



Waterloo Regional Police Service

Annual REPORT

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

2025

People Helping People
www.wrps.ca



Territorial **ACKNOWLEDGMENT**



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.

“Aboriginal languages are a fundamental and valued element of Canadian culture and society, and there is an urgency to preserve them...”

Truth and Reconciliation: Call To Action #14

**Aanii, Boozhoo, Biindigen, Tawnshi, Shé:kon
Shekoli, Sgë-nö, Segoli, Sgé:nq, Cwé:'n, Tawow
Oki, Halu Tunngasugit, Kwey Kwey, Tansi, Pusu'l
Wachay, Greetings**



Table of **CONTENTS**

Who We Are

- 04** Vision. Mission. Values.
- 05** Message from the Chair
- 06** Message from the Chief
- 07** WRPS at a Glance

Year in Review

- 09** Year in Review Stats
- 11** Our Fleet of Vehicles & Dogs
- 12** Transitioning to CSAR
- 13** Community Safety & Wellbeing Plan
- 14** Alternative Responses to Mental Health Calls
- 15** Training & Use of Force
- 16** Top Investigations in 2025
- 27** Our Commitment to Equity, Diversity, and Inclusion
- 29** New Programs & Initiatives

Our Members

- 36** New Deputy Chief of Police
- 37** WRPS Awards Night
- 38** 2025 Spirit of Community Award Recipient
- 39** Top Employers Award
- 40** Ontario Medal of Honour
- 41** Organizational Chart

Community Engagement & Outreach

- 43** Volunteers in Policing
- 45** Building Connections Through Community Events
- 46** WRPS Hosts Serving with Pride
- 48** Connecting and Engaging with Our Online Community

Performance & Impact in Numbers

- 50** Strategic Business Plan Achievements
- 51** Online Reporting
- 52** Internal Investigations & Public Complaints
- 52** Demands on Service
- 54** Citizen Generated Calls for Service
- 55** Investment in Public Safety



WHO WE ARE
at **WRPS**

WHO WE ARE

Vision. Mission. Values.

OVERVIEW

Mission



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

Vision



Every person in Waterloo Region is safe and feels safe.



Our Values

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.

Partnerships

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

Professional Excellence

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

BOARD CHAIR



Ian McLean
Chair of the Board

Message from the Waterloo Regional Police Service Board

CHAIR OF THE BOARD

On behalf of the Waterloo Regional Police Service Board, I am pleased to present the 2025 Annual Report of the Waterloo Regional Police Service (WRPS).

This year's report highlights the continued dedication of the Service's sworn and civilian members, who work every day to support a safe, thriving, and inclusive Waterloo Region. As our community continues to grow and evolve, WRPS has remained focused on responsive, collaborative, and community-centred policing. This report highlights our commitment to strengthening public safety, advancing innovation, and building meaningful partnerships.

In 2025, the Service strengthened collaboration, advanced complex investigations, and invested in new programs and technologies to enhance service delivery and member wellbeing. These efforts position WRPS to meet current and emerging needs while upholding accountability, transparency, and community trust.

I thank my fellow Board members for their continued leadership and commitment to effective governance, and I extend my appreciation to Chief Mark Crowell, Deputy Chief Jen Davis, Deputy Chief Eugene Fenton, Deputy Chief John Goodman, and all members of WRPS. Their resilience, integrity, and compassion are evident in their work and play a vital role in ensuring everyone in Waterloo Region is safe and feels safe.

Thank you to the residents of Waterloo Region. Your engagement and support are essential to building a stronger, safer community. I encourage you to explore the 2025 Annual Report to learn more about the collaborative efforts shaping public safety across the Region.

CHIEF OF POLICE

Message from the Waterloo Regional Police Service

CHIEF OF POLICE

On behalf of all WRPS members, I am pleased to present the 2025 Annual Report.

This past year highlighted our members' continued dedication to building a safe and thriving community. Each day, they responded to calls for service, advanced complex investigations, supported victims, and collaborated with community partners, all with a steadfast commitment to the safety and wellbeing of residents across Waterloo Region.

As our community grows and evolves, so too does the work of policing. In 2025, we strengthened collaborative approaches to public safety, expanded innovative programs, and continued investing in the wellbeing and development of our members. These efforts help ensure that we remain responsive, accountable, and well-positioned to meet the needs of our Region today and in the years ahead.

I want to acknowledge the meaningful contributions of our sworn and civilian members, whose care, compassion, and commitment remain evident in every aspect of their work. Their efforts, often undertaken in challenging circumstances, play a vital role in ensuring that every person in Waterloo Region is safe and feels safe.

I also extend my appreciation to the Waterloo Regional Police Service Board for their continued leadership and oversight. Their guidance supports our shared commitment to effective, responsive, community-focused policing.

This report highlights many of the initiatives, partnerships, and accomplishments that shaped 2025. Thank you for taking the time to learn more about our Service's work and for your continued support of community safety and wellbeing.



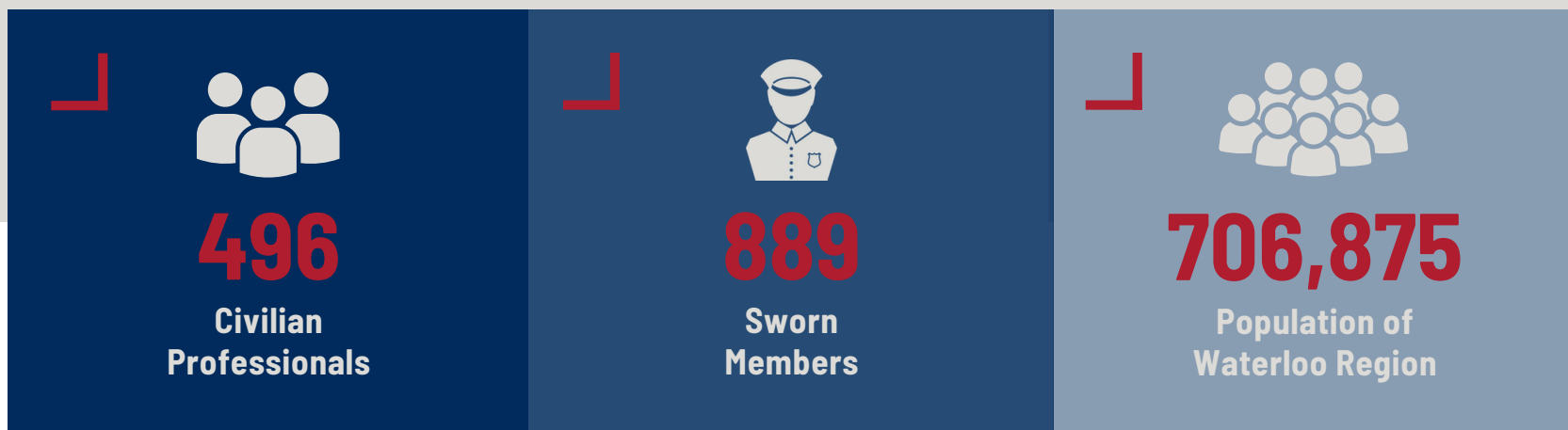
Mark Crowell
Chief of Police

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 496 civilian professionals and 889 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 enhancing public safety and quality of life by working in partnership with the community through crime prevention, law enforcement, and support for those in need. Members believe in a shared vision where every person in Waterloo Region is not only safe, but feels safe.





YEAR IN REVIEW

at the **WRPS**

Year in **REVIEW**

Based on Uniform Crime Reporting (UCR) data from January 1, 2025, to December 31, 2025, these statistics highlight both the challenges the WRPS faces and the progress its members and residents continue to make together.

Major Crime	Count
Homicide	4
Attempt Homicide	1
Shootings	18

Violence Against Persons	Count
Assault	5,971
Sexual Assault	577
Robbery (person-on-person)	152
Human Trafficking	18

Exploitation	Count
Cybercrime	5,499
Sextortion	142
Child Exploitation	390

Intimate Partner Violence	Count
Intimate Partner Violence	6,132
Repeat Calls	908
Strangulation	148

Financial Crime	Count
Fraud	3,628
Identity Theft	922
Identity Fraud	1,264
Cryptocurrency	17

**Total reported loss to victims of fraud:
\$37,727, 839.90**

Property	Count
Break and Enter	1,869
Vehicle Theft	1,063
Theft from Vehicle	2,245
Robbery (Commercial)	174



180,654
Emergency
911 Calls



161,924
Other Calls
for Service



342,578
Total Calls
for Service

Firearms	Count
Firearms Seized (surrendered and seized)	992
Firearms Violations	90

Drugs Seized (Grams)	2025	2024
Marihuana (Grams)	10,689	145,316
Methamphetamine	6,848	15,156
Fentanyl	10,899	20,390
Cocaine	7,071	79,212
Heroin	74	185
Ecstasy/MDMA	764	137
Oxycodone (Pills)	983	1,935
Dilaudid	2,162	839

The total value of drugs seized in 2025 was \$1.88M.

Regional Overdose Calls

In 2025, the WRPS continued to respond to a significant number of overdoses across Waterloo Region, including both fatal and non-fatal incidents, while administering naloxone when needed.



