



**PEEL POLICE SERVICE BOARD  
PUBLIC AGENDA  
FRIDAY FEBRUARY 28, 2025, AT 10:00 A.M.**

REGION OF PEEL  
COUNCIL CHAMBERS, 5<sup>TH</sup> FLOOR  
10 PEEL CENTRE DRIVE, BRAMPTON, ONTARIO

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**INDIGENOUS LAND ACKNOWLEDGEMENT**

**ROLL CALL**

**DECLARATIONS OF CONFLICT/PECUNIARY INTEREST**

**CHIEF'S UPDATE**

**BOARD MEMBER QUESTIONS and/or ANNOUNCEMENTS**

**APPROVAL OF MINUTES**

1. Minutes of the Board Meeting held Friday, January 24, 2025

**Recommendation:**

***That the Minutes of the Board Meeting held Friday, January 24, 2025 be adopted as read.***

**DEPUTATIONS**

2. **Safe City Mississauga - 2024 Annual Impact Report Presentation** - Deputation from Ms. Teresa Burgess-Ogilvie, Executive Director of Safe City Mississauga.

**Recommendation:**

***That the deputation be received.***

**PRESENTATIONS**

- 3.1 **Illegal Firearms and the Increasing Risks in our Community** – Detective Sgt. Ian Harloff to provide a presentation.

**Recommendation:**

***That the presentation be received.***

- 3.2 **Gender Based Violence** – Inspector Rebecca Miller to provide a presentation.

**Recommendation:**

***That the presentation be received.***

- 3.3 **Peel Police Response to Mental Health** – John Versluis, Mgr. Community Safety and Well-Being (CSWB) to provide a presentation.

**Recommendation:**

***That the presentation be received.***

- 3.4 **Delta Flight 4189 Incident** – Deputy Chief M. Andrews, Community Policing and Staff Supt. H. Hiltz to provide an update on the police response to Delta Flight 4189 that crash landed at Pearson International Airport.

**Recommendation:**

***That the presentation be received.***

**NEW BUSINESS**

4. **Missing Persons – Urgent Demand Reporting 2024** - Report dated January 7, 2025, from Deputy Chief N. Milinovich, Investigative and Emergency Services Command providing the Board with the data for the missing persons urgent demand reporting for 2024.

**Recommendation:**

***That the information be received.***

5. **Collection of Identifying Information in Certain Circumstances** - Report dated January 28, 2025, by Deputy Chief A. Odoardi, Innovation and Technology Command, providing the Board with the statistics for the collection of identifying information in certain circumstances.

**Recommendation:**

***That the information be received.***

6. **Microsoft Unified Enterprise Support Services** - Report dated February 13, 2025, by Deputy Chief A. Odoardi, Innovation and Technology Command, providing the Board with the request to approve a direct negotiation contract with Microsoft Canada Inc.

**Recommendation:**

***That the Police Services Board approve a Direct Negotiation contract with Microsoft Canada Inc. for the Unified Enterprise Support Services at cost of \$400,689.60, excluding applicable taxes, in accordance with Procurement Policy PRP-FN-001.***

***And further, that subject to budget availability, PSB grant authority to the Chief Administrative Officer, Peel Regional Police to renew this contract for 5 additional years.***

7. **Annual Body Worn Camera Report 2024** - Report dated January 20, 2025, by Deputy Chief A. Odoardi, Innovation and Technology Command, providing the Board with the 2024 annual body worn camera update.

**Recommendation:**

***That the information be received.***

8. **Extreme Incident Response Debrief** - Report dated February 12, 2025, by Chief N. Duraiappah, providing the Board with the details and analysis of an extreme incident that took place on November 4, 2024.

**Recommendation:**

***That the information be received and published in accordance with the Extreme Incident Response Plan requirements.***

**ADJOURNMENT OF PUBLIC MEETING**

**IN CAMERA SESSION**



**PEEL POLICE SERVICE BOARD  
PUBLIC MINUTES  
FRIDAY, JANUARY 24, 2025**

**01-02-25**

REGION OF PEEL  
COUNCIL CHAMBERS, 5<sup>TH</sup> FLOOR  
10 PEEL CENTRE DRIVE, BRAMPTON, ONTARIO

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The public meeting of the Regional Municipality of Peel Police Service Board commenced at 9:04 a.m.

**INDIGENOUS LAND ACKNOWLEDGEMENT**

Executive Director, R. Serpe read an Indigenous Land Acknowledgement.

**ROLL CALL**

Members Present: N. Iannicca, Chair  
S. Kohli, Vice Chair  
A. Boughton  
L. Carby  
O. Khan  
M. Mahoney

Members Absent: P. Brown

Others Present: N. Duraiappah, Chief, Peel Regional Police  
M. Andrews, Deputy Chief, Community Policing  
A. Odoardi, Deputy Chief, Innovation & Technology  
M. Dapat, Deputy Chief, Community Safety & Wellbeing  
N. Milinovich, Deputy Chief, Investigative & Emergency Services  
L. Jackson, Chief Administrative Officer  
S. Wilmot, Legal Services  
K. Doobay, Director, Finance  
T. Wilson, Director Human Resources  
C.L. Holmes, Associate Deputy Chief  
R. Serpe, Executive Director, PSB  
A. Suri, Manager, Board Operations, PSB

## **ELECTION OF CHAIR AND VICE-CHAIR**

Executive Director, R. Serpe, assumed the Chair and called for nominations for the position of Chair of the Peel Police Service Board. A. Boughton nominated N. Iannicca for the position, and the nomination was seconded by S. Kohli. With no other nominations received, the Board unanimously decided to re-elect N. Iannicca as Chair of the Peel Police Service Board for the year 2025.

Chair N. Iannicca assumed the Chair and called for nominations for the position of Vice-Chair of the Board. L. Carby nominated S. Kohli for the position, and the nomination was seconded by A. Boughton. With no other nominations received, the Board unanimously decided to re-elect S. Kohli as Vice-Chair of the Peel Police Service Board for the year 2025.

## **CARRIED**

## **ANNOUNCEMENTS**

Chair N. Iannicca welcomed Councillor M. Mahoney back to the Peel Police Service Board.

M. Mahoney expressed his gratitude for the opportunity to rejoin the Board and conveyed his deep respect for the Police Service, describing it as the best in the country. He shared his appreciation for serving in his current role and collaborating with the Board, highlighting his enthusiasm to reconnect and resume the important work of the Board.

Chief N. Duraiappah congratulated the Chair and Vice-Chair on their re-election and welcomed M. Mahoney back to the Board. Chief N. Duraiappah expressed gratitude on behalf of the 3,500 members of the Police Service, emphasizing the unprecedented alignment between the community's needs and the Board's priorities. He acknowledged the Board's governance role and its commitment to guiding the Service, stating that their efforts will enhance the effectiveness of the Service and contribute to greater community safety. Chief N. Duraiappah affirmed the Service's dedication to making the community proud by safeguarding its people and highlighted the importance of the milestone achieved, noting its significant impact on the region. Additionally, Chief N. Duraiappah extended his thanks to President A. Woolley and the Peel Regional Police Association (PRPA) for their ongoing efforts behind the scenes in support of the community.

## **DECLARATIONS OF CONFLICT/PECUNIARY INTEREST – NIL**

## APPROVAL OF MINUTES

1. Minutes of the Board Meeting held Friday, November 22, 2024.

**Resolution:**

***That the Minutes of the Board Meeting held Friday, November 22, 2024 be adopted as read.***

Moved by: A. Boughton  
Seconded by: S. Kohli

CARRIED 01-01-25

## DEPUTATIONS

- 2.1 **Paul & Flo Henderson** – Provided a deputation on Intimate Partner Violence.

S. Kolhi thanked the presenters for their strength in sharing their stories, highlighting the hope and awareness it brings to the community and the critical work of Intimate Partner Violence (IPV) initiatives. She expressed pride in Chief N. Duraiappah, Deputy Chief N. Milinovich, and Insp. R. Miller for their impactful leadership and encouraged the attendees to continue sharing their stories, assuring them of ongoing support.

Chair N. Iannicca expressed deep gratitude to Paul and Flo, recognizing their dedication to being a voice for their daughter Darian and others impacted by similar tragedies. He acknowledged the strength it takes to relive painful memories, noting their commitment to honoring her memory and helping other families in need. He concluded by commending their ability to keep their daughter's spirit alive, describing it as a remarkable act that honors her memory while providing hope and support to others. He reaffirmed his gratitude and commitment to ensuring her legacy endures.

A. Boughton reflected on a visit to the family home, recounting a moment when he handed them his cell phone with the Chief on the line. He shared the sentiment expressed that day: their loss of Darian would lead to meaningful change. He thanked them for their efforts in ensuring that Darian's legacy will make a difference.

**Resolution:**

***That the deputation be received.***

Moved by: A. Boughton  
Seconded by: S. Kohli

CARRIED 2.1-01-25

**2.2 Ruba Siddiq** – Provided a deputation from the perspective of A Survivor’s Experience.

A. Boughton thanked Ruba for sharing her experience and commended her efforts in breaking the cycle of trauma. He relayed Mayor A. Groves' apologies for missing the opportunity to address her but emphasized her support. He concluded by thanking the families for their courage for speaking out and reaffirmed the Board’s commitment to providing a platform for sharing their story.

Chair N. Iannicca thanked Ruba and Paul and Flo for their powerful testimonies which highlighted the real-world impact of intimate partner violence. He credited their efforts with helping secure approval for the police budget to fund additional support for such cases. He also acknowledged PRPA president, A. Woolley’s contributions and expressed gratitude for his advocacy and its lasting impact.

Vice-Chair S. Kohli praised Ruba for her incredible strength and resilience, recognizing the immense courage required to share such a painful and traumatic experience. She emphasized the selflessness of Ruba’s advocacy and its profound impact on others, expressing heartfelt gratitude for sharing her story and that of her sons.

Chief N. Duraiappah commended Ruba for her courage and strength, as well as the advocacy she provides on behalf of survivors and those affected by intimate partner violence. He expressed gratitude for her contributions during both recent meetings, emphasizing the significance of her efforts and reaffirming the Police Service's commitment to addressing family violence and supporting survivors in Peel Region. He also addressed misinformation in the media that undermines Ruba’s advocacy, stating that both the Police Service and Mayor Brown have made efforts to correct it. Chief N. Duraiappah concluded by thanking Ruba for her presentation and expressing hope for a future free of domestic violence.

***Resolution:***

***That the deputation be received.***

Moved by: A. Boughton  
Seconded by: S. Kohli

CARRIED 2.2-01-25

**2.3 Adrian Woolley, President, Peel Regional Police Association (PRPA) – Mr. A. Woolley attended but did not provide a deputation at the Board meeting.**

**2.4 Peel Crime Stoppers 2025 Update – I. Hassan and H. Pedwell from Peel Crime Stoppers provided the 2025 update to the program.**

L. Carby thanked the presenters for their dedication and commitment to Crime Stoppers, noting its visible presence and positive impact in the community. He commended their efforts in building trust with community partners and creating safe spaces for individuals to report incidents. Acknowledging the rise in criminal activity, he emphasized the importance of Crime Stoppers as a reporting option and expressed gratitude on behalf of the Board for their continued work.

Vice-Chair S. Kohli thanked Mr. Carby for sharing insights about the organization, expressing appreciation for its extensive reach and visible impact. She acknowledged the organization's efforts in creating safer spaces for reporting and commended the positive results and correlations shown. Vice-Chair Kohli reaffirmed the commitment to increasing visibility and support moving forward.

Chair N. Iannicca thanked Deputy M. Dapat for his leadership and collaboration to have the Crime Stoppers tip line displayed on the back of police caution tape. On behalf of the Board, he expressed appreciation for the vital role played by the Crime Stoppers, noting its significant size and growth. While acknowledging the unfortunate increase in tips, he emphasized the importance of their work in addressing community challenges.

**Resolution:**

***That the deputation be received.***

Moved by: S. Kohli  
Seconded by: L. Carby

CARRIED 2.4-01-25



**ADJOURNMENT OF PUBLIC MEETING**

The public meeting of the Regional Municipality of Peel Police Service Board adjourned at 9:56 a.m.

CARRIED

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N. Iannicca, Chair

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R. Serpe, Executive Director

2024

# ANNUAL IMPACT REPORT

02-02-25





**Safe City Mississauga respects,  
values and celebrates the  
diversity of people who make  
up our community.**

# TODAY'S EFFORTS, TOMORROW'S IMPACT

As Board Chair of Safe City Mississauga, I am honored to reflect on another year of meaningful strides in our mission to prevent crime. Guided by the principle that **today's efforts create tomorrow's impact**, we have continued to be a spark for finding a sense of peace, belonging and connection across our communities.

In 2024, the Safe City Board undertook challenging but promising efforts to demonstrate the value of crime prevention, including the developing our **2025-2027 Business Plan and Budget**. This roadmap is designed to illustrate the critical role of preventative strategies in reducing crime and demonstrate the strength of our programs to that outcome.

This year, we have seen firsthand how the collective strength of engaged communities transforms neighborhoods into welcoming and connected spaces where everyone feels valued. At the same time, we recognize that the journey to prevent crime is not over, and together, we must continue building a future rooted in the power of everyone doing their part. From residents uniting through Neighbourhood Watch, to students embracing leadership in School Watch, to Civics 4 Kids! for children, the ripple effect of these efforts is creating a brighter future for all.

On behalf of the Board, I extend our heartfelt gratitude to everyone who has contributed to this journey. Together, we are proving that every action **today**—no matter how small—matters when it comes to building a safer **tomorrow**.

Sarah Ramsook, Chair  
Safe City Mississauga



# MAKING A SAFER CITY TOGETHER

For over three decades, we have been a trusted partner in building stronger, more connected neighbourhoods across Mississauga. Through proactive and community-focused efforts, we continue to empower residents to create a thriving environment for everyone.



