



Owen Sound Police Service Board

2nd Floor Board Room

Wednesday April 22, 2026

PUBLIC SESSION MINUTES

Members Present:	J. Thomson (Chair), M. Koepke (Vice Chair) B. O'Leary, M. Dickson
Management Present:	Chief C. Ambrose, Deputy Chief D. Bishop
Guests:	S. Bell-Matheson – Director of Corporate Services, H. Zehr Police Service Advisor - Inspectorate of Policing
Absent with Regrets:	Inspector T. Doherty, Inspector C. Matheson
Via Zoom:	C. Merton, K. Allan- Director of Corporate Services
Minutes:	K. Wardell

1. Call to Order

Chair Thomson called the meeting to order at 9:01 a.m.

2. Land Acknowledgment

Chair Thomson gave the land acknowledgment.

3. Approval of the Agenda

Member Koepke, through the Chair, requested to add 16 f) Loitering to the agenda.

Moved by M. Koepke, seconded by B. O'Leary.

"That the agenda dated April 22, 2026 with the addition of 16 f) Loitering, be approved." **CARRIED.**

4. Declaration of Conflict of Interest arising out of the Minutes and Matters Listed on the Agenda. HEARING NONE

5. Presentations, Deputations, and Public question period.

There were no presentations or deputations or public questions

6. Confirmation of the Minutes of the Public Session held March 18, 2026.

Moved by B. O’Leary, seconded by M. Dickson.

“That the minutes dated March 18, 2026 be approved.” **CARRIED**

7. Business arising out of the Public Session Minutes of March 18, 2026. HEARING NONE

8. Correspondence received

- a) Crime Stoppers of Grey Bruce January to March 2026 Coordinator's Program Report

9. Chairman’s Report

Chair Thomson reported he will be attending the OAPSB board meeting via Zoom on April 30, 2026.

10. Governance

- a) IoP Presentation

H. Zehr, Police Service Advisor – Inspectorate of Policing, provided a presentation regarding the Inspector General Decisions and Findings Reports. The presentation reviewed forthcoming public reporting processes related to inspection findings, decisions, and directives under the Community Safety and Policing Act, with a focus on enhancing accountability, transparency, and oversight within policing services. Key areas identified in early decisions included governance practices, professionalism in public interactions, adequacy of policing services, and oversight of specialized capabilities and equipment use. Police services were encouraged to monitor the Inspector General decisions, review findings, and incorporate applicable lessons learned into quality assurance and operational practices.

11. Operational Reports

- a) Criminal Investigations Branch and Drug Enforcement/Criminal Intelligence Unit (CIB), Community Oriented Response & Enforcement Unit (CORE) and Bail Compliance and Warrant Apprehension Unit (BCWA)
- b) Auxiliary Unit Report
- c) Front Line Patrol and Collision Statistics
- d) Community Services Office
- e) Training

12. Administrative Reports

- a) Records, Courts and Bylaw
- b) OSECC and IT
 - i. CARA (Community Assistance and Response Agent)

S. Bell- Matheson provided a presentation from the Owen Sound Emergency Communications Centre regarding the implementation of CARA (Community Assistance and Response Agent), an AI-powered non-emergency call management system developed in partnership with Hyper. CARA was launched on March 10, 2026, and operates 24/7 to assist with non-emergency inquiries, report intake, and call routing, while escalating emergencies or complex calls directly to dispatchers. Since implementation, CARA has processed over 5,000 calls with a 24.8% call deflection rate and 2.7% of calls fully resolved through online reporting or email processes. The presentation highlighted multilingual support, real-time transcription, analytics capabilities, and future plans to expand call categories, improve AI performance, and integrate with dispatch systems.

- c) Human Resources
- d) Lost Hours

13. Building and Facility Update

The Building and Facility Monthly Report provided several updates on ongoing maintenance and infrastructure matters at the police service facility. Key concerns continue to include exterior brick deterioration, recurring water leaks during heavy rainfall, HVAC system issues, and parking lot drainage problems, all of which remain under review or awaiting further assessment. Routine maintenance efforts and on-site facilities support

have improved day-to-day repairs, while cleaning services continue to meet expectations. Planned improvements include interior painting, a main floor staff washroom renovation, and enhanced security measures for the front lobby washroom and elevator access. Several larger capital projects, including AODA compliance upgrades and full HVAC replacement, remain long-term priorities with no scheduled completion timelines at this time.

Chair Thomson reported that the Facilities Assessment Working Group will begin work on the development of a draft project charter and terms of reference to support a clear and consistent understanding of the group's scope and objectives. T. Simmons and K. Allan have offered to assist with the creation of the charter.

Chair Thomson advised that the work will include review and consideration of the previous MacIntosh building assessment report. The Working Group will ensure that future facility considerations align with applicable legislative and regulatory requirements, including the Community Safety and Policing Act, health and safety standards, and the Accessibility for Ontarians with Disabilities Act.

The assessment will examine both current and future facility needs of the Owen Sound Police Service, projected growth within the City of Owen Sound and compare existing facilities with anticipated future requirements to support the continued delivery of adequate and effective policing services.

14. Financial Update from the Chief of Police

Chief Ambrose reported that a complete update will be provided at our May meeting.

15. Operating Reports from the Chief of Police

- a) Chief's Activity Reports

16. Other Items and New Business

- a) Hosting OAPSB Meeting October 6th, 2026

Chair Thomson reported that Zone 5 meetings historically host approximately 50 attendees for breakfast and lunch, with venue costs typically covered by the host organization. Chief Ambrose will inquire about the availability of the County facility for the meeting.

Moved by M. Koepke, seconded by M. Dickson

*“That a budget of \$1,000 be approved for hosting the Zone 5 meeting, to provide light breakfast and lunch.” **CARRIED***

b) Neighbourhood Response Team

Chief Ambrose reported that the neighbourhood response team pilot project funded by the Federal Government with funds flowing through Grey County and the local Supportive Outreach Services (SOS) has now ended.

c) Motorola Solutions Purchases HyperYou, Inc. developer of CARA

d) 2026 Staff Appreciation Night

K. Wardell reported that this year’s event will be a sit-down dinner to be held the end of October or beginning of November. The *Owen Sound Police Association* has offered to share the cost with the board for this event.

Discussions were held regarding venue and possible activities for the event.

Moved by B. O’Leary, second by M. Dickson

*“That the board approve sharing half the cost of the 2026 staff appreciation night, up to \$6,000, with the Owen Sound Police Association.” **CARRIED***

e) Owen Sound Police Service January 1st – March 31st Collision Statistics

The information was provided to the Board for information purposes and will be forwarded to the City of Owen Sound Engineering Department.

f) Loitering

M. Koepke requested that the Nuisance Bylaw be brought forward to the May 27, 2026 meeting for Board review and discussion. She also sought clarification regarding responsibility for addressing concerns related to loitering during daytime hours. Chief Ambrose responded that these matters would be the responsibility of the City’s bylaw enforcement division. Questions were raised regarding current enforcement practices and response procedures.

Chief Ambrose advised that City Bylaw Enforcement Division primarily responds to complaints-based matters and noted that concerns related to loitering may also be reported to the Owen Sound Police Service through the general information email at info@owensoundpolice.com for appropriate follow-up and coordination.

17. Motion to move into Closed and Confidential Closed Session

Moved by B. O’Leary and seconded by C. Merton

“That the board move into closed session and upon termination of the closed session the board move into confidential closed session. These meetings are to review and discuss matters that fall under Section 44 item (2) of the Community Safety and Police Act and Section 25 item b) of the OSPSB General Policy 003- Board Governance to consider:

- a. Educational or training sessions.*
- b. Litigation or potential litigation affecting the board, including matters before administrative tribunals;*
- c. A position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the board;*
- d. personal matters about an identifiable individual, including members of the police service or any other employees of the board;*
- e. labour relations or employee negotiations;” **CARRIED***

Chair Thomson advised that for those watching the meeting live on YouTube, the livestream would reconnect upon the Board’s return to open session to report out of the Closed and Confidential Closed Sessions. Members of the public wishing to view the remainder of the open session may watch the livestream later on the Owen Sound Police Services Board’s YouTube channel. The video recording of the meeting will also be posted on the Board’s webpage following the meeting

18. Reporting out of Closed Session

In accordance with Section 44 of the Community Safety and Policing Act, 2019, the Owen Sound Police Service Board met in a closed session following the public meeting to discuss items pertaining to:

- a. Approval of minutes of the Closed Session of the Owen Sound Police Service Board meeting held on March 18th, 2026; and
- b. Matters regarding Board Training

Direction was made for the Chair to request a review of the protocol agreement at the board’s May 27, 2026 meeting.

19. Reporting out of Confidential Closed Session

In accordance with Section 44 of the Community Safety and Policing Act, 2019, the Owen Sound Police Service Board met in a confidential closed session following the closed session meeting to discuss items pertaining to:

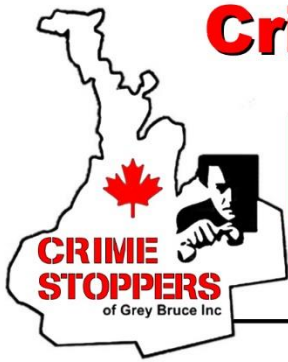
- a. Minutes of the Confidential Closed Session of the Owen Sound Police Service Board Regular Council meeting held on March 18th ,2026 and
- b. Matters related to Staffing and labour relations
- c. Matters related to SIU investigations

No decisions were made during the meeting and no direction was provided.

20. Termination of the Public Meeting

Having completed all of the business items listed on the agenda Chair Thomson terminated the open meeting at 12:10p.m.

Next Meeting: May 27th, 2026



Crime Stoppers of Grey Bruce Inc.

P.O. Box 1119, Owen Sound, Ontario N4K 6K6

1-800-222-TIPS (8477)
 Submit a Secure Web-Tip at cstip.ca or get the P3 Tips Mobile App



Phone: 519 371-6078
 eMail: crimestopgb@bmts.com

Fax: 519 371-1275
 Web: crimestop-gb.org

Program Coordinator's Report
JANUARY 1 TO MARCH 31, 2026 – Q1
Drew Kalte

DISTRIBUTION

Board of Directors, Crime Stoppers of Grey Bruce
 OPP Provincial Coordinator
 Grey Bruce OPP
 South Bruce OPP
 Blue Mountains OPP
 Owen Sound Police Service
 Hanover Police Service
 Saugeen Shores Police Service
 West Grey Police Service
 Neyaashiinigmiing First Nation Police
 Ontario MNRF

South Bruce OPP Detachment Police Services Board
 Grey Bruce OPP Detachment Police Services Board
 Saugeen Shores Police Services Board
 Owen Sound Police Services Board
 Hanover Police Services Board
 Blue Mountains OPP Detachment Police Services Board
 West Grey Police Services Board
 Grey Bruce Crime Prevention Action Table
 Saugeen First Nation
 Neyaashiinigmiing First Nation

TIP STATISTICS FOR JANUARY 1 TO MARCH 31, 2026

- Total Tips (Phone, Web, and Mobile, *including 613 tip follow-up dialogs*): 848
- New Tips (Phone, Web, and Mobile): 235

Tips Allocated: 262 (27 tips were allocated to multiple recipients)

- Grey Bruce OPP: 74 (28%)
- South Bruce OPP: 49 (19%)
- The Blue Mountains OPP: 6 (2.0%)
- Cape Croker Police Service: 3 (1.0%)
- Owen Sound Police Service: 54 (20%)
- Hanover Police Service: 24 (9.0%)
- Saugeen Shores Police Service: 25 (9.5%)
- West Grey Police Service: 14 (5.0%)
- Ontario MNRF: 1 (0.5%)
- MTO Safety Inspection and Enforcement: 1 (0.5%)
- PAWS (Provincial Animal Welfare Service): 2 (1.0%)
- OPP Anti Human Trafficking Coordination Unit: 1 (0.5%)
- AGCO Investigations: 1 (0.5%)
- MECP (Ministry of Environment, Conservation, and Parks): 2 (1.0%)
- Equite Association (Insurance Fraud): 3 (1.0%)
- Bylaw Enforcement and Animal Control: 3 (1.0%)
- OMVIC Investigations and Enforcement: 1 (0.5%)

Crime Stoppers of Grey Bruce Statistics Since Inception May 1987	
Tip Reports	20,267
Arrests	1,829
Cases Cleared	2,783
Charges	2,749
Property Recovered	\$5,201,442
Narcotics Recovered	\$50,984,925
Rewards Approved	\$292,390

Program Restructuring

- The restructuring process is now complete. For any confidential Tip matters, our Police partners can reach us at coordinator@cstip.ca. For general inquiries, please use CrimeStopGB@cstip.ca.

Tip Totals Year to Date

- 235 new tips were received during the first quarter of 2026, which is ahead of the first quarter of 2025 by 99 tips.

MEDIA

- LITE 99.3, Bayshore Broadcasting, Zoomer Radio 92.3, Blackburn Radio (Cool 94.5 & 101.7 The One), Shoreline Classics, and Bluewater Radio continue to receive Crime of the Week segments that are sent out from our office on a weekly basis.
- Crime of the Week columns are forwarded to the Bruce County Marketplace magazine.
- Crimes of the Week are being forwarded to the Saugeen Times online news, as well as Eastlink TV.

FUNDRAISING

- Nevada ticket revenues are declining but continue to assist in funding eligible expenses.
- We received a donation from the Grey Bruce OPP Detachment Police Services Board this quarter.
- We received a \$1,000 Community Donation from the Owen Sound Walmart.
- The Mildmay Rotary Club donated \$1,000 through a restaurant voucher fundraising campaign in support of our program.
- We will continue to seek support from the Police Services Boards and Municipalities of Grey and Bruce as well as from businesses, service clubs, and the public.

EVENTS AND PROMOTIONS

- Our Board Chairperson attended the Community Foundation Grey Bruce Non-Profit Workshop on March 25, 2026.

CRIME STOPPERS BOARD

We currently have eight members on our Board of Directors after a new appointment. We are continuing to recruit new members with specific skill sets such as fundraising or financial experience.

Our new Executives are confirmed:

- **Chairperson** – Ayush Adhikari (Ayush.ADHIKARI@cstip.ca)
- **Vice-Chairperson (Interim)** – Michael Lundy (mike.lundy@cstip.ca)
- **Treasurer and Past Chairperson** – Peter Reid (peter.reid@cstip.ca)
- **Secretary** – Cally Mann (cally.mann@cstip.ca)

For any Board-related inquiries, please contact the Chair or email CrimeStopGB@cstip.ca.

UPCOMING EVENTS

- Annual Crime Stoppers of Grey Bruce golf tournament on Thursday June 4, 2026.
- Bruce County Run Show 'n Go Classic Car Tour on Saturday June 27, 2026.

Inspector General Decisions & Findings Reports

Inspectorate of Policing

OACP Zone 5 Meeting March 10th, 2026



IG Memo #8 – Public Release of Decisions and Findings Reports

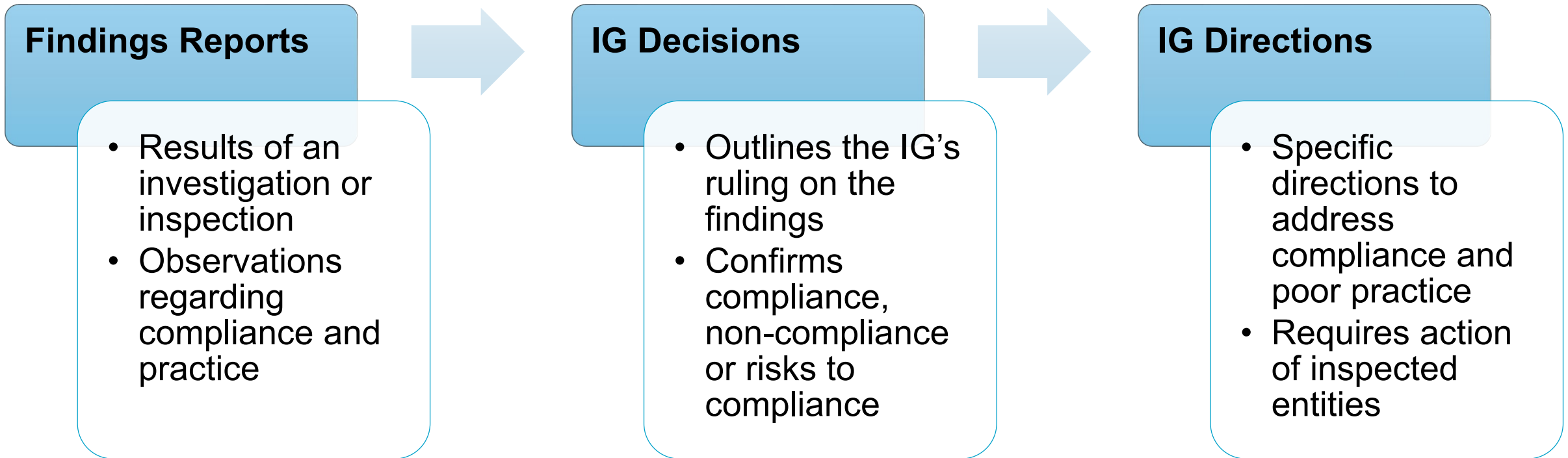
Purpose

- Inspector General Decisions & Findings Reports: What You Need to Know

Focus

- How decisions/findings are communicated
- Why it matters
- How Chiefs/Services should respond

IG Findings and Decisions



Upcoming communications on IG Findings Reports and Decisions will educate the public and policing sector on the IG's mandate, authorities, and how these decisions improve the sector's compliance and performance.

What Early Decisions are Signaling

Governance conduct and boundaries matter

Adequacy must be demonstrable

Specialized capabilities and equipment use is being examined

Professionalism in public engagement

Integration

Impact:

- **Shapes Oversight Expectations**
 - Decisions are binding and precedential.
- **Guides Future Complaint Outcomes**
 - Practical examples of how standards are interpreted
- **Strengthening Trust**
 - Demonstrate how the service stays current and learns from oversight.

What is Expected of Services:

- **Monitor IG Decisions**
- **Review Findings**
- **Integrate lessons where applicable – QA processes**

Questions?

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD



SUBJECT: CRIMINAL INVESTIGATIONS BRANCH
BAIL COMPLIANCE AND WARRANT APPREHENSION UNIT (BCWA)
COMMUNITY ORIENTED RESPONSE AND ENFORCEMENT UNIT (CORE)

TO: Chair and Members of the Owen Sound Police Service Board

DATE: April 22nd, 2026

STRATEGIC PRIORITIES:

The contributions of the Criminal Investigations Branch contribute to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

REPORT:

Drug Investigation: Members of the Criminal Investigative Branch, Drug Unit, CORE Unit, and BCWA conducted a targeted enforcement initiative in the downtown core utilizing both plainclothes and uniform officers to address the open consumption of illicit drugs in public spaces. During the operation, nine individuals were arrested for public drug use, and several grams of suspected crystal methamphetamine and fentanyl were seized.

Drug Investigation: In January 2026, the Drug and Intelligence Unit initiated a joint CDSA investigation in partnership with the Grey Bruce OPP. The investigation concluded in March with the arrest of a male from the Greater Toronto Area and a female from Owen Sound. Two firearms (handguns) were seized, along with a significant quantity of suspected fentanyl and cocaine. Both individuals were charged with multiple firearms-related offences and offences under the Controlled Drugs and Substances Act.

MENTAL HEALTH CRISIS RESPONSE TEAM

Officer Referrals/ Consultations = 0
Follow-ups: 3
Community Support Consultations/Referrals = 0
Incident Response/Support = 56
Proactive foot patrol: 9

- MMHART staff member on annual leave for 3 weeks.

DRUG OVERDOSE INFORMATION

To date, Owen Sound has had (0) deaths from suspected drug overdoses in 2026.

Missing Persons

No outstanding missing people.

Other

D/Cst. Martin and Assistant Crown Attorney, Michelle McKay, presented to second year Police Foundations students at Georgian College on Intimate Partner Violence from a police and court perspective. A representative from the Women's House was also present to share the victim's perspective, which provided a holistic overview of how local agencies collaborate to best support victims of domestic violence.

BAIL COMPLIANCE AND WARRANT APPREHENSION UNIT (B.C.W.A.)

FOOT PATROL (Hours)	1
CRIMINAL CHARGES	13
WARRANT ARRESTS	11
ARREST - FAIL TO ATTEND FOR PRINTS	4
PROVINCIAL OFFENCES	1
COMPLIANCE CHECKS	5
S.O.R. COMPLIANCE CHECKS	15

The BCWA unit conducted several investigations, including working with the Grey/Bruce High Risk Team regarding a probation breach, which was confirmed and resulted in criminal charges.

BCWA investigated an accused person who, while under OSPS criminal charges, left the country to seek medical care. The accused missed a court appearance in the process, and a warrant was issued for their arrest. BCWA coordinating their return with the accused, external police agencies, and CBSA. Upon returning to Canada, the accused was arrested and charged with an additional criminal offence.

BCWA executed multiple warrants involving individuals wanted on multi-jurisdictional theft charges.

COMMUNITY ORIENTED RESPONSE AND ENFORCEMENT UNIT (C.O.R.E)

FOOT PATROL (Hours)	40
BICYCLE PATROL (Hours)	0
CRIMINAL CHARGES	3
CDSA	3
PROVINCIAL OFFENCES/ WARNINGS	0

In March, the C.O.R.E. unit led station tours for local army cadets and children from Happy Hearts Day Care, providing an overview of police operations, equipment, and community safety initiatives. The C.O.R.E. Unit also participated in a community hike with Cubs and Scouts through Harrison Park, fostering positive engagement and strengthening relationships with youth in the community.

The C.O.R.E. unit continued mobile and foot patrols throughout March 2026, focusing on proactive community engagement, enforcement, and support for vulnerable individuals. Members conducted regular monitoring and well-being checks for those accessing local shelter services, as well as individuals sheltering in encampments and other locations across the city.

FINANCIAL/RISK IMPLICATION(S):

Nil

SUBMITTED BY:

Craig Matheson, Inspector

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD



SUBJECT: Auxiliary Unit- March 2026
TO: Chair and Members of the Owen Sound Police Service Board
DATE: April 22, 2026

STRATEGIC PRIORITIES:

The [contents of this report] contributes to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

RECOMMENDATION(S):

For Information

REPORT:

In March 2026, the Auxiliary Unit actively supported the Uniform Branch through ride-alongs, contributing a total of **181.5 volunteer hours**.

On March 9th, 2026, Auxiliary Jessica Brown volunteered 4 hours of her time at the Owen Sound Police Service assisting local families with car seat inspection and proper installations.

On March 21st and 30th, 2026, the Auxiliary unit completed their annual use of force training. Training Officer Curtis Gloade focused this year's training on techniques they can utilize to better support our sworn members while they are volunteering on patrol. A total of 50 volunteer hours was dedicated to this training.

On March 26th, 2026, Auxiliary Brayden Rahn resigned from his volunteer role as a member of the auxiliary unit.

FINANCIAL/RISK IMPLICATION(S):

Nil

SUBMITTED BY:

Craig Matheson, Inspector

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD



SUBJECT: FRONT LINE PATROL REPORT AND COLLISIONS- MAR 2026

TO: Chair and Members of the Owen Sound Police Service Board

DATE: April 22, 2026

STRATEGIC PRIORITIES:

The activities of Front-Line officers contribute to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

RECOMMENDATION(S):

For Information

REPORT:

The following report highlights key metrics from OSPS Front Line Patrol and Collision Statistics for March 2026.

	Platoon #1-4		Part Time Officers	
	March 2026	March 2025	March 2026	March 2025
Highway Traffic Act:	112	90	12	11
Recorded Cautions:	61	53	18	11
Criminal Code/ CDSA:	118	138	0	9
Warrants Executed:	26	22	5	2
Liquor Licence and Control Act:	6	4	2	0
Foot Patrol Hours:	94	84	18	11
Court Security Hours:	0	0	246.5	0

Reduce Impaired Driving Everywhere (RIDE):

- 18 R.I.D.E. checks conducted
- 34 officers
- 13 Total hours
- 601 drivers checked
- 7 roadside breath tests administered
- 1 Person Charged with Impaired Driving/ Over 80 mgs
- 5 Highway Traffic Act cautions issued

Impaired/ Over 80 mgs Charges

- There was a total of **eight** impaired drivers charged during the month of March 2026.

Collision Statistics:

MAR 2026 FEB 2026 MAR 2025

	MAR 2026	FEB 2026	MAR 2025
Total Collisions:	51	59	59
Collisions - East side	24	31	30
Collisions - West side	10	13	10
Collisions - parking lots	17	15	19
Fail to Remain Collisions	13	17	17
Collisions referred to CRC:	27	34	38
Collisions investigated by OSPS:	24	25	21

FINANCIAL/RISK IMPLICATION(S):

Nil

SUBMITTED BY:

Craig Matheson, Inspector

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD



SUBJECT: Community Service Officer
TO: Chair and Members of the Owen Sound Police Service Board
DATE: April 22, 2026

STRATEGIC PRIORITIES:

The [contents of this report] contributes to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

RECOMMENDATION(S):

Nil

The following report highlights key engagements of the Community Services Officer in March, 2026

Traditional Corporate and Social Media for OSPS (Community Outreach Education/Celebrations/Awareness/Media Releases)

- Impaired Driving, #RockYourSocks, Citizens Police Academy, OS Attack Scam Alert, Winter Driving Safety, We Are Hiring, International Women's Day, OSECC response to Ice Fisherman Rescue, #DidYouKnow #911, Digital Dangers Workshops, 3D Printers & Illegal Use, Emergency Services Career Expo, March Break, Bell Copper Lines, Job Scams, Hate Speech Online, Foot Patrol- River District, #WorkingNights, Welcome Constable Ernest, St. Patrick's Day, Regional Job Fair, The Open Line, Drug Enforcement- River District
- **38 Posts in March**

Community Engagement & Local/Provincial Committee Work

- CSWBP Crime Prevention Action Table- Regional
- Wheel & Ride meeting- Partners- Kiwanis, Optimist, River District- Local
- VTRA- Georgian College/Catholic/Public School Boards- Regional
- COYO Provincial Committee mtg- Post conference mtg. Provincial member
- Grey Bruce Local Immigration Partnership- External/Regional
- LEAPPS (Law Enforcement Agencies & Partners to Protect Seniors)- External/Provincial
- Youth in Policing Initiative-External/Provincial meeting
- Citizens Police Academy- Internal
- CPYN National Meeting (Canadian Police Youth Network)
- Alpha Street Community Partners Monthly- Local

Community & School Presentations/Training

- Presentation to family of Alzheimer's Society- Elder abuse
- VTRA meeting- Bluewater School Board- protocol & police involvement
- VTRA student meeting-East Ridge
- Digital Dangers Workshop for BGCSB & BWDSB Menal Health Teams & Management
- Settlement Services- Digital Dangers Workshop for newcomers
- Presentations to each Platoon- CamSAFE, social media at OSPS and resources for Officers

Workshops/Conferences attended

- Regional Job Fair- Bayshore Community Centre
- OSDSS- Career Day presentation on careers with OSPS
- Orillia Campus- Career opportunities with OSPS

ATTACHMENT(S):



(Pic L-R Digital Dangers Workshop for newcomers & Class presentation on street safety- some Notre Dame DL students)

FINANCIAL/RISK IMPLICATION(S):

Nil

SUBMITTED BY:

Jason Cranny
Community Service Officer #569
Owen Sound Police Service

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD



SUBJECT: Training Report – March 2026
TO: Chair and Members of the Owen Sound Police Service Board
DATE: April 22, 2026

STRATEGIC PRIORITIES:

A continued emphasis on training for all members contributes to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

RECOMMENDATION(S):

For Information

REPORT:

The following report highlights Training for Owen Sound Police Service members during March 2026.