1,020

Non-Fatal
Overdoses



49

Fatal
Overdoses



31

Naloxone
Adminstrations

Traffic	Charges Laid
Impaired Driving	967
Speeding	5,184
Distracted Driving	418
Failing to Wear Seatbelt	461

In 2025, there were a total of 22,435 road safety charges in Waterloo Region.

Canine Unit (Four Teams)	Count
Deployments	253
Arrests/People Located	26
Evidence Located	8

Crime Stoppers	2025	Since Inception (1987)
Number of Tip Reports	1,552	41,275
Arrests Made	12	2,830
Charges Laid	111	8,828
Property Seized	\$3,110	\$13,056,344
Drugs Seized	\$10,280	\$50,845,695
Weapons Seized	7	754

Vehicles & **POLICE SERVICE DOGS**

Our fleet of vehicles play a vital role in supporting our frontline operations, ensuring officers can respond to calls for service quickly and safely. Each vehicle is equipped to meet the demands of policing, from urgent response to community engagement. Ongoing investment in maintenance, technology, and modernization helps keep our fleet ready for any situation, allowing officers to focus on what matters most, serving the residents of Waterloo Region.

Part of WRPS' fleet of 345 vehicles include:

- 141 gas vehicles
- 63 hybrid vehicles
- 4 electric vehicles
- 28 bikes

Police Service Dogs

The Service is also supported by four dedicated Police Service Dogs - Bauer, Nicho, Milo, and River, who play an essential role in enhancing officer safety and operational effectiveness. These highly trained dogs assist with tracking and apprehending suspects, evidence searches, and locating missing or vulnerable individuals.

In 2025, the WRPS fleet of vehicles travelled a total of 5,164,152 kilometres.



Transitioning to the Crime Suppression Analysis and Response Unit

A Division-Based Approach to Community Safety

In 2025, the Community Engagement and Wellbeing Branch (CEWB), formerly a regional structure, transitioned into the Crime Suppression Analysis and Response (CSAR) Unit, a division-based model comprised of three teams: Community and Youth Engagement (CYE), Direct Action Response Team (DART), and Street Crime. Together, these teams integrate prevention, engagement, enforcement, and investigative functions to support proactive public safety.

Developed as part of the Service's transition to the new Crime Suppression Model, the CSAR Unit enables a more localized and responsive approach by addressing division-specific priorities. By combining evidence-based practices with local intelligence, the model improves coordination, supports strategic resource deployment, and strengthens responses to emerging crime trends.

Community and Youth Engagement Team

CYE focuses on community safety and wellbeing while directly supporting crime suppression objectives. Responsibilities include engaging community partners to support patrol investigations involving mental health, homelessness, and vulnerable youth, acting as a liaison with problem locations and businesses, and more.

Direct Action Response Team

DART operates as a proactive, uniform enforcement team. Responsibilities include completing complex investigations, leading operational initiatives such as retail theft operations, managing Liquor Licence and Control Act (LLCA) concerns with partners, conducting offender compliance checks, and supporting warrant executions.

Street Crime Team

The Street Crime Team provides covert, surveillance-based enforcement and investigative support, directly targeting repeat offenders and emerging crime trends aligned with CSAR priorities.

Community Safety & WELLBEING PLAN



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 2025, the CSWP made progress across the Region's four priority areas, which include significant contributions from WRPS members. The Region also welcomed Samina Sami as its new Executive Director, who will lead the update of the plan into its 2026 to 2030 cycle.

Addressing Mental Health & Addictions Needs Together

The Systems Transformation Team brought focus and action to six key areas:

- Frequent Users of Emergency Departments
- Homelessness and Housing
- Supporting People Holistically
- Youth Mental Health and Addictions Prevention
- The HART Hub Waterloo Region
- Data and Evaluation

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

Partners across the region, including members of the Family Violence Project, continue to advance innovative approaches to address these forms of violence. Key progress in 2025 include:

- the release of the Family Violence Project 2025–2028 Strategic Business Plan; and
- the identification of the Early Intervention Program as an evidence-based best practice for preventing repeat incidents of intimate partner violence

- the launch of the WRPS and CSWP #NotInMyCity anti-human trafficking awareness campaign
- a professional development day held in partnership with Wilfrid Laurier University, which brought together the IPV/GBV/MMIWG2S+ and Combatting Hate action tables

Combatting Hate

The action table is represented by more than 30 leaders and members from across the Region. Three priorities were identified for the table, including building system accountability, mapping current programs, and developing a community-wide information campaign. In October 2025, the 'We All Belong Here' campaign was launched across the Region. The WRPS provided grant funding to develop the associated website, which can be found at www.webelongwr.ca.

Creating Safe and Inclusive Spaces

In 2025, a Safe and Inclusive Spaces Action Table was developed with representation from area municipalities, Indigenous organizations, and community organizations. The table aims to collaboratively develop and implement actions that foster safe and inclusive spaces for Indigenous Peoples and equity-deserving communities across Waterloo Region.

Alternative Responses to **Mental Health Calls**



In 2025, the IMPACT was dispatched 1,202 times (a four per cent increase compared to 2024), equating to three to four daily calls. The five most frequent call types the IMPACT responded to were:

- Mental Health
- Attempt Suicide
- Compassionate to Locate
- Domestic Other and Domestic Dispute
- Proactive Initiative

This accounted for 90 per cent of all the calls the IMPACT attended.

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 CMHA launched the Integrated Mobile Police and Crisis Team (IMPACT). The IMPACT is staffed by addiction and mental health clinicians who respond to calls in progress with police officers to work towards improved client outcomes. The IMPACT has offices in North, Central, and South police divisions, fostering strong, trusting relationships between IMPACT members and police officers while supporting information sharing and collaboration on complex cases.

In 2025, 29 calls were referred to other mental health support agencies without a police response. For 2026, the WRPS will continue to work closely with the CMHA and other community partners on strategies to better serve and respond to the community's needs.

The Community Mental Health (CMH) team, made up of IMPACT members, were seated in the WRPS' Communications Centre and went live on November 7, 2022. On April 1, 2025, the program was paused due to grant funding ending.

Training and Use OF FORCE

In 2025, the WRPS responded to 342,578 calls for service and conducted 15,618 arrests. During these occurrences, 421 interactions (approximately 0.1 per cent of all occurrences) met the threshold requiring a Use of Force Report. Of those, 13 per cent were initiated by WRPS officers, with the remainder resulting from community requests for assistance (74 per cent), assistance to other agencies (3 per cent), or the completion of warrants (10 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 on the perceived race of persons involved in incidents that met the threshold for the 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.

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 are publicly available on the WRPS website.

The 2025 Use of Force report contains a comprehensive analysis of race-based data and fulfills the WRPS' commitment to incorporating this information into the WRPS Race and Identity-Based Data Collection Strategy.

In 2025, the WRPS responded to 342,578 occurrences and conducted 15,618 arrests.



TOP INVESTIGATIONS

in 2025

The Top Investigations section of this Annual Report highlights some of the most significant and impactful investigations by the WRPS in 2025. 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 Arrested after Search Warrant at Kitchener Grow Operation
2. Bicycle "Chop Shop" Located at a Kitchener Residence
3. Three Suspects Arrested Following a Drug Trafficking Investigation
4. Cambridge Male Arrested after Child Exploitation Investigation
5. Kitchener Male Charged in Drug Trafficking Investigation
6. Cambridge Male Arrested for Multiple Sexual Offences Involving Youths
7. Five Males Arrested after an Armed Robbery at a Cambridge Mall
8. Fatal Shooting Investigation in Kitchener
9. Hundreds of Fraudulent Gift Cards Seized During Arrest in Kitchener
10. Thousands of Dollars of Stolen Merchandise Recovered



Top Investigation:

Male Arrested after Search Warrant at Kitchener Grow Operation



**Officers located and seized 3,500
cannabis plants.**

On May 21, 2025, members of the Drugs and Firearms Unit, with the assistance of the Kitchener Fire Department, completed a search warrant at a commercial building in the area of Borden Avenue South and Charles Street East in Kitchener.

Officers located and seized 3,500 cannabis plants, which included:

- 1,367 small cannabis plants
- 1,968 mature cannabis plants
- 190 seedling plants
- A large amount of dried cannabis
- Expired Health Canada Registration Forms

As a result of the investigation, a 46-year-old Kitchener male was arrested and charged with Cultivate, propagate, or harvest any cannabis plant at a place that is not their dwelling house.

The WRPS is responsible for enforcing the Cannabis Control Act and federal Cannabis Act regulations within the Region of Waterloo. The provincial legislation governs the possession, sale, distribution, and consumption of cannabis in Ontario.

Top Investigation:

Bicycle "Chop Shop" Located at a Kitchener Residence



Over \$25,000 in bicycles and parts recovered in Kitchener.

On June 26, 2025, the Direct Action Response Team (DART) completed a search warrant at a residence in Kitchener. The warrant resulted from an ongoing bicycle theft investigation.

The investigation began after a stolen bike was located inside a residence near King Street West and Green Street in Kitchener. After the initial bicycle was located, numerous other bicycles and parts were located at a nearby residence.

Officers recovered over \$25,000 in bicycles and parts and worked to locate and return the bicycles to their rightful owners.

The Direct Action Response Team is part of the Crime Suppression Analysis and Response Unit and is committed to crime suppression and community safety through proactive initiatives.

