



The Regional Municipality of Peel
POLICE SERVICE BOARD
10 PEEL CENTRE DR., BRAMPTON, ON L6T 4B9

TELEPHONE: 905-458-1340
PeelPoliceBoard.ca

May 23, 2025

Ms. Aretha Adams
Deputy Regional Clerk
A/Director of Clerks
Regional Municipality of Peel
10 Peel Centre Drive
Brampton, ON L6T 4B9

RECEIVED

May 27, 2025
REGION OF PEEL
OFFICE OF THE REGIONAL CLERK

Dear Ms. Adams,

RE: #07-05-24 – 2024 Peel Police Service Board Annual Report

On May 23, 2025 the Regional Municipality of Peel Police Service Board considered a report dated May 07, 2025, from Deputy Chief A. Odoardi, Innovation and Technology Command, providing the Board with the 2024 Peel Police Service Board Annual Report.

The following motion was passed by the Board:

“It is recommended that the Police Service Board approve the 2024 Annual Report;

And further that, upon approval by the Peel Police Service Board, the 2024 Annual Report be provided to Regional Councillors. Following receipt by council, the report link will be available on the Peel Regional Police website.”

In keeping with the Board’s motion, I have enclosed a copy of the 2024 Peel Police Service Board Annual Report for distribution.

Should you have any questions or concerns, please do not hesitate to contact the Board office.

Yours truly,

Robert Serpe
Executive Director

Attach.

REFERRAL TO _____
RECOMMENDED _____
DIRECTION REQUIRED _____
RECEIPT RECOMMENDED _____



07-05-25

REPORT

Peel Police Service Board

For Decision

File Class: 1-01-02-01

Cross-Reference File Class: _____

Date: **May 7, 2025**

Subject: **2024 PEEL REGIONAL POLICE ANNUAL REPORT**

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

Recommendation

It is recommended that the Peel Police Service Board (P.P.S.B.) approve the 2024 Annual Report.

And further that, upon approval by the P.P.S.B., the 2024 Annual Report be provided to Regional Councillors. Following receipt by Council, the report will be available on the Peel Regional Police (P.R.P.) website.

REPORT HIGHLIGHTS

- The 2024 Annual Report provides the first year update on P.R.P.'s progress toward meeting the objectives and performance indicators outlined in the 2024-2027 Strategic Plan.
- The 2024 Annual Report also contains regional crime statistics with year-over-year comparisons and a five (5) year summary for key crime categories and administrative data.
- The 2024 Annual Report will be available on the P.R.P. website and is compliant with the *Accessibility for Ontarians with Disabilities Act (A.O.D.A.)*.

Discussion

1. Background

In accordance with the *Community Safety and Policing Act*, Section 41, the P.P.S.B. publishes an Annual Report that identifies achievement towards objectives and performance indicators of the Strategic Plan, along with relevant crime and administrative data.

2. Findings

The 2024 Annual Report is attached in a Portable Document Format (P.D.F.).

The 2024 Annual Report provides the first year update of results achieved under the new 2024-2027 Strategic Plan which included three (3) Pillars of focus:

1. Our Community: Achieve community safety and well-being in collaboration with partners
2. Our People: Foster an inclusive, engaged and progressive workplace
3. Our Work: Ensure accountability, equity and innovative service excellence

The Annual Report includes data on all performance indicators of the Strategic Plan, along with additional information to show progress in meeting the objectives outlined in the 2024-2027 Strategic Plan. Highlights of achievements noted in the Annual Report include:

- a. Launched a year of celebrations to mark 50 years of service excellence to the communities of Brampton and Mississauga;
- b. Became the first communications centre in Canada to implement the Next Generation 9-1-1 system, prioritizing public safety and reducing call wait times;
- c. Hosted the second annual Safety of our Cities conference that brought delegates from police agencies, social service agencies, government representatives and other community partners to discuss ways to make our communities safer;
- d. Hosted the second annual Auto Theft Summit in partnership with police Chiefs from across Ontario to discuss and explore practical solutions to mounting incidents of auto thefts;
- e. Became one of the first Ontario police services to take the 30x30 Initiative Pledge to have women comprise 30 percent of all recruit classes by 2030 and to work towards having women comprise 30 percent of our sworn membership by 2030;
- f. Began construction on the new 23 Division in northwest Brampton;
- g. Advanced our Human Rights Project, strengthening engagement with diverse and equity-deserving communities while also embedding policies and practices that support equitable, bias-free policing; and
- h. Saw significant operational successes throughout 2024 because of the investigations by dedicated officers on the frontline and in specialized teams

The Annual Report also contains regional crime statistics for key crime categories with year-over-year comparisons. Increases were seen in rate per 100,000 for both crimes against person (+12.3%) and crimes against property (+6.9%). Five (5) year summary data, (which includes demographics), P.R.P.'s authorized complement, net budget, and key crime categories are provided to highlight longer term trends. Divisional crime statistics will be posted in a separate document on the P.R.P.'s website.

The P.P.S.B. accomplishments, which further support the Strategic Plan, include being the first Ontario Service to conduct Governance and Human Rights Consultations (<https://www.peelpoliceboard.ca/media/smsa53iu/full-report.pdf>).

3. Strategic Plan Alignment

Goal: 3. Accountability, Equity and Service Excellence

Objective: 3.4 Foster public trust and confidence.

4. Equity and Inclusion Considerations

The 2024 Annual Report offers our members and our community transparency on our hiring practices, including a detailed breakdown of Equal Opportunity (E.O.) data. E.O. data included in the report is collected through the employment process and identifies four (4) prescribed groups: Indigenous, racialized persons, persons with disabilities and females. The E.O. data is information gathered for both P.R.P. uniform and civilian members and includes applicant, new hire, promotion and composition data.

One of the identified priority pillars in P.R.P.'s Strategic Plan is 'Our People', professional and skilled employees that represent our community. The objective of this pillar is to attract and retain skilled employees who represent our community. This objective is achieved by recruiting diverse professional, skilled employees. The statistical data demonstrates P.R.P.'s successful recruiting efforts in 2024.

5. Organizational Wellness/Occupational Health and Safety/Risk Management

Publication of the Annual Report supports risk management for P.R.P. by showing accountability for monitoring and reporting on committed objectives and indicators of the organization's Strategic Plan.

Communications Issues

Upon approval by the P.P.S.B., the 2024 Annual Report will be provided to Regional Council, and then made available via the external P.R.P. website. A news release and social media messaging will make the public aware of availability.

Conclusion

The first Annual Report associated to the 2024-2027 Strategic Plan highlights progress that has been made towards meeting the identified objectives. The 2024-2027 Strategic Plan will continue to guide our service as we strive for excellence.

Approved for Submission



Anthony Odoardi, Deputy Chief, Innovation and Technology Command

For further information regarding this report, please contact Bonnie Sliwinski, Supervisor, Corporate Planning and Research at extension 4726 or via email at 1045c@peelpolice.ca or Sheila Doyle, Manager, Corporate Planning and Research at extension 4731 or via email at 696c@peelpolice.ca.

Authored By: Bonnie Sliwinski, Supervisor, Corporate Planning and Research



2024 Annual Report

Peel Regional Police

OUR VISION

A Safer Community Together.

OUR MISSION

Committed to community safety and well-being through progressive, innovative and inclusive service excellence.

OUR VALUES

Fostering trust through:

- Accountability and transparency
- Respect, equity, diversity and inclusion
- Integrity and compassion
- Duty to protect the rights and well-being of all

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Message from the Chair and Chief

On behalf of the Peel Police Service Board and Peel Regional Police, we are proud to present the 2024 Annual Report – a reflection of our unwavering commitment to our *2024-2027 Strategic Plan: Our Community. Our People. Our Work.*

This past year, we remained resolute on building safer communities in our region through progressive, innovative and inclusive service excellence. While the rise in calls for service and complexities in public safety, heightened by population growth, increased pressures on our frontline and support systems, the Board and the Service worked together to address these challenges head-on.

Among the actions taken was prioritizing our hiring plan to recruit 300 new frontline officers in 2025. The investment of this critical budget for our frontline operations – the largest in Peel Regional Police history – will enhance our capacity to serve our communities and keep us prepared for the future.

