



OPEN AGENDA

Date: September 17, 2025, 10:30 AM

Location: Zoom

Members of the public and other interested parties are welcome to watch the livestream of this meeting on [YouTube](#)

1.0 Meeting Called to Order

2.0 Motion to Go Into Closed Session:

That the Board convene in Closed Session to discuss matters that it is of the opinion falls under Section 44 of the Community Safety and Policing Act.

3.0 Motion to Reconvene in Open Session

4.0 Territorial Acknowledgement

5.0 Declarations of Pecuniary Interest under the Municipal Conflict of Interest Act

6.0 Closed Session Recommendations (if any)

7.0 Consent Agenda Items

Items on the Consent Agenda can be approved in one motion. Prior to the motion being voted on, any member of Board may request that one or more of the items be removed from the Consent Agenda and moved to the regular part of the agenda.

7.1 Confirmation of Minutes: August 20, 2025 (p. 1)

7.2 2025-317: YTD Police Service Board Operating Expenses (p. 6)

7.3 2025-321: Neighbourhood Policing Q2 and Semi-Monthly Statistical Reports Notes (p. 8)

- 7.4 2025-322: WRPS Communications Centre Q2 (p. 17)
- 7.5 2025-323: Frontline Call Reduction Strategies Q2 (p. 27)
- 7.6 2025-324: Mental Health Alternative Response Q2 (p. 30)
- 7.7 2025-339: Special Investigations Unit (24-OSA-396) (p. 38)
- 7.8 2025-310: Board Policy #112 (p. 40)
- 7.9 2025-334: Pre Budget Approval for 2026 Vehicle Procurements (p. 43)
- 8.0 Business Arising from the Minutes
- 9.0 Correspondence
 - 9.1 Email from J. Pearson (p. 47)
- 10.0 Police Service Board Reports
- 11.0 Chief of Police Reports
 - 11.1 2025-319: Quarterly Use of Force Statistical Report Q2 (p. 50)
 - 11.2 2025-320: WRPS Intelligence Notes Q2 (p. 79)
 - 11.3 2025-314: Fees and Charges Bylaw Review (p. 111)
 - 11.4 2025-326: Closed Circuit Television (CCTV) and Automatic License Plate Reader (ALPR) Project Update (p. 119)
 - 11.5 2025-338: Community Safety and Well Being Plan Update: Addressing Mental Health and Addiction (p. 129)
- 12.0 Monthly Chief of Police Report (verbal)
- 13.0 New Business
- 14.0 Future Agenda Items
- 15.0 Information Items
 - 15.1 Upcoming Public Input Sessions on Budget: Sept. 29th and Oct. 27th
- 16.0 Adjournment



WATERLOO REGIONAL
POLICE SERVICES
BOARD

OPEN MINUTES

Date: August 20, 2025

Location: Zoom

In Attendance:

Ian McLean	Chair
Karen Redman	Vice Chair
Tony Giovinazzo	Member
Karen Quigley-Hobbs	Member
Doug Craig	Member
Mark Crowell	Chief of Police
Jennifer Davis	Deputy Chief
Eugene Fenton	Deputy Chief
Meghan Martin	Executive Assistant

Regrets:

Jim Schmidt	Member
Sandy Shantz	Member

1.0 Meeting Called to Order

Chair McLean called the meeting to order at 8:31a.m.

2.0 Motion to Go Into Closed Session

Moved by D. Craig

Seconded by K. Quigley-Hobbs

That the Board Convene in Closed Session to discuss matters that it is of the opinion falls under Section 44 of the Community Safety and Policing Act.

Carried.

3.0 Motion to Reconvene in Open Session

Moved by D. Craig

Seconded K. Quigley-Hobbs

That the Board reconvene at in Open Session.

Carried.

4.0 Territorial Acknowledgement

5.0 Declarations of Pecuniary Interest under the Municipal Conflict of Interest Act

There were none were declared.

6.0 Closed Session Recommendations (if any)

There were no Closed Session recommendations.

7.0 Delegations

7.1 Lorraine Grenier

L. Grenier delegated to the Board regarding ongoing safety concerns in the Victoria Park and Gaukel Block areas, as well as the Safer Municipalities Act, 2025.

8.0 Consent Agenda Items

Items on the Consent Agenda can be approved in one motion. Prior to the motion being voted on, any member of Board may request that one or more of the items be removed from the Consent Agenda and moved to the regular part of the agenda.

8.1 Confirmation of Minutes: June 18, 2025

8.2 2025-269: OAPSB Annual Conference

8.3 2025-271: Letters of Appreciation Statistics January- June

8.4 2025-278: Administrative Review SIU 25-OCI-032

8.5 2025-280: Motorola Managed Services Contract P25 Voice Radio

That the Waterloo Regional Police Services Board accept the quote of Motorola Solutions Inc. (Motorola) for the Managed Services for the P25 Voice Radio System for the Waterloo Regional Police Service (WRPS) for a period of five (5) years commencing August 1, 2025 and expiring July 31, 2030, in the estimated amount of \$5,626,303 plus all applicable taxes as set out in report #2025-280 dated August 20, 2025; and

That the Board authorizes the Chief Purchasing Officer to enter into any necessary agreements in form and content acceptable to the Board's lawyer.

8.6 2025-288: Summary of Procurement Awards Q2

8.7 2025-287: Pre-Budget Approval for 2026 Ford Canada Vehicle Procurements

That the Waterloo Regional Police Services Board approve the pre-budget procurement of fifteen (15) Ford Canada vehicles for an estimated value of \$1,439,000.00 with thirteen (13) being scheduled for replacement with funding from the Vehicle Reserve and two (2) being additional units in 2026 funded by the Police Regional Development Charges Reserve.

8.8 2025-300: Auxiliary Resignations

That the Waterloo Regional Police Service Board discontinue the designations for the following Waterloo Regional Police Service (WRPS) Auxiliary members who have resigned or retired from their positions.

Auxiliary Members:

1. **Nathaniel ROBB**
2. **Jerry YOUNG**
3. **Brianna BETTRIDGE**
4. **Nick TOWES**
5. **Tiago FERNANDES**
6. **Anup KAUR**

8.9 2025-301: Special Constable Appointment (WLU)

That the Waterloo Regional Police Services Board approve the following Special Constable appointments pursuant to Section 92 of the Community Safety and Policing Act:

Wilfrid Laurier University Special Constables:

1. **Corey ROSS**
2. **Jaimee JEFFRIES**

8.10 2025-302: WRPS Special Constable Reappointment

That the Waterloo Regional Police Services Board approve the following Special Constable reappointment pursuant to section 92 of the *Community Safety and Policing Act, 2019*, and subject to the restrictions and conditions set out in the certificate of appointment attached to this report:

Waterloo Regional Police Service Special Constable:

1. **Samantha JEFKINS**

Moved by D. Craig
Seconded by K. Redman

That the Consent Agenda including the Open Session Minutes of June 18, 2025 and Reports 2025-269, 2025-271, 2025-278, 2025-280, 2025-288, 2025-287, 2025-300, 2025-301 and 2025-302 be approved as presented.

Carried.

9.0 Business Arising from the Minutes

There was no business arising from the Minutes.

10.0 Correspondence

10.1 Written Material Received from L. Grenier

11.0 Police Service Board Report

There was no Police Service Board Report.

12.0 Chief of Police Reports

12.1 2025-268: Strategic Business Plan 2024-2027 Progress Report #3

A. Franceschini presented report 2025-268 for information. Planning and progress updates for the Strategic Business Plan 2024-2027 were outlined.

12.2 2025-274: June 2025 Financial Variance Report

K. Hand presented report 2025-274 for information. Vice Chair Redman asked about the drivers for overtime. K. Hand and Chief Crowell explained the function of the Overtime Working Group that's dedicated to analyzing overtime and staffing pressures (particularly in front line roles and Investigative Services).

12.3 2025-275: Police Reported Crime Statistics in Canada, 2024

E. Vandahl presented report 2025-275 for information. Police-reported crime reflects many factors that extend beyond the rise in criminal activity, such as the community's trust in reporting to police.

12.4 2025-296: 2025 Canada Day Operational Report

Inspector Mulholland presented report 2025-296 for information. Canada Day events Region-wide resulted in 25 charges laid and 52 calls for service. Total police costs for Canada Day events were \$85,750. Vice Chair Redman acknowledged the contributions of the bylaw officers, as well as WRPS' ability to be fluid in responding to an evolving event involving a large gathering of people.

12.5 2025-272: Community Safety and Well Being Feature: IPV / GBV Hub Model Service Delivery

Inspector Mathias presented report 2025-272 for information, providing an analysis of rates of victimization associated with intimate partner violence

and gender-based violence in municipalities using a hub model of service delivery versus municipalities using a de-centralized approach. Chair McLean questioned the impact of reporting on the data. Chief Crowell stated that an increase in reporting is an indication of successful public education initiatives, with the right systems and organizations in place to build out the approach.

13.0 Monthly Chief of Police Report (Verbal)

Chief Crowell highlighted various investigations happening at WRPS. The Commercial Motor Vehicle safety blitz resulted in 280 inspections. WRPS has partnered with 529 Garage to assist with bicycle loss and theft.

The annual WRPS Backpack Challenge exceeded its goal of 5000 backpacks, gathering 6000 in total for the community's kids as they return to school.

14.0 New Business

There was no New Business.

15.0 Future Agenda Items

There were no Future Agenda Items.

16.0 Information Items

16.1 Upcoming Public Input Sessions on Budget: Sept. 29th and Oct. 27th

17.0 Adjournment

Moved by D. Craig


Seconded by T. Giovinazzo

That the meeting be adjourned at 12:30 p.m.

Carried.

Board Chair

Executive Assistant



YTD Police Service Board Operating Expenses

TO: The Waterloo Regional Police Service Board	FROM: Chair's Office, Executive Assistant	DATE: 09/17/2025
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Recommendation

For information.

Summary

The Waterloo Regional Police Service Board is asked to review its YTD operating expenses annually. Note that staffing costs are budgeted separately by Finance.

Report

Attached are the YTD operating expenses for the 2025 Board Budget.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Commitment to Public Safety

- Reduce Violent Crime and Recidivism
- Deliver exceptional services that meet local community needs
- Base actions on evidence

Financial and/or Risk Implications

Per the attached.

Attachments

YTD Operating Expenses – Police Service Board Budget

Prepared By

Meghan Martin, Executive Assistant

Approved By

Ian McLean, Board Chair

YTD Operating Expenses - Police Service Board

	YTD Actual	2025	2025	%
	August 2025	Annual Budget	Budget Remaining	YTD / Budget
Operating Expenses				
7060010 Office Supplies	64	400	336	16.00%
7150030 Legal Fees	89,767	100,000	10,233	89.77%
7150070 Consulting Fees		20,000	20,000	
7150300 Memberships	19,250	15,000	(4,250)	128.33%
7300020 Information Promotion Advertising	9,524	23,000	13,476	41.41%
7300440 Cellular Phones	85	300	215	28.33%
7320060 Casual Mileage	272	600	328	45.33%
7320080 Meetings and Other Travel	1,147	3,000	1,853	38.23%
7320140 Conferences	5,079	8,300	3,221	61.19%
Total Other Operating Expenses	125,188	170,600	45,412	73.38%



Neighbourhood Policing 2025 Q2 and Semi-Monthly Statistical Reports Notes

TO:
The Waterloo Regional
Police Service Board

FROM:
Strategic Services
Branch

DATE:
09/17/2025

Recommendation

For information only.

Summary

To monitor the changing demands and deployment in Neighbourhood Policing, a report is prepared every quarter that highlights Citizen Generated Calls for service (totals, frequent call types) along with the percentage of calls dispatched as Priority One and calls dispatched with more than one unit. Rates of Citizen Generated Calls per day, travel times (measured from when an officer is first dispatched to when they arrive on scene), and emergency response times (measured from the time the call is created in the dispatch system to when the first officer arrives on scene) are broken out by division. High-level results of demand and deployment for the second quarter (Q2) of 2025 are presented, along with the previous two years for comparison.

For additional insight into changing trends in Neighbourhood Policing, Investigations, and Road Safety initiatives, the semi-monthly statistical reports are presented for the period of June 16-30, 2025. These reports include 2025 year-to-date totals and averages over the past five years for comparison. Most statistics are based on the volume of different occurrence types. It is important to note that these statistics are gathered from a number of different sources, occurrence totals are not the same as dispatched Citizen Generated Calls, some numbers are generated to track workload, and the numbers do not reflect Uniform Crime Reporting (UCR) coded criminal violations at this point in time.

Report

2025 Q2 Neighbourhood Policing Report

Citizen Generated Calls for service are initiated by the public whereby a member of the community calls in and Waterloo Regional Police Service (WRPS) dispatches an officer(s) to respond. Measuring these types of calls is one way to tell how often the public is asking for police to help.

It should be noted that on November 1, 2024, the WRPS Communications Centre changed the way they processed dropped, abandoned, and non-responsive 9-1-1 calls from mobile phones. Prior to this change, communicators would repeatedly attempt callbacks to the number along with using TextBlue software to send a text message to the

phone number. If there was no response, a 9284 (Compassionate to Locate – 9-1-1 Drop/No Voice Contact) CAD call would be created to dispatch police officers to check the general area. This practice was shown to create inefficiencies for both Public Safety Answering Point (PSAP) and Neighbourhood Policing operations.

After November 1, 2024, 9-1-1 calls that are dropped, abandoned, or non-responsive are coded as a 9960 (Administrative Notice – 9-1-1 Call) in CAD and one callback attempt is made. The 9960 call type leverages the Automated Customer Communications (ACC) software to automatically send out a text message to the caller's phone prompting the owner of the phone to call back on 9-1-1 if there is an emergency. These changes surpass the National Emergency Number Association (NENA) standards which require a minimum of one callback. Non-responsive calls in which the communicator hears something concerning are continuing to be dispatched for a police response as a 9284 CAD occurrence.

As WRPS call taker stations receive 9-1-1, non-emergency, and internal calls, the above change in process has improved 9-1-1 call answer times, which in turn has improved how quickly police, fire, and ambulance services are dispatched to assist the community. The process change in Communications has impacted Neighbourhood Policing by no longer sending officers to check an area for a cell phone that misdialled (or 'pocket dialed') 9-1-1. This process change has reduced the total number of Citizen Generated Compassionate to Locate occurrences and Citizen Generated Calls (which by definition include calls where an officer was dispatched).

There were 25,598 Citizen Generated Calls for service in Q2 of 2025, representing a decrease of 21% from Q2 2024. This decrease can be partially attributed to the change in practice for handling Compassionate to Locate calls for service outlined above. If Compassionate to Locate occurrences are completely excluded, the number of Citizen Generated Calls for service decreased by 13.8% in Q2 of 2025 compared to Q2 of 2024.

The 1,591 Citizen Generated Calls dispatched as Priority One (which require immediate response) were down 17.8% from the second quarter of 2024 when there were 2,020 Priority One calls. Compared to Q2 of 2024, the number of calls for service with more than one unit responding decreased by 7.6% to 11,652.

The Neighbourhood Policing Quarterly Report also includes a list of the most frequent Citizen Generated Call types. Despite changes in process, Compassionate to Locate calls continue to be the most frequent call type, although they decreased by 55.7% compared to Q2 2024 (refer to Attachment 1 - Neighbourhood Policing Quarterly Report 2025 Q2).

Compared to Q2 of 2024, daily Citizen Generated Call rates decreased in all areas by 10% or more. The greatest decrease was seen in Central Division (-16.6%), which had 20.4 less calls per day on average (Table 1). The average unit travel time of all units dispatched to all priorities of Citizen Generated Calls increased in all areas. The greatest increase took place in Central Division where travel times were an average of 60 seconds (+10.9%) longer than they were in Q2 of 2024. The Q2 year-over-year differences in travel times for North Division, South Division, and the rural zones were 36 seconds (+6.3%), 6

seconds (+1%), and 42 seconds (+5.2%), respectively (Table 2).

Table 1: Citizen Generated Calls for Service Average Rate per Day for Q2, 2023-2025

Division	Q2 2025	Q2 2024	Q2 2023
North Division	80.2	95.1	93.9
Central Division	102.4	122.8	128.3
South Division	73.7	81.9	82.0
Rural Zones	16.2	18.3	18.5

Table 2: Unit Travel Time (minutes) - Average of All Units Dispatched to All Priority Citizen Generated Calls for Q2, 2023-2025

Division	Q2 2025	Q2 2024	Q2 2023
North Division	10.2	9.6	9.2
Central Division	10.2	9.2	8.7
South Division	9.8	9.7	8.9
Rural Zones	14.2	13.5	12.8

Emergency response times are measured as the time it takes for the first officer to arrive on scene at a Priority One call after that call was created in the dispatch system. Priority One response times improved compared to Q2 of 2024: North Division response times decreased by 5.5% to 10.4 minutes; Central Division decreased by 4.9% to 9.8 minutes; South Division decreased by 4.8% to 9.9 minutes; and the rural zones decreased by 1.4% to 13.8 minutes (Table 3).

Table 3: Emergency Response Time (minutes) - Average of First Unit Arriving at Priority One for Q2, 2023-2025

Division	Q2 2025	Q2 2024	Q2 2023
North Division	10.4	11.0	10.5
Central Division	9.8	10.3	10.1
South Division	9.9	10.4	10.1
Rural Zones	13.8	14.0	13.8

Semi-Monthly Statistical Reports

The Region-Wide Neighbourhood Policing Statistical Report publishes selected property, violent, mental health, public disorder, and proactive occurrence totals. The year-to-date totals up to the end of the second quarter are referenced in this section and compared to their five-year averages. Shoplifting occurrences were up by 1060 (+61.8%), Break and

Enters were down by 303 (-26.7%), and Thefts of Motor Vehicles were up by 14 (+3.7%). For violent occurrences, total Robberies decreased by 6 (-4.8%) and Person-on-Person Robberies decreased by 19 (-28.8%), while Commercial Robberies increased by 17 (+36.2%). Assaults were up by 160 (+19.6%), Domestic Disputes by 188 (+6.1%), and Domestic Others by 141 (+9.2%). For mental-health occurrences, Suicides decreased by 5 (-22.7%) and total Mentally Ill occurrences were down by 263 (-15.1%), however, Attempt Suicides increased by 89 (+9.5%). For proactive initiatives, there were 124 more Compliance Checks (+18.7%), while Person Stops and Vehicle Stops were down by 22.5% and 22%, respectively. (Refer to Attachment 2 - Region-Wide Neighbourhood Policing Semi-Monthly Statistical Report June 16-30, 2025.)

The Investigative Command Statistical Report summarizes selected drug, fraud, special victims, major crime, and cybercrime occurrences as well as drug related charges. As compared to five-year averages, 117 fewer (-23.9%) *Controlled Drugs and Substances Act (CDSA)* charges were laid. General Fraud occurrences were up by 155 (11.8%), mostly driven by growth in Internet Fraud, while Personal Frauds were down by 80 (-36.4%). The cybercrime section shows Child Pornography occurrences are unchanged (refer to Attachment 3 - Investigative Services Semi-Monthly Statistical Report June 16-30, 2025).

The Road Safety Statistical Report tracks Motor Vehicle Collisions (MVCs), impaired driving, driving complaints, strategic traffic enforcement program (STEP) hours, and other charges. The number of MVCs with Property Damage are substantially higher (+33.3%); this increase reflects, in part, a data processing lag where occurrences from Q4 2024 were reported/entered in during Q1 2025 and are therefore included in 2025 year-to-date totals. Hit and Run occurrences were up by 158 (+13.1%) and Impaired Driving Charges were up by 78 (+19.6%). There were 561 more Driving Complaints (+18.5%). In the first six months of 2025, three people died as a result of fatal MVCs (refer to Attachment 4 - Road Safety Semi-Monthly Statistical Report June 16-30, 2025).

Demand for police services will continue to evolve and be influenced by external factors. Waterloo Regional Police Service continues to be committed to the safety and wellbeing of the community we serve.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Connections

Communicate and engage

Financial and/or Risk Implications

Nil

Attachments

- Attachment 1 – Neighbourhood Policing Quarterly Report 2025 Q2
- Attachment 2 – Region-Wide Neighbourhood Policing Semi-Monthly Statistical Report June 16-30, 2025
- Attachment 3 – Investigative Services Semi-Monthly Statistical Report June 16-30, 2025
- Attachment 4 – Road Safety Semi-Monthly Statistical Report June 16-30, 2025

Prepared By

Dr. John Fast, Strategic Planner, Strategic Services

Approved By

Mark Crowell, Chief of Police

WRPS Quarterly Neighbourhood Policing Report - Region Wide 013

Time Range: Q2 April 1 to June 30

Citizen Generated Calls(CGC): Total Number

Division	Q2 2025			Q2 2024 No.	Q2 2023 No.
	% of CGC	No.	% Change from 2024		
North	29.6%	7,589	-22.3%	9,761	8,721
Central	37.2%	9,527	-22.3%	12,260	11,876
South	27.2%	6,956	-17.9%	8,474	7,705
Rural	6.0%	1,526	-20.5%	1,920	1,718
Region-Wide	100.0%	25,598	-21.0%	32,415	30,020

Citizen Generated Calls(CGC): Most Frequent Types Region-Wide

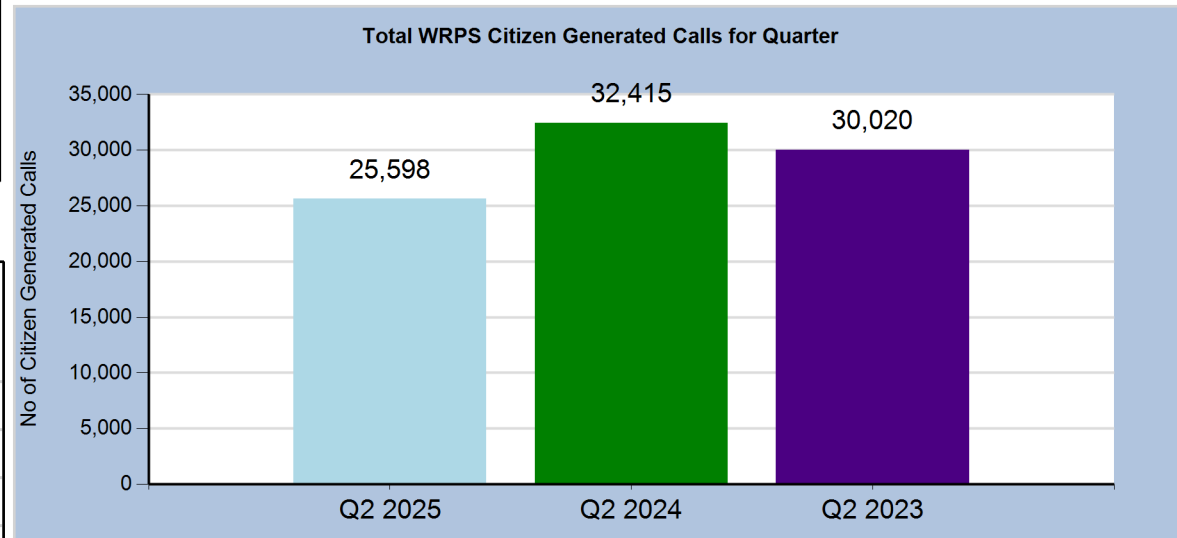
Rank	Call Type	Q2 2025			Q2 2024 No.	Q2 2023 No.
		No.	% Change from 2024	Average Unit Service Time (min.)		
1	COMPASSIONATE TO LOCATE	2,480	-55.7%	48.0	5,600	8,396
2	BYLAW COMPLAINT	2,343	2.7%	35.0	2,281	1,933
3	DOMESTIC DISPUTE	1,588	3.5%	124.0	1,535	1,504
4	DRIVING COMPLAINT	1,486	-0.1%	33.0	1,488	1,183
5	THEFT UNDER \$5000	1,388	-3.5%	54.0	1,439	1,299
6	UNWANTED PERSON	1,383	-17.1%	39.0	1,669	1,471
7	DISPUTE	1,132	6.7%	70.0	1,061	1,063
8	DOMESTIC OTHER	799	-3.5%	90.0	828	806
9	ALARM	744	11.7%	23.0	666	656
10	SUSPICIOUS PERSON	703	-10.2%	55.0	783	763

Citizen Generated Calls(CGC): Dispatched as Priority One

Division	Q2 2025			Q2 2024 No.	Q2 2023 No.
	% of Divisions Calls	No.	% Change from 2024		
North	6.3%	476	-16.2%	568	642
Central	5.6%	532	-28.3%	742	843
South	7.1%	491	-17.2%	593	642
Rural	6.0%	92	-21.4%	117	107
Region-Wide	6.2%	1,591	-21.2%	2,020	2,234

Citizen Generated Calls(CGC): With >1 Unit Dispatched

Division	Q2 2025			Q2 2024 No.	Q2 2023 No.
	% of Divisions Calls	Q2 2025 No.	% Change from 2024		
North	45.5%	3,453	-9.5%	3,814	3,985
Central	48.6%	4,631	-4.3%	4,837	4,974
South	43.3%	3,014	-9.7%	3,338	3,297
Rural	36.3%	554	-9.9%	615	595
Region-Wide	45.5%	11,652	-7.6%	12,604	12,851





Region Wide Neighborhood Policing Statistical Report

014

Date: June 16 - June 30, 2025

	Neighborhood Policing	Jun 16-30 2025	Jun 16-30 Avg. 2020 -2024	Jun 2025 to Date	Jun 2024 to Date	2025 YTD	YTD Avg 2020-2024	
Property Occurrences	Number of Occurrences							
	Break and Enter Totals*	85	101	157	173	830	1133	
	Break and Enters - Residential	41	48	75	79	373	573	
	Break and Enters - Commercial	28	42	52	77	315	442	
	Theft Under - Shoplifting	259	158	511	444	2774	1714	
	Theft Under - Theft from Vehicles	66	129	127	176	846	1515	
	Theft Motor Vehicle	38	38	76	84	396	382	
	Recovered Stolen Motor Vehicle	27	23	52	38	245	292	
Violent Occurrences	Number of Occurrences							
	Robbery Total*	14	13	26	29	120	126	
	Robbery - Commercial	6	3	10	6	64	47	
	Robbery - Person on Person	8	8	16	19	47	66	
	Assaults Totals *	103	82	187	196	978	818	
	Offensive Weapons Total*	31	46	80	103	364	408	
	Offensive Weapons - Possession of Weapons*	12	12	37	24	159	142	
	Domestic Disputes (Intimate) Total*	312	262	602	553	3260	3072	
	Domestic Others Total*	164	132	320	302	1672	1531	
	Elder Abuse Total*	12	7	33	19	164	138	
Elder Abuse - Mandatory Reporting	5	3	23	12	125	74		
Mental Health	Number of Occurrences							
	Sudden Death - Suicide	0	3	2	6	17	22	
	Attempt Suicide*	100	78	168	165	1027	938	
	Mentally III*	119	145	268	270	1483	1746	
	Mentally III - Apprehended w. Order	14	15	30	32	183	173	
	Mentally III - Apprehended w/o Order	31	34	67	64	365	421	
	Mentally III - Voluntary Transport	9	7	18	14	115	128	
	Mentally III - GOA & Insufficient grounds	57	77	128	137	701	859	
Public Disorder	Number of Occurrences							
	Unwanted Person Total*	248	271	522	607	3375	3510	
	Disturbances Total*	107	121	207	207	1075	1294	
	Liquor Offences Total*	11	13	29	27	129	150	
	Liquor Offences - Licensed	3	1	6	1	13	10	
	Intoxicated Person Total*	13	24	43	26	203	250	
	Intoxicated Person - Taken into Custody	6	4	11	5	38	55	
Proactive	Number of Occurrences							
	Person Stops Total*	60	57	116	105	518	668	
	Vehicle Stops Total*	794	878	1474	1420	10811	13853	
	Compliance Checks	48	46	99	106	780	656	
	Regulated Interactions	1	2	1	3	18	5	
	Intel Notes	27	42	63	80	580	505	
	Other Count							
	Mandatory Victim Services Notification	31	160	75	184	701	2281	
	Suspicious Person	121	136	247	284	1253	1418	
	Suspicious Vehicle	47	42	89	86	475	535	
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p style="background-color: #d9ead3; padding: 2px;">Below Average</p> <p style="background-color: #f4cccc; padding: 2px;">Between Average and 1 Standard Deviation</p> <p style="background-color: #fce4d6; padding: 2px;">Between 1 and 2 Standard Deviations</p> <p style="background-color: #f4cccc; padding: 2px;">Above 2 Standard Deviations</p> <p style="font-size: small;">No Colour Code = Standard Deviation Not Calculated</p> </div> <div style="width: 35%; font-size: small;"> <p>* Includes Restricted Do Not Use Codes</p> <p style="text-align: right;">Statistical Reports Appendices</p> <p style="text-align: right;">Run at : 7/1/2025 7:55:30 AM</p> </div> </div>								



Investigative Command Statistical Report

015

Date: June 16 - June 30, 2025

Investigative Command	Jun 16-30 2025	Jun 16-30 Avg. 2020 -2024	Jun 2025 to Date	Jun 2024 to Date	2025 YTD	YTD Avg 2020-2024
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Drugs	Number of Charges						
	CDSA Charges Total	32	42	65	63	373	490
	CDSA Charges by Section						
	Section 4 Possession	10	20	19	15	146	243
	Section 5 Trafficking	22	22	46	48	227	247
	Section 7 Production	0	0	0	0	0	1
	CDSA Charges by Schedule						
	Schedule I-Cocaine/Fentanyl/Heroin/Meth	25	39	56	61	346	446
	Schedule II-Cannabis	0	0	0	0	3	3
	Schedule III-Hallucinogenics	3	2	3	2	8	14
Schedule IV-Pills & Steroids	4	2	4	0	11	11	
Number of Occurrences							
Drugs Total*	17	31	45	57	240	371	
Drugs - Possession	5	8	16	12	69	124	
Drugs - Trafficking, Possess for the Purpose	5	6	9	15	48	65	
Drugs - Marijuana Grow Op,Clandestine Lab	0	1	1	0	2	1	

Fraud	Number of Occurrences						
	Fraud Financial Institution Total*	1	8	7	11	55	100
	Fraud Financial Inst. - Credit Card Fraud	1	6	5	9	44	82
	General Fraud Total *	110	110	218	281	1464	1309
	General Fraud - Utter Forged Documents	11	9	14	26	113	118
	General Fraud - False Pretences	27	27	63	70	382	354
	General Fraud - Internet Fraud	49	48	96	124	656	522
	Counterfeit Total*	4	3	4	4	69	36
	Personal Fraud Total*	11	19	15	39	140	220
	Personal Fraud - Identity Theft	5	7	5	18	46	74
Personal Fraud - Identity Fraud	5	11	9	20	87	141	

Special Victims	Number of Occurrences						
	Human Trafficking Total *	2	3	3	2	24	48
	Sex Offences Total*	42	26	74	57	328	314
	Sex Offence - Sex Assault Level 1	21	16	44	38	205	202
Indecent Acts Total*	6	7	23	17	95	61	

Major Crime	Number of Occurrences						
	Homicides	0	0	0	0	0	2
Attempt Homicide	0	1	0	0	0	2	

Cybercrime	Number of Occurrences						
	Pornography Total*	11	15	27	7	179	182
	Pornography Child	10	15	25	7	171	171
Tech Crime*	1	1	2	3	12	16	

Below Average	* Includes Restricted Do Not Use Codes
Between Average and 1 Standard Deviation	
Between 1 and 2 Standard Deviations	
Above 2 Standard Deviations	
No Colour Code = Standard Deviation Not Calculated	Statistical Reports Appendices
	Run at : 7/1/2025 7:55:26 AM




Road Safety Statistical Report

016

Date: June 16 - June 30, 2025

Region	Jun 16-30 2025	Jun 16-30 Avg. 2020 -2024	Jun 2025 to Date	Jun 2024 to Date	2025 YTD	YTD Avg 2020-2024																												
MVC																																		
MVC Property Damage - Total*	569	564	1104	2743	7380	5550																												
MVC Personal Injury - Total*	51	65	100	123	546	655																												
MVC Hit and Run - Total*	103	120	240	676	1364	1206																												
MVC Fatality - Total*	0	1	0	1	3	6																												
Impaired Driver																																		
Impaired Driver - Total*	21	38	44	43	347	412																												
Alcohol Impairment - Collision	5	5	12	10	71	60																												
Alcohol Impairment - No Collision	8	12	14	16	132	122																												
Drug Impairment - Collision	1	2	3	3	12	15																												
Drug Impairment - No Collision	0	3	2	1	28	41																												
Approved Screening Device - < 50mg	0	9	2	5	51	118																												
Approved Screening Device - G1/G2	0	4	1	3	11	21																												
Alcohol/Drug Sobriety Test - No RPG	3	1	4	3	11	16																												
Refusal Roadside or Sobriety Test	2	1	4	2	14	10																												
Other																																		
Driving Complaint - Total*	358	314	768	660	3595	3034																												
Impaired Driving Charges																																		
Impaired Driving Charges - Total (Charges Only)	33	38	68	56	476	398																												
Impaired Driving	31	37	63	53	443	369																												
Over 80	0	0	0	0	0	0																												
Failed Roadside Test/Refusal	2	2	5	3	33	30																												
Impaired Causing Injury/Death	0	2	0	0	0	1																												
Other Charges																																		
Distracted Driving	22	15	37	14	207	280																												
Speeding	147	273	270	397	2456	4725																												
Seatbelt Violations	19	21	35	23	186	204																												
Suspended Drivers	25	35	49	68	477	451																												
Strategic Traffic Enforcement Program Hours																																		
STEP - Total Time Spent (Hours)*	0	280	0	463	722	3785																												
STEP - Total Charges*	0	204	0	283	507	3425																												
<table border="0"> <tr> <td style="background-color: #d9ead3;">Below Average</td> <td colspan="6" style="text-align: right;">* Includes Restricted Do Not Use Codes</td> </tr> <tr> <td style="background-color: #f4cccc;">Between Average and 1 Standard Deviation</td> <td colspan="6"></td> </tr> <tr> <td style="background-color: #fce4d6;">Between 1 and 2 Standard Deviations</td> <td colspan="6"></td> </tr> <tr> <td style="background-color: #f4cccc;">Above 2 Standard Deviations</td> <td colspan="6"></td> </tr> </table>							Below Average	* Includes Restricted Do Not Use Codes						Between Average and 1 Standard Deviation							Between 1 and 2 Standard Deviations							Above 2 Standard Deviations						
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<p>No Colour Code = Standard Deviation Not Calculated</p> <p style="text-align: right;">Statistical Reports Appendices</p> <p style="text-align: right;">Run at : 7/1/2025 7:55:28 AM</p>																																		



WRPS Communications Centre Q2 2025

TO: The Waterloo Regional Police Service Board	FROM: Operational Support Communications	DATE: 08/15/2025
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Recommendation

For information only.

