



NIAGARA REGIONAL POLICE SERVICE

Police Service Board Report

PUBLIC AGENDA

Subject: 2024 Annual Report/Strategic Plan Status Update
Report To: Chair and Members, Niagara Police Service Board
Report Date: 2025-06-06

Recommendation(s)

That the Niagara Police Service Board receive the 2022-2025 PSB/NRPS Strategic Plan Status Report for information;

And further, that in accordance with Section 41 of the Community Safety and Policing Act, 2019, the Board file the Report with Regional Council.

Key Facts

- The purpose of this report is to advise the Board that the Niagara Regional Police Service (NRPS) is in compliance with the Community Safety and Policing Act (CSPA) O. Reg 399/23 and By Law 413-2024.
- The Chief is required to make a written annual report to the Board with respect to Strategic Plan updates and the Annual Report.
- This report will provide a summary of requirements to ensure the Service is in compliance with the By Law and will serve as the Annual Report as referenced in section 9.2 of the By-Law.

Financial Considerations

There are no financial implications relating to the recommendations contained in this report.

Analysis

In accordance with the Community Safety and Policing Act (CSPA) O. Reg 399/23, on or before June 30 in each year, every Chief of Police, other than the Commissioner, shall prepare an annual report for the Police Service Board relating to the activities of the police service during the previous fiscal year, including information on:

- (a) implementation of the strategic plan prepared and adopted by the police service board under subsection 39 (1) of the Act;
- (b) public complaints;
- (c) the actual cost of policing; and
- (d) any other information that is required to be in the annual report by other regulations made under the Act.

(2) The relevant Police Service Board shall publish the annual report on the Internet.

In accordance with By-Law 413-2024 – The Framework for Strategic Planning, the Chief shall provide the Board with updates on the progress related to the objectives in the Plan in June and December, with one of these updates being the Annual Report referenced in Section 9.2 below.

The Chief shall prepare and submit an Annual Report to the Board in June of each year that addresses the following:

- (a) the implementation of the Strategic Plan and the achievement of the performance objectives identified in the Strategic Plan;
- (b) the affairs of the Police Service;
- (c) the provision of policing as it relates to any Community Safety and Well-Being Plan adopted by the Niagara Region and municipalities or First Nations that are in the Board's area of policing responsibility; and
- (d) Any other prescribed matters.

The Board shall submit the report provided by the Chief of Police to Niagara Regional Council by no later than June 30 of each year and publish the report on the Internet.

The following is a detailed response to the above noted requirements.

1(a) and 2(a) "...implementation of the strategic plan prepared and adopted by the police service board under subsection 39 (1) of the Act."

The Community Safety and Policing Act (CSPA) directs the Service to provide a status report update on its current Strategic Plan. This report details all goals, objectives, performance metrics, targets and outcomes contained in the 2022 - 2025 Strategic Plan for the year 2024 (Year 3) of the Plan. At a high level, we are proud to highlight some of the most significant achievements from the past year, driven by the implementation of the Police Service Board's 2022-2025 Strategic Plan.

Goal 1: Public Safety

The Police Service Board's Strategic Plan focuses on enhancing public safety through targeted objectives aimed at reducing violent crime, supporting victims, improving road safety, and strengthening emergency preparedness. This includes focused enforcement initiatives, increased referrals to Victim Services Niagara, enhanced traffic safety programs, and waterway enforcement campaigns as detailed below.

- In 2024, the NRPS recorded 1,167 referrals, with 692 coming from the Special Victims Unit. This represents a 20.19% increase from 2023, enhancing support for victims of domestic violence, sexual assault, child abuse, and human

trafficking, and reinforcing a collective commitment to protecting and supporting victims as well as vulnerable individuals.

