



REGIONAL MUNICIPALITY OF NIAGARA POLICE SERVICE BOARD PUBLIC AGENDA

Thursday, November 27, 2025, 9:30 am

Niagara Regional Police Service - Headquarters

Community Room 1st Floor, 5700 Valley Way, Niagara Falls

To view the live-stream meeting proceedings, please visit

<https://calendar.niagarapolice.ca/meetings>

Pages

1. CALL TO ORDER

2. ROLL CALL

3. LAND ACKNOWLEDGEMENT STATEMENT

4. DECLARATIONS OF CONFLICT/PECUNIARY INTEREST BY MEMBERS

5. ADOPTION OF MINUTES OF PREVIOUS MEETINGS

5.1 Minutes of the Public Board Meeting held Thursday, October 23, 2025

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That the Minutes of the Public Board Meeting held Thursday, October 23, 2025 be adopted as circulated.

6. VERBAL REPORTS FROM BOARD CHAIR

7. VERBAL REPORTS FROM THE CHIEF OF POLICE

8. PRESENTATIONS AND/OR DEPUTATIONS

8.1 Niagara Regional Police Foundation

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Presentation on the Niagara Regional Police Foundation's establishment, purpose, accomplishments and next step strategies along with an 18-Month Board Policy Work Plan. The Foundation's Board of Directors Chair Mike Kirkopoulos and Vice Chair Karen Simpson will be in attendance to present to the Board.

That the presentation be received.

8.2 Special Investigative Services

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Presentation on the Special Investigative Services of the Niagara Regional Police specific to providing support, information and enforcement on organized criminal activity throughout Niagara Region.

That the presentation be received.

9. CONSENT AGENDA

- 9.1 RMON - Update on Tow Rotation List Responsibility** 47
- Correspondence dated November 5, 2025 from Ann-Marie Norio, Regional Clerk, RMON, providing an update on the matter regarding the police tow rotation list as considered by Regional Council at its meeting held on October 23, 2025, and including Regional reports CL-C 62-2025 - Update on Tow Rotation List Responsibility and CSC-C 20-2025 - Tow Rotation List Update.
- 9.2 Neighbourhood Watch in Niagara - Request to Reinvigorate Program** 58
- Service report dated November 6, 2025 providing a status update on a request made at the Board's June 26, 2025 public meeting regarding the establishment of a community/neighbourhood watch program in Niagara, which at the direction of the Board was referred to the Region and the Chief of Police for further consideration.
- 9.3 Quarterly Report - Public Pending Items - July 1 to October 31, 2025** 61
- Memo dated October 31, 2025 from Deb Reid, Executive Director, Niagara Police Service Board, providing a quarterly report on the outstanding Service matters that are pending the Board's consideration.
- 9.4 Quarterly Report - Administration of the Public Complaints System Regarding Conduct of Police Officers - July 1 to September 30, 2025** 63
- Service report dated October 29, 2025 submitted in accordance with the quarterly reporting requirements set out in Board By-law 434-2024.
- 9.5 Quarterly Report - Overtime Activities Incurred by the Niagara Regional Police Service - July 1 - September 30, 2025** 66
- Service report dated November 3, 2025 providing the Board with a five-year uniform and civilian quarterly and year-to-date overtime trend analysis.
- 9.6 Quarterly Report - Special Fund Activity - July 1 to September 30, 2025** 71
- Service report dated October 31, 2025 submitted in accordance with the quarterly reporting requirements set out in Board By-law 403-2024.
- 9.7 Annual Report - Contractual Documents with Police Services and Other Organizations - January 1 to December 31, 2024** 75
- Service report dated November 17, 2025 submitted in accordance with the annual reporting requirements set out in Board By-law 421-2024.
- 9.8 Annual Report - Police Response to Persons in Crisis, Mental Illness and Neurodevelopmental Disability - January 1 to December 31, 2024** 95
- Service report dated November 12, 2025 submitted in accordance with the annual reporting requirements set out in Board By-law 456-2024.

That the information be received.

10. NEW BUSINESS

10.1 Microsoft Enterprise Agreement Renewal

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Service report dated November 5, 2025 requesting the Board approve renewing the single source Microsoft Enterprise Agreement to maintain Microsoft products to the latest versions and ensure access to the most stable, supported, and secure versions of the software, including support and engineering services.

That the Board approve renewal of the 2026-2028 Microsoft Enterprise Agreement on a single-source basis to Microsoft, for a 3-year term at a total value of \$3,607,190.31, including HST, net of rebates.

10.2 Special Fund Requests - November 2025

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Service report dated November 5, 2025 requesting the Board approve the following Special Fund requests:

1. Light the Way Gala - \$1,000; and
2. Shopping with Cops - \$4,000.

That the Board authorize the Special Fund donations as outlined in the report and approve payment in the requested amounts.

11. OTHER BUSINESS

12. MOTION FOR CLOSED SESSION MEETING(S)

The Closed Session reports and recommendations are considered under the authority of the Community Safety and Policing Act (CSPA) and Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) in accordance with the following authorities:

CSPA, Section 44(2)(a);
CSPA, Section 44(2)(b);
CSPA, Section 44(2)(d);
CSPA, Section 44(2)(e);
CSPA, Section 44(2)(h);
CSPA, Section 44(2)(k) and MFIPPA, Section 8.

That the Board move into Closed Session for consideration of confidential matters pursuant to Section 44(2) of the Community Safety and Policing Act (CSPA), namely to consider reports and recommendations about the security of the property of the Board, personal matters about an identifiable individual, human resources and labour relations matters, subject-matter related to litigation or potential litigation, information supplied in confidence by the Ministry of the Solicitor General, as well as legal matters that are subject to solicitor-client privilege.

13. REPORTS FROM CLOSED SESSION

13.1 Cultural and Bias Awareness Training & Probationary Performance Evaluation

At its October 23, 2025 closed meeting, the Board discussed its commitment to diversity, equity and inclusion and requested further information to ensure that cultural and bias awareness are reflected in both member training and probationary constable performance evaluation framework. *(No background documentation is attached.)*

The following motion was passed:

"That the Board request that the Chief of Police provide a public report at the December 18 meeting, outlining the cultural and bias awareness training provided to Service Members, including the current demographics of the Service, both sworn and civilian;

And further, that the Chief of Police develop a standardized probationary performance evaluation framework incorporating measurable, bias-mitigated criteria. Carried."

That, in accordance with Board direction, the above noted matter be made available to the public.

14. ADJOURNMENT

That the Niagara Police Service Board meeting be adjourned.



REGIONAL MUNICIPALITY OF NIAGARA

POLICE SERVICE BOARD

PUBLIC MINUTES

Thursday, October 23, 2025

Niagara Regional Police Service - Headquarters
Community Room 1st Floor, 5700 Valley Way, Niagara Falls

PSB MEMBERS:

P. Chiocchio, Chair
N. Kapisavanhu, Vice Chair
K. Gibson, Board Member
L. Ip, Board Member
J. Lawson, Board Member
B. Steele, Board Member

D. Reid, Executive Director

REGRETS:

T. McKendrick, Board Member

NRPS MEMBERS:

Chief B. Fordy
Deputy Chief L. Greco, Support Services
Deputy Chief M. Lagrotteria, Community Services
Deputy Chief T. Waselovich, Operational Services
C. Gauley, General Counsel
A. Askoul, Director of Information Technology
L. Blood, Director of Human Resources
L. Rullo, Director of Finance and Asset Management
Superintendent D. Forbes, Emergency Service
Superintendent P. Koscinski, Executive Services
Superintendent D. Masotti, Emergency Investigative Services
Superintendent S. Parrent, Community Services
A/Superintendent E. Ellwood, Operational Services
Inspector L. Hughes, Executive Officer to Chief of Police
D/Sergeant N. Abbott, Executive Officer to D/C Operational Services
D/Sergeant R. Aceti, Executive Officer to D/C Support Services
H. Perez, Corporate Analyst
M. Asher, Manager, Office of Chief of Police
R. Audeh, Corporate Strategy and Innovation Manager
S. Sabourin, Corporate Communications Manager
A. Ware, Financial Analyst

1. CALL TO ORDER

The Public Meeting of the Niagara Police Service Board commenced at 9:31 am.

2. LAND ACKNOWLEDGEMENT STATEMENT

The Board began its meeting by acknowledging that the Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Haudenosaunee, and the Anishinaabe, including the Mississauga's of the Credit First Nation. There are many First Nations, Métis, and Inuit people from across Turtle Island that live and work in Niagara today. The Regional Municipality of Niagara Police Service Board stands with all Indigenous people, past and present, in promoting the wise stewardship of the lands on which we live.

3. DECLARATIONS OF CONFLICT/PECUNIARY INTEREST

There were no declarations of conflict or pecuniary interest.

4. ADOPTION OF MINUTES

4.1 Minutes of the Public Board Meeting held Thursday, September 25, 2025

The Board discussed Item 8.4 - Safer Public Spaces Approach to Community Safety and Open-Air Illicit Drug Use.

Moved by: L. Ip

Seconded by: N. Kapisavanhu

That the Chief of Police be directed to report back to the Board on the number of arrests, overdoses, and referrals associated with the Service's renewed 'Safer Public Spaces Approach to Community Safety and Open-Air Illicit Drug Use' at six (6) months and one (1) year following its implementation.

Carried

Moved by: K. Gibson

Seconded by: L. Ip

That the Minutes of the Public Board Meeting held Thursday, September 25, 2025 be adopted as circulated.

Carried

4.2 Minutes of the Public Finance Committee Meeting held Thursday, October 16, 2025

Moved by: N. Kapisavanhu

Seconded by: J. Lawson

That the Minutes of the Public Finance Committee Meeting held Thursday, October 16, 2025 be adopted as circulated.

Carried

5. REPORTS FROM BOARD CHAIR

Canadian Police And Peace Officers Memorial Service – Ottawa - On September 28, members of the Board and Service attended the Canadian Police and Peace Officers Memorial Service at Parliament Hill in Ottawa. This important annual memorial unites police, and the families and friends of officers, for the opportunity to pay tribute to our Canadian police officers who have lost their lives in the line of duty.

National Day of Truth and Reconciliation Flag Raising - On September 30, Vice-Chair Kapisavanhu and Members McKendrick and Gibson joined the Service at Police Headquarters for a flag raising ceremony in recognition of the National Day of Truth and Reconciliation and the children, families and communities that were impacted by residential schools.

Building Bridges - Evidence Based Policing Conference - On October 9 and 10, Board and Service members attended the Building Bridges Evidence-Based Policing Conference at the Blue Mountain Conference Centre. The event brought together over 250 attendees to explore matters relating to a variety of topics that are relevant to the policing community. Chair Chiochio, Vice Chair Kapisavanhu, Members McKendrick and Lawson and Director Reid attended the event, joined by Deputy Chief Lagrotteria and Service staff members.

Walk A Mile In Her Shoes - On October 18, Member Lawson joined members of the Service at Niagara Pen Centre for the 19th annual Walk a Mile in Her Shoes event. This annual fundraising program is held to raise money to support the various programs offered through Gillian's Place that are aimed at ending gender based domestic violence and providing safe refuge to woman and children in need. "Walk a Mile in Her Shoes" encourages participants to walk a mile high heel shoes to advocate for women and other survivors of domestic violence.

CAPG Webinar Sessions - The Canadian Association of Police Governance hosts monthly webinars as part of their educational strategy to keep Police Boards and Police Executives across Canada apprised of issues currently affecting the policing community. A webinar was held on October 21 to discuss ways to optimize corporate governance and streamline operations. The next webinar is being held on November 6 at 12:00 pm to discuss ways to improve the public's understanding of policing today. Recorded copies of all webinars are sent to Board Members for their viewing.

NRPS Recruit Swearing In Ceremony - On October 30, Board Members will be joining Chief Fordy and Service members at a Swearing-in Ceremony for 15 new recruit members of the Niagara Regional Police Service and 2 currently serving police officers. The ceremony is being held at Police Headquarters in the Community Room at 5:00 pm. Chair Chiocchio, Vice Chair Kapisavanhu, Members Lawson, McKendrick, Steele and Director Reid will be attending the ceremony.

Tree of Hope Lighting Ceremony - Missing and Murdered Indigenous Women, Girls, and Two-Spirit People - On November 16, the Service will be holding a "Tree of Hope" Lighting Ceremony at Police Headquarters from 5:30 to 6:30 pm. The Tree of Hope is a Canada wide police-led project that involves a cultural ceremony and the illuminating of trees with red lights as a representation of missing or murdered Indigenous persons and Two-Spirit (MMIWG2S) individuals. Chair Chiocchio will be attending the ceremony on behalf of the Board.

Presentation to Grimsby Council - On November 17, Chief Fordy and police staff will be attending Grimsby's Town Council meeting to provide a presentation on policing services specific to the Grimsby community. Members of Grimsby Town Council will have opportunity to ask questions and address any concerns that are relevant to the Niagara Regional Police Service. Chair Chiocchio will be attending the meeting on behalf of the Board.

OAPSB Zone 4 Meeting - On November 19, the Ontario Association of Police Service Boards is holding its Zone 4 Quarterly Meeting from 10:00 am to 12:00 pm by Zoom only. Zone 4 consists of a total of 14 Police Services Boards, including municipal and OPP Contract Boards or First Nations police governance bodies that are located within the regions or counties of Brant, Haldimand, Halton, Hamilton, Niagara, Norfolk and Oxford. These quarterly engagements allow Boards within a certain geographic area to meet for the purpose of discussing matters related to police governance. Further details will be provided when available. Members are asked to confirm their attendance with Board staff.

OAPSB Labour Conference - On November 25 and 26, the Ontario Association of Police Service Boards will host their 2025 Annual Labour Conference at the Hilton Toronto Airport Hotel in Mississauga. Attendees will have the opportunity to participate in municipal board governance training sessions and to learn more about the police labour relations landscape across Ontario. Chair Chiocchio, Vice Chair Kapisavanhu, Member Gibson, Director Reid and Board Solicitor McKaig will be attending the conference.

Acknowledgement of Member Jen Lawson – Chair Chiocchio acknowledged that this is Member Lawson's final regular monthly meeting as her provincial appointment concludes on November 20. Jen has served the Board for 5 years with dedication and an unwavering commitment to good governance and community well-being. On behalf of the Board, Chair Chiocchio thanked Jen for her tenure and contributions. The Board truly appreciates the professionalism and passion that Jen brought to her role. She will be invited back to a future meeting for formal recognition of her service. Chair Chiocchio wished Jen continued success with hopes for extra time in the future for golf, tai chi, and pickleball.

Upcoming Police Service Board Meetings - There are no Committee Meetings scheduled for November. The next regular monthly Board meeting is scheduled for Thursday, November 27, 2025 at 9:30 am in the Community Room at Police Headquarters.

6. REPORTS FROM THE CHIEF OF POLICE

Police Board Member Jen Lawson - Chief Fordy extended his gratitude for the work done by Member Lawson during her time on the Board. He acknowledged the support that Jen gave to the members in terms of their health and wellness and that all are very grateful of her caring commitment to this very important cause.

The Late Regional Chair Jim Bradley - Chief Fordy acknowledged the late Regional Chair Jim Bradley, extending gratitude in memory of his outstanding contributions to the Niagara community throughout his 55-year career dedicated to public service. He expressed deepest sympathy to Jim Bradley's family and friends, affirming that and his legacy will forever be remembered as a dedicated public servant to Niagara and beyond. Chief Fordy advised of the Service's prideful privilege in having the NRPS Honour Guard participate at both the visitation and the funeral service.

Community Safety:

October 2, 2025 – The Service hosted a media conference in the Community Room at Police Headquarters to share the details of Project Road King. This undertaking began with the NRPS in August 2024 and transformed into a partnership with the Royal Canadian Mounted Police (RCMP); the Combined Forces Special Enforcement Unit (CFSEU) which includes the Hamilton, Halton, and Brantford Police Services and Canadian Border Services Agency (CBSA); and the Criminal Intelligence Service of Ontario (CISO). This was a large-scale investigation into organized crime with a network operating in multiple jurisdictions.

These networks were responsible for large-scale drug trafficking and related criminal activity, including organized auto theft. Twelve search warrants were carried out resulting in a large seizure that included the recovery of 38 stolen vehicles, over 12 kilograms of suspected cocaine, 17 long guns, 3 handguns and over \$500,000. Thirty people were arrested, and 231 charges were laid. The successful completion of this lengthy investigation was supported with funding provided by the Ministry of the Solicitor General. Project Road King exemplifies the impact policing has in keeping communities safe while working collaboratively with partners, striking at the heart of criminal enterprises.

October 9 & 10, 2025 – The Service, along with Members of the Board, attended the Building Bridges - Evidence Based Policing Conference in support of a continued best path forward in effective policing operations and decisions.

Community Engagement:

September 23, 2025 – The Service attended Brock University to participate in the Walk with Brock - Taking Steps Towards Reconciliation event. Service representatives included Inspectors from 1 and 2 District and EDI/Core Staff Sergeant Jeff Bootsma.

September 26, 2025 – The Service attended the University of Niagara Falls Student Fair with members from the CORE Unit to meet with the students, many of whom are international, and to provide crime prevention tips and respond to questions about the Service.

September 27, 2025 - Members of the EDI Unit participated in the Run for Niagara event hosted by the Ahmadiyya Muslim Youth Association. The event is organized to raise funds for local hospitals.

September 28, 2025 – The Service was joined by Chair Chiocchio, Vice Chair Kapisavanhu, Member Lawson and Director Reid in Ottawa for the Canadian Police and Peace Officers' Memorial Service. Close to 100 members including Chief Fordy, Deputies Greco, Lagrotteria and Waselovich, were in attendance to honour the fallen officers and their families.

September 30, 2025 – The Service, along with Board Members, were joined by Chris Shawanoo from the Fort Erie Native Friendship Centre to raise the "Every Child Matters" flag for the National Day of Truth and Reconciliation at police headquarters. Following the flag raising, participants walked along the river from the Power Station to Oaks Garden Theatre joined by staff and

students from the Niagara Catholic District School Board. Individuals reflected on the importance of honouring and remembering the Indigenous community. The Service then attended the Fort Erie Native Friendship Center for the Haudenosaunee & Big Drum Social with the focus on healing through song and dance.

October 1, 2025 – The Service launched both its Youth and Citizen's Academies, with two great groups of 19 citizens and 25 youths learning about how the Service polices Niagara's communities. The first session included a "Day in the Life of Patrol" with Inspector Mark Di Egidio, Sergeant Jake Grant, and Constables Dhillon, Jamieson-Nicholas, and Blankstein.

October 1, 2025 – Members of the EDI Unit presented to new residents in Niagara Falls at the McBain Community Centre. Topics covered included personal safety, interacting with police, common frauds, and crime prevention.

October 2, 2025 – The Service participated in an Awareness Walk event for Missing and Murdered Indigenous Women hosted by the Fort Erie Native Friendship Center and Niagara Chapter of Native Women. Sergeant Tara Ryan of the Human Trafficking Unit spoke to community members about the work being done to further investigations, assist victims and bring those responsible for crimes before the courts.

October 3 & 6, 2025 - Members of the EDI Unit attended the University of Niagara Falls. They presented to many international students on tenancy rights, safety, and types of contact with police.

October 5, 2025 - Deputy Chief Waselovich was on hand for the puck drop at the Niagara Ice Dogs game for their First Responders Night.

October 6, 2025 – The Service welcomed attendees to the Ontario Association of Chiefs of Police Crisis and Strategic Communications Conference held in Niagara Falls.

October 9, 2025 – The Service attended the Peel Police Chief's Gala to show support to police partners.

October 11, 2025 - Chief Fordy attended the Niagara Ice Dogs game for the puck drop as they recognized Special Olympics and helped raise funds and awareness for these incredible and talented athletes.

October 17, 2025 – The Service held its continuing Indigenous and Diverse Communities Tour for the post Ontario Police College recruit class of 15 officers who visited organizations and faith-based sites in Niagara.

October 18, 2025 – The Service participated in Walk a Mile in Her Shoes – The Men's March to End Violence Against Women event that was supported through a Special Fund donation made by the Board. This event is in support of Gillian's Place to sustain their life-changing programs and support services and brings awareness to gender-based violence in Niagara and beyond.

October 21, 2025 – The Service welcomed attendees at the Statement Admissibility Seminar hosted by the Canadian Association of Police Polygraphists, as they gathered to share their knowledge and experiences.

Member Wellness:

September 3, 2025 - The Ontario Association of Chiefs of Police Resilience sub-committee held a meeting in the Community Room at Police Headquarters. The sub-committee consists of members from Services across the province who have been developing a multi-tiered training program focusing on resilience that includes training modules for recruits. The NRPS Member Support team has been on the committee since its inception in 2022 and the Video Unit has provided support throughout by filming interviews and officer testimonials.

March 27, 2025 – The Training Unit delivered a presentation on "The Recruit Journey" at which time Board Member McKendrick asked during the Q&A what kind of mental health and wellness training was being provided to recruits during their probationary period. The training modules being produced by the Ontario Association of Chiefs of Police Resilience Committee address exactly that. The modules are created jointly with the NRPS Video Unit and are set to be delivered to the Service's pre and post Ontario Police College recruit classes moving forward.

7. PRESENTATIONS

There were no presentations.

8. CONSENT AGENDA

8.1 Solicitor General - Response to Police Service Board - Sustainable Funding for the NRPS and Improved Grant Structures

Letter dated October 10, 2025 from The Honourable Minister Michael Kerzner, Solicitor General, providing a response to the Board's concerns raised in their June 26, 2025 letter regarding sustainable funding for the Niagara Regional Police Service and the need for improvements to the provincial grant program structures.

8.2 Inspectorate of Policing (IoP) - Inspector General Memo 7 - Risk Based Compliance and Enforcement Framework and Advisory Bulletin 2.1 - Board and Committee Meetings

Correspondence dated September 25, 2025 from Ryan Teschner, Inspector General of Policing of Ontario, providing the IoP's Risk-Based Compliance and Enforcement Framework and IG Advisory Bulletin 2.1: Board and Committee Meetings summarizing CSPA requirements for Board meeting practices and compliance.

8.3 Senior Officers' Association (SOA) Board of Directors

Letter dated September 23, 2025 from SOA President Steve Magistrale advising of the composition of the SOA Board of Directors for the 2025-2026 term.

8.4 Employee and Family Assistance Program for NRPS - Contract Extension for TELUS Health

Service report dated September 25, 2025 advising that the Service has joined the Region in exercising its option to extend the contract with TELUS Health for the provision of an Employee and Family Assistance Program (EFAP) at a cost of \$31,475.88 for the period January 1 to December 31, 2026.

8.5 Quarterly Report - Brock University Campus Safety Services - July 1 to September 30, 2025

Report dated October 6, 2025 from Scott Johnstone, Vice President, Administration and Services, Brock University, providing a quarterly report about complaints, use of force, discipline and arrests associated to officers designated as Special Constables and employed with Brock University Campus Safety Services.

8.6 Quarterly Report - NRPS Authorized Strength as at October 1, 2025

Service report dated October 1, 2025 providing a summary of the actual versus the authorized strength by rank/salary band of the uniform and civilian complement of the Niagara Regional Police Service.

8.7 Annual Report - Communications and Dispatch - January 1 to December 31, 2024

Service report dated October 1, 2025 submitted in accordance with the annual reporting requirements set out in Board By-law 471-2024.

Moved by: B. Steele

Seconded by: K. Gibson

That the information be received.

Carried

9. NEW BUSINESS

9.1 Revised - 2026 NRPS/PSB Operating Budget

Service report dated October 21, 2025 submitting a revised 2026 operating budget for the Niagara Regional Police Service and Board resulting in a total net expenditure budget before indirect allocations of \$236,319,452, which represents a 11.23% increase over the approved 2025 operating budget.

Moved by: J. Lawson
Seconded by: B. Steele

That the Board approve an amendment to the proposed Operating Budget to reinstate the Modified Work Program Change in the amount of \$582,069.00, representing a 0.27% increase, to the overall budget.

Carried

Moved by: J. Lawson
Seconded by: B. Steele

That the Board:

- 1. Receive and approve the revised 2026 operating budget for the Niagara Regional Police Service (Service) and Board resulting in a Total Net Expenditure Budget before Indirect Allocations of \$236,901,521.00, which represents a 11.50% increase over the approved 2025 operating budget; and**
- 2. Submit the consolidated budget of the Service and Board to Niagara Regional Council (Council) for approval.**

Carried

9.2 Revised - 2026 Capital Budget and 9-Year Capital Forecast

Service report dated October 20, 2025 requesting the Board approve the revised 2026 Capital Budget and 9-Year Capital Forecast to accurately reconcile with the 2026 Capital Budget amount of \$6,795,580 as approved by the Board at its October 16, 2025 Finance Committee Meeting.