Summary

The Waterloo Regional Police Service Communications Centre is a Primary Public Safety Answering Point (PSAP) which means all Region of Waterloo 9-1-1 calls are answered in this centre including calls for Fire, Emergency Medical Services, and the Ontario Provincial Police Cambridge Highway Safety Division. The 9-1-1 calls requesting our partner agencies are immediately transferred to the appropriate communications centre to ensure a quick and efficient response from all emergency services.

National Emergency Number Association (NENA) standards state that 90% of all 9-1-1 calls must be answered within 15 seconds, and 95% within 20 seconds.

The Waterloo Regional Police Service Communications Centre is dedicated to community safety through cooperation with other emergency services and through the commitment to improve 9-1-1 call answer times.

Report

There was a 10.17% increase in call volume for Q2 2025 (89,573) as compared to Q1 2025 (81,308). Compared to Q2, 2024, there was a decrease of 10.2% (98,716).

The NENA (National Emergency Number Association) standard is that 90% of all 9-1-1 calls must be answered within 15 seconds, and 95% within 20 seconds. With an average answer time of eight (8) seconds, the Communications Centre was able to meet these thresholds on 92% of all 9-1-1 calls received during Q2, 2025, showing that NENA standards are met for the Waterloo Regional Police Service Communications Centre. This is an improvement from Q2 of 2024, which had a call answer time of 15 seconds and met the thresholds on 81% of overall 9-1-1 calls received.

With the implementation of NG9-1-1 in Q3 of 2025, it is anticipated there will be further efficiencies in 9-1-1 call answer times with the utilization of the new technology.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Commitment to Public Safety

- Reduce Violent Crime and Recidivism
- Deliver exceptional services that meet local community needs
- Base actions on evidence

Our Connections

- Conduct improved and intentional outreach
- Communicate and engage
- Adopt a people-centred service delivery model

Our Members

- Focus on holistic wellness
- Create opportunities
- Manage change
- Foster a positive workplace

Our Resources

- Provide safe, accessible, and welcoming facilities
- Embrace modernization
- Be future-ready

Financial and/or Risk Implications

NIL

Attachments

- Q2 2025 – Companion Document (Infographic)
- Appendix A – Emergency 911 Service Level April 2025
- Appendix B – Emergency 911 Service Level May 2025
- Appendix C – Emergency 911 Service Level June 2025

Prepared By

Sarah Gardner, Staff Sergeant, Communications Unit, Field Support Branch, Operational Support Division

Approved By

Mark Crowell, Chief of Police

W.R.P.S. COMMUNICATIONS CENTRE – Q2 2025 Data (Primary Public Safety Answering Point - all 9-1-1 calls ring into this centre)

CALL TYPES

9-1-1

The public has dialed 9-1-1 or switchboard transfers a call deemed to be an emergency

General Inquiry

The public has dialed a 10-digit number and has been routed through the auto attendant or transferred through switchboard.

Internal

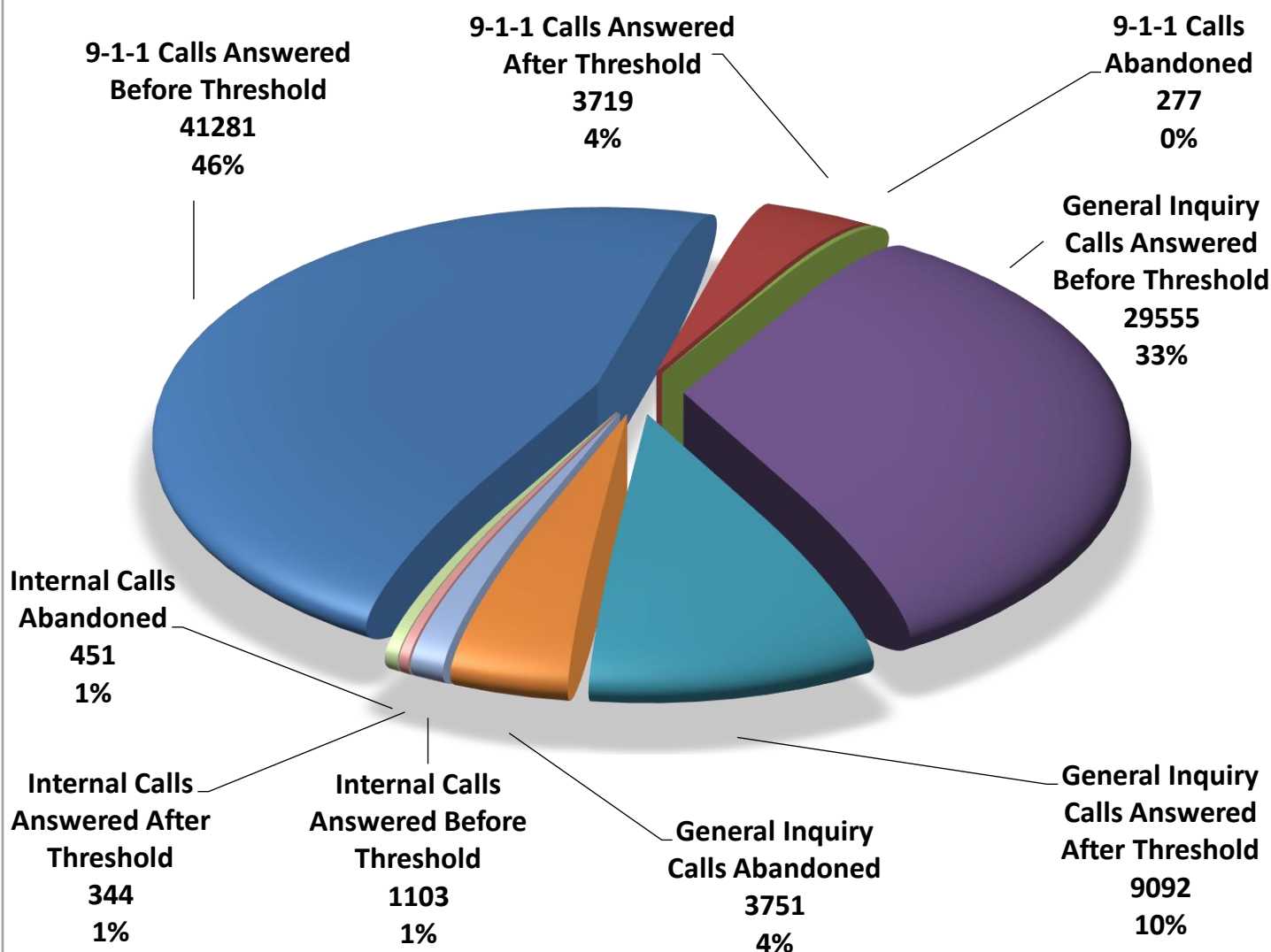
A WRPS member has dialed a 4-digit extension to reach Communications.

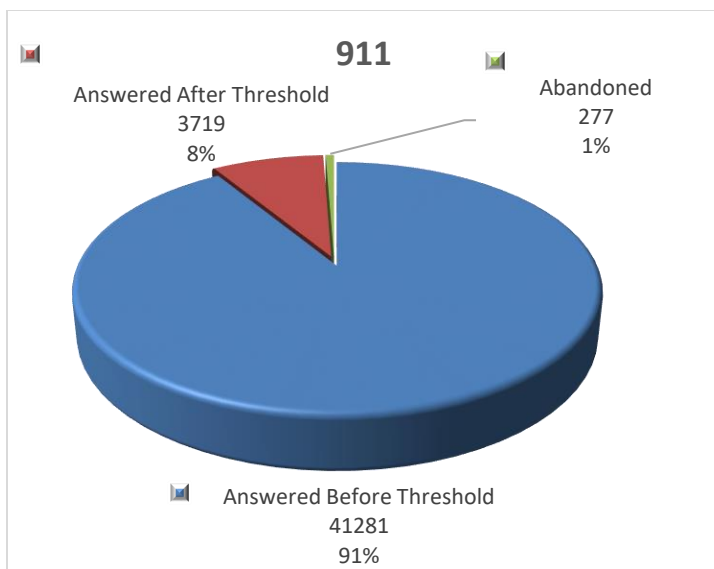
WRPS call queues have been programmed to always hold back 1 available Communicator to answer 9-1-1, to wait until 2 Communicators are available before sending a General Inquiry call to a Communicator, and to wait until 3 Communicators are available before sending an Internal call to a Communicator.

QUARTERLY TRENDS Q2 2025

There was a 10.17% increase in call volume for Q2 2025 (89573) as compared to Q1 2025 (81308) and there was a decrease from Q2 2024 (98716) of 10.2% The NENA (National Emergency Number Association) standard is that 90% of all 9-1-1 calls must be answered within 15 seconds, and 95% within 20 seconds. With an average answer time of 8 seconds, the Communications Centre is meeting service levels.

Communications Centre Call Answer Stats Q2 2025





911 AT A GLANCE

WRPS Threshold = 15 seconds

Average delay to answer = 8 seconds

All calls to Police, Fire and Ambulance through 9-1-1.

N= 45277

Q1 2025 N=42511

Q2 2024 N=49525



GENERAL INQUIRY AT A GLANCE

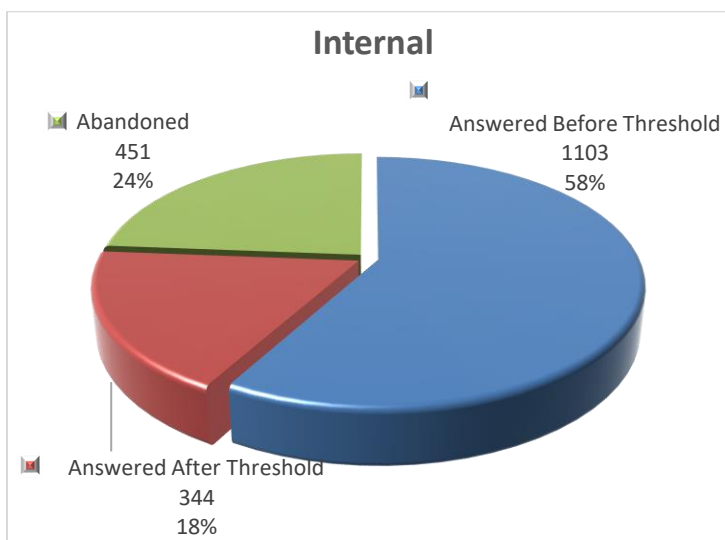
WRPS Threshold = 30 seconds

Average delay to answer = 39 seconds

N= 42398

Q1 2025 N=36883

Q2 2024 N=46903



INTERNAL AT A GLANCE

WRPS Threshold = 45 seconds

Average delay to answer = 1 minutes 18 seconds

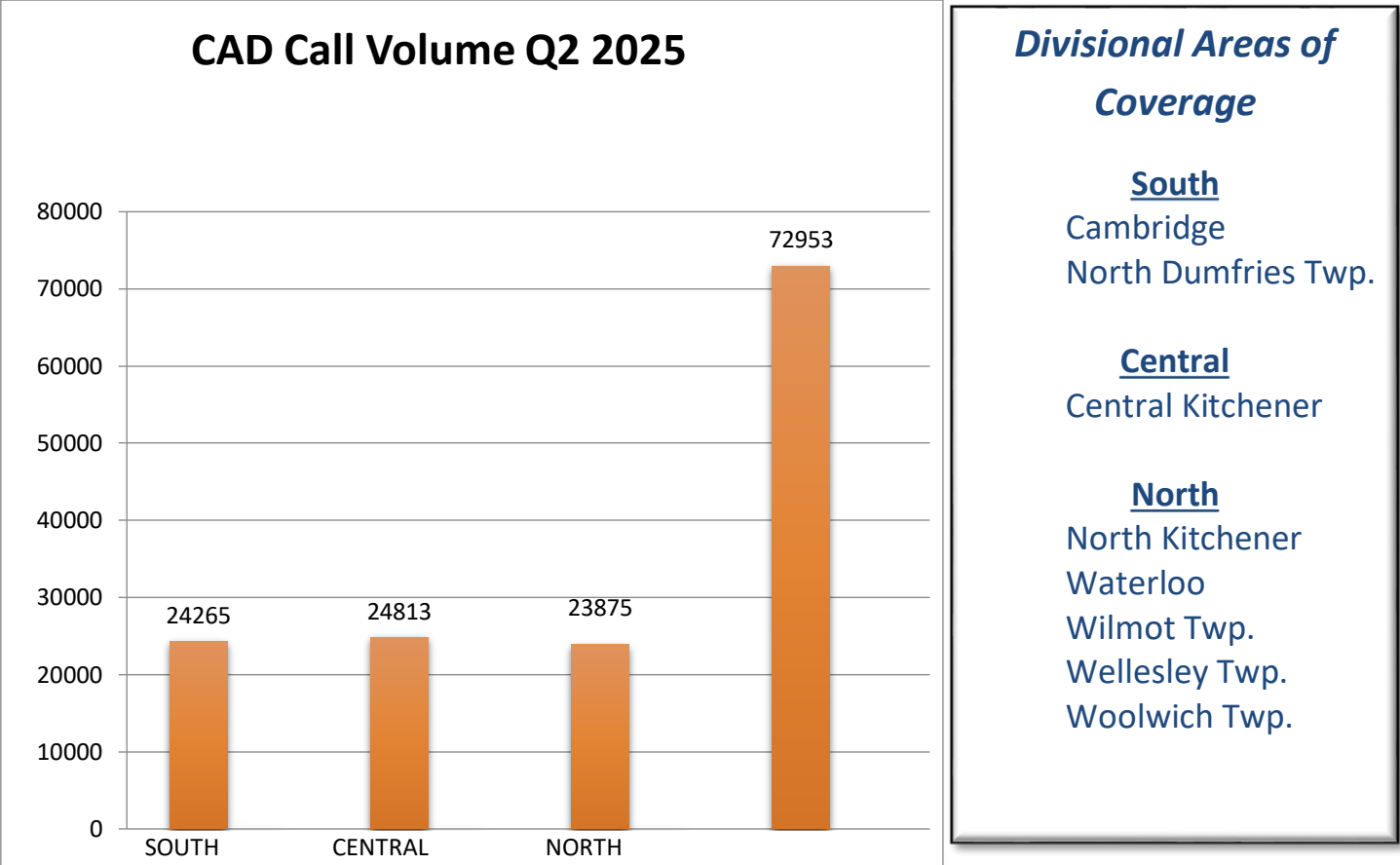
N= 1898

Q1 2025 N=1914

Q2 2024 N=2289

Communications Centre Dispatch Workload

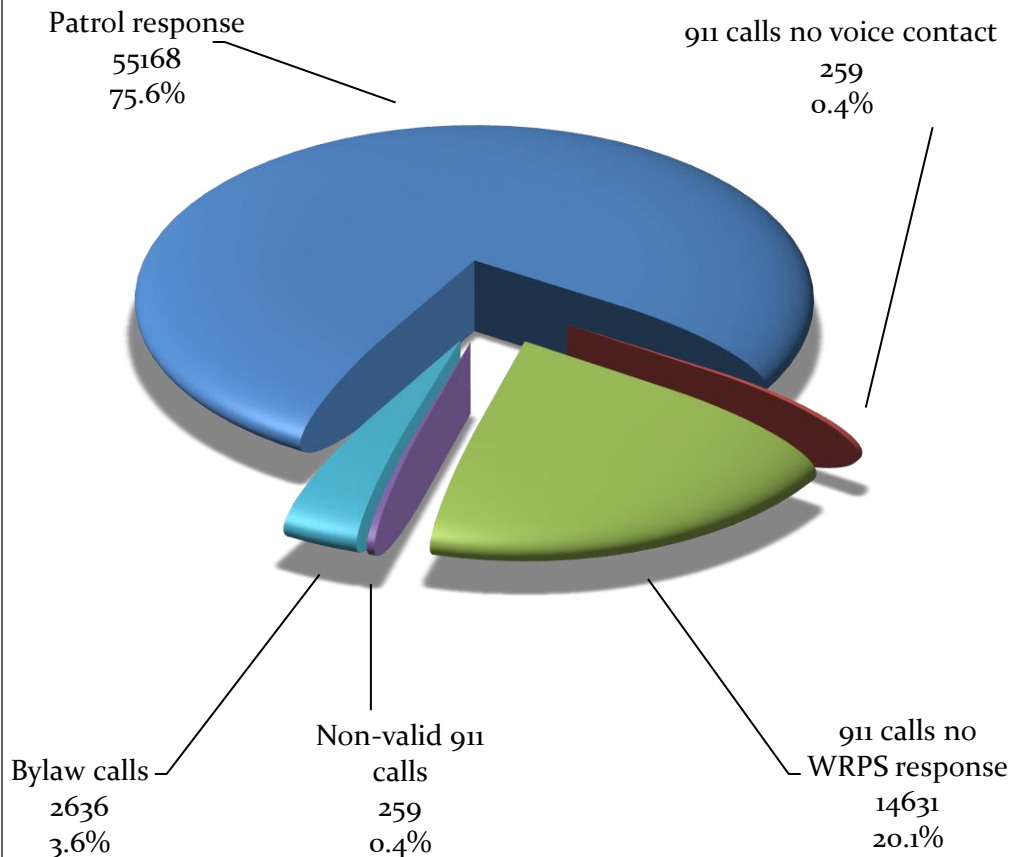
CAD call volume is the only way to track Communicator workload currently. CAD calls are not a direct reflection of phones impact, as CAD occurrences are routinely generated by other members of the service, i.e. Patrol, Detectives, Traffic, and still require that a Communicator monitor the status of each call and Officer.



CAD Calls – Communicator Workload

Q2 2025	Q2 2024
72953	82892

2025 Q2 CAD Calls Generated Call Volume Communications Centre Impact



Patrol Response - Citizen calls requiring patrol to attend, or calls generated by officers on patrol.

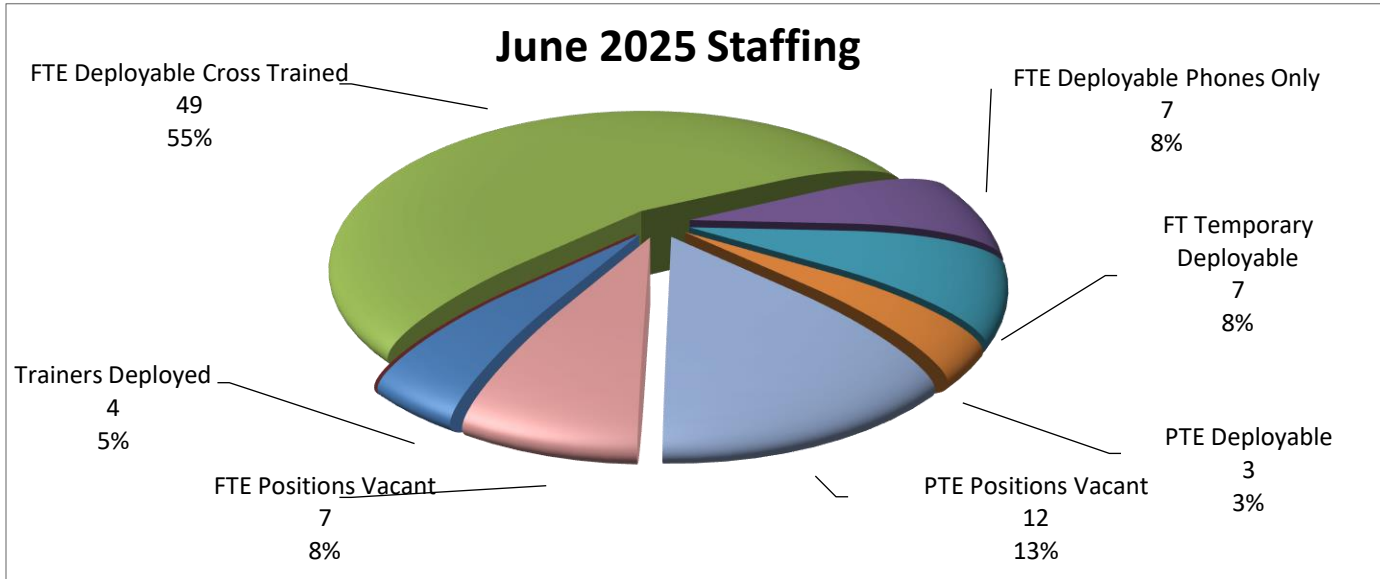
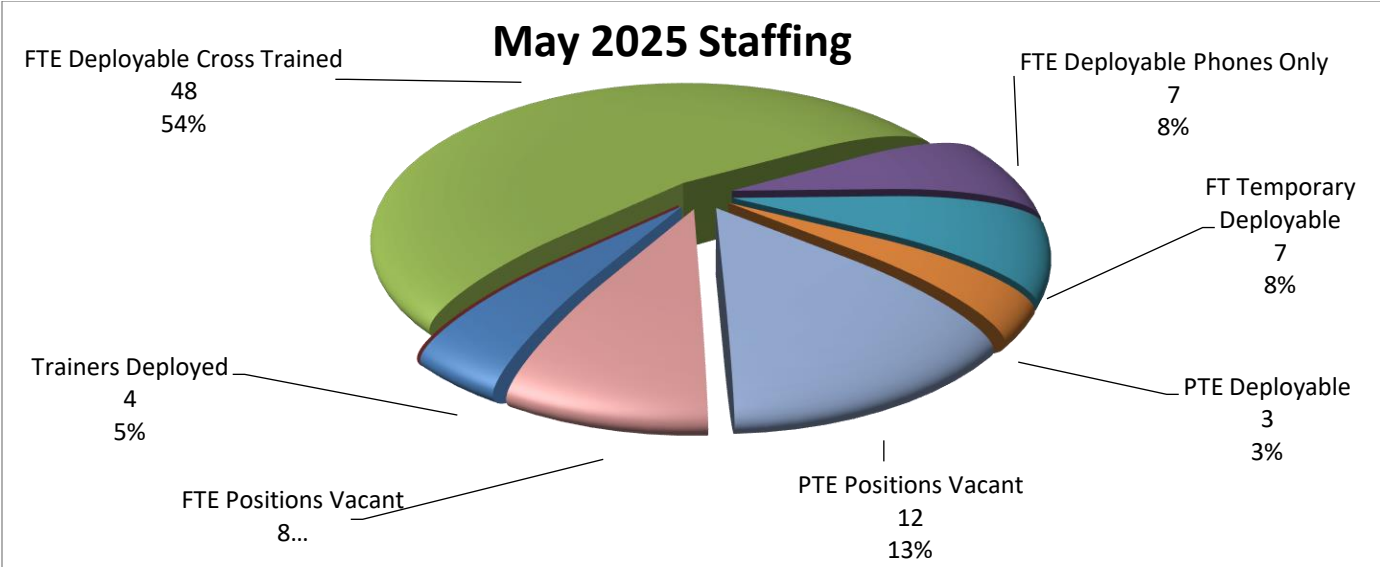
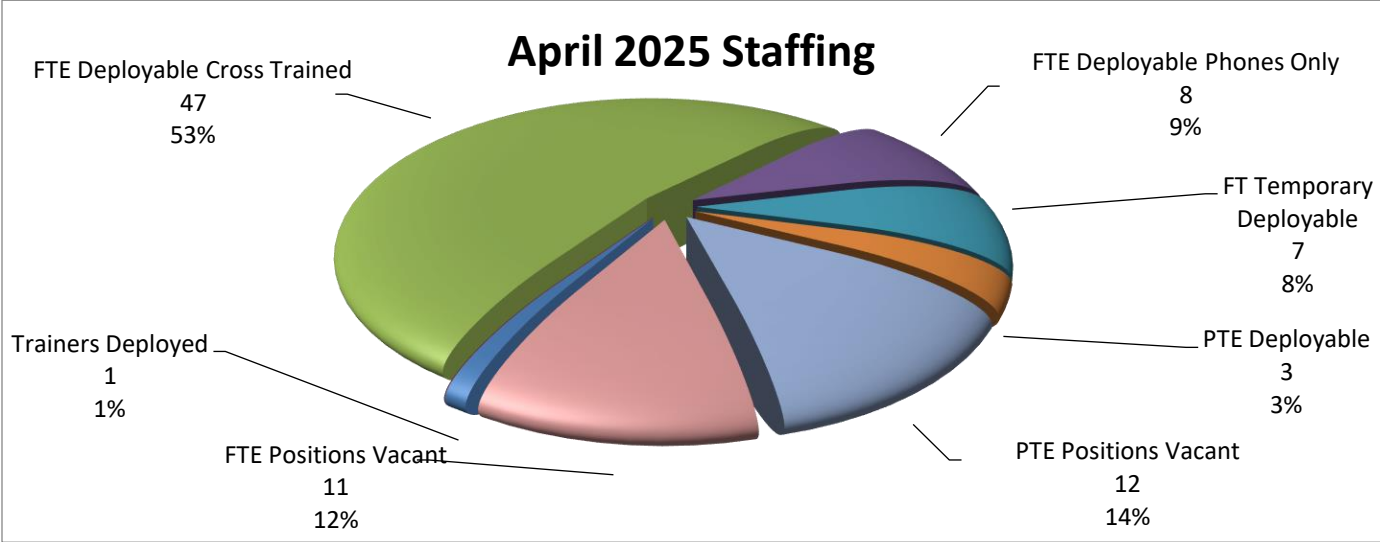
Non-Valid 9-1-1 Calls Police required - Mainly cell phone dials that are accidental in nature, i.e. pocket dial

Bylaw Calls - Citizen generated bylaw complaints on police lines, Bylaw officers dispatched by Police Communicators.

911 Calls No WRPS Response - Legitimate emergency calls that another service will attend, i.e. Waterloo Regional Paramedic Services, Cambridge Fire Department, Kitchener Fire Department, Ontario Provincial Police.

Non-Valid 911 - Telephone equipment errors, fax machines, accidental dials, unintentional calls where caller stays on the line and advises accidental.

Staffing for Q2 2025





Waterloo Regional Police Service Operational Support Communications

Emergency 911 Service Level

MultiDay

Date: Apr 1 2025

Time (AM)	Calls Offered	Service Level
12:00 - 12:30	213	96.7%
12:30 - 1:00	186	94.1%
1:00 - 1:30	150	98.7%
1:30 - 2:00	166	98.2%
2:00 - 2:30	166	97.6%
2:30 - 3:00	168	99.4%
3:00 - 3:30	152	94.7%
3:30 - 4:00	119	98.3%
4:00 - 4:30	119	98.3%
4:30 - 5:00	129	98.4%
5:00 - 5:30	136	98.5%
5:30 - 6:00	139	96.4%
6:00 - 6:30	143	98.6%
6:30 - 7:00	159	98.1%
7:00 - 7:30	190	99.5%
7:30 - 8:00	237	94.5%
8:00 - 8:30	247	96.4%
8:30 - 9:00	268	93.3%
9:00 - 9:30	299	94.3%
9:30 - 10:00	304	85.9%
10:00 - 10:30	287	92.7%
10:30 - 11:00	325	83.7%
11:00 - 11:30	342	89.8%
11:30 - 12:00	375	81.9%

Time (PM)	Calls Offered	Service Level
12:00 - 12:30	380	88.2%
12:30 - 1:00	423	88.2%
1:00 - 1:30	359	89.4%
1:30 - 2:00	350	89.1%
2:00 - 2:30	375	88.0%
2:30 - 3:00	412	80.1%
3:00 - 3:30	405	89.9%
3:30 - 4:00	413	90.1%
4:00 - 4:30	436	92.7%
4:30 - 5:00	403	86.1%
5:00 - 5:30	452	91.6%
5:30 - 6:00	399	87.2%
6:00 - 6:30	419	97.1%
6:30 - 7:00	390	91.0%
7:00 - 7:30	429	93.2%
7:30 - 8:00	378	98.7%
8:00 - 8:30	352	94.3%
8:30 - 9:00	404	96.0%
9:00 - 9:30	340	95.9%
9:30 - 10:00	299	97.3%
10:00 - 10:30	312	96.5%
10:30 - 11:00	310	94.2%
11:00 - 11:30	274	90.5%
11:30 - 12:00	256	96.1%

Legend

- Above Average ($\geq 90\%$)
- Average ($\geq 75\%$ and $< 90\%$)
- Below Average ($< 75\%$)



Waterloo Regional Police Service Operational Support Communications

Emergency 911 Service Level

MultiDay

Date: May 1 2025

Time (AM)	Calls Offered	Service Level
12:00 - 12:30	244	96.3%
12:30 - 1:00	201	99.0%
1:00 - 1:30	219	93.2%
1:30 - 2:00	161	98.8%
2:00 - 2:30	159	94.3%
2:30 - 3:00	152	95.4%
3:00 - 3:30	136	100.0%
3:30 - 4:00	159	95.0%
4:00 - 4:30	127	95.3%
4:30 - 5:00	129	98.4%
5:00 - 5:30	106	96.2%
5:30 - 6:00	130	97.7%
6:00 - 6:30	138	98.6%
6:30 - 7:00	153	94.1%
7:00 - 7:30	178	99.4%
7:30 - 8:00	242	97.5%
8:00 - 8:30	298	97.7%
8:30 - 9:00	309	97.1%
9:00 - 9:30	308	93.2%
9:30 - 10:00	345	91.3%
10:00 - 10:30	330	95.2%
10:30 - 11:00	349	96.0%
11:00 - 11:30	384	90.6%
11:30 - 12:00	402	89.6%

Time (PM)	Calls Offered	Service Level
12:00 - 12:30	375	88.5%
12:30 - 1:00	397	85.9%
1:00 - 1:30	411	84.9%
1:30 - 2:00	422	83.4%
2:00 - 2:30	474	80.4%
2:30 - 3:00	448	87.5%
3:00 - 3:30	476	83.8%
3:30 - 4:00	476	93.3%
4:00 - 4:30	478	91.0%
4:30 - 5:00	425	89.6%
5:00 - 5:30	463	90.5%
5:30 - 6:00	440	90.5%
6:00 - 6:30	441	97.1%
6:30 - 7:00	444	90.8%
7:00 - 7:30	405	97.3%
7:30 - 8:00	417	96.6%
8:00 - 8:30	436	94.3%
8:30 - 9:00	458	91.5%
9:00 - 9:30	382	92.4%
9:30 - 10:00	403	95.0%
10:00 - 10:30	316	90.8%
10:30 - 11:00	324	95.7%
11:00 - 11:30	323	96.0%
11:30 - 12:00	273	96.0%

Legend

- Above Average ($\geq 90\%$)
- Average ($\geq 75\%$ and $< 90\%$)
- Below Average ($< 75\%$)



Waterloo Regional Police Service Operational Support Communications

Emergency 911 Service Level

MultiDay

Date: Jun 1 2025

Time (AM)	Calls Offered	Service Level
12:00 - 12:30	297	92.3%
12:30 - 1:00	257	95.7%
1:00 - 1:30	207	97.1%
1:30 - 2:00	166	98.2%
2:00 - 2:30	203	97.5%
2:30 - 3:00	152	92.1%
3:00 - 3:30	159	98.1%
3:30 - 4:00	134	96.3%
4:00 - 4:30	124	97.6%
4:30 - 5:00	119	99.2%
5:00 - 5:30	139	97.1%
5:30 - 6:00	146	99.3%
6:00 - 6:30	166	99.4%
6:30 - 7:00	169	97.6%
7:00 - 7:30	193	99.0%
7:30 - 8:00	242	96.7%
8:00 - 8:30	273	93.4%
8:30 - 9:00	281	96.4%
9:00 - 9:30	300	87.3%
9:30 - 10:00	330	86.7%
10:00 - 10:30	356	85.4%
10:30 - 11:00	378	91.8%
11:00 - 11:30	392	81.1%
11:30 - 12:00	439	84.7%

Time (PM)	Calls Offered	Service Level
12:00 - 12:30	403	85.9%
12:30 - 1:00	421	86.0%
1:00 - 1:30	432	75.9%
1:30 - 2:00	413	80.6%
2:00 - 2:30	412	80.8%
2:30 - 3:00	441	83.7%
3:00 - 3:30	500	80.6%
3:30 - 4:00	482	80.9%
4:00 - 4:30	491	88.2%
4:30 - 5:00	445	85.6%
5:00 - 5:30	429	83.0%
5:30 - 6:00	518	87.1%
6:00 - 6:30	427	90.9%
6:30 - 7:00	485	81.6%
7:00 - 7:30	469	95.3%
7:30 - 8:00	462	98.1%
8:00 - 8:30	460	96.7%
8:30 - 9:00	432	92.8%
9:00 - 9:30	426	88.5%
9:30 - 10:00	424	94.6%
10:00 - 10:30	411	89.5%
10:30 - 11:00	360	91.9%
11:00 - 11:30	347	92.8%
11:30 - 12:00	310	93.9%

Legend

- Above Average ($\geq 90\%$)
- Average ($\geq 75\%$ and $< 90\%$)
- Below Average ($< 75\%$)

Q2 2025 Frontline Call Reduction Strategies



TO:
The Chair and Members of
the Waterloo Regional Police
Service Board

FROM:
Operational Support
Field Support Branch

DATE:
9/17/2025

Recommendation

For information only.