- The NRPS has made significant progress in enhancing victim support and investigative outcomes through strengthened protocols and collaboration with key and community partners. These efforts have resulted in measurable increases in victim identification, offender accountability, and service accessibility.
- Following a comprehensive review of the Human Trafficking Protocol, the NRPS fostered more substantial relationships with signatory members, advocacy centers, and partner agencies. This collaborative approach directly contributed to:
 - 48 victims/survivors identified (700% increase from 2023).
 - 29 accused charged (190% increase).
 - 107 charges laid (75.41% increase).
- The Child Abuse Protocol, which involves multiple agencies including the Crown's Office, FACS, the Office of the Chief Coroner, and the Victim Witness Assistance Program (VWAP), was submitted for review in 2024. Although approval remains pending, a significant transition is set for April 2025, with the Kristen French Child Advocacy Centre (KFCAC) assuming responsibility for child victim support under the new Child Victim Witness Program (CVWP). This shift is expected to streamline services and improve support for child victims.
- In 2024, we reviewed the Anonymous 3rd Party Sexual Assault Reporting Protocol, to support NRPS's ongoing partnership with the Niagara Health Sexual Assault Domestic Violence (SADV) Unit and the Niagara Sexual Assault Centre (CARSA). Efforts were made to encourage more consistent reporting from these agencies to ensure survivors who report anonymously are still supported and counted in investigative efforts.
- In 2024, the Traffic Enforcement Unit (TEU) launched community-oriented traffic education and enforcement initiatives, showing significant growth compared to 2023.
 - Project H.O.T. Wheel targeted distracted driving, resulting in 220 Provincial Offence Notices (PONs), a 6.8% increase from 206 in 2023.
 - Back to School Traffic Safety Day involved 63 officers, up from 45 in 2023, issuing 145 PONs and warnings, a 49.5% increase from the 97 in 2023.
 - Seat Belt Enforcement yielded 57 PONs, a decrease from 194 in 2023.
 - Operation Loud & Clear issued 248 PONs for excessive noise, up from 111 in 2023.
 - Project Erase, against street racing, resulted in 94 stunting charges, up from 38 in 2023.
 - Speed Enforcement, including Project Speed Alert, led to 1,572 PONs, dramatically increasing from 107 in 2023.
 - The TEU also joined forces with Halton, OPP, and MTO for Commercial Motor Vehicle Enforcement, with most charges laid by MTO officers.

- In 2024, the Marine Unit demonstrated a strong commitment to water safety and enforcement through extensive training, multi-agency collaborations, and public awareness initiatives. These included delivering the Small Domestic Vessel – Basic Safety and Small Vessel Operator Proficiency courses to emergency services such as Fort Erie Fire, NRPS, and the Canada Border Services Agency; conducting unidentified human remains recovery training with Niagara City Cruises and Whirlpool Jet Boats; participating in national and local water safety campaigns, including a Safe Boating Week media event with the Toronto Police Service, OPP, and RCMP; and enforcing impaired boating laws through a RIDE program on Lake Ontario and Lake Erie in collaboration with the Traffic Enforcement Unit.
- In 2024, the median response time for emergency calls decreased by 1.77%, from 10.15 minutes in 2023 to 9.97 minutes, demonstrating the Service's ongoing commitment to maintaining adequate and effective emergency response times while ensuring that critical incidents receive prompt attention.
- In 2024, the Service effectively utilized 4 call diversion methods, redirecting 10.6% of service calls away from frontline operations. These alternative response methods— Alternate Response Unit Calls, Online Reporting, Mobile Support Unit, and the Collision Reporting Centre—assisted in managing 15,360 calls out of a total of 144,186 calls for service. In October 2024, the Mobile Support Unit was disbanded and its remaining members were reassigned to uniform platoons and continued to take Mobile Support Calls.
- In 2024, the Real-Time Operations Centre (RTOC) remained a critical asset in supporting frontline and investigative units, responding to 5,362 calls for service—a volume consistent with 2023—despite staffing challenges. By providing near-time intelligence and proactive event notifications, the RTOC played a key role in enhancing officer response and managing high-risk incidents, such as 6 homicides, 84 reports of armed persons, 175 assaults, 432 disturbances, 110 mental health calls, 62 robberies, 17 stabbings, 4 shootings, 345 suicidal persons, and 53 weapons calls. This intelligence-led, strategic approach ensured timely interventions, optimizing public safety for residents and visitors in the Niagara Region.
- Despite ongoing efforts, the 2% reduction in violent crime was not achieved, highlighting the complexities of crime prevention. The NRPS is committed to exploring new methods to reduce violent crime and enhance community policing. This includes data-driven evidence-based policing, strengthened partnerships, and proactive intervention programs.
- Community-based crime prevention efforts were enhanced, resulting in greater public engagement and improved safety outcomes. Greater collaboration with local organizations and crime prevention initiatives helped to address community concerns and reduce repeat victimization.

