



**Virtual Public Meeting**

**Thursday,  
July 29, 2021  
at 9:00AM**



**VIRTUAL PUBLIC MEETING AGENDA**  
**Thursday, July 29, 2021 at 9:00AM**  
**Livestream at:**  
<https://youtu.be/DEChgQ3Y6gw>

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Call to Order

Indigenous Land Acknowledgement

Declarations of Interest under the [Municipal Conflict of Interest Act](#).

1. Confirmation of the Minutes from the virtual public meeting held on [June 24, 2021](#).

Presentation and Item for Consideration

2. **Corporate Risk Management**
  - 2.1 **Presentation** to be provided by Acting Staff Superintendent Robert Johnson
  - 2.2 June 25, 2021 from James Ramer, Chief of Police  
**Re: Annual Report: Corporate Risk Management – 2020**

Items for Consideration

3. July 15, 2021 from Ryan Teschner, Executive Director and Chief of Staff  
**Re: New Toronto Police Services Board Policy – Budget Transparency Policy**

4. July 20, 2021 from Ryan Teschner, Executive Director and Chief of Staff  
**Re: Board Policy – Legal Indemnification Claims**
  
5. July 5, 2021 from James Ramer, Chief of Police  
**Re: Amendment to Uniform and Equipment Standards during the Month of November**
  
6. July 2, 2021 from James Ramer, Chief of Police  
**Re: Contract Award - Endpoint Equipment**
  
7. July 2, 2021 from James Ramer, Chief of Police  
**Re: Contract Extension - Asset Inventory Management System Software Licensing, Maintenance and Support**
  
8. July 2, 2021 from James Ramer, Chief of Police  
**Re: Contract Extension - Computer Aided Dispatch System – Software Support and Maintenance**
  
9. July 2, 2021 from James Ramer, Chief of Police  
**Re: Contract Extensions - Server and Storage Hardware, Software, Maintenance and Services - OnX Enterprise Solutions Ltd. and I.B.M. Canada Ltd.**
  
10. July 2, 2021 from James Ramer, Chief of Police  
**Re: Contract Extension - Networking Hardware, Software, Maintenance and Professional Services**
  
11. July 2, 2021 from James Ramer, Chief of Police  
**Re: Contract Extension - Versadex Records Management System – Software Support and Maintenance**
  
12. June 18, 2021 from James Ramer, Chief of Police  
**Re: Special Constable Appointments – July 2021**

## Consent Agenda

13. June 23, 2021 from Ryan Teschner, Executive Director and Chief of Staff  
**Re: Toronto Police Service Board Special Fund – Annual Specified Procedures Report for the Year Ended December 31, 2020**
  
14. July 5, 2021 from James Ramer, Chief of Police  
**Re: Police Reform Recommendation 30 – Diversity in Human Resources**
  
15. July 5, 2021 from James Ramer, Chief of Police  
**Re: Annual Report: 2020 Training Program**
  
16. **Chief’s Administrative Investigation Reports**
  - 16.1 April 22, 2021 from James Ramer, Chief of Police  
**Re: Chief’s Administrative Investigation into the Custody Injury to Complainant 2020.44**
  
  - 16.2 May 10, 2021 from James Ramer, Chief of Police  
**Re: Chief’s Administrative Investigation into the Custody Injury of Complainant 2020.46**
  
  - 16.3 April 15, 2021 from James Ramer, Chief of Police  
**Re: Chief’s Administrative Investigation into the Vehicle Injuries to Complainant 2020.53**
  
  - 16.4 May 11, 2021 from James Ramer, Chief of Police  
**Re: Chief’s Administrative Investigation into the Custody Death of Complainant 2020.56**
  
  - 16.5 April 26, 2021 from James Ramer, Chief of Police  
**Re: Chief’s Administrative Investigation into the Alleged Sexual Assault of Sexual Assault Complainant 2020.60**
  
  - 16.6 April 30, 2021 from James Ramer, Chief of Police  
**Re: Chief’s Administrative Investigation into the Custody Injury to Complainant 2020.62**
  
  - 16.7 May 7, 2021 from James Ramer, Chief of Police  
**Re: Chief’s Administrative Investigation into the Discharge of a Firearm at a Person Complainant 2020.63**

Board to convene in a Confidential meeting for the purpose of considering confidential items pertaining to legal and personnel matters in accordance with Section 35(4) of the *Police Services Act*

Adjournment

Next Meeting

**Monday, September 27, 2021**

**Time and location to be announced closer to the date.**

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**Members of the Toronto Police Services Board**

Jim Hart, Chair  
Lisa Kostakis, Member  
Michael Ford, Councillor & Member  
Ainsworth Morgan, Member

Frances Nunziata, Vice-Chair & Councillor  
Ann Morgan, Member  
John Tory, Mayor & Member

# Corporate Risk Management

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Annual Report  
2020

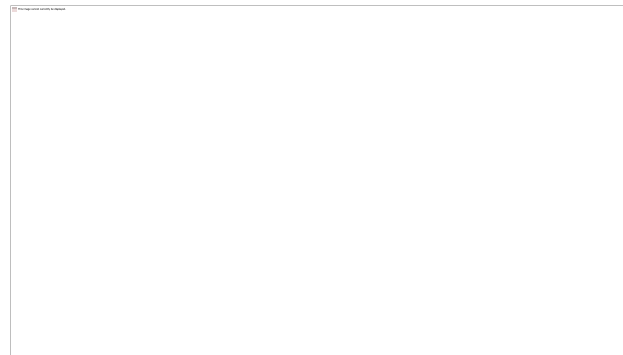


# Organizational Chart (2020)



# 2020 Highlights

- Toronto Police Services Board Policing Reforms – 81 Recommendations:
  - Corporate Risk Management (C.R.M.) is assigned to, or supporting the implementation of twenty-four (24) of the 81 Recommendations
- Members of Corporate Risk Management actively promoted and supported the following Service-wide initiatives throughout 2020:
  - O.I.P.R.D Review of Police Strip Searches
  - Human Rights & Workplace Harassment Advanced Member Training
  - Race-Based Data Collection Strategy
- Conducted Energy Weapon Expanded Deployment Program:
  - Reflects the Service’s continued commitment to strive for zero harm in its interactions with the public.
  - Training delivered through the Toronto Police College
  - MNP LLP review of C.E.W. use and best practices in industry

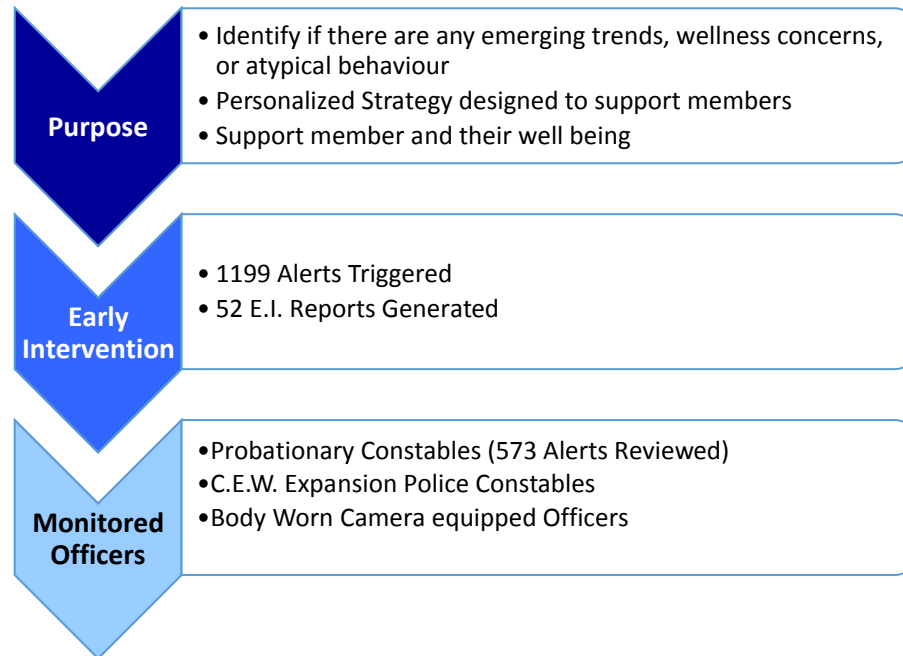




# Early Intervention

## 2020

- Uses data collected from standardized reports and methodical analytics to proactively identify members
- An alert is generated when a member meets or exceeds a pre-determined threshold.
- A non-disciplinary and wellness approach to guide and support members



# Awards

Recipients are recognized individually or in groups for acts of excellence, bravery, altruism, innovative contributions to community policing, public safety, and professional excellence. In addition to recognizing T.P.S. members, we also recognize members of the community for their contributions.



428 Internal  
Awards

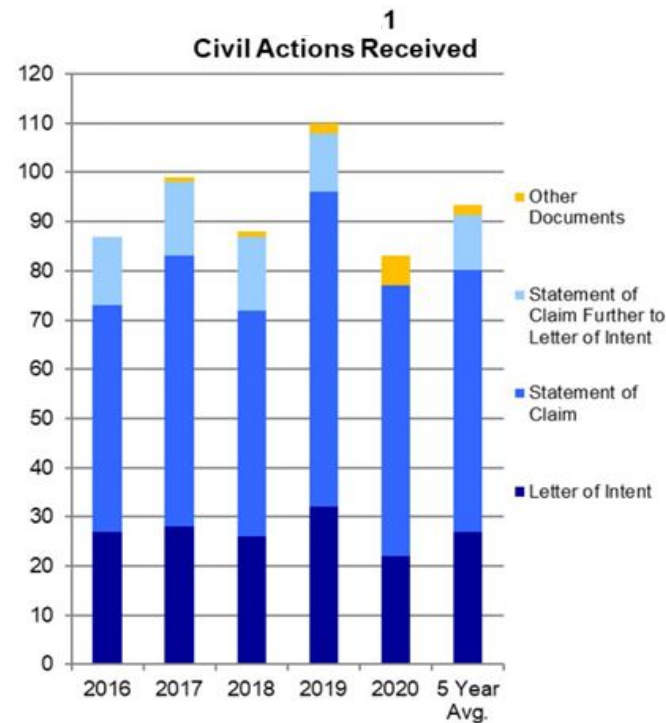
240 External  
Awards



# Civil Litigation

## 2020

- 83 Civil Actions and Potential Claims received
  - 11.1% decrease compared to 5-year average
- The Civil Case Review Committee (C.C.R.C.) reviews claims to identify trends and create proactive action plans, with the goal of reducing future risks and liabilities.
- In 2020 the C.C.R.C. convened quarterly to review new claims. In addition, counsel from Legal Services attended monthly Claims Review Group (C.R.G.) meetings, chaired by the City of Toronto's Insurance and Risk Management section, to discuss issues arising out of claims.



# Human Rights

Alleged Discrimination in Applications						
Prohibited Grounds Alleged	2016	2017	2018	2019	2020	5 Year Avg.
Race	11	22	12	5	10	12.0
Colour	11	17	11	4	11	10.8
Ancestry	6	13	4	3	6	6.4
Place of Origin	6	11	8	1	2	5.6
Citizenship	1	7	2	1	3	2.8
Ethnic Origin	6	18	4	4	9	8.2
Disability	12	21	11	8	5	11.4
Creed	3	5	0	1	1	2.0
Sex	4	11	7	4	4	6.0
Sexual Solicitation	1	3	0	0	0	0.8
Sexual Orientation	0	2	0	2	0	0.8
Gender Identity	1	1	2	3	2	1.8
Gender Expression	0	4	0	2	0	1.2
Family Status	2	2	1	0	3	1.6
Marital Status	1	4	1	0	0	1.2
Age	3	13	4	1	4	5.0
Associated with a Person Identified by a Prohibited Ground *	3	2	2	1	4	2.4
Reprisal*	8	9	3	1	2	4.6
<b>Total applications filed</b>	<b>21</b>	<b>43</b>	<b>23</b>	<b>16</b>	<b>15</b>	<b>23.6</b>

NOTE: Applicants can select multiple grounds in each application.  
 \*Not ground of discrimination, but also prohibited by the Code.

## 2020

### Received Application

- 15 Human Rights Applications received
- The lowest number of applications received in the 10 years.
  - A decrease of 6.3% compared to 2019
  - 36.4% decrease compared to the 5 year average
- 2 Most Common Grounds:
  - Colour & Race

### Resolution of Applications

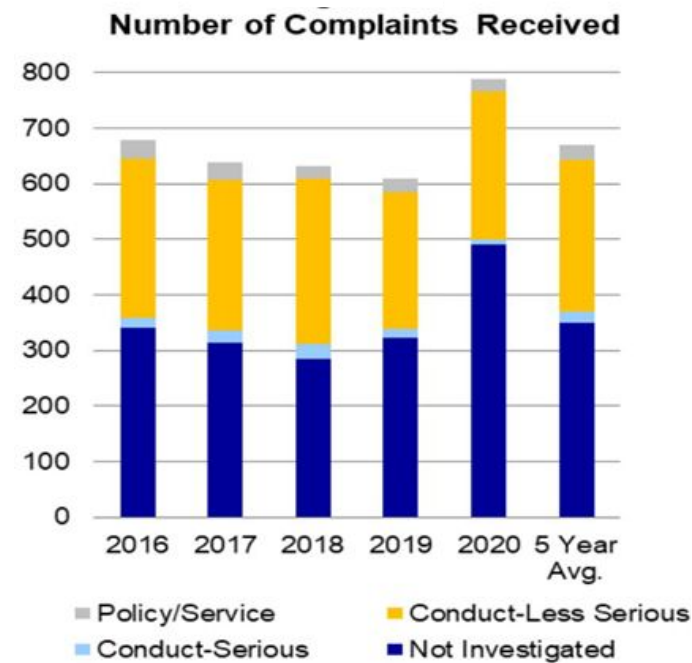
- 12 Human Rights Applications were Resolved
  - 1 withdrawn, 6 dismissed, 2 abandoned by the complainant and 3 settled
  - To date the H.R.T.O. has not ordered any public interest remedies



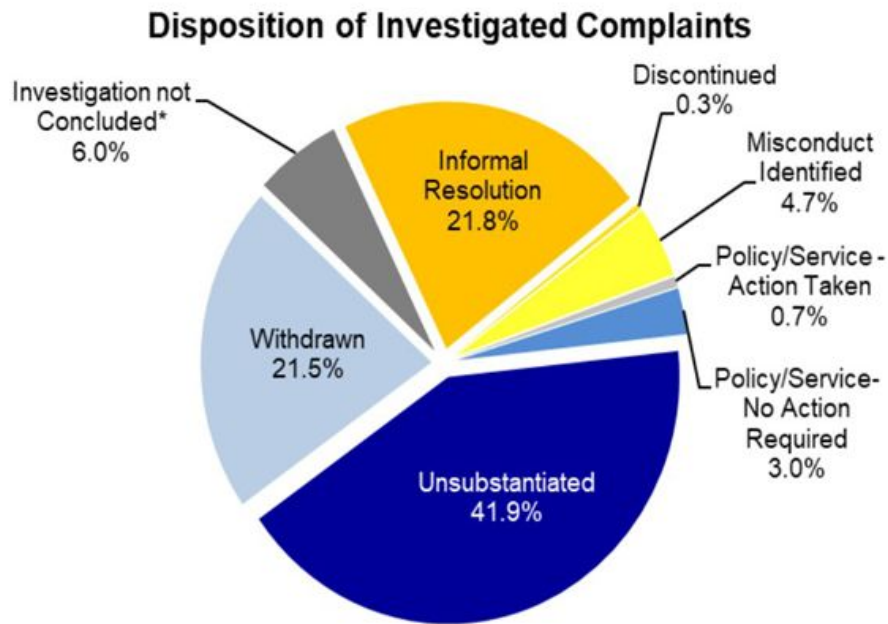
# Public Complaints

## 2020

- 788 Public Complaints received
  - 490 screened out by O.I.P.R.D.
  - 298 investigated
    - 3.5% increase compared to 2019
- Less than 0.1% of all documented community contacts in 2020 resulted in a complaint being filed.
- Top 3 Most Common Sub-Classifications
  - Discreditable Conduct – 56.4%
  - Unlawful or Unnecessary Exercise of Authority – 19.8%
  - Neglect of Duty 14.8%



# Public Complaints



## 2020 Year to Date:

- 94.0% concluded
  - 125 cases were Unsubstantiated (41.9%)
  - Misconduct Identified in 14 cases (only 4.7%)
- 27 cases (Y.T.D.) the complainant has requested that the O.I.P.R.D. review the files
  - 21 cases the O.I.P.R.D. upheld the decisions
  - 6 reviews are ongoing



# Police Services Act Charges

## Officers Charged

	2016	2017	2018	2019	2020	5 Year
Number of Officers	37	35	48	55	44	43.8
Total Charges	76	73	85	145	109	97.6
Charge/officer ratio	2.1	2.1	1.8	2.6	2.5	2.2

## Disposition of Cases

Disposition	2019		2020	
	#	%	#	%
Acquitted	3	8.6	0	0.0
Dismissed	1	2.9	0	0.0
Guilty Plea	15	42.9	5	13.9
Found Guilty	3	8.6	2	5.6
Withdrawn	8	22.9	6	16.7
Stayed	4	11.4	2	5.6
Loss Jurisdiction	1	2.9	21	58.3
<b>Total Number of Cases</b>	<b>35</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>

Acquitted means that the officer is found not guilty in a Tribunal Hearing.  
Dismissed refers to the termination of a member's employment as a result of a guilty finding.  
Note: not all guilty dispositions result in Dismissal.

