



Waterloo Regional Police Service

2024 Annual Report



Reflecting on a year of service,
safety, and strength. |

www.wrps.ca

Territorial Acknowledgement

Waterloo Regional Police Service

Waterloo Region is situated on treaty land that is steeped in rich Indigenous history and home to many First Nations, Inuit, and Métis people today. We acknowledge that this land is the traditional territory of the Haudenosaunee, Anishinaabe, and Chonnonton peoples.

We recognize the enduring presence of the Indigenous people with whom we share this land today, their achievements, and their contributions to our community. We offer this acknowledgement as an act of reconciliation between Indigenous and non-Indigenous peoples of Canada.

Table of Contents

Who We Are

Mission, Vision, Values	4
Message from the Chair	5
Message from the Chief	6
WRPS at a Glance	7

Year in Review

Our Year in Numbers	9
Communications Centre	11
Cybercrime Unit	12
Drugs and Firearms Unit	13
Property and Financial Crime Unit	15
General Investigations Unit	17
Intimate Partner Violence Unit	18
Traffic Services Unit	19
Major Crime Unit	21
Special Victims Unit	23
Criminal Intelligence Unit	25
Canine Unit	27
Court Security and Prisoner Care Unit	28
Training and Use of Force	29
Community Engagement and Wellbeing Branch	31
Community Safety and Wellbeing Plan	33
Alternate Responses to Mental Health Calls	34
Top Investigations of 2024	35
Our Commitment to Equity, Diversity, and Inclusion	49
Technology, Innovation, and Knowledge Management	51

Our Members

Awards and Recognition	55
Organizational Chart	65

Community Engagement and Outreach

Volunteering in Policing	67
Bringing the Community Together	69
Connecting and Engaging Online	73

Performance and Our Impact in Numbers

Launching the 2024-2027 Strategic Business Plan	77
Online Reporting	78
Internal Investigations and Public Complaints	79
Demands on Service	80
Citizen Generated Calls	82
Investment in Public Safety	84
Now Hiring	86

Who

We Are

Our Mission

To uphold public trust and confidence, safety, and community wellbeing through police service excellence.

Our Vision

Every person in Waterloo Region is safe and feels safe.

Our Values

1

People

People are at the centre of everything that we do. We are committed to the safety and wellbeing of the community and our members.

2

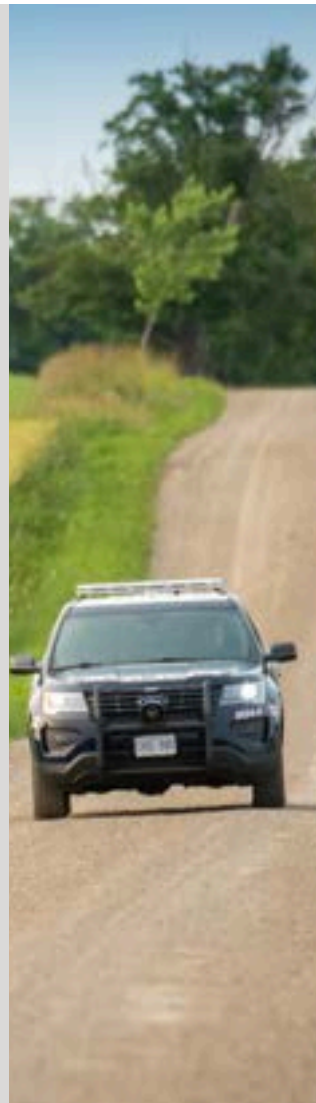
Partnerships

Through ongoing community and member engagement, we foster collaborative partnerships to achieve exceptional service delivery.

3

Professional Excellence

Our professional excellence is driven by trust, accountability, and innovation. We are caring, compassionate, and committed.





Message from the Chair

Ian McLean

Waterloo Regional
Police Service Board

On behalf of the Waterloo Regional Police Service Board, I'm pleased to share the 2024 Annual Report of the Waterloo Regional Police Service (WRPS).

This report reflects WRPS' ongoing commitment to building public trust, enhancing community safety and wellbeing, and delivering exceptional service to the citizens of Waterloo Region. It also showcases the unwavering care and compassion of its more than 1,300 members.

Inside, you'll find insights into crime trends, service demands, and the impactful work across our cities and townships. The report highlights successful investigations and strong community partnerships driving positive change. It also highlights the Police Service's commitment to innovation, including adopting body-worn video technology and the digital submission of evidence. Additionally, it outlines ongoing efforts to promote equity, diversity, and inclusion through initiatives such as hate crime prevention and the Race and Identity Based Data Collection Strategy.

I want to thank my fellow Board members for their leadership and dedication to effective governance. I also extend my appreciation to Chief Mark Crowell and each member of the WRPS for the professionalism and commitment they show every day as they work to address crime and enhance citizen safety.

Finally, thank you to the residents of Waterloo Region. Your continued support, engagement, and partnership are vital to building a stronger and safer community for all. I invite you to explore the 2024 Annual Report and see how the WRPS is working to help create a community where every person is safe and feels safe.

Message from the Chief

Mark Crowell

Waterloo Regional
Police Service



On behalf of all members of the WRPS, I am proud to present the 2024 Annual Report to the community. This report reflects our ongoing commitment to ensuring the safety and wellbeing of all residents in Waterloo Region.

In this report, you will find an overview of the work carried out by our specialized units, highlights of our most impactful investigations, a look at our community engagement initiatives, and updates on new technologies and innovations.

In 2024, WRPS responded to over 366,905 calls for service, presenting a wide range of incidents and challenges. Whether investigating violent crimes, implementing proactive crime prevention strategies, or supporting victims, our members remained dedicated to our vision: Every person in Waterloo Region is safe and feels safe. The commitment and professionalism of our members have made a lasting positive impact on the community, and I am deeply grateful for their ongoing contributions.

On behalf of the WRPS, I also thank the members of the Waterloo Regional Police Service Board for their invaluable leadership and guidance. Their support and oversight are essential in ensuring the provision of effective and responsive policing services to the community.

On behalf of Deputy Chief Jen Davis and Deputy Chief Eugene Fenton, thank you for taking the time to read this report and for your continued support and involvement in community safety. Together, we will continue to build a safer, stronger Waterloo Region for everyone.

WRPS at a Glance

The WRPS is the sixth largest police service in Ontario and provides frontline policing and investigative support to approximately 706,875 residents in Waterloo Region.



The WRPS is comprised of 453 civilian professionals and 848 sworn members and serves the municipalities of Kitchener, Waterloo, and Cambridge, as well as the Townships of Wellesley, Wilmot, Woolwich, and North Dumfries.

The WRPS is committed to strengthening public safety and quality of life by working in partnership with the community in crime prevention, law enforcement, and assisting all those who need help and believe strongly in the vision that every person in Waterloo Region is safe and feels safe.



453
Civilian
Professionals



848
Sworn
Members



706,875
Population of
Waterloo Region

Year

in Review

Our Year in Numbers

Waterloo Regional Police Service

\$4.25M

Worth of Drugs Seized

346,014

Occurrences

39,723

Tips Received at Crime Stoppers
Since 1987

6,414

Intimate Partner Violence
Related Calls

1,193

Vehicle Thefts

818

Impaired Driving Charges

1,088

Firearms and Prohibited
Weapons Seized

380

Internet Child Exploitation Investigations



\$85.5M	Commercial Fraud Losses
187,407	Videos Recorded Using Body-Worn or In-Car Cameras
56,715	Record Checks Completed
6,314	Speeding Charges
315	Canine Unit Deployments
36	Human Trafficking Charges Laid
22	Shooting Investigations
5	Homicide Investigations

Communications Centre

Waterloo Regional Police Service



191,686

Emergency
9-1-1 Calls

175,219

Other Calls
for Service

366,905

Total Calls
for Service

The Communications Unit is the primary Public Safety Answering Point (PSAP) for Waterloo Region. Before police, fire, or ambulance personnel arrive, WRPS 9-1-1 Communicators are there for you. Communicators are responsible for answering all calls to 9-1-1 for police, fire, and ambulance services.

The first question you will be asked is, "What is your emergency?" Depending on your situation, your call will either stay with the police or be transferred to paramedic services, the fire department, or another police service if the emergency is outside WRPS' jurisdiction.

Work continues on the planning and designing of the new Waterloo Region Public Safety Communications Centre (PSCC), with completion of the facility provisionally set for 2029. The PSCC and a new back-up Communications Centre (completed in early 2025) will enhance public safety communications with modern design, employee-focused features, and advanced technology.



[Click here to get an inside look at our Communications Centre.](#)

Cybercrime Unit

Waterloo Regional Police Service



198

Sextortion
Investigations

380

Internet Child
Exploitation
Investigations

The Cybercrime Unit provides specialized forensic investigative services and assistance at any stage of an investigation where computers, digital technology, and networks are used as the target of the offence or where traditional crimes are conducted through the internet.

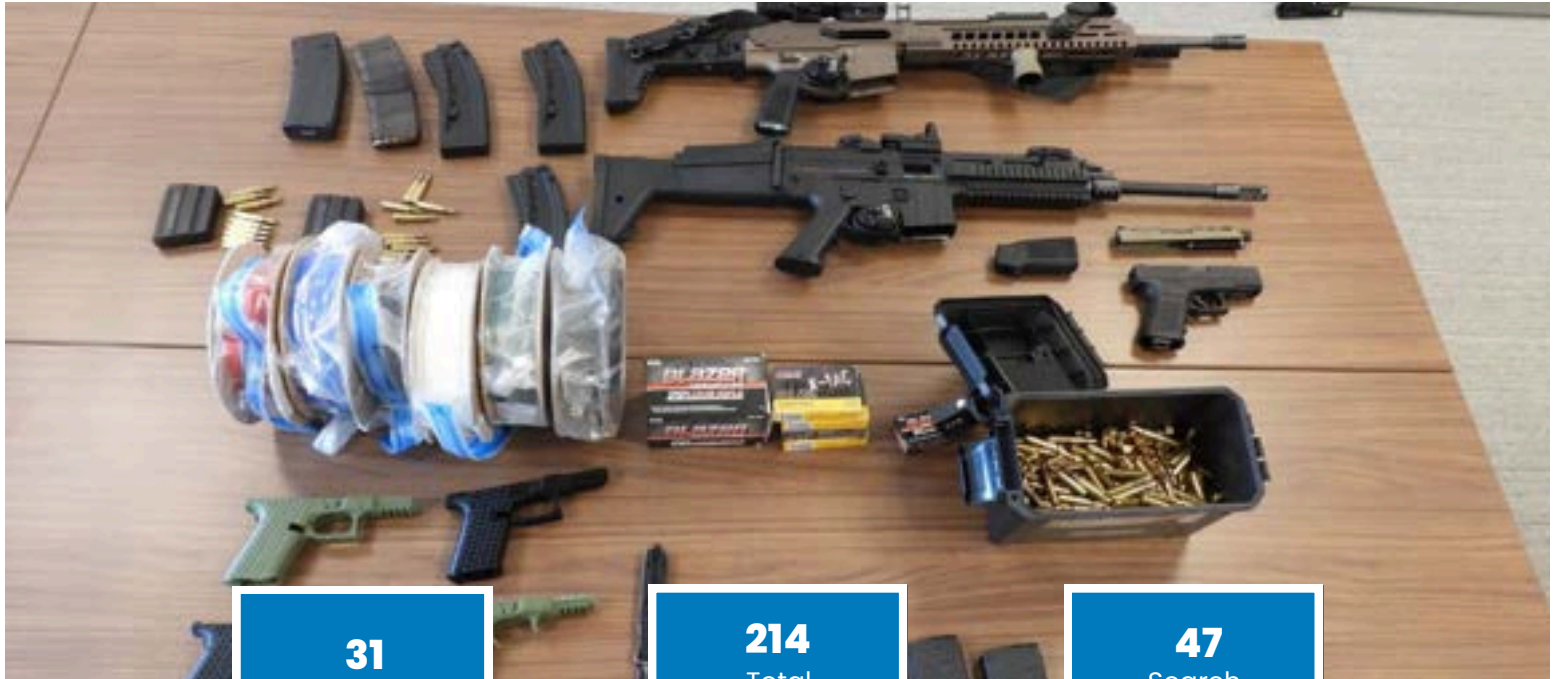
The Cybercrime Unit provides expert opinions as required in court and proactively educates the community on internet safety. The unit is the primary lead in internet child sexual exploitation investigations, as well as cybercrime investigations.



Did you know? In 2024, the Cybercrime Unit conducted a thorough analysis of 1,081 electronic devices as part of WRPS' ongoing efforts to combat digital crime.

Drugs and Firearms Unit

Waterloo Regional Police Service

**31**

People
Arrested

214

Total
Charges
Laid

47

Search
Warrants
Completed

The Drugs and Firearms Unit (DFU) plays a leadership role in crime prevention through enforcement, education, and strong community partnerships to enhance public safety and quality of life. The DFU proactively targets the trafficking of controlled substances and firearms within Waterloo Region.

Additionally, the unit provides guidance, support, and direction to frontline officers and other investigative teams on drug and firearm seizures. The DFU also responds to clandestine drug manufacturing operations, ensuring a coordinated and effective approach to enforcement.



Did you know? In 2024, 1,088 firearms and prohibited weapons were seized, as well as more than \$4.25M worth of drugs.

