



2024

ANNUAL REPORT

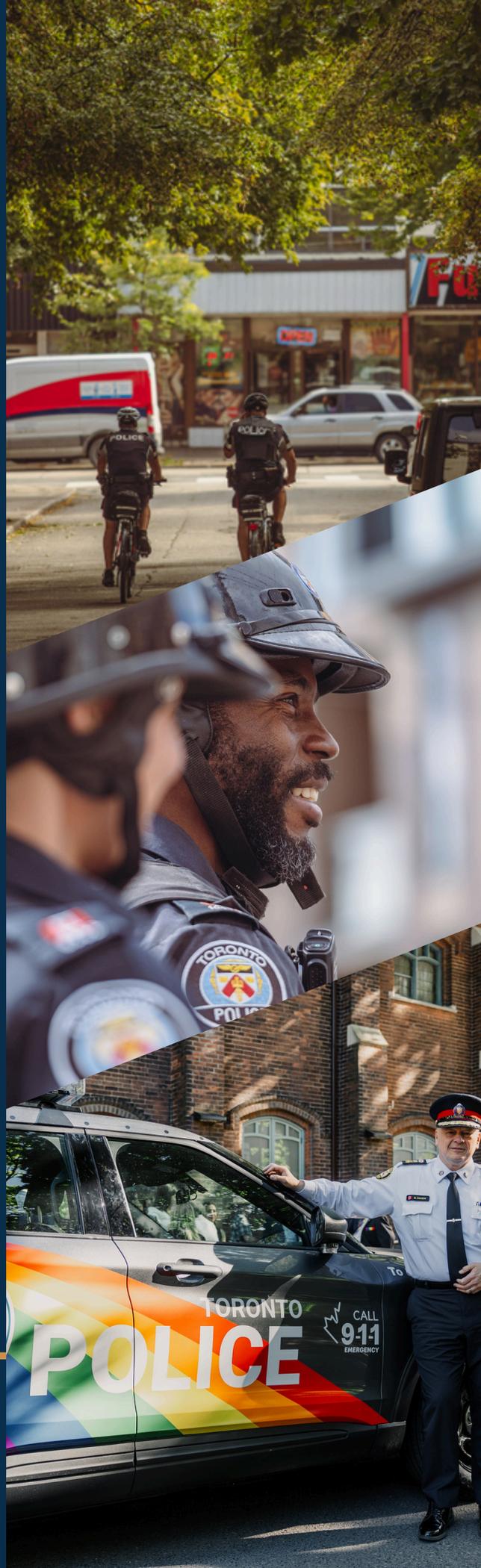


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ACKNOWLEDGEMENTS

As we present this report, we acknowledge the Indigenous peoples who have lived on and cared for this land for thousands of years.

We acknowledge the land we are on today is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.

We also recognize the enduring presence and contributions of people of African ancestry in Toronto and across Canada.

The Toronto Police Service Board acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past – and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

REPORT OVERVIEW

This Annual Report highlights key initiatives and accomplishments of the Toronto Police Service Board (the Board) in 2024, delivered in partnership with the Toronto Police Service (the Service) and Toronto's communities. It reflects our shared commitment to transparency, accountability, and excellence in policing. This report is complemented by the Chief of Police's 2024 Annual Report and the 2024 Annual Statistical Report, which together provide details on the affairs of the Service, community safety indicators, and key achievements over the past year.

For a comprehensive picture of policing in Toronto for 2024, it is recommended that this report be read in context of these two key reports from the Toronto Police Service.



MESSAGE FROM THE CHAIR OF THE TORONTO POLICE SERVICE BOARD



On behalf of the Toronto Police Service Board, I am pleased to share highlights of our work in 2024, including the continued development of Toronto’s first Strategic Plan for Policing, progress on key priorities, and to acknowledge the Toronto Police Service’s many accomplishments over the past year.

The Board remains committed to modernizing policing and strengthening public safety through reform. Our work continues to focus on building public trust, addressing systemic racism, and supporting alternative models of community safety. These efforts are grounded in meaningful collaboration with Toronto’s diverse communities and in partnership with the Service.

A key milestone this year was the presentation of a Strategic Plan update to the Board in September 2024. The report outlined an evidence-based planning framework, guiding principles rooted in equity and accountability, and five draft priority areas. This work builds on early engagement from 2023, and in 2024 we launched broader community engagement, supported consultations by the Board’s Anti-Racism Advisory Panel (ARAP) and Mental Health & Addictions Advisory Panel (MHAAP), and began foundational work on performance indicators. In 2025, we will continue and expand engagement across Toronto and publish a “What We Heard” report in the fall, with the final Strategic Plan targeted for completion in summer 2026.

