



OTTAWA POLICE SERVICE

2025

ANNUAL REPORT

LAND ACKNOWLEDGEMENT

Honouring the Anishinabe Algonquin Nation, First Nations, Inuit and Métis Peoples

Ottawa is built on unceded and unsurrendered Anishinabe Algonquin territory. The peoples of the Anishinabe Algonquin Nation have lived on this territory for millennia. Their culture and presence have nurtured and continue to nurture this land. We pay respect to the Algonquin people, who are the traditional guardians of this land.

We pay respect to all Indigenous people in this region, from all nations across Canada, who call Ottawa home.



VISION

To be a trusted partner in building an inclusive, equitable and safe Ottawa.

MISSION

To protect the safety and security of our communities.

VALUES

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

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MESSAGE FROM THE CHIEF

It is my privilege to present the 2025 Ottawa Police Service Annual Report, highlighting our members' commitment and progress on key priorities.

We have to navigate many challenges to keep our city safe, but building trust and establishing key partnerships throughout the community has been a key to our success.

Demand for policing continues to extend across all areas of Ottawa—not only in the downtown core, but in Barrhaven, Kanata, Vanier, Orléans, and our rural communities.

Our members respond to complex calls for service, support large-scale events and demonstrations, and deliver policing services with professionalism and care in an increasingly challenging environment.

Every day, I see sworn and civilian members demonstrate an unwavering commitment to service.

Their efforts are grounded in compassion, accountability, and a shared responsibility to keep our city safe.

We continue to advance key organizational priorities, investing in our people, our infrastructure and our future, while modernizing our Service and strengthening our ability to respond effectively.

Notable progress includes:

- Continued recruitment efforts, with **150 new sworn officers** and **83 civilian members** hired to support frontline and specialized services.
- Hiring a total of **44 Special Constables**, expanding their roles to assist both Frontline and Investigative sections.
- Further implementation of our District Policing model, enhancing our ability to respond to community needs at the local level.
- Ongoing development of critical infrastructure projects, including the South Facility, to support operational readiness.



Paul Burnett
Deputy Chief



Patricia Ferguson
Deputy Chief



Steve Bell
Deputy Chief

- Expansion of specialized units and programs to address emerging and complex policing needs.
- Continued focus on repeat offenders and improving community safety.
- Pilot implementation of Body-Worn Cameras to support frontline policing and improve evidence collection.
- Launch of the Ottawa Police Mounted Unit to support community engagement, visibility and public safety at major events and in public spaces.

Our operational data provides important insight into the environment in which we work:

- The Service responded to over **381,000 calls for service and online reports**.
- There were **51,100 reported Criminal Code offences** (excluding traffic), representing a **1%** increase from 2024.
- The clearance rate for these offences was **28%**.
- Ottawa's Crime Severity Index (CSI) was **55**.
 - Violent crime increased by **4%**, while property-related offences decreased by **1%**.
- There were **19** homicide incidents involving **19 victims**, with **15 cases solved**.
- Shooting incidents totalled **38**, and **77 crime guns** were seized.
- Officers responded to **20,650 collisions**, with **22 traffic fatalities recorded**.

These figures reflect both the complexity of policing in Ottawa and the dedication of those who serve our community each day.

District policing will play a central role going forward. It is not simply a structural change—it represents how we become more proactive, more connected to our communities, and more effective with the resources we have. Equally important is how we lead. Strengthening coordination, reducing strain on our members, and maintaining clarity in our priorities will be essential to building confidence across the organization and ensuring we deliver on our commitments.

This work must also be supported by thoughtful, long-term strategy. Our long-range financial planning will help guide sustainable growth over the coming years—shaping decisions around staffing, technology, facilities, and operational capacity.

This is a pivotal moment for the Ottawa Police Service as many of our key projects and initiatives will be completed in the coming year. This will allow us to focus more on operational improvements and increased community connection.

I thank Ottawa Police Service members, the Police Service Board, our partners, and residents as we continue shaping a resilient, responsive, and united approach to public safety.

Eric Stubbs
Chief of Police
Ottawa Police Service



MESSAGE FROM THE CHAIR

On behalf of the Ottawa Police Service Board, I am pleased to present a year-end report for 2025, which has been one of meaningful progress – marked by operational growth, strengthened community, and a continued commitment to transparent and accountable governance in service to the residents of Ottawa.

In its second year in force, the *Community Safety and Policing Act* is beginning to take root in Ottawa. This is reflected in a clearer focus on accountability, community needs, and measurable performance. To this end, in 2025, we updated the Strategic Plan to establish specific objectives for each priority and measurable targets, with regular public reporting on progress. This provides a transparent basis for oversight and helps ensure decisions are aligned with community needs.

In 2025, the Board and the Service continued to advance neighbourhood

policing through a district-based model by laying the groundwork for full implementation in January 2027. This approach supports a more visible and consistent police presence and strengthens connections between officers and the communities they serve. It is a practical step toward a service that is present and known in every neighbourhood. Such an approach is required to meet the population growth of our urban, suburban, and rural geographic areas.

We also completed work on a Critical Points Policy in 2025 (adopted in January 2026). The policy answers a key advisory from Ontario's Inspector General of Policing to define clear thresholds for when police boards are informed and engaged during significant incidents. While this work is not always visible, it is essential.

In the most serious situations, residents should have confidence in both the

response and the oversight that follows.

Supporting the people who deliver policing is equally important. Member wellness remains a priority, recognizing that a healthy and supported workforce is essential to providing consistent and professional service. These efforts are connected by a common objective: policing that is dependable, accountable, and grounded in public trust.

This report provides further detail on these and other areas of the Board's work, alongside reporting from the Service on progress against established priorities.

Salim Fakirani
OPSB Chair



Salim Fakirani
OPSB Chair



Marty Carr
Vice Chair



Steve Desroches
Member



Cathy Curry
Member



Peter Henschel
Member



Michael Polowin
Member



Dave Donaldson
Member

GOVERNANCE & OVERSIGHT

POLICE SERVICE BOARD OVERVIEW

MANDATE AND STATUTORY RESPONSIBILITIES

The Ottawa Police Service Board 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.



Creating a Strategic Plan that sets long-term priorities and objectives for the Service; policies establishing principles and governance direction.



Providing directions to the Chief guiding how policy and strategy are translated into service delivery.



Approving a budget to resource the Service so it can deliver on its public safety mandates;



Monitoring compliance and performance through reporting requirements, inquiries, requests for information, audits, quality assurance reviews, and Board-led inspections.

BOARD MEMBERSHIP

The Ottawa Police Service Board has seven members, including both municipal and provincial appointees. 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 sits on the Board as part of their role, or may designate another member of City Council to serve in their place. At the first meeting of the year, the Board re-elected Salim Fakirani as Chair and Marty Carr as Vice-Chair.

The Board welcomed Councillor Steve Desroches, who was officially sworn in on February 19, 2025, following Mayor Mark Sutcliffe’s transition from his Board seat. It also welcomed Michael Polowin, appointed by the Province of Ontario in late 2024, who began participating fully in Board work in 2025.

NAME	ROLE	APPOINTING AUTHORITY
Salim Fakirani	Chair	Province of Ontario
Marty Carr	Vice Chair	City of Ottawa (Councillor)
Steve Desroches	Member	City of Ottawa (Councillor)
Cathy Curry	Member	City of Ottawa (Councillor)
Dave Donaldson	Chair, Finance and Audit Committee	City of Ottawa (Community representative)
Peter Henschel	Chair, Human Resources Committee	Province of Ontario
Michael Polowin	Chair, Policy and Governance Committee	Province of Ontario

A YEAR OF TRANSFORMATION

2025 was a year of continued organizational strengthening for the Ottawa Police Service and its Board. It marks a period of transformation based on a shared sense of purpose, a common vision, clearer priorities, and defined expectations for performance. This work built on progress already underway in 2024 and will continue to shape how the organization delivers services to the community in the years ahead. The sections that follow describe the specific governance achievements, oversight decisions, and strategic investments that shaped that transformation over the course of the year.

STRATEGIC PLAN 2024-2027

A defining achievement of 2025 was the completion and adoption of the Board’s updated Strategic Plan for 2024–2027 at the July 28 public meeting. Approval of the Plan concluded a two-year process:



In addition to achieving compliance with the *Community Safety and Policing Act*, it is the first Strategic Plan in the Board’s history to include specific, measurable, time-bound performance targets under each strategic objective.

The updated plan retains four priority areas:

 Enhancing Community Safety	 Building Trust through Strong Partnerships
 Strengthening our Commitment to Human Rights	 Supporting a Resilient, Thriving Membership

It also introduces a ‘Strategic Framework for Adequate and Effective Policing in Ottawa’ component that responds to the Inspector General of Policing’s call for boards to define what adequate and effective policing means in their local context. Each priority area now carries outcome-oriented objectives supported by key performance indicators (KPIs). This gives real meaning to expectations for leadership and delivery, and establishes a shared understanding that strategic direction must be linked to measurable results.

This clarity has already begun to drive a change management initiative within the Ottawa Police Service, where responsibility for implementation now flows through the organization and operational leads are formally accountable for outcomes. The Strategic Plan also played a central role in informing the 2026 budget, increasing strategic coherence between planning and resourcing decisions, and providing the lens through which the Board will assess the performance of the Service and its Executive Command team.





GOVERNANCE REVIEW

In January 2025, the Board directed its Policy and Governance Committee to undertake a governance review, recognizing that the CSPA's expanded mandate, the updated Strategic Plan, and the introduction of KPIs required a more deliberate approach to how the Board organizes its work. The review resulted in a plan to streamline the Chief's reporting requirements, reduce the meeting calendar, and bundle routine items that the Board approves all at once, unless a Member asks to pull an item out for discussion (known as a consent agenda). These practical changes empower committees, enhance information flows, and make Board meetings more efficient. Three regular meetings were removed from the annual calendar, bringing the total from eleven to eight.

This is still well above the four-meeting statutory minimum under section 43 of the CSPA, but more tightly aligned with the Board's actual decision and oversight cycles.

The governance review also produced a revised Calendar of Monitoring Requirements, developed in collaboration with the OPS Directorate of Strategy and Communications. The revised calendar consolidates several previously standalone reports into single submissions, eliminates redundant reporting, and aligns monitoring cycles with the Board's strategic planning rhythm. Three new standing items are added to every Board agenda: a Strategic Plan Dashboard review, a colour-coded strategic projects chart, and a consent agenda section for unanimous committee motions. These changes keep the focus on substantive oversight discussions rather than the receipt of routine information.

PROFESSIONALIZATION AND STAFFING OF THE BOARD OFFICE

As of September 8, 2025, the Ottawa Police Service Board Office reached full complement, completing a multi-year staffing strategy that transformed a two-person operation into a five-member professional team. The Board Office now consists of the Executive Director, a Board Assistant, a Senior Policy Advisor, an Executive Assistant, and a Communications and Community Engagement Advisor.

This growth directly addresses findings from the Ottawa Auditor General's audit of the Board's response to the 2022 Freedom Convoy occupation, which identified a structural governance risk: the Executive Director's time was heavily absorbed by board administration and operational functions, leaving insufficient capacity for strategic leadership, community engagement, policy review, and independent analysis. The Auditor General warned this imbalance could result in ineffective strategic planning and decision-making. The staffing strategy was designed with that finding in view.

The Senior Policy Advisor position has strengthened the Board's ability to move beyond CSPA compliance into proactive, locally grounded policy development, and has enhanced the Board's capacity for independent analysis of policing data. These functions are essential to meaningful oversight under the Act's outcomes-focused model. The Executive Assistant position has enabled the Executive Director to redirect focus from day-to-day administrative functions toward strategic and governance matters.

The Communications and Community Engagement Advisor role is designed to establish structured, direct channels between the Board and Ottawa's diverse communities — moving beyond ad hoc consultation toward organized input into Board policy and strategic priorities. The Board Office also experienced a leadership transition in 2025. Habib Sayah, who joined the Office in 2024 as Senior Policy Advisor and later served as Acting Executive Director, was confirmed as Executive Director following a competitive recruitment process.





OVERSIGHT OF MAJOR EVENTS AND ASSISTANCE IN THE PROVISION OF POLICING

In 2024, the Board became one of the first police service boards in Ontario to adopt a standalone policy governing external policing assistance — the circumstances under which the Ottawa Police Service may call on other police services for support, and the Board’s oversight role when that happens. In January 2025, the Board updated that policy to reflect significant legislative changes introduced by the *Safer Streets, Stronger Communities Act, 2024*, which amended the CSPA to transfer exclusive authority over temporary assistance requests from the Board to the Chief of Police.

While this removed the Board’s direct decision-making role in initiating requests, the amendments simultaneously strengthened the Board’s oversight function: the Chief is now required to notify the Board within 24 hours of any request for temporary assistance, and the Board must assess, upon receiving each notice, whether the use of external assistance is becoming a recurring pattern that signals a structural gap in the Service’s own capacity — and whether a formal, longer-term assistance agreement would better serve the public interest than repeated one-off requests.