In March a member of the Criminal Investigations Branch completed the **Fraud Investigator's course** at the Ontario Police College. Additional knowledge and skills in fraud investigations have been identified as a key priority as citizens, including seniors, continue to be targeted by various methods of fraud.

The supervisor of the Criminal Investigations Branch attended a one-week course on **Professional Standards Investigations** that was held in Oshawa.

The training officer attended both the **Carbine Instructor requalification** course at the Ontario Police College as well as a **fitness PIN assessment course** hosted by Peel Regional Police.

The **Auxiliary unit completed annual use of force training**. The training focused on techniques to better support sworn members while on patrols. A total of 50 volunteer hours was dedicated to this training.

Finally, our newest recruit, Josee Ernest graduated from the Ontario Police College- Basic Constable Training program. The March Past took place on March 19th with Chief Ambrose and Inspector Matheson in attendance for the ceremony.

SUBMITTED BY:

Craig Matheson, Inspector

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD



SUBJECT: Records, Courts, and Bylaw Report – March 2026
TO: Chair and Members of the Owen Sound Police Service Board
DATE: April 22, 2026

STRATEGIC PRIORITIES:

Records, Court Services, and Bylaw contribute to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

RECOMMENDATION(S):

For Information

REPORT:

Records

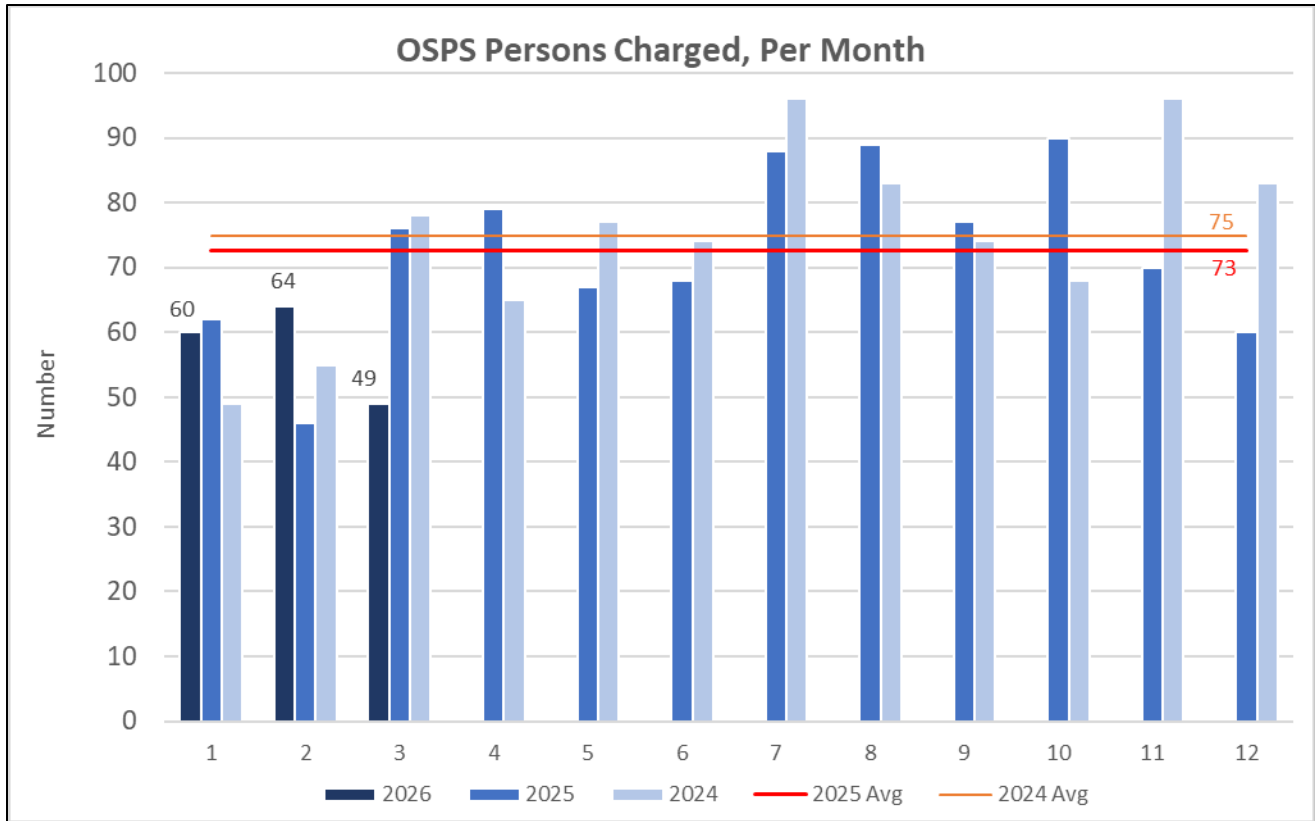
	This Month MARCH 2026	Previous Month		Same Month	2026	2025	YTD % Change
		February 2026	% Change	Previous Year March 2025	Year-to-Date Jan.1-Mar.31, 2026	Year-to-Date Jan.1-Mar.31, 2025	
Records Services							
Bulk Record Check Searches	7,721	6,383	21.0%	7,913	20,570	20,429	0.7%
Executed Warrants	48	60	-20.0%	51	148	141	5.0%
Persons Charged	49	64	-23.4%	76	173	184	-6.0%

In March compared to February 2026:

- There was a 21 % increase in bulk record check searches.
- There was a 20 % reduction in executed warrants.
- There was a 23.4 % reduction in person charged.

Year-to-date changes March 2026 compared to March 2025:

- There was a 0.7 % increase in bulk record check searches.
- There was a 5 % increase in executed warrants.
- There was a 6 % reduction in persons charged.



Courts

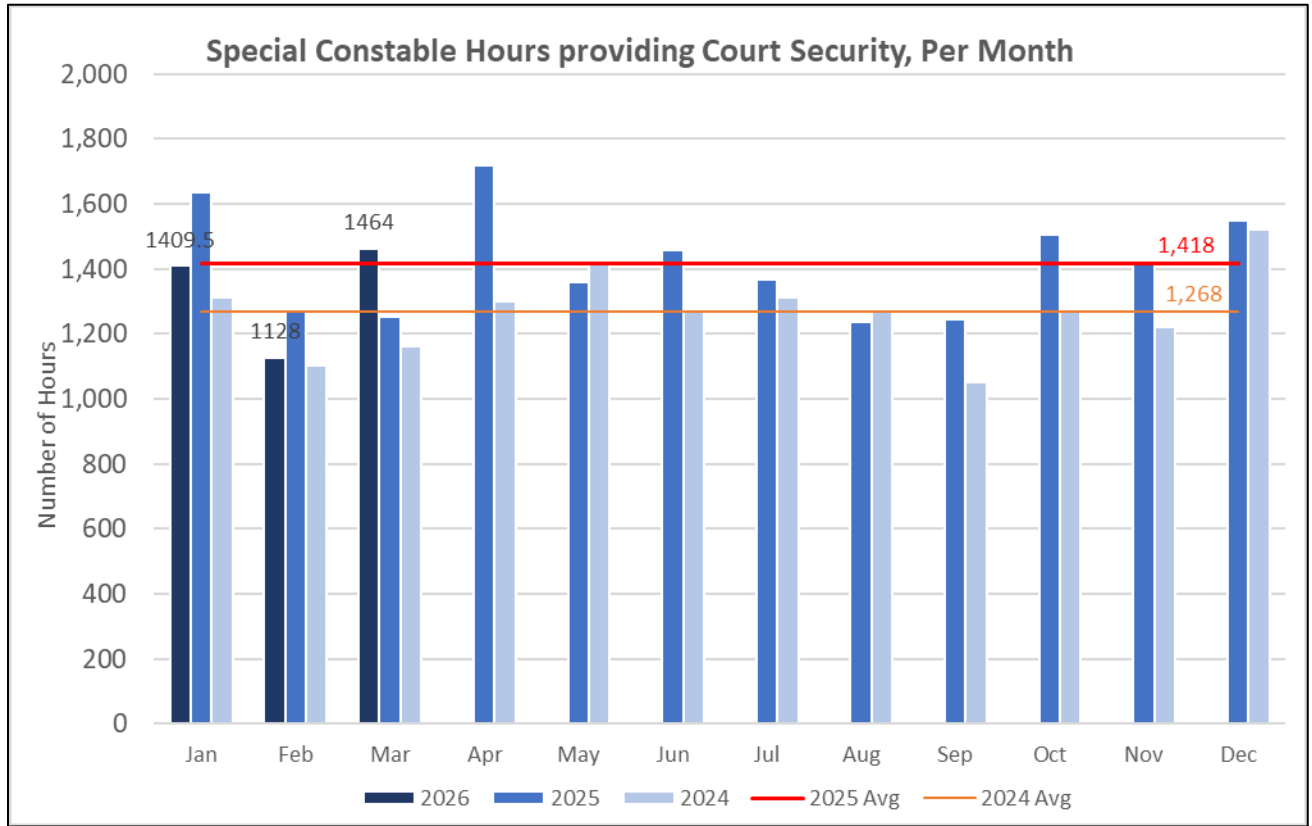
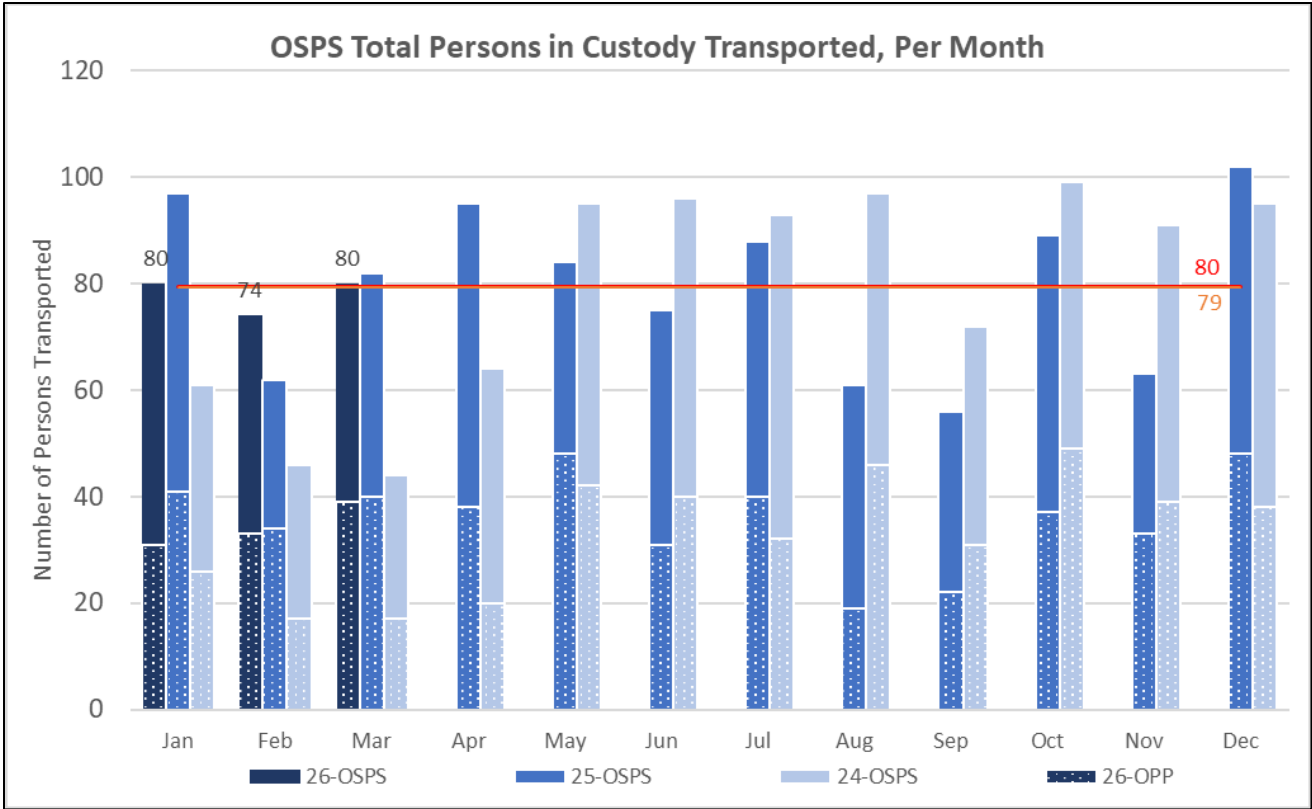
	This Month MARCH 2026	Previous Month		Same Month Previous Year March 2025	2026 Year-to-Date Jan.1-Mar.31, 2026	2025 Year-to-Date Jan.1-Mar.31, 2025	YTD % Change
		February 2026	% Change				
Court Services							
Total Custodies Transported	80	74	8.1%	82	234	241	-2.9%
OPP	39	33	18.2%	40	103	115	-10.4%
OSPS	41	41	0.0%	42	131	126	4.0%
Video/Appearances	38	36	5.6%	30	112	94	19.1%
Special Constable Hours	1464	1,128	29.8%	1,255	4,002	4,161	-3.8%

In March compared to February 2026:

- There was a 8.1 % increase in custody transports.
- There was a 5.6 % increase in in video appearances.
- There was a 29.8 % increase in Special Constable hours worked.

Year-to-date changes March 2026 compared to March 2025:

- There was a 2.9 % reduction in in custody transports.
- There was a 19.1 % increase in video appearances.
- There was a 3.8 % reduction in Special Constable hours worked.



Owen Sound Police Service provides an armed officer at both the Ontario/Superior Court of Justice Courthouse and the Provincial Offences Court while courts are in session.

This requirement resulted in seven-armed officers being scheduled each week throughout March, totaling approximately **246.50 hours** of armed court-security coverage. These hours are in addition to the **1,464 hours** worked by Special Constables during the same month.

Special Constable hours have increased for the month of March due to the high number of matters in both the Ontario and Superior Court of Justices.

Bylaw – March 2026

Nothing to report for the month.

FINANCIAL/RISK IMPLICATION(S):

Providing court security and transporting persons in custody comes with inherent risk, while the efficient and accurate processing of judicial documentation is foundational to community safety.

ATTACHMENT(S):

Nil

SUBMITTED BY:

Krista Fluney, Director, Civilian Services

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD



SUBJECT: Owen Sound Emergency Communications Centre (OSECC) –
March 2026

TO: Chair and Members of the Owen Sound Police Service Board

DATE: April 22, 2026

STRATEGIC PRIORITIES:

The OSECC and the supporting IT infrastructure contributes to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

RECOMMENDATION(S):

For Information

REPORT:

9-1-1 Calls – March 2026:

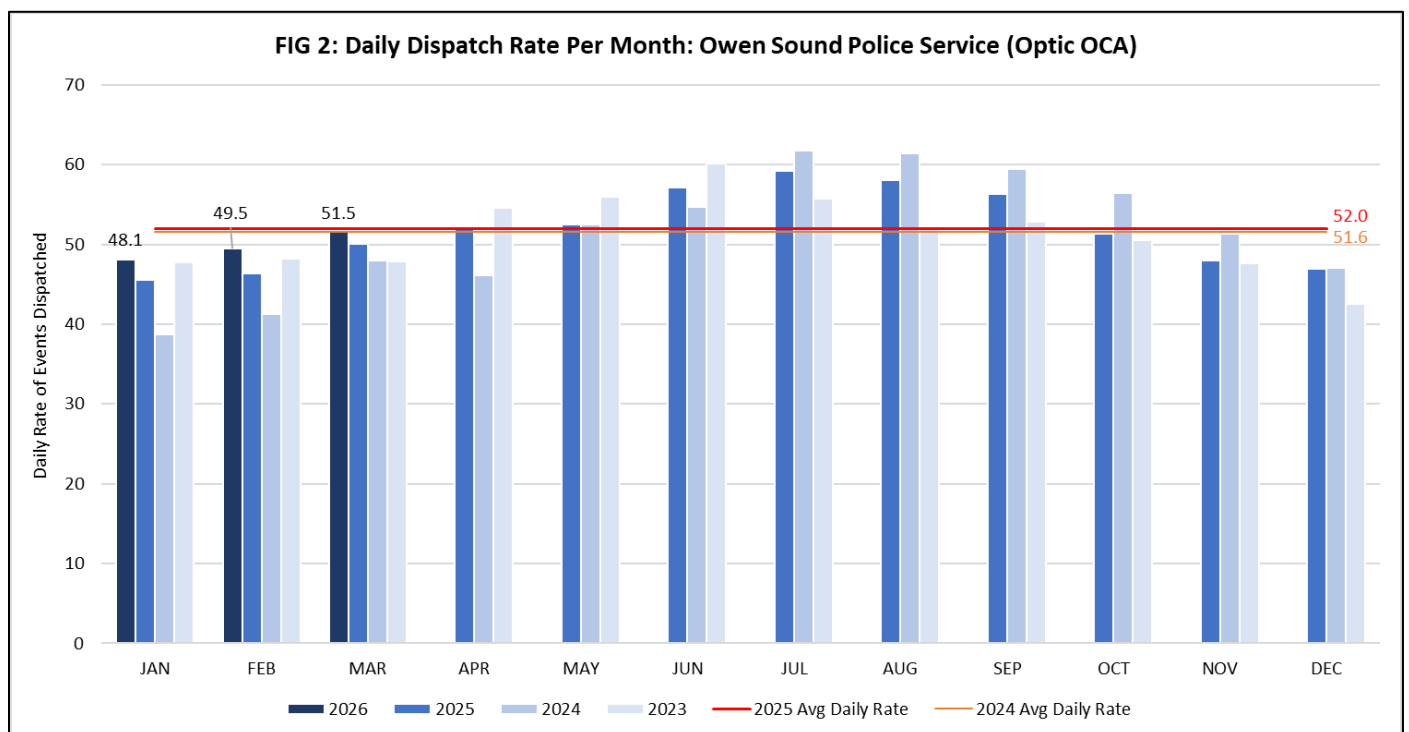
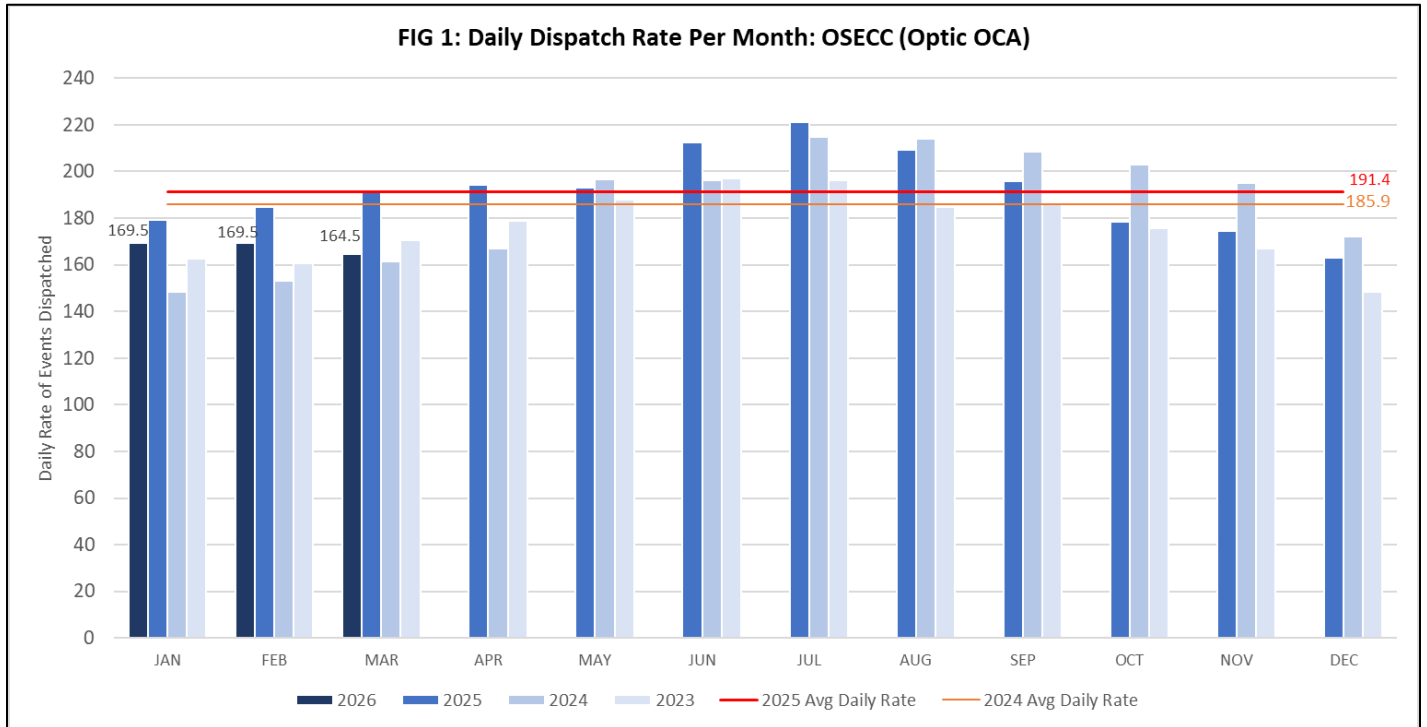
With the transition to NG911 on November 25, 2025, the previous source of monthly 911 data—Bell Flex reports—is no longer populated or applicable. The OSECC team is currently working with NG911 vendors to develop enhanced reporting using the expanded data available. Analysis of key performance metrics from these new reports is underway.

Computer Aided Dispatch (CAD) Events – March 2026:

Source: OPTIC's OnCallAnalytics	This Month MARCH 2026	Previous Month		Same Month Previous Year March 2025	2026 Year-to-Date Jan.1-Mar.31, 2026	2025 Year-to-Date Jan.1-Mar.31, 2025	YTD % Change
		February 2026	% Change				
All CAD Events in OSECC (Number)	5,100	4,746	7.5%	5,942	15,101	16,663	-9.4%
All Police (inc. OSPS)*	4,571	4,140	10.4%	5,147	13,248	14,247	-7.0%
All Fire	293	357	-17.9%	525	1,074	1,528	-29.7%
Grey County Transport	236	249	-5.2%	270	779	888	-12.3%
OSPS	1,597	1,386	15.2%	1,552	4,475	4,262	5.0%
All CAD Events in OSECC (Avg Daily Rate)	164.5	169.5	-2.9%	191.7	167.8	185.1	-9.3%
All Police (inc. OSPS)*	147.5	147.9	-0.3%	166.0	147.2	158.3	-7.0%
All Fire	9.5	12.8	-25.8%	16.9	11.9	17.0	-30.0%
Grey County Transport	7.6	8.9	-14.6%	8.7	8.7	9.9	-12.1%
OSPS	51.5	49.5	4.0%	50.1	49.7	47.4	4.9%

Calls dispatched through CAD originate from multiple sources, including the non-emergency phone line, walk-ins, officer generated events, and 911 calls. In March, the OSECC dispatched 5100 calls, averaging 165 calls per day, which is down by about 3% from February’s average of 170 (Fig.1). Year-to-date, the OSECC’s dispatch volume is down 9%.

Of the total dispatched calls in March, 1597 or 31% were dispatched specifically for the Owen Sound Police Service (Fig.2). OSPS call volume in March was an average of 52 calls/day, representing a 4% increase compared to February’s average of 50 calls/day. Year-to-date, OSPS dispatch call volume has risen 5% compared to the same period last year.



Information Technology (IT) Infrastructure – March 2026:

In March, IT was heavily involved with the NG911 call hosted solution for our Eastern Ontario clients, including daily meetings with Bell and vendors for implementation. As of time of writing, the IT team has completed certification for one client and is moving forward with certification for another agency every two weeks. Estimated completion is June with training and cutovers to occur directly afterwards.

Migrations and remediations for Smiths Falls Police Service, ongoing for a few months, is now complete.

Also in March, IT was engaged with West Grey Police Service with installation of a new telephone system as well as moving/installing systems for the new police building in Durham prior to, during, and after their move date which was an out-of-band revenue source.

FINANCIAL/RISK IMPLICATION(S):

Risk management and contingency planning are integral to the day-to-day operations of a Public Safety Answering Point (PSAP). While the OSECC continues to grow and evolve, OSPS strives to maintain a balance of staffing that best aligns with workload demands, member wellness, emergency response standards, and contracted client expectations.