Summary

Alternative police service delivery models improve customer service for residents of the Region and provide an increased capacity for frontline officers to focus on providing essential policing services. For the second quarter of 2025, frontline call reduction initiatives resulted in a total of **6,592** incidents diverted from frontline patrol response to an alternative service delivery response.

Report

The number of incidents managed through an alternative service delivery approach in the second quarter of 2025, saw a 24% decrease compared to Q2 2024. Of note, in Q2 of 2025, there appears to be a notable decrease in Self-Reported Collisions (39.1%) when compared to Q2 2024, however, this can be explained by the need for a higher number of reports being generated in Q2 2024, to clear up an administrative backlog in that quarter.

Other trends this quarter include decreases in Fraud and Identity Theft (24%), Theft Under \$5000 (29%), and Property Damage (24%). The reduction in Theft Under occurrences is partly attributed to the October 2024 change, when WRPS ceased the intake of gas drive-off incidents under certain circumstances following the implementation of pre-pay at the pumps by local gas stations.

Call Types	Q2 2025	Q2 2024	Percentage
*Online Reporting	1,124	1216	-7.6 %
LCBO Shoplifting Online	344	367	-6.3 %
Theft Under \$5000	649	912	-28.8 %
Driving Complaints	218	154	+41.6 %
Lost/Found Property	174	185	-5.9 %
Fraud and Identity Theft	338	446	-24.2 %
Property Damage	194	256	-24.2 %
Other	567	626	-9.4 %
Total Incidents Handled by FSU	3,608	3795	-4.9 %
Self-reported Collisions	2,984	4904	-39.1 %
Total Incidents Diverted via Alternative Call Handling Initiatives	6,592	8699	-24.2 %

Call diversion remains a priority for the Service, with the Field Support Unit (FSU) continuing to modernize and streamline processes to better address this demand.

In Q2 2025, there was a 41% increase in Driving Complaints.

There have been decreases in several reporting areas in Q2 2025, including: Online Reporting by 7.6%, Lost/Found Property by 5.9%, Fraud and Identity Theft by 24.2%, and “other” reports by 9.4% compared to the same period last year.

One contributing factor for the decrease in Fraud and Identity Theft reports has been the direct diversion of all buy-and-sell fraud-related offences to the Fraud Unit for intake, which came into effect March 1, 2025.

In Q2 2025, the FSU laid 275 charges, up from 173 in Q2 2024, reflecting a 59% increase in charges laid.

FSU continues to explore opportunities for further alternative response options and is actively researching the potential for a future virtual reporting tool in line with our service goal of embracing innovation and modernization.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Commitment to Public Safety

- Reduce Violent Crime and Recidivism
- Deliver exceptional services that meet local community needs
- Base actions on evidence

Our Connections

- Conduct improved and intentional outreach
- Communicate and engage
- Adopt a people-centered service delivery model

Our Members

- Focus on holistic wellness
- Create opportunities
- Manage change
- Foster a positive workplace

Our Resources

- Provide safe, accessible, and welcoming facilities
- Embrace modernization
- Be future-ready

Financial and/or Risk Implications

NIL

Attachments

NIL

Prepared By

Jason Mulholland, Inspector, Field Support Branch, Operational Support Division

Approved By

Mark Crowell, Chief of Police



Mental Health Alternative Response - Q2 2025 Report

TO:
The Waterloo Regional
Police Service Board

FROM:
Neighbourhood
Policing

DATE:
09/17/2025

Recommendation

For information only.

Summary

The Waterloo Regional Police Service (WRPS) is committed to providing a high level of service delivery when dealing with individuals in crises and/or suffering from mental health, addiction and or social disorder.

Report

In May of 2018, the Canadian Mental Health Association (CMHA) Waterloo Wellington moved away from their Specialized Crisis Team (SCT) program and collaborated with the Waterloo Regional Police Service with their Integrated Mobile Police and Crisis Team (IMPACT).

The IMPACT teams staffing consists of a variety of addictions and mental health clinicians who respond to live calls with police officers.

IMPACT currently has 11 members whose shifts provide coverage from 8 a.m. to 12 a.m.

The Community Mental Health (CMH) team, made up of IMPACT members, worked within the WRPS' Communications Centre (CCD). This program went live on November 7, 2022, however, on April 1, 2025, the program had to be suspended when the grant funding was not renewed.

In Q2, 2025, CMH teams provided an alternative response to mental health related calls 303 times between April 1, 2025, and June 30, 2025. This is approximately the same as Q1, however, down approximately 8% from the same period last year.

The five most frequent call types IMPACT responded to were:

1. Mental Health
2. Attempt Suicide
3. Compassionate to Locate
4. Domestic Other

5. Proactive (i.e. Community Contacts)

These call types alone accounted for 91% of all calls they attended.

Region-wide, WRPS officers attend about eight (8) to nine (9) Mental Health related calls per day and five (5) to six (6) Attempt Suicide calls per day.

Our CMH teams have been available 91% of the time. There were 31 incidents where CMH resources were not available.

The goal is to achieve a 20% diversion rate. The proportion of Mental Health related calls attended by CMH teams is 15%. The proportion of Attempt Suicide calls attended by CMH teams is 11%.

Across Q2, 2025, 61 calls were referred to other mental health support agencies without a police response.

For 2025, we will continue to work closely with the CMHA and other community partners on strategies to provide better service and response to our community's needs.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Commitment to Public Safety

- Reduce Violent Crime and Recidivism
- Deliver exceptional services that meet local community needs
- Base actions on evidence

Our Connections

- Conduct improved and intentional outreach
- Communicate and engage
- Adopt a people-centered service delivery model

Our Members

- Focus on holistic wellness
- Create opportunities
- Manage change
- Foster a positive workplace

Our Resources

- Provide safe, accessible, and welcoming facilities

- Embrace modernization
- Be future-ready

Financial and/or Risk Implications

IMPACT – The Service provides office space, furniture, Wi-Fi connection and phone lines at all three urban detachments.

Funding from the Community Safety and Policing Grant provided for a three-year funding total of \$938,821.15 (year one- \$318,804.92, year two- \$306,715.02, year three- \$313,301.15). This funding allowed CMHA to hire three Full Time Employee Positions.

This funding ended March 31, 2025.

Attachments

- Mental Health Alternative Response Statistics – Q2 2025

Prepared By

John W. Goodman Staff Superintendent, Neighbourhood Policing and Investigations
Amanda Franceschini, Strategic Planner, Strategic Services Branch

Approved By

Mark Crowell, Chief of Police



Mental Health Alternative Response Statistics

Q2 2025

Amanda Franceschini, Strategic Services

Mental Health Alternative Response

There have been two Canadian Mental Health (CMH) teams providing alternative responses to mental health calls within WRPS: a field team based in each of the Divisions (IMPACT – Integrated Mobile Police and Crisis Team; since June 2018) and a phone team seated in the Communications Centre (CCD – Crisis Call Diversion; from November 2022 to end of March 2025). As this report is from April 2025 onwards, data is reflective of the sole active IMPACT.

Volume of Mental Health Alternative Responseⁱ

CMH provided an alternative response to mental health related calls 303 times between April 1st and June 30th, 2025. This is approximately the same since last quarter though down approximately 8% compared to the same time frame last year.

Total Number of CMH Alternative Responses – Q2 2025

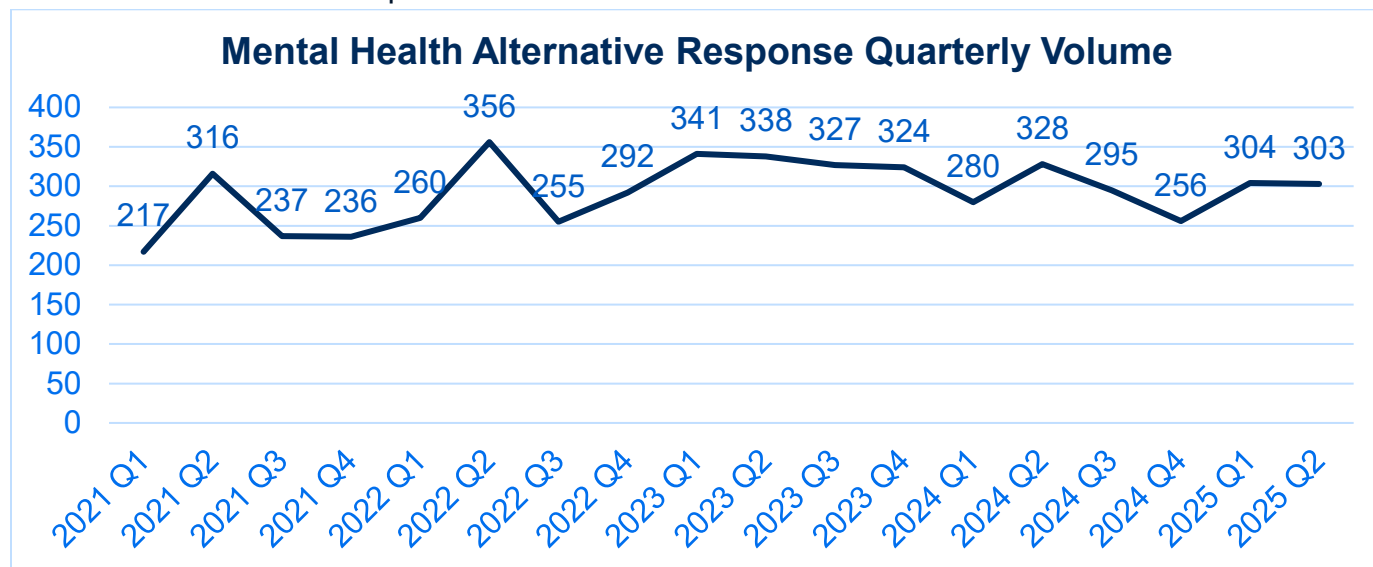
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Midnight to 3am	1	0	0	1	0	0	0	2
3 to 6 am	0	0	0	0	1	0	0	1
6 to 9 am	3	3	3	3	1	1	0	14
9am to Noon	4	10	18	18	11	7	6	74
Noon to 3pm	10	4	13	13	11	11	5	67
3 to 6pm	6	9	8	12	16	7	11	69
6 to 9pm	7	10	15	7	6	11	3	59
9pm to Midnight	1	4	2	1	0	2	7	17
Total	32	40	59	55	46	39	32	303

Each cell represents a 3-hour time block across the 3-month period. As shifts do not start before 0800, it is unclear if the early morning counts (N=9) are data quality errors or actual dispatches.

- Volume: about 1 dispatch/call in a 3-hour block in the busiest block.
- Day: about 2-5 dispatches/calls a day; weekdays more activity.
- Time: demand peaks between 9am to 9pm, which has been consistent over time.

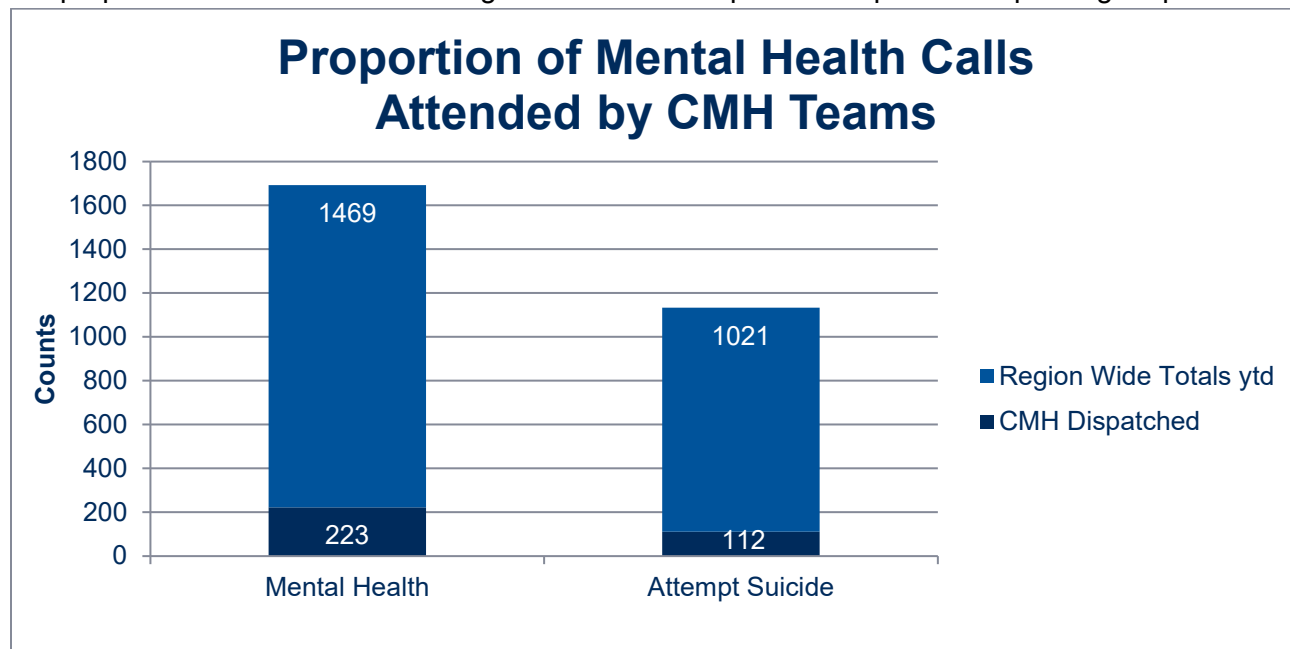


Total Number of CMH Responses Over Time



Proportion of Mental Health Alternative Responseⁱⁱ

Focusing on the two most frequent mental health related call types, see below for a summary of the proportion of those calls receiving an alternative response compared to a policing response.



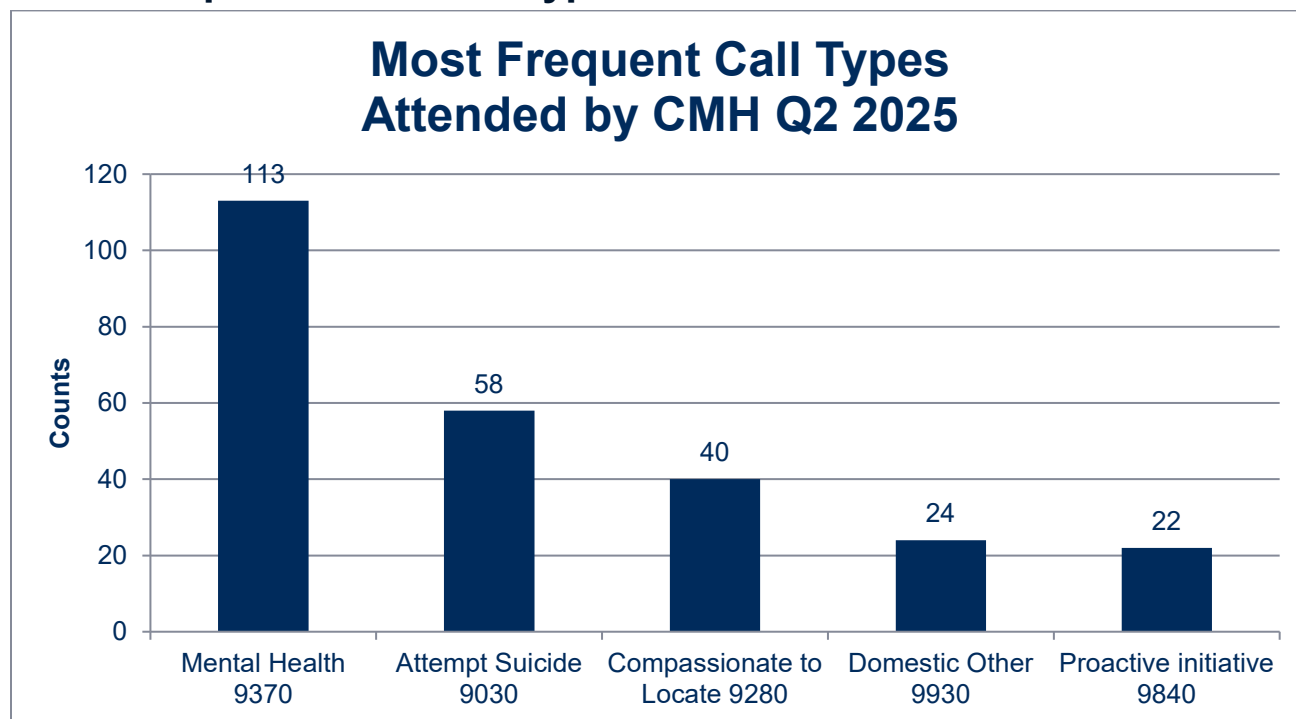
Region-wide, the volume translates into WRPS receiving 8-9 Mental Health calls per day and approximately 5-6 Attempt Suicide calls per day.

The starting goal is to achieve a 20% diversion rate, providing a 1 in 5 alternative response for calls with a mental health component.

- Proportion of Mental Health calls attended by the mental health units = 15%
- Proportion of Attempt Suicide calls attended by the mental health units = 11%



Most Frequent CMH Call Typesⁱ



While any call could have a mental health component, five call types made up most of the volume directed to CMH (85% of all calls), primarily Mental Health calls. Twenty-four other call types with a cumulative 46 counts made up the remaining 15% of total volume.

Most Frequent Subtypes

Broken down even further, the top subtypes CMH have been responding to are:

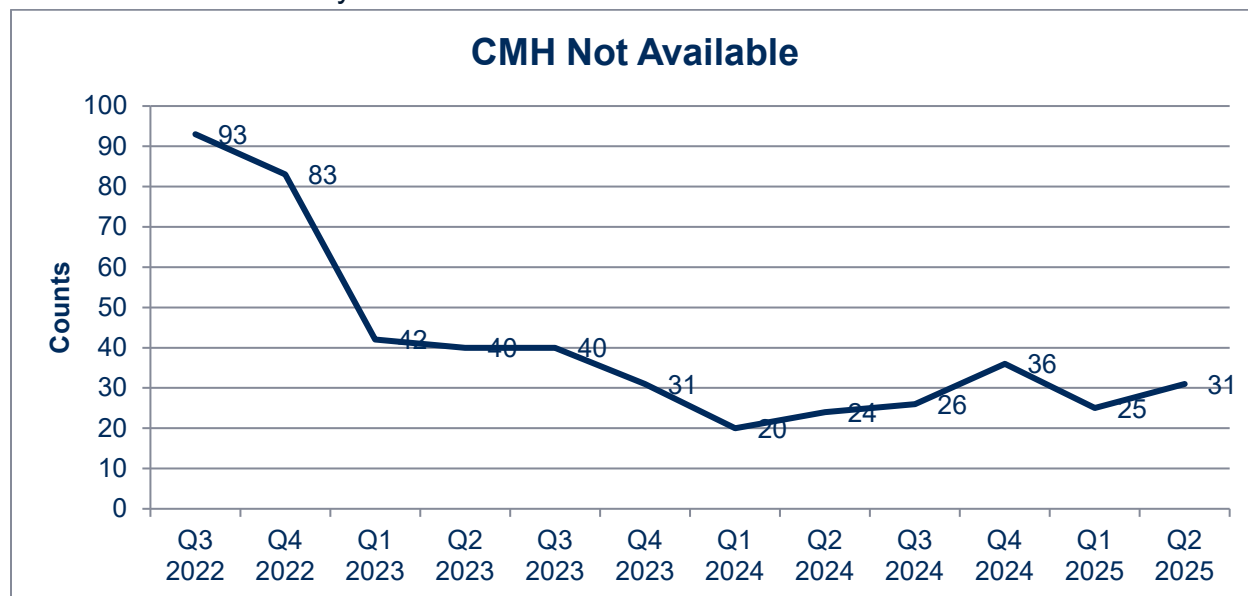
Call Type Description	Subtype Description	Total
Mental Health	Subject Located – Insufficient Grounds for Apprehension	59
Compassionate to Locate	Check Well-Being	39
Attempt Suicide	Adult – Female Subject	27
Domestic Other	Child – Parent – No Reasonable Grounds	20
Mental Health	Apprehended without Order – Female	18

The IMPACT teams secure additional support(s) for individuals by referring them to other agencies as needed. Across Q2 2025, 61 calls were recorded by the mental health unit with the call characteristic “referral to agency”.

Not Availableⁱⁱⁱ

WRPS members, either dispatching or being dispatched to mental health calls, are able to indicate when CMH teams were wanted but not available by selecting the call characteristic “Resources – IMPACT Not Available” from a dropdown menu.

Not Available Counts by Quarter



Over the last 3 months, the call characteristic “IMPACT Not Available” was only applied 31 times. Thus, CMH teams were available approximately 91% of the time.

ⁱ WRPS Call Analytics dashboard by Unit Name “Mental Health” by date range April 1 to June 30, 2025

ⁱⁱ WRPS Call Analytics dashboard by Final Call Type by date range January 1 to June 30, 2025

ⁱⁱⁱ WRPS Call Analytics dashboard “Resources – IMPACT Not Available” by date range April 1 to June 30, 2025

Special Investigations Unit (24-OSA-396)



TO:
The Waterloo Regional
Police Service Board

FROM:
Professional
Development and
Organizational Culture
Division, Professional
Standards Branch

DATE:
09/17/2025

Recommendation

For information only.

Summary

This report details the outcome of a Special Investigations Unit (SIU) investigation and the required investigation under section 81 of the *Community Safety and Policing Act*.

On July 23, 2024, the complainant filed a complaint with the Law Enforcement Complaint Agency (LECA). The complaint contained historical sexual assault allegations which were alleged to have been committed by an officer employed by the Waterloo Regional Police Service (WRPS) at the time of the alleged offence. The complaint was screened out by LECA and sent to WRPS on September 19, 2025. WRPS immediately notified the SIU, who subsequently investigated the incident.

In a letter from Director Joseph Martino, it was determined there were no reasonable grounds in the evidence to proceed with criminal charges in this case.

Report

On July 23, 2024, the complainant, disclosed a historical sexual assault allegedly perpetrated by a WRPS officer between the years of 1989 and 2005 to the Law Enforcement Complaints Agency (LECA). On September 19, 2025, WRPS was made aware of the allegations and notified the SIU.

As a result, the SIU was notified and invoked their mandate. The SIU initiated an investigation. One officer was designated as the *Subject Official*.

On July 10, 2025, the SIU completed their investigation into the incident. In a letter from Director Joseph Martino, it was determined there were no reasonable grounds in the evidence to proceed with criminal charges in this case.

Section 81 of the *Community Safety and Policing Act* requires the Chief of Police to cause

an investigation into any incident with respect to which the SIU has been notified. The purpose of this investigation is to determine the member's conduct in relation to the incident, the policing provided by the member in relation to the incident and the procedures established by the Chief of Police as they relate to the incident. The Act requires the Chief of Police to report the findings on his or her investigation in accordance with Section 8 of Ontario Regulation 90/24 to the Police Services Board.

The Professional Standard Branch conducted a section 81 investigation. This included a review of the SIU Director's Report and investigation, and Special Investigation Unit procedures. The investigation determined that there are no recommendations for any changes to the Service's policies and/or procedures.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Commitment to Public Safety

- Reduce Violent Crime and Recidivism
- Deliver exceptional services that meet local community needs
- Base actions on evidence

Financial and/or Risk Implications

Nil

Attachments

Nil

Prepared By

Inspector Eddie Lewis, Professional Standards Branch

Approved By

Mark Crowell, Chief of Police



Waterloo Police Service Board Policy #112

TO:
The Waterloo Regional
Police Service Board

FROM:
Chair's Office,
Executive Assistant

DATE:
09/17/2025

Recommendation

That the Waterloo Regional Police Service Board approve policy #112 as presented in report 2025-310:

Board Policy 112: Public Complaints Pursuant to Section 107(c) and (d) of the *Community Safety and Policing Act, 2019*.

Report

In concert with the Inspectorate of Policing's mechanism for receiving public complaints, the Waterloo Regional Police Service Board identified the need for a written policy providing direction for their review and response process.

This policy outlines the steps required for the Board and staff to formally address public complaints in a thorough and considerate manner.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Commitment to Public Safety

- Reduce Violent Crime and Recidivism
- Deliver exceptional services that meet local community needs
- Base actions on evidence

Financial and/or Risk Implications

Nil.

Attachments


Board Policy 112: Public Complaints Pursuant to Section 107(c) and (d) of the *Community Safety and Policing Act, 2019*.

Prepared By

Meghan Martin, Executive Assistant to the Police Service Board

Approved By

Ian McLean, Board Chair

 <p>WATERLOO REGIONAL POLICE SERVICES BOARD</p>	<p>WATERLOO REGIONAL POLICE SERVICE BOARD POLICY</p> <p style="text-align: right;">Policy Number: 112</p>
<p>PUBLIC COMPLAINTS PURSUANT TO SECTION 107(1)(c) AND (d) OF THE COMMUNITY SAFETY AND POLICING ACT, 2019</p>	
Date Approved:	September 17, 2025
Date to be Reviewed:	September, 2028

Policy of the Board

It is the policy of the Waterloo Regional Police Service Board with respect to Public Complaints received by the Inspector General of Police pursuant to section 107(1)(c) and (d) of the Community Safety and Policing Act, 2019 that staff will:

1. Confirm receipt of the notification once received from the Inspector General of Police.
2. Report the complaint to the Board.
3. Liaise with the Chief of Police and appropriate departments at the Waterloo Regional Police Service, as necessary, to gather information on policies and procedures in place, as they pertain to the complaint.
4. Report findings to the Board.
5. Formalize a response to the Inspector General of Policing that includes relevant policies and any other information, copying the Chief of Police and the Solicitor General.

Following approval, the Board authorizes the Chair, Vice Chair, or another representative of the Board to sign the response.



Pre-Budget Approval for 2026 Vehicle Procurements

TO:
The Waterloo Regional
Police Service Board

FROM:
Finance and Assets
Branch

DATE:
09/17/2025

Recommendation

That the Waterloo Regional Police Services Board approve the pre-budget procurement of fifty-three (53) vehicles for an estimated value of \$3,580,000.00 scheduled for replacement with funding from the Vehicle Reserve.

Summary

The acquisition of fifty-three (53) vehicles is to be undertaken in accordance with the Waterloo Regional Police Service's (WRPS) Purchasing By-law. The draft 2026-2035 capital plan will be prepared to reflect the recommended vehicles and equipment for 2026. These fifty-three (53) vehicles are scheduled for replacement in the vehicle replacement capital project #50000 at an estimated cost of \$3,580K to be funded from the vehicle reserve.

Report # 2025-287 Pre-Budget Approval for 2026 Ford Canada Vehicle Procurements was brought to the August 20, 2025 Police Services Board meeting in order to meet the order timelines that Ford has announced for their 2026 product line. The vehicles in that report were Ford Explorer Police Interceptor SUV's and Ford Transit vans. Vehicles in this report do not include any vehicles listed in Report # 2025-287. As well, the Capital Budget review process was on-going in August so the full vehicle request was not yet finalized.

Commencing with the 2022 fleet procurement cycle, the plan was that all WRPS marked patrol SUVs will be Hybrid Ford Explorers to allow for a reduction in fuel usage and greenhouse gas emissions. In addition, Hybrid and Electric Vehicle (EV) options are being implemented into other areas of the Service if they will meet the functional needs of the vehicle. WRPS will have fifty-six (56) hybrid vehicles in our front-line marked patrol fleet, as well as seven (7) Hybrid and four (4) EV's in our unmarked administrative fleet by the end of 2025.

Report

In September 2003, Regional Council approved a vehicle procurement cycle which called for the procurement of vehicles in the Fall of the preceding year with delivery for most vehicles occurring during the January-May time frame of the year of procurement. Specialized vehicles, with longer delivery times, will be delivered throughout the year. This approach ensures that vehicles are delivered in a timely manner to meet operational

requirements in the year they are due for replacement. It also serves to reduce costs and enable vehicle deliveries and conversions to be scheduled to fit the availability of limited staff resources. Pending approval, replacements for the vehicles listed in Appendix A will be procured in the fall of 2025 and delivered in 2026 at which time funds will be expended.

The 2026 Police Cooperative Purchasing Group (PCPG) pricing program commenced on August 1, 2025.

To avoid longer lead times for delivery and availability of supply, it is imperative for WRPS orders to be placed as early as possible.

The Capital Plan is based on an average useful service life for all vehicles determined through the life cycle models established by WRPS Fleet and the Region of Waterloo's (ROW) Fleet Management in consultation with program area staff. The procurement cycle for 2026 was initiated in May 2025 and as part of the process, WRPS and ROW Fleet Management staff completed a detailed evaluation of the vehicles, including mechanical and body condition inspections, operating cost and operational requirements, and utilization. The evaluation provided the initial information to determine which of the vehicles should be replaced and/or could be deferred or deleted from the fleet. Through this process three (3) vehicles were deferred to future replacement years. While most will be direct replacements of same vehicle type, some will require a further functional requirement review and business case evaluation of alternate replacement solutions, which could include repurposing existing WRPS vehicles or deferring the purchase to another budget year. WRPS and ROW Fleet Management, in consultation with program areas, will ensure the solutions selected best align with client service needs and corporate objectives.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Members

- Manage change

Our Resources

- Embrace modernization
- Be future-ready

Financial and/or Risk Implications

Fifty-three (53) vehicles are scheduled for replacement in capital project #50000 at an estimated cost of \$3,590K to be funded from the vehicle reserve.

Attachments

- Appendix A – 2026 Vehicle Procurement Plan

Prepared By

Scott Agnello, Manager, Materials Management and Fleet
Kirsten Hand, Director of Finance and Assets

Approved By

Mark Crowell, Chief of Police

Appendix A
Summary – 2026 Vehicle Procurement Plan
 (Budget values in \$000s)

Branch/Division	Type	Budget	Units
Administrative and Member Services	Truck	\$45	1
	Utility	\$215	4
	Van	\$110	1
Administrative and Member Services Total		\$370	6
Investigative Services	Car	\$125	3
	EV	\$75	1
	Truck	\$135	3
	Van	\$490	11
	Utility	\$720	18
Investigative Services Total		\$1,545	36
Neighbourhood Policing- Patrol	Car	\$40	1
	Truck	\$90	2
	Utility	\$150	4
	Van	\$135	3
Neighbourhood Policing Total		\$415	10
Operational Support	Command Centre	\$1,250	1
Operational Support Total		\$1,250	1
Grand Total		\$3,580	53

From: [REDACTED]

Sent: September 5, 2025 12:17 PM

To: [REDACTED]

Subject: Call for Immediate Resignation of the Waterloo Regional Police Service Board

CAUTION! EXTERNAL SENDER

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⚠ ATTENTION ⚠

This email originated from outside Waterloo Regional Police Service. Please avoid clicking links or opening attachments from external senders unless you are certain it is safe to do.

To the Members of the Waterloo Regional Police Service Board,

I am writing to formally call for the immediate resignation of the Waterloo Regional Police Service Board in its entirety due to your demonstrated failures in upholding the fundamental principles of equality, fairness, and the rule of law.

1. Discrimination Against Mentally Disabled Persons

There is a clear pattern of discrimination against mentally disabled individuals. By refusing or obstructing written complaints from people who struggle with verbal communication, the Service is in violation of both the Canadian Charter of Rights and Freedoms (Section 15: Equality Rights) and the Ontario Human Rights Code, which protects individuals from discrimination on the basis of disability.

Courts have consistently ruled that denying access to justice based on disability is unlawful. For example, in *Eldridge v. British Columbia (Attorney General)*, [1997] 3 S.C.R.

624, the Supreme Court of Canada held that failing to accommodate disabilities in the provision of public services is a breach of Section 15 of the Charter. The same reasoning applies to policing: individuals with disabilities must be given equal access to making complaints and having them investigated.

2. Failure to Act on Criminal Threats by Premier Doug Ford

The Board and Service have also failed to act when Premier Doug Ford publicly issued threats of violence. The Criminal Code of Canada (s. 264.1) clearly criminalizes threats to cause death or bodily harm.

If an ordinary citizen had made these threats, police would have investigated and laid charges. By refusing to act because the threats came from a person in political office, Waterloo Regional Police have created a two-tiered justice system. This violates the principle of equality before and under the law (Section 15 of the Charter) and security of the person (Section 7).

The courts have affirmed that selective or discriminatory enforcement by police undermines the rule of law. In *R. v. Beare*, [1988] 2 S.C.R. 387, the Supreme Court stressed that discretionary powers of law enforcement must always be exercised in a manner consistent with the Charter. Ignoring threats from powerful individuals while prosecuting ordinary citizens for the same conduct is a breach of that duty.

3. Breach of Public Trust

Your inaction reveals negligence and a breach of the Board's statutory obligations under the Police Services Act, which requires boards to ensure their police service is both effective and equitable. Case law such as *Hill v. Hamilton-Wentworth Regional Police Services Board*, [2007] 3 S.C.R. 129 confirms that police owe a duty of care to the public, and when they fail to act appropriately, they may be held legally accountable.

For these reasons, I respectfully demand the mass resignation of the Waterloo Regional Police Service Board. If such action is not taken voluntarily, I call upon higher levels of

government and oversight bodies, including the Ontario Civilian Police Commission, to intervene and hold the Board accountable for these violations.

The people of Waterloo Region deserve a police service that enforces the law equally, protects the vulnerable, and upholds the democratic principles of justice. Your continued presence in office stands in direct contradiction to those values.

Sincerely,

Jonathon Pearson



Get [Outlook for Android](#)



Quarterly Use of Force Statistical Report – Q2 2025

TO:
The Waterloo Regional
Police Service Board

FROM:
Professional Development and
Organizational Culture Division
Training and Education Branch

DATE:
9/17/25

Recommendation

For information only.