Product Seized (grams)	2024	2023
Marihuana (Dried)	145,316	53,157
Methamphetamine	15,188	15,070
Fentanyl	20,772	18,251
Cocaine	79,997	45,095
Heroin	185	258
Ecstasy/MDMA	132	771
Oxycodone (pills)	1,895	3,090

Regional Overdose Calls in 2024

1,553

Non-Fatal

86

Fatal

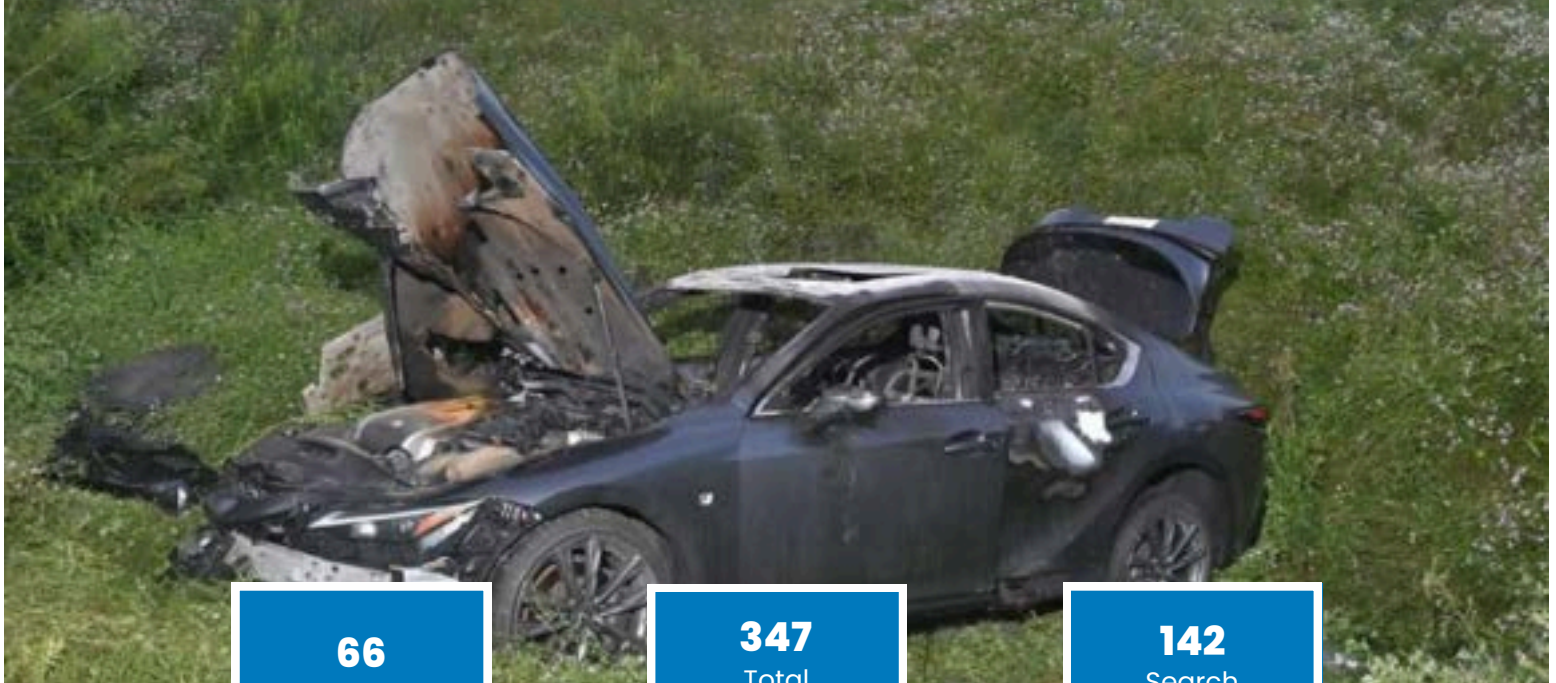
43

Naloxone
Adminstrations



Property & Financial Crime Unit

Waterloo Regional Police Service



66

People
Arrested

347

Total
Charges
Laid

142

Search
Warrants
Completed

Break, Enter, and Vehicle Theft Team

The Property and Financial Crime Unit is comprised of three units, including the Break, Enter, and Vehicle Theft (BEVT) Team, Robbery Team, and Organized Financial Crime (OFC) Team.

The BEVT is responsible for property crime investigations related to break and enters and vehicle thefts, while the Robbery Team is responsible for major robberies that involve significant violence or the use of firearms and other offensive weapons. The OFC Team identifies and investigates organized crime groups and prolific offenders actively committing financial crimes.



Did you know? In 2024, there were 1,193 vehicle thefts in Waterloo Region. 163 of them were believed to be tied to organized crime reprogramming thefts.

Robbery Unit

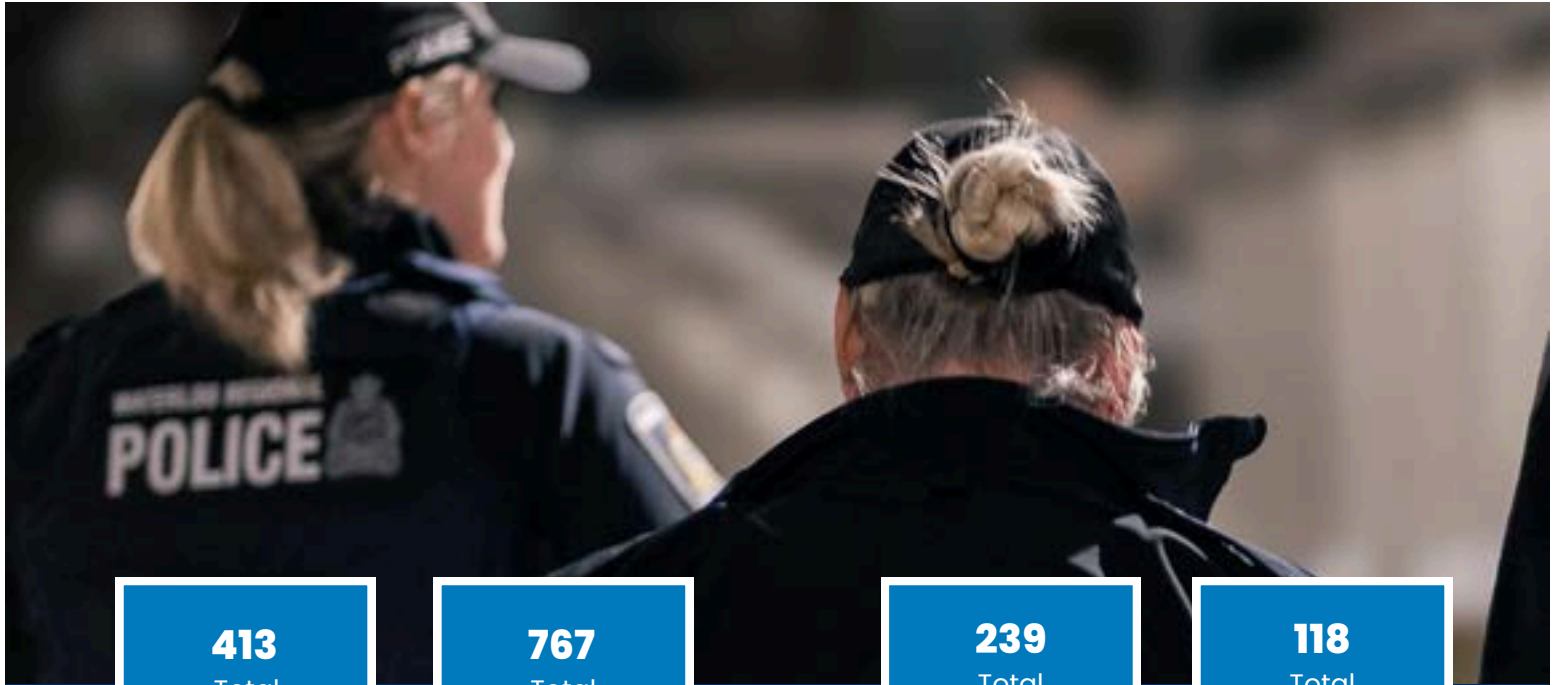
68People
Arrested**476**Total
Charges
Laid**41**Search
Warrants
Completed

Organized Financial Crime Unit

6People
Arrested**18**Total
Charges
Laid**3**Search
Warrants
Completed

General Investigations Unit

Waterloo Regional Police Service

**413**

Total
Investigations

767

Total
Charges Laid

239

Total
Investigations

118

Total
Charges Laid

General Investigations Unit

The General Investigations Unit (GIU) is comprised of both criminal and non-criminal cases and can include robberies, home invasions, serious assaults, property crimes (other than break and enters and auto thefts), weapons offences, arsons, and sudden deaths. The GIU provides support to patrol and other units with investigations that are both complex and major in nature. It also reviews all hate-motivated calls for service.

Also a part of the GIU, the Commercial Fraud Unit is responsible for investigating major complex fraud investigations and focuses on analyzing trends that can be linked and tracked to reduce crime.

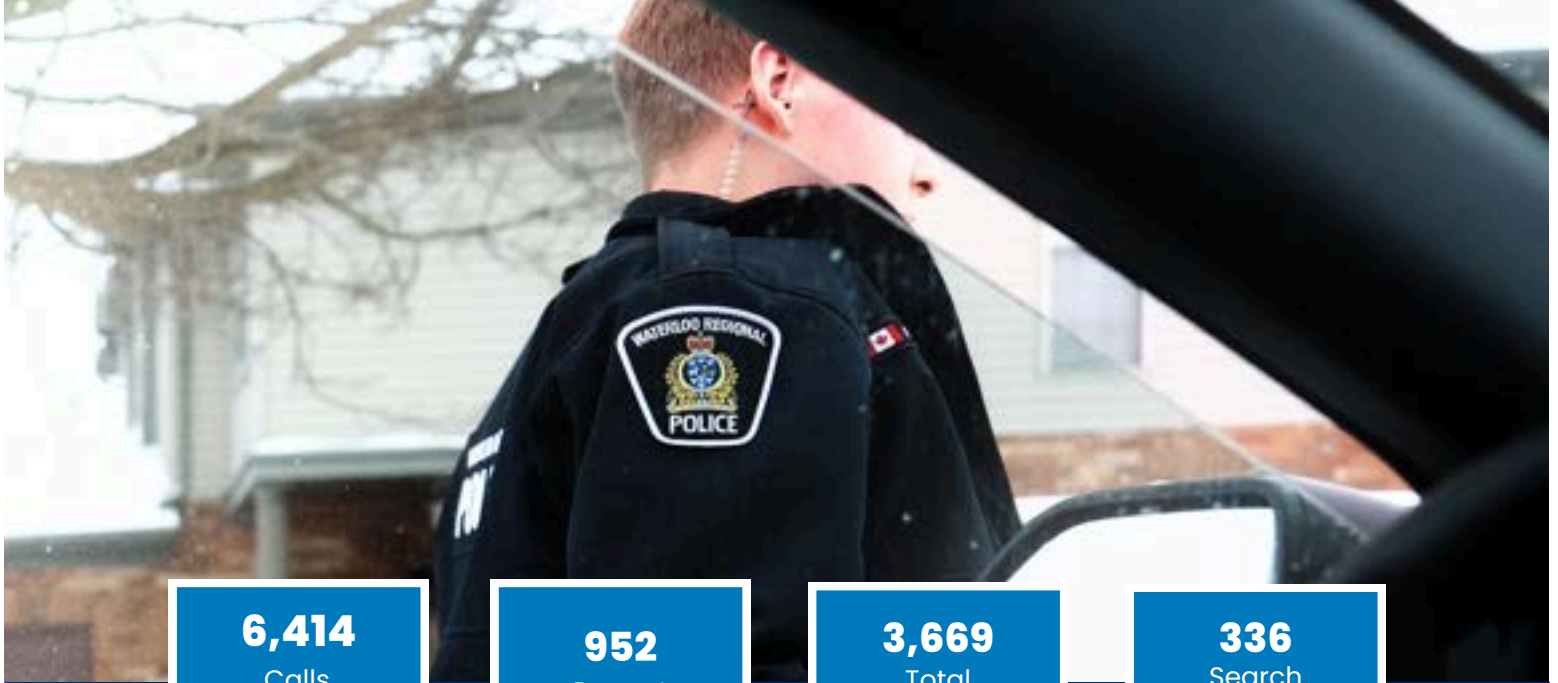
Commercial Fraud Unit



Did you know? In 2024, the estimated loss for incidents reported to the Commercial Fraud Unit was \$85.5M.

Intimate Partner Violence Unit

Waterloo Regional Police Service



6,414

Calls
Related
to IPV

952

Repeat
Calls

3,669

Total
Charges
Laid

336

Search
Warrants
Completed

The Intimate Partner Violence Unit (IPVU) is comprised of three units, including the Victim Services Unit (VSU), High-Risk Team, and Early Intervention Program, which work together to provide services to victims and families affected by family violence. The IPVU conducts investigations into all intimate partner incidents where violence has occurred and reasonable grounds exist to believe an offence has been committed.

Victim Services provides in-person and over-the-phone support to victims of crime or traumatic incidents.

The High-Risk Team is responsible for managing offenders deemed to be at high risk of committing intimate partner violence.

The Early Intervention Program is a way the WRPS and Women's Crisis Services of Waterloo Region (WCSWR) address intimate partner violence in the community. Each week, an officer and an outreach worker from WCSWR reach out to couples who have been involved in two or more non-criminal intimate partner violence calls where police have responded. The goal of the interventions is to educate partners on the legal framework surrounding intimate partner violence.

