



City Council Report

REPORT NUMBER 072-2026-Growth-	
DATE	
PREPARED	September 15, 2025
	FILE
CITY COUNCIL	February 3, 2026
MEETING DATE	
SUBJECT	Eye on the Street Annual Report - 2024

RECOMMENDATION TO CITY COUNCIL

For information.

EXECUTIVE SUMMARY

The 2024 Annual Report highlights how the Eye on the Street program continues to support safety and police investigations, summarizing key operations and outcomes from the past year. Since its renewal in 2021, the program has maintained strong utilization. A year-over-year analysis shows a modest decline in total requests; however, Thunder Bay Police continue to rely on program footage to support investigations, including cases of assault, theft, property damage, and missing persons.

DISCUSSION

From 2022 through 2024, the Eye on the Street program experienced a modest decline in formal footage requests and evidence retrieval. While overall usage remains consistent with the program's intended purpose, several contextual factors help to explain this downward trend.

First, there has been a significant increase in the number of private and commercial surveillance systems throughout the community. Many businesses, institutions, and property owners have implemented their own camera systems, including prosumer and professional-grade installations, which now provide police with alternate sources of evidence. This broader availability of surveillance technology has diversified investigative tools and, in turn, reduced direct reliance on the Eye on the Street program.

Second, redevelopment and infrastructure renewal in Thunder Bay's downtown cores, where the majority of Eye on the Street cameras are located have temporarily affected program availability. Construction activity in both the North and South Core has resulted in intermittent service disruptions, primarily due to power and connectivity limitations. These interruptions,

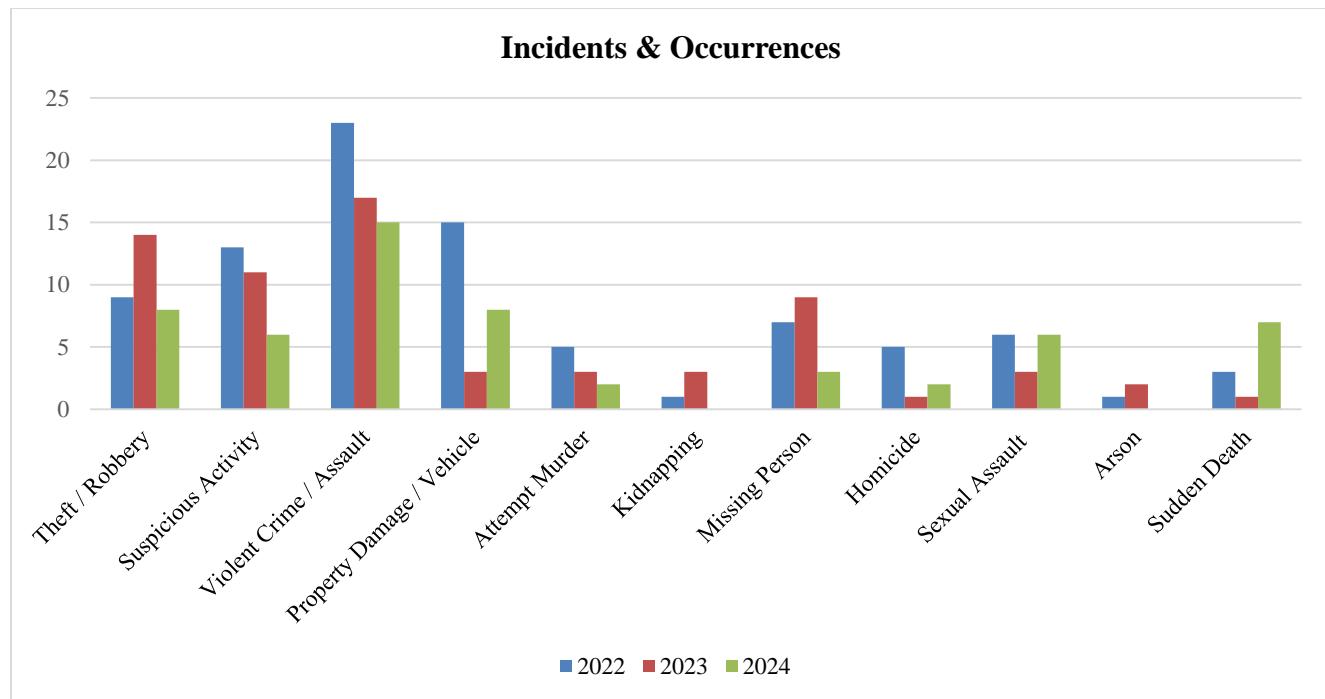
while temporary, have contributed to the lower number of footage requests during affected periods.