Our Watch programs bring crime prevention directly to where it's needed—homes, schools, and local businesses—providing knowledge, tools, and resources to help residents feel safer and better connected with their communities.

# OUR VALUE PROPOSITION

Safe City Mississauga's value proposition is solid.

## Action Driven

The 'proof is in the pudding" - We don't just talk about safety statistics and facts. We involve the community in actions that have helped lift Mississauga to be named one of Canada's safest cities for over 15 consecutive years.

## Trustworthy Conduit

We understand the social fabric of Mississauga and we've established trusted relationships with police services and city leaders which gives us the ability to act on community input.

## Serving A Fundamental Human Need

We serve a very critical need in the community, encouraging and facilitating the conditions for neighbourhoods to feel safe and secure, which is the foundational building block for ensuring citizens prosper.



Neighbourhood  
Services

Youth  
Services

Partner  
Services

Senior  
Services  
(2025)

# STRATEGIC PILLARS



## Neighbourhood Collaborations

We're constantly seeking partnerships with all types of entities in our community including neighbourhoods, businesses, schools, police, colleges/universities and community organizations. A safe city demands the voices and input of all the parts of it. Here at SCM, we take initiative to identify and engage these entities to cultivate community informed programs and solutions that benefit everyone.



## Empathy in Action

The goal of the crime prevention work that we do is not to exclusively serve today's community - it's designed to create long term positive effects and a bright future for generations to come. We put a special emphasis on youth engagement to empower young people to actively contribute to shaping the world they want to live in.



## Data-Driven Solutions

Every single program, course and piece of content we put out is backed by rigorous data pulled from leading data sources. Our services offerings are developed from and informed by evidence-based solutions to crime related problems and are continuously evaluated for agile adaptation and adjustment.



## Outreach & Focus on Diverse Communities

We work and live in one of the most diverse communities not just in Canada, but in the world - By engaging citizens of all ages, backgrounds and demographics, we're leveraging our diversity as a powerful tool to create a city that is safe from end to end for ALL its residents. No one gets left behind on our clock.

# 2024 AT A GLANCE

**9,916**

Program participants from all ages, backgrounds, demographics and neighbourhoods across Mississauga

**270**

Hardworking volunteers who gave us their time, talent and passion

**5,160**

Volunteer hours poured into innovative and evidence backed community crime prevention initiatives

**1**

Knowledge exchange event hosted to showcase innovations and best practices in crime prevention

**23**

External events attended to share our programming with residents across the city

Every City  
Needs A Hero...  
**Like You.**





# 2024 AT A GLANCE

**62**

Neighbourhood Watches launched and reactivated across the City of Mississauga

**859**

residents engaged in new Neighbourhood Watches in 2024, learning how to enhance safety in their community

**1,150**

Participants engaged in Neighbour's Night Out to strengthen neighbourhood solidarity and deter crime

**18**

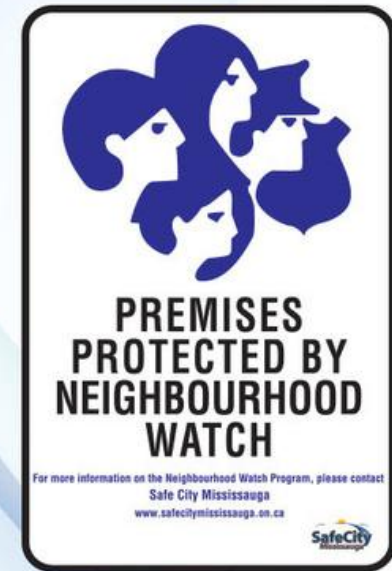
CPTED audits conducted to identify environmental factors contributing to crime risk in the area

**4**

Part-time Activity Specialists hired with charitable gaming funds to engage Watches across the city



## NEIGHBOURHOOD WATCH



PROTECT YOUR COMMUNITY

Learn More



Neighbourhood Watch is a group of neighbours willing to look out for each other and their community.

The benefits are a Safer, Connected and Engaged Neighbourhood.

**Join a Neighbourhood Watch TODAY!**

# 2024 AT A GLANCE

**19**

High schools and community organizations welcomed School Watch, offering our workshops to youth.

**252**

Workshops delivered to teach youth about making smart and safe choices on their path to adulthood

**3,558**

Touchpoints with youth, providing opportunities to engage in learning and meaningful discussions

**2,597**

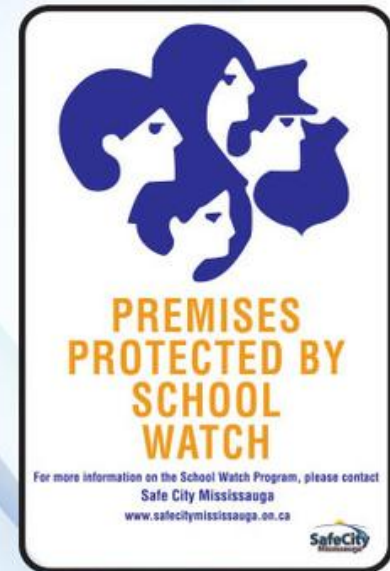
Civics 4 Kids! workbooks distributed in the community to provide an educational resource for families

**2,451**

Civics 4 Kids! worksheets downloaded from our website to support learning on safety and civic duty



**SCHOOL  
WATCH**



**PROTECT YOUR SCHOOL**



School Watch prepares students for the civic responsibility of looking out for themselves, each other, and their school community.

The benefits are a Safer, Connected and Engaged School Community

Join a **School Watch** TODAY!

# 2024 AT A GLANCE

5

Continued partnerships with the Mississauga BIAs to connect and educate businesses on crime prevention.

5

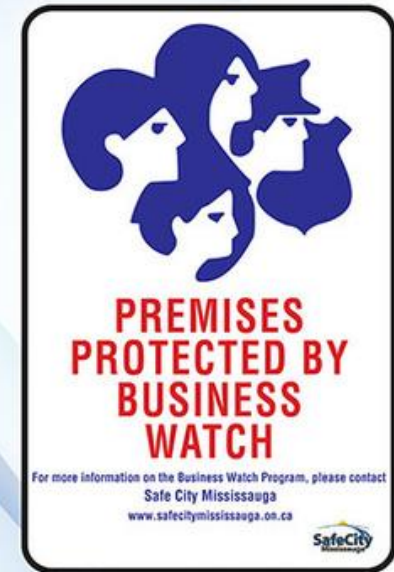
Additional Business Watch courses created to support small businesses in preventing crime.

2

Exploring connections with City of Mississauga, Economic Development Office and the local Legions.



**BUSINESS  
WATCH**



**PROTECT YOUR BUSINESS**



**Business Watch** is organized communities of business owners willing to look out for one another, and each other's business properties.

The benefits are a Safer, Connected and Engaged Business Community

**Join a Business Watch TODAY!**

# 2024 AT A GLANCE

**57**

Countering Hate Presentations delivered to community groups in the Region of Peel

**2266**

Community members received the presentation across the Region of Peel

**36**

Countering Hate Trainers trained to continue delivering presentations to the community

**35**

Countering Hate committee members guiding the rollout of the program

**1**

New Countering Hate Youth module developed to be launched in 2025



# OPPORTUNITIES FOR IMPROVEMENT

**Older Adult/Senior Service Area:** Fund this new service area in 2025, Bullying and Fraud Prevention.

**Program Staff:** To sustain current capacity and meet increased demand of service areas.

**Sustainable Funding Sources:** Service contract with the City of Mississauga. Increase annual subscribers to the Community Crime Prevention Network (4.6%'ers).





**COMMUNITY  
SAFETY ANALYSIS**

# CRIME PREVENTION DATA COLLABORATIVE

Established in 2021, the Data Collaborative aims to integrate crime statistics and community level information to assess and address crime in Mississauga to prioritize for crime prevention programming and activities.

We examine not only crime patterns and trends but also various social, economic, and environmental factors contributing to community well-being and safety.

Combining crime analysis with an understanding of broader community issues allows for a more comprehensive approach to program planning and intervention strategies.



## **Teresa Burgess-Ogilvie**

Executive Director  
Safe City Mississauga

## **Sdravka Damani**

Manager, Business Intelligence and Analytics  
Peel Regional Police

## **Carmen Ciocoiu**

Assistant Manager, Analytics  
Peel Regional Police

## **Lauren Kinne**

Youth Services Manager  
Safe City Mississauga

## **Peter Olaomi**

Business Intelligence Analyst  
Peel Regional Police

## **Gerald Adad**

Countering Hate Lead  
Safe City Mississauga



## Peel's **Community Safety** and **Well-being Plan** 2020-2024

### Data, Monitoring & Evaluation Table

The Community Safety and Wellbeing (CSWB) plan is legislated by the province and requires that the plan should be implemented in a way that allows for it to be **monitored and evaluated**, and the impacts of the plan **reported publicly**.

DME is set up to provide data support to **collective decision-making**.

#### DME Actions '24

- Support and respond to needs and data requests by action tables.
- Advance development of a data repository with selected indicators linked to each Area of Focus.
- CSWB Plan evaluation - consult on method for Review and Refresh Strategy.





# **NEIGHBOURHOOD SERVICES**

**Business Watch**  
**Neighbourhood Watch**

# NEIGHBOURHOOD WATCH

Neighbourhood Watch is an organized group of neighbours looking out for one another, and each other's property. The program encourages residents to be aware of crime and suspicious activity that may be happening around them. **The objective is that incidents are reported, not only to police, but also with your neighbours.**

By participating in the Watch, everyone is alert and working together to maintain safety in their neighbourhood. While the program has been shown to reduce criminal activity, one of the greatest benefits is that **it brings people closer together, into a stronger community.**

Opportunity for Improvement  
Program Staff: To sustain current capacity and meet  
increased demand of Neighbourhood Services.



# NEIGHBOURHOOD WATCH

Neighbourhood Watch has been a cornerstone of safety and community connection in Mississauga for **33 years**.

In 2024, we successfully **launched and reactivated 62 Neighbourhood Watches**, strengthening crime prevention networks across the city.

With the efforts of our **dedicated Team Leads** and **Part-Time Activity Specialists**, we enhanced community engagement through inclusive events, bringing together neighbours of all ages.

Thank you to our **5,704 Neighbourhood Watch members** for your commitment to fostering safer and more connected communities in Mississauga.





# Neighbourhood Watch Annual Survey Results

## Quantitative Feedback

Survey Prompt and Result	Continuous Improvement Plan Goal = 85% or better	Challenge Volunteer management
<p>"I have got to know the people on my street" - <b>77% agree</b></p>	<ul style="list-style-type: none"> <li>• Introduction of part-time Activity Coordinators created more engagement opportunities to build stronger connections</li> </ul>	<ul style="list-style-type: none"> <li>• New Neighbourhood Watch Coordinator will ensure continuity in activities offering opportunities to get to know their neighbours.</li> </ul>
<p>"I've gotten to know my neighbourhood better" - <b>75.8% Agree</b></p>	<ul style="list-style-type: none"> <li>• The part-time Activity Coordinators were helpful in building stronger connections within and across all Watches</li> </ul>	<ul style="list-style-type: none"> <li>• New Neighbourhood Watch Coordinator will ensure continuity in activities to experience the community in which they live.</li> </ul>
<p>"I feel safer in my neighbourhood because of Neighbourhood Watch" - <b>74.5% Agree</b></p>	<ul style="list-style-type: none"> <li>• The part time Activity Coordinators were helpful in ensuring that some residents feel a greater sense of being safe in their neighborhood.</li> </ul>	<ul style="list-style-type: none"> <li>• New Neighbourhood Watch Coordinator will ensure continuity in activities that are successful in preventing crime occurrences and deviant behaviours.</li> </ul>

# Neighbourhood Watch Annual Survey Results

## Qualitative Feedback

### "What can we do to improve your Neighbourhood Watch?"

Summary of responses included:

- **Increased Communication:** local events, safety tips, and crime trends
- **More Community Events:** social gatherings and safety seminars
- **Volunteer Training:** better training and support for Team Leads
- **Enhanced Visibility of Team Leads:** help boost engagement
- **Feedback:** more responsive program

# TEAM LEAD TRAINING & APPRECIATION EVENT



Safe City Team Leads are volunteers in the community that step up and support all the members of their Watch.







# WATCH ACTIVITIES

NEIGHBOUR'S  
KNIGHT OUT (NNO)

OPERATION  
CLEAN SWEEP

CHARITY DRIVES

Our Watch activities are vital for keeping Watches engaged and fostering a sense of community.

These initiatives promote active participation and strengthen connections among members, encouraging them to look out for one another and create safer, more cohesive communities.

By bringing people together through these activities enhances the impact of the Watch programs and builds a culture of mutual care and vigilance.

# NEIGHBOURS NIGHT OUT (NNO)



In 2024, Neighbourhood Watch members hosted **15 local Neighbours' Night Out** activities.

These family-friendly street parties encourage neighbours to get to know one another, foster stronger connections and building a sense of community. By strengthening these relationships, neighbours are better equipped to look out for one another.

Thank you to Loblaw for sponsoring gift cards to help supply food, drinks, and other essentials!

KNOTTY PINE GROVE

MIDDLEPORT CRESECENT

ANGELEA'S PLACE

BRITANNIA PLACE

WABUKAYNE COURT

SOUTH MILLWAY

VARDEN COURT

# THANK YOU NEIGHBOURHOOD WATCH MEMBERS!

TESTIMONY SQUARE x2

HURONDALE DRIVE

PERWINKLE DRIVE

ERINDALE VILLAGE

APPLEWOOD ROAD

AUGUSTA DRIVE

CORRINE CRESCENT

# OPERATION CLEAN SWEEP

Operation Clean Sweep brings neighbours together to improve their shared spaces by removing litter and debris, showcasing care and pride in their communities. By fostering a sense of ownership and responsibility, Operation Clean Sweep strengthens connections among neighbours while creating cleaner, more cared-for spaces for everyone to enjoy.