Traffic Services Unit

Waterloo Regional Police Service



818

Impaired
Driving
Charges

6,314

Speeding
Charges

334

Distracted
Driving
Charges

347

Failing to
Wear Seatbelt
Charges

The Traffic Services Unit (TSU) monitors, enforces, and investigates road safety issues throughout Waterloo Region. They are also responsible for investigating all fatal, serious bodily injury collisions, and follow-up investigations of fail-to-remain collisions.

A key focus of the TSU is addressing the Fatal Four offences, the leading contributing factors in serious and fatal collisions. These include speeding, impaired driving, distracted driving, and failing to wear a seatbelt. Through targeted enforcement and education around these high-risk behaviours, the TSU works to reduce collisions and promote safer roadways for all.



Did you know? In 2024, there were a total of 22,777 road safety charges in Waterloo Region.



Major Crime Unit

Waterloo Regional Police Service



5

Homicides

1

Attempt
Homicides

3

Arrests

32

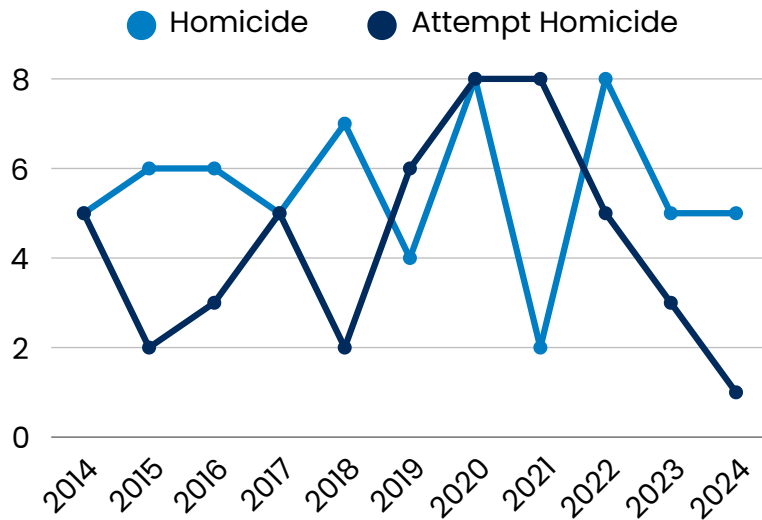
Charges Laid

The Major Crime Unit (MCU) investigates homicides, attempted homicides, missing person cases, found human remains cases (where foul play is suspected), and all deaths under the age of five. The MCU also assists the Special Investigations Unit with incidents involving police that result in serious injury or death to someone (other than a police officer). Investigators within this unit are also responsible for investigating non-familial abductions and fatal fail-to-remain collisions.



Did you know? In 2024, the Major Crime Unit laid a total of 32 charges.

Number of Homicide Investigations Over the Past Decade



Shooting Locations:

■ Cambridge (5)

- Elgin Street North
- Galt Avenue
- Lena Crescent
- Sekura Street
- Water Street North/Dando Avenue

■ Waterloo (4)

- Hickory Street West
- King Street North
- King Street North
- Kumpf Drive

■ Kitchener (13)

- Ardelt Avenue
- Arlington Boulevard
- Century Hill Drive
- Courtland Avenue East
- Fergus Avenue
- Fischer-Hallman Road
- Fischer-Hallman Road
- Gray Street
- Homer Watson Boulevard
- Jean Avenue
- King Street East
- Kingsway Drive
- Munch Avenue

22

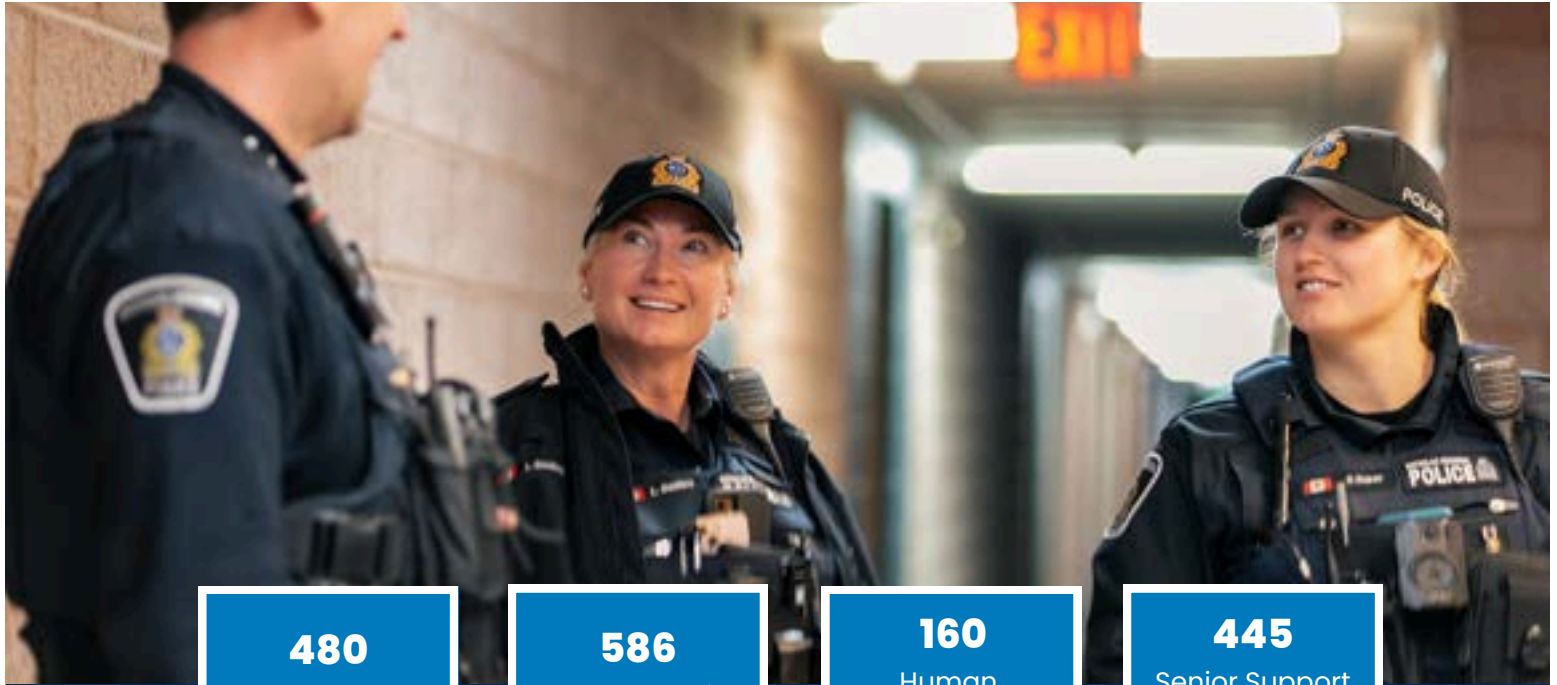
Shooting Incidents in 2024

vs. 2023 = 18
(19 per cent increase)



Special Victims Unit

Waterloo Regional Police Service



480

Sexual Assault
Investigations

586

Youth Protection
Investigations

160

Human
Trafficking
Investigations

445

Senior Support
Team
Investigations

The Special Victims Unit is comprised of four distinct teams, which include the Special Victims/Sexual Assault Unit, Youth Protection Unit, Human Trafficking Team, and Senior Support Team. The investigators within each unit work collaboratively with community partners to provide wraparound assistance to victims of crime.

Additionally, they actively participate in training and education opportunities throughout Waterloo Region.



Did you know? In 2024, the Special Victims Unit laid 444 total charges.

Special Victims/Sexual Assault Team

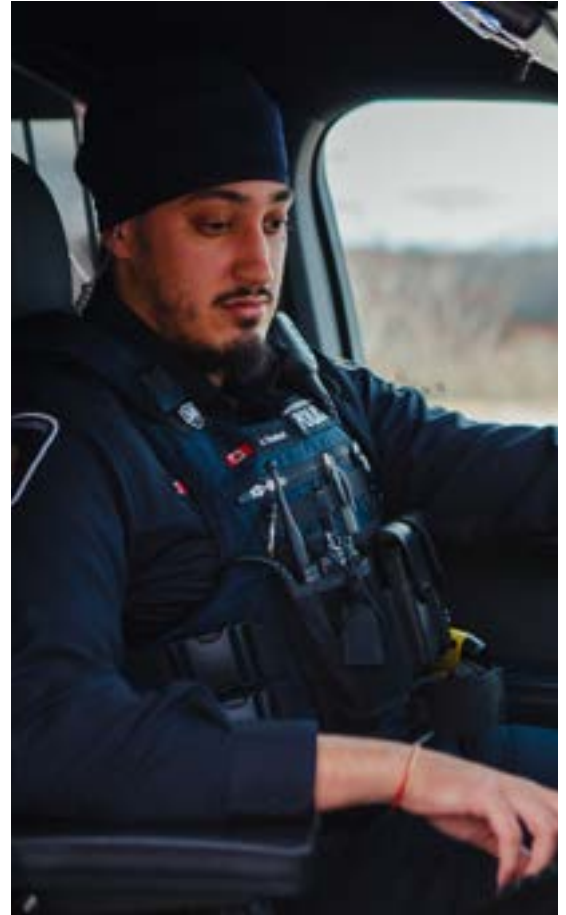
The Special Victims Unit/Sexual Assault Team reviews and investigates sexual assaults, child abuse allegations, stranger offender criminal harassment, and non-familial abductions.

Youth Protection Unit

The Youth Protection Unit is an integral part of the Child and Youth Advocacy Centre of Waterloo Region, which operates out of Camino Wellbeing. This is a partnership between the WRPS, Family and Children's Services of Waterloo Region, and the Child Witness Centre, that aims to create a safe and confidential environment for children/youth.

Senior Support Team

The Senior Support Team (SST) conducts criminal investigations involving elder abuse and vulnerable adults. The SST also investigates mandatory reports involving long-term care homes.



Human Trafficking Team

The Human Trafficking (HT) Team conducts investigations, provides education through presentations, and liaises with partnering community agencies to combat human trafficking.

The HT Team offers wraparound services to victims and survivors of human trafficking throughout Waterloo Region, Guelph, and Wellington County. The initiative brings together partners from the WRPS, the Guelph Police Service, Victim Services of Waterloo and Wellington/Guelph, and the Waterloo Region Sexual Assault and Domestic Violence Treatment Centre to offer a holistic approach to human trafficking incidents.

In 2024, 36 charges were laid in relation to human trafficking throughout Waterloo Region.

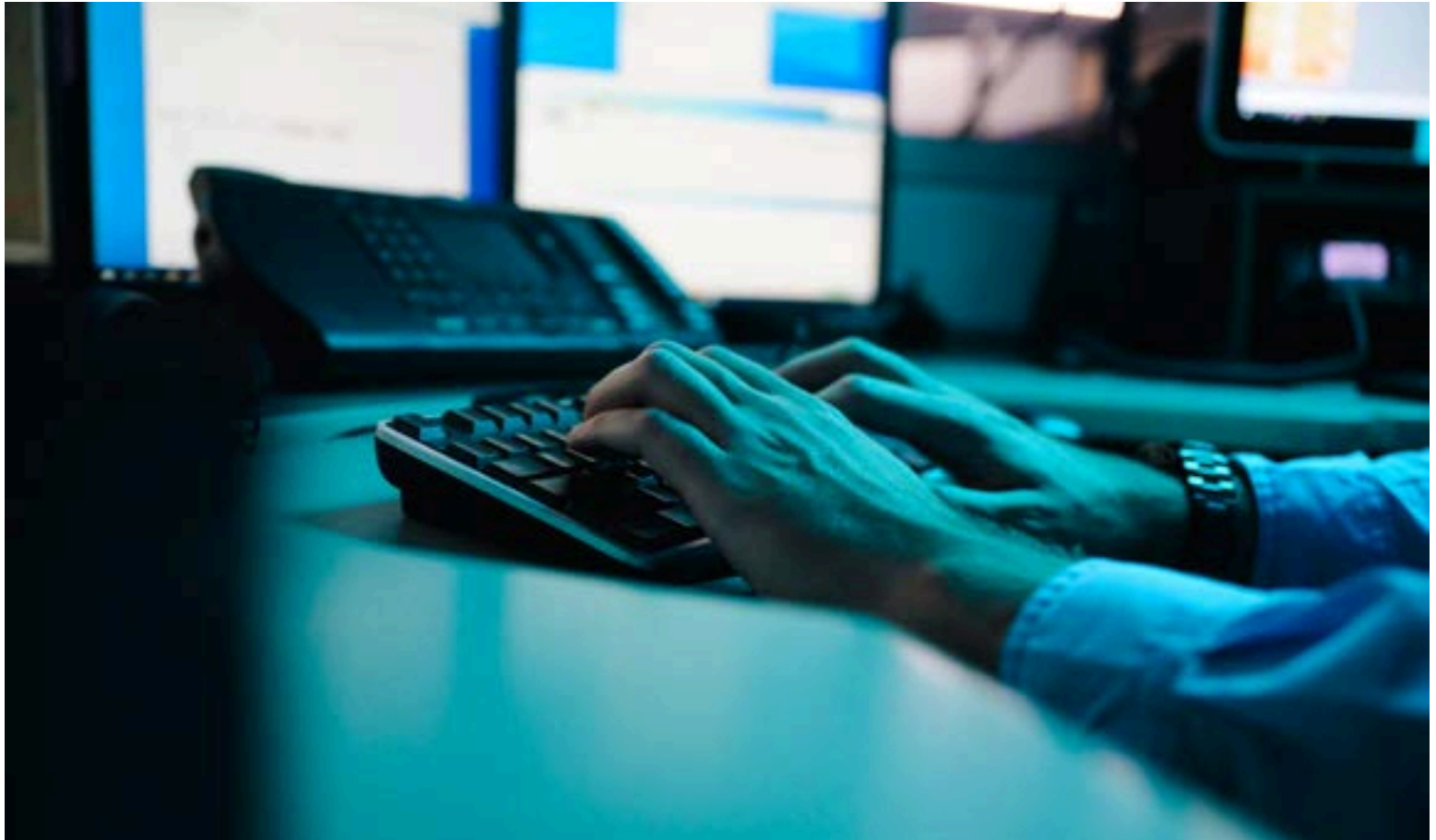
36

Human Trafficking Charges Laid in 2024



Criminal Intelligence Unit

Waterloo Regional Police Service



The Criminal Intelligence Unit is responsible for collecting, analyzing, and disseminating accurate and timely intelligence that directly supports the operational and investigative objectives of the WRPS. This includes the development of threat assessments to identify potential suspects and crime trends within Waterloo Region.



