Subject: Public Safety Service 2024 Annual Report

File Number: ACS2025-EPS-PSS-0001

Report to Emergency Preparedness and Protective Services Committee on 17 April 2025

and Council 30 April 2025

Submitted on April 8, 2025 by Beth Gooding, Director Public Safety Service

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Ward: Citywide

Objet :   Rapport annuel 2024 du Service de sécurité publique

Numéro de dossier : ACS2025-EPS-PSS-0001

Rapport présenté au Comité des services de protection et de préparation aux situations d'urgence

Rapport soumis le 17 avril 2025

et au Conseil le 30 avril 2025

Soumis le 08 avril 2025 par Beth Gooding , Directrice, Service de sécurité publique

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REPORT RECOMMENDATION(S)

That the Emergency Preparedness and Protective Services Committee recommend Council receive the Public Safety Service 2024 Annual Report for information.

EXECUTIVE SUMMARY

The Public Safety Service is responsible for providing a safe and secure environment for City employees, residents, and visitors. It is comprised of the following functions:

- Emergency Management

- Corporate Security

- Public Safety Systems (Corporate Radio and 9-1-1)

- Systems Coordination Support (specific to corporate security systems)

This report presents an overview of the Public Safety Service's achievements in 2024 including performance metrics. Please note that for 9-1-1, the Public Safety Service is responsible for overseeing the City's 9-1-1 emergency call intake function; updates on that program are being tabled in a separate report.

The programs provided by the Public Safety Service continue to align with the 2023 – 2026 Term of Council Priority of a city that is green and resilient with the strategic objective of (19) Increasing resiliency to extreme weather and changing climate conditions by strengthening community capacity for climate preparedness and emergency response.

BACKGROUND

The Public Safety Service reports annually to the Emergency Preparedness and Protective Services Committee as a requirement under the Committee's Terms of Reference. The report covers the Service's operations and key accomplishments.

The Public Safety Service is responsible for protecting City employees and assets, as well as preparing for, responding to, and recovering from largescale planned and

unplanned events. The Public Safety Service is comprised of four functions – Emergency Management, Corporate Security, Public Safety Systems (Corporate Radio and 9-1-1) and Systems Coordination Support (specific to corporate security systems). For more information on the 9-1-1 service, please refer to the 2023 9-1-1 Annual Report ACS2024-EPS-PSS-0001.

DISCUSSION

Office of Emergency Management

The Office of Emergency Management ensures the safety of all residents and visitors by working with internal and external partners to prepare for, respond to, and recover from largescale planned and unplanned events.

Definition of emergency escalation levels

Monitoring involves informing services, departments, and partners about an evolving situation. The Office of Emergency Managements works with these entities to understand how the situation may impact their normal operations.

Enhanced Operations involves a situation outside of normal operations that requires City-wide coordination, including potentially the mobilization of the Emergency Coordination Centre. The situation is imminent or occurring and could threaten public safety, public health, the environment, property, critical infrastructure, and/or economic stability.

Activated Operations involves a situation that requires the engagement of Senior Management and mobilization of the Emergency Coordination Centre for decision-making and strategic support.

A State of Emergency is considered when the City has entered into the Activated Operations level. Only the Head of Council or their delegate may declare a State of Emergency on behalf of the municipality.

Situations in 2024

Table 1 outlines the number of situations by type throughout 2024. The total number of unique events in 2024 was 12.

Table 1: 2019-2024 Number of Situations

Level of Escalation	2019	2020	2021	2022	2023	2024
Monitoring	33	47	81	46	22	9
Enhanced Operations	7	6	1	6	6	3
Activated Operations	1	1	2	3	0	0
State of Emergency	1	1	1	1	0	0
Total	42	55	85	56	28	12

In 2024, the Office of Emergency Management coordinated the City's response to the following situations:

- April: Solar Eclipse

- June: Extreme Heat

- July: Canada Day

- August: Heavy Rainfall

Ottawa also experienced an unprecedented number of demonstrations in 2024 for which the Office of Emergency Management collaborated closely with the Ottawa Police Service (OPS) and other key partners as part of a formal joint planning group.

Hazard Assessment, Mitigation and Prevention

The Hazard Assessment, Mitigation and Prevention Program is a formal process that enables the Office of Emergency Management to identify the hazards most likely to impact the City of Ottawa, their potential consequences, and any gaps in mitigation.