## Top 3 Charges of 2020

- 47.7% Discreditable Conduct
- 38.5% Insubordination
- 6.4% Deceit

## Duty Status

- 43.5% On-Duty
- 52.2% Off-Duty
- 4.3% Both

## Penalties

- 36 concluded cases
- 7 officers found or pled guilty
- 7 penalties imposed



# Use of Force

## 2020

### Trend Analysis:

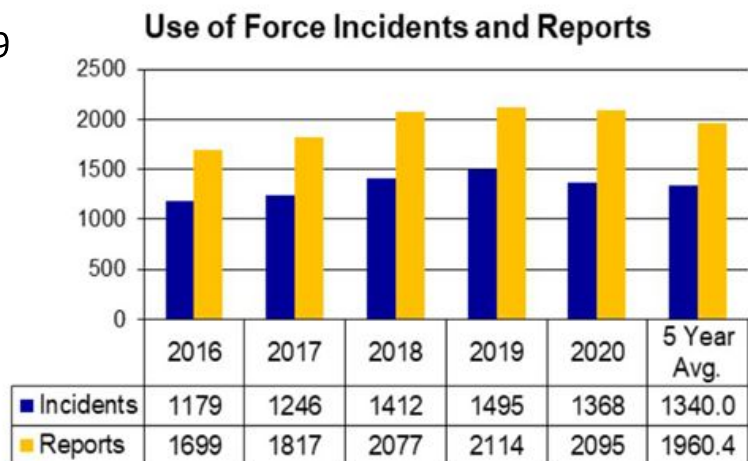
- 8.5% decrease of incidents compared to 2019
- Top 3 Types of Force Used
  - Firearm Pointed at Person (48.5% of reports)
  - C.E.W. Demonstrated Force Presence (30.3% of reports)
  - Physical Control Tactics (23.3% of reports)

### Citizen Injuries:

- 16.2% of incidents (221 of 1368 incidents)

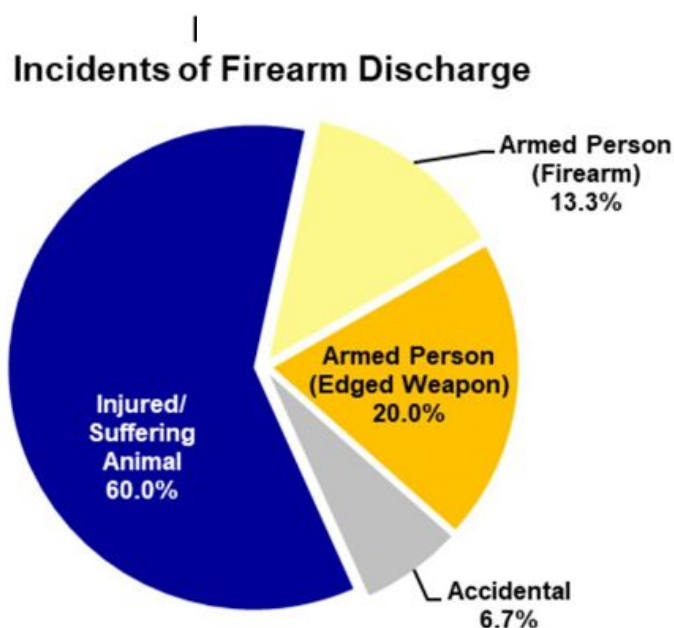
### Officer Injuries:

- 6.4% of incidents (87 of 1368 incidents)





# Use of Force



## Firearm Discharge Analysis

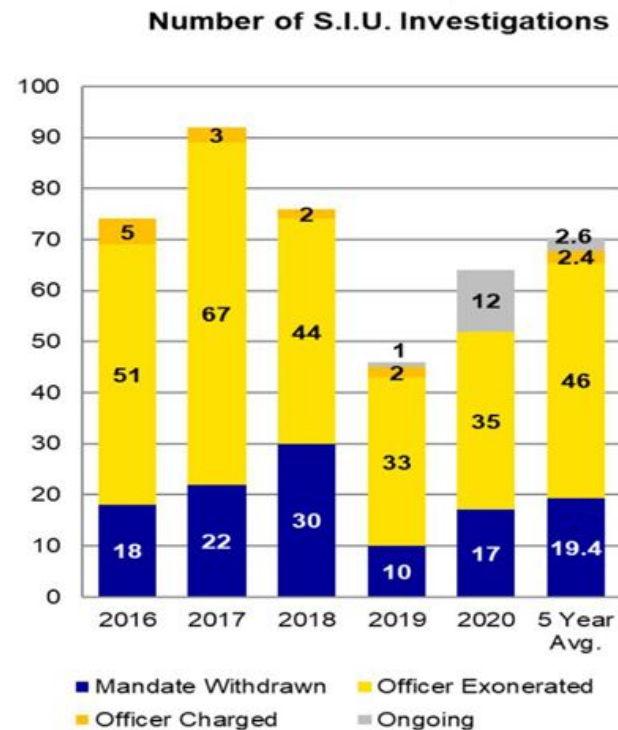
- 60.0% Injured or Suffering Animals (9 incidents)
- 13.3% Armed Person (Firearm) (2 incidents)
- 20.0% Armed Person (Edged Weapon) (3 incidents)
- 6.7% Accidental (1 incident)
  - No related injuries



# Special Investigations Unit

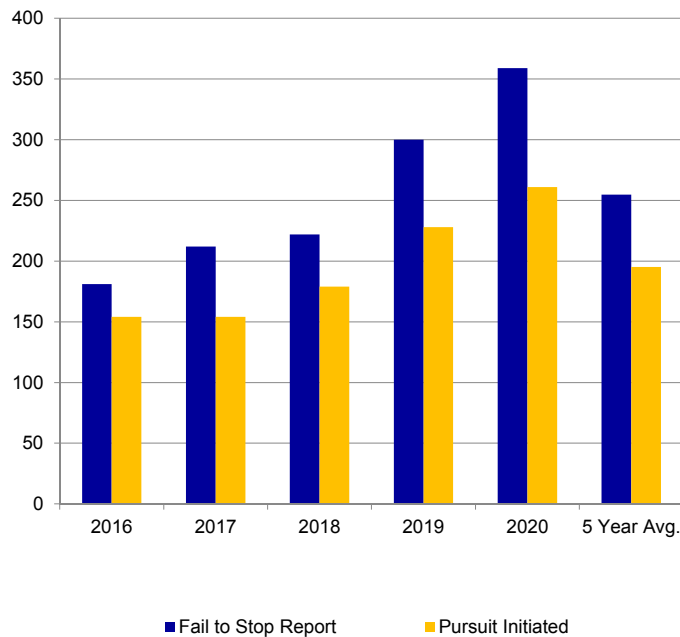
## 2020

- 64 incidents, a increase of 39.1% compared to 2019
- The number of custody-related incidents increased 32.1% from 28 in 2019 to 37 in 2020.
- Less than 0.1% of the 2020 documented contacts resulted in a S.I.U. incident
  - Or one S.I.U. incident investigated for every 14,906 community contacts



# Suspect Apprehension Pursuits

Fail to Stop Reports and Pursuits Initiated



## 2020

- 359 Fail To Stop Reports submitted
- 261 Pursuits initiated
- 61.7% of Pursuits were discontinued by TPS in 2020, compared to 56.1% in 2019
- 23 Pursuits resulted in collisions (either during or subsequent to the pursuit), representing 8.8% of all Pursuits initiated
- 18 out of 261 Pursuits (or 6.9%) in 2020 resulted in injuries
- 66 Pursuits resulted in 335 charges being laid
  - 2.5% increase in total charges compared to the five-year average



# Moving Forward

- In March of 2021 the Toronto Police Services Board approved the new T.P.S. Organizational Chart. Units assigned to the Corporate Risk Management Command were either realigned under the four (4) remaining Commands or absorbed into the new Strategy & Risk Management Unit.
- Members continue to fulfill the roles and functions under the previous C.R.M. pillar.
- Members actively participate on committees such as:
  - Human Rights Case Review Committee
  - Civil Litigation Review Committee
  - Incident Response Committee
  - Service Vehicle Collision and Pursuit Reduction Committee
  - Race-Based Data Collection Governance Committee
- Members will continue to proactively identify strategic issues, goals, and initiatives, promoting professional and ethical conduct, while continuing to place an emphasis on training, education, and wellness
- Members are researching and testing new technologies, which are intended to improve reporting, thereby building greater accountability and transparency with the community.





## Toronto Police Services Board Report

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June 25, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Annual Report: Corporate Risk Management – 2020**

### **Recommendation(s)**

It is recommended that the Toronto Police Services Board (Board) receive the following report.

### **Financial Implications:**

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

### **Background / Purpose:**

The Corporate Risk Management (C.R.M.) Annual Report fulfils the Toronto Police Service's (T.P.S.) compliance with reporting requirements regarding public complaints, civil litigation cases, charges laid under the *Police Services Act* (P.S.A.), incidents of use of force, Special Investigations Unit (S.I.U.) investigations, suspect apprehension pursuits, and the Early Intervention Program. The report also highlights the achievements of T.P.S. members, as recognized through Service awards.

Attached is the Corporate Risk Management Annual Report for 2020.

In 2020, the Corporate Risk Management Command was responsible for promoting and supporting an informed, well-disciplined and professional police service. The Corporate Risk Management Command does so by providing training and awareness on critical issues, investigating allegations of misconduct, collecting and analysing data related to various aspects of a member's duties, and recognizing members' achievements with formal awards. To achieve these functions, in 2020 the Corporate Risk Management Command was comprised of three units: Professional Standards (P.R.S.), Professional Standards Support (P.S.S.), and the Toronto Police College (T.P.C.).

At the Board meeting in March of 2021, the Board approved the T.P.S.'s new organization chart. These changes were intended to help drive accountability through better alignment across the T.P.S., improve the flow of information and collaboration through clear reporting lines and support the implementation of police reform recommendations. Units assigned to the Corporate Risk Management Command were either realigned under the four (4) remaining Commands or absorbed into the new Strategy and Risk Management Unit.

The 2020 Corporate Risk Management Annual Report will be the last publication under the now dissolved Command. However, moving forward, the 2021 Corporate Risk Management Annual Report will continue to feature analytics, provide narrative and context from the units that previously comprised the C.R.M. Command.

### **Discussion:**

The Corporate Risk Management Annual Report provides statistical comparisons and trend analyses on the following topics: early intervention, awards, civil litigation, external applications to the Human Rights Tribunal of Ontario, public complaints, P.S.A. charges, use of force reporting, S.I.U. investigations, and suspect apprehension pursuits. The data contained in this report is extracted from the Professional Standards Information System (P.S.I.S.).

The 2020 Corporate Risk Management Annual report highlights the following trends:

- an increase in the number of incidents in which the S.I.U. invoked its mandate;
- a decrease in the number of officers charged under the P.S.A.;
- an increase in the number of public complaints;
- a decrease in the notifications of civil actions against the Board, the T.P.S. and its members;
- a decrease in the number of external applications to the Human Rights Tribunal of Ontario;
- a decrease in the number of Use of Force incidents; and
- an increase in the number of Suspect Apprehension Pursuits initiated.

### **Conclusion:**

In summary, the 2020 Corporate Risk Management Annual Report provides the Board with an overview of the statistics gathered between January 1 and December 31, 2020.

A brief presentation will be provided by Acting Staff Superintendent Robert Johnson, Unit Commander, Strategy and Risk Management, regarding this report.

Acting Staff Superintendent Johnson will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office

# CORPORATE RISK MANAGEMENT

# Annual Report

2020



**Toronto Police Service**  
To Serve and Protect

**Professional Standards**  
Semper Vigilis





Statistical information included in the Corporate Risk Management Annual Report has been compiled from data contained in the Professional Standards Information System (PSIS), with additional data from the following units:

- Awards
- Governance
- Human Resources
- Professional Standards
- Legal Services
- Prosecution Services
- Special Investigations Unit Liaison
- Toronto Police College

The data contained in this report includes records entered into PSIS between January 1 and December 31, 2020.

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# Corporate Risk Management

Corporate Risk Management (C.R.M.) provides support to the Toronto Police Service (T.P.S.), ensuring that prescribed T.P.S. standards concerning the administration, promotion, and support of professionalism are advanced to strengthen public trust. C.R.M. also provides a liaison function to other T.P.S. units and committees such as the Disciplinary Hearings Office, Analytics and Innovation, the Incident Response Committee, the Service Vehicle Collision and Pursuit Reduction Committee, as well as to external agencies such as the Office of the Independent Police Review Director (O.I.P.R.D.) and the Special Investigations Unit (S.I.U.).

In 2020 C.R.M. reported to the Deputy Chief of Human Resources Command, under the direction of a Staff Superintendent and was comprised of Professional Standards (P.R.S.), Professional Standards Support (P.S.S.), and the Toronto Police College (T.P.C.).

## EXECUTIVE SUMMARY

The C.R.M. Annual Report provides statistical comparisons and trend analysis on the following topics: early intervention, awards, civil litigation, external applications to the Human Rights Tribunal of Ontario, public complaints, Police Services Act (P.S.A.) charges, use of force reporting, S.I.U. investigations, and suspect apprehension pursuits.

The data contained in this report is taken from the Professional Standards Information System (P.S.I.S.). P.S.I.S. was implemented in 2003 to collect salient data to proactively identify and analyze trends surrounding the practices, conduct, ethics, and integrity of T.P.S. members. P.S.I.S. utilizes database software designed specifically for the law enforcement industry and contains data pertaining to complaints, civil litigation, human rights applications, use of force reports, suspect apprehension pursuits, Service vehicle collisions, S.I.U. investigations, and additional investigative files. Analysis and Assessment (A. & A.), within P.S.S., is responsible for maintaining the data integrity of the P.S.I.S. database and producing statistical and trend analysis reports for T.P.S. units and management. The information is then used for a variety of purposes, including the development of targeted training programs, to ensure compliance with T.P.S. procedures, and to provide information on the performance of members and the T.P.S. as a whole.

### Early Intervention

In 2020, there were 1199 alerts triggered in relation to members and 52 Early Intervention (E.I.) reports were generated, compared to 1324 alerts triggered and 67 E.I. reports generated in 2019.

### Awards

In 2020, 428 internal awards were presented to members of the Toronto Police Service, the community, and other police services by the T.P.S. and the Toronto Police Services Board. In addition, T.P.S. members received 240 awards from external agencies.

### Civil Litigation

In 2020, there were 83 civil actions and potential claims against the Toronto Police Services Board (T.P.S.B.) and T.P.S. members. This was a 24.5% decrease from 2019.

### Human Rights

In 2020, there were 15 Human Rights applications in relation to 15 incidents filed against the T.P.S.B., the Chief of Police, the T.P.S., or T.P.S. members by members of the public. This is the lowest number of applications received in the 10 years since the Human Rights system transitioned to a direct access model.

### Public Complaints

In 2020, a total of 788 public complaints were received concerning the conduct of uniform members and the policies and services provided by the TPS. This represented an increase of 29.2% from 2019. A total of 52 complaint files were referred by the O.I.P.R.D. to the Customer Service Resolution (CSR) program and, of those referrals, 36 were resolved. There were also 8 successful local resolutions in 2020.

In 2020, complainants requested that complaint files were reviewed by the O.I.P.R.D. in relation to 27 cases, an increase from 17 requests in 2019. The O.I.P.R.D. upheld 21 decisions, and six (6) are still being investigated.

### Police Services Act Charges

In 2020, there was a decrease in the number of new P.S.A. charges laid against officers, from 145 charges in 2019 to 109 charges in 2020; there was also decrease in the number of officers charged, from 55 officers in 2019 to 44 officers in 2020.

### Use of Force

Officers are required to submit the Ministry of the Solicitor General's Use of Force Form 1 Report (U.F.R.) when they use force in the performance of their duties. In 2020, there was a decrease in the number of incidents during which officers reported force used, from 1495 incidents in 2019 to 1368 incidents in 2020.

## Special Investigative Unit Investigations

In 2020, the S.I.U. invoked its mandate to investigate 64 T.P.S. related incidents, compared to 46 incidents in 2019. This represented a year-to-year increase of 39.1% in the number of S.I.U. incidents. The increase in 2020 was primarily driven by legislative and procedural changes that came into effect under the Special Investigations Unit Act (SIU Act).