Did you know? Since the inception of Crime Stoppers of Waterloo Region in 1987, the program has received 39,723 tips.

Gangs and Hate Crime Team

The Gangs and Hate Crime Team focuses on street gangs and organized crime in Waterloo Region.

Members continue to work with the WRPS Equity, Diversity, and Inclusion Unit to develop new procedures and protocols for reporting and investigating hate-related crimes and incidents.

Hate Crime and Extremism Investigative Team

The WRPS leads the provincially funded Hate Crime and Extremism Investigative Team (HCEIT), comprised of 21 Ontario police services, which provides specialized investigative support on hate propaganda, the promotion of genocide, hate-motivated crimes, and criminal extremism.



Human Source Management Team

The Human Source Management Team is responsible for WRPS' participation in the Crime Stoppers program and the WRPS Drug Tip Line.

Crime Stoppers of Waterloo Region is a not-for-profit community charity that brings together the cooperative efforts of the police, media, and the community in the fight against crime.



Crime Stoppers	2024	Since Inception (1987)
Number of Tip Reports	1,441	39,723
Arrests Made	26	2,818
Charges Laid	100	8,717
Weapons Seized	15	747
Property Seized	\$180,113	\$13,053,234
Drugs Seized	\$9,031,155	\$50,835,415

Canine Unit

Waterloo Regional Police Service



3

Canine
Teams

315

Deployments

43

Arrests/
People Located

The WRPS has utilized police canines since 1986 and currently has three canine teams. Each team is made up of one handler and one canine, who form a special bond working side-by-side, day and night. The canines are trained to support officers in tracking and apprehending suspects, locating missing persons, recovering stolen or missing property or evidence, and detecting hidden contraband, such as drugs, firearms, ammunition, and currency. Once the dogs are trained, they are assigned to general patrol and respond to various calls, such as lost or wanted persons, searches for stolen property or evidence, and break and enters.



Did you know? In 2024, the Canine Unit was deployed 315 times to assist officers in a variety of investigations and high-risk incidents.

Court Security and Prisoner Care Unit

Waterloo Regional Police Service

Under the Community Safety and Policing Act, police services are responsible for delivering court security for premises within their jurisdiction where court proceedings are conducted and for the health, care, and safety of persons in police custody.

In addition, police services are responsible for supporting the administration of justice, ensuring cases are prepared and managed throughout the court process in a manner that inspires trust and confidence in the justice system and is fully compliant with legislative and regulatory responsibilities, including those set out in the Canadian Charter of Rights and Freedoms.

The Court Security and Prisoner Care Unit members diligently perform these duties in support of court operations, continuing to provide security and administrative services uninterrupted throughout the year.



Did you know? In 2024, Court Security and Prisoner Care Unit processed 2,516 fingerprints (in and out of custody).



Training and Use of Force

Waterloo Regional Police Service

In 2024, the WRPS responded to 347,110 occurrences and conducted 15,516 arrests. During these occurrences, 461 interactions (approximately 0.1 per cent of all occurrences) met the threshold requiring a Use of Force Report.

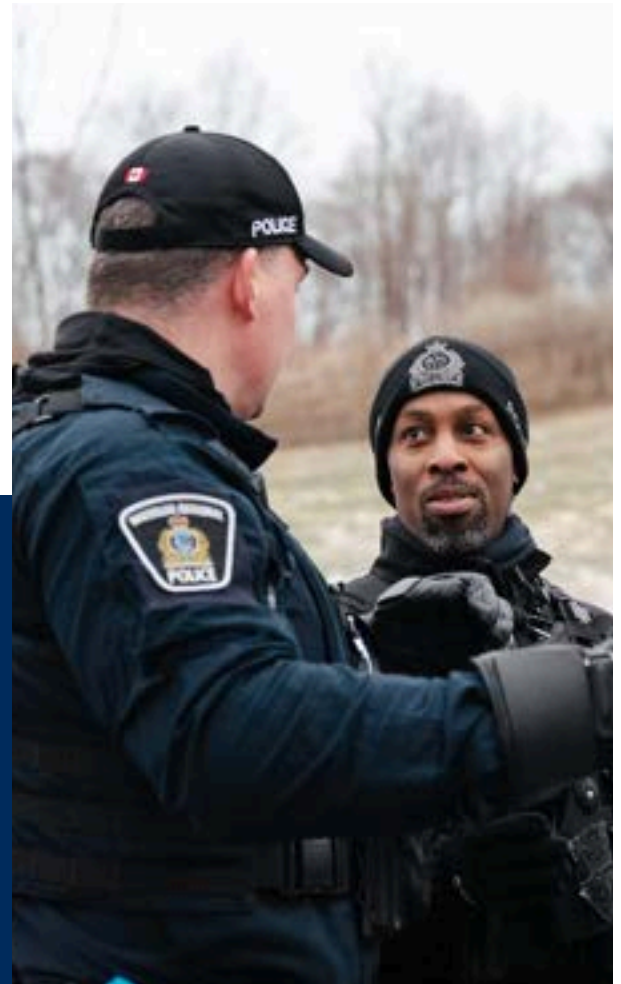
Of those, nine per cent were initiated by WRPS officers, with the remainder resulting from requests for assistance by the community (73 per cent), assisting other agencies (3 per cent), or completing warrants (15 per cent).

Use of force encounters are of critical importance due to the impact on the safety of those involved and the trust communities have in police. This is why de-escalation of these situations has, and will continue to be, the cornerstone of the training provided to police officers.

Data based on the perceived race of persons involved in incidents that met the threshold of a Use of Force Report began to be gathered and reported on by the WRPS and other Ontario police services at the province's request in 2020.



Did you know? In 2024, officers made 15,516 total arrests in Waterloo Region.



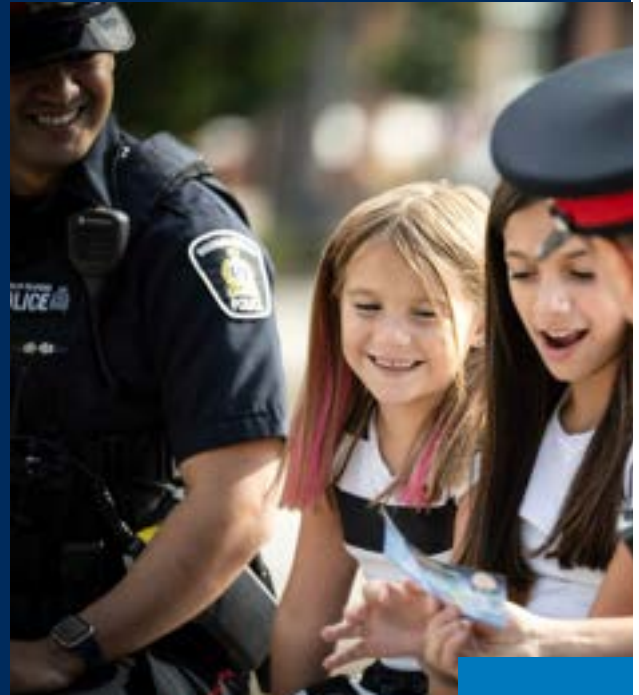
In an effort to provide the community greater transparency and understanding of use of force encounters, all reports to the Waterloo Regional Police Service Board include a short synopsis of each incident and is publicly available on the WRPS website.

The 2024 Use of Force report contains a comprehensive analysis of race-based data and fulfills our commitment to incorporating this information into the WRPS Race and Identity-Based Data Collection Strategy.



Community Engagement and Wellbeing Branch

Waterloo Regional Police Service



The WRPS Community Engagement and Wellbeing Branch (CEWB) is a team dedicated to improving community safety and wellbeing in Waterloo Region. The CEWB is comprised of two units – the Community Engagement Unit (CEU) and the Direct Action Response Team (DART).

Community Engagement Unit

The CEU works towards addressing community safety and wellbeing concerns by collaborating closely with partner agencies trained and equipped to provide sustainable solutions to complex social issues such as youth, homelessness, and mental health. CEU officers assist with reducing calls for service to patrol officers, which significantly impacts police resources and ultimately contributes to community wellbeing.

At the end of 2024, the CEU team transitioned to the new Community and Youth (CYE) Engagement team, which encompasses much of the same work they have previously done, but also includes the new WRPS Youth Engagement Strategy, as well as a new crime suppression model which helps to direct proactive police time and to focus on prolific offenders.

Direct Action Response Team

The Direct Action Response Team (DART) focuses on community safety from an enforcement perspective. They work on issues such as street-level drugs, people with outstanding arrest warrants, compliance checks for individuals on bail conditions, and compliance with the Liquor License and Control Act. The DART also helps to enforce road safety and maintain public safety at major events, festivals, and protests. They work closely with patrol, crime analysis, investigative units, and CEU to identify and target locations with increased community safety concerns.

In 2024, DART members laid a total of 994 charges, which included 264 Criminal Code charges, 35 Controlled Drugs and Substances Act charges, 535 Highway Traffic Act charges, and 65 Liquor License Control Act charges. Additionally, DART members completed 155 search warrants and made 164 arrests on warrants.

At the end of 2024, the DART transitioned to the new crime suppression model with CYE and has a focus on crime trends, prolific offenders, crime analysis, and enforcement within their respective divisions.



Community Safety and Wellbeing Plan



Waterloo Regional Police Service

The Waterloo Region Community Safety and Wellbeing Plan (CSWP) is a multi-sector, all-of-community approach designed to address significant issues impacting safety and wellbeing in Waterloo Region. By developing collaborative strategies, partner agencies are working to mitigate and prevent risk factors associated with the four CSWP priorities.

In 2024, the CSWP continued to expand its membership and collaborative work. Key initiatives under each priority include:

Combatting Hate

- Regional anti-hate campaign to be launched in Fall 2025.
- WRPS has funded the design of a Combatting Hate mobile application, which is open to partner and community contributions for content.

Creating Safe and Inclusive Spaces

- WRPS members contributed to the collaborative development of the Reconciliation Action Plan, with strategies now aligned under the CSWP.

Addressing Mental Health and Addiction Needs Together

- A multi-sector Systems Transformation Team, including members from WRPS, has been formed to identify and enact strategies under this important priority, including addressing emergency room capacity and youth mental health.

Intimate Partner Violence, Gender Based Violence, and Missing and Murdered Indigenous Women and Girls

- Supported by partner agencies of the Family Violence Project, this action table is working to evolve its service delivery model while partnering with key agencies that will represent and serve community needs.
- CSWP partners, including members of the WRPS, conducted important advocacy for the Government of Ontario to further enhance the support available to the community.

The WRPS remains committed to action, investment, and collaboration in the CSWP and continues to contribute resources to the plan to ensure every Waterloo Region resident feels safe, cared for, and has the opportunity to thrive.

Alternate Responses to Mental Health Calls

Waterloo Regional Police Service

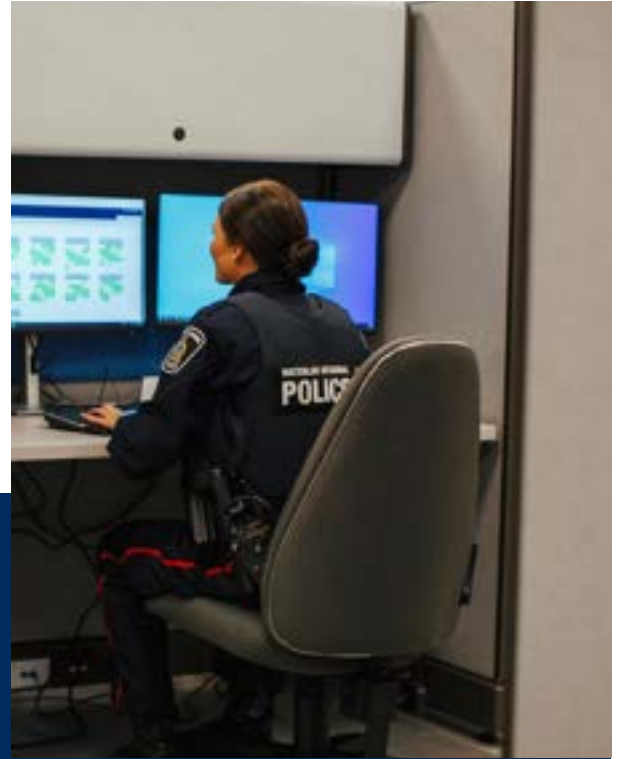
The WRPS and the Canadian Mental Health Association (CMHA) have a long-standing partnership that provides services to individuals in crisis and/or individuals suffering from mental health, addiction, and/or social disorders.