Thank you to the following neighbourhoods who rolled up their sleeves and carried out **Operation Clean Sweeps 2024!**



IVANDALE  
DRIVE

AUGUSTA  
DRIVE

CORRINE  
CRESCENT

TESTIMONY  
SQUARE

KNOTTY  
PINE GROVE

# CHARITY DRIVES

Through the Neighbourhood Watch program, communities come together to organize impactful charity drives that benefit those in need.

This year, neighbourhoods supported causes like **Sick Kids Hospital**, the **Salvation Army**, **Open Window Hub**, and local food banks.



WRIGGLESWORTH  
CRESCENT

IVANDALE  
DRIVE

APPLEWOOD  
ROAD

TESTIMONY  
SQUARE

KNOTTY  
PINE GROVE



# BUSINESS WATCH

Mississauga's vibrant business community strengthens our city's fabric and deserves to feel safe.

This year, Business Watch focused on content development to enhance crime prevention education for small businesses.



Developed workshops on five key topics:

- Crime Prevention Through Environmental Design (CPTED)
- Fraud Prevention
- Theft Prevention
- Vandalism Prevention
- Personal Safety for Employees

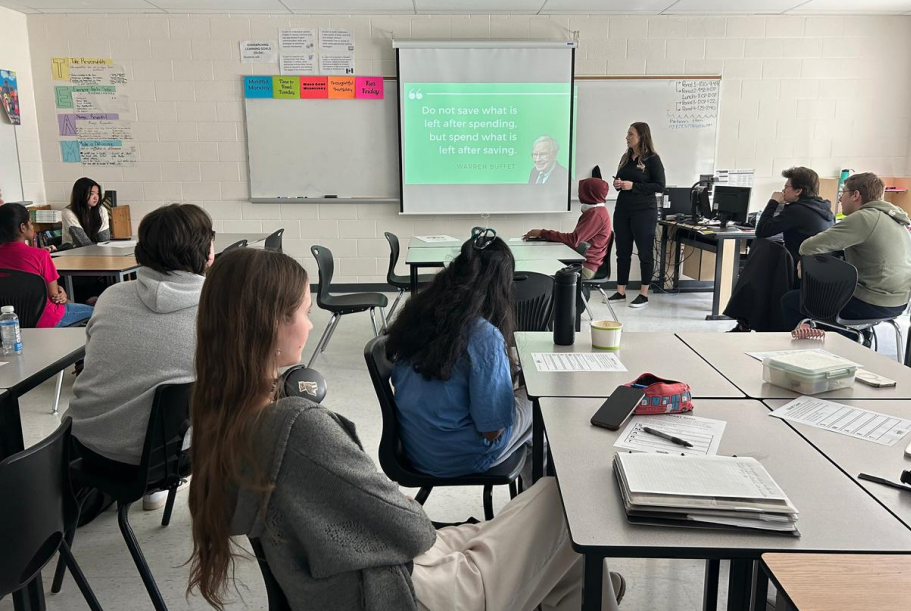


These will be delivered in-person to Mississauga businesses and made accessible to all Watch members via the new **SafeCityApp**.



# **YOUTH SERVICES**

**SCHOOL WATCH  
CIVICS 4 KIDS**



# SCHOOL WATCH

School Watch empowers youth to make informed, safe, and responsible decisions as they navigate young adulthood.

Through engaging workshops, the program provides essential crime prevention education, helping students understand key topics like online safety, critical thinking, healthy living, and more. Delivered in schools and community organizations, School Watch equips youth with practical tools to stay safe, work toward goals, and engage with their community in positive ways.

In 2024, the program introduced Personal Safety workshops, emphasizing situational awareness, healthy boundaries, and risk management.





# OPERATION CLEAN SWEEP

This Watch activity helps **high school students earn community involvement hours required for graduation!**

Thank you to the following organization and schools who rolled up their sleeves and carried out Operation Clean Sweeps: Ascension of Our Lord Secondary School, Glenforest Secondary School, Malton Neighbourhood Services, and TL Kennedy Secondary School.



**284 YOUTH  
PARTICIPANTS**



**58 BAGS OF  
GARBAGE  
COLLECTED**



**540 VOLUNTEER  
HOURS EARNED**



# School Watch Student Survey Results

## Personal Safety Workshop

Survey Question	Results
I have a better understanding on how to protect myself?	89.52%
I feel more confident in my ability to recognize potential threats to my personal safety?	87.90%
I completed the Personal Safety Plan Worksheet	76.61%



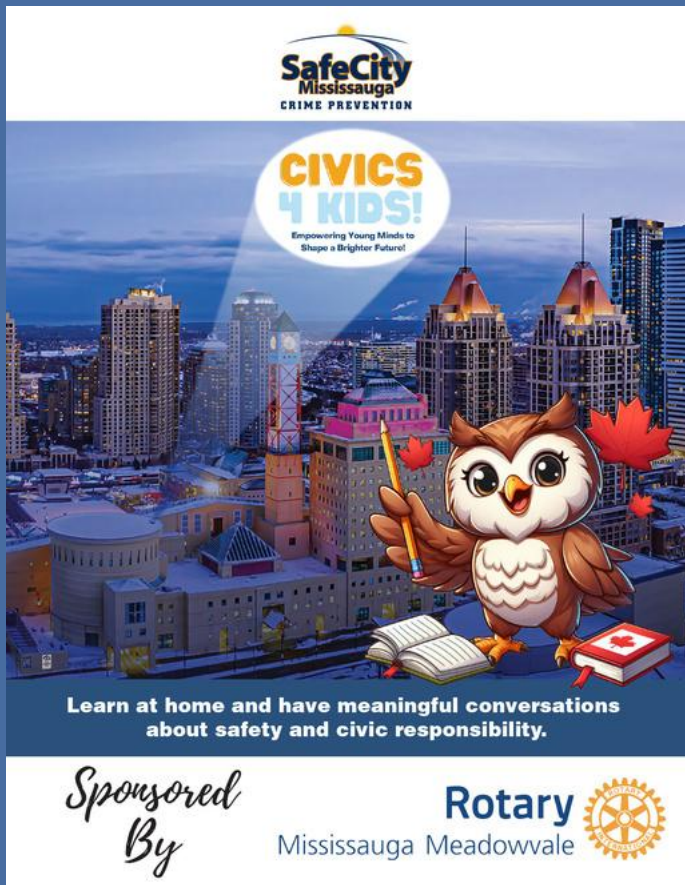
# CIVICS 4 KIDS!

Civics 4 Kids! promotes safety awareness and civic responsibility among children by offering both online worksheets and physical workbooks distributed within the community.

The engaging educational resource is for families, educators, and community members to foster interactive learning.

By nurturing a sense of responsibility and safety, Civics 4 Kids! encourages meaningful conversations that help young people understand their role in creating a safe and more engaged society.





SafeCity Mississauga  
CRIME PREVENTION

**CIVICS 4 KIDS!**  
Empowering Young Minds to Shape a Brighter Future!

Learn at home and have meaningful conversations about safety and civic responsibility.


Sponsored By **Rotary**  
Mississauga Meadowvale

# Custom covers



Name \_\_\_\_\_ Date \_\_\_\_\_

Civics 4 Kids!  
**Pedestrian and Road Safety**



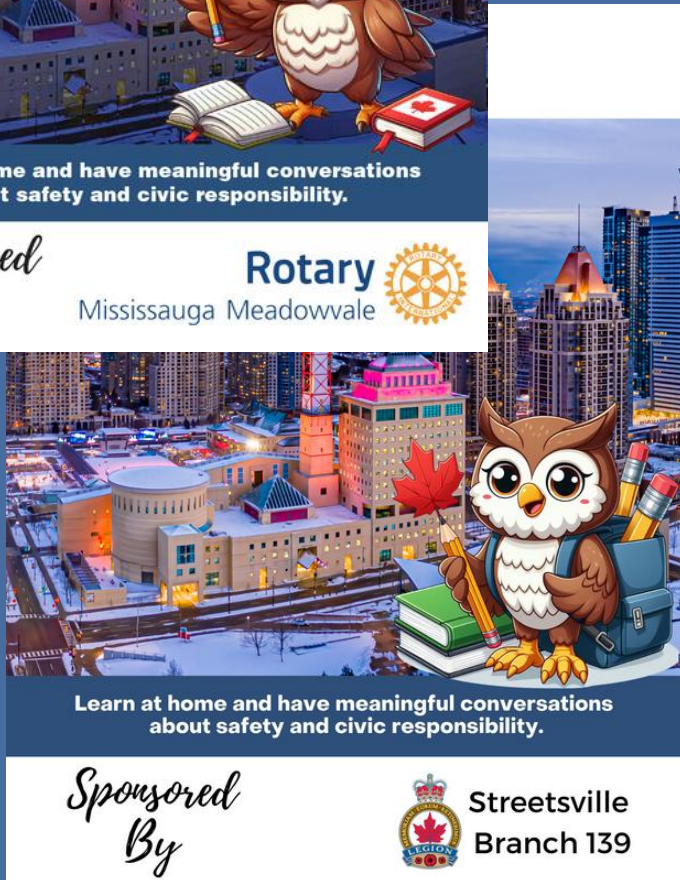
**CIVICS 4 KIDS!**

Name \_\_\_\_\_ Date \_\_\_\_\_

Civics 4 Kids!  
**Online Safety and Cyberbullying**



**CIVICS 4 KIDS!**



SafeCity Mississauga  
CRIME PREVENTION

**CIVICS 4 KIDS!**  
Empowering Young Minds to Shape a Brighter Future!

Learn at home and have meaningful conversations about safety and civic responsibility.

Sponsored By **Streetsville Branch 139**

# COUNTERING HATE IN OUR COMMUNITY

## **PARTNER SERVICES**

# COUNTERING HATE IN OUR COMMUNITY



*Hate, in all its forms, is a corrosive force that tears at the very fabric of our society. It breeds fear and division threatening the safety and well-being of every individual and community.*

In collaboration with Peel Regional Police and the Countering Hate Committee, Safe City Mississauga was selected to provide the staff person to support the new **Countering Hate in our Community** program.

This program doesn't just aim to educate—it's a call to action, offering tangible solutions to combat hate and discrimination head-on.

Funded by Peel Regional Police until March 31st, 2026.



**PRP Diversity, Equity & Inclusion** ...  
@PRPInclusion

Thank you to the Mississauga Chinese Business Association for hosting the annual Community Policing Dinner. Congratulations to our DEI team and the Countering Hate Committee for receiving the 2024 Community Policing Award. Hate has not place in our community. [#unitedagainsthate](#)

1:59 PM · Sep 11, 2024 · 214 Views

**COSTI**  
@COSTI\_org

(1/2) More than 120 COSTI clients attended training to counter hate through modules developed by Countering Hate Committee @SafeCityMiss and @PeelPolice recently. This program aims to educate people and empower them with tactics to counter hate and discrimination.

[#SayNoToHate](#)







Coming  
Soon

# SENIOR SERVICES

ANTI-BULLYING & FRAUD PREVENTION

# Seniors Bullying

Sheridan College, Elder Research Centre released results from the Seniors Bullying in Ontario Survey which show that ***bullying between older adults is a serious issue.***

- 57% participants reported being bullied
- 56% reported to have engaged in bullying behaviours
- 55% reported witnessing bullying within the last 4 months
- 70% of respondents reporting that being bullied was upsetting or extremely upsetting.

# Fraud against Seniors

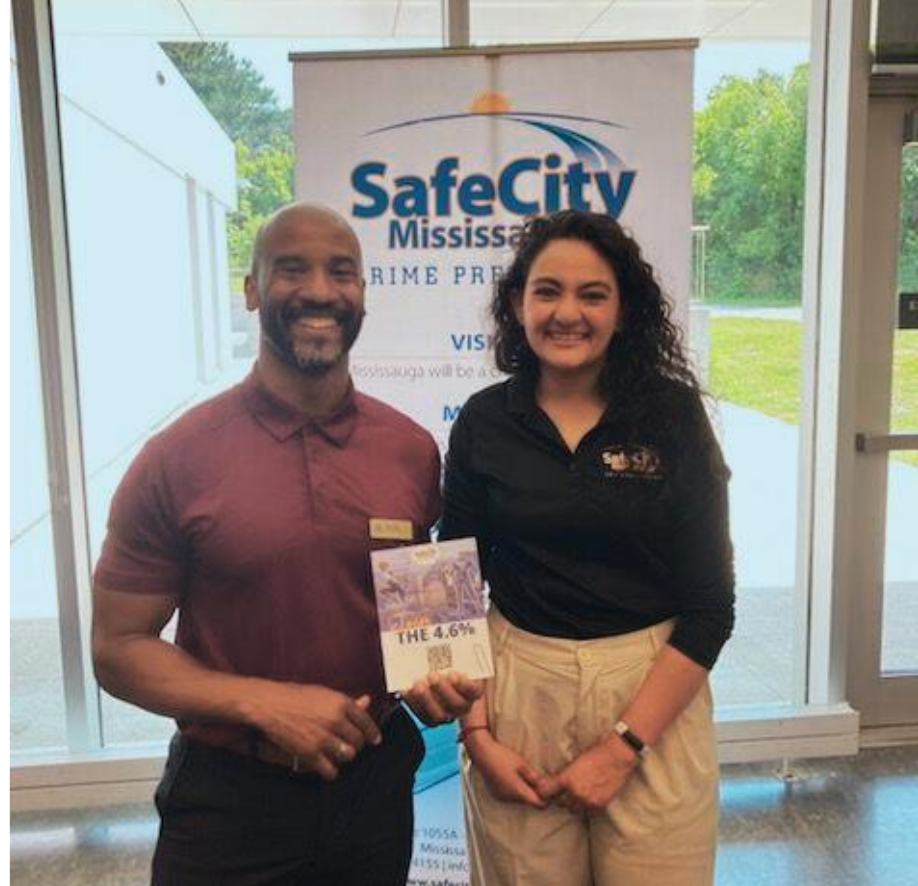
Seniors are a prime target of financial scams, with ***fraud being the number one crime committed against them.*** The Competition Bureau estimates that only around 5% of fraud incidents are reported to law enforcement, which makes it difficult to gather evidence and intervene.