## Suspect Apprehension Pursuits

There was an increase in the number of pursuits initiated in 2020, from 228 in 2019 to 261 pursuits in 2020. The Police Vehicle Operations (P.V.O.) section continues to educate T.P.S. members about the risks involved in pursuing vehicles and offers alternative strategies to engaging in pursuits. Officers and pursuit supervisors continue to discontinue the majority of pursuits (78.5%) in the interest of public safety.

## 2020 Year in Review

In 2020, C.R.M. remained focused on training and education. Member development opportunities are a key element of the T.P.S.'s proactive approach to minimize risk and liability to the Service, while providing customer service excellence to the community.

## The Toronto Police Services Board Policing Reforms - 81 Recommendations

In 2020, the Toronto Police Services Board approved 81 recommendations for police reform in a report titled "Police Reform in Toronto: Systemic Racism, Alternative Community Safety and Crisis Response Models and Building New Confidence in Public Safety." These recommendations established a roadmap for comprehensive policing reform in Toronto, and include building new community safety response models, various initiatives to address systemic racism and concrete steps to improve trust with our communities.

The Toronto Police Service immediately began the task of implementing the reforms. Twenty-four (24) of the 81 Recommendations have either been assigned directly to units under the Corporate Risk Management Command to implement, or the units are playing a supporting role in the implementation. The Toronto Police College, Professional Standards, and Professional Standards Support are implementing reforms under 5 out of the 10 different Reform Themes: Police Training, Information Sharing & Transparency, Ensuing Change, Conduct Accountability and Building Public Confidence. Work will continue in 2021: as of July 16, 2021, 34 in total (not all associated to the C.R.M. pillar) out of the 81 Recommendations have been completed (a 42% implementation rate).\*

\*The Toronto Police Service Board, Police Reform Implementation Dashboard <https://app.powerbi.com/view?r=eyJrjoiZmQ2M2ZlNWItYjIiYi00OWFILTktNDctMWMzZTBjMmE2ZDk3IiwidCI6Ijg1MjIjMjI1LWVjNDM0NDc0Yy04ZmI0LTBmNDA5NWFiOQ1ZClslmMiOjN9>.

## Conducted Energy Weapon (C.E.W.) Expanded Deployment Program

Two years after the C.E.W. program was expanded to include front line officers, in 2020 the use of the C.E.W. became the second most frequently used force option. C.E.W.s were used in 30.3% of all use of force incidents compared to 29.8% in 2019. Furthermore, in 2020, more than half (63.3%) of the C.E.W. reports involved a 'demonstrated force presence' only, comparable to 2019 at 65.1%. More significantly, even though the Service attended more calls for persons in crisis in 2020, C.E.W. use was slightly less (0.7%) in 2020 than in 2019.

This expansion was part of the T.P.S.'s continued commitment to strive for zero harm in its interactions with the public. Training in 2020 regarding the less lethal incident response option was delivered through the In-Service Training Program (I.S.T.P.) and as a mandatory component in new recruit training. This program continues to be closely monitored by P.S.S., the Incident Response Training Analyst at the T.P.C., as well as the T.P.S.'s Incident Response Committee (I.R.C.).

Additionally, members from C.R.M. participated in consultations throughout 2020 with an independent consulting firm, MNP LLP, contracted by the Police Services Board to review C.E.W. use and best practices within the industry. The MNP Use of Force Review was provided to the TPS in May of 2021. The report found that the T.P.S. uses the C.E.W. in accordance with incident circumstances (i.e. subjects that are assaultive) and within the guidelines of existing policies and training for the device. These findings illuminate that the frequency of C.E.W. use by a police service is not only a function of its availability to officer, but also a function of policy and subject behaviour. Further, that since the T.P.S. began capturing C.E.W. usage in 2019, the 2019 and 2020 C.E.W. Annual Reports indicate that de-escalation was utilized by officers in 97.3% and 97.8% of incidents involving a C.E.W. respectively. These results indicate that de-escalation techniques are being utilized in most incidents involving the use of a C.E.W. by the T.P.S. In other words, T.P.S. C.E.W. use is not being utilized as an alternative to techniques meant to mitigate the volatility of an incident. The MNP report will continue to be reviewed to ensure alignment with industry best-practices and to continue to build on the success of the C.E.W. program, assisting the Service in reaching its goal of zero harm in its interaction with members of the community.

## Human Rights & Workplace Harassment

In 2020, the Toronto Police Service undertook numerous progressive steps to identify, investigate, and mediate human rights concerns, but more importantly to implement training and programs aimed at preventing human rights concerns. Components of this goal were met through training and education in conjunction with external agencies, and internally through Professional Standards, Equity, Inclusion and Human Rights, Labour Relations and the Toronto Police College. This advanced human rights training satisfies

direction given to the T.P.S. in 2020 from the Human Rights Tribunal of Ontario to retain an external agency to assist in the development and training of supervisors with respect to human rights.

Additionally, to support these progressive steps, P.R.S. and P.S.S. continue to monitor, analyze, and investigate complaints involving workplace harassment (W.P.H.) and workplace violence (W.P.V.). A cadre of specialized investigators from Professional Standards meet regularly with members from Equity, Inclusion and Human Rights to review cases with a human rights lens.

### **O.I.P.R.D. Review of Police Strip Searches**

Pursuant to the report published by the Office of the Independent Police Review Director (O.I.P.R.D.), “Breaking the Golden Rule: A Review of Police Strip Searches in Ontario”, recent decisions by the Ontario Court of Appeal and the Ontario Court of Justice lead to a comprehensive Level 3 Search Review undertaken by the Toronto Police Service in 2020. *R. v. McGuffie* (2016) and *R. v. Tonkin* (2020) require that an arrested party be afforded an opportunity to speak to counsel prior to the commencement of a Strip search.

The Service immediately commenced an internal audit to determine the logistical requirements that were necessary to safely operationalize this legal requirement. Considerable resource investments were made by the T.P.S. to renovate divisions in order to comply with the McGuffie and Tonkin decision. Additionally, numerous directives were put in place: T.P.S. procedures were amended accordingly; specifically, search definitions have been changed to more accurately reflect the type of search being conducted, which in turn, better reflect the language of the courts and more closely aligns with other police services. All Strip searches are now documented and reviewed by Unit Commanders daily and reporting mechanisms were put in place to accurately capture searches. Finally, WebEx ‘Q&A’ sessions were scheduled between members, TPS Legal Counsel and the Search Review Team so that members’ questions about the new procedure or law were clarified.

Most of these new measures came into affect in October of 2020. Analysis indicates that prior to the initiative approximately 181 strip searches a week were conducted in police stations across the city. After these measures were put in place, approximately 24 strip searches a week were conducted. This represents an 86.7% reduction in strip searches per week. To provide further context, prior to the initiative 49% of all prisoners booked at a police station were strip searched. After these measures were put in place, only 8.1% of all prisoners were subjected to a strip search. In fact, in 2020, analysis indicated the lowest level of strip searches conducted by officers within the last four (4) years: per 100 bookings, the rate of strip searches in 2020 was 42.2, 51.9 in 2019, 56.7 in 2018 and 59.5 in 2017 (YTD, July 7). This decreasing trends has continued in 2021: as of July 21, 2021 only 5% of all prisoner bookings at the station year to date have resulted in a strip search.

## **Mandatory and Optional Online Training**

### **PROMOTING A HEALTHY AND SAFE WORKPLACE**

The current COVID-19 pandemic has had a great impact on many aspects of people’s daily lives, including how members work and interact with the public. The Service’s first priority is always the safety and wellbeing of members and the communities we serve. Throughout 2020, members sought to overcome pandemic challenges, never experienced before, to continue to deliver professional, safe, compassionate and bias-free police services to the citizens of Toronto.

In order to assist members with adapting to the new normal, the Toronto Police Service Wellness Unit, Emergency Management and Public Order (E.M.P.O.) and the Toronto Police College created an e-learning module titled “Promoting a Healthy and Safe Workplace”. The goal of this module was to provide members with current information related to COVID-19 and the workplace. Furthermore, as physical distancing restrictions prohibited in-person meetings, the Service pivoted and embraced technology to enable its members to ensure business continuity through virtual meeting platforms.

Recognizing that in some instances stay-at-home orders opened the door to learning opportunities and advancement, the T.P.S. continued to offer its’ members access to Skillsoft’s Percipio online learning experience platform. Members have access to a variety of optional eLearning courses, books, and videos, which focus on the development of the T.P.S.’s core competencies. T.P.S. members also have ongoing access to a variety of courses through the Canadian Police Knowledge Network (C.P.K.N.). The network is an interactive online training portal for police services across the country and was embraced as part of the T.P.S.’s modernization goals to promote life-long learning and development.

### **COVID-19**

On January 23, 2020, the first identified case of COVID-19 in Canada was admitted to Sunnybrook Health Sciences Centre in Toronto. On March 17, 2020, Premier Doug Ford declared a state of emergency for Ontario. The provincial lockdown was quickly followed by Toronto Mayor John Tory declaring a local state of emergency on March 23, 2020. The impact of the pandemic on people’s professional and personal lives can never be fully appreciated.

The C.R.M. Annual Report is a year-to-year statistical comparison measuring T.P.S. members’ key performance indicators as possible indicators of risk. Therefore, as expected, providing statistical context as it relates to peoples’ performance within this irregular environment presents some challenges and anomalies.

The pandemic also presented unique data quality and collection obstacles. The decision to publish the 2020 C.R.M. Annual Report after the second quarter in 2021 provided time to ensure that data issues were addressed and the analysis presented throughout the 2020 Report were accu-

rate at the time of publication. Furthermore, Supplementary Data has been provided at the end of this report, which is intended to foster accountability and transparency with an informed public.

## Judicial Comments

In 2013, as a result of a T.P.S.B. minute (Min. No. P74/13), C.R.M. began tracking and reporting comments from the judiciary regarding officer conduct and testimony. In 2019, a review was conducted and changes were made to the categorization and tracking of judicial comments and follow-up investigations. These changes were prompted in part by media inquiries and the necessity to create a more efficient and accurate method of data collection. As a result, in review, 2019 would be considered an anomaly in comparison to the higher than expected number of incidents concerning judicial comments. In 2020, there were five (5) complaints in total, involving 11 officers with respect to adverse judicial comments. This is in stark contrast to 2019 where there was an increase of 25 complaints in relation to 63 officers (therefore, an 80.0% decrease in the number of complaints and an 82.5% decrease in the number of officers involved in 2020).

Of the 11 officers involved in the 5 different cases, allegations against 9 officers were unsubstantiated and 2 members are currently before the Tribunal.

In 2020, members of C.R.M. continued to educate T.P.S. members on the following topics: note taking, articulation, evidence collection, and professional court testimony. These topics were incorporated into the following courses: In-Service Training Program, Advanced Leadership, Coach Officer, and recruit training. In the coming year, the T.P.S. will continue to educate members on these important topics in order to ensure members' continued professionalism.

## Public Contact

Community-based policing is a priority for the T.P.S. The residential population of Toronto is estimated at 2.96 million. Service members have extensive contact with members of the community in order to ensure public safety. In 2020, there were over 617,000 calls for service for events attended by the T.P.S., approximately 225,000 provincial offence tickets were issued, just over 13,000 Mental Health Act (M.H.A.) apprehensions (including voluntary), and over 21,000 arrests. In total, T.P.S. officers had just under 1 million documented contacts with members of the public last year (this figure includes repeat contacts). It is important to consider the amount of interaction T.P.S. members have with members of the public when evaluating the statistics presented in this report. For example, the total number of public complaints filed in 2020 represents only a small fraction (less than 0.1%) of documented contacts. Further, when considering the total number of use of force incidents relative to arrests and M.H.A. apprehensions in 2020, force was required in 4.0% of the time. Lastly, when comparing

the number of S.I.U. investigations to documented contacts, there was one S.I.U. incident investigated for every 14,906 documented contacts with members of the public (less than 0.1%) in 2020.

# Early Intervention

One of the ways in which the Toronto Police Service (T.P.S.) achieves corporate and member risk management is through the Early Intervention (E.I.) Program. The E.I. Program is key to helping identify performance patterns that require intervention before these patterns result in misconduct or degrade a member's health and wellness. Moreover, the E.I. process identifies potential gaps in training and/or Governance and reduces risk to the Service.

The E.I. Program uses data analytics to proactively identify T.P.S. members with potential performance, wellness, or conduct issues. A comprehensive report is then generated and provided to managers in order to assist them in developing a personalized strategy, designed to support the member and improve their performance. The E.I. Program is administered by the Analysis and Assessment (A. & A.) unit.

## Early Intervention Program

The E.I. Program is a philosophy, process and mechanism for enhancing member wellness, as well as fostering accountability and transparency.

Early intervention is a proactive process that seeks to identify members with potential performance or conduct issues that do not warrant formal disciplinary action, but suggest potential concerns or atypical performance characteristics. It provides the identified members' unit with comprehensive reports to assist in the development of strategies to help members. The E.I. process creates an opportunity for the member and supervisor to discuss any issues, formulate a plan if necessary, and provide support and guidance to address those issues.

Supervisors are able to provide non-disciplinary direction and training before the officer's actions become a potential liability. Officers are encouraged to improve their performance through counseling, training or coaching, heightened monitoring, review of assignment and referrals to the Employee & Family Assistance Program (E.F.A.P.), Medical Advisory Services (M.A.S.), Equity, Inclusion & Human Rights (E.I. & H.R.) and Psychological Services. The process also allows supervisors to check in on members' wellness (for example, to discuss accumulative stress as a result of attending high risk calls). The E.I. process is supported by the statistical data and functions of the Professional Standards Information System (P.S.I.S.), meaning that the process is empirical, objective, and analytical, having the capacity to identify trends and patterns.

## Threshold Analysis and Initiatives

### Threshold Analysis

An E.I. alert is triggered when a member exceeds a pre-set threshold for incidents, or performance indicators, monitored through P.S.I.S. Performance indicators are measurable activities or functions relating to the member. Some of the performance indicators currently used are complaints, use of force incidents, firearm pointed at a person incidents, firearm discharge incidents, vehicle pursuits, vehicle collisions, and Special Investigations Unit investigations. These

performance indicators are used to raise alerts regarding members showing atypical performance characteristics.

Once an alert is triggered, the incidents contained in the alert, and the identified member's conduct history, are manually reviewed by A. & A. The purpose of the review is to identify if there are any emerging trends, wellness concerns, or atypical behaviour. If there are no concerns with the incidents in the alert or if it is determined that the E.I. report would not be beneficial, the alert is closed. If concerns are identified, the member's unit is provided with a comprehensive E.I. report to assist the management team in developing strategies.

There is no consensus in E.I. literature about the ideal number or type of performance indicators that should be used in an E.I. program. A. & A. regularly conducts data analysis to set and review the thresholds, ensuring they continue to be relevant and accurate. In fact, the E.I. Program is dynamic and is continually evaluated and adjusted to reflect current trends and T.P.S. risk management concerns. Work continues in academic circles today from an analytical or data-driven perspective, as well as a behavioral and psychological lens with respect to the E.I. program. This work and findings are regularly reviewed by members of Analysis & Assessment to ensure that the Service's E.I. Program continues to reflect best practices.

In 2020, there were 1199 alerts triggered in relation to members, which resulted in 52 E.I. reports being generated, compared to 1324 alerts triggered and 67 E.I. reports in 2019. The reduction in alerts, and therefore Early Intervention Reports in 2020 reflected a decrease in the most frequently occurring incident type captured in P.S.I.S. regarding officer performance: Use of Force Reports. The reduction in Use of Force reports in 2020 reflect social distancing rules and stay-at-home orders throughout the COVID-19 pandemic.

## Initiatives

In 2018, A. & A. initiated a new alert process that monitors Probationary Constables; this process has continued with all newly hired recruits in 2020. As part of this process an alert is triggered when the monitored officer is linked as the subject officer to an incident entered into P.S.I.S. As a result, 573 out of the 1199 alerts (or 47.8%) triggered in 2020 were in relation to monitored officers. These alerts are manually reviewed by A. & A. for any emerging trends, or atypical behavior. If concerns are identified, the matter is escalated to ensure appropriate strategies are employed.

Additionally, the following were significant changes to the Early Intervention Program that took effect as of January 1, 2020:

- i. Early Intervention Interviews between the member and their immediate Supervisor are now mandatory.

Previously, discussions with the member were at the discretion of the Unit Commander and Supervisory Team. In the majority of Early Interventions the member has hit the threshold for a variety of incidents because they are described as a “high achiever,” or in other words, an officer who is first to attend a high number of radio calls. The member’s department is excellent, their use of force is justifiable and the member is well-adjusted and respected by their platoon – in short, there presented no obvious external concerns and/or reasons for the Supervisors to counsel the member.

It is now considered best-practice to engage the member, regardless of whether they appear to be well adjusted and highly productive, or struggling and unable to perform. Trauma and stress is accumulative and the opportunity created by an Early Intervention Report could be the catalyst a member needs to seek help.