In 2024, the Office of Emergency Management worked with subject matter experts to confirm a continued focus on the following key hazards:

- Tornado

- Earthquake

- Active Threat

- Fire and/or Explosion

- Road and/or highway incident

- Infectious Disease

- Aviation incident

- Rail incident

- Flood

- High Winds

- Cyber Attack

Public Education and Awareness Program 'Are You Ready?'

The City of Ottawa's "Are You Ready?" program provides residents and businesses with information on how to prepare for an emergency or disaster. Residents can visit ottawa.ca to learn more about how to plan for the first 72 hours of an emergency or contact the Office of Emergency Management for more information.

In 2024, the Office of Emergency Management delivered sixteen Are You Ready? personal and community preparedness presentations and continued to manage the Emergency Management Handbook for Members of Council and the Community Emergency Toolkit for community associations, faith-based groups, and other organized entities.

Training and Exercise Program

The Office of Emergency Management continues to prioritize training to ensure the readiness of municipal staff to manage and respond to emergencies.

2024 was a training transition year for the Office of Emergency Management. The City's Emergency Management Program transitioned from the previously-employed provincial "Incident Management System" platform, to the national "Incident Command System" platform in order to support greater interoperability with the different partners with whom the City's collaborates during emergency responses.

In 2024, a total of 672 participants received training on their specific roles and responsibilities in an emergency. Of the participants, 666 were internal staff and 6 were external partners.

Tables 2 and 3 provide additional information on the breakdown of courses offered and the number of participants in attendance at each.

Table 2: 2019-2024 Training Courses

Name of Course	2019	2020	2021	2022	2023	2024
Ottawa Introduction to Emergency Management	5	6	10	12	7	7
Duty Officer Training	5	5	2	5	n/a	2
Municipal Emergency Control Group	5	12	5	12	9	8
EM 200: Basic Emergency Management	2	0	1	0	1	0
IMS 100: Introduction to Incident Management System	Online	Online	12	12	12	Online
IMS 200: Basic Incident Management System	5	5	11	16	5	0
IMS 300: Intermediate Incident Management System	2	1	0	1	1	0

Name of Course	2019	2020	2021	2022	2023	2024
ICS 100: Introduction to Incident Command System	n/a	n/a	n/a	n/a	n/a	Online
ICS 200: Basic Incident Command System	n/a	n/a	n/a	n/a	n/a	13
ICS 300: Intermediate Incident Command System	n/a	n/a	n/a	n/a	n/a	0
Emergency Management Scribe	7	5	1	2	1	0
Total	31	34	42	60	36	31

Table 3: 2019-2024 Number of Course Participants

Name of Course	2019	2020	2021	2022	2023	2024
Ottawa Introduction to Emergency Management	113	111	190	288	124	169
Duty Officer Training	56	47	5	5	n/a	2
Municipal Emergency Control Group	21	20	7	19	13	12
EM 200: Basic Emergency Management	52	0	12	0	17	0
IMS 100: Introduction to Incident Management System	109	50	59	85	59	68
IMS 200: Basic Incident Management System	97	98	132	308	110	0
IMS 300: Intermediate Incident	43	25	0	13	24	0

Name of Course	2019	2020	2021	2022	2023	2024
Management System						
ICS 100: Introduction to Incident Command System	n/a	n/a	n/a	n/a	n/a	126
ICS 200: Basic Incident Command System	n/a	n/a	n/a	n/a	n/a	257
ICS 300: Intermediate Incident Command System	n/a	n/a	n/a	n/a	n/a	13
Emergency Management Scribe	38	32	23	40	41	25
Total	529	383	428	758	388	672

External partner agencies that participated in training included representatives from the Hospital Emergency Preparedness Committee of Ottawa (Bruyère Hospital and The Ottawa Hospital), Hydro Ottawa, Canada Border Services Agency, and the City of Kingston.

Annual Training Exercise

In accordance with the Ontario Emergency Management and Civil Protection Act, the City is required to conduct an annual training exercise for the Municipal Emergency Control Group. In 2024, that Tabletop Exercise (TTX) was held on June 6.