Moved by: J. Lawson
Seconded by: B. Steele

That the Board:

- 1. Receive the revised 2026 Capital Budget of \$6,795,580.00 under Option 2;**
- 2. Approve the revised 2026 Capital Budget and 9-Year Forecast Appendices 1-5 that align with the Option 2 request; and**
- 3. Submit the revised 2026 Capital Budget of \$6,795,580.00 under Option 2 and the 9-Year Forecast to Regional Council for approval.**

Carried

9.3 RMON - Councillor Information Requests - Niagara Regional Service Budget

Letter dated September 26, 2025 advising of the Regional Councillor information requests made at the Budget Review Committee of the Whole Meeting held on September 4, 2025 specific to the NRPS budget presentation.

Moved by: K. Gibson
Seconded by: L. Ip

That the information requests made by Regional Councillors at the September 4, 2025 Budget Review Committee of the Whole meeting be referred to the Chief of Police for response as part of the Niagara Regional Police Service budget presentation to Regional Council.

Carried

9.4 Amended - 2026-2029 Strategic Plan - Niagara Regional Police Service

Service report dated October 19, 2025 requesting the Board approve the amended 2026-2029 Strategic Plan to include an Equity, Diversity, and Inclusion (EDI) component as per the Board's direction given at the September 25, 2025 Public Board Meeting.

Moved by: J. Lawson
Seconded by: B. Steele

That the Board receive and approve the amended 2026-2029 Strategic Plan for the Niagara Regional Police Service.

Carried

9.5 Inspector General Advisory Bulletin 2.1 - Board and Committee Meetings and Governance Requirements

Correspondence dated October 16, 2025 from the Executive Director to advise that the Inspector General's Advisory Bulletin 2.1: Board and Committee Meetings has been reviewed, and providing recommended updates to the Board's Procedural By-law to ensure compliance with the Community Safety and Policing Act, 2019 and the Inspector General's recommendations.

The Executive Director was directed to update the by-law with gender-neutral pronouns.

Moved by: K. Gibson
Seconded by: L. Ip

That the information be received;

And further, that the Board approve the revised Procedural By-law 537-2025 as appended to the report.

Carried

9.6 Special Fund Request - Gillian's Place - Walk a Mile in Her Shoes

Service report dated October 10, 2025 requesting the Board approve the Special Fund request listed below. *(The item was pre-approved by the Board via e-poll on October 10, 2025 and is before the Board for ratification).*

1. Gillian's Place – Walk a Mile in Her Shoes – The Men's March to End Violence Against Women - \$1,000.

Moved by: N. Kapisavanhu
Seconded by: J. Lawson

That the Board authorize the Special Fund donation as outlined in the report and approve payment in the requested amount.

Carried

9.7 Special Fund Requests - October 2025

Service report dated October 7, 2025 requesting the Board approve the Special Fund requests listed below:

1. Gillian's Place Wrapped In Courage Pancake Breakfast - \$1,000;
2. A.B.L.E. - 33rd Annual Scholarship & Awards Gala - \$1,500;
3. Niagara Vanguard Roll-a-Thon - \$2,000;
4. Out of the Cold Program- \$2,000; and
5. Serving With Pride Gala and Awards Night- \$1,600.

Moved by: B. Steele

Seconded by: K. Gibson

That the Board authorize the Special Fund donations as outlined in the report and approve payment in the requested amounts.

Carried

10. OTHER NEW BUSINESS

There was no other new business raised or discussed.

11. IN CAMERA REPORTS

11.1 Special Investigations Unit – Case Number 24-OCI-457 – Incident of October 25, 2024

Service report dated September 4, 2025 detailing the findings and action taken pertaining to the investigations undertaken by the Special Investigations Unit (SIU) and the Niagara Regional Police Service for the incident referenced below:

1. Case Number 24-OCI-457 – Incident of October 25, 2024.

Moved by: L. Ip

Seconded by: N. Kapisavanhu

That, in accordance with Board direction, the above noted in camera report be made available to the public.

Carried

12. MOTION FOR CLOSED SESSION

Moved by: J. Lawson

Seconded by: B. Steele

That the Board move into Closed Session for consideration of confidential matters pursuant to Section 44 of the Community Safety and Policing Act, namely for subject-matter related to potential litigation, human resources matters, information supplied in confidence by the Ministry of the Solicitor General and from vendors for contract awards, as well as legal matters that are subject to solicitor-client privilege.

Carried

13. ADJOURNMENT

The Public Meeting adjourned at 10:53 am.

Pat Chiocchio, Chair

Deb Reid, Executive Director



Niagara Regional Police Foundation

Presentation to the Niagara Regional
Police Services Board

November 27, 2025

Karen Simpson and Mike kirkopoulos

Foundation Board members

Michael Kirkopoulos - Chair

- ▶ **Chief Administrative Officer, Town of Lincoln**
Provides strategic leadership and municipal governance expertise, overseeing operations, policy development, and long-term community planning. Brings extensive experience in public administration, stakeholder engagement, and cross-sector collaboration.

Karen Simpson - Vice-Chair

- ▶ **Retired Secondary School Principal, District School Board of Niagara**
Career educator and senior administrator with a strong background in leadership, youth development, and community safety initiatives. Offers deep experience in policy implementation, team leadership, and building partnerships across education and community sectors.

Jeff Sica - Treasurer

- ▶ **Registered Psychotherapist, College of Registered Psychotherapists of Ontario (CRPO)**
Mental health professional with experience in clinical practice, trauma-informed care, and program development. Provides financial oversight and brings a strong understanding of wellness, crisis response, and community support systems.

Foundation Board Members...

Matt Harris - Director

- ▶ **Senior Development Officer, Niagara Health Foundation**
Elected Official: Councillor, St. Catharines City Council
Governance Roles: Chair, St. Catharines Hydro Holding Company; Board Member, St. Catharines Hydro Generating Inc.; Board Member, Alectra Utilities

Emily Rowe - Director

- ▶ **Veteran & Public Safety Professional**
Brings frontline experience from military and public safety service, with a strong understanding of emergency response, community risk, and operational realities. Offers a practical, on-the-ground perspective that strengthens the Foundation's alignment with the needs of officers and the communities they protect.

Foundation board members...

Bill Reilly - Director

- **Entrepreneur**

Self-employed business owner with hands-on experience in local enterprise development, community engagement, and grassroots leadership.

Elected Official: Councillor, Township of West Lincoln

Governance Roles: Board Member at Employment Help Centre & Peninsula West Energy Inc.; Commissioner, Niagara Transit Board

Christian Wulff - Director

- **Chief Executive Officer, YMCA of Niagara**

Senior nonprofit executive with extensive experience in organizational leadership, community development, strategic planning, and multi-site operational management.

Governance Roles: Board Member, Greater Niagara Chamber of Commerce; Council Member, North American YMCA Development Organization (NAYDO)

Establishment and Purpose

Purpose

- ▶ To collaborate with community, institutional, and sector partners to expand programs and services that strengthen public safety, community well-being, and the Foundation's long-term capacity.
- ▶ Focus is on building coordinated responses to current and emerging societal challenges, ensuring the Niagara community receives timely, relevant, and effective support.

Working Committee - Structure

- ▶ **Inaugural Meeting:** July 17, 2025
- ▶ **Regular Schedule:** Third Tuesday of each month
- ▶ **Year 1 Approach:** Monthly meetings to establish priorities, develop frameworks, and build partner alignment
- ▶ **Long-Term Approach:** Transition to quarterly or as-needed meetings as initiatives mature and operational systems are in place

Accomplishments to Date – Strategic milestones

Foundational Governance Framework

- By-laws and core policies established, creating a clear and accountable operating structure
- Governance Sub-Committee activated:
Mike Kirkopoulos • Karen Simpson • Matt Harris
- Strengthened oversight, role clarity, and board-readiness for next phases of growth

Financial Infrastructure & Partnership Development

- Secured **First Ontario Credit Union** as financial partner, establishing a stable and transparent financial platform
- Finance Sub-Committee formed:
Jeff Sica • Mike Kirkopoulos • Christian Wulff
- Developed processes for responsible fund management, reporting, and donor confidence
- Reviewing both our revenue streams and the rollout plan for distributing partner funds
 - Evaluating how we generate income as well as the program rollout for partner fund distribution

Next Steps – Strategic Priorities

1. Organizational Direction

- Develop a **Strategic Plan**, aligned with Board priorities and community impact goals
- Finalize a **Mission and Purpose Statement** that clearly articulates the Foundation's value and mandate

2. Signature Fundraising & Community Engagement

- Launch the Chief's Gala as a flagship annual event
- Initiate a Police Foundation Golf Tournament to expand donor base and sponsorship opportunities

3. Long-Term Capacity Building

- Support ongoing police development initiatives through funding, training support, and community partnerships
- Build visibility and trust through strategic communications and relationship-building across Niagara
- Assessing our incoming revenue and the execution plan for distributing partner funds



Questions?

18-Month Board Policy Work Plan

Months 1–6: Foundational Governance & Compliance/Financial Oversight

1. By-laws (already drafted) – confirm adoption with any changes by NRPF.
2. Board Code of Conduct & Conflict of Interest Policy – ensure directors understand fiduciary duties, disclosure rules, confidentiality.
3. Financial Policy – signing authorities, bank account maintenance, monthly reporting, accountant appointment (draft prepared).
5. Audit & Finance Committee Terms of Reference – define oversight role, reporting schedule.
6. Budgeting & Banking Policy – procedures for annual budgets, approval timelines, use of funds.

Months 7–9: Program & Funding Oversight

9. Funding Request / Grants Policy – process for reviewing and approving funding requests (draft prepared for crime prevention initiatives).
10. Program Evaluation & Reporting Policy – establish expectations for funded programs' outcome tracking and reporting back to the Board.
11. Partnership & Collaboration Policy – criteria for entering into partnerships with community groups, governments, or other charities.

Months 10–12: Board Planning and People & Operations

12. Volunteer Policy – expectations, onboarding, supervision, liability coverage.
15. Board Recruitment & Orientation Policy – process for identifying skills needed, onboarding new directors, and succession planning.
16. Board Evaluation Policy – annual self-evaluation of Board effectiveness.
17. Insurance Policy – coverage for directors & officers liability, general liability, and program-related risk.

Months 13–18: External Relations & Long-Term Planning

19. Communications & Public Relations Policy – guidelines for public statements, branding, and media relations.
20. Fundraising & Gift Acceptance Policy – rules for soliciting donations, accepting gifts, and ethical fundraising standards.
21. Strategic Planning & Review Policy – set timing and process for the Board to engage in a 3- to 5-year strategic plan.
22. Policy Review & Revision Policy – process to review all Board policies on a 2–3 year cycle.

NIAGARA REGIONAL POLICE SERVICE

**Special Investigative Service (SIS)
Police Service Board Meeting**

November 27, 2025



SPECIAL INVESTIGATIVE SERVICES – SENIOR COMMAND

Investigative Services
Superintendent Dave Masotti

Major Crime
Inspector Mike Tripp

Special Investigative Services
Staff Sergeant David Santo



SPECIAL INVESTIGATIVE SERVICES - ABOUT

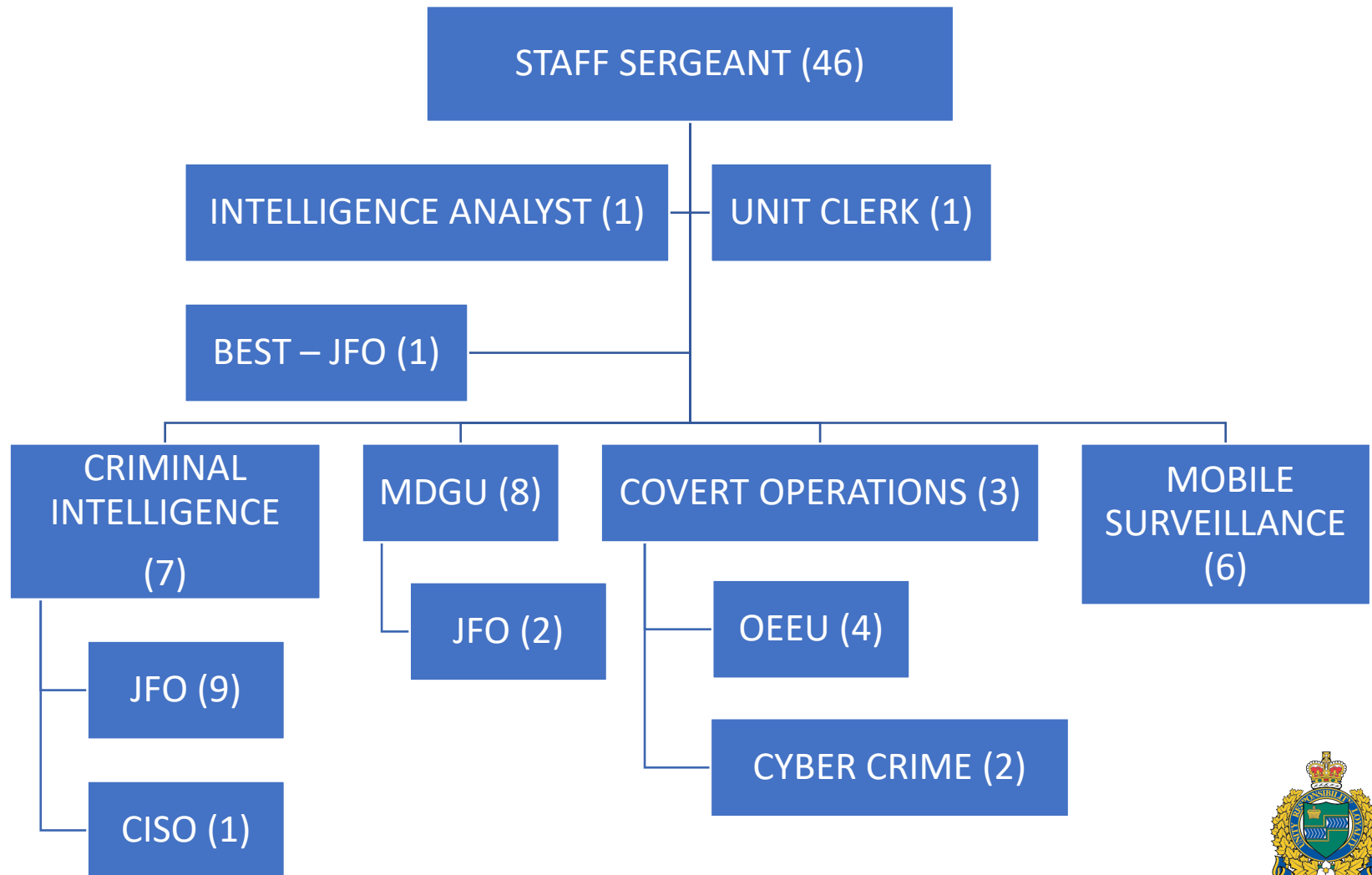
Special Investigative Services (SIS) provides support, information and enforcement on organized criminal activity in the region.

SIS members also work in collaboration with other law enforcement partners to share intelligence and coordinate enforcement.

- Units that collectively provide this support include :
 - Drugs & Gangs
 - Intelligence
 - Joint Forces Operations (JFO)
 - Covert Operations



SPECIAL INVESTIGATIVE SERVICES – ORGANIZATIONAL CHART BRANCH



SPECIAL INVESTIGATIVE SERVICES – CONTINUED

Criminal Intelligence (7)

- 1 Detective Constable seconded to the CISO as a Regional Intelligence Coordinator
- 1 Sergeant and 6 Constables
- Gather and maintain intelligence on organized crime groups, terrorism, hate groups, organized protest groups and auto theft
- Facilitation of Part VI authorization investigations

JFO – PAFU

- PROVINCIAL ASSET FORFEITURE UNIT (OPP 1 MEMBER)
- Conduct and assist with investigations to remove the financial gain from profit motivated criminals by identifying, seizing and having forfeited proceeds of crime

JFO – BEU

- BIKER ENFORCEMENT UNIT (OPP 1 MEMBER)
- Investigate complaints and gathering intelligence pertaining to Outlaw Motorcycle Gangs and their associates on both a local and provincial level.

SPECIAL INVESTIGATIVE SERVICES – CONTINUED 2

JFO – CFSEU

- COMBINED FORCES SPECIAL ENFORCEMENT UNIT (RCMP 2 MEMBERS)
- Investigate and prosecute organized crime figures and organized crime groups.

JFO – PATS

- PROVINCIAL ANTI-TERRORISM SECTION (OPP 1 MEMBER)
- Strategic Intelligence gathering and investigations related to terrorism in Ontario

JFO – PATT

- PROVINCIAL AUTO THEFT AND TOW ENFORCEMENT (OPP 1 MEMBER)
- Conduct investigations in relation to motor vehicle theft, carjackings and misconduct in the towing industry

SPECIAL INVESTIGATIVE SERVICES – CONTINUED 3

JFO - PGGEU

- PROVINCIAL GUNS AND GANGS ENFORCEMENT UNIT (OPP 1 MEMBER)
- Coordinated strategy to address the enforcement of gun and gang criminality

JFO – PWEU

- PROVINCIAL WEAPONS ENFORCEMENT UNIT (OPP 1 MEMBER)
- Investigate the illegal movement of firearms, ammunition and explosives to reduce the flow of illegal weapons to dangerous criminals

JFO – BDIT

- BORDER DRUG INTERDICTION TASK FORCE (OPP 1 MEMBER)
- Collaboration with law enforcement partner agencies to deter, detect and disrupt illegal activity at Ontario/US border



SPECIAL INVESTIGATIVE SERVICES – CONTINUED 4

JFO – BEST

- BORDER ENFORCEMENT SECURITY TASKFORCE (HSI 1 MEMBER)
- Combat emerging and existing transnational criminal organizations by employing law enforcement to identify, investigate, disrupt, and dismantle these organizations.



SPECIAL INVESTIGATIVE SERVICES – CONTINUED 5

MAJOR DRUGS AND GANGS UNIT

- 1 Sergeant and 7 Constables
- Conduct investigations, arrest offenders in relation to high level drug trafficking, organized crime and guns and gang activity
- Provide expert opinion, reporting and testimony for court prosecutions

JFO – PJFCET

- PROVINCIAL JOINT FORCES CANNABIS ENFORCEMENT TEAM
- (OPP 2 MEMBERS)
- Coordinated provincial enforcement strategy to address the enforcement of cannabis legislation

SPECIAL INVESTIGATIVE SERVICES – CONTINUED 6

COVERT OPERATIONS

- 1 Sergeant and 2 Constables
- Covert technical and investigative support for the Service
- Confidential Informant and undercover officer deployment

OEEU

- Opioid education and Enforcement Unit - 4 Detective Constables
- Investigation of opioid related overdose deaths with the goal of holding opioid traffickers accountable for trafficking opioids that cause overdose deaths
- Proactive public education strategies

CYBER CRIME

- 2 Detective Constables
- Provide online investigative support for all members of the Service
- Special event and Major Incident monitoring
- Assistance with open-source monitoring

SPECIAL INVESTIGATIVE SERVICES – CONTINUED 7

MOBILE SURVEILLANCE

- 1 Sergeant and 5 Constables
- Provide covert mobile and stationary surveillance to all members/units of the Service

Support for entire service

JFO PROJECT ROAD KING 2025 - PARTNERS

RCMP- Combined Forces Special Enforcement
(Golden Horseshoe)

Criminal Intelligence Services of Ontario (CISO)

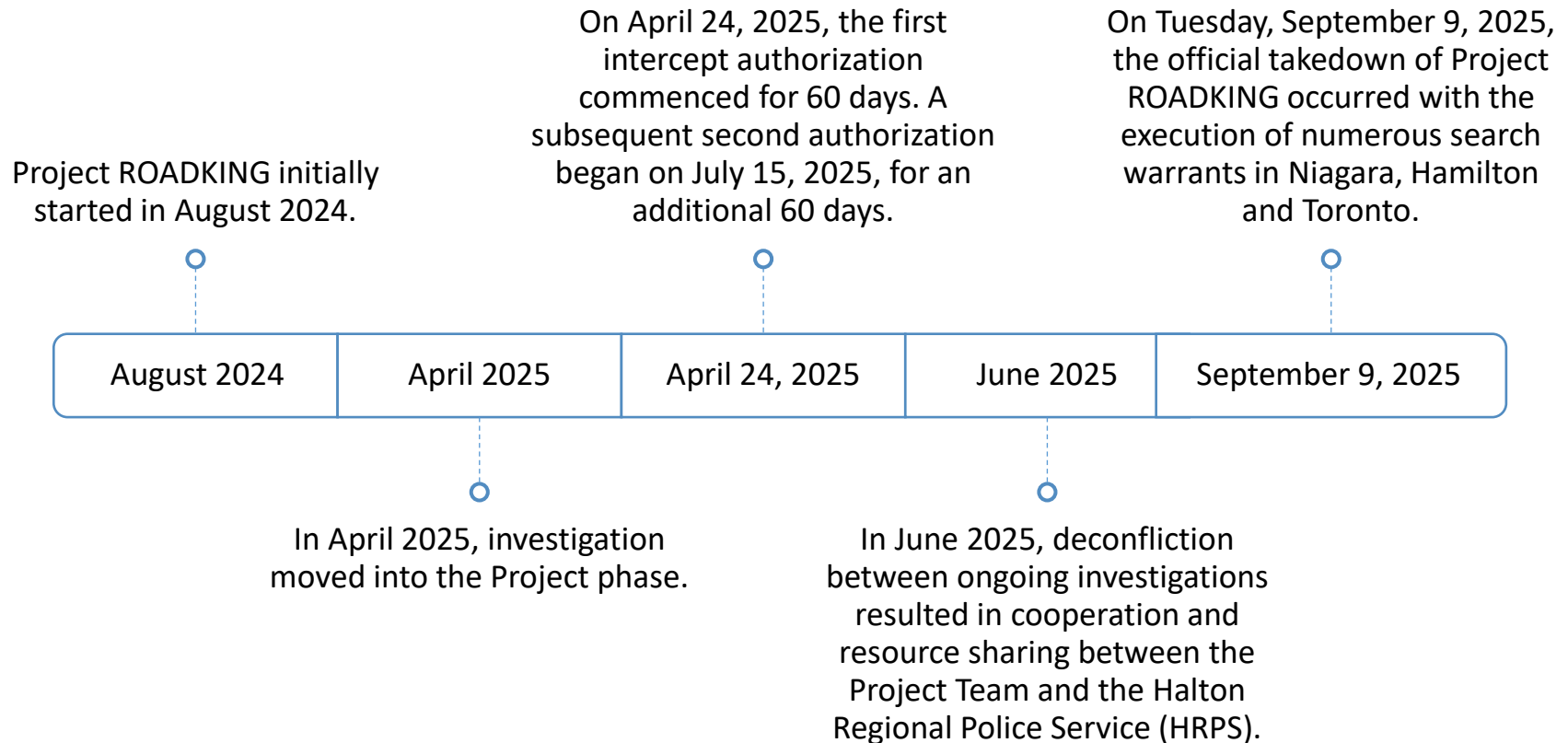


JFO PROJECT ROAD KING 2025 – ABOUT

- Multi jurisdictional investigation conducted in conjunction with the RCMP, Halton Regional Police Service, CBSA and Criminal Intelligence Services of Ontario.
- Concluded in September 2025.

The screenshot shows a CityNews website interface. At the top is a navigation bar with the CityNews logo and links for News, Watch, Listen, Weather, Traffic, Gas Prices, and Contests & Events. There are also buttons for 'WATCH LIVE' and 'LISTEN LIVE'. Below the navigation bar is a headline: '30 arrested, millions in stolen vehicles and drugs seized by Niagara police'. To the left of the headline are social media sharing icons for X, Facebook, Reddit, and Email. Below the headline is a photograph of a crime scene. In the foreground, there is a black table with several white plastic bags containing evidence, a handgun, and other items. In the background, a television screen displays the 'PROJECT ROAD KING' logo, which features the logos of the participating law enforcement agencies: the Ontario Provincial Police, the Royal Canadian Mounted Police, the Canadian Border Service Agency, and the Halton Regional Police. The word 'équité' is also visible on the screen. To the right of the headline and photograph is a section for '680 NewsRadio Toronto' with a 'Live Radio' button and a 'Connect with CityNews' link. Below this is a 'Trending Now' section with three items: 'The 680 NewsRadio Toronto Weather Guarantee™', 'King Charles heckled over Prince Andrew's ties to Jeffrey Epstein', and 'Budweiser Stage renamed RBC Amphitheatre, will close in 2027 for renos'.