Goal 2: Community Engagement & Collaboration

The Police Service Board's Strategic Plan prioritizes community engagement and collaboration by strengthening relationships, fostering transparency, and engaging youth. Key objectives include enhancing relationships with Indigenous communities, supporting connections with newcomers to Canada and expanding community outreach initiatives as detailed below.

- In 2024, the NRPS continued its commitment to public safety and community well-being by strengthening partnerships across multiple specialized units.
 - The Domestic Violence Unit (DVU) participated in monthly High-Risk Review Team meetings, working alongside Victim Services, FACS, Gillian's Place, Probation and Parole, and the Ministry of the Solicitor General to assess and manage high-risk cases. DVU also engaged in quarterly meetings with Probation and Parole, VSN, Victim/Witness Assistance Program (VWAP), Niagara District Council (NDC), MTERS, Birchway, and the Ontario High-Risk Intimate Partner Violence (IPV) Committee.
 - The Sexual Assault Unit (SAU) remained actively involved in the Sexual Violence Advocate Case Review Committee, conducting quarterly reviews of suspended investigations with representatives from Gillian's Place, Women's Place, the Niagara Sexual Assault Treatment Centre, and Centre de Santé Communautaire. Additionally, the SAU supervisor played an active role in the Sexual Assault Investigators Association of Ontario and the Western Region Sex Crimes Committee.
 - The Child Abuse Unit maintained regular case discussions with Family and Children's Services (FACS) multiple times weekly to facilitate joint investigations. Ongoing engagement with Brian Bratt, Executive Director of the Kristen French Child Advocacy Centre (KFCAC), ensured continuous collaboration on key child protection issues.
 - The Opioid Education and Enforcement Unit collaborated with Overdose Prevention Education Network of Niagara, Niagara Program Advisory Committee, Community Addiction Services of Niagara, and the Niagara Region Public Health (Infectious Control Unit) to monitor and address the opioid crisis across the region collectively.
 - The Human Trafficking Unit (HTU) enhanced its relationships with 13 members of the Anti-Human Trafficking Response Protocol, resulting in increased referrals from partner agencies and advocacy centres. Improved communication with VSN provided additional support for victims and survivors, including proactive check-ins. The HTU also strengthened its connections with Indigenous centres throughout Niagara, further boosting referrals and support services.