ATTACHMENT(S):

Nil

SUBMITTED BY:

Suzanne Bell-Matheson, Director, Corporate Services

Chris Hill, Director, Information Technology

Marg Gloade, Strategic Analyst

Owen Sound Emergency Communications Centre



IN PARTNERSHIP WITH HYPER THE OWEN SOUND EMERGENCY COMMUNICATIONS CENTRE WOULD LIKE TO INTRODUCE:

CARA – COMMUNITY ASSISTANCE and RESPONSE AGENT

- Police services across North America are experiencing increasing demands on their non-emergency phone lines
- Calls related to minor property damage, lost property, and general inquiries account for a significant portion of a dispatcher's workload especially in the OSECC
- As call volumes continue to rise, police services are exploring new technologies to improve accessibility, efficiency and response times for the public
- In partnership with Hyper, the OSECC is pleased to introduce our new AI answering Assistant – CARA.
- CARA – Community Assistance and Response Agent is an artificial intelligence system designed to support the management of non-emergency communications, general inquiries and basic report intake.
- CARA – operates 24 hours a day/7 days a week



CARA – COMMUNITY ASSISTANCE and RESPONSE AGENT

- Our dispatchers handle a significant volume of calls every day for multiple communities across Ontario. CARA will answer all non-emergency lines with the focus on improving efficiency while keeping dispatchers free to process emergencies
- CARA will transfers calls to dispatchers immediately when:
 - Emergency detected
 - AI cannot understand the call
 - Caller requests a human
- Callers will note immediate engagement, structured information gathering, and intelligent call routing.
- CARA will greet callers, identify the nature of their request, collect preliminary details and either provide relevant information directly to dispatch to create a call for service or transfer the call to the appropriate human operator (admin routing or call taker)
- CARA will process the following SOP's that have no suspects, no weapons or identify no injuries for:
 - Theft Under \$5000
 - Lost Property
 - Gas Drive Off
 - Mischief to Property Under \$5000



CARA – COMMUNITY ASSISTANCE and RESPONSE AGENT

- HYPER offers real-time transcription and documentation
- Multilingual support (30+ languages)
- Emotionally responsive (human-like interactions)
- Automatic escalation to dispatchers
- Future analytics dashboard on the number of calls processed, how they were handled, the type of calls that CARA is processing
- Additional support in the development and implementation of additional SOP's and review of call flows to ensure optimal response and utilization
- ACTIONS CARA will take:
 - Resolve the call automatically by transferring to proper police service or transfer to proper department
 - Resolve the call automatically by sending a link to online reporting (Owen Sound/Cobourg)
 - Resolve the call automatically through capturing report through standardized questioning and email that to the Communications Centre for dispatch
 - Transfer immediately to call takers for processing



CARA – COMMUNITY ASSISTANCE and RESPONSE AGENT

To: +1 (226) 988-8311 Duration: 01:03

Agent
Hi, You have reached the non-emergency police assistance line for the Owen Sound, Saugeen Shores, West Grey, Hanover, Port Hope and Coburg Police Service. If you are reporting an emergency or crime in progress please hang up and dial 911. My name is CARA and I am here to help process your call. How can I help you today?
17:48:22

Caller
I just wanted to report someone.
17:48:27

Agent
Alright, I can help with that. Could you please tell me a bit more about what you'd like to report?
17:48:28

Caller
I was walking my dog, and we almost got hit because the person wouldn't wait at a stop sign.
17:48:43

Agent
That sounds scary — I'm glad you and your dog are okay. It sounds like you're calling about **Reporting a Crime or Incident**. Is that correct?
17:48:44

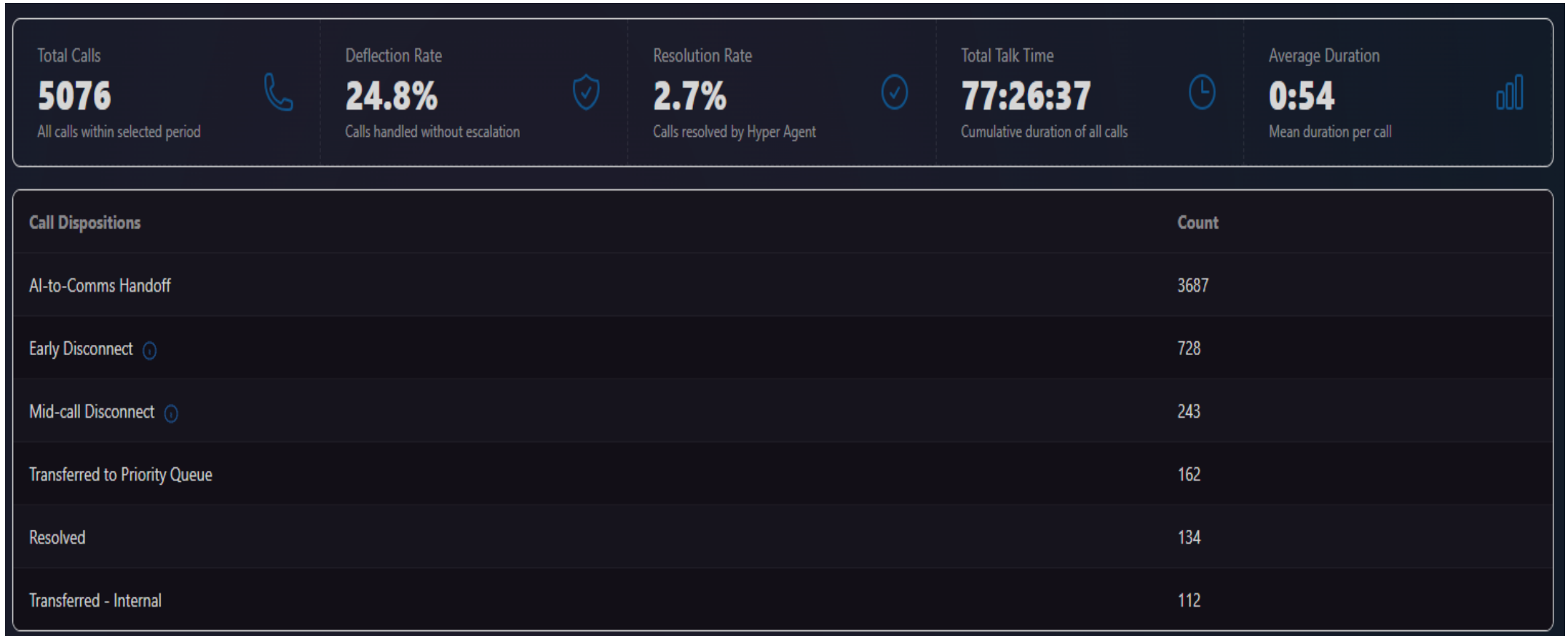
Caller
Yep.
17:48:54

→ Subject Changed: Reporting a Crime or Incident 17:48:56

Agent
I am connecting you to Call Taker. Please hold while I transfer your call.
17:49:01



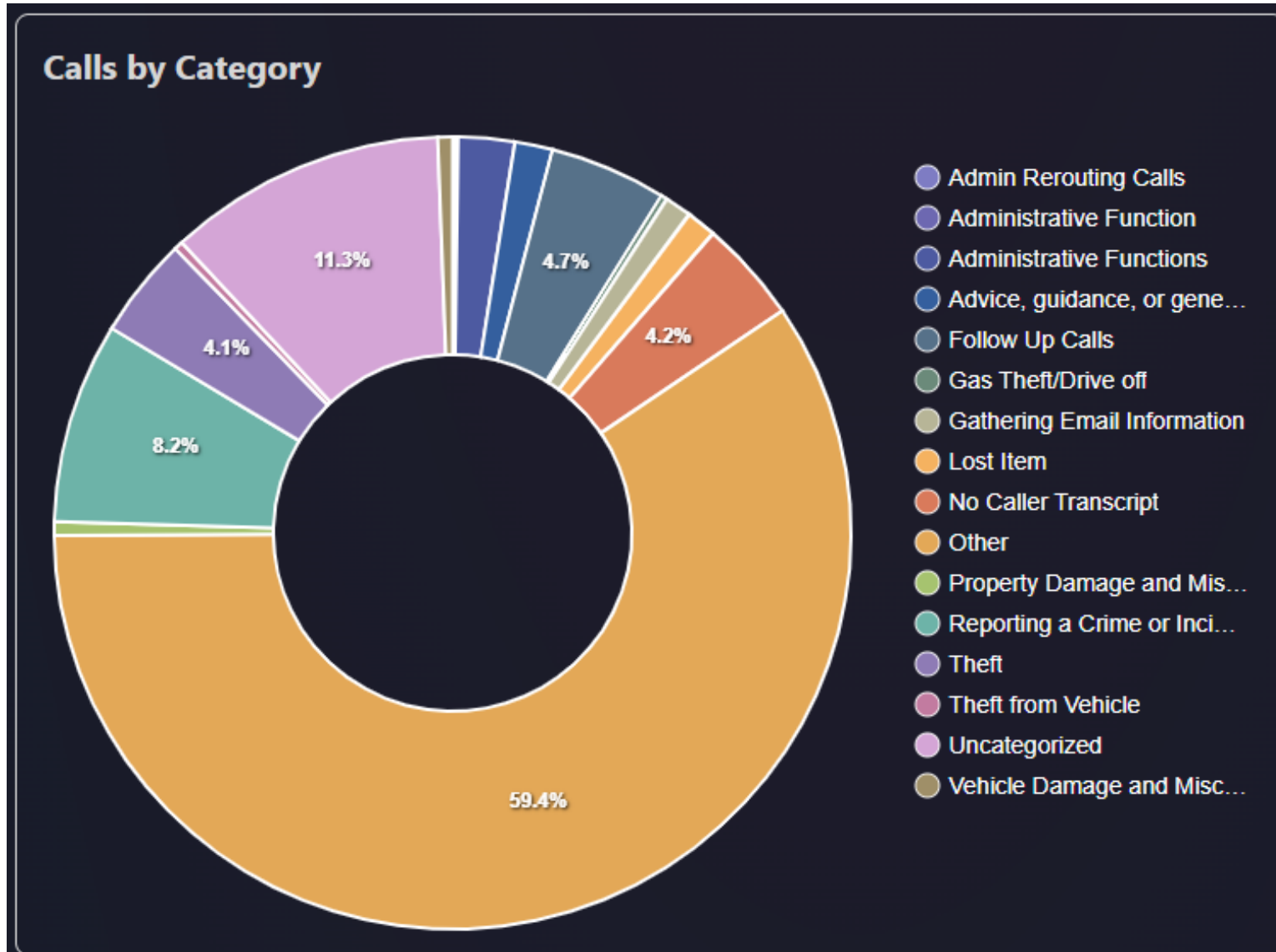
CARA – COMMUNITY ASSISTANCE and RESPONSE AGENT



- Go-Live was March 10, 2026
- CARA has processed over 5000 calls with a 24.8% deflection rate (calls handled without escalation)
- 2.7% of the calls have been resolved by CARA (emails or online reporting)



CARA – COMMUNITY ASSISTANCE and RESPONSE AGENT



HIGHLIGHTS:

- 8.2% of the calls received by CARA have been redirected to email reporting/online reporting
- 4.7 % requests for follow-up with officers
- 2.3% Administrative calls and redirected to police partner agencies or records
- 59.4 “Other” – CARA unable to classify the calls based on info received from the caller



CARA – COMMUNITY ASSISTANCE and RESPONSE AGENT

Call Transfers	Percentage	Count
Operator	70.5%	3577
Emergency Line	3.2%	163
Owen Sound Police Line	0.9%	46
Saugeen Shores Police Line	0.7%	33
Cobourg Police Line	0.3%	15
Port Hope Police Line	0.2%	11
System Escalation	0.2%	8
Hanover Police Line	0.1%	5
West Grey Police Line	0.1%	4

Text Messages Sent	Percentage	Count
Owen Sound Online Reporting SMS	0.6%	29
Coburg Online Reporting SMS	0.3%	14
West Grey Online Reporting SMS	0.0%	1



CARA – COMMUNITY ASSISTANCE and RESPONSE AGENT

NEXT STEPS:

- Continuous review utilizing real data to create more systematic, safer and increasingly proactive response
- Tagging transcripts for review by Hyper (misrouting, misunderstanding, delay, caller frustration) to increase operational intelligence
- Trend tracking over time (weekly, monthly, quarterly)
- Create a continuous improvement pipeline to improve workflow: identify issue patterns, prioritize risk/volume, update SOPS or AI behaviour (reconfiguration), test changes in controlled environment, deploy gradually, monitor impact
- Expand analytics beyond performance outcomes to include real-world impact – ie/ did calls get resolved without re-contact? Did workload decrease for human call-takers and officers?
- Standardize phrasing that improves AI understanding based on trends
- Expand categories of calls handled
- Integrate with dispatch systems



REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: HUMAN RESOURCES – MARCH 2026

TO: Chair and Members of the Owen Sound Police Service Board

DATE: April 22, 2026



STRATEGIC PRIORITIES:

The Human Resources Unit contributes to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

RECOMMENDATION(S):

For Information

REPORT:

OSL Update

At this point the system is about 95% configured and data verification is taking place. There have been significant delays in getting responses from the City, so the payroll export is not finalized and project milestone dates are behind.

Training and policy data is being compiled to be uploaded to the system, these along with the quartermaster will be rolled out after the go live with the quartermaster launching at some point in the fall. Testing is scheduled to start in May with a potential go live in June.

Recruitment:

- Five candidates completed first-round interviews for the Recruit Constable position.
- Two full time Communicator positions were posted both internally and externally.

Staffing:

The following staffing changes occurred during this reporting period:

New Hires:

- **Katie Papke**, PT Data Clerk
- **Harjasleen Kaur**, PT Communicator
- **Shannon Taylor**, PT Communicator

Transfers/Promotions:

- *None this month*

Resignations/Retirements:

- **Jocelyn Kazarian**, FT Clerical Secretary
- **Sara Morris**, FT Communicator
- **Terina Enns**, PT Special Constable
- **Laura Leonard**, PT Data Clerk
- **Brayden Rahn**, Auxiliary

Financial/Risk Implications:

Personnel salaries and benefits represent more than 90% of the Service's operating budget. As people are the foundation of the organization, effective human resource management is essential. Ongoing attention to training, health and safety, staff wellness, and adequate staffing levels mitigates organizational risk and supports operational readiness.

ATTACHMENT(S):

None

SUBMITTED BY:

Wendy Pratt, Human Resources Manager

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD



SUBJECT: LOST HOURS – MARCH 2025
TO: Chair and Members of the Owen Sound Police Service Board
DATE: April 22, 2026

STRATEGIC PRIORITIES:

The management of lost hours due to sick time and WSIB claims contributes to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

RECOMMENDATION(S):

For Information

REPORT:

The following report highlights key metrics from OSPS full time members for December 2025, including lost hours due to leave from sick time, short term disability (STD), and Workplace Safety and Insurance Board (WSIB).

Lost Hours:

Month/Year	SICK/STD			WSIB		
	Number of Fulltime Members	Total Number of Shifts (complete and partial)	Total Number of Hours	Number of Fulltime Members	Total Number of Shifts (complete and partial)	Total Number of Hours
March 2026	11	33	330.5 (13%)	2	28	245
February 2026	12	25	292	2	27	220
YTD 2026	24	80	873.5 (17.8%)	3	80	673
YTD 2025	27	72	741	2	132	1,024

- There was a 13% increase in lost hours due to member sick leave in March compared to February 2026.
- There was a 17.8% increase in YTD lost hours due to member sick leave in 2026 compared to 2025.
- There was a 11.3% increase in lost hours due to WSIB leave in March compared to February 2026.

- The new WSIB claim in March 2026 is due to a dog bite injury.

WSIB Update:

The one short term WSIB case involving a full-time member will return to modified duties in April.

There is an ongoing WSIB case involving a full-time member pending final resolution however the member is not receiving top-up amount or benefits.

FINANCIAL/RISK IMPLICATION(S):

The loss of scheduled work hours is a potential financial risk and is monitored to ensure a balance with members' physical and mental wellbeing. Financial resources are required to provide ongoing member training, which is an essential to updating qualifications, knowledge, and ultimately organizational risk mitigation.

ATTACHMENT(S):

None

SUBMITTED BY:

Wendy Pratt, Human Resources Manager

REPORT TO THE OWEN SOUND POLICE SERVICE BOARD

SUBJECT: Building and Health and Safety Monthly Update Report
TO: Chair and Members of the Owen Sound Police Service Board
DATE: April 20, 2026



STRATEGIC PRIORITIES:

The [contents of this report] contributes to the positive outcomes within the following Strategic Priorities, set by the Board in the 2023-2026 OSPS Operations Plan:

- Community Safety
- Community Wellbeing
- Our Members
- Sustainability

RECOMMENDATION(S):

For Information

REPORT:

Below is a list of facility related matters and updates scheduled for 2026:

Brickwork

Facilities are aware of the deteriorating brick on the exterior building walls that will require the installation of a waterproof membrane and metal cladding to prevent moisture and further deterioration. This remains outstanding and is not scheduled for 2026. This will remain on the updates in order to maintain awareness.

Water Leaks- During the past several weeks during periods of heavy rain two locations have been leaking. One area in the front entrance vestibule had significant water entering. A second leak caused a wet ceiling tile in the new communications centre portion of the building. Facilities were contacted about each incident and attended to examine the issues. There has been no update received on the cause or solution as of this time.

Cleaning Services

The current provider continues to do an excellent job and the contract remains outstanding.

Routine Maintenance and Repairs- Having a facilities team member on-site at least two days per week to support ongoing maintenance and repairs has resulted in a big improvement.

Elevator - The elevator still needs to be locked out manually in the evening to prevent after hours access to the upstairs.

Front Lobby Washroom – the door lock is to be changed to keyed access so members of the public will need to request access from front desk personnel. This will ensure the washroom remains locked when not in use and staff are aware when a member of the public is inside, with a spare key at the front desk for emergency access. **Still waiting for completion.**

AODA Compliance – Long term will need to be included in a facility assessment and needs review. There is no planned Capital expenditure to meet these needs.

HVAC- Work has been completed to replace all damaged ceiling tiles and the HVAC system is scheduled for a recalibration once the heating system is shut down and the cooling system is started this spring/summer. **Waiting for engineering review, assessment and recalibration scheduled for coming months. This will be a temporary repair with a new HVAC system for the entire building being a priority and not scheduled for several years.**

Interior Paint- Facilities staff and a contractor were through the facility April 17th and were preparing and determining when and what should be the priority for painting. This is scheduled to start in the coming weeks and the public access and main floor that sees 24-hour use have been prioritized as they are the most needed areas. The remainder of the building will follow later in 2026 or 2027.

Parking Lot Storm Drains

This winter one of the parking lot water drains was plugged causing flooding in the parking lot. Public works attended and vacuumed out the blockage. Facilities will request routine maintenance of the water drains to prevent this from reoccurring. During the heavy rains this Spring there was a repeat issue and this will be examined further in the Spring.

Main Floor Staff Washroom Renovation

A contractor has been secured, and the renovations are expected to take place this spring, 2026. **No updates or information about a start date provided.**

SUBMITTED BY:

Chief Ambrose



REPORT TO THE OWEN SOUND POLICE SERVICES BOARD

SUBJECT: Chiefs Activity Report – March 2026
TO: Chair and Members of the Owen Sound Police Services Board
DATE: April 17 2026

- Days Off/Annual Leave – 5 days
- OACP Community Safety and Crime Prevention Committee meeting Hamilton – 1 day
- Employment Interviews/ HR Matters – 4 hours
- International Women’s Day Breakfast, Women’s House GB – 3 hours
- NG911/Comms/Dispatch Contracts etc. – 11 hours
- Grant submissions– 4 hours
- OACP Zone 5 Executive Meetings – 1 hour
- Grey Bruce Police Leaders Call – 1 hour
- Grey Bruce Meals on Wheels Volunteer- raise awareness campaign – 1.5 hours
- Community meeting on National Security Lunch and Learn – 1 hour
- Boil Water Advisory meetings and discussions 2.5 hours
- OPC March Past Graduation – 1 day
- Newcomer Social media safety event OSPS and YMCA – 2 hours
- Community Drug & Alcohol Strategy Steering Committee & Leadership Meeting – 2 hours
- Open Line of CFOS speaking about OSECC – 1.5 hours
- AI in Policing, Opportunities, Ethics and Accountability- lunch and learn – 1 hour
- Meeting with Grey EMS – 2 hours
- CFB Meaford Transfer of Command and Reassignment ceremony – 2.5 hours
- Webinar- Conflict in the Middle East: Iran- Escalations, Retributions and End Games – 1.5 hours

SUBMITTED BY:

Craig Ambrose, Chief of Police

[Download PDF](#) ↓



April 9, 2026

Motorola Solutions Bolsters 911 Capacity and Accelerates Emergency Response with Hyper Acquisition and New Agentic Assist Agents



New public safety Assist Agents will responsibly automate workflows to more effectively serve the community

CHICAGO – April 9, 2026 – [Motorola Solutions](#) (NYSE: MSI) today announced that it has acquired HyperYou, Inc. (Hyper), a leader in conversational, agentic AI designed to reduce the burden on understaffed public safety answering points (PSAPs) by handling non-emergency calls. This acquisition expands Motorola Solutions' use of agentic AI across its Command Center portfolio and mission-critical AI, [Assist](#). The company also plans to roll out additional specialized AI agents that understand the context of 911 calls, radio traffic and other data sources to take emergency actions.

This expansion directly addresses a critical industry challenge: Many U.S. PSAPs [report](#) being staffed at only 75%, with call handlers often fielding non-emergency calls that can represent more than two-thirds of total volume. Hyper's AI agents can autonomously manage this workload to help reclaim capacity for the most urgent 911 emergencies. The technology is also designed to recognize situational shifts - such as a vehicle breakdown escalating into a multi-car collision - to immediately divert the call to a 911 specialist for critical intervention.

"Hyper's agentic AI is helping us better manage high volumes of non-emergency calls and reduce the strain put on our call handlers and dispatchers," said Ashish Kakkad, Chief Information Officer at the San Diego County Sheriff's Office. "By automating the routing of non-emergency calls, our telecommunicators can focus more of their time on emergency situations that require judgment, empathy and critical thinking. It's a practical use of technology that improves outcomes for our community."

"We built Hyper around a simple, non-negotiable truth: when someone calls for help, there can't be a delay," said Ben Sanders, CEO and co-founder, Hyper. "We're proud to join Motorola Solutions in leading this new wave of agentic AI for the 911 workflow - technology that can move as fast as the crisis at the other end of the call."

In addition to the new capabilities powered by Hyper's technology, the company plans to roll out new Assist Agents to help save time and increase the effectiveness of emergency response. These agents will focus on removing language barriers in real-time between the 911 caller and call handler while guiding call handlers through complex emergency scenarios and accelerating the delivery of life-saving resources that will help support the incident.

"Assist Agents can amplify human attention and accelerate action, giving first responders more time to save more lives," said Mahesh Saptharishi, executive vice president and chief technology officer, Motorola Solutions. "Assist is already saving public safety agencies hours. With today's announcement, we're further accelerating actions to shrink the gap between the moment a caller dials for help and when help arrives."

Motorola Solutions' Assist Agents feature built-in controls for human supervision so that AI takes autonomous action only when the public safety agency's pre-determined parameters are met. The company is committed to responsible AI innovation that transparently augments, rather than replaces, human judgment, decision making and control.

Terms of the Hyper transaction were not disclosed.

About Motorola Solutions | Solving for safer

Safety and security are at the heart of everything we do at Motorola Solutions. We build and connect technologies to help protect people, property and

places. Our solutions foster the collaboration that's critical for safer communities, safer schools, safer hospitals, safer businesses, and ultimately, safer nations. Learn more about our commitment to innovating for a safer future for us all at www.motorolasolutions.com.


Motorola Solutions Forward-Looking Statements

This press release contains "forward-looking statements" within the meaning of applicable federal securities law. These statements are made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995 and generally include words such as "believes," "expects," "intends," "plans," "anticipates," "estimates" and similar expressions. The company can give no assurance that any actual or future results or events discussed in these statements will be achieved. Any forward-looking statements represent the company's views only as of today and should not be relied upon as representing the company's views as of any subsequent date. Readers are cautioned that such forward-looking statements are subject to a variety of risks and uncertainties that could cause the company's actual results or events discussed in these statements to differ materially from the statements contained in this release. Such forward-looking statements include, but are not limited to, Motorola Solutions' ability to integrate Hyper products and services into its portfolio and offerings to customers and roll out the new Assist Agents. Motorola Solutions cautions the reader that the risks and uncertainties below, as well as those in Part I Item 1A of Motorola Solutions' 2025 Annual Report on Form 10-K and in its other SEC filings available for free on the SEC's website at www.sec.gov and on Motorola Solutions' website at www.motorolasolutions.com, could cause Motorola Solutions' actual results or events discussed in these statements to differ materially from those estimated or predicted in the forward-looking statements. Many of these risks and uncertainties cannot be controlled by Motorola Solutions and factors that may impact forward-looking statements include, but are not limited to, Motorola Solutions' ability to successfully integrate and operate Hyper and roll out the new Assist Agents. Motorola Solutions undertakes no obligation to publicly update any forward-looking statement or risk factor, whether as a result of new information, future events or otherwise.

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Owen Sound Police Service

January 1st – March 31st Collision Statistics



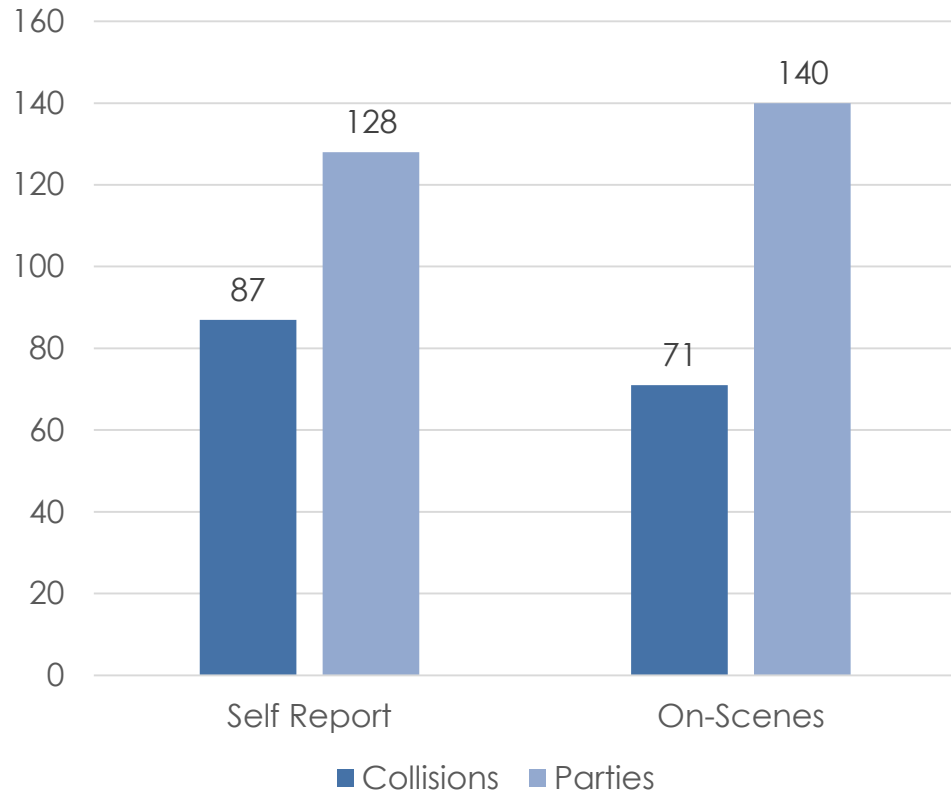
Accident
Support Services International Ltd.

Please note: there may be a slight discrepancy in totals if self-reported drivers had conflicting statements, or if fields allow for multiple selections.