JFO PROJECT ROAD KING 2025 - TIMELINE



JFO PROJECT ROAD KING 2025 - ARRESTS



JFO PROJECT ROAD KING 2025 – SUMMARY OF TOTALS

Project Timeframe	August 2024 – September 2025
Accused Persons	30
Criminal Charges	213
Total Estimated Value of Drugs seized	\$265,000
Cocaine (quantity/value)	12.25 kg (\$245,000)
Methamphetamine (quantity/value)	1 kg (\$5,000)
MDMA (quantity/value)	1.5 kg (\$15,000)
Recovered Stolen vehicles (quantity/value)	38 (\$3,363,652)
Firearms seized (long guns/handguns)	20 (17/3)
Currency seized	Approx. \$503,450 CAD/\$4,805 USD



JFO PROJECT ROAD KING 2025 – OVER 200 CHARGES LAID

- Possession of Property Obtained by Crime Over \$5000
- Traffic in Property Obtained by Crime Exceeding \$5000
- Possession of Property Obtained by Crime for the Purpose of Trafficking Exceeding \$5000
- Posses Property or Thing Obtained by Crime within Canada Exceeding \$5000
- Utter Forged Document
- Fraud Exceeding \$5000
- Unauthorized Possession of a Prohibited Firearm
- Careless Storage of a Firearm
- Possession of Prohibited Firearm with Ammunition
- Possession of Proceeds of Crime Over
- Remove/Alter Vehicle Identification Number
- Public Mischief
- Conspiracy to Possess Cocaine for the Purpose of Trafficking
- Trafficking Cocaine
- Conspiracy to Possess Cocaine for the Purpose of Trafficking
- Conspiracy to Traffic Prohibited Firearm
- Possession for the Purpose of Trafficking Cocaine
- Possession for the Purpose of Trafficking Prohibited Firearm
- Firearm in a Motor Vehicle
- Conspiracy to Commit Indictable Offence
- Possess Firearm without Holding a Licence
- Possess Firearm Knowingly Not Holding a Licence
- Unauthorized Possession of a Firearm in a Motor Vehicle
- Possession of a Loaded Regulated Firearm
- Possess Firearm Knowing Serial Number Tampered
- Possess Firearm Contrary to Order
- Alter/Remove or Obliterate a Vehicle Identification Number
- Possession Schedule I (Cocaine)
- Possession Schedule I (MDMA)



JFO PROJECT ROAD KING 2025 - SEIZURES



JFO PROJECT ROAD KING 2025 – SEIZURES CONTINUED



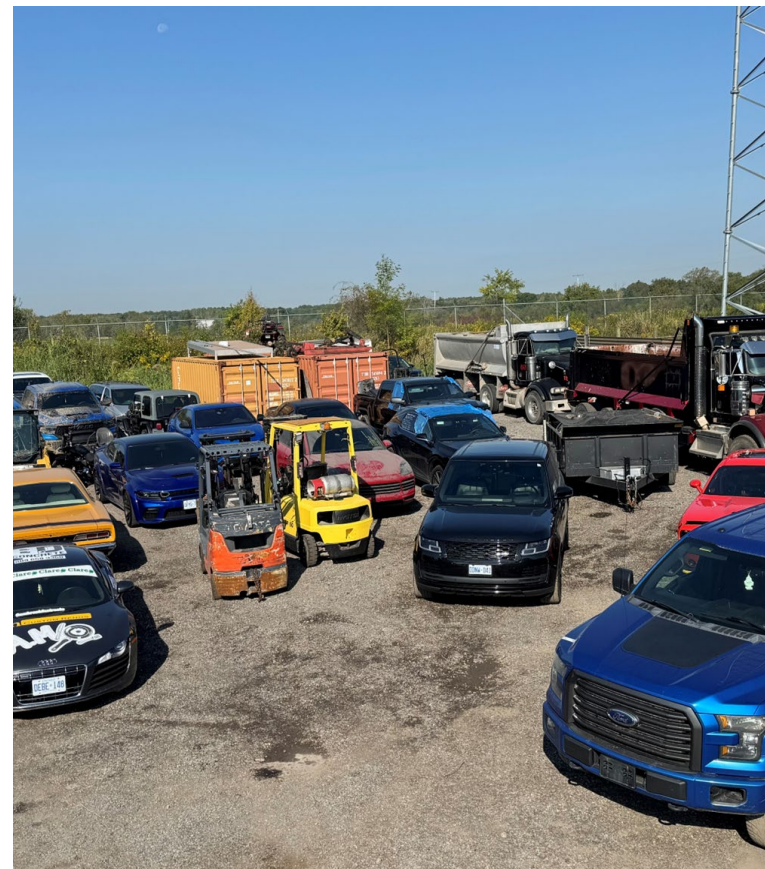
JFO PROJECT ROAD KING 2025 – STOLEN VEHICLES

- 38 Recovered stolen vehicles.
- Several vehicles were recovered in containers at shipping points, as they were intended for international export.
- In some cases, the VINs of stolen vehicles were altered with such precision that identification as a stolen vehicle required expert analysis.
- Some accused parties were using these stolen vehicles as a consistent means of transportation.



JFO PROJECT ROAD KING 2025 – RECOVERED VEHICLES

2016 Jeep Grand Cherokee	2017 Chevrolet Silverado
2021 Land Rover Defender	2021 Kubota Z231
2024 Lexus E350	2009 Audi R8
2020 Accura RDX	2020 Dodge Charger
2021 Lexus RX350	2023 Dodge Challenger
2023 Ford F350	2023 Ford F150 Tremor
2023 Ferrari Portofino	2023 Toyota Sequoia
2019 Land Rover Range Rover	2024 Toyota Grand Highlander
2024 Toyota Tundra	2013 Ford F150 Raptor
2020 Dodge Ram 1500	Hyster Forklift
2022 Toyota Tundra	Toyota Forklift
2021 Range Rover Sport	Dump Trailer
2023 Dodge Ram TRX	Landscape Trailer
2018 GMC Sierra	Bobcat Lawn Mower
2021 Kenworth Dump Truck	
2021 Dodge SRT Hellcat	
2023 Porsche Cayenne	
2021 Lamborghini Urus	
1969 Dodge Coronet Super Bee	
2005 Peterbilt Dump Truck	
2024 Lexus RX	
2016 Ford F150	
2005 Caterpillar 242B Skid Steer	
2012 Bentley Continental	



JFO PROJECT ROAD KING 2025 – SUMMARY

- This investigation highlights inter agency cooperation, intelligence and information sharing while conducting proactive enforcement.
- This investigation successfully dismantled a drug trafficking and stolen vehicle network with connections and implications extending provincially, nationally and internationally.

QUESTIONS?

Administration

Office of the Regional Clerk

1815 Sir Isaac Brock Way, PO Box 1042, Thorold, ON L2V 4T7

Telephone: 905-980-6000 Toll-free: 1-800-263-7215 Fax: 905-687-4977

www.niagararegion.ca

November 5, 2025

Deb Reid, Executive Director
Niagara Regional Police Service Board
5700 Valley Way
Niagara Falls, ON L2E 1X8

SENT ELECTRONICALLY

RE: Update on Tow Rotation List Responsibility

Regional Council at its meeting held on October 23, 2025, received the following memorandums for information respecting the tow rotation list:

CL-C 62-2025 - Update on Tow Rotation List Responsibility

CSC-C 20-2025 - Tow Rotation List Update

These memos provide additional information with respect to the tow rotation list and are attached for your reference.

If further information is required, please contact me at 905-980-6000 Ext. 3220 or by email ann-marie.norio@niagararegion.ca

Yours truly,



Ann-Marie Norio
Regional Clerk

:rh

CLK- C 2025-120

Memorandum

CL-C 62-2025

Subject: Update on Tow Rotation List Responsibility

Date: October 23, 2025

To: Regional Council

From: Ron Tripp, Chief Administrative Officer

At its meeting held October 8, 2025, the Corporate Services Committee received Memorandum CSC-C 20-2025 respecting Tow Rotation List Update as well as heard from two delegations on this matter.

As was indicated in the meeting, staff have had ongoing discussions with the Niagara Regional Police Service (NRPS) on the best way to proceed with regard to oversight and management of the tow rotation.

Further to a discussion held with NRPS staff on October 14, 2025, NRPS has indicated support for the issuance of an Request for Supplier Quotation (RFSQ) for owner requested tows. Regional staff will manage the procurement process and the transition from the current state of an externally managed tow rotation list to a RFSQ process. The successful proponents to the RFSQ will be utilized to determine the tow rotation list for NRPS to use for owner requested tows. NRPS will be responsible to provide the criteria for the RFSQ. Considerations regarding legislative compliance, as outlined in the report provided to the NRPS Board in July, are subject to direction from the Board and potential budget implications. Complaints regarding compliance with legislation will be handled by the NRPS, with Region staff managing issues regarding adherence to the RFSQ requirements.

As a housekeeping matter, given that tow truck licensing is now provincially regulated, staff will formally repeal By-law 2021-61 being A By-law to Licence, Regulate and Govern Tow Trucks, and Owners, Drivers and Brokers of Towing Businesses, as part of a review and update of all business licensing by-laws.

Respectfully submitted and signed by

Ron Tripp, P. Eng.
Chief Administrative Officer

Memorandum

CSC-C 20-2025

Subject: Tow Rotation List Update

Date: October 8, 2025

To: Regional Council

From: Chris Johnston, Manager of Business Licensing

At its meeting held on June 26, 2025, Regional Council passed the following motion:

That Report CLK 3-2025, dated June 11, 2025, Business Licensing Overview, **BE RECEIVED** for information;

That staff **BE DIRECTED** to explore options with the tow operators regarding managing the tow rotation list in the same manner as currently being done and consult with Legal Staff and NRPS; and

That a report on this matter **BE BROUGHT FORWARD** for consideration at the Corporate Services Committee meeting in August.

Prior to staff being able to put together a report in accordance with the direction above, the Niagara Regional Police Service (NRPS) presented a report to their Board “Tow Truck Rotation List for the Niagara Region – Options and Recommendations (attached). NRPS staff recommended that the NRPS take over management of the tow truck rotation list considering community safety, and in light of best practices and effectiveness. The Board subsequently deferred a decision on the matter pending the above noted requested report. Following this deferral, Region and NRPS staff continue to look toward a solution.

When the Region took over responsibility for Business Licensing in 2019, including the licensing of tow trucks, an internal procedure was developed for the call-out process for police-initiated tows (i.e. tows from a motor vehicle collision), commonly referred to as the “tow rotation” list. This procedure was established under the authority of Section 81(2)(iv) of By-law 2021-61, which permits the creation of policies and procedures necessary to support the tow rotation system used by police and emergency services. The Niagara Tow Alliance (NTA) was formed as a way to assist the towing industry in Niagara by providing a centralized dispatch service for police requested tows.

On July 18, 2023, the Ministry of Transportation (MTO) formally announced that effective January 1, 2024, the Towing and Storage Safety and Enforcement Act (TSSEA) would replace all municipal licensing regimes, resulting in municipal oversight shifting to the Province.

The rationale for the transition was partly in response to concerns about organized crime infiltrating parts of the towing industry. By centralizing regulation, the province sought to improve oversight and accountability. The Province set clear guidelines by standardizing and establishing consumer protections, including written consent before towing, clear invoicing and transparency in referral practices.

On May 1, 2025, Business Licensing engaged with the towing industry to better understand the existing framework and the current challenges within the sector. Feedback included:

- TSSEA rules and regulations are helping to curb traditional towing-related issues.
- TSSEA has provided greater public protection and oversight.
- Operators are seeking a fair and level playing field regarding police-requested tows.
- There was a general consensus that police should distribute calls equitably, either through a tow rotation list managed by police or via the current list managed by the NTA.
- Industry members expressed a strong sense of pride in the work they do.

With the move to licensing of tow trucks being undertaken by the Province, the Region no longer has a role in the towing industry and is unable to manage complaints about tow operators or sanction those who do not adhere to the established rules as agreed to by the companies forming the Niagara Towing Alliance. Due to the necessity to have a mechanism to manage owner requested tows for NRPS, the tow rotation list is being overseen by the Region on an informal basis with a pause put on any companies being added or removed from the list.

The NRPS have acknowledged in the report presented to their Board that NRPS responsibility and management of the tow rotation would inherently lead to greater enforcement, compliance and oversight, given their ability to manage enforcement of the legislated Highway Traffic Act (HTA) and related Towing Storage Safety and Enforcement Act (TSSEA) as well as the ability to undertake the regular compliance

checks necessary to maintain confidence and transparency of those operators handling NRPS initiated tows.

Next Steps:

Region staff are continuing to collaborate with the NRPS recognizing the Region no longer has a role to play in the towing industry to work towards an effective solution for NRPS requested tows that considers best practices of other jurisdictions, enforcement of the HTA and TSSEA provisions and public safety concerns in order that police initiated tows can be effectively managed.

It is recognized that the rotation list is used exclusively by NRPS, as Business Licensing does not request tow trucks as part of its day-to-day operations. Additionally, staff concur with the findings that NRPS is better equipped to manage the towing industry as they have the authority and ability to:

- Ensure compliance with TSSEA regulations and the HTA
- Monitor criminal activity within the industry
- Collaborate with police partners
- Uphold public trust, in line with the mission, goals and values of NRPS

Region staff will continue to offer support to the NRPS as the NRPS look to implement a regime that best suits police-initiated tows, given the Region is no longer responsible for licensing of this industry. While the Region implemented a tow rotation list, there may be other ways in which NRPS may find it best to dispatch towing services related to their specific operations and that is best left to them to make that determination.

Chris Johnston
Manager, Business Licensing



NIAGARA REGIONAL POLICE SERVICE Police Service Board Report

PUBLIC AGENDA

Subject: Tow Truck Rotation List for the Niagara Region - Options and Recommendations

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-07-07

Recommendation(s)

That the Niagara Police Service Board (Board) receive this report on the Niagara Region Tow Truck Rotation List and approve the included recommendation for the management and oversight of the tow truck rotation list.

Key Facts

- In May 2019, the Niagara Region assumed responsibility for all aspects of Business Licensing, including but not limited to taxis, adult entertainment, and tow trucks, which included management of the tow truck rotation list, which was previously managed by the Niagara Regional Police Service (NRPS) through a fully staffed Licencing and By Law Unit.
- At the March 20, 2025, Niagara Region Council meeting, concerns were raised by two owners of tow truck companies regarding the management and administration of the tow truck rotation list. During this meeting, Niagara Region staff indicated that they no longer oversee the tow truck rotation, as it is a “legacy piece” and no longer a requirement since the province/Ministry of Transportation (MTO) took over the licencing of tow trucks, in January 2024. The licencing includes tow truck operator certificates, tow driver certificates, and vehicle storage operator certificates. This issue has subsequently been raised at recent Niagara Regional Council meetings.
- Since this time, NRPS and Niagara Region staff have consulted and NRPS has gathered information to provide recommendations to the Board regarding the management and administration of the tow truck rotation list. This also included consultation with members of the NRPS who have first-hand knowledge of the management of tow trucks in Niagara prior to the transition to the Niagara Region in 2019.
- NRPS has also consulted other jurisdictions in the province all of which have varying forms of operating the rotation list. There is no standard across the province and it is up to each jurisdiction how tow trucks are managed once they are licenced by the province/MTO.

Financial Considerations

- There are staffing costs associated to any responsibilities undertaken by any entity that oversees the management of a tow truck rotation list. These are outlined in the following report and more specifically in the recommendations.

Analysis

As previously noted in the Tow Truck Rotation List Board Report submitted and received on April 24, 2025, the towing of vehicles currently falls into two categories:

- The NRPS has a contract with Parkway Towing (Niagara Falls) for the towing of vehicles for specific criteria, including vehicles held for examination, certain statutory impounds, vehicles requiring further investigation, and for Service vehicles. Parkway Towing was awarded the contract in 2022 through an RFP process supported by the Niagara Region procurement unit and valid until May 31, 2026.
- All other vehicle tows, being largely owner/operator requested tows, including collisions and broken-down vehicles (where no preference of a tow truck company is given by the driver) are handled by a “next on the list” tow truck rotation that is overseen by the Niagara Region.

At issue is the latter, the tow truck rotation list.

Currently the list is in a “status quo” position and being managed and overseen by the Niagara Region. This situation forms part of the issue. The Niagara Region has indicated that they were no longer responsible for the list once the licencing of tow trucks was taken over by the Ministry of Transportation in January 2024. Currently the list is in operation as it has been to this point in time, with a freeze on any new applicants to the list. As part of its current status, the administration of the list was assigned to the Niagara Towing Alliance (NTA). The NTA was created in 2021, with the knowledge of the Niagara Region Licencing Manager at the time, who believed it would serve to create a streamlined process for the tow truck rotation list. Tow truck companies who wanted to be on the list went through an application process, as overseen and managed by the Niagara Region. The NTA should have no authority to add or delete companies to the tow rotation list. The NTA would only administer the rotational call outs for which they charge a fee for using a dispatch company. Currently the fee is \$85.00 a month, plus tax, per tow company.

There are questions regarding whether the NTA is operating as a for profit, or as a not-for-profit corporation or business. Additionally, the NTA is run by an individual who is also an owner of a tow truck company that is on the list of tow trucks for the NTA, appearing to be a direct conflict of interest. The existence of the NTA is a point of contention in the examination of the current situation and many questions remain.

NRPS, through its information gathering, environmental scan of other policing agencies processes and consultation with Niagara Region staff present two options for the operation and administration of the tow truck rotation list as follows:

Option One: the Niagara Region maintains the tow rotation list.

The first option to consider is that the Niagara Region maintains the tow rotation list, which shall be deemed to include management, oversight and administration. As the Niagara Region has held this responsibility since 2019 it maintains knowledge of what is required to remedy the current points of concern including those transparency and conflict of interest matters brought to Regional Council. The Niagara Region has a Licensing Unit that has been in place since taking over licensing from the NRPS in May 2019. As the Niagara Region is aware of the current issues, they can rectify them by examining and reevaluating how the list is managed and overseen, including a new system that does not have an any conflict of interest. While outside of the scope of knowledge of the NRPS, as the Niagara Region previously managed this within its Licensing Unit, there appears to be minimal financial impact to the Niagara Region. Despite those advantages, the Niagara Region may not be the best positioned entity to continue the maintenance of the tow truck rotation list. Since 2021 and the establishment of the NTA, it appears that there has been a significant gap in the oversight of the NTA and how it is operating. This includes a lack of a process to address complaints directly associated with the NTA, oversight over the fair administration of the tow list, financial accountability of the NTA, and addressing the conflict of interest associated with the NTA being presided over by a tow truck company owner that is on the list. The reasons for these gaps are not fully known by the NRPS. It is also recognized that as the Niagara Region no longer maintains licensing authority, managing the tow truck rotation is a legacy function for which they no longer have remedial powers to manage and would be required to either make report to the province/MTO and/or NRPS for issues of non-compliance or enforcement.

Option Two: the NRPS assume carriage of the tow rotation list.

The NRPS has historical knowledge of tow truck operations in the region and managed it well for many years prior to May 2019. Technology, including communication software, still exists to manage the tow truck rotation and can be reactivated with little required lead time. In assuming carriage of the tow rotation list, the NRPS would be able to leverage prior application materials and processes for tow operators and engage in the appropriate updating to reflect those changes, legislative and operational, necessary to present date these materials and populate a tow rotation list for use. The NRPS would be positioned to dispatch next on the list operators by removing this function currently being done through/by the NTA and having the NRPS Communications/Dispatch Unit directly call the next company on the list via the Computer Aided Dispatch (CAD) system and advise them to attend the scene.

The NRPS has knowledge of the legislative requirements under the Highway Traffic Act (HTA) and related Towing Storage Safety and Enforcement Act (TSSEA) so what appears to be a current gap in oversight and compliance, would naturally be filled when police are directly involved. Managing the tow truck rotation list alone is not a core police function. However, managing a tow truck rotation list and the related responsibilities would inherently lead to greater enforcement, compliance and oversight, which all appear to be the current gaps. The same entity, the NRPS, would be positioned to manage enforcement of the legislated HTA and related TSSEA and the regular compliance checks necessary to maintain confidence and transparency of those operators on the list. This affords a greater span of control.

There are public safety concerns regarding the tow truck industry that do fall within core policing functions. The criminal aspect associated with tow trucks in the Greater Toronto and Hamilton area is a real and credible risk in Niagara. The NRPS is aware of the criminal element in the tow truck industry within our jurisdiction and this is a valid concern. The responsibility of managing, administering, and enforcement in all aspects of the tow trucks operating in Niagara, would position the NRPS well to both address the criminal element and take a proactive approach through the oversight function associated with management of the tow rotation list. From a public perception and accountability lens, members of community impacted or involved in accidents believe that the NRPS is controlling every aspect of the scene, including the tow truck(s) attending, therefore there is already a perceived responsibility on the NRPS by the community. Assuming carriage of the tow rotation list aligns NRPS operations with this public perception.

Should the NRPS assume this function, it provides an opportunity to work closely with our partners in the OPP, who currently have an officer who is the Tow Coordinator for the Burlington/Niagara Cluster. This partnership would further support the NRPS in the initial transition and ongoing oversight of tow trucks in Niagara and allow integration with the OPPs model. This would potentially recognize efficiencies in resources for both police services, related to training, applications, compliance, and enforcement opportunities.

While well positioned, the NRPS does not have the ability to staff these functions. There may be opportunity for reallocation of resources as between the Niagara Region to the NRPS to fund these positions that were previously performed by the Region and/or consideration of continuing the fee for service charged to remain on the tow rotation list. Assuming this responsibility will automatically add potential risk to the Service as the tow list coordination will become part of our Service delivery, which is open to public complaints from owners and operators, as well as complaints from members of the public. There is also consideration that managing a tow truck rotation list is not a policing function but related to police by its nature and direct related functions as previously described, including enforcement of legislation.

Recommendation – Option Two

After gathering all relevant information with a view to community safety, best practice, and effectiveness, it is recommended that the NRPS take over management of the tow-truck rotation list.

This will maximize the ability for the NRPS to directly address and regulate the industry utilizing legislative authorities, compliance with application criteria, and a model that has overlap and oversight. This will help to assist with addressing the concerns regarding any criminal activity in the tow truck industry.

This will require two police constables as tow truck co-ordinators (TTCs) to account for effective and appropriate workload management, using the recognized shift relief factor of 1.56 to account for leave, training, and so forth. These two positions are not authorized strength and will require funding for this unanticipated transition from the Niagara Region. Two TTC's will provide constant and consistent coverage to increase success. The two TTCs would form part of our Traffic Enforcement Unit where they would work under the supervision of the already existing sergeants and staff sergeant. The two TTCs would also be able to utilize the current Traffic Services clerk for what is anticipated to be minor administrative tasks. As with any new positions implemented in the NRPS, once established, roles and workload will need to be assessed to ensure capacity and sustainability moving forward. Regarding this current model, a comprehensive background assessment was done to ensure this recommendation can be incorporated with the requested staffing increase of two TTCs and their related roles and responsibilities. This was done with the advantage of knowing that the NRPS had performed this role prior to 2019 and many members involved at that time were consulted on what this recommendation would involve.

As indicated, part of the staffing cost may be absorbed through the collection of fees from those approved to be on the tow truck rotation list and the potential cost savings realized by the Niagara Region when the role is transferred.

Alternatives Reviewed

To not receive this report.

Relationship to Police Service/Board Strategic Priorities

Not applicable.

Relevant Policy Considerations

Not applicable.

Other Pertinent Reports

Report – Tow Truck Rotation List – Niagara Region Item 8.4 - 04.24.2025

Transition Agreement between the Niagara Regional Police Service Board and Niagara Region regarding Licencing of various trades, callings, businesses and occupations dated May 30, 2019.

This report was prepared by Inspector Nilan Davé in consultation with Vita Gauley, General Counsel, and Mario Lagrotteria, Deputy Chief Community Services.



Submitted by:

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



NIAGARA REGIONAL POLICE SERVICE

Police Service Board Report

PUBLIC AGENDA

Subject: Neighbourhood Watch in Niagara – Request to Reinvigorate Program

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-11-06

Recommendation(s)

That the Niagara Police Service Board (Board) receive this report for information.