In May 2018, the WRPS and the CMHA launched the Integrated Mobile Police and Crisis Team (IMPACT). The IMPACT is staffed by addiction and mental health clinicians who respond to live calls with police officers to work towards improved client outcomes. IMPACT has offices in North, Central, and South police divisions, which foster a strong, trusting relationship between IMPACT members and police officers and are conducive to sharing information and collaborating on complex cases.

In 2024, the IMPACT was dispatched 1,022 times (a 13% decrease compared to 2023), equating to one to four daily calls. The five most frequent call types IMPACT responded to were:

1. Mental Health – Male
2. Compassionate to Locate
3. Mental Health – Female
4. Attempt Suicide
5. Proactive Initiative

This accounted for 85 per cent of all the calls the IMPACT attended.



Crisis Call Diversion Program

In November 2022, a second alternative response model, the Crisis Call Diversion Program (CCD), was launched. The CCD had IMPACT workers seated in the WRPS Communications Centre. Once assigned a mental health-related call, CCD workers assist individuals experiencing a crisis by providing immediate de-escalation and support, conducting risk assessments, offering resources and referrals, and helping them navigate the mental health system.

In 2024, the CCD Program was utilized 169 times (compared to 237 times in 2023). 80 per cent of these calls were resolved without requiring an officer response.

Top Investigations of 2024

Waterloo Regional Police Service



The Top Investigations section of this Annual Report highlights some of the most significant and impactful investigations by WRPS in 2024. These investigations exemplify the dedication, collaboration, and expertise of WRPS officers and specialized units in solving complex crimes and ensuring public safety.

Each case presented underscores the WRPS' commitment to justice and reflects the critical role of community partnerships and advanced investigative techniques in achieving successful outcomes.

Top Investigations:

1. Male Located Deceased in Kitchener Homicide Investigation
2. Two Charged in Year-Long Cambridge Human Trafficking Investigation
3. Male Arrested in Connection to Large-Scale Investment Fraud Investigation
4. Over \$9 Million Worth of Drugs and \$800,000 in Currency Seized
5. Over 200 Firearms Seized in Weapons Investigation
6. Youth Charged for Multiple Swatting Incidents in Kitchener
7. Male Arrested for Armed Robberies in Cambridge
8. Multi-Agency Investigation Leads to 348 Charges, Dozens of Children Safeguarded
9. Three Males Arrested after Locating Chop Shop in North Dumfries Township
10. Two Males Arrested After Recovering 20 Stolen High-End Vehicles

Male Located Deceased in Kitchener Homicide Investigation

Top Investigation in 2024



Photo credit: (Cameron Mahler/CBC)

On January 25, 2024, at approximately 9 a.m., the WRPS responded to reports of gunshots fired on Gray Street, near the intersection of Ottawa Street North and Lackner Boulevard, in Kitchener.

Upon arrival, officers located a 28-year-old male deceased outside a residence.

Investigators determined that two suspects were involved in the shooting and sought to identify them.

On November 12, 2024, the WRPS Major Crime Unit arrested and charged a 17-year-old Toronto male with First Degree Murder in connection with this homicide investigation.

Two Charged in Year-Long Cambridge Human Trafficking Investigation

Top Investigation in 2024



In March 2023, the WRPS began an investigation after receiving a report that a business operating as a spa in Cambridge was offering sexual services. Through investigation, officers determined that the company and its owners were profiting from sexual services offered by the business and that women had been procured for employment providing these services.

On April 11, 2024, the WRPS Human Trafficking Team, Intelligence Services Branch, and Provincial Asset Forfeiture Unit officers conducted a search warrant at the business and a residence in Cambridge. Proceeds of crime, including the unit the company was operating out of, the corporate bank account, and a luxury SUV, were seized/restrained.

A 45-year-old Cambridge female was charged with several criminal offences, and a 58-year-old Cambridge male was also charged with obtaining material benefit from sexual services.

Male Arrested in Connection to Large-Scale Investment Fraud Investigation

Top Investigation in 2024



In March 2023, the WRPS General Investigations Unit – Commercial Fraud investigators began investigating an ongoing investment fraud.

Throughout the 14-month-long investigation, investigators collaborated with other agencies, including the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC). They identified 23 victims across Ontario who sustained over \$1.4 million in losses.

On May 7, 2024, as a result of the investigation, police arrested and charged David Villanueva, a 62-year-old Guelph male, with:

- Fraud Over \$5,000
- Make False Statement in Writing
- Laundering Proceeds of Crime

Over \$9 Million Worth of Drugs and \$800,000 in Currency Seized

Top Investigation in 2024



In March 2023, WRPS patrol officers responded to a report of a residential break and enter in the area of Fergus Avenue and Weber Street East in Kitchener. Multiple kilograms of suspected cocaine were located inside the residence. The WRPS Drugs and Firearms Unit then commenced an organized crime drug trafficking investigation that resulted in the completion of search warrants at two Kitchener residences. One residence was in the area of Weber Street East and Fergus Avenue, and the other was in the area of Victoria Street South and Park Street. Suspected crystal methamphetamine, cocaine, MDMA, almost \$100,000 in Canadian currency, and seven firearms were seized.

On April 26, 2024, as part of the ongoing investigation, officers from the WRPS Criminal Intelligence Unit, with assistance from the Emergency Response Team, completed two additional search warrants at Kitchener residences in the areas of Sims Estate Drive and Fairway Road North, and Homer Watson Boulevard and Old Carriage Drive.

A search warrant was also completed on a 2023 Audi motor vehicle. Investigators seized multiple kilograms of suspected cocaine, suspected crystal methamphetamine, and Canadian currency.

Over the course of the 13-month-long investigation, police seized:

- More than 86 kilograms of suspected cocaine
- Over three kilograms of suspected crystal methamphetamine
- Approximately 700 grams of MDMA
- Approximately \$815,000 in Canadian currency
- Seven handguns

This is one of the largest drug seizures in WRPS' history. The estimated street value of the seized drugs is \$9 million.

A 31-year-old male and a 22-year-old female, both from Kitchener, were arrested on April 26, 2024, and jointly charged with two counts of possession for the purpose of trafficking and possession of proceeds of crime. The male is also facing three additional counts of possession for the purpose of trafficking.



[Watch the WRPS media conference for investigation details.](#)



Over 200 Firearms Seized in Weapons Investigation

Top Investigation in 2024



On September 6, 2024, at approximately 7:20 p.m., the WRPS Direct Action Response Team stopped a vehicle for a traffic violation in the area of Weber Street North and Bridgeport Road East in Waterloo.

During the traffic stop, officers observed firearms and ammunition in the vehicle. The driver, a 39-year-old male from Guelph, was arrested and charged with careless use of a firearm and transporting a firearm or restricted weapon. Seventeen firearms were seized from the vehicle.

As part of the ongoing investigation, on September 7, 2024, a search warrant was completed at a residence in Guelph. Investigators seized 156 improperly stored firearms and an additional 60 firearms under public safety provisions of the Criminal Code. A large quantity of ammunition, magazines, and firearm parts was also seized.

On September 11, 2024, a search warrant was completed at a second Guelph residence, which resulted in the arrest of a 72-year-old Guelph male. The male was charged with numerous firearms storage and handling offences.

Youth Charged for Multiple Swatting Incidents in Kitchener

Top Investigation in 2024



Between May 2024 and October 2024, the WRPS responded to 13 swatting calls, false reports designed to elicit a significant police response. The targets of these swatting calls were varied and included threats of violence towards public events, secondary schools, commercial businesses, private residences, and individuals.

In the first incident, on May 29, 2024, a call was received from an individual threatening to bring a handgun to St. Mary's High School in Kitchener and to cause harm to students. These threats resulted in the school's closure on May 29, 2024, and May 30, 2024.

Over the next five months, several other swatting incidents occurred, including threats to detonate an explosive at a Kitchener business, shoot individuals in a residence, and conduct mass shootings at a Canada Day celebration in Victoria Park and two Kitchener schools, St. Mary's High School and Cameron Heights Collegiate Institute. Cameron Heights Collegiate was also closed for one day due to the threat.

Officers responded to and investigated each incident, determining them all to be false reports. As part of the investigation, several warrants were completed, including a search warrant at a Kitchener residence. Multiple electronic devices were seized and analyzed.

On November 4, 2024, a 15-year-old Kitchener youth was charged with 29 criminal offences.

Male Arrested for Armed Robberies in Cambridge

Top Investigation in 2024



On May 27, 2024, the WRPS responded to reports of a bank robbery in the area of Dundas Street North and Main Street in Cambridge. A male suspect entered the bank, brandished a firearm, and stole an undisclosed amount of money before fleeing on foot.

On July 16, 2024, officers responded to reports of a robbery at a retail store on King Street East. The same male suspect entered the store, brandished a knife and demanded cash and merchandise and fled the area. An employee received non-life-threatening physical injuries as a result of the incident. On July 26, 2024, officers responded to reports of a bank robbery in the area of Jamieson Parkway. The same male suspect entered the bank, brandished a firearm, and attempted to steal cash. The unsuccessful male exited the bank and fled in a waiting vehicle. On July 27, 2024, officers completed a search warrant at a Linden Drive residence and seized evidence concerning the three robberies. A replica firearm was also located and seized.

As a result of the investigation, a 43-year-old Cambridge male was arrested and charged with numerous offences.

Multi-Agency Investigation Leads to 348 Charges, Dozens of Children Safeguarded

Top Investigation in 2024



In May 2024, WRPS' Internet Child Exploitation (ICE) Unit investigators joined the Ontario Provincial Police (OPP)-led multi-agency child sexual abuse investigation that resulted in 348 charges being laid against 64 people.

The investigation, called Project Aquatic, identified 34 victims, safeguarded 30 children, and resulted in the seizure of 607 electronic devices. As part of this investigation, the WRPS completed four search warrants in Waterloo Region and arrested and charged four males with numerous internet child exploitation charges.

Project Aquatic was a part of the Provincial Strategy to Protect Children from Sexual Abuse and Exploitation on the Internet – Provincial ICE (Internet Child Exploitation) Strategy.

Since 2006, the Strategy has completed more than 90,762 investigations, leading to over 30,931 charges, and over 3,600 children who have been identified and protected.

Three Males Arrested after Locating Chop Shop in North Dumfries Township

Top Investigation in 2024



On November 23, 2024, the WRPS Break, Enter, and Vehicle Theft Team responded to a report of a stolen Toyota Tundra located at a business on Darrell Drive in North Dumfries Township. The vehicle had previously been reported stolen from the Greater Toronto Area (GTA). Officers attended the business and arrested two males.

While present at the business, officers located a substantial “chop shop”, a place where stolen vehicles are disassembled so that the parts can be sold separately or used in other vehicles. Officers noted a large number of vehicles in various states of dismantlement.

As part of the investigation, with assistance from investigators from the Équité Association, officers completed a search warrant at the business and located the stolen Toyota Tundra and two newer Lexus vehicles that had also been reported stolen from the GTA. As officers continued the investigation, on November 24, 2024, a third individual was arrested at the property.

In total, 52 stolen high-end vehicles were recovered, including three intact vehicles. The rest were stripped for parts. The majority of the vehicles recovered included those that are commonly targeted through reprogramming theft, including Toyota Highlanders, Toyota Tundras, Lexus RX350s, Dodge Rams, and Ford F150s.

The estimated value of the recovered vehicles is \$4 million. An additional \$80,000 worth of tools and three forklifts were seized as offence-related property.

Investigators determined that this operation had been running since October 2024 and believe that the parts were being shipped overseas to supply the repair of other stolen vehicles.

As a result of the investigation, a 73-year-old male and a 36-year-old male, both from Cambridge, a 37-year-old Kitchener male, a 29-year-old male from the Township of North Dumfries, and 41-year-old male and a 49-year-old male, both from Hamilton, were charged with numerous offences.



[Watch the WRPS media conference for investigation details.](#)



Two Males Arrested After Recovering 20 Stolen High-End Vehicles

Top Investigation in 2024



Between December 28 and 29, 2024, five Toyota and Lexus vehicles were stolen from residential driveways in Kitchener's Doon South and Brigadoon neighbourhoods. The vehicles were all stolen using reprogramming technology. As part of the investigation, on December 30, 2024, the Break, Enter, and Vehicle Theft team, with assistance from the Hamilton Police Service, completed a search warrant at a rural property in the Mount Hope area of Hamilton and located multiple stolen vehicles.

In total, 20 stolen high-end vehicles, including Toyotas, Lexuses, and Jeeps, were recovered. The estimated value of the recovered vehicles is \$1.4 million. Additional property, including a forklift and vehicle loading ramp, was seized as offence-related property. Two males, a 63-year-old from Hamilton and a 27-year-old from Bolton, were arrested and charged with Possession of Stolen Property over \$5,000.