Furthermore, in conjunction with the T.P.S. Wellness Unit, A. & A. created a list of internal and external resources readily available to members. The handout features options for internal care, but also lists external options for peer support and comprehensive treatment programs. Finally, the handout provides a visual pictorial of the mental health continuum. The handout is attached to a member’s E.I. Intervention Report package. Supervisors are encouraged to go over the list of resources with the member during the Early Intervention meeting. Members are then provided with the handout and encouraged to review it at their convenience.

- ii. The “Overall” alert was added as a Type of Alert.

The Overall alert includes all other types of alerts. The Overall alert captures incidents that in their totality may not have triggered an alert, but when combined and taken in the context of all other alerts, may be the beginning of a pattern of risk. The key to the Overall alert is the time frame and frequency: for instance, the

member may not have any previous alerts, but in the span of 12 months is the subject officer in regards to five (5) different incidents. None of these incidents on their own would have triggered an Alert, but 5 incidents in 12 months indicate a pattern worth investigating. In 2020, 161 of the 1199 total alerts were Overall alerts, representing 13.4%.

## Board Recommendation 45

The need for public accountability and transparency has never been more apparent or critical for fostering public trust. To this end, expectations for the Service to report on officer conduct issues were limited by the current P.S.I.S operating system. In March of 2020, A. & A. began the process of upgrading the current operating version of the P.S.I.S. database. The newest version will support software improvements such as advanced data entry, the ability to upload and link files, investigative efficiencies and data integrity.

In August 2020, the Toronto Police Services Board approved 81 Recommendations on police reform in Toronto, intended to build new confidence in public safety operations. Recommendation 45 specifically approved the purchase of two (2) additional organic applications to support the upgraded P.S.I.S. system: BlueTeam and EIPro. Expanding the capacity of P.S.I.S. through the add-on applications will supplement the existing IAPro database by supporting early identification, heightened member monitoring, the inclusion of critical incident exposure, quality data input, and better work flow with respect to investigations. Most significantly, the upgrade has increased data entry and reporting capabilities that will enable to Service to report accurately on matters of significance to the community.

## The Future

### IAPro Enhancements - EIPro

Current best-practices amongst law enforcement agencies include critical incidents in the measurement of members’ wellness and performance. Academic literature points to Early Intervention Programs as a mechanism to facilitate debriefing sessions to proactively address a member’s wellness, performance indicators and response to critical incidents. By fostering a safer and healthier workplace, overall conduct issues have been seen to be reduced in law enforcement agencies that capture critical incidents.

The impact of attending a critical incident presents differently in every person. People also respond uniquely to trauma, so the ability to know when a person has been exposed to a higher than average number of critical incidents is crucial to early intervention methods. EIPro is specifically designed to support heightened member monitoring by supplementing current threshold analysis with the additional statistical certainty of algorithms. With this application, supervisors from various key units, at all levels will be able to monitor



their members as they attend various critical incidents such as sudden deaths, traffic fatalities and other traumatic calls for service. EIPro provides opportunities to proactively intervene and advance member wellbeing by statistically supporting regular wellness checks.

BlueTeam and EIPro are priority investments for the T.P.S. and have been factored into the 2021 and 2022 fiscal budgets.

# Awards

The Awards Program recognizes outstanding contributions and achievements by Toronto Police Service (T.P.S.) members and members of the public. Recipients are recognized individually or in groups for acts of excellence, bravery, altruism, innovative contributions to community policing, public safety, and professional excellence. T.P.S. members are also recognized for their dedicated long service with milestone awards such as the 25 year watch, and 20, 30, 40, and 50 year medals, bars, and commemorative pins. A Standing Awards Committee comprised of uniform and civilian members of various ranks and positions from across the T.P.S. and representation from the T.P.S.B. reviews eligibility for awards to ensure fairness and consistency.

However, due to the ongoing COVID-19 pandemic, the Board and the Service, in consultation with the T.P.A. and Senior Officers' Organization (S.O.O.), made the decision to postpone all awards ceremonies. In some instances, winners have been selected but have not received their award due to the suspended awards ceremonies.

## Internal Awards

In 2020, 428 internal awards were presented to members of the T.P.S., the community, and other police services by the T.P.S. and the T.P.S.B. In addition to these awards for outstanding performance, the T.P.S.B. presented 218 members with their retirement plaques. The internal awards presented in 2020 are listed below.

### Chief of Police Excellence Award

Granted by the Chief of Police to any person for acknowledgement of achievement through dedication, persistence, or assistance to the Service. 1 award presented.

### Chief of Police Letter of Recognition (For external police agencies)

Granted by the Chief of Police to a police officer or a civilian member for excellence in the performance of duty, community policing initiatives, innovations, or initiatives that enhance the image or operation of the T.P.S. Winners have been selected but no awards presented.

### Merit Mark

Granted by the T.P.S.B. to the police officer or a civilian member for exemplary acts of bravery performance of duty, community policing initiatives, innovations, or initiatives that enhance the image or operation of the T.P.S. 1 award presented.

### Commendation

Granted by the T.P.S.B. to a police officer or a civilian member for exceptional performance of duty, community policing initiatives, innovations, or initiatives that enhance the image or operation of the T.P.S. Winners have been selected but no awards presented.

### Teamwork Commendation

Granted by the T.P.S.B. to a group of police officers and/or civilian members for exceptional performance of duty, community policing initiatives, innovations, or initiatives that enhance the image or operation of the T.P.S. 17 awards presented.

### Community Member Award

Granted by the T.P.S.B. to citizens for grateful acknowledgement of unselfish assistance rendered to the T.P.S. or for an initiative, or innovation that had a positive effect on the image or operation of the T.P.S. Winners have been selected but no awards presented.

### Mental Health Excellence Award

Granted by the T.P.S.B. to a police officer or a civilian who has demonstrated excellence, compassion and respect in their interaction with members of the community who are experiencing mental illness. Winners have been selected but no awards presented.

### Robert Qualtrough Award

Granted by the T.P.S.B. to community and Service members who have demonstrated excellence and leadership through their participation in an innovative and effective police-community partnership initiative. Winners have been selected but no awards presented.

### Communicator of the Year

Granted by T.P.S. to communication operators who displayed exemplary customer service during an event that involved the preservation of life, protection of property, the enhancement of personal safety, or security in a manner that is consistent with unit goals and service values. 1 award presented.

### Civilian Long Service Recognition Pin (20, 30 & 40 years)

Granted by the T.P.S.B. and presented to civilian members upon the completion of 20, 30, and 40 years of employment with the T.P.S. 119 pins presented.

## **25 Year Commemorative Watch**

Granted by the T.P.S.B. and presented to police officers, civilian members, and auxiliary officers upon completion of 25 years of full-time employment. 72 watches presented.

## **External Awards**

There were 240 awards presented to T.P.S. members by external agencies or organizations in 2020. The external awards presented in 2020 are listed below.

### **Ontario Auxiliary Police Medal**

Presented by the Chief of Police on behalf of the Ontario Government to auxiliary officers for dedicated service upon the completion of 20, 30, and 35 years of service. 3 medals/bars presented.

### **Ontario Women in Law Enforcement Award**

Presented in recognition of outstanding achievements made by women, uniform and civilian, in Ontario law enforcement. Categories include: valour, community, mentoring, and leadership. Winners have been selected but no awards presented.

### **Peace Officer Exemplary Service Medals**

Granted by the Governor General of Canada to recognize long and meritorious service of peace officers. The medal is presented to eligible peace officers who have attained 20 years of service; a silver bar is presented upon completion of every additional 10-year period. 13 medals presented.

### **Police Exemplary Service Medals**

Granted by the Governor General of Canada to recognize long and meritorious service of police officers. The medal is presented to eligible police officers who have attained 20 years of service; a silver bar is presented upon completion of every additional 10-year period. 198 medals presented.

### **Police Officer Excellence Award**

Presented since 1967 by the Toronto Region Board of Trade in partnership with the T.P.S. to recognize officers who make significant contributions to the safety of the citizens of Toronto. 10 awards presented to 18 recipients.

### **Business Excellence Award of the Year 2020**

Presented by the Toronto Region Board of Trade in partnership with T.P.S. to recognize significant contributions to the T.P.S. and the City of Toronto based on innovation, community service, technical achievement, or customer service and reliability. 1 award presented to 2 recipients.

### **Civilian Excellence Award of the Year 2020**

Presented by the Toronto Region Board of Trade in partner-

ship with T.P.S. to recognize superior diligence, dedication, initiative and/or leadership which has improved the administration or operation of T.P.S. and the City of Toronto. 1 award presented.

### **St. John Ambulance Award Lifesaving Award/Certificate of Commendation/Automated External Defibrillator Award**

Presented to an individual(s) who saves or attempts to save a life by means of their knowledge of first aid and where the application of first aid was involved. Recipients also receive a gold or silver lapel pin. Winners have been selected but no awards presented.

### **Scarborough Rotary Club – Service Before Self Award**

Presented to an individual who has rendered exemplary humanitarian service with an emphasis on personal volunteer efforts. Winners have been selected but no awards presented.

### **Ontario Association of Chiefs of Police Innovation Information Technology Award**

Presented to a police officer who has used technology in the development and introduction of a significant enhancement that proved to be a “game changer” for the organization and/or policing community. 1 award presented.

### **Ontario Association of Chiefs of Police Liquor Enforcement Award**

Presented to a police officer who demonstrates excellence and innovation in liquor enforcement. 1 award presented.

# Civil Litigation

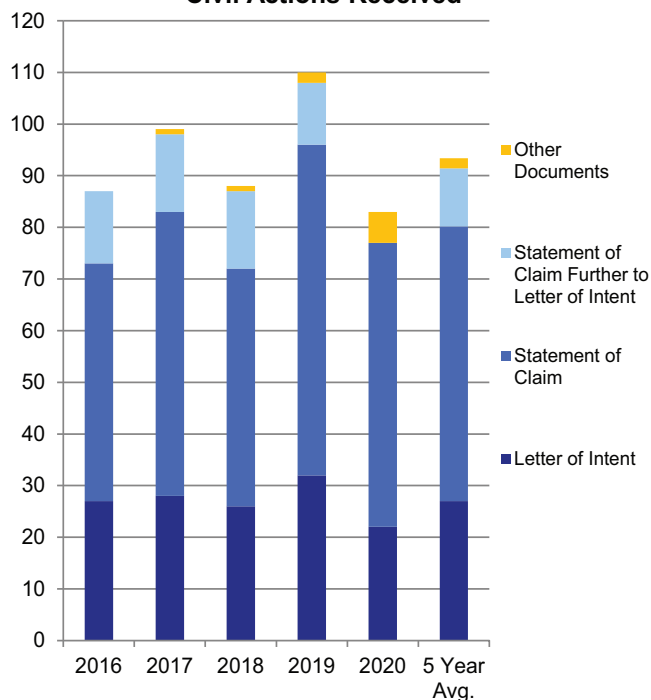
Legal Services (L.S.V.) is responsible for overseeing all civil actions commenced against the Toronto Police Services Board (T.P.S.B.), the Chief of Police, and Toronto Police Service (T.P.S.) members. In the majority of cases, claims are made on the basis of allegations of false arrest, negligent investigation, malicious prosecution, excessive use of force, Service vehicle collisions, and violations of the Canadian Charter of Rights and Freedoms.

## Trend Analysis

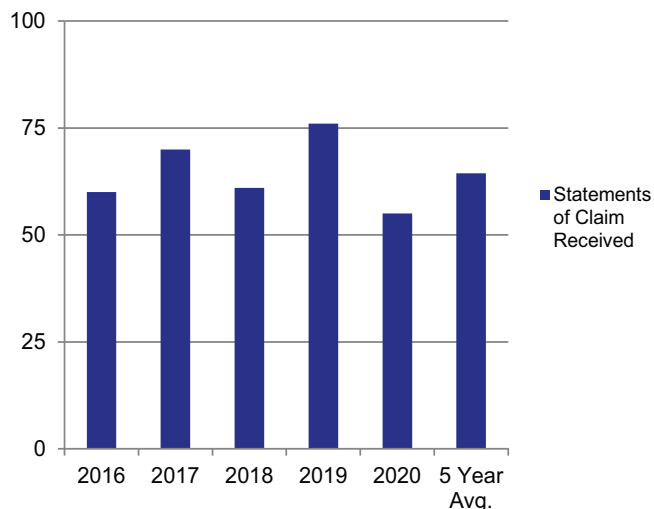
In 2020, L.S.V. received 83 civil actions and potential claims against the T.P.S.B. and T.P.S. members. This represents a 24.5% decrease in comparison to 2019, where a total of 110 civil actions and potential claims were received, and an 11.1% decrease compared to the 5 year average (Figure 1.1). Of the 83 civil actions received in 2020, a total of 55 Statements of Claim were served, which is a decrease from the 76 claims served in 2019 and a decrease compared to the 5 year average of 64.4 claims (Figure 1.2).

In November 2010, the Civil Case Review Committee (C.C.R.C.) was formed to review civil actions and identify common trends for the purpose of creating proactive action plans to reduce potential liability in future actions. The C.C.R.C. convened quarterly in 2020 to review new claims received to manage risk and reduce exposure to liability. In addition, counsel from Legal Services attended monthly Claims Review Group (C.R.G.) meetings, chaired by the City of Toronto's Insurance and Risk Management section, to discuss issues arising out of claims.

**Figure 1.1  
Civil Actions Received**



**Figure 1.2  
Statements of Claim**



# Human Rights

Human Rights applications filed at the Human Rights Tribunal of Ontario (H.R.T.O.) by a member of the public against the Toronto Police Services Board (T.P.S.B.), the Chief of Police, the Toronto Police Service (T.P.S.), or one of its members, are managed by Legal Services. These applications relate to the provision of services and an alleged breach of the Ontario Human Rights Code (O.H.R.C.).

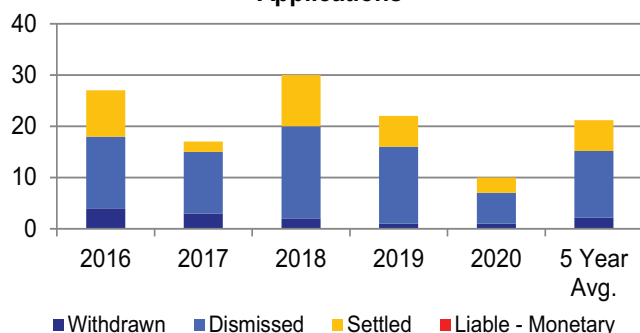
**Figure 2.1**  
**Alleged Discrimination in Applications**

Prohibited Grounds Alleged	2016	2017	2018	2019	2020	5 Year Avg.
Race	11	22	12	5	10	12.0
Colour	11	17	11	4	11	10.8
Ancestry	6	13	4	3	6	6.4
Place of Origin	6	11	8	1	2	5.6
Citizenship	1	7	2	1	3	2.8
Ethnic Origin	6	18	4	4	9	8.2
Disability	12	21	11	8	5	11.4
Creed	3	5	0	1	1	2.0
Sex	4	11	7	4	4	6.0
Sexual Solicitation	1	3	0	0	0	0.8
Sexual Orientation	0	2	0	2	0	0.8
Gender Identity	1	1	2	3	2	1.8
Gender Expression	0	4	0	2	0	1.2
Family Status	2	2	1	0	3	1.6
Marital Status	1	4	1	0	0	1.2
Age	3	13	4	1	4	5.0
Associated with a Person Identified by a Prohibited Ground *	3	2	2	1	4	2.4
Reprisal*	8	9	3	1	2	4.6
<b>Total applications filed</b>	<b>21</b>	<b>43</b>	<b>23</b>	<b>16</b>	<b>15</b>	<b>23.6</b>

NOTE: Applicants can select multiple grounds in each application.

\*Not ground of discrimination, but also prohibited by the Code.

**Figure 2.2**  
**Resolution of Human Rights Applications**



## Trend Analysis

### Human Rights Applications Received

In 2020, there were 15 Human Rights applications, in relation to 15 separate incidents, filed against the T.P.S.B., the Chief of Police, the T.P.S., or T.P.S. members. This is the lowest number of applications received in the 10 years since the Human Rights system transitioned to a direct access model. When compared to the 16 applications received 2019, 2020 represents a 6.3% decrease and is below the five-year average of 23.6 applications (a 36.4% decrease).

Applications are reviewed and assessed by the Human Rights Case Review Committee (H.R.C.R.C.) to identify common trends and gaps in processes to create proactive action plans to better serve our communities. Such examples include: procedural changes; referral of matters to Professional Standards; additional training for respondent officers; training for all T.P.S. members; and assessment of current practices, taking into consideration best practices of other police services and similar agencies (municipal, provincial and federal).

### Classification of Applications

An applicant can allege discrimination on multiple grounds in a single Human Rights application. Figure 2.1 compares the grounds of discrimination alleged in Human Rights applications for 2016 through 2020.

