addition, overtime worked by members continues to increase due to vacancies and the robust approach required for event management. These pressures accompanied by a handful of non-discretionary operational pressures and revenue shortfalls contributed to the overall \$26.7M pressure.

The expected Federal payments that are part of the National Capital Extraordinary Policing Contract and the Major International Event Security Cost Framework with Public Safety Canada provide offsetting relief to the costs of these events and demonstrations. As well, the new Parliamentary District Policing Program with Public Safety Canada and the Provincial Funding for the new Ottawa-Ontario deal for the identified project initiatives will offer supplemental solutions to address the aforementioned pressures facing OPS.

Further, offsetting these pressures were savings found in salary and wages from vacancies during the year. With an increase in the number of recruit classes and OPS' efforts to stabilize its staffing, significant hiring efforts have been focused on addressing ongoing vacancies. OPS' vacancy savings has decreased from \$7M in 2023 to \$5.8M in 2024. Once more vacant positions are filled, the OPS will have limited flexibility in future budgets to absorb pressures.

The police tax levy reflects the costs that are under the Board's control as well as those that are not but are required for tax-related purposes. With regards to budget items that were under the control of the Board, the OPS ended the year in a deficit position of (\$0.6M). For the items that aren't under the control of the Board, a surplus of \$3 million was recorded in these tax-related accounts due to the police share of remissions and supplementary assessments. These tax-related accounts are budgeted and managed by City staff. As a result of the above, the total Police Services budget was in a total surplus position of \$2.4M for 2024.

Table 1: 2024 Year End - Significant Variance						
	Key Pressures	Amount				
a)	Events and Demonstrations	\$9,400,000				
b)	Overtime	\$7,800,000				
c)	Non-Discretionary Operational Pressures	\$4,700,000				
d)	New Federal Funding	\$1,800,000				
e)	New Provincial Funding	\$1,800,000				
f)	Revenue Shortfalls	\$1,200,000				
	Total Pressures	\$26,700,000				
	Key Solutions/Offsets					
g)	Federal Funding	\$11,900,000				
h)	Vacancy Saving	\$5,800,000				
i)	Provincial Funding	\$3,700,000				
j)	Revenue & Recoveries	\$3,600,000				
k)	Debt Savings	\$1,100,000				
	Total Solutions	\$26,100,000				
	Surplus/(Deficit) from operations	\$600,000				
1)	Non-Departmental Taxation	(\$3,038,000)				
	Surplus/(Deficit)	\$2,438,000				

Cost of Policing

2023: \$352.1 M

2024: \$373.0 M

Compensation/Benefits 296,044 296,458 317,392 321,026 326,524 333,419 344,469 358,032 320,104 326,365 Other Internal Costs 8,348 9,664 11,375 9 922 Total Gross Expenditures 362138 364,392 375,331 383,324 387,025 437,288 401,198 433,144 415,533 435,430 388,245 410,716 0.5%

CHANGE IN EXPENDITURES, BUDGET AND ACTUAL 2020 - 2024

The actual expenditures for 2024 exceeded the budgeted amount of \$372.4 million, by \$0.6 million, with actuals of \$373.0 million. This is an increase of 5.9% over 2023. For more information on the OPS budget, please visit www.ottawapolice.ca or to access the 2024 Annual Financial Report please visit www.ottawapoliceboard.ca

Pressures

a) Events and Demonstrations Pressures

The OPS has experienced significant expenditure pressures due to major events and demonstrations that occurred throughout the course of the year. The ongoing efforts to implement a robust approach to the planning and deployment of police for these activities incurs significant costs. Surge capacity costs of assisting partner police services, alongside overtime and non-compensation costs throughout the duration of the events are the primary cost drivers. Some of these significant events and demonstrations in 2024 include the ongoing demonstrations related to the Israeli Palestinian conflict, the United Nations Climate Conference, Canada Day and the visit by the French Prime Minister.

b) Overtime Pressures

Members continue to work a significant amount of overtime to meet the needs of the organization and the community, most notably maintaining minimum staffing levels on the frontline. There are also non-recoverable municipal events that create large pressures on the overtime budget due to the robust approach taken for event management. Other non-recoverable overtime costs creating a pressure for the year include limited relief and short staff within the communications centre (\$2.2M) and homicide investigations (\$0.6M). The amount of overtime earned in 2024 will be the third year in a row of overtime amounts that are double the pre truck demonstration years.

c) Non-Discretionary Operational Pressures

The non-discretionary operational pressures have been refined based on the year end data and are as follows:

- \$1.9M WSIB
- \$0.9M Legal Fees
- \$0.7M Uniforms and other supplies
- \$0.4M Fleet Maintenance
- \$0.8M Other Pressures

d) New Federal Funding Costs (Parliamentary Precinct District Program)

The Parliamentary Precinct District Program is a \$50 million, five-year federal funding model with Public Safety Canada. \$1.8M of eligible costs have been incurred year to date, which were not included in the 2024 budget due to the timing of the introduction of the agreement, however, have been built into the 2025 budget.

e) New Provincial Funding Costs (Ottawa-Ontario Deal)

The City of Ottawa and OPS' Public Safety Plan agreement was finalized during the fourth quarter of 2024 with the Province, which outlines the \$48 million, three-year funding model, of which \$17.7 million is related to OPS' project initiatives. \$1.8M of eligible costs have been incurred year to date. Similarly, these Year 1 costs were not included in the 2024 budget due to the timing of the introduction of the agreement, however, have been built into the 2025 budget.

f) Revenue Shortfalls

Most of the OPS's revenues have returned to a relatively stable level during 2024; however, the OPS experienced revenue shortfalls from red light cameras and from false alarm revenue streams during the year.

SOLUTIONS/OFFSETS

g) Federal Funding

The Federal Government, through Public Safety Canada, is reimbursing the OPS for costs incurred from policing large demonstrations that took place in 2024, as per the terms of the Nation's Capital Extraordinary Policing Costs Program. This includes \$3 million in base funding for direct and overhead expenses, plus supplemental funding as arranged in collaboration with Public Safety Canada. Payment for these costs began processing in March 2025, with \$4.9 million received to date.

OPS is also receiving reimbursement under the Major International Event Security Cost Framework for the UN Climate Conference held in April 2024, as well as for the Lying in State of the late Prime Minister, Brian Mulroney. While there is no financial impact recorded in 2024, payments remain outstanding for the 2023 visits of the President of the United States and the President of Ukraine. As of March 2025, the Deputy Minister recommended project approval for these reimbursements, with payment anticipated later in 2025.

In addition, the final holdback payment related to supplemental funding for the 2021/2022 and 2022/2023 fiscal years was received in January 2025. The amount exceeded the original estimate accrued in 2023, resulting in a surplus recorded in 2024.

To date, \$1.8 million in eligible costs have been incurred under the \$50 million, five-year funding agreement with Public Safety Canada. The expected reimbursement for these costs has been included in the \$11.9 million total for 2024.

h) Vacancy Savings

The OPS continues to work on addressing ongoing vacancies throughout 2024. The Province of Ontario introduced an additional new recruit class at the Ontario Police College (OPC) in 2024, bringing the annual intakes from three classes per year to four. This change will assist greatly in OPS' efforts to catch up with its hiring efforts over time, and we anticipate reaping those rewards beginning in 2025 when those in the extra recruit class become road ready. However, the organization still faces limitations in the number of seats being provided at the police college which contributed to the surpluses realized during 2024.

The OPS realized \$5.8M in savings in 2024 as a result of these vacancies.

i) Provincial Funding

A surplus of \$3.7M was realized in relation to Provincial Funding. The OPS recognized a \$1.8M surplus during 2024, based on a proportion of the first instalment payment received per the City of Ottawa and Ottawa Police Service's Public Safety Plan for fiscal year 2024-25. This funding agreement was signed at the end of 2024 and the revenue amount was recognized based on costs incurred during the year in relation to the five provincial project initiatives: Community Outreach Response Engagement (CORE), Mounted Patrol Unit, Market Safe, Alternative Mental Health Supports and Alternative Staffing – Special Constables.

The remaining \$1.9M solution primarily stems from the Court Security Provincial Grant due to a \$1M increase in the grant funding for OPS as per the 2024 CSPT signed MOU.

j) Revenue & Recoveries

The OPS experienced higher than budgeted revenue and recoveries within various accounts. The significant contributors to this portion of the surplus include:

- \$1.2M Expenditure Recoveries
- \$0.9M Paid Duty Program
- \$0.6M Airport Authority Contract
- \$0.5M Background clearance
- \$0.4M Secondment revenue

k) Debt Savings

The OPS is showing a \$1.1M financial charge surplus, which will be realized savings from debt, due to the debt payments ending this year for one of the OPS facilities. However, this is a one-time savings, as these funds will be used for the South Facility starting in 2025.