Summary

This report provides a statistical summary of interactions with Waterloo Regional Police Service (WRPS) officers and the public where intervention with an individual or individuals met the requirements for the completion of a Use of Force Report by regulation or procedure. This report presents the Q2 2025 Use of Force incidents (April 1st, 2025 to June 30th, 2025). To align Use of Force reporting with WRPS' Race-Based Data Collection Strategy (RBDACS), race-centered analyses are included in this report.

Reporting requirements are outlined in *Community Safety and Policing Act (CSPA), Regulation 391/23*. WRPS meets and significantly expands upon reporting requirements in its Use of Force Procedure, criteria for both are set out in Appendix A. This is done in an effort to better capture incidents in which intervention techniques were required in order to evaluate these and determine if there is need for further individual or Service-wide training. The combined total of incidents for which a report is required is herein referred to as reportable incidents.

A reportable incident may generate several Use of Force Reports as multiple officers respond, each of whom are required to complete a Use of Force Report. Further, as officers transition from one use of force option to another, in response to changes in a subject's profiled behaviour, they will document all force options deployed within their Report (e.g., an officer transitioning from a firearm to a CEW will include both force options when they complete their Report). The Emergency Response Team (ERT) is the only unit permitted to complete a Team Use of Force Report. Within a team response, modernized reporting now requires officers to submit an individual report when use of force options are discharged or when use of force results in an injury. Appendix C contains a summary of all incidents which necessitated a Use of Force Report, including those where a subject was not located or where subject race was identified through Computer Aided Dispatch (CAD) information from callers or a police data base (Niche).

Overview of Q2 Use of Force Incidents

During the second quarter of 2025, including incidents involving the humane dispatch of animals, 92 reportable incidents occurred which resulted in 124 Modernized Use of Force

Reports. Please note that there may be discrepancies between the quarterly and annual report numbers. For this report, data was pulled on August 18th, 2025. Any Modernized Use of Force Reports approved and filed for Q2 after this date are not included in this report, but they will be included in the annual report.

Each report is reviewed, and the actions of the reporting officer are analyzed by the platoon Staff Sergeant, the divisional or branch/unit Inspector, and then supervisors in the Training and Education Branch. From this review, officers were found to be using good judgment, appropriate de-escalation techniques, and intervention methods in compliance with regulation and procedure.

There were 84,281 police occurrences and 4,079 arrests during the second quarter of 2025; both numbers increased from Q1 2025 (+4% for occurrences; +17% for arrests). While the number of occurrences increased from Q1 to Q2, the number of Use of Force incidents decreased (114 in Q1 vs. 92 in Q2; -19%). The number of Modernized Use of Force Reports also decreased (168 in Q1 vs 124 in Q2; -26%). The proportion of occurrences involving use of force did not change: in Q2, 0.1% of all police occurrences involved a Use of Force incident.

It is important to consider these numbers within the context of legislative and/or WRPS procedural requirements to complete a report. Reports are required, in the case of firearms and conducted energy weapons (CEWs), for every incident when these are drawn and/or demonstrated in the presence of a member of the public. Handguns drawn did not change from Q1 2025 to Q2 2025 (13), while handguns pointed increased from 24 (Q1) to 26 (Q2). Deployment of CEWs decreased from 58 (Q1) to 36 (Q2).

Two subjects were injured this quarter. One subject received first aid treatment, while the other subject was admitted to a medical facility. One officer was injured this quarter, and received first aid treatment.

Beginning on January 1, 2020, officer perception of subject race became a reportable category in Use of Force incidents. The collection and analysis of this data is part of the provincial and the WRPS commitment to transparency and accountability. The race-based data related to Use of Force that is presented in this report is integrated into the comprehensive WRPS Race- and Identity-Based Data Collection Strategy (RIBDCS). The RIBDCS supports our Equity, Diversity and Inclusion Strategic Plan (2024-2027).

The Training and Education Branch will continue to monitor submissions of Use of Force Reports to ensure the accuracy of our statistics. De-escalation training will remain a cornerstone feature of our intervention training.

Report

1. Police Response

In 2023, a new Use of Force model was approved, titled the *Ontario Public-Police Interaction Training Aid*. This model has an increased emphasis on de-escalation and

conflict prevention. As of January 1st 2025, all officers have been trained on the new model. Appendix B provides a description of the model. This model is the foundation of intervention training provided to officers and officers are tested on it. The model governs all interventions with members of our community and includes officer responses which are present in all interactions, specifically officer presence and communication. These elements form the foundation of de-escalation.

In the period covered by this report, WRPS officers were involved in 84,281 occurrences resulting in 4,079 arrests and 92 reportable incidents (seven of which involved the humane destruction of animals). Of note, the total Use of Force incidents for the quarter is not the sum of patrol (i.e., individual), team, and animals incidents because some incidents will involve both patrol and team; the total removes this duplication.

Table 1. Summary of Modernized Use of Force Reports and Reportable Incidents.

	2021	2022	2023	2024	2024	2025	2025
	Annual Statistics	Annual Statistics	Annual Statistics	Annual Statistics	Q4	Q1	Q2
CAD Occurrences¹	303,809	323,730	372,165	347,110	83,690	81,421	84,281
Arrests	14,587	14,746	15,421	15,516	3,721	3,478	4,079
Modernized Use of Force Reports²	441	559	707	780	198	168	124
Individual	317	413	547	592	147	126	88
Team (Special Response) ³	94	111	137	160	41	32	29
Animals	30	35	21	28	10	10	7
Reportable Use of Force Incidents	307	374	417	461	111	114	92
Individual	199	250	314	305	68	88	62
Team (Special Response)	93	111	137	160	40	32	29
Animals	30	35	21	28	10	10	7

¹ Data provided by WRPS Strategic Services Branch, Planning and Project Management.
² Since some incidents require the attendance of more than one officer and each officer must submit their own Modernized Use of Force Report, there are more reports than there are incidents.
³ Team reports represent specialized teams which submit one Modernized Use of Force report for one coordinated incident (e.g. The Emergency Response Team). An incident involving a Team Report may also result in the submission of Individual Reports.

In comparison to the first quarter of 2025, the second quarter of 2025 had 2,860 more police occurrences and 601 more arrests. While these numbers increased, the number of reportable incidents decreased in Q2 (92) as compared to Q1 (114). The number of Modernized Use of Force Reports submitted by officers in this quarter decreased (-26%; 168 in Q1 to 124 in Q2).

In Q2 2025, excluding reports related to the humane destruction of animals, 61% of Modernized Use of Force Reports were generated by Citizen Calls for Service, 35% were generated by police (19% were generated due to Warrants, 16% were Officer Initiated calls), and 4% were generated to Assist Other Services.

In Q2 2025, force options were deployed in only about 0.1% of all police occurrences. This number has been consistent since at least 2020.

Q2 Use of Force Reportable Incidents Analysis

Officers interacted with members of the public in 84,281 occurrences during the second quarter of 2025. In these occurrences, 4,079 arrests were made. During these interactions, reportable Use of Force incidents occurred 92 times (including animal calls). In Q2 2025, seven incidents involved the humane destruction of animals. These calls are removed from subsequent analyses and only the 85 reportable incidents involving person subjects are reported below.

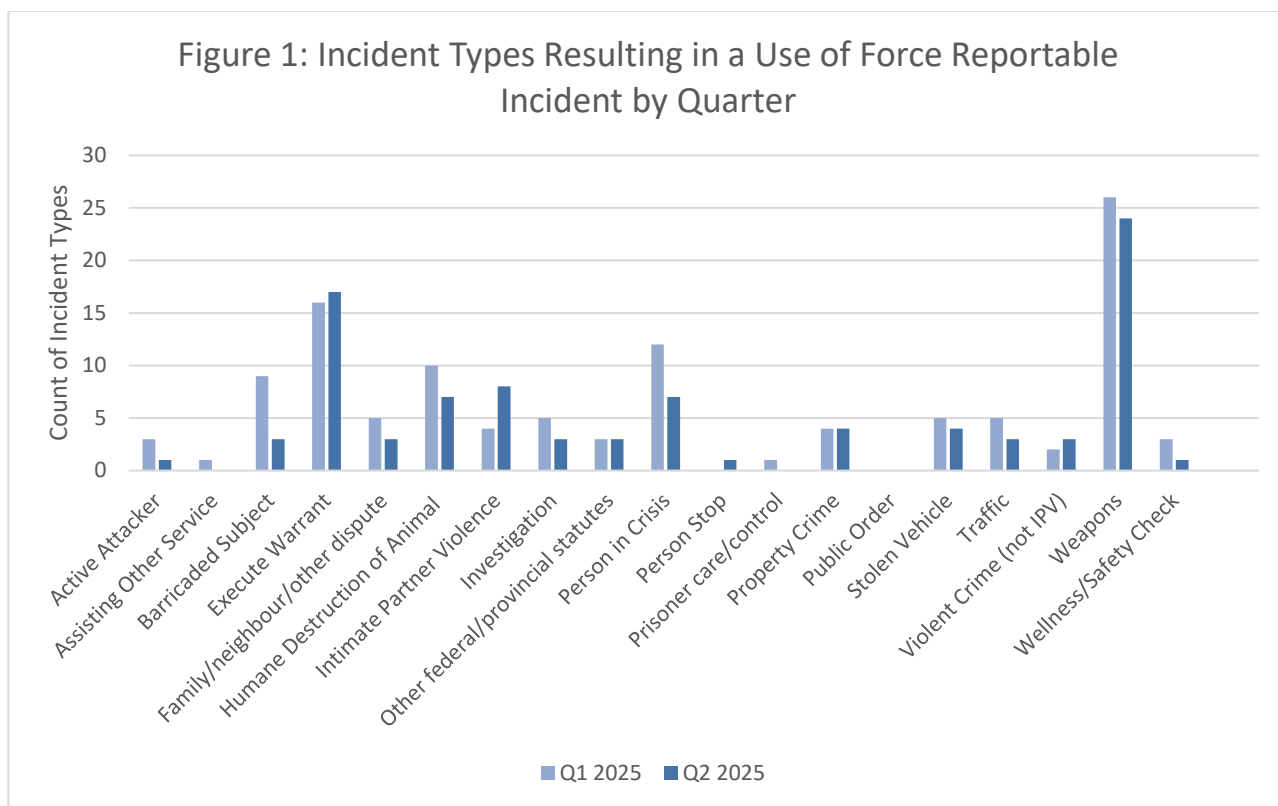


Figure 1 displays the incident types that corresponded to Use of Force reportable incidents. In Q2 2025, Use of Force incidents were most often “Weapons” calls (24 calls; 28% of all non-animal calls), a trend that continues from the previous year.

Use of Force Options

Table 2. Summary of Application of Use of Force Options. Humane destruction of an animal reports are not included in these numbers.

Frequency of Use of Force Option						
	2022	2023	2024	2024	2025	2025
	Annual Statistics	Annual Statistics	Annual Statistics	Q4	Q1	Q2
Handgun						
Drawn	59	41	54	13	13	13
Pointed	81	126	138	33	24	26
Discharged	2	2	1	0	0	0
Rifles						
Drawn	60	70	105	27	26	19
Pointed	34	80	123	29	22	23
Discharged	0	0	0	0	0	0
Oleoresin Capsicum	2	8	12	1	1	0
Baton	2	2	3	0	0	0
Physical Control	73	143	140	35	43	21
Canine	5	10	7	1	2	1

Table 3. Conducted Energy Weapon (CEW) statistics.

Frequency of CEW Options						
	2022	2023	2024	2024	2025	2025
	Annual Statistics	Annual Statistics	Annual Statistics	Q4	Q1	Q2
Options						
Drawn only	111	53	10	0	8	5
Pointed only	121	99	106	20	34	18
Arc Displayed	7	4	3	1	2	2
Deployed probes	41	47	35	9	12	11
Three Point Contact	0	1	1	0	0	0

Frequency of CEW Options						
	2022	2023	2024	2024	2025	2025
	Annual Statistics	Annual Statistics	Annual Statistics	Q4	Q1	Q2
Drive Stun	14	8	1	0	2	0
Total	294	212	156	30	58	36

a. Firearms

Incidents with handguns drawn remained stable from Q1 2025 to Q2 2025 (13 incidents) while handguns pointed increased from 24 in Q1 to 26 in Q2 (+8%). Carbine rifles drawn decreased from 26 in Q1 to 19 in Q2 (-26%) and carbine rifles pointed increased from 22 in Q1 to 23 in Q2 (+5%).

b. Oleoresin Capsicum (OC)

In the second quarter of 2025, OC spray was not used. The limited use of OC by patrol officers is expected and directly related to the increased use of the conducted energy weapon (CEW) as an intermediate use of force option.

c. Baton

The baton was not used in the second quarter of 2025. Again, the limited use of the baton by patrol officers is related to the increased use of the conducted energy weapon (CEW) as an intermediate use of force option.

d. Physical Control

The number of incidents where an officer employed physical control decreased from 43 in Q1 2025 to 21 in 2025 (-51%). Overall, in 2024, physical control was involved in 30% of reportable incidents. In Q2, physical control was involved in 23% of reportable incidents. This indicates that Q2 did have a proportionately low number of physical control reports. We will monitor this trend moving forward.

e. Conducted Energy Weapon (CEW)

The CEW is frequently used as a means to de-escalate a situation and often negates the need to use other use of force options. It also creates safe and advantageous space away from a violent or potentially deadly subject. Similar to firearms, the displaying of a CEW is often enough to de-escalate a situation (of all the times a CEW was drawn in public, it was discharged 31% of the time in Q2 2025). Overall, the number of CEW reports in Q2 2025 decreased from Q1 2024 (58 in Q1 vs. 36 in Q2; -38%). While the number of CEW reports decreased this quarter, it is not overall dissimilar from what was observed in Q4 2024; it may be that Q1 2025 was anomalously high. This is a trend we will continue to monitor.

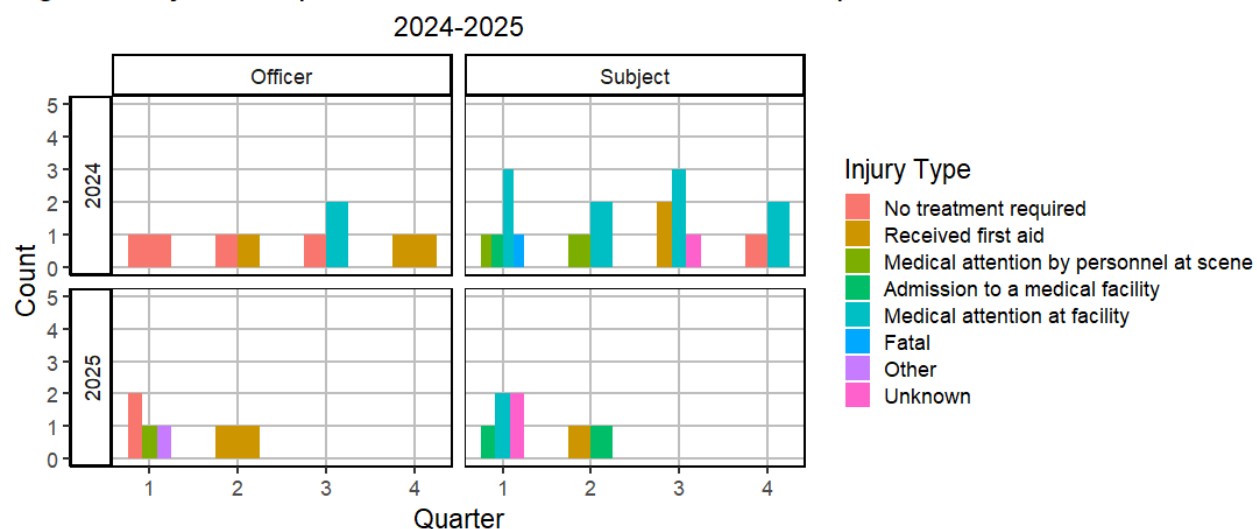
f. Canine

Canine force was used once in the second quarter of 2025.

2. Injuries During Intervention

Starting this quarter, we are reporting our Injury statistics to align with the Ministry of the Solicitor General's Modernized Use of Force Report. In the past, we reported injuries as "Major" or "Minor". Now, injury information reflects the level of treatment that the Subject or Officer receives, to the best knowledge of the officer at the time of completing their report (see Figure 2). This provides more detailed information about the injury. Injury information can also be found at the incident level in Appendix C.

Figure 2: Injuries Reported in Modernized Use of Force Reports



3. Officer Perception of Subject Race

Table 4. This table displays the perceived race of subjects in the Use of Force incidents since January 1st 2022 when the collection of this data began.

Perceived Race of Subject in Use of Force Incidents												
	2022		2023		2024		2024		2025		2025	
	Annual	Annual	Annual	Annual	Annual	Annual	Q4	Q4	Q1	Q1	Q2	Q2
Black	75	18%	52	15%	69	18%	14	17%	18	19%	21	26%
East/Southeast Asian	10	2%	10	3%	15	4%	5	6%	6	6%	5	6%
Indigenous	4	1%	1	0.3%	5	1%	1	1%	0	0%	1	1%
Latino	9	2%	10	3%	15	4%	2	3%	2	2%	2	2%
Middle Eastern	35	8%	22	6%	27	7%	3	4%	8	8%	3	4%
South Asian	0	0%	6	2%	7	2%	1	1%	3	3%	3	4%
White	295	69%	248	70%	239	62%	55	67%	57	59%	46	57%
Undetermined*			6	2%	6	2%	1	1%	3	3%	0	0%

Perceived Race of Subject in Use of Force Incidents											
	2022		2023		2024		2024		2025		2025
	Annual		Annual		Annual		Q4		Q1		Q2
Total	339		355		383		82		97		81

* Undetermined represents reportable incidents where multiple officers provided inconsistent race perceptions for the same Subject.

Disproportion

To meet the minimum requirements of *Ontario's Anti-Racism Act (2017)*, *Data Standards for the Identification and Monitoring of Systemic Racism (2018)*, the proportion of race perceptions of person subjects involved in reportable use of force incidents has been compared to the residential population demographics obtained from 2021 Census data.¹ Ratio values > 1.5 were used as the cut-off to identify over-representation (Lamberth, 1996; Police Foundation, 2003; Withrow et al., 2008).

Based on the proportion of racialized individuals in the local resident population, Black (ratio of 5.52) individuals were overrepresented in Q2 2025 Modernized Use of Force reportable incidents (Table 5). However, Middle Eastern individuals were not overrepresented in Use of Force reportable incidents for the first time since we began reporting race-based data in 2022.

Table 5. Disproportion and Benchmark Ratios for Individuals by Perceived Race in Use of Force reportable incidents.

	Disproportion ratios for each Perceived Race Category						
	Black	East/Southeast Asian	Indigenous	Latino	Middle Eastern	South Asian	White
Person Count	21	5	1	2	3	3	46
Percentage in Use of Force Incidents	25.9%	6.2%	1.2%	2.5%	3.7%	3.7%	56.8%
Population	4.7%	6.8%	1.7%	2.2%	3.0%	9.7%	72%
Disproportion Ratio	5.52	0.91	0.73	1.12	1.23	0.38	0.79

¹ The boundaries of the Kitchener-Cambridge-Waterloo Census Metropolitan Area (CMA) do not align with the boundaries of the Region of Waterloo. The CMA boundaries exclude the Township of Wellesley.

	Disproportion ratios for each Perceived Race Category						
	Black	East/Southeast Asian	Indigenous	Latino	Middle Eastern	South Asian	White
Benchmark Ratio	0.46	0.11	0.02	0.04	0.07	0.07	

Enforcement-Action Benchmarking

To extend beyond disproportions to better understand the drivers underpinning observed overrepresentation, WRPS has engaged in a multiple benchmark strategy. Racial disparity is examined using Enforcement-Action benchmarking in order to make visible disparate outcomes at different decision-making points across the interaction. What we are asking with this analysis is, within Use of Force incidents, do racialized groups experience equal outcomes? To answer this question, the proportion of racialized individuals within a subset of interactions is compared to the proportion of White individuals, as outlined by the Data Standards (2018).² Ultimately, this form of analysis flags areas of potential concern for further investigation, for the purpose of informing solutions that reduce racial disproportionalities and disparities (Foster & Jacobs, 2022).

When considering all Use of Force data, none of the Enforcement-Action benchmarking ratios exceeded the 1.5 cut-off for overrepresentation (see Table 5; Withrow et al., 2008). Due to fluctuations caused by small numbers, a fuller disaggregated analysis will be provided in the annual report.

4. Analysis and Future Action

The Modernized Use of Force Report remains a valuable tool in analysing officers' actions during reportable incidents relative to legislative or procedural requirements.

While aggregate analysis is important and illuminating, it remains crucial for individual encounters to be evaluated on a case-by-case basis. Appendix C provides a catalogue of 2025 Q2 reportable incidents in chronological order. Each row represents a reportable incident and lists: (a) the subjects' perceived race (where "or" is shown this indicates discrepancy of perceived race by different responding officers), (b) how the occurrence was generated, (c) the type of incident, (d) the subjects' behaviour as profiled by the officer (see Appendix B), (e) the officer response based on this behaviour and (f) subject and officer injuries.

Summary & Future Directions

Overall, in the second quarter of 2025, we saw a decrease in the number of reportable incidents and an increase in the number of Modernized Use of Force Reports in comparison to Q1 2025. There was a decrease in the number of Modernized Use of Force

² See also the Ministry of Solicitor General's *Police Use of Force: Race-based data technical report, 2023* for a discussion on calculating racial disparity indices.

Reports. There was a decrease in the number of reports involving CEWs and in the number of reports involving firearms. No firearms were discharged in Q2 2025. Consistent with previous quarters, Black individuals were overrepresented in Use of Force Reports as compared to local resident populations. However, for the first time since reporting began in 2022, Middle Eastern individuals were not overrepresented relative to the resident population.

In 2025, WRPS will create a Community Council. The Community Council will work collaboratively with the Service to support the development of solutions to address trends of overrepresentation. This is in line with best practice, as recommended by Ontario's Anti-Racism Directorate.

While aggregate analysis is important for understanding Use of Force deployment, it is still essential to examine individual encounters on a case-by-case basis (See Appendix C). Across the Service, Use of Force Reports will continue to be reviewed on a case-by-case basis to ensure that intervention methods are in compliance with regulation and procedure. Information at the encounter level will also provide contextual information relevant to officer decision making to our Training & Education Unit. Having this information will help support training officers to achieve best practice with respect to de-escalation strategies, as well as design future training scenarios. Additionally, this information can be used to develop a better understanding of differences experienced by individuals from different racial categories. By collaborating with community, we can develop solutions that best serve to neutralizing bias in policing.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Connections

- Communicate and engage

Financial and/or Risk Implications

Nil.

Attachments

- Appendix A: Use of Force Report Requirement
- Appendix B: Ontario Public-Police Interaction Training Aid (2023)
- Appendix C: Raw Data from Individual Occurrences, Q2 2025
- Presentation: WRPS Use of Force Statistical Report – Q2 2025

Prepared By

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Approved By

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Mark Crowell, Chief of Police

Appendix A

Use of Force Report Requirement

Community Safety and Policing Act, Regulation 391/23 states:

13(1) Subject to sections 15 and 16 of the Regulation, a member of a police service shall submit a report to the Chief of Police whenever the member,

- a) draws a handgun in the presence of a member of the public;
- b) points a firearm at a person;
- c) discharges a firearm;
- d) uses a weapon on another person;
- e) draws and displays a conducted energy weapon to a person with the intention of achieving compliance;
- f) points a conducted energy weapon at a person;
- g) discharges a conducted energy weapon; or
- h) uses force on another person, including through the use of a horse or a dog, that results in an injury requiring the services of a physician, nurse or paramedic and the member is aware that the injury required such services before the member goes off-duty.

WRPS Use of Force Procedure, Q. Use of Force Reporting – Members. In addition to what is stated in the CSPA, the Service requires members to submit reports for the following:

- 1) Drawing a firearm in the presence of a member of the public, excluding a member of the Service.
- 2) Deploying a CEW on another person:
 - a. As demonstrated force presence (i.e., overt display of the CEW with the intent to achieve compliance); and
 - b. In cartridge/probe mode, three-point contact, and drive/push stun mode;
- 3) A police canine has inflicted injury on another person
- 4) This includes use of the ARWEN (Anti-Riot Weapon Enfield) by SRU

Officers are exempt from reporting use of force if performed in a training exercise, target practice at an authorized range or ordinary weapon maintenance in accordance with service procedures.

Appendix B

<p>Conflict Prevention</p> <p>The pre-emptive use of verbal and non-verbal strategies with people in situations with a potential to escalate (speeding ticket, neighbour dispute)</p>
<p>De-escalation</p> <p>The use of verbal and non-verbal strategies intended to prevent conflict or reduce the intensity of a situation without the application of force and, if force is necessary, reducing the amount of force if viable</p>
<p>Assess-Plan-Act</p> <p>A cognitive process applied by the officer to circumstances related to the subject/situation and impacted by perceived/actual risk, available time, and resources. This process is continuous, allowing for reassessment based on changing information.</p>
<p>Situation & Subject Considerations</p> <p>Some factors impacting an officer's perception and decision-making of the subject and situation are: weather conditions, indoors/outdoors, number of officers/subjects, perceived subject ability (cognitive ability, skill, size, weapon), cultural awareness, gender identity.</p>
<p>Subject Behaviors</p> <p>Cooperative: Subject complies with a lawful request</p> <p>Passive Resistant: Subject refuses a lawful request, verbally and/or physically by standing still, sitting, laying down</p> <p>Active Resistant: Subject pulling/pushing away, walking away, running away</p> <p>Assaultive: Threatens/attempts/strikes the officer, kick, punch, spit, headbutt (no weapon)</p> <p>Serious Bodily Harm or Death: The use of any weapon or technique reasonably likely to cause serious bodily harm or death</p>



<p>Officer & Strategic Considerations</p> <p>Factors impacting perception and decision-making, including ICEN, ICLEAR, NRA, POL personal experience, skills/ability, stress, injuries, specialty units, available time</p>
<p>Verbal & Non-Verbal Communication</p> <p>First Contact Approach: Hello, my name is</p> <p>Relational Approach: I can see you are struggling, I'm here to help you.</p> <p>Directive Approach: Police, don't move!</p> <p>Consistent Verbal/Non-Verbal Approach: facial and body expressions consistent with message, applies to both subject and officer</p>
<p>Non-Force Options</p> <p>Increasing available time to delay/eliminate the need for force may be done using: Distance, Physical Presence, Isolation, Containment, Evacuation, Cover, Concealment, Reposition, Teamwork, Disengagement</p>
<p>Physical Control Options</p> <p>Soft: controlling an arm/wrist, pressure points, barrier assist</p> <p>Hard: strikes/grounding techniques</p>
<p>Intermediate Weapons Options</p> <p>Pepper Spray, Expandable Baton, Conducted Energy Weapon, Less Lethal Shotgun, ARWEN, Shields, Canine, Horses, any other approved weapon</p>
<p>Lethal Force</p> <p>Use of any weapon/technique reasonably likely to cause serious bodily harm or death</p>

This Training Aid is not prescriptive and does not replace the law. An officer's actions must be lawful, necessary, reasonable and proportional.

Appendix C

Occurrence	Generated By	Report Type	Group Composition	Subject Perceived Race	Incident Type	Subject Behaviour	Subject Weapon	Officer Response	Injuries
1	Warrant	Team	Individual	Black	Execute Warrant	Access to Weapon; Past History; SBHD	Handgun	Physical Control; ERW Drawn; Handgun Drawn; Rifle Pointed	
2	Warrant	Team	Group (4)	East/Southeast Asian	Execute Warrant	Access to Weapon; Nature of Call; Past History; SBHD	Handgun	Physical Control; ERW Drawn; Handgun Drawn; Rifle Pointed	
3	Assist Other Service and Citizen Call for Service	Individual	Group (3)	White	Weapons	Access to Weapon; Nature of Call; SBHD	Handgun	CEW Drawn; Handgun Pointed; Rifle Pointed	
4	Citizen Call for Service	Team	Individual	White	Barricaded Subject; Weapons	Access to Weapon; Assaultive; Nature of Call; SBHD	Club or Impact Weapon	CEW Drawn; Handgun Drawn; Rifle Drawn	
5	Citizen Call for Service	Individual	Individual	White	Person in Crisis; Wellness/Safety check	Access to Weapon; Assaultive; Nature of Call; Past History; SBHD	Knife/Edged Weapon	CEW Discharged	
6	Citizen Call for Service	Individual	Individual	Subject not perceived	Weapons			Rifle Drawn	
7	Citizen Call for Service	Individual	Individual	East/Southeast Asian	Weapons	Access to Weapon; SBHD	Knife/Edged Weapon	Handgun Pointed	
8	Citizen Call for Service	Team	Individual	Subject not perceived	Family/neighbour /other dispute; Weapons			Rifle Drawn	
9	Citizen Call for Service	Individual	Individual	White	Violent Crime (not IPV)	Access to Weapon; SBHD	Knife/Edged Weapon	CEW Pointed	
10	Officer Initiated	Team and Individual	Individual	White	Barricaded Subject; Intimate Partner Violence	Access to Weapon; Assaultive; Nature of Call; Physical Size, Strength, or Abilities; SBHD	Knife/Edged Weapon	Handgun Pointed; Rifle Pointed	
11	Warrant	Team	Individual	White	Execute Warrant	Access to Weapon; Active Resistant; Nature of Call; SBHD	Handgun	Handgun Pointed; Rifle Pointed	
12	Citizen Call for Service	Individual	Individual	White	Weapons	Access to Weapon; Nature of Call; SBHD	Handgun	Rifle Pointed	
13	Officer Initiated	Individual	Individual	White	Stolen Vehicle	Nature of Call; SBHD		CEW Pointed	
14	Warrant	Team	Individual	Subject not perceived	Weapons			ERW Drawn; Handgun Drawn; Rifle Drawn	
15	Warrant	Team	Individual	White	Weapons	Access to Weapon; SBHD	Handgun	Physical Control; ERW Drawn; Handgun Pointed; Rifle Pointed	
16	Officer Initiated	Individual	Individual	White	Investigation	Access to Weapon; Active Resistant; SBHD	Knife/Edged Weapon	CEW Drawn	
17	Citizen Call for Service	Individual	Individual	Middle Eastern	Family/neighbour /other dispute	Access to Weapon; Nature of Call; SBHD	Handgun	Handgun Pointed	
18	Citizen Call for Service	Individual	Individual	White	Weapons	Access to Weapon; Nature of Call; SBHD	Knife/Edged Weapon	CEW Pointed; Handgun Pointed	
19	Citizen Call for Service	Individual	Individual	White	Weapons	Access to Weapon; Assaultive; Nature of Call; SBHD	Handgun	Physical Control; Handgun Pointed; Rifle Pointed	
20	Warrant	Team	Group (10)	Black; White	Execute Warrant	Access to Weapon; Nature of Call; Past History; SBHD	Handgun	Physical Control; CEW Pointed; ERW Drawn; Handgun Drawn; Rifle Pointed	
21	Citizen Call for Service	Individual	Individual	Middle Eastern	Property Crime	Nature of Call; Passive Resistant; SBHD		Physical Control	
22	Citizen Call for Service	Individual	Individual	Black	Stolen Vehicle	Access to Weapon; Nature of Call; SBHD	Handgun; Vehicle	Handgun Pointed	
23	Citizen Call for Service	Individual	Individual	Black	Intimate Partner Violence	Access to Weapon; Active Resistant; Nature of Call; SBHD	Unknown type of Weapon	CEW Pointed	

24	Citizen Call for Service	Team	Individual	Latino	Person in Crisis	Access to Weapon; Nature of Call; SBHD	Knife/Edged Weapon	ERW Drawn; Rifle Drawn	
25	Citizen Call for Service	Individual	Individual	White	Property Crime			Handgun Pointed	
26	Citizen Call for Service	Individual	Individual	White	Other federal/provincial statuses	Active Resistant; Assaultive		Physical Control; CEW Discharged	
27	Citizen Call for Service	Individual	Individual	White	Other federal/provincial statuses	Access to Weapon; Assaultive; SBHD	Vehicle	CEW Discharged	
28	Officer Initiated	Individual	Individual	White	Investigation	Access to Weapon; SBHD	Knife/Edged Weapon; Unknown type of Weapon	ERW Pointed	
29	Citizen Call for Service	Individual	Individual	Black	Violent Crime (not IPV)	Access to Weapon; Active Resistant; Assaultive; Physical Size, Strength, or Abilities; SBHD	Club or Impact Weapon	CEW Discharged	
30	Citizen Call for Service	Individual	Individual	White	Person in Crisis			Handgun Drawn	
31	Citizen Call for Service	Individual	Group (3)	Black	Weapons	Access to Weapon; Nature of Call; SBHD	Handgun	Handgun Drawn; Rifle Drawn	
32	Officer Initiated	Individual	Group (2)	White	Stolen Vehicle	Access to Weapon; Nature of Call; Past History; SBHD	Handgun; Vehicle	Handgun Pointed	
33	Citizen Call for Service	Individual	Individual	Subject not perceived	Person in Crisis			Rifle Drawn	
34	Warrant	Team	Individual	White	Execute Warrant	Access to Weapon; Nature of Call; Past History; SBHD	Long gun	Physical Control; CEW Pointed; ERW Drawn; Handgun Pointed; Rifle Pointed	
35	Citizen Call for Service	Individual	Group (2)	East/Southeast Asian; South	Weapons	Access to Weapon; Nature of Call; SBHD	Handgun	Physical Control; CEW Pointed; Rifle Pointed	
36	Citizen Call for Service	Team and Individual	Individual	White	Barricaded Subject; Family/neighbour/other dispute; Intimate Partner Violence	Access to Weapon; Active Resistant; Assaultive; Nature of Call; Past History; SBHD	Knife/Edged Weapon; Other	Physical Control; CEW Discharged; Handgun Drawn	Subject was admitted to a medical facility
37	Citizen Call for Service	Individual	Individual	Black	Barricaded Subject			Rifle Drawn	
38	Officer Initiated	Individual	Individual	Black	Person Stop	Access to Weapon; Active Resistant; SBHD	Handgun		Subject received first aid
39	Citizen Call for Service	Individual	Individual	White	Family/neighbour/other dispute	Assaultive		CEW Pointed	
40	Warrant	Team	Group (2)	White	Execute Warrant	Access to Weapon; Past History; Physical Size, Strength, or Abilities; SBHD	Handgun	Physical Control; ERW Drawn; Handgun Pointed; Rifle Pointed	
41	Citizen Call for Service	Team and Individual	Individual	Subject not perceived	Weapons			Rifle Drawn	
42	Warrant	Team	Group (2)	Black; White	Execute Warrant	Access to Weapon; SBHD	Handgun	Physical Control; Rifle Pointed	
43	Citizen Call for Service	Individual	Individual	White	Weapons	Access to Weapon; Nature of Call; SBHD	Knife/Edged Weapon	Handgun Pointed	
44	Citizen Call for Service	Individual	Individual	Indigenous	Active Attacker	Assaultive		CEW Discharged	
45	Citizen Call for Service	Individual	Individual	White	Property Crime			CEW Discharged	Officer received first aid
46	Officer Initiated	Team	Group (3)	White	Barricaded Subject	Access to Weapon; Nature of Call; SBHD	Handgun	ERW Drawn; Handgun Pointed; Rifle Pointed	
47	Citizen Call for Service	Individual	Individual	White	Weapons	Access to Weapon; Assaultive; Nature of Call; SBHD	Handgun	Handgun Drawn; Rifle Drawn	
48	Citizen Call for Service	Individual	Individual	White	Family/neighbour/other dispute	Access to Weapon; SBHD	Knife/Edged Weapon	Physical Control; CEW Discharged	
49	Warrant	Team	Individual	Black	Execute Warrant	Access to Weapon; Nature of Call; Past History; SBHD	Handgun	Physical Control; ERW Pointed; Rifle Pointed	

