

Subject: Public Safety Service 2025 Annual Report

File Number: ACS2026-EPS-PSS-0001

**Report to Emergency Preparedness and Protective Services Committee on 16
April 2026**

and Council 22 April 2026

Submitted on April 7, 2026 by Beth Gooding, Director, Public Safety Service

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Ward: Citywide

Objet : Rapport annuel 2025 du Service de sécurité publique

Dossier : ACS2026-EPS-PSS-0001

**Rapport au Comité des services de protection et de préparation aux
situations d'urgence le 16 avril 2026**

et au Conseil le 22 avril 2026

Soumis le 6 avril 2026 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 2025 Annual Report for information.

RECOMMANDATIONS DU RAPPORT

Que le Comité des services de protection et de préparation aux situations d'urgence recommande au Conseil de prendre connaissance du Rapport annuel 2025 du Service de sécurité publique, à titre informatif.

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 2025, including performance metrics. Updates on the City's 9-1-1 emergency call intake function are provided 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 has affordable housing and is more live-able for all”, as well as the priority of “a city that is green and resilient”. The Service supports these priorities through initiatives that strengthen community preparedness, emergency response capabilities, and organizational resilience in the face of extreme weather and other evolving threats and hazards.

Key Highlights from 2025

- **Increased Organizational Preparedness:** The Office of Emergency Management trained 1,448 participants in 2025, more than double the number in 2024, ensuring that municipal staff and external partners are better prepared to respond to emergencies. This represents a significant investment in organizational readiness and community resilience.

- **Launch of Ottawa Alert:** The new Public Emergency Notification System provides timely, actionable information to residents during emergencies, enhancing public awareness and safety.
- **Emergency Food Security Planning:** In collaboration with the Ottawa Food Bank and social service providers, the City finalized a comprehensive emergency food security response plan, including including a funding approach for this initiative.
- **Reduction in False Alarms:** Corporate Security achieved a significant reduction in false alarms to 146 in 2025, down from 228 in 2024, improving efficiency and reducing unnecessary resource deployment.
- **Security Incident Management:** Despite a complex security environment, the team managed over 2,100 security incidents and completed 220 security projects, demonstrating proactive and responsive security operations at City facilities.
- **Technological and Systems Improvements:** Initiated the transition to a new Corporate Radio infrastructure and development of data-driven security analytics, initiatives designed to position the City for more resilient communication and optimized resource deployment.

Through these initiatives, the Public Safety Service strengthened the City of Ottawa's ability to anticipate, respond to, and recover from emergencies, while maintaining a secure environment for all. The achievements of 2025 demonstrate the dedication and professionalism of the Service's team, ensuring Ottawa continues to be a safe, resilient, and well-prepared city.

SYNTHÈSE ADMINISTRATIVE

Le Service de sécurité publique assure la sécurité du personnel de la Ville, des résidents et des visiteurs. Font partie de son mandat :

- la gestion des mesures d'urgence;
- la sécurité municipale;
- les systèmes de sécurité publique (Système de radiocommunication municipal et 9-1-1);

- le soutien de la coordination des systèmes (pour les systèmes de sécurité municipale).

Le présent rapport présente un aperçu des réalisations du Service de sécurité publique en 2025, y compris les mesures de rendement. Des mises à jour concernant la fonction de prise d'appels d'urgence au 9-1-1 sont présentées dans un rapport distinct.

Les programmes du Service de sécurité publique continuent de s'inscrire dans la priorité pour le mandat du Conseil 2023-2026 « d'une ville avec des logements abordables qui est plus vivable pour tous », en plus de la priorité « d'une ville verte et résiliente ». Le Service appuie ces priorités à l'aide d'initiatives qui renforcent la préparation collective, les capacités d'intervention d'urgence et la résilience organisationnelle face à des conditions météorologiques extrêmes et à d'autres menaces et dangers changeants.