In 2020, the top two (2) grounds of alleged discrimination were colour and race. Colour was the most alleged ground (73.3% of applications), followed by race (66.7% of applications). Although race and colour were the top two (2) grounds, in 2020 the overall number remains comparable to the previous five (5) years. For example, in 2020, eleven (11) applicants identified colour as a ground of discrimination, which is comparable to the five-year average of 10.8 applicants and ten (10) applicants identified race as a ground of discrimination, compared to the five-year average of 12.0.

### Resolution of Applications

There were 12 Human Rights applications resolved in 2020. Of those 12, one (1) was withdrawn by the applicant, six (6) were dismissed by the H.R.T.O., two (2) were abandoned, and three (3) were settled. Over the last five years, the T.P.S.B. and T.P.S. were not found liable in breach of the O.H.R.C., and to date, the H.R.T.O. has not ordered any public interest remedies. Figure 2.2 compares the resolutions of the applications for 2016 through 2020. In 2020, Legal Services began to track Human Rights applications which were abandoned by the applicant. Data for the previous years is currently unavailable.

# Public Complaints

The Ontario Police Services Act (P.S.A.) governs all police services across the province. Section 80 of the P.S.A. defines police misconduct, which includes any violation of the Code of Conduct described in Ontario Regulation 268/10. The Code of Conduct categorizes misconduct as discreditable conduct, insubordination, neglect of duty, deceit, breach of confidence, corrupt practices, unlawful or unnecessary exercise of authority, damage to clothing or equipment, and consuming drugs or alcohol in a manner prejudicial to duty.

Ontario Regulation 3/99 requires every Chief of Police to prepare an annual report for their Police Services Board reflecting information on public (external) complaints from the previous fiscal year. This section of the report is intended to address the annual reporting requirement.

## The Office of the Independent Police Review Director (O.I.P.R.D.)

The Office of the Independent Police Review Director (O.I.P.R.D.) is a civilian-staffed, independent agency that acts as an objective, impartial office responsible for receiving, managing, and overseeing all public complaints against police officers in Ontario. It ensures complaints are dealt with in a transparent, effective, and fair manner for both the public and the police. In addition to managing public complaints, the O.I.P.R.D. is responsible for setting up and administering the public complaints system, including oversight, systemic reviews, audits, education, and outreach.

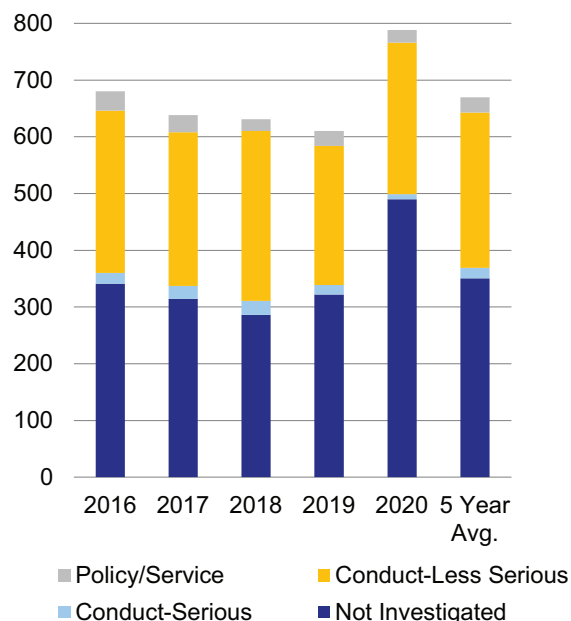
Investigation of complaints received by the O.I.P.R.D. may be conducted by O.I.P.R.D. investigators, an outside police service, or the police service in question. The O.I.P.R.D. reviews all complaints to determine their classification as either a conduct, policy, or service complaint. Section 60 of the P.S.A. grants the O.I.P.R.D. the discretion to screen out complaints, for example, if the complaint is found to be frivolous, vexatious, made in bad faith or not in the public interest. The complaints that are screened out by the O.I.P.R.D. are captured as 'not investigated' in this report.

The O.I.P.R.D. was established under the Independent Police Review Act, establishing new guidelines for public complaints. The O.I.P.R.D. began operation on October 19, 2009. The legislative amendments to the P.S.A., and corresponding changes to the public complaint process, have impacted the T.P.S. public complaint process and the criteria by which complaints are investigated. For example, prior to the inception of the O.I.P.R.D., complaints could be concluded without investigation in instances where the complainant was not directly affected or the complaint was over six months old. Presently, the O.I.P.R.D. permits the investigation of complaints made by third party complainants and those received beyond the six month limitation period.

## Trend Analysis

In 2020, a total of 788 public complaints were received concerning the conduct of uniform members, the policies, or the services of the T.P.S. Of the 788 complaints, 298 were investigated and 490 were screened out by the O.I.P.R.D. When compared to the 288 investigated complaints in 2019, 2020 represents a 3.5% increase. The total number of complaints in 2020 (both investigated and screened out) represents an increase of 29.2% from 2019 and is above the five-year average of 669.4 complaints (Figure 3.1).

**Figure 3.1**  
**Number of Complaints Received**



When reviewing the total number of complaints received and comparing this data to the total number of documented contacts that officers had with the community, less than 0.1% of the 2020 contacts resulted in a complaint being filed.

### Sub-Classification of Complaints based on Alleged Misconduct

The P.S.A. Code of Conduct is used by the T.P.S. as a means of sub-classifying conduct complaints received by the O.I.P.R.D. A single complaint may involve one or more subject officers who, in turn, may be accused of multiple categories of misconduct. The most serious allegation in a single complaint is used to sub-classify the complaint as a whole. It should be noted that a public complaint is classified on the initial allegations provided by the complainant and information gathered during the intake process. Complaint classifications and sub-classifications may be revised based on subsequent investigative findings.

In 2020, discreditable conduct represented 56.4% of complaints investigated, which is comparable to the five-year trend of 50.0%. This broad sub-classification captures conduct that may bring discredit to the T.P.S. but does not fall within one of the more specific classifications.

Allegations of unlawful or unnecessary exercise of authority accounted for 19.8% of investigated complaints in 2020, similar to the five-year average of 23.8% of investigated complaints. Allegations in relation to policy and service complaints have decreased from 9.0% in 2019 to 7.4% in 2020. Figure 3.2 details the sub-classifications of investigated complaints received in 2020.

Figure 3.3 shows investigated complaints received in 2020 that have been sub-classified as discreditable conduct, further categorized by specific charges under the P.S.A. Code of Conduct. A description of these charges is included in the Glossary of Terms section of this report.

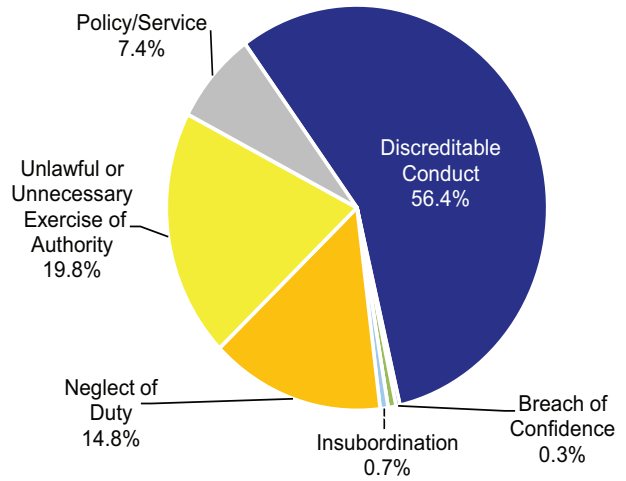
In 2020, allegations of incivility accounted for 16.7% of discreditable conduct allegations, a decrease from the 26.2% in 2019. Allegations of disorderly conduct have remained the most common allegation under the category of discreditable conduct at 68.5% in 2020. This does, however, reflect a decrease when compared to the 70.0% five-year average.

### Years of Service and Rank of Subject Officer

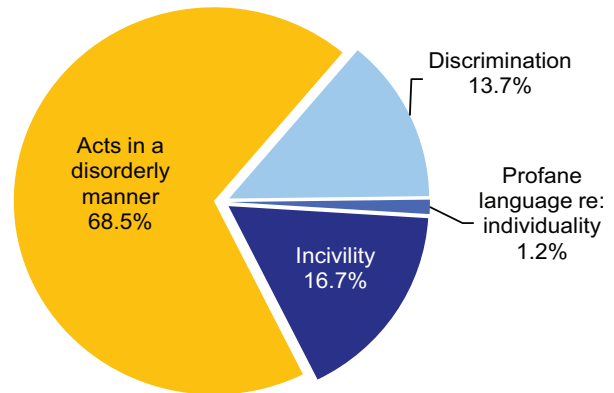
In 2020, T.P.S. officers with 10 to 14 years of service represented the highest category in this section at 28.3% of subject officers named in public complaints. Officers with 15 to 19 years of service represented the second highest category at 19.5%. This is attributed in part, to the fact that officers with 10 to 19 years of service account for 48.1% of all officers within the Service, which is comparable to their representation of 47.8% as subject officers with respect to public complaints (Figure 3.4).

Police constables continue to account for the majority (85.5%) of subject officers named in public complaints. This is explained by the fact that the majority of the T.P.S. uniform strength (77.7%) are police constables and that, by the nature of their roles and responsibilities, they are usually the first line of police interaction with the public.

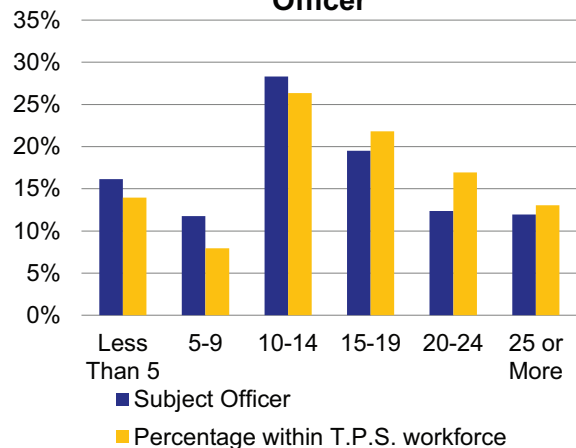
**Figure 3.2**  
Sub-classification of Alleged Misconduct



**Figure 3.3**  
Discreditable Conduct Allegations



**Figure 3.4**  
Years of Service of Subject Officer



**Figure 3.5**  
**Rank of Subject Officer**

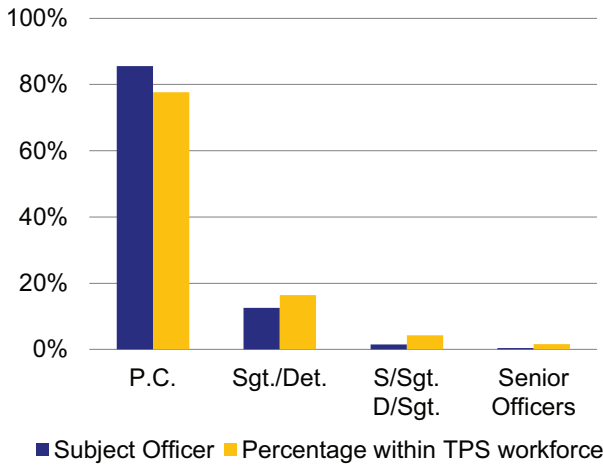


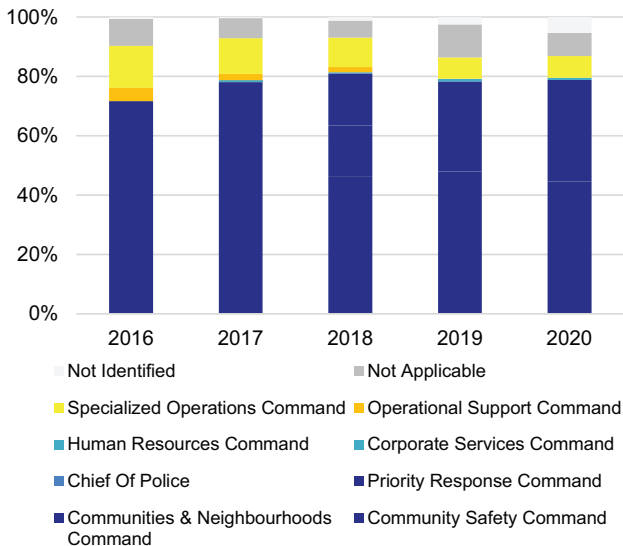
Figure 3.5 shows a comparison of the percentage of officers named in public complaints to the percentage of officers by rank Service-wide.

**Investigated Complaints by Command**

In 2018, changes to the Organizational Chart were implemented as part of the Chief’s Transformation Task Force. The new Organizational Chart resulted in changes to command titles and a restructuring of the units within the commands. For example, the Community Safety Command was divided into two commands, the Communities and Neighbourhoods Command and the Priority Response Command.

Investigated complaints in relation to officers attached to Communities and Neighbourhoods Command and the Priority Response Command accounted for 78.9% of public complaints received in 2020. Divisional primary response officers fall under these Commands and these officers are responsible for responding to calls for service and general patrols that afford them frequent daily interactions with the public.

**Figure 3.6**  
**Investigated Complaints by Command**



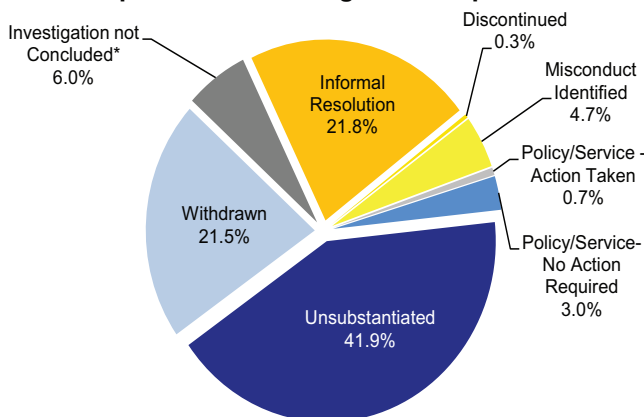
Subject officers and/or commands that have not yet been identified, or are not applicable (for example, policy/service, or withdrawn complaints), account for 13.1% of complaints received in 2020. This number is expected to decrease as more investigations are concluded. Figure 3.6 displays the breakdown of complaints received by command in 2020.

An expanded chart comparing the number and percentage of complaints for all divisions and units is contained in the Supplementary Data section of the report.

**Disposition of Investigated Complaints**

To date, 41.9% of the investigated complaints received in 2020 have been concluded with the disposition that the allegations were found to be unsubstantiated, comparable to 45.1% in 2019. It should be noted that 6.0% of investigated 2020 complaint files remain open; as these files are concluded the disposition numbers will be affected.

**Figure 3.7**  
**Disposition of Investigated Complaints**



Complaint withdrawals represent 21.5% of concluded 2020 complaints, compared to 20.8% in 2019. Informal resolutions made up 21.8% of concluded 2020 complaints, compared to 2019 where 22.9% were resolved in this manner.

The number of complaints where misconduct was identified continues to represent a small proportion of all investigated complaints. Misconduct was identified in just 4.7% of concluded 2020 complaints thus far, comparable to 4.5% in 2019, and below the five-year average of 6.0% of complaints (Figure 3.7).

**Civilian Oversight Complaint Reviews**

Public complaints against police officers can be reviewed by an independent civilian agency on the basis of the complaint classification and/or disposition.



In cases where the complaint was investigated by police and found to be unsubstantiated, or designated as less serious, the complainant(s) can request that the O.I.P.R.D. conduct a review of the investigation. When a complaint is investigated by the O.I.P.R.D., the decision is final and no review will be conducted. Following their review, the O.I.P.R.D. Review Panel may confirm the findings or determine that the investigation requires further action.

If the complainant is dissatisfied with the results of a disciplinary hearing, he or she can appeal to the Ontario Civilian Police Commission (O.C.P.C.), an independent agency under the Ministry of the Solicitor General.

Of the complaints received in 2020, there have been 27 cases to date where the complainant has requested that the file be reviewed by the O.I.P.R.D., an increase compared to 17 cases from 2019. With respect to the 27 reviews conducted, the O.I.P.R.D. has upheld 21 decisions and 6 reviews are still ongoing.

If a complainant requests a review of a policy or service complaint he or she can appeal to the respective Police Services Board.

### Time Taken to Conclude Investigated Complaints

The P.S.A. requires that respondent officers be given notice of a hearing within six months of the decision to retain or refer a complaint for investigation, where there is a decision of a substantiation of serious misconduct. As such, the O.I.P.R.D. directs police services to complete and submit the investigative report within 120 days. In order to ensure these timelines are met, T.P.S. procedures stipulate that complaint investigations shall be completed within 90 days.

However, there are provisions for investigations that require additional time. For all investigated complaints received in 2020, 94.0% have been concluded to date. Of the concluded investigations, 44.1% were completed within 90 days,

comparable to 41.6% in 2019 and the five-year average of 39.3%.