[Watch the WRPS media conference for investigation details.](#)



Our Commitment to Equity, Diversity, and Inclusion

Waterloo Regional Police Service

The WRPS Equity, Diversity, and Inclusion (EDI) Unit is proud to deliver the Equity, Diversity, and Inclusion Strategic Plan (2024-2027) that serves as the guiding framework to ensure an intentional approach to identifying and achieving equity, diversity, and inclusion priorities and goals across the entire WRPS. The five EDI organizational commitments build upon the foundation of predecessor plans and reaffirm key priorities over the next four years:

1. Total Community Engagement
2. Diversity Competent Members
3. Access to the Diversity of Available Talent
4. Leadership Reflecting the Region
5. A Secure and Supportive Workplace

In addition to the five commitments, the Plan also identifies three priority areas of focus to build sustainable, respectful, and trusting relationships:

- Reconciliation
- Addressing Systemic Racism and Discrimination
- Combatting Hate

The Plan represents an ongoing commitment and recognition of the work required to address systemic barriers, integrate lived experiences, and strengthen efforts toward fostering a more diverse, equitable, and inclusive police service.

Photo below: Members of the WRPS Senior Leadership team assembled and decorated bikes that were generously donated by Canadian Tire (Erb Street, Waterloo) in support of children from Family and Children Services of Waterloo Region. It was smiles all around from WRPS members and the children who received the bikes.



Race and Identity-Based Data Collection Strategy

The Race and Identity-Based Data Collection Strategy (RIBDCS) aims to identify best practices for collecting, organizing, and contextualizing race and identity-based data. It focuses on implementing sustainable strategies within police services, fostering transparency and trust. The goal is to improve outcomes and safety. The WRPS is leading a provincial plan to support work related to data collection, standardized data analysis/interpretation, and community engagement, establishing a framework to identify common outcomes and evaluation points for police services across Ontario, eventually moving toward linking data across public service organizations.

2020



Initiation of Data Collection

To identify and address potential racial disparities in policing practices.

1. Intelligence Notes
2. Regulated Interactions
3. Search of Persons in Custody
4. Use of Force

2021



Call for Academic Collaboration

Dr. Lorne Foster and Dr. Les Jacobs joined the WRPS to develop actionable strategies to combat systemic racism within policing and to support the implementation of the RIBDCS, enhancing the analytical framework of the collected data.

2022



Police Board Approval and Leadership Appointments

Emphasizing the commitment to eliminate systemic racism and promote transparency and accountability in policing. An EDI Analyst and EDI Manager were hired to lead this work.

2023



Enhanced Data Quality Within the RIBDCS's Analytic Framework

Moving beyond assessing racial disproportions, focusing instead on racial disparities, aiming to provide a more accurate understanding of potential biases in policing practices.

2024



Community Townhalls

Local community investments encouraged feedback and dialogue. The WRPS is leading work to establish standards to evaluate data quality, addressing issues to improve data quality for police services across Ontario.

Future



Insight to Action

Measuring and monitoring through standardized outcomes. Exploration of linkages of police data with other public sectors, promoting holistic approaches to addressing systemic issues, and improving community outcomes.

Technology, Innovation, & Knowledge Management

Waterloo Regional Police Service

Information and Evidence Management

The Information and Evidence Management Unit operates 24/7, 365 days a year. The Unit is responsible for case preparation, digital disclosure, evidence management, and updating information in the local and national police information management systems, Niche, and the Canadian Police Information Centre (CPIC).

Quality and Customer Experience

The Quality and Customer Experience Unit supports the WRPS' primary information management systems, Niche, and CPIC. The Unit is also responsible for access to information and privacy, data quality and compliance, member training, police record checks, reporting of data to Statistics Canada for the Uniform Crime Report (UCR), and records retention.

Unit members ensure that the WRPS remains compliant with legislative and regulatory responsibilities, including those under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Criminal Records Act, Statistics Act, Youth Criminal Justice Act (YCJA), and the Police Record Checks Reform Act (PRCRA).



Did you know? In 2024, Technology, Innovation, and Knowledge Management disposed of 920 kg of controlled drugs/substances and completed 56,715 record checks.



Innovation in Policing

Body-Worn and In-Car Cameras

WRPS officers use body-worn and in-car camera systems to record audio and video during interactions with community members. Body-worn cameras are worn on officers' uniforms, while in-car systems are installed in police vehicles. The footage they capture can support transparency, document interactions, and provide valuable evidence by recording behaviours and observations.

The rollout of these systems began in 2023, starting with frontline officers in North Division, the Traffic Services Unit, the Community Engagement Unit, the Emergency Response Team, and the Canine Unit. In early 2024, deployment expanded to South Division and then to Central Division in early 2025.

In 2024, 187,407 videos were recorded using body-worn or in-car cameras.

Automated Licence Plate Recognition (ALPR)

The WRPS uses Automated License Plate Recognition (ALPR) cameras to automatically scan and detect license plates in the surrounding area of a police cruiser. This makes it more difficult for suspended drivers, drivers of stolen cars, and other vehicles with plates in poor standing to drive undetected. Under optimal conditions, the ALPR system is capable of scanning thousands of license plates per hour.

In 2024, the ALPR systems across Waterloo Region averaged approximately 3,000 hits per day. A hit indicates that there is a potential offence associated with the vehicle.

Digital Evidence Management System

In 2020, the WRPS launched a Digital Evidence Management System (DEMS), a Canadian cloud-based platform that allows police to store, manage, transfer, and share digital evidence across all public safety agencies.

The DEMS provides capacity to capture, store, manage and share large audio and video files, including those recorded and shared through cell phones, 9-1-1 audio, and body-worn cameras, as well as photographs. It allows the public to upload evidence related to an investigation directly to the WRPS system without the inconvenience of waiting for an officer to attend in person to collect the files.

In 2024, 52,272 pieces of evidence were uploaded by the public.



Did you know? In 2024, ALPR systems averaged approximately 3,000 hits per day across Waterloo Region .

Our Members

Awards and Recognition

Waterloo Regional Police Service

The WRPS is proud to recognize the hard work, dedication, and courage of its members through a variety of awards, including those presented by community partners.



From acts of bravery to outstanding service, each recognition reflects the commitment of WRPS members to excellence and to serving the community with pride, ensuring that community members not only are safe, but feel safe.

Award Recipients:

Sergeant Todd Popplewell and Detective Chris McGough

Award:

Multi-Jurisdictional Award, Peel Regional Police Service

On November 12, 2024, Sergeant Todd Popplewell and Detective Chris McGough received an award from the Peel Regional Police Service for their work in a multi-jurisdictional investigation.

The investigation, led by the Peel Regional Police in collaboration with 11 other police services, resulted in the successful arrest of a male in connection with 26 deaths in Ontario.

Thank you to Sergeant Popplewell and Detective McGough, who diligently carried out their work and represented the WRPS admirably on this high-profile investigation.

Award Recipient:

Special Constable Robert Pham

Award:

Five-Year Service Award for Volunteerism,
Ontario Volunteer Service Awards

On July 9, 2024, Special Constable Robert Pham was presented the Five-Year Service Award for Volunteerism during the Ontario Volunteer Service Awards.

Victim Services of Waterloo Region nominated Robert for his outstanding service to their organization for the past five years. This award is granted annually by the Ministry of Citizenship and Multiculturalism to volunteers who demonstrate exemplary skills and contributions to non-profit organizations.

**Award Recipients:**

Constable Chris Rose and Constable
Brittany Watson

Award:

Community Partnership Award, Stonehenge
Therapeutic Community

Constable Chris Rose and Constable
Brittany Watson were honoured in June
2024 with the Community Partner Award
from Stonehenge Therapeutic Community
for their dedication to Waterloo Region and
contributions to Stonehenge.

The WRPS Community Engagement Unit (CEU) was also recognized for making an impressive mark on the community and Stonehenge. The work the CEU does is highly recognized and essential to the wellbeing of Waterloo Region, community partners, and the people who work with and serve in the community.



Award Recipients:

Inspector Gzime Dietrich and
Constable Argo Kamberi

Award:

Award from the Consulate General of
the Republic of Kosovo

On March 1, 2024, Inspector Gzime Dietrich and Constable Argo Kamberi were presented with an award from the Consulate General of the Republic of Kosovo.

The award honours police service members of Albanian heritage who have successfully integrated into Canadian society and made a meaningful, positive impact on their community, particularly within the security sector.

**Award Recipient:**

Cherri Greeno, Director of Corporate
Affairs

Award:

Mentor of the Year Award, Conestoga
College

On April 3, 2024, Cherri Greeno, Director of Corporate Affairs, was presented with the Mentor of the Year Award at Conestoga College's Employer Recognition Awards ceremony.

This award recognizes the dedicated support that the WRPS has provided to Conestoga College, celebrating the impact these invaluable experiences have had on their students and clients.



Award Recipients:

Deputy Chief Jen Davis, Staff Sergeant Tanya Murawsky, and Linda Culham

Award:

Length of Service Awards, Ontario Women in Law Enforcement

On May 3, 2024, the Ontario Women in Law Enforcement hosted its annual Awards Gala honouring female police service members across Ontario in Major Award Categories and through Length of Service Awards.

Congratulations to the WRPS members who received Length of Service Awards for having served 25 years in the policing profession:

- Deputy Chief Jen Davis
- Staff Sergeant Tanya Murawsky, Court Services
- Linda Culham, Communicator, Communications Centre

Thank you for your ongoing dedication and commitment to community safety and exceptional service as women in law enforcement.



Award Recipient:

Detective Constable Adam Stover

Award:

Excellence in Leadership Award, Ontario Association of Chiefs of Police

In June 2024, Detective Constable Adam Stover was honoured with the 2024 Ontario Association of Chiefs of Police's Excellence in Leadership Award for his tremendous contributions to law enforcement and service to Waterloo Region.

Detective Constable Stover's work on complex fraud schemes and his advocacy for change are an incredible demonstration of his leadership and integrity.



Award Recipient:

Catherine Conoboy,
Corporate Events Coordinator

Awards:

- Torch Run Ontario Award of Honour
- CAA South Central Ontario Safety Patrol Program Achievement Award

On June 14, 2024, Catherine Conoboy, WRPS Corporate Events Coordinator, was recognized with the Torch Run Ontario Award of Honour at the Ontario Association of Chiefs of Police conference.

This award is presented to law enforcement personnel and supporters dedicated to the Ontario Law Enforcement Torch Run for Special Olympics.

Catherine's unwavering support over the past five years has impacted countless Special Olympics athletes. Her passion and advocacy have helped foster inclusion, empowerment, and opportunity for individuals with intellectual disabilities.

In addition to this honour, Catherine was recognized on November 8, 2024, with the CAA South Central Ontario School Safety Patrol Program Achievement Award. This award celebrates community partners who have supported the School Safety Patrol Program, which teaches children essential leadership skills and promotes safety across communities.

Since 2001, Catherine has played an instrumental role in championing student safety across Waterloo Region. Her leadership and dedication have empowered generations of young patrollers, creating a culture of responsibility and care within schools and neighbourhoods.

Congratulations, Catherine, on these well-deserved recognitions.



Award Recipient:

Constable Graham Wagler

Award:

Commendation Award, Region of Waterloo Paramedic Services

On November 22, 2024, Constable Graham Wagler was issued a Region of Waterloo Paramedic Services Commendation for his compassionate demeanour during a difficult call, which had a profound positive impact on a local community member.

**Award Recipient:**

Waterloo Regional Police Service

Award:

Health and Wellness in the Workplace Award, Greater KW Chamber of Commerce

On March 21, 2024, the WRPS proudly accepted the Health and Wellness in the Workplace Award at the Greater KW Chamber of Commerce Business Excellence Awards Gala for its commitment to physical and mental health, work-life balance, and equity, diversity, and inclusion.



Award Recipients:

Sergeant Byron Harding, Constable Kyle Hofstetter, Constable Paul Simon, Constable Will Graves, and Auxiliary Officer Herb Shattner

Award:

Third Place Overall, Great Lakes Motorcycle Training Seminar

In August 2024, the WRPS Traffic Services Unit (TSU) members attended the 40-hour Great Lakes Motorcycle Training Seminar in London, hosted by the Ontario Police College. Participants had the opportunity to improve their motorcycle riding skills and learn new ways of policing on a motorcycle.

The seminar culminated in a skills competition where the WRPS members had one of their most successful competitions ever, finishing in third place overall as a team.

The following individual results were achieved:

- Sergeant Byron Harding: Second Place – Expert Main Course; Second Place – Expert Slow Ride; Third Place – Overall Expert
- Constable Kyle Hofstetter: First Place – Smart Ride
- Constable Paul Simon: Third place – Motor Officer Inspection; Third place – Intermediate Challenge Ride
- Constable Will Graves: First Place – Motor Officer Inspection
- Auxiliary Officer Herb Shattner: Third place – Novice Main Course; Third Place – Novice Slow Ride; Fourth Place – Novice Overall



WRPS Annual Awards Night

In November 2024, the WRPS proudly recognized outstanding citizens, officers, and civilian professionals who went above and beyond in their dedication to community safety. Their remarkable contributions were honoured during a ceremony at Tapestry Hall in Cambridge. The winners are listed below.