Collision Statistics Breakdown

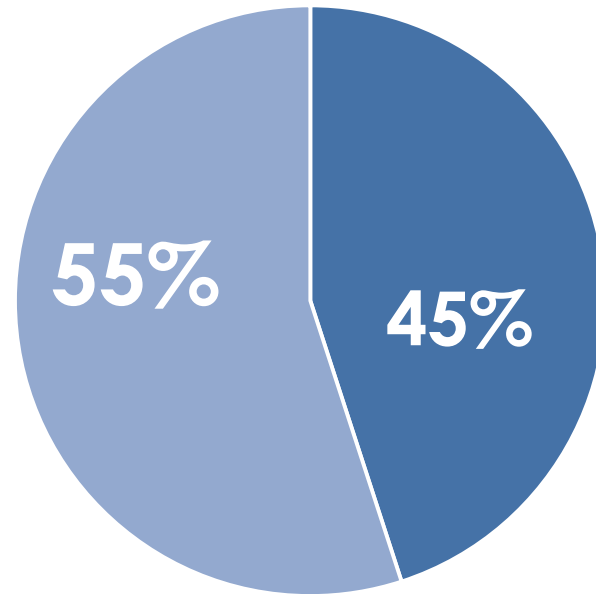
Collision Type	Total Collisions
On-Scene Collisions	71
Self-Reported Collisions	87
Total Collisions	158

Collision Type	Total Parties (Vehicles Reported)
On-Scene Parties	140
Self-Reported Parties	128
Total Parties	268



Collision Statistics Breakdown

Collision Type	Total Collisions	% of Collisions
On-Scene Collisions	71	45%
Self-Reported Collisions	87	55%
Total Collisions	158	

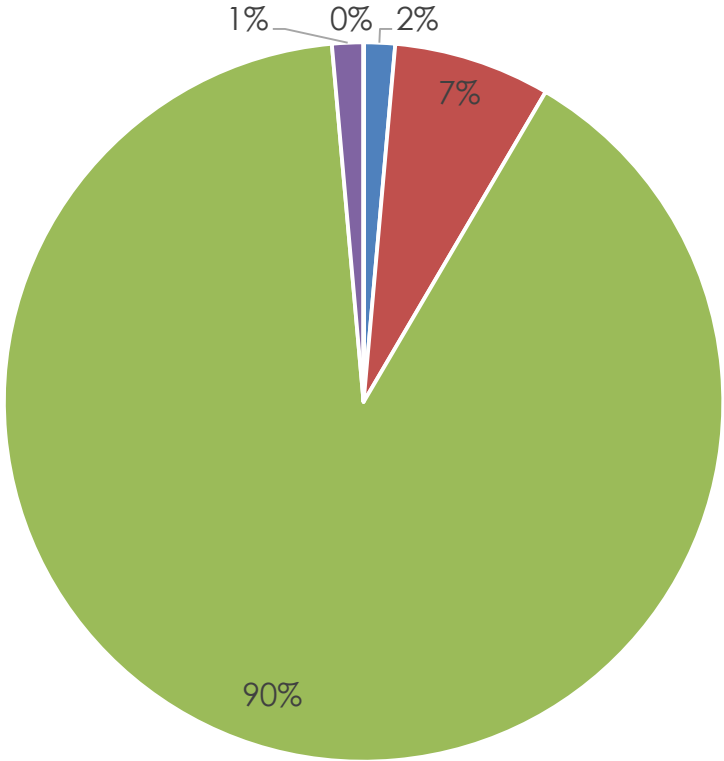


■ On-Scenes ■ Self-Reports

Classification of Collisions

On-Scenes Only

Classification of Collision	Number of Collisions
Fatal Injury	1
Non-Fatal Injury	5
P.D Only	64
Non-Reportable	1
Other	0



■ Fatal Injury ■ Non-Fatal Injury ■ P.D Only ■ Non-Reportable ■ Other

*Breakdown of 401 Classification type is determined by Box 42; blanks not included in total

Self-Reports & On-Scenes

ALL COLLISION DATA



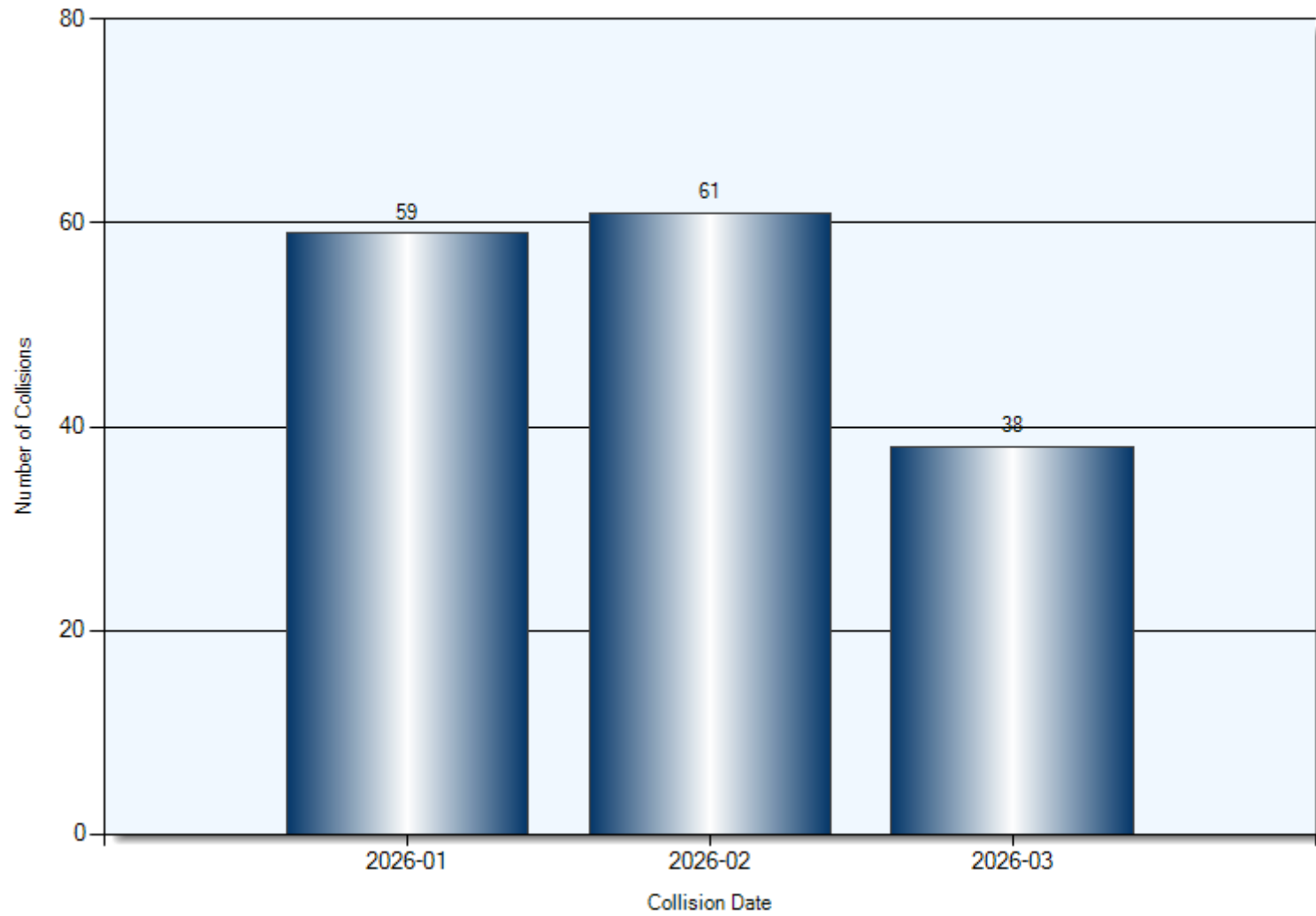
Drivers with improper licences: Total Parties: 1

Drivers with suspended licenses: Total Parties: 0

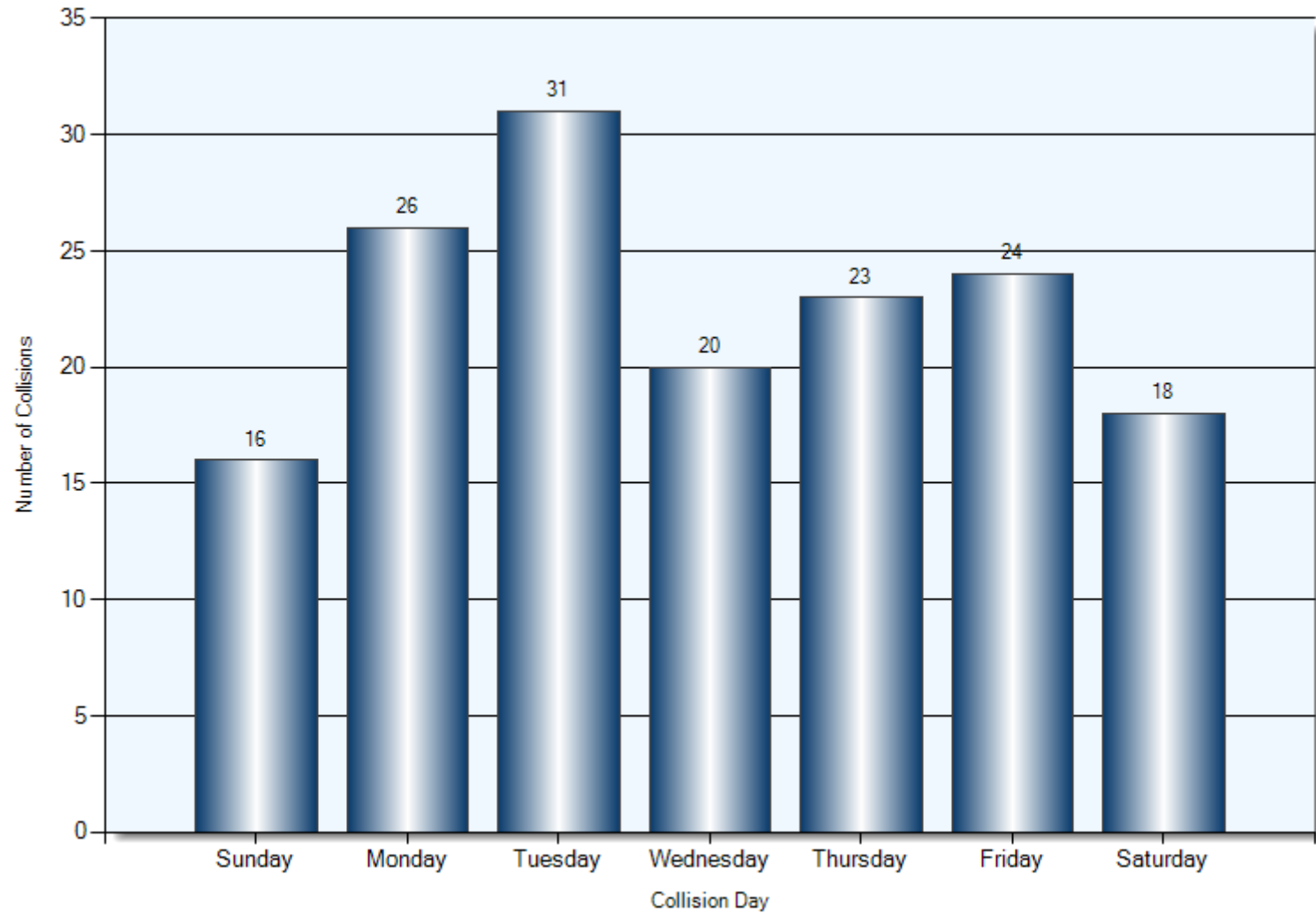
Collisions reported on roads that were under repair or construction: Total Incidents: 0