We invite you to review this report, which shares some highlights of the collective work our members delivered with professionalism, resilience and compassion. Outlined below are a few of our significant achievements in 2024:

- Became the first communications centre in Canada to implement the Next Generation 9-1-1 system, prioritizing public safety and reducing call wait times by approximately 80 per cent.
- Began construction on the new 23 Division in northwest Brampton, a modern facility designed to serve the needs of one of the fastest-growing areas in Canada. The building reflects our commitment to environmental sustainability and operational excellence.
- Advanced our Human Rights Project, strengthening engagement with diverse and equity-deserving communities such as the neurodiverse community and the South Asian community while also embedding policies and practices that support equitable, bias-free policing across our service.
- Successfully negotiated collective agreements with both police associations, reinforcing operational continuity and workforce stability.

We also saw significant operational successes throughout 2024 because of the investigations by dedicated officers on the frontline and in specialized teams. There was a 75 per cent decrease in pharmacy robberies from 2023, a 49 per cent increase in the number of illegal firearms seized and a 70 per cent homicide solvency rate, an increase from 65 per cent in 2023. Numerous projects were conducted with significant results, including:

- **Project Warlock:** 151 charges laid related to violent home invasions and a shooting, 18 charged, four prohibited firearms and 12 stolen vehicles, valued in excess of \$1.2 million, were recovered.
- **Project Odyssey:** auto theft ring investigation that concluded in 2024 with 322 charges laid, 26 people charged and 369 stolen vehicles recovered valued at nearly \$33 million.
- **Project Chrome:** largest illegal firearm seizure in Peel Regional Police history; 71 illegal firearms and drugs valued at \$1 million were seized and 185 charges laid. In addition, the Strategic and Tactical Enforcement Policing (STEP) investigators seized 55 illegal guns, made 51 arrests and laid 470 charges over the course of 2024.

Throughout the year, the Board continued to consult with residents through its Governance and Human Rights Committee and engaged with academics to ensure the lived experiences of community members continue to inform policing policy and oversight.

We look to the future with a deep sense of pride in our people – sworn and civilian – who work tirelessly in service of community safety, and with appreciation for our partners across all levels of government and the people of Peel Region. Your support and trust remain foundational to our progress.

Together, and guided by *Our Community. Our People. Our Work.*, we will continue building a safer, stronger, and more inclusive Peel Region for all.



Nando Iannicca
Chair, Peel Police Service Board



Nishan Duraiappah
Chief, Peel Regional Police

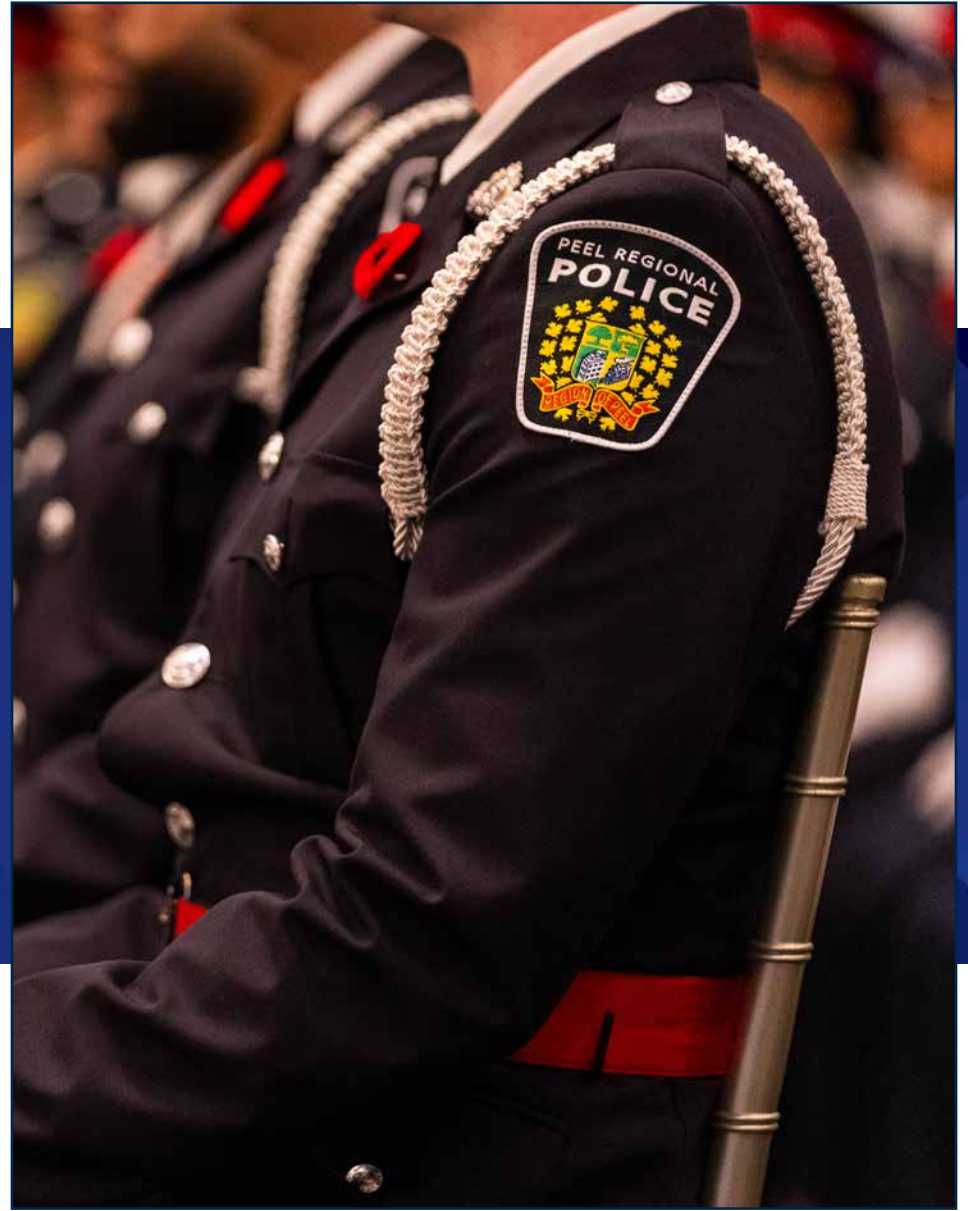


Peel Police Service Board Members (Top to Bottom): Sumeeta Kohli (Vice-Chair), Patrick Brown (Mayor, City of Brampton), Alan Boughton, Len Carby, Omar Khan, Matt Mahoney (Councillor, City of Mississauga).



Chief's Management Group (Top to Bottom): Deputy Chief Marc Andrews, Deputy Chief Mark Dapat, Deputy Chief Lauren Jackson, Deputy Chief Nick Milinovich, Deputy Chief Anthony Odoardi.