Citizen Citation

- Andrew Hook
- Carrie McCollum
- Danial Shamoon
- Hayden Linder
- Jackson Chambers
- Kharak Singh
- Kris Ozlins
- Sarah Boswell
- Stefan Despotovic
- Tommy Sloan
- Weston Codeiro

Merit Mark

- Constable Andrew Thomas
- Constable Andrew Wheal
- Constable Brian Serapiglia
- Constable Dave Cassidy
- Constable Jon Scott
- Nancy Maher

Community Partner Leadership Award

- Jason Erb
- Nadia Hashem

Shirley Hilton Women in Leadership Award

- Amanda Franceschini

Community Focused Award

- Ron Caudle

Citation of Commendation

- Sergeant Sharon Gregory
- Sergeant Steve Sadler
- Sergeant Steven Griffin
- Constable Amanda Hutchings
- Constable Beth Cain
- Constable Brandon Stoker
- Constable Brian Kienitz
- Constable Derek Gardner
- Constable Eric Drozd
- Constable Hugo Lopez
- Constable Jeremy Beresh
- Constable John Heaton
- Constable Jon Spaling
- Constable Jordan Black
- Constable Kevin Wolff
- Constable Maria Greco
- Constable Paul Simon
- Constable Rebeka O'Regan
- Constable Robert Watson
- Constable Scott Parsons
- Constable Steve Chapman
- Constable Steven Welfing
- Constable Taylor Cottingham
- Constable Travis Gellatly
- Detective Constable Adam Stover
- Detective Constable Jennifer Priebe
- Detective Constable Katie Miller
- Auxiliary Superintendent Joe Bauer

Team Policing Award

- Staff Superintendent John Goodman
- Superintendent Beth Houston
- Superintendent Sloden Lackovic
- Inspector Greg Hibbard
- Acting Inspector Matt Halliday
- Staff Sergeant Alison Sproule
- Staff Sergeant Tanya Murawsky
- Detective Sergeant Brian Duyn
- Detective Sergeant Derek Burger
- Detective Sergeant Jon Clark
- Detective Sergeant Pete Collison
- Sergeant Brent Larmour
- Sergeant Derek Innanen
- Sergeant Graham Hawkins
- Sergeant James Huiser
- Sergeant John Burke
- Sergeant Mark James
- Detective Constable Adam Stover
- Detective Constable Alex McKenna
- Detective Constable Dan Paiva
- Detective Constable Dave Clark
- Detective Constable David Lea
- Detective Constable Layne Cardow
- Detective Constable Renee Woodhouse
- Detective Constable Rob Prentice
- Detective Constable Rob Wallace
- Detective Constable Stephanie Rawson
- Detective Constable Val Sibley
- Constable Abdul Zalmay
- Constable Adam Campagnolo
- Constable Adam Van Den Berge
- Constable Anthony Guido
- Constable Brad Hickey
- Constable Chad Hall
- Constable Eric Kroetsch
- Constable Eric Poulin
- Constable Emily Driedger
- Constable Ivan Morrell
- Constable Jenna Lobsinger
- Constable Jon Spaling
- Constable Josh Shymko
- Constable Kyle Collins
- Constable Maria Greco
- Constable Melissa Quarrie
- Constable Mitch Dunt
- Constable Nicole Morrison
- Constable Nicole Nagy
- Constable Travis Gellatly
- Constable Tory Harshman
- Alex Kenny
- Catherine Conoboy
- Cherri Greeno
- Chris Gibson
- Dan Ellis
- Dawn Hart
- Greg Cinti (Monsignor Doyle)
- Jason Estabrooks
- Jen Condick
- Jerry Czapinski
- Jessica Little
- Katie Friesen
- Ken Schwartzel
- Kirsten Hand
- Laura McCleary
- Laurie Lowther
- Mark Araujo
- Patrick Wiltse
- Rene Van Den Berg
- Stephanie Hostler



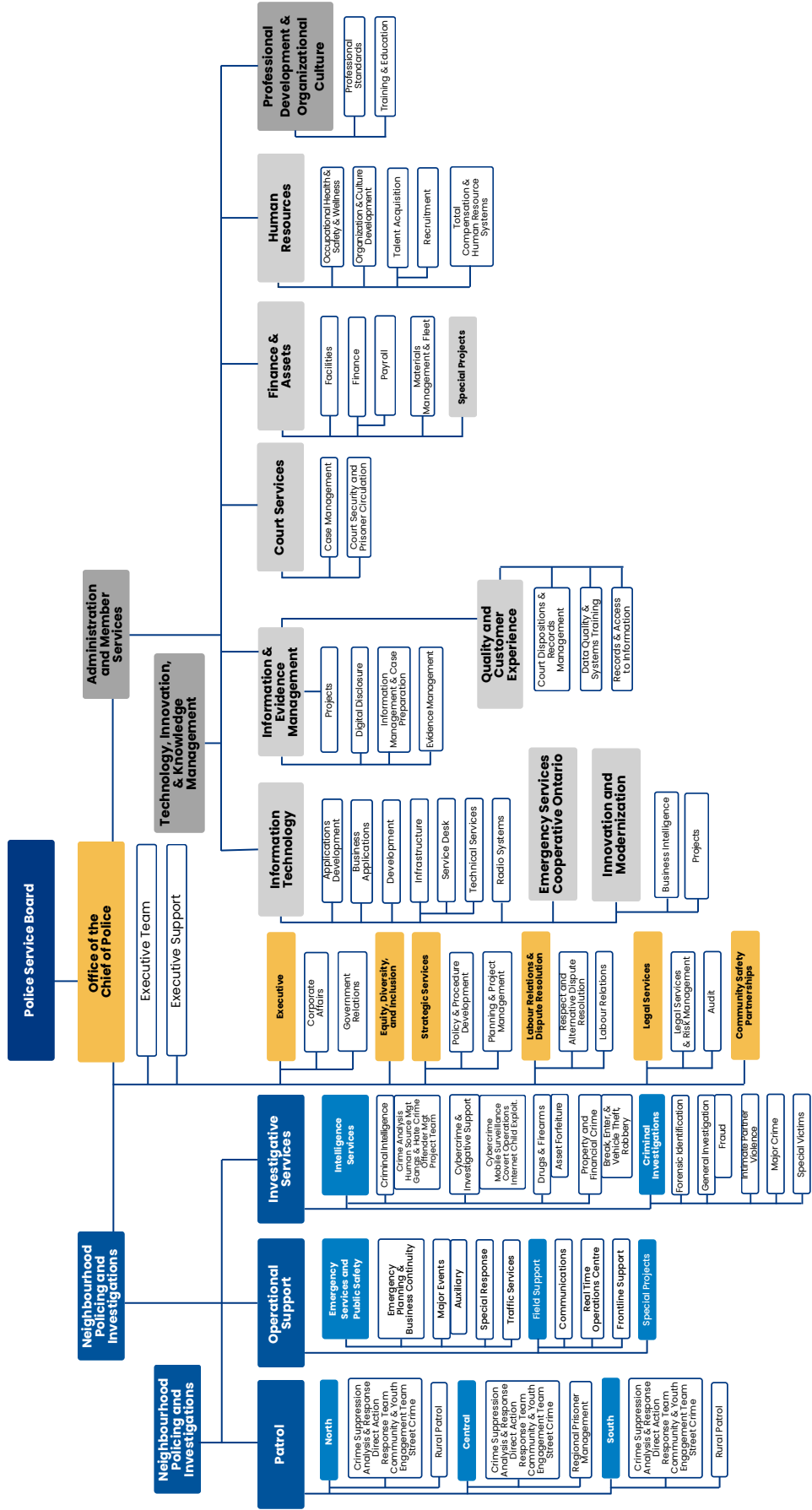
Det. Michael Quinlan
Det. Michael Quinlan

Det. Michael Quinlan
Det. Michael Quinlan



Organizational Chart

Waterloo Regional Police Service



Community Engagement

and Outreach

Volunteering in Policing

Waterloo Regional Police Service

The volunteers of the WRPS are eager and engaged members of the community who go above and beyond every day to make a difference. The WRPS is thankful for their continued commitment and dedication.



Auxiliary Police

The WRPS Auxiliary Unit is composed of community members who support the organization at large-scale events such as parades and assist officers in delivering crime prevention programs and operational callouts in search of missing persons.

In 2024, the Auxiliary Unit averaged 78 members and welcomed 22 new dedicated volunteers. They continued with their formal, structured Field Development Program, which helped raise the bar on how Auxiliary members assist the WRPS on an ongoing basis.

Throughout 2024, Auxiliary members contributed 16,498 volunteer hours to the community. One of the hallmark events that the Unit runs is the annual Stuff-a-Cruiser campaign, which provides toys to children throughout Waterloo Region. In partnership with the Knights of Columbus, the Unit saw the magnitude of generosity in the community. In 2024, it collected nearly \$6,000 in cash donations and over 6,300 toys, which were delivered to families throughout the community. Over the past 15 years, Stuff-a-Cruiser volunteers have helped collect more than 89,500 toys and over \$111,000 for those in need.

Ceremonial Band

The WRPS Ceremonial Band is Canada's only wind ensemble (brass and reed) band associated with a police service. The Band provides world-class musical performances to various audiences, representing the WRPS not only in the Waterloo Region but also provincially, nationally, and internationally.

The Ceremonial Band was honoured to once again perform at the provincial and national police memorials in 2024 in memory of those who made the ultimate tragic sacrifice to keep communities safe. Besides police memorials, the Band performed 13 local performances, including Remembrance Day ceremonies and public concerts.

Police Chorus

The WRPS Chorus provides musical entertainment to audiences throughout Waterloo Region and beyond. The group of talented singers was formed in 1973 by Chief Wilfred Henrich.

Since their inception, the Chorus has contributed over 1,000,000 hours of volunteer service and raised over \$1,780,000 for local philanthropic causes.

The Chorus has 63 members from various cultural backgrounds, including Holland, Brazil, Colombia, China, Sri Lanka, Vietnam, India, Africa, Scotland, Italy, and England.

The Chorus also has a colour party to present their flags at each event. The flags were blessed and sanctified at St. Mary's Church, giving them the honour of being official colour party flags.

The Police Chorus completed 22 performances throughout 2024 and said goodbye to several long-serving members while welcoming new ones.



Bringing the Community Together

Waterloo Regional Police Service



Each year, the WRPS hosts and participates in a wide range of community events across Waterloo Region to build relationships, educate the public, and engage with residents of all ages and backgrounds. From school visits and cultural festivals to safety presentations and charity fundraisers, officers connect with community members in many meaningful ways.

Badge Ceremony

In 2024, the WRPS held four badge ceremonies and welcomed 39 new recruits to its membership. Prior to joining the police service, the new members studied in a variety of fields and bring a large range of interests and experience in leadership and volunteer roles in community agencies and activities.

Police Week Open House

The WRPS was pleased to once again open its doors to the public in May 2024. The event included a variety of kids' activities, including demonstrations and displays from various police units, musical entertainment by Erick Traplin, a rock-climbing wall, and information booths from community partners. A great time was had by all.

Stuff-a-Cruiser Campaign Celebrates 15 Years of Giving

The 2024 Stuff-a-Cruiser campaign marked the 15th year of this heartwarming holiday tradition. In partnership with the Knights of Columbus' New Toys for Needy Kids campaign, Stuff-a-Cruiser continued to bring joy to children and families across Waterloo Region during the holiday season.

Since its inception, the campaign has collected more than \$111,000 in donations and over 89,500 new, unwrapped toys thanks to the unwavering generosity of the community.

Throughout December 2024, members of the WRPS Auxiliary Unit, supported by officers from across the WRPS, attended various community locations to collect donations. The donations were then distributed through local community agencies, ensuring they reach families in need throughout Waterloo Region.

Backpack Challenge

As kids prepared to head back to class, the WRPS, community residents, and organizations once again came together to ensure every child returned to class with a smile.

In 2024, the WRPS launched their sixth annual Backpack Challenge, which saw a record-breaking 6,000 backpacks, school supplies, and gift cards delivered to local community centres and organizations throughout Waterloo Region.

More than 16,000 backpacks have been collected over the past six years, along with thousands of dollars in gift cards and school supplies.



Special Olympics Ontario

The WRPS was proud to host the Special Olympics Ontario 2024 Spring Games from May 23, 2024, to May 26, 2024.

More than 750 athletes, including 35 from Waterloo Region, competed in a variety of sports, including basketball, swimming, powerlifting, rhythmic gymnastics, and 10-pin bowling.

The competitions were filled with inspiring moments, remarkable achievements, and unparalleled sportsmanship.

A great big thank you to all the athletes, coaches, volunteers, supporters, organizers, sponsors, and venues who made the 2024 Spring Games unforgettable.

In addition, the WRPS was proud to continue to support Special Olympics Ontario and raised over \$78,000 throughout the year through the annual Polar Plunge, a concert by the WRPS Chorus, Cops & Cowboys at Lonestar Texas Grill, the annual Law Enforcement Torch Run, the OHL Big Ticket Game at the Kitchener Auditorium, the NHL Alumni Game in Cambridge, and food trucks attending the WRPS Open House.





Connecting & Engaging Online

Waterloo Regional Police Service



The WRPS is committed to engaging with the online community by sharing important safety messages and providing educational content, with the ultimate goal of building a safer and more connected community for everyone.

123,442
Followers



73,640
Followers



61,423
Followers



12,977
Followers



6,954
Total
Posts

65.8M
Post
Impressions

5.43M
Post Video
Views

WRPS Express Newsletter

Each month, the WRPS sends out an electronic newsletter to ensure residents are kept up-to-date on the latest WRPS news. The newsletter, entitled WRPS Express, is sent directly to subscribers each month and includes stories, videos, and information involving the WRPS and its members.

If you would like to sign up for the WRPS Express, visit www.wrps.on.ca.

Post Positive

To help raise awareness for Pink Shirt Day in support of anti-bullying programs, the WRPS asked Waterloo Region residents to take part in their annual Post Positive campaign. Along with wearing pink, individuals were encouraged to think positive, write positive, and post positive, and share it on social media to take a stance against bullying.