Breathalyzers Administered: Total Parties: 1

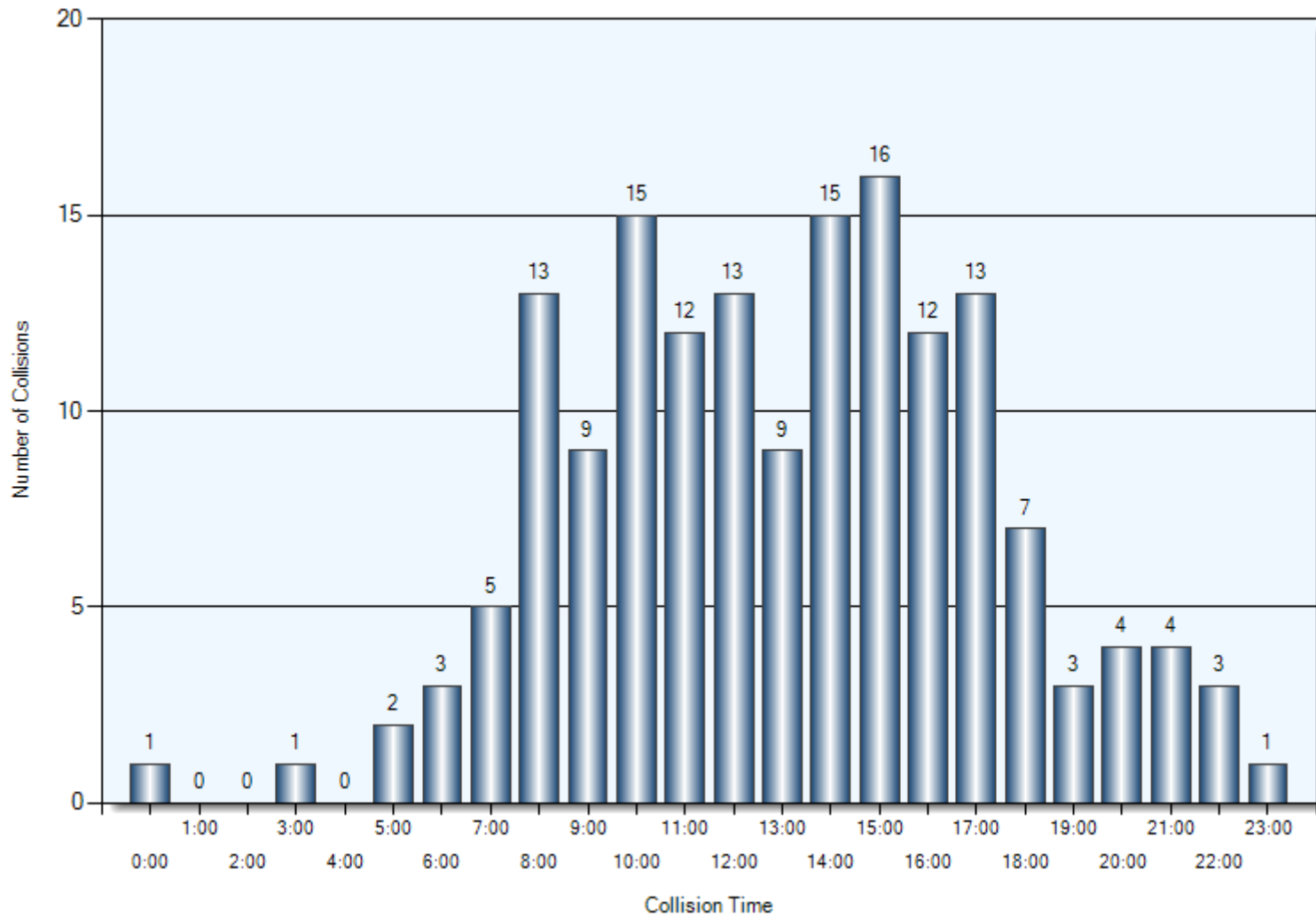
Collision Date



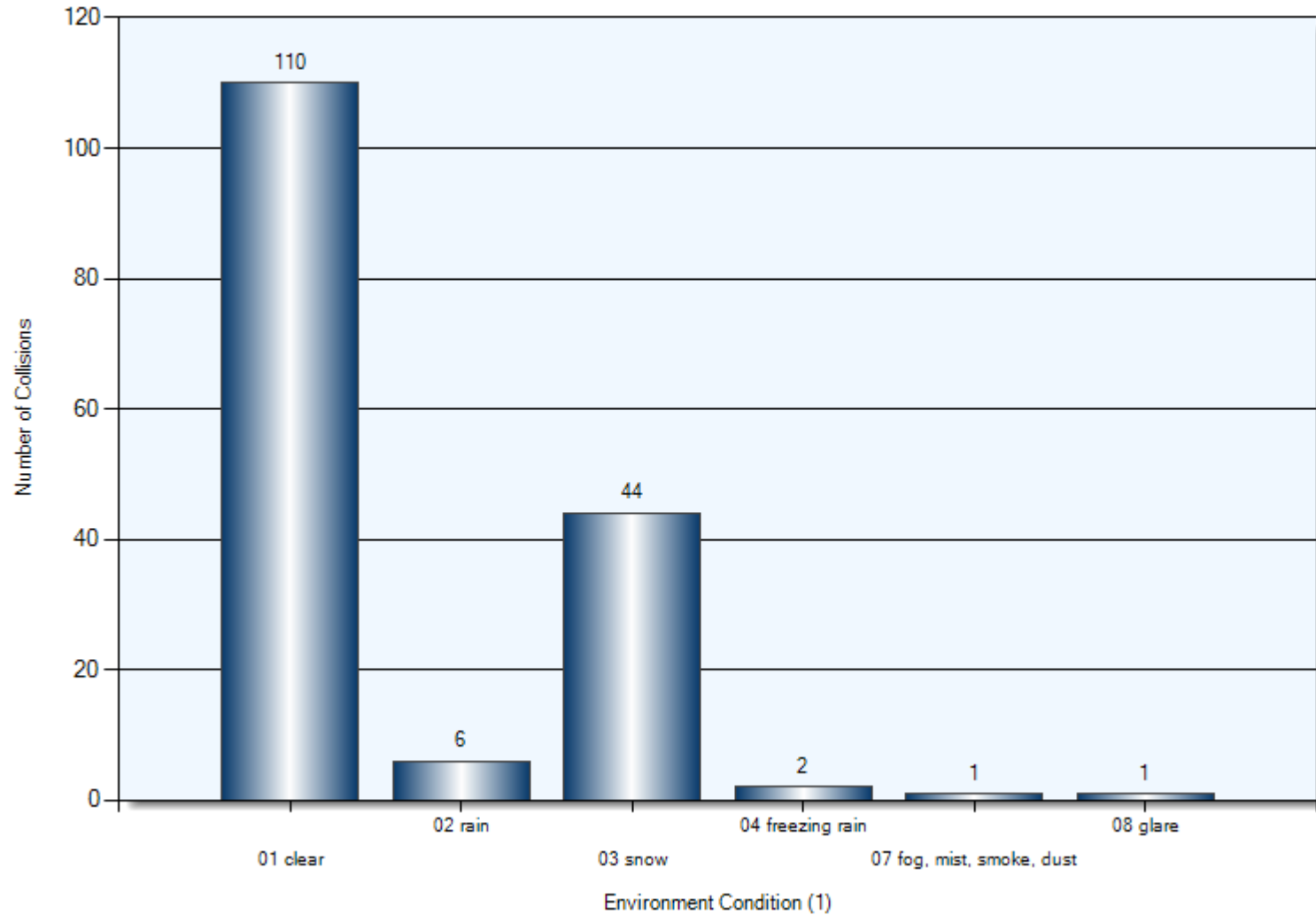
Collision Day



Collision Times

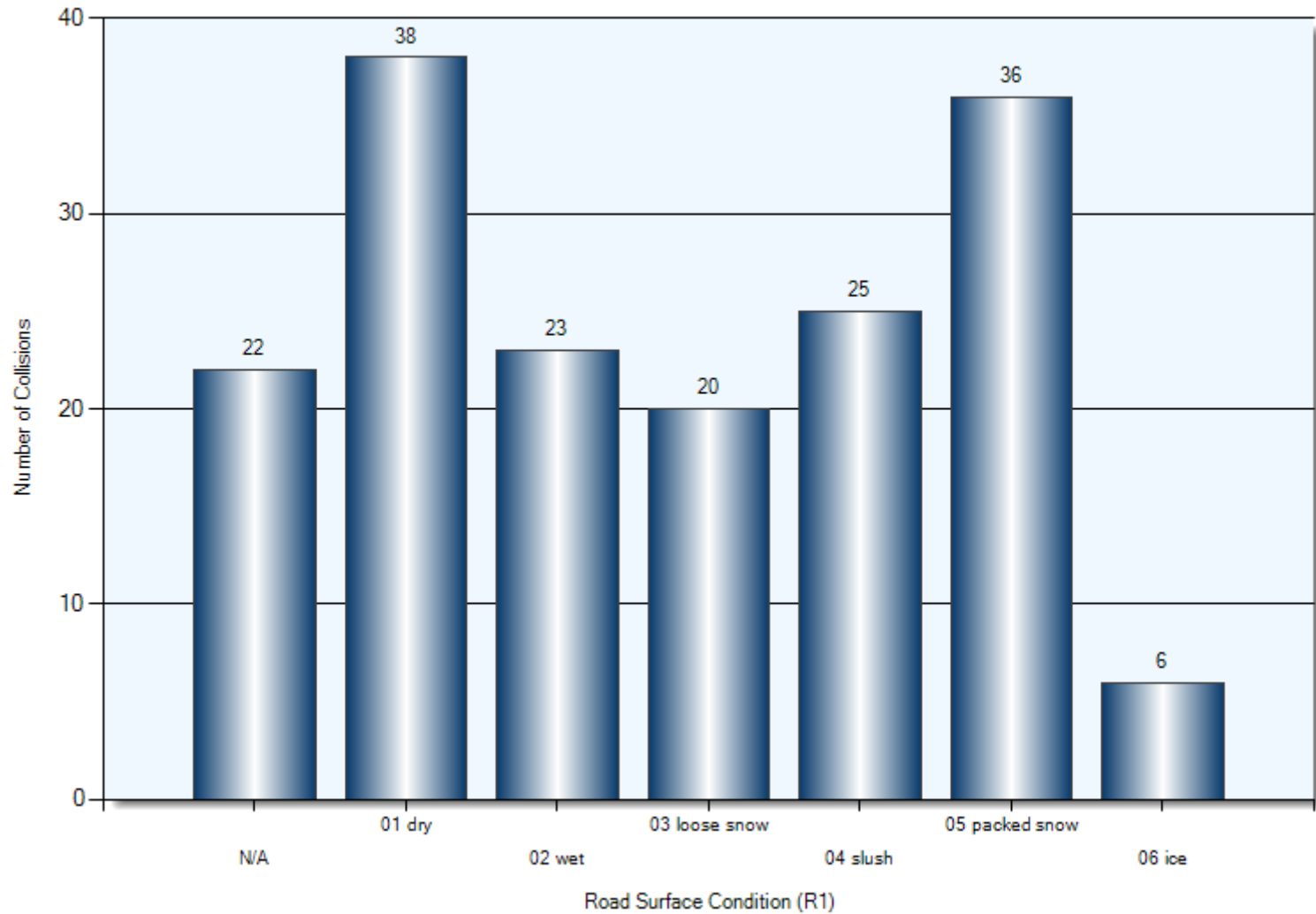


Environmental Conditions



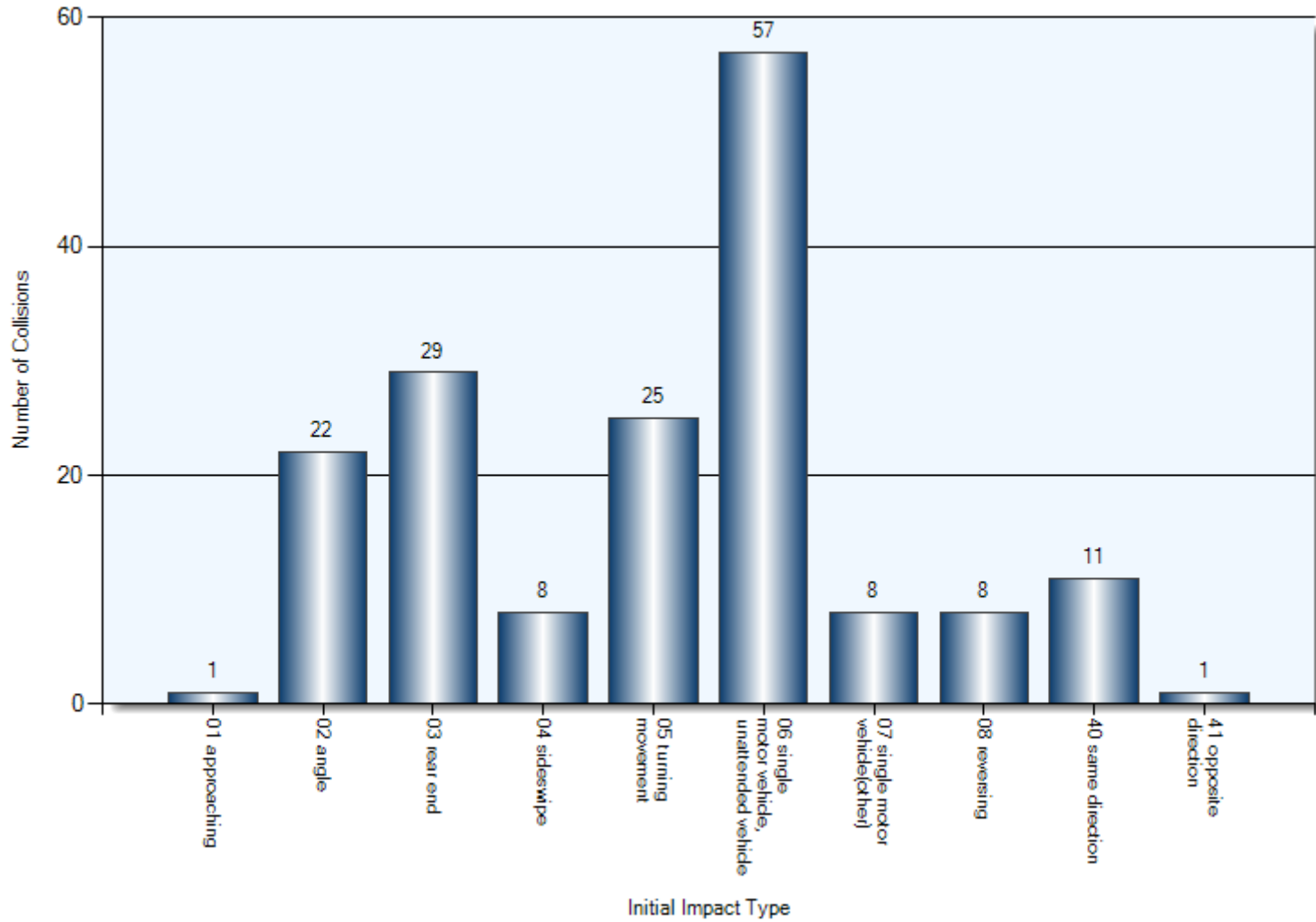
*N/A = Unspecified in report

Road Surface Conditions



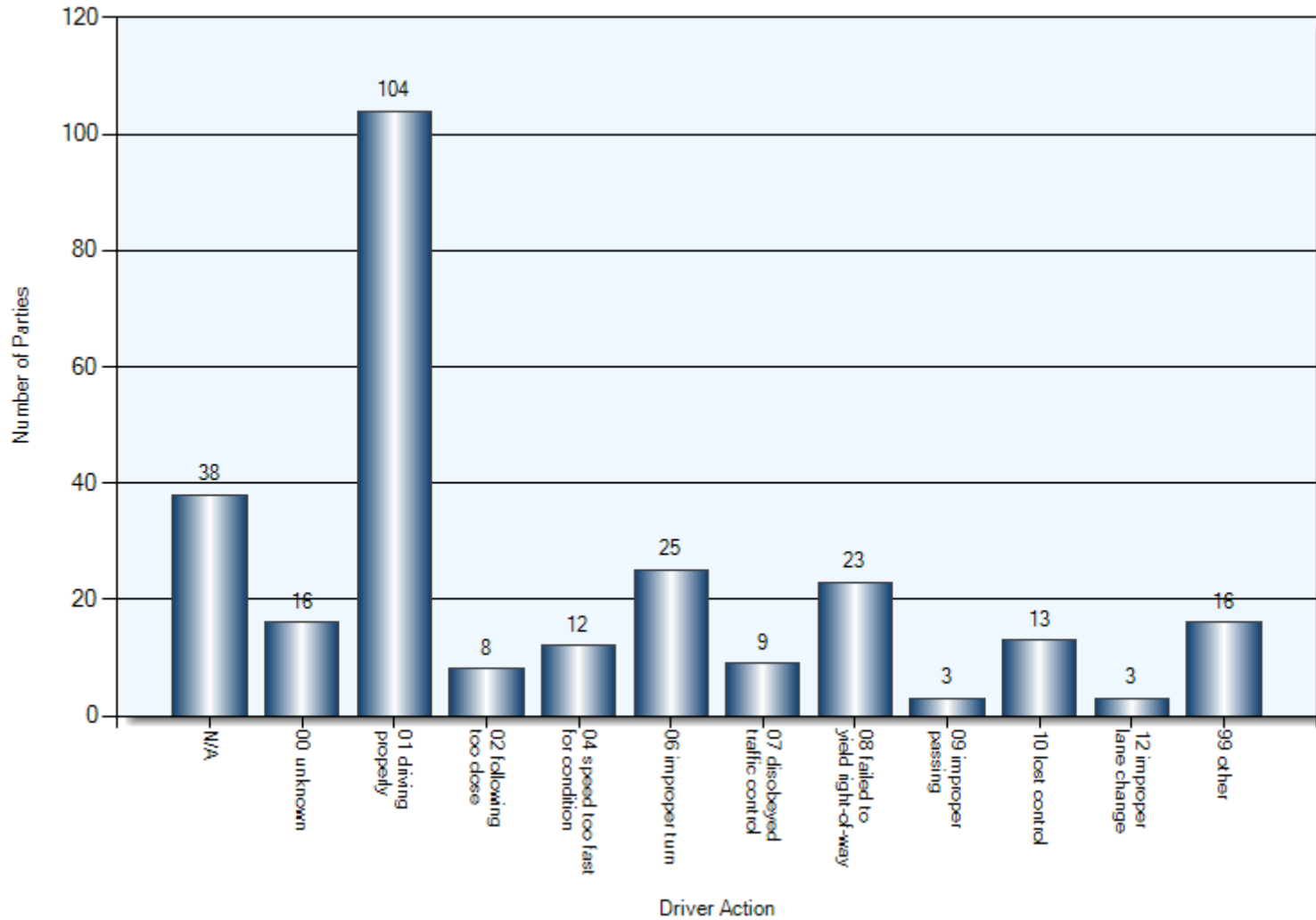
*N/A = Unspecified in report

Initial Impact Type

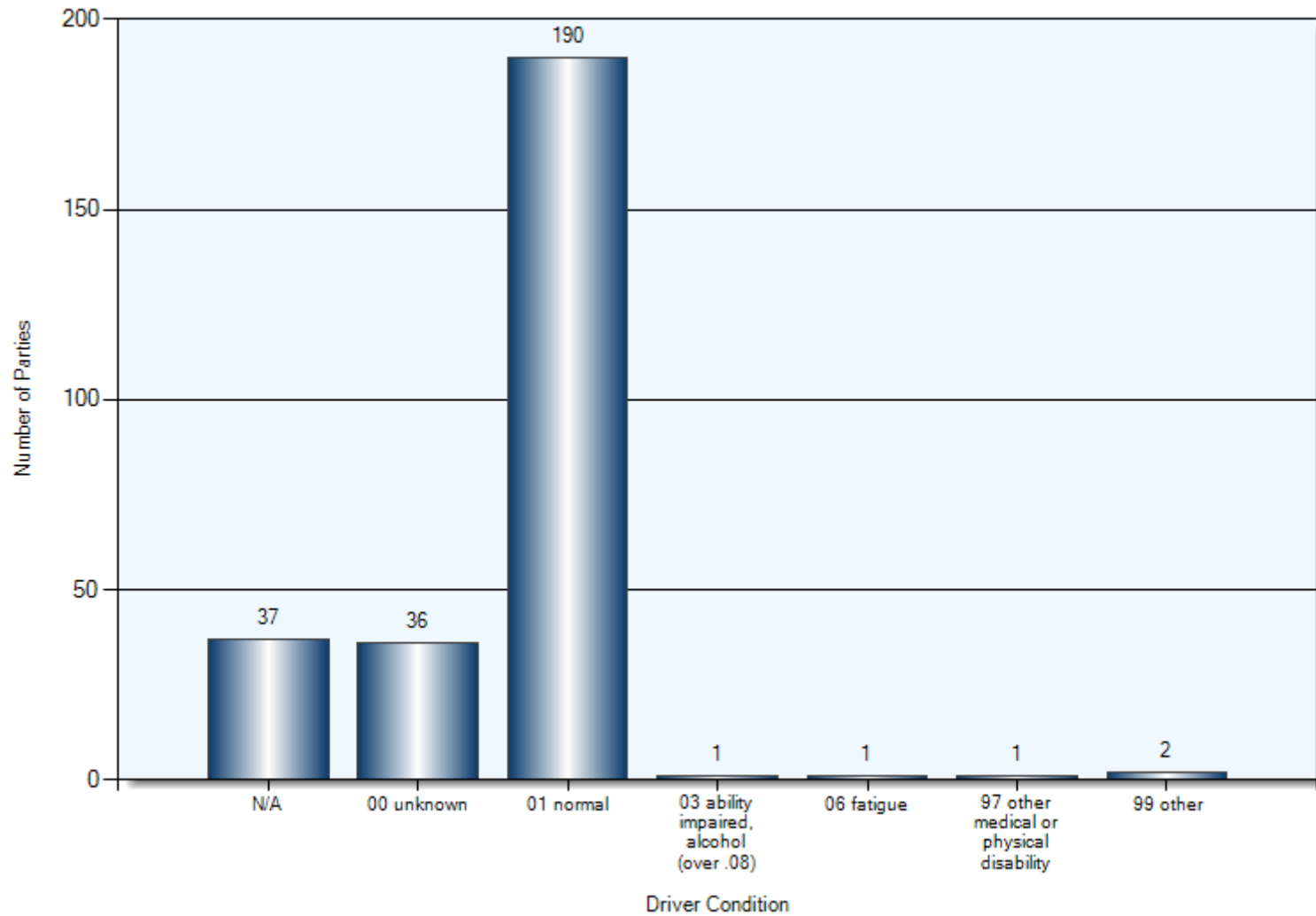


*N/A = Unspecified in report

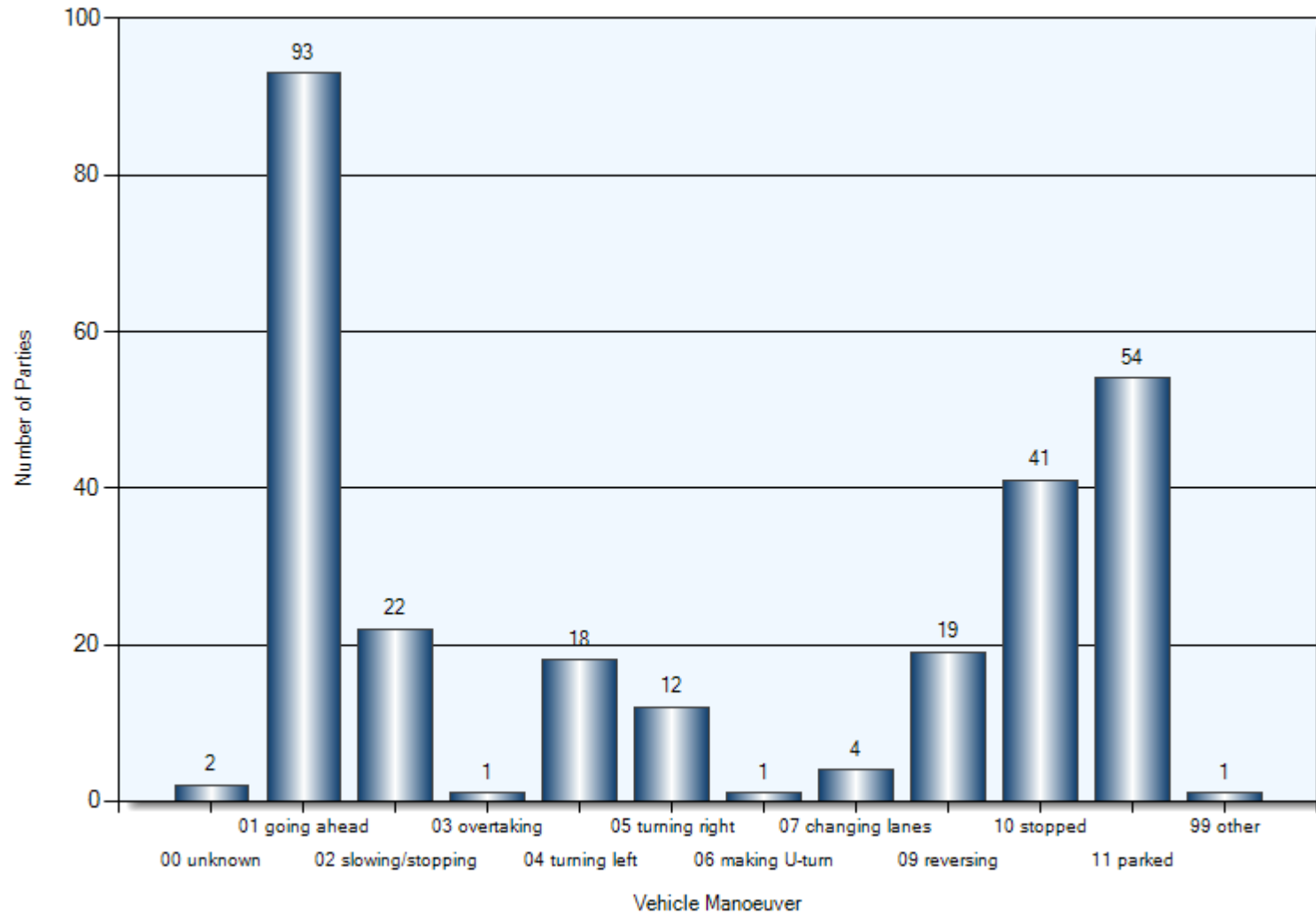
Specified Driver Actions



Specified Driver Conditions



Vehicle Actions



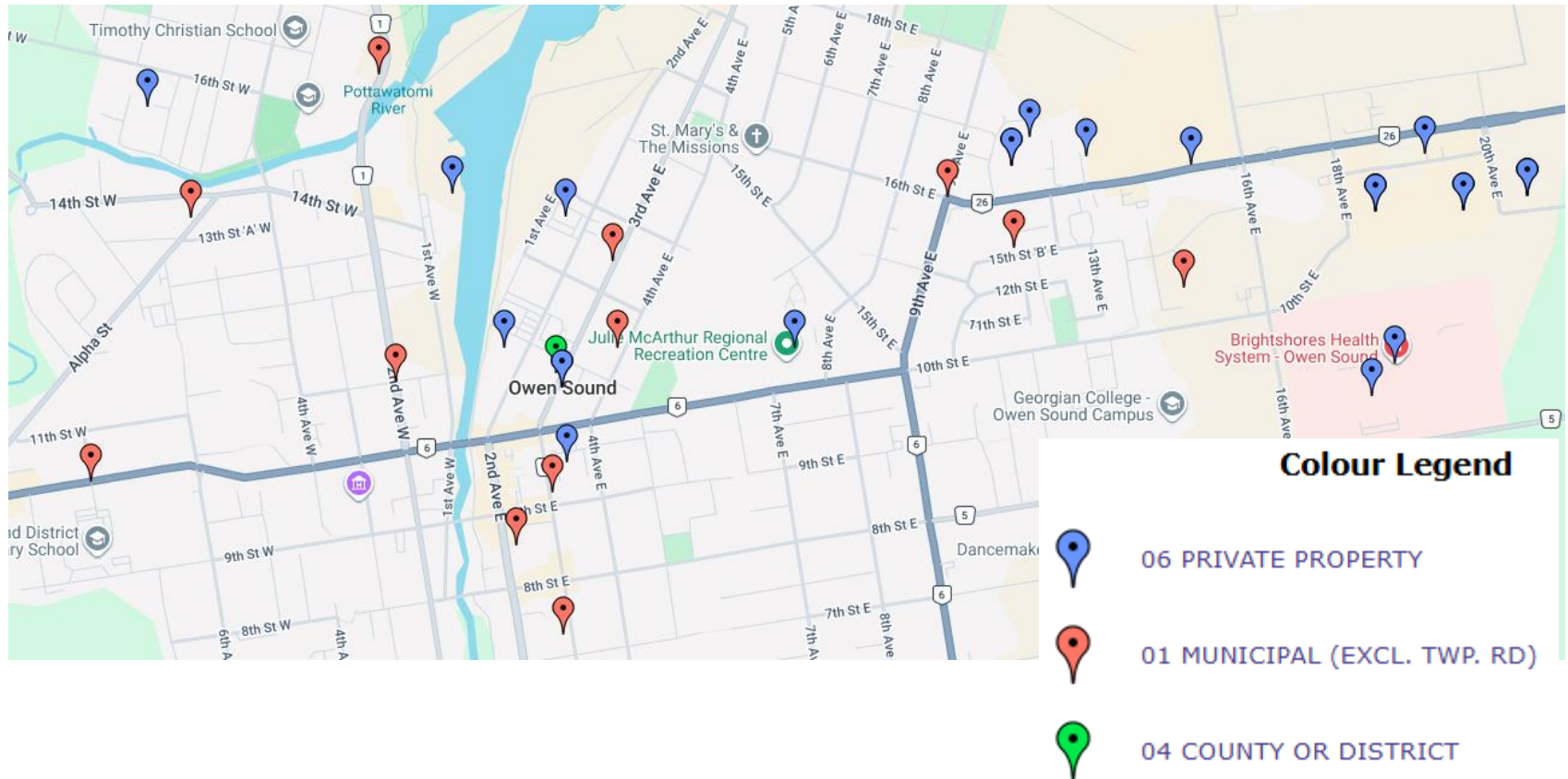
Self-Reports & On-Scenes

FAIL TO REMAIN COLLISIONS (FTR)