Points saillants de 2025

- Préparation organisationnelle accrue : Le Bureau de gestion des mesures d'urgence a formé 1 448 participantes et participants en 2025, ce qui représente plus du double du chiffre de 2024, afin de veiller à ce que le personnel municipal et les partenaires externes soient mieux préparés pour intervenir dans les situations d'urgence. Ce chiffre représente un investissement important dans l'état de préparation organisationnelle et la résilience communautaire.
- Lancement du service Alerte Ottawa : Le nouveau système de notification en cas d'urgence offre des renseignements utiles en temps opportun aux résidentes et aux résidents pendant les urgences, ce qui rehausse la sensibilisation et la sécurité du public.
- Planification de la sécurité alimentaire d'urgence : En collaboration avec la Banque d'alimentation d'Ottawa et les fournisseurs de services sociaux, la Ville a établi un plan d'intervention global sur la sécurité alimentaire d'urgence, comprenant une approche de financement pour cette initiative.
- Réduction des fausses alarmes : La Sécurité municipale a réussi à réduire de façon importante le nombre de fausses alarmes, qui sont passées de 228 en 2024 à 146 en 2025, améliorant ainsi l'efficacité et réduisant le déploiement inutile de ressources.

- Gestion d'incidents de sécurité : En dépit d'un environnement de sécurité complexe, l'équipe a géré plus de 2 100 incidents de sécurité et mené à bien 220 projets de sécurité, illustrant les activités de sécurité proactives et réactives dans les installations de la Ville.
- Améliorations des technologies et des systèmes : A initié la transition vers une nouvelle infrastructure de radiocommunication municipale et le développement d'analyses de la sécurité axées, initiatives conçues pour positionner la Ville d'avoir des communications plus résilientes et un déploiement optimisé des ressources.

Grâce à ces initiatives, le Service de sécurité publique a renforcé la capacité de la Ville d'Ottawa à anticiper les urgences, à y répondre et à s'en rétablir, tout en maintenant un environnement sécuritaire pour toutes et pour tous. Les réalisations de 2025 constituent la preuve du dévouement et du professionnalisme de l'équipe du Service, et permettent de veiller à ce qu'Ottawa continue d'être une ville sécuritaire, résiliente et bien préparée.

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 such as video monitoring and electronic access).

For more information on the 9-1-1 call intake service, please refer to the [2024 9-1-1 Annual Report ACS2025-EPS-PSS-0002](#).

DISCUSSION

Office of Emergency Management

The Office of Emergency Management (OEM) 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 Management 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 2025

Table 1 outlines the number of situations by type throughout 2025. The total number of unique events in 2025 was 18.

Table 1: 2025 Number of Situations

Level of Escalation	2019	2020	2021	2022	2023	2024	2025
Monitoring	33	47	81	46	22	9	16
Enhanced Operations	7	6	1	6	6	3	2
Activated Operations	1	1	2	3	0	0	0
State of Emergency	1	1	1	1	0	0	0
Total	42	55	85	56	28	12	18

In 2025, OEM worked with partners to plan for and/or respond to the following situations:

- April: Spring Freshet Flooding
- May: Royal Visit
- July: Canada Day Celebrations
- Summer: Various extreme heat events, as well as drought
- August: Ironman event
- December: Carleton Lodge Long Term Care infrastructure failure

Launch of the Public Emergency Notification Systems – Ottawa Alert

The Office of Emergency Management, in partnership with the Ottawa Police Service, developed and launched a new Public Emergency Notification System called Ottawa Alert. Residents can subscribe to Ottawa Alert to receive notifications and guidance during and after emergencies.

Hazard Identification and Risk Assessment (HIRA)

The Office of Emergency Management completed the 2025 Hazard Identification and Risk Assessment (HIRA) for the City of Ottawa in accordance with Emergency Management Ontario's HIRA Methodology Report (2025). While the City of Ottawa takes an all-hazards approach to emergency preparedness, the HIRA identified the following 10 hazards as posing the highest risk to the community:

- Public Health emergency
- Cyber incident
- Terrorism
- Explosion/structural fire
- Electrical energy failure
- Wind event/tornado
- Extreme cold/winter weather

- Public Transit/Rail disruption
- Flooding
- Extreme heat/air quality

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.