50	Warrant	Team	Individual	Black	Execute Warrant	Access to Weapon; Nature of Call; SBHD	Handgun	ERW Pointed; Handgun Pointed; Rifle Pointed	
51	Citizen Call for Service	Individual	Individual	Black	Violent Crime (not IPV); Weapons	Access to Weapon; Nature of Call; SBHD	Knife/Edged Weapon	Rifle Pointed	
52	Citizen Call for Service	Individual	Individual	Black	Weapons	Access to Weapon	Knife/Edged Weapon	CEW Drawn	
53	Assist Other Service	Individual	Individual	White	Barricaded Subject	Access to Weapon; SBHD	Knife/Edged Weapon	CEW Drawn; Handgun Drawn	
54	Citizen Call for Service	Individual	Individual	White	Person in Crisis	Access to Weapon; Active Resistant; Nature of Call; Physical Size, Strength, or Abilities; SBHD	Unknown type of Weapon	CEW Pointed	
55	Citizen Call for Service	Individual			Humane Destruction of Animal			Rifle Discharged	
56	Officer Initiated	Individual	Group (2)	East/Southeast Asian; South	Execute Warrant; Investigation	Access to Weapon; Assaultive; Nature of Call; SBHD	Knife/Edged Weapon; Unknown type of Weapon; Vehicle	Handgun Pointed	
57	Citizen Call for Service	Individual	Individual	White	Person in Crisis	Access to Weapon; Nature of Call; Physical Size, Strength, or Abilities; SBHD	Knife/Edged Weapon	Rifle Drawn	
58	Warrant	Team	Group (4)	White	Execute Warrant	Access to Weapon; Nature of Call; SBHD	Handgun; Knife/Edged Weapon	Handgun Pointed; Rifle Pointed	
59	Assist Other Service	Individual			Humane Destruction of Animal			Handgun Discharged	
60	Citizen Call for Service	Team	Individual	White	Intimate Partner Violence	Active Resistant; Nature of Call; Passive Resistant; Past History; SBHD		Physical Control; CEW Pointed	
61	Citizen Call for Service	Team and Individual	Individual	Latino	Intimate Partner Violence	Access to Weapon; Nature of Call; Past History; SBHD	Knife/Edged Weapon	ERW Drawn; Handgun Drawn; Rifle Drawn	
62	Citizen Call for Service	Individual			Humane Destruction of Animal			Rifle Discharged	
63	Citizen Call for Service	Individual			Humane Destruction of Animal			Handgun Discharged	
64	Citizen Call for Service	Individual	Individual	Subject not perceived	Intimate Partner Violence			Rifle Drawn	
65	Citizen Call for Service	Individual			Humane Destruction of Animal			Handgun Discharged	
66	Citizen Call for Service	Individual	Individual	White	Person in Crisis	Access to Weapon; SBHD	Knife/Edged Weapon	Handgun Pointed	
67	Citizen Call for Service	Individual	Group (2)	White	Weapons	Access to Weapon; Nature of Call; SBHD	Long gun	Rifle Drawn	
68	Officer Initiated	Individual	Individual	Black	Traffic	Access to Weapon; Active Resistant	Unknown type of Weapon	CEW Pointed	
69	Citizen Call for Service	Individual	Individual	Black	Property Crime	Access to Weapon; Assaultive; Past History; SBHD	Club or Impact Weapon	Rifle Drawn	
70	Assist Other Service	Team	Individual	Subject not perceived	Execute Warrant			ERW Drawn; Handgun Drawn; Rifle Drawn	
71	Citizen Call for Service	Team	Individual	Subject not perceived	Weapons			Rifle Pointed	
72	Warrant	Team	Individual	Black	Weapons	Access to Weapon; Nature of Call; Past History; SBHD	Handgun	CEW Pointed; ERW Pointed; Handgun Pointed; Rifle Pointed	
73	Citizen Call for Service	Individual	Individual	Black	Violent Crime (not IPV)	Access to Weapon; Nature of Call; Passive Resistant; SBHD	Knife/Edged Weapon	Handgun Pointed	
74	Citizen Call for Service	Individual			Humane Destruction of Animal			Handgun Discharged	

75	Citizen Call for Service	Individual	Individual	White	Weapons	Access to Weapon; Assaultive; Nature of Call; SBHD	Knife/Edged Weapon	Physical Control; CEW Pointed	
76	Citizen Call for Service	Individual	Individual	White	Intimate Partner Violence	Assaultive		CEW Arc Display	
77	Assist Other Service	Team	Individual	South Asian	Execute Warrant	Access to Weapon; Nature of Call; Physical Size, Strength, or Abilities; SBHD	Handgun; Long gun; Unknown type of Weapon	CEW Pointed; ERW Drawn; Handgun Pointed; Rifle Pointed	
78	Officer Initiated	Team and Individual	Individual	White	Execute Warrant; Weapons	Access to Weapon; SBHD	Long gun	Rifle Drawn	
79	Warrant	Team	Individual	White	Weapons	Access to Weapon; Assaultive; Nature of Call; Past History; SBHD	Handgun	Handgun Pointed	
80	Officer Initiated	Individual	Individual	Middle Eastern	Execute Warrant	Active Resistant		Physical Control; CEW Pointed	
81	Officer Initiated	Individual	Individual	White	Stolen Vehicle	Access to Weapon; Active Resistant; Past History; SBHD	Unknown type of Weapon	CEW Discharged	
82	Citizen Call for Service	Individual	Individual	White	Intimate Partner Violence	Access to Weapon; Assaultive; Nature of Call; SBHD	Knife/Edged Weapon	Physical Control; Rifle Drawn	
83	Citizen Call for Service	Individual	Individual	White	Other federal/provincial statutes	Active Resistant; Assaultive		Physical Control; CEW Discharged	
84	Citizen Call for Service	Individual	Individual	Black	Wellness/Safety check	Access to Weapon; Assaultive; Nature of Call; SBHD	Handgun	CEW Discharged	
85	Warrant	Team	Group (3)	Black; White	Execute Warrant	Access to Weapon; Nature of Call; Past History; SBHD	Handgun; Knife/Edged Weapon	Physical Control; CEW Pointed; ERW Drawn; Handgun Pointed; Rifle Pointed	
86	Warrant	Team	Individual	Subject not perceived	Execute Warrant			ERW Drawn; Handgun Drawn; Rifle Drawn	
87	Officer Initiated	Individual	Individual	White	Traffic	Access to Weapon; Active Resistant	Vehicle	CEW Arc Display	
88	Citizen Call for Service	Individual	Individual	Black	Investigation	Assaultive; Physical Size, Strength, or Abilities; SBHD		CEW Pointed	
89	Citizen Call for Service	Individual	Individual	White	Weapons	Access to Weapon; Nature of Call; SBHD	Knife/Edged Weapon	Physical Control; CEW Pointed; Handgun Pointed	
90	Citizen Call for Service	Individual	Individual	Black	Weapons	Access to Weapon; Nature of Call; SBHD	Handgun	Rifle Pointed	
91	Officer Initiated	Individual	Individual	East/Southeast Asian	Traffic	Access to Weapon; SBHD	Vehicle	Handgun Pointed	
92	Officer Initiated	Individual			Humane Destruction of Animal			ERW Pointed	

WRPS USE OF FORCE STATISTICAL REPORT – Q2 2025

Police Services Board Meeting

September 17, 2025

Eddie Lewis, Inspector

Professional Development and Organizational Culture



Background

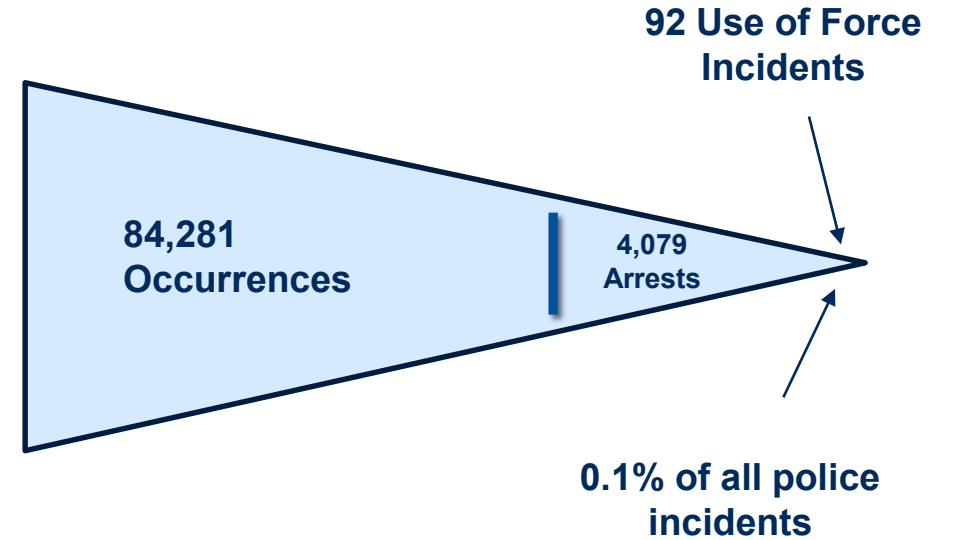
- Period of reporting: April 1st to June 30th 2025
- **Reportable incidents** – Those incidents that require a *Use of Force Report* by legislation and/or WRPS Procedure;
- A reportable incident may generate several Use of Force Reports – one for each officer; and
- Each *Use of Force Report* is subject to 3 layers of scrutiny:
 - (i) S/Sgt of the platoon/unit;
 - (ii) Senior Leader of the Unit/Branch/Division; and
 - (iii) Sgt in Training and Education.



Q2 Summary of Use of Force Reports/Incidents

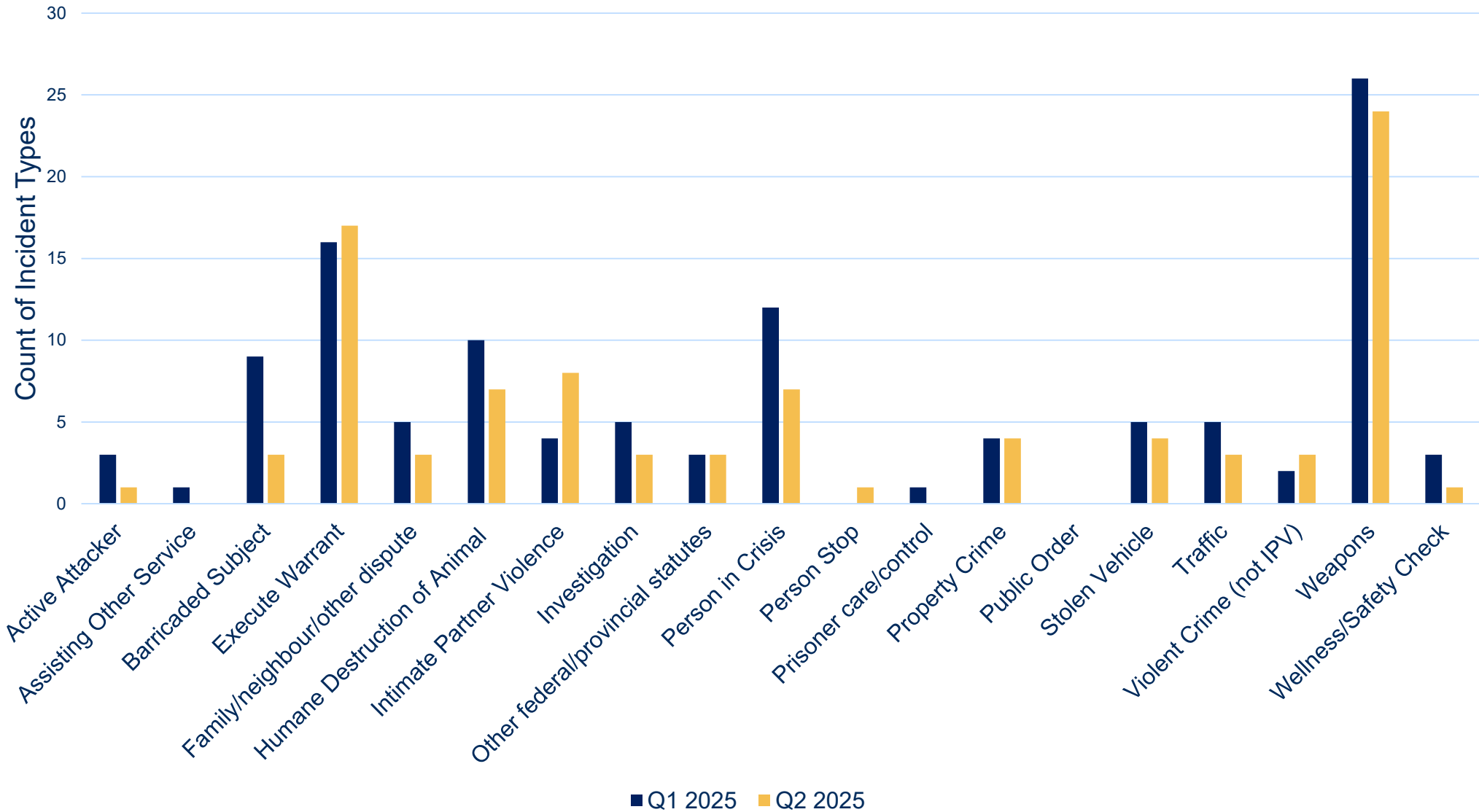
Use of Force Reports and Incidents compared to Occurrences and Arrests

	2021	2022	2023	2024	2025	2025
	Annual Statistics	Annual Statistics	Annual Statistics	Annual Statistics	Q1	Q2
CAD Occurrences	303,809	323,730	372,165	347,110	81,421	84,281
Arrests	14,587	14,746	15,421	15,516	3,478	4,079
Use of Force Reports						
TOTAL	307	374	707	780	168	124
Patrol	199	250	547	592	126	88
Team (Special Response)	93	111	137	160	32	29
Animals	30	35	21	28	10	7
Use of Force Incidents						
TOTAL	441	559	417	461	114	92
Patrol	317	413	314	305	88	62
Team (Special Response)	94	111	137	160	32	29
Animals	30	35	21	28	10	7



- Occurrences (84,281) and arrests (4,079) increased as compared to Q1 2025.
- Use of Force incidents (92) were down from the previous quarter (114)

Incident Types Resulting in Use of Force Incidents



Q2 Use of Force Options (excluding CEWs)

Frequency of Use of Force Option Use						
	2022	2023	2024	2024	2025	2025
	Annual Statistics	Annual Statistics	Annual Statistics	Q4	Q1	Q2
Handgun						
Drawn	59	47	54	13	13	13
Pointed	81	120	138	33	24	26
Discharged	2	2	1	0	0	0
Rifles						
Drawn	60	86	105	27	26	19
Pointed	34	35	123	29	22	23
Discharged	0	0	0	0	0	0
Oleoresin Capsicum (OC)	2	8	12	1	1	0
Baton	2	2	3	0	0	0
Physical Control	73	198	140	35	43	21
Canine	5	10	7	1	2	1

CEW Use

	2022	2023	2024	2024	2025	
	Annual Statistics	Annual Statistics	Annual Statistics	Q4	Q1	Q2
Options						
Drawn only	111	48	10	0	8	5
Pointed only	121	134	106	20	34	18
Arc Displayed	7	7	3	1	2	2
Deployed probes	41	62	35	9	12	11
Three Point Contact	0	2	1	0	0	0
Drive Stun	14	17	1	0	2	0
Total	294	270	156	30	58	36

- Procedure requires a Use of Force Report each time CEW removed from holster;
- Anytime a lethal force option is drawn, CEWs are also typically drawn as a less lethal option to support de-escalation.

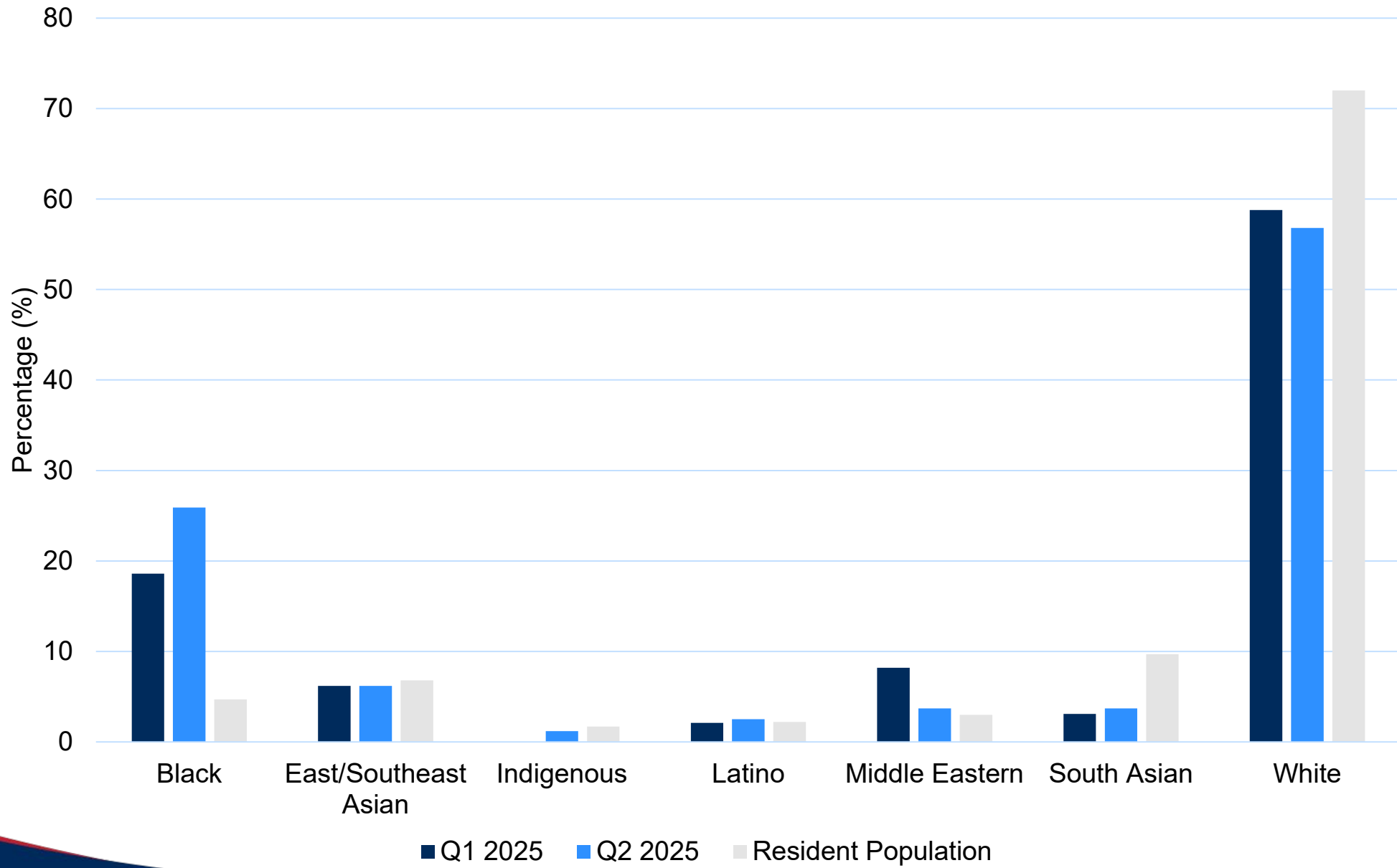
Q2 Summary of Subject Injuries

	2024	2025	
Injury Type	Annual Statistics	Q1	Q2
No treatment required	1	0	0
Received first aid	1	0	1
Medical attention by personnel at scene	2	0	0
Admission to a Medical Facility	1	1	1
Medical attention at facility	4	1	0
Fatal	1	0	0
Unknown	1	1	0

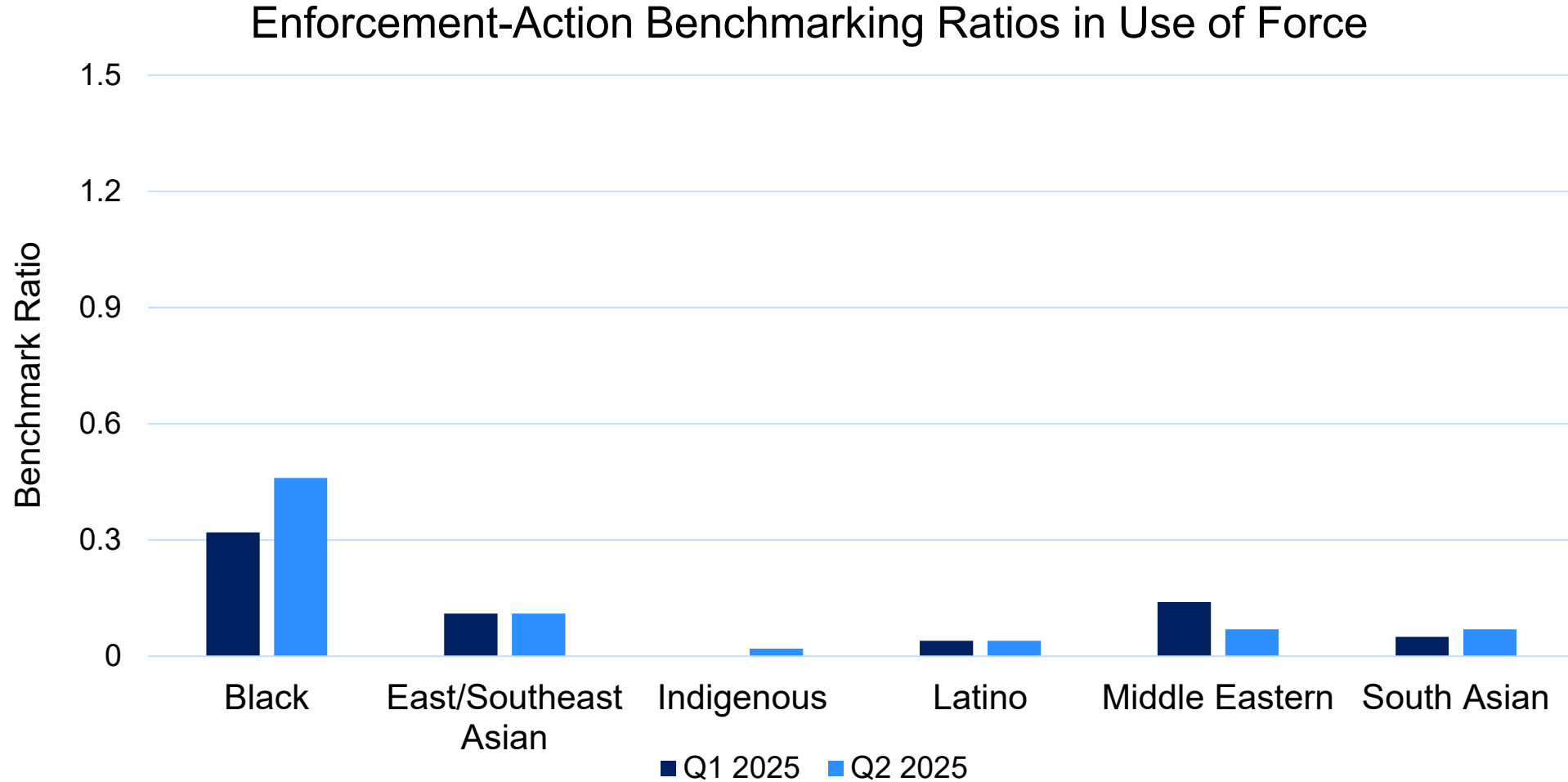
Q2 Officer Perception of Subject Race

Perceived Race of Subject based in Use of Force Reports												
	2022		2023		2024		2024		2025			
	Annual Statistics		Annual Statistics		Annual Statistics		Q4		Q1		Q2	
Black	75	18%	52	15%	69	18%	14	17%	18	19%	21	26%
East/Southeast Asian	10	2%	10	3%	15	4%	5	6%	6	6%	5	6%
Indigenous	4	1%	1	0.3%	5	1%	1	1%	0	0%	1	1%
Latino	9	2%	10	3%	15	4%	2	3%	2	2%	2	2%
Middle Eastern	35	8%	22	6%	27	7%	3	4%	8	8%	3	4%
South Asian	0	0%	6	2%	7	2%	1	1%	3	3%	3	4%
White	295	69%	248	70%	239	62%	55	67%	57	59%	46	57%
Undetermined			6	2%	6	2%	1	1%	3	3%		
Total	339		355		383		82		97		81	

Racial Disproportion



Racial Disparity



Thank You

Questions?





WATERLOO REGIONAL
POLICE



WRPS Intelligence Notes – Q2 2025

TO:
The Waterloo Regional Police
Service Board

FROM:
Office of the Chief of Police,
Strategic Services Branch,
Planning and Project
Management Unit

DATE:
9/17/2025

Recommendation

For information only.

Summary

In accordance with the Waterloo Regional Police Service (WRPS) Intelligence Notes procedure, a summary of collected Intelligence Notes are reported on a quarterly basis. This report pertains to Intelligence Notes reported during the second quarter, from April 1, 2025 to June 30, 2025. Please note that there may be discrepancies between the quarterly and annual report numbers. The annual report includes any revisions due to updates and/or corrections that were made to data reported quarterly.

Report

It is important to note the difference between an Intelligence Note and a Regulated Interaction. Both tools are used for the documentation of persons and/or activities but differ in the way identifying information is collected. Identifying information in an Intelligence Note can be collected where no interaction takes place (passive observation), where the interaction with the person(s) was first lawful or where the identifying information is derived from a third-party source or already known by the officer. A Regulated Interaction collects identifying information by directly asking the individual.

A single occurrence may generate multiple unique Intelligence Notes. The focus of Intelligence Notes can include: persons, vehicles, or locations. In Q2 2025, officers generated 264 Intelligence Notes from 182 occurrences. Of the 264 Intelligence Notes, 130 focused on locations (1 location was listed in 4 Notes; 6 locations were listed in 3 Notes; 15 locations were listed in 2 Notes), 28 focused on unoccupied vehicles, and 106 focused on person subjects (3 individuals were listed in 2 Notes). Any analyses related to person characteristics (e.g., race) included only the 106 Intelligence Notes focused on person subjects. Fewer Intelligence Notes were created in Q2 2025 vs Q1 2025 (303 in Q1 vs. 264 in Q2; a 13% decrease). However, more Intelligence Notes were created in Q2 2025 compared to Q2 2024 (2025: 264 vs. 2024: 241).

Intelligence Notes by Source and Rationale

The primary purpose of Intelligence Notes is to record information that assists in preventing and solving crime. Of the 264 Intelligence Notes created in Q2 2025, 43 (16%) resulted from interactions initiated by a citizen (Citizen Initiated) and 209 (79%) resulted from interactions initiated by a police officer (Police Initiated). Twelve Intelligence Notes (5%) did not indicate how they were initiated. Police-Initiated Intelligence Notes were most frequently created by passive observations (i.e., licence plate runs, 67 Notes) or first lawful interactions (i.e., traffic stops, 52 Notes; Table 1).

Table 1. Number of Intelligence Notes by Source and Category

Source	Category	Overall Number	Overall Percent	Grouped Number	Grouped Percent
Citizen Initiated	Calls for Service	32	12.1%	43	16.3%
	Suspicious Person	5	1.9%		
	Third Party Information	2	0.8%		
	Other	4	1.5%		
Police Initiated	Canvassing	10	3.8%	209	79.2%
	Directed Location	15	5.7%		
	Known Person	45	17.0%		
	Plate Run	67	25.4%		
	Traffic Stop	52	19.7%		
	Other	20	7.6%		
Unknown		12	4.5%	12	4.5%
Total		264	100%	264	100%

The majority (94%, 247 Notes) of Notes were created to capture multiple types of information within a single Intelligence Note. Intelligence Notes were most frequently created to document, at least in part, associations between locations, vehicles, and person subjects (94%, 249 Notes) followed by information related to drugs/drug trafficking (49%, 130 Notes; Table 2).

Table 2. Number of Intelligence Notes by Source and Rationale (Type of Information)

Rationale	Citizen Initiated	Police Initiated	Unknown	Total Count*
Associations	40	198	11	249
Break & Enter/Robbery	3	14	4	21
Drugs/Drug Trafficking	15	108	7	130
Firearms	3	24	3	30
Fraud	2	4		6
Gangs	1	16	1	18
Human Trafficking	2	17	2	21
Officer Safety	2	13	2	17
Organized/Financial Crime		7		7
Property Crime	5	34	3	42
Other	12	35	1	48

* Counts will sum to greater than 264 because most Intelligence Notes were created to capture information related to multiple rationales.

Person Subject Characteristics

To meet the requirements of *Ontario's Anti-Racism Act (2017)*, the Data Standards for the Identification and Monitoring of Systemic Racism (2018), and WRPS' Race-Based Data Collection Strategy (RBDCS), person characteristics for the 106 Intelligence Notes related to person subjects are reported below.

The 106 Intelligence Notes captured information related to 103 unique person subjects. Of these unique person subjects, 11 (11%) did not have a permanent residence, 14 (14%) did not have a permanent residence within the Region, and 13 (13%) had no residence information recorded.

WRPS' RBDCS is focused on enforcement-action benchmarking, thus the number of individuals within groups was compared to an appropriate reference group. Disproportionalities are also reported by comparing the proportional group size to residential population demographics for the Kitchener-Cambridge-Waterloo Census Metropolitan Area (CMA; 2021 Census).^{1,2} For both indices, ratio values greater than 1.5 indicate overrepresentation. Please note that some ratios reflect small numbers; perceived representation will be extremely sensitive to the addition (or removal) of a few Intelligence Notes per category.

Age.³ Notes most frequently involved individuals aged 18-49 years (82%, Table 3).

Enforcement Action Benchmarking. Intelligence Notes were not equally distributed across the age groups, $X^2(5) = 39.84$, $p < 0.001$. Equal representation across age would be reflected by having approximately 17% of Intelligence Notes (16 Notes) for each age group. Instead, 18 to 29, 30 to 39, and 40- to 49-year-olds were overrepresented, while 12 to 17 year-olds, 50 to 59-year-olds, and 60 to 69-year-olds were underrepresented.

*Disproportion.*⁴ See Table 3 for the proportional representation of age groups based on residential population demographics. When compared against resident population, 18 to 49-year-olds were overrepresented.

Table 3. Intelligence Notes (percentage of cumulative total) by Perceived Age and Source

¹ The boundaries of the Kitchener-Cambridge-Waterloo Census Metropolitan Area (CMA) do not align with the boundaries of the Region of Waterloo. The CMA boundaries exclude the Township of Wellesley.

² Some disproportionality indices (ratios) will be over-inflated because the 2021 Census data underestimates the number of racialized and young people in the community due to both population growth and sojourners attending university.

³ 13 Intelligence Notes involving person subjects were missing Perceived Age. As a result, they were removed from the analyses.

⁴ The Perceived Age categories do not map to the Census age categories. The residential population for 12-17-year olds was approximated by combining the proportion of 10-14 and 15-19 in the local CMA. As a result, the residential population demographics for the 18-29 category will be a slight underestimate.

	Age							Total
	12-17 ⁴	18-29	30-39	40-49	50-59	60-69	70-79	
Citizen Initiated		11	7	4	2	2		26 (28%)
Police Initiated	7	18	18	17	2	4		66 (71%)
Unknown			1					1 (1%)
Total (%)[†]	7 (8%)	29 (31%)	26 (28%)	21 (23%)	4 (4%)	6 (6%)		93 (100%)
Population	12%	15.2%	14.6%	12.8%	12.9%	10.6%	6.8%	
Disproportion ratio	0.67	2.04	1.92	1.80	0.31	0.57		

[†] Missing age information from 13 Intelligence Notes, making the cumulative total 93.

Perceived Gender⁵. The majority of Intelligence Notes were on person subjects perceived to be male (82%, Table 4).