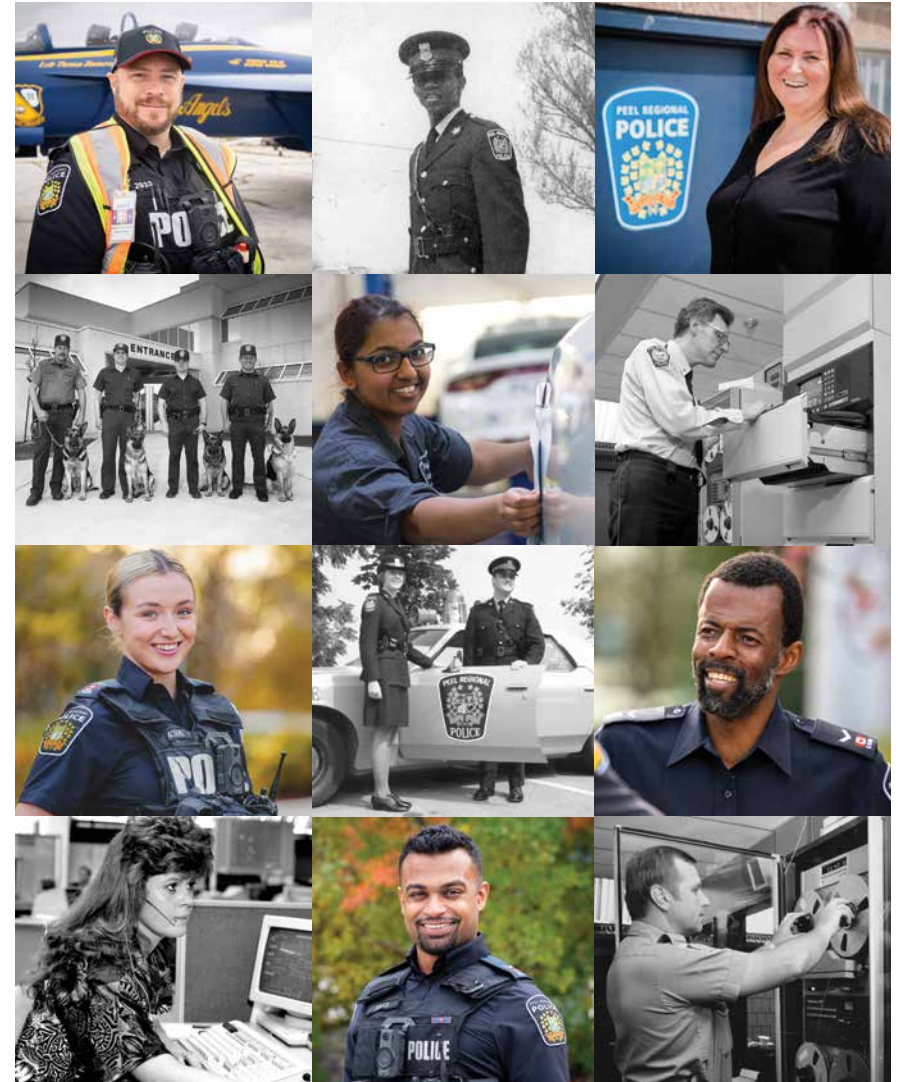
A Year in Review



Peel Regional Police celebrates 50 years of service

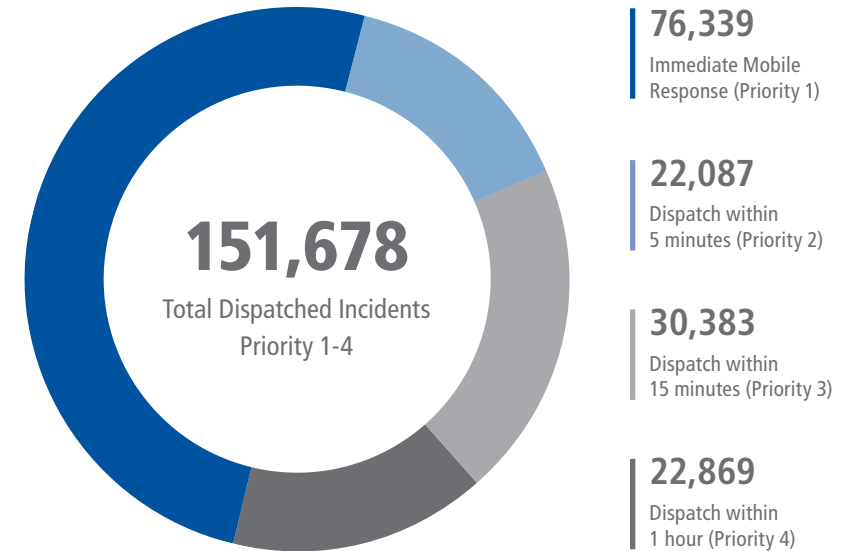
On January 17, 2024, Peel Regional Police (PRP) launched a year of celebrations to mark 50 years of service to the communities of Brampton and Mississauga. We are grateful to the community we serve and all our members, past and present, for their unwavering commitment to public safety and our community. We look forward to the next 50 years of service!

Check out the hashtag #PeelCelebrates50 on our social media channels to see how we celebrated this amazing milestone.



Technological advancements at our Communications Centre

One of the significant technological transformations at our Communication Centre in 2024 was the implementation of Next Generation 9-1-1. With the adoption of the new NG 9-1-1 system in February, the average 9-1-1 wait times improved from 64 seconds in 2023 to 21 seconds in 2024, reducing call wait times by approximately 80 per cent.



Government relations and advocacy

PRP has invested in a public affairs practice that has been instrumental in securing grant funding for major community safety and well-being initiatives. Since 2019, grant funding has increased from \$15.9 Million to \$26.3 Million in 2024.



\$25.46M

Ministry of the Solicitor General

\$0.34M

Canadian Mental Health Association

\$0.24M

Chief Firearms Office for Ontario

\$0.15M

Ministry of Children and Youth Services

\$0.09M

Minister of Public Safety and Emergency Preparedness

\$0.04M

Department of Justice

Grant/Funding Detailed Breakdown:

Ministry of the Solicitor General - \$25.46M

Court Security and Prisoner Transportation (CSPT) (\$9.40M), Community Safety and Policing - Local and Provincial Priorities (\$7.64M), Next Generation 9-1-1 (\$3.04M), Joint Air Support Unit (\$2.50M), Gang Response Strategy (\$0.50M), Preventing Auto Thefts (\$0.50M), Digital Evidence Management Program (\$0.48M), Provincial Strategy to Protect Children from Sexual Abuse and Exploitation on the Internet (ICE & TECH CRIME) (\$0.29M), Provincial Human Trafficking Intelligence-Led Joint Forces Strategy (IJFS) (\$0.27M), Proceeds of Crime - Front Line Policing (\$0.17M), Proceeds of Crime Law Enforcement (\$0.17M), Guns, Gangs and Violence Reduction Strategy - Ontario Closed Circuit Television (CCTV) Grant (\$0.15M), Mobile Crisis Response Team (MCRT) Enhancement Grant (\$0.11M), Drug Impaired Driving Detection Training and Enforcement (\$0.08M), Provincial Strategy to End Human Trafficking (\$0.05M), Victim Support Grant (\$0.07M), Reduce Impaired Driving Everywhere (RIDE) (\$0.04M)

Canadian Mental Health Association - \$0.34M

Crisis Outreach & Support Team (COAST) (\$0.31M), Canadian Mental Health Association (CMHA) (\$0.03M)

Chief Firearms Office for Ontario - \$0.24M

Firearms Grant (\$0.24M)

Ministry of Children and Youth Services - \$0.15M

Youth in Policing Initiative (\$0.15M)

Minister of Public Safety and Emergency Preparedness - \$0.09M

Building Organizational and Community Capacity for Countering Hate and Violent Extremism (\$0.09M)

Department of Justice - \$0.04M

Victims Fund - Human Trafficking (\$0.04M)

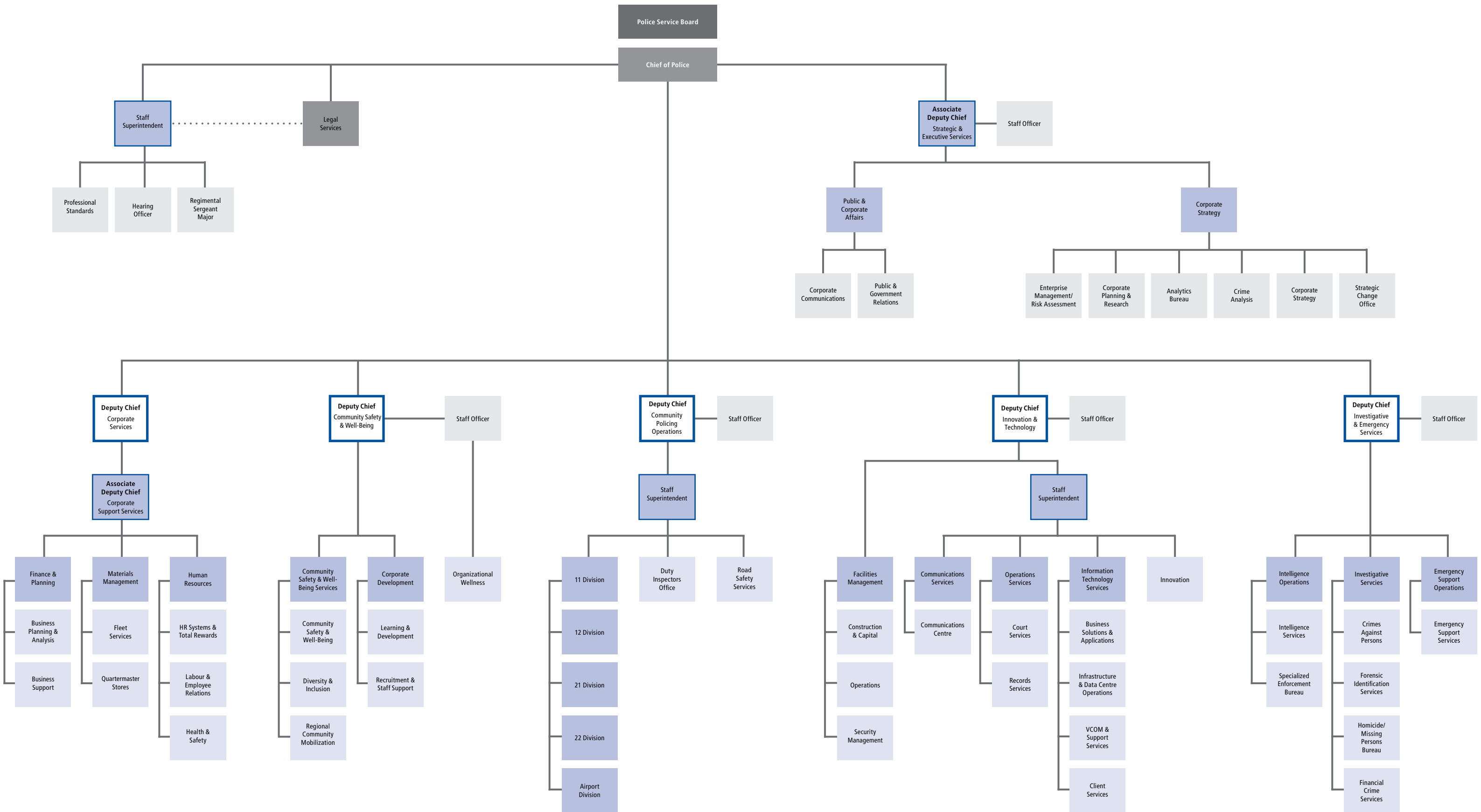
Recognizing the excellence of our members