Key Facts

- At the Board meeting held on June 26, 2025, the Board considered an email dated June 15, 2025, from Ms. Cheryl Rowe which requested the establishment of a community/neighbourhood watch program in the Niagara Region.
- The matter was referred to the Niagara Region and the Chief of Police for further consideration.

Financial Considerations

There are no financial implications relating to the recommendations contained in this report, as existing staff will be used to implement the initiative. Like other initiatives focused on community engagement, such as the Citizen and Youth Academies, special fund requests will be considered to support engagement opportunities.

Analysis

Neighbourhood Watch (NW) programs originated in the United States in the late 1960s in response to the sexual assault and murder of Kitty Genovese in New York. It was estimated that 38 witnesses saw or heard the attack, but none of them called the police or came to her aid. This motivated a community response and the very first NW scheme was set up in New York.

NW is a grassroots program which encourages the community's active participation in crime prevention. This community led initiative sets out to reduce preventable crime, enhance relationships within neighbourhoods, encourages the reporting of crime or suspicious activity, strengthens police community relationships, and improve the level of security felt within the community. The core and essential component of all NW programs is community commitment. Community volunteers run and implement this initiative with the support of the local police service.

Quasi NW programs are already operational in Niagara, organized by community leaders on social media forums such as Facebook; Niagara Region Neighbourhood Watch Group (23,600 members); and Niagara Area Crime Watch and Missing Persons (42,900 members). NW community groups are also operational in localized neighbourhoods, such as Secord Woods Neighbourhood Watch (1,500 members); and Fitzgerald Reports for St Catharines, Ontario (545 members). Currently, the Niagara Regional Police Service (NRPS) does not provide support to these groups.

Reliance on self-generated NW programs as previously noted poses some risks as the community may use these online forums to report crime, however, fail to report them to the police. Additionally, operational inconsistencies between NW programs could occur without standardized guidance or support. If suspects are identified through online NW groups, vigilantism could result.

In some jurisdictions the municipality has taken the lead in organizing NW programs within their community. Safe City Mississauga Crime Prevention is one such example. When considering the expansive geography of the Niagara area, a similar Region led NW program would be a monumental task. The NRPS is better positioned to assume this supporting role as NRPS buildings and staffing can provide support to all 12 municipalities.

Like many police services across Ontario that currently support NW programs, the NRPS recognizes that this program can be a conduit to increase information sharing and build on existing crime prevention efforts to improve public safety. Accordingly, the NRPS supports a more proactive stance regarding its participation in NW programs in the Region moving forward.

In supporting NW programs, the NRPS has an opportunity to reinforce the importance of reporting crime as it occurs. This potential increase in data will help shape our service delivery to better serve our community. Additionally, this community engagement initiative offers the NRPS with another opportunity to foster new relationships within the community, while expanding our community engagement efforts. The NRPS will learn about localized issues occurring and will work directly with members of our community to resolve them. NW programs will also provide the NRPS with a forum to share relative information with communities directly impacted by issues identified, stopping the potential flow of misinformation.

The NRPS Community Oriented Response and Engagement (CORE) Unit is well positioned to support this Region wide initiative. Through internal committee, the Service will create a pathway to see a NW support program become operational in 2026.

Alternatives Reviewed

Not applicable.

Relationship to Police Service/Board Strategic Priorities

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

Relevant Policy Considerations

By-Law 493-2024 - Problem-Oriented Policing
By-Law 472-2024 - Community-Based Crime Prevention
GO 149.05 – Community Patrol and Problem-Oriented Policing

Other Pertinent Reports

9.1 – 06.26.2025 – Request to Reinvigorate Program – Community / Neighbourhood Watch Program in Niagara.

This report was prepared by Rob LaPlante, Inspector, 2 District Commander, in consultation with Jeff Bootsma, Staff Sergeant, Community Services, and reviewed by Shaun Parrent, Superintendent, Community Services. Recommended by Mario Lagrotteria, Deputy Chief, Community Services.



Submitted by:

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

Appendices

Not Applicable.



INTERNAL CORRESPONDENCE

To: Chair and Members

From: Deb Reid

Dept: Niagara Police Service Board

Dept: Executive Director
Niagara Police Service Board

Date: October 31, 2025

Re: Pending Items Public Report – July 1 to October 31, 2025

Purpose:

The purpose of this report is to provide the Board with a report on the pending items for the period from July 1 to October 31, 2025.

Background Information:

All outstanding items are tracked as an administrative function performed by the Board's Executive Director. The format enables the Board to monitor police staff reports and keep apprised of Service initiatives to address outstanding matters. The Board's Executive Director and Chief's Executive Office communicate on a regular basis to monitor Board/police staff reports to ensure that matters requiring action are brought forward in a timely fashion. The pending items report must provide sufficient information and detail, including a verbal update from police staff, to allow the Board to decide as to any future action that may be required. There are four (4) items pending for the third quarterly report:

OUTSTANDING SERVICE MATTERS PENDING	DUE DATE
Service Level Agreements for PSB-RMON Shared Services At its January 23, 2025 meeting, the Niagara Police Service Board considered Service report dated December 12, 2024 requesting the Board direct the Chief to prepare Service Level Agreements (SLAs) between the Board and the Region for the shared services charged back to the NRPS and that these SLAs address any inherent risks associated with contracted shared services and establish the responsibilities and requirements of the Board and the Region; and consider other potential shared services where common needs are identified. <i>Board Motion: That the Niagara Police Service Board direct the Chief of Police to prepare Service Level Agreements (SLAs) with the Niagara Region for shared resources charged to the Board through indirect allocations;</i> <i>And further, that all final agreements be submitted to the Board for approval.</i>	March 26, 2026

OUTSTANDING SERVICE MATTERS PENDING	DUE DATE
Creation of Memorial and Sculpture – “Because of the Line of Duty” At its September 25, 2025 meeting, the Niagara Police Service Board considered Service report dated August 29, 2025 requesting the Board support the Service’s options and recommendations to move forward on the initiative regarding the creation of a Memorial in recognition of members of the Service who have died “Because of the Line of Duty”, which will include a memorial plaque, virtual touchscreen and an outdoor sculpture at the NRPS Headquarters facility. <i><u>Board Motion:</u> That the report be referred back to the Chief for inclusion of total costs associated with the creation of a memorial and sculpture for fallen Niagara Regional Police Service members for Board approval.</i>	January 22, 2026
Safer Public Spaces Approach to Community Safety and Open-Air Illicit Drug Use At its October 23, 2025 meeting, the Niagara Police Service Board discussed Item 8.4 – Safer Public Spaces Approach to Community Safety and Open-Air Illicit Drug Use. <i><u>Board Motion:</u> That the Chief of Police be directed to report back to the Board on the number of arrests, overdoes, and referrals associated with the Service’s renewed ‘Safer Public Spaces Approach to Community Safety and Open-Air Illicit Drug Use’ at six (6) months and one (1) year following its implementation.</i>	April 23, 2026 (6 months) October 22, 2026 (12 months)
Cultural and Bias Awareness Training & Probationary Performance Evaluation At its October 23, 2025 meeting, the Niagara Police Service Board requested further information to ensure that cultural and bias awareness are reflected in both member training and probationary constable performance evaluation framework. <i><u>Board Motion:</u> That the Board request the Chief of Police provide a public report at the December 18 meeting, outlining the cultural and bias awareness training provided to Service Members, including the current demographics of the Service, both sworn and civilian;</i> <i>And further, that the Chief of Police develop a standardized probationary performance evaluation framework incorporating measurable, bias-mitigated criteria.</i>	December 18, 2025

Recommendation:

That the information be received.



Deb Reid
 Executive Director



NIAGARA REGIONAL POLICE SERVICE

Police Service Board Report

PUBLIC AGENDA

Subject: Quarterly Report – Administration of the Public Complaints System Regarding Conduct of Police Officers – July 1, 2025, to September 30, 2025

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-10-29

Recommendation(s)

That the Niagara Police Service Board (Board) receives the report for information.

Key Facts

- The purpose of this report is to provide the Board with statistics that represent public complaints received for the periods of July 1, 2025, to September 30, 2025 (Q3), compared to Q3 of 2024 pursuant to By-Law 434-2024.
- The public complaints process is administered by the Law Enforcement Complaints Agency (LECA), which reviews the complaints and determines whether it is screened in for investigation or screened out for a variety of reasons as determined by the LECA. Complaints can be retained for investigation by the LECA or referred to a police service for investigation.
- Public complaints that have been referred by the LECA to the Niagara Regional Police Service are investigated by the Professional Standards Unit.
- LECA no longer has jurisdiction over policy and service complaints. The Inspectorate of Policing reviews matters involving the adequacy and effectiveness of police services.

Financial Considerations

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

Analysis

Conduct Complaints – July 1, 2025, to September 30, 2025 – Q3

Total Number of Conduct Complaints Made:

In Q3, 2025, there were a total of 48 conduct complaints received, compared to 36 received in Q3, 2024.

Number of Referrals to the Complaint Director:

In Q3, 2025 there was 1 complaint referred to the Complaint Director, compared to 1 received in Q3, 2024.

Number of Conduct Complaints Determined to be Unsubstantiated After Investigation, or Not Acted Upon Pursuant to Section 158 of the CSPA:

In Q3, 2025, 8 conduct complaint investigations were concluded as unsubstantiated compared to 6 in Q3, 2024. These numbers can include case closures carried over from the previous quarter/year.

In Q3, 2025, 0 conduct complaints were classified by the LECA as frivolous, vexatious, or made in bad faith and were screened out. This compares to 2 complaints screened out in this manner in Q3, 2024.

In Q3, 2025, 0 conduct complaints were classified as being more than 6 months old and screened out. This compares to 0 screened out in this manner in Q3, 2024.

In Q3, 2025, 32 conduct complaints were screened out by the LECA for a variety of other reasons, including no misconduct alleged in the complaint, referral to the applicable court to dispute a charge, or an investigation was deemed not to be in the public interest by the LECA. This compares to 18 complaints screened out in this manner during Q3, 2024.

Number of Hearings and Findings from the Hearings Held Pursuant to Sections 201 and 202 of the CSPA:

In Q3, 2025, there were 0 hearings conducted under the CSPA. For comparison, there were 0 disciplinary hearings conducted under the Police Services Act in Q3, 2024.

Number of Complaints Dealt with Informally Pursuant to Section 169 of the CSPA:

In Q3, 2025, there were 2 conduct complaints resulting in an early resolution before the completion of an investigation, compared to 1 complaint in Q3, 2024.

Number of Complaints Resolved or Dealt with Pursuant to Section 215:

In Q3, 2025, there were 0 complaints dealt with pursuant to Section 215. This compares to 0 complaints in Q3, 2024.

Summary of Penalties Imposed Pursuant to Sections 200, 201, and 202 of the CSPA:

In Q3, 2025, there were 0 penalties imposed pursuant to these sections of the CSPA. This compares to 0 penalties in Q3, 2024.

Number of Outstanding Complaints at the End of Reporting Period:

There were 16 conduct complaint investigations open at the conclusion of Q3, 2025, compared to 20 open for investigation at the conclusion of Q3, 2024.

Time to Complete:

It took an average of 98 days to conclude a conduct complaint investigation in Q3, 2025, compared to 88 days in Q3, 2024.

Alternatives Reviewed

Not applicable.

Relationship to Police Service/Board Strategic Priorities

Not applicable.

Relevant Policy Considerations

This report is submitted to provide the Board with the necessary and required information pursuant to By-Law 434-2024 - Administration of the Public Complaints System Regarding Conduct of Police Officers, and in compliance with Provincial Adequacy Standards Regulations.

Other Pertinent Reports

Not applicable.

This report was prepared and reviewed by Inspector Jason Myers and reviewed by Superintendent Paul Koscinski, Executive Services. Recommended by Luigi Greco, Deputy Chief, Support Services.



Submitted by:

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

Appendices

Not applicable.



NIAGARA REGIONAL POLICE SERVICE

Police Service Board Report

PUBLIC AGENDA

Subject: Quarterly Report - Overtime Activities Incurred by the Niagara Regional Police Service, July 1 to September 30, 2025

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-11-03

Recommendation(s)

That the Niagara Police Service Board (Board) receive this report for information.

Key Facts

- The purpose of this report is to provide a five-year uniform and civilian quarterly overtime trend analysis.
- Overtime activity reports, detailed in the tables below, provide a summary of the overtime hours by activity category. These categories were developed by the Executive Leadership Team with the hours captured in the Niagara Regional Police Service's (Service's) time and attendance system.
- For uniform members, overtime continues to be predominantly driven by meeting minimum staffing requirements and major investigation events.
- For civilian members, overtime continues to be predominantly driven by the need to meet minimums resulting from occupational and non-occupational illness, injury, and workload.

Financial Considerations

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

Analysis

Uniform Overtime Analysis

As illustrated in Table 1, uniform members worked a total of 35,172 hours of overtime for the quarter ended September 30, an increase of 4,256 hours or 13.8% from the same period in 2024.

Table 1 – Quarterly Uniform Overtime by Activity Hours

	2021 July – Sept.	2022 July – Sept.	2023 July – Sept.	2024 July – Sept.	2025 July – Sept.
Meeting Minimums	15,399	17,328	18,515	16,679	17,650
Major Investigation and Incident Follow-Up	7,717	8,800	7,382	9,747	11,861
Administrative Workload	1,055	1,521	1,228	1,477	2,505
Proactive and Community-Driven Events	619	553	1,365	3,013	3,156
Sub-Total Before Unusual Activity	24,790	28,202	28,490	30,916	35,172
COVID-19	12	-	-	-	-
Total	24,802	28,202	28,490	30,916	35,172

Patrol units continue to operate below authorized strength resulting from vacancies due to occupational illness, non-occupational illness, members placed on modified duties, protected leaves, and vacancies due to retirement or promotion. These vacancies coupled with leave entitlements increase overtime requirements to meet minimum staffing in operationally essential positions.

Overtime related to major investigation and incident follow-up contributed 33.7% towards total overtime hours and increased 21.7% over prior year. For the quarter ending September 30, 2 homicides were recorded, along with 3 additional incidents that required attendance by the Major Crime Unit. Traffic Reconstruction and Special Enforcement responded to 13 fatal motor collisions and 1 life-threatening motor vehicle collision. By comparison, the Service responded to 2 homicides, 2 attempted homicides, 6 fatal motor vehicle collisions, and 1 life-threatening motor vehicle collision during the same quarter of 2024. Heavy prosecution and court obligations continue, further contributing to the overtime encountered.

Administrative workload increased by 1,028 hours, or 69.6%, over the third quarter of 2024. Significant overtime was incurred due to training requirements required under the Community Safety and Policing Act, most notably C8 training. Additional overtime was incurred resulting from implementation of In-Car Camera/Automated Licence Plate Reader technology, district patrols, and weekend and statutory holiday (WASH) court security by sworn members.

For the quarter, the Service experienced an increase of 143 hours in uniform overtime hours for proactive and community-driven events. Incurred overtime can be attributed to attendance at Canada Day festivities, assistance with wildfire evacuees, land and marine RIDE initiatives, along with increased ATV patrols. Overtime hours incurred by the Service's Public Order Unit (POU) are also reflected within this category. For the quarter, POU members attended Canada Day events and the Canal Days Festival in Port Colborne, were present during a local protest, and also assisted in Hamilton, Ontario for McMaster University homecoming. Should the POU be requested to attend outside of the Niagara Region, the costs are reimbursed by the requesting partner

service. A total of 381 overtime hours were invoiced to external organizations for the third quarter of 2025.

Table 2 illustrates the year-to-date results over the previous 5-year period, including current 2025 data. Uniform overtime hours have increased by 9,273 hours or 11.2% when compared with the prior year.

Table 2 – Year-to-Date Uniform Overtime by Activity Hours

	2021 January – Sept.	2022 January – Sept.	2023 January – Sept.	2024 January – Sept.	2025 January – Sept.
Meeting Minimums	28,762	36,668	38,871	39,225	45,287
Major Investigation and Incident Follow-Up	27,380	22,965	23,219	30,856	34,041
Administrative Workload	2,850	3,832	4,165	7,406	7,398
Proactive and Community-Driven Events	1,423	4,589	2,442	5,572	5,606
Sub-Total Before Unusual Activity	60,415	68,054	68,697	83,059	92,332
COVID-19	1,480	-	-	-	-
Total	61,895	68,054	68,697	83,059	92,332

Civilian Overtime Analysis

As detailed in Table 3, civilian members worked a total of 6,901 hours of overtime for the third quarter of 2025, a decrease of 345 hours, or 4.8% from the same period in 2024.

Table 3 – Quarterly Civilian Overtime by Activity Hours

	2021 July – Sept.	2022 July – Sept.	2023 July – Sept.	2024 July – Sept.	2025 July – Sept.
Meeting Minimums	4,698	5,721	7,109	4,805	4,354
Major Investigation and Incident Follow-Up	112	123	126	162	69
Administrative Workload	943	2,224	1,942	2,107	2,433
Proactive and Community-Driven Events	16	35	23	172	45
Total	5,769	8,103	9,200	7,246	6,901

Consistent with prior periods, the main driver of civilian overtime continues to be meeting minimum staffing levels in operationally essential units such as the Records and Information Management (RIM) Unit and the Communications Unit.

Meeting minimums decreased by 451 hours or 9.4% in the third quarter of 2025. When compared to same period in 2024, units such as Communications and Real Time Operations Centre utilized less overtime hours to cover operationally essential shifts when members are absent due to a scheduled leave or an illness-related absence.

Administrative Workload increased by 326 hours, or 15.5%. Prisoner transport experienced increased hours as courts often run late with longer wait times to enter correctional facilities. RIM Unit overtime also increased modestly as staff vacancies led to work backlogs within certain functions of the unit.

Table 4 illustrates the year-to-date results over the previous 5-year period, including current 2025 data. Civilian overtime hours have decreased by 2,000 hours or 10.4% when compared with the prior year.

Table 4 – Year-to-Date Civilian Overtime by Activity Hours

	2021 January – Sept.	2022 January – Sept.	2023 January – Sept.	2024 January – Sept.	2025 January – Sept.
Meeting Minimums	9,824	13,112	15,598	11,578	10,350
Major Investigation and Incident Follow-Up	454	300	225	481	261
Administrative Workload	2,636	5,551	6,609	6,966	6,576
Proactive and Community-Driven Events	41	431	32	233	71
Sub-Total Before Unusual Activity	12,955	19,394	22,464	19,258	17,258
COVID-19	114	22	-	-	-
Total	13,069	19,416	22,464	19,258	17,258

Alternatives Reviewed

Not applicable.

Relationship to Police Service/Board Strategic Priorities

This report provides information required to monitor the Service's alignment with the 2022 - 2025 Strategic Plan goal to realize operational efficiencies and cost savings.

Relevant Policy Considerations

- Community Safety and Policing Act
- Collective Agreements
- 2022 - 2025 Strategic Plan

Other Pertinent Reports

8.7 - 2025.09.25 Quarterly Report - Overtime Activities Incurred by the Niagara Regional Police Service, April 1 to September 30, 2025

This report was prepared by Curtis Custers, Financial Analyst, Finance Unit, and reviewed by Anthony Gallo, Acting Manager, Finance Unit and Laura Rullo, Director, Finance and Asset Management. Recommended by Luigi Greco, Deputy Chief, Support Services.



Submitted by:

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

Appendices

Not applicable.



NIAGARA REGIONAL POLICE SERVICE

Police Service Board Report

PUBLIC AGENDA

Subject: Special Fund Quarterly Activity Report for the Period of July 1, 2025, to September 30, 2025

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-10-31

Recommendation(s)

That the Niagara Police Service Board (Board) receive this report for information.

Key Facts

- The purpose of this report is to provide the Board with a detailed listing of quarterly activity in the special fund, as well as a bank reconciliation in accordance with the Administration, Limitations, and Guidelines of the Special Fund By-Law 403-2024.
- The report contains any reward(s) offered/paid, revenue, disbursements, and provides the balance and unrestricted balance available to the Board.
- This report summarizes the balances and details the activities of the Niagara Regional Police Service (Service) special funds accounts for the period of July 1, 2025 to September 30, 2025.

Financial Considerations

The Board has a discretionary pool of funds, which it uses for grants and donations. Disbursements from the fund are in accordance with guidelines provided in the Community Safety and Policing Act (CSPA), and also with Board By-Law 403-2024, Administration, Limitations, and Guidelines of the Special Fund. Section 258(2) of the CSPA establishes that the Board has the sole authority for spending the proceeds from the sale of property, which lawfully comes into the possession of the police service. The Act stipulates that "the Chief of Police may cause the property to be sold, and the Board may use the proceeds for any purpose that it considers in the public interest, including charitable donations." These funds do not form part of the police operating budget and are separate from the Regional tax base.

Analysis

The balances of the police special funds as of September 30, 2025, and detailed in Appendix 1 are as follows:

- Special Fund – Special Operating Account #125-255-0 – \$30,296.75
- Special Fund – General Operating Account (Informant) #103-543-5 – \$49,696.73
- Total Special Funds – Special and General (Informant) Accounts – \$79,993.48

The summary of activities for the period ended September 30, 2025, is provided in Appendix 2. Informant payments during the period totalled \$5,425.00, made up of 10 payments ranging from \$200.00 - \$950.00, with a median of \$562.50.

Alternatives Reviewed

Not applicable.

Relationship to Police Service/Board Strategic Priorities

To ensure compliance with the Administration, Limitations, and Guidelines of the Special Fund By-Law 403-2024.

Relevant Policy Considerations

Sections 132 and 133 of the CSPA govern the disposition of personal property that comes into the possession of the police service and where the Board may use the proceeds for any purpose that it considers in the public interest.

Other Pertinent Reports

8.6 - 2025.09.25 - Special Fund Quarterly Activity Report for the period of April 1 to June 30, 2025

This report was prepared by Anthony Gallo, Acting Finance Manager, Finance Unit, and reviewed by Laura Rullo, Director, Finance and Asset Management. Recommended by Luigi Greco, Deputy Chief, Support Services.