Top Investigation:

Three Suspects Arrested Following a Drug Trafficking Investigation



Investigators seized seven kilograms of suspected methamphetamine, fentanyl, cocaine, opiates in pill form, psilocybin, marijuana, a firearm, and currency.

In July 2025, the Intelligence Unit - Gangs and Hate Crime Team initiated a drug investigation. Through investigation, a 36-year-old male, a 36-year-old female, and a 48-year-old male were identified as being involved in a drug trafficking operation in and outside of Waterloo Region.

On December 30, 2025, investigators from the Gangs and Hate Crime Team, with assistance from the Drugs and Firearms Unit, Offender Management Team, and Emergency Response Team, completed search warrants at two residences in connection to the investigation.

As a result, investigators seized seven kilograms of suspected methamphetamine, fentanyl, cocaine, opiates in pill form, psilocybin, marijuana, a firearm, and currency.

The 36-year-old Kitchener male and female were arrested and charged with numerous offences. The 48-year-old Kitchener male was also charged with numerous offences.

Top Investigation:

Cambridge Male Arrested Following International Child Exploitation Investigation



36 charges laid in connection to a child exploitation investigation that began in 2022.

With the assistance of the Peel Regional Police Service, the Royal Canadian Mounted Police, and Interpol, WRPS investigators identified a series of offences involving several child victims. The investigation revealed that the accused had engaged in online communications with child victims over multiple years and had distributed and collected illicit content over various online platforms. Investigators also determined that the offences included hands-on sex offences involving both adults and a child.

On August 20, 2025, officers arrested a 36-year-old male from Cambridge in connection to this investigation.

It was determined that the male also went by a number of aliases, including Justin Alexander Garzon, Ziggy, Xavier Kain, GatsbyASMR, GatsbyNSFW, Egsneakyboi, AlexMrDaddy, AlexDadDepraved, DaughtLove, famlover5, incstlvr5, Johnnymiracle, and Dad748392.

Since August 2025, officers have laid additional charges as more victims have come forward. In total, the male has been charged with 36 child exploitation and sexual assault-related offences.

Top Investigation: **Kitchener Male Charged in Drug Trafficking Investigation**



Officers seized suspected cocaine, a large amount of currency, and drug packaging.

In September 2025, the Street Crime Team initiated a drug investigation. Through the investigation, a 23-year-old Kitchener male was identified as being involved in a drug trafficking operation across Waterloo Region.

On November 14, 2025, investigators completed search warrants on vehicles and a residence in connection to the investigation. As a result, investigators seized suspected cocaine, a large amount of currency, and drug packaging.

The 23-year-old male was arrested and charged with:

- Possession for the Purpose of Trafficking
- Fail to Comply with Judicial Release
- Possession of Proceeds of Crime Over \$5,000

Top Investigation:

Cambridge Male Arrested for Multiple Sexual Offences Involving Youths



The Special Victims Unit laid over 15 charges in connection to a sexual assault investigation in Cambridge.

In October 2025, officers received a report of an adult male communicating with several female youths. Through investigation, officers determined that between September and October 2025, the male began communicating with the victims and arranged to provide them with items in exchange for sexual activity. The victims ranged in age from 14 to 15 years old.

As a result of the investigation, on November 10, 2025, a 39-year-old male from Cambridge was arrested and charged with over 15 offences, including:

- Sexual Assault (three counts)
- Sexual Interference (three counts)

- Obtaining Sexual Services for Consideration (three counts)
- Invitation to Sexual Touching (two counts)
- Luring a Person Under 16 Years to Facilitate Sexual Interference (three counts)
- Luring a Person Under 18 Years to Facilitate Child Sexual Abuse and Exploitative Material (two counts)

Top Investigation:

Five Males Arrested after an Armed Robbery at a Cambridge Mall



Two loaded 9mm handguns were recovered during the arrests.

On November 17, 2025, at approximately 5:20 p.m., officers responded to a Cambridge mall after receiving a call from security regarding a stolen vehicle linked to earlier robbery offences.

Upon arrival, officers discovered that five suspects armed with handguns, sledgehammers, and duffel bags were actively robbing a jewellery store inside the mall.

In the interest of public safety, officers entered the mall and engaged the suspects. All five individuals were arrested shortly after the incident. Two loaded 9mm handguns were recovered during the arrests.

The suspects included a 22-year-old male, a 19-year-old male, a 17-year-old male, and two 15-year-old males, all from Toronto. They were transported to Central Division and held for a bail hearing on charges of robbery with a firearm.

These individuals are believed to be involved in four other robbery and firearm-related offences earlier in the day in Waterloo, as well as similar offences in other jurisdictions.

Top Investigation: **Homicides in 2025**



In 2025, officers investigated four homicides that occurred throughout Waterloo Region.

On September 12, 2025, during the early morning hours, a female victim was located deceased in the area of West River Road and Brant-Waterloo Road in North Dumfries Township.

The victim was later identified as a 36-year-old female from Cambridge.

The death was investigated as a homicide, and officers appealed to the public for any information relating to the incident.

On September 15, 2025, officers responded to a residence in the area of Cameron Street North and Weber Street East for a check wellbeing call.

Upon arrival, officers located a 70-year-old male with significant injuries who was pronounced deceased at the scene.

A 29-year-old female from Kitchener, was charged with Second Degree Murder.

On November 17, 2025, officers responded to a residence in the area of Highland Road West and Patricia Avenue for a report of a disturbance.

Upon arrival, officers located a 44-year-old Kitchener female deceased.

A 40-year-old Kitchener female, was arrested and charged with First Degree Murder.

On December 1, 2025, officers responded to multiple reports of a shooting in the area of Century Hill Drive and Country Hill Drive in Kitchener. Upon arrival, officers located a male who had suffered gunshot wounds.

The male, a 32-year-old from Kitchener, was pronounced deceased at the scene.

Top Investigation:

Hundreds of Fraudulent Gift Cards Seized During Arrest in Kitchener



Over 550 gift cards from multiple retailers seized, with an estimated value of \$27,500 to \$133,000 if activated.

On December 12, 2025, at approximately 3:30 p.m., Direct Action Response Team (DART) officers were conducting patrols near retail businesses when they were alerted to a theft in progress at a store on Highland Road West in Kitchener. A male was observed concealing gift cards and replacing authentic cards with tampered ones before leaving the store. Officers quickly located and arrested the individual.

During the arrest, officers seized over 550 gift cards from multiple retailers, with an estimated value of \$27,500 to \$133,000 if activated.

The male, a 39-year-old from Markham, has been charged with theft under \$5,000 and fraud over \$5,000 and was held for a bail hearing.

When purchasing gift cards, members of the public are encouraged to:

- Inspect the packaging for signs of tampering.
- Ensure the PIN is not exposed or scratched off.
- Buy cards from reputable sources and keep your receipt.

If you suspect a gift card has been compromised, report it to the retailer immediately.

Top Investigation:

Thousands of Dollars of Stolen Merchandise Recovered Following Investigation



Approximately 300 Jellycats, valued at over \$15,000, were stolen between April and December 2025.

In December 2025, a 52-year-old Guelph female was arrested and charged in connection to the theft of Jellycat stuffed toys from a Kitchener business. At that time, approximately 140 toys were recovered.

Through further investigation, the General Investigations Unit determined that the female, working with a male, had stolen approximately 300 Jellycats, valued at over \$15,000, between April and December 2025. Investigators identified 34 thefts from 17 businesses in Waterloo Region, Guelph, Burlington, Milton, Georgetown, Oakville, and Orangeville. The stolen toys were then sold through an online buy-and-sell platform.

On January 30, 2026, the male, a 43-year-old from Kitchener, was arrested and charged with the following offences:

- Possession of Property Obtained by Crime Under \$5,000
- Trafficking in Property Obtained by Crime Over \$5,000
- Conspiracy to Commit an Indictable Offence

The female was arrested again on February 11, 2026, and charged with the additional offences of:

- Theft Over \$5,000
- Conspiracy to Commit an Indictable Offence

OUR COMMITMENT TO

Equity, Diversity, and Inclusion

The WRPS continues to advance its Equity, Diversity, and Inclusion (EDI) Strategic Plan (2024 to 2027), a comprehensive framework that guides its efforts to embed equity, diversity, and inclusion across all aspects of the Service. This Plan reflects our commitment to intentional, measurable progress and builds on the foundation established through previous EDI initiatives.

At the core of the Strategic Plan are five organizational commitments that shape our work:

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 these commitments, the Plan identifies three priority areas essential to fostering sustainable, respectful, and trusting relationships within our community:

- Reconciliation
- Addressing Systemic Racism and Discrimination
- Combatting Hate



The EDI Strategic Plan represents our ongoing dedication to removing systemic barriers, valuing lived experiences, and strengthening our collective efforts to build a police service that is more inclusive, equitable, and reflective of the diverse community we serve.