Each year, we recognize PRP employees for their excellence and hard work. In 2024, dozens of sworn and civilian members received awards medals for their exemplary years of service.

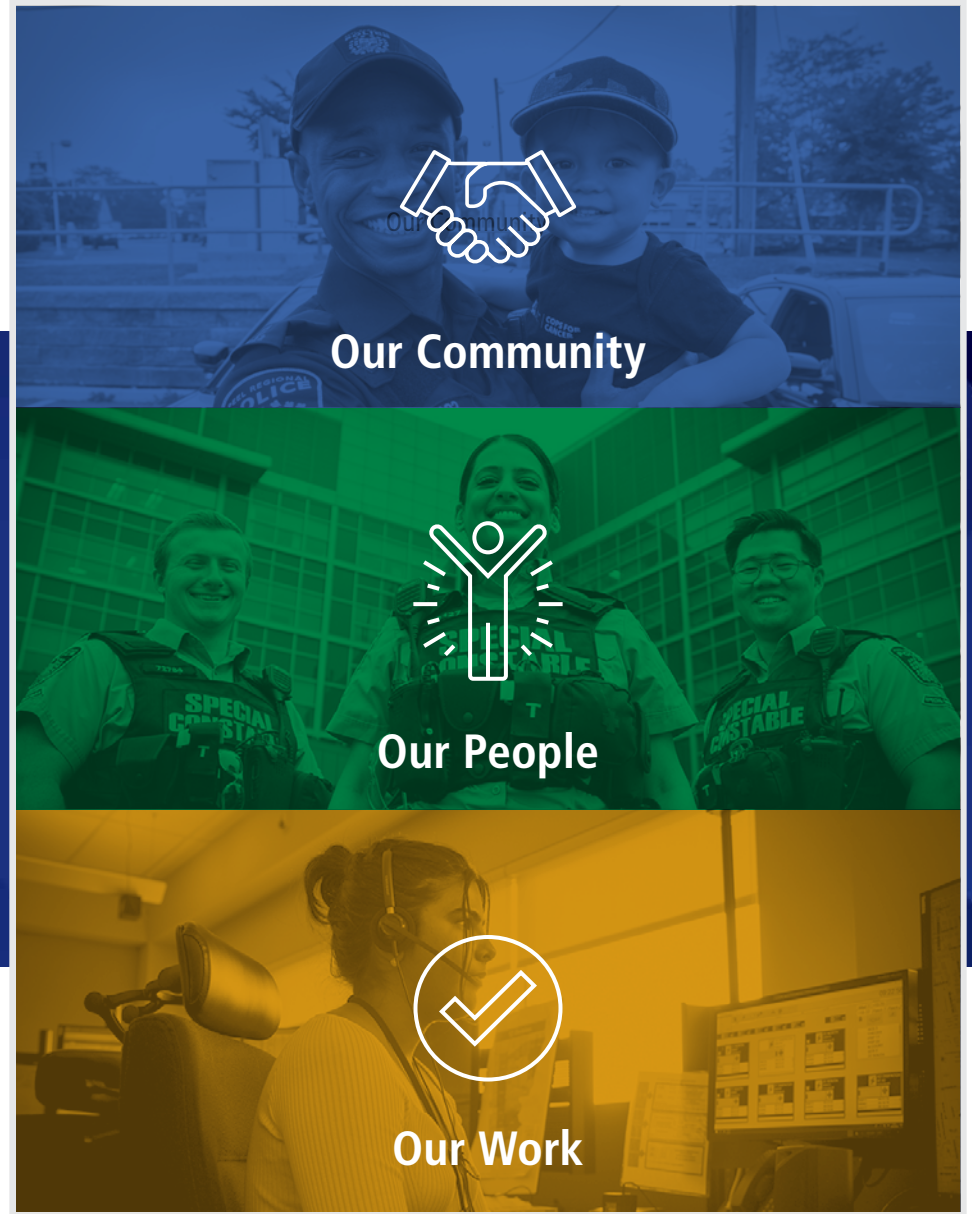


Members of PRP were also honored with an Award of Excellence in Community Safety and Well-Being by the Canadian Association of Chiefs of Police (CACCP) and Motorola Solutions. The award is in recognition of the Service's outstanding efforts to support those living with autism and PRP's commitment to achieve best outcomes for autistic individuals in our region.

2024 Organizational Structure



2024-2027 Strategic Plan: Success and Progress



Performance Indicators: Our Community

ACHIEVE COMMUNITY SAFETY AND WELL-BEING IN COLLABORATION WITH PARTNERS.



1

Crime severity index (CSI) for violent and non-violent crimes that is below the provincial and national CSI

The 2023 Crime Severity Index (CSI) for violent crimes was below the provincial and national CSI.

67	79	99
Peel	Ontario	Canada

The 2023 Crime Severity Index (CSI) for non-violent crimes was also below the provincial and national CSI.

45	54	74
Peel	Ontario	Canada

2

Weighted clearance rate* for violent and non-violent crimes that is above the provincial and national weighted clearance rates

The 2023 weighted clearance rate for violent crimes was below provincial but above national rates.

54	58	59
Canada	Peel	Ontario

The weighted clearance rate for non-violent crimes was below both provincial and national rates.

20	24	26
Peel	Canada	Ontario

3

Youth crime rate* that is below the provincial and national rates

The 2023 crime rate for Criminal Code violations for youth, excluding traffic violations, was below the provincial rate and the national rate.

755	1,076	1,305
Peel	Ontario	Canada

4

Clearance rate* for youth crime that is above the provincial and national rates

The 2023 clearance rate for Criminal Code violations for youth was above the provincial rate and the national rate.

45%	47%	54%
Canada	Ontario	Peel

*Rate per 100,000

Performance Indicators: Our Community

ACHIEVE COMMUNITY SAFETY AND WELL-BEING IN COLLABORATION WITH PARTNERS.



5

Reduce the rate per 100,000 for traffic fatalities and personal injury accidents

In 2024, the traffic fatality rate was two per 100,000 population, no change from 2023.

25 Fatal Collisions **28** Deaths (includes 7 pedestrians)
 ▼ Decrease from 31 deaths in 2023

In 2024, the personal injury accident rate was 112 per 100,000, an increase from 104 in 2023.

1,751

Personal Injuries Reported
 ▲ 8% Increase from 2023 (1,615)

6

Achieve the standards for 9-1-1 wait times set forth by the National Emergency Number Association (NENA)

NENA standards are that 90 per cent of 9-1-1 calls be answered within 15 seconds and 95 per cent of 9-1-1 calls be answered within 20 seconds.