Translating that assessment obligation into a workable governance process required the Board to design something that did not yet exist anywhere in Ontario. The Board’s updated policy resolved this by establishing a tiered process. In 2025, the Board conducted the first such assessment under this framework in Ontario, putting the policy into practice for the first time.



QUALITY ASSURANCE: AUDITOR GENERAL'S AUDIT OF OPS STAFFING

One of the Board's core oversight responsibilities under the CSPA is quality assurance — ensuring, through independent and evidence-based means, that the Service is delivering adequate and effective policing. In 2025, the Board exercised that responsibility on two complementary fronts: through its partnership with the Office of the Auditor General (OAG), and through deepened engagement with the Ottawa Police Service's internal audit and quality assurance function.

The Board received the first completed audit under the OAG's 2024–2027 Audit Work Plan for OPS: an independent examination of staffing and deployment practices that the Board itself had commissioned and scoped. The audit identified opportunities to strengthen staffing governance across three areas: recruitment practices, mandatory training oversight, and frontline deployment targets. It made 10 recommendations, all of which were accepted by OPS management.

The Board directed the Chief to report on implementation progress, establishing a follow-through mechanism that keeps accountability for remediation within the Board's oversight cycle.

Internally, the Board established a standing quality assurance and internal audit update as a regular item at its Finance and Audit Committee meetings. This ensures continuous Board visibility into the Service's own assurance activities rather than receiving information only episodically.

This sustained engagement has supported constructive dialogue around the resourcing of the internal audit function, which plays a critical role both in supporting the Board's oversight mandate and in the Service's own capacity for continuous improvement. The Board also engaged meaningfully in shaping the 2025 internal audit plan, which reflects a strengthened focus on quality assurance of the delivery of adequate and effective policing and is more closely aligned with the strategic priorities of the Strategic Plan than in previous years.

HUMAN RIGHTS, EQUITY, AND ACCOUNTABILITY

The Board applies a human rights lens to every aspect of its mandate, and that commitment was reflected in several concrete oversight actions in 2025. The Board's updated Strategic Plan explicitly recognizes persistent disproportionalities in traffic stops and use of force involving Indigenous peoples and racialized individuals, and sets a clear objective to eliminate these disproportionalities by 2027. The Board and the Service collectively acknowledge that this equity-focused work is far from complete — not only in Ottawa but across policing more broadly.

In this context, the Board continued to monitor and support the Service's efforts to advance equity in policing outcomes. The Board looks forward to the findings of the community-led Use of Force Review Panel, which is expected to bring forward practical recommendations to help prevent racial disparities in the use of force.



The Board is also encouraged by the rollout of the Mental Health CHANGE Initiative, which represents the Service's response to the recommendations of the inquest into the death of Mr. Abdirahman Abdi. As this work progresses, the Mental Health Advisory Council will begin its role, and the Board will pay close attention to the results of the pilot deployment of body-worn cameras — which launched in November 2025 — as part of the broader effort to strengthen accountability and public trust.

The Board is also committed to examining new data on the wellness of OPS members, both sworn and civilian, with particular attention to the barriers experienced by women, Indigenous peoples, 2SLGBTQQIA+, and racialized members. This work will inform the development of a Diversity Plan aimed at making the Ottawa Police Service an organization where all members are able to contribute and thrive.

DISTRICT POLICING MODEL AND INFRASTRUCTURE

The Board's Strategic Plan identified the District Model as vital to achieving a shared vision for adequate and effective policing in Ottawa. In 2025, the Board was fully engaged alongside the Ottawa Police Service in community consultations across each of Ottawa's four districts. These consultations are helping define how policing is delivered and how the Service and the communities it serves can work together to make Ottawa safer for everyone. The first phase of district deployment is targeted for January 2027.

The Strategic Plan also identifies geographic equity in service delivery as a core element of what adequate and effective policing means in Ottawa — ensuring policing services are responsive to the diverse needs of all communities, whether rural, suburban, or urban.

A key part of realizing that principle in practice is the construction of a South Facility. More than a building, the South Facility supports a district-based policing model that aligns resources with local needs and strengthens community presence and partnership across the city's southern communities.



FINANCIAL OVERSIGHT AND LONG-TERM PLANNING

In December 2025, the Board approved a 2026 police budget.

\$484 million

2026 Police Budget (gross)



5 percent

Levy Increase



The budget was anchored in the Board's Strategic Plan, ensuring that resource decisions are explicitly linked to strategic objectives and community safety outcomes. The Finance and Audit Committee received public delegations in November 2025 before the budget came to the full Board for approval, and the budget was subsequently approved by City Council as part of the broader 2026 municipal budget. Looking ahead, in 2026 the Board will advance work on long-term financial sustainability for policing in Ottawa. This work will bring together the Ottawa Police Service, City financial expertise, and community input to examine both financial and non-financial levers that can support a more sustainable path forward. It will involve identifying opportunities for efficiencies and continuous improvement, funding strategies, and testing assumptions about future service demands and cost pressures. This multi-year perspective is intended to enhance fiscal transparency and give both the Board and residents a clearer understanding of how resources are aligned with service expectations and how future levy pressures are being anticipated and managed.



DIGITAL POLICING MODERNIZATION

2025 also marked the beginning of a transformative process for the Ottawa Police Service through the launch of work toward a comprehensive Digital Policing Modernization Strategy. This initiative will establish a clear vision for a modern, digitally enabled police service, supported by a multi-year roadmap that addresses infrastructure, data capabilities, workforce requirements, and governance.

It will strengthen frontline and investigative work, improve how residents interact with the Service, and enhance accountability and transparency through better use of data and technology. Importantly, the initiative will also identify opportunities for efficiencies and long-term savings, ensuring that digital investments support both operational effectiveness and financial sustainability.



STRENGTHENING PUBLIC COMMUNICATIONS AND COMMUNITY ENGAGEMENT

In 2025, the Board continued to strengthen how it communicates with the public and engages with communities across Ottawa. Public expectations of policing governance are clear: people expect proactive transparency, timely communication on high-profile issues, plain-language explanations of decisions, and visible acknowledgement of community concerns.

There is also an expectation that public input is reflected in meaningful ways. This includes listening consistently to community concerns, responding clearly and respectfully, and ensuring that engagement informs how priorities and oversight evolve over time.

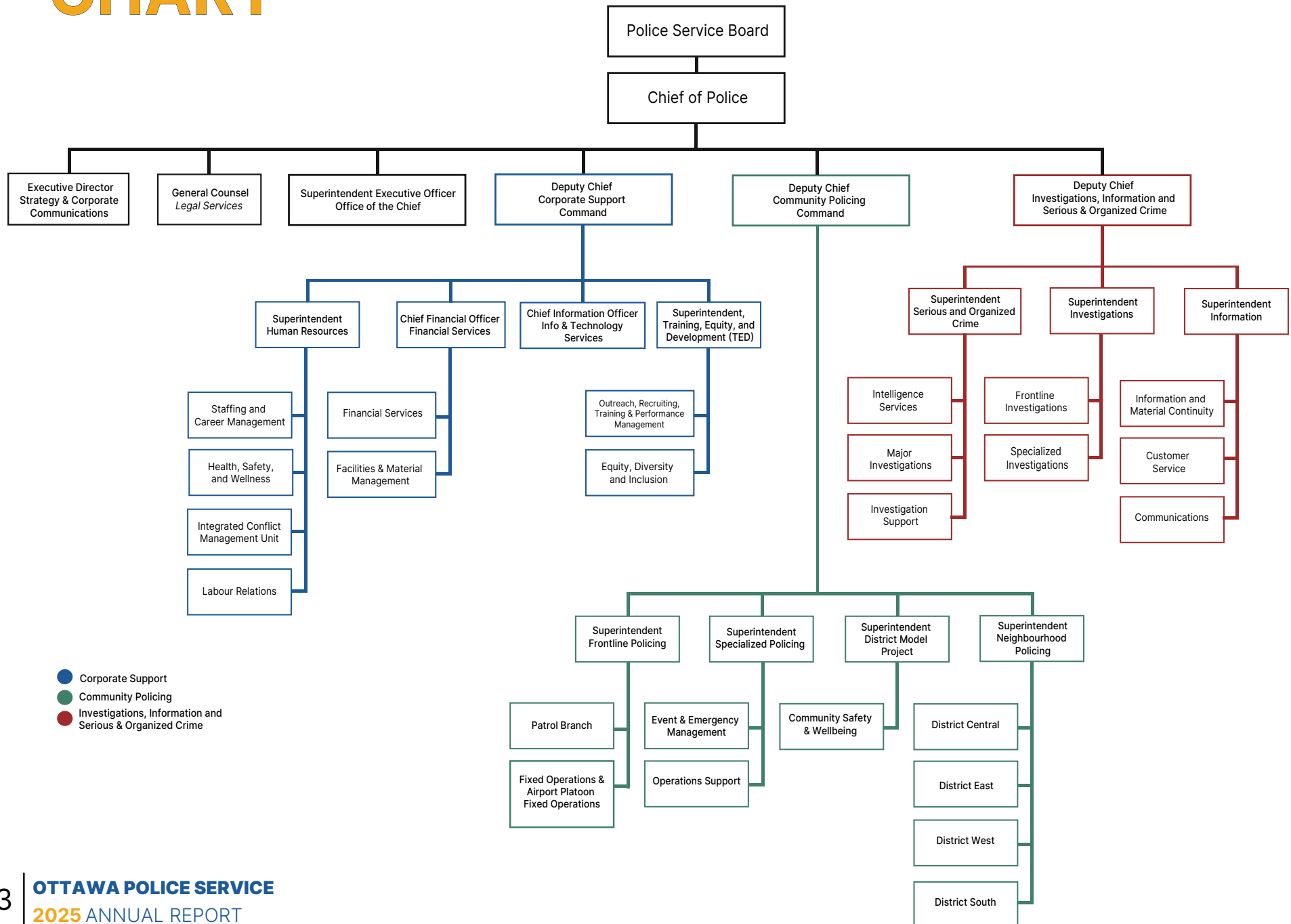


To support this, the Board strengthened its communications and community engagement capacity in 2025 through a dedicated function. This has improved the Board's ability to respond more consistently to public input, provide timely and accessible information, and communicate complex or sensitive issues in clear, plain language.

It has also strengthened communications that are trauma-informed, fair, respectful and reflect community voice. The Board also actively monitors public confidence and community sentiment related to policing oversight and seeks to adjust its communication approach where trust or understanding is affected.

Click [here](#) to learn more about your Board.

ORGANIZATIONAL CHART



OUR SERVICE

The Ottawa Police Service is committed to protecting the safety and security of our communities. Through collaboration, accountability, and service, OPS strives to build trust and support a city where everyone feels safe, respected, and included. Established in 1855, the Ottawa Police Service has a long history of serving Canada's capital and continues to evolve to meet the needs of a growing and diverse community.

The Ottawa Police Service is composed of **three divisions** and supported by specialized units providing frontline response and investigative services to more than **1 million residents** across Ottawa.



Population

1,116,190



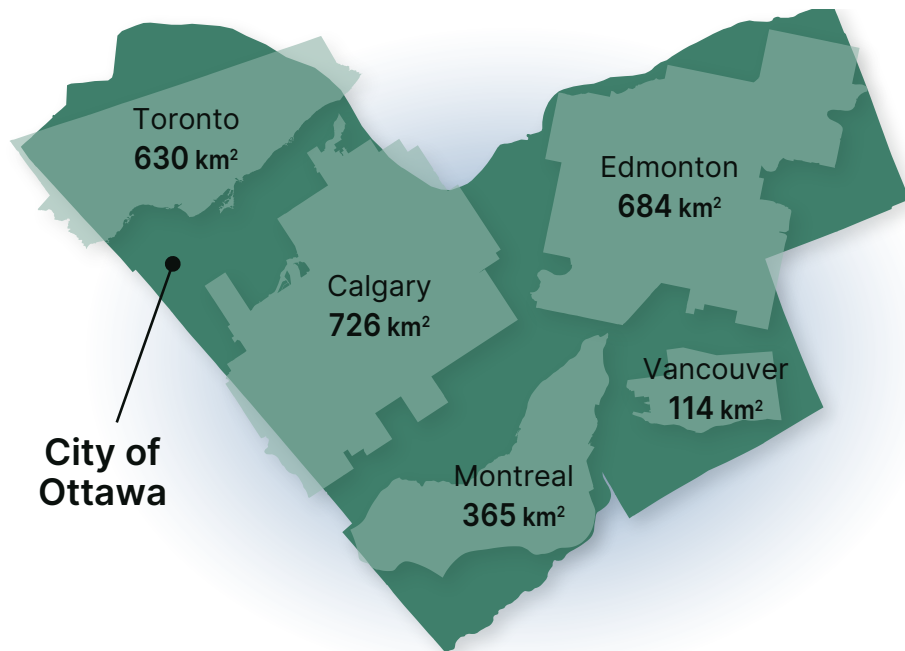
Households

484,030



Area

2,788 km²



DID YOU KNOW?