We are also proud of the sustained work of the Board’s Advisory Panels, MHAAP and ARAP, which continue to guide the Board on anti-racist approaches and mental health strategies, helping ensure our policies are inclusive, responsive, and community informed.

This year, the Service achieved major operational milestones. These include implementation of a Multi-Year Hiring Plan to improve emergency response and investigations, full deployment of body-worn cameras, and expansion of the Neighbourhood Community Officer program. Notably, the Service reduced response times for high-priority 9-1-1 calls by 26%.

The Board strongly supports investments in youth engagement, crime prevention, and alternatives to police response. This includes ongoing work with the City’s Furthering Our Community by Uniting Services (FOCUS) situation tables and continued partnership in the expansion of the Toronto Community Crisis Service (TCCS), a non-police response to mental health crisis calls which was implemented City-wide in 2024.

On behalf of the Board, I want to extend my sincere gratitude to Chief Demkiw for his exceptional leadership, members of the Command team, and all Service Members for their extraordinary work keeping our communities safe, with professionalism, dedication and compassion. Together, with community partners, we remain focused on ensuring that Toronto remains a safe, compassionate, and vibrant city for all communities.

Shelley Carroll
Chair, Toronto Police Service Board

MESSAGE FROM THE CHIEF OF POLICE OF THE TORONTO POLICE SERVICE



In 2024, the Toronto Police Service addressed both challenges and opportunities that helped shape our progress.

According to Statistics Canada data for 2024, Toronto was the fastest-growing metropolitan area in Canada and the U.S. for the second consecutive year. The city's growth reflects public confidence in Toronto as a safe and desirable place to live. However, with this growth comes greater demand, and we require the resources to keep pace and respond effectively.

In November, the Toronto Police Service Board moved a motion recommending an approach for a multi-year hiring plan that will see four classes of 90 recruits join the Service in 2025 and 2026. This will have a significant impact on our frontline and support our efforts to ensure adequate and effective policing, including investigative capacity and response times.

One of our top priorities in 2024 was to decrease Priority 1 call response times. We have achieved improvements through the continued strategic deployment of new recruits based on call demand, improved supervisory capacity, and active management of resources and priorities across the city. This was, and remains, part of our work to prioritize the delivery of core police services to our residents.

In addition to core police services, crime prevention, and strengthening relationships with partners – including through FOCUS tables and other initiatives – the Service remains committed to improving trust, accelerating police reform, and supporting safer communities. While this work is ongoing, we are also collaborating with the Board on their development of the Strategic Plan.

As Chief of the Toronto Police Service, I am committed to working closely with the Board to serve and protect our city, a goal we all share.