With the adoption of the new NG 9-1-1 system in 2024:

72% Of calls answered under 15 seconds **76%** Of calls answered under 20 seconds

Average 9-1-1 wait times improved from:

64 Seconds in 2023 ▶ **21** Seconds in 2024

7

Improve response times for all priorities

Median* response times for priority calls for service improved overall from 2023 to 2024:

Priority 1 Calls
10.3 Minutes in 2023 ▼ 0.5% **10.2** Minutes in 2024

Priority 2 Calls
11.1 Minutes in 2023 ▲ 8% **12.1** Minutes in 2024

Priority 3 Calls
92.5 Minutes in 2023 ▼ 18% **75.9** Minutes in 2024

Priority 4 Calls
173.1 Minutes in 2023 ▼ 8% **159.5** Minutes in 2024

8

Monitor and review frontline referrals for Community Safety and Well-Being and Divisional Mobilization review for identified social risk factors

PRP continues to monitor and respond to referrals for Community Safety and Well-Being Services for identified social risk factors.

2,000

Referrals from Officers in 2024

*Median response times are used as measurement to mitigate the impact of outliers and provide a more accurate representation of response times.

Our Community



LAUNCH OF AN EXTORTION INVESTIGATIVE TASK FORCE

In response to extortion threats primarily targeting Peel Region's South Asian business community, the Extortion Investigative Task Force was created to investigate the incidents. A hotline number was also launched to encourage the public to report any targeted threats of violence.

NEW COMMUNITY SAFETY AND POLICING ACT

On April 1, 2024, the Ontario Community Safety and Policing Act came in effect. A review of policies and procedures started to ensure all requirements under the new Act and its regulations are followed.

AUTO THEFT SUMMIT

PRP hosted the second annual Auto Theft Summit in partnership with police chiefs from across Ontario to discuss and explore practical solutions to mounting incidents of auto thefts. More than 150 auto manufacturers, representatives from the insurance sector, advocacy groups and government officials joined police for the day-long event that culminated with recommendations focused on strengthening enforcement, collaboration and awareness.



FUTURE PROOFING THE SAFETY OF OUR CITIES

In September 2024, PRP hosted the second annual Safety of our Cities conference that brought police agencies, social service agencies, government representatives and other invested participants from the community together to discuss ways to make communities safer. More than 400 delegates from across North America attended this event.

COLLABORATIVE EFFORTS TO REDUCE RETAIL THEFT

PRP criminal investigators partnered with Square One Shopping Centre and loss prevention officials to reduce retail theft and enhance community safety. During a focused retail enforcement blitz, officers conducted foot and mobile patrols to identify and arrest offenders, particularly targeting repeat offenders, violent individuals and those with outstanding warrants. In some cases, offenders were diverted from criminal charges and referred to community support services. This initiative resulted in 60 arrests, numerous criminal charges and the recovery of more than \$43,000 in stolen property.

LAUNCH OF A NEW FRAMEWORK TO SUPPORT PEEL'S SOUTH ASIAN RESIDENTS

PRP introduced its Cross-Functional Support Team (CFST) and a [Community Ambassador Program](#) as part of a [framework](#) for the South Asian Community Engagement (SACE) initiative to better serve South Asian communities in Peel Region. Over 60 consultations with representatives from 120 community-based groups and organizations were done to develop the framework. This initiative is a starting point blueprint for PRP to build the knowledge, skills and capacity necessary to develop and sustain culturally responsive practices for all our communities.

On June 5, 2024, PRP also hosted the SACE Summit with over 200 stakeholders, including community members, elected officials, and members from Canada's largest police agencies.

LAUNCH OF A TRAINING MODULE ADDRESSING HATE CRIMES

In March 2024, PRP developed and launched the Countering Hate training module to address hate incidents in our community and highlight the importance of reporting hate crimes. This resource was developed in collaboration with the Countering Hate Committee which is comprised of over 25 community partners representing a variety of organizations, ethnicities, religions and cultures. In 2024, the module was presented in the community 47 times and reached more than 1,600 people.



PRP PARTNERS WITH BOLO PROGRAM

PRP partnered with the [BOLO \(Be On The Lookout\) program to locate and arrest some of the most wanted criminals in Canada](#). The program was developed in cooperation with police services and Crime Stoppers programs from across the country. The BOLO program concentrates on people wanted for serious crimes. It is a breakthrough initiative leveraging social media, technology and innovative engagement to encourage citizens to be on the lookout for Canada's most wanted by amplifying the media coverage of outstanding Canada-wide warrants.

PROJECT LANTERN

In July 2024, PRP developed and launched Project Lantern in partnership with the Alzheimer's Society of Peel (ASP) to safeguard vulnerable people within the Region of Peel. As part of this project, officers from the Divisional Mobilization Unit (DMU) work with those living with Alzheimer's and dementia and their families to identify risks, discuss safeguarding information and encourage their participation in the [Vulnerable Persons Registry](#) - an online portal that contains select personal and medical information that can assist in locating a missing vulnerable individual. DMU, with the consent of the vulnerable person and/or their families, will also involve ASP to provide further community resources to decrease instances of missing vulnerable individuals such as after-care strategies.

SUPPORTING MILITARY VETERANS IN PEEL

The Community Safety and Well-Being (CSWB) Bureau initiated a program to improve the well-being of military veterans in Peel Region by providing PRP members with training to better understand veterans and streamline referral process to national support services.

PRP COLLABORATION WITH SHERIDAN COLLEGE FOR 2024 YOUTH IN POLICING INITIATIVE

In 2024, PRP continued to collaborate with Sheridan College through the [Youth in Policing Initiative](#) (YIPI). Forty students, along with four team leaders took part in introductory courses related to policing, including forensic sciences, private security and fitness prior to their eight-week summer placement with PRP.

SUPPORTING MARGINALIZED YOUTH THROUGH MENTORSHIP PROGRAM

The Futures Job Mentorship program, which is designed to support marginalized youth aged 15-18 in the Black community, successfully ran in the summer of 2024. The program focused on equipping participants with essential job skills including identifying personal strengths, crafting resumes, preparing for interviews and understanding the risks of social media. The initiative also provided valuable connections to potential employers. Special thanks to ProAction Cops & Kids, Big Brothers Big Sisters of Peel York and the volunteers who contributed to the program's success.

PRP AND TIM HORTONS CAMP PARTNER FOR 2SLGBTQIA+ YOUTH CAMP

The 2SLGBTQIA+ Youth Camp provides a vital platform for fostering positive relationships between young people and law enforcement while promoting self-esteem. It creates a safe and inclusive environment where participants can express themselves freely, build trust, and develop leadership skills. Supported by members of PRP along with Children's Aid Society of the Region of Peel and Tim Horton's Camp Campaign, this initiative empowers 2SLGBTQIA+ youth to confidently embrace their identities and positively impact the broader community.

MAKING ROADS SAFER

The Safer Roads Team (SRT) launched several successful targeted enforcement initiatives in 2024:

Project ERASE

Project ERASE (Eliminating Racing Activities on Streets Everywhere) was established in 1999 with the Ontario Provincial Police and the Toronto and York police services to provide a targeted enforcement and education component to address illegal street racing in the Greater Toronto Area. With a zero-tolerance approach, the initiative targets illegal activities such as street racing, issuing penalties under the Highway Traffic Act and local by-laws, including vehicle seizures and driver's licence suspensions. In 2024, Project ERASE led to 2,109 driving-related charges, further underscoring the commitment of PRP to road safety.

Project Speedbump

In February 2024, PRP announced the results of Project Speedbump, an investigation into the November 2023 two-day street racing incident that involved up to 150 vehicles blocking Highway 427 for nearly 30 minutes. The SRT investigation resulted in 32 arrests, 13 vehicle seizures, and 48 criminal charges, including dangerous operation and public mischief, along with 64 Highway Traffic Act charges for offences such as stunt driving and speeding. The operation highlighted PRP's ongoing efforts to combat street racing and ensure road safety.

OPERATION NORTHERN EXPOSURE: STRENGTHENING PARTNERSHIPS IN NORTHERN ONTARIO

Twelve PRP officers were deployed in two-week rotations from January to April 2024 to Indigenous communities in Northern Ontario as part of Operation Northern Exposure. During their time in Kashechewan, Fort Albany and Attawapiskat they responded to calls for service, engaged with community members and gained a deeper understanding of Indigenous culture and traditions. This initiative aims to strengthen police-Indigenous relationships and support truth and reconciliation efforts. Operation Northern Exposure is a [collaborative effort](#) with the Nishnawbe Aski Police Service (NAPS), Halton Regional Police Service and York Regional Police.