Enforcement Action Benchmarking. Intelligence Notes were not equally distributed by gender, $\chi^2(1) = 41.89$, $p < 0.001$. Equal representation by gender would be reflected by having 52 Intelligence Notes for each gender group; men were overrepresented.

Disproportion. In Q1 2025, the proportion of Notes focusing on males did not exceed the cut-off threshold of 1.5. However, in Q2, they do exceed the threshold (ratio = 1.65), which is consistent with what has been observed in previous years.

Table 4. Intelligence Notes (percentage of cumulative total) by Perceived Gender and Source

	Perceived Gender		Total
	Female	Male	
Citizen Initiated	3	24	27 (26%)
Police Initiated	15	61	76 (73%)
Unknown	1	0	1 (1%)
Total (%)[*]	19 (18%)	85 (82%)	104 (100%)
Population	50.2%	49.8%	
Disproportion Ratio	0.36	1.65	

⁵ 2 Intelligence Notes were missing Perceived Gender information. As a result, they were removed from the analysis, making the cumulative total 104.

Perceived Race.⁶ Intelligence Notes most frequently involved White person subjects (53 Notes, 50%) followed by Black person subjects (35 Notes, 33%; Table 5).

Disproportion. Using the proportion of racialized individuals in the residential population (2021 Census Data), Black (ratio of 7.02) and Middle Eastern (ratio of 2.67) individuals were overrepresented in the Q2 2025 Intelligence Notes (Table 5).

Enforcement Action Benchmarking. In line with the *Data Standards*, the proportion of White person subjects was used as the point of comparison for examining racial disparities in Intelligence Notes. Using this enforcement action benchmarking approach, there was no evidence of overrepresentation of racialized individuals. The number of Intelligence Notes for any perceived racialized group did not exceed the number of Notes involving White person subjects (all benchmark ratios < 0.7).

The percentages in Table 6 represent the proportion of Notes created for rationales, within each race group. For example, in Q2 2025, there were 35 Intelligence Notes created to document information related to individuals perceived to be Black. Of these, 89% (31 Notes) documented associations, 42% (15 Notes) documented information related to Drugs & Drug/Trafficking, and so on. When using enforcement-action benchmarking to compare the proportion of racialized individuals to White individuals for each rationale, overrepresentation was observed. These overrepresentations can be found in Table 7. Caution is needed around the interpretation of these numbers. Due to the small number of Intelligence Notes, even small changes in the number of Notes per category will drastically impact comparisons. All ratios in Table 7 are based on 5 or fewer Notes for each racialized group. The annual report will allow for more robust comparisons.

⁶ 1 Intelligence Note involving person subjects was missing Perceived Race and were not included in the analyses.

Table 5. Percentage of Intelligence Notes by Perceived Race, Percentage of Residential Population by Self-Identified Race (2021 Census) and Disproportionality Ratios

	Race						
	Black	East/Southeast Asian	Indigenous [†]	Latino	Middle Eastern*	South Asian	White
Citizen Initiated	11					2	15
Police Initiated	23	5		1	7	2	38
Unknown	1						
Total	35 (33%)	5 (5%)		1 (1%)	7 (7%)	4 (4%)	53 (50%)
Population	4.7%	6.8%	1.7%	2.2%	3.0%	9.7%	72%
Disproportion Ratio	7.02	0.74		0.45	2.33	0.41	0.69
Benchmark Ratio	0.66	0.10		0.02	0.14	0.08	

Note: Missing perceived race information from 1 Intelligence Note, making the cumulative total 105.

[†] Includes “First Nations,” “Metis,” “Inuit,” and “Multiple Indigenous Responses” categories from the 2021 Census

* Includes “Arab” and “West Asian” categories from the 2021 Census

Table 6. Intelligence Note Rationale (Type) by Perceived Race

	Perceived Race							Count
	Black	East/Southeast Asian	Indigenous	Latino	Middle Eastern	South Asian	White	
Associations	31 (89%)	5 (100%)		1 (100%)	7 (100%)	4 (100%)	47 (89%)	94
Break & Enter/Robbery	1 (3%)				1 (14%)		4 (8%)	6
Drugs/Drug Trafficking	15 (42%)	4 (80%)			5 (71%)	3 (75%)	25 (47%)	52
Firearms	3 (9%)				2 (29%)		11 (21%)	16
Fraud	1 (3%)						4 (8%)	5
Gangs	2 (6%)					1 (25%)	4 (8%)	7
Human Trafficking	2 (6%)						6 (11%)	8
Officer Safety	1 (3%)					1 (25%)	5 (9%)	7
Organized/Financial Crime								0
Property Crime	1 (3%)				3 (43%)		13 (25%)	17
Other	4 (11%)						5 (9%)	9

Note: Multiple rationales were typically given for an Intelligence Note therefore sums will be greater than 105

*Percentages indicate the proportion of individuals within the racial group where the Intelligence Note included the particular rationale

Table 7. Enforcement-Action Benchmarking ratios for race groups in rationales where overrepresentation was observed. Only race categories that had a minimum of 5 Notes created were included.

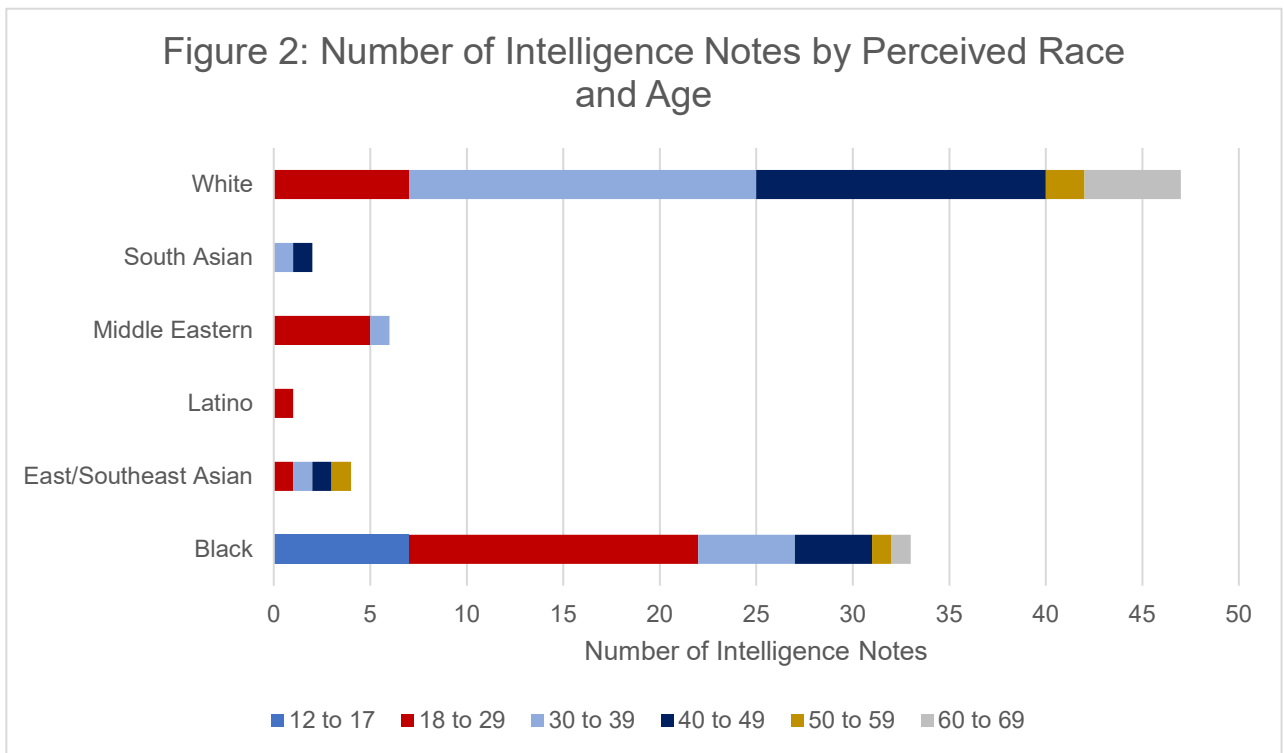
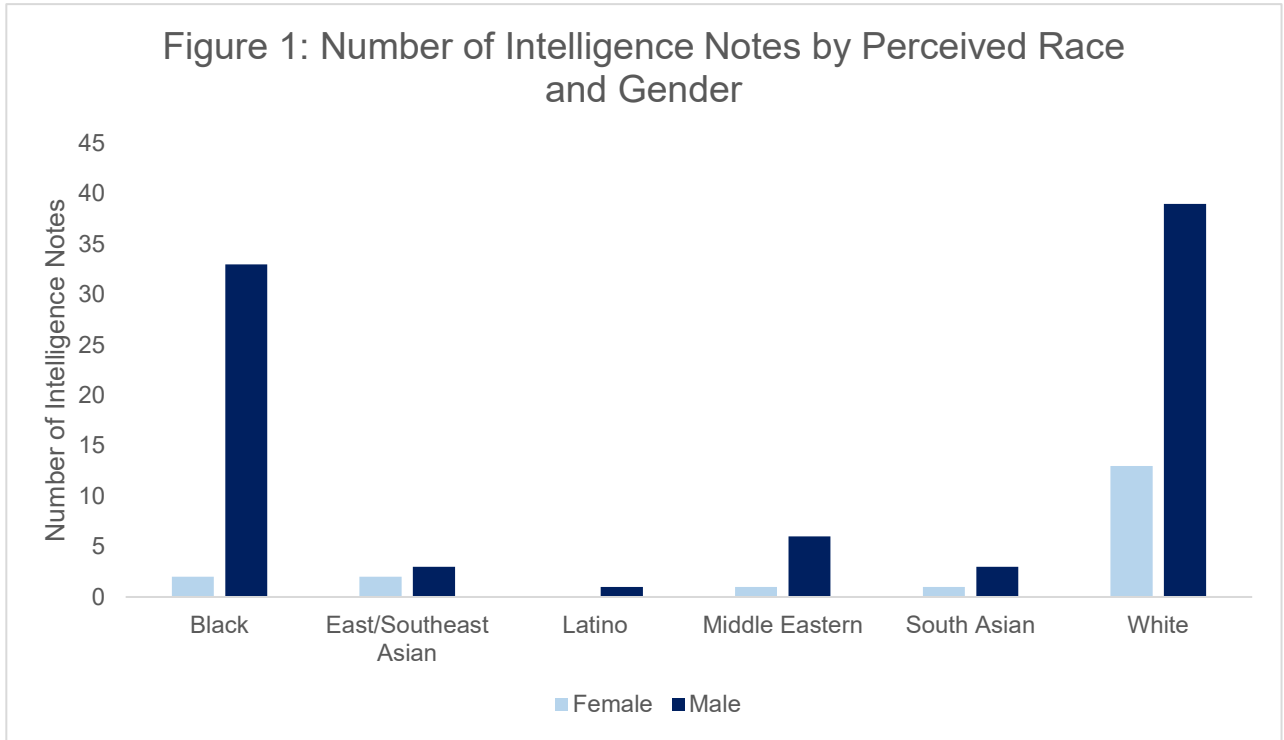
Perceived Race	Benchmark Ratios (Racialized Group vs. White) > 1.5
East/Southeast Asian	Drugs/Drug Trafficking = 1.70
Middle Eastern	Break & Enter/Robbery = 1.75 Drugs/Drug Trafficking = 1.51 Property Crime = 1.72

Intersection of Person Characteristics

The intersection of perceived race, gender, and age was examined (see Figures 1 and 2).⁷ East/Southeast Asian individuals in Intelligence Notes were more likely to be female compared to White individuals (40% of East/Southeast Asian individuals in Notes were females vs. 25% of White individuals; benchmark ratio of 1.60).

Further, Black, East/Southeast Asian, Latin, and Middle Eastern individuals in Intelligence Notes were more likely to be between the ages 18 to 29 compared to White individuals (benchmark ratios > 1.67). There was also overrepresentation of East/Southeast Asian individuals between the ages 50 to 59 as compared to White individuals (benchmark ratio of 5.88) and South Asian individuals between the ages of 40 to 49 as compared to White individuals (ratio = 1.57). Finally, all 7 individuals aged 12 to 17 in Q2 Intelligence Notes were perceived to be Black.

⁷ For Figure 1, data from 104 Intelligence Notes were included. For Figure 2, data from 93 Intelligence Notes were included.



Summary

Fewer Intelligence Notes were created in the second quarter of 2025 as compared to the previous quarter. Similar to previous quarters, Intelligence Notes were most frequently created to document information about Associations between people, places, and vehicles and Drugs/Drug Trafficking.

We observed overrepresentation in Intelligence Notes relating to Break & Enter/Robbery, Drugs/Drug Trafficking, Gangs, Officer Safety and Property Crime. Racial overrepresentation was most pronounced for Black individuals aged 12 to 17 years, as compared to their White counterparts. There was also evidence of racial overrepresentation of multiple race groups aged 18 to 29, as compared to their White counterparts. The small number of Notes per racial categories prevents definitive statements based on quarterly data; we will continue to monitor these trends.

WRPS' Race-Based Data Collection Strategy will work towards improving our data collection and analytic practices with the goal of identifying racial disparities that might exist in police-public interactions to develop tangible actions to address those disparities. Additionally, we remain committed to consulting and collaborating with our community to identify solutions to concerning trends of overrepresentation. We are currently undergoing recruitment for a Community Council, which will help in this endeavor.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Connections

Communicate and engage

Financial and/or Risk Implications

Nil

Attachments

- Attachment 1 – Appendix A: WRPS Intelligence Notes
- Attachment 2 – Infographic: What's in an Intelligence Note?
- Attachment 3 – Presentation: Intelligence Notes Q2 2025

Prepared By

Dr. Hasan Siddiqui, Data Analyst, EDI, Strategic Services
Dr. Amanda Williams, Manager, Strategic Services

Approved By

Mark Crowell, Chief of Police

Appendix A

Summary

The WRPS *Intelligence Notes* procedure requires regular review of the Intelligence Note database. The purpose of this review is to ensure compliance with Ontario Regulation 58/16 - Collection of Identifying Information in Certain Circumstances - Prohibitions and Duties.

In an effort to release Intelligence Notes data in a timely manner, WRPS has committed to reporting on findings related to Intelligence Notes on a quarterly basis. The purpose of this review is to monitor key indicators as to whether Intelligence Notes disproportionately focus on groups based on (a) the perceived gender of the individual, (b) a particular age or (c) the perceived racialized group membership, or (d) the intersection of characteristics.

In 2023, the Intelligence Note Report Template was updated in line with recommendations made by the Race-Based Data Collection Steering Group. This appendix provides key definitions to support the information presented in the corresponding Board Report.

Methodology

Definitions:

Intelligence Note – means the documentation of officer observations or information related to person(s) and/or activities for the purpose of intelligence gathering and crime prevention where:

- a. there is no interaction with the person(s) (i.e., a passive observation);
- b. the interaction with the person(s) was first lawful (e.g., provincial or criminal offence/arrest) where an unrelated passive observation is made and warrants recording for intelligence purposes (e.g., the person was wearing gang colours); or
- c. the identifying information is derived from a third party source or already known by the officer

Counting Occurrences

- Unique number of Intelligence Notes
 - Each Intelligence Note count represents the number of times an officer initiated the Intelligence Note process. As such, multiple subjects can be recorded under one Intelligence Note occurrence.
- Count of the number of subjects
 - This count represents the total number of subjects recorded in the Intelligence Notes. A subject may include: persons, vehicles, locations, businesses, etc.
- Count of the persons
 - This count represents the total number of individuals recorded in Intelligence Notes where a person was the subject of the note. This count is not a count of unique individuals who have an Intelligence Note recorded about them.

Source

This indicates how each Intelligence Note was generated.

- Citizen Initiated
 - Information was generated as a result of an interaction initiated by a member of the community. Examples Include:
 - Calls for Service. A member from the public calls dispatch to report an incident. An officer is dispatched to the scene. While on the scene, the officer collects information that is not directly related to the occurrence, but may be of investigative interest.
 - Suspicious Party. A member from the public provides an officer with information regarding an entity suspected to be involved in criminal activity.
 - Third Party Information. Information was provided to WRPS by a third party and an Intelligence Note on the matter was added to capture the information.

- Police Initiated
 - Information was generated as a result of an interaction initiated by a police officer. Examples include:
 - Canvassing. When interacting with members of the public for the purpose of solving crime an unrelated passive observation is documented.
 - Directed Location. Passive observations related to a location known to be associated with criminal activity.
 - Known Person. An interaction or passive observation of an individual whose identity is already known to the officer.
 - Plate Run. Passive observations related to information returned from querying a vehicle license plate in the Ministry of Transportation Ontario database.
 - Traffic Stop. Identifying information is lawfully obtained during an interaction under the Highway Traffic Act and an unrelated passive observation is documented.

Rationale for Intelligence Note

This field explains the rationale – or purpose – as to why the Intelligence Note was created. Intelligence Notes could be created for multi-faceted reasons, therefore any or all of the following options could apply to a single Intelligence Note.

- Break & Enters/Robbery
 - An Intelligence Note was recorded to capture any break and enter and/or robbery information.
- Association
 - An Intelligence Note was recorded to document links and associations between known entities of interest/criminal organizations.
- Drugs / Trafficking
 - An Intelligence Note was recorded to capture any drug/ trafficking information.

- Firearms
 - An Intelligence Note was recorded to capture any firearms information.
- Fraud
 - An Intelligence Note was recorded to capture any fraud information.
- Gangs
 - An Intelligence Note was recorded to capture any gang-related information.
- Human Trafficking
 - An Intelligence Note was recorded to capture any human trafficking information.
- Officer Safety
 - An Intelligence Note was recorded to capture any information related to officer safety.
- Organized/Financial Crime
 - An Intelligence Note was recorded to capture any organized and/or financial crime information.
- Property Crime
 - An Intelligence Note was recorded to capture any property crime information.
- Other
 - Any Intelligence Note that does not fit into the above categories. These Intelligence Notes may contain information on well-being checks, suspended drivers, etc.

Age

Person subject age was provided using age categories recommended in the Independent Street Checks Review report (Tulloch, 2018, recommendation 11.6).

Perceived Gender

This is the perceived gender of the subject. It is important to note that perceived gender data may have inconsistencies. For example, the same subject can be perceived as “female”, “male”, or “unknown”, etc. depending on the officer recording the Intelligence Note.

Perceived Race

In accordance with the Ontario Data Standards for the Identification and Monitoring of Systemic Racism, 2018, officer’s perceptions of person subject race were recorded, using the provided race categories. It is also important to note that perceived racial data may have inconsistencies. For example, the same subject can be perceived as “White”, “Indigenous”, “East/Southeast Asian” etc. depending on the officer recording the Intelligence Note.

Reside outside of Region

Based on the residential address information provided by the officer, a distinction is made between those who reside in the region, those who reside outside of the region, and those with no known permanent place of residence.

Aligning Analysis of Intelligence Notes with WRPS' Race-Based Data Collection Strategy

Person Subject Demographics. The Ontario's Anti-Racism Act (2017) and Data Standards for the Identification and Monitoring of Systemic Racism specifies that public service organizations, including those in the justice sector, must collect and report on certain types of de-identified personal information to help eliminate systemic racism and promote racial equity. WRPS has recently launched the Race-Based Data Collection Strategy to work with academic partners, members, other police services, and the local community to ensure overall compliance with the Data Standards.

Minimum requirements under the Data Standards specify the use of resident population benchmarks to identify disproportionate impacts across public sector organizations. A resident population benchmark represents the cumulative impacts of various systems, institutions, and societal dynamics that contribute to the over-representation of specific groups in particular policing outcomes. While policing contributes to this number, it is not the sole driver of observed disproportions (Foster & Jacobs, 2023). A resident population benchmark analysis asks: "Is there equal representation of individuals within police data based on what would be expected from resident population demographics?"

The answer to this question is: No. When benchmarked against resident population demographics police interactions disproportionately overrepresent people based on race, gender, and age. This has been repeatedly documented across the policing sector and WRPS is no exception.

A major limitation to resident population benchmarking is that this comparison provides little insight into *why* we see disproportion. In order to better uncover and understand the police-specific drivers of disproportionate representation, WRPS' race-based analytic framework has been extended to focus on disparities.

To examine disparity, an enforcement actions benchmark analyses is used where contextual information is taken into consideration when comparing the proportionate number of individuals in groups to an appropriate reference group. To examine disproportionality, the residential population data for the Kitchener-Cambridge-Waterloo Census Metropolitan Area (CMA)⁹ from the 2021 Census data was used as the benchmark.¹⁰

For both disparity and disproportionately indices, '1' indicates equal representation in Intelligence Notes. Although there is debate over the cut-off criteria to identify the presence of disparity, typically ratios of 1.5 or higher are used within the justice sector to flag concerning representation (Wortley, 2018).

Foster, L. & Jacobs, L. (2023). A guide for creating benchmarks for racial disparities: What should be considered in benchmarks at a medium/advanced level. February, unpublished.

⁹ The boundaries of the Kitchener-Cambridge-Waterloo Census Metropolitan Area (CMA) do not align with the boundaries of the Region of Waterloo. The CMA boundaries exclude the Township of Wellesley.

¹⁰ Some disproportionality indices (ratios) will be over-inflated because the Census data underestimates the number of racialized and young people in the community due to population growth, sojourners attending university, visitors to the Region, etc.

Disparity Indices: Age and Gender. Separate Chi-Square Goodness-of-Fit tests (X^2) were used to examine whether the observed data was spread equally across age and perceived gender categories, respectively.

Disparity Index: Race. White individuals were used as the reference group in order to allow for the interpretation of patterns that might be indicative of systemic racism (Data Standard 31). Values greater than 1 would indicate the overrepresentation of racialized individuals as compared to White individuals.

Disproportionality Indices: Age, Gender, and Race. The proportion of groups represented in the Intelligence Notes was compared to proportion of similar groups in the local residential population using the 2021 Census data. Values greater than 1 would indicate the overrepresentation of racialized individuals within Intelligence Notes as compared to the proportion of the residential population in Waterloo Region.

Results from the above analyses can be found in the Board Report.

WHAT'S IN AN INTELLIGENCE NOTE?

A review of 2025 Q2 Intelligence Notes

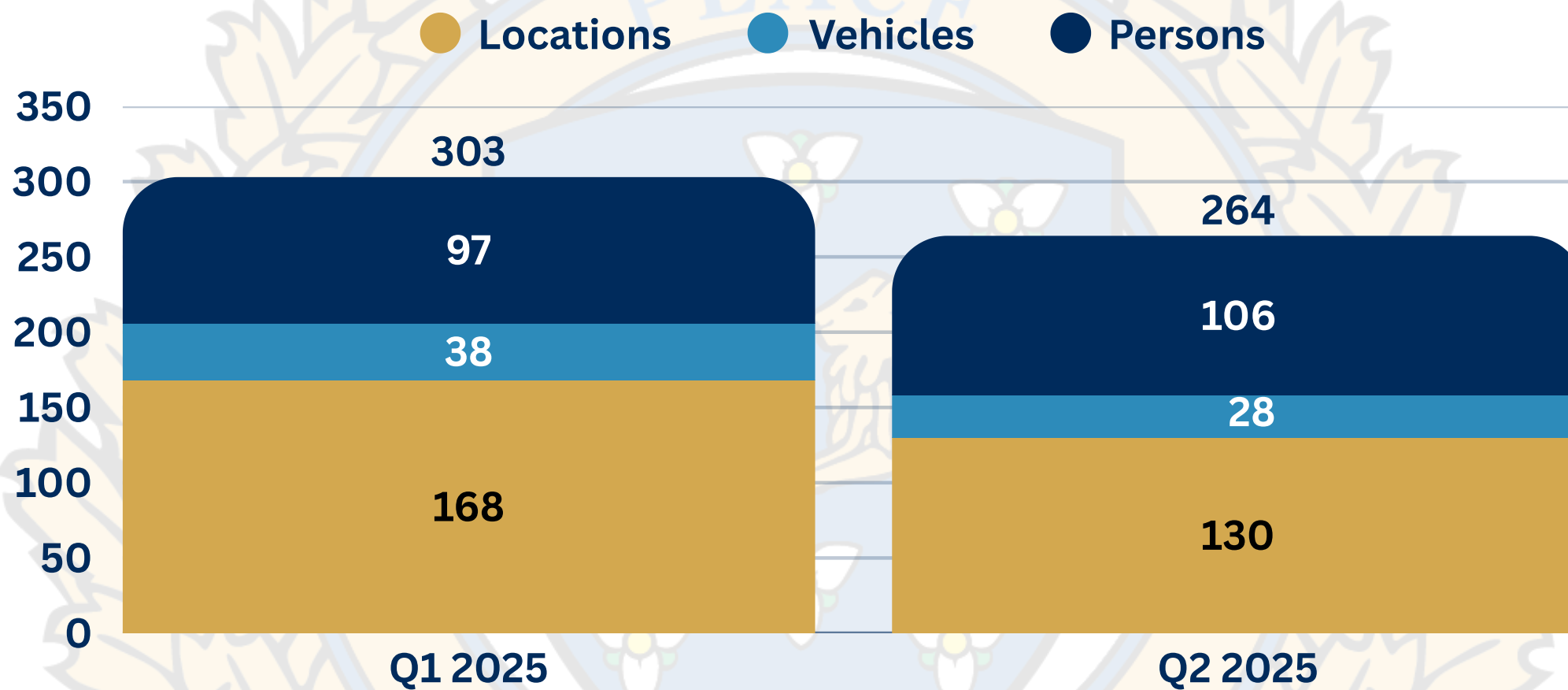


Intelligence Notes are a tool to document information related to persons and/or activities.

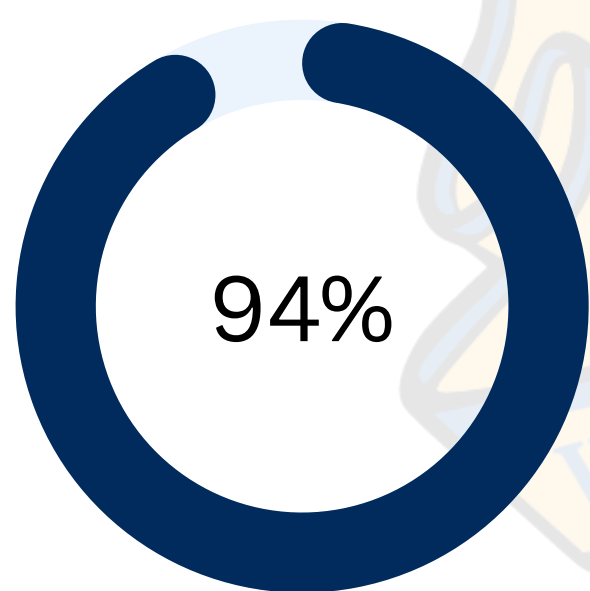
In Intelligence Notes, identifying information can be collected:

- via passive observation
- if information is already known to the officer
- where contact was first lawful

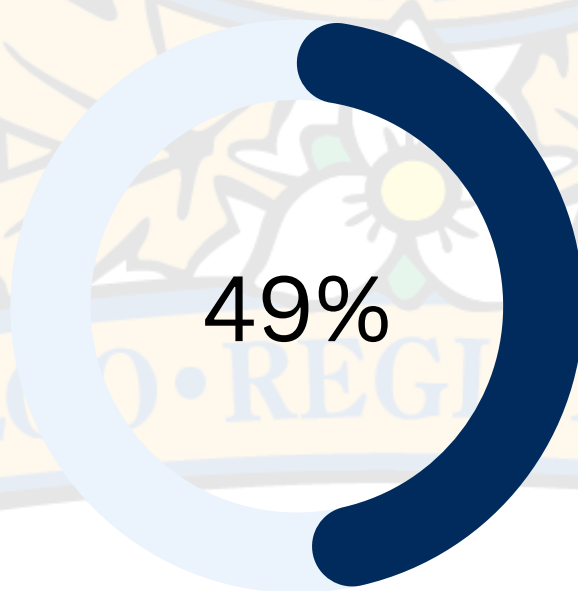
There was a 13% decrease in Intelligence Notes in Q2 vs Q1



Associations

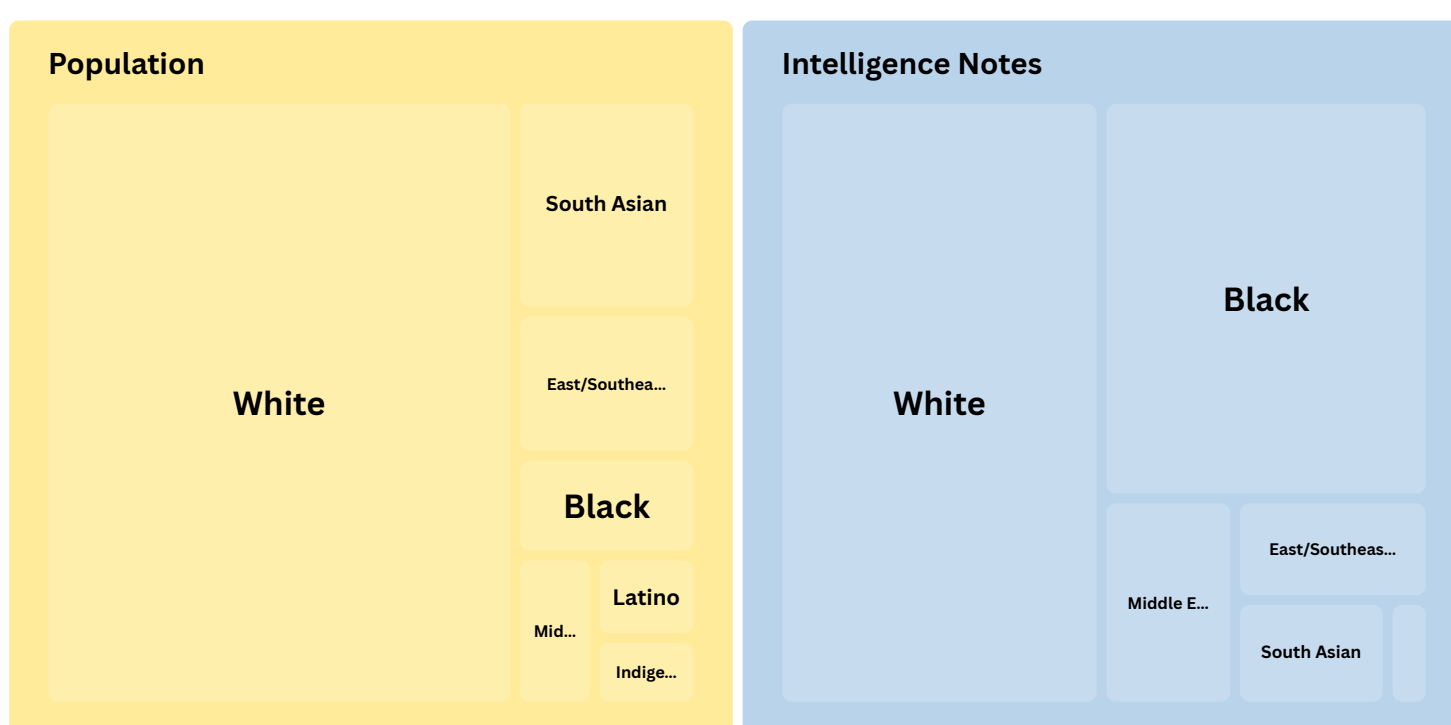


Drugs/Drug Trafficking

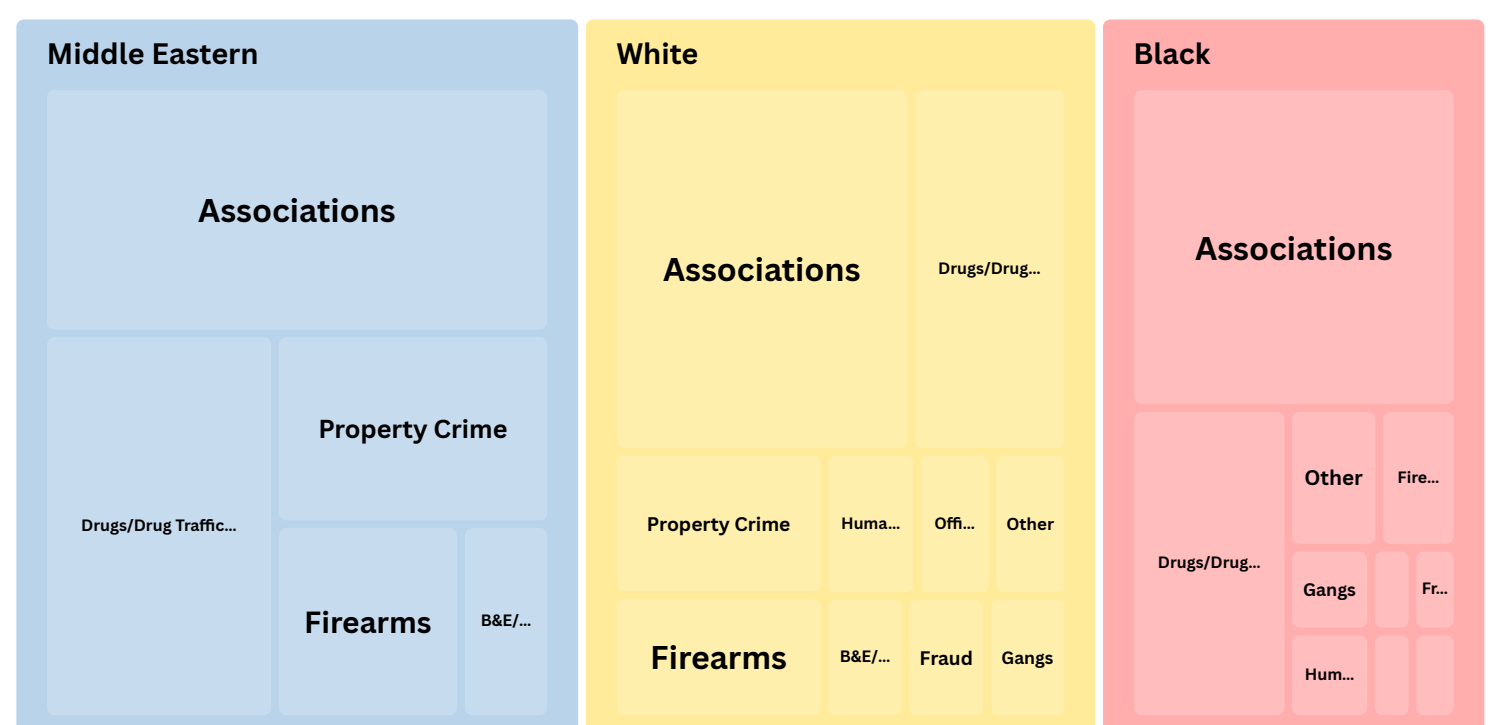


94% of Q2 Intelligence Notes were created in part to track **Associations** between people, places, and vehicles. 49% of Intelligence Notes were related to **Drugs/Drug Trafficking**.