Myron Demkiw, M.O.M.
Chief of Police, Toronto Police Service

TORONTO POLICE SERVICE BOARD

Members



COUNCILLOR SHELLEY CARROLL
CHAIR



CHRIS BRILLINGER
VICE CHAIR



**DEPUTY MAYOR
AMBER MORLEY**
MEMBER



**COUNCILLOR
LILY CHENG**
MEMBER



ANN MORGAN
MEMBER



**NICOLA (NICK)
MIGLIORE**
MEMBER



LISA KOSTAKAS
MEMBER

TORONTO POLICE SERVICE

Command Team



CHIEF MYRON DEMKIW, M.O.M
CHIEF OF POLICE



DEPUTY CHIEF LAUREN POGUE, M.O.M
COMMUNITIES & NEIGHBOURHOODS
COMMAND



DEPUTY CHIEF ROBERT JOHNSON, M.O.M
SPECIALIZED OPERATIONS
COMMAND



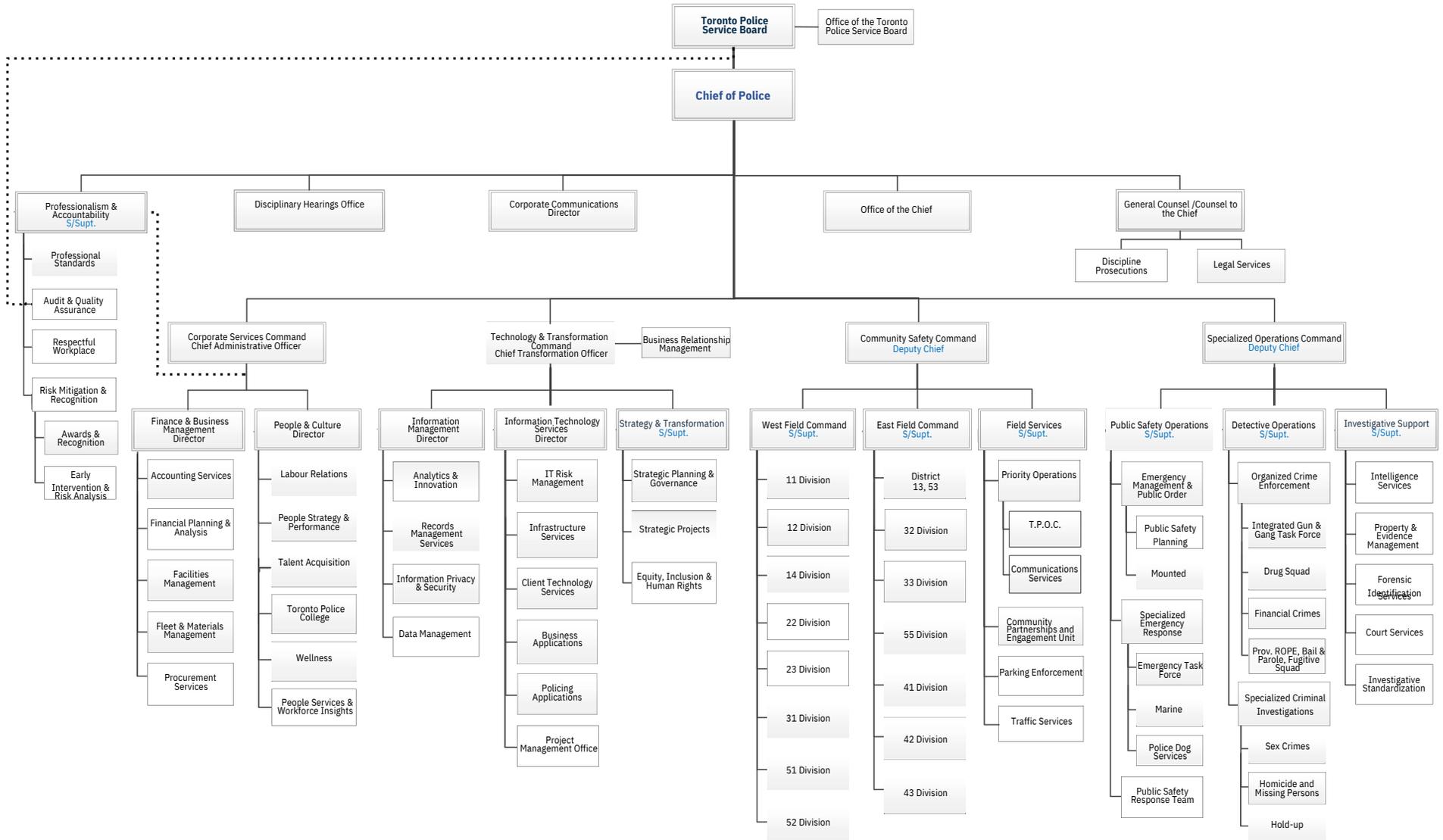
SVINA DHALIWAL
CHIEF ADMINISTRATIVE OFFICER
CORPORATE SERVICES COMMAND



COLIN STAIRS
CHIEF TRANSFORMATION OFFICER
INFORMATION & TECHNOLOGY
COMMAND



ORGANIZATIONAL CHART



ORGANIZATIONAL OVERVIEW

Toronto Police Service Board



The **Community Safety and Policing Act, 2019 (Act)** came into effect on April 1, 2024, replacing the Police Services Act. The Act outlines the roles and duties for police service boards and police services in Ontario.

The Board is the civilian oversight body that governs the Service and is responsible for ensuring the provision of adequate and effective police services in Toronto in accordance with local community needs.

Among its key responsibilities, the Board sets objectives, priorities, and policies for policing in Toronto, determines the Service's annual budget, and recruits, appoints, and monitors the performance of the Chief of Police and the Command Team, which includes Deputy Chiefs, the Chief Administrative Officer, and the Chief Transformation Officer.

The Board has the authority to direct the Chief of Police with the exception of specific operational decisions and day-to-day operations of the Service.

Key Information



2024 Net Operating Budget: \$2,355,300
(+8.2% from 2023)



Key Expenditures:

- Salaries and benefits
- Legal costs
- Arbitrations and grievances
- Honorarium for Board Advisory Panel members,
- Conferences
- Membership fees for associations



Staffing:

11 professional full-time and part-time staff



Services:

Staff support the Board in carrying out its oversight and governance duties through research, community engagement, policy development, monitoring and evaluation, strategic planning, and administrative support.

ORGANIZATIONAL OVERVIEW

Toronto Police Service



The Chief of Police is responsible for administering the Service and making operational decisions in line with legislation and the Board's policies and strategic plan.