The Ottawa Police Service employs

2,573 PEOPLE



1,693
Sworn



737
Civilian

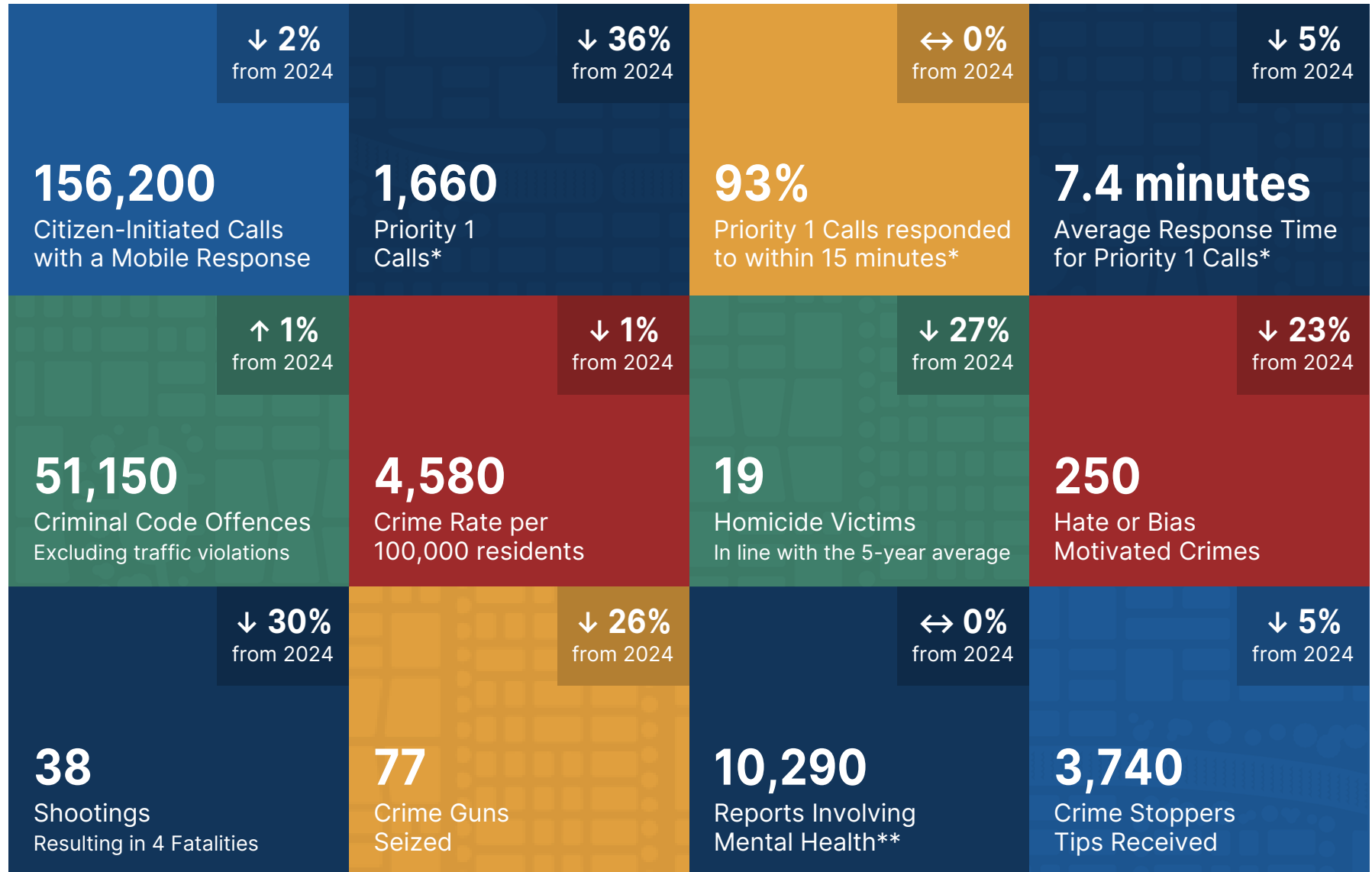


117
Special
Constables



26
Auxiliaries

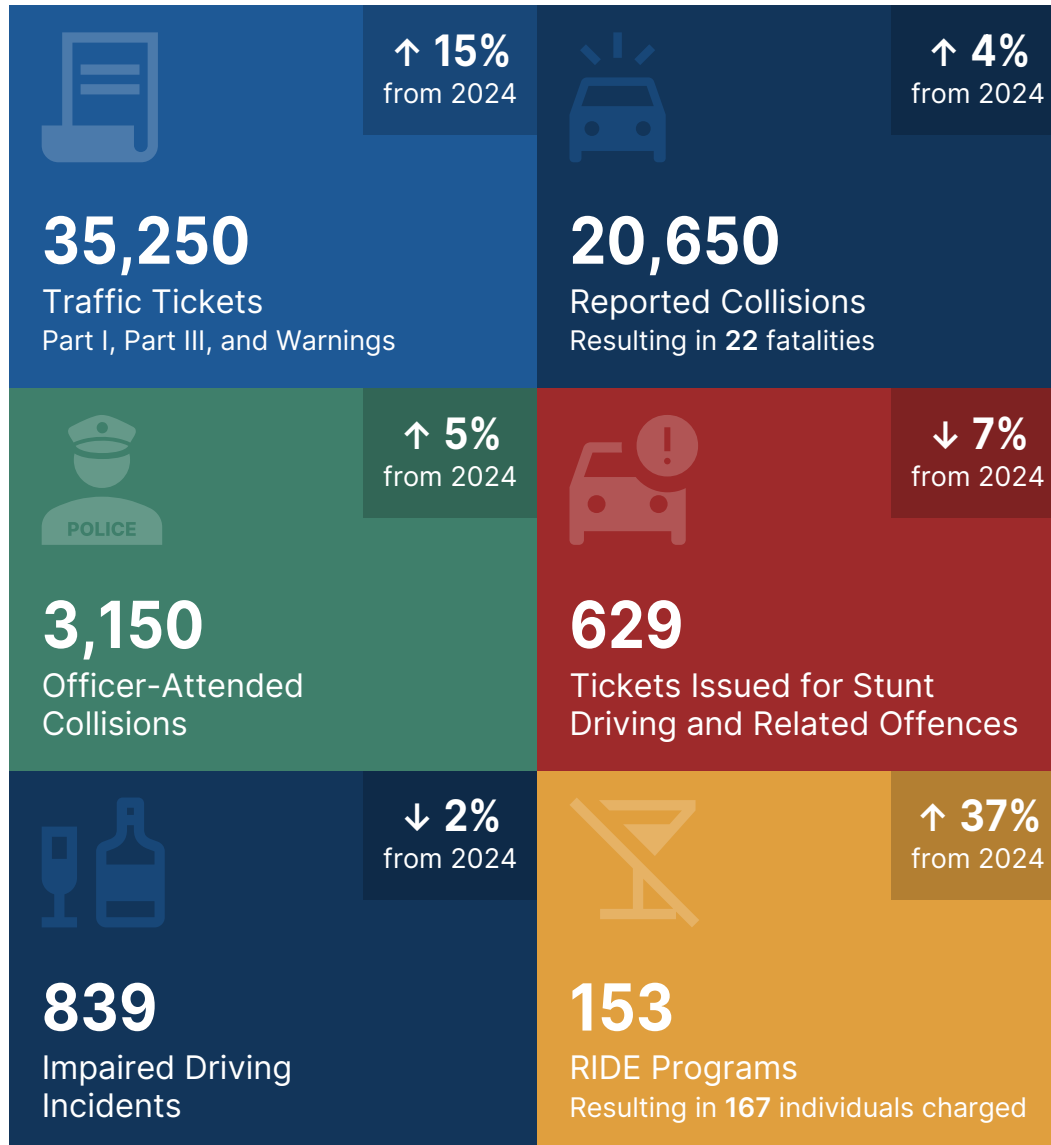
OUR YEAR IN NUMBERS



*Citizen-Initiated, Mobile Response calls only.

**Methodology for the Reports Involving Mental Health metric has been updated from previous years and historical figures have been revised to reflect this change.

TRAFFIC BY THE NUMBERS



Traffic Initiatives

Residents Matter Enforcement Teams (RMET)

RMETs are composed of Frontline and Traffic Unit officers, with a zero-tolerance approach to:

- Speeding
- Impaired Driving
- Unnecessary Noise
- Other dangerous or disruptive driving behaviour

28 Special Projects

Targeting issues such as speeding, seatbelt use, distracted driving, and street racing.

22 Serious Collisions

Providing traffic management and officer assistance.

143 Major Events

Supporting traffic management at parades, demonstrations, and other events.

TOP FIVE CITIZEN INITIATED CALLS

WITH A MOBILE POLICE RESPONSE



Paramedic Assistance

13,700



Unwanted Person

10,200



Disturbance

9,900



Suspicious Incident

8,600

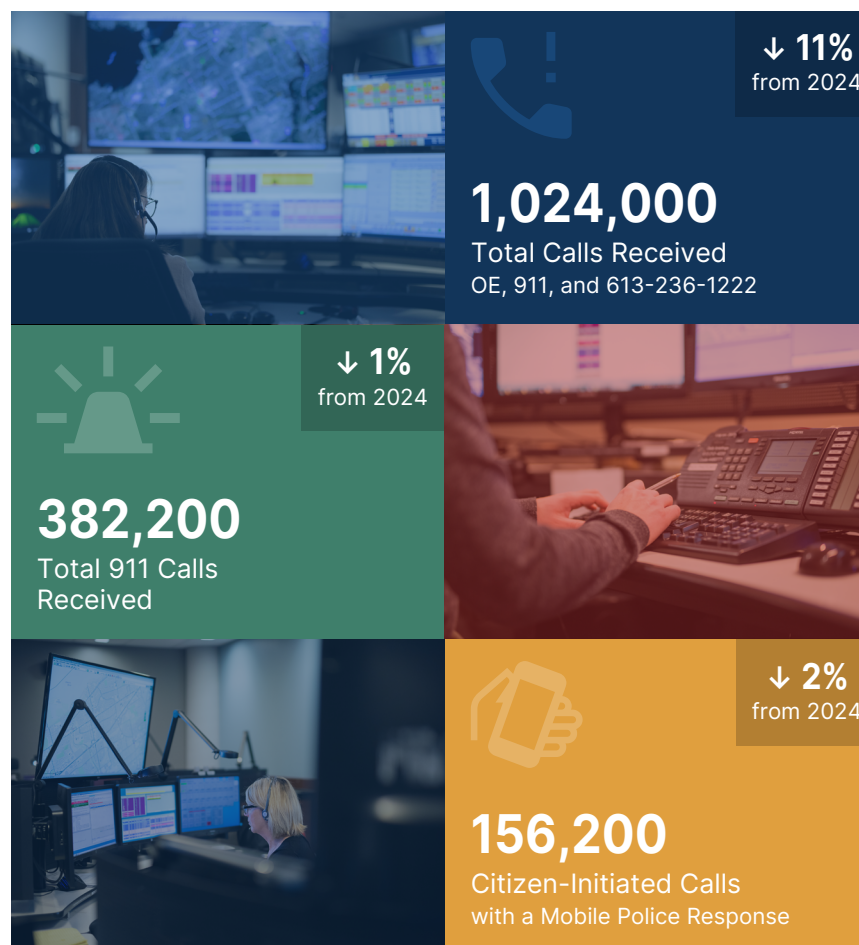


Alarm

7,100

RESPONDING TO YOUR CALLS

The Ottawa Police Communications Centre plays an important role in keeping our community safe by managing and prioritizing calls for service. In 2025, **227,000** policing events were generated through our dispatch system. Of these, **69%** were initiated by the public, while **31%** were generated by officers and administrative duties.



COST OF POLICING

In 2025, net actual expenditures totalled \$417.6 million, exceeding the approved budget of \$388.7 million by \$28.9 million. This increase reflects an 11.9% rise in spending compared to 2024.

Read more about the 2025 Budget [here](#).

2025 OPERATING BUDGET



388.7M
2025 Operating Budget

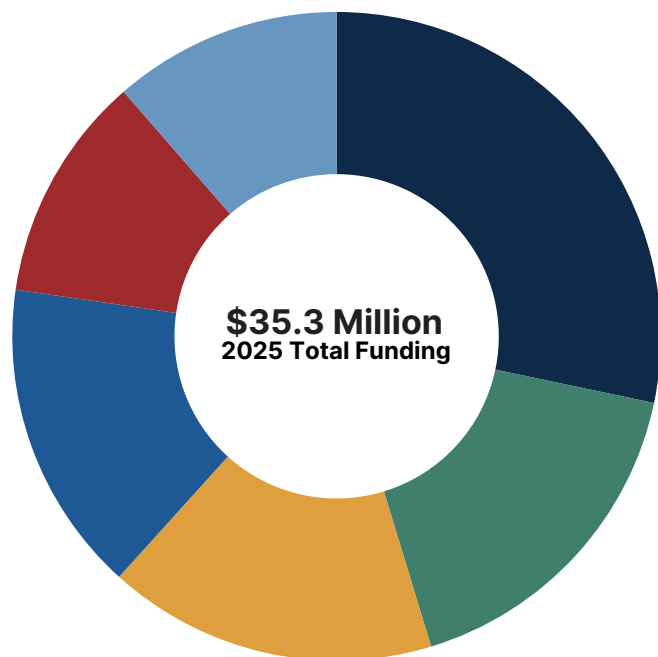
change from 2024

↑ 4.4%

417.6M
Net Actual

↑ 11.9%

GRANT FUNDING PARTNERSHIPS



In 2025, the Ottawa Police Service secured more than \$35.3M through government partnerships. This has strengthened our ability to enhance public safety, and deliver effective policing services for the community.