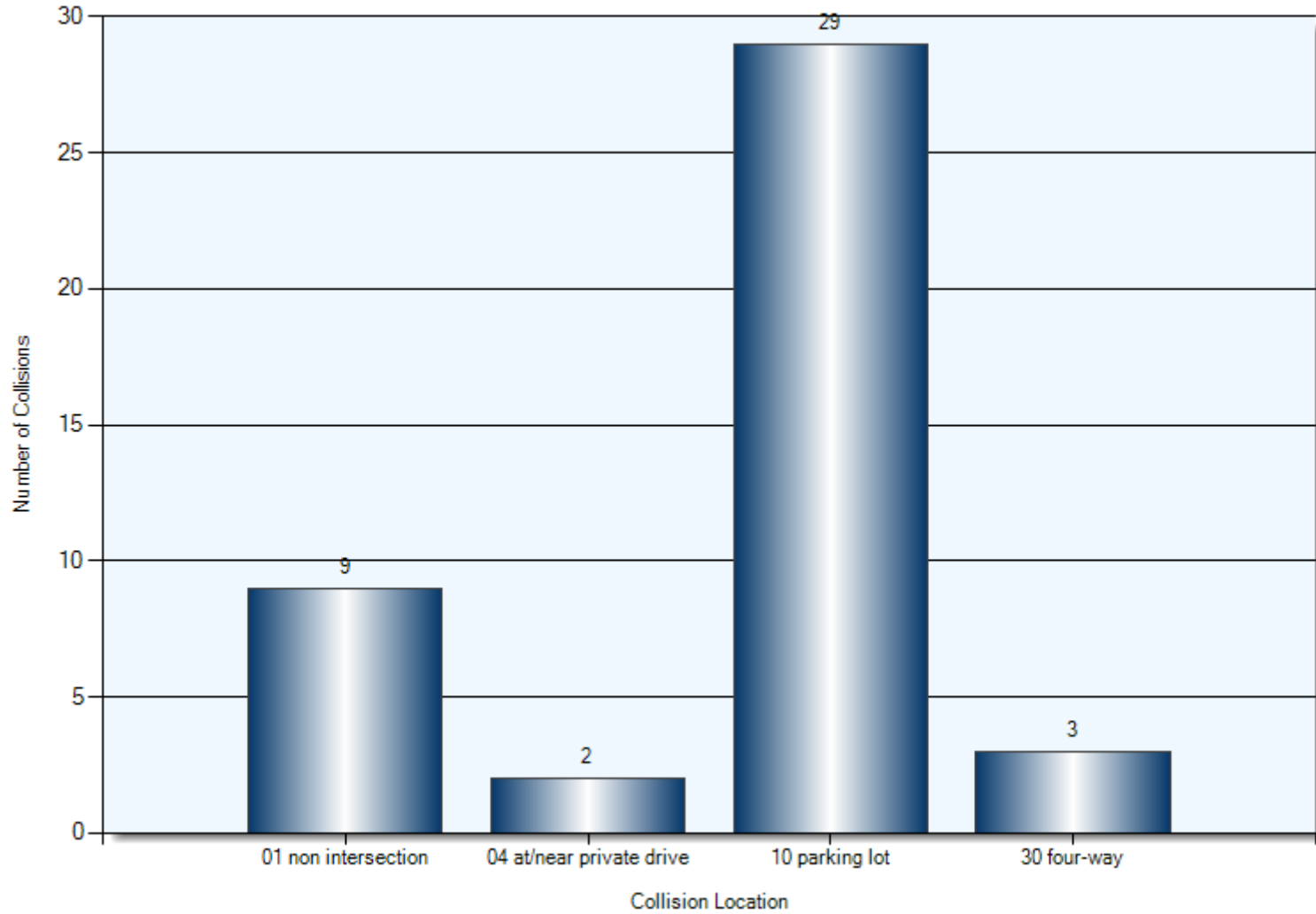
Collisions Involving FTR

Total Incidents: 43 | Total Parties: 59



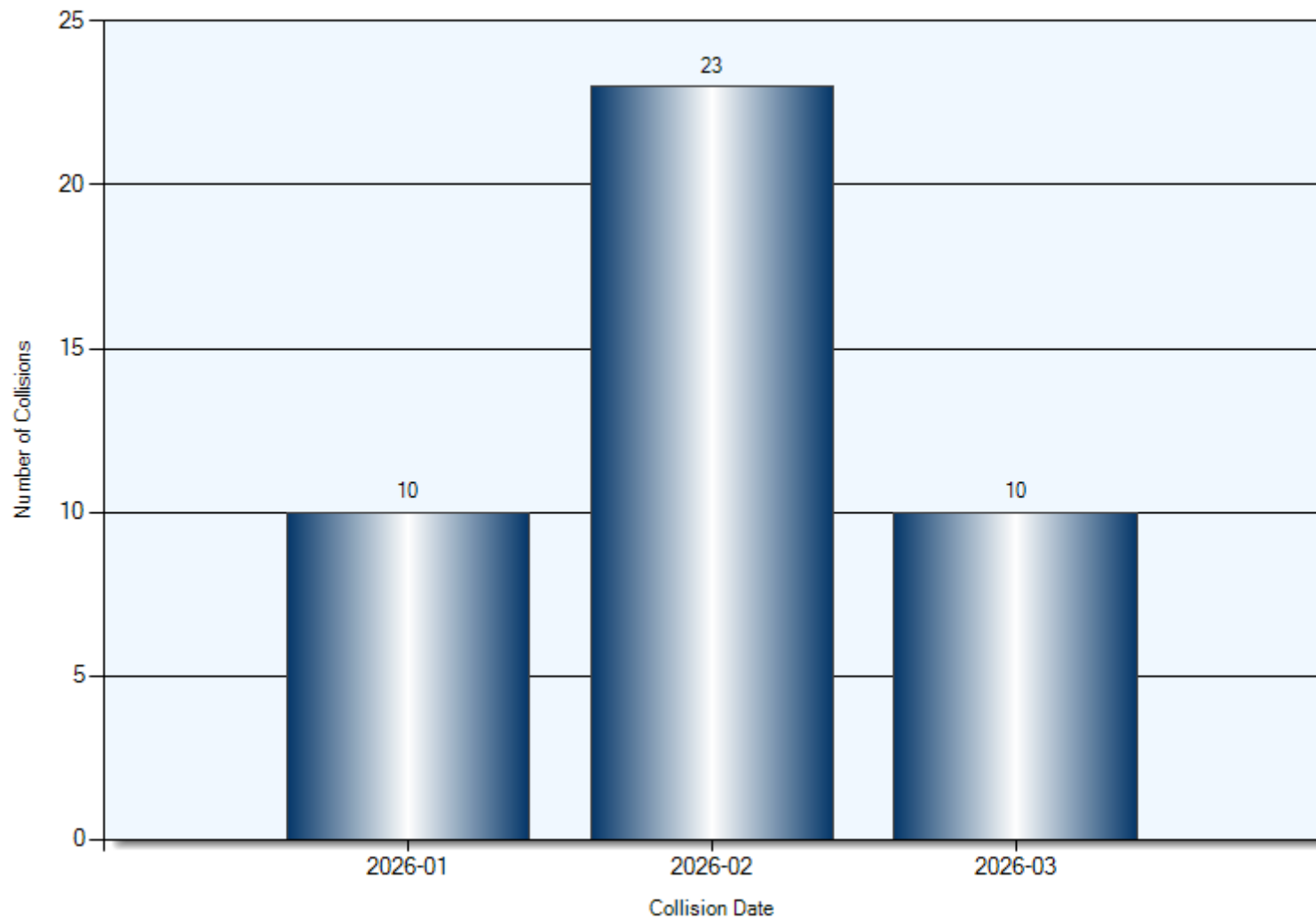
Collisions Involving FTR

Collision Location



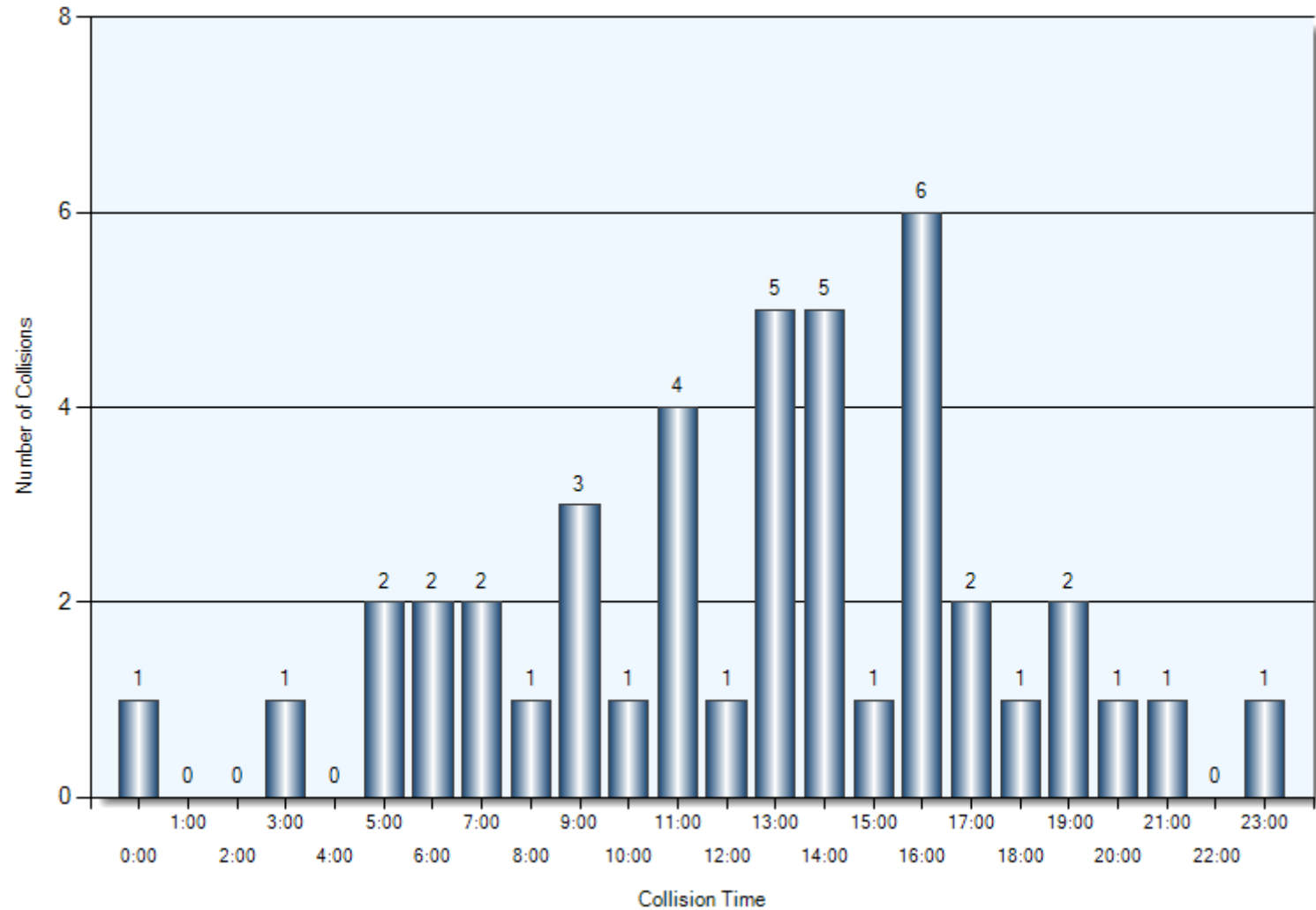
Collisions Involving FTR

Collision Date



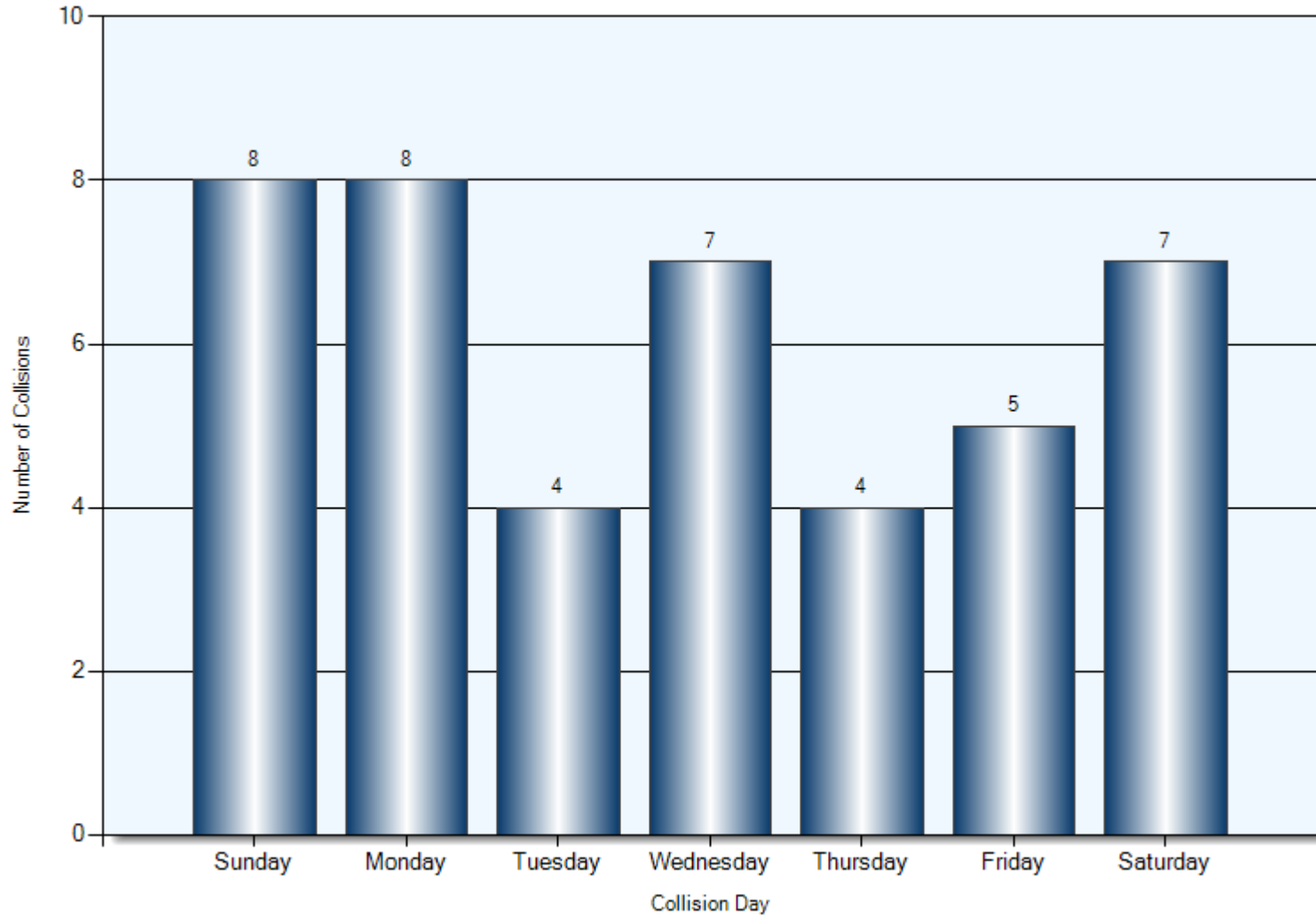
Collisions Involving FTR

Collision Time



Collisions Involving FTR

Collision Day



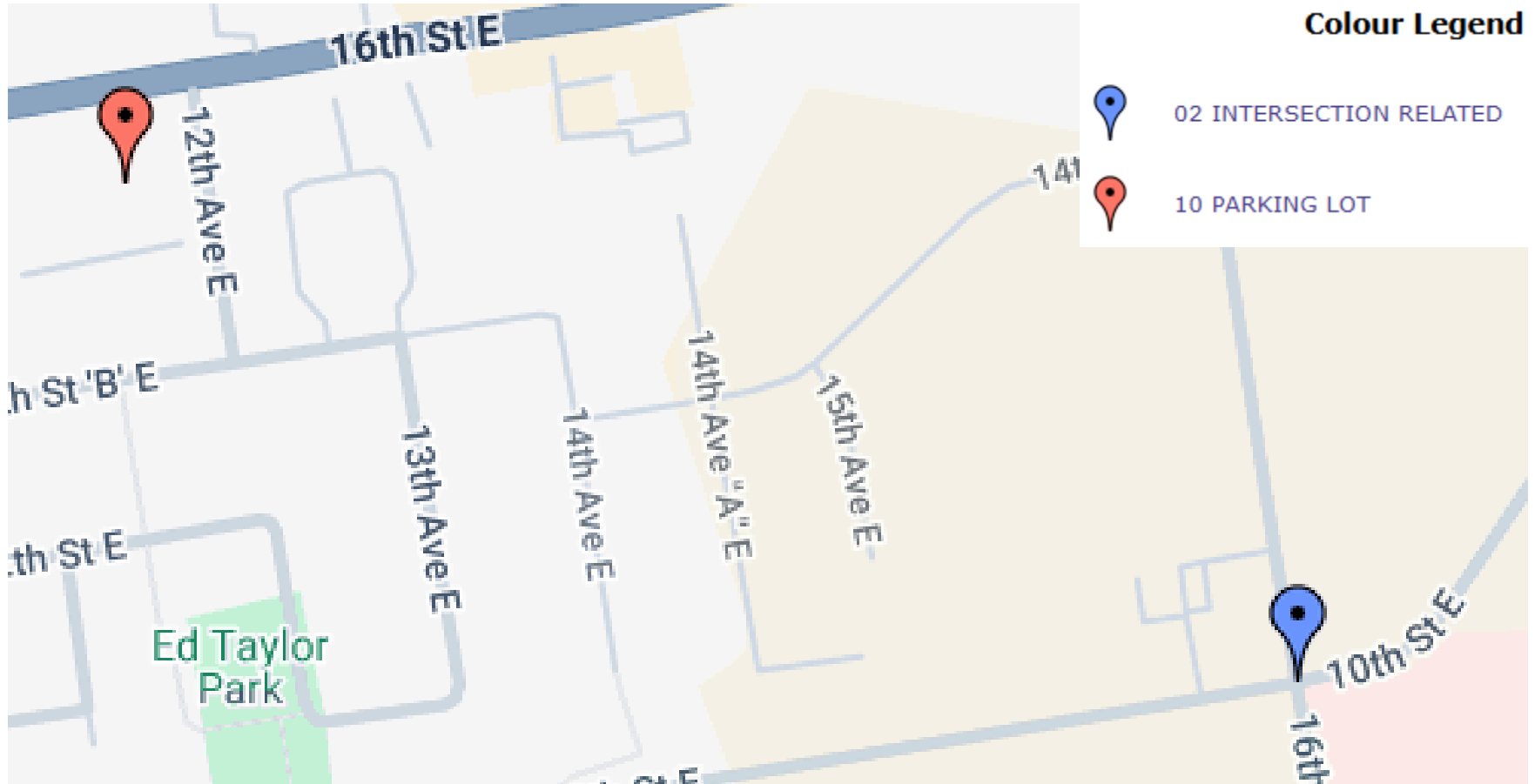
On-Scenes

COLLISIONS INVOLVING PEDESTRIANS



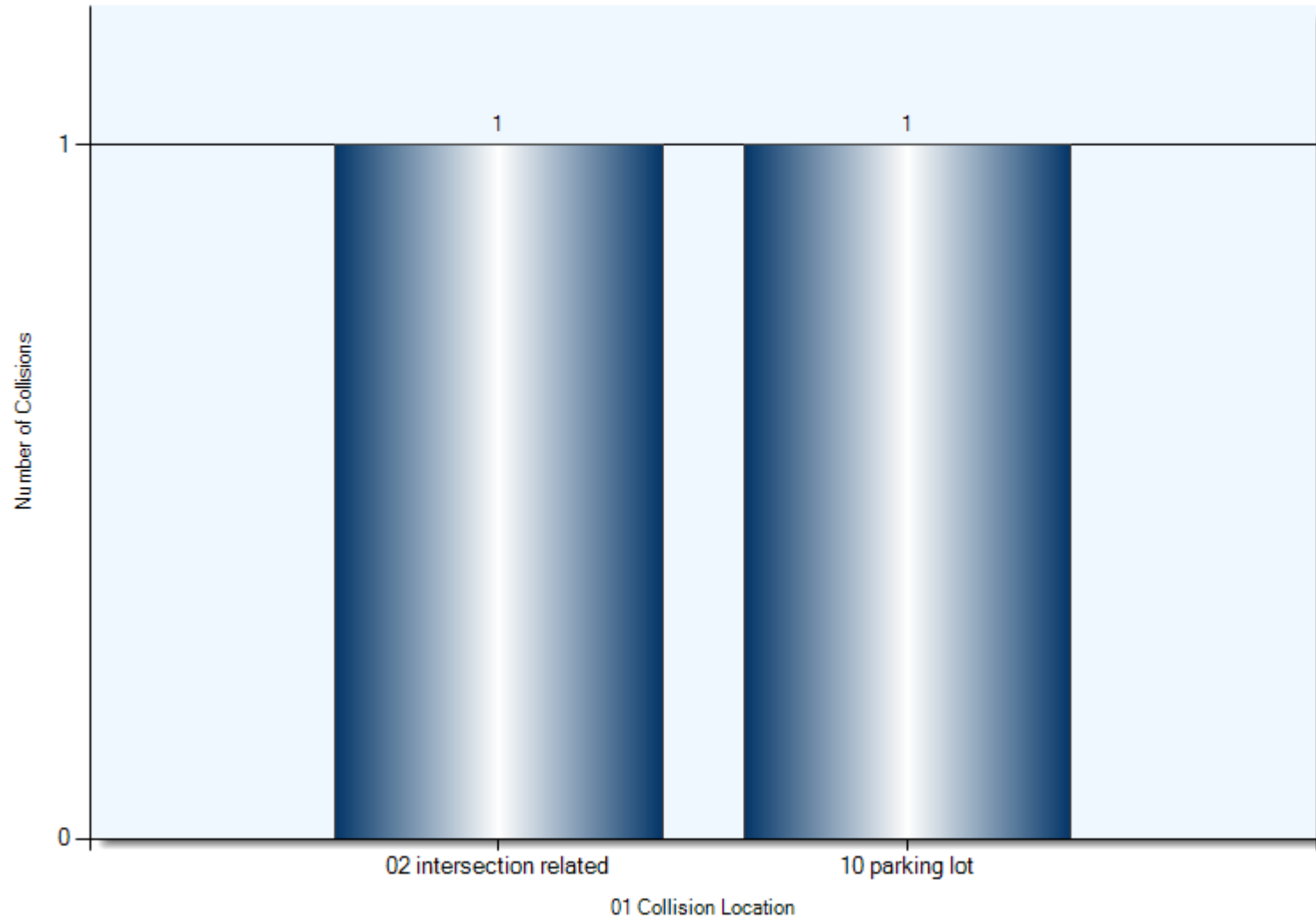
Collisions Involving Pedestrians

Total Incidents: 2 | Total Parties: 2



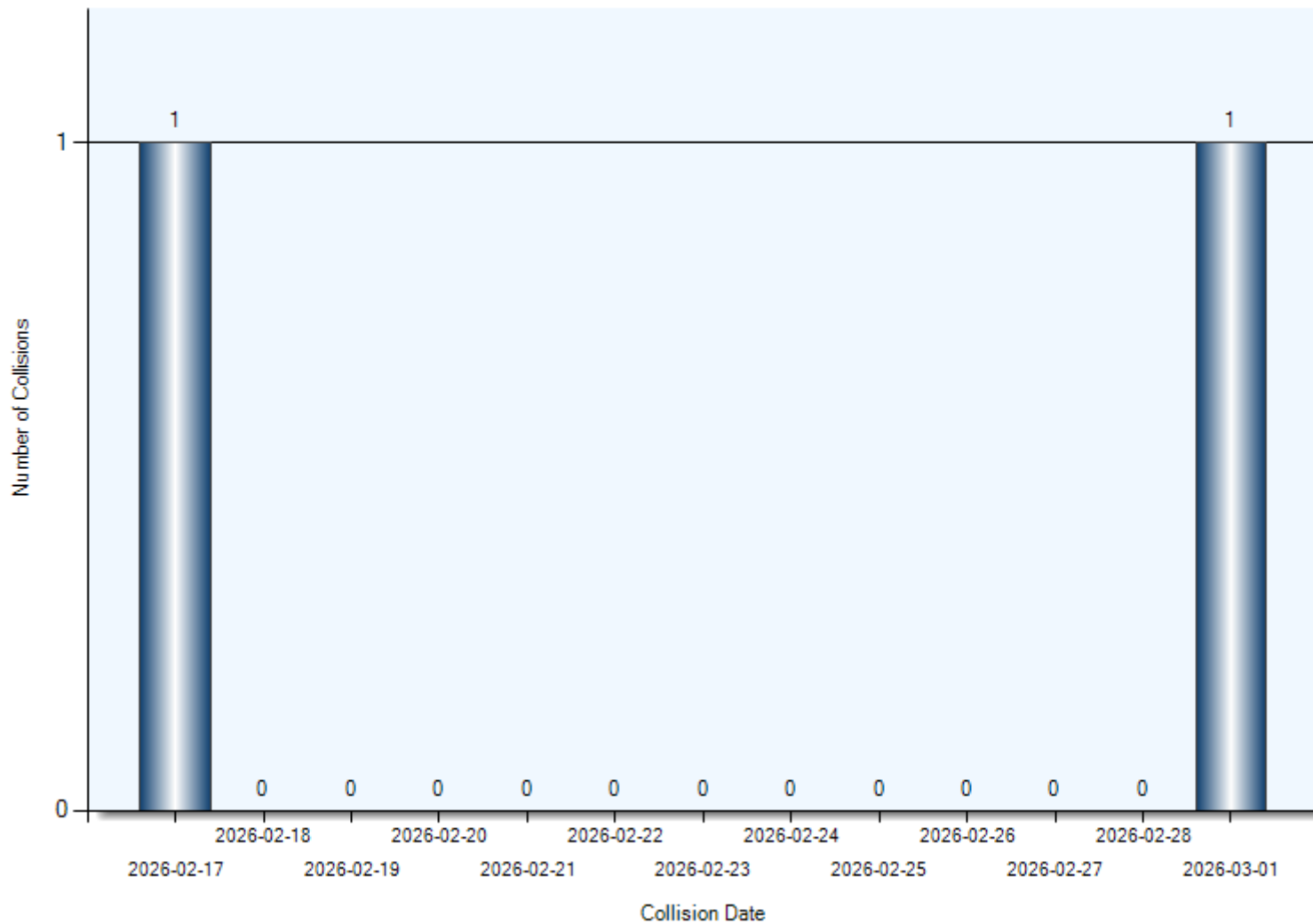
Collisions Involving Pedestrians

Collision Location



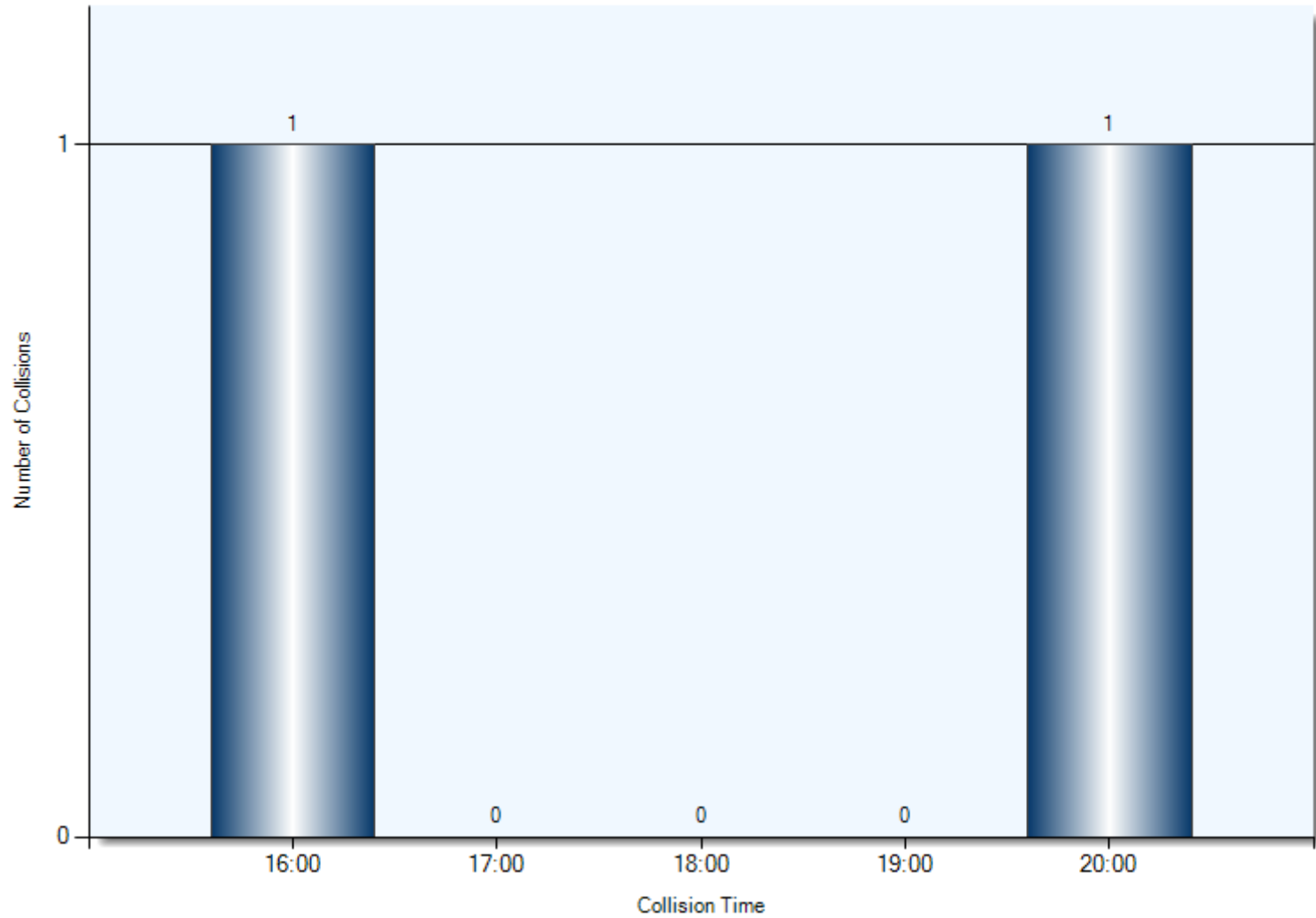
Collisions Involving Pedestrians

Collision Date



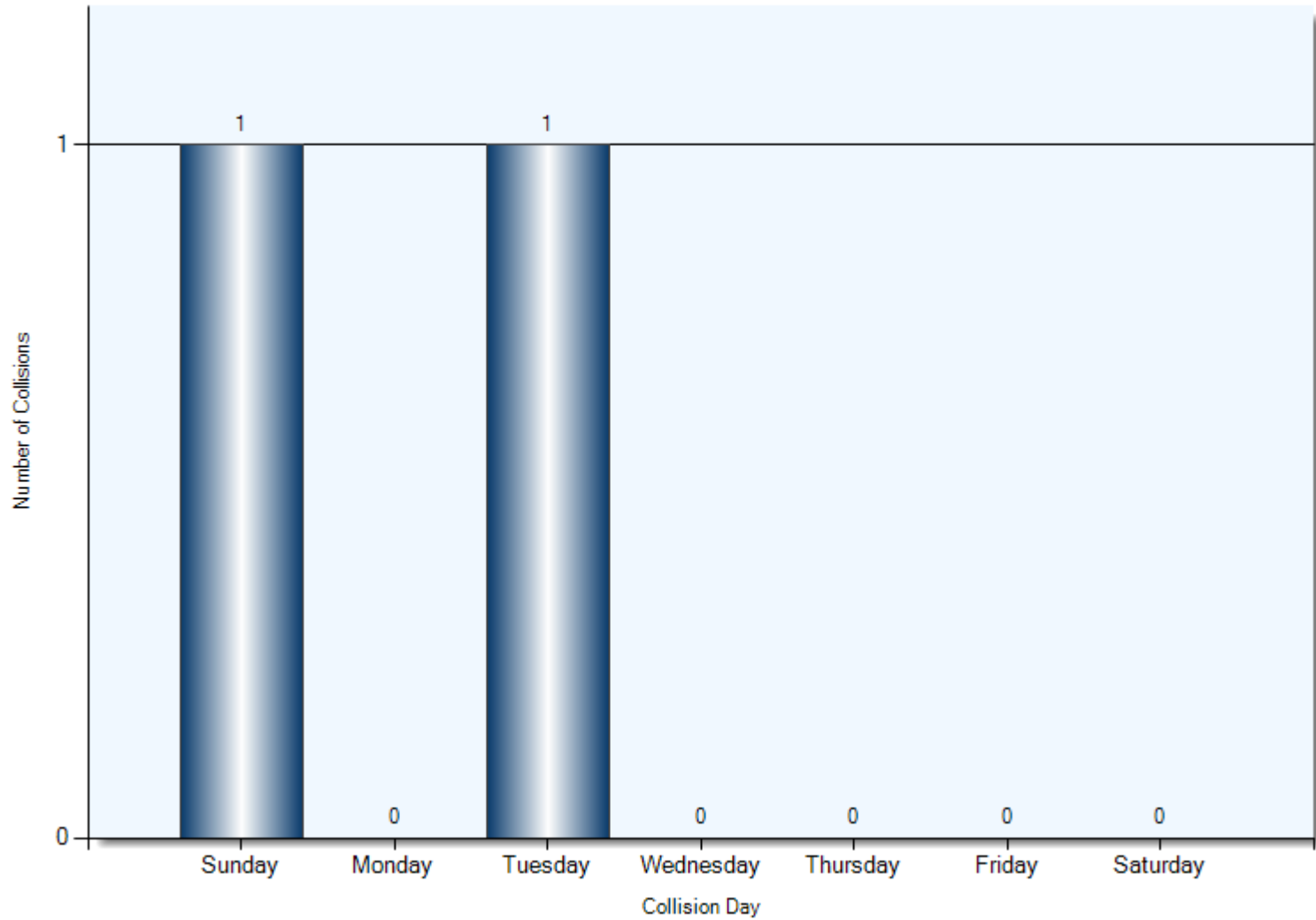
Collisions Involving Pedestrians

Collision Time



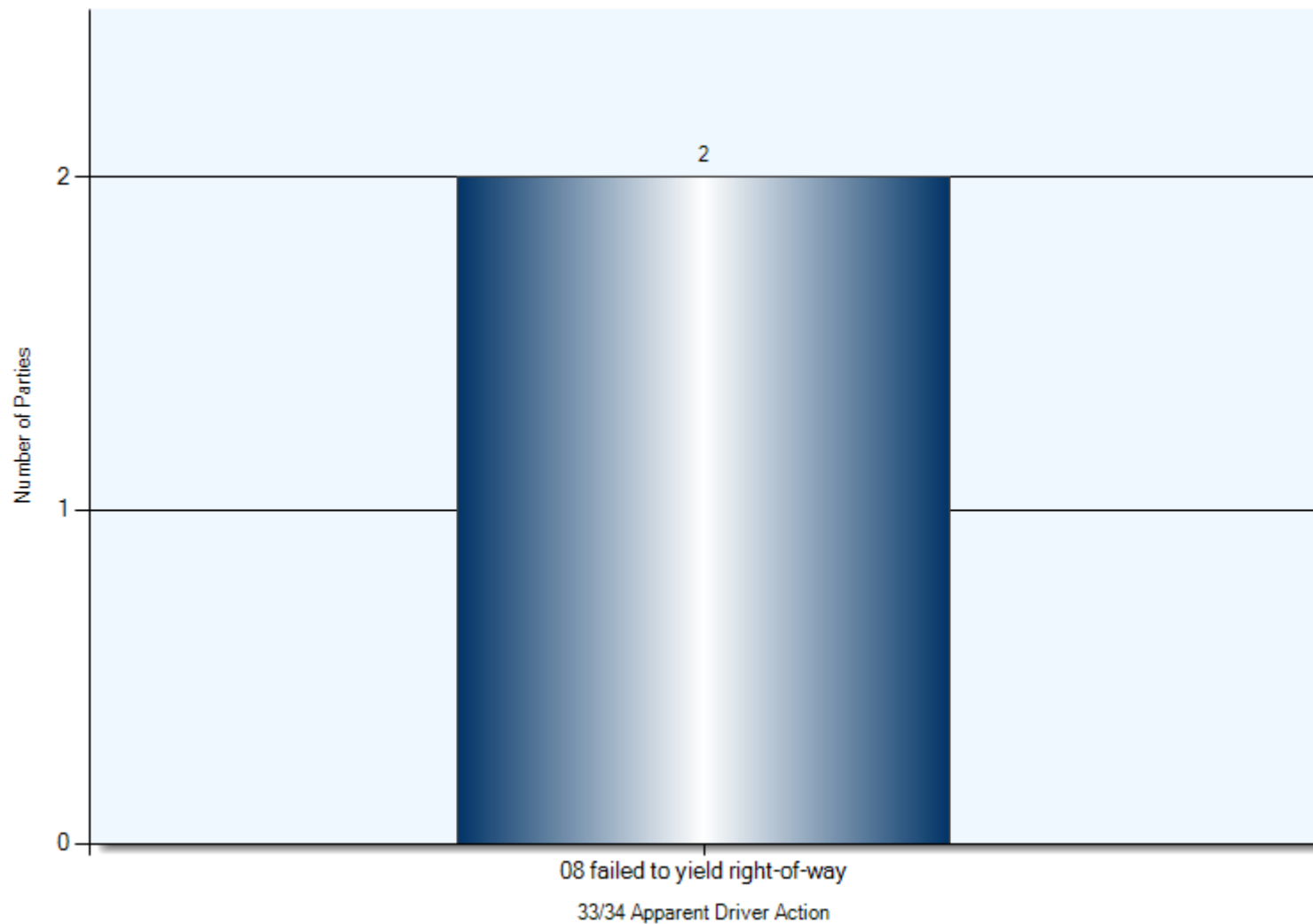
Collisions Involving Pedestrians

Collision Day



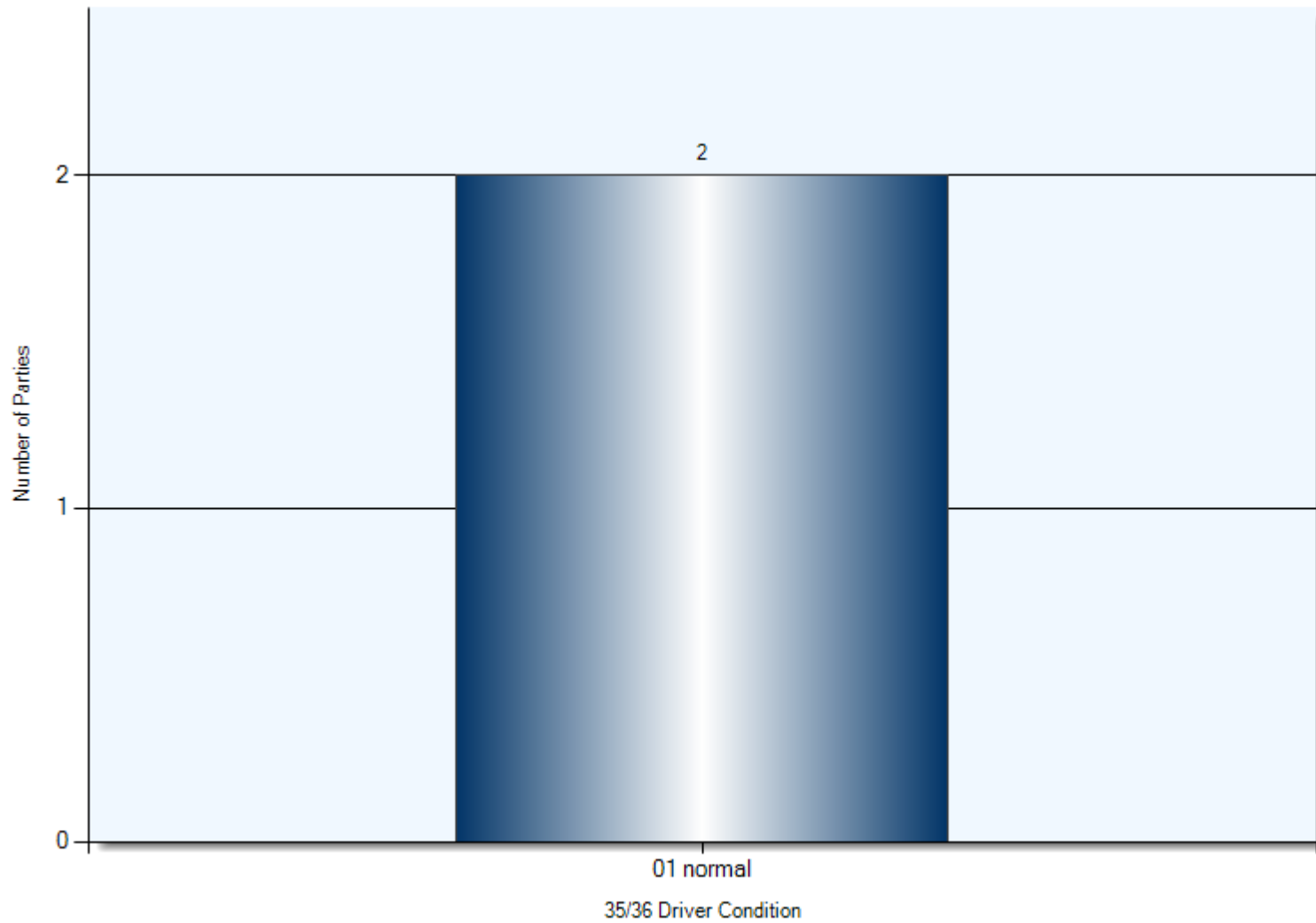
Collisions Involving Pedestrians

Driver Actions



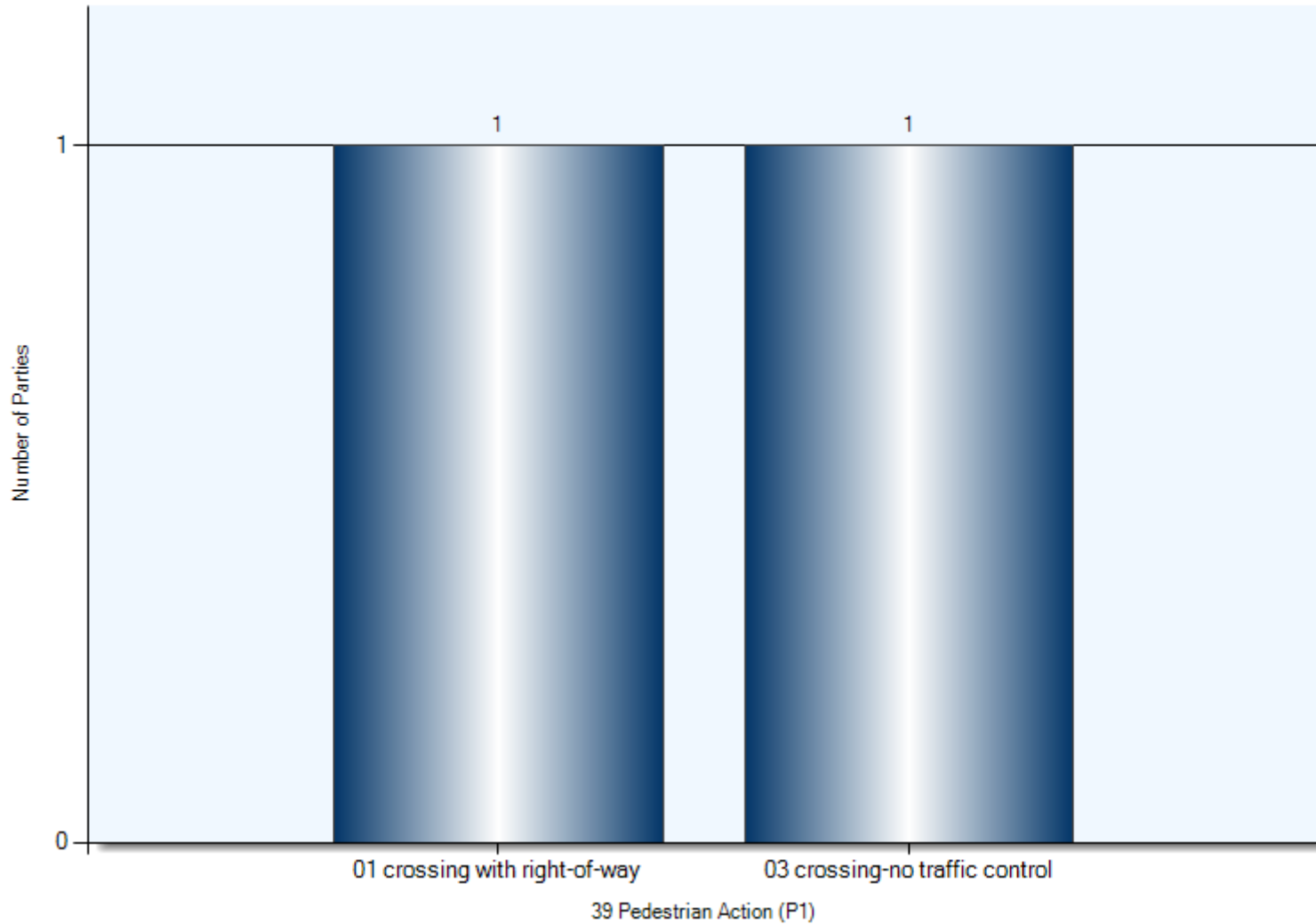
Collisions Involving Pedestrians

Driver Conditions



Collisions Involving Pedestrians

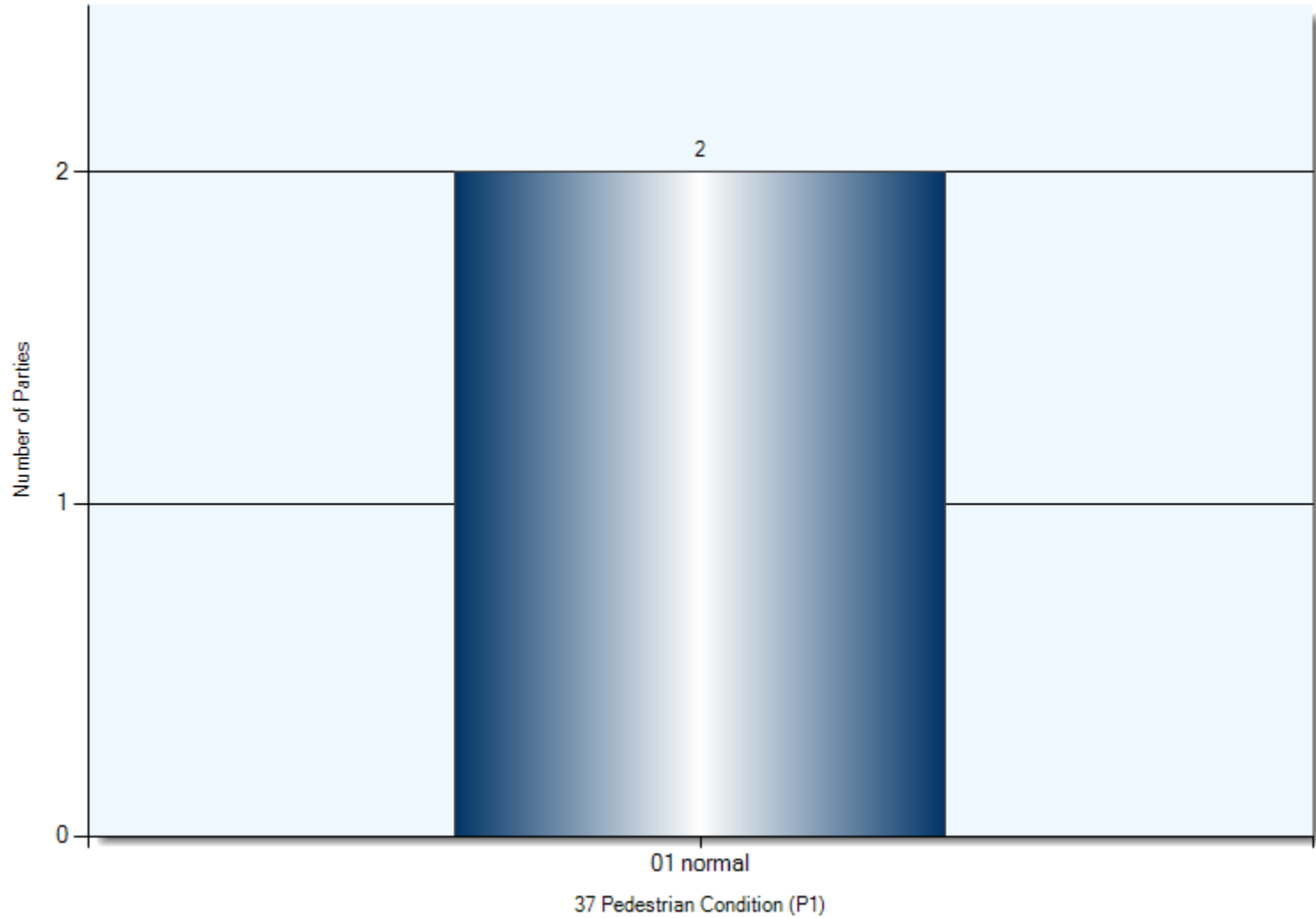
Pedestrian Actions (P1)