The Service is the police service for the City of Toronto. As of December 2024, it is made up of approximately **8,900** uniform and full-time and part-time civilian members, including police officers, criminal investigators, community response officers, communications operators, and parking enforcement officers dedicated to serving the City.

The Service keeps the City safe in partnership with communities through:

- Community-based crime prevention initiatives;
- Maintaining public order to ensure safe and secure communities;
- Providing emergency response to major threats and public safety risks; and
- Enforcement of all applicable laws including the [*Highway Traffic Act, 1990*](#).

Key Information



Net Operating Budget:

\$1,256,500,000, up by 7.55% from 2023



Cop-to-Pop (Officers per

100,000 population): 169.7



Staffing:

- 5,396 Police Officers
- 1,916 Civilian Professionals
- 742 Special Constables
- 352 Parking Enforcement Officers
- 308 Auxiliary Members
- 187 Recruits

OUR CITY: DEMOGRAPHICS

Toronto is Canada's largest city, characterized by one of the most diverse populations in the world, and it is the fourth largest city in North America.



2.8 Million

Toronto residents in 2021, representing a 2.3% increase from 2016¹.

3.4 Million

Estimate of Toronto's population by 2031².



Approximately half (47%) of Toronto residents immigrated to Canada¹



More than half (56%) of residents belonged to a racialized group and **0.8%** identified with Indigenous identity¹



There were more women+ (**52%**) than men+ (**48%**) in Toronto^{1*}



3% of Toronto adults (aged 18 years or over) self-identified as gay or lesbian and a further 3% identified as bisexual².



About 45% of residents reported speaking a language other than English and French at home - **Mandarin, Cantonese, Tagalog, Spanish and Tamil** are the top 5 non-English languages spoken most often at home¹.

These demographic indicators inform the Toronto Police Service Board's approach to strategic planning and policy development - ensuring that policing services are adequate, effective, and responsive to Toronto's unique context. This involves engaging with diverse communities to build trust, using data-driven approaches, and tapping into relevant research to drive innovation.

* In 2021, Statistics Canada's gender variable included two categories: men+ and women+. The men+ category includes men and boys, as well as some non-binary persons. The women+ category includes women and girls, as well as some non-binary persons.

1: 2021 Census of Population Geographic Summary. <https://www12.statcan.gc.ca/census-recensement/2021/search-recherche/productresultats-resultatsproduits-eng.cfm?Lang=E&GEOCODE=2021A00053520005>

2: Toronto's Population Health Profile 2023. <https://www.toronto.ca/wp-content/uploads/2023/02/940f-Torontos-Population-Health-Profile-2023.pdf>

OUR CITY: PUBLIC SAFETY CONSIDERATIONS



Being the largest city in Canada, Toronto has unique and complex public safety considerations.



4,428 People per square km (Population density)¹

630 Square km of land in Jurisdiction²

1,190 Square km of open water on Lake Ontario in Jurisdiction²

8,000 Hectares of land in 1,600 named parks³

>200 Km of trails³



27.5 Million Visitors per year²
9 Million Overnight visitors⁴



800,000 Daily commuters²



>2,000 Events/Protests per year²



87 of 108 Consular offices in Ontario are located in Toronto²



As a large urban centre & major hub on the 401 corridor, there is ongoing gun and gang crime in Toronto²



Toronto saw 23% of reported human trafficking cases in Canada between 2012 and 2022⁵

1: 2021 Census of Population Geographic Summary. <https://www12.statcan.gc.ca/census-recensement/2021/search-recherche/productresults-resultatsproduits-eng.cfm?Lang=E&GEOCODE=2021A00053520005>
2: BudgetTO: Toronto Police Service. <https://www.toronto.ca/legdocs/mmis/2025/bu/bgrd/backgroundfile-252198.pdf>
3: Toronto at a Glance. <https://www.toronto.ca/city-government/data-research-maps/toronto-at-a-glance/>
4: Toronto's Visitor Economy. <https://toronto.visme.co/view/1jzwq67p-q4-2024-market-performance-report#s3>
5: Trafficking in persons in Canada, 2022. <https://www150.statcan.gc.ca/n1/en/catalogue/85-005-X202300100002>

OUR CITY: COMMUNITY SAFETY INDICATORS

For a detailed breakdown of community safety indicators, please refer to the 2024 Annual Statistical Report and 2024 Chief's Annual Report.



Calls for Service

1,865,279

↓ 12.4% since 2023

1,213,035

Emergency

652,244

Non-Emergency

411,607

Calls for Service/Events Attended

↑ 1% since 2023



Average Response Times

17.1 Minutes

Priority 1* Events
26.1% since 2023

54.2 Minutes

Priority 2 Events
↓ 14% since 2023

*Calls are categorized based on urgency, where Priority 1 are the most urgent.