Submitted by:

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

Appendices

Appendix 1 Reconciliation of Balance of Special Funds
Appendix 2 Summary of Special Funds Activity

Appendix 1**Niagara Regional Police Service****Reconciliation of Balance of Special Funds as at:****September 30, 2025**

	Special Operating Account #125-255-0	General Operating Account #103-543-5	Total Special Funds
Balance per Bank Statement	\$ 41,146.75	\$ 49,696.73	\$ 90,843.48
<u>Outstanding Cheques:</u>			
<u>Description</u>	<u>Doc. #</u>		
Kristen French Bravehearts Gala	1102	\$3,500.00	\$ 3,500.00
Niagara Regional Native Centre Pow Wow	1105	\$3,000.00	\$ 3,000.00
City of Welland Mayor's Charity Event	1106	\$1,400.00	\$ 1,400.00
Sport Niagara - Ontario Parasport Games	1110	\$1,500.00	\$ 1,500.00
Big Brothers Big Sisters of Niagara Golf Tournament	1111	\$1,450.00	\$ 1,450.00
Total Outstanding Cheques		\$10,850.00	\$0.00
			\$10,850.00
Available Bank Balance	\$ 30,296.75	\$ 49,696.73	\$ 79,993.48
Deposits not Recorded			
Bank Charges not Recorded			
Niagara Regional Police Service	30,296.75	49,696.73	79,993.48

Appendix 2: Niagara Regional Police Service: Summary of Special Funds Activity

			Activity Period		Account Number
Special Fund - Special Operating			07/01/2025 - 09/30/2025		125-255-0
Date	Description	Ref.	Withdrawals	Deposits	Balance
1/Jul/25	Previous Balance				\$ 56,822.33
2/Jul/25	NRPS Police Week 2025	1097	2,000.00		54,822.33
2/Jul/25	NRPS Youth in Policing Initiative	1098	3,000.00		51,822.33
2/Jul/25	NRPS Future Black Female Summer Games	1099	1,000.00		50,822.33
7/Jul/25	Activity Fee		1.30		50,821.03
6/Aug/25	Activity Fee		0.24		50,820.79
8/Aug/25	Niagara Fire Chief's Association Golf Tournament	1100	900.00		49,920.79
8/Aug/25	NRPA Cliff Priest Golf Tournament	1101	1,650.00		48,270.79
8/Aug/25	Kristen French Bravehearts Gala	1102	3,500.00		44,770.79
8/Aug/25	NRPS Youth and Citizen Academy	1103	5,000.00		39,770.79
20/Aug/25	GNCC Niagara Economic Summit	1104	1,424.00		38,346.79
20/Aug/25	Niagara Regional Native Centre Pow Wow	1105	3,000.00		35,346.79
20/Aug/25	City of Welland Mayor's Charity Event	1106	1,400.00		33,946.79
20/Aug/25	Crime Stoppers of Niagara Golf Tournament	1107	1,200.00		32,746.79
25/Aug/25	NRPS YRN vs Niagara Basketball - VOID	1108	1,000.00	1,000.00	32,746.79
26/Aug/25	NRPS YRN vs Niagara Basketball	1109	1,000.00		31,746.79
5/Sep/25	Activity Fee		0.04		31,746.75
5/Sep/25	Sport Niagara - Ontario Parasport Games	1110	1,500.00		30,246.75
30/Sep/25	Big Brothers Big Sisters of Niagara Golf Tournament	1111	1,450.00		28,796.75
30/Sep/25	Sport Niagara - Canada Games Park - VOID RETURN	1086		1,500.00	30,296.75
	Totals		29,025.58	2,500.00	
30/Sep/25	Closing Balance - General Fund				\$ 30,296.75

			Activity Period		Account Number
Special Fund - General Operating (Informant)			07/01/2025 - 09/30/2025		103-543-5
Date	Description	Ref.	Withdrawals	Deposits	Balance
1/Jul/25	Previous Balance				\$45,124.15
2/Jul/25	Deposit			5,000.00	\$50,124.15
7/Jul/25	Activity Fee		1.23		\$50,122.92
6/Aug/25	Activity Fee		0.34		\$50,122.58
11/Aug/25	Deposit			5,000.00	\$55,122.58
5/Sep/25	Activity Fee		0.85		\$55,121.73
30/Sep/25	Informants		5,425.00		\$49,696.73
	Totals		5,427.42	10,000.00	
30/Sep/25	Closing Balance - Informant Fund				\$49,696.73

30/Sep/25	Total Special Funds Closing Balance				\$79,993.48
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NIAGARA REGIONAL POLICE SERVICE Police Service Board Report

PUBLIC AGENDA

Subject: Annual Report – Protocols, Shared Service Agreements and other Contracts with Police Services and Other Organizations – January 1 to December 31, 2024

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-11-17

Recommendation(s)

That the Niagara Police Service Board (Board) continue Service participation with and receive information relating to protocols, shared service agreements, and other contracts with Police Services and other organizations.

Key Facts

- This report is submitted in compliance with the Board By-Law 421-2024. The By-Law requires the Chief of Police to make an annual written report to the Board on or before June 30th of each year containing a list of all protocols, parties to each protocol, date and duration, brief description, cost consequences of each Protocol, date of Board approval as well as a recommendation.
- The Board office retains a list of protocols, agreements, and contracts between the Service and outside agencies that is reviewed and maintained on an ongoing basis.
- Attached to this report is a list of protocols, agreements/contracts that are currently under review by the Service. The Executive Officer to the Deputy Chief of Police, Operational Services continues to update the Board as the documents are renewed.

Financial Considerations

Not applicable.

Analysis

A Regional Municipality of Niagara Police Services Board By-Law 421-2024, entitled “A By-Law to Establish Policy for Protocols, Shared Service Agreements and other Contracts with Police Services and other Organizations,” requires the Chief of Police to make an annual written report to the Board each year, containing the following information:

- a list of all protocols in effect;
- the parties to each Protocol;

- the date and duration of each Protocol;
- the subject matter of each Protocol, including which Policing Services are being provided, by whom and for whose benefit;
- the cost consequences of each Protocol, including those generating revenue for the Service and those costing the Service money, including personnel costs;
- the date of Board approval, if any, of the Protocol; and
- a recommendation as to whether or not the Protocol should be continued on the same or amended terms or discontinued at the termination of the Protocol.

The Board maintains a library of signed original protocols, shared service agreements, and contracts entered into with other police agencies or organizations. In addition, the Office of the Deputy Chief of Police maintains copies of the said documents. In 2024, the Executive Officer to the Deputy Chief of Police embarked upon a project to ensure that records relating to the said documents were accurate and up to date.

When a protocol, shared service agreement, or contract is required for operational reasons, a report is submitted to the Board for approval. Once approval is received, the Service requests signature from the Chief of Police. Once the signature is obtained, the Service will then send out the contract to other signatories to receive a fully executed copy. This fully executed copy is then submitted to the Board Office who then uploads the information into the MOU and Grant Management Dashboard. Information contained within Appendix 1 and Appendix 2 was extracted from the dashboard, which was uploaded by the Board. Any blank areas are a result of that information not being available within the MOU dashboard.

At the Board's Confidential Meeting held Thursday, October 23, 2025, the Board considered the Service report dated October 8, 2025, submitted in accordance with the annual reporting requirements set out in Board By-law 421-2024. The Board referred the report back to the Chief of Police to review and update any protocols, shared service agreements, and other contracts with police services and organizations and to fill in the related chart information.

The Executive Officer to the Deputy Chief of Police reviewed the data that was pulled from the MOU Dashboard and has updated any blank fields by reviewing the protocols, shared service agreements, and contracts and inputting the information into the Dashboard.

A report in the form of Appendix 1 – Chart of Protocols was created to catalogue current protocols, shared service arrangements, memorandums of understanding and similar documents. The chart provides a clear list of the protocols in effect and a summary of their purpose, meant to comply with the requirements of the By-Law listed above.

Any cost consequences resulting from a protocol is provided to the Board when it is initially proposed for Board approval. Once approved the impact of the cost associated with the protocol as well as any cost recovery revenue is then included in the operating budget.

The chart that has been developed to catalogue Service protocols has been attached to this Board Report for review and consideration. Copies of any protocols, shared service agreements, and other contracts with Police Services and other organizations are available and saved in the MOU Dashboard.

The Service currently has eleven shared agreements/protocols that are expired and in need of review. In the coming months, the Executive Officer to the Deputy Chief of Police will review the expired protocols and, working with the partnering agencies, will establish if there is a need to renew these protocols. A list of outstanding agreements can be found in Appendix 2 – Protocols under Review.

Alternatives Reviewed

There are no necessary alternatives. Existing protocols, shared service agreements, and other contracts with Police Services and other organizations are reviewed on an ongoing and as needed basis, and changes are made as required or necessary.

Relationship to Police Service/Board Strategic Priorities

To comply with Board By-Law 421-2024.

Relevant Policy Considerations

By-Law 421-2024, a By-Law to Establish Policy for Protocols, Shared Service Agreements and other Contracts with Police Services and Other Organizations.

Other Pertinent Reports

There are no other pertinent reports.

This report was prepared by Tina Ramsay, Executive Assistant to the Deputy Chief of Police, Community Services. Revised per Board request by Nicole Abbott, Executive Officer for Deputy Chief, and recommended by Mario Lagrotteria, Deputy Chief, Community Services.



Submitted by:

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

Appendices

Appendix 1 - Chart of Protocols
Appendix 2 - Protocols Under Review

Appendix 1

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Docking of Lake Ontario Vessle	Canadian Coast Guard Station	To allow permission to utilize docking facilities.	1/30/2025	1/1/2030	4/22/1999
Niagara Parks Police – Special Constables	Niagara Parks Commission, Regional Municipality of Niagara Police Service Board	Guidelines and mandate of NPP Special Constables under the CSPA	10/31/2028	3/31/2029	7/25/2024
Victims Services Protocol	Ministry of the Attorney General - Victim/Witness Assistance Programme, Niagara Regional Police Service, Niagara Victim Crisis Support Services	Procedures to be followed when responding to meeting the needs of victims of crime, disaster or tragedy and to clarify the roles and responsibilities of each organization. Additional Comment(s): It is the responsibility of each individual service to monitor and evaluate their performance in regards to the commitments agreed to.	1/30/2025	1/1/2030	2/22/2001
Child Abuse	Regional Supervising Coroner West Region - Hamilton Office, Chief Coroner for Ontario, Child Victim Witness Program, Family and Childrens Services Niagara, Niagara North & South, Niagara Regional Police Service,	To ensure responsible parties maintain their obligatory duties in relation to allegations of child abuse. To stipulate with a clear definition the roles for all service providers and delineate the approach and principles of each while responding to victims of child abuse or neglect	8/26/2029	1/1/2030	6/26/2025
Sexual Assault Response	Crown Attorney Office (Niagara North and South), Victim/Witness Assistance Program (VWAP), Niagara Region Sexual Assault Centre, Niagara Regional Police Service, Niagara Victim Crisis Support Services, Victim Services Niagara	General principles and procedures, which will, set out a coordinated emergency response to sexual assault and to provide sensitive, respectful and appropriate service to sexual assault victims/survivors in the Niagara Region	11/26/2025	1/1/2030	11/26/2020
Casino Patrol Unit – Operational Mandate		Terms for the organizations responsible the maintenance of order, protection of life, and property and prosecution of any offenders against the peace in relation to the general well-being of the casino	1/31/2025	1/1/2030	8/26/1999
Public Key Infrastructure	Ministry of Public Safety and Security	Enable the proper use of Public Key Infrastructure or PKI as a software tool allowing encryption, digital signing and authentication of electronic transactions across all applications with certified security	1/30/2025	1/1/2030	5/28/2003
Crime Stoppers of Niagara	Crime Stoppers of Niagara Incorporated	Program's mandate for the public to provide information in accordance to the current operations of the Crime Stoppers program in relation to the organization structure of the Niagara Regional Police Service	10/31/2024	10/31/2024	10/24/2019
Niagara Regional Domestic Violence Shelters	Niagara Regional Domestic Violence Shelters, Niagara Regional Police Service	Roles and responsibilities of each organization that plays an integral part in providing temporary shelter to victims of domestic violence in a safe and secure dwelling	6/30/2026	1/1/2030	6/24/2021
Underwater Search and Recovery Alliance		Niagara's forensic diving services in Southern Ontario given the units training and equipment advances in the forefront of the underwater forensic recovery field	1/30/2025	1/1/2030	2/23/2006

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Fire Services of Niagara	Fire Services of the Niagra Region, Ministry of Community Safety & Correctional Services operating through the Office of the Fire Marshal, Niagara Regional Police Service	Address and identify specific procedures that are undertaken in response to fires or explosions in the region and to provide all parties with a greater understanding of their respective roles	1/30/2025	1/1/2030	10/27/2011
Sharing of Information between the PSB and RMON	Regional Municipality of Niagara, Regional Municipality of Niagara Police Service Board	Sharing of information protocol updated to meet the requirements of the new Community Safety and Policing Act (CSPA) that came into force on April 1, 2024, and will replace the previous protocol that was signed by the Niagara Region on April 25, 2005, under the Police Services Act (1990) and Ontario Regulation 3/99, the Adequacy Standards. The new protocol complies with the CSPA and its regulations.	7/27/2029	1/1/2030	7/27/2024
Ontario Police Video Training Alliance - Membership	OPVTA Member Agencies, Niagara Regional Police Service	Access for OPVTA member agencies to police video training material and services provided by the Niagara Regional Police Service	6/26/2025	12/31/2023	6/26/2025
Tactical Units/Shared Services	Regional Municipality of Waterloo Police Service Board, Brantford Police Service Board, Regional Municipality of Hamilton - Wentworth Police Service Board, Regional Municipality of Waterloo Police Service Board	Access to trained Tactical Units to respond/support or relieve in the event of an emergency situation	1/30/2025	1/1/2030	1/11/2001
Canada Border Services Agency (CBSA) – Arrest Procedures	Niagara Regional Police Service, Canada Border Services Agency (Southern Ontario Region, Niagara Falls and Fort Erie Districts)	Update to the Service's existing arrest protocol to ensure consistency of CBSA with National Policy and address the outstanding issues	1/30/2025	1/1/2030	5/23/2013
Offender Management	Niagara Regional Police Service, Correctional Services Canada-Niagara, Niagara Detention Centre, Niagara Probation and Parole	Collaborative approach on how community responds to high-risk offenders in the Niagara Region and to clearly define the roles and responsibilities for all service providers. In addition to delineates the approach and agreed upon principle of responding to such offenders.	1/30/2025	1/1/2030	7/24/2025
Niagara College - Security Operations Protocol	Niagara College of Applied Arts and Technology, Niagara Regional Police Service	Increased safety at the College to implement safety initiative targeted for the students and to define the roles portrayed by each organization. Additional Comment(s): The implementation of the protocol will be monitored and discussed as issues arise	1/30/2025	1/1/2030	2/27/2003
Provincial Anti-Terrorism Section (PATs)	Ministry of Community Safety and Correctional Services Operating as the Ontario Provincial Police, Seconded	Service's responsibilities regarding secondment to the Provincial Anti-Terrorism Section - joint forces operation that conducts multi-jurisdictional intelligence operations to proactively address terrorism and extremism in Ontario	6/30/2028	12/31/2028	12/14/2023
Bail Victim Notification Protocol	Crown Attorney Office - Niagara North and South, Niagara Regional Police Service	Procedures in case of domestic violence, sexual offences, child abuse and other cases where a concern for personal safety of the victims applies	1/30/2030	1/1/2030	12/20/2002
Brock University Special Constables	Brock University, Regional Municipality of Niagara Police Service Board	Guidelines and mandate of Brock University Special Constables in accordance with the CSPA	1/1/2030	1/1/2030	1/23/2025

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Ontario Police College - Instructor Position	Ministry of the Solicitor General, Seconded	Terms and conditions for seconded officers to the Ontario Police College in Instructor Position	7/1/2027	8/29/2027	2/27/2025
Crown Protocol	Niagara Regional Police Service, Crown Attorney Office - Niagara North and South	Process to address concerns/ complaints of Crown/Judiciary to be conveyed to the Chief of Police in order to outline the working relationship between the Niagara Regional Police Service and Crown. Additional Comment(s): Crown Protocol, LE-006 Provincial Adequacy Standards Criminal Justice Steering Committee – Justice Summit 2004	1/31/2025	1/1/2030	1/29/2004
911 Emergency Telephone Reporting System	Regional Municipality of Niagara, 12 Area Municipalities Niagara Region, Ministry of Health, Niagara Parks Commission, Niagara Regional Board of Commissioners of Police		11/6/2025	4/30/1999	5/1/1989
Address Suppression Program	Niagara Regional Police Service, Ministry of Transportation	Terms of the MTO's - Address Suppression Program through its Law Enforcement Privacy Protection Program	1/31/2025	1/1/2030	12/13/2018
NRPS – Niagara Falls NY Police	Niagara Regional Police Service, Niagara Falls New York Police Department	Guidelines relating to the sharing of information as it relates to cross border investigations and law enforcement issues within the respective jurisdictions	1/31/2025	1/1/2030	1/26/2017
Search and Rescue Niagara (SARN) Project Lifesaver Niagara	Search and Rescue Niagara/Project Lifesaver Niagara, Niagara Regional Police Service	Expectations of performance and the responsibilities of each party as they pertain to the reporting, response, investigation, training and administration of registered participants of Project Lifesaver Niagara	1/31/2025	1/1/2030	12/22/2016
GangNet	Toronto Police Service, Niagara Regional Police Service	NRPS access to GangNet, a database populated with intelligence information by the TPS to facilitate the sharing of information related to criminal street gangs, gang members and gang affiliates for the purpose of law enforcement and to protect public and officer safety	6/22/2028	1/1/2030	6/22/2023
Family and Children's Services Information Disclosure	Family and Children's Services (FACS), Niagara Regional Police Service	Compliance with applicable legislation, regulatory and directive requirements	6/22/2028	1/1/2030	6/22/2023
Extrajudicial Measures Referral Program	Contact Niagara, Niagara Regional Police Service	Roles of the NRPS, Contact Niagara and the Extrajudicial Measures Referral Program providers as they relate as they relate the referral and intake mechanism for all young persons alleged to have committed an offence	1/31/2025	1/1/2030	1/26/2017
Niagara Regional Broadband Network Ltd.	St. Catharines Public Library, Brock University, Niagara Catholic District School board, Niagara College Canada, Niagara Health System, Niagara Regional Broadband Network Ltd, Niagara Regional Police Service, Regional Municipality of Niagara.	Terms of fiber network services being provided by the NRBN to all NPSA parties Sole Source Negotiations - To set out the costing and services provided by the NRBN to the NRPS	1/31/2030	8/14/2024	1/23/2020
Constable Selection System Recruitment	Ministry of the Solicitor General	Use of the Ministry's Constable Selection System for the recruitment of police officers to this Service from the OACP which has the right to grant such licence.	11/28/2029	1/1/2030	11/28/2019
Praeda Management Systems Inc.	Praeda Management Systems	Terms of the one year contract regarding hardware and software, printers, etc.	1/31/2025	1/1/2030	12/16/2004

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Banyan Community Services (Parent Company to Peninsula Youth Centre)		Commitment in practice and spirit to the procedures developed to promote the safety of the public, residents and staff; to ensure adherence to the Youth Criminal Justice Act and to provide consistency and clarification of each parties' roles	1/31/2025	1/1/2030	1/25/2018
P25 Shared Services Agreement - City of Niagara Falls			1/1/2032	5/31/2032	6/28/2018
P25 Shared Services Agreement - City of St. Catharines	Corporation of the City of St. Catharines, Corporation of the City of Niagara Falls	Responsibilities of St. Catharines Fire Services participation in P25 Voice Radio System	1/1/2032	5/31/2032	6/28/2018
Niagara 911 Emergency Response Telephone System	Regional Municipality of Niagara, City of St. Catharines Fire Department, Hamilton Central Fire Department, Ministry of Health	Agreed terms and conditions of the supplementary 911 call processing policy commonly known as the Hook Flash Process. Also Reference #48 911 Emergency Telephone Reporting System	1/31/2025	1/1/2030	6/26/2003
Niagara Detention Centre	Niagara Regional Police Service, Niagara Detention Centre	Instruction should an evacuation of the Detention Centre be necessary in an emergency situation. Use of 68 Church St. STC as an alternative holding facility. Additional Comments: Last Service report received was March 26, 2009	1/31/2025	1/1/2030	3/26/2009
Threat and Risk Assessment	Brock University, Niagara Regional Police Service	Procedures for partners to liaise as required in cases where persons are deemed or are reasonably suspected to present significant risk or threat in the community	1/31/2025	1/1/2030	3/26/2009
Border Enforcement Security Task Force (BEST)	Niagara Regional Police Service, US Immigration and Customs Enforcement (ICE)Homeland Security Investigations	Guidelines for a member of the NRPS to be seconded to the Border Enforcement Security Task Force in support of the growing threat to border security, public safety, and Canadian and US security	1/31/2025	3/27/2027	2/27/2025
Employee Benefits Consultant/Agent of Records	Mosey & Mosey Insurance Agency Ltd., Regional Municipality of Niagara Police Service Board	Employee benefit services	1/31/2027	5/31/2027	7/25/2024
Suspension and Impoundment Management System (SIMS)	Ministry of Transportation, Niagara Regional Police Service	Guidelines for NRPS access to the Ministry of Transportations software systems to enable electronic reporting of driver licence suspensions to the MTO - Inquiry Services System (ISS)	1/31/2030	1/1/2030	1/25/2018
Criminal Intelligence Service of Canada	Contributing Agencies, Criminal Intelligence Service Canada, Niagara Regional Police Service	Roles and responsibilities of the Parties in regards to the provision of access to designated agency employees to the ACIIS system – Canadian Law Enforcement community's national database for criminal information and intelligence on organized and serious crime.	10/28/2026	1/1/2030	10/28/2021
OPVTA/CPKN Web Portal	Canadian Police Knowledge Network, Niagara Regional Police Service	Development and maintenance of a branded portal that would provide web-based delivery and tracking of OPVTA training materials to its members.	1/31/2025	1/1/2030	12/18/2014
Kristen French Child Advocacy Centre of Niagara, FACS and NRPS - Use of Site	Family and Children Services (FACS), Niagara Regional Police Service	NRPS and FACS access and usage of the KFCACN	5/31/2025	10/31/2025	1/25/2024

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Release of Information and Request for Assistance	Niagara Health System	To assist hospital staff in regards to releasing information to police to ensure personal health information is protected from inappropriate disclosure to police in fulfilling duties during investigations	1/31/2025	1/1/2030	3/25/2010
Information Technology Support to Niagara Victim Crisis Support Services	Niagara Victim Crisis Support Services	Terms and conditions for sharing information and technology support	6/1/2029	1/1/2030	4/22/2010
LexisNexis Cop-Logic Solutions	LexisNexis Coplogic Solutions Ltd.	Providing software for an online reporting process	1/31/2025	1/1/2026	3/28/2019
Biker Enforcement Unit (BEU)		Secondment for NRPS Member	1/31/2025	1/1/2026	4/28/2011
Provincial Repeat Offender Parole Enforcement (ROPE) Unit	Ministry of the Solicitor General operating as the Ontario Provincial Police, Niagara Regional Police Service, Seconded	Secondment terms for NRP officers to the OPP for participation in the Provincial Repeat Offender Parole Enforcement (ROPE) Unit and the OPP's funding structure for reimbursement of salaries, benefits and overtime costs as well as roles and responsibilities of the secondees assigned to the unit.	9/28/2026	2/28/2027	9/28/2023
Provincial Weapons Enforcement Unit (PWEU)	Ministry of Community Safety and Correctional Services Operating as the Ontario Provincial Police, Seconded	Terms and conditions for participation in the Provincial Weapons Enforcement Unit by members of the Niagara Regional Police Service	1/2/2025	1/3/2027	10/27/2022
Asset Forfeiture Unit (AFU)			1/31/2025	1/31/2027	1/1/2008
Canadian Police Information Centre	Canadian Police Information Center (CPIC) - National Police Information of the RCMP, Niagara Regional Police Service	Roles and responsibilities of the participants in regard to the provisions of access by designated agency employees to the CPIC database	1/31/2030	1/1/2030	7/9/2015
Local School Police Board Protocol	Conseil Scolaire Catholique MonAvenir, Conseil Scolaire Viamonde, Niagara Catholic District School Board, Niagara Childrens Centre School Authority, Niagara Regional Police Service.	Replacement of previous version of the Provincial Model for School/Police Protocols clarifying roles and responsibilities of school boards and the police service when dealing with students during police related investigations to ensure alignment with the required information pursuant to Board By-law 463-2024, Youth Crime; and Ontario Regulation 392/23, Section 23 (b), Adequacy Regulation LE-044 - Youth Crime	6/27/2029	1/1/2030	6/27/2024
Bell Canada	Bell Canada	Mandate to officiate the first phase of the NRPS enhanced 911 call answer	1/31/2025	1/1/2030	3/22/2012
Arson Prevention Program for Children (TAPP-C)	Contact Niagara, District School Board of Niagara, Family and Children Services (FACS), Fire Services of the Niagara Region, Niagara Catholic District School Board, Niagara Regional Police Service, Pathstone Mental Health, Youth Justice Services	Processes by which the partnerships will be implemented, define roles and responsibilities and clarify the referral and intake mechanism, as agreed upon by all parties for young persons who have engaged or are engaging in fire-setting and/or other inappropriate fire involvement behaviors, into programs offering the mental health treatment component of TAPP-C for which Contact Niagara is the single point of access.	9/28/2028	1/1/2030	9/28/2023