OEM delivered 28 “Are You Ready” preparedness presentations in 2025 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.

In 2025, a total of 1448 participants received training on their specific roles and responsibilities in an emergency. Of the participants, 1417 were internal staff and 31 were external partners.

Table 2: 2019-2025 Number of Course Participants

Name of Course	2019	2020	2021	2022	2023	2024	2025
Ottawa Introduction to Emergency Management	113	111	190	288	124	169	138
Duty Officer Training	56	47	5	5	n/a	2	2
Municipal Emergency Control Group	21	20	7	19	13	12	12

Name of Course	2019	2020	2021	2022	2023	2024	2025
EM 200: Basic Emergency Management	52	0	12	0	17	0	23
EM 125: Introduction to Exercise Programs	14	7	6	1	3	17	11
EM 225: Exercise Program Management	18	0	0	0	0	0	23
IMS 100: Introduction to Incident Management System	109	50	59	85	59	68	n/a
IMS 200: Basic Incident Management System	97	98	132	308	110	0	n/a
IMS 300: Intermediate Incident Management System	43	25	0	13	24	0	n/a
ICS 100: Introduction to Incident Command System	n/a	n/a	n/a	n/a	n/a	126	731
ICS 200: Basic Incident Command System	n/a	n/a	n/a	n/a	n/a	257	305
ICS 300: Intermediate Incident Command System	n/a	n/a	n/a	n/a	n/a	13	152
ICS 400: Advanced Incident Command System	n/a	n/a	n/a	n/a	n/a	n/a	23
Emergency Management Scribe	38	32	23	40	41	25	28
Total	561	390	434	759	391	689	1448

External partner agencies that participated in training included representatives from the Ottawa Hospital, the Montfort Hospital, Canada Border Services Agency, and the Ontario Office of the Fire Marshal.

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 2025, that Tabletop Exercise (TTX) was held on June 4.

Emergency Food Security Response Plan

At the December 10, 2025 [Ottawa City Council Meeting](#), a direction was tabled to staff to identify options for a dedicated emergency food security reserve to support rapid response for vulnerable households during extreme weather events. In collaboration with the City's Finance and Corporate Services Department, the Emergency and Protective Services Department has identified a funding approach for this initiative. The costs spent to support specific food security needs for targeted residents during disaster situations would be charged to an emergency cost centre in the same manner as other emergency costs. The City will continue to monitor this approach annually and revisit if required.

Since 2022, staff from the Office of Emergency Management have been working closely with food organizations to establish emergency food distribution processes. The Emergency Food Security Task Force, chaired by the Ottawa Food Bank, includes a broad membership of social service providers. Most recently, the City and the Ottawa Food Bank worked with a consultant to develop a comprehensive emergency food security response plan. The City is finalizing a Service Level Agreement with the task force that formalizes emergency deployment and operational arrangements, including a defined framework for financial cost recovery.

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 corporate Protective Measures Program)
- Event security planning for special events at City facilities
- Security audits at City facilities

In 2025, Corporate Security responded to over 26,750 service requests with approximately 15,700 related to Photo Identification services. Staff in the Photo Identification Centre created over 5,000 identification/access cards and performed thousands of access modifications.

In 2025, 220 security projects were completed. These ranged in complexity from installing single security cameras and card readers to delivering fully integrated security systems as part of building design planning for new facilities or renovations.

The total number of alarms received in 2025 was 1,541, which is a decrease compared to 2024. In 2025, over 930 mobile alarm responses and/or proactive security patrols were performed, which is an increase from 2024.