2024 Crime Statistics

Overall, there was a **4.2% increase in criminal code violations in 2024 compared to 2023;** The overall clearance rate in 2024 was **30.6%**.

Crimes against the Person

↑ **8.2%** since 2023

57.9% clearance rate

	Change since 2023	Clearance Rate
Homicide	↑ 16.4%	74.1%
Sexual Violation	↑ 12.3%	43.7%
Assault	↑ 9.7%	61.3%
Robbery (Financial)	↑ 12.5%	50.0%

Intimate Partner and Family Violence

↑ **2.8%** since 2023

Top offences related to intimate partner violence are intimate partner incidents and assault.

Hate Crimes

↑ **19.1%** since 2023

Top bias categories were religion, race, ethnicity, and sexual orientation.

Crimes against Property

	Change since 2023
Auto Theft	↓ 23.3%*
House Break and Enters	↑ 1.0%
Apartment Break and Enters	↓ 10.2%
Commercial Break and Enters	↓ 18.2%

* First decline in annual auto thefts since 2016.

Traffic and Road Safety

Criminal Code Traffic Offences | **Total Collisions**

↓ **6.1%** since 2023

↑ **3.9%** since 2023

	Change since 2023
Fatal Collisions	↑ 8.9%
Injury Collisions	↑ 23.7%
Total Tickets Issued	↑ 21.5%

Clearance Rate: % of crimes where a charge is laid, recommended, or where the person who committed the offence was known but not charged.

2024 HIGHLIGHTS

This section highlights key Board initiatives and accomplishments in 2024. For details on key activities and accomplishments by the Toronto Police Service, please refer to the 2024 Chief's Annual Report.



Implementation of the Community Safety and Policing Act, 2019

The Community Safety and Policing Act, 2019 (Act), which came into force on April 1, 2024, includes a number of changes impacting the Board and its policies and processes. In response to the Act coming into effect, the Board undertook a review of existing policies to bring the Board into compliance. At its meeting on April 30th, 2024, the Board:

- Adopted technical amendments across all policies to reflect the Board's updated name and legislative references;
- Revised existing policies to align with the Act including those on standards compliance, Board member conduct and training, recruitment and promotions, and the transition from a business plan to a strategic plan model; and
- Approved several new policies, such as those governing the conduct of investigations, disclosure of misconduct by senior officers, disclosure of personal information, extreme incident response planning, and a new Committees By-law to formalize the Appointments, Budget and Bargaining Committees.

The Board is continuing to review the Act and its regulations, in consultation with the Chief of Police, legal counsel, and other stakeholders to identify additional policies for revision and development. This ongoing and critical area of work will ensure that the Board's governance framework is modernized, transparent, and evidence-based to support effective policing oversight.

2024 HIGHLIGHTS



American Sign Language (ASL) Translation for Board Meetings

Funding was allocated to provide ASL translation services for all scheduled public Board meetings to enhance accessibility and transparency for Toronto residents.



Multi-year Hiring Plan

In 2024, the Board approved the Multi-Year Hiring Plan - an outcome of strategic budgeting and a clear recognition of the need for sustained staffing to meet Toronto's growing and evolving community and public safety needs. The Multi-year Hiring Plan represents a foundational step toward long-term organizational stability and proactive, community-focused policing.

Key Commitments of the Plan:

- Hiring 720 new police officers by the end of 2026 to fill existing vacancies (e.g., retirement, resignation) and strengthen frontline and investigative capacity.
- Expanding the Neighbourhood Community Officer (NCO) Program into four additional communities to enhance local engagement and trust.
- Recruiting 90 new Communications Operators in 2025 to improve emergency response and service delivery.

2024 HIGHLIGHTS



Midaynta Community Services – Extension of Memorandum of Understanding

In 2024, the Board reaffirmed its commitment to community partnership and trust building by extending its Memorandum of Understanding with Midaynta Community Services, respecting the work being carried out with the group of mothers from Toronto’s Somali community who form the Mending a Crack in the Sky Initiative, through to 2025. This Initiative continues to foster trust, transparency, and collaboration with the Somali Canadian communities, particularly in terms of enhancing the perception of safety. This initiative continues to advance equity by centering the voices of newcomers, refugees, undocumented individuals, women, 2SLGBTQ+, vulnerable youth and seniors, and persons with disabilities. The extension also paves the way for a long-term engagement framework, reinforcing the Board’s dedication to inclusive, community-focused policing.