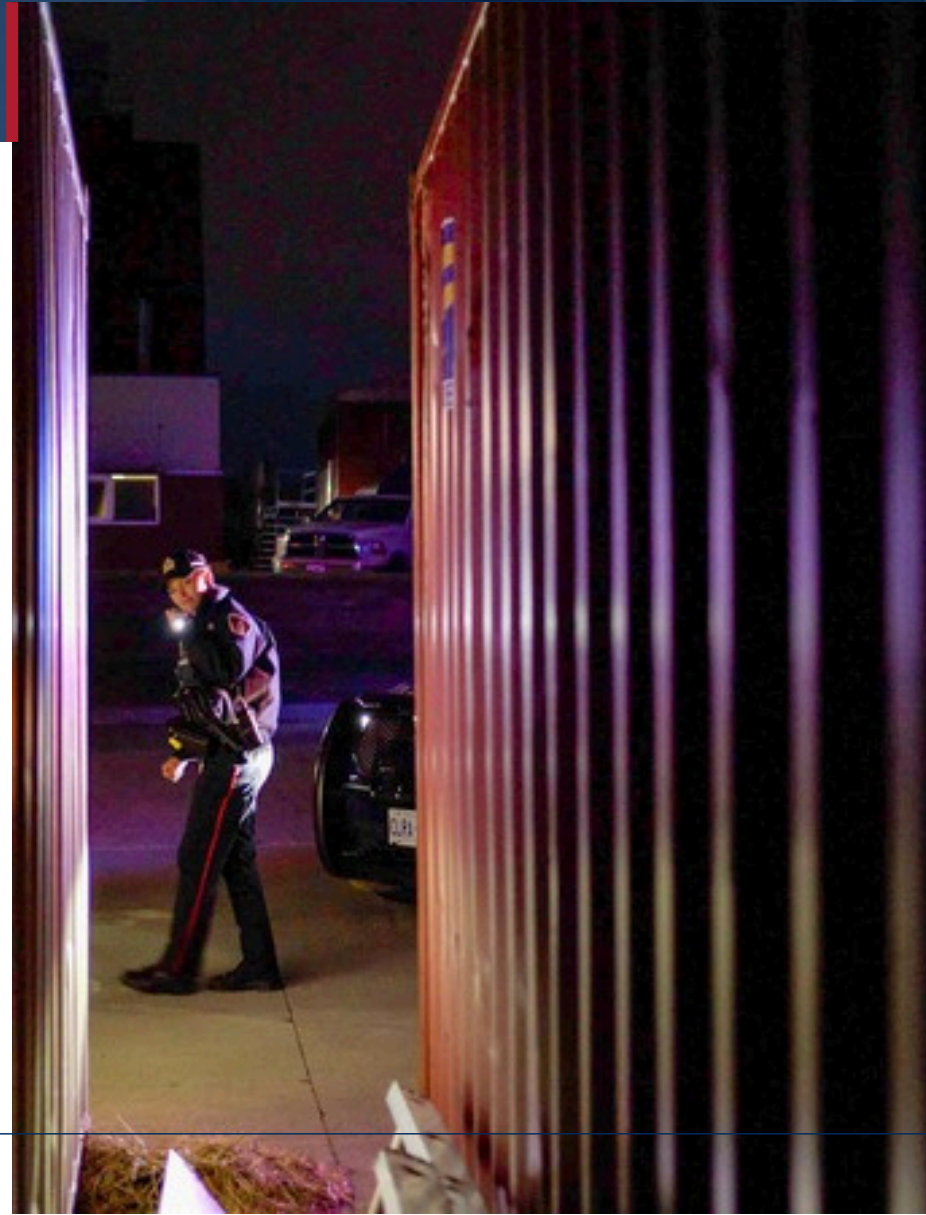
ADVANCING COMMUNITY SAFETY:

New Programs and Initiatives

In 2025, the WRPS introduced several new programs and initiatives to strengthen community safety. Guided by community needs and supported by key partnerships, these efforts aimed to enhance trust, improve service delivery, and respond more effectively to emerging challenges. Together, they advanced the WRPS vision that every person in Waterloo Region is safe and feels safe.

Some of these new programs and initiatives include:

- The launch of the Stratified Policing Model aimed at reducing crime and enhancing accountability
- A new registry, called CAMSafe, for security camera locations to assist in investigations
- A partnership with 529 Garage to assist in lost or stolen bicycle recovery efforts
- The implementation of Next Generation 9-1-1
- Signing the 30 Forward Pledge, an initiative that commits to increasing women's representation by 30%



New Stratified Policing Model Aimed at **Reducing Crime and Enhancing Accountability**

In January 2025, the WRPS launched its Stratified Policing Model, a pioneering approach to proactive evidence-based crime reduction and enhanced accountability.

This innovative approach, the first of its kind to be adopted by a police service in Canada, represents a significant step forward in the WRPS' ongoing commitment to ensuring public safety and upholding community trust and confidence.

In partnership with the co-creators of Stratified Policing, Dr. Roberto Santos and Dr. Rachel Santos of Radford University (Radford, Virginia, USA), the WRPS implemented this crime-reduction business model to address victimization in a comprehensive, strategic manner.

Stratified Policing is a structured, evidence-based approach that focuses on identifying and developing tailored responses for locations with high levels of victimization, for chronic offenders, and for the most serious crimes.

The WRPS' primary goal in implementing the Stratified Policing Model is to reduce crime and victimization while strengthening accountability across the organization. This model provides a comprehensive, multi-layered approach to policing by addressing immediate crime concerns, setting long-term strategies for sustained crime reduction, and ensuring our resources are deployed where they can have the greatest impact.



“By working with Dr. Roberto and Dr. Rachel Santos, we are confident that this model will help us achieve sustainable results. This is not just about responding to crime; it’s about creating a systematic approach that can be sustained over time, with measurable impacts.”

Jen Davis, Deputy Chief of Police



New Registry for Security Camera

Locations to Assist in Investigations

In May 2025, the WRPS launched CAMSafe, a new public safety initiative aimed at strengthening the collaboration between police and the community through a centralized database of privately owned security camera locations.

The free, voluntary program encourages residents and business owners in Waterloo Region to register the locations of their security cameras, such as doorbell cameras, CCTV systems, and other surveillance devices, in a secure database accessible only by police. In the event of a crime or public safety incident, officers can consult the CAMSafe database to identify registered camera locations in the area. If a camera is located near the incident, officers may contact the registered owner and request access to video footage that could

assist with the investigation. Participation does not give police direct access to any camera systems; it simply helps them know where cameras are located and whom to contact.

Originally developed and launched by the Belleville Police Service in 2021, CAMSafe has since been adopted by several police services and Ontario Provincial Police detachments across the province. The Belleville Police Service continues to administer the program and oversees all registration audits and information validation.

For more information or to register your camera location, visit www.camsafe.ca.



“CAMSafe is another important tool that helps us work in partnership with the community to enhance public safety. By registering a camera location, residents and business owners can play a direct role in helping prevent and solve crime in their neighbourhoods.”

Mark Crowell, Chief of Police



WRPS Partners with 529 Garage to **Assist in Lost or Stolen Bicycle Recovery Efforts**

In August 2025, the WRPS was proud to partner with 529 Garage in an effort to help recover and return lost or stolen bicycles to their owners.

529 Garage, a free bicycle registration program, encourages residents to register their bicycles at project529.com by uploading key details, including the bicycle's serial number, photos, and ownership information. If a registered bicycle is stolen, owners can log in to their 529 Garage account to report it and trigger a community-wide alert. This alert notifies other users in the area to be on the lookout, increasing the chances of recovery.

In addition to submitting a report to the WRPS, registering a bike with 529 Garage provides law enforcement with details to aid in recovery.

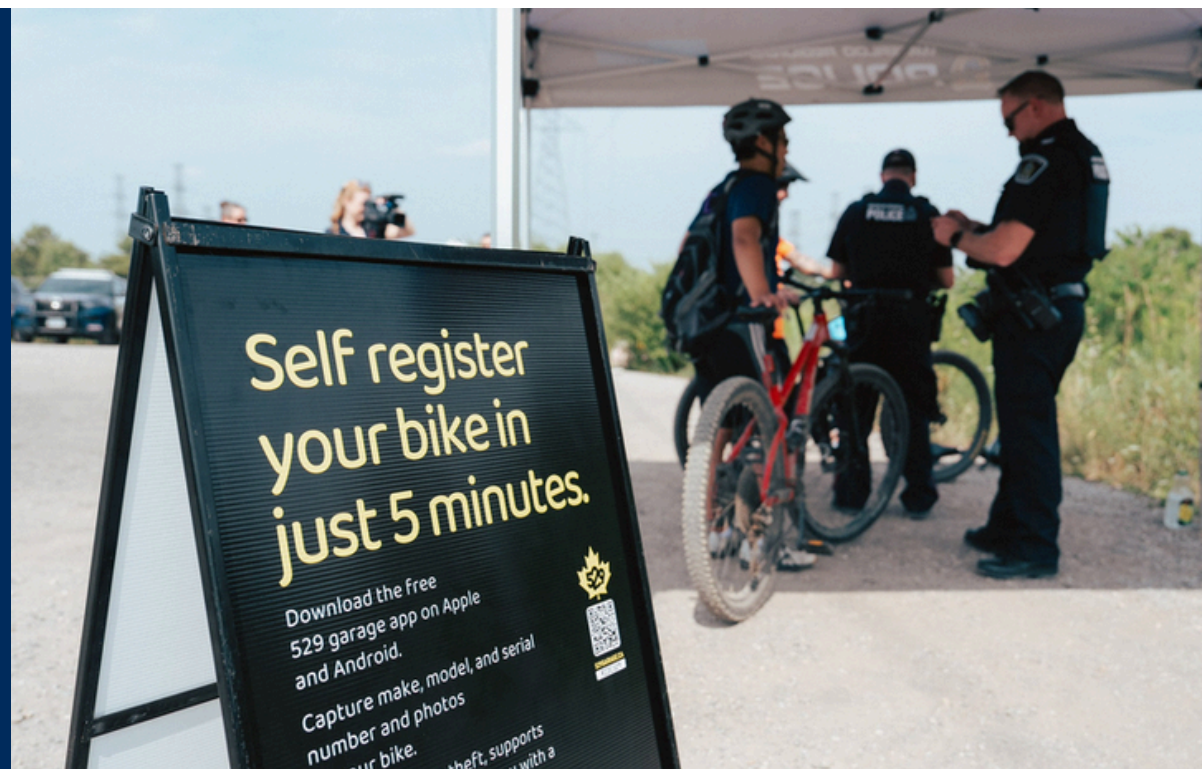
Police officers also have access to 529 Garage's system, allowing them to match found or seized bikes with their rightful owners.