# EVENTS



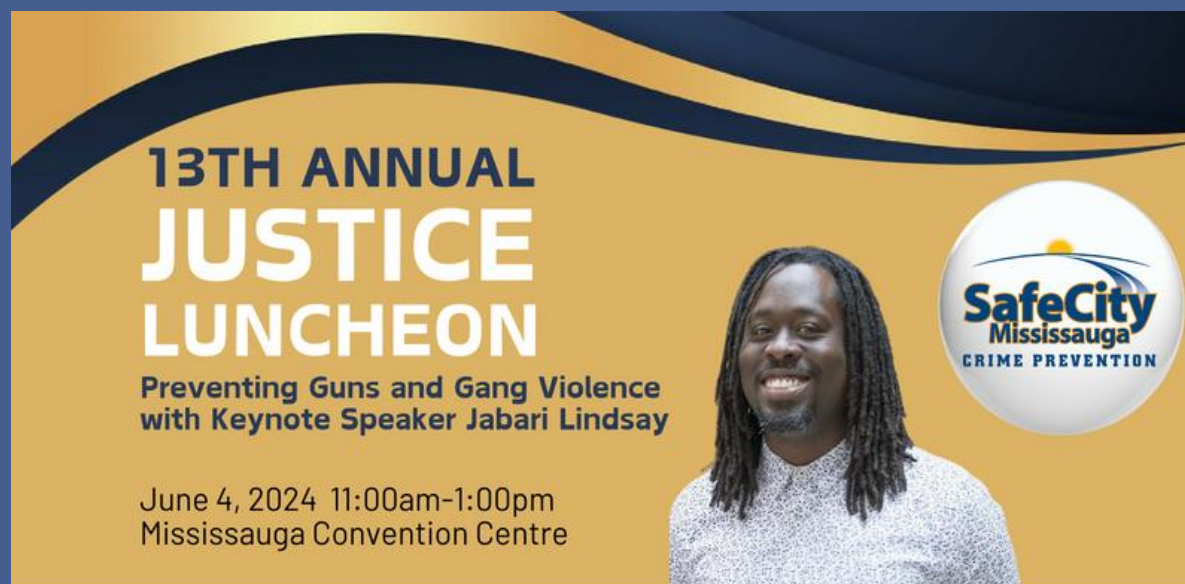
# COMMUNITY EVENTS





# JUSTICE LUNCHEON

The 13th Annual Justice Luncheon focused on Guns and Gangs



Keynote speaker Jabari Lindsay shared alarming statistics, including that 90% of male gang members are arrested by age 18, and the average life expectancy of a gang member is just 20 years, underscoring the urgent need for prevention efforts.

Presenting Sponsor: **Loblaw  
Companies  
Limited**

**SHOPPERS**  
DRUG MART 

# EVENT HIGHLIGHTS



# CRIME PREVENTION CONFERENCE

In 2024, Safe City Mississauga was pleased to attend the International Annual Safety of Our Cities Conference, hosted by Peel Regional Police to promote collaboration and discuss innovative solutions in addressing root causes of the challenges faced by cities.



## 2024 SAFETY OF OUR CITIES CONFERENCE

Innovation and Collaboration:  
Moving Forward Together.







# HERO AWARDS

# HERO AWARDS

The 2024 Hero Awards were presented at the Safety of Our Cities Conference to celebrate Mississauga residents who have made extraordinary contributions to crime prevention in their community.



Generously supported  
by:  
**Bell**



# Individual Hero Award Winner: Marc Poirier

This past year, Marc produced both a two minute and a 30 second radio segment that Safe City could give to every radio station – but Marc didn't just produce the segment, he also contacted every radio station in the GTA to share the mission. He wanted to amplify the message of a safe place to live, work and play. And he isn't done – he is also developing a video segment to be shared by Safe City to send out on social media and who knows – maybe even television at some point.

Generously supported by:



# Youth Hero Award Winner: Selena Xu

Selena is an advocate for community safety and social justice, helping raise awareness on Intimate Partner Violence at Safe City Mississauga. This past year, Selena took the research of four University of Toronto medical students that were interning with Safe City and transformed all their original research into new video courses that Safe City can share in the community and with professionals working to prevent Intimate Partner Violence.

Generously supported by:





# Organization/Group Award Winner: Testimony Square NW

The Testimony Square Neighbourhood Watch has demonstrated all the core principles and ideals of the Neighbourhood Watch program. Residents of the Testimony Square community refer to it as a great place to live because of the various individuals that have stepped forward to volunteer their time and make this not just a neighbourhood but a true community. Pinaki Bhattacharyya is, a dedicated community member and an advocate for neighborhood safety. As the Team Lead of the Testimony Square Neighbourhood Watch, Pinaki has worked closely with his neighbours to promote safety and prevent crime.

Generously supported by:



# FUND DEVELOPMENT

# FUND DEVELOPMENT

Our commitment extends beyond immediate impact, as we strive to establish a foundation for long-term financial stability.

- Grants
- Event Sponsorships and Ticket Sales
- Donations
- Rama Charitable Gaming
- Annual Giving Campaign
  - The 4.6%
  - Social Enterprise
    - The Shop



**Opportunity for Improvement**  
**Sustainable Funding Source: Service contract with the City of Mississauga.**

# ANNUAL GIVING CAMPAIGN

Launched in 2024, the Annual Giving Campaign encourages community support for crime prevention initiatives in Mississauga. By joining the 4.6% campaign, **With Love, Mississauga**, individuals are invited to contribute \$25 annually, helping sustain programs that make the city safer.

**If you could  
help make  
your city safer  
in 30 seconds,  
would you?**

JOIN THE 4.6%



[WWW.SAFECITYMISSISSAUGA.ON.CA/GIVE](http://WWW.SAFECITYMISSISSAUGA.ON.CA/GIVE)

Safety is a top priority for all of us. If just 4.6% of our community donates \$25 a year, we can fund essential crime prevention programs that make Mississauga one of the safest cities in Canada.



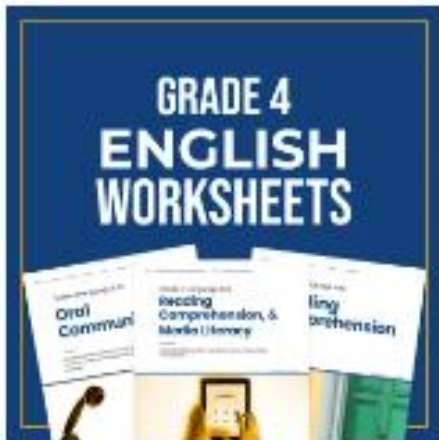
Will you be part of the 4.6%?  
Donate today and protect what  
matters most.



# THE SHOP

Now available through the SafeCityApp, The Shop continues to support our Civics 4 Kids! program, with plans to expand its offerings in 2025.

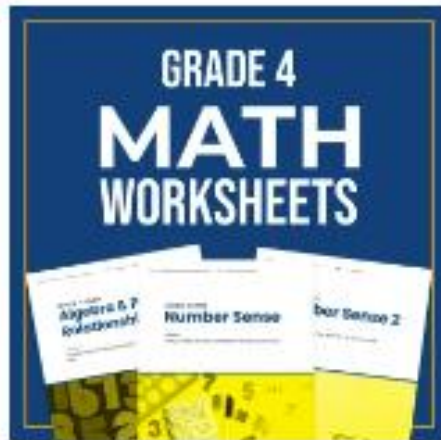
Our online shop offers math and English worksheets for students in grades two through six, focusing on foundational skills like financial literacy and reading comprehension. Each worksheet includes detailed answer keys to support effective learning for students and educators alike.



Grade 4 English Worksheets

\$5.00

Add to cart



Grade 4 Math Worksheets

\$5.00

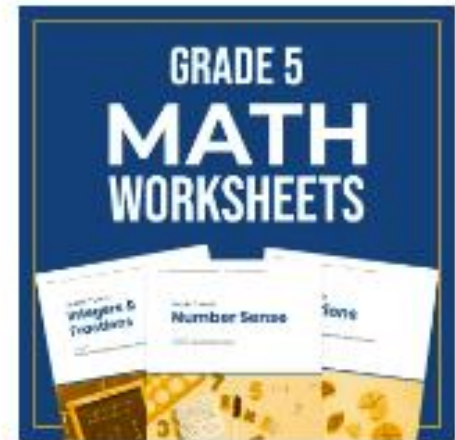
Add to cart



Grade 5 English Worksheets

\$5.00

Add to cart



Grade 5 Math Worksheets

\$5.00

Add to cart

# CHARITABLE GAMING

In 2024, we received **\$65,258.17** from through our volunteer shifts at Rama Gaming House Mississauga that was used to provide Activity Coordinators to support our Watch Activities in the community.

Obtaining charitable gaming approval as a nonprofit organization is a crucial step in diversifying fundraising efforts to support various programs. Nonprofits often engage in activities like bingo, raffles, or other gaming events to generate funds for their charitable initiatives. Charitable gaming provides a fun and engaging way for the community to contribute and enables us to expand our financial base.



# STRATEGIC COMMUNICATION

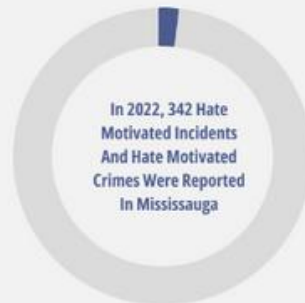
A professional recording studio setup. In the foreground, a large condenser microphone is mounted on a boom stand. The background features a brick wall, a computer monitor, two studio monitors, and a desk with various pieces of audio equipment. The scene is lit with warm, ambient light.

# ON THE WEB



## THE ISSUE

### YOU LOVE MISSISSAUGA - BUT YOU'RE CONCERNED ABOUT CRIME



## Our Solution

How we've helped make Mississauga one of the safest large cities in Canada



### Our Watches

From the streets to the storefronts and classrooms, our three Watch programs embody our collective resolve to protect what matters most. Through vigilance, education, and unwavering unity, these programs help us look out for each other at home, work, and school.



### Child & Youth

Our children and youth programs empower the next generation to stay safe and make a difference. We equip young people with the tools and knowledge to make safe choices, build resilience, and contribute positively to their communities. From school safety workshops to youth leadership development, our programs inspire and nurture the potential of every child and teen in Mississauga.



### Events

From our annual Crime Prevention Conference, where top experts share insights and strategies, to the Justice Luncheon, Neighbour's Night Out, and CPTD training, our events focus on the crucial transfer of knowledge. By bringing together community members and leading crime prevention minds, we equip everyone with the tools and understanding needed to build a safer city together.

**OUR WATCHES**

- SCHOOL WATCH
- BUSINESS WATCH
- NEIGHBOURHOOD WATCH

**CHILD & YOUTH**

- CIVICS 4 KIDS
- FUTUREGRAD
- SCHOOL WATCH

**EVENTS**

- NEIGHBOURS NIGHT OUT
- OPERATION CLEAN SWEEP
- JUSTICE LUNCHEON
- CRIME PREVENTION CONFERENCE

### Neighbourhood Watch

Neighborhood Watch empowers residents to become active participants in their community's safety. By fostering a network of vigilant neighbours, we encourage the timely reporting of suspicious activity. This collective effort strengthens community bonds and deters crime, making our neighborhoods safer for everyone.

LEARN MORE



### School Watch

School Watch prioritizes the safety and well-being of our children. By collaborating with schools and training parents and volunteers, we create a vigilant presence on school grounds. This proactive approach helps identify and address potential threats, ensuring a secure learning environment for our youth.

LEARN MORE

### Justice Luncheon

Our annual Justice Luncheon brings together community leaders, law enforcement, and concerned citizens to discuss critical issues impacting our city. This event provides a platform for open dialogue, collaboration, and the development of innovative solutions to address crime and enhance public safety.

LEARN MORE



## Make an Impact Today

3 ways you can make your city safer in 3 minutes or less



### Join the 4.6%

For just \$25 a year, you can be a part of the 4.6% of Mississauga residents fuelling the city's key community crime prevention programs through our Community Crime Prevention Network



### Start a Neighbourhood or Business Watch

A 20-80% drop in crime has been reported once an active Watch is up and running.



### Empower Youth with Education

Education empowers kids to make informed choices, resist negative influences, and become active participants in building a brighter future for themselves and their community. Contribute to this by requesting School Watch programming or downloading our Civics 4 Kids worksheets for at-home learning.



### Neighbours Night Out

Neighbours Night Out is a community-building event that fosters connections between neighbours and promotes safety awareness. Through block parties, social gatherings, and safety tips, we aim to create strong, united neighbourhoods where everyone feels safe and secure.

LEARN MORE

## If you could help make your city safer in 30 seconds, would you?

Join the 4.6% by scanning the QR code below



### Special Thanks



JOIN US

JOIN US

JOIN US

# ON THE AIR

Leo Pixel Studios donated their time and expertise to produce a radio ad for our annual giving campaign.

The creative efforts brought our message to life, reaching a wider audience. Together, they played a key role in supporting our mission and helping us make a greater impact.