Performance Indicators: Our People

FOSTER AN INCLUSIVE, ENGAGED AND PROGRESSIVE WORKPLACE.



9

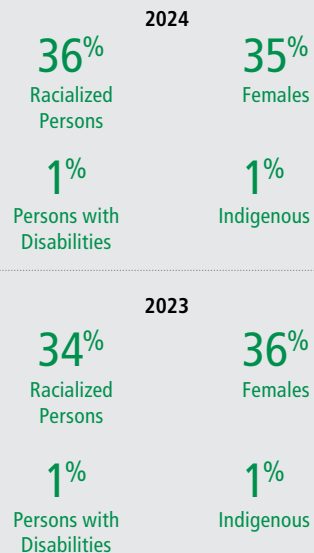
Increase in the percentage of uniformed new hires from under-represented groups reflecting our community



A more detailed breakdown of the hiring of our workforce can be found on page 20.

10

Increase the representation of members throughout the organization reflective of our community



A more detailed breakdown of our workforce can be found on page 20.

11

Achieve an employee engagement index of 70 per cent

The 2023 overall employee engagement score:

63%



Our People



LATIN AMERICAN & HISPANIC INTERNAL SUPPORT NETWORK

PRP launched a Latin American & Hispanic Internal Support Network to encourage a more inclusive and supportive environment for Latin American and Hispanic members within the organization, promoting cultural awareness, diversity and belonging.

CELEBRATING BLACK HISTORY MONTH

In February 2024, the Black Internal Support Network and the Equity, Diversity & Inclusion Unit commemorated Black History Month with a special event featuring the Honourable Dr. Jean Augustine—the first Black woman elected to Parliament and the driving force behind the motion to officially recognize February as Black History Month in Canada. The celebration also included a diverse selection of culturally inspired cuisine and a musical performance by a local steel pan artist.

WELLNESS CHECK-IN PROGRAM

In 2024, the PRP Wellness Check-in Program expanded to include units such as the Criminal Investigations Bureau, the Mobile Crisis Rapid Response Team, the Crisis Outreach and Support Team and others. The Wellness Check-In Program was created to support the mental health and well-being of both sworn and civilian members, assigned to 'at risk' bureaux and units, as governed by the Ontario College of Psychologists. All members are required to schedule annual or semi-annual check-ins and in January 2024, there were approximately 2,325 participants in the program, an increase of 16 per cent from 2023.

RESPECTFUL WORKPLACE SYMPOSIUM

PRP Human Resources hosted its second Respectful Workplace Symposium in the fall of 2024 and provided 120 civilian and sworn attendees with insights and skill development for furthering a psychologically safe work environment, free from harassment and discrimination. Attendees learned how to contribute to a respectful workplace and how a safe workplace impacts successes and creates a sense of belonging.

ENHANCING FRONTLINE INITIATIVES

The Frontline Enhancement Program is an ongoing initiative, launched in 2022, focused on improving the culture, morale, leadership, wellness and development of frontline officers. The program aims to empower frontline staff to provide feedback on job-related challenges. The program involved focus groups, engagement sessions, feedback from the 'Coffee with the Chief' series and the Employee Engagement Survey. Frontline officers are encouraged to use the 'Idea Portal' to submit feedback and suggestions.

Some of the initiatives that were implemented in 2024, as part of the program, include:

- **Online Community Response Bureau:** Established to process and respond to incident reports from [peelpolice.ca](https://www.peelpolice.ca), reducing frontline workload as well as increasing the focus on customer service.
- **Prisoner remands in hospitals:** Historically, PRP officers were required to remain at the hospital until a person in custody was formally admitted before they could transfer custody. This new initiative allows officers to be relieved once a remand process has been completed, significantly reducing wait times for custody transfers.

LEADERSHIP COACHING

Since January 2024, PRP has offered all members the opportunity to apply to receive one-on-one leadership coaching with an external coaching company. This opportunity provides members with a confidential, thought-provoking and creative way to grow and maximize their personal and professional potential.

30X30 INITIATIVE PLEDGE

PRP became one of the first Ontario police services to take the 30x30 Initiative Pledge to have women comprise 30 per cent of all recruit classes by 2030. In addition, PRP is also pledging to work towards having women comprise 30 per cent of its sworn membership by 2030. In 2024, an average of 19 per cent of PRP recruit classes were women and 23 per cent of PRPs sworn officers were women.



“

Increasing the representation of women from all backgrounds in our service is instrumental to embodying our vision of being the most progressive, innovative, and inclusive service in North America.

PRP Chief Nishan Duraiappah

”



HIRING OUR WORKFORCE

Equal Opportunity (EO) data included below is derived from statistical tracking of workforce information collected through the employment process and identifies four prescribed groups: Indigenous, racialized persons, persons with disabilities and females. The statistics are a reflection of information gathered for both PRP officer and civilian members and includes applicant, new hire, promotion and composition data.

Officer Applicant Profile	2023	2024
Indigenous	2.5%	2.9%
Racialized	79.6%	82.7%
Persons with Disabilities	2.6%	3.0%
Female	20.7%	22.0%

2023 n=2,160* 2024 n=3,346**
 *2,280 applicants, 2,160 provided data
 **3,686 applicants, 3,346 provided data

New Officer Hire Profile	2023	2024
Indigenous	0.7%	0.0%
Racialized	63.8%	53.0%
Persons with Disabilities	1.3%	1.7%
Female	22.8%	22.6%

2023 n=149 2024 n=234

Officer Promotions	2023	2024
Indigenous	1.7%	0.0%
Racialized	21.7%	18.2%
Persons with Disabilities	0.0%	0.0%
Female	30.0%	12.1%

2023 n=60 2024 n=33

Officer Composition	2023	2024
Indigenous	1.2%	1.1%
Racialized	33.7%	35.2%
Persons with Disabilities	0.3%	0.5%
Female	22.5%	22.6%

2023 n=2,372 2024 n=2,527

One of the identified priority pillars in PRP's Strategic Plan is 'Our People': Professional and skilled employees that represent our community. The objective of this pillar is to attract and retain skilled employees who represent our community. This objective is achieved by recruiting professional, skilled employees. The statistical data demonstrates PRP's successful recruiting efforts in 2024.

Civilian Applicant Profile	2023	2024
Indigenous	2.5%	2.2%
Racialized	79.2%	82.0%
Persons with Disabilities	4.7%	4.5%
Female	54.3%	50.7%

2023 n=16,708* 2024 n=19,826** Note: Civilian includes permanent and temporary
 *18,434 applicants, 16,708 provided data
 **22,780 applicants, 19,826 provided data

New Civilian Hire Profile	2023	2024
Indigenous	0.4%	1.7%
Racialized	60.8%	64.2%
Persons with Disabilities	3.1%	4.6%
Female	55.7%	51.3%

2023 n=255 2024 n=240

Civilian Promotions	2023	2024
Indigenous	0.0%	0.0%
Racialized	43.6%	37.5%
Persons with Disabilities	2.6%	1.8%
Female	74.4%	60.7%

2023 n=39 2024 n=56

Civilian Composition	2023	2024
Indigenous	1.2%	1.2%
Racialized	35.2%	37.5%
Persons with Disabilities	1.8%	1.9%
Female	66.2%	64.3%

2023 n=1,080 2024 n=1,135

Performance Indicators: Our Work

ENSURE ACCOUNTABILITY, EQUITY AND INNOVATIVE SERVICE EXCELLENCE.



12

Improvement in scores for Public Safety Canada core survey questions relating to trust and confidence in police

92% Of respondents indicated they would help the police if asked.

76% Felt the police make decisions based on facts.

13

Increase percentage of Community Survey respondents who agree/strongly agree that they support how the police usually act to 80 per cent

80% Of respondents agreed or strongly agreed that they support how the police usually act.

14

Increase percentage of Community Survey respondents who agree/strongly agree that police treat people with respect to 80 per cent

78% Of respondents agreed or strongly agreed that police treat people with respect.

15

Monitor and review public complaints and their resolution

The Peel Police Service Board received quarterly reports on public complaints.

In 2024, the Office of the Independent Police Review Director (OIPRD) received:

87
Public
Complaints

92
Reviews
Concluded

Performance Indicators: Our Work

ENSURE ACCOUNTABILITY, EQUITY AND INNOVATIVE SERVICE EXCELLENCE.



16

Monitor and review the use of de-escalation in use of force incidents

97% Of all use of force incidents involved de-escalation by officers in 2023.