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Heliport Operations Manual – St. Catharines Site		Standards and services provided by the St Catharines Site of the Niagara Health System Heliport as were required by the Heliport Certificate 2012 indefinite. No Information on file with PSB	1/31/2025	1/1/2030	11/25/2012
Collision Reporting Centre	Niagara Accident Support Services Ltd.	Provisions of the services being provided to the NRPS by ASSIL and identify the Services participation at the Centres	7/1/2032	1/1/2033	5/31/2018
Marihuana Grow Operation (MGO)	Cities of Niagara Falls, Port Colborne, St. Catharines, Welland. Towns of Fort Erie, Grimsby, Lincoln, Niagara on the Lake, Pelham. Township of Wainfleet and West Lincoln.	Delineate for the NRPS and Niagara's 12 municipalities with the region and identify mutual and separate responsibilities for provisions of effective response when dealing with premises that have operated as grow ops	1/31/2025	1/1/2030	4/25/2013
Collaborative Response to Serious Risk and Threat Behaviours in Children and Youth	Conseil scolaire catholique MonAvenir, Conseil Scolaire Viamonde, District School Board of Niagara, Family and Children Services, Niagara Catholic District School Board, Niagara Health System, Niagara Region Public Health Department, Niagara Regional Police Service, Pathstone Mental Health	Procedural guidelines to support community partners in gathering information whenever a threat or concerning behavior has been identified	1/31/2025	1/31/2025	8/30/2012
P25 Shared Services Agreement	Niagara Parks Commission, Niagara Regional Police Service.	Responsibilities of the NPC participation in P25 Voice Radio System	12/1/2031	1/31/2032	1/26/2017
Transportation of Prisoners Between Courts and Provincial Correctional Institutions - Adult Females	Ministry of Community Safety and Correctional Services Operating as the Ontario Provincial Police	Locations of the secure facilities for the provision of adult female offenders in non-high risk situations and the transporting of the females by the Ontario Provincial Police between Niagara and the Vanier Centre for Women in Milton, Ontario	1/31/2025	1/1/2030	5/23/2013
Transportation of Prisoners Between the Courts/Provincial Correctional Institutions - Young Females	Ministry of Community Safety and Correctional Services	Locations of the secure facilities for the provision of young persons in non-high risk situations and the transporting of the females by the Ontario Provincial Police between Niagara and the Roy McMurtry Youth Centre	1/31/2025	1/1/2030	5/23/2013
Transportation of Prisoners Between Courts and Provincial Correctional Institutions - Young Males	Ministry of Community Safety and Correctional Services Operating as the Ontario Provincial Police	Language and areas of responsibility for the provision of Level II Male Young Persons and the transporting of the males by the Ontario Provincial Police between Niagara and the Sprucedale Youth Centre in Simcoe, Ontario	3/31/2024	1/1/2030	5/23/2013
Range Complex - Centre for Community Policing and Safety Studies	Niagara College Canada, Niagara Regional Police Service	Lease agreement for 2 acres of land to include the range building and the renovated annex building. Additional Comment(s): No The agreement contains an option to renew at the end of the first 20 years for an additional 10-year term at a rental rate to be negotiated.	1/31/2025	1/1/2030	6/8/2000

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Domestic Violence Protocol for the Niagara Region	Niagara Health System, Niagara Regional Police Service, Victim Services Niagara, Victim/Witness Assistance Program.	Costs for services provided to the members through the EAP and Critical Incident Response programs during a one year extension period	1/28/2025	1/1/2030	1/28/2021
"NRPS Learn" Web Portal	Canadian Police Knowledge Network, Niagara Regional Police Service	Guidelines for the development and maintenance of the NRPS Learn branded, trackable, web-based e-learning portal to provide for delivery of various training programs to all Service members	1/31/2030	1/1/2030	10/27/2011
Employee and Family Assistance Program and Critical Incident Program	Regional Municipality of Niagara, Telus Health (Canada) Ltd.	Confirmation of costing incurred by the Service for inclusion in the Employee and Family Assistance and Critical Incident Response program	12/31/2030	12/31/2025	12/19/2024
Person Transport - Mental Health/Addiction Issues and Persons in Custody	Health Niagara, Niagara Regional Police Service	Duties of police and Niagara Health staff when persons with mental health/addiction issues or persons in custody are transferred to a hospital	1/31/2025	1/1/2030	3/23/2017
Primary Public Safety Answering Point (PPSAP)	Regional Municipality of Niagara, Regional Municipality of Niagara Police Service Board	Extension of Primary Public Safety Answering Point agreement set to expire November 12, 2024 until such time that the Region transitions from the current 911 call answer service to the new Next Generation 911 (NG911) emergency call answer service, which is anticipated for March 2025	10/31/2029	1/1/2030	10/31/2024
Scouts Canada	Scouts Canada, representing Niagara Area Police Ventures, Niagara Regional Police Service	Roles and responsibilities of the involved agencies for participation in the Venturers Program being offered to scout youths ages 14 to 17	1/31/2025	1/1/2030	9/25/2014
Casino Patrol Unit - City of Niagara Falls Funding	Corporation of the City of Niagara Falls	Compensation by the City of Niagara Falls for the additional policing cost caused by the presence of the City's two casinos	1/31/2025	1/1/2030	4/24/2014
Voice Radio System – Purchase for Equipment and Related Services	Motorola Solutions Canada Inc., Regional Municipality of Niagara	Provisions for the purchase of the Voice Radio Project together with all related service for implementation, maintenance and repair	1/31/2030	1/1/2030	10/23/2014
OPP Communications Interoperability	Ministry of Community Safety & Correctional Services operating through The Office of the Fire Marshal, Niagara Regional Police Service	Use of OPP radio communications equipment between the Service and the OPP in an operational situation while considering officer and public safety	1/31/2025	1/1/2030	1/15/2015
Voice Radio Communications System (VRS) – Back-Up Site	Corporation of the City of St. Catharines	Location of the Voice Radio Communications System's Dynamic System Resilience back-up site at the City of St. Catharines Fire Services Station 4	1/1/2030	6/1/2030	6/25/2015
T9-1-1 (Text 911)	Niagara Emergency Medical Services, Niagara Falls Fire, Niagara Regional Police Service, St. Catharines Fire.	Technical aspects of T9-1-1 communication and the protocols for facilitating T9-1-1 calls medical calls to Niagara EMS prior to their achieving functionality, and for facilitating T9-1-1 when a partner agency temporarily lose functionality	1/31/2025	1/1/2030	3/10/2016

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Intelligence-Led-Policing Real Time Operations Centre	Motorola Solutions Canada Inc., Niagara Regional Police Service.	Terms for the technological services that will be provided by Motorola through the NRPS operations of its real time operations center utilizing Command Central Aware Solution	1/31/2025	1/1/2030	3/24/2016
Disclosure of Victims' Personal Information	Victim Services Niagara, Niagara Regional Police Service	Conditions and procedures for the proactive disclosure and information sharing as it relates to the exchange of a victim's personal information being provided from the NRPS to Victim Services of Niagara in accordance to statutory obligations under the CSPA	1/31/2030	1/1/2030	4/24/2025
Canadian Criminal Real Time Identification System (CCRTIS)	Canadian Criminal Real Time Identification Services (CCRTIS), Niagara Regional Police Service	Roles and responsibilities ensuring the Service remains compliant with all CCRTIS guidelines and specifications, as well as any applicable legislative, regulatory, and directive requirements	3/23/2026	9/23/2026	9/23/2021
Canadian Criminal Real Time Identification System (CCRTIS) – Transcoder Users	Canadian Criminal Real Time Identification Services (CCRTIS), Niagara Regional Police Service	Roles and responsibilities of the CCRTIS and the Service regarding the provisions of access by the NRPS to the Criminal Justice Information Management System (CJIM) and Real Time Identification System (RTID) systems	1/31/2026	7/25/2026	4/22/2021
Canadian Centre for Child Protection (the C3P)	Canadian Centre for Child Protection Inc., Niagara Regional Police Service	To formalize and affirm a mutual commitment to efficient and continued collaboration for the improved safety of children	1/31/2025	1/1/2030	11/28/2019
Green Shield Canada	Green Shield Canada	Provisions pertaining to extended health care, dental care, vision, deluxe travel and health care spending accounts benefits program	1/30/2030	1/1/2030	5/25/2017
MCRRT/COAST –Information Sharing - Crisis Support Services	Alzheimer Society of Brant, Haldimand Norfolk, Hamilton, Halton, Canadian Mental Health Association Niagara, Distress Centre of Niagara, Niagara Regional Police Service, Pathstone Mental Health	Conditions and procedures for the exchange of information among the various crisis support services operating in the Niagara Region, which include services offered by the NRPS through the Mobile Crisis Rapid Response and Crisis Outreach and Support programs	1/30/2025	1/1/2030	7/27/2017
Ministry of Labour for Work Related Investigations	Ministry of Labour, Niagara Regional Police Service	Parameters to establish a general investigative procedure protocol for both parties to follow in response to a workplace incident, establish a process for determining the lead agency and information sharing permissions	1/30/2025	1/1/2030	9/27/2018
Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) Niagara Unit	Fort Erie Fire, Grimsby Fire, Lincoln Fire and Emergency Services, Niagara Falls Fire, Niagara Health System, NOTL Fire and Emergency Services, Niagara Region Public Health, Niagara Regional Police Service. Pelham Fire, Port Colborne Fire and Emergency Services, Regional Municipality of Niagara, St. Catharines Fire and Emergency Management Services, Thorold Fire and Emergency Services, Wainfleet Fire and Emergency Services, Welland Fire and Emergency Services, West Lincoln Fire.	Roles and responsibilities for municipalities and associated emergency agencies when responding to chemical, biological, radiological, nuclear and explosive incidents in Niagara Region	1/30/2025	1/1/2030	4/26/2018
Property Auction Services	Property Auctions Canada	To enhance the operations of NRPS police property disposal procedures	1/30/2030	8/31/2019	11/22/2018

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Commercial Vehicle Safety Alliance Certification (CVSA) - NRPS Officer Training	Ministry of Transportation, Niagara Regional Police Service	To allow an NRPS officer to participate and compete obtain required certification to perform vehicle inspections, pursuant to the MTO's Commercial Vehicle Inspection Program	1/30/2030	1/1/2030	2/28/2019
Provincial Joint Forces Cannabis Enforcement Team (PJFCET)	Ministry of the Solicitor General operating as the Ontario Provincial Police (OPP), Niagara Regional Police Service	Secondment terms for two (2) NRPS uniform members to the OPP for participation in the Provincial Joint Forces Cannabis Team and the OPP's funding structure for reimbursement of salaries, benefits and overtime costs as well as roles and responsibilities of each secondee assigned to the team.	3/31/2025	3/31/2025	5/22/2025
Canadian National (CN) Police Service	Canadian National "CN" Police Service	Guidelines of the long-standing collaborative partnership with the CN regarding the use of police facilities, exchange of information and joint training initiatives	4/25/2023	1/1/2030	4/25/2019
Scope Law Enforcement Module	Ministry of the Attorney General - Victim/Witness Assistance Programme, Niagara Regional Police Service.	Terms for NRPS access to the web-based prosecution system used by the Service's local Crown Attorney's office for management of criminal prosecution, associated disclosure documents and bench warrants	1/15/2030	1/15/2024	4/25/2019
Canada Post Corporation	Canada Post Corporation, Niagara Regional Police Service	Terms for the NRPS to work in collaboration on various crime reduction strategies and the creation of new opportunities to streamline investigations in relation to offences under the Canada Post Corporation Act and the Criminal Code of Canada	1/30/2025	1/1/2030	5/30/2019
TELUS Communications	Niagara Regional Police Service, TELUS	Provisions of wireless services and devices to the Niagara Regional Police Service	2/27/2030	7/31/2031	2/27/2025
Technical Investigations Cooperative (TIC)	Hamilton Police Service, London Police Ervie, Niagara Regional Police Service, Thunder Bay Police Service, Waterloo Regional Police Service, Windsor Police Service	To officiate the formation of a cooperative of shared services and financing in relation to technical investigative/wiretapping equipment, software, etc.	12/28/2028	1/1/2030	6/18/2019
IT Disaster Recovery Data Centre	Niagara Regional Police Service, Regional Municipality of Niagara	Requirements for the host location of the NRPS Technology Disaster Recovery Centre	8/31/2030	8/31/2024	9/12/2019
PSB Bursary - Brock University - Terms of Reference	Brock University	Criteria for bursary recipients enrolled in the Forensic Psychology Criminal Justice Program at Brock	11/25/2025	1/1/2030	11/25/2021
PSB Bursary - Niagara College - Terms of Reference	Niagara College Canada	Criteria for bursary recipients enrolled in the Advanced Law Enforcement and Investigative (ALEI) course at Niagara College	11/25/2025	1/1/2030	11/25/2021
NRPS Civilian Job Evaluation System (JJES) Review/Trial Consultant Evaluation Project	Niagara Region Police Association	Responsibilities of the parties involved with the undertakings to enhance practices associated with the Service's job evaluation processes	1/30/2030	6/30/2030	9/26/2019
Ontario Public Safety Broadband Network	Greater Toronto Police Service, Halton Regional Police Service, Niagara Regional Police Service, Peel Regional Police Service, Toronto Police Service	Framework for a working relationship in order to manage, coordinate, promote and maintain a Public Safety Broadband Network for Ontario and other Canadian agencies	2/13/2030	1/1/2031	2/13/2020

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
eScribe	eSCRIBE Software Ltd.	Procedure for the supply and implementation of an electronic meeting management software solution for the Niagara Police Services Board and the associating costs of the program	10/3/2025	3/3/2026	3/20/2020
Canada Revenue Agency (CRA) - HST Ruling - PSB as Para-Municipal Organization	Canada Revenue Agency	To officiate the Niagara Police Services Board as a para-municipal organization for Goods and Services Tax/Harmonized Sales Tax (GST/HST) purposes, pursuant to paragraph (b) of the definition of a "municipality" in subsection 123(1) of the Excise Tax Act (ETA)	1/1/2030	6/25/2024	6/25/2020
Niagara Sexual Violence Advocate Case Review Program	Centre de Sante Communautaire Hamilton/Niagara, Gillians Place, Niagara Regional Sexual Assault Centre Inc., Niagara Regional Police Service, Niagara Sexual Violence Advocacy Group (Niagara Region Sexual Assault Centre, CARSA Inc, Centre de Santé Communautaire, Gillian's Place, Womens Place/SN), Womens Place of South Niagara.	Affirms a shared commitment to sexual assault case review to ensure best practice responses to sexual assault reports involving adult suspects	7/23/2025	1/1/2030	7/23/2020
Carfax for Police		Subscription terms for the Investigative Tool Database and unlimited access to CARFAX partial license plate search, vehicle reports, vehicle identification number alerts and other investigative tools	1/30/2029	7/30/2029	9/1/2020
P25 Shared Services Agreement - Town of Lincoln	Corporation of the Town of Lincoln, Niagara Regional Police Service.	Responsibilities of the Town of Lincoln's participation in P25 Voice Radio System	3/3/2026	9/3/2025	3/25/2021
AIG Council Accident Coverage Certificate	Niagara Housing, Regional Municipality of Niagara	Certification of insured Persons of the Municipality for whom premium has been paid - including council members. All other regional employees, excluding full-time firefighters and police officers, may be covered under this certificate provided premiums are paid and said Employees are included in the Schedule of this certificate	5/1/2022	11/1/2022	
PeerConnect Pilot Project		terms of the NRPS as a funded participant in the PeerConnect Pilot Project led by the Ministry of the Solicitor General	10/22/2021	4/22/2022	4/22/2021
PeerConnect Pilot Project - Release of Liability and Indemnity	Niagara Regional Police Service, Ministry of the Solicitor General		11/22/2021	5/20/2022	5/20/2021
Vehicle Lease Program - NRPS/NPP - Lease Agreement Extension		Lease terms for various NRPS vehicles used by the Niagara Parks Police Service to include lease extensions	11/28/2027	5/28/2028	3/27/2025
P25 Shared Services Agreement - Canada Border Security Agency (CBSA)	Canadian Border Services Agency (CBSA), Niagara Regional Police Service	Outline the responsibilities of the Canadian Border Security Agency's participation in P25 Voice Radio System	12/31/2030	8/31/2031	1/28/2021

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Niagara Region Anti-Human Trafficking Response	Birchway Niagara, Canadian Mental Health Association Niagara, Centre de Sante Communautaire Hamilton/Niagara, Family and Children Services, Gillians Place, Niagara Chapter Native Women, Niagara Region Sexual Assault Centre Inc., Niagara Regional Native Center, Niagara Regional Police Service, Niagara Resources for Youth, Ontario Native Women's Association, Sexual Assault Domestic Violence Treatment Program, Victim Services Niagara, Victim/Witness Assistance Program, YWCA Niagara Safer House	To establish Niagara Region based mandate that ensures effective responses and support networks to Human Trafficking victims and survivors	5/5/2026	1/1/2030	5/25/2023
Access to Closed Circuit Television Cameras - Niagara College	Niagara College Canada, Niagara Regional Police Service	Policy regarding NRPS access to video images from Niagara College CCTV cameras and the usage of captured imagery	9/23/2026	1/1/2030	9/23/2021
Ministry of the Solicitor General - Digital Evidence Management Solutions (DEMS)	AXON, Niagara Regional Police Service	Sets out the relationship and responsibilities for each party including licensing and storage fees, financial management, governance, system integrations and adherence to policy regarding Digital Evidence Management Governing of the Service's purchase and use of Axon devices and services regarding Digital Evidence Management	7/21/2030	9/21/2025	9/23/2021
Use of Firing Range by Peel Regional Police Service	Peel Regional Police Service, Niagara Regional Police Service	Use of the NRPS training facility, located at 107 Seneca Trail in Welland by Peel for the purpose of firearms training for their officers	11/1/2026	12/31/2027	4/27/2023
Use of Firing Range by Durham Regional Police Service	Durham Regional Police Service, Niagara Regional Police Service	Use of the NRPS training facility, located at 107 Seneca Trail in Welland by Durham police for the purpose of firearms training for their officers	11/1/2026	12/31/2027	4/27/2023
Use of Firing Range by Niagara Detention Centre	Niagara Detention Center, Niagara Regional Police Service	Use of the NRPS training facility, located at 107 Seneca Trail in Welland by the Niagara Detention Centre for the purpose of firearms training for their security officers	11/1/2026	12/31/2027	4/27/2023
Use of Firing Range by Hamilton Police Service	Hamilton Police Service, Niagara Regional Police Service	Use of the NRPS training facility, located at 107 Seneca Trail in Welland by Hamilton police for the purpose of firearms training for their officers	11/1/2026	12/31/2027	4/27/2023
Policing Towing	Niagara Regional Police Service, Parkway Towing Inc.	Secure towing and impound services specific to the towing of NRPS fleet vehicles and NRPS authorized towing and storage of public vehicles only	12/31/2025	5/31/2026	5/22/2025
Chaplains - Niagara Regional Police Service	NRPS Chaplains, Niagara Regional Police Service	Roles and responsibilities, including confidentiality and the "Ride Along Program" release and indemnity, and appropriate use of property including NRPS Chaplain uniforms	11/1/2023	1/1/2030	9/22/2022
Languages in Motion	Languages in Motion Ltd., Niagara Regional Police Service	Police officer access to interpreters who speak 250+ languages on demand	5/1/2023	1/1/2023	9/22/2022

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Niagara Emergency Medical Services		Assistance to police when responding to missing or suicidal persons related incidents by providing valuable information pertaining to the victim's emergency contacts, location(s) frequently visited and/or any medical conditions of the victim	12/15/2027	1/1/2030	12/15/2022
MedicalAlert Foundation Canada	Canadian Medic Alert Foundation Inc., Niagara Regional Police Service	Assistance to police when responding to missing or suicidal persons related incidents by providing valuable information pertaining to the victim's emergency contacts, location(s) frequently visited and/or any medical conditions of the victim	1/26/2028	6/26/2028	1/26/2023
Combined Forces Special Enforcement Unit	Brantford Police Service, Canadian Border Services Agency, Niagara Regional Police Service, Royal Canadian Mounted Police, Six Nations Police Service, Secondree	Costs and placements of two investigators to be assigned to the Golden Horseshoe Combined Forces Special Enforcement Unit (CFSEU) to address serious and organized crime issues posing threats locally and provincially. Additional Comment: Expiration Date pertains to Master MOU.	3/10/2026	6/23/2028	3/23/2023
Storage/Maintenance of Explosive's Magazine - Walker Environmental Group Inc.	Walker Environmental Group Inc., Niagara Regional Police Service	Storage and maintenance of an explosive's magazine that is the property of the Niagara Regional Police Service.		6/6/2028	6/22/2023
Niagara College Comprehensive Policing Program Protocol	Niagara Regional Police Service	Reinstating the Ride-Along Program after it was removed from the protocol in 2022 to reflect the needs of the Service at that time.	5/25/2028	11/25/2028	9/26/2024
Versaturn Fire CAD, vMobile and Interfaces for St. Catharines	Versaturn Public Safety	On-boarding of St. Catharines Fire Dispatch Centre onto the (NRPS) Versaturn Computer Aided Dispatch (CAD) System	3/31/2025	1/1/2026	5/25/2023
Real Time Operations Centre (RTOC) Live Surveillance Feeds - City of Port Colborne	Corporation of the City of Port Colborne, Niagara Regional Police Service	RTOC access to live surveillance feeds provided from numerous interior and exterior cameras across the City, including City Hall and the Vale Recreational Centre business community.	6/22/2028	1/1/2030	6/22/2023
Ministry of Labour, Immigration, Training and Skills Development - PS Advisor Secondment	Ministry of Labour, Training, Immigration and Skills Development/Citizen and Multiculturalism, Anti-Racism Directorate, Niagara Regional Police Service	Secondment of one NRPS Constable to a position within the Organizational Transformation Unit to offer continued assistance with initiatives that meet and advance Ministry objectives specific to race-based data collection in policing, advancing racial equity work by supporting police services and projects related to provincial anti-racism strategies	2/3/2026	7/3/2026	5/22/2025
Canadian Police Information Centre (CPIC) Mutual Aid	Canadian Police Information Centre (CPIC) - National Police Information of the RCMP, Niagara Regional Police Service	Alternative location and infrastructure that provides the required CPIC services essential to the operation of both Hamilton and Niagara police services in the event of an infrastructure failure that interrupts CPIC availability	6/22/2030	12/22/2030	6/22/2023
Canadian Police Information Centre (CPIC) Category I Agency		Roles and responsibilities of the Service regarding the provision of access to CPIC Systems' data banks and portals.	3/21/2030	9/21/2030	6/22/2023
Automated Licence Plate Recognition (ALPR) Program & User Agreements for MTO and OPP	AXON Public Safety Canada Inc., Niagara Regional Police Service	Protection of sensitive information for the transition to Axon Fleet 3 ALPR cameras as part of the Service's Automated Licence Plate Recognition (ALPR) program.	6/22/2028	1/1/2030	6/22/2023

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
ARI Financial Services Inc. - Vehicle Lease	ARI Financial Services Inc.	Leasing terms of leased vehicles used by Special Investigative Services (SIS) for operational requirements.	7/26/2025	1/26/2026	7/26/2023
Improved Inter-Agency Radio Interoperability	Ministry of the Solicitor General operating as the Ontario Provincial Police (OPP), Niagara Regional Police Service	Continued access to common communications through the Provincial Public Safety Radio Network for improved inter-agency radio interoperability between the OPP and NRP during operational situations and the use of new P25 radios.	10/12/2028	1/1/2030	9/28/2023
Access to SOLGEN'S GPS Monitoring Data	Ministry of the Solicitor General, Niagara Regional Police Service	NRPS access to the Ministry's GPS portal and database that is used to monitor and track the movement of Ministry inmates who are subject to court orders.	8/9/2028	1/1/2030	9/28/2023
9-1-1 Primary Public Safety Answering Point - Emergency Contingency Services	Niagara Regional Police Service	Defaulting of 9-1-1 calls in the event of a loss of service by either the Hamilton Police Service or the Niagara Regional Police Service.	10/31/2027	3/31/2028	9/28/2023
Niagara Ortho-Photography Project	Regional Municipality of Niagara, Niagara Regional Police Service	Continued participation in the Niagara Ortho-photography, which includes an increase in the previous cost sharing contribution amount from the original 2018 cost of \$7,500 to \$10,000 plus applicable taxes	5/19/2027	10/19/2027	10/19/2023
Organized Crime Towing and Auto Theft Team	Solicitor General operating as the Ontario Provincial Police	To cover costs in an amount up to \$173,812 per year for one NRPS investigator assigned to the OPP's Organized Crime Towing and Auto Theft Team (OCTATT) operating to combat the occurrences of vehicle towing and auto thefts being done by organized crime groups throughout Ontario.	10/31/2025	3/31/2026	10/19/2023
Niagara Vanguard	Niagara Vanguard, Niagara Regional Police Service	Permit members of the Niagara Vanguard Jiu Jitsu Team to utilize the Defensive Tactics training room at the Service's training facility, for the purpose of Brazilian Jiu Jitsu training	6/30/2029	12/31/2029	1/31/2024
Equite Association	Equite Association, Niagara Regional Police Service	Assistance with combatting insurance crime in the Canadian property and the casualty insurance industry and assist the Service with reducing the incidents and impacts of vehicle theft through cooperative police efforts with police agencies across Canada	4/24/2029	1/1/2030	4/25/2024
International Police Peacekeeping and Police Operations Program	Royal Canadian Mounted Police (RCMP), Niagara Regional Police Service	Participation in the RCMP International Peacekeeping and Peace Operations Program (IPP), a program through which Canada deploys Canadian police officers and civilian experts to United Nations peace operations and other stabilization efforts across the world through the Canadian Police Arrangement (CPA).	10/31/2028	3/31/2029	6/27/2024
Comprehensive Policing and Ride-Along Program			8/25/2029	1/1/2030	10/3/2024