# SAFECITYAPP

online.safecitymississauga.on.ca

The screenshot displays the SafeCity Mississauga app interface. At the top, there is a navigation bar with the following tabs: My Activity, All Members, All Courses, All Groups, Shop, and Calendar. To the right of the navigation bar are icons for search, messages, notifications (with a '6' badge), a shopping cart, and the user's name 'Lauren Kinne' next to a profile picture. Below the navigation bar is a vertical sidebar with icons for home, profile, notifications, messages, courses, groups, shop, calendar, and a list icon. The main content area is divided into several sections: 1. 'Questions?' section: Features the 'Safe City Mississauga' logo and address: '300 City Centre Dr Suite 1055A, Mississauga'. It lists organizers and includes a 'Meet The Staff' button. 2. 'Activity' section: Shows a post by 'Lauren Kinne' with the text 'Share what's on your mind, Lauren Kinne...'. Below the post are icons for photo, video, and music. Underneath the activity post are tabs for 'All Updates' and 'Reactions', along with a 'Search Feed...' search bar. 3. 'My Achievements' section: Includes a 'Filter:' dropdown menu set to 'Completed achievements' and a badge for 'Complete First Course'. 4. 'My Hero Points' section: Displays a yellow star icon and the number '25'. 5. 'Follow Us' section: Shows social media icons for Facebook, X, WhatsApp, YouTube, Instagram, and TikTok. 6. 'Recent Replies' section: Partially visible at the bottom right, showing a profile picture and the text 'Safe City News'. A blue circular help icon with a white question mark is located in the bottom right corner of the app interface.

# OUR PEOPLE





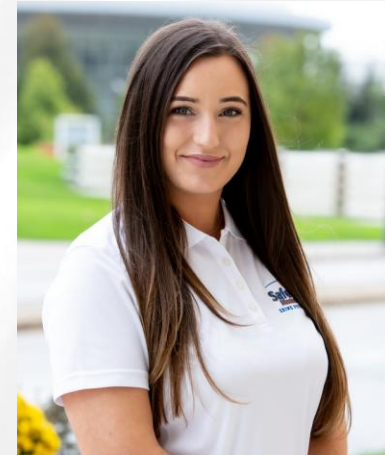
# STAFF



**Teresa Burgess-Ogilvie**  
Executive Director



**Gerald Adad**  
Countering Hate Lead



**Lauren Kinne**  
Youth Services Manager



**Cassie Pettersen**  
Neighbourhood Watch



**Iram Zaidi**  
School Watch

## Part-time Activity Specialists:

**Kevin Campbell**  
**Justine Guillermo**  
**Jody-Ann Baugh**  
**Blessing Ugbekile**

# Staff contribute to the community:

- Community Partner Engagement Day
- Regional Community Response Table
- Data Collaborative in partnership with the Peel Regional Police
- Crime Prevention Through Environmental Design (CPTED) Ontario
- Sheridan College Program Advisory Committee
- Countering Hate Committee
- Peel Situation Table
- Integrated Municipal Enforcement Team (IMET)
- Creditvale Mills Wellness Hub
- Metamorphosis

# BOARD OF DIRECTORS



**Sarah Ramsook**  
Chair



**Linden King**  
Past Chair



**Lilian Kwok**  
Vice-Chair



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**Dr. Feihong Nan**  
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Director



**Cllr. Martin Reid**  
Director



**Cllr. Brad Butt**  
Director



**Supt. Josh Colley**  
Appointee

# THANK YOU TO ALL OUR SUPPORTERS



2024

# ANNUAL IMPACT REPORT



*Thank  
You*





# Illegal Firearms and Increased Community Risk

Peel Regional Police Service Board Meeting February 28, 2025

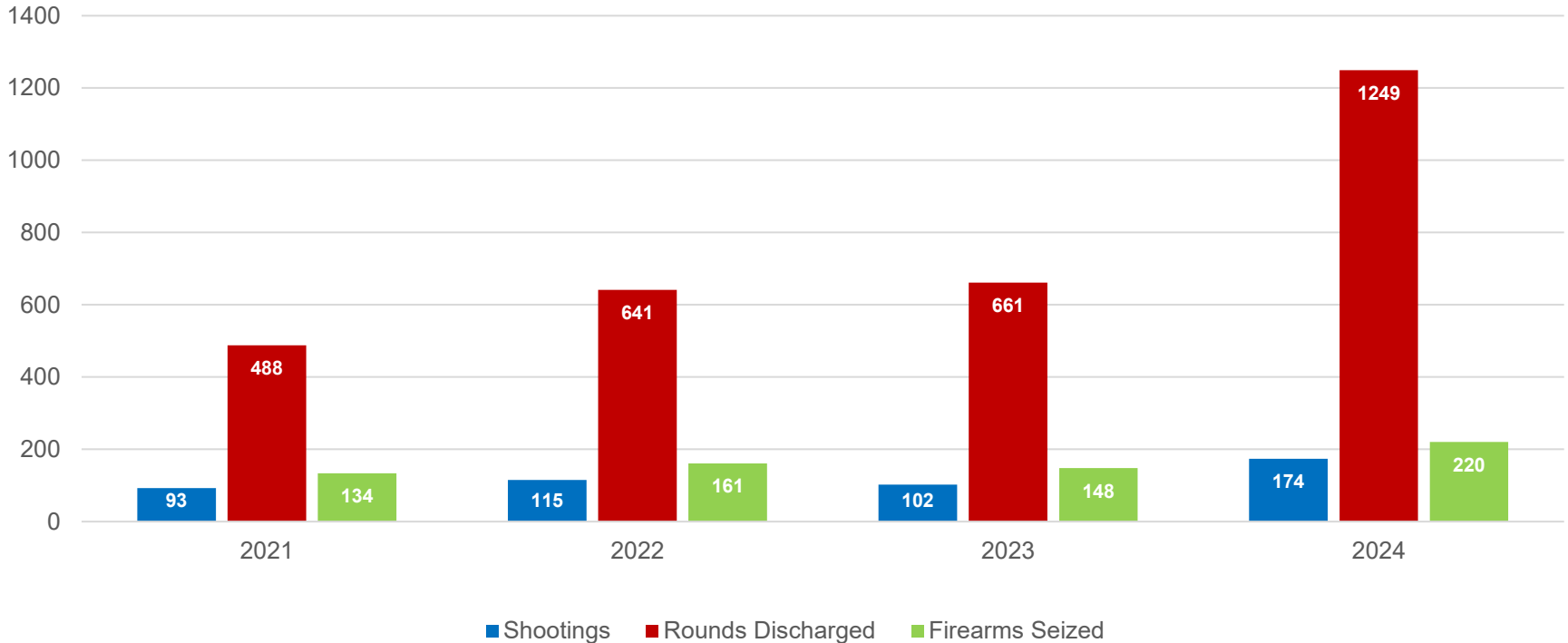
# Overview



- Firearm Statistics in the Region of Peel
- Increased Risk Factors
- Ongoing Strategies to Mitigate Illegal Firearm Risk
- Strategic and Tactical Enforcement Policing (STEP) Team
- 2024 Results and Highlights



# Firearm Statistics/Comparison





# Increased Community Risk Factors



Illegal firearms smuggled from the USA into Canada, which increases access and availability within the community



The willingness to carry and discharge a firearm in public with no regard for safety or consequence



Lack of accountability and offenders who demonstrate a complete disregard for court-imposed conditions and judicial orders

# Ongoing Strategies to Mitigate Illegal Firearm Risk

## Specialized Enforcement Bureau

- Project based investigations to disrupt and dismantle organized criminal groups who import illegal firearms into our Region
- Joint Forces Operations, collaboration with partner agencies to identify, dismantle and disrupt multi-jurisdictional crime groups who traffic illegal firearms into Canada

PROJECT SLEDGEHAMMER

**5**  
Arrests 

**150+**  
Charges Laid 

**11**  
Firearms 

**85**  
Prohibited Devices  
including 53 Glock  
selector switches

Seized

**32**  
Prohibited Magazines 

**900+**  
Rounds of  
Ammunition 

**\$20K+**  
Drugs 

Largest Seizure of Illegal Firearms in the History of Peel Regional Police

PROJECT CHROME

**10**  
Arrests 

**185**  
Charges Laid 

**71**  
Firearms Seized 

67 Handguns  
4 Rifles  
180 Rounds of Ammunition  
Several Illegal Magazines

**\$1M**  
Value of Drugs Seized 

5.5kg Cocaine  
1.5kg Fentanyl  
Crack Cocaine  
Xanax Pills

# Strategic and Tactical Enforcement Policing (STEP) Team



- Operate within the Specialized Enforcement Bureau
- 12 seconded Constables along with 4 full time
- Provincially funded through the Gun and Gang strategy for 3 years (2022 – 2025)
- Primary focus is the reduction of gun and gang violence through proactive enforcement strategies
- Addressing community complaints
- Bail compliance and enforcement



# 2024 STEP Results and Highlights

- 27-year-old male from Mississauga in possession of 3 loaded firearms.
- Bound by a firearms prohibition order.
- Significant criminal history including multiple firearm convictions.

- 40-year-old male in possession of 4 loaded handguns in Mississauga.
- Bound by a firearm prohibition and on a conditional release for firearm and drug offences.

- 38-year-old male from Burlington in possession of 6 prohibited handguns.
- Bound by 2 separate firearm prohibition orders.

- 33-year-old male from Mississauga, in possession of loaded prohibited firearm.
- Bound by a release order with GPS monitoring for numerous firearm offences.
- Was with his surety at the time.



**An illegal firearm is used or seized everyday**

# 2024 STEP Results

## Seized

**55**

Illegal Firearms



More than double 2023.  
More than triple 2022.

**65**

Prohibited  
Magazines



**937**

Rounds of  
Ammunition



**51**

Arrests



**470**

Charges Laid





**CONFERENCE**

STRATEGIC & ENFORCEMENT POLICING (STEP)  
RESULTS



Questions?



# An Integrated Approach to Addressing Gender Based Violence

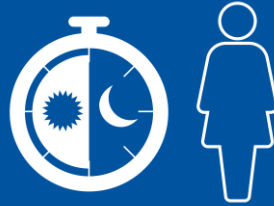
Inspector Rebecca Miller-Small

February 2025



# Overview

More than one woman is  
**strangled every day** in  
Peel Region



**9,476**

Intimate Partner  
Violence Calls

**553**

Charges of choking and  
strangulation laid last year

## Top related charges:

- Assault
- Utter Threats
- Assault with a Weapon
- Fail to Comply
- Chokes, Suffocates or Strangles

# Illegal Firearms and the Risk to Community



# Safe Centre of Peel

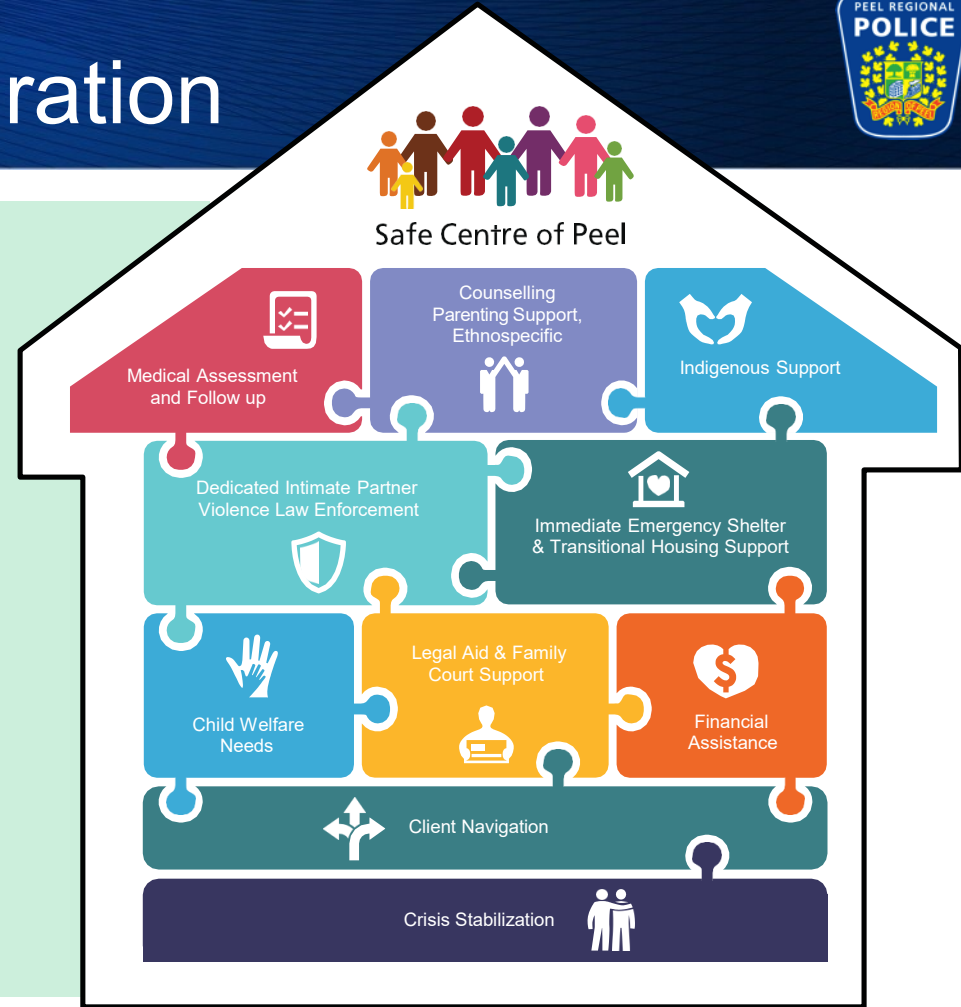


To strengthen our community by providing single point of access to services that are coordinated, responsive and accessible to those experiencing intimate partner violence.