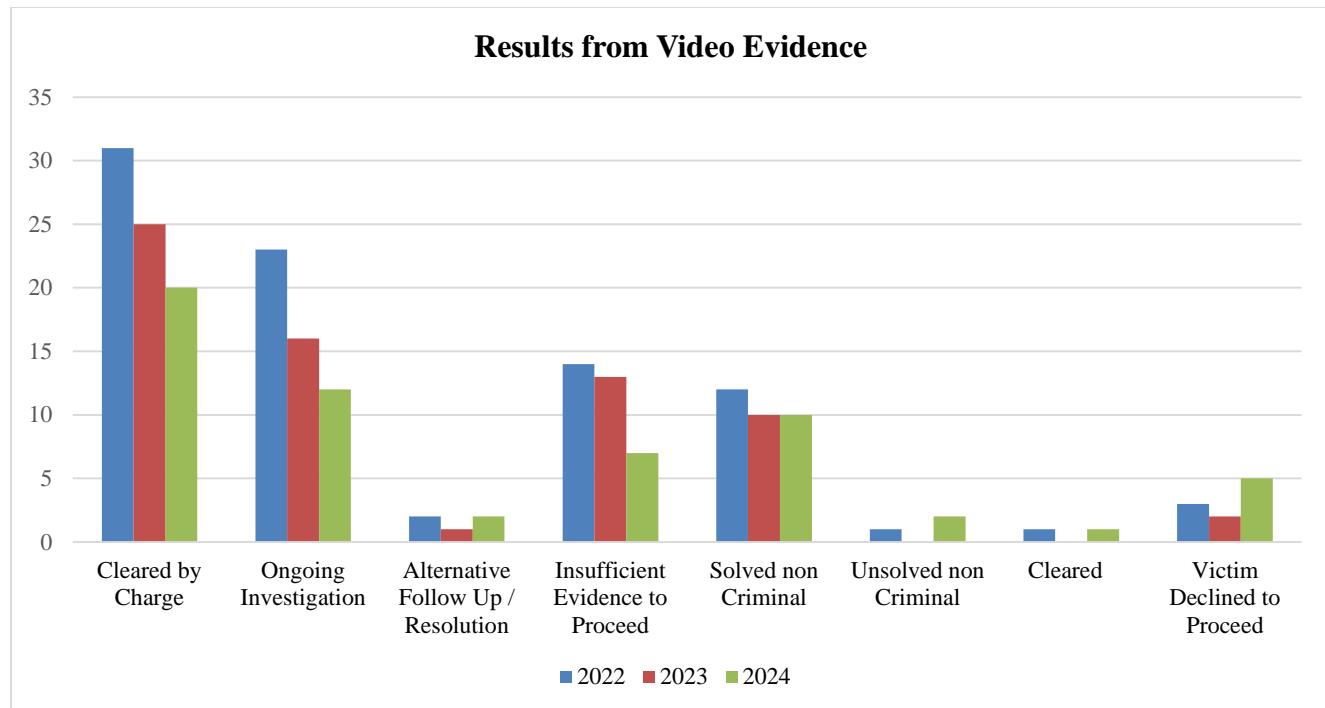
Despite these challenges, the program continues to play a vital role in supporting public safety, particularly in areas with higher pedestrian activity and social interaction. The observed trends underscore the importance of maintaining a flexible, adaptive surveillance network that can respond to the changing urban conditions and community safety priorities.

Usage Data

The first chart illustrates the official request for footage made by the Thunder Bay Police Service, while the second chart presents outcomes of those requests. Comparative data is available beginning in 2022, which represents the first full year of operation following the programs renewal in 2021.

Beyond formal requests, live monitoring in 2024 prompted six calls to 911, most often related to assaults or reports of motionless individuals. Public inquiries were also received and addressed by the Program Manager on a case-by-case basis, with seven such requests during the year.





Audit Results

Audits are completed quarterly by Internal Audit & Continuous Improvement staff. The audit follows the format outlined in the Code of Practice. The audit process checks the program compliance by:

1. Viewing video
2. Reviewing logbooks
3. Reviewing recorded log access to the Command Centre office
4. Review recorded incidents and data check for any *Municipal Freedom of Information and Protection of Privacy Act* requests.

Four audits were completed for the 2024 calendar year. All audits completed to date reflect that the program is operating in compliance with the Code of Practice.

CONSULTATION

This report has been reviewed by the Eye on the Street Advisory Committee and the Thunder Bay Police Service before coming to City Council.

Chief of Police Darcy Fleury has stated “We are proud to work alongside the City of Thunder Bay to expand the Eye on the Street program. This project helps us look out for one another and supports our shared goal of making public spaces safer for everyone in our community.”

FINANCIAL IMPLICATION

There are no direct financial implications associated with this information report.

BACKGROUND

The Eye on the Street program, established in 2005 and jointly led by the City of Thunder Bay and the Thunder Bay Police Service, is a community safety initiative that provides closed-circuit video monitoring to enhance public security. Renewed in 2022 through a partnership with Tbaytel and financial support from the Ministry of the Solicitor General's Guns and Gangs Program, the initiative continues to expand its reach. During the 2024 operating year, the program successfully completed its second phase of implementation, adding 11 new monitoring locations across the community.

REFERENCE MATERIAL ATTACHED

None

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REPORT SIGNED AND VERIFIED BY

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Date (01/23/2026)