1) Non-Departmental Taxation

Non departmental taxation amounts are items that aren't under the control of the Board. These tax-related accounts are budgeted and managed by City staff. That being said, a portion of these amounts are allocated to each business area within the City when reporting on the year end position. In 2024, a surplus of \$3 million was recorded in these tax-related accounts due to the police share of remissions and supplementary assessments.

COLLECTION OF IDENTIFYING INFORMATION IN CERTAIN CIRCUMSTANCES

The Ottawa Police Service is committed to professional and equitable policing. We will continue to work together with the community, on the duties and prohibitions surrounding the Collection of Identifying Information and other related initiatives, to ensure policing is without discrimination and done in a way that promotes public confidence and protects human rights.

For the eighth year, OPS reported zero incidents related to the collection of identifying information in certain circumstances.

View the full report to the Ottawa Police Service Board at ottawapoliceboard.ca.



PROFESSIONAL STANDARDS

The Ottawa Police Service (OPS) values the trust and confidence of the public we serve and continuously strives to demonstrate a high level of duty of care when providing services. Oversight, accountability, and transparency are critical aspects of achieving and maintaining this trust and confidence. In addition to working closely with provincial oversight bodies such as the Law Enforcement Complaints Agency (LECA), the Inspector General of Policing (IG) and the Ontario Special Investigations Unit (SIU), as well as the Ottawa Police Service Board (OPSB), the Professional Standards Unit (PSU) actively investigates public and internally generated complaints about officer conduct. Complaint resolutions may include discipline and, in appropriate circumstances, may also include alternative methods such as mediation, facilitated discussions, education and refresher training, and policy reviews. These alternatives facilitate better communication between the parties to a complaint and provide faster resolutions for matters less serious in nature.



Comparison of Complaint Trends

Complaint Type	2023	2024		Actual Change	Difference % 2023-2024
Public Complaints (Policy & Service)	35	15	47	-20	-57%
Public Complaints (Conduct)	295	275	344	-20	-7%
Internal (Chief's) Complaints	375	784	400	+409	+109%
Total	705	1074	791	+366	+52%

In late 2024, the Professional Standards Unit updated its process to include all Automated Speed Enforcement Camera (ASEs) statistics, regardless, if there is an exemption under the *Ontario Highway Traffic Act (HTA)*. This new process is directly responsible for a sharp increase in the number of Internal (Chief's) Complaints received in 2024.

There is a variance when comparing the total number of complaints received by the LECA and the total number received by the OPS Professional Standards Unit for investigation. This variance is normal and occurs due to Timing, Process and Jurisdiction issues. A brief explanation is included below, but a more fulsome explanation of the variance can be found on the comprehensive Professional Standards Unit – 2024 Annual Report on the Ottawa Police Service Board website.

- Timing: The date (or quarter) upon which a complaint is received by the LECA and then referred and received by the OPS for investigation.
- Process: Classification and categorization of complaint types.
- Jurisdiction: Certain complaints are not within the purview of Part X of the Community Safety and Policing Act (CSPA), Part V of its predecessor act, the Police Services Act or the OPS Professional Standards Unit. These can include complaints about a civilian members and complaints about a member of the Police Service Board or the adequacy and effectiveness of policing provided by a police service; both of which are forwarded to the IG's office.
- Added together, public complaints (290) and internal complaints (784) totaled 1,074 in 2024, or a 52 percent increase over 2023 (+366). By complaint type, this represents a 12 percent decrease in public complaints and a 52 percent increase in internal complaints from 2023.

Of the 290 public complaints in 2024:

- 15 were classified as policy or service/adequacy and effectiveness of policing complaints, 7 of which were retained by the IG's office for investigation.
- 165 complaints were dismissed by the LECA on the basis that they were determined to be frivolous, vexatious, third party – not affected, over the six months limitation, or warranted no further action as they were not in the public interest to proceed.
- 6 complaints were withdrawn by the public complainant prior to the complaint being screened by the OIPRD.
- 104 complaints were referred for investigation 37 were withdrawn by the complainant, 3 were discontinued by the LECA during the investigation, 9 were resolved through informal resolution, 28 were unsubstantiated and 27 complaints remained under investigation as of December 31, 2024.

Of the 784 internal complaints in 2024:

• 659 were resolved, and 125 were ongoing under investigation as of December 31, 2024. Of the resolved complaints, 1 resulted in a disciplinary hearing under the PSA, 62 resulted in informal discipline, 69 resulted in discipline under Section 200 of the CSPA (no hearing) and 527 were unsubstantiated or resulted in no further action. Of the 132 internal complaints that resulted in discipline, 80 were the result of red-light camera infractions, 13 were the result of at-fault service motor vehicle collisions, 35 were the result of Automated Speed Enforcement Cameras (ASEs), and 4 were the result of another form of misconduct.