*N/A = Unspecified in report

Collisions Involving Pedestrians

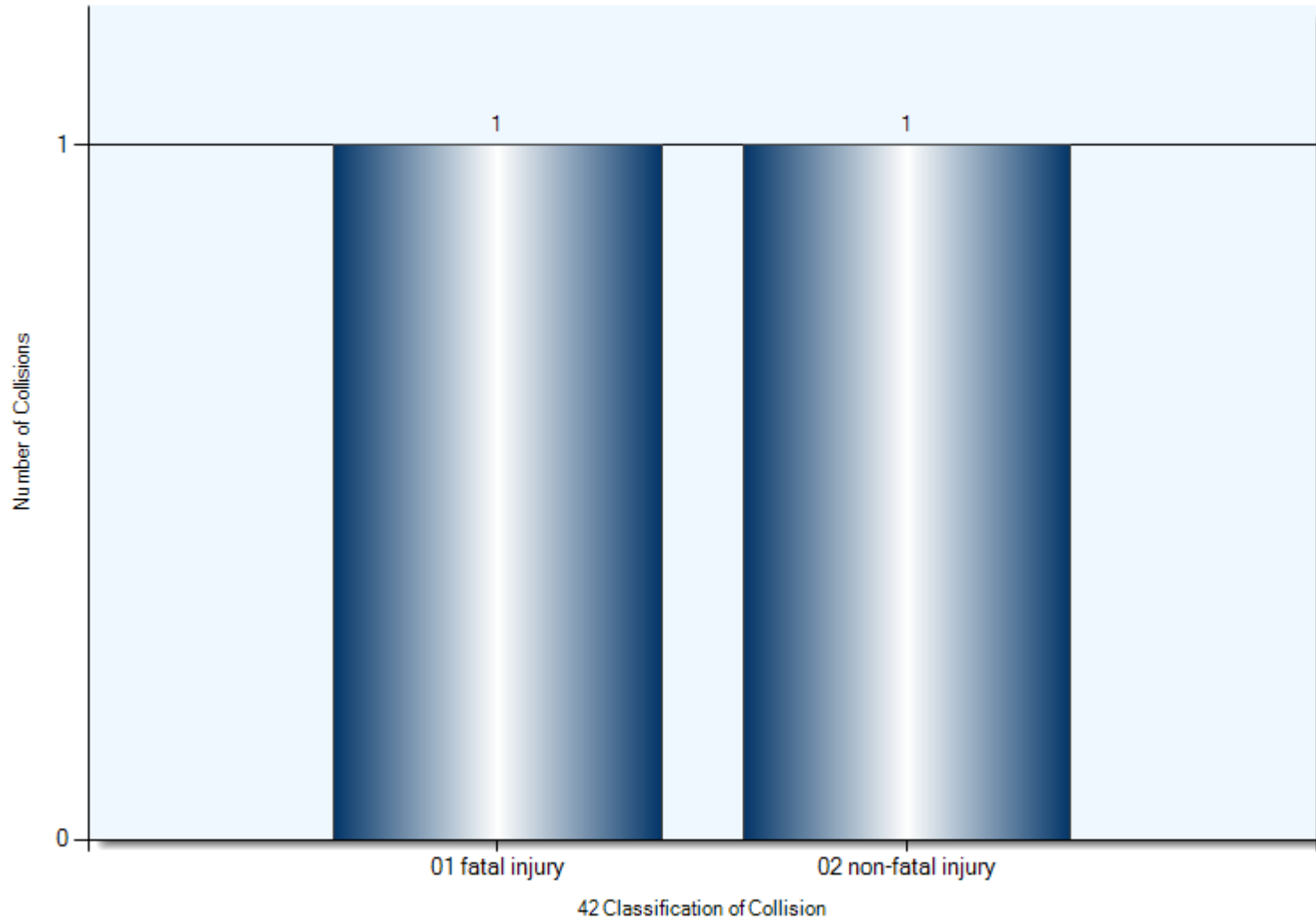
Pedestrian Conditions (P1)



*N/A = Unspecified in report

Collisions Involving Pedestrians

Classification of Collision



On-Scenes

COLLISIONS INVOLVING CYCLISTS



Collisions Involving Cyclists

Total Incidents: 0 | Total Parties: 0

No Collisions Involving this Quarter

Collisions Involving Cyclists

Collision Date

No Collisions Involving this Quarter

Collisions Involving Cyclists

Collision Day

No Collisions Involving this Quarter

Collisions Involving Cyclists

Collision Time

No Collisions Involving this Quarter

Collisions Involving Cyclists

Driver Action

No Collisions Involving this Quarter

Collisions Involving Cyclists

Driver Condition

No Collisions Involving this Quarter

Collisions Involving Cyclists

Classification of Collision

No Collisions Involving this Quarter

On-Scenes Only

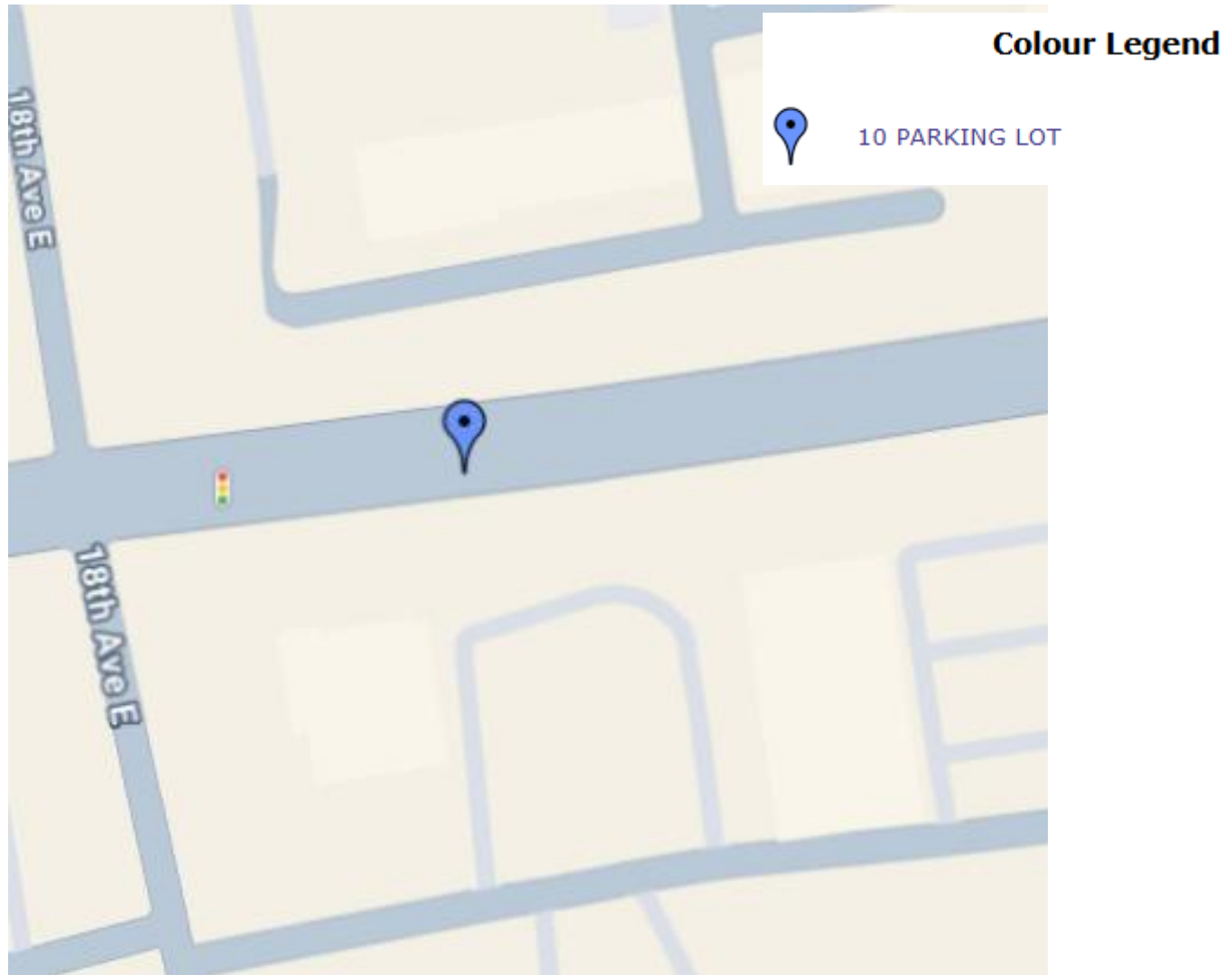
COLLISIONS INVOLVING ALCOHOL OR DRUGS



Collisions Involving Alcohol or Drugs

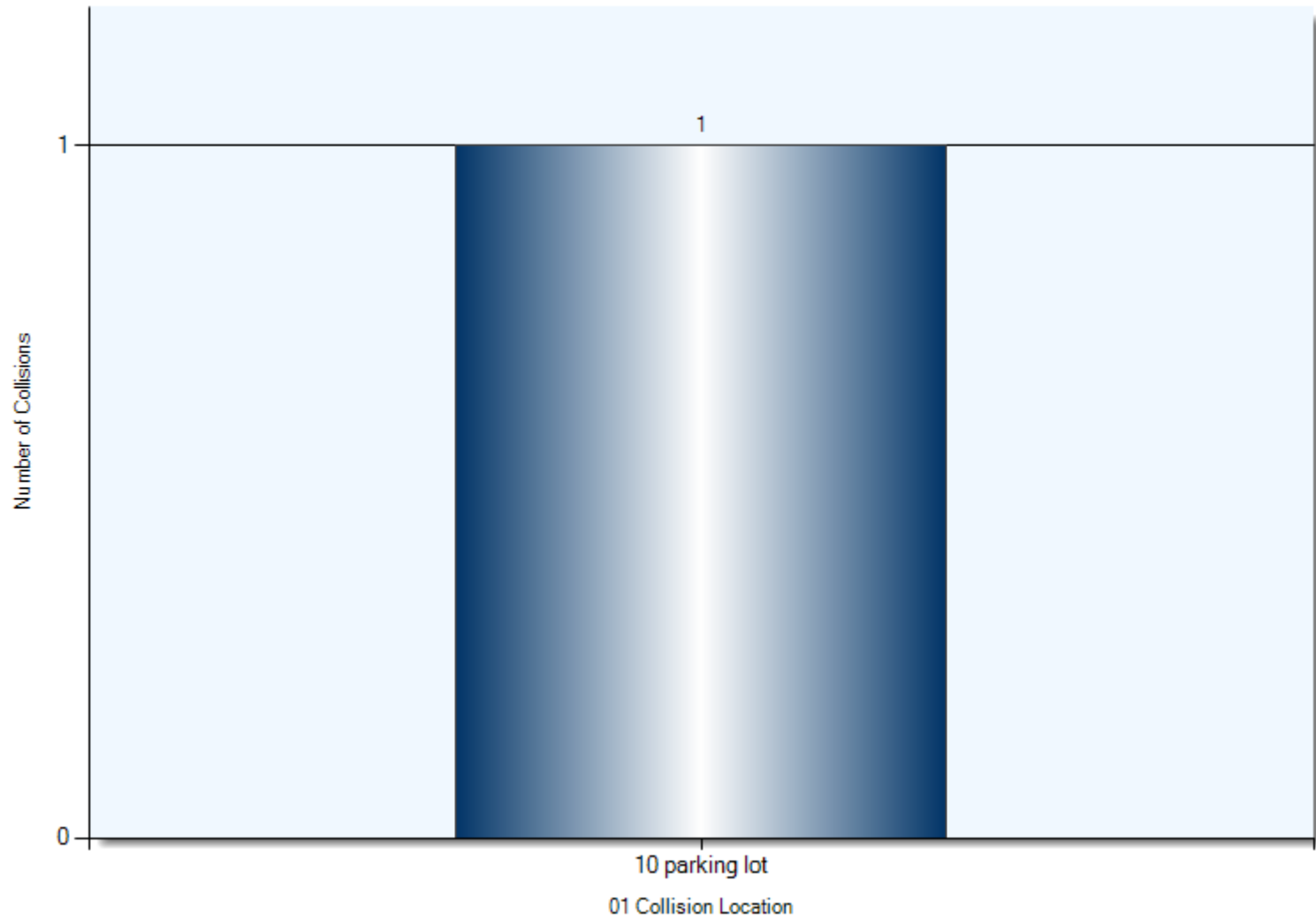
Where driver condition is one of: 02 had been drinking, 03 ability impaired, alcohol (over .08) 04 ability impaired, alcohol or 05 ability impaired, drugs, 50 Cannabis, or 96 other drugs.