Figure 3.8 compares the time taken to conclude complaints that were received between 2016 and 2020.

	2016	2017	2018	2019	2020	5 Year Avg.
0 to 30 days	41	39	26	31	46	36.6
31 to 60 days	48	48	35	36	34	40.2
61 to 90 days	43	41	53	52	44	46.6
91 to 120 days	66	76	51	63	54	62
121 to 150 days	47	41	75	55	41	51.8
151 to 180 days	22	30	43	21	23	27.8
Over 180 days	72	49	58	28	39	49.2

### Comparison to Other Police Services

The O.I.P.R.D. releases an annual report on the number of external complaints they receive in relation to all Ontario police services. Figure 3.9, depicts information obtained from the O.I.P.R.D. Stats Dashboard and compares the T.P.S. to other police services in the province.

**Figure 3.9**  
**OIPRD Statistics - Comparison to other Police Services**

Police Service	Number of Officers*	Type of Complaint			Total Complaints	Screened Out	Investigated	Total Complaints per 100 Officers	Investigated Complaints per 100 Officers
		Conduct	Policy	Service					
Durham Regional	904	156	2	2	160	102	58	17.7	6.4
Hamilton	829	134	0	4	138	84	54	16.6	6.5
Kingston	205	32	0	0	32	18	14	15.6	6.8
London	590	132	4	9	145	90	55	24.6	9.3
Niagara Regional	720	115	0	5	120	54	66	16.7	9.2
Ottawa	1,223	308	3	13	324	206	118	26.5	9.6
Peel Regional	2,022	276	1	12	289	171	118	14.3	5.8
Toronto	4,790	872	10	30	912	580	332	19.0	6.9
Waterloo Regional	757	179	0	8	187	143	44	24.7	5.8
York Regional	1,542	182	2	3	187	118	69	12.1	4.5
Total Complaints**	25,340	4,058	38	155	4251	2,666	1585	16.8	6.3

Source: "OIPRD Stats Dashboard", <http://stats.oiprd.on.ca/> (total number of complaints managed 2020; extracted 2021.06.11).  
 \*Police Service "Number of Officers" Statistics from Statistics Canada - Police Resources in Canada 2019, with the exception of the Hamilton Police Service (H.P.S.), which was obtained from the H.P.S. website.  
 \*\*This number includes all police services in Ontario, not just the ones detailed above.

# Police Services Act Charges

Part V of the *Police Services Act* (P.S.A.) outlines the complaints process and defines misconduct. Part V also defines the responsibilities of the Chief of Police, or designate, with respect to alleged officer misconduct and outlines the penalties and resolution options in the event that serious misconduct is proven in a police tribunal. The Toronto Police Service (T.P.S.) discipline Tribunal is an administrative tribunal that is governed by the *Statutory Powers Procedures Act* of Ontario.

The objectives of police discipline are to correct unacceptable behaviour, deter others from similar behaviour and, most importantly, maintain public trust. In keeping with the legislation, those matters deemed most serious by Prosecution Services are made the subject of a public disciplinary hearing in the T.P.S.'s Tribunal. Conduct issues deemed to be of a less-serious nature may be managed at the unit level. The following information relates to matters that were handled at the Tribunal.

## Trend Analysis

### Officers Charged in 2020

In 2020, 44 officers, in relation to 46 cases were charged with 109 charges by Prosecution Services. This represents a decrease in both the number of officers and charges compared to 2019 (55 officers were charged with 145 charges in 2019). There was also a decrease in the average number of charges per officer; 2.5 charges per officer in 2020 compared to 2.6 in 2019; but an increase in 2020 compared to 2.2 over the five-year average. Figure 4.1 shows both the number of officers charged and the number of charges per officer.

### Number of Charges Laid per Officer per Case

Of the officers charged in 2020, per case, 23 (50%) faced a single charge, 15 officers (32.6%) had two (2) charges laid against them, two (2) officers (4.3%) had three (3) charges laid against them, three (3) officers (6.5%) faced four (4) charges, and three (3) officers (6.5%) had five (5) or more charges (Figure 4.2).

### Category of Charges Laid in New Cases

In 2020, a total of 109 P.S.A. charges were laid. Of the charges laid, Discreditable Conduct and Insubordination have remained the top 2 most common charges (Figure 4.3). In 2020, Discreditable Conduct charges remained the most common charge, representing 47.7% of all charges, compared to the five-year average of 49.8% of discreditable charges. The second most common charge was for Insubordination at 38.5%, which is an increase compared to 2019, where it was 18.6% of all charges. Charges in relation to Neglect of Duty decreased from 8.3% in 2019 to 2.8% in 2020 and is below the 5 year average of 10.2%.

Figure 4.1  
Officers Charged

	2016	2017	2018	2019	2020	5 Year
Number of Officers	37	35	48	55	44	43.8
Total Charges	76	73	85	145	109	97.6
Charge/officer ratio	2.1	2.1	1.8	2.6	2.5	2.2

Figure 4.2  
Number of Charges Laid per Officer

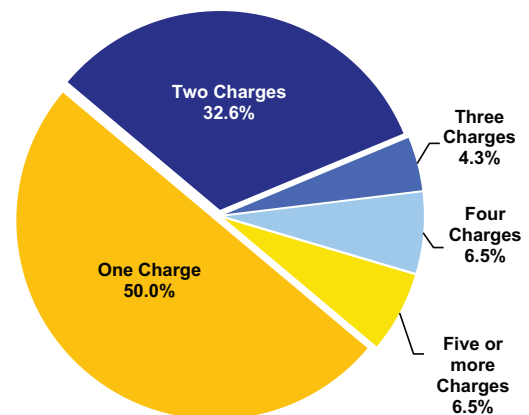
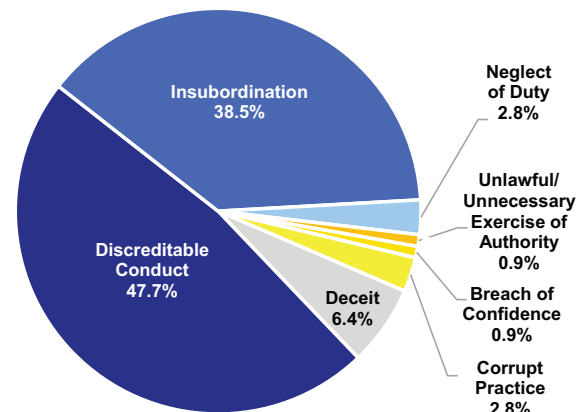


Figure 4.3  
Category of Charges Laid in New Cases



## Duty Status in New Cases and Precipitating Factors

Of the 44 officers charged in 2020, 46 new cases were opened; 20 (43.5%) cases were a result of on duty incidents, 24 (52.2%) cases were a result of off duty incidents, and two (2) (4.3%) cases were the result of a combination of on and off duty incidents. The duty status and precipitating factors of cases initiated in 2020 are detailed in Figure 4.4.

## Cases Concluded

There were 36 cases concluded in the Tribunal in 2019. Below is a listing representing when each closed case commenced:

- 2020 – 10 cases
- 2019 – 18 cases
- 2018 – 5 cases
- 2016 – 1 cases
- 2012 – 1 cases

## Disposition

In 2020, 36 cases, involving 15 officers, concluded in the Tribunal. Of those 36 cases, jurisdiction was lost in relation to 21 cases (58.3%). 2020 was an anomaly year for cases concluded as “loss of jurisdiction”. Loss of jurisdiction meant that some of the cases met the criteria and were assigned to the subject officer’s Unit Commander to be dealt with. When a Unit Commander imposes discipline, jurisdiction in the Tribunal over the case is lost. Additionally, there may be an outcome of ‘no further action’ due to the loss of jurisdiction if the officer retires or resigns.

Regarding the 15 officers, five cases (5) involved officers who submitted guilty pleas (13.9%), six (6) officers had their charges withdrawn (16.7%), two (2) were found guilty (5.6%), and two (2) had the charges stayed (5.6%). Charges may be withdrawn or stayed by Prosecution Services as part of a plea agreement, after mediation, if there is no reasonable prospect of conviction, or the matter was resolved at the unit level. They may also be stayed if the P.S.A. charge is related to a criminal matter, pending the outcome of the criminal matter. Figure 4.5 depicts the disposition of the cases concluded in 2019 and 2020.

Acquitted means that the officer is found not guilty in a Tribunal Hearing. Dismissed refers to the termination of a member’s employment as a result of a guilty finding. Note: not all guilty dispositions result in Dismissal.

## Penalties Imposed for P.S.A. Convictions

Of the 7 cases that officers (7 in total) were found guilty or pled guilty in 2020, a total of 7 penalties were imposed. In 2020, there were five (5) penalties for discreditable conduct, one (1) for neglect of duty, and one (1) for deceit (Figure 4.6).

**Figure 4.4**  
**Duty Status and Precipitating Factors 2020**

Other Factors Affecting Charges	On-duty		Off-duty		Combination (On and Off Duty)	
	#	%	#	%	#	%
Alcohol/Drugs	1	2.2%	2	4.3%	0	0.0%
Assault	0	0.0%	1	2.2%	0	0.0%
CPIC Abuse	0	0.0%	2	4.3%	0	0.0%
Domestic Assault	0	0.0%	9	19.6%	0	0.0%
Sexual Assault	1	2.2%	2	4.3%	0	0.0%
OIPRD Ordered	0	0.0%	0	0.0%	0	0.0%
Other PSA Violation	18	39.1%	8	17.4%	2	4.3%
<b>Total</b>	<b>20</b>	<b>43.5%</b>	<b>24</b>	<b>52.2%</b>	<b>2</b>	<b>4.3%</b>

**Figure 4.5**  
**Disposition of Cases**

Disposition	2019		2020	
	#	%	#	%
Acquitted	3	8.6	0	0.0
Dismissed	1	2.9	0	0.0
Guilty Plea	15	42.9	5	13.9
Found Guilty	3	8.6	2	5.6
Withdrawn	8	22.9	6	16.7
Stayed	4	11.4	2	5.6
Loss Jurisdiction	1	2.9	21	58.3
<b>Total Number of Cases</b>	<b>35</b>	<b>100.0</b>	<b>36</b>	<b>100.0</b>

**Figure 4.6**  
**Penalties Imposed for P.S.A. Convictions**

### Discreditable Conduct

- 1 Officer: Reprimand
- 1 Officer: Forfeiture of 4 days or 32 hours
- 1 Officer: Forfeiture of 5 days or 40 hours
- 1 Officer: Gradation 1st to 2nd class P.C. for 3 months
- 1 Officer: Gradation 1st to 4th class P.C. for 3 months

### Neglect of Duty

- 1 Officer: Forfeiture of 3 days or 24 hours

### Deceit

- 1 Officer: Forfeiture of 8 days or 64 hours and forfeiture of 6 days or 48 hours for concurrent insubordination penalties

# Use of Force

Police officers may be required to use force to protect the public and themselves and, as such, are granted authority by the Criminal Code to use as much force as is necessary to carry out their duties. Regulations issued by the Ministry of the Solicitor General specifically address the use of force in the performance of policing duties with a focus on ensuring sufficient and appropriate training for all officers. Reporting requirements are aimed at identifying and evaluating training requirements in general or specific to an individual.

## The Ontario Use of Force Model

The Ontario Use of Force Model depicts the process by which an officer assesses, plans, and responds to situations that threaten officer and public safety. A copy of this model is appended to Toronto Police Service (T.P.S.) Procedure 15-01 Use of Force. The provincial model was developed to assist in the training of officers and acts as a reference when making decisions about the use of force. It outlines the incident assessment process and notes the situation, subject behaviours, tactical considerations, and officers' perception to dynamic factors that contribute to the determination of use of force. Assessment of these factors assist in understanding why, for example, two officers may respond differently in similar situations.

Situational factors for consideration may include the environment, the number of subjects involved, the perceived abilities of the subject, knowledge of the subject, time and distance, and potential attack signs. Subject behaviour may be characterized as cooperative, passively resistant, actively resistant, assaultive, and/or exhibiting actions that may cause serious bodily harm or death. Tactical considerations may include the availability of equipment, additional officers, the use of physical cover, tactical communications or de-escalation tactics, and specialty units, as well as officer presence, geographic considerations, practicality of containment, and agency policies and guidelines.

An officers' perception interrelates with situational, behavioural, and tactical factors and impacts their belief regarding the ability to respond to the situation. Factors including, but not limited to size, strength, overall fitness, personal experience, skill level, fears, fatigue or injury, work or personal stressors, positioning, vision, and training are unique to the individual officer and may impact perceptions of the situation.

These impact factors are integral to situations where force may be required as they shape officers' determinations on force necessity and type. As officer safety is an essential factor in the overall goal of public safety, it is intertwined as a significant component of the assessment process described in the Ontario Use of Force Model. As a result of the close relationship between officer and public safety, when reporting uses of force it is common for officers to note 'protect self' as the primary reason for using force. It should be noted that members have the responsibility to use only that

force which is necessary to bring an incident under control effectively and safely.

## Training Requirements

The Equipment and Use of Force Regulation (Ontario Regulation 926/90) prohibits a member of a police service from using force on another person unless the member has successfully completed the prescribed use of force training course. Use of force re-qualification is mandatory for every member who uses, or may be required, to use force or carry a weapon. Each member must successfully pass the requalification course every 12 months.

## Reporting

Ontario Regulation 926/90 and T.P.S. Procedure 15-01 Use of Force compels each member involved in an incident to submit a Use of Force Report (U.F.R.) to the Chief of Police whenever the member:

- Uses physical force on another person that results in an injury that requires medical attention
- Draws a handgun in the presence of a member of the public, excluding a member of the police force while on duty
- Discharges a firearm
- Points a firearm regardless if the firearm is a handgun or a long gun
- Uses a weapon other than a firearm on another person

*Note: For the purpose of reporting a use of force incident, the definition of a weapon includes a police dog or police horse that comes into direct physical contact with a person.*

Additionally, members are required to submit a U.F.R. and a Conducted Energy Weapon Use report (T.P.S. Form 584) to the Chief of Police when a Conducted Energy Weapon (C.E.W.) is used by the member:

- As a demonstrated force presence
- In drive stun mode or full deployment, whether intentionally or otherwise

A Team U.F.R. is restricted to members of the Emergency Task Force (E.T.F.) and the Public Safety Unit (P.S.U.). An incident in which force was actually used, including the demonstrated force presence of a C.E.W., requires a separate U.F.R. from each individual member involved.

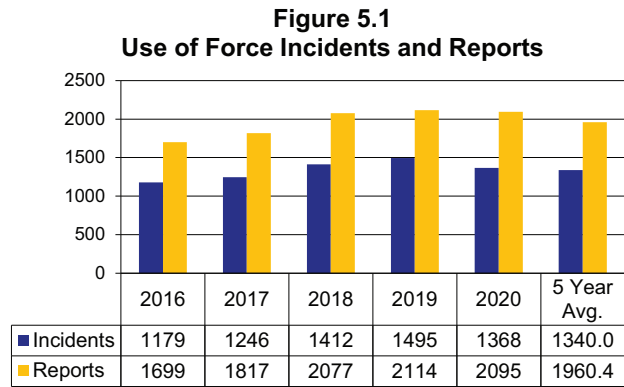
Reports are forwarded to the Toronto Police College and reviewed by a use of force analyst to assist in identifying possible equipment or training issues and to further develop the training program. The reports are then sent to Analysis & Assessment and the information is captured in the Professional Standards Information System (P.S.I.S.) for further statistical analysis and reporting.

## Trend Analysis

The use of force incidents detailed in this report pertain to T.P.S. members only and includes only those incidents that require the submission of a U.F.R. This group includes both officers and certain civilian members who have received training in the use of force (such as court officers). Additional statistical data is located in the Supplementary Data section of this report.

### Use of Force Incidents and Reports

In 2020, 2095 Use of Force reports were submitted, representing 1368 separate incidents where force was used. The number of incidents in 2020 decreased 8.5%, compared to use of force rates in 2019. Figure 5.1 compares the number of reports submitted and the number of incidents annually from 2016-2020.



**Figure 5.2**  
**Type of Force Used**

Type of Force Used	2019	2020
Conducted Energy Weapons		
Demonstrated Presence	442	418
Drive Stun	31	44
Full Deployment	132	150
Full Deployment + Drive Stun	26	21
Physical Control		
Hard only	57	57
Soft only	350	354
Both Hard & Soft	87	78
Firearm		
Discharge - Intentional	21	14
Pointed at Person	1015	1016
Handgun Drawn (Not Pointed)	232	331
Impact Weapons Used		
Hard only	12	11
Soft only	15	6
Both Hard & Soft	2	2
Other Impact Weapon	10	3
Less Lethal Shotgun		
Less Lethal Discharge	9	2
Less Lethal Point at Person	30	34
Oleoresin Capsicum Spray	18	18
Other Type of Force	3	3
Police Dog	13	8

### Use of Force Options

The most frequent use of force option indicated on U.F.R.s in 2020 was pointing a firearm, similar to 2019. In 2020, the use of a C.E.W. became the second most frequent use of force option for the first time; used in 30.3% of incidents compared to 29.8% in 2019. Physical control tactics have remained one of the top uses of force in 2020 (third most frequent option), used in 23.3% of incidents, compared to 23.4% in 2019.