Corporate Security Program

Corporate Security is committed to providing a safe and secure environment for all persons at City facilities through the delivery of security services. These services include:

- 24/7 Security Operations Centre

- Security Guard Services at City administrative facilities

- Physical security system design and installation (Access Control, Intrusion Alarm, CCTV)

- Incident management and investigation support

- Photo Identification services

- Security-related education/ training to staff (including for the Protective Measures Program)

- Event security planning for special events at City facilities

- Security audits at City facilities

In 2024, Corporate Security responded to over 27,000 service requests with approximately 15,300 related to Photo Identification services. Staff in the Photo Identification Centre created over 6,000 identification/access cards and performed thousands of access modifications.

In 2024, there were 211 security projects completed. These projects ranged in complexity from the installation of single security cameras and card readers to fully integrated security systems during the construction of new facilities, renovations of existing ones, or in response to security incidents.

The total number of alarms received in 2024 was 3,699, which is an increase compared to 2023. This rise can be attributed to new systems coming online, changes in monitoring and testing practices, or faulty devices that may have led to temporary false alarms received by the Security Operations Centre. In 2024, 635 mobile alarm responses and/or security patrols were performed, which is a slight decline from 2023.

The overall number of security-related incidents reported in 2024 was 2,286. This continues a year-over-year trend in rising security incidents. While the increase may partly be attributed to an on-going internal campaign aimed at encouraging staff to report all security incidents; the increase also reflects an evolving operating context, including more demonstrations, more instances of drug and alcohol use on City property, and more aggressive behaviors directed towards frontline staff.

In 2024, the top five incident types were: causing a disturbance; drugs and alcohol on City property; theft; personal incidents; and suspicious activity. The personal incidents category comprises crimes against a person such as assault, threats of violence and harassment. The Corporate Security Program is working closely with the City's frontline services to address these issues and to put in place corrective mitigations.

Table 4 shows a detailed breakdown of the type of reported security incidents received by Corporate Security 2019-2024.

Table 4: 2019-2024 Reported Security Incidents

Incident Type	2019	2020	2021	2022	2023	2024
Break and Enter	20	22	16	12	19	18
Causing a Disturbance	444	178	227	290	467	595
Demonstration/Protest	27	13	10	26	41	110
Drug and Alcohol on City Property	185	74	74	164	240	290
Fraud and Waste	4	4	1	0	0	0
Other Non-Security	482	212	62	55	79	114
Personal Incidents	194	102	111	151	235	241
Suspicious Activity	179	87	76	140	220	240
Theft	277	72	68	151	220	287
Trespassing	60	63	55	109	161	222
Vandalism	145	83	93	173	205	169
Total Number of Incidents	2,017	910	793	1,271	1,887	2,286

Education, Planning and Prevention

As outlined in Table 5, Security Advisors delivered 20 education sessions to City staff and completed 33 security audits at City facilities. Corporate Security provided planning and support services for 114 events.

Table 5: 2019-2024 Number of education sessions, planning and facility audit activities

Activity	2019	2020	2021	2022	2023	2024
Education sessions	15	4	2	14	31	20
Planning and Support Services at Events	n/a	n/a	n/a	n/a	125	114
Facility Security Audits	8	18	7	13	26	33

Program Development and Audit Update

In 2024, Corporate Security completed work on the final outstanding audit recommendations stemming from the Office of the Auditor General's 2019 Audit of Corporate Security. This included the introduction of the City's first Corporate Security Framework. The framework identifies roles and responsibilities for the Corporate Security Branch, as well as for other members of the organization, and establishes a formal process for risk-based planning and governance across the City.

Corporate Security continues to enhance it client service delivery; in 2024, the City's first Security Awareness Week was launched with the objective of increasing awareness about physical security at city facilities through an overarching theme of "Building a strong security culture together".

Corporate Security also continues to work collaboratively with Facility Operations Area Managers to reduce false alarms where a mobile patroller is required to be dispatched through the use of weekly automated dispatch reports. The number of false alarms for the period of January 1 to October 31 for 2019 to 2024 are outlined in Table 6:

Table 6: 2019-2024 Total number of false alarms

Year	Total False Alarms
Jan 1 – Oct 31, 2019	744
Jan 1 – Oct 31, 2020	209
Jan 1 – Oct 31, 2021	232
Jan 1 – Oct 31, 2022	248
Jan 1- Oct 31, 2023	288
Jan 1- Oct 31, 2024	228

Corporate Radio System

The Public Safety Service is responsible for managing and operating the City's Corporate Radio system. The service's responsibility involves managing the contract between Bell Mobility Radio and the City of Ottawa, as well as the administration of approximately 7,000 radios used by the Ottawa Police Service, City departments, and external partners (e.g., Canada Border Services Agency, Ottawa International Airport Authority, and Canadian Air Transport Security Authority).