- In 2024, the NRPS maintained robust partnerships through regular meetings with diverse community partners, occurring weekly, bi-weekly, monthly, and quarterly. These collaborations involved partners, such as the Port All Situation Table, Family and Children's Services, Pathstone Mental Health, the Canadian Mental Health Association, Niagara Health System, Niagara Region Homelessness and Community Engagement, School Boards, Indigenous support organizations, shelters, and outreach programs. Additionally, the NRPS expanded its partnerships to include the Fort Erie Native Friendship Centre, Soaring Eagles Secondary School, and the Niagara Region Native Centre, further supported by adding Indigenous Liaison Officers. The implementation of weekly Regional Situation Tables, further enhanced service coordination by gathering 40 social agencies weekly to provide targeted support for individuals in need.
- In 2024, the involvement of the Equity, Diversity, and Inclusion Unit and CORE Officers with Indigenous communities in the Niagara Region saw a remarkable increase. In 2023, the EDI Unit participated in 7 events, and Service members attended over 50 Indigenous events. However, in 2024, the numbers surged, with the Indigenous Liaison and CORE Officers attending 104 Indigenous events.
- In 2024, the total number of foot and bicycle patrol hours across the Service was 4,596. This marks a 42% increase from the 2,972 hours in 2023. This notable rise is attributed to the launch of 5 proactive beat patrols that commenced daily in Niagara Falls in 2024.
- In 2024, the NRPS implemented targeted crime prevention initiatives, including bail monitoring, target hardening at break and enter locations, MTO and ATV enforcement, and the "Lock it or Lose it" campaign. Regional CORE units conducted Crime Prevention Through Environmental Design (CPTED) audits, assisting property owners in crime prevention. Efforts focused on areas with high call volumes, with 20 initiatives completed across all districts.
- In 2024, the NRPS increased referrals of persons in crisis to social service agencies by 9.3%, with 6,046 referrals compared to 5,658 in 2023, strengthening support for vulnerable individuals. CORE unit officers were also trained as Table Representatives, participating thrice weekly at various Situation Tables. Frontline patrol officers also received Situation Table training, enabling them to make referrals through a newly developed referral form, further enhancing access to critical support services.
- The youth engagement and early intervention programs were expanded in 2024, prioritizing crime prevention and community support. NRPS strengthened initiatives to support at-risk youth, deter criminal involvement, and provide positive mentorship opportunities. As a result, youth criminal prosecutions decreased by 14%, with 239 prosecution summaries submitted in 2024, down from 276 in 2023. This decline correlates with a 160% increase in Extra Judicial Measure (EJM) referrals, rising from 14 in 2023 to 26 in 2024, reflecting a shift toward diversionary approaches over traditional prosecution. To build on this progress, service-wide EJM training and an enhanced referral process are being developed to further promote early intervention and positive outcomes for youth.

- In 2024, the YIPI program grew from 4 youths to 5, representing a 25% increase. It continues to be a great success in engaging local youth and providing them with in-depth exposure to the daily operations of the NRPS. It is anticipated that the program will expand to 6 youths in 2025.

Goal 3: Continuous Improvement & Organizational Continuity

The Police Service Board's Strategic Plan emphasizes continuous improvement and organizational continuity through objectives focused on enhancing internal communication, modernizing service delivery, and strengthening member development and succession planning. Key initiatives include the establishment of Continuous Improvement Committee (CIC), the adoption of a new cloud based Digital Evidence Management System, and development of a formal mentorship program as detailed below.

- The NRPS modernized its internal processes by implementing new applicant tracking systems and communication tools. These advancements will streamline recruitment, improve hiring efficiency, and enhance organizational workflows.
- We have established a Continuous Improvement Committee, and more than 40 members have joined it. The terms of reference, evaluation criteria, and other governing materials are complete, and continuous improvement suggestions are evaluated regularly.
- Electronic centralized briefing technology has been purchased, installed, and is operational in all districts briefing rooms and the Duty Office. It leverages the existing M365 investments through the MS Teams rooms platform and integrates with the Crestron Flex platform for Microsoft Teams. The Community Rooms are now equipped with the same solution and are operational if required. Other units, such as the RTOC, can also be invited to participate in the briefing meetings.
- All units have been onboarded to the Digital Evidence Management System platform. While police agencies await a standardized provincial RMS integration, Technology Services has developed solutions to track digital evidence and review frontline evidence. These include a digital evidence template in the RMS to track evidence in Axon Evidence and trigger disclosure notifications, along with a report to monitor missing pages and automated emails to evidence owners and supervisors. NRPS collaborates with federal and provincial Crowns, POA prosecutors, and partner agencies.
- The Corporate Strategy and Innovation Office has been created and consists of the Manager of the unit and a Corporate Analyst. In 2024, we onboarded the Corporate Analyst Position and the Crime Analysis Manager, and we recruited a Project Coordinator to manage enterprise projects. Future business cases will be created to reach full capacity of the unit and enable it to carry out its agreed upon mandates.