\$10M
Parliamentary District
Policing Program

\$5.8M
Provincial Community
Safety & Policing Grant

\$3M
Nation's Capital Extraordinary
Policing Costs Program

\$6M
Ottawa/Ontario
Provincial Deal

\$5.5M
Provincial Court Security
and Prisoner Transport Grant

\$5M
All Other Programs

AWARDS AND RECOGNITION

Each year, we recognize the excellence and hard work of our members. In 2025, dozens of sworn and civilian members at the Ottawa Police Service received medals for their years of service.

CIVILIAN SERVICE AWARDS

35+ Years	30+ Years	20+ Years
3 Members	7 Members	21 Members

POLICE OFFICER EXEMPLARY SERVICE MEDAL

45+ Years	35+ Years	30+ Years	20+ Years
1 Member	2 Members	23 Members	108 Members



Deputy Chief Patricia Ferguson receiving the M.O.M. award.

MEMBER OF THE ORDER OF MERIT (M.O.M.)

Deputy Chief Patricia Ferguson
Staff Sergeant Walter Lushman

OFFICER OF THE ORDER OF MERIT (O.O.M.)

Civilian Member Andrea Lamothe

2025 PROMOTIONS

Promotions are a recognition of hard work, leadership, and service. We are committed to recruit, develop, and retain skilled professionals who reflect the communities we serve.



2 SUPERINTENDENTS	2 INSPECTORS	19 STAFF SERGEANTS
15 SERGEANTS	32 CIVILIANS	

CHIEF'S COMMENDATIONS 2025

The following members were recipients of the 2025 Chief's Commendation for their outstanding service, for their dedication, leadership and positive impact.

- Constable Jesse Casey
- Staff Sergeant Ali Toghol
- Staff Sergeant Jamie Ritchie
- Constable Jacob Shaw
- Constable Syed Usman Arif
- Sergeant Dave Brennan
- Constable Luc Alarie
- Constable Gustavo De Souza Lima



HIGHLIGHT

On April 29, 2025, Sergeant Dave Brennan, Constable Luc Alarie, and Constable Gustavo De Souza Lima demonstrated exceptional courage, rapid judgment, and unwavering dedication to public safety during a critical incident in the Parliamentary District. They responded to a report of a suspect carrying a politically motivated sign and armed with a handgun.

Recognizing the serious threat to members of Parliament and the public, they conducted a swift and thorough search and located the individual. During the encounter, Sergeant Brennan attempted to apprehend the suspect, who resisted and tried to flee. In the struggle, the suspect produced a firearm.

Displaying exceptional tactical awareness and restraint, Sergeant Brennan created distance, while Constables Alarie and De Souza Lima quickly assessed the situation and discharged their firearms to stop the threat. Following the incident, all three officers provided first aid to the wounded suspect, whose life was ultimately saved due to their quick and skilled intervention.

The bravery, professionalism, and decisive action shown by Sergeant Brennan, Constable Alarie, and Constable De Souza Lima exemplify the highest standards of policing and a profound dedication to public safety.

They were nominated for the Ontario Medal for Police Bravery. This medal recognizes police officers for individual acts of outstanding courage and will be awarded in fall 2026.



Constable Luc Alarie

Sergeant Dave Brennan

STRATEGIC DIRECTION 2027

The Ottawa Police Service has 4 key priorities:

Enhance Community Safety, Build Trust Through Strong Partnerships, Strengthening Our Commitment to Human Rights, and Advancing and Supporting a Resilient, Thriving Membership. These priorities are supported by **13 objectives** and **33 strategic initiatives**.



ENHANCE COMMUNITY SAFETY

Develop a community policing model that is (more) responsive to unique geographical and community priorities.

Work with partners to deliver alternative responses that address root causes of crime and disorder, in alignment with the City's Community Safety and Wellbeing Plan.

Modernize the use of technology and data to enhance community safety, operations, and equity.



BUILD TRUST THROUGH STRONG PARTNERSHIPS

Work with community partners to support effective service delivery and promote better outcomes.

Engage with the community and act on feedback, inspired by proven solutions and successful best practices.

Improve communication and openness around our people, activities, and processes.



EQUITY, DIVERSITY, AND INCLUSION - STRENGTHEN OUR COMMITMENT TO HUMAN RIGHTS

Deliver culturally sensitive services that address varied member and community concerns.

Build trust in all communities, with a focus on Indigenous, 2SLGBTQQIA+, Black, faith-based, and additional racialized and marginalized communities through a commitment to mutually developed solutions.

Support diversity and inclusion within the workforce by respecting the individual skills and experiences of every employee and providing equitable access to opportunities.

Continue to evolve our culture through best practices, measurements, and inclusive internal processes.



ADVANCE & SUPPORT A RESILIENT THRIVING MEMBERSHIP

Stabilize the workforce by appropriately staffing the Service.

Invest in OPS member wellness.

Cultivate a workplace where Members feel valued and morale is high.



SAFETY

COMMUNITY SAFETY AND POLICING ACT (CSPA) Compliance & Progress

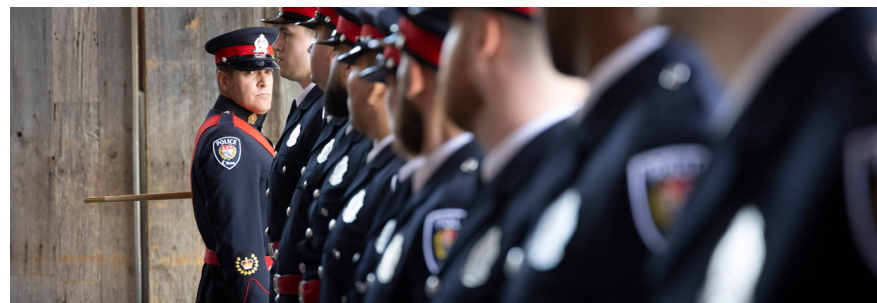
The Ottawa Police Service continued to advance implementation of the Community Safety and Policing Act, 2019, with a strong focus on achieving and demonstrating compliance with new provincial standards.

A compliance program is being implemented to strengthen oversight of provincial policing standards. This work helps ensure the Service meets legislative requirements, identifies areas of risk, and demonstrates accountability to the public.

A centralized dashboard now tracks more than 330 regulatory obligations across the organization. Regular compliance reviews are being conducted to assess adherence to requirements and identify gaps.

Training remains the most significant area of focus. Work is underway to implement an enterprise-wide training compliance framework to improve tracking, oversight, and reporting.

Despite ongoing capacity challenges, progress continues in key areas such as Immediate Rapid Deployment (IRD), Mental Health Crisis Response (MHCR), and core patrol and investigative training.



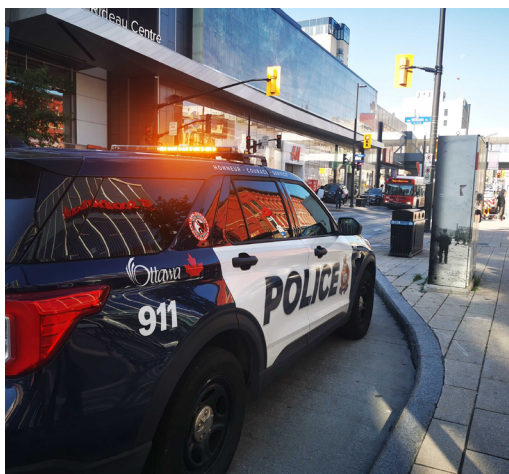
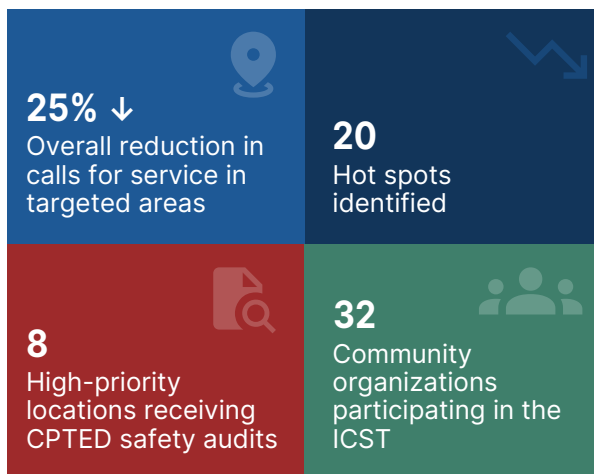
CORE INITIATIVE

BUILDING A SAFER DOWNTOWN TOGETHER

Community, Outreach, Response & Engagement

CORE is a dedicated outreach team focused on safety in high-priority areas. Police presence has increased in the ByWard Market, improving visibility and engagement, while removing the reliance on overtime staffing.

The team responds to community concerns daily, with plans to expand to a secondary priority area.



THE NOC

LOCATED AT 50 RIDEAU STREET

The Neighbourhood Operations Centre continues to strengthen community partnerships through local engagement and crime prevention initiatives. Building on the OPS presence in the Rideau Centre and the ByWard Market hot spot strategy, the NOC supports a coordinated approach to safety in the downtown core.

This work includes continued collaboration with the BIA, health centres, private security, business owners, City partners, and community agencies. Additional officers have been added to support proactive work in Centretown and the ByWard Market alongside Neighbourhood Resource Teams, helping increase visibility and address safety concerns in key areas.



CRIME PREVENTION

Keeping communities safe goes beyond responding to calls. It starts with awareness, strong partnerships, and giving people the tools to protect themselves and their neighbourhoods.

The Crime Prevention Unit (**CPU**) works closely with residents, community groups, and partner agencies to do exactly that. Through education, targeted programs, and on-the-ground engagement, the team focuses on preventing crime before it happens.

In 2025, that work came to life through this year's Crime Prevention Week theme:

"Awareness in Action: Working Together to Protect Ontario."

Across the city, officers connected directly with residents — at shopping centres, community events, and open houses — sharing practical advice and promoting programs that help make a real difference. The Unit hosted an open house that brought together residents, community partners, and officers.

It created space for real conversations — sharing concerns, answering questions, and connecting people with the tools and programs available to them.

Moments like this build trust. And that trust is what makes prevention work. From supporting safer housing, to improving environmental design, to strengthening neighbourhood networks, crime prevention in Ottawa is a shared effort.



CONNECTING



EDUCATING



PREVENTING



CAMSafe is a simple but powerful way residents can help solve crime. It is a voluntary program that allows residents to register private security cameras, giving police a centralized, map-based way to identify and contact camera owners. The initiative strengthens collaboration between the community and law enforcement to support investigations and enhance public safety. More than **1,200 cameras** have been registered in the City of Ottawa and we continue to encourage the public to participate in this program.

Learn more: ottawapolice.ca/camsafe



DID YOU KNOW?

Crime Free Multi-Housing helps reduce crime by working directly with landlords and tenants to improve safety practices.

Crime Free Multi-Housing Program

- **816** buildings
- **19,121** units supported

2025 HIGHLIGHTS

- Crime Prevention Week (Nov 2–8)
Community outreach, info tables, and program promotion across Ottawa
- CPTED Audits & Reviews
59 assessments completed including Courthouse and interprovincial bridges
- Project **529** Garage
Promoted with Youth in Policing to prevent bike theft and support recovery
- Neighbourhood Watch
Continued support for resident-led crime prevention
- Auxiliary Program
2,682 volunteer hours supporting community safety

MOUNTED UNIT

Introduced in 2025 to strengthen visible policing, community engagement, and crowd management capacity. The Mounted Unit provides visible patrols in high-traffic public areas. The unit is expanding its operational capacity to support increased presence at events and in downtown spaces. Training is nearing completion, with plans to deploy two teams to support evening and weekend coverage.

May 20 –
Dec 31, 2025

95
Calls for Service
(mostly proactive)

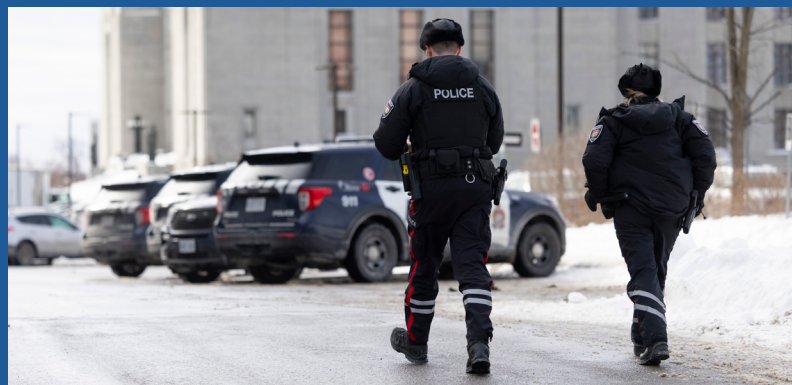


ENHANCING COMMUNITY SAFETY

DISTRICT REVITALIZATION PROGRAM



The District Revitalization Program (DRP) is redesigning how policing services are delivered across Ottawa. New patrol zones, deployment-staffing models, and deployment plans are being developed to enable a district service delivery model. Work to date includes engagement with more than **445 community partners** to shape work practices to identify priority issues and support co-solutioning. In parallel, systems supporting community intake and accountability continue to advance.