Black and Middle Eastern Individuals are overrepresented in Intelligence Notes, when compared to the local population



Middle Eastern individuals are overrepresented in Notes related to B&E, Drugs, and Property Crime relative to White individuals



INTELLIGENCE NOTES – Q2 2025

Police Services Board Meeting
PSB Report 2025-320
September 17th, 2025



Background

Legislative Requirement

- Ontario's Anti-Racism Act (2017); Data Standards for the Identification and Monitoring of Systemic Racism (2018)
- Collecting **Perceived Race** in:
 - Use of Force
 - Regulated Interactions
 - **Intelligence Notes**
 - Search of Persons in Custody (Strip Searches)
- Data provided since 2020

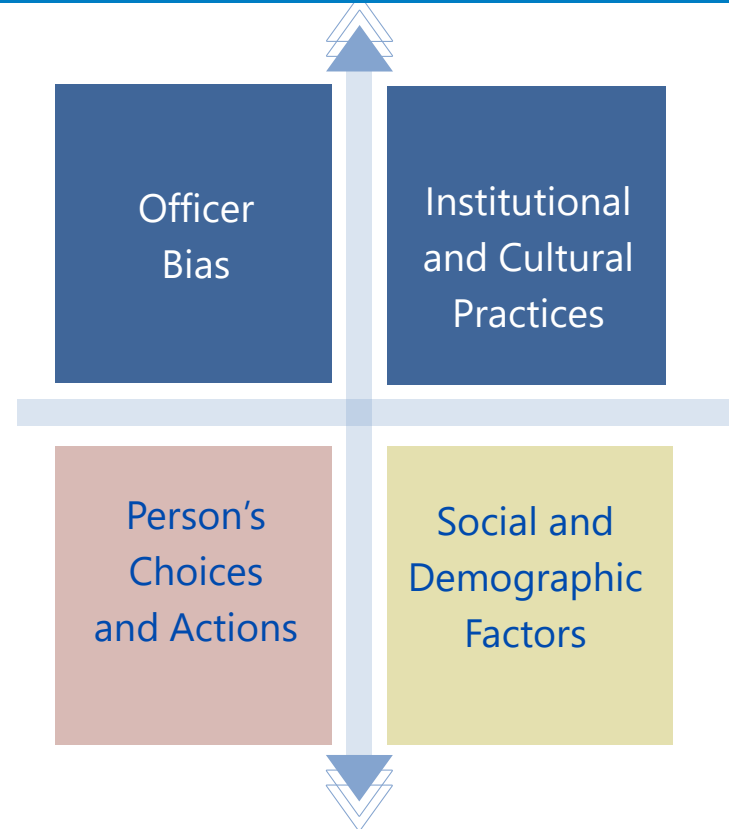


Within the Police Service

Internal

Understanding The Four Drivers of Disparity

Disparity does not always equal discrimination



Within the Community

External



OACP - RIBD

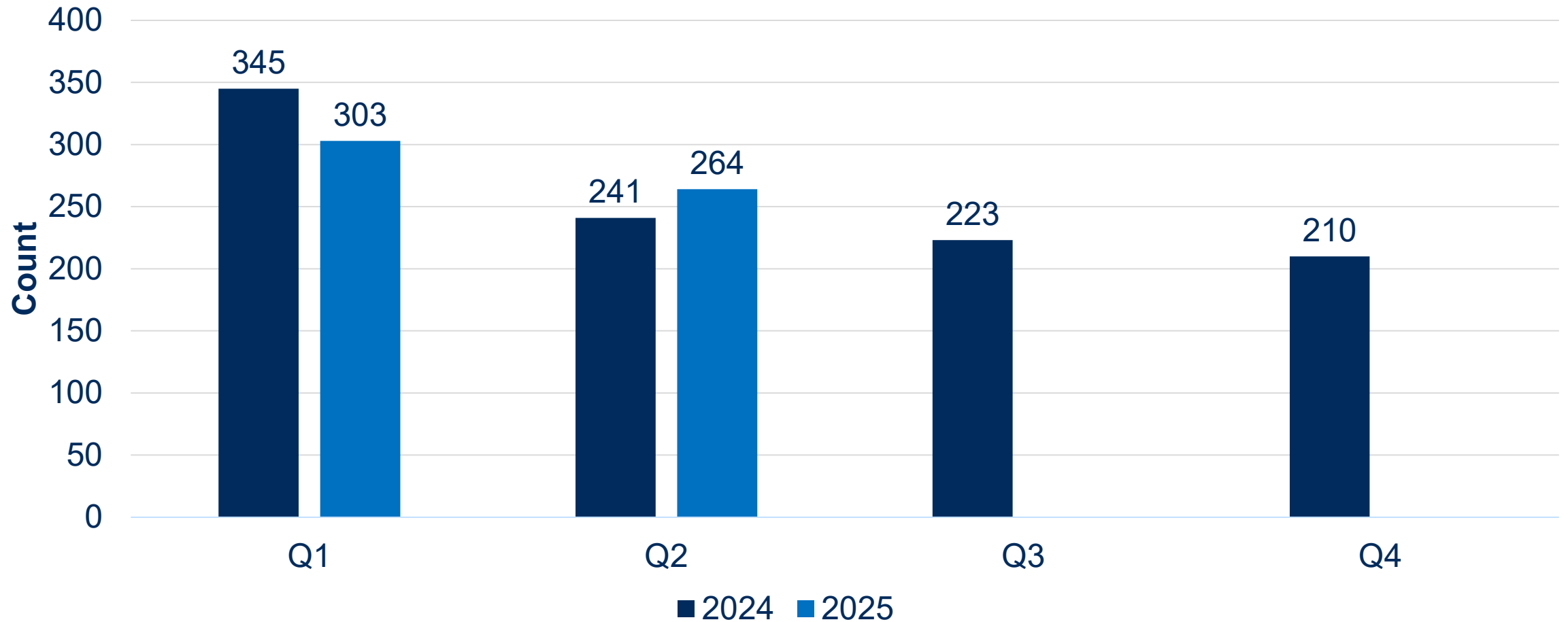
MODULE 1
INTRODUCTION

Intelligence Notes

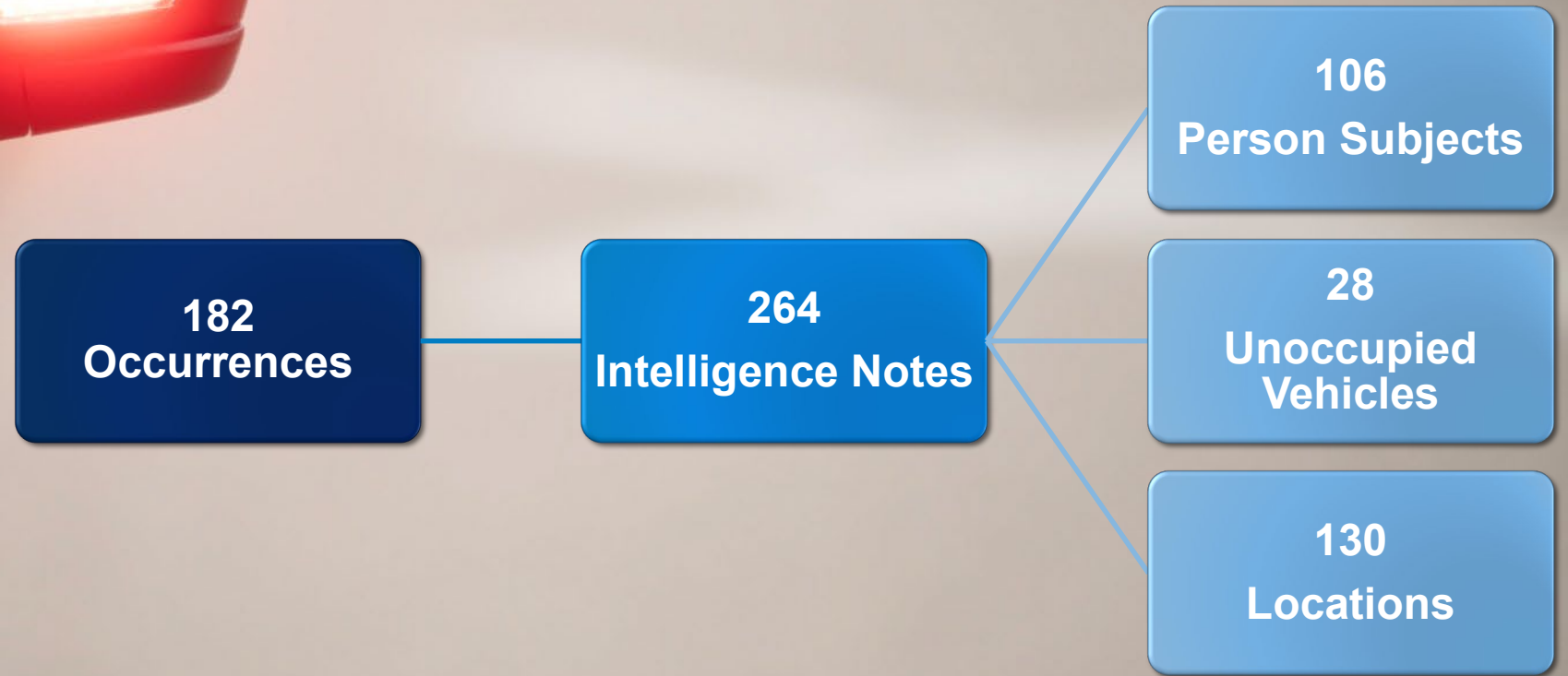
Intelligence Note: The documentation of officer observations or information of person(s) and/or activities for the purpose of intelligence gathering and crime prevention where:

- i. there is no interaction with the person(s) (i.e., a passive observation);
- ii. the interaction with the person(s) was lawful (e.g., provincial or criminal offence/arrest) where an unrelated passive observation is made and warrants recording for intelligence purposes (e.g., the person was wearing gang colours); or
- iii. the identifying information is derived from a third party source or already known by the officer.

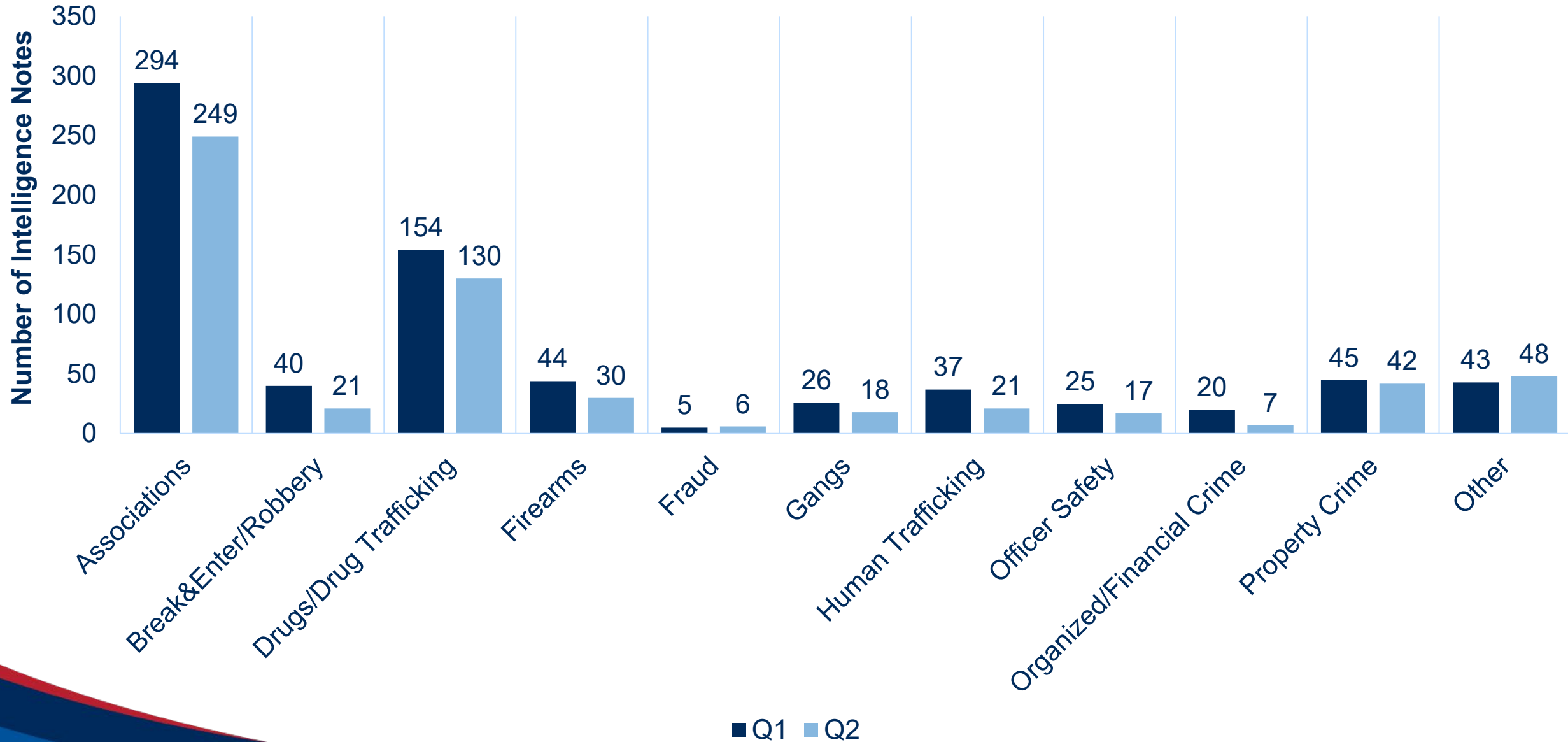
Number of Intelligence Notes Created Per Quarter, 2024-2025



Q2 2025 Intelligence Notes



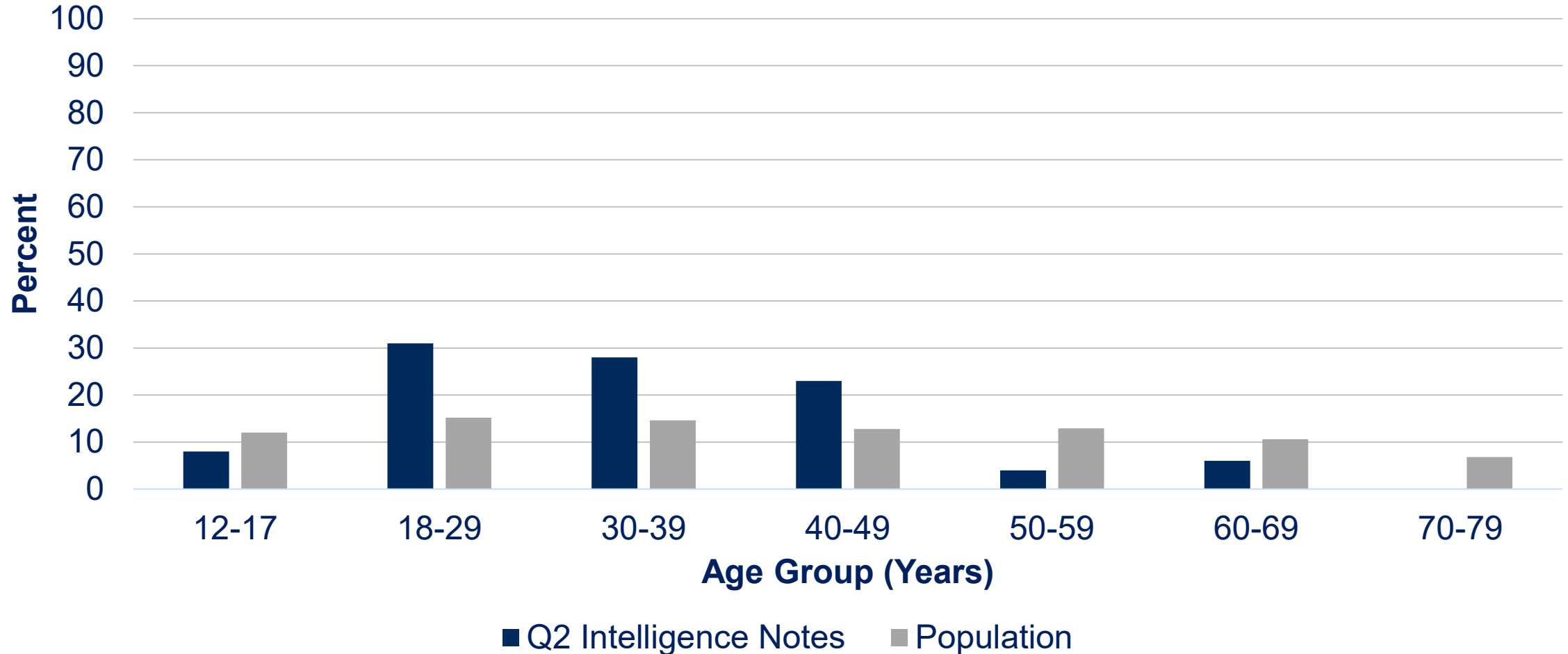
Rationale for Intelligence Notes, by Quarter



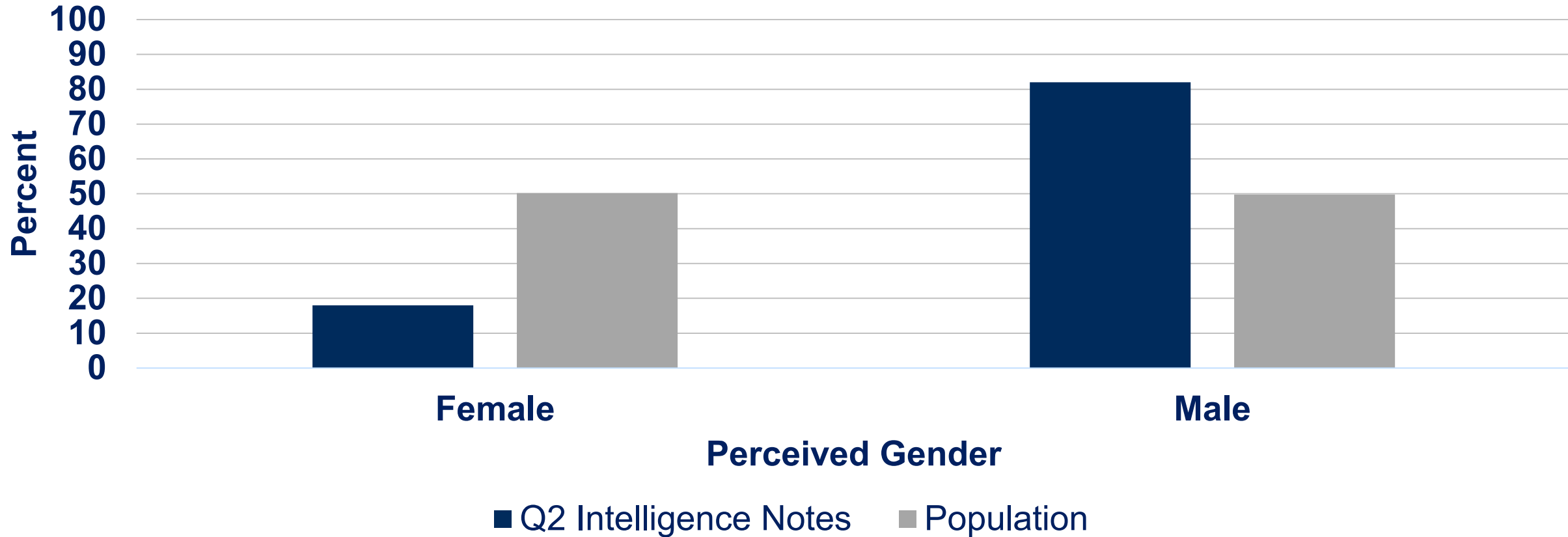
RBD- Analytic Strategy

- 97 Intelligence Notes documenting Person Subjects
- **Disproportion:** Proportion of racialized groups compared to local residential population demographics
 - Assumes each person in the population has an equal chance of being included in an Intelligence Note
- **Enforcement-Action Benchmarking:** Proportion of racialized groups compared to proportion of White individuals within Intelligence Notes
 - Are groups represented differently within Intelligence Notes?
 - Values > 1 indicate overrepresentation (≥ 1.5 as critical cutoff)

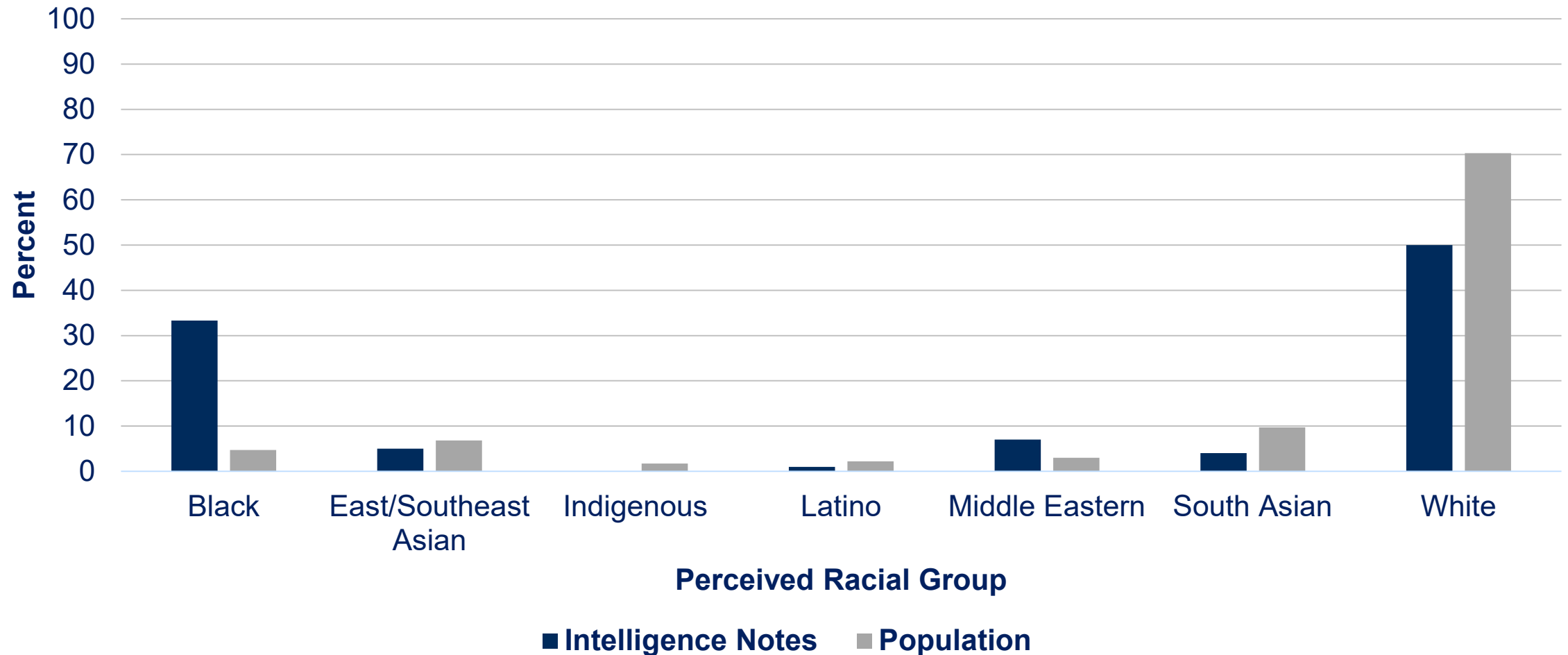
Person Subject Characteristics: Perceived Age



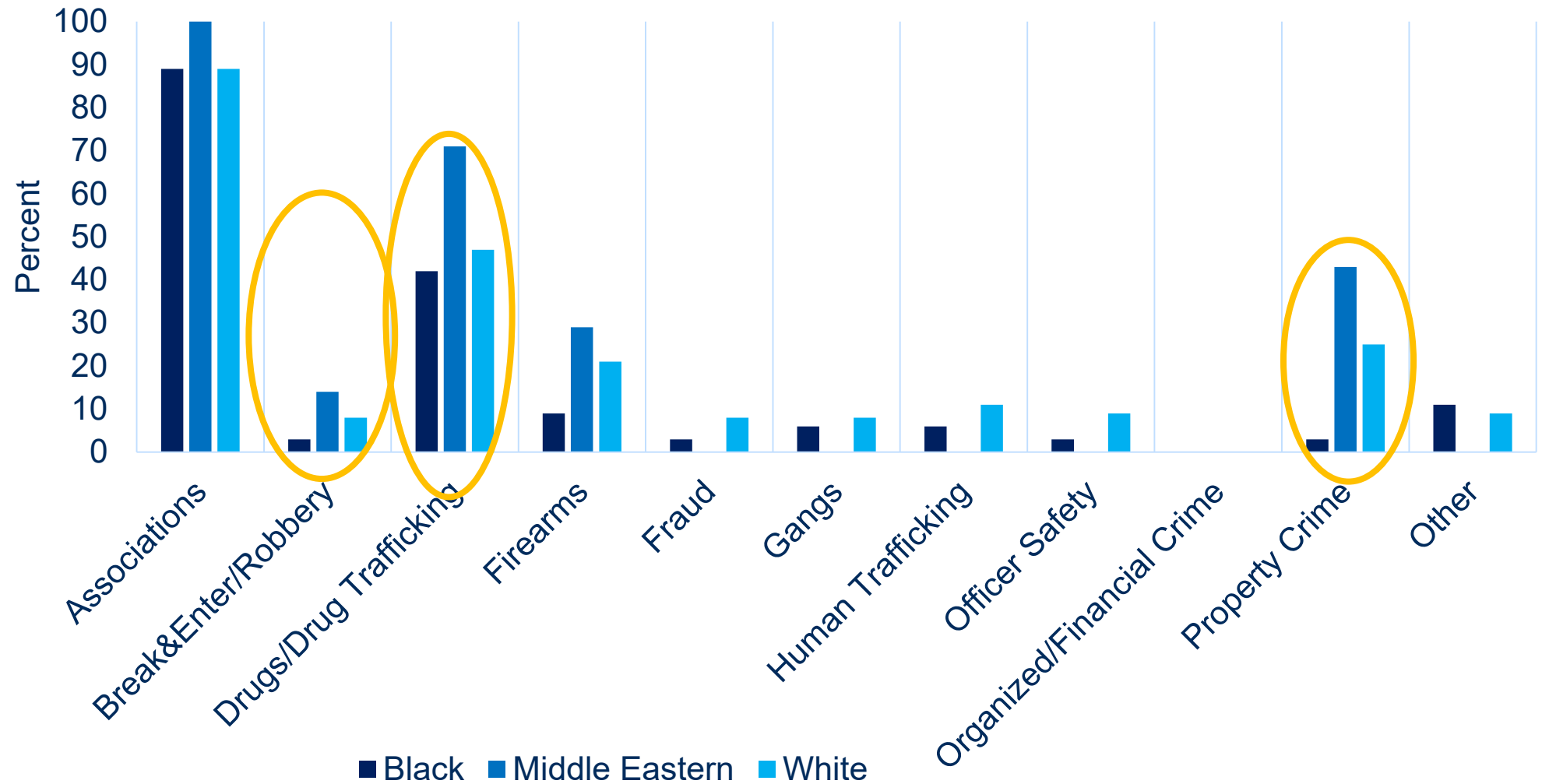
Person Subject Characteristics: Perceived Gender



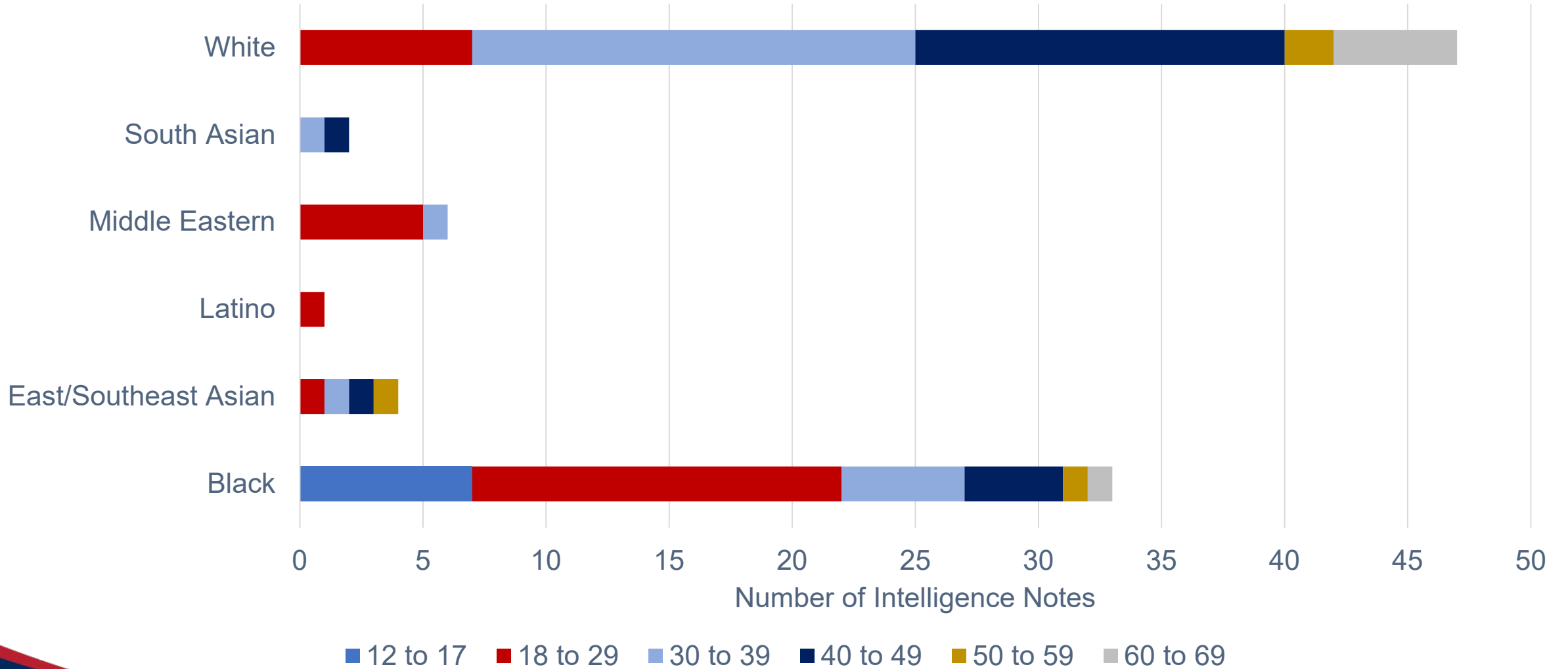
Person Subject Characteristics: Perceived Race



Percentage of Q2 Intelligence Notes by Perceived Race and Rationale



Number of Intelligence Notes by Perceived Race and Age



Future Directions

- This month, we began recruitment for WRPS' Community Council, who will help identify solutions related to concerning trends in the data
- This is part of best practice as recommended by the Ontario Anti-Racism Data Standards (2018)



Thank You

Questions?





Fees and Charges By-law Review

TO:

The Chair and Members of
the Waterloo Regional
Police Service Board

FROM:

Finance and Assets
Branch and
Legal Services and
Risk Management

DATE:

9/17/2025

Recommendation

That the Board approve and pass the attached By-law 25-01, being a by-law to establish fees and charges for certain services and to repeal By-law 23-01, effective January 1, 2026.

Summary

A Police Service Board is authorized to charge what it costs to provide an administrative service and/or product to the public.

A comprehensive review of fees was completed to determine the actual costs for numerous services and to confirm our fees are in line with other comparator police service organizations. The fees for services are reviewed every two years and the by-law amended as required, with the last review completed in 2023.

Report

Section 391(1.1) of the *Municipal Act, 2001* authorizes police service boards to charge fees for:

- services or activities provided by or on behalf of the Board;
- costs the Board pays for services or activities it provides on behalf of municipalities or local boards; and
- the use of the Board's property, including property under its control.

The current Fees and Charges By-law was passed in October, 2023. As a result of the recent review, the following amendments are being recommended to ensure that the Waterloo Regional Police Service (WRPS) is covering the cost of providing the product and/or service, while still remaining within our comparator police service fee ranges:

- the fee for collision field notes/remarks be increased from \$264 to \$310;
- the fee for full reconstructionist data be increased from \$3,500 to \$4,550;
- the fee for copies of video, including body-worn or in-car video, be increased from \$30 to \$145;

- the rate for file closure be increased from \$71 to \$75;
- the regular rate for officer interviews be increased from \$175 per hour to \$200 per hour (minimum of 1 hour);
- the tier 2 paid duty administrative fee for commercial organizations and for-profit events increase from 35% to 40%;
- introduce a tier 3 paid duty administrative fee for correctional facilities of 60% to cover the additional costs incurred for administering this type of paid duty service (excluding escort or conveyance costs);
- the rate for vehicle fees for paid duties be increased from \$39 to \$49;
- the fee for 5" x 7" and 8" x 10" photographs be increased from \$55 to \$65;
- a new fee for Employment Human Resources personnel file of \$180 to recover costs of our Human Resources Branch to fulfill these requests, which are increasing in volume and staff time;
- a new fee for non-party / third-party production disclosures in civil proceedings of \$30 per hour to recover cost for the Legal Services Branch to fulfill these requests, which are increasing in volume and staff time;
- a new fee of \$40 each for record checks required to comply with the *Child, Youth and Family Services Act* for volunteers and others working with children and vulnerable persons, that are exempt from s.7(6) of the *Police Records Check Reform Act*;
- a new fee for encrypted USB of \$20 per device for digital file disclosures that cannot be completed through a file transfer portal;
- modernization of titles in the Copies section.