Goal 4: Member Wellness & Resiliency

Goal 4 of the Police Service Board's Strategic Plan prioritizes member wellness and resiliency through objectives focused on fostering a culture of resilience, supporting physical wellbeing, and advancing equity, diversity, and inclusion (EDI). Key initiatives included the completion of a resilience training program, implementation of an Early Intervention Program, wellness offerings such as exercise classes, and a comprehensive evaluation to identify any existing systemic barriers related to EDI as detailed below.

- In 2024, wellness programs expanded to enhance peer support, mental health resources, and fitness initiatives to promote member well-being and readiness. The increase in participation reflected the growing demand for wellness events, with 48 members attending the Flu Shot Clinic, 50 acquiring Welland Jackfish tickets, 103 members and families joining the Avondale Dairy event, 16 participating in the equine farm event, 18 taking part in the run club, and 72 completing the 8-Week Challenge. The unit supported key initiatives such as breathwork training, family nights, and fitness programs, including a Niagara IceDogs family night.
- We completed the Peer Support Team launch and will use our peers to roll out our early intervention system. In 2024, we began collecting information to inform the future of the program (i.e., satisfaction and health outcomes, supervisor requests, proactive check-ins, post-incident follow-ups).
- In 2024, we expanded our reach by implementing the early intervention program for all sworn members. In 2025, we will continue to explore the potential for including more civilian members in the rollout.
- The Service implemented the OACP Post OPC Resiliency Training Pilot, facilitated by Member Support for all recruits. Built-in knowledge evaluations measure effectiveness. It was recognized that resilience involves both physical and mental well-being, resulting in a Wellness Coordinator position for 2025. The Member Support Unit participates in the OACP Resilience Committee, working to develop programs, and establish best practices.
- In 2024, IAPro and BlueTeam, early intervention systems, were implemented to help the Service identify members involved in traumatic incidents, enabling the Wellness Unit to flag them for check-ins. The Unit's Clerk and Sergeant received training to enhance their understanding of the platform, with additional training provided to unit members to equip supervisors for managing follow-up requests. The Peer Support Team and Unit members began using the BlueTeam application, establishing outcome measures, and baseline data to strengthen member support. The next pilot phase will introduce a live dashboard, allowing authorized users to manage the program more effectively.

Over the past four years, the NRPS has navigated a complex and evolving environment that impacted the achievement of several strategic targets. Despite strong initial planning and commitment, a number of key performance metrics were not met, due in part to shifting organizational priorities, external pressures, and resource limitations.

One of the most significant challenges was in meeting the annual target of reducing violent crime by 2%. Instead, the Service recorded increases in both 2023 and 2024. These outcomes reflect the broader social and economic conditions influencing crime trends; many of which extend beyond the immediate control of police services. Similarly, while early gains were made in reducing property crime, 2024 saw a reversal, underscoring the volatility and multifactorial nature of crime patterns.

Training and community engagement goals were also affected. While CPTED video training for all frontline officers was not completed, in-person training sessions were delivered to both internal members and external partners. Other community-focused objectives, such as youth presentations and town hall meetings, were limited by operational demands and staffing shortages.

The proposed implementation of a “Block Training” model was ultimately deemed unfeasible due to the complexities of managing leave coverage, personnel transfers, and administrative capacity. Similarly, the planned conversion of General Orders to a new platform was not pursued, as the Service prioritized enhancing the current system for greater efficiency.

Targets such as the 2% annual reduction in traffic fatalities were later recognized as statistically unreliable due to low baseline figures, making consistent year-over-year comparisons impractical. Additionally, the introduction of the Community Safety and Policing Act (CSPA) significantly reoriented operational priorities and required considerable investment in training and administrative resources.

While several objectives remain unmet, these outcomes offer critical insights that will inform future planning, helping to shape more adaptive, realistic, and sustainable performance targets in the next strategic cycle.

As we approach the final year of the 2022-2025 Strategic Plan and begin preparations for the next Strategic Plan, our collectively achieved outcomes will serve as a foundation for shaping our future strategic direction.