PARLIAMENTARY DISTRICT POLICING PROJECT



In 2025, the Government of Canada committed \$50 million over five years to support a dedicated Ottawa Police Service presence in the Parliamentary District.

The model supports safety in the Parliamentary Precinct. Co-location of teams into a single office space has improved collaboration and day-to-day operations. An analyst team now operates seven days a week and supports coordination with federal, provincial, and municipal partners.

NEIGHBOURHOOD RESOURCE TEAMS (NRT)



The Neighbourhood Resource Teams (NRT) continue to support proactive, intelligence-led policing across Ottawa, working closely with specialized units and community partners to address crime trends and enhance neighbourhood safety.

HIGHLIGHTS

20 Drug Trafficking & P4P incidents resulting in 23 individuals charged.

5 Firearm incidents resulting in 5 individuals charged.

Multiple arrests connected to stolen vehicle & fraud investigations.

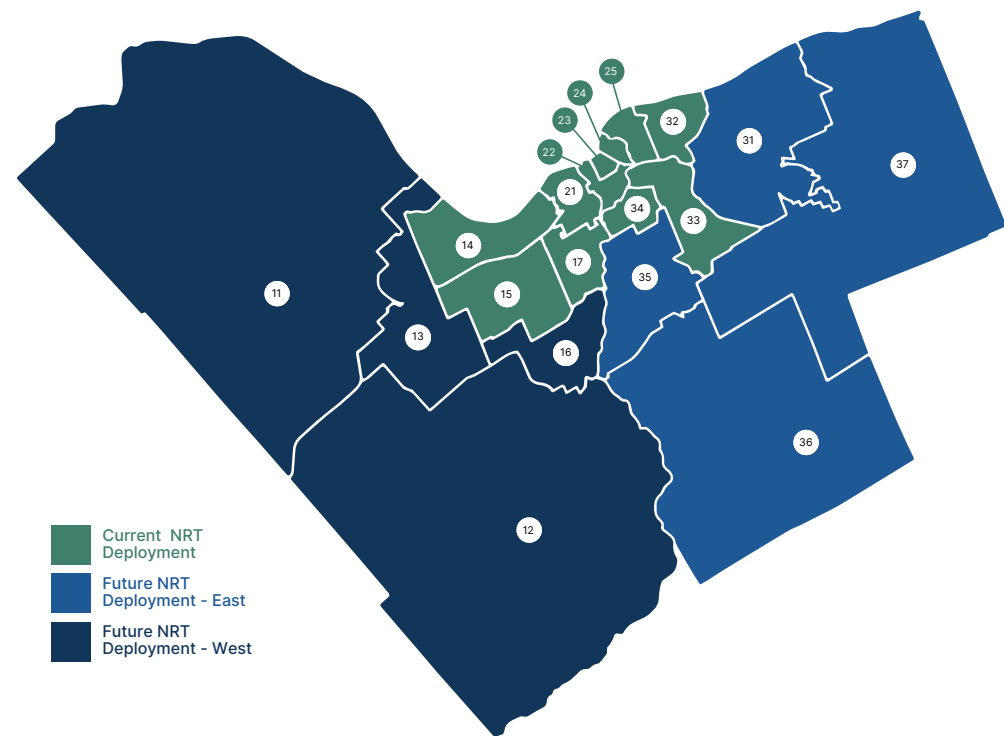
Recovery of re-VINned & stolen property valued at approximately \$60,000.

NRT also led or supported targeted enforcement initiatives addressing drug trafficking, retail theft, arson, and illegal cannabis dispensaries, resulting in numerous arrests, charges, and business closures.

In addition to enforcement work, NRT members strengthened community relationships through initiatives such as the annual Shop-With-A-Cop program, partnering with the Bayshore, Billings Bridge and CF Rideau Shopping Centre to provide local children with a positive holiday experience.



Through proactive patrols, investigative support, and community engagement, NRT remained a vital part of improving public safety and quality of life across Ottawa in 2025.



MARKET SAFE INITIATIVE

Market Safe is a coordinated safety program in Ottawa's busiest entertainment district. Businesses and residents report improved safety and reduced disorder during peak periods. Joint patrols, enforcement, and outreach have been delivered across the ByWard Market and are now expanding to Elgin Street.



SAFER STREETS INITIATIVE

With the implementation of the district traffic model, enforcement efforts performed by each of the District Traffic Teams (supplemented by the Road Safety Unit, NRT, and Community officers) are focusing on issues unique to each District as identified by residents and community leaders responsible for each Ward/District.

Additionally, Frontline officers continue to address residential intersection-based traffic violations and Impaired Driving via 114 Enforcement Deployment Locations and 18 Impaired Focus Areas assigned each quarter as part of the ongoing FLD Traffic Initiative.



SAFE TRADE ZONES

SAFE CONVENIENT COMMUNITY FOCUSED

NEW SAFE TRADE LOCATIONS

 **245 Greenbank Road, Nepean**
(Greenbank Police Station)

 **4561 Bank Street, Gloucester**
(Leitrim Police Station)

EXISTING SAFE TRADE LOCATIONS

 **466 Metcalfe Street**
(Elgin Police Station, visitors' parking lot)

 **211 Huntmar Drive, Kanata**
(Kanata Police Station)

 **3343 St-Joseph Boulevard, Orléans**
(Orléans Police Station)

EXPANDING THE SAFE TRADE PROGRAM

We continue to expand Safe Trade locations across the city. The OPS reminds residents to prioritize their personal safety when arranging to meet with strangers for an exchange.

Safe Trade Zones provide designated spaces to help enhance personal safety when completing transactions arranged through online marketplaces and other personal sales.

Safe Trade parking spots are clearly marked with signage and a distinctive blue logo, making it easy to identify where to conduct your exchange.

For more information, visit us [here](#).



PROJECT COMPLEMENT

Special Constables continue to strengthen frontline and investigative operations across the Service. Their work has increased overall capacity while providing specialized expertise in key functions. Over the past year, the program has grown by **38 members**, supporting five operational areas: District Special Constables, District Investigative Special Constables, Forensic Investigation Technicians, CAIT Special Constables, and Community Outreach Response Engagement Special Constables. This expansion reflects a focused approach to meeting operational needs, improving service delivery, and ensuring consistent, high-quality support across both community-facing and investigative priorities.



SUPPORTING FRONTLINE OPERATIONS: DISTRICT SPECIAL CONSTABLES

Special Constables support frontline and investigative work across the Service. This has increased police capacity and reduced pressure on sworn officers. The program expanded to **18 members**, now supporting **3 operational districts**. Through expanded roles for Special Constables and civilian personnel, OPS is increasing flexibility, strengthening investigative capacity, and enhancing its ability to meet evolving community needs.



ENHANCING FORENSIC CAPACITY: FORENSIC IDENTIFICATION TECHNICIANS

To enhance forensic capacity, Forensic Identification Technicians (FITs) bring specialized expertise to support investigations, particularly in areas such as sexual assaults, break and enters, and auto thefts. Since launching, the team has expanded to **11 members** and completed **341 reports**, reducing sworn officer workload and improving overall efficiency and member wellness.



INCREASING INVESTIGATIONS THROUGHOUT: DISTRICT INVESTIGATIVE SPECIAL CONSTABLES

OPS is launching a pilot program introducing six District Investigative Special Constables (DISCs) to support district investigations. These members assist with time-intensive tasks, helping streamline processes and enhance investigative capacity. To date, they have supported more than **160 offences** and returned over **460 hours to investigators**, with the program projected to return approximately **4,100 hours annually**.



EVENT MANAGEMENT

The Ottawa Police Service **Event Management Section** continues to play a critical role in ensuring public safety amid a high volume of planned events and demonstrations across the city.

In 2025, OPS successfully managed **370 events** and **415 demonstrations**, balancing the facilitation of lawful, peaceful gatherings with the need to maintain public order and safety.

In addition to these responsibilities, the Section coordinated over **3,000 paid duty deployments**, supporting major events such as Bluesfest, Ottawa Race Weekend, and IRONMAN.

Through comprehensive planning, strong partner coordination, and a measured operational approach, the Section consistently delivered safe, inclusive, and well-managed experiences for residents and visitors alike.

370

Events

↑ 16% from 2024

415

Demonstrations

↑ 18% from 2024



MARINE, DIVE & TRAILS (MDT)

In 2025, the Ottawa Police Service's Marine and Dive Team (MDT) continued to support public safety on Ottawa's waterways and surrounding areas through enforcement, intervention, and specialized recovery operations.

749 stops conducted across ATVs, vessels, and snowmobiles.

240 Provincial Offense Notices issued.

85 Approved Screening Device tests administered roadside, resulting in:

- 10 three-day driver's license suspensions
- 5 impaired operation arrests

Notable dive recoveries included two historical stolen vehicles, submerged for 19 and 7 years, respectively.

8 bodies recovered from water and rural areas, providing closure and critical investigative support.



HIGHLIGHT : THE ROYAL VISIT



On May 26 and 27, 2025, the Ottawa Police Service supported the visit of Their Majesties King Charles III and Queen Camilla.

The Event Management Section was provided with less than three weeks to plan for this significant Head of State visit which took place between Ottawa Race Weekend and the annual CAN-SEC Trade Show. Working closely with internal units and partner agencies, the Section was able to plan and manage a successful visit, ensuring a safe event for residents and visitors.

MODERNIZING POLICING



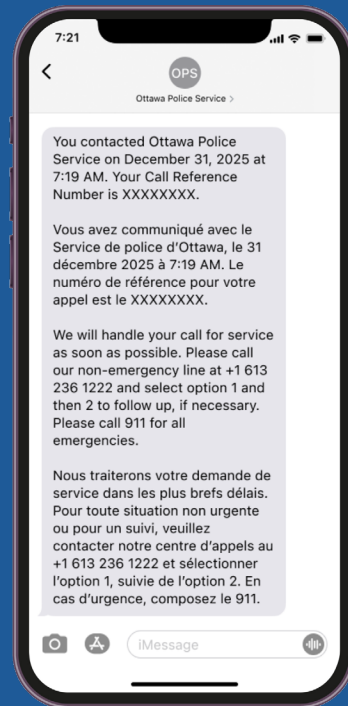
MODERNIZING EMERGENCY RESPONSE WITH NG 9-1-1

A new emergency call system is being introduced in Canada, including Ottawa. Residents will benefit from faster, more reliable connections to emergency services. All systems have been tested, with the OPS transitioning to NG 9-1-1 on March 30.

COMMUNITY CONNECT

In 2025, the Ottawa Police Service prepared for the launch of Community Connect, a new public feedback tool coming in 2026.

Following select interactions, residents will receive a short SMS survey to share their experience. This feedback will support continuous improvement in service delivery and strengthen understanding of community needs.



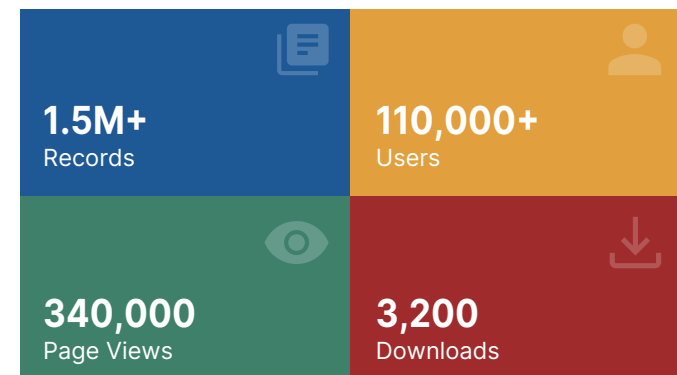
COMMUNITY SAFETY DATA PORTAL: BUILDING TRUST THROUGH TRANSPARENCY

The Ottawa Police Service continues to advance transparency and strengthen public trust through the Community Safety Data Portal (CSDP), a central platform for reporting progress on strategic priorities and community safety outcomes.

Since its launch in 2023, the Portal has transformed how residents access policing data. The platform offers interactive maps, dashboards, and over one million data records, giving users a clearer view of safety trends in their communities. It also brings together key information in one place, including strategic plans, annual reports, citizen perception surveys, and public-facing audits and inspections. With more than 12,000 monthly visits, the portal is advancing transparency, supporting informed conversations, and strengthening public trust.

In 2025, enhancements included refreshed dashboards, a new Calls for Service dashboard, redesigned Crime Maps, new infographics, and an expanded Reports Library.

For more information, visit the [Community Safety Data Portal](#).





PARTNERSHIPS

COMMUNITY ENGAGEMENT

Our Ottawa Police members are active in communities across the city, participating in hundreds of events each year. These engagements help us connect with people, share conversations, and be visible to the people we serve.