Total Incidents: 1 | Total Parties: 1



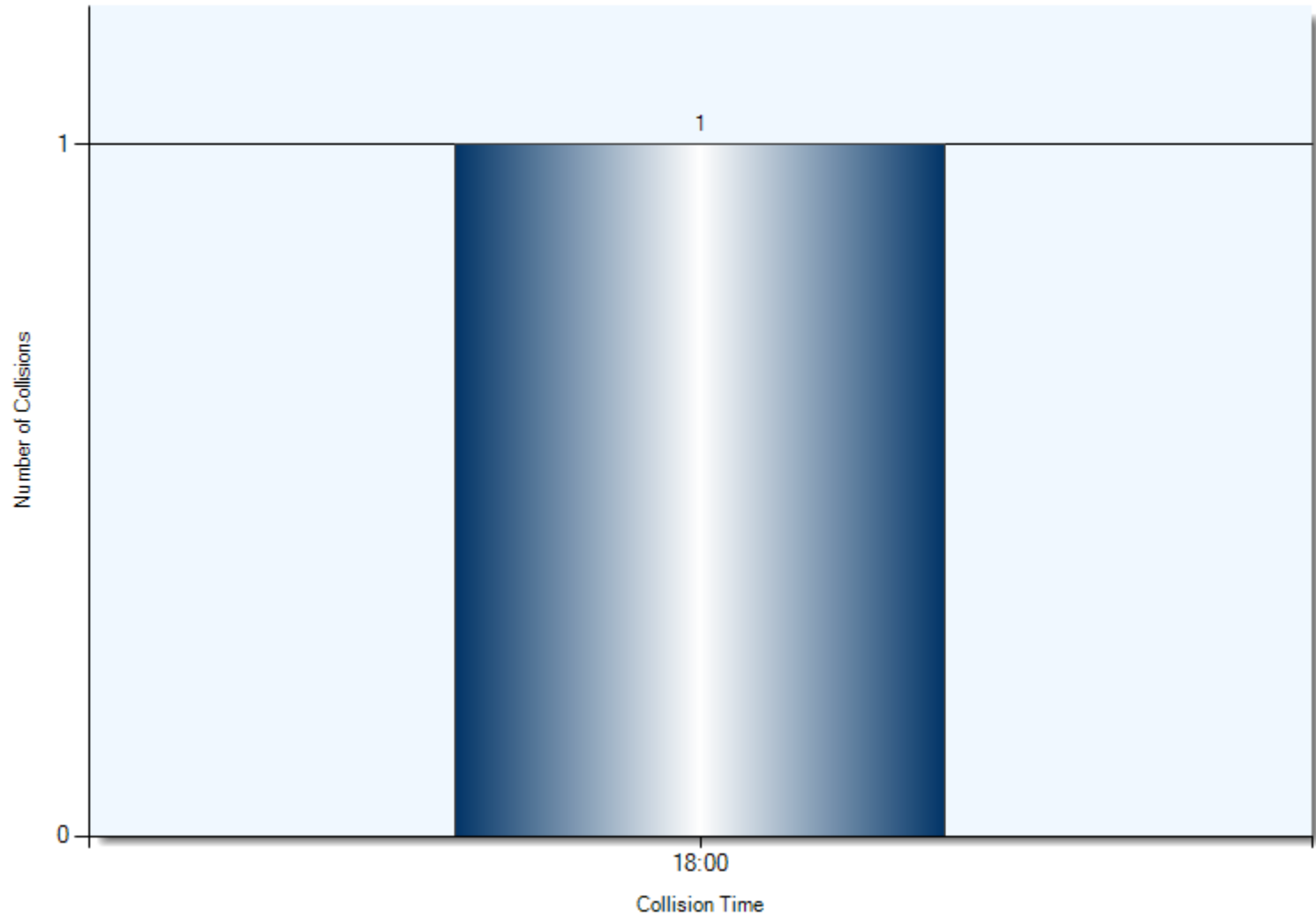
Collisions Involving Alcohol or Drugs

Collision Location



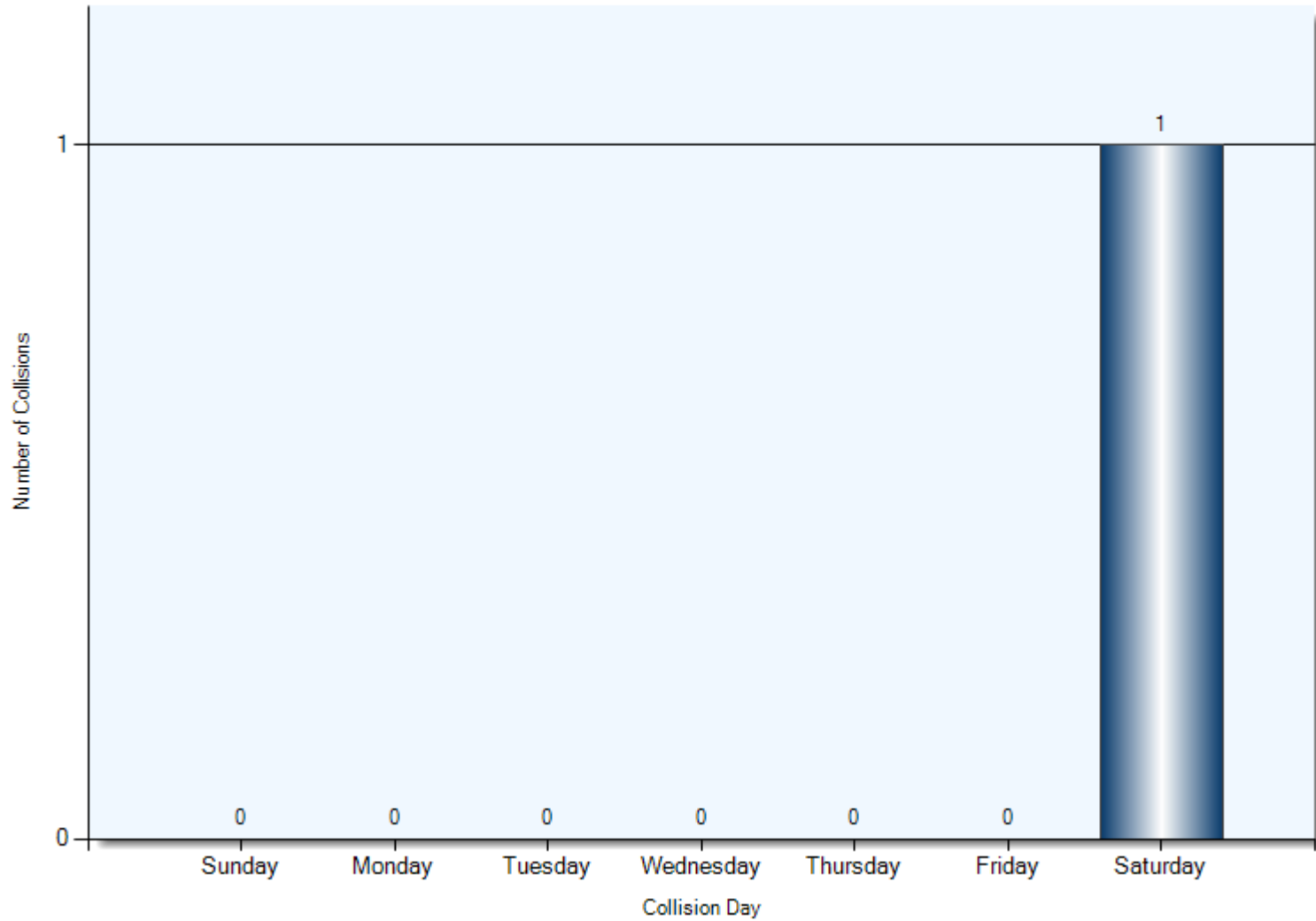
Collisions Involving Alcohol or Drugs

Collision Time



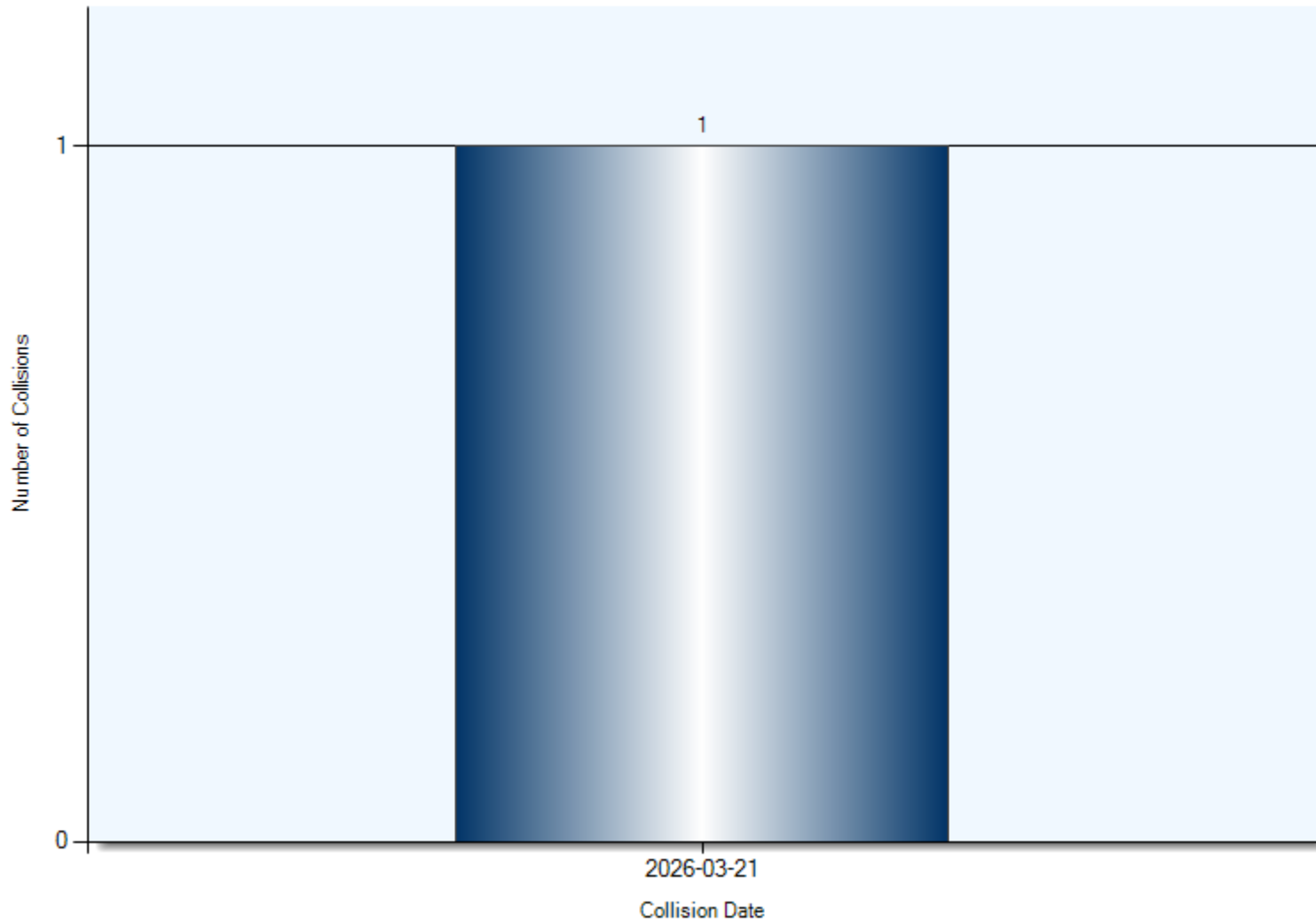
Collisions Involving Alcohol or Drugs

Collision Day



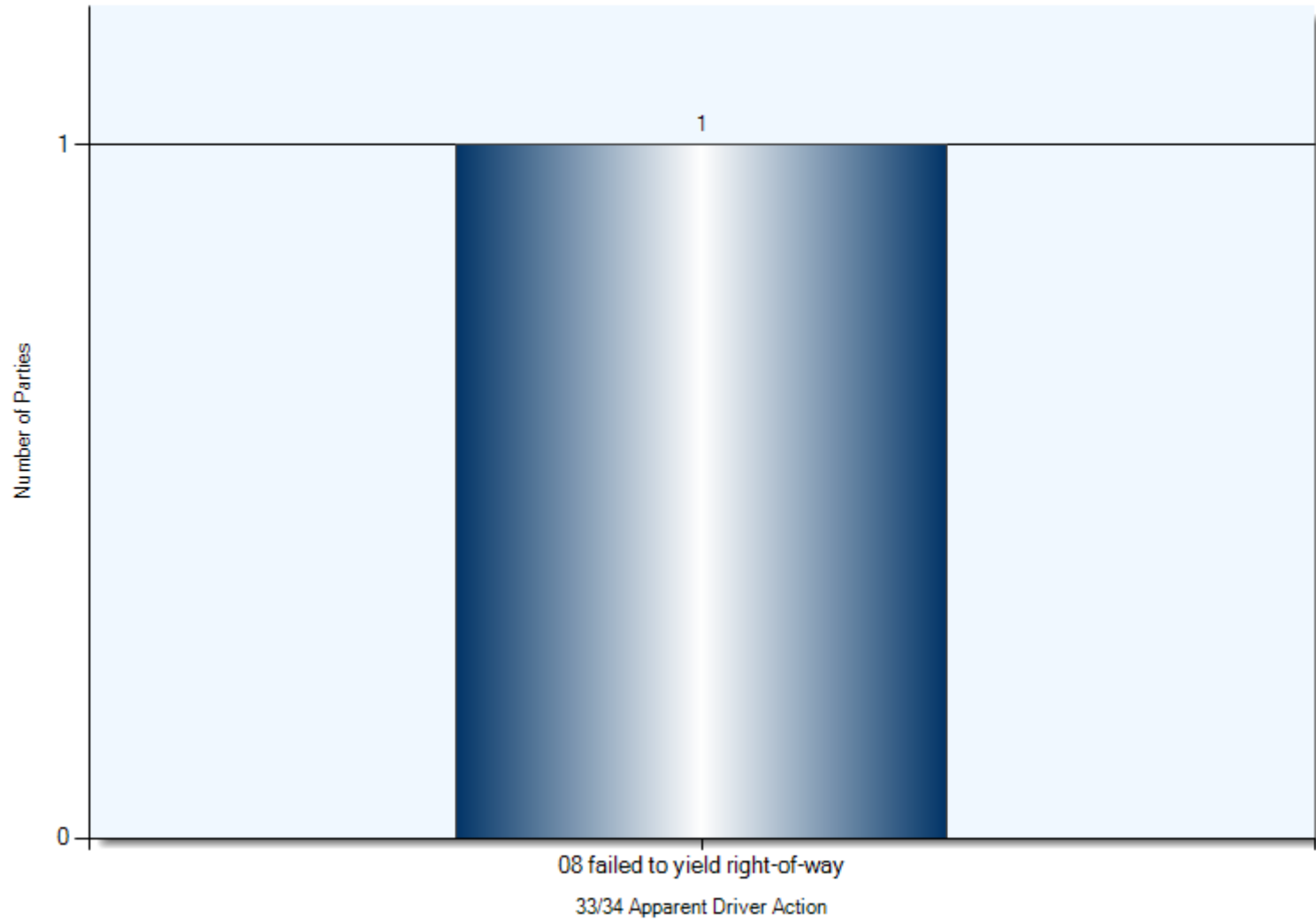
Collisions Involving Alcohol or Drugs

Collision Date



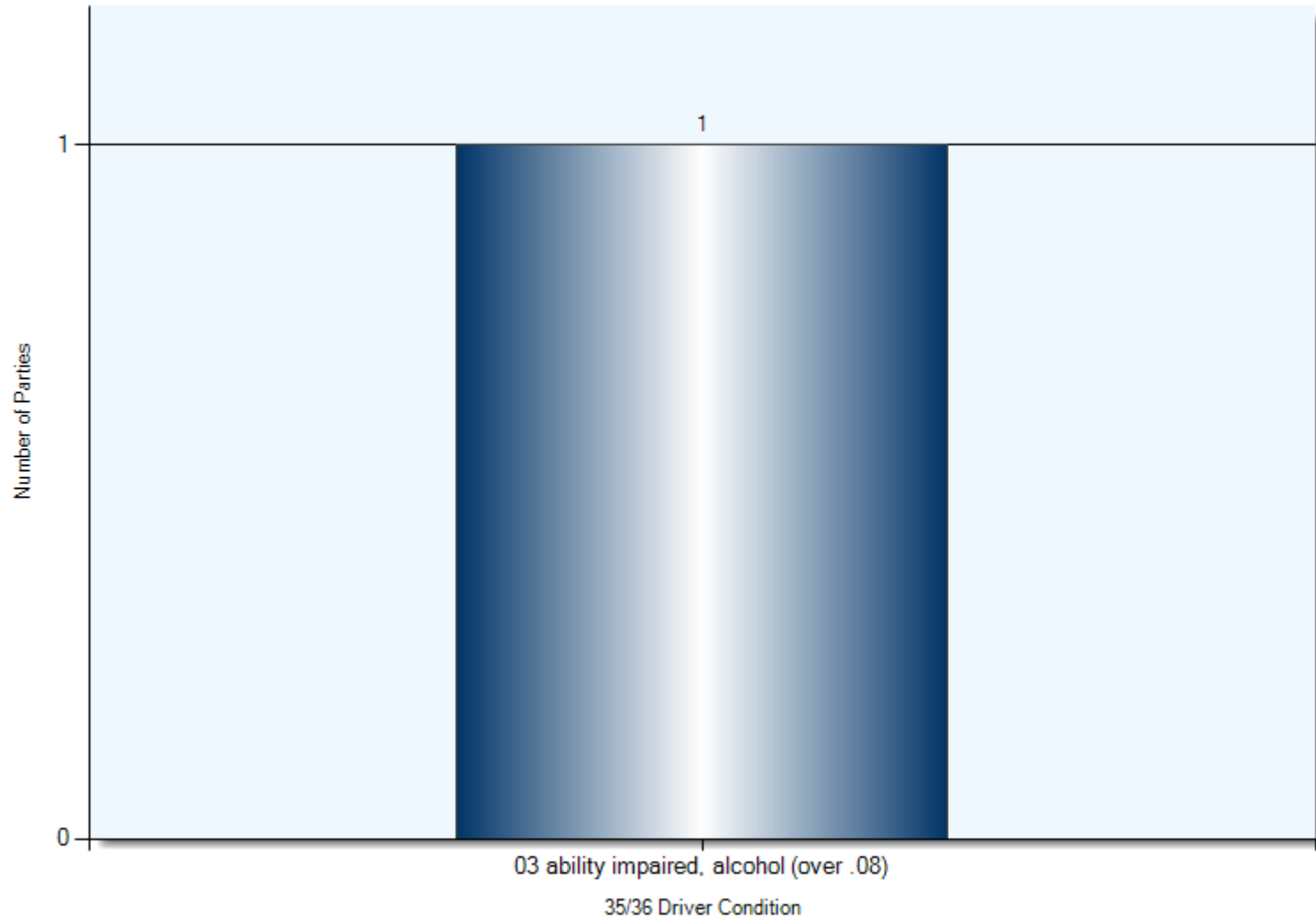
Collisions Involving Alcohol or Drugs

Driver Action



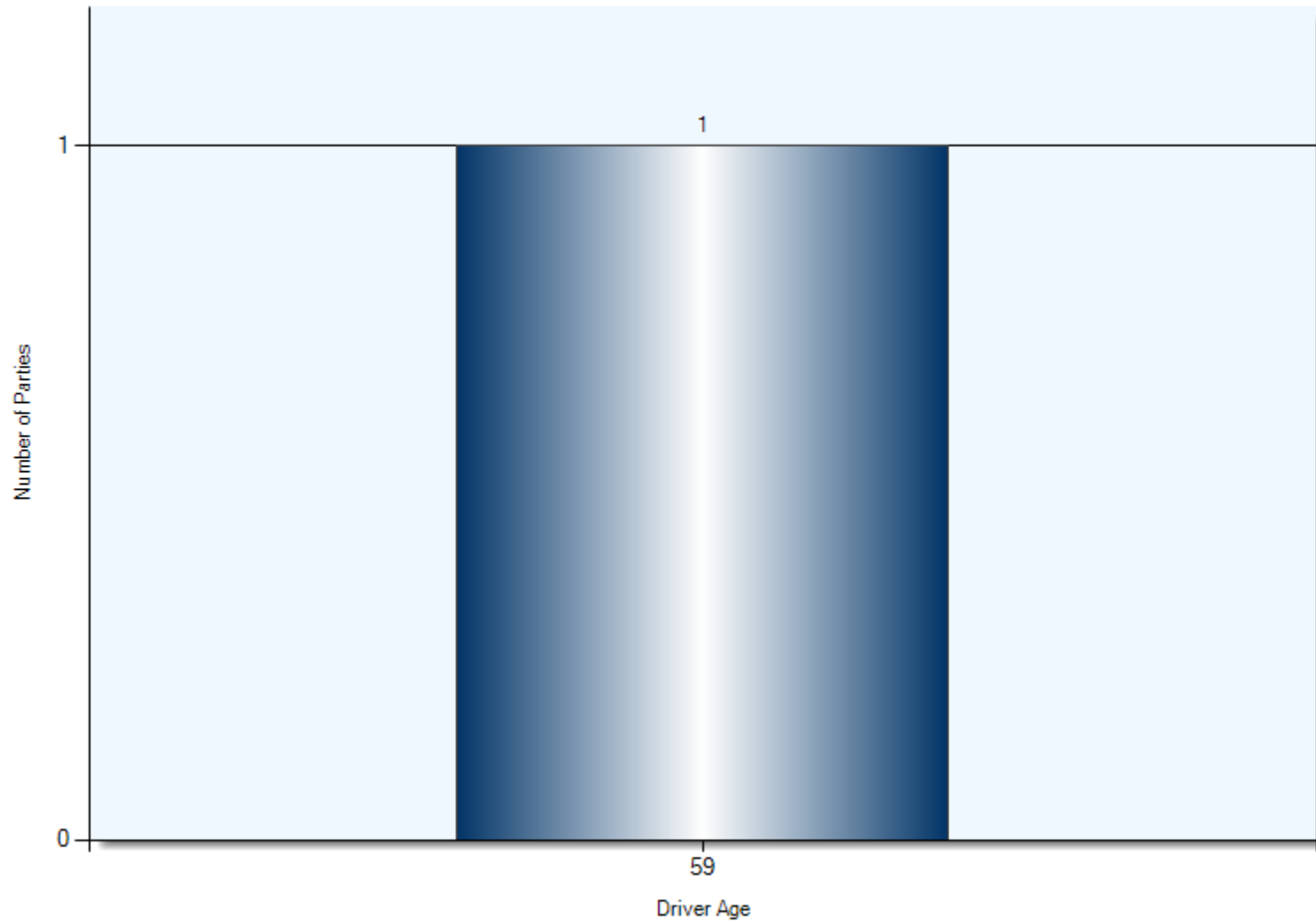
Collisions Involving Alcohol or Drugs

Driver Condition



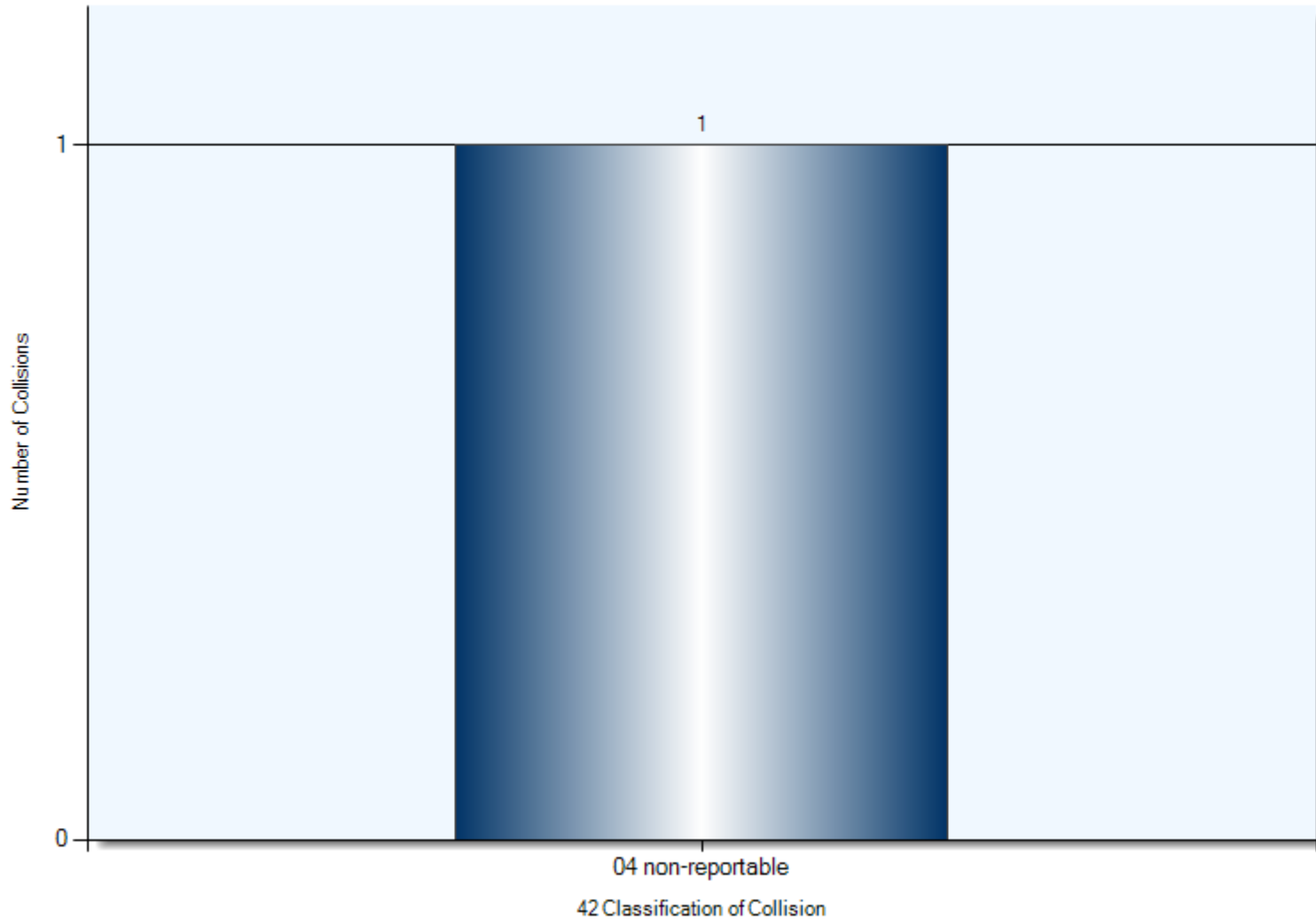
Collisions Involving Alcohol or Drugs

Driver Age



Collisions Involving Alcohol or Drugs

Classification of Collision



On-Scenes & Self-Reports

TOP INTERSECTIONS



Top Intersections

Accident Location	Incidents	Parties	Injuries
16TH ST E & 9TH AVE E	7	13	0
6TH ST E & 9TH AVE E	6	10	0
10TH ST E & 9TH AVE E	4	8	0
10TH ST E & 3RD AVE E	3	7	0
10TH ST W & 7TH AVE W	3	6	1
10TH ST E & 16TH AVE E	3	5	1
10TH ST W & 2ND AVE W	3	5	0
10TH ST E & 2ND AVE E	3	4	0
10TH ST W & 3RD AVE W	2	5	1
10TH ST E & 4TH AVE E	2	4	0
10TH ST W & 8TH AVE W	2	4	0
12TH ST W & 4TH AVE W	2	4	0
16TH AVE E & 16TH ST E	2	4	0
10TH ST W & 1ST AVE W	2	3	0
14TH ST W & 2ND AVE W	1	3	0
10TH AVE E & 10TH ST E	1	2	0
10TH ST E & 1ST AVE E	1	2	0
10TH ST W & 4TH AVE W	1	2	0
11TH ST W & 2ND AVE W	1	2	0
14TH ST E & 2ND AVE E	1	2	0
TOTALS:	50	95	3

Top Intersections With Drive Profile

Incident Location	Incident Count	Party Under Count	Est. \$1000	Est. 1001 -1500	Est. 1501 -2500	Est. 2501 -5000	Est. 5001 -10000	Est. 10001 -15000	Est. 15001 -25000	Est. over 25000	Age 16 -21	Age 22 -29	Age 30 -39	Age 40 -50	Age 51 -65	Age 66 -70	Age 71 -75	Age 76 -80	Age over 80	Male	Female	Out Of Province
16TH ST E & 9TH AVE E	7	13	0	0	4	3	0	0	0	0	1	1	0	1	3	3	1	1	1	7	5	0
8TH ST E & 9TH AVE E	8	10	0	0	3	3	1	0	0	0	0	1	2	3	3	0	0	0	1	4	8	0
10TH ST E & 9TH AVE E	4	8	0	0	0	3	0	0	0	0	0	1	4	2	0	0	0	0	1	8	0	0
10TH ST E & 3RD AVE E	3	7	0	0	0	4	0	0	0	0	0	1	1	1	2	1	1	0	0	3	4	0
10TH ST W & 7TH AVE W	3	6	0	2	0	0	0	0	0	0	2	1	1	1	0	0	0	0	0	2	3	0
10TH ST E & 16TH AVE E	3	5	0	0	1	0	1	0	0	0	1	0	1	1	1	1	0	0	0	3	2	0
10TH ST W & 2ND AVE W	3	5	0	2	1	0	0	0	0	0	2	0	2	1	0	0	0	0	0	3	2	0
10TH ST E & 2ND AVE E	3	4	0	0	0	0	1	0	0	0	0	1	0	0	3	0	0	0	0	1	3	0
10TH ST W & 3RD AVE W	2	5	0	0	0	0	0	0	0	0	0	1	1	0	2	0	1	0	0	1	4	0
10TH ST E & 4TH AVE E	2	4	0	0	1	0	0	0	0	0	0	0	1	2	1	0	0	0	0	3	1	0
10TH ST W & 8TH AVE W	2	4	0	0	0	0	0	0	0	0	1	0	0	1	0	2	0	0	0	3	1	0
12TH ST W & 4TH AVE W	2	4	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	0	3	1	0
16TH AVE E & 16TH ST E	2	4	0	0	0	0	0	0	0	0	0	0	1	1	1	0	1	0	0	1	3	0
10TH ST W & 1ST AVE W	2	3	0	0	0	1	0	0	0	0	0	0	0	2	1	0	0	0	0	2	1	0
14TH ST W & 2ND AVE W	1	3	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	2	1	0
10TH AVE E & 10TH ST E	1	2	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	1	1	0
10TH ST E & 1ST AVE E	1	2	0	0	0	1	1	0	0	0	1	0	0	1	0	0	0	0	0	2	0	0
10TH ST W & 4TH AVE W	1	2	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	2	0	0
11TH ST W & 2ND AVE W	1	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0
14TH ST E & 2ND AVE E	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1	1	0
Grand Totals:	50	95	0	4	10	15	5	0	0	0	9	8	18	18	21	7	6	1	4	53	39	0

#1 Top Intersection – 16TH ST E & 9TH AVE E

Time of Day	Q1 2026
00:00	0
1:00	0
2:00	0
3:00	0
4:00	0
5:00	0
6:00	0
7:00	0
8:00	0
9:00	2
10:00	0
11:00	0
12:00	2
13:00	0
14:00	2
15:00	1
16:00	0
17:00	0
18:00	1
19:00	0
20:00	0
21:00	0
22:00	0
23:00	0

Month	Q1 2026
January	5
February	3
March	0

Day of the Week	Q1 2026
Sunday	2
Monday	0
Tuesday	2
Wednesday	0
Thursday	2
Friday	2
Saturday	0

Initial Impact	Q1 2026
unknown	0
approaching	0
angle	3
rear end	4
sideswipe	0
turning movement	1
SMV, unattended	0
SMV, other	0
reversing	0
other	0

As shown in these tables we have indicated the highest number of collisions in red, and the lowest in green.

#2 Top Intersection – 6TH ST E & 9TH AVE E

Time of Day	Q1 2026
00:00	0
1:00	0
2:00	0
3:00	0
4:00	0
5:00	0
6:00	0
7:00	0
8:00	0
9:00	0
10:00	0
11:00	0
12:00	0
13:00	0
14:00	1
15:00	4
16:00	0
17:00	0
18:00	1
19:00	0
20:00	0
21:00	0
22:00	0
23:00	0

Month	Q1 2026
January	1
February	3
March	2

Day of the Week	Q1 2026
Sunday	0
Monday	1
Tuesday	0
Wednesday	0
Thursday	2
Friday	0
Saturday	3

Initial Impact	Q1 2026
unknown	0
approaching	0
angle	0
rear end	3
sideswipe	2
turning movement	0
SMV, unattended	0
SMV, other	0
reversing	1
other	0

As shown in these tables we have indicated the highest number of collisions in red, and the lowest in green.