The Public Safety Systems team continues to ensure that the City has a reliable, public safety-grade radio service available for first responders and other frontline users. In 2024, the team coordinated with Bell Mobility Radio to begin work on an important network infrastructure upgrade, which will be a key focus over the next year.

Conclusion

The Public Safety Service continues to provide a safe and secure environment for all City of Ottawa residents and visitors. Key deliverables for the Public Safety Service were met in 2024. The Service will continue to work with other City departments and services, as well as external partners to continue to deliver on its commitments.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

LEGAL IMPLICATIONS

There are no legal impediments to approving the recommendations in this report.

COMMENTS BY THE WARD COUNCILLOR(S)

There are no comments from Ward Councilors as this report is city-wide in nature.

CONSULTATION

There were no consultations undertaken related to the drafting of this report as it is a summary of the Public Safety Service's activities over the past year.

ACCESSIBILITY IMPACTS

The Public Safety Service operates in accordance with the *Accessibility for Ontarians with Disabilities Act* (2005) and the Integrated *Accessibility Standards Regulations* 191/11. The City's Office of Emergency Management has been working with the City's Accessibility Office to better understand the experience of people with disabilities during emergencies. This work will continue into 2025.

DELEGATION OF AUTHORITY IMPLICATIONS

Section 5 of the [Delegation of Authority By-law](#) (2024-265) states that "in cases of emergency or special circumstances where it is necessary to act within the normal mandate of a department, but such action is not strictly within the terms of a delegated authority, a General Manager or Director, in respect of their specific department, may take such action as necessary to rectify the situation." Further, in Schedule F of the Delegation of Authority By-law, the General Manager of Emergency and Protective Services and the Director of Public Safety Service are provided with administrative authority:

- to approve, amend, extend, and execute agreements for emergency management and planning, corporate security services and corporate radios;

- to approve and implement operational policies, practices, and procedures for corporate security; and

- to issue notices to the public in an emergency situation.

The Public Safety Service reports annually to Emergency Preparedness and Protective Services Committee with the other service areas in Emergency and Protective Services. The last reporting was on March 21 via the Use of Delegated Authority in 2023 by Emergency and Protective Services report (ACS2024-EPS-GEN-0001).

There are no new delegated authority requirements associated with this information report.

CLIMATE IMPLICATIONS

The Public Safety Service is a key partner in the City's Climate Resiliency Strategy. Forecasting studies led by the City's Climate Resiliency group indicate that Ottawa is expected to become warmer and wetter over the next several decades. This warming due to climate change favors conditions conducive to extreme weather such as storms, tornadoes, and wildfires. The Climate Vulnerability and Risk Assessment identifies the additional pressures from the expected increase in frequency, duration, or intensity of extreme weather events as a top climate risk.

INDIGENOUS, GENDER AND EQUITY IMPLICATIONS

The Public Safety Service is committed to the Corporate Diversity and Inclusion Plan. Recognizing that priority populations are disproportionately impacted by emergencies, the Public Safety Service is working on formal actions as part of the City's Anti-Racism Strategy and applying the Women and Gender Equity Lens, to incorporate an equity, diversity, inclusion and belonging lens into the City's emergency preparedness, response, and recovery work.

RISK MANAGEMENT IMPLICATIONS

The Public Safety Service considers and manages risk in all the branches within the service area. These risks have been articulated throughout the report as well as their mitigation strategies.

RURAL IMPLICATIONS

There are no specific rural implications associated with the recommendations of this report. However, the Public Safety Service always considers the varying needs of those living in different parts of the city when developing emergency plans.

TERM OF COUNCIL PRIORITIES

The services provided by Public Safety Service continue to align with the 2023 – 2026 Term of Council Priority of a city that is green and resilient with the strategic objective of (19) Increasing resiliency to extreme weather and changing climate conditions by strengthening community capacity for climate preparedness and emergency response.

DISPOSITION

The Public Safety Service will implement any direction arising from receipt of this information report.