# Current State = Integration

- Specialized partnerships
- Survivor feedback
- All services are free
- One intake – tell your story once
- System navigation
- Collective Capacity Building
- Risk assessments
- Multilingual and cultural service delivery
- Child-minding and transportation
- Specialized police response



# Expansion Announcement

## Safe Centre of Peel opening second location to support survivors of intimate partner violence



Shelina Jeshani and Sharon Mayne from Catholic Family Services Peel-Dufferin receive a certificate from Casey Gwinn of Alliance for Hope International. CONTRIBUTED PHOTO

### Centre to co-locate with Peel CAS in Mississauga

of 17 partnered agencies who all work together to support survivors of intimate partner violence.

The Safe Centre of Peel will soon be co-locating with the Peel Children's Aid Society (Peel CAS) in its building at 25 Capston Drive.

In a media release, Peel CAS Communications Consultant Allison Lead said the



Safe Centre of Peel Mississauga announced



Co-location with the Peel Children's Aid Society to enhance services for survivors



Launch scheduled for Spring/Summer 2025

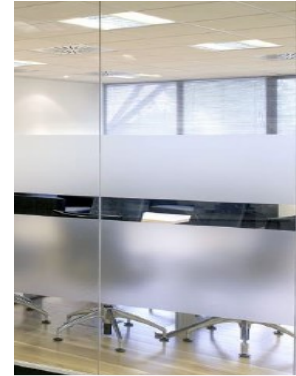
# Collaboration Space



Lockers with Plants



Reuse Existing Workstations



Office Film



Moveable Board



Harvest Table



Booths



Breakout Chair

# Safe Centre Response Team (SCRT)

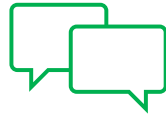
## Safe Centre Response Team

Police and crisis personnel attend intimate partner violence calls to provide early intervention support and assist families.



**461**

Calls dispatched  
to SCRT



**812**

Interventions



**418**

Calls resolved vs.  
calls requiring  
uniform to attend





# Vice and Human Trafficking Unit Statistics

	Total Investigations	# of Charged Parties	# of HT Charges Laid
2020	171	34	183
2021	249	28	105
2022	228	32	127
2023	127	43	150
2024	148	38	143
TOTAL	923	175	708





Thank You



# Community Safety & Well-Being Services

Update: Mental Health Program & Autism Strategy

February 28, 2025

# CSWB Services – Core Functions



- Co-response to MHA calls via MCRRT/COAST
  - Community Crisis Rapid Response Teams – non police
- Facilitate socially-based interventions/wrap around supports
  - Community engagement and programs to support priority populations
- CPTED audits, CP presentations and programming
  - YIPI / youth engagement and mentorships / Safety Village / VPR
- Hate crime follow-up and community reassurance
  - Build and maintain relationships with faith/cultural communities

# Mental Health Update

## Mental Health & Addiction 2024 – by the #s

Indicator	2023	2024	Change (+/-)
Mental health calls (CAD events)	8,574	8,270 (est.)	-3.5%
Mental health apprehensions	5,180	5,179	0%
Hours waiting in hospital	11,684	12,045	+3.1%

Only a small percent of MHA interactions are captured in official call statistics

482 apprehensions in 2024 were among young people below the age of 18

Equivalent to more than 1,000 officer shifts spent waiting in hospital

# Mental Health Update

## Mental health response – 2024

Mobile Crisis  
Rapid Response  
Teams (MCCRT)

In 2024, MCCRT:

- Deployed to 3,031 calls
- Completed 1,711 MHA assessments

Apprehension rate:

<20%

Calls diverted:

964

Equivalent to approximately:

- 3,860 hours of officer time
- Over 320 12-hour officer shifts

Community Crisis  
Rapid Response  
Team (CCRRT)

1,483

Mental health  
engagements by COAST

Nearly  
1,000

P1 CAD risk referrals  
from Frontline officers



# Mental Health Update



## Priorities for 2025

- Continue to enhance program efficiency
- Explore the development of a targeted youth mental health response
- Establish protocol for identifying MHA factors in a broader range of call-types



# Autism Strategy



## Background

- Launched in May 2023
- Co-developed with Peel Autism Collaborative
- Built on four pillars to strengthen how we understand, engage and serve Peel's autistic community



# Autism Strategy – Four Pillars



## Training and Education

Support officers to effectively respond to the needs of autistic individuals through enhanced knowledge and training

## Community Engagement

Proactively engage the autistic community to build mutual understanding partnerships and awareness

## Collaborative Service Delivery

Work with our partners to establish a coordinated approach to serve individuals with autism and their families

## System Enhancements

Explore opportunities to improve existing processes and systems to enhance the effectiveness of service delivery



# Autism Strategy – highlights



- More than 1,600 officers received baseline training (CPKN) and 140 in fundamentals session (Kerry's Place)
- Non-crisis model of engagement with ErinoakKids - weekly engagement in respite program
- Autism Internal Support Network created to support member families and build internal awareness
- Modernization of Vulnerable Person Registry – relaunch anticipated in May 2025
- Autism occurrence review process to proactively identify opportunities to make referrals and provide support
- Memorandum of Understanding with Peel Crisis Capacity Network for system navigation



# Autism Strategy



**Client intervention –  
collaborative approach**

# Strategic Plan Alignment



## Our Community



- Follow the Mental Health and Addiction Strategy to guide response to and support for **mental health related calls**
- Align with the Community Safety and Well-Being Plan to implement strategies and initiatives to identify and support victims, offenders and **priority populations**
- Collaborate with community partners on opportunities for enhanced information sharing and **integrated service delivery**

**3.4-02-25**

**Presentations Placeholder**

- 3.4 Delta Flight 4189 Incident – Deputy Chief M. Andrews, Community Policing and Staff Supt. H. Hiltz to provide an update on the police response to Delta Flight 4189 that crash landed at Pearson International Airport.**



PSB REC: JAN. 30, 2025  
FILE CLASS: P01  
LOG #03-25

**04-02-25**

**REPORT**

Peel Police Service Board

For Information

File Class: 1-01-02-01

Cross-Reference File Class: \_\_\_\_\_

Date: **January 7, 2025**

Subject: **MISSING PERSONS - URGENT DEMAND REPORTING 2024**

From: **Nick Milinovich, Deputy Chief, Investigative and Emergency Services Command**

## Recommendation

That the Annual Report detailing the status of Missing Persons Urgent Demands be received by The Peel Police Service Board as information.

### REPORT HIGHLIGHTS

- Three Urgent Demands (Form 5) under the Missing Persons Act was made in 2024

## Discussion

### 1. Background

Missing Persons Act, 2018 came into effect on July 1, 2019.

In accordance with O.Reg. 182/19 under the Missing Persons Act, 2018, each police service is required to annually prepare and report on Urgent Demands. This report shall be presented by April 1st of each year, after which, the Police Service Board shall make this information publicly available by June 1st of each year.

As per section 8(1) of the Missing Persons Act, 2018, the report shall contain:

- (a) the total number of urgent demands made in that year and the number of missing persons investigations to which they related.
- (b) a description of the types of records specified in the urgent demands made in that year; and
- (c) any other prescribed information.

### 2. Findings

#### No Defined System of Data Collection

The Ministry did not create a system or method of data collection to meet this requirement; it was left to each police service to develop a system that would allow them to record this reportable data.

During a provincial working group teleconference, Peel Regional Police recommended to the Ministry an electronic system that would allow the Ministry to record this data instantly. However, at this time, data recording and reporting remain with the individual police services.

## Peel Regional Police – Data Reporting Process Established

By July 2019, Peel Regional Police created Form 777, which was designed to have officers submit a request to the Duty Inspector for approval to make an Urgent Demand and capture the required reporting information for the annual report. The Duty Inspectors would then forward the information to the policy center (The Homicide & Missing Persons Bureau) for tracking.

In 2019, a notification was sent out service-wide to members on this process.

In 2022, all sworn members were required to take an OPCVA mandatory Missing Persons Act course, which also included information on Urgent Demands and the approval and reporting policy.

Additionally, amendments to directive I-B-122(F) were made regarding the Missing Persons Act and the Urgent Demand requirements. The changes were submitted to Quality Assurance for review and distribution to all members.

## **2024 Reporting of Urgent Demands**

In 2024, three PRP777 'Urgent Demand Approval' forms were submitted.

### Urgent Demand Details:

1. PR240120073: On April 12, 2024, an Urgent Demand (Form 5) was served on Meta and Snapchat. Meta and Snapchat are social media platforms believed to be used by the missing person. The request was made for records that contained communications and locations associated with the missing person's account. Meta and Snapchat complied with the Form 5 and sent the requested records.
2. PR240180052: On June 2, 2024, an Urgent Demand (Form 5) was served on Rogers Communication Canada Inc., the cellular service provider for the missing person's cellular phone number. The request was made for the telephone records associated with the missing person's cellular phone number and its locations. Rogers Communication Canada Inc. complied with the Form 5 and sent the requested records.

## **3. Proposed Direction**

To continue the use of Form 777 which was designed to have officers submit a request to the Duty Inspector for approval to make an Urgent Demand and capture the required reporting information for the annual report.

In 2025, a Corporate Communications will be sent service wide to all members reminding officers of the process of obtaining and issuing an Urgent Demand.

## **4. Strategic Plan Alignment**

Goal: 3. Accountability, Equity and Service Excellence

Objective:

3.3 Ensure effective/sustainable resource planning through annual budget/financial report/service delivery reviews.

## Conclusion

That CMG receives this report detailing the status of Missing Persons Urgent Demands for information and further that the report be forwarded to the Police Services Board. The Ministry of the Solicitor General Annual Report Template (Form 7) has been attached for reference.

## Approved for Submission



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Nick Milinovich # 4540, Deputy Chief, Investigative Services Command

For further information regarding this report, please contact Inspector Todd Custance # 1742 at extension 3200 or via email at [1742@peelpolice.ca](mailto:1742@peelpolice.ca).

Authored By: Acting Detective Sergeant Andrew Johnston #3167

In accordance with O.Reg.182/19 under the *Missing Persons Act, 2018* the contents included in this report must be prepared by April 1 of each year, and made publicly available by June 1 of each year.

**Data Collection**

**Period of data collection**

Start Date (yyyy/mm/dd)  
2024/01/01

End Date (yyyy/mm/dd)  
2024/12/31

Name of Police Force  
Peel Regional Police

**Detachment Location (if applicable)**

Unit Number	Street Number 7150	Street Name Mississauga Road	PO Box
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City/Town Mississauga	Province Ontario	Postal Code L5N 8M5
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Total Number of Urgent Demands made 3	Number of Missing Persons Investigations in which a demand was made 2
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**Types of records specified in the urgent demands and total number of times that each type of record was included in the urgent demands**

Records	Description	Total number of times demanded
Records containing contact information or other identifying information		
Photos, videos, or other records containing visual representation		
Records of telecommunications or records that contain other electronic communications information, including information about signals related to a person's location	Meta, Snapchat, and Rogers Communications were each served a Form 5 during 2024 for records about the missing person's communications and locations. All three entities complied with the demand.	1
Records of employment information		
Records of personal health information within the meaning of the <i>Personal Health Information Protection Act, 2004</i>		
Records related to services received from a service provider as defined in subsection 2(1) of the <i>Child, Youth and Family Services Act, 2017</i>		
Records that related to a student of an educational institution		



<b>Records</b>	<b>Description</b>	<b>Total number of times demanded</b>
Records containing travel and accommodation information		
Records of financial information		
Other records		



PSB REC: FEB. 05, 2025  
FILE CLASS: P01  
LOG #04-25

**05-02-25**

**REPORT**

Peel Police Service Board

For Information

File Class: 1-01-02-01

Cross-Reference File Class: 1-02-02-01

Date: **January 28, 2025**

Subject: **COLLECTION OF IDENTIFYING INFORMATION IN CERTAIN CIRCUMSTANCES**

From: **Anthony Odoardi, Deputy Chief, Innovation and Technology Command**

## Recommendation

**THAT this report be forwarded to the Regional Municipality of Peel Police Services Board as part of the annual reporting requirements.**

### REPORT HIGHLIGHTS

- On April 1<sup>st</sup>, 2024, the Community Safety and Policing Act (CSPA) came into effect and requires that an annual report outlining collection attempts relating to Ontario Regulation 400/23: Collection of Identifying Information in Certain Circumstances - Prohibition and Duties, be forwarded by the Chief of Police to the Police Services Board.
- Zero (0) collections or attempted collections were made during 2024.

## Discussion

### 1. Background

On April 1<sup>st</sup>, 2024, the Community Safety and Policing Act (CSPA) came into effect and replaced the Police Services Act (PSA). Ontario Regulation 400/23: Collection of Identifying Information in Certain Circumstances – Prohibition and Duties was introduced and includes reporting requirements.

Section 15 (2) of this regulation indicates that an annual report must be provided by a Chief of Police to a Police Services Board and must include detailed and specific reporting criteria.

This report satisfies the reporting requirements under the Community Safety and Policing Act.

### 2. Findings

In 2024, Peel Regional Police had zero (0) CIICC interactions with residents. Ontario Regulation 400/23 – Collection of Identifying Information in Certain Circumstances – Prohibition and Duties defines the specific reportable factors in relation to collections or attempted collections. These factors are contained within section 15 of the Regulation and are included within the chart below:

<b>Section 15(2)1</b>	<i>The number of attempted collections and the number of attempted collections in which identifying information was collected.</i>	There were no attempted collections for the 2024 year.
<b>Section 15(2)2</b>	<i>The number of individuals from whom identifying information was collected.</i>	There were zero (0) collections of identifying information.
<b>Section 15(2)3</b>	<i>The number of times each of the following provisions was relied on to not do something that would otherwise be required under subsection 7 (1):</i>  <i>i.subsection 7 (2),</i> <i>ii.clause 7 (3) (a),</i> <i>iii.clause 7 (3) (b), and</i> <i>iv.clause 7 (3) (c).</i>	There were no collections, therefore, this section is not applicable.
<b>Section 15(2)4</b>	<i>The number of times an individual was not given a document under clause 8 (1) (b) because the individual did not indicate that they wanted it.</i>	There were no collections, therefore, this section is not applicable.
<b>Section 15(2)5</b>	<i>The number of times each of the following clauses was relied on not to do something that would otherwise be required under subsection 8 (1):</i>  <i>i.clause 8 (2) (a), and</i> <i>ii.clause 8 (2) (b).</i>	With zero collections, this section is not applicable.