2024 data not available

74% Reduction in the number of persons reporting injuries in use of force incidents compared to 2020.

Officers are using strategies such as de-escalation that assist in reducing the amount of force required to resolve a use of force incident successfully and safely.





COMMUNITY CONSULTATIONS: USE OF FACIAL RECOGNITION

As a part of the Human Rights Project, PRP held online community consultations in March and April 2024 to seek feedback on implementing facial recognition technology. Facial recognition was implemented in May following the consultations with Ontario's Information and Privacy Commissioner, advisory committees and the community. This new investigative tool which automates components of the current image comparison process, was acquired through a partnership with York Regional Police. It significantly increases efficiency in criminal investigations, enhances collaboration between policing services and reduces costs. The technology is not used to scan or compare digital footage, including live video, from any source other than PRP's mugshot database, and all responses will be reviewed, analyzed and confirmed by trained experts. More information can be found here: peelpolice.ca/privacyandtechnology

POLICE SERVICE BOARD RELEASED REPORT ON COMMUNITY CONSULTATIONS ON HUMAN RIGHTS AND POLICE GOVERNANCE

The [Report on Community Consultations on Human Rights and Police Governance](#) outlines findings from extensive consultations with community members, human rights organizations and subject matter experts working with PRP to imbed human rights principles into policing and governance in Peel. Key themes that emerged from the consultations included the need to enhance transparency and accountability; address systemic discrimination through training and policy reform; strengthen community trust through engagement; and develop more cultural competency initiatives.

GROUNDBREAKING FOR THE NEW 23 DIVISION

On June 24, 2024, PRP hosted a groundbreaking event for the new 23 Division alongside stakeholders and community partners. The new division will be situated at the corner of Coolhurst Avenue and Lagerfeld Drive, which will be northwest of the intersection of Mississauga Road and Bovaird Drive, Brampton. For more information, visit peelpolice.ca/facilities

COMMUNITY AMBASSADOR (CA) PROGRAM LAUNCH

The Community Ambassador (CA) Program was developed through extensive consultations with our community, highlighting the need for a tailored communication process to effectively engage with our community. The program is designed to enhance communication and outreach by leveraging various community leaders, agencies and partners to act as community ambassadors. CAs disseminate information to the community, improving and increasing our outreach to the various communities we serve. Information disseminated by the ambassadors includes high-priority crime alerts, wanted persons, missing/vulnerable persons, crime prevention awareness and any other pertinent information as deemed necessary.

LAUNCH OF ONLINE REPORTING PORTAL

The Online Community Response Bureau (OCRB) was launched in March 2024 to respond to incidents reported through a new online portal. Online reporting is a convenient way for our community to report certain types of incidents. The addition of this bureau reduces the workload of the Communications Centre and by processing the reports in the centralized bureau, the need for frontline officers to attend the incidents is also reduced.



LAUNCH OF THE NEXT GENERATION 9-1-1 (NG 9-1-1) DIGITAL CALL-HANDLING SOLUTION

PRP became the first large primary Public Safety Answering Point to launch NG 9-1-1 services in Canada on February 21, 2024. The new 9-1-1 platform provides a modern and innovative solution for 9-1-1 services in Peel Region and comes with capabilities that enable members of the community to connect quicker with first responders. Launched in partnership with Motorola and Bell Canada, with funding from the Government of Ontario, in the first nine months of use, NG 9-1-1 reduced call waiting times by 80 per cent and there was a 92 per cent increase in calls being answered within 15 seconds compared to 2023.



DATA AND ANALYTICS 'DNA' PROGRAM

The Data and Analytics Program (DNA) was launched in November 2024. The 27-month program aims to integrate data and analytics into decision-making at all levels of PRP and to measure the success of all initiatives. This program focuses on sustainable change through foundational initiatives (processes, technologies, infrastructure), data products (reports, dashboards) and change management initiatives (evolving roles, training, collaboration).

COMMUNITY SAFETY OPERATIONS CENTER (CSOC)

PRP's Community Safety Operations Centre (CSOC) used to enhance public and officer safety, became fully operational in June 2024. The CSOC integrates advanced technology to improve situational awareness, optimize resource allocation and support frontline officers during incidents. This aligns with PRP's vision of being progressive, innovative and inclusive in ensuring community safety and well-being.



COVERT ONLINE DIGITAL ENFORCEMENT SECTION (CODES) PILOT PROJECT LAUNCHED

Covert Online Digital Enforcement Section (CODES) focuses on investigating and disrupting criminal activity in the online space, particularly on the dark web. The unit aims to fill the intelligence gap caused by criminals operating in private online areas. CODES will conduct proactive investigations into the illegal sale of goods and services, provide investigative support through consultations and undercover operations and monitor both the clear and dark web for illicit activities.

By the Numbers



Criminal Offences



Crimes Against Persons



Crimes Against Property



Theft of Motor Vehicle

Robberies



Robberies with
Weapon



Robberies
without Weapon

Break and Enters



Residence



Business

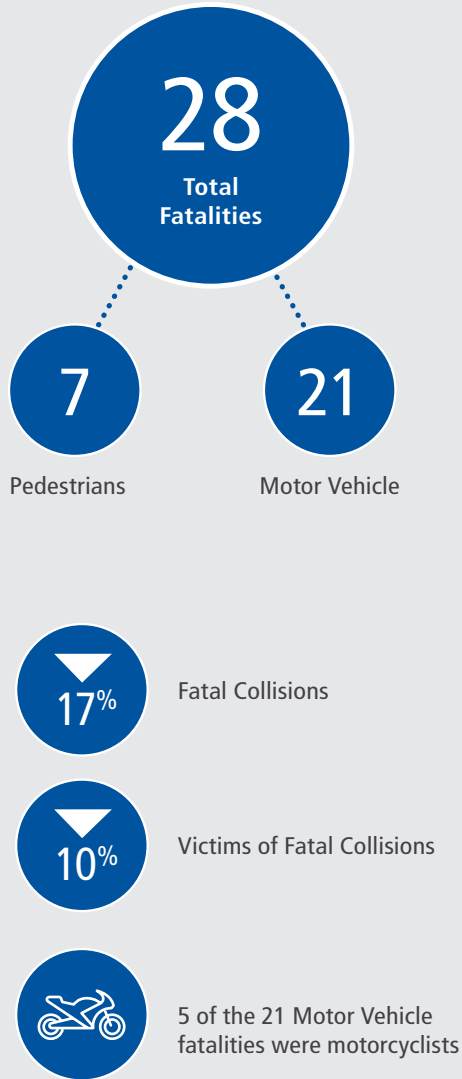
Criminal Offences	2023			2024			2023-2024 Variance	
	Total	Per cent Solved	Rate Per 100,000	Total	Per cent Solved	Rate Per 100,000	Total	Rate Per 100,000 (%)
Crimes Against Persons	12,836	68.7	830.5	14,643	64.1	932.8	1,807	12.3
Homicide Occurrences	23	82.6	1.5	19	80.0	1.2	-4	-18.7
Homicide Victims	23	-	-	20	-	-	-3	-
Attempted Murder	39	82.1	2.5	35	88.6	2.2	-4	-11.6
Assaults (non-sexual)	7,023	76.5	454.4	7,938	72.1	505.7	915	11.3
Sexual Violations	1,257	71.2	81.3	1,353	67.2	86.2	96	6.0
Robberies	833	38.1	53.9	997	32.0	63.5	164	17.8
Indecent Harassing Communication	173	24.9	11.2	321	25.2	20.4	148	82.7
Criminal Harassment	451	69.4	29.2	512	67.0	32.6	61	11.8
Uttering Threats	2,472	61.7	159.9	1,733	59.5	110.4	-739	-31.0
Other Violent Violations	342	29.2	22.1	513	26.3	32.7	171	47.7

Crimes Against Property	34,985	17.0	2,263.5	37,972	17.8	2,418.8	2,987	6.9
Break and Enter	2,842	12.5	183.9	2,852	16.7	181.7	10	-1.2
Theft Motor Vehicle	8,322	2.8	538.4	7,231	3.1	460.6	-1,091	-14.5
Theft Over and Under \$5,000	13,924	17.7	900.9	16,851	17.7	1,073.4	2,927	19.2
From Motor Vehicle	3,926	2.3	254.0	4,114	1.7	262.1	188	3.2
Shoplifting	6,407	29.6	414.5	8,505	28.6	541.8	2,098	30.7
Possession of Property Obtained by Crime	838	101.8	54.2	827	111.7	52.7	-11	-2.8
Frauds	4,744	11.5	306.9	5,292	12.6	337.1	548	9.8
Mischief	4,235	34.8	274.0	4,811	30.5	306.5	576	11.8
Arson	80	28.8	5.2	108	34.3	6.9	28	32.9

