

Report to / Rapport au:

**OTTAWA POLICE SERVICE BOARD
COMMISSION DE SERVICE DE POLICE D'OTTAWA**

23 June 2025 / 23 juin 2025

Submitted by / Soumis par:

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SUBJECT: OTTAWA POLICE SERVICE ANNUAL REPORT - 2024

OBJET: RAPPORT ANNUEL DU SERVICE DE POLICE D'OTTAWA - 2024

REPORT RECOMMENDATIONS

That the Ottawa Police Service Board:

- 1. Receive this report for information; and**
- 2. Direct the Executive Director to file the 2024 Annual Report with Ottawa City Council in fulfillment of the Board's obligation under Section 41 of the Community Safety and Policing Act, 2019.**

RECOMMANDATIONS DU RAPPORT

Que la Commission de service de police d'Ottawa

- 1. Prenne connaissance du présent rapport à titre d'information ; et**
- 2. Demander au directeur exécutif de déposer le rapport annuel de 2024 auprès du Conseil municipal d'Ottawa, conformément à l'obligation de la**

Commission en vertu de l'article 41 de la Loi de 2019 sur la sécurité communautaire et les services policiers. .

BACKGROUND

Each year, the Chief of Police is required to prepare an Annual Report for the Ottawa Police Service Board. This is stipulated in Ontario Regulation 399/23, Section 12, under the *Community Safety and Policing Act, 2019*. The report provides a summary of the previous year's activities and includes:

- Implementation of the strategic plan prepared and adopted by the police service board
- Public complaints
- The actual cost of police services

Aligned with the principles of the *Community Safety and Policing Act, 2019*, the Annual Report promotes public transparency, community engagement, and accountability in policing. It helps both the Board and the community understand how effectively the Ottawa Police Service is achieving its goals and serving the public.

Section 41 of the *Community Safety and Policing Act* requires police services board to file an annual report with their municipality, on or before June 30 each year, regarding:

- The implementation of the board's strategic plan and the achievement of the performance objectives identified in the strategic plan
- The affairs of the police service
- The provision of policing as it relates to any community safety and well-being plans adopted by the municipality.

The Annual Report 2024 was developed collaboratively by the Ottawa Police Service and the Board Office, recognizing that the Chief's reporting obligations under Ontario Regulation 399/23, Section 12, and the Board's obligations under Section 41 of the Act significantly overlap in scope. The joint approach ensures a more integrated and transparent account of policing and governance activities in 2024. For the first time, the Annual Report also includes a dedicated section on the activities and performance of the Ottawa Police Service Board. The Executive Director will file this joint report with City Council, in accordance with the Board's obligations under Section 41 of the Act.

DISCUSSION

The 2024 Annual Report offers a comprehensive look at a year marked by significant operational activity, strategic growth, and continued efforts to enhance public trust and safety. The dedication of sworn and civilian members of the Ottawa Police Service

(OPS), combined with ongoing collaboration with the community and stakeholders, demonstrates the Service's commitment to modern, community-focused policing.

OPS members responded to a wide range of challenges throughout 2024, including hundreds of demonstrations, serious and tragic incidents, and an evolving crime landscape. Despite these demands, members consistently demonstrated professionalism, compassion, and integrity in delivering critical services to Ottawa's diverse and growing population.

In 2024, the OPS made considerable progress on several strategic priorities. The Service welcomed 134 new sworn officers—the largest intake in its history—and launched a renewed recruitment effort to meet future staffing needs. Work continued on the rollout of the District Policing model, which is improving localized service delivery and engagement. Construction of the new South Facility advanced steadily and remains a key part of OPS's infrastructure modernization plan. The Service also introduced several new specialized units, including the Parliamentary District, a Mounted Unit, and a Helicopter Program, to better respond to Ottawa's unique operational demands. Additionally, the successful pilot of the Special Constable program was expanded to offer more support to frontline operations. Targeted enforcement efforts through the CORE Strategy yielded meaningful results, particularly in priority areas such as the ByWard Market. Additionally, several high-impact joint operations with our law enforcement partners targeted organized crime and gang activity. Initiatives like Project Champion led to major investigative successes, resulting in lasting improvements to community safety and the suppression of violence.

OPS continues to realign services, invest in its workforce, and improve how it serves the community through innovation, responsiveness, and a commitment to safety and accountability. These developments are helping to build a stronger foundation for long-term community trust and operational success.

Key statistics from 2024 include:

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

- 26% clearance rate for reported offences, down from 28% in 2023.
- Crime Severity Index (CSI) rose 2% to 55; Non-Violent CSI increased by 3%, while Violent CSI remained stable.
- Violent crime increased by 1%, driven by increases in assaults, sexual offences, and deaths.
- Property-related offences rose by 6%, primarily theft and fraud; motor vehicle thefts declined by 21%.
- 21 homicide incidents, with 26 victims; 16 cases have been solved.
- Shootings dropped by 27%, from 73 to 53; 104 crime guns were seized.
- 19,800 roadway collisions, up 1%; traffic fatalities decreased to 18, from 27 in 2023.

DISTRIBUTION / RELEASE

Following Board approval, the OPS will be promoting and distributing the 2023 Annual Report through a variety of means:

- A news release will be issued, and links to the report will be frequently shared on OPS social media channels.
- The report itself will be posted to the OPS website, under Reports and Publications; residents can download a copy of the PDF in either official language; and
- Community partners such as the CEC, City Councillors, our Partnership in Action (PIA), and YAC will be advised of its release and be provided with a copy of the report.

Community police officers, the Diversity Relations and Resource Unit, and the Victim Crisis Unit will also promote and distribute the report through other external networks.

SUPPORTING DOCUMENTATION

- Document 1: 2024 Annual Report PDF (English)
- Document 2: 2024 Annual Report PDF (French)
- Document 3: Collection of identifying information – Duties & Prohibitions Policy – Annual Report Collection of Identifying Information - The Ottawa Police Service is committed to professional and equitable policing. We will continue to work together with the community, on the duties and prohibitions surrounding the Collection of Identifying Information and other related initiatives, to ensure policing is without discrimination and done in a way that promotes public confidence and protects human rights. The report is attached to this report as Document 3. It has been attached to this document in order to

comply with the CSPA. It had been previously submitted on the January 2025 agenda. For the 8th year, the OPS has reported zero incidents related to the Collection of Identifying Information.

CONCLUSION

The 2024 Annual Report reflects the continued dedication of OPS members in a year of high operational demand and strategic progress. It highlights the Service's ongoing efforts to build trust, deliver responsive policing, and strengthen partnerships across Ottawa's diverse communities. As the city evolves, OPS remains focused on transparency, accountability, and modern, community-based service delivery.