To review the full report, please visit the Ottawa Police Service Board website. Further information on all PSU activities and how to make a complaint can be accessed at ottawapolice.ca.

COMMUNITY SATISFACTION

For the past four years, the Ottawa Police Service (OPS) engaged an independent market and social research company, Advanis, to measure public perceptions of police.

Advanis leverages survey questions based on research led by Public Safety Canada on Measuring Public Attitudes Toward the Police. The PSC work established a data standard across Canada to facilitate a better understanding of the public's perceptions of Canadian police.

This annual survey is conducted using a random sampling method between May and June, weighted to population demographics to ensure its representation.

In 2024, 65% of citizens rated the performance of

the (OPS) as excellent or good—an increase from 54% in 2023 and 52% in 2022. Public perceptions also improved in several key areas, including response times, resolution of violent crimes, and sensitivity to cultural differences and mental health needs. Trust levels remained consistent with 2023.

The 2024 survey results align with the *Community Safety and Policing Act* (CSPA) of 2019, which prioritizes building community trust, transparency, and responsive policing. The improved public perception reflects OPS' commitment to these goals. These insights were key to developing and monitoring progress towards the OPSB's 2024-2027 Strategic Plan. For more details, visit the Community Safety Data Portal.



COMMUNITY SAFETY AND POLICING ACT (CSPA):

A New Era for Policing in Ottawa

On April 1, 2024, the Ottawa Police Service implemented significant enhancements with the enactment of the Community Safety and Policing Act (CSPA), marking a transformative shift in governance, accountability, and community partnership. This legislation, announced in December 2023, replaced the Police Services Act (PSA) and modernizes policing to better align with evolving community needs while reinforcing transparency and trust.

Key Changes Under the CSPA

Governance & Accountability

A fundamental change under the CSPA is the establishment of the Inspectorate of Policing, led by the Inspector General, to oversee police services and ensure adherence to fair, transparent, and accountable policing practices. Additionally, police service boards now operate with greater governance and autonomy while remaining directly accountable to the Inspectorate.

To further strengthen public trust, the CSPA restructured the public complaints process, transferring oversight to the Law Enforcement Complaints Agency (LECA), formerly known as the Office of the Independent Police Review Director (OIPRD). LECA has expanded authority to oversee complaints and initiate investigations when deemed in the public interest. This proactive oversight ensures greater responsiveness to systemic concerns.

The Act also introduced updated codes of conduct for sworn officers and special constables, reinforcing service excellence and ethical policing. Additionally, new definitions of "adequate and effective policing" set clear service standards, supported by enhanced mandatory training requirements to elevate professionalism across Ontario's police services.

Disciplinary Measures

Addressing long-standing concerns regarding accountability, the CSPA empowers Chiefs of Police to suspend officers without pay if charged with serious offenses, including those unrelated to their professional duties, where termination is a potential outcome. This provision strengthens public confidence while maintaining procedural fairness.



Operational Enhancements

The Act introduces standardized provincial response protocols for active attacker situations, ensuring officers are equipped with updated training, procedures, and resources to enhance public and officer safety. These measures prioritize victim assistance, timely communication, and coordinated emergency response.

Commitment to Collaboration and Excellence

Since the enactment of the CSPA, the Ottawa Police Service (OPS) has undertaken comprehensive measures to align with its requirements, including:

- Updating governance frameworks to ensure compliance with provincial oversight.
- Enhancing officer training programs to meet new service delivery standards.
- Strengthening community partnerships to foster safe, inclusive, and resilient neighbourhoods.

The OPS remains committed to a collaborative approach to policing, ensuring officers reflect the diverse communities they serve while working alongside interest holders and organizations to enhance public safety. The CSPA's enhancements reinforce a shared vision—one where trust, transparency, and service excellence define modern policing.

With the CSPA now in effect, Ontario's police services, including OPS, are advancing toward a future characterized by innovation, accountability, and stronger relationships with the communities they serve. This legislation represents an ongoing effort to ensure policing remains responsive, ethical, and aligned with public expectations.

GRANT FUNDING PARTNERSHIPS

In 2024, OPS secured more than \$34.0 million through government partnerships. These are outlined in the table below.

Provincial Strategy for Protecting Children from Sexual Abuse and Exploitation on the Internet \$443,001 Reduce Impaired Driving Everywhere (RIDE) \$46.851

Funding from the Ministry of Community Safety and Correctional Services for specialized investigative teams to investigate cases of online child-luring and identify their victims.