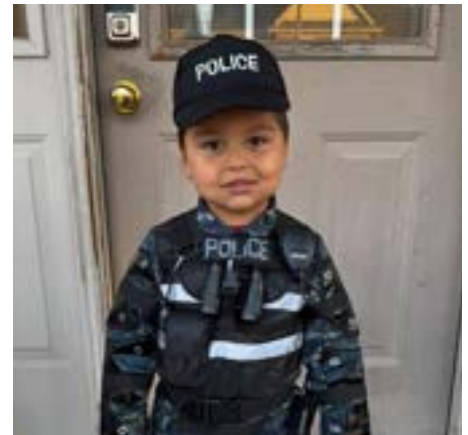
Police Chief for a Day

In May 2024, the WRPS launched its annual Chief for a Day contest. Students in grades five to seven were encouraged to write a short essay describing what they would do to make a difference in the community if they were Chief for a day. Many submissions were received, and one "Chief" and two "Deputy Chiefs" were invited to tour police headquarters, check out the inside of a police cruiser, visit various units, interact with police officers, and take part in a media conference. A great day was had by all.



Officeroween

During the month of October 2024, the WRPS launched its annual Officeroween social media campaign. The campaign encouraged children to get in the spirit of the season by dressing up as a police officer for a chance to win a prize. Three lucky winners were randomly drawn at the end of the month.



Cops on Docks

In December 2024, the WRPS released a video series titled Cops on Docks. These short comedic clips featured police officers sitting on docks along a local river, exchanging good-natured jokes. The video series captured the attention of 2.4 million viewers from the WRPS social media platforms.



[Watch the Cops on Docks videos.](#)

Performance

and Our Impact in Numbers



Launching the 2024–2027 Strategic Business Plan

Waterloo Regional Police Service



In 2024, the WRPS proudly introduced its 2024–2027 Strategic Business Plan, developed in close collaboration with members, community partners, and the residents of Waterloo Region. The Plan outlines four key strategic goals:

**Our
Commitment
to Safety**



**Our
Connections**



**Our
Members**



**Our
Resources**



These pillars guide the WRPS' efforts to enhance public safety, strengthen community relationships, support its members, and ensure organizational efficiency and leadership.

Each objective within the Plan is designed to respond to the evolving needs of a diverse and growing community. Together, they reflect an ongoing commitment to realizing the WRPS vision: "Every person in Waterloo Region is safe and feels safe."

This Strategic Business Plan will serve as a roadmap for action and accountability. It reaffirms the WRPS' dedication to innovation, inclusivity, and meaningful partnerships, and will result in building a better, stronger, safer, and more equitable Waterloo Region.

Online Reporting

Waterloo Regional Police Service

Online reporting is a convenient way to contact the WRPS about crime without waiting for an officer to arrive. Even if you think an incident is minor or not likely to be solved, reporting it allows the WRPS to learn where and what crimes are happening. Online reporting has been active since 2012 and applies to certain non-emergency circumstances.

Online reporting experienced its most significant leap in usage between 2017 and 2018 when driving complaints and fraud became options for online reporting. Though 2024 online reporting totals were two per cent lower than in 2023, counts were still eight per cent higher than the five-year average.

Consistent with previous years, Theft Under \$5,000 was the most frequent crime reported online, making up almost half of all online reports. Slightly more driving complaints were reported online, making up more than a quarter of all online reports. While most other categories experienced fewer online reports in 2024, more people reported Fraud (in particular Internet fraud) and Disputes (e.g. retail/consumer disputes) online this year.

No.	Call Type	# of Reports in 2024	# of Reports in 2023	Per Cent Change
1	Theft Under \$5,000	2,155	2,254	-4%
2	Driving Complaint	1,191	1,148	4%
3	Fraud (e.g. Internet Fraud)	299	584	16%
4	Property (Lost and Found)	277	284	-2%
5	Property Damage	241	254	-5%
6	Fraud (e.g. Identity Theft)	140	164	-15%
7	Fraud (e.g. Credit Card Fraud)	57	73	-22%
8	Break & Enter	49	94	-48%
9	Dispute	48	41	17%
10	Other (9 Categories)	23	20	15%
	Total	4,480	4,590	-2%



Make an Online Report

To make an online report, visit: www.wrps.on.ca/onlinereporting

Internal Investigations and Public Complaints

Waterloo Regional Police Service

Pursuant to the Provincial Adequacy Standards and the WRPS procedure, it is the responsibility of the WRPS to provide an annual report to the Waterloo Regional Police Service Board on complaints. This report contains a summary of Chief's Complaints, Public Complaints, and dispositions for the period of January 1, 2024 to December 31, 2024.

Chief's Complaints	2024	2023	Public Complaints	2024	2023
Conduct Complaints	17	22	Complaints Screened In	47	68
Red Light Infractions	8	7	Complaints Screened Out	72	107
Automated Speed Enforcement	14	21	Total	119	175
Total	39	50			

Status of Public Complaints	2024	2023
Substantiated	1	0
Unsubstantiated	15	23
Withdrawn	16	23
Terminated	1	2
Resolved	9	12
Under Investigation	5	8
Total	47	68

Special Investigations Unit Investigations

In 2024, there were a total of 10 Special Investigation Unit investigations throughout Waterloo Region.

Status of Conducts Complaints	2024	2023
Substantiated	16	26
Unsubstantiated	18	14
Under Investigation	5	10
Total	39	50

Demands on Service

Waterloo Regional Police Service

What keeps the WRPS busy? Every time the WRPS receives a call for service, an online report, or fields a walk-in request from the public, or when an officer takes action, these are “events” and get recorded in a computer system. The WRPS can then count the number of events and types per year. Not all these events are criminal, but they still create work for members who aim to provide community safety.

Events are recorded in a Computer-Aided Dispatch (CAD) program and are assigned an occurrence number, hence a “CAD event.”

	2024	2023
Total CAD Occurrences ¹	346,014	372,247
Avg. Number of CAD Occurrences per Day	948	1,019.9
Avg. Number of CAD Occurrences per Hour	39.5	42.5
New CAD Occurrences Every...	1 minute, 31 seconds	1 minute, 25 seconds

1. Total includes online reporting

In 2024, events were down 26,233 counts; 25,442 of those were 9,960 Administrative Notices (9-1-1 error) accounting for 97 per cent of the decrease. However, volume is up 21 per cent compared to five years ago and remains higher this year than the five-year average.

2024 Top Ten CAD Occurrences	Frequency	Per Hour	New CAD Event Every... Minutes	% Change
Administrative Notice (9-1-1 Error) ²	72,882	8	7	-26%
Filed 9-1-1 Call (to Fire or Ambulance)	57,205	7	9	4%
Compassionate to Locate	23,512	3	22	-26%
Vehicle Stop	21,590	2	24	-8%
Motor Vehicle Collision - Property Damage	16,062	2	33	48%
Proactive Initiative	11,623	1	45	20%
Bylaw Complaint	9,871	1	53	8%
Theft Under \$5,000	9,618	1	55	-3%
Unwanted Person	9,108	1	58	10%
Administrative/Routine Detail	6,847	1	77	2%

2. What is this call type? It is all the 9-1-1 calls that should not have been 9-1-1 calls. It could be a pocket dial, children playing with a phone, or an individual calling 9-1-1 for something that is non-emergent in nature (i.e. a parking complaint or they don't want to wait in the non-emergency queue).

The WRPS is typically busy with the same top ten types of events year over year, which remained true across 2024. The top two keep the Communications Centre busy, in particular as the Public Safety Answering Point for Waterloo Region, though changes to the way the WRPS handles 9-1-1 errors have made a difference. For the third year in a row, Proactive Initiatives have been recorded as one of the top ten event types and are climbing. Another notable increase is in Motor Vehicle Collisions – Property Damage (up 48 per cent). There were fewer Compassionate to Locate calls (down 26 per cent; also related to changes in processes in our Communications Centre) and fewer dispatches to respond to Injured/Sick Persons, which fell off the top ten.

Citizen Generated Calls

Waterloo Regional Police Service

Citizen-generated calls for service are exactly how they sound. A member of the community calls in, and the WRPS dispatches an officer(s) to respond. These numbers are a good way to show how often the public is asking for police to help and what they are asking police to help with.

Total Citizen Generated Calls for Service

Division	% of Citizen Generated Calls	Number of Calls 2024	Number of Calls 2023	% Change
North	29.8%	34,704	33,716	3%
Central	37.9%	44,201	43,407	2%
South	26.6%	31,014	29,450	5%
Rural	5.7%	6,703	6,255	7%
Total	100%	116,622	112,828	3%

Citizen generated calls have been steadily increasing over the past few years. Overall, WRPS received 3.4 per cent more calls for service from the community in 2024, which is on par with last year's increase. Every division fielded more calls with Central Division experiencing the highest total volume.



Most Frequent Citizen Generated Calls for Service

Compassionate to Locate remains the top citizen generated call for service, despite fewer calls in 2024. There were also fewer calls to police for mental health incidents. All other top ten categories experienced increases, notably Driving Complaints (up 19 per cent).

No.	Call Type	Number of Calls 2024	Number of Calls 2023	Per Cent Change
1	Compassionate to Locate	19,549	27,028	-28%
2	Bylaw Complaint	8,675	7,929	9%
3	Unwanted Person	6,796	6,325	7%
4	Domestic Dispute	6,027	5,855	3%
5	Theft Under \$5,000	5,541	5,488	1%
6	Driving Complaint	5,381	4,525	19%
7	Dispute	4,134	4,075	1%
8	Domestic Other	3,079	2,941	5%
9	Suspicious Person	2,974	2,907	2%
10	Mental Health	2,899	3,199	-9%



Investment in Public Safety

Waterloo Regional Police Service

Expenditures	2024 Actuals	2024 Budget	\$ Variance (over) / under	% Variance (over) / under	2023 Actuals
Full-Time Salary & Wages	144,124,808	147,283,140	3,158,332	2.1%	135,560,552
Part-Time Salary & Wages	1,432,841	2,448,320	1,015,479	41.5%	1,117,554
Overtime	9,133,602	3,577,502	(5,556,100)	(155.3%)	8,244,979
Paid Duties	903,507	900,000	(3,507)	(0.4%)	663,621
Sick Leave Payout & Continuance	977,443	1,200,000	222,557	18.5%	1,144,903
Benefits	51,944,830	51,835,502	(109,328)	(0.2%)	49,329,866
Staffing Costs	208,517,031	207,244,464	(1,272,567)	(0.6%)	196,061,475
Allowances	624,559	594,878	(29,681)	(5.0%)	606,569
Materials & Supplies	3,236,290	3,975,033	738,743	18.6%	3,200,150
Maintenance & Repairs	2,812,045	2,906,946	94,901	3.3%	1,239,050
Small Equipment	995,395	722,589	(272,806)	(37.8%)	1,144,751
Services	5,254,490	5,240,403	(14,087)	(0.3%)	4,230,829
Fees	8,456,411	8,512,229	55,818	0.7%	7,308,067
Rents	897,619	947,135	49,516	5.2%	841,580
Financial Expenses	6,488,613	6,447,080	(41,533)	(0.6%)	6,596,441
Communication Costs	1,966,454	2,558,627	592,173	23.1%	1,554,585
Meetings, Training & Conferences	1,734,418	2,341,078	606,660	25.9%	2,787,770
Interdepartmental Charges	2,801,705	2,505,596	(296,109)	(11.8%)	6,439,533
Interfund Transfers (Reserves)	8,548,375	7,400,000	(1,148,375)	(15.5%)	7,360,269
Interfund Transfers (Insurance)	1,013,090	1,013,090	0	0	901,604
Other Operating	44,829,464	45,164,684	335,220	0.7%	44,211,198
Total Expenditures	253,346,495	252,409,148	(937,347)	(0.4%)	240,272,673

Revenues	2024 Actuals	2024 Budget	\$ Variance (over) / under	% Variance (over) / under	2023 Actuals
General Police Revenue	5,946,593	5,001,901	944,692	18.9%	6,022,350
Ministry Grants	11,858,863	11,146,125	712,738	6.4%	11,818,555
ESCO – Police Revenue	3,758,119	3,275,661	482,458	14.7%	2,976,618
ESCO – Fire Revenue	567,675	983,366	(415,691)	(42.3%)	505,382
Voice Radio System Recoveries	1,619,273	1,619,273	0	0	1,489,551
Interfund Contributions (RDC)	1,809,354	1,811,697	(2,343)	(0.1%)	2,504,481
Interfund Contributions (Reserves)	142,628	142,628	0	0	1,241,434
Total Revenue	25,702,505	23,980,651	1,721,854	7.2%	26,558,371
Net Levy	227,643,990	228,428,497	784,507	0.3	213,714,302

\$25.7 Million
Revenue

\$253.3 Million
Expenses

\$227.6 Million
Net Levy



Now Hiring

Looking for a career where you can make a difference in your community?
We're hiring.

The Waterloo Regional Police Service is actively recruiting for police constables. We offer recruiting information sessions for members of the public who are interested in a police constable position with the Waterloo Regional Police Service throughout the year. Visit www.joinwrps.ca or follow us on social media for upcoming dates and more information.

Phone:

Non-Emergency: 519-570-9777
Emergency: 9-1-1

Website:

www.wrps.ca

Address:

WRPS Headquarters
200 Maple Grove Road
Cambridge, Ontario