2024 HIGHLIGHTS

Police Reform

Systemic discrimination significantly affects the life prospects and opportunities of Indigenous, Black, and racialized communities in Toronto, leading to pronounced disparities in health, social, and economic outcomes. For decades, these communities have voiced profound mistrust of public institutions, including the police service.

In response to global and local discussions on racial injustice and systemic racism within police services, the Board approved a report entitled *Police Reform in Toronto: Systemic Racism, Alternative Community Safety and Crisis Response Models and Building New Confidence in Public Safety* on August 18, 2020. This report included 81 recommendations, establishing a comprehensive roadmap for policing reform within the Toronto Police Service, including new community safety response models, initiatives to combat systemic racism, and measures to strengthen community trust. These 81 recommendations incorporated the 36 decisions adopted by City Council in June 2020, related to community safety reforms,

public safety, crisis response, and police accountability. Development of the report and its 81 recommendations were informed by extensive public engagement, ensuring that these reforms represented the community's demand for greater police accountability and safety priorities.

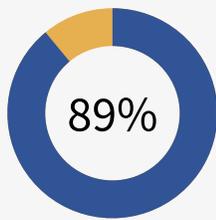
The Board is continuing to implement its outstanding recommendations, and is currently finalizing the development of policies related to a number of key areas including human rights, apologies and racial profiling. In addition, the Board is focused on building and strengthening initiatives involving partnering with academic institutions for research that would further modernize both policing and police governance.

Importantly, the Board remains committed to supporting initiatives to transform the role of police in ensuring community safety along with our partners, including collaborating with partners in the design and implementation of alternatives to police response.

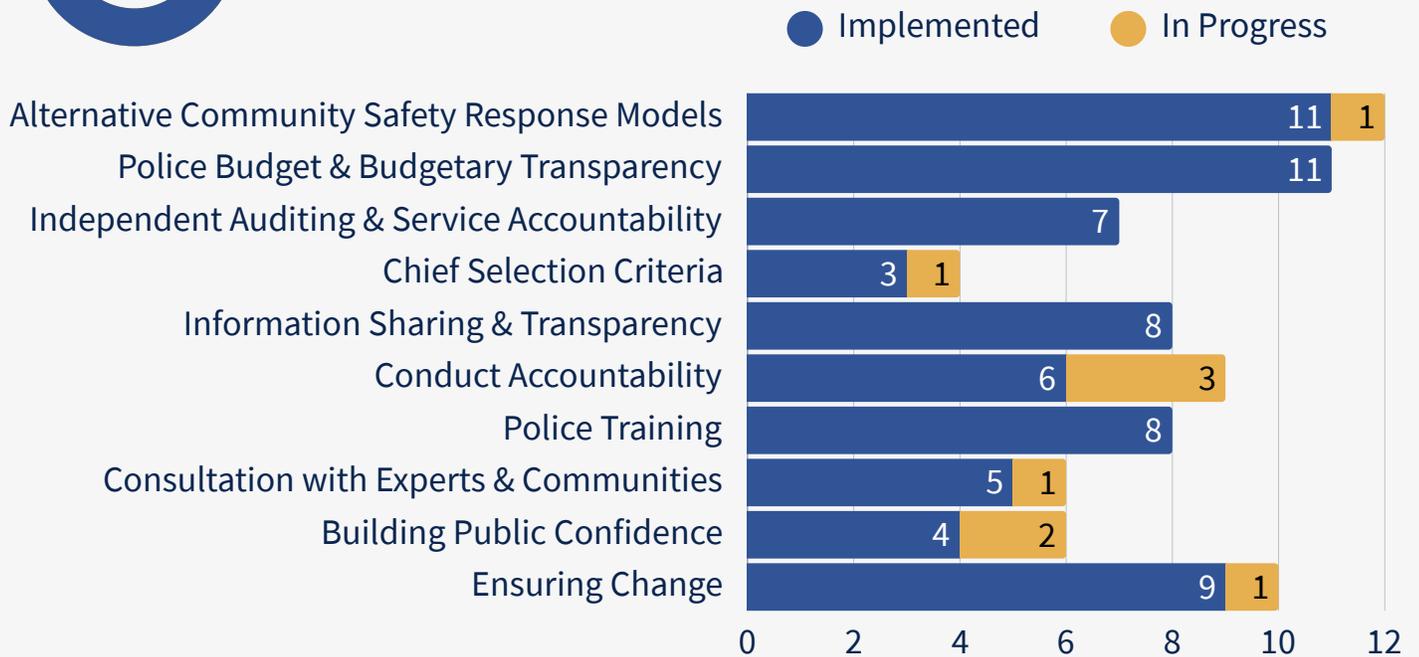
2024 HIGHLIGHTS

Police Reform

Figure 1. Implementation Status of *Police Reform in Toronto* Recommendations, by Theme. March 2025.