If the recommendation is accepted, the fee changes would come into effect on January 1, 2026, and an update to the Board's Fees and Charges By-law is required to establish the changes.

The Board Solicitor, Service's Solicitor and Director of Finance have reviewed the By-law and have no concerns.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Resources

- Provide safe, accessible, and welcoming facilities
- Embrace modernization
- Be future-ready

Financial and/or Risk Implications

The Fees and Charges By-law review recommended changes will result in \$112,279 of additional revenue, which would be factored into the 2026 Budget preparation.

Attachments

- By-law 25-01, being a by-law to establish fees and charges for certain services and to repeal By-law 23-01

Prepared By

Brennan Reniers, Manager of Finance

Kirsten Hand, Director of Finance

Approved By

Mark Crowell, Chief of Police

**THE REGIONAL MUNICIPALITY OF WATERLOO POLICE
SERVICE BOARD BY-LAW 25-01**

Being a By-law to establish fees and charges for
certain services and to repeal By-law 23-01

WHEREAS The Regional Municipality of Waterloo Police Service Board is a local board for the purpose of s. 391(1.1) of the *Municipal Act, 2001* and is authorized to pass by-laws imposing fees or charges for the services or activities done by or on its behalf, or on behalf of any municipality or other local board, and for the use of its property including property under its control;

AND WHEREAS the Council of The Regional Municipality of Waterloo does not require the Board to obtain its approval pursuant to s. 397 of the *Municipal Act, 2001* prior to a fees and charges by-law coming into force;

AND WHEREAS the Board enacted By-law 23-01 at its meeting on October 18, 2023 to impose fees and charges for certain services provided by or on behalf of the Board and to repeal By-law 21-01;

AND WHEREAS The Regional Municipality of Waterloo Police Services Board has deemed it desirable to update its fees and charges for services as set out in this by-law and to repeal By-law 23-01;

NOW THEREFORE, The Regional Municipality of Waterloo Police Service Board hereby enacts as follows:

PART I -- SHORT TITLE

2. This By-law may be cited as the Fees and Charges By-law.

PART II -- DEFINITIONS

3. "Board" means The Regional Municipality of Waterloo Police Service Board.

PART III -- GENERAL

4. The fees and charges for various services or activities shall be as shown in Schedule "A" attached hereto and are subject to H.S.T. where applicable.
5. The fees and any applicable taxes will be payable to the Board within thirty (30) days of the date of an invoice for such fee issued on behalf of the Board.
6. Interest on any past due accounts will be charged at the rate of 12% per annum.
7. By-law 23-01 of The Regional Municipality of Waterloo Police Services Board, and any amendments, shall be repealed effective on the coming into force and effect of this By-law.

8. This By-law shall come into force and effect on January 1, 2026.
9. If any part of this by-law is found by a court to be invalid or outside the Board's authority to enact, that part will be deemed to be severable and will not affect the rest of the by-law. The remaining parts will stay in effect and continue to apply unless and until they are found to be invalid.

By-law read and passed in the Board Chambers of The Regional Municipality of Waterloo Police Service Board this day of , 2025.

Ian McLean
Board Chair

Meghan Martin,
Executive Assistant to the
Board

SCHEDULE "A"

To By-law 25-01, being a By-law to establish fees and charges for certain services and to repeal By-law 23-01, of The Regional Municipality of Waterloo Police Service Board

SERVICE	FEE/CHARGE
ALARMS	
False Alarm Attendance "Monitored Premises" and "Self-monitored Premises"	\$170.00
False Alarm reconsideration	\$30.00 for false alarm reconsideration appeal
COLLISIONS	
Collision Reports	\$40.00 per report for Participating Insurance Companies \$125.00 per report for Non-Participating Insurance Companies and others
Field notes/remarks	\$310.00 per report
Full reconstruction data	\$4,550.00 per report
Reconstruction scale diagram	\$1,150.00 per report
COPIES	
Photocopies, printouts, or digital copies	\$0.25 per page (1-99) \$0.80 per page (over 100)
Video or audio files	\$145.00 administrative fee per file plus \$5.00 per copy
Encrypted USB	\$20.00 per device
NON-PARTY / THIRD-PARTY PRODUCTIONS	
Non-Party production of records in response to motions, applications, or orders made in Civil, Family Law, or Administrative Law proceedings	\$30.00 per hour spent reviewing/redacting documents (minimum 15-minute charge), plus disbursements*
Production of records in response to signed Authorizations and Directions from lawyers or law firms	\$30.00 per hour spent reviewing/redacting documents (minimum 15-minute charge), plus disbursements*
*Disbursements include the fees and charges for producing the specific types of documents and records listed above (e.g. Collision Reports), off-site retrieval fees, and any actual third-party costs	
EMPLOYMENT FILE	
HR Personnel File	\$180 per request
FILE CLOSURE	
File closure	\$75.00 per instance
File closure - reconsideration	\$30.00 per instance
FUNERAL ESCORT	Paid Duty Rate
MARIHUANA GROW/DRUG OPERATION - MUNICIPAL ADDRESS CHECK AND SUMMARY	\$50.00
OFFICER INTERVIEWS	
Approved interview with an Officer – regular rate	\$200.00 per hour – one hour minimum
Approved interview with an Officer – overtime rate	\$262.50 per hour – one hour minimum
OCCURRENCE SUMMARIES	\$50.00 per summary – no charge for victims of domestic assault (for housing purposes)
OFF-SITE FILE RETRIEVAL	Actual cost recovery, as charged by the off-site storage facility for file retrieval

SCHEDULE "A"

To By-law 25-01, being a By-law to establish fees and charges for certain services and to repeal By-law 23-01, of The Regional Municipality of Waterloo Police Service Board

ADDITIONAL POLICING (PAID DUTY)	
Officer	Time and one half of officer's contractual rate – 3 hour minimum
Civilian	Time and one half of civilian's contractual rate – 3 hours minimum
Administration fee	Tier 1: 20% administration charge for Community groups, schools, not-for-profit and registered charity events
	Tier 2: 40% administration charge for commercial organizations and for-profit events
	Tier 3: 60% correctional facilities (excluding prisoner escort or conveyance)
Vehicle fee (includes use of motorcycle, auxiliary vehicle and/or Command Post)	\$49.00 per hour – 3 hour minimum
PHOTOGRAPHS	
5" x 7"	\$65.00 per photo
8" x 10"	\$65.00 per photo
Digital	\$30.00 for first 10 images \$2.00 for each image for 11-40 images \$1.50 for each additional image (over 40 images)
Contract sheet of digital images	\$32.00 per page
RECORD CHECKS	
Criminal Record Check	\$40.00 each *
Criminal Record and Judicial Matters Check	\$40.00 each *
Vulnerable Sector Check	\$40.00 each *
Exempted Record Check (e.g. Broader Record Check)	\$40.00 each *
WRPS sponsored or affiliated agencies as approved by the Chief of Police	No charge *
WRPS employees seeking to volunteer	
Records Checks for volunteers	\$20.00 each *
Record Suspension	\$40.00 each *
Reconsideration	\$30.00 per instance
* up to four additional copies when applying for additional agencies at the same time	No charge
SERVICES OR PRODUCT THAT INCURS THIRD PARTY COSTS	Cost recovery based upon actuals

Notes and additional provisions:

1. The Chief of Police can waive any fees including for compassionate circumstances, as identified in the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*.

SCHEDULE "A"

To By-law 25-01, being a By-law to establish fees and charges for certain services and to repeal By-law 23-01, of The Regional Municipality of Waterloo Police Service Board

2. "Monitored Premises" means premises that has an alarm system that is associated with monitored and/or part of a system that is monitored by an external alarm company.
3. "Self-monitored Premises" means premises that relies upon the ability of a user, owner or non-alarm company third-party to assess the alarm and contact the appropriate authorities; including but not limited to an electronic system that is monitored by remote application or that triggers an audio or visual alarm at the premises.



Closed Circuit Television (CCTV) & Automatic Licence Plate Reader (ALPR) Project Update

TO:
The Waterloo Regional
Police Service Board

FROM:
Innovation and
Modernization Unit

DATE:
09/17/2025

Recommendation

Project status update – for information only.

Summary

This report provides a progress update for the Closed-Circuit Television (CCTV) and Automatic Licence Plate Reader (ALPR) Project subsequent to the Waterloo Regional Police Service Board (WRPSB) entering into a transfer agreement with the Ministry of the Solicitor General to secure funding of \$100,000.00 through the 2024-2025 Closed Circuit Television (CCTV) Grant Program.

Report

The Waterloo Regional Police Service (WRPS) Innovation and Modernization Unit (IMU), supported by a project team of members from across WRPS, have been advancing a CCTV/Fixed ALPR project since Ministry funding in the amount of \$100,000 was awarded in April 2025. This amount has been matched by the Service for a total of \$200,000 dedicated to advancing this first phase of the project with future expansion in the coming years.

Members of the Innovation and Modernization Team conducted an environmental scan of numerous CCTV and ALPR products, and following a robust procurement process, have selected a solution which provides a secure, high quality outdoor camera system that will be another tool used to promote public safety and enhance the Services' investigative capabilities and outcomes. The camera solutions selected easily install to, and are powered by, existing street infrastructure (low-voltage power), and will have the ability to transmit using a secure cellular connection to our Real Time Operations Centre (RTOC) for live monitoring in the case of significant events occurring, or be used as an investigative tool to investigate an incident after the fact, so long as it falls within the retention period by which the recording may be kept.

Members of the project team have presented to delegations from the Region of Waterloo, as well as six of the seven Regional Municipalities and Townships to share the project scope and seek support. Feedback has been positive with general agreement to enter into a Memorandum of Understanding (MOU) with each municipality and township respectively.

WRPS Access to Information (ATI) Team has prepared a privacy impact assessment (PIA) and has met with the Information and Privacy Commissioner of Ontario to present

the project scope. All activities proposed are in-line with the Privacy Commissioner's guidance documents regarding CCTV and ALPR.

Phase 1 implementation of the project is anticipated to begin in November 2025. This includes the installation of 52 cameras at 10 sites located across the Region.

Selection of the sites was determined using an evidence based, data-driven approach. WRPS' Crime Analysis Unit conducted a 3-year historical review of Uniform Crime Report (UCR) data, citizen-generated calls for service, areas identified by increases in recent crime and disorder (including ingress and egress routes), concerns of the community, and Service-specific considerations focused on high victimization rates including for firearms, break and enter, and robbery violations to identify locations.

To ensure full transparency of the project, further information and the locations of the cameras will be readily available on the WRPS website prior to any cameras being activated.

WRPS will be hosting a virtual public information session in early November, date to be confirmed, to provide further information as well as to answer any questions raised by the community.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Commitment to Public Safety

- Reduce Violent Crime and Recidivism
- Deliver exceptional services that meet local community needs
- Base actions on evidence

Our Connections

- Conduct improved and intentional outreach
- Communicate and engage
- Adopt a people-centred service delivery model

Our Members

- Focus on holistic wellness
- Create opportunities
- Manage change
- Foster a positive workplace

Our Resources

- Provide safe, accessible, and welcoming facilities
- Embrace modernization

Be future-ready

Financial and/or Risk Implications

\$100K provided by the Ministry of the Solicitor General – CCTV Grant Program
\$100K provided by WRPS Innovation and Modernization Project Budget

Attachments

- PowerPoint – CCTV and ALPR Project Update

Prepared By

Jamie Sheridan, Inspector, Innovation and Modernization Unit

Jen Davis, Deputy Chief of Neighbourhood Policing and Investigations

Approved By

Mark Crowell, Chief of Police



Closed-Circuit Television (CCTV) & Automatic License Plate Readers (ALPR)

*“Every person in Waterloo Region is safe
and feels safe”*

Deputy Chief Jen Davis
Waterloo Regional Police Service



Why CCTV / ALPR?



Support WRPS Crime
Suppression Strategy



Decrease Violent Crime



Decrease Social Disorder
Occurrences



Support Front-Line Operations



Improve Investigative Outcomes



Increase Video Camera Capacity
and Access



Increase Public Safety



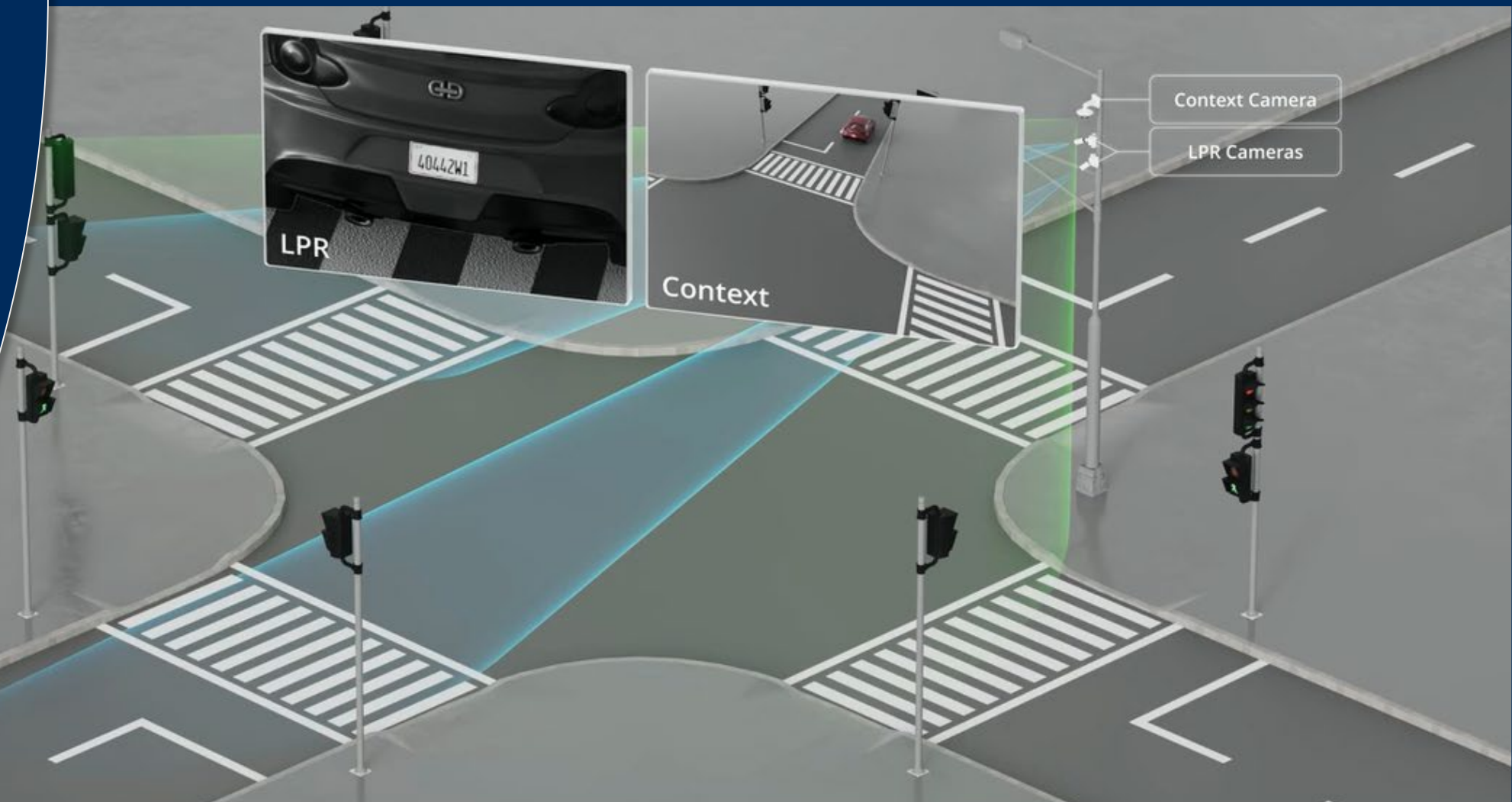
Phase 1 Implementation - Camera Locations

- Camera locations were determined using an evidence based, data-driven approach
- WRPS' Crime Analysis Unit conducted a 3-year historical review of:
 - Uniform Crime Report (UCR) data
 - Citizen Generated Calls for Service
 - Areas of increased crime and disorder incidents (including ingress and egress routes)
 - Concerns identified by the community
 - Service-specific considerations focused on high victimization rates including for firearms, break and enter, and robbery violations
- Based on this information, 10 locations with a total of 52 cameras (CCTV and ALPR) were selected for Phase 1 implementation

Camera System

Cameras will include a combination of PTZ (pan, tilt, zoom), Bullet, and Multi-sensor cameras – each with a different function

- PTZ cameras will be deployed in areas identified with higher pedestrian traffic
- Bullet style cameras will be utilized for ALPR “gateways” into, and out of identified locations across the Region
- Multi-sensor cameras equipped with ALPR will be utilized at intersections
- All mounted and powered (low voltage power) by existing infrastructure



NOTICE

You have entered an area that may be monitored by close circuit video cameras. This program is a community initiative to promote safety and reduce crime.



The legal authority for collecting information is Section 29 (1)(g) of the Ontario Municipal Freedom of Information and Protection of Privacy Act.



CCTV/ALPR – Capabilities and Restrictions

What it is

- Additional Investigative Tool
- Best Evidence
- Active Deterrent for Criminal Behaviour
- Searching for license plates of criminal interest

What it is not

- Speed Enforcement Cameras
- Live Monitored by Officers
- Arbitrarily Placed
- Accessible by all Members

Privacy and Access

Guidance on the Use of Automated Licence Plate Recognition Systems by Police Services

- Information and Privacy Commissioner of Ontario have been engaged
- Privacy Impact Assessment nearing completion
- All information gathered by WRPS must be compliant with MFIPPA (law enforcement purpose)
- WRPS will utilize a 30-day retention period for stored data
- WRPS Policy and Procedures limit the number of users accessing the system with the ability to audit access
- Data is stored using encrypted, cloud-based solutions located in Canada



Information and Privacy
Commissioner of Ontario

Commissaire à l'information et à la
protection de la vie privée de l'Ontario

www.wrps.on.ca



www.wrps.on.ca



Community Safety & Wellbeing Plan Update: Addressing Mental Health and Addiction

TO:
The Waterloo Regional
Police Service Board

FROM:
Community Safety
Partnerships

DATE:
09/17/2025

Recommendation

For information.

Summary

This report provides a summary of the work completed by the System Transformation Team (Addressing Mental Health and Addiction Needs Together Action Table) as part of the Community Safety and Wellbeing Plan. As part of the report, we will identify the problem, the scope of the work, and the progress made on identified solutions.

Report

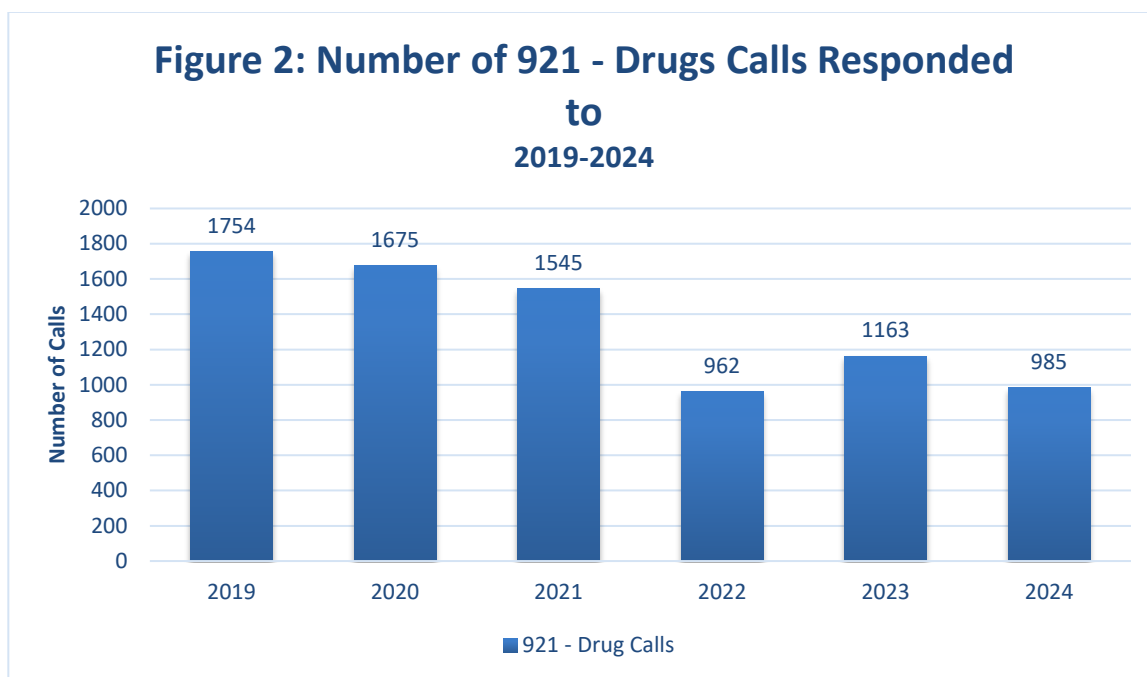
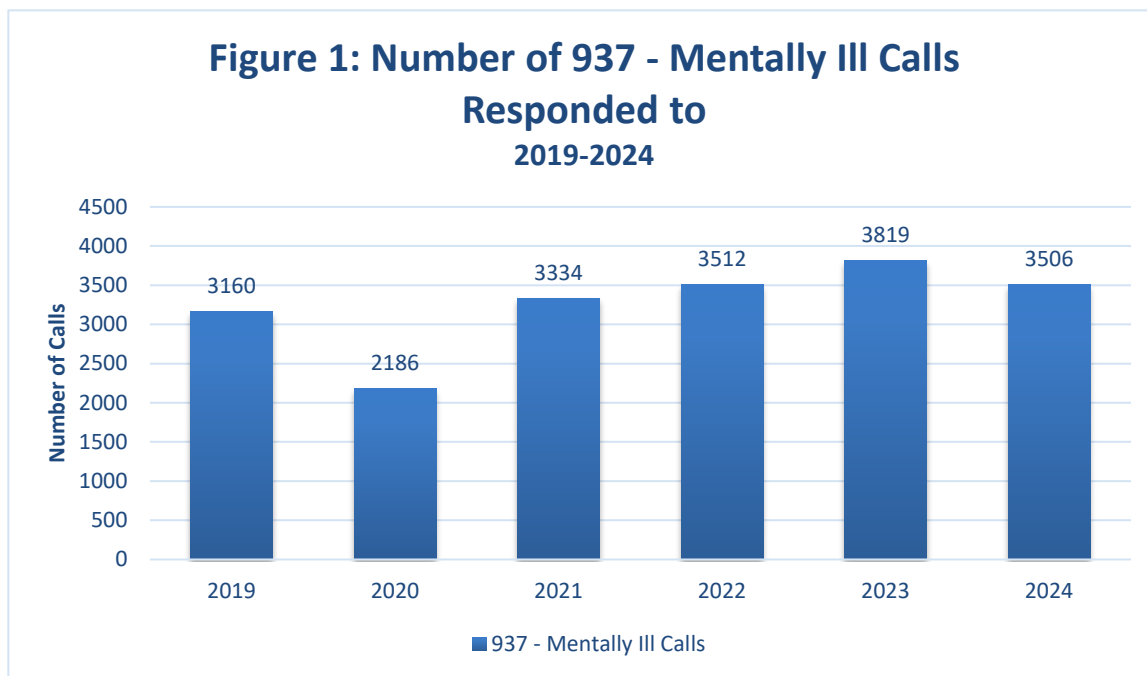
In 2023, Addressing Mental Health and Addictions Needs Together was identified as a priority under the Community Safety and Wellbeing Plan.

At Issue

From 2019 to 2024, WRPS responded to 19,517 calls related to mental illness (see Figure 1) and 8,084 drug-related calls (see Figure 2). In 2024, mental health-related calls were the 12th most common call type Waterloo Regional Police Service (WRPS) responded to.

Significantly, these calls have an impact that reverberates through systems beyond policing. As part of the *Mental Health Act*, WRPS officers are frequently mandated to drop individuals off at the hospital. Additionally, many individuals involved in drug- and mental health-related calls garner repeat contacts, resulting in greater strain on the system.

To provide a more robust response to mental health-related calls, WRPS launched two projects: IMPACT and Crisis Call Diversion. The Integrated Mobile Police and Crisis Team (IMPACT) was established in June 2018. IMPACT refers to a team of mental health professionals who attend mental health-related calls to provide immediate alternative support options. In 2024, IMPACT accompanied officers to 1,159 calls. While the goal is for IMPACT to attend 20% of all mental health-related calls, they currently attend approximately 1 in 7 937 – Mentally Ill and 1 in 10 903 – Attempt Suicide calls. Crisis Call Diversion (CCD) refers to a phone team that fields mental health-related calls and makes immediate referrals to alternate supports beyond police. In 2024, 85% of calls that went through CCD were resolved without a police response.



Scope

As part of the Community Safety and Wellbeing Plan, partners from various grassroots and governmental organizations met to determine key questions related to addressing mental health and addiction needs. Key themes emerged, specifically:

1. What are the root causes to mental illness, trauma, and addiction?
2. *Who* needs support? Specifically, what age, ethnic, racial, religious, or other groups require the most support?
3. What programs exist to support mental health and addiction, and how do we better collaborate?
4. How do we measure progress?

These questions helped drive the work done by the Mental Health and Addictions Action Table (Systems Transformation Team), and the overall CSWP Data Table. Below, we will exhibit how the WRPS, alongside other Regional partners, have made strides related to these questions.

Progress

Based on the academic literature, WRPS has examined how Adverse Childhood Experiences (ACEs) contribute to the development of mental illness or addictions later on. Youth who are involved in a Mental Health Apprehension between the ages of 12-17 are involved in, on average, 16 further police recontacts. As such, early and repeated negative involvement with police, which is identified as an ACE, is a strong predictor of future mental health and non-mental health related police involvement.

Next, we assessed *who* we are interacting with in 937 and 921 calls. In 921 – drug calls, only 3% of calls have a confirmed youth subject. However, for 937 – Mentally Ill calls, over 10% of all calls involve a youth subject. Of the 369 youth 937 subjects interacted with, 179 (49%) were male, and 190 (51%) were female.

Additionally, in the past year, the WRPS has examined recontact data with subjects in the 937 call type. Recontact data can be a measure of progress; when individuals have repeated contacts with the police, that can suggest that the underlying mental health or drug-related concern is ongoing. However, if recontacts are reduced year-over-year (desistance), then that can indicate that positive progress is being made. In 2024, 63% of 937 – Mentally Ill calls involved a recontact. Ultimately, by working in collaboration with systems partners, our Service can ensure that individuals are getting the support they need after an initial contact, such that future contacts will not be required.

Solutions

The Systems Transformation Team and associated working groups are closely examining high frequency users of Emergency Room, Paramedic Services and police resources. Each has varied involvement in each call response, however, by diminishing this demand by involving mental health providers and partners at the intake phase, additional organizational capacities can be realized and existing services optimized and evaluated.

A pilot project testing this model is anticipated in early 2026, with partners currently working through privacy and legislative components.

A key component to the ongoing work is leveraging technology currently used by WRPS, Waterloo Regional Health Network – Midtown, Canadian Mental Health Association and Starling Community Services.

The Health IM mobile application provides an on-ground tool that records risk factors, officer observations and utilizes a Basic Mental Health Screener to streamline intake at the hospital level. It also provides for overall analytics in terms of officer wait times, repeat and chronic service usage.

WRPS will seek to integrate additional partners and providers on this platform to provide real time referrals and earlier intervention capabilities, while broadening our understanding of the mental health and addictions landscape in our region.

Strategic Business Plan

The above report aligns with the following Strategic Business Plan 2024-2027 objectives:

Our Connections

- Communicate and engage

Financial and/or Risk Implications

Nil.

Attachments

- Addressing Mental Health and Addictions Needs Together, Presentation

Prepared By

Aaron Mathias, Inspector, Community Safety Partnerships

Approved By

Mark Crowell, Chief of Police



Community Safety & Wellbeing Action Table Update

Addressing Mental Health & Addiction Needs Together

2025-338

September 17, 2025

Presented By: Dr. Hasan Siddiqui,
Strategic Services

www.wrps.on.ca



Our Priorities

- **Addressing Mental Health & Addiction Needs Together**
- Combatting Hate
- Creating Safe & Inclusive Spaces
- Intimate Partner Violence, Gender Based Violence, Missing & Murdered Indigenous Women and Girls 2S+



WATERLOO REGION

Community Safety & Wellbeing Plan



01 Incident Response
Critical and non-critical response

02 Risk Intervention
Mitigating situations of elevated risk

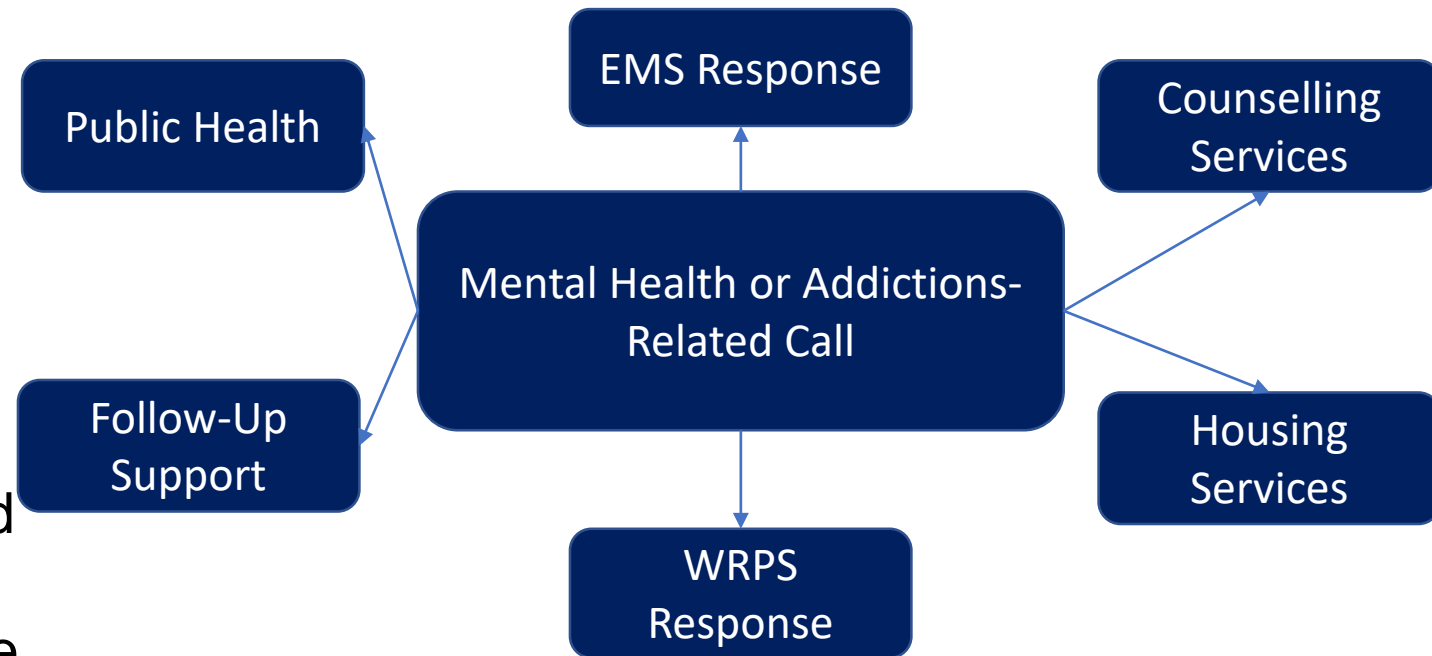
03 Prevention
Proactively reducing identified risks

04 Social Development
Promoting and maintaining community safety and wellbeing



At Issue

- From 2019 to 2024, WRPS responded to over 27,000 calls related to Drug-related offences or Mental Health
- These calls have disproportionate impact on multiple sectors, including EMS and Public Health
- Additionally, many individuals involved in mental health- or drug-related calls have repeated contacts with the police



The Scope

- After a combined meeting with the CSWP Data Table, key questions were identified to drive the work done by the action tables
- With respect to Addressing Mental Health & Addictions Needs together, four main themes emerged:
 1. What are the root causes to mental illness, trauma, and addictions?
 2. Who needs support? Can disaggregated data be used to identify which groups of people are most impacted?
 3. What programs exist to support mental health and addictions, and how do we better collaborate?
 4. How do we measure progress?

Progress Made

As part of identifying improvements to mental illness, trauma, and addictions responses, WRPS began looking at re-contact data and high-frequency users of E.R., paramedic and police services

Youth involved in a Mental Health Apprehension are typically involved in **16** further police recontacts

63% of 937 – Mentally Ill calls involve recontact



■ Recontact ■ Non-Recontact

Over 1 in 10 mental health-related calls involve a Youth Subject



Solutions

- The Systems Transformation Team and associated working groups are closely examining high frequency users of public services
- The Health IM mobile application provides an on-ground tool that records risk factors, officer observations to streamline intake at the hospital level
- A 2026 Pilot Project focusing on multi-sector collaboration and early intervention is currently being planned



Thank You

Questions?