Officers are not required to complete a U.F.R. when physical control options (including handcuffing a subject) are the only use of force option used and there are no resulting injuries requiring medical attention. Use of force options employed by officers in 2020 are outlined in Figure 5.2 (unintentional misfires of both firearms and C.E.Ws have been removed from this figure, but are reported in the Firearm Discharge and C.E.W. sections of this chapter). Further comparative data is in the Supplementary Data section of this report.

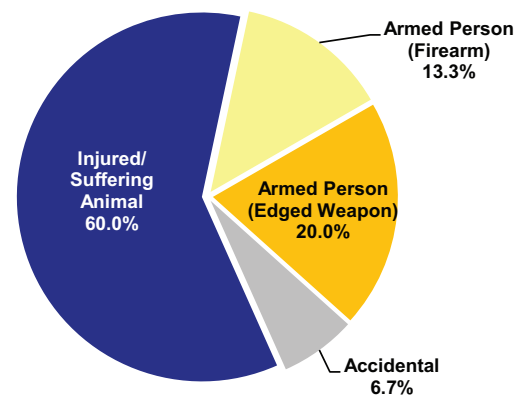
### Firearm Discharges

In 2020, there were 15 incidents where 17 officers discharged their firearms, a decrease in firearm-related incidents compared to 2019, where there were 23 incidents involving 23 officers.

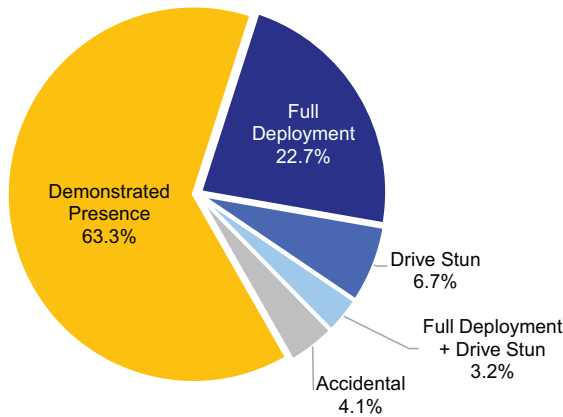
Incidents of firearm discharges in 2020 (Figure 5.3):

- 9 incidents of injured/suffering animals
- 2 incident involving an armed person (edged weapon)
- 3 incidents involving a suspect vehicle
- 1 accidental discharge

**Figure 5.3**  
**Incidents of Firearm Discharge**



**Figure 5.4**  
**Type of C.E.W. Deployments**



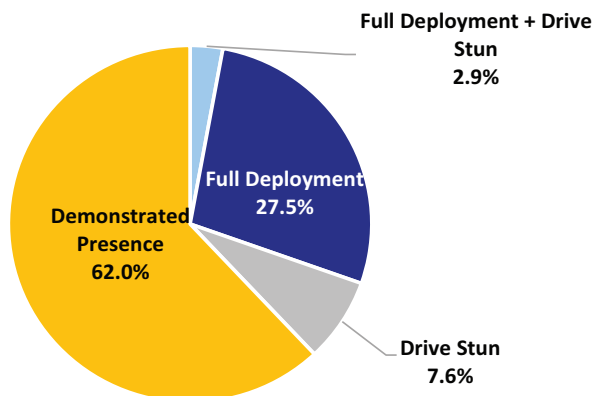
## Conducted Energy Weapons

In May of 2018, the T.P.S. launched the Expanded Deployment of the C.E.W. program. Prior to this expansion program, only Uniform frontline supervisors, members of the E.T.F., and supervisors in high-risk units such as the Hold-Up Squad, Intelligence, and the Organized Crime Enforcement Unit carried C.E.W.s. To date, this expansion program has delivered C.E.W. training to over 1800 frontline police constables. C.E.W. expansion supports the Service's commitment to engage with members of the public by non-lethal means, while still protecting the community and the member.

C.E.W. training is delivered by certified instructors. Initial training for approved members involves instruction including theory, practical scenarios, and a practical and written examination. All training is conducted in accordance with the guidelines established by the Ministry of the Solicitor General. Recertification training takes place at least once every 12 months, in accordance with Ministry guidelines and Ontario Regulation 926 of the Police Services Act. It should be noted that due to COVID-19 recertification timelines were extended by the Ministry of the Solicitor General.

In 2020, 660 C.E.W.s were deployed during a use of force incidents, compared to 679 deployments in 2019. In 2020, more than half (63.3%) of the C.E.W. reports involved a 'demonstrated force presence' only, comparable to 2019 at 65.1%. In 2020, there were 27 accidental deployments during mandatory spark (function) testing, representing 4.1% of all reports involving C.E.W.s. Figure 5.4 details the type of C.E.W. deployments in 2020.

**Figure 5.5**  
**C.E.W. Deployments & P.I.C.**



## Conducted Energy Weapons and Persons in Crisis\*

Figure 5.5 and the table below indicates the type of C.E.W. use on Persons in Crisis (P.I.C.) who may or may not have also been perceived to be under the influence of the combined effects of alcohol and / or drugs. In 62.0% of cases, the type of use was reported as a demonstrated force presence. It should also be noted that of the 171 incidents of C.E.W. use on P.I.C.s, only five minor injuries resulted. These injuries consisted of cuts, bumps or scrapes.

The Service continues to see a year-over-year increase in calls for Persons in Crisis. In 2020, officers attended 33,059 calls for service involving a person in crisis, an increase of 7.7% over 2019. Of these, the C.E.W. was used in 171 incidents or 0.52% of calls of this type. This represents a slight decrease from 2019, which saw 221 incidents, or 0.7% of the total. Furthermore, in 2020, the percentage of incidents involving a Person in Crisis where a C.E.W. was fully deployed was less than 1% (0.14%). In summary, the Service attended more calls for persons in crisis in 2020, yet used the C.E.W. less.

\*Excerpt from the 2020 C.E.W. Annual Report

## Conducted Energy Weapons and Mental Health Act Apprehensions\*

These incidents describe situations where a person was apprehended under the Mental Health Act (M.H.A.) and transported to a psychiatric facility for assessment. Out of 488 incidents, 27.3% resulted in apprehensions under the M.H.A. This is nearly identical to the percentage of apprehensions seen in 2019 (27.5%).

It should be noted that the data does not capture the results of the assessment by a physician and so further caution is warranted against concluding that those persons apprehended were, in fact, suffering from a mental health condition at the time.

Not all persons in crisis that come into contact with police result in apprehensions under the M.H.A. An apprehension may not occur if a P.I.C. voluntarily attends a hospital for assessment or if, during their interaction with police, they are no longer displaying behaviour consistent with the grounds required for an M.H.A. apprehension. Finally, it must be remembered that the C.E.W. was only used in response to the person's behaviour, and not because of the person's condition.

Figure 5.6 specifies C.E.W. uses where people were apprehended under the M.H.A. The "Not Applicable" category refers to 13 group incidents and 8 uses on dogs and 1 malfunction.

As previously stated, there were 12,270 M.H.A. apprehensions in 2020, an increase of 4.2% over 2019 levels. The use of the C.E.W. in 133 instances represent use in 1.08% of all apprehensions.

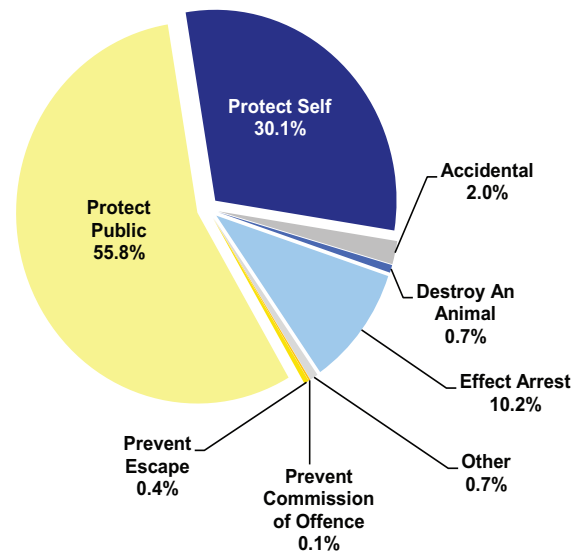
## Reason Force was Used

The U.F.R. issued by the Ministry of the Solicitor General permits the selection of multiple reasons for the use of force. The Ontario Use of Force Model indicates that officer safety is essential to ensuring the primary objective of using force, which is maintaining public safety. The following reasons for using force appear on the report in the following order: protect self, protect public, effect arrest, prevent commission of offence, prevent escape, accidental, destroy animal, and other. It should be noted that the Professional Standards Information System (PSIS) in which the U.F.R. statistics are entered, permits the selection of only one reason for the use of force. In 2020 'protect public' was selected by officers as the reason for using force in 55.8% of all use of force incidents, followed by 'protect self' at 30.1% and 'effect arrest' in 10.2% of U.F.R.s submitted. Figure 5.7 illustrates the reasons for using force in incidents occurring in 2020.

**Figure 5.6**

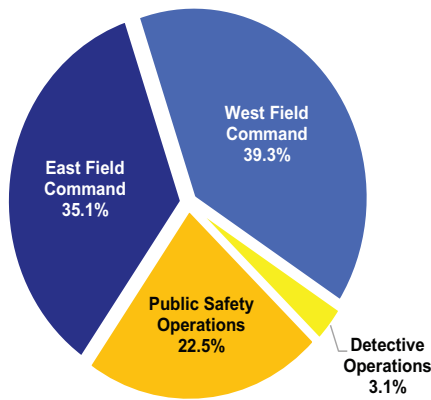
<b>Subject Apprehended Under the M.H.A</b>		
<b>Apprehension</b>	<b>#</b>	<b>%</b>
Yes	133	27.3
No	333	68.2
Not Applicable	22	4.5
<b>Total</b>	<b>488</b>	<b>100.0</b>

**Figure 5.7**  
**Reason for Use of Force**



\*Except from the 2020 C.E.W. Annual Report

**Figure 5.8**  
**Use of Force by Sub-Command**



### Use of Force by Sub-Command

Members of East Field Command, which includes divisional officers and court officers, submitted 35.1% of all U.F.R.s in 2020. Members of West Field Command, which is comprised of divisional officers and officers from Traffic Services, submitted 39.3% of U.F.R.s in 2020. Members of Public Safety Operations (primarily members of the E.T.F.) were responsible for submitting 22.5% of all U.F.R.s in 2020 (Figure 5.8).

### Officer Assignments

In 2020, officers carrying out the duty of general patrol was the most common assignment at the time of a use of force incident (61.7%), comparable to the previous year (60.7% in 2019). The second most common duty of an officer was classified as tactical (20.9% in 2020), the majority of which involve E.T.F. operations. Investigations (drug related and other) represented 9.5% of officer assignments. Figure 5.9 further illustrates the type of member assignments at the time of the use of force incident.

**Figure 5.9**  
**Officer Assignment at Time of Incident**

2020	#	%
Directed Patrol	3	0.1
Foot Patrol	42	2.0
Crowd Control	0	0.0
General Patrol	1293	61.7
Investigation - Drugs	19	0.9
Investigation - Other	180	8.6
Off-Duty	0	0.0
Other Type Of Assignment	77	3.7
Paid Duty	11	0.5
PDS/Mounted	5	0.2
Special OPS (eg. G&G,ROPE)	0	0.0
Tactical	437	20.9
Traffic Patrol	28	1.3
<b>Total # of Reports</b>	<b>2095</b>	<b>100.0</b>

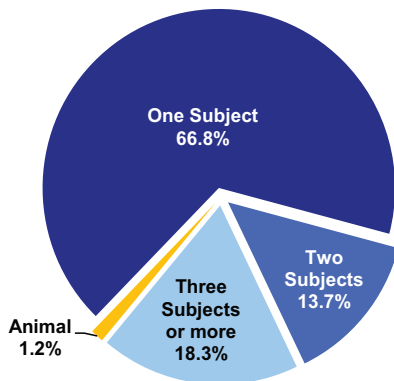
### Category of Incidents

Weapon-related calls for service accounted for the largest proportion of use of force incidents in 2020 (29.9%). Calls for service related to the execution of a warrant accounted for the second largest category at 20.7%, an increase from the previous year (16.5% in 2019). Use of force incidents categorized as “other” accounted for 17.0% of those that occurred in 2020. The “other” category includes homicide-related calls, address checks, and other types of calls for service (see Supplementary Data for more information).

### Number of Subjects Involved per Incident

Of the 1368 incidents in 2020, 1341 involved subjects. Of these 1341 incidents, 66.8% involved a single subject and 32.0% involved two or more subjects. Animals (the dispatching of sick or injured animals for humane purposes) were involved in 1.2% of incidents in 2020 (Figure 5.10).

**Figure 5.10**  
**Number of Subjects per Incident**



### Perceived Weapons Carried by Subject

Officers are trained to complete U.F.R.s identifying what weapons (if any) they perceived at the time force was used. In 2020, weapons were perceived to be carried by subjects in 86.2% of incidents, compared to 90.4% in 2019. In 2020, 24.0% of subjects were perceived to be carrying edged weapons, comparable to 23.5% in 2019. Subjects perceived to be armed with firearms represented 68.6% of subjects in 2020, an increase from 57.5% of subjects in 2019. It should be noted that subjects may be perceived to be carrying multiple weapons in a single incident. Furthermore, that this data is collected on a standardized Use of Force Ministry Form that does not confirm if an actual weapon was being carried by a subject. Statistical data concerning categories of incidents and weapons carried by subjects is further detailed in the Supplementary Data section of this report.



## Summary of Injuries

Officers are required to record any injuries sustained by any party in a use of force incident and furthermore, whether medical attention was required as a result. Reports submitted for 2020 indicate that citizens were injured in 16.2% of incidents (221 of 1368). Of the 221 incidents where citizens were injured, 78.7% led to medical attention being required. Officers were injured in 6.4% of use of force incidents in 2020 (87 of 1368), compared to 4.6% of incidents (69 of 1495) in 2019. Officers required medical attention in 52 incidents in 2020, compared with 45 incidents in 2019. Figure 5.11 further illustrates injuries in relation to use of force.

**Figure 5.11**  
**Use of Force Injuries**

<b>Incidents with Subject Injuries</b>		
	<b>2019</b>	<b>2020</b>
No Injuries	1253	1147
<b>Injuries</b>	<b>242</b>	<b>221</b>
Total Incidents	1495	1368
<b>Medical Attention Required</b>		
	<b>2019</b>	<b>2020</b>
No	27	47
<b>Yes</b>	<b>215</b>	<b>174</b>
Total Incidents	242	221

<b>Incident with Officer Injuries</b>		
	<b>2019</b>	<b>2020</b>
No Injuries	1426	1281
<b>Injuries</b>	<b>69</b>	<b>87</b>
Total Incidents	1495	1368
<b>Medical Attention Required</b>		
	<b>2019</b>	<b>2020</b>
No	24	35
<b>Yes</b>	<b>45</b>	<b>52</b>
Total Incidents	69	87

# Special Investigations Unit

The Special Investigations Unit (S.I.U.) is a civilian law enforcement agency with a mandate to maintain confidence in Ontario's police services by assuring the public that police actions resulting in serious injury, death, or allegations of sexual assault are subjected to rigorous, independent investigations. The S.I.U. is independent of the police and is at arm's length to the Ministry of the Attorney General. Any incident which may reasonably fall within the mandate of the S.I.U. must be reported to the S.I.U. by the police service involved and/or may be reported by the complainant or any other person.

## Trend Analysis

In 2020, the S.I.U. invoked its mandate and investigated 64 incidents, compared to 46 incidents in 2019. This represents a 39.1% increase in the number of 2020 incidents. The increase in S.I.U. investigations primarily reflects legislative and procedure changes, enacted under the new Special Investigations Unit Act. The new SIU Act mandates all police agencies in Ontario to report the discharge of less lethal firearms, as well as all serious injuries. Furthermore, there has also been a change in approach to the definition of 'serious injury' which contributed to this increase. Increases in these particular classifications, as reflected in the 2020 S.I.U. statistics, substantiate the Service's reporting compliance, alignment to, and support of, the provincial oversight.