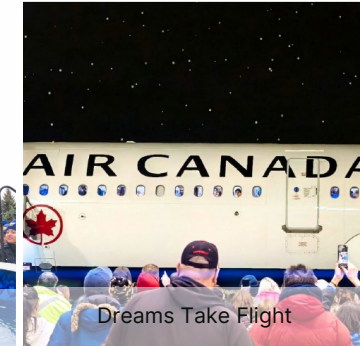
Law Enforcement Torch Run



Special Olympics



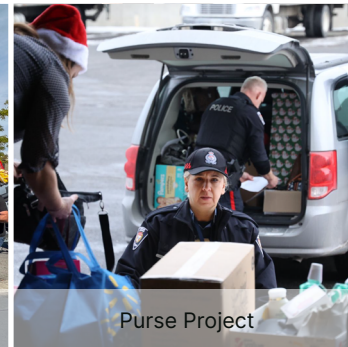
Polar Plunge



Dreams Take Flight



Fill the Boat Food Drive



Purse Project



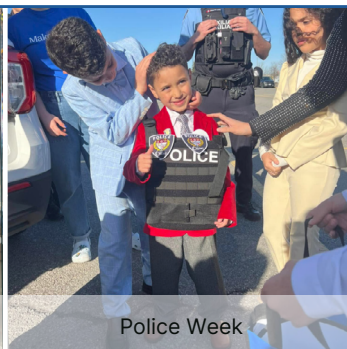
Cops vs. Heroes



Lunar New Year



Shop with a Cop



Police Week



St. Luke's New Basketball Court



Indigenous Games

2025 OTTAWA POLICE GALA

\$100K
Raised

In support of the Capital Prosperity Foundation, Dave Smith Youth Treatment Centre, and Beechwood Cemetery, helping to strengthen community programs and services across Ottawa.



Cram the Cruiser



Beeping Egg



Mental Health Run



Bike Rodeo



Diversity Celebration



North American Police Soccer
Tournament

COMMUNITY SAFETY AND WELL-BEING FRAMEWORK

The Community Safety and Well-Being Framework is being developed to align policing priorities with community needs. Consultations were completed across all districts, with input from over 445 participants. Feedback is being incorporated into the final framework, with completion expected in June 2026.

COMMUNITY RELATIONS MANAGEMENT SYSTEM (CRMS)

A new system was implemented to track relationships with community groups and stakeholders. Police are now better able to coordinate outreach and follow-up. Profiles for more than 800 community partners have been created across all districts.



COMMUNITY POLICE OFFICERS

Community Police Officers (CPOs) play a vital role in strengthening relationships between the Ottawa Police Service and the communities we serve. Working closely with residents, community partners, and local organizations, CPOs focus on proactive problem solving, crime prevention, and addressing neighbourhood safety concerns. Through ongoing collaboration, they help identify local issues and develop tailored responses that enhance community well-being, safety, and security.

Guided by Ontario's Mobilization and Engagement Model of Community Policing, CPOs serve as a primary point of contact in their assigned neighbourhoods, a hub for information and referrals, and a foundation for community crime prevention initiatives. Community Police Centres across the city provide accessible spaces where residents can connect with officers, learn about policing services, and build meaningful partnerships that reflect local priorities.

Residents are encouraged to reach out to their CPOs with questions or concerns and to work together toward safer, more resilient neighbourhoods.

Community Police Centres are located across the city to make it easier for residents to connect with officers, access services, and stay informed.

EAST	WEST	CENTRAL
- ORLÉANS / CUMBERLAND 3343 ST. JOSEPH BLVD. - BLAIR ROAD 1705 BLAIR RD.	- KANATA / STITTVILLE 211 HUNTMAR DR. - MANOTICK 5669 MANOTICK MAIN ST. - GREELY 1448 MEADOW DR. - WEST CARLETON 5670 CARP RD.	- WELLINGTON 1064 WELLINGTON ST. - VANIER 252 MCARTHUR RD.

COMMUNITY YOUTH OUTREACH AND ENGAGEMENT

The Community Youth Unit delivers a prevention-based, community-focused youth policing model guided by the OPS Youth Strategy, working with youth, families, schools, and partners to address the root causes of youth victimization and involvement in crime.

In 2025, CYU implemented the Youth Service Delivery Framework, strengthening coordination between strategy and frontline operations and improving consistency, accountability, and intelligence-informed decision-making. These initiatives contribute to improved outcomes for youth, schools, and the broader community.



Community School Engagement Team (CSET)

- Supports **385** schools
- Reaches **164,500** students
- Prevented **1,300+** school-related calls (2025)

Community Youth Engagement Team (CYET)

- Provides early intervention for at-risk youth
- Increased diversions from 54 → 160 cases
- Supports alternatives to the formal justice system

DIVERSITY RESOURCE & RELATIONS

Through the Diversity Resource and Relations (DRR) Unit the Service continues to strengthen relationships with Indigenous, racialized, faith-based, newcomer, and 2SLGBTQIA+ communities.



Key initiatives:

- Delivered cultural competency and anti-racism training to new OPS members and supported public education to strengthen awareness and reporting of hate crimes.
- Organized and supported legacy OPS community events, including the Diversity Celebration and Flotilla for Friendship, to promote inclusion and strengthen community connections.
- Expanded work with outreach partners such as Sophia House and Refugee 613 to reduce barriers and improve access to services and reporting.

BODY WORN CAMERAS PILOT

Officers tested body-worn cameras with Artificial Intelligence (AI) tools including multi-language translation during frontline operations. Reporting times decreased by an average of 30 minutes per incident, and interactions were better documented. The pilot included 30 officers and confirmed benefits for transparency and efficiency.



Body Worn Camera Key Milestones

Nov 2025

- Deployed 30 body-worn cameras (BWCs).
- Used by Crisis Intervention Team (CIT) + Change Agents.

Next

- Expansion Across OPS
- Focus on accountability, transparency and public trust

MILITARY VETERANS AND FIRST RESPONDERS PROGRAM

This program equips officers with the knowledge and skills to better support veterans and first responders. Participants are trained to recognize unique needs and respond with appropriate, informed care. To date, 299 frontline members have completed the training, strengthening the Service's ability to deliver more responsive and compassionate support.

USE OF FORCE COMMUNITY CASE REVIEW PANEL

In partnership with the Community Equity Council, the Use of Force Community Review Panel launched a civilian team comprised of volunteer community members to review police use of force incidents. The panel has completed its pilot phase to design and test case review procedures. The panel also contributed to the annual use of force report and recommendations. The panel is conducting its first case review session of 2026 in April and May. The new program is progressing well toward full implementation with their findings and recommendations expected in the coming months.

CUSTOMER SERVICE REVIEW

This project improves how residents access police services. Online reporting, phone systems, and front desk services are being upgraded. Since launch, online reporting has increased by 6.5%, reducing wait times and in-person visits.

Launched Spring 2025 to improve public-facing OPS service touchpoints, responding to third-party findings on service experience.

KEY ACTIONS



System replacement
Replace Coplogic → Rubicon (Planned: March 2026)



Modernize automated phone attendant
(follow Rubicon to support integration/reduce friction)



Adjust Police Reporting Unit hours to align with demand
(Effective: Jan 1, 2026)



Improve access to Community Policing Services
via CRMS project



Facilities wayfinding/signage updated;
replacement visitor management system (Planned 2026)

INTIMATE PARTNER VIOLENCE (IPV)

7,960

IPV Incidents

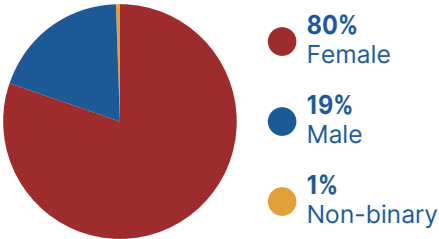
Average of 22 reports per day

3,340

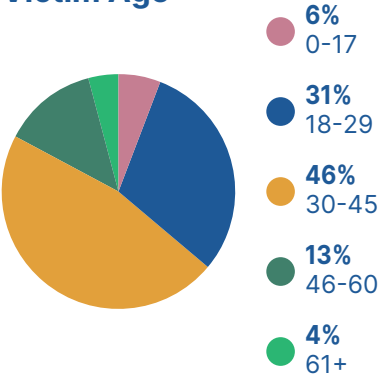
Charges Laid

Based on Charge Entry Date

Victim Gender



Victim Age



TOP IPV CRIMINAL OFFENCES

Assault Level 1 - Partner	Breach Under Recognizance - Partner	Assault Level 2 - Partner
951	348	332

VICTIM CHOICE VIRTUAL REPORTING INITIATIVE

Victim Choice Reporting Unit (VCRU) is a pilot initiative launched in January 2025 to provide complainants with multiple reporting options for non-emergency intimate partner violence incidents. The program empowers victims to choose the reporting method that best meets their needs and circumstances.

616

Priority 4 Calls Closed

1,900

Patrol Hours Saved
Equal to 182 patrol shifts

200%

Faster Call Resolution
than the traditional model

80%

Reduction in Wait Times
to speak with an officer



A YEAR OF TRANSITIONS AND NEW BEGINNINGS FOR VICTIM SUPPORT K9S

K9 Nelson, a black Labrador, joined his handlers Roxana Manoiu and Melanie Winwood and received his badge in May 2025 to support victims of intimate partner violence through the Victim Support Unit.



After completing intensive training with National Service Dogs in Cambridge, Nelson provides comfort and support during risk assessments, quickly becoming a beloved companion to staff and community members alike. Nelson will officially receive his badge at the May 2026 ceremony.

K9 Piper joined the Internet Child Exploitation (ICE) Unit with a specialized skill set in detecting electronic storage devices. Trained in the U.S. through ICAN and Jordan Detection K9, Piper locates hidden digital evidence critical to OPS investigations while also serving as a therapy dog for child victims.

Beyond investigations, Piper educates the community about online safety and provides morale-boosting support to OPS officers, representing a major advancement in both investigative and compassionate policing.



HIGHLIGHT: K9 WEST'S RETIREMENT

K9 West retired after seven years of devoted service, trading long days of work for well-earned rest as a "porch dog."

West's legacy endures, leaving pawprints on hearts and inspiring a culture of compassion, connection, and empowerment within OPS.

K9 West



MENTAL HEALTH CHANGE INITIATIVE (MHCI)



The Mental Health Change Initiative (MHCI) was launched in January 2025 in response to the recommendations issued by the inquest into the death of Mr. Abdirahman Abdi. The initiative is focused on improving the Ottawa Police Service's response to individuals experiencing mental health crises, addressing systemic gaps, and strengthening long-term and meaningful collaboration with community partners and interest holders.

In December 2024, upon the conclusion of the Abdirahman Abdi Inquest, Dr. David Eden of the Office of the Chief Coroner (Province of Ontario) signed the Verdict of Inquest Jury, issuing 57 recommendations, 28 of which were directed to the Ottawa Police Service. These recommendations, focused largely on improving police responses to individuals in mental health crisis, underscored the urgent need for systemic improvements and lasting community partnerships.

MENTAL HEALTH RESPONSE IMPROVEMENTS & SYSTEM INTEGRATION

DATA & ANALYTICS

Enhancing data collection, integration, and analysis to better understand mental health-related interactions across the Service. This work supports the development of tools like the Internal Analytics Platform (IAP), enabling more accurate insights, improved reporting, and data-informed decision-making.

POLICY

Reviewing and modernizing policies to ensure alignment with best practices, legislative requirements, and community expectations. This includes embedding principles of equity, transparency, and trauma-informed response into operational guidance.

TRAINING & RESEARCH

Advancing training through evidence-based approaches and applied research, including collaboration with academic partners such as Craig Bennell and the Carleton University Police Research Lab. This work supports continuous improvement in de-escalation practices and frontline response.

12% of Use of Force incidents involved Mental Health, in line with 2024 and below the 5-year average (13%).

30 Body-Worn Cameras Deployed

Phase 1 rollout completed in 2025 in partnership with Digital Evidence Information Management (DEIMS) to support transparency, training, and accountability.

30 CIT / Change Agents Engaged

Initial group supporting early adoption, feedback, and operational integration of new tools and approaches. First initial pilot group with BWCs.

70 Internal Change Agents

Members engaged across the Service to support system improvements, implementation, and culture change.

80% Community Representation on MHAC

12 of 15 members are from the community, co-leading input on training, data, and policy workstreams.

JOINT OPERATIONS

COLLABORATIVE EFFORTS TO TACKLE CRIME AND PUBLIC DISORDER

PROJECT BONHOMME

OPS Drug Unit led Project BONHOMME with support from the Criminal Intelligence Service Ontario (CISO), with assistance from the Canada Border Services Agency (CBSA), Toronto Police Service (TPS), Service de police de la Ville de Gatineau (SPVG), and the Ontario Provincial Police (OPP).



OPS ASSISTS IN MULTI-AGENCY PROJECT FAIRWAY

OPS assisted Project FAIRWAY, led by OPP Guns and Gangs Enforcement Team, with SQ, SPVG, and CBSA.