**of 81 recommendations
have been implemented**



[Police Reform Implementation Dashboard](#) can be accessed through the Toronto Police Service Public Safety Portal.

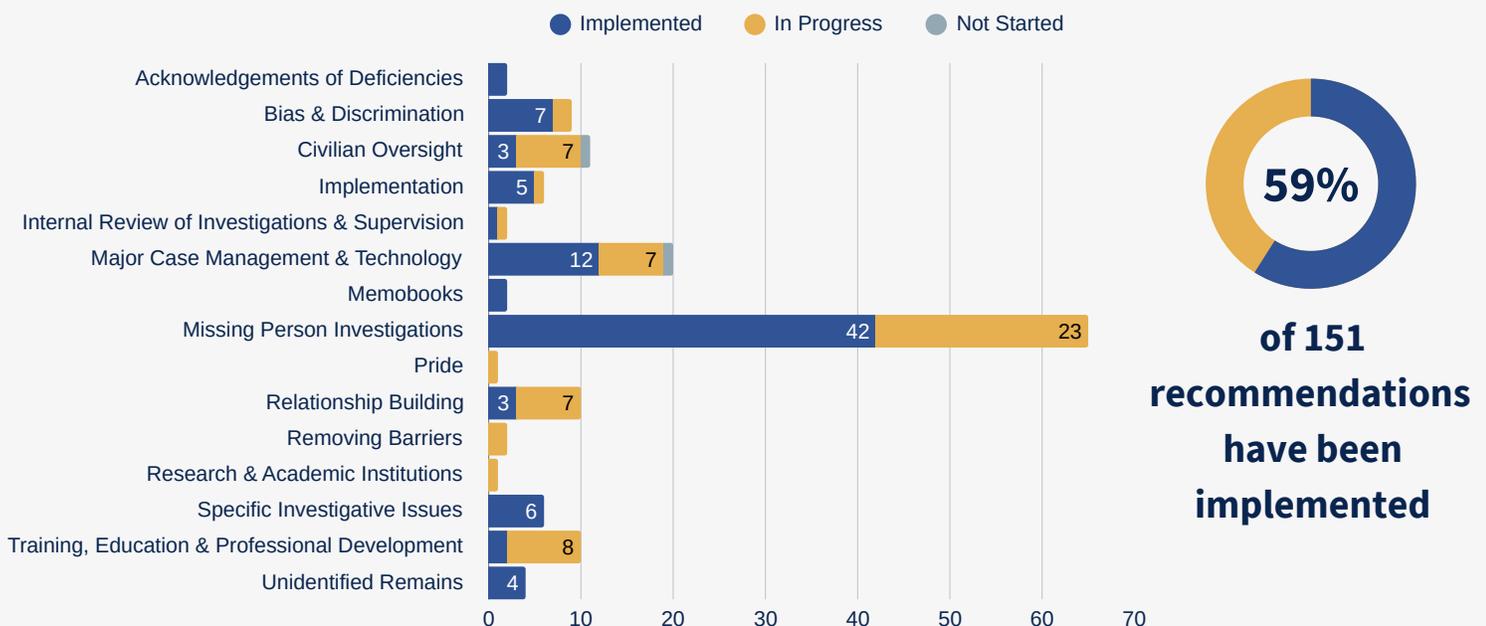
2024 HIGHLIGHTS

Missing and Missed

In 2018, an independent review was commissioned to evaluate missing person investigations, particularly those related to 2SLGBTQI+ and equity-deserving communities. Led by The Honourable Gloria J. Epstein, the review culminated in *Missing and Missed: Report of the Independent Civilian Review into Missing Persons Investigations* released in April 2021, which included 151 recommendations to improve investigation practices and community and stakeholder engagement. Continued progress towards fully addressing these recommendations is a core component of the Board and Service’s shared commitment to building trust with community and the public and improving transparency and accountability of police services in Toronto.

As of March 2025, 59% of the 81 recommendations have been implemented, and the majority of those directed to the Board are completed or near completion, with only administrative components remaining for most. A major focus of the Board’s work in 2024 was the development of a Critical Points Policy which ensures that matters of strategic significance are shared with the Board, to enhance effective information-sharing between the Board and Service to better serve the public.

Figure 2. Implementation Status of *Missing and Missed* Recommendations, by Theme. March 2025.



The [Missing & Missed Implementation Dashboard](#) can be accessed through the Toronto Police Service Public Safety Portal.