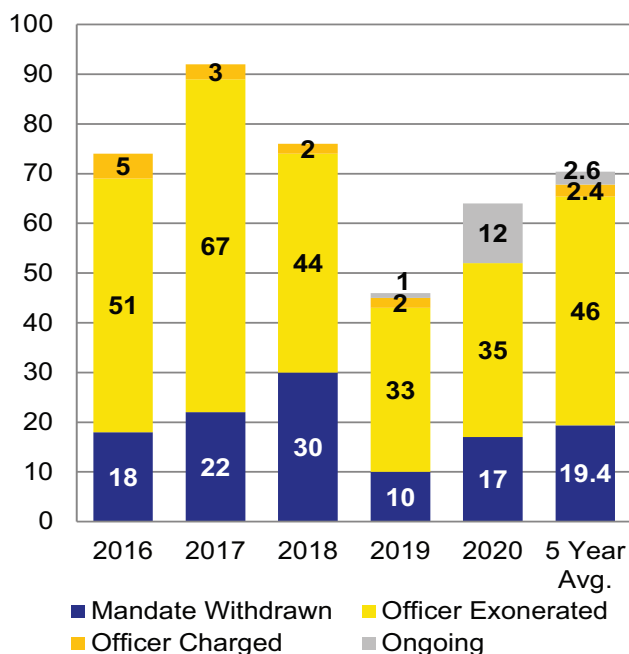
Of the incidents occurring in 2020, 35 cases were concluded with the subject officer(s) being exonerated, the S.I.U. withdrew its mandate in 17 cases, 0 cases resulted in officers being charged criminally, and investigations are ongoing in 12 cases (Figure 6.1). The S.I.U. withdraws its mandate in cases that do not meet its threshold for intervention; for example, the injury was not serious or the actions of the officer did not contribute to the injury.

A low proportion of police contacts with the public result in the S.I.U. mandate being invoked. When comparing the number of S.I.U. investigations to the documented number of community contacts that officers had in 2020, there was one incident investigated for every 14,906 contacts (less than 0.01%).

The number of custody-related incidents increased 32.1% from 28 in 2019 to 37 in 2020. The number of vehicle-related

incidents increased 266.6% in 2020 compared to 2019, and is above the five-year average of 8.4 incidents. It is important to frame the increase of vehicle-related incidents within the context of general traffic enforcement and trends

**Figure 6.1**  
Number of S.I.U. Investigations



**Figure 6.2**

Reasons for SIU Investigations

Occurrence Type	2016		2017		2018		2019		2020		5 Year Avg.	
	Death	Injury	Death	Injury	Death	Injury	Death	Injury	Death	Injury	Death	Injury
Firearm incident	3	3	0	2	1	1	1	4	2	3	1.4	2.6
Vehicle incident	1	7	0	10	1	8	1	3	0	11	0.6	7.8
Custody incident	5	40	6	57	4	47	2	26	8	29	5	39.8
Allegation of Sexual Assault	N/A	13	N/A	17	N/A	14	N/A	9	N/A	11	N/A	12.8
Other Death or Injury	2	0	0	0	0	0	0	0	0	0	0.4	0
<b>Total</b>	<b>11</b>	<b>63</b>	<b>6</b>	<b>86</b>	<b>6</b>	<b>70</b>	<b>4</b>	<b>42</b>	<b>10</b>	<b>54</b>	<b>7.4</b>	<b>63</b>

throughout 2020. For instance, Provincial Offence Tickets (P.O.T.) issued to members of the public increased by 27.7% in 2020. In particular, speeding infractions increased by 155.3% in 2020 (from 39,671 speeding P.O.T.'s in 2019 to 101,276 speeding tickets issued in 2020)\* Figure 6.2 provides a five-year perspective of S.I.U. investigations involving T.P.S. officers.

### Section 11 Investigations

Pursuant to Section 11 of Ontario Regulation 267/10, the Chief of Police conducts an administrative investigation into any incident in which the S.I.U. is involved. The administrative investigation is intended to examine the policies of, and/or services provided, by the police service along with the conduct of its police officers. These reviews are commonly referred to as Section 11 investigations. To carry out these investigations subject matter experts are drawn from various units within the Toronto Police Service (T.P.S.) including Homicide, Sex Crimes, Traffic Services, and Professional Standards.

### Comparison to Other Police Services

The S.I.U. releases an annual report on the number of investigations where it invoked its mandate in relation to all Ontario police services. The S.I.U. reporting period is January 1 to December 31. At the time this report was drafted the most current S.I.U. Annual Report published was for 2019. Figure 6.3 depicts information contained in the 2019 S.I.U. Annual Report, as well as the SIU Stats Dashboard (updated regularly) and compares the T.P.S. to other police services with respect to S.I.U. investigations.

**Figure 6.3**  
**S.I.U. Statistics - Comparison to other Police Services**

Police Service	Number of Officers*	Firearm		Custody		Vehicle		Sexual Assault Complaint	Other	Total Investigated	Cases per 100 Officers
		Injury	Death	Injury	Death	Injury	Death				
Durham Regional	904	0	0	4	1	1	1	2	0	9	1.0
Hamilton	829	0	0	10	1	0	0	4	1	16	1.9
Kingston	205	0	1	2	1	0	0	4	0	8	3.9
London	590	0	0	10	1	0	0	0	0	11	1.9
Niagara Regional	720	0	1	11	0	1	1	1	0	15	2.1
Ottawa	1,223	0	1	8	0	2	1	3	0	15	1.2
Peel Regional	2,022	4	0	21	5	3	0	3	0	36	1.8
Toronto	4,790	4	1	26	2	5	1	9	0	48	1.0
Waterloo Regional	757	0	0	4	2	1	0	4	0	11	1.5
York Regional	1,542	2	0	9	0	2	1	3	0	17	1.1
Investigated by S.I.U.**	25,340	14	8	174	19	32	7	55	5	314	1.2

Statistics from S.I.U. Annual Report 2019 is reported from January 1, 2019 to December 31, 2019.

\*Police Service "Number of Officers" Statistics from Statistics Canada - Police Resources in Canada 2019, with the exception of the Hamilton Police Service (H.P.S.), which was obtained from the H.P.S. website.

\*Toronto Police Service, Executive Dashboard, December 31, 2020; [http://www.chq.mtp.gov/ciu/analytics-and-innovation/docs/archives/yearly\\_publications/2020%20Executive%20Dashboard%20Year%20End.pdf](http://www.chq.mtp.gov/ciu/analytics-and-innovation/docs/archives/yearly_publications/2020%20Executive%20Dashboard%20Year%20End.pdf)

# Suspect Apprehension Pursuits

The Ontario Ministry of the Solicitor General has established detailed guidelines regarding police vehicle pursuits, including when and how pursuits are to be commenced or continued, supervisory obligations during the pursuit process, and reporting requirements.

Recognizing the inherent risk to both officers and members of the public when pursuits are initiated, the Toronto Police Service (T.P.S.) has undertaken a number of strategies to both reduce the number of pursuits initiated and develop targeted training to enhance safe driving practices.

## Ontario Regulation 266/10

Legislation governing police pursuits in Ontario is found in Ontario Regulation 266/10, entitled Suspect Apprehension Pursuits. According to the Regulation, a suspect apprehension pursuit occurs when a police officer attempts to direct the driver of a motor vehicle to stop, the driver refuses to obey the officer, and the officer pursues in a motor vehicle for the purpose of stopping the fleeing motor vehicle, or identifying the fleeing motor vehicle, or an individual in the fleeing motor vehicle.

The Regulation allows an officer to pursue, or continue to pursue, a fleeing vehicle that fails to stop if the officer has reason to believe that a criminal offence has been committed, or is about to be committed, or for the purposes of motor vehicle identification, or the identification of an individual in the vehicle.

The Regulation further requires that each police service establish written procedures on the management and control of suspect apprehension pursuits. T.P.S. Procedure 15-10 (Suspect Apprehension Pursuits) was specifically amended to address this requirement. The Regulation also directs every officer who initiates a pursuit to complete a provincial Fail to Stop Report. The report provides a comprehensive description of the pursuit, including the reasons for and the results of the pursuit, charge information, and the environmental conditions prevailing at the time of the pursuit.

## Pursuit Reduction Initiatives

In 2020, driving courses (that included Suspect Apprehension Pursuit training, S.A.P.) were delivered to 401 officers, including all new recruits. These courses included a front line refresher, remedial and advanced training. These courses are developed to blend components of lecturing, simulation and practical training.

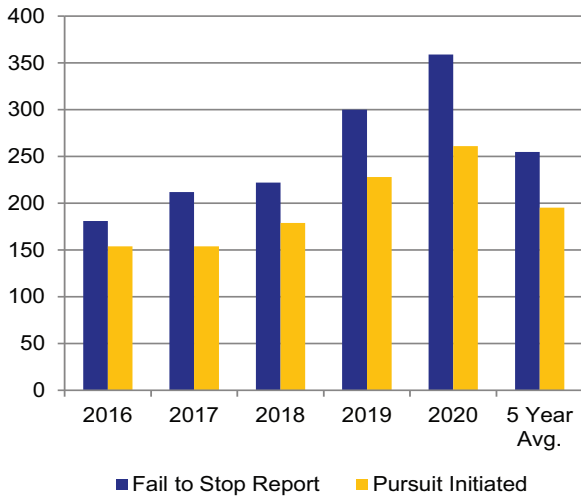
### Driving Simulator Training

The Service uses an L3 PatrolSim driving simulator to enhance delivery of Suspect Apprehension Pursuits (S.A.P.) training to frontline officers. Training scenarios are customized and are developed reflecting issues identified through various sources and analysis, such as Service vehicle collisions, SAP statistics, and in-car camera video. During the training, officers are able to drive in, and observe a variety of common emergency response and SAP scenarios, reinforcing classroom lectures and discussions. By combining SAP with a cooperative driving system, customized simulation exercises and practical in-vehicle training the result is an advanced driving program designed to reinforce appropriate driving behaviours consistent with legislative requirements and T.P.S. procedures.

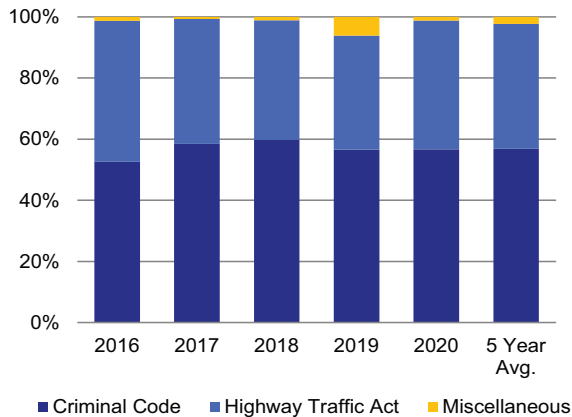
### Pursuit Alternative Practical Training

In 2020, strategic following was incorporated as a practical exercise into refresher, remedial and advanced police vehicle operations training. This practical exercise emphasises alternatives to pursuits and develops officer patience, communication and planning skills when encountering vehicle investigations with the potential to result in a pursuit while operating a marked police vehicle.

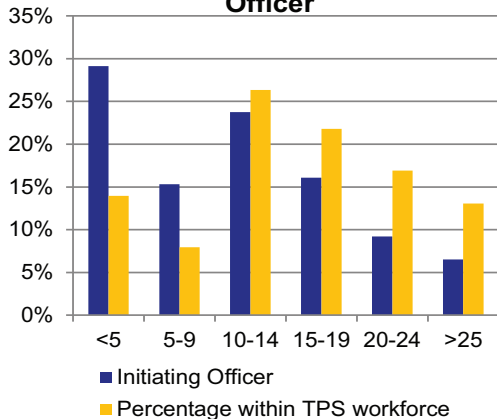
**Figure 7.1**  
**Fail to Stop Reports and Pursuits Initiated**



**Figure 7.2**  
**Pursuit Initiation Reasons**



**Figure 7.3**  
**Years of Service of Initiating Officer**



## Trend Analysis

### Number of Pursuits

In 2020, there was an increase in Fail to Stop Reports and Pursuits Initiated compared to 2019. In 2020, 359 Fail to Stop Reports were submitted, representing a 19.7% increase from 2019. It is important to note that not all instances of failing to stop for the police result in a pursuit. Further, while the Fail to Stop Report is mandated by the Ministry, the decision to engage in pursuing a suspect vehicle that has failed to stop for the police is entirely a different matter. Both circumstances are captured on the same Ministry Form; however, with respect to pursuits in 2020, the number of pursuits initiated increased 14.5% from 228 in 2019 to 261 in 2020. In summary, of all the Fail to Stop Reports submitted in 2020, 72.7% resulted in the initiation of a pursuit. (Figure 7.1).

### Reasons for Initiating Pursuits

Of the 261 pursuits initiated in 2020, 56.7% resulted from the commission of Criminal Code offences. Within the Criminal Code category, the majority of pursuits were initiated as a result of the dangerous operation of a motor vehicle or stolen vehicles. Pursuing a stolen vehicle remains the top reason for initiating a pursuit under the Criminal Code. In 2020, there were 48 pursuits initiated with respect to stolen vehicles, an increase compared to the five-year average of 36.4 pursuits. The T.P.S. continues to deliver S.A.P. training on an ongoing basis to reinforce, at every opportunity, the potential risks and unique challenges associated with engaging in pursuits involving stolen vehicles.

As previously stated, it is important to frame the increase in pursuit-related incidents within the context of general traffic enforcement and trends throughout 2020. For instance, Provincial Offence Tickets (P.O.T.) issued to members of the public increased by 27.7% in 2020. Of the pursuits initiated in 2020, 42.1% resulted from the commission of offences under the Highway Traffic Act (H.T.A.). This is comparable to the five-year average (40.9%). Within the H.T.A. category, the most common reason for initiating a pursuit was in relation to moving violations, representing 28.7% of all pursuits initiated in 2020. In particular, speeding infractions increased by 155.3% in 2020 (from 39,671 speeding P.O.T.'s in 2019 to 101,276 speeding tickets issued in 2020)\*. Moving violations have consistently remained the most common reason for initiating a noncriminal pursuit over the last five years, representing 26.3% of all pursuits.

Miscellaneous circumstances, including reports from the public and suspicious vehicles, accounted for 1.1% of pursuits initiated, as indicated in Figure 7.2.

### Years of Service

In 2020, T.P.S. officers with less than five (5) years of service initiated 29.1% of all pursuits, despite representing only 13.9% of all officers within the Service. This over-represent-

\*Toronto Police Service, Executive Dashboard, December 31, 2020; [http://www.chq.mtp.gov/ciu/analytics-and-innovation/docs/archives/yearly\\_publications/2020%20Executive%20Dashboard%20Year%20End.pdf](http://www.chq.mtp.gov/ciu/analytics-and-innovation/docs/archives/yearly_publications/2020%20Executive%20Dashboard%20Year%20End.pdf)

tation reflects the fact that officers with less than five (5) years of service are primarily deployed to uniform front line policing duties. Officers with ten (10) to fourteen (14) years of service represented the second highest category of officers initiating pursuits at 23.8%. Figure 7.3 illustrates the years of service of subject officers involved in pursuits.

### Results of Initiated Pursuits

There was an increase in the percentage of pursuits discontinued by initiating officers in 2020, from 56.1% of pursuits discontinued in 2019 to 61.7% in 2020. The designated pursuit supervisor terminated 16.9% of pursuits initiated in 2020, compared to 18.9% of pursuits initiated in 2019 and 17.7% of pursuits over a five-year average.

In 5.0% of pursuits in 2020, officers were able to stop suspect vehicles using specific techniques (for example, rolling block, intentional contact, etc.), which is above the five-year average of 4.1%. In 7.7% of pursuits initiated in 2020, the vehicle was stopped by the driver, which is a decrease compared to the five-year average of 10.1%. Pursuit results are indicated in Figure 7.4.

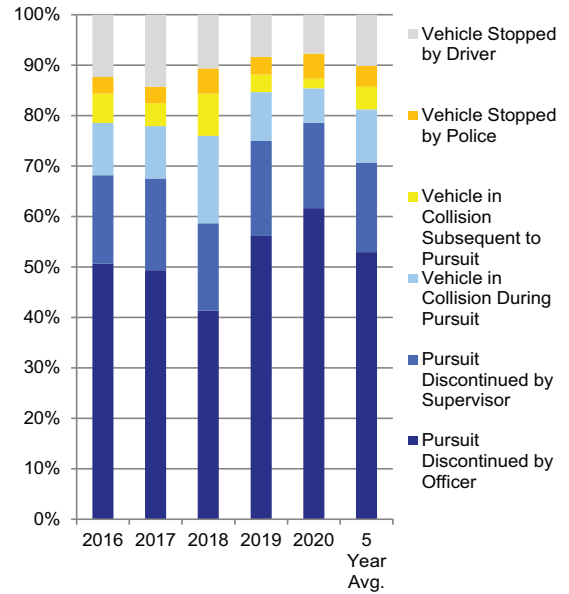
### Collisions and Pursuit Related Injuries

In 2020, 23 pursuits resulted in collisions (either during or subsequent to the pursuit), representing 8.8% of all pursuits initiated. Of the 261 pursuits last year, eighteen (18) (or 6.9%) resulted in injuries with a total of 27 individuals injured: seventeen (17) individuals in the pursued vehicle