In 2025, OPS's Internet Child Exploitation (ICE) Unit participated in provincial strategy projects:



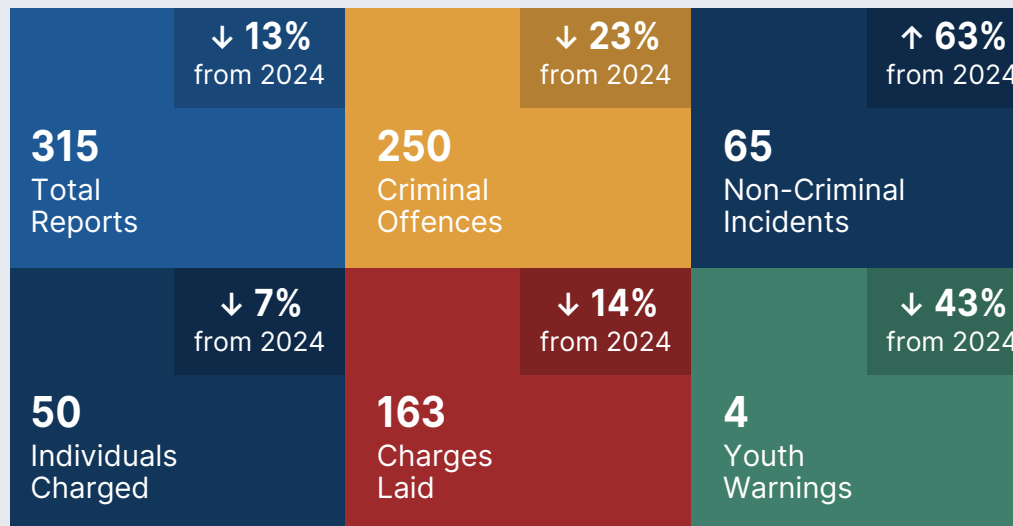
HUMAN RIGHTS

HATE AND BIAS CRIME

The Ottawa Police Service Hate and Bias Crime Unit continues its critical work in responding to incidents motivated by hate or bias. These crimes can have a profound impact on individuals and communities, and they remain significantly underreported.

OPS has zero tolerance for hate or bias in any form. Reporting is essential to ensuring incidents are investigated, victims are supported, and appropriate action is taken. Members of the public are encouraged to report incidents immediately, including through third-party reporting options available online.

OPS remains committed to standing with victims, supporting affected communities, and fostering a safe and inclusive environment for all.



MOST AFFECTED COMMUNITIES

by number of Criminal Offences

76	Jewish	28% ↓
46	Black	16% ↓
28	2SLGBTQQIA+	44% ↓
16	Muslim	0% =

MOST COMMON VIOLATIONS

by number of Criminal Offences

89	Mischief to Property	45% ↓
34	Assault	6% ↓
31	Wilful Promotion of Hatred	1450% ↑
22	Uttering Threats	15% ↓

EQUITY, DIVERSITY & INCLUSION

COMMUNITY ENGAGEMENT



Use of Force
Community Review
Panel launched

Race-Based Data
Collection expanded to
Use of Force incidents

Community consultation for the
2026-2030
Accessibility Plan

SOCIAL MEDIA ENGAGEMENT (INSTAGRAM)

34%
Follower Increase

73
Posts

65,000+
Views



**10TH ANNUAL HUMAN RIGHTS
LEARNING FORUM**

300+
Attendees

**"From Awareness to Action:
Collaboration for Safer, More Inclusive Communities"**



EQUITY IN THE WORKFORCE

54
SME Reviews &
Guidance ('EDI Lens')

6
Trainings Created
& Delivered

7
EDI-related
Reports

3
Transfer Rounds
(100+ lens forms)

10
EDI-related Data
Reports

Developed the
2026-2030
Accessibility Plan

SERVICE IMPROVEMENTS



Applied human rights and employment equity principles to over **28** policies



2 Interfaith Prayer Rooms launched



Full-day ERG Training Day delivered



New multi-language application for translation and interpretation services with community

INDIGENOUS STRATEGY

The Service continues its collaboration with the Ottawa Aboriginal Coalition (OAC) through the Indigenous Women's Safety Table Police Working Group and its work plan



In November, Chief Stubbs was honoured with the gifting of a Jingle Dress by the OAC during a ceremony held alongside the annual Tree of Hope event. The gathering brought partners together to recognize and reflect, followed by an outdoor presentation featuring three illuminated trees representing Métis, Inuit, and First Nations communities, and honouring Missing and Murdered Indigenous Women, Girls and Two-Spirit individuals. Planning is already underway for the 2026 Tree of Hope.



RACE AND IDENTITY-BASED DATA STRATEGY



This strategy formalizes the police service's provincial and national leadership experience into a documented model and policy for race and identity-based data collection, analysis, and action planning that is focused on reducing disproportionalities by addressing systemic barriers to improve service delivery. Despite ongoing resource constraints, a co-created draft is expected to be ready for consultation by the fall.



OUR MEMBERS

STAFF STABILIZATION INITIATIVE

This initiative addresses staffing shortages across the Service. More officers and civilian staff are being hired and trained. Approximately 150 sworn officers and over 80 civilian members were hired during this period.



MILESTONE

In 2025, the outreach and recruiting team had a remarkable year, where it hired the highest number of sworn members in a single year.

↑ 30%
from 2024

1,247
Applications



153
Total
Officers

6

Experienced
Officers

147

New
Recruits

WOMEN MENTORING PROGRAM

The Women's Mentoring program yielded 40 per cent of the females hired in 2025, a 10% increase over last year and the program continues to grow with more participation as word of mouth spreads and the demonstrated success of women hired.



DIVERSITY



26

Communities
Represented



96

Speak more
than one language



OUTREACH

We have doubled the number of racialized females that are now wearing the uniform compared to 2024, including hiring three Black females, something that hasn't been done in 15 years.

EDI DRIVE2 STRATEGY

With a focus on workplace culture, service delivery, continuous learning, and leadership, this strategy advances human rights and equity, diversity, and inclusion (EDI) across the Service. More than 50% of the 30 partnership projects have been completed. The Community Equity Council has an active governance role for this collaborative strategy and is also assisting with the implementation, monitoring, and evaluation of this strategy in 2026.



FIRST-EVER INDIGENOUS RECRUITING FORUM

The first-ever Indigenous Recruiting Forum made history last fall, bringing together participants from across the region both online and in person for two evenings of meaningful connection, cultural celebration, and career inspiration.

Hosted by the Ottawa Police Service (OPS) in partnership with the Anishinabek Police Service (APS), the event marked a major step forward in strengthening Indigenous representation within policing and building pathways for future recruits.



From the opening ceremony and traditional music to the engaging discussions led by speakers, recruiters, and panelists, the forum created a space where community and opportunity came together. Attendees had the chance to hear first-hand experiences, learn about the police application process, and explore the many ways to begin a meaningful career in law enforcement.

We continue to engage with the Ottawa Aboriginal Coalition and local Indigenous communities to ensure we are increasing representation and building relationships to make policing a viable and meaningful profession and by supporting and attending different job fairs and events in the community.



MEMBER WELL-BEING



WHAT DOES THE PROGRAM DO?
WHAT IS IT FOR?

WELLNESS PROGRAM

The Wellness Program supports the health and well-being of members through targeted, evidence-informed initiatives. Programs such as StayConnected were implemented to support members while off work and throughout their reintegration process, promoting sustained engagement and recovery. During this reporting period, 46% of members accessed a form of wellness support, reflecting continued demand for and trust in these services.

EARLY INTERVENTION



79%
linked to critical incidents exposure,
overtime, and attendance pressures



Cumulative operational stress as
the primary risk to member well-being.

730

Reports Generated
out of 4,664 Alerts



STRATEGIC SHIFT

Launched the Evaluation-Informed Wellness Strategic Framework, advancing a prevention-focused approach with expanded Trauma Resiliency Training, clearer service pathways, and enhanced supervisor engagement.

72%

Members
Completed Trauma
Resiliency Training



520

PIN Test
Completed



PHYSICAL READINESS

520 PIN tests completed, alongside a review of fitness facilities and the addition of a certified fitness trainer to support injury prevention and return-to-work.

MEMBER SUPPORT

An online Wellness Resource Guide and expanded family programming improved access to supports.

134

Interventions



47

Training sessions



24

Reintegration cases



36

Outreach visits
Delivered



These efforts reflect a continued shift toward proactive, prevention-based wellness strategies that support member health, operational effectiveness, and long-term sustainability.

SAFE WORKPLACE PROGRAM

This program ensures a respectful and safe work environment. Clear processes are in place to report and address workplace concerns. Since implementation, approximately 60 reports have been handled through the system.





ADVANCING OUR SERVICE

SOUTH FACILITY UPDATE

A new police facility is being built to support future operations. This will increase capacity and improve service delivery in growing areas. Construction is currently **76% complete**, with the facility scheduled to be fully operational and open to the public on April 30, 2027.

FACILITIES STRATEGIC PLAN

The Facilities Strategic Plan outlines long-term infrastructure needs across the Service. A 15-year roadmap is being developed to guide future investments, with project sequencing and cost estimates currently in progress. The plan will identify priority locations and timelines for future development.

EMPLOYEE CENTRAL (SAP MODERNIZATION)

The Employee Central project is implementing a new HR system to modernize internal processes. User testing and training are underway, with system launch scheduled for July 13, 2026. The system will support payroll, scheduling, and employee services.

ENTERPRISE ASSET MANAGEMENT (EAM)

The Enterprise Asset Management project is implementing a centralized ServiceNow platform to track assets and manage service requests across the Service. ServiceNow has been implemented in 11 business areas, including Legal Services, Finance Services, Quartermaster, Facilities Services, Fleet Services, Workforce Operations Management, HR Services, IT Service Management, Use of Force, and Customer Relationship Management.

Core service catalogs are live and in active use, providing standardized intake, visibility, and routing of requests. This initiative is improving asset visibility, reducing manual tracking, and establishing a foundation for data-driven planning and lifecycle management.

FLEET SERVICE DELIVERY REVIEW

The Fleet Service Delivery project modernizes how police vehicles are managed and maintained. The initiative includes updates to business partner and fleet service delivery models. The initiative is being finalized, with expected closure in the second quarter.

RADIO UPGRADE PROJECT

New radios and communication systems are being introduced across the Service. This will improve reliability and coverage during operations. More than 2,400 devices have been updated, with full rollout expected by January 2027.

CYBERSECURITY STRATEGY

This strategy protects police systems from cyber threats. Security controls and monitoring have been strengthened across the network. Multi-factor authentication has been introduced, with 100% of users now enforced.

PARADE FORMATION FRAMEWORK

A standardized briefing process supports daily police operations. Officers now receive consistent updates and information at the start of shifts. The framework is used across all units, improving coordination and communication.

JOINT AIR SUPPORT UNIT

The Joint Air Support Unit (JASU) is intended to provide aerial support for police operations in Ottawa through a provincially led helicopter model. Once operational, it is expected to improve response times, officer safety, and situational awareness. Funding has been secured, and OPS planning is underway; however, implementation remains dependent on OPP aircraft delivery, police upfit completion, and final operational timelines.

PUBLIC TRUST & ACCOUNTABILITY

COMMUNITY SATISFACTION

Since 2021, the Ottawa Police Service has participated in the Police Service Benchmark Survey, an annual study conducted by Advanis, an independent market and social research firm. The survey uses nationally standardized questions developed through Public Safety Canada to consistently measure public attitudes toward policing across the country.

Survey results are weighted by key demographic characteristics to reflect Ottawa's adult population. Additional responses are collected from downtown residents (postal code K1N) to compare perspectives with the rest of the city.

In 2025, overall public perceptions of the OPS declined from 2024 but remained consistent with 2023 levels. Ratings of response times and the resolution of violent crimes decreased, while views on police authority and overall trust remained stable.

More than eight in ten residents continue to report a moderate or higher level of trust in the OPS.

Compared with six other large Canadian cities, Ottawa residents generally report more positive views on safety and crime. However, downtown residents consistently report lower levels of trust, confidence, and feelings of safety than residents in other areas.

For more details, visit the [Community Safety Data Portal](#).

PROFESSIONAL STANDARDS UNIT

Each year, the Ottawa Police Service remains committed to maintaining public trust through accountability, transparency, and oversight. The Service works closely with the Law Enforcement Complaints Agency (LECA), Inspector General of Policing (IG), Special Investigations Unit (SIU), and the Ottawa Police Service Board. Complaints may result in discipline or alternative resolutions such as mediation, training, or policy review, supporting fair outcomes and continuous improvement.

The Law Enforcement Complaints Agency (LECA) is Ontario's independent body responsible for receiving, screening, and overseeing public complaints about police conduct. For the Ottawa Police Service, LECA determines whether complaints are dismissed, referred for investigation, or resolved, ensuring independent oversight and public accountability.

79% of Early Intervention trends (see [Wellness](#)) continue to reflect operational stress rather than misconduct.



Read the full stories [here](#).



A feathered rescue on the morning shift!

A concerned resident called police after spotting an injured barred owl on the road-way near Robert Grant Avenue and Fernbank Road.

Constable Kevin Young, who is training to become an apprentice falconer, secured the owl and transported it to a local bird sanctuary, where staff say it is likely to recover after being struck by a vehicle.

With the owl in good hands, Constable Young returned to patrol after a memorable and positive start to his shift.