2024 HIGHLIGHTS

Mental Health and Addictions Advisory Panel

The Mental Health and Addictions Advisory Panel (MHAAP) is an advisory body that plays a critical role in providing on-going advice to the Board with respect to how the police interact with people who may appear to be experiencing mental health and/or addictions issues.

Key accomplishments and discussion themes of MHAAP in 2024 included:

- Providing input into the expansion of the Toronto Community Crisis Service (TCCS) program and its relationship with the Service;
- Ongoing monitoring of the implementation of major themes included in the Service's Mental Health and Addictions Strategy;
- Enhanced focus on data analysis, and input into the development of the Mental Health Data Portal and other public-facing dashboards;
- Providing input on Service Member Wellness; and
- Discussion about the use of force, and the Ontario Public-Police Interactions Training Aid approved by the Ministry of the Solicitor General to replace the 2024 Ontario Use of Force Model.

In 2025, MHAAP will provide input into the Board's Strategic Plan, continue its work through specialized working groups, and prepare for a comprehensive membership review to ensure that it adequately represents the broad perspective of community voices, including people with lived expertise, including those working in the mental health and addictions sectors.

2024 HIGHLIGHTS

Anti-Racism Advisory Panel

In April 2018, as a result of a recommendation made by the jury at the Inquest into the Death of Andrew Loku, the Board established an Anti-Racism Advisory Panel (ARAP). ARAP has since been involved in a number of important issues, including providing advice in the development of Board's policies and engagement strategies impacting Black, Indigenous and other racialized communities.

Key accomplishments and discussion themes of ARAP in 2024 included:

- ARAP received a presentation on the Board's Strategic Plan and provided input on engagement efforts in leading their own consultation. ARAP then developed an ARAP-led consultation session for the strategic plan, which took place in 2025.
- ARAP Terms of Reference have been reviewed and updated in order to enhance clarity, effectiveness, and inclusivity. This review aimed to reaffirm ARAP's commitment to addressing systemic barriers, advancing anti-racism initiatives, and strengthening community engagement. The revisions reflect the panel's dedication to meaningful change and its ongoing responsiveness to the diverse needs of racialized communities.

The revisions will provide principle-based guidance on addressing systemic racism and promoting equitable policing, reinforcing ARAP's role as a vital resource in supporting the Board's civilian oversight responsibilities.

2024 HIGHLIGHTS

Strategic Plan Progress

In 2024, the Board made substantial progress on the development of its Strategic Plan for Policing in Toronto. A key milestone was the public presentation of a comprehensive update report to the Board in September 2024, which outlined:

- An evidence-based planning framework grounded in equity, human rights, transparency, and continuous improvement which included the draft elements below to guide the next phase of development:
- Guiding principles to shape the planning process: centring human rights and equity, using upstream approaches to community safety, embedding evidence-based decision-making, and ensuring accountability and transparency;
- Vision statement: To be a trusted partner to improve community safety and well-being for all Toronto communities;
- Draft strategic priority areas:
 - Board Governance & Accountability
 - Accelerating Police Reform
 - Safer Communities
 - Investing in Our People
 - Collaborative Partnerships

These elements were developed through a multi-year process that began with early consultations in Phase 1 in 2023 and expanded in 2024 to include literature and policy reviews, jurisdictional scans, and analysis of data from annual public and internal surveys.

In addition, the Board initiated Phase 2 engagement activities, including stakeholder outreach, and support for community-led consultations by the Anti-Racism Advisory Panel (ARAP) and the Mental Health and Addictions Advisory Panel (MHAAP), in accordance with a Board motion passed in September 2024.

LOOKING AHEAD TO 2025

Strategic Plan Engagement

In 2025, in addition to continuing driving policing reform, and implementing the CSPA, an additional focus of the Board will be on deepening engagement to shape and refine the Strategic Plan. Key planned activities include:

- Ongoing engagement with the public, Service members, Board Advisory Panels, City partners, and community organizations to gather input and build shared ownership of the Plan;
- Ongoing engagement between staff from the Board Office, City, and Service to ensure alignment across all bodies of work related to the City of Toronto's Community Safety and Well-being Plan - SafeTO - and policing reform initiatives;
- Continued support for ARAP and MHAAP-led consultations to centre the voices of equity-deserving and system-impacted communities;
- Release of a report in Fall 2025, summarizing insights from all phases of the strategic plan engagement and consultation;
- Development of a robust performance monitoring framework and key performance indicators to ensure the final Plan is measurable and transparent; and
- Targeted collaboration with Service leaders and internal teams to co-design metrics aligned with strategic goals.

The Strategic Plan is expected to be finalized and presented to the Board in 2026, marking the culmination of a comprehensive, community-informed, and data-driven planning process.