<b>Section 15(2)6</b>	<i>For each of the following categories of gender identity, the number of attempted collections from individuals who are perceived, by a police officer, to be with that category:</i>  <i>i.male</i>  <i>ii.female</i>  <i>iii. Transgender, non-binary or other gender identity.</i>	Zero collections were attempted in 2024.
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<b>Section 15(2)7</b>	<i>For each age group established by the chief of police for the purpose of this paragraph, the number of attempted collections from individuals who are perceived, by a police officer, to be within that age group.</i>	There were no collections, therefore, this section is not applicable.
<b>Section 15(2)8</b>	<i>For each racialized group the number of attempted collections from individuals who are perceived, by a police officer, to be within that racialized group.</i>	Zero collections this year from a racialized group.
<b>Section 15(2)9</b>	<i>A statement, based on an analysis of the information provided under this subsection, as to whether the collections were attempted disproportionately from individuals within a group-based gender identity, a particular age or racialized group, or a combination of groups and if so, any additional information that the chief of police considers relevant to explain the disproportionate attempted collections.</i>	With zero collections, this year there is no data for an analysis.
<b>Section 15(2)10</b>	<i>The neighbourhoods or areas where collections were attempted and the number of attempted collections in each neighbourhood or area.</i>	There were no collections in 2024 so there is no applicable information.

<b>Section 15(2)11</b>	<i>The number of determinations, referred to in subsection 10 (5), that section 6 or clause 10 (4) (a) was not complied with.</i>	There were no collections in 2024 so there is no applicable information
<b>Section 15(2)12</b>	<i>The number of determinations, referred to in subsections 10 (6) and (7), that section 6, 7, or 8 was not complied with.</i>	There were no collections in 2024 so there is no applicable information
<b>Section 15(2)13</b>	<i>The number of times members of the police force were permitted under subsection 10 (10) to access identifying information to which access must be restricted.</i>	Access to restricted data occurred thirteen (13) times in 2024. Each of these were in relation to Freedom of Information requests.
<b>Section 15(3)</b>	<i>A chief of police shall establish age groups for the purpose of paragraph 7 of subsection (1).</i>	There were zero collections this year, so this section is not applicable

### **3. Proposed Direction**

In the absence of any information collected during the 2024 year, there is no data to analyze and no evidence that any information was collected disproportionately from any identified group or combination of groups. Therefore, the Chief requires no review or change to policy, as stipulated in Section 16(1).

### **4. Strategic Plan Alignment**

Goal: 3. Accountability, Equity and Service Excellence

Objective: 3.4 Foster public trust and confidence.

### **5. Equity and Inclusion Considerations**

The purpose of this legislation is to establish rules to ensure that all community members' interactions with police are consistent, conducted without any bias or discrimination and completed in a manner that encourages public confidence and continues to keep the community safe. The data suggests that PRP is complying with the legislation.

### **6. Organizational Wellness/Occupational Health and Safety/Risk Management**

This report has confirmed that Peel Regional Police is adhering to the legislation. Operating within the allowable parameters mitigates any risk to the organization.

## **Organizational Impacts**

### **Financial**

Due to zero (0) contacts in the year 2024 there were no restrictions made and therefore no financial impact to the Organization.

### **Facilities**

As this is an information report, there is no impact to facilities or IT services.

## **Conclusion**

Peel Regional Police did not collect identifying information from any individuals during 2024 and complied with the legislation, including the reporting requirements.

## Approved for Submission



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Anthony Odoardi, Deputy Chief, Innovation and Technology Command

For further information regarding this report, please contact Acting Manager Katie St Denis #3334c at extension 4305 or via email at [334c@peelpolice.ca](mailto:334c@peelpolice.ca).

Authored By: Acting Manager Katie St. Denis #334c



**06-02-25**

**REPORT**

Peel Police Service Board

For Decision

File Class: 1-01-02-01

Cross-Reference File Class: \_\_\_\_\_

PSB REC: FEB. 19, 2025

FILE CLASS: F11

MAIL LOG#: 05-25

Date: **February 13, 2025**

Subject: **MICROSOFT UNIFIED ENTERPRISE SUPPORT SERVICES**

From: **Anthony Odoardi, Deputy Chief, Innovation and Technology Command**

## Recommendation

**IT IS RECOMMENDED THAT, the Police Services Board approve a Direct Negotiation contract with Microsoft Canada Inc. for the Unified Enterprise Support Services at cost of \$400,689.60, excluding applicable taxes, in accordance with Procurement Policy PRP-FN-0001.**

**And further, that subject to budget availability, PSB grant authority to the Chief Administrative Officer, Peel Regional Police to renew this contract for 5 additional years.**

## REPORT HIGHLIGHTS

- Microsoft Unified Enterprise Support Services (UESS) provides PRP with prioritized 24x7 problem resolution services to provide rapid response to minimize downtime
- Microsoft also provides PRP with Service Delivery Management to facilitate planning and implementation
- Microsoft further provides proactive services to assist in improving PRP's IT infrastructure and operations
- Included in UESS is Microsoft's Business Outcome Acceleration, enabling analysis of emerging trends focusing on performance/security/resiliency and cost efficiency
- UESS enables PRP for a Reactive Enhanced Designated Engineering (REDE) which is an ongoing technical engagement for the support and maintenance of PRP's Microsoft product catalogue, including the recently implemented Microsoft O365 platform.

## Discussion

### 1. Background

Renewing our Microsoft UESS is necessary in enhancing and maintaining our IT infrastructure for our core mission of public safety. As Microsoft support services are exclusively available for direct purchase from Microsoft itself, this renewal underscores our direct commitment to high standards of system (cyber)security, performance, and reliability. By continuing our long-standing partnership with Microsoft's comprehensive support—amidst our expanding utilization of their products, including cloud services—we ensure operational reliability and proactive system maintenance. This direct partnership facilitates strategic IT planning tailored to evolving law enforcement challenges and technological advancements, reinforcing the critical role of a robust IT framework in our mission to ensure community safety and operational excellence. A decision to not renew this contract means that we will no longer be able to obtain support services directly from Microsoft for these proprietary tools and services. The current contract ends on March 7, 2025.

Peel Police has been utilizing this service from Microsoft for more than 15 years. This support contract has been, and continues to be, only available directly from Microsoft.

## **2. Findings**

Microsoft's proprietary UESS is essential for maintaining the integrity and efficiency of our IT infrastructure, which must be procured directly from Microsoft. This direct purchase requirement ensures that we receive the most comprehensive, up-to-date support available, tailored specifically to our needs here at PRP. Varying third-party support options are available for our systems, but they lack the depth, and insight provided by Microsoft themselves. If an RFP was issued, and based on our market research, third party vendors would not meet the minimum specifications of the PRP Microsoft requirements.

## **3. Proposed Direction**

It is proposed that the PRPSB approve the Microsoft UESS contract until March 7, 2026. This contract will ensure that we will have a dedicated support structure from Microsoft for a number of our initiatives and operations.

## **4. Strategic Plan Alignment**

Goal: 3. Accountability, Equity and Service Excellence

Objective:

3.1 Use EDI Strategy to guide initiatives to support equity/diversity/inclusion in our workplace/community.

## **5. Equity and Inclusion Considerations**

Renewing this contract helps all resources in securing access to the same opportunities regardless of role or location. It fosters a welcoming and respectful environment with equal access to digital accessibility, empowered through transparency for performing one's duty

## **6. Organizational Wellness/Occupational Health and Safety/Risk Management**

- a) This contract ensures that employees have access to a stable, secure, and modern IT environment, reducing technical disruptions that can potentially cause frustration and inefficiencies. Reliable system performance enhances productivity, minimizes stress related to IT outages, and supports a safer, and operational environment by ensuring critical law enforcement systems remain functional. Additionally, with this renewal, PRP would then align with sustainability efforts by optimizing system performance, reducing redundant hardware needs, and supporting environmentally responsible IT practices.
- b) By continuing this partnership with Microsoft, PRP mitigates risks related to cybersecurity threats, system failures, and operational disruptions. The proactive support and infrastructure optimization provided through this service helps PRP prevent and avoid downtimes, data breaches, and compliance risks, ensuring uninterrupted access to critical law enforcement tools. This renewal also reduces the risk of inefficiencies that could impact public safety operations, safeguarding PRP's ability to serve the community effectively.



## **Organizational Impacts**

### **Financial**

This contract costs \$400,689.60 excluding taxes and the funding has been budgeted for 2025 and available. No additional funding is required.

### **Facilities**

None

### **Technology**

As explained under the Findings section

## **Conclusion**

In renewing the Microsoft Unified Enterprise Support Services, PRP reaffirms its commitment to leveraging technology for public safety and operational efficiency with no disruptions to day-to-day operations and administration. This comprehensive partnership currently used by PRP and UESS teams has been pivotal in optimizing our IT infrastructure, and ensuring system reliability, essential elements for effective law enforcement. Through this continued partnership with Microsoft, we ensure our IT infrastructure remains secure, robust, scalable, and capable of adapting to future technological advancements, thereby supporting our mission to protect and serve our community effectively

## **Approved for Submission**



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Anthony Odoardi, Deputy Chief, Innovation and Technology Command  
Anthony Odoardi

For further information regarding this report, please contact Nelson Lee at extension 4657 or via email at [2759C@peelpolice.ca](mailto:2759C@peelpolice.ca).

Authored By: Tryphena Bontha #N5220



PSB REC: FEB. 19, 2025  
FILE CLASS: P01  
MAIL LOG#: 06-25

**07-02-25**

**REPORT**

Peel Police Service Board

For Information

File Class: 1-01-02-01

Cross-Reference File Class: \_\_\_\_\_

Date: **January 20, 2025**

Subject: **BODY WORN CAMERA - 2024 ANNUAL REPORT**

From: **Anthony Odoardi, Deputy Chief, Innovation and Technology Command**

## Recommendation

It is recommended that this report be received by the Peel Police Service Board for information.

### REPORT HIGHLIGHTS

- Changes to relevant policies and procedures
- Findings of the annual audit
- Citizens requests for video footage and media releases to the public
- Complaints and discipline relating to body worn cameras
- Data retention of body worn camera video footage
- Costs and/or savings of the BWC program

## Discussion

### 1. Background

From 2020 – 2022, the Peel Regional Police (PRP) began the design and implementation of the Body Worn Camera (BWC) program to modernize police services while demonstrating equitable, transparent, respectful, professional and accountable policing services. The BWC program provides opportunities for law enforcement to develop timely training initiatives, incorporate the use of respectful technology to enhance services and to ensure proper supervision and accountability. There are presently 1,400 BWC's assigned to frontline and speciality unit members.

### 2. Reporting Requirements

On January 29th, 2021, the Peel Police Service Board (PPSB) provided the Peel Regional Police (PRP) with a list of policy requirements with respect to the use of BWC's. One requirement is to provide the PPSB with an annual report that will assist in evaluating the status and overall effectiveness of the BWC program.

*The Chief of Police reports the following:*

### **3. Summary of changes to relevant procedures**

- a. During 2022, the PRP BWC Policy and Procedure was developed in conjunction with stakeholder consultations (community engagement, vendor consults, public safety leading practice discussions/forums, Information and Privacy Commissioner, etc.) and incorporated leading practices from other police agencies that had previously deployed a BWC program.
- b. Full deployment to Frontline Uniform Officers (Phase 1) of the BWC program concluded in December 2021. Phase 2 (specialty units) commenced in 2022 and concluded in November 2023.
- c. Changes and improvements to the PRP BWC Directive were implemented in 2023 and will iterate as required to ensure that the BWC program continues to meet PRP and community objectives. This will demonstrate leading practices with a lens toward continuous improvement. Changes were made to the Directive in 2023 (reported to the PPSB in 2024) related to Muting, Use of Force Reports and transportation of Accused persons. There were no changes made to the Directive in 2024.

### **4. Annual Audit Results**

Samples of incidents not initiated by a call for service and all incidents wherein a BWC was disabled for the purpose of protecting law enforcement strategies:

- a. These types of incidents are examined as part of the monthly routine audits that are conducted by the Digital Evidence Management System Unit (DEMS).
- b. The audit process randomly assesses **20** video samples from each Divisional platoon (**100** videos per Division). The videos are examined for compliance or non-compliance in each of the following categories:
  - De-activation/mute/repositioning of the BWC;
  - Recording at unauthorized locations;
  - Late activation;
  - Subject not advised of activation;
  - BWC on/ready (30 second buffer); and
  - Overall compliance in all combined categories
- c. The results of the monthly audits and the compliance rates are continually reviewed.
- d. The overall compliance rate was 72% in January and finished at 74.4% in December of 2024. The highest rate of compliance during any month was 74.4% in December.
- e. The annual compliance rate increased by approximately 4.3% compared to 2023.

### **5. Requests for BWC footage**

*Number of requests made by members of the public to release BWC footage to the public:*  
There were no citizen requests asking for BWC footage to be released for public viewing.