Annual funding from the Ministry of Community and Correctional Services to conduct year-round RIDE spot checks and enhance measures to counter impaired driving, such as additional enforcement on roadways, waterways and trails.

Youth in Policing Initiative (YIPI) \$245,754

Proceeds of Crime CISO Law Enforcement Grant (PESEDP)

\$78,103

Funding from the Ministry of Children and Youth Services that provides high-school students ages 15 to 18 with summer and winter employment opportunities within the Ottawa Police Service. These youth enhance police community relations while developing job skills that could lead to a career in policing.

Funding from the Ministry of Community Safety and Correctional Services to support local efforts of Ottawa Police Service to address serious and organized crime.

Court Security Prisoner Transport (CSPT) \$5,548,382

This provincial subsidy from the Ontario Municipality Partnership Fund (OMPF) offsets municipal expenditures for providing security at provincial courts and for transporting prisoners.

Community Safety and Policing (CSP) \$5,760,817

Funding from the Ministry of the Solicitor General that supports the Strategy for Community Safety and Policing. Two initiatives are supported;

- Advancing Community Policing
- Advancing Traffic and Road Safety

Ontario Strategy to end Human Trafficking \$34,800

Ontario's Strategy to End Human Trafficking, launched in 2016, aims to increase awareness and coordination, improve survivors' access to services and enhance justice-sector initiatives. The provincial funding is to assist with the Intelligence-Led Joint Forces Strategy (IJFS) project.

Federal Support for Extraordinary Policing Costs in the Nation's Capital

\$11,776,819

The NCEPC program provides a platform for the OPS to recover costs of performing policing services directly related to Ottawa being the Nation's Capital. This 5-year agreement provides for a maximum recovery of \$14.25M over its' term with program caps being set at \$2.25M in 2020/21 and \$3M per 12-month period for 2021/22 to 2024/25. Similar to 2023, in 2024 the OPS deployed to an unprecedented number of demonstrations in the Capital. Significant events and demonstrations in 2024 include the ongoing demonstrations related to the Israeli-Palestinian conflict and Canada Day. Due to these demands there continues to be significant cost pressures to police the Nation's Capital and supplemental Federal support to recover these extraordinary costs remains essential.

Community Safety and Policing (CSP) Grant - Call Referral Initiative

\$521,411

Funding from the Ministry of the Solicitor General to support the Call Referral Initiative, in an effort to increase calls of a health, well-being, and social nature being referred to an alternate, more appropriate, service provider for response.

Minister of Community Safety & Correctional Services - Gun Violence Suppression Strategy \$2,000,000

Funding from Minister of Community Safety and Correctional Services. Provincial funding to assist with the targeted strategy to combat an increase in gun violence in Ottawa.

Victim Support Grant \$100,000

Provincial Human Trafficking Intelligence-Led Joint Forces Strategy

Funding from the Ministry of the Solicitor General to enhance capacity to support victims and survivors of intimate partner/domestic violence, human trafficking, and child exploitation through increased collaboration with local organizations and communities.

Funding from the Ministry of the Solicitor General to fund a human trafficking investigator and human trafficking intelligence analyst that will be dedicated to investigative activities undertaken as part of the Provincial Human Trafficking Intelligence-Led Joint forces Strategy.

Federal Funding - Parliamentary District Policing

Federal Support for Major International Event Security Costs

Program

\$1,239,617

\$1,836,780

\$217,090

Funding from Public Safety Canada to reimburse municipal expenditures for incremental, extraordinary, justifiable and reasonable policing and security-related costs incurred in relation to a Prime Minister-led or Minister-led international event held in Canada.

Funding from Public Safety Canada to enable OPS to bolster the presence within the Parliamentary District and dedicate resources to respond to emerging safety and security threats.

Provincial Funding - Ottawa-Ontario Deal \$1,807,006

Next Generation 9-1-1

\$2,016,937

Funding from the Ministry of the Solicitor General to enhance uniformed police presence in Ottawa's downtown core and transit system, implement alternate mental health supports, and establishing a police neighbourhood operations centre. Five initiatives are supported;

Funding from the Ministry of the Solicitor General to transition to the new Next Generation 9-1-1 system which will make it easier to provide additional details about emergency situations.

- Community Outreach Response Engagement
- Mounted Patrol Unit
- Market Safe
- Alternative Mental Health Supports
- Alternative Staffing Special Constables