1(b) “... public complaints.”

In 2024, the NRPS received a total of 192 public complaints, consisting of 188 conduct complaints, and 4 Service complaints. Of those, 113 were concluded as not in the public interest, 1 was withdrawn, 2 were resolved through early resolution, and 2 were addressed through informal resolution. A total of 51 complaints were found to be unsubstantiated, while 9 were substantiated. Of the substantiated complaints, 5 were

resolved through informal resolution and 2 resulted in disposition without a hearing. 2 complaints remained open or pending at year-end. No complaints resulted in formal action or further proceedings.

1(c) "... the actual cost of policing."

In 2024, the NRPS reported total actual expenditures of approximately \$190.2M, an increase of 0.9% above the 2024 approved operating budget. The additional expenditures were necessary to respond to a number of major investigations in the year underscoring the Service's commitment to maintaining operational readiness and service delivery. Revenues received help offset a portion of total operating costs and support continued investment in frontline services and public safety initiatives as detailed comprehensively in the Annual Report, Finance Variance Overview January 1-December 31, 2024.

2(b) "... the affairs of the Police Service."

In 2024, the Niagara Regional Police Service (NRPS) responded to 144,186 calls for service (including citizen and officer generated calls and 2,794 online reports), reflecting a 0.6% increase when compared to 2023.

To support ongoing operational demands and enhance community safety, the Service welcomed 56 new officers in 2024, comprised of 40 recruit officers and 16 currently serving members from other police services. Additionally, 52 civilian members were onboarded across various departments. In 2024, the Service also saw the retirement or resignation of 25 members, including 18 uniform officers and 7 civilian members.

In 2024, the Mobile Crisis Rapid Response Team (MCRRT) continued to operate effectively in 1 District (St. Catharines/Thorold) and 2 District (Niagara Falls/Niagara-on-the-Lake) through a successful co-response partnership between the NRPS and the Canadian Mental Health Association (CMHA), Niagara Branch.

This initiative pairs a specially trained uniform officer with a mental health and addictions professional to respond in real time to 911 calls involving individuals in crisis. MCRRT teams are equipped to de-escalate mental health emergencies, conduct immediate assessments, and connect individual to appropriate community supports.

In 2024, NRPS responded to a total of 5,316 mental health related calls region-wide, with 2,040 resulting in apprehension and 3,276 resolved without apprehension.

Please note, that these figures differentiate between Mental Health Act (MHA) reports that involved an apprehension and those that did not. The "Total MHA Reports" includes only those reports where the primary Uniform Crime Reporting (UCR) code is classified internally as related to the Mental Health Act.

MCRRT has been active in St. Catharines/Thorold since 2015 and in Niagara Falls/Niagara-on-the-Lake since 2021, with support from Ontario Health West. A 2023 grant facilitated temporary expansion into South Niagara, which demonstrated strong results; while that funding lapsed in 2024, a new grant has been secured to reinstate MCRRT services in South Niagara in 2025. The program remains a vital component in ensuring compassionate, community-based responses to mental health emergencies across the Niagara Region.

In April 2022, the NRPS launched a refocused community policing model following a comprehensive review of its engagement approach. This renewed direction continued in 2023, with notable progress in 2024, including the addition of a Community Oriented Response and Engagement (CORE) Staff Sergeant and two Indigenous Liaison Officers, further reinforcing the Service's commitment to inclusive, community-based policing.

Operating at the district level, the CORE Unit is focused on problem-oriented policing and direct community outreach. Officers work collaboratively with school boards, service agencies, and local community partners to identify and address issues impacting neighbourhood safety and well-being. A major area of focus includes engagement with individuals experiencing homelessness, supported through partnerships with local organizations across the Region.