*Number of refusals to share requested BWC recordings:*

There were 7 citizen requests that were refused for the following reasons:

- The incident was still under investigation and/or before the courts;
- The incident was being investigated by Public Complaints or Internal Affairs;
- The requester was not directly involved in the incident; and
- Personal information of others was contained within the footage

When a request is denied, the requester is issued correspondence of the refusal indicating the reason(s) for the refusal. A copy of the correspondence is then placed within the requesters file.

*Number of requests made by members of the public to view BWC recordings:*

Freedom of information received 159 citizen requests to view footage in 2024. Of those requests, 159 BWC videos were disclosed/shared with the requestors.

*Number of BWC recordings released to the public by the service:*

There was no release of BWC video footage to a member of the public in 2024.

## **6. Complaints and Discipline**

*Number of public complaints received by the Service with regards to use or failure to use a BWC:*

- There were zero specific complaints received from members of the public relating to the use or failure to use a BWC.
- There were 49 public complaints in which BWC was utilized and zero complaints were substantiated.
- Investigation into Community Safety Policing Act (CSPA) complaints received, revealed that one incident involved the misuse of a BWC.

CSPA Complaints:

In 2024, there was one incident in which a CSPA complaint was received and investigated relating to the misuse of a BWC. The complaint was substantiated.

PRP Professional Standards Bureau audits and thoroughly investigates all instances when a CSPA complaint has been received that involves the use of a BWC.

## **7. Data Retention**

*Total number of recordings stored by the Service beyond the default retention period:*

The current minimum retention period for BWC footage is 25 months from the date it is uploaded to the digital evidence management system, known as Evidence.com.

In the second quarter of 2024, "Retention", an automated feature within Evidence.com, was activated to enhance compliance with legislative requirements. This feature enhances consistency in records management and retention while ensuring alignment with the standards established for the Records Management System (RMS).

PRP became the first police service in Canada to implement the Retention feature in accordance with provincial legislation, setting a precedent for evidence management practices nationwide.

There are zero recordings stored beyond the default retention period.

## **8. Number of Reports Submitted in Accordance with Section 11**

A Section 11 is an internal policy and Service delivery review that occurs at the conclusion of all Special Investigations Unit (SIU) investigations and is conducted by PRP regardless of the outcome. No Section 11 reviews were completed in 2024.

## **9. Costs and/or Savings**

A revised agreement with Axon was completed in 2024.

PRP partnered with the Ministry of the Solicitor General and joined their DEMS Community of Practice. This resulted in a one-time cost subsidy of approximately \$475K. A subsidy was received in early 2024 and will be reinvested into the BWC program.

## **10. Use of Force Reports/Complaint Trends/Survey Results**

- a. Since the inception of the BWC program in December 2020 the number of Use of Force incidents have remained consistent. The new Use of Force Report introduced by the Ministry in 2023, now tracks if the officers involved in the incident were equipped with a BWC.
- b. Changes were made in October 2023 to PRP directives requiring that PRP Supervisors review BWC footage for all incidents when a Use of Force report is submitted. This added layer of supervision will help to ensure accountability and can proactively identify training opportunities and trends.
- c. This is the third annual BWC report and as such we are unable to compare BWC and complaint related trends over the past five years.
- d. A survey requesting feedback relating to public trust and including impacted and marginalized communities was tentatively planned for 2024. This will continue into 2025 in coordination and consultation with the PRP led Ontario Human Rights Commission Project.

Goal: 3. Accountability, Equity and Service Excellence

Objective:

The BWC program has been implemented to demonstrate the professionalism of PRP officers while improving trust and transparency within the community. The BWC program aims to ensure that our community members are treated in a fair and equitable manner.

## Conclusion

The BWC program has been well received by PRP officers and community members alike. The evidence collected has proven invaluable in court proceedings and accurately captures interactions that PRP officers have with our community members. The program itself continues to evolve and improve as it also assists in shaping out training and respectful interactions with community.

## Approved for Submission



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Anthony Odoardi, Deputy Chief, Innovation and Technology Command

For further information regarding this report, please contact Inspector Ryan Berrigan at extension 4062 or via email at [1999@peelpolice.ca](mailto:1999@peelpolice.ca).

Authored By: Inspector Ryan Berrigan #1999

# 08-02-25



PSB REC: FEB. 19, 2025  
FILE CLASS: P01  
MAIL LOG#: 07-25

## REPORT

Peel Police Service Board  
For Information

File Class: 1-01-02-01

Cross-Reference File Class: \_\_\_\_\_

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Date: **February 12, 2025**

Subject: **EXTREME INCIDENT RESPONSE DEBRIEF**

From: **Nishan Duraiappah, Chief of Police**

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### Recommendation

That the appended Extreme Incident Response Debrief be received and published in accordance with the Extreme Incident Response Plan requirements.

### REPORT HIGHLIGHTS

- The Inspector General determined that an incident that occurred in Peel Region on November 4, 2024, was an Extreme Incident, in accordance with the Extreme Incident Response Plan.
- As a result, the Service conducted a Post Incident Review, which is appended to this Report.
- The Post Incident Review must be posted on the Internet by the Board

### Discussion

#### 1. Background

On November 15, 2024, the Inspector General determined that an incident that had occurred in Peel Region on November 4, 2024, met the threshold for an Extreme Incident, pursuant to the Government of Ontario's Extreme Incident Response Plan, made for the purpose of the *Adequate and Effective Policing (General) Regulation* made under the [Community Safety and Policing Act, 2019](#) (CSPA).

Extreme Incident is defined as a situation in which there is reason to suspect:

- a) a protest, demonstration or occupation that will pose a serious threat to human life or critical infrastructure will occur or is occurring.

The incident in question was a demonstration that took place at the Hindu Sabha Mandir, situated at 9225 The Gore Road, Brampton. Peel Regional Police had not independently deemed this event to meet the threshold of Extreme Incident at the time, however in light of events leading up to November 4<sup>th</sup>, had requested temporary assistance from the Toronto Police Service. At the time of the events, the CSPA did not allow for a Chief of Police to request temporary assistance without a resolution of the Board made pursuant to a public meeting, which would not have been feasible in the time period afforded to respond to the situation. Therefore, the Board was notified, and the request for assistance was made and a

subsequent Memorandum of Understanding was executed to retroactively outline the parameters of the shared policing function, pursuant to s. 14 of the *CSPA*.

## 2. Findings

As part of the Extreme Incident Response Plan, the Chief of Police is required to prepare a report reviewing and evaluating the police service's response to the incident, within 120 days of the incident. The Report has been prepared and is attached to this Board Report as Appendix "A".

## 3. Proposed Direction

The Chief of Police is required to provide the Report to their Police Service Board within 30 days after it has been approved. The Board is then required to publish the report on the internet, subject to any redactions deemed necessary and in accordance with the [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#).

## 4. Strategic Plan Alignment

Goal: 3. Accountability, Equity and Service Excellence

Objective: 3.8 Ensure communication methods and strategies support community awareness and engagement.

## 5. Equity and Inclusion Considerations

N/A

## 6. Organizational Wellness/Occupational Health and Safety/Risk Management

N/A

## Organizational Impacts

### Financial

The total policing costs for the Peel Regional Police response to the events on Monday November 4<sup>th</sup> 2024 are identified as follows;

Total cost: \$75 372.28

POU Cost: \$39 923.10

Other\*: \$35 449.18

- *Other is defined as: 12 Division, CNT, Intelligence, 21 Division, 11 Division, CFST, MIO, 22 Division Scriba and Tac.*



## Conclusion

The Inspector General deemed the protest that occurred on November 4<sup>th</sup>, 2024, an Extreme Incident. As a result, the attached Report is submitted to review and evaluate the police service's response to the Incident. The Report concludes that the presence of the Public Order Unit was overall, effective. Sheer numbers of demonstrators coupled with the emerging presence of weapons prompted PRP to request mutual aid support from neighboring agencies (Toronto Police Service). Ultimately, the Peel Regional Police were able to resolve the event in the absence of any application of force.

## Approved for Submission



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Nishan Duraiappah, Chief of Police

For further information regarding this report, please contact \_\_\_\_\_ at extension \_\_\_\_\_ or via email at \_\_\_\_\_.

Authored By:



# EXTREME INCIDENT RESPONSE DEBRIEF

Post Incident Review, The Chief of police or designate of the PoJ shall prepare a report reviewing and evaluating the police services response to the incident.

Date: Monday November 4/2024	Time: 1800 hrs
Occurrence #24-0353582	Location of Incident: 9225 The Gore Rd, Brampton
Division: 21 Division	Patrol Zone: 21360

## Synopsis:

### **The nature of the incident, the environment of incident, details regarding response to incident**

In early November 2024, tensions between Pro-India supporters and the Pro-Khalistan supporters embarked on a period of escalating demonstrative events. The existing conflict is deeply rooted in the Khalistan separatist movement in South Asia, however due to the vast South Asian population in the Region of Peel, the global conflict gave rise for concern in both Brampton and Mississauga.

On November 4<sup>th</sup>, 2024, a day after localized protesting between the two groups, a larger scale “show of solidarity” event took place at the Hindu Sabha Mandir, situated at 9225 The Gore Road, Brampton. This demonstration was believed to have been organized by a group not affiliated with the management team of the Hindu Sabha. Peel Regional Police were provided advance knowledge of a said demonstration and authored operational plans for a large-scale protest response including the activation of the of the Public Order Unit (POU). The POU liaised with the Toronto Police Service to assess what resources would be available if it became necessary.

The demonstration was not supported by the Hindu Sabha Mandir however, the lack of support did not deter demonstrators from attending the Mandir and as the congregation swelled, the population of the attendee’s exceeded the allocated protest space. This, coupled with the presence of community instigators provoking the crowd, acted as the catalyst that ignited the incident, and the protest group converged onto The Gore Road, overtaking the roadway. The crowd proceeded in an unknown direction and Police Liaison Teams were dispatched in the interests of attempting to de-escalate the situation.

As the protest march gained traction, the Public Order Unit intercepted the crowd at Ebenezer Road, Brampton. This was purposefully enacted upon to prevent the demonstrators from attending a local Gurdwara. The Peel Regional Police leveraged their ancillary powers to protect life and property and restricted protestor access on Ebenezer Road, Brampton. The protest then proceeded to occupy the intersection of Ebenezer Road and The Gore Road, Brampton. It is at this location that random and intentional observances of Mischief, Common Nuisance and Cause Disturbance were reported. The Public Order Unit advanced onto the intersection and persuaded the protesters to return to their Mandir and continue their protests in a safer and more peaceful location. While the protest group complied, it is here, at the Hindu Sabha Mandir property, where the group armed themselves with edged, bladed and blunt style weapons. Pro-Khalistan counter protesters began to converge upon the Mandir and tensions amongst the two groups once again surged. The Police Liaison Team and Crisis Negotiators were deployed in a hybrid strategy to assist in lowering the tension between the two groups. The Public Order Unit was deployed into formation to prevent either group from engaging with one another. At approx. 22:00 hrs. the crowds began dissipating. Two members of the protest group were treated for exposure to unknown irritant, but otherwise no known injuries were reported. The Peel Regional Police did not engage any use of force tactics. Due to the size and scope of the crowd and the presence of edged weapons, assistance was requested from the Toronto Police Service. However, they were never deployed.

## Resources (Internal & External)

<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Uniform Patrol</li> <li><input checked="" type="checkbox"/> Uniform Sergeant</li> <li><input checked="" type="checkbox"/> Duty Inspector</li> <li><input checked="" type="checkbox"/> Criminal Investigation Unit (CIB)</li> <li><input checked="" type="checkbox"/> Tactical and Rescue Unit</li> <li><input checked="" type="checkbox"/> Tactical Medics</li> <li><input checked="" type="checkbox"/> Crisis Negotiation Team (CNT)</li> <li><input checked="" type="checkbox"/> Public Order Unit (POU)</li> <li><input checked="" type="checkbox"/> K9</li> <li><input checked="" type="checkbox"/> Aerial Support Unit (ASU)</li> <li><input type="checkbox"/> Explosive Device Unit (EDU)</li> <li><input type="checkbox"/> Marine Unit</li> <li><input checked="" type="checkbox"/> Road Safety Services &amp; Road Closure Truck</li> <li><input checked="" type="checkbox"/> Rave (Mass Notification System)</li> <li><input checked="" type="checkbox"/> Bike Officers – have basic crowd control training</li> <li><input checked="" type="checkbox"/> Corporate Communications (Media)</li> <li><input checked="" type="checkbox"/> Intelligence</li> <li><input checked="" type="checkbox"/> Forensic Identification Services (FIS)</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Peel Paramedics</li> <li><input type="checkbox"/> Brampton Fire</li> <li><input type="checkbox"/> Mississauga Fire</li> <li><input type="checkbox"/> Public Safety Emergency Alert (Alert Ready)</li> <li><input checked="" type="checkbox"/> Police Liaison Team</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Other: TPS POU</li> </ul>
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## Analysis

### Analysis of Outcome

The presence of the Public Order Unit was effective, notwithstanding the long-seeded conflict between the two special interest groups. Sheer numbers of demonstrators coupled with the emerging presence of weapons forced PRP to enact on mutual aid support from neighboring agencies (Toronto Police Service). Yet, all factors included, the Peel Regional Police were able to resolve the event in the absence of any application of force.

At the conclusion of the demonstration, a meeting was held with the provincial policing partners who have Public Order capability. The planning and operational strategies for the events of November 4<sup>th</sup>, 2025, were shared with their services in the interest of operational readiness and response.

A post event investigative task force was formed by the Chief of Police and a total of 11 persons were arrested for offences believed to have been committed on November 4<sup>th</sup>, 2024, due to the Pro India / Pro Khalistan conflict.

At the time of this submission, the disposition of these charges remains undetermined, and this report is submitted under the CSPA Extreme Incident Response regulations yet acknowledges the Charter protected right of presumed innocence.

Yes, changes to procedures recommended.

No recommendations