Drug Violations	1,315	98.0	85.1	1,325	98.2	84.4	10	-0.8
Trafficking/Production/Distribution	362	98.1	23.4	403	98.0	25.7	41	9.6
Possession	953	98.0	61.7	922	98.3	58.7	-31	-4.7

Criminal Traffic Offences	2023		2024		2023-2024 Variance	
	Total	Rate Per 100,000	Total	Rate Per 100,000	Total	Rate Per 100,000 (%)
Criminal Driving Offences	2,498	161.6	2,536	161.5	38	0.0
Impaired Driving (Alcohol/Drugs)	1,023	66.2	922	58.7	-101	-11.3
Fail/Refuse Breath/Blood Sample	131	8.5	138	8.8	7	3.7
Dangerous Operation	537	34.7	585	37.3	48	7.3
Other Criminal Code Traffic Offences	807	52.2	891	56.8	84	8.7

2024 Traffic Fatalities



Traffic Management	2023		2024		2023-2024 Variance	
	Total	Rate Per 100,000	Total	Rate Per 100,000	Total	Rate Per 100,000 (%)
Motor Vehicle Collisions - Total	40,457	2,617.6	42,733	2,722.1	2,276	4.0
Reportable Collisions*	22,974	1,486.4	28,738	1,830.6	5,764	23.2
Fatal Collisions	30	1.9	25	1.6	-5	-18.0
Personal Injury*	1,615	104.5	1,751	111.5	136	6.7
Property Damage*	21,329	1,380.0	26,962	1,717.5	5,633	24.5
Non-Reportable Collisions*	17,483	1,131.1	13,995	891.5	-3,488	-21.2

Traffic Enforcement (Highway Traffic Act)

HTA Charges - Total	38,274	2,476.3	42,107	2,682.2	3,833	8.3
Careless Driving	676	43.7	844	53.8	168	22.9
Use Electronic Device	662	42.8	774	49.3	112	15.1
Disobey Traffic Light	1,355	87.7	1,530	97.5	175	11.2
Fail to Stop at Stop Sign	1,547	100.1	2,345	149.4	798	49.2
Invalid Permit	7,703	498.4	6,568	418.4	-1,135	-16.1
Seatbelt	390	25.2	513	32.7	123	29.5
Other HTA	17,712	1,146.0	21,300	1,356.8	3,588	18.4
Speeding	8,229	532.4	8,233	524.4	4	-1.5
HTA Cautions - Total	5,445	352.3	5,098	324.7	-347	-7.8

RIDE Program

Vehicles Checked	14,293	924.8	14,083	897.1	-210	-3.0
WARN Range Suspensions	158	10.2	85	5.4	-73	-47.0
Impaired Driving Charges	78	5.0	50	3.2	-28	-36.9
Excess Blood Alcohol Charges	142	9.2	101	6.4	-41	-30.0

Organizational	2023		2024		2023-2024 Variance	
	Total	%	Total	%	Total	%
Public Complaints Received	89		87		-2	-2.2
Public Complaints Concluded	90		92		2	2.2
Firearms Seized	993		839		-154	-15.5
Bail Hearings*	11,718		13,321		1,603	13.7

Persons Charged	2023			2024		
	Adults	Youth**	Total	Adults	Youth**	Total
Persons Charged	12,513	974	13,487	12,870	933	13,803
Crimes Against Persons	5,042	622	5,664	5,249	590	5,839
Crimes Against Property	3,271	212	3,483	3,433	198	3,631
Criminal Driving Offences	1,202	11	1,213	1,155	16	1,171
Drugs	700	10	710	818	17	835

*2023 restated. **Youth charged total includes children.

Five-Year Demographic Growth



Registered Vehicles
+129,266

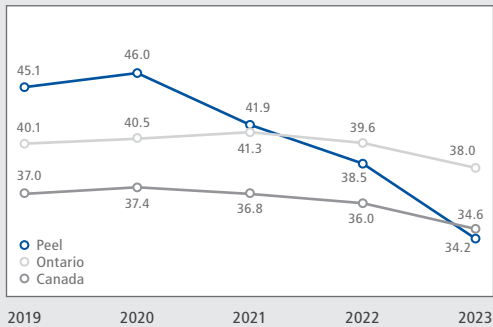


Households
+31,530



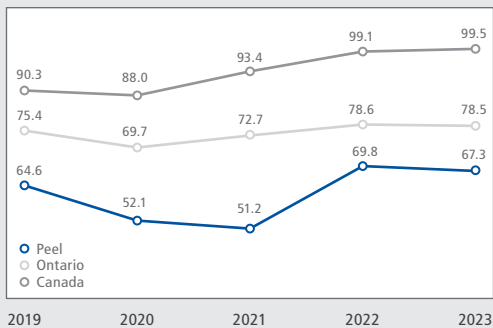
Policing Population
+99,376

Weighted Clearance Rate



Source: Statistics Canada. Police Resources in Canada, 2023.
Canadian Centre for Justice Statistics.
2024 data not available.

Violent Crime Severity Index



Source: Statistics Canada. Police Resources in Canada, 2023.
Canadian Centre for Justice Statistics.
2024 data not available.

Five-Year Summary	2020	2021	2022	2023	2024
Demographics					
Policing Population	1,470,482	1,497,090	1,521,346	1,545,602	1,569,858
Number of Housing Units	426,628	431,710	440,526	449,342	458,158
Number of Registered Vehicles*	1,116,892	1,089,599	1,149,159	1,163,268	1,246,158
Compliment: Authorized					
Police	2,163	2,190	2,216	2,286	2,421
Civilians	914	928	922	972	1,068
Cadets	30	30	30	30	40
Total	3,107	3,148	3,168	3,288	3,529
Workload					
Calls to 9-1-1	446,931	496,979	644,106	728,394	767,966
Calls Received to Communications	700,602	730,673	839,632	916,847	972,062
Citizen-Initiated Incidents**	226,333	230,369	236,218	238,458	235,539
Immediate Response Incidents**	66,898	66,655	72,047	80,000	76,339
Occurrences**	79,136	80,135	80,912	88,652	91,349
Fleet					
Police Fleet (Vehicles, Bicycles, Trailers)	915	931	954	1,018	1,044
Kilometres Travelled	15,763,783	17,597,007	17,441,157	17,666,587	18,374,586
Budget					
Net Budget	\$445,780,000	\$462,500,000	\$484,900,000	\$524,600,000	\$605,340,000
Canadian Criminal Code Violations					
Total	36,629	35,800	44,677	53,057	58,040
Rate Per 100,000 Population	2,491.0	2,391.3	2,936.7	3,432.8	3,697.1
Per cent (%) Solved	47.2	43.9	39.8	36.7	36.0
Crimes Against Person Violations					
Total	8,574	9,214	11,445	12,836	14,643
Rate Per 100,000 Population	583.1	615.5	752.3	830.5	932.8
Per cent (%) Solved	79.9	76.4	71.1	68.7	64.1
Crimes Against Property Violations					
Total	23,325	22,399	28,543	34,985	37,972
Rate Per 100,000 Population	1,586.2	1,496.2	1,876.2	2,263.5	2,418.8
Per cent (%) Solved	25.7	21.6	19.1	17.0	17.8
Drug Violations					
Total	1,633	1,580	1,422	1,315	1,325
Rate Per 100,000 Population	111.1	105.5	93.5	85.1	84.4
Per cent (%) Solved	99.4	99.6	98.1	98.0	98.2

* Source: 2020 - 2024 Ontario Ministry of Transportation. ** Incident data is from the computer aided dispatch system.

2024 crime statistics are based on a download of data from the Records Management System the second week of March 2025. Statistics here are a "snapshot" in time and can change for various reasons (i.e. incidents being reclassified, later reporting of incidents). The system is continuously being updated and as a result, some changes to statistics published in previous statistical reports may occur. It should be noted that statistics provided in this report may differ from those used by Statistics Canada and other police agencies who may only count the most serious violation in a criminal incident. Caution should be taken when making comparison of data.



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