In 2024, CORE officers led a range of initiatives, including daily youth engagement at the Community Safety Village in Welland, delivery of the Youth in Policing Initiative (YIPI) for high school students, participation in youth basketball tournaments to build positive relationship, and workshops at the Niagara Folk Arts Multicultural Centre (now Bridges Niagara) to educate newcomers about law enforcement in Canada. Officers also provided Crime Prevention Through Environmental Design (CPTED) consultations to local homeowners and businesses.

As an intelligence-led and problem-solving team, the CORE Unit enhances both community engagement and enforcement capacity. Its work reflects a significant evolution in our approach to policing, ensuring a consistent, visible, and proactive presence in the communities that we serve.

The NRPS is committed to transparency and accountability in reporting crime data to our community. Appendix 1: Detailed Crime Statistics Tables details a complete breakdown of 2024 crime-related statistics, including year-over-year comparisons and clearance rates for the period of January 1 to December 31, 2024, reflecting the work of our members across the Region in addressing crime and enhancing public safety. In 2024, the Service received 65,473 reports, an increase of 2.0% from the previous year, reflecting continued demands on policing resources across the Region. While overall Mental Health Act related reported declined by 2.9%, violent crime rose by 8.3%, with notable increases in assault, criminal harassment, and sexual assaults. Property crime also saw a 7.6% increase, driven largely by increases in shoplifting and fraud. Despite

these increases, the rate of cases closed by charges remained relatively stable. These statistics were compiled and verified as of May 27, 2025. It is important to note that completed investigations remain subject to ongoing audits in accordance with the Canadian Centre for Justice and Community Safety Statistics (CCJCSS) standard and Statistics Canada crime reporting requirements. As such, final figures may differ from those published in future CCJCSS reports. Full statistics details can be found in Appendix 1.

2(c) "... the provision of policing as it relates to any Community Safety and Well-Being Plan adopted by the Niagara Region and municipalities or First Nations that are in the Board's area of policing responsibility."

As calls for service continue to rise and the demands on policing become more complex, it is clear that sustainable community safety cannot be achieved by police alone. Many of the challenges that we respond to, inclusive of mental health crisis, addiction, and housing instability, require coordinated, multi-agency solutions such as the Community Safety & Well-Being Plan (CSWB). The CSWB is a collaborative strategy designed to guide vulnerable individuals and groups away from repeated system responses and toward the support of service providers best equipped to meet their needs. By working together across sectors, we can improve outcomes for individuals and contribute to a safer, healthier Niagara Region.

The Region of Niagara has identified four priority areas within the CSWB: mental health and addictions, housing and homelessness, poverty and income, and systemic discrimination. Each priority is supported by a multi-sector Action Table focused on improving service delivery, aligning ongoing services, and developing strategies to drive meaningful and lasting change.

The Service is committed to advancing the goals of the CSWB through collaborative governance, community partnerships, proactive engagement with upstream supports, and transparent reporting on performance indicators. This plan supports our broader efforts in crime prevention, victim support, and the delivery of modern, community-focused policing. Our participation reflects our continued commitment to fostering a Niagara where every individual is safe and feels safe.

Alternatives Reviewed

Not applicable.

Relationship to Police Service/Board Strategic Priorities

To comply the provisions of the Board By-Laws and to maintain compliance with Adequate and Effective Policing requirements.

Relevant Policy Considerations

Section 12 of O. Reg 399/23 (Services Annual Report obligation), Community Safety and Policing Act (CSPA), Section 39 and Board By-Law 413-2024

Other Pertinent Reports

8.1 2021 11.25.2021 – 2022-2025 Strategic Plan – Niagara Regional Police Service
8.3.2023.07.27 2022 – 2025 Strategic Plan – Status Update
8.4.2024.03.28.2024 2022 – 2025 Strategic Plan – Status Update
9.1-2025.02.27 Annual Report, Finance Variance Overview January 1-December 31, 2024.

This report was prepared by Stephanie Sabourin, Manager Corporate Communications, Dr. Hector Perez, Corporate Analyst, and Rany Audeh, Manager of Corporate Strategy and Innovation with information provided by Superintendents Shaun Parrent, Paul Koscinski, Sandy Staniforth, Darrin Forbes, and David Masotti, Inspector Nilan Davé, Directors Akram Askoul, Linda Blood, and recommended by Bill Fordy, Chief of Police.