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Rogue Data Corporation – Police Record Check Software	Regional Municipality of Niagara Police Service Board, Rogue Data Corporation	Records check software program to streamline police record check processes and provide future benefits for freedom of information requests, fingerprint and photograph destruction requests, and the Service's subcontractor background checks	4/15/2028	10/14/2028	10/31/2024
Criminal Intelligence Service Ontario - NRPS Regional Intelligence Coordinator	Criminal Intelligence Services Ontario (CISO), Niagara Regional Police Service, Seconded	Secondment details for one NRPS detective constable assigned to the Coordinated Intelligence Collection Centre (CISO) as the District 6 Regional Intelligence Coordinator	5/3/2026	11/3/2026	2/27/2025
ThoughtExchange		Software/services that will facilitate collecting feedback from the Niagara Community and NRPS members regarding the various projects that the Service will be undertaking in the upcoming months	2/28/2025	8/31/2025	2/27/2025
Border Drug Interdiction Task Force	Niagara Regional Police Service, Ontario Provincial Police, Regional Municipality of Niagara Police Service Board, Seconded	Participation in a new initiative of Operation 3D and a Provincial Operational Plan to increase the OPP's role and collaboration with partner agencies in enhancing border security. Initial MOU approved by the Board at February 27, 2025	10/31/2027	3/31/2028	2/27/2025
Bail Compliance Dashboard	Ontario Provincial Police, Regional Municipality of Niagara Police Service Board	Access to the Provincial Bail Compliance Dashboard (PBCD), which is a key component of the Ontario Government's \$112 million investment to strengthen bail monitoring and enforcement for high-risk and repeat violent offenders	12/3/2029	1/1/2030	2/27/2025
Microsoft Azure ID Business-to-Business (B2B)	Royal Canadian Mounted Police, Niagara Regional Police Service	Partnering user of the of the RCMP's Microsoft Entra ID B2B authentication to securely facilitate access to cloud-hosted RCMP systems and applications	10/14/2029	2/27/2030	3/27/2025
Emergency Task Units Interagency Support	Guelph Police Service Board, Hamilton Police Service Board, Regional Municipality of Halton Police Service Board, Regional Municipality of Niagara Police Service Board, Regional Municipality of Peel Police Service Board, Regional Municipality of Waterloo Police Service Board.	Participation in a program intended to simplify the emergency response process for the Emergency Task Units of the participating police services	3/27/2030	9/27/2030	3/27/2025
United States Border Patrol Radio Frequencies	US Customs and Border Protection, Office of Border Control, Buffalo Sector, Niagara Regional Police Service	Installation and use by the NRPS of radio frequencies authorized by the US Border Patrol, Buffalo Sector, to improve communication between members assigned to the NRPS Marine Unit and the US Border Patrol	3/27/2029	9/27/2030	4/24/2025
Prisoner Handling and Temporary Detention by the RCMP and the NRPS	Regional Municipality of Niagara Police Services Board, Royal Canadian Mounted Police	Structure and financial arrangements regarding the arrest, detention and release of persons taken into custody by the RCMP and transferred into NRPS custody	4/1/2030	10/1/2030	4/24/2025

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Canada Border Services Agency - CSBA Secondment to NRPS	Canada Border Security Agency, Niagara Regional Police Service	Detailed provisions of physically accommodating one (1) CBSA official within Special Investigative Services located at the NRPS Headquarters facility while acting as a CBSA point of contact on behalf of Service and assisting with investigations that involve both the Service and CBSA	12/5/2029	5/31/2025	5/22/2025
Provincial Guns and Gangs Enforcement Team - G&G JFO	Ministry of the Solicitor General operating as the Ontario Provincial Police (OPP), Niagara Regional Police Service, Seconded	Roles and responsibilities of one (1) NRPS seconded to the Provincial Guns and Gangs Enforcement Team, and details of the funding structure in the amount of \$173,812 with a maximum overtime cost of \$22,209, for reimbursement of salary, benefits and overtime costs	1/1/2028	7/1/2028	5/22/2025
Service Partnership Funding Model - Crime Stoppers, Kristen French, Victim Services, Safety Village	Crime Stopper of Niagara Incorporated, Kristen French Child Advocacy Center of Niagara, Niagara Safety Village, Victim Services Niagara	To officiate continued funding support from the NRPS operating budget to each partnering agency in accordance to Schedule "E" of each agreement	6/30/2026	12/31/2026	6/26/2025
Provincial Human Trafficking Intelligence-led Joint Forces Strategy (IJFS)	AKWESASNE MOHAWK POLICE SERVICE, Anishinabek Police Service, Barrie Police Service, Durham Regional Police Service, Greater Sudbury Police Service, Halton Regional Police Service, Hamilton Police Service, Kingston Police, London Police Service, Niagara Regional Police Service, Ottawa Police Service, Peel Regional Police Service, Peterborough Police Service, Thunder Bay Police Service, Toronto Police Service, Treaty Three Police Service, Windsor Police Service, York Regional Police Service	To reflect the current provincial IJFO partnering agencies working to combat human trafficking and to support multi-jurisdictional investigations impacting community safety in Niagara and elsewhere in Ontario	12/30/2025	1/1/2030	6/26/2025
Multi-Function Device Renewal and Replacement	RICOH CANADA, Niagara Regional Police Service	5-Year extension for the Service's multi-function devices, consistent with the Region's Vendor of Record (VOR) approach	9/1/2029	3/1/2030	6/26/2025

Appendix 2

Protocols in Effect	Agency Names	Brief Description	Review Date	Expiration Date	Board Approval Date
Crime Stoppers of Niagara	Crime Stoppers of Niagara Incorporated	Program's mandate for the public to provide information in accordance to the current operations of the Crime Stoppers program in relation to the organization structure of the Niagara Regional Police Service	10/31/2024	10/31/2024	10/24/2019
Ontario Police Video Training Alliance - Membership	OPVTA Member Agencies, Niagara Regional Police Service	Access for OPVTA member agencies to police video training material and services provided by the Niagara Regional Police Service (Agreement attached between NRPS and Toronto Police serves as a template. Member Agencies enter into individual contracts - fully executed contract are kept on file with the Video Unit)	6/26/2025	12/31/2023	6/26/2025
911 Emergency Telephone Reporting System	Regional Municipality of Niagara, 12 Area Municipalities Niagara Region, Ministry of Health, Niagara Parks Commission, Niagara Regional Board of Commissioners of Police		11/6/2025	4/30/1999	5/1/1989
Provincial Joint Forces Cannabis Enforcement Team (PJFCET)	Ministry of the Solicitor General operating as the Ontario Provincial Police (OPP), Niagara Regional Police Service	Secondment terms for two (2) NRPS uniform members to the OPP for participation in the Provincial Joint Forces Cannabis Team and the OPP's funding structure for reimbursement of salaries, benefits and overtime costs as well as roles and responsibilities of each secondee assigned to the team.	3/31/2025	3/31/2025	5/22/2025
Canada Revenue Agency (CRA) - HST Ruling - PSB as Para-Municipal Organization	Canada Revenue Agency	To officiate the Niagara Police Services Board as a para-municipal organization for Goods and Services Tax/Harmonized Sales Tax (GST/HST) purposes, pursuant to paragraph (b) of the definition of a "municipality" in subsection 123(1) of the Excise Tax Act (ETA)		6/25/2024	6/25/2020

AIG Council Accident Coverage Certificate	Niagara Housing, Regional Municipality of Niagara	Certification of insured Persons of the Municipality for whom premium has been paid - including council members. All other regional employees, excluding full-time firefighters and police officers, may be covered under this certificate provided premiums are paid and said Employees are included in the Schedule of this certificate	5/1/2022	11/1/2022	
PeerConnect Pilot Project		terms of the NRPS as a funded participant in the PeerConnect Pilot Project led by the Ministry of the Solicitor General	10/22/2021	4/22/2022	4/22/2021
PeerConnect Pilot Project - Release of Liability and Indemnity	Niagara Regional Police Service, Ministry of the Solicitor General		11/22/2021	5/20/2022	5/20/2021
Languages in Motion	Languages in Motion Ltd., Niagara Regional Police Service	Police officer access to interpreters who speak 250+ languages on demand	5/1/2023	1/1/2023	9/22/2022
ThoughtExchange		Software/services that will facilitate collecting feedback from the Niagara Community and NRPS members regarding the various projects that the Service will be undertaking in the upcoming months	2/28/2025	8/31/2025	2/27/2025
Canada Border Services Agency - CSBA Secondment to NRPS	Canada Border Security Agency, Niagara Regional Police Service	Detailed provisions of physically accommodating one (1) CBSA official within Special Investigative Services located at the NRPS Headquarters facility while acting as a CBSA point of contact on behalf of Service and assisting with investigations that involve both the Service and CBSA	12/5/2029	5/31/2025	5/22/2025



NIAGARA REGIONAL POLICE SERVICE Police Service Board Report

PUBLIC AGENDA

Subject: Annual Report – Police Response to Persons in Crisis Including Those Who Appear to Have a Mental Illness or Neurodevelopmental Disability, January 1 – December 31, 2024

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-11-12

Recommendation(s)

That the Niagara Police Service Board (Board) receives this report for information.

Key Facts

- The purpose of this report is to advise the Board that the Niagara Regional Police Service (NRPS) is in compliance with By-Law 456-2024, Police Response to Persons in Crisis Including Those Who Appear to Have a Mental Illness or Neurodevelopmental Disability.
- The Chief is required to make a written annual report to the Board with respect to this By-Law.
- This report will provide a summary of requirements to ensure the Service is compliant with the By-Law.

Financial Consideration

There are no financial implications relating to the recommendation contained within this report.

Analysis

In accordance with By-Law 456-2024, Police Response to Persons in Crisis Including Those Who Appear to Have a Mental Illness or Neurodevelopmental Disability, the Chief of Police shall make a written report to the Board on or before August 30 of each year, in respect of police response to persons who are in crisis, including those persons who appear to have a mental illness or a neurodevelopmental disability. The report shall include:

- a) a summary of the written procedures concerning police response to persons who are in crisis, including those persons appear to have a mental illness or a neurodevelopmental disability;

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- b) the status of Service compliance with the said procedures;
 - c) a summary of the training given to Members with respect to police response to persons who are in crisis, including those persons appear to have a mental illness or a neurodevelopmental disability;
 - d) a summary of issues raised and/or discussed with community partners relating to police response to persons who are in crisis, including those persons appear to have a mental illness or a neurodevelopmental disability.

This Board Report will outline each of the above and confirm compliance with the By-Law.

- a) *“...a summary of the written procedures concerning police response to persons who are in crisis, including those persons appear to have a mental illness or a neurodevelopmental disability...”*

General Order 167.08, titled Mentally Ill Persons, outlines police responsibilities, administrative requirements, and practical procedures, when responding to persons in crisis including those who appear to have a mental illness or neurodevelopmental disability. This General Order is reviewed bi-annually and is set for review in 2025.

- b) *“...the status of Service compliance with the said procedures...”*

The NRPS continues to collaborate with community members and agencies, health care providers, government agencies, municipal officials, other criminal justice agencies, and the local crown attorney to ensure service delivery relating to persons in crisis including those who appear to have a mental illness or neurodevelopmental disability remains compliant.

Examples of Partnerships:

The St. Catharines site of the Niagara Health System (NHS) has the only Schedule 1 Psychiatric Facility in the Niagara Region. Officers utilize the Health IM Brief Mental Health Screener (BMHS) system to complete a BMHS form from the vehicle Mobile Data Terminal. This form is electronically submitted to the hospital prior to arrival, and it is automatically attached to the Versadex report. Changes such as these, as well as the development of the Mobile Crisis Rapid Response Team (MCRRT) program, have resulted in greater efficiencies for patient admittance and decreased wait times for officers at the hospital.

The MCRRT program has been operational in St. Catharines since July 2015 and expanded into Niagara Falls in 2021. In April 2022, provincial funding through a grant was secured, which supported an MCRRT expansion into Welland. The Welland MCRRT pilot concluded in April 2023.

Each MCRRT team consists of a Canadian Mental Health Association (CMHA) worker and a Crisis Intervention Trained (CIT) Officer. The team responds to calls as first responders in St. Catharines, Thorold, Niagara Falls and Niagara on the Lake, primarily

serving individuals in crisis presenting symptoms of mental illness, behavioral disorders, or substance-use problems. MCRRT is available seven days a week between 12:00 p.m. and 12:00 a.m.

The primary objectives of MCRRT include the following:

- Decrease wait times for individuals in crisis to connect with a mental health worker;
- Decrease the number of Mental Health Act apprehensions, divert from hospital;
- Increase community connections to service for individuals in crisis; and
- Develop police capacity to respond to mental health calls.

The following table provides an overview of the number of calls attended by the MCRRT unit in each full year since the inception of the unit and includes both the number and percentage of calls that did not result in apprehension under the Mental Health Act.

	2020	2021	2022	2023	2024
MCRRT Calls for Service (includes Welland statistics for 2023)	750	1431	1883	1374	1160
Non-Apprehensions	460	1009	1463	1207	1204
% Diverted from hospital	61.3	70.5	77.6	87.8	81

The Crisis Outreach and Support Team (COAST) program is a collaboration between NRPS, CMHA, Niagara Health System, and the Distress Centre. Like the MCRRT program, each COAST team consists of a CMHA worker and a CIT officer. COAST teams cover the Region and are available seven days a week, Monday to Saturday from 10:00am to 10:00pm, and Sundays 12:00pm to 8:00 p.m.

The team follows up with persons reported as being in crisis who are not in immediate need of an intervention or who are considered a vulnerable person including persons who have mental illness, suffer from a developmental disability, Alzheimer's, or Dementia. Services provided include crisis assessment, intervention, providing information, support, and referrals to other agencies for those in need or their families. When available, they provide rapid response to persons in crisis primarily in the areas not covered by MCRRT.

COAST calls are generated by both the CMHA and the NRPS. Any NRPS officer can request a COAST review for any type of incident by submitting a COAST referral form through the Versadex computer-reporting system. COAST receives the requests by way of the workflow management feature. COAST reviews are mandatory for all persons in crisis type incidents. Additional referrals are generated by the Quality Assurance Unit who reviews all reports for content and completeness. Other call types that are often

sent for review by COAST include welfare checks, unwanted persons, neighbour disputes, and assist ambulance calls.

The COAST Unit received 290 police referrals in 2024, and Mobile Outreach conducted approximately 518 visits in 2024. Mobile Outreach is staffed with 2 mental health workers or a mental health worker and officer depending on the situation presented. During these outreaches, the COAST team assesses and connects the community member with the community resources best suited to achieve positive outcomes for the individual while maintaining the safety of all those involved.

The Service and CMHA continue to research innovative ways to enhance the COAST Unit and ensure that the resources of the unit are used to its maximum potential.

- c. *“...A summary of the training given to Members with respect to police response to persons who are in crisis, including those persons appear to have a mental illness or a neurodevelopmental disability...”*

Crisis intervention training was designed by the St. Joseph's Healthcare facility in Hamilton to assist police with their response to persons who are emotionally disturbed or who have a mental illness or a developmental disability. Locally, CMHA provides crisis intervention training to NRPS members. The one-week course includes presentations from community mental health agencies, medical personnel, family advocates, and clients of mental health services within the Niagara Region.

CIT training is required for all sworn officers and offered to civilian members.

There were 3 CIT training courses held in 2024, adding a total of 52 new people trained. As of December 31, 2024, there were 530 sworn members trained in crisis intervention with an additional 104 civilian members.

- d. *“...A summary of issues raised and/or discussed with community partners relating to police response to persons who are in crisis, including those persons appear to have a mental illness or a neurodevelopmental disability...”*

Historically, wait times at hospitals was an issue for NRPS front line operations. Through continued collaboration, the Service has seen a reduction in wait times. The Service remains committed to working with community stakeholders to find solutions to continue to lower these wait times.

Alternatives Reviewed

Not Applicable.

Relationship to Police Service/Board Strategic Priorities

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

Relevant Policy Considerations

Police Services Board By-Law 456-2024, Police Response to Persons in Crisis Including Those Who Appear to Have a Mental Illness or Neurodevelopmental Disability
NRPS General Order 167.08 - Mentally Ill Persons.

Other Pertinent Reports

8.10 - 2024.06.18 – Annual Report - Police Response to Persons Who Are Emotionally Disturbed or have a Mental Illness or Developmental Disability.

This report was prepared by Sarah Rose, Inspector, 1 District and reviewed by Shaun Parrent, Superintendent, Community Services. Recommended by Mario Lagrotteria, Deputy Chief, Community Services.



Submitted by:

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

Appendices

Not Applicable.



NIAGARA REGIONAL POLICE SERVICE

Police Service Board Report

PUBLIC AGENDA

Subject: Microsoft Enterprise Agreement Renewal – 2026 - 2028

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-11-05

Recommendation(s)

That the Niagara Police Services Board (Board) approve renewal of the Microsoft Enterprise Agreement (EA) at \$1,202,396.77 per year, including HST, net of rebates for a 3-year term (2026–2028), on a single-source basis to Microsoft. Total term value is \$3,607,190.31, including HST, net of rebates.

Key Facts

- In January 2023, the Niagara Regional Police Service (Service) entered into a direct contractual EA for a period of 3 years.
- The Service relies extensively on Microsoft software and cloud services to support operations and modernization.
- A direct EA with Microsoft yields an additional 3 - 4% discount relative to channel reseller pricing and aligns with Ontario's direct/indirect agreements.
- The renewal of the consolidated EA allows the Service to maintain all Microsoft products at any time to the latest versions, ensuring access to the most stable, supported, and secure versions of the software, including comprehensive unified support and engineering services.
- Unified support is consolidated into the EA for integrated break-fix, proactive, and engineering services.

Financial Considerations

The yearly cost of the proposed 3-year Microsoft EA is \$1,202,396.77, including HST (net of rebates). The total 3-year cost is \$3,607,190.31, including HST (net of rebates).

The annual cost for the recommended renewal of the EA, including unified support and engineering services, represents a budget increase of \$240,764.77 over the expiring contract on December 31, 2025. It is a result of several license true-ups due to growth, licensing realignments as described later in the report, and considerations for additional growth. Additionally, the licensing true-ups and realignments were necessary to support the Connected Officer Program and the future eNotes initiative.

The 2026 operating budget for Technology Services includes the necessary funds for the consolidated Microsoft EA renewal.

In April 2019, the federal government established a direct contract with Microsoft, and the Government of Ontario has both a direct and an indirect agreement with Microsoft that allows customers in Ontario to establish direct or indirect EA enrollments with Microsoft.

Licence/subscription details related to consolidated EA renewal can be found in Appendix 1 and 2.

Analysis

On August 12, 2025, Microsoft announced that, effective November 1, 2025, pricing for all online services purchased through EA and Microsoft Products and Services Agreement will be standardized across Price Levels A–D. The change applies at the Service's next agreement renewal or when purchasing new online services.

For the Service, this is a pricing-model change, not a product change, which may reduce volume-tier advantages and create a cost uplift, as reflected in the Service's Current Customer Price Sheet (CPS) rates and is below what is listed on microsoft.com, while remaining neutral where pricing already aligns. The CPS is the official Microsoft Volume Licensing document (for EA/Microsoft Products and Services Agreement) that lists the specific products, stock keeping units (SKUs), quantities, price levels, and unit prices agreed for the EA term.

Contributing to the EA cost increase, Microsoft is retiring Power BI Premium P-SKUs (including P1), as it consolidates analytics under Microsoft Fabric F64. The Fabric F64 capacity provides compute parity with P1 while adding platform capabilities that align with Microsoft's long-term data strategy. Effective February 1, 2025, Microsoft requires all P-SKU customers to transition to Fabric F-SKUs at their next renewal. An early migration is recommended to ensure compliance, prevent service disruption, and position the Service to leverage Fabric-native features.

To guard against pricing model changes that would adversely affect the operating budget, the Service initiated direct negotiations with Microsoft to renew the enterprise and unified support agreement. As a result, the Service has received various discounts and incentives that align directly with the submitted 2026 Technology Services operating budget.

The previous renewal included two separate contracts that together formed the complete Microsoft Software licensing portfolio, which remains unchanged. A unified support agreement has been consolidated into the overall EA agreement to provide the Service with a comprehensive, unified enterprise experience that goes beyond break-fix problem resolution.

- 1) Enterprise Products: Captures most Microsoft products with the exception of Server and Cloud Enrollment (SCE) renewals. This represents most of the Microsoft software products and services in the Service's operations. Products include, but are not limited to, Microsoft Office 365 (M365), Multifactor Authentication, Power Apps (mobile and web Apps development with intelligent workflow), Mobile and end-point device management, Microsoft Exchange, SharePoint online and on-prem supporting document management, collaboration, project, and team sites, SQL Server for enterprise and data warehouse databases, enterprise reporting and analytics and visualization tools.
- 2) SCE Enrollment: Covers the Microsoft Windows Server and System Center software suite. This represents enterprise Windows and virtual servers hosting all systems and applications, file servers for storage and backups, security products, and Active Directory for network access and authentication services.

Unified Support: This represents break-fix problem resolution, digital, proactive, and solution-specific cybersecurity and engineering services to maximize the value of the Service's on-prem and cloud-based investments through service delivery management services and engineering experts.

The M365 platform covers much of today's member base. Like many software providers, this now significantly reflects their licensing model to better align with their various cloud offerings. The Service relies heavily on a large portfolio of Microsoft products and services. Having ongoing access to current software via the EA, ensures the Service can run the most stable and secure versions. A subscription based M365 licence is a licensing model that allows enterprise products to be installed on up to 5 computers, five tablets, and five mobile devices per user, and also provides access to web versions of the applications. The subscription also includes cloud versions of Exchange Online (email), SharePoint (collaboration and document storage), OneDrive (network file server), Teams (enhanced collaboration and conferencing), and additional advanced security and productivity tools.

To accelerate responsible adoption of Artificial Intelligence, the renewed EA includes 100 Microsoft Copilot (Copilot) add-on for M365 licenses for a phased pilot. This initiative will focus on high-value, low-risk productivity scenarios, such as drafting and summarizing routine communications, meeting notes and action items, searching across organizational content with appropriate permissions, and providing document/workflow assistance across various M365 applications. Deployment will occur within existing security, privacy, and governance controls (including role-based access and audit), with clear success metrics (time savings, quality improvements, and user satisfaction) and reporting to inform any broader rollout. The Copilot pilot is funded within the EA and aligned to the Service's modernization priorities.

The Service continues to leverage the available M365 tools and applications within its M365 licensing portfolio. Further, leveraging advanced tools only available in the cloud

to support the Service's vision of transformation and modernization to pursue operational excellence and maximize police service delivery. A consolidated EA agreement offers the best value and flexibility, enabling the Service to move forward with hybrid cloud services while managing licences under a single agreement. Committing to a 3-year licensing agreement, allows the Service to lock in the current pricing and spread the payments over 3 years.

Alternatives Reviewed

The single-source award to Microsoft is justified by the government-established direct EA framework and negotiated value and is consistent with Board By-Law 412-2024. By entering a direct consolidated EA and unified support enrolment with Microsoft, the Service has received additional discounts and incentives compared to procuring through a Microsoft channel reseller. The Niagara Region and many other agencies have entered into a direct agreement with Microsoft.

Relationship to Police Service/Board Strategic Priorities

Alignment with Goal 3: Continuous Improvement & Organizational Continuity and various Objectives of the current Strategic Plan (2022-2025).

Relevant Policy Considerations

Board By-Law 412-2024, Financial Reporting, Control and Procurement of Goods and Services in the Niagara Regional Police Service.

Other Pertinent Reports

Not applicable.