Corporate Security continues to work collaboratively with Facility Operations to reduce the number of false alarms where a mobile patroller is required to be dispatched through the use of weekly automated dispatch reports. The total number of false alarms for 2025 is outlined in Table 3.

Table 3: Total number of false alarms from 2019 to 2025

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 - Dec 31, 2023	336
Jan 1 - Dec 31, 2024	228
Jan 1 - Dec 31, 2025	146

The overall number of security-related incidents reported in 2025 was 2,106. While this is a slight decrease from 2024, it continues to demonstrate a year-over-year pattern of elevated incident volumes. This trend reflects a complex security environment including more aggressive behaviors directed towards frontline staff, as well as drug and alcohol use on City property.

In 2025, the top five incident types were: causing a disturbance; personal incidents; drugs and alcohol on City property; trespassing; suspicious activity and theft. 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 implement appropriate mitigations.

Table 4 shows a detailed breakdown of the type of reported security incidents received by Corporate Security 2019-2025.

Table 42: 2019-2025 Reported Security Incidents

Incident Type	2019	2020	2021	2022	2023	2024	2025
Break and Enter	20	22	16	12	19	18	11
Causing a Disturbance	444	178	227	290	467	595	684
Drug and Alcohol on City Property	185	74	74	164	240	290	248
Fraud and Waste	4	4	1	0	0	0	1
Other Non-Security	482	212	62	55	79	114	114
Personal Incidents	194	102	111	151	235	241	265
Suspicious Activity	179	87	76	140	220	240	229
Theft	277	72	68	151	220	287	202
Trespassing	60	63	55	109	161	222	239
Vandalism	145	83	93	173	205	169	113
Total Number of Incidents	1990	897	783	1,245	1,846	2,176	2,106

Education, Planning and Prevention

As outlined in Table 5, Security Advisors delivered 13 education sessions to City staff, completed 5 facility security audits and provided planning and support services for 131 events.

Table 53: Number of education sessions, planning and facility audit activities 2019-2025

Activity	2019	2020	2021	2022	2023	2024	2025
Education sessions	15	4	2	14	31	20	13
Planning and Support Services at Events	n/a	n/a	n/a	n/a	125	114	131
Facility Security Audits	8	18	7	13	26	33	5

Public Safety Systems

The Public Safety Service manages and operates the City’s Corporate Radio system, ensuring a reliable, public safety-grade network for first responders and frontline staff. Key responsibilities include:

- **Contract Management:** Overseeing the partnership between Bell Mobility Radio and the City of Ottawa.
- **Fleet Administration:** Managing approximately 7,000 radios used by emergency services, City departments, and external partners such as the Canada Border Services Agency and the Ottawa International Airport Authority.

In 2025, the team began transitioning to a new radio infrastructure. This technology upgrade ensures that the City’s communication tools remain resilient and continue to meet the evolving needs of frontline users.

Systems Coordination Support

The Security Systems Team ensures the continuous reliability of the City’s physical security network – from electronic access to video monitoring. A key priority for 2026 is the transition to data-driven security management. With enhanced analytical tools, the team will be able to provide client departments with real-time reporting and statistics, ensuring security resources are deployed where they are needed most.

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 2025. 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 receiving the information 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 (AODA)* and the *Integrated Accessibility Standards Regulations, O. Reg. 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 in 2026. Emergency Protective Services is committed to consultation with the community of persons with disabilities and the Accessibility Advisory Committee, as appropriate.

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 February 19, 2026 via the Use of Delegated Authority in 2025 by Emergency and Protective Services report ([ACS2026-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. Meteorological forecasts indicate that Ottawa will experience warmer temperatures and increased precipitation over the next several decades. Climate change will increase the frequency and severity of hazards including flooding, extreme heat events, severe storms, and tornadoes.

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, and have unique security experiences, 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. This ensures that equity, diversity, inclusion and belonging principles are incorporated into the City's emergency preparedness, response, and recovery work, as well as into corporate security operations, including the work of security advisors and frontline security guards.

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 areas 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.