Submitted by:

Bill Fordy, O.O.M. #9615
Chief of Police

Appendices

Appendix 1 – NRPS Crime Related Statistics – January 1to December 31, 2024

Appendix 1. NRPS Crime Related Statistics – January 1 to December 31, 2024.
Information was extracted from our Records Management System on May 27, 2025.

Calls for Service

Year / District	Total	% Change YoY
2022	145405	
2023	143377	-1.4%
2024	144186	0.6%

(Source: CAD)

Mental Health Act Reports (Primary UCR Code)

	2022	2023	2024
Mental Health Act Apprehension	2031	1948	2040
Mental Health Act Reports (no apprehend)	3537	3526	3276
Total MHA Reports	5568	5474	5316
Rate per 100k Population	1,122	1,042	975
Year - Year % Change		-0.3	-7.1

(Source: RMS)

Note: This table differentiates between Mental Health Act (MHA) reports that involved an apprehension and those that did not. The "Total MHA Reports" includes only those reports where the primary Uniform Crime Reporting (UCR) code is classified internally as related to the Mental Health Act.

Reports Submitted

	2022	2023	2024
Total Reports Submitted	62,731	64,201	65,473
Year - Year % Change		2.3	2.0
Niagara Population	496,059	525,352	545,152

(Source: RMS)

Other Report Types

	2022	2023	2024
Actual Reports	39,567	41,193	41,267
Rate per 100k population	7,976	7,841	7,570
Year-Year % Change		4.1	0.2

(Source: RMS)

Note: This table includes all reports under categories that use UCR Codes that are not related to violent or property crimes (e.g., provincial offences, welfare checks and information reports).

Cases Resulting in a Criminal Charge

	2022	2023	2024
Number of Reports Closed by Charges	9,217	9,588	9,825
Rate per 100k population	1,858	1,825	1,802
Year-Year % Change		4.0	2.5

(Source: RMS)

Violence Against Persons

	2022	2023	2024
Number of Reports	4,014	4,507	4,879
Rate per 100k population	809	858	895
Year-Year % Change		12.3	8.3

(Source: RMS)

Select Violent Crimes Against Persons Incidents

	2022	2023	2024
Homicide	6	12	15
Murder – Attempt	6	3	5
Sexual Assault – Aggravated	1	0	1
Sexual Assault – Weapons/ Bodily Harm	6	3	1
Sexual Assault	372	342	401
Total Sexual Violations Against Children	108	122	108
Assault - Aggravated	37	32	35
Assault – Weapon or Cause Bodily Harm	430	478	520
Assault – Minor Harm	1037	1119	1262
Assault – Police/ Peace Officer	68	71	50
Criminal Negligence Cause Bodily Harm	2	1	1
Assault – Other	52	59	73
Robbery	18	20	26
Extortion	178	263	247
Criminal Harassment/ Stalking	309	453	514
Threats – Person Death/ Harm	647	816	761
Indecent/ Harassing Communication	9	3	3
Totals	3286	3797	4023

(Source: RMS)

Property Crimes

	2022	2023	2024
Number of Reports	13,582	13,027	14,011
Rate per 100k population	2,738	2,480	2,570
Year-Year % Change		-4.1	7.6

Select Property Crime Incidents

Select Property Incidents	2022	2023	2024
Arson	55	38	54
Break & Enter	1068	983	898
Theft Over \$5000	165	155	183
Theft Under \$5000	2601	2217	2435
Theft of Motor Vehicle	23	24	25
Shoplifting Under \$5000	1285	1698	2306
Shoplifting Over \$5000	10	20	12
Possession Stolen Property	604	441	415
Fraud	806	849	1055
Fraud – Identity Theft	40	30	40
Fraud – Identity Fraud	598	439	410
Mischief	2175	1799	1897
Totals	9430	8693	9730