Cst. Liu and Jack

Three-year-old Jack met his hero, Constable Johnathan Liu, during a hospital visit while facing a serious medical crisis related to Adrenoleukodystrophy (ALD).

The brief visit brought Jack comfort and joy during a frightening time. Months later, after Jack's story gained attention, Constable Liu reunited with him during a CBC interview and presented him with a thoughtful Ottawa Police gift package.

Their connection highlighted compassion and humanity in policing, and offered encouragement as Jack continues his medical journey.



Bridging Services: Ottawa and Gatineau Police Morning Meeting

Ottawa and Gatineau police officers often meet on the Alexandra Bridge to highlight the shared challenges their communities face despite the provincial border between them.

They discuss common issues such as social disorder, community trust, proactive policing, and successful joint approaches like the 529 Garage bike theft prevention program.

The meeting underscored the value of cross-border collaboration and visible police presence in strengthening safety and community confidence on both sides of the river.



Little Witnesses, Big Impact: Community Youth Unit Turns Fear into Friendship at Ottawa Daycare

A high-risk foot pursuit ended safely at an elementary school thanks to the restraint and professionalism of responding Ottawa Police officers, but the arrest understandably unsettled nearby daycare children who witnessed it.

Constable Tyler Tierney, though not dispatched, stepped in to reassure the children, escorted them back outside, and helped them feel safe by answering their questions and engaging calmly.

His compassionate response transformed a frightening moment into a positive experience, later leading to a return visit where children thanked officers and built trust through meaningful community connection.



Helping Local Kids Start the School Year Right

The Community Youth Unit partnered with the Caring and Sharing Exchange at Carlingwood Shopping Centre for the annual Backpack Packing Event to help students start the school year prepared.

Volunteers packed backpacks with essential school supplies for more than 6,400 children from kindergarten to Grade 9, though over 700 students remain on the waitlist.

The event highlighted the power of community collaboration in supporting children and building confidence for the school year ahead.



A decade behind the headset: Anthony Jean

Anthony Jean is marking 10 years with the Ottawa Police Service as an Acting Supervisor and Dispatcher, known for his calm, compassion, and skill during high-stress calls.

After starting his career in healthcare, he transitioned into dispatching, where he now helps callers on their worst days while mentoring new recruits.

Driven by a desire to help and keep officers safe, he remains deeply committed to serving the community he grew up in.



Alyson Yaraskovitch Awarded Outstanding Analyst of the Year

Alyson Yaraskovitch, a longtime Ottawa Police crime analyst, was named the 2024 Ontario Crime Analyst Network Outstanding Analyst of the Year for her innovative and high-impact work.

Her data-driven analysis helped solve serious cases, including guiding investigators to crucial murder evidence before it was lost, while also advancing training and automation within OPS.

She credits the recognition to the strength, creativity, and collaboration of the entire Crime Intelligence Analyst Unit.



Transparency in Action: OPS Data Team Earns Global Spotlight

Anastasia Kurbakovskaya’s traffic stop data map for the Ottawa Police Service was featured at the Esri User Conference, the world’s largest GIS event.

The recognition highlights OPS’s commitment to transparency, equity, and public access to understandable, data-driven information.

Her work helps residents explore complex policing data independently and supports informed community conversations.



Brings Community, Culture, and Conversation Together

The first-ever Indigenous Recruiting Forum brought together participants from across the region for two evenings of cultural connection and career exploration.

Hosted by OPS in partnership with the Anishinabek Police Service, the event focused on strengthening Indigenous representation in policing and sharing pathways into law enforcement.

The forum highlighted collaboration, mentorship, and ongoing support through the OPS Indigenous Mentorship Community.



Running towards danger: Cst Hanniman and Det Nissan's heroic actions during Lisbon funicular crash

While on vacation in Lisbon on September 3, 2025, Ottawa Police Constable Victoria Hanniman and Detective Marie Nissan responded to a sudden funicular crash that turned into a mass casualty event. Despite being off duty, unarmed, and in a foreign country, they ran toward danger, helping passengers escape, rescuing injured victims, and coordinating bystanders amid chaos, explosions, and a second derailment.

They continued life-saving efforts until local responders arrived, ultimately assisting in a tragedy that killed 16 and injured 21. Their bravery and leadership were later recognized with Hanniman receiving the Ontario Women in Law Enforcement Award for Bravery, while both officers were praised for their courageous, selfless actions.



Purse Project Recap: Celebrating a Successful Tenth Year

The Ottawa Police Service marked the 10th anniversary of the Purse Project, a long-standing initiative providing dignity and essential hygiene items to those in need across the city.

In 2025, the Ottawa Police and our partners Shoppers Drug Mart and Citron Hygiene, community donors, and volunteers helped fill 417 purses, distribute hundreds more supplies to shelters, and reach 19 shelters and 10 drop-in locations.

The milestone year highlighted the impact of compassion, partnership, and collective action in supporting vulnerable women in Ottawa.



Always ready: off-duty officer saves a man's life

An off-duty Ottawa Police tactical officer, Kevin Brown, sprang into action after spotting a man drowning near the Portage dam.

Using his recent medical training, he performed CPR and coordinated help until the man regained consciousness and was transported to paramedics.

The incident highlights how police training and quick thinking can save lives, even while off duty and with family present.

BY THE NUMBERS

CRIMINAL OFFENCES	2024			2025			2024 - 2025 Variance	
	Total	Percent Solved	Rate Per 100,000	Total	Percent Solved	Rate Per 100,000	Total	Rate Per 100,000 (%)
Crimes Against Persons	8,263	41%	753	8,621	41%	772	358	3%
Homicide Occurrences	21	76%	2	19	79%	2	-2	-11%
Homicide Victims	26	–	–	19	–	–	-7	–
Attempted Murder	5	120%	0	7	71%	1	2	38%
Assaults (non-sexual)	4,484	46%	408	4,678	47%	419	194	3%
Sexual Violations	920	33%	84	835	29%	75	-85	-11%
Robberies	487	41%	44	544	43%	50	67	12%
Indecent Harassing Communication	493	21%	45	552	21%	49	59	10%
Criminal Harassment	297	76%	27	348	71%	31	51	15%
Uttering Threats	1,189	26%	108	1,273	25%	114	84	5%
Crimes Against Property	35,831	12%	3,264	35,476	13%	3,178	-355	-3%
Break and Enter	2,600	22%	237	2,346	22%	210	-254	-11%
Theft Motor Vehicle	1,668	8%	152	1,437	9%	129	-231	-15%
Theft Over \$5,000	404	10%	37	426	9%	38	22	4%
Theft Under \$5,000	20,016	12%	1,823	20,741	15%	1,858	725	2%
From Motor Vehicle	2,844	2%	259	2,731	2%	245	-113	-6%
Shoplifting	12,179	15%	1,109	12,505	18%	1,120	326	1%
Possession/Trafficking Stolen Goods	153	74%	14	143	82%	13	-10	-8%
Frauds	7,452	4%	679	6,860	5%	615	-592	-9%
Mischief	3,418	14%	311	3,367	15%	302	-51	-3%
Arson	120	20%	11	156	15%	14	36	28%
Drug Violations	438	94%	40	404	92%	36	-34	-9%
Trafficking/Production/Distribution	154	94%	14	141	89%	13	-13	-10%
Possession	284	94%	26	263	94%	24	-21	-9%

BY THE NUMBERS

CRIMINAL TRAFFIC OFFENCES	2024			2025			2024 - 2025 Variance	
	Total	Percent Solved	Rate Per 100,000	Total	Percent Solved	Rate Per 100,000	Total	Rate Per 100,000 (%)
Criminal Driving Offences	864	93%	79	837	93%	75	-27	-5%
Impaired Driving (Alcohol/Drugs)	489	97%	45	508	97%	46	19	2%
Failure or Refusal to Comply with Demand	108	102%	10	89	101%	8	-19	-19%
Dangerous Operation	138	88%	13	114	87%	10	-24	-19%
Operation while Prohibited	82	99%	7	89	94%	8	7	7%

TRAFFIC MANAGEMENT	2024		2025		2024 - 2025 Variance	
	Total	Rate Per 100,000	Total	Rate Per 100,000	Total	Rate Per 100,000 (%)
Motor Vehicle Collisions (Total)	19,777	1,802	20,650	1,850	873	3%
Reportable Collisions	19,713	1,796	20,570	1,843	857	3%
On-Scene Collisions	2,989	272	3,153	282	164	4%
Fatal Collisions*	18	2	22	2	4	20%
Personal Injury	1,147	104	1,320	118	173	13%
Property Damage	1,739	158	1,708	153	-31	-3%
Non-Reportable Collisions	64	6	80	7	16	23%

Traffic Enforcement

*As investigated by the Fatal Collision Investigation Unit (FCIU)

Offence Notice & Summons (Part III)	8,291	755	8,661	776	370	3%
Commercial Motor Vehicles	296	27	304	27	8	1%
Electronic Devices	425	39	527	47	102	22%
Plates, Permits & Validation	2,843	259	3,810	341	967	32%
Seatbelts	139	13	153	14	14	8%
Speed	3,121	284	2,332	209	-789	-27%
Stunt	677	62	629	56	-48	-9%
Traffic Control	790	72	906	81	116	13%
Warnings	6,392	582	7,570	678	1,178	16%

BY THE NUMBERS

TRAFFIC MANAGEMENT (CONT.)	2024		2025		2024 - 2025 Variance	
	Total	Rate Per 100,000	Total	Rate Per 100,000	Total	Rate Per 100,000 (%)
RIDE Programs						
Vehicles Checked	12,615	1,149	11,091	994	-1,524	-14%
WARN Range Suspensions	16	1	54	5	38	232%
Impaired Driving Charges	3	0	24	2	21	687%
Refusal Charges	4	0	2	0	-2	-51%

PUBLIC COMPLAINTS	2024		2025		2024 - 2025 Variance	
	Total		Total		Total	%
Public Complaints Received	290		372		82	28%
Public Complaints Concluded	275		316		41	15%

PERSONS CHARGED	2024			2025		
	Adults	Youth*	Total	Adults	Youth*	Total
Crimes Against Persons	1,835	640	2,475	2,032	613	2,645
Crimes Against Property	2,051	457	2,508	2,340	565	2,905
Criminal Driving Offences	774	7	781	755	6	761
Drugs	271	14	285	256	12	268

*Excludes Extrajudicial Sanctions

YOUTH CLEARANCE RATES	2024		2025	
	Percent Solved		Percent Solved	
Crimes Against Persons	100%		104%	
Crimes Against Property	101%		99%	
Criminal Driving Offences	120%		125%	
Drugs	100%		10%	

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.

BY THE NUMBERS

FIVE-YEAR SUMMARY	2021	2022	2023	2024	2025
Demographics					
Policing Population	1,046,440	1,067,310	1,083,550	1,097,760	1,116,190
Number of Housing Units	447,210	457,070	465,300	473,580	484,030
Number of Registered Vehicles*	721,911	766,739	778,832	830,457	847,223
Perceived level of satisfaction the public has with OPS	60%	52%	57%	65%	57%
Complement: Authorized					
Police	1,481	1,472	1,487	1,495	1,572
Civilians	612	624	638	663	717
Total	2,093	2,096	2,125	2,158	2,289
Workload					
Calls to 9-1-1	317,766	348,567	411,617	384,330	382,175
Calls Received to Communications	Not available	723,500	810,778	764,109	641,822
Citizen-Initiated Calls, Mobile Response**	146,869	155,154	161,809	159,969	156,152
Immediate Response Incidents***	29,317	29,956	39,871	37,572	37,320
Budget					
Net Budget (in millions)	\$372.0	\$382.0	\$398.0	\$416.0	\$447.5
Canadian Criminal Code Violations					
Total Violations (excluding Traffic)	36,301	43,021	47,991	50,588	51,146
Rate Per 100,000	3,469	4,031	4,429	4,608	4,582
Percent Solved	32%	29%	29%	26%	28%
Crimes Against Person Violations	7,180	7,807	8,101	8,263	8,621
Rate Per 100,000	686	731	748	753	772
Percent Solved	41%	42%	41%	41%	41%
Crimes Against Property Violations	23,187	29,130	33,354	35,831	35,476
Rate Per 100,000	2,216	2,729	3,078	3,264	3,178
Percent Solved	15%	13%	14%	12%	13%

BY THE NUMBERS

FIVE-YEAR SUMMARY (CONT.)	2021	2022	2023	2024	2025
Canadian Criminal Code Violations (cont.)					
Drug Violations	446	329	393	438	404
Rate Per 100,000	43	31	36	40	36
Percent Solved	93%	94%	94%	94%	92%

*Source: 2021 - 2025 Ontario Ministry of Transportation.

**Incident data is from the Computer Aided Dispatch (CAD) system.

***Priority 1 & 2, Citizen-Initiated, Mobile Response.

Crime statistics are based on a download of data from the Records Management System as of April 30, 2026. Statistics here are a “snapshot” in time and can change for various reasons (i.e. incidents being reclassified, later reporting of incidents). The system is continuously being updated and as a result, some changes to statistics published in previous statistical reports may occur. It should be noted that statistics provided in this report may differ from those used by Statistics Canada and other police agencies.

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