529 Garage also maintains a public database of found bicycles, which users can monitor for potential matches. If a match is found, the owner can reach out to the person who submitted the tip to begin the recovery process.

Between 2019 and 2024, over 5,400 bikes were reported stolen in Waterloo Region, with 432 successfully recovered. By partnering with 529 Garage, the WRPS is adding another valuable tool to their efforts - one that empowers the community, supports officers, and increases the chances of recovering stolen bicycles.

529 Garage Registrations (Within 50 Kilometres of Waterloo Region)

- 7,780 bikes registered
- 958 total thefts (of bikes registered in program)
- 96 bikes returned
- Estimated property value recovered: \$67,200



WRPS Launches

Next Generation 9-1-1

In September 2025, the WRPS was proud to launch Next Generation 9-1-1 (NG9-1-1), marking a significant milestone in the Service's commitment to strengthening public safety and emergency response across Waterloo Region.

NG9-1-1 is a multi-stage initiative designed to modernize the traditional 9-1-1 system with advanced digital technology. While the process for calling 9-1-1 remains unchanged, the new system provides critical improvements, including faster and more accurate caller location and phone number information, enhanced reliability and cybersecurity, expanded backup capabilities in the event of a system failure, and the future ability to support real-time text messaging and other digital technologies.

The WRPS is proud to be one of the first Public Safety Answering Points (PSAPs), or 9-1-1 call centres, in Ontario, and the 25th out of 226 across Canada, to implement

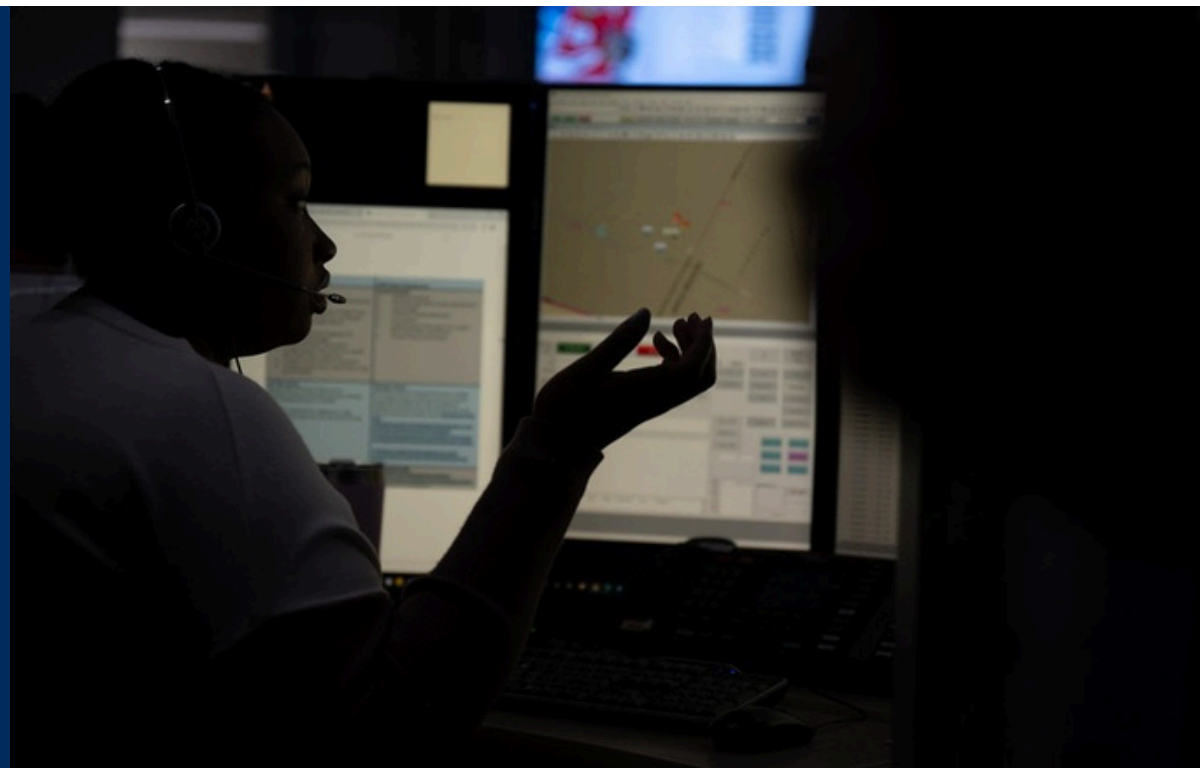
In 2025, the WRPS received 342,578 calls for service.

The Ontario government has provided more than \$3.8 million since 2022 to support WRPS' transition to NG9-1-1.



"This advancement ensures that we continue to evolve with the needs of the community while strengthening our ability to keep residents safe."

Mark Crowell, Chief of Police



The WRPS Joins the **30 Forward Pledge**

In October 2025, the WRPS joined the 30 Forward Pledge, an international initiative dedicated to building a more inclusive future, focusing on recruiting and retaining women.

Derived from the global 30x30 Pledge, which commits to increasing women's representation by 30% in organizations by 2030, the 30 Forward Pledge looks beyond the next five years. It is tailored for Canadian police services that value a fair and inclusive workforce that better reflects the communities they serve.

Currently, 24 per cent of WRPS sworn members identify as female. The Service's Senior Leadership Team, which includes a combination

of both sworn and civilian senior leaders, is made up of 49 members – 25 males and 24 females.

The 30 Forward Pledge not only reaffirms the Service's commitment to recruiting more women but also aims to identify and address cultural or systemic barriers that could affect the promotion and retention of women within the organization.

The WRPS is one of several police organizations across Ontario committing to the 30 Forward Pledge.



“Signing the 30 Forward Pledge is more than a commitment, it’s a reflection of our values. Participation in this will undoubtedly result in a stronger, healthier, and more inclusive police service for our members and for the community.”

Jen Davis, Deputy Chief of Police



A group of people, including police officers, in a dark blue-tinted setting. The background is a blurred crowd of people, with some wearing dark uniforms and caps. The overall tone is professional and community-oriented.

OUR MEMBERS

Making a Difference Every Day

DEPUTY CHIEF OF

Waterloo Regional Police Service Board Announces New **DEPUTY CHIEF OF POLICE**

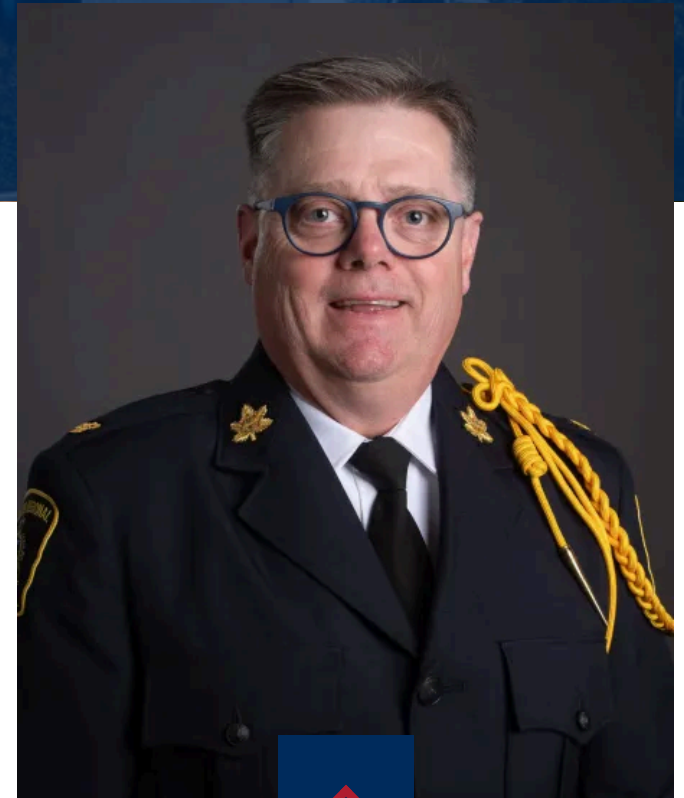
The Waterloo Regional Police Service Board announced the appointment of Staff Superintendent John Goodman as the new Deputy Chief of Community Policing for the WRPS, effective November 2, 2025.

Deputy Chief Goodman brings over 31 years of dedicated service to the role, with extensive experience in various frontline, investigative, and leadership positions across the organization. He also served as Acting Chief of Police from July 2022 to November 2022.

Throughout his career, he has demonstrated exceptional professionalism and a strong commitment to building community partnerships. He is a recipient of the Medal of Order of Merit, and in 2023, he received the Ontario Association of Chiefs of Police's (OACP) Excellence in Leadership Award for his tremendous contributions to law enforcement, his outstanding service to Waterloo Region, and his exemplary leadership.

Deputy Chief Goodman has held key leadership roles in numerous community and youth-focused initiatives, including the WRPS Cops and Youth program and the Citizens' Police Academy. He has also been a strong advocate for innovation in mental health response, playing an instrumental role in developing the WRPS Crisis Call Diversion program. In addition, he provides ongoing leadership, mentorship, and support to a wide range of organizations throughout Waterloo Region.

His appointment will further support the WRPS's commitment to strengthening community partnerships while continuing to deliver effective, responsive policing services to the residents of Waterloo Region.



John Goodman
Deputy Chief of Police

Recognizing Members and Citizens at **WRPS Awards Night**

In November 2025, the WRPS proudly recognized the outstanding achievements of its members and community citizens during the Annual Awards Night ceremony, held at Tapestry Hall in Cambridge.

Throughout the evening, the WRPS honoured citizens, sworn officers, and civilian professional members who went above and beyond in their commitment to community safety and crime prevention.

This annual event provides an important opportunity to celebrate excellence, reinforce the WRPS' ongoing commitment to public safety, and acknowledge the collective efforts that contribute to making Waterloo Region a safer community for everyone.

Congratulations to all award recipients and thank you for your dedication and service.



WRPS Honoured to be Named

2025 Spirit of Community Award Recipient

The WRPS was honoured to be named the 2025 Spirit of Community Award recipient by United Way Waterloo Region. This recognition reflects the WRPS's ongoing commitment to strengthening connections, supporting local initiatives, and contributing to the wellbeing of Waterloo Region.

Throughout the year, WRPS members demonstrated this commitment through active participation in community-building events and innovative initiatives, including the first-ever Hallo-Way Fun Run.

The Service also supported the campaign through creative internal initiatives and a strong presence at key events such as the March of 1,000 Umbrellas and the United Way Game with the KW Titans.

The WRPS is proud to stand alongside community partners and residents, and remains dedicated to making a meaningful difference by showing up, giving back, and supporting those who need it most.



WRPS Recognized as One of Waterloo Area's **Top Employers of 2025**

In early 2025, the WRPS was recognized as one of Waterloo Area's Top Employers for 2025 and Southwestern Ontario's Top Employers for 2025.

These recognitions reflect the dedication, professionalism, and passion of WRPS members, who work every day to ensure residents of Waterloo Region feel safe and are safe.

The WRPS remains committed to fostering a supportive and inclusive workplace that prioritizes member wellbeing while encouraging both professional and personal growth.

The WRPS was recognized for its strong focus on community engagement, mental health and wellbeing supports, flexible work options, competitive benefits, and meaningful support for charitable and community initiatives.

The Top Employers competitions are organized annually by the editors of Canada's Top 100 Employers and recognize organizations that lead their regions and industries in creating exceptional, people-focused workplaces across Waterloo Region and Southwestern Ontario.

For more information, visit: www.canadastop100.com



"It is an incredible honour for WRPS to be recognized as one of Southwestern Ontario's Top Employers for 2025. This recognition is a testament to the dedication, commitment, and professionalism of our members, who work tirelessly to serve Waterloo Region.

Mark Crowell, Chief of Police



Constable Matthew Cabral Receives **Ontario Medal of Honour**

On February 5, 2025, Constable Matthew Cabral was on patrol in Kitchener when his cruiser's automated license plate recognition system flagged a vehicle registered to a suspended driver.

The suspect saw the police cruiser and fled, running a red light and crashing into another car. The suspect exited and approached Cst. Cabral, threatening to fight. Cst. Cabral deployed his conducted energy weapon (CEW) twice, with no effect. The suspect tried to grab the Cst. Cabral's firearm and then returned to their vehicle, emerging with a hatchet. Cst. Cabral held his ground, issued commands and attempted a gunpoint arrest while keeping the public safe in a busy intersection.

The suspect was eventually subdued with help from a second officer who arrived on scene.

On November 24, 2025, Cst. Matt Cabral was awarded the Ontario Medal for Police Bravery for his quick thinking and courage under pressure, which protected the community during a dangerous and unpredictable encounter.

Thank you, Cst. Cabral, for your unwavering dedication to public safety.

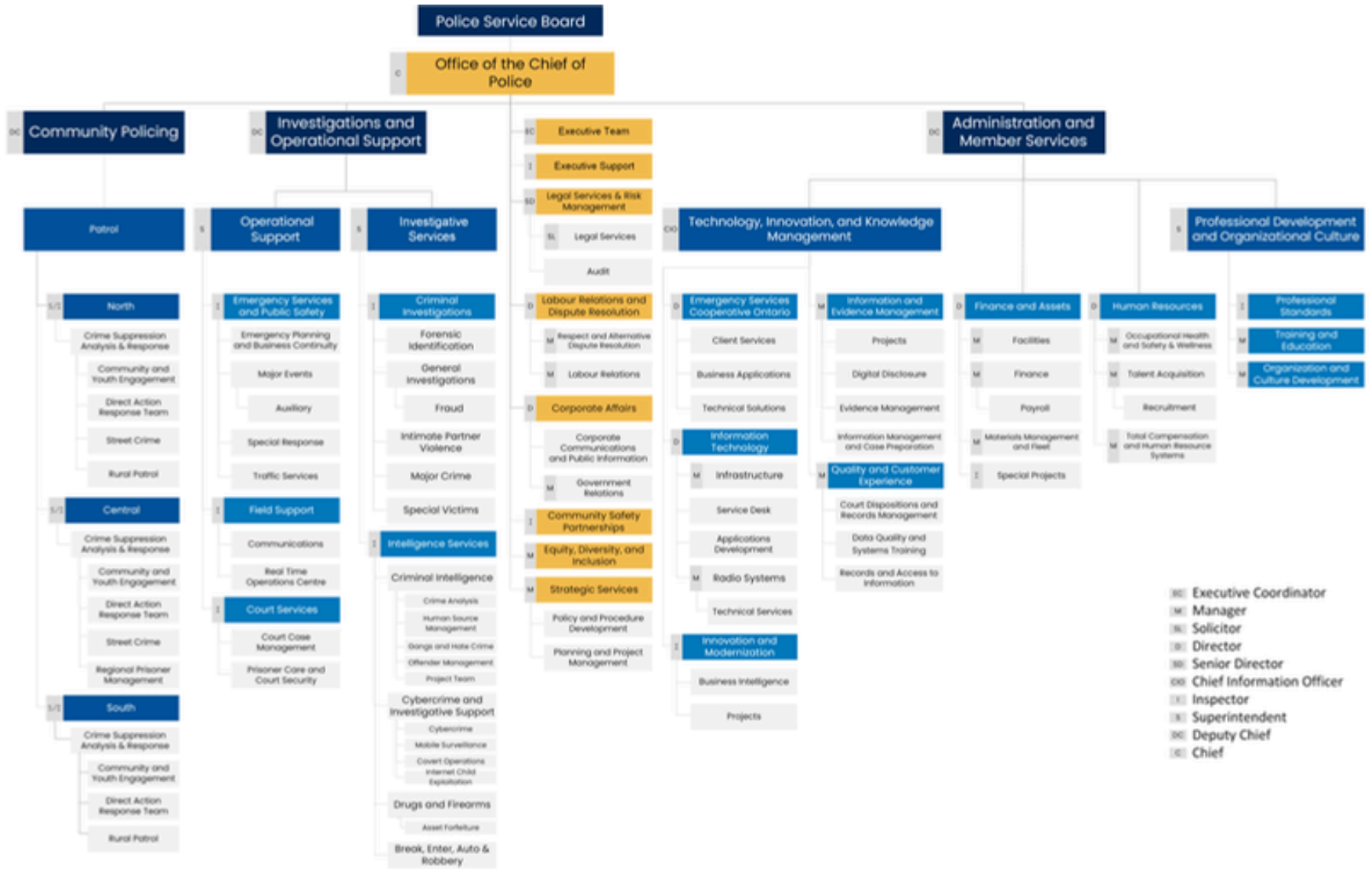


“Every time I respond to a call, I'm a human being first and a police officer second. At the end of the day, that person I'm looking at is someone's son, could be someone's father, and I truly just wanted to ensure that everyone around me, including him, was safe at the end of the day.”

Constable Matt Cabral



Organizational Chart



- (EC) Executive Coordinator
- (M) Manager
- (SL) Solicitor
- (D) Director
- (SO) Senior Director
- (CO) Chief Information Officer
- (I) Inspector
- (S) Superintendent
- (DC) Deputy Chief
- (C) Chief



COMMUNITY ENGAGEMENT

and Outreach



WATERLOO REGIONAL
POLICE

Volunteers in Policing: **Auxiliary Officers**



Throughout 2025, Auxiliary members contributed 16,184 volunteer hours to the community.

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

In 2025, the Auxiliary Unit averaged 85 members and welcomed 18 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 2025, Auxiliary members contributed 16,184 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 witnessed the magnitude of community generosity in 2025 by collecting nearly \$5,000 in cash donations and over 6,200 toys. Over the past 16 years, Stuff-a-Cruiser volunteers have helped collect more than 96,000 toys and over \$116,000 for those in need.

Volunteers in Policing: **WRPS Band and Chorus**



Formed in 1973 by Chief Wilfred Henrich, the Chorus has contributed more than 1,000,000 volunteer hours and raised over \$1.8 million for local philanthropic causes.

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 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 2025 in memory of those who made the ultimate tragic sacrifice to keep communities safe. In addition to police memorials, the Band performed at 21 local engagements, including Remembrance Day ceremonies and public concerts.

Police Chorus

In 2025, the Police Chorus completed 16 performances throughout the community.

Formed in 1973 by Chief Wilfred Henrich, the Chorus has contributed more than 1,000,000 volunteer hours and raised over \$1.8 million for local philanthropic causes.

The Chorus includes 51 members, and a dedicated colour party presents official flags at each performance.

Building Connections Through **COMMUNITY EVENTS**

Community engagement is a key priority of the WRPS' commitment to public safety, trust, and transparency. Through a broad range of internal and external events, the WRPS builds meaningful relationships with its members and the Waterloo Region community, helping to establish trust long before times of crisis.



The WRPS hosts and participates in internal events that strengthen organizational culture and celebrate service. Badging ceremonies mark key milestones for new officers, while initiatives like the Citizens Police Academy foster public understanding of policing. Members also participate in events such as the Polar Plunge and the Law Enforcement Torch Run, supporting charitable causes and reinforcing the WRPS' commitment beyond enforcement.



External events play a critical role in connecting with the public. Each year, the WRPS receives approximately 500 community event requests, highlighting the importance of police presence across the region. Members regularly participate in public education initiatives, community safety booths, fundraisers, and local events, creating opportunities for meaningful engagement, education, and dialogue.



By maintaining a strong presence within the community, the WRPS continues to build trust, encourage collaboration, and strengthen relationships, supporting a safer and more connected community.

To request the WRPS at your next event, visit: www.wrps.on.ca/request-officer

WRPS Proudly Hosts

SERVING WITH PRIDE

On November 15, 2025, the WRPS was honoured to co-host the 2025 Serving with Pride Gala and Awards Night at Tapestry Hall in Cambridge. This milestone event marked the first time the Gala was held in Southwestern Ontario, bringing together 2SLGBTQIA+ members and allies from across the province to celebrate leadership, inclusion, and community.

The annual Serving with Pride Gala provides a space to recognize those who lead with courage and compassion in advancing equity within workplaces and communities. The sold-out event welcomed 400 guests, including dignitaries, community leaders, and police representatives from across Ontario. The evening also made a meaningful impact, raising \$7,500 for the Rainbow Coalition of Waterloo Region (RCWR) Amethyst Community Fund, which supports programs that strengthen 2SLGBTQIA+ communities locally.

Serving With Pride is a volunteer-led, non-profit organization that supports 2SLGBTQIA+ professionals across Canada through advocacy, peer support, and professional development. Its charitable focus extends to youth, with past Gala donations benefiting organizations such as SHIP and Camp fYrefly, which provide essential support and programming for 2SLGBTQIA+ youth.

The evening also made a meaningful impact, raising \$7,500 for the Rainbow Coalition of Waterloo Region (RCWR) Amethyst Community Fund.





Connecting and Engaging **with Our Online Community**

The WRPS is committed to meaningful engagement with the online community. Through its digital platforms, the WRPS shares timely safety alerts, crime prevention tips, and educational content to keep residents informed and empowered.

By fostering open communication and encouraging awareness, the WRPS aims to strengthen trust and contribute to a safer, more connected community.

Follow the WRPS on our social media channels and website to stay up to date on important information, community initiatives, and public safety messages.

Your engagement helps us extend our reach and work together toward building a safer Waterloo Region.

Social Media Performance in 2025



114,391
Followers



110,509
Followers



92,705
Followers



14,948
Followers

WRPS EXPRESS

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.



PERFORMANCE & PERFORMANCE

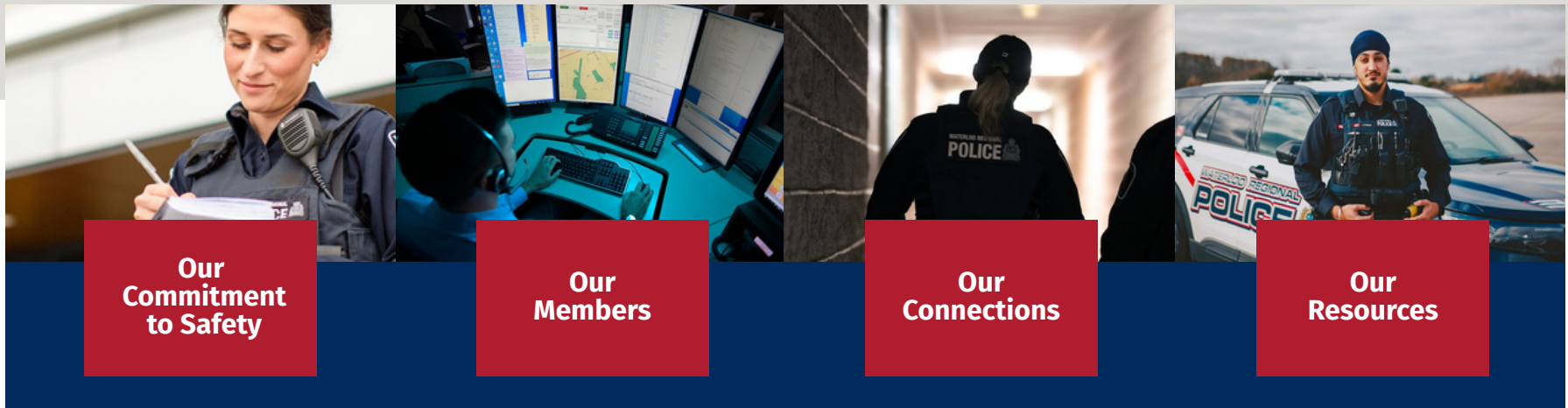
Impact in Numbers

Strategic Business Plan

ACCOMPLISHMENTS

STRATEGIC

In 2025, the WRPS continued advancing its 2024–2027 Strategic Business Plan, which was developed in close collaboration with members, community partners, and the residents of Waterloo Region. Throughout the year, work was carried on in alignment with the Plan’s four key strategic goals, and the following accomplishments were achieved:



Our Commitment to Safety

Forging stronger investigative collaborations to reduce harm caused by organized crime.

Addressing repeat and/or prolific offenders through coordinated efforts between police, justice sector, and community partners dedicated to offender management.

Our Members

Developing and optimizing our talent.

Providing training and resources to enable members to effectively manage change.

Ensuring organizational projects implement a consistent change management framework.

Our Connections

Enhancing our external communication strategy.

Enhancing our internal communication strategy.

Our Resources

Establishing a project management and prioritization strategy.

Online Reporting

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 biggest leap in usage between 2017-2018 when Driving Complaints and Fraud became options. Online reporting is currently on a downward trend, with 2025 totals 7.5 per cent lower compared to 2024 and slightly lower than the five-year average.

No.	Call Type	# of Reports in 2025	# of Reports in 2024	Per Cent Change
1	Theft Under \$5,000	1,837	2,155	-14.8%
2	Driving Complaint	1,255	1,191	5.4%
3	Fraud (e.g. Internet Fraud)	382	299	27.8%
5	Property Damage (Lost & Found)	332	277	19.8%
5	Property Damage	262	241	8.7%
6	Dispute	36	48	-25%
7	Other Categories Combined	34	23	15%
Total		4,138	4,480	47.8%

Consistent with previous years, Theft Under \$5,000 was the most frequent crime reported online, making up 44 per cent of all reports, though down approximately 15 per cent compared to 2024. The types of theft reported were largely shoplifting (1,252 counts), from a motor vehicle (255 counts), and residential (253 counts). Driving complaints reported online continue to increase year over year making up 30 per cent of all reports. Internet fraud (381 counts), lost property (332 counts), and damage to motor vehicle (137 counts) round out the top five online reports, each increasing slightly.

Make an Online Report

Online reporting is a quick, secure, and convenient way for residents to report non-emergency incidents through the WRPS website. To make an online report, visit:

www.wrps.on.ca/onlinereporting



Internal Investigations and Public Complaints

Pursuant to the Provincial Adequacy Standards and the WRPS procedure, the WRPS provides an annual report to the Police Service Board summarizing 2025 complaints: Public Complaints (allegations from the public about officer misconduct or police services), Chief’s Complaints (internally initiated allegations regarding potential misconduct), and Conduct Complaints (allegations, public or internal, of breaches of professional standards or codes of conduct).

Status of Public Complaints	2025	2024
Substantiated	1	1
Unsubstantiated	10	15
Withdrawn	14	16
Terminated	4	1
Resolved	6	9
Under Investigation	3	5
Total	38	47

Chief’s Complaints	2025	2024
Conduct	24	17
Red Light Infractions	15	8
Automated Speed Enforcement	55	14
Total	94	39

Status of Conduct Complaints	2025	2024
Substantiated	11	10
Unsubstantiated	1	2
Under Investigation	12	5
Total	24	17

Public Complaints	2025	2024
Complaints Screened In	38	47
Complaints Screened Out	109	72
Total	147	119

Special Investigations Unit

In 2025, the Special Investigations Unit invoked their mandate on eight occasions. All eight matters have resulted in the determination that no reasonable grounds for criminal charges existed.



Demands on **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 assigned an occurrence number; hence, a “CAD event.”

Call Type	2025	2024
Total CAD Occurrences	226,231	254,747
Avg. Number of CAD Occurrences per Day	620	698
Avg. Number of CAD Occurrences per Hour	26	29
New CAD Occurrences Every...	2 Minutes, 19 Seconds	2 Minutes, 4 Seconds

Police are typically busy with the same top ten types of events year over year, and this was mostly true across 2025. The way the WRPS handles certain call types has made a difference in 9-1-1 errors, compassionate to locate, and filed 9-1-1 calls, all of which show lower CAD volume than last year. The other three call types with fewer officer dispatches include Vehicle Stops, Motor Vehicle Collisions with Property Damage, and Theft Under \$5,000. For the fourth year in a row, Proactive Initiatives has been ranked among the Top 10 event types and is climbing.

2025 Top Top CAD Occurrences	Frequency	Per Hour	New CAD Event Every...Minute	% Change
Administrative Notice ¹ (9-1-1 Error)	35,710	4	15	-14%
Vehicle Stop	20,357	2	26	-5%
Proactive Initiative	15,070	2	35	30%
Motor Vehicle Collision - Property Damage	13,843	2	38	-12%
Compassionate to Locate	10,191	1	52	-49%
Bylaw Complaint	9,642	1	55	6%
Theft Under \$5,000	9,069	1	58	-3%
Filed 9-1-1 Call (to Fire or Ambulance)	7,560	1	70	-26%
Domestic Dispute	6,363	1	83	0%
Administrative/Routine Detail	6,303	1	83	0%

¹ Total CAD occurrences are not the same as Total Calls for Service. Online report volume has been added to total CAD occurrences.

Citizen Generated Calls for 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 asks police for help and what they are asking them to help with.

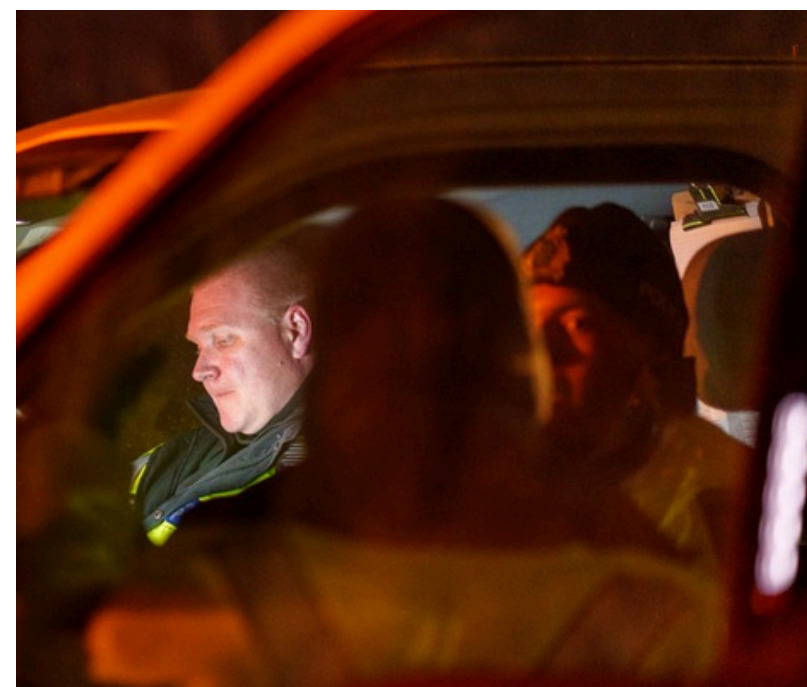
Most Frequent Citizen Generated Calls for Service

In 2025, Compassionate to Locate calls (a call to check on the wellbeing of an individual when there is concern for their safety or health) remained the most common call type. Public reports of unwanted person incidents decreased, and mental health calls continued their downward trend, falling out of the top ten calls.

No.	Call Type	# of Calls in 2025	# of Calls in 2024	Per Cent Change
1	Compassionate to Locate	9,579	19,549	-51%
2	Bylaw Complaint	8,789	8,675	1.3%
3	Intimate Partner Violence	5,929	6,028	-1.6%
4	Theft Under \$5,000	5,610	5,542	1.2%
5	Unwanted Person	5,576	6,797	-18%
6	Driving Complaint	5,284	5,381	-1.8%
7	Dispute	4,148	4,134	0.3%
8	Domestic Other	3,135	3,079	1.8%
9	Alarm	2,976	2,603	14.3%
10	Suspicious Person	2,614	2,974	2%

Division	% of Citizen Generated Calls	# of Calls in 2025	# of Calls in 2024	Per Cent Change
North	29.8%	30,141	34,706	-13.2%
Central	37.0%	37,429	44,206	-15.3%
South	27.1%	27,402	31,022	-11.7%
Rural	6.1%	6,172	6,704	-7.9%
Total	100%	101,144	116,638	-13.3%

The decline in citizen-generated calls for service in 2025 reflects procedural changes rather than reduced demand. The implementation of Next Generation 9-1-1 improved efficiency through measures such as single callbacks and automated text follow-ups to disconnected or non-responsive calls, resulting in faster response times, fewer unnecessary dispatches, and reduced call volumes.



INVESTMENT IN

Investment in PUBLIC SAFETY

	2025 Actuals	2025 Budget	2025 Variance (over)/under	% Variance (over)/under	2024 Actuals
EXPENDITURES					
Full-time Salary & Wages	155,970,333	159,237,530	3,267,197	2.1%	144,124,808
Part-time Salary & Wages	1,975,831	2,129,558	153,727	7.2%	1,432,841
Overtime	8,350,247	4,068,472	(4,281,775)	(105.2%)	9,133,602
Paid Duties	1,138,157	827,250	(310,907)	(37.6%)	9,037
Sick Leave Payout & Continuance	687,799	1,100,000	412,201	(37.5%)	977,443
Benefits	54,109,585	59,185,962	5,076,377	8.6%	51,944,830
Staffing Costs	222,231,946	226,548,772	4,316,826	1.9%	208,517,031
Allowances	587,315	578,990	(8,325)	(1.4%)	624,559
Materials & Supplies	3,459,803	4,267,418	807,615	18.9%	3,236,290
Maintenance & Repairs	2,974,036	3,022,626	48,590	1.6%	2,812,045
Small Equipment	1,884,603	1,521,407	(363,196)	(23.9%)	995,395
Services	4,949,087	5,942,634	993,547	16.7%	5,254,490
Fees	8,973,857	10,391,221	1,417,364	13.6%	8,456,411
Rents	978,443	1,026,653	48,210	4.7%	897,619
Financial Expenses	6,161,109	6,144,584	(16,525)	(0.3%)	6,488,613
Communication Costs	1,757,567	2,681,613	924,046	34.5%	1,966,454
Meetings, Training, & Conferences	1,983,608	2,604,080	620,472	23.8%	1,734,418
Interdepartment Charges	3,030,214	2,838,395	(191,819)	(6.8%)	2,801,705
Interfund Transfers (Reserves)	16,540,793	9,741,000	(6,799,793)	(69.8%)	8,548,375
Interfund Transfers (Insurance)	1,125,736	1,158,236	32,500	2.8%	1,013,090
Other Operating	54,406,181	51,918,857	(2,487,324)	(4.8%)	44,829,464
Total Expenditures	276,638,141	278,467,629	1,829,488	0.7%	253,346,495

	2025 Actuals	2025 Budget	2025 Variance (over)/under	% Variance (over)/under	2024 Actuals
REVENUES					
General Police Revenue	6,882,897	5,112,144	1,770,753	34.6%	5,946,593
Ministry Grants	11,771,775	11,896,608	(124,833)	(1.0%)	11,858,863
ESCO - Police Revenue	4,479,880	4,258,821	221,059	5.2%	3,758,119
ESCO - Fire Revenue	488,036	1,009,427	(521,391)	(51.7%)	567,675
Voice Radio System Recoveries	1,558,014	1,558,009	5	-	1,619,273
Interfund Contributions (RDC)	1,802,229	1,805,779	(3,550)	(0.2%)	1,809,354
Interfund Contributions (Reserves)	236,480	358,540	(122,060)	(34.0%)	142,628
Total Revenue	27,219,311	25,999,328	1,229,983	4.7%	25,702,505
NET LEVY	249,418,806	252,468,301	3,049,495	1.2%	227,643,990



Now **HIRING**

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

The WRPS is actively recruiting both police constables and civilian professionals, offering a wide range of career opportunities that support public safety and community service.

Recruiting information sessions are held throughout the year for individuals interested in pursuing a career as a police constable, where attendees can learn more about the application process, required qualifications, and what to expect in the role.

Visit www.joinwrps.ca or follow us on social media for more information.

 **Apply Now**
www.joinwrps.ca



CONTACT US



WRPS Headquarters
200 Maple Grove Road, Cambridge, Ontario



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



www.wrps.ca