*This report was prepared by Akram Askoul, Director, Technology Services.
Recommended by Luigi Greco, Deputy Chief, Support Services.*



Submitted by:

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

Appendices

Appendix 1 – Appendix 1 - Microsoft EA-SCE-Unified Support Agreement Renewal
Appendix 2 – Appendix 2 – Microsoft Unified Support

Appendix 1



Renewal (On-Time)					
E5 Renewal with Unified		SCE Renewal		M365 E5/F5 with SCE and Unified Support	
Enterprise Enrollment		Server Cloud Enrollment		Server Cloud Enrollment	
Year 1 Annual Total	\$ 1,114,606.52	Year 1 Annual Total	\$ 66,994.08	Year 1 Annual Total	\$ 1,181,600.60
Year 2 Annual Total	\$ 1,114,606.52	Year 2 Annual Total	\$ 66,994.08	Year 2 Annual Total	\$ 1,181,600.60
Year 3 Annual Total	\$ 1,114,606.52	Year 3 Annual Total	\$ 66,994.08	Year 3 Annual Total	\$ 1,181,600.60
Three-Year Total Spend	\$ 3,343,819.56	Three-Year Total Spend	\$ 200,982.24	Three-Year Total Spend	\$ 3,544,801.80

Renewal (If Not Renewed by 2025-12-31)					
E5 Renewal with Unified		SCE Renewal			
Enterprise Enrollment		Server Cloud Enrollment			
Year 1 Annual Total	\$ 1,148,044.72	Year 1 Annual Total	\$ 69,003.90		
Year 2 Annual Total	\$ 1,148,044.72	Year 2 Annual Total	\$ 69,003.90		
Year 3 Annual Total	\$ 1,148,044.72	Year 3 Annual Total	\$ 69,003.90		
Three-Year Total Spend	\$ 3,444,134.15	Three-Year Total Spend	\$ 207,011.71		

Niagara Regional Police Service

E5 Renewal with Unified

Enterprise Enrollment

Enterprise	Part Number	Qty	Price per Unit	Multiplier	Annual	Year 1	Year 2	Year 3	Total
M365 E5 Unified Existing Customer Sub Per User	AAD-33168	785	61.71	12	740.52	581,308.20	581,308.20	581,308.20	1,743,924.60
M365 F3 FUSL Sub Per User	JFX-00003	60	8.33	12	99.96	5,997.60	5,997.60	5,997.60	17,992.80
M365 F5 Security + Compliance Sub Add-on	8RU-00005	60	13.55	12	162.60	9,756.00	9,756.00	9,756.00	29,268.00
Exchange Online P1 SU Exchange Online Kiosk Per User*	TRA-00065	60	1.66	12	19.92	1,195.20	1,195.20	1,195.20	3,585.60
M365 Apps Enterprise Device Sub Per Device	1GJ-00001	2	41.70	12	500.40	1,000.80	1,000.80	1,000.80	3,002.40
Tenant Profile (if applicable)	Part Number	Qty	Price per Unit	Multiplier	Annual	Year 1	Year 2	Year 3	Total
M365 F3 FUSL Sub Per User	JFX-00003	550	8.33	12	99.96	54,978.00	54,978.00	54,978.00	164,934.00
M365 F5 Security + Compliance Sub Add-on	8RU-00005	550	13.55	12	162.60	89,430.00	89,430.00	89,430.00	268,290.00
Total Enterprise						743,665.80	743,665.80	743,665.80	2,230,997.40
Additional	Part Number	Qty	Price per Unit	Multiplier	Annual	Year 1	Year 2	Year 3	Total
Azure Monetary Commitment Provisioning	AAA-35418	1	-	12	-	-	-	-	-
Entra ID P1 Sub Per User	3R2-00002	3	6.09	12	73.08	219.24	219.24	219.24	657.72
Dataverse Database Capacity AO Sub	PRX-00002	6	47.76	12	573.12	3,438.72	3,438.72	3,438.72	10,316.16
D365 Case Management Gov Sub Per User	DGH-00010	1	44.93	12	539.16	539.16	539.16	539.16	1,617.48
D365 Customer Service Sub Per User	DDW-00003	1	125.36	12	1,504.32	1,504.32	1,504.32	1,504.32	4,512.96
Exchange Online P1 Sub Per User	TRA-00047	3	4.05	12	48.60	145.80	145.80	145.80	437.40
Intune Device P1 Sub Gov Per Device	NLZ-00001	108	2.71	12	32.52	3,512.16	3,512.16	3,512.16	10,536.48
M365 Copilot Sub Add-on	83I-00001	100	38.67	12	464.04	46,404.00	46,404.00	46,404.00	139,212.00
Fabric F64		1	6,563.86	12	78,766.32	78,766.32	78,766.32	78,766.32	236,298.96
Power Apps Per App Sub 1 App or Website	J8Q-00005	305	5.97	12	71.64	21,850.20	21,850.20	21,850.20	65,550.60
Power Apps Premium Sub Per User	SEJ-00002	3	23.88	12	286.56	859.68	859.68	859.68	2,579.04
Power Automate Premium Sub Per User	1O4-00001	7	17.91	12	214.92	1,504.44	1,504.44	1,504.44	4,513.32
Power BI Pro Sub Per User	NK4-00002	1	14.21	12	170.52	170.52	170.52	170.52	511.56
Planner P1 Sub Gov Per User	TRS-00001	1	10.15	12	121.80	121.80	121.80	121.80	365.40
Planner & Project P3 Sub Gov Per User	7LS-00001	29	30.45	12	365.40	10,596.60	10,596.60	10,596.60	31,789.80
Planner & Project P5 Sub Gov Per User	7SY-00001	2	55.82	12	669.84	1,339.68	1,339.68	1,339.68	4,019.04
Teams AC with Dial Out US/CA Sub Add-on	NYG-00001	95	-	12	-	-	-	-	-
Teams Rooms Pro Sub Per Device	V9B-00001	9	47.76	12	573.12	5,158.08	5,158.08	5,158.08	15,474.24

Niagara Regional Police Service

E5 Renewal with Unified

Enterprise Enrollment

Additional	Part Number	Qty	Price per Unit	Multiplier	Annual	Year 1	Year 2	Year 3	Total
Visio P1 Sub Gov Per User	HWN-00001	4	5.08	12	60.96	243.84	243.84	243.84	731.52
Visio P2 Sub Gov Per User	N9U-00001	4	15.22	12	182.64	730.56	730.56	730.56	2,191.68
SQLCAL ALng LSA User CAL	359-00960	12	122.68	1	122.68	1,472.16	1,472.16	1,472.16	4,416.48
SQL Server Standard ALng SA	228-04433	7	225.84	1	225.84	1,580.88	1,580.88	1,580.88	4,742.64
SQL Server Standard Core ALng SA 2L	7NQ-00292	16	902.04	1	902.04	14,432.64	14,432.64	14,432.64	43,297.92
Visual Studio Ent with GitHub ALng SA	QEJ-00003	3	1,499.64	1	1,499.64	4,498.92	4,498.92	4,498.92	13,496.76
Visual Studio Pro with GitHub ALng SA	QEK-00003	2	429.60	1	429.60	859.20	859.20	859.20	2,577.60
Unified Support					-	170,991.80	170,991.80	170,991.80	512,975.40
Total Additional						370,940.72	370,940.72	370,940.72	1,112,822.16
Grand Total						1,114,606.52	1,114,606.52	1,114,606.52	3,343,819.56

Niagara Regional Police Service

SCE Renewal

Server and Cloud Enrollment (SCE)

Server & Tools Products	Part Number	Qty	Price per Unit	Multiplier	Annual	Year 1	Year 2	Year 3	Total
CIS Suite Datacenter Core ALng SA 2L	9GS-00135	238	243.12	1	243.12	57,862.56	57,862.56	57,862.56	173,587.68
CIS Suite Standard Core ALng SA 2L	9GA-00313	164	55.68	1	55.68	9,131.52	9,131.52	9,131.52	27,394.56
Grand Total Server & Tools Products						66,994.08	66,994.08	66,994.08	200,982.24

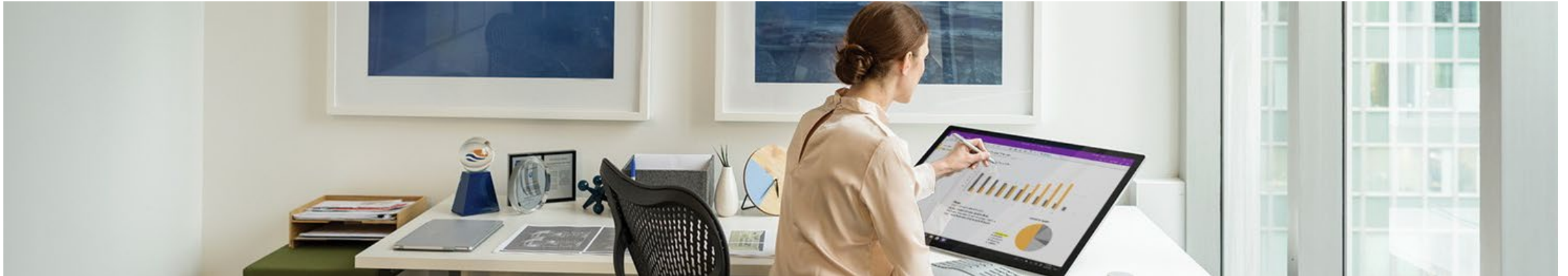
unified support

Microsoft Unified Enterprise Support

Niagara Regional Police Service

The Total Unified Enterprise Experience

Your Unified Enterprise experience is comprehensive...going beyond break-fix problem resolution to provide digital, proactive, and solution-specific services. An end-to-end support platform to help you maximize the value of your on-prem and cloud-based investments.



Service Delivery Management

Your Customer Success Account Manager (CSAM) is your strategic partner at Microsoft—helping drive initiatives, getting you the support, you need, and connecting you to the experts.



**Reactive
Support**



**Services
Hub**



**Proactive
Services***



**Enhanced
Solutions***

*Available through Flex Allowance or for purchase as add-ons

Unified Enterprise | Features

Personalized support delivered through a mix of reactive, proactive, and in-depth support solutions

Foundational services  Tailor your solution	Technical Support (24/7)	- Expected response times: - Critical Sev 1: 15-minutes for Azure*/1-hour for all other products 1-hour Sev A/2-hour Sev B/4-hour Sev C
	Escalation Management	- For Critical Business System Down issues, an escalation manager assigned after 15-minutes for Azure, or 1-hour for all other products - For Critical Business System Degraded, an escalation manager assigned after 1-hour for all products
	Case Management/Tooling	Services Hub portal for one-stop support management, recommendations, Microsoft Services catalog, and product updates
	IT Health	On-demand technology and security assessments with setup and configuration services
	Cloud Assistance	Billing support provided by the Azure Support team (included in the free support)
	Account Management	- Assigned Customer Success Account Manager - Personalized care of reactive cases via assigned Incident Manager
	Advisory Support	Advisory Phone Support (limited to six hours or less per incident)
	Technical Training	On-demand videos, hands-on labs, online trainings, learning paths, and expert-led webcasts
	Proactive Services**	Expert-led, solution-specific engagements designed to help customers onboard and optimize their key solutions with services for Well-Architected, Server Migration, Security, Microsoft Teams, Power Apps, Analytics, and more
	Enhanced Solutions**	Relationship-driven, in-depth support experiences, including Support for Mission Critical, Designated Support Engineering, Azure Rapid Response***, Azure Event Management, Office 365 Engineering Direct, Developer Support

*Commercial cloud only
**Available through Flex Allowance or for purchase as add-ons
***Limited availability in certain geos

Services Hub – On-Demand Assessments



On-Demand Assessments

On-Demand Assessments provide on-going analysis of your critical workloads, and predicts and prescribes helpful next steps to improve and optimize the health of your Microsoft IT environment. This document details the key benefits and features of On-Demand Assessments in the Services Hub. The On-Demand Assessments currently available in Services Hub are shown below.

Available On-Demand Assessments

 Active Directory	 Active Directory Operational Survey	 Active Directory Security	 Active Directory Security Survey	 Azure Active Directory Operational Survey	 Dynamics 365 Customer Engagement Survey
 Dynamics 365 for Finance and Operations Survey	 Exchange Server	 Exchange Server Operational Survey	 Exchange Server Security Survey	 Failover Cluster Survey	 Hyper-V Survey
 IIS Survey	 Microsoft Azure	 Modern Service Management Capability Assessment	 Modern Service Management Capability Assessment for Azure	 Modern Service Management Capability Assessment for Office 365	 Office 365 Exchange
 Office 365 Operational Survey	 Office 365 SharePoint	 Office 365 Skype and Teams	 SharePoint	 SharePoint Operational Survey	 SharePoint Security Survey
 Skype for Business	 Skype for Business Operational Survey	 SQL Server	 SQL Server Operational Survey	 SQL Server Security Survey	 System Center Configuration Manager
 System Center Configuration Manager Operational Survey	 System Center Operations Manager	 System Center Operations Manager Operational Survey	 Windows Client	 Windows Client Security Survey	 Windows Client Survey
 Windows Server	 Windows Server Security Survey	 Windows Server Survey			

Enhanced Solutions

Relationship-driven, in-depth support experiences designed to solve your most complex IT challenges and ensure maximum uptime

ENHANCED SOLUTIONS DESCRIPTION

Support for Mission Critical	Full care for the most critical solutions, providing a designated team of experts with deep insight, customer knowledge, and technology expertise
Designated Support Engineering	Proactive optimization of a technology workload, with modern offerings focused on cloud solutions and key cross-technology issues
Azure Rapid Response	Respond and recover quickly and more effectively with the support of an engineering team of Azure experts familiar with your solution
Azure Event Management	Protect the most important moments with proactive guidance and elevated reactive from Azure engineering experts
Office 365 Engineering Direct	Exclusive insights and engineering support enterprises need to help get the most out of Office 365
Developer Support	Enabling and empowering developers with best practices on cloud application development and release and providing expert insights and tools

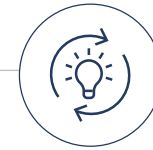


Support that helps you get the most value

With Microsoft Unified Support, we're committed to continually evolving to better meet your needs. That's why we've transformed our support services to better maximize your technology investment

Benefit from organization-wide coverage

Take advantage of as-needed advisory consults, on-demand training, and 24x7 problem resolution support for your Microsoft technologies*



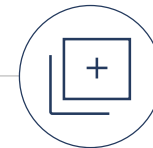
Drive outcomes for your key solutions

Accelerate the value of your business-critical solutions by eliminating deployment risks, increasing availability, and optimizing performance



Connect directly with a team that knows you

Gain access to designated, go-to experts that act as your advocate by focusing on maximizing your business outcomes



Tailor your support experience

Meet your unique business needs with the right foundational support and end-to-end add-on services that drive the results you need the most

Proposal Offer Price

Niagara Regional police	Year 1	Year 2	Year 3	Total
Technical Support: Organization-wide 24/7 problem resolution support	As-Needed			
Escalation Management: Resource Assigned for critical issues	Included			
IT Health: On-demand risk assessments and operational surveys	Included			
IT Health: Setup and configuration services for on-demand assessments	As-needed			
Account Management – Designated Customer Success Account Manager (CSAM)	Included			
Advisory Support (How To, Best Practices, Non-Break/Fix): up to six hours per incident	As-Needed			
Technical Training: On-demand videos, hands-on labs, learning paths, and expert-led webcasts	Included			
Microsoft enhanced engineering (EDE) (400H)	Included			
Price	\$170,991.80	\$170,991.80	\$170,991.80	\$512,975



NIAGARA REGIONAL POLICE SERVICE Police Service Board Report

PUBLIC AGENDA

Subject: Special Fund Requests
Report To: Chair and Members, Niagara Police Service Board
Report Date: 2025-11-05

Recommendation(s)

That the Regional Municipality of Niagara Police Service Board authorizes Special Fund donations.

Key Facts

The purpose of this report is to seek the Board's approval for donations from the Special Fund for the following:

- Light the Way Gala \$1,000.00
- Shopping with Cops \$4,000.00

Details of each Special Fund Request are attached in Appendix 1.

Financial Considerations

The Board has a discretionary pool of funds, which it uses for grants and donations. Disbursements from the fund are in accordance with guidelines provided in the Community Safety and Policing Act (CSPA), and also with Board By-law 403-2024, Special Fund Administration, Limitations and Guidelines. Section 258 (2) of the CSPA establishes that the Niagara Police Service Board has the sole authority for spending the proceeds from the sale of property which lawfully comes into the possession of the police service. The Act stipulates that "the Chief of Police may cause the property to be sold, and the Board may use the proceeds for any purpose that it considers in the public interest, including charitable donations." These funds do not form part of the police operating budget and are separate from the Regional tax base.

Analysis

This Special Fund request is submitted to the Police Service Board with a detailed report for each in Appendix 1.

Alternatives Reviewed

To not support the requests.

Relationship to Police Service/Board Strategic Priorities

The Special Fund requests are aligned with the Niagara Regional Police Service 2022-2025 Strategic Plan and Niagara Regional Police Service Board By-law 403-2024, Special Fund Administration, Limitations and Guidelines.

Relevant Policy Considerations

By-Law 403-2024, Special Fund Administration, Limitations and Guidelines.

Other Pertinent Reports

Not Applicable

This report was prepared by Inspector Nilan Davé, Office of the Chief.



Submitted by:
Bill Fordy #9615
Chief of Police

Appendices

Not applicable



NIAGARA REGIONAL POLICE SERVICE

Appendix 1

Special Fund Request

Note: If necessary, Open in Desktop, Download, or Save Form to create a fillable form – then save and forward through Chain of Command

(Please limit to two pages per Special Fund Request)

1. Request for Funding (Sections A-O):

A. Event (Event Name):

Light the Way Fundraising Gala

B. Date of Event (YYYY-MM-DD):

2025-11-28

C. Hosting Agency and Benefactor of the Event (if any):

Diocese of St. Catharines – Summer Camps

D. Brief Description of the Event:

The St. Catharines Diocese Bishop's Fundraising Gala is raising funds to expand their summer camps for youths and young adults. There will be four camps taking place providing safe, enriching environments for learning, growth, and connection.

The goal for these camps is not only to offer care and mentorship for youth during the summer months, but also create employment and leadership opportunities for teens and young adults, who serve as counselors and role models. Beyond the summer, the hope is these programs will foster ongoing opportunities for continued mentorship and leadership development, strengthening communities and equipping the next generation of compassionate leaders.

Additionally, our Service Chaplain Program is involved with many faiths, including having representation of the St. Catharines Diocese through Service Chaplain Father Gerard Power.

E. Service Staff or Board Members Attending (if applicable) (Name, Rank of Members):

Deputy Chief Greco is planning to attend with other members to be determined.

F. Aligns with the Special Fund guiding principles (Community Relations, Board/Service Relations, or Public Education/Awareness) (Please explain how the event aligns with the three categories as outlined in the Guiding Principles of Administration, Limitations and Guidelines of the Special Funds By-Law 403-2024) and the Service's Strategic Plan (i.e., Goal 2.2 Objective):

This request aligns with the Police Service By Law #403-4024 Respecting the administration, limitations and guidelines of the Special Fund. 5.1 a) Community Relations through Involvement with Police-Related Organizations - Intended to enable the Board/Service to purchase tickets or contribute donations for individuals officially representing the Police Service Board and/or the Niagara Regional Police at external organizations and/or fundraising events. The attendance and participation of Board and Service members at fundraising events for organizations that work closely with the Niagara Regional Police Service serves to demonstrate the Board's goodwill and community involvement. This event is also related to the 2022-2025 Strategic Plan Goal 2: Community Engagement and Collaboration - Objective 1.0 To strengthen relationships and build trust with our community, supporting an event that enhances our relationships with social service agencies. This enhances the image of the Service and its members showing support for the betterment of the Niagara Region and furthers our relationships with our community, especially the young, showing our support for an event raising funds for positive programming for the young people in Niagara.

G. Detail account of funds requested and its intended uses:

Items	Amount
4 Gala Tickets	\$1000.00
Total Amount Requested:	\$1000.00

H. Funds will be disbursed by (Please provide the cheque payable to "Name of Agency" and address to mail cheque OR issued to Niagara Regional Police under the control of the finance unit):

The Finance Unit will allocate the funds under their control through the applicable account.

I. Submitted by: Inspector Nilan Davé #9260, Chief's Executive Officer

J. Immediate Supervisor Approval: N/A

K. Program Manager Approval: N/A

L. Sponsored by (*Member of the Executive Leadership Team*): Deputy Chief Luigi Greco #9366, Support Services

M. Date Submitted to Chief's Office: 2025-11-05

N. Chief's Approved X or Denied ☐

O. Chief's Comments:

Click or tap here to enter text.

2. Post Event Report:

A. Please provide a follow-up report on the outcome of the event(s), achievement of the main objective, and members that attended the event (*please limit to 2-3 paragraphs*):

Click or tap here to enter text.

B. Final Financial Report* (*to be completed by Finance*):

Items	Funding Request	Amount Spent	Difference
Total Amount			

**Any unspent funds will be returned to the Special Funds Account*



NIAGARA REGIONAL POLICE SERVICE

Appendix 1

Special Fund Request

Note: If necessary, Open in Desktop, Download, or Save Form to create a fillable form – then save and forward through Chain of Command

(Please limit to two pages per Special Fund Request)

1. Request for Funding (Sections A-O):

A. Event (Event Name):

Shopping with Cops 2025

B. Date of Event (YYYY-MM-DD):

December 9, 2025

C. Hosting Agency and Benefactor of the Event (if any):

Niagara Regional Police Service, in partnership with Community Care St. Catharines/Thorold and Pen Centre

D. Brief Description of the Event:

This Special Fund Request is to seek the Board's approval for \$4000.00 in support of the Annual Shopping with Cops event (aka Cop Shop) has occurred for over ten years and involves young students being paired with officers to shop for Christmas gifts at the Pen Center.

The children chosen for Shopping with Cops are recommended by their school staff for a variety of reasons, including need, recognition of specific academic or sports achievement or because of volunteer efforts that are making a difference in the community.

The children are transported to and from the Pen Centre utilizing local companies. They are partnered with officers to shop, provided lunch, and arrangements are made to have their purchases delivered to their homes. The event has been an overwhelming success in years past.

Pen Centre contributes a \$200 gift card for the children to use to make purchases while paired with police officers. The request for an additional \$100 in funds (40 x \$100 gift cards - \$4000.00) would provide further support to this initiative: assisting the children and their families.

These funds will contribute to a worthwhile event that is a positive experience for all involved and has been shown to have an enormously positive, heartfelt impact, including on the families of the children involved.

E. Service Staff or Board Members Attending (if applicable) (Name, Rank of Members):

Niagara Regional Police Service members from various units and ranks, including Chief Fordy.

F. Aligns with the Special Fund guiding principles (Community Relations, Board/Service Relations, or Public Education/Awareness) (Please explain how the event aligns with the three categories as outlined in the Guiding Principles of Administration, Limitations and Guidelines of the Special Funds By-Law 403-2024) and the Service's Strategic Plan (i.e., Goal 2.2 Objective):

This request aligns with the Police Service By Law #403-4024 Respecting the administration, limitations and guidelines of the Special Fund. 5.1 a) Community Relations through Involvement with Police-Related Organizations - Intended to enable the Board/Service to purchase tickets or contribute donations for individuals officially representing the Police Service Board and/or the Niagara Regional Police at external organizations and/or fundraising events. b) Board/Police Service Relations - To assist members of the police service to participate in police-sponsored events, with the goal of enhancing the image of the Niagara Regional Police in other communities as well as home. This is also related to the 2022-2025 Strategic Plan Goal 2: Community Engagement and Collaboration - Objective 1.0 To strengthen relationships and build trust with our community.

G. Detail account of funds requested and its intended uses:

Items	Amount
40 x \$100 Gift Cards/Child Participant	\$4000.00
Total Amount Requested:	\$4000.00

H. Funds will be disbursed by (Please provide the cheque payable to "Name of

Agency” and address to mail cheque OR issued to Niagara Regional Police under the control of the finance unit):

Funds (\$4000) to be issued to Niagara Regional Police under the under the control of the Finance Unit.

- I. Submitted by: Corporate Communications Manager Stephanie Sabourin
- J. Immediate Supervisor Approval: Inspector Nilan Davé
- K. Program Manager Approval: N/A
- L. Sponsored by (*Member of the Executive Leadership Team*): Chief Bill Fordy
- M. Date Submitted to Chief’s Office: 2025-11-05
- N. Chief’s Approved X or Denied ☐
- O. Chief’s Comments:

Click or tap here to enter text.

2. Post Event Report:

- A. Please provide a follow-up report on the outcome of the event(s), achievement of the main objective, and members that attended the event (*please limit to 2-3 paragraphs*):

Click or tap here to enter text.

B. Final Financial Report* (*to be completed by Finance*):

Items	Funding Request	Amount Spent	Difference

Total Amount			

**Any unspent funds will be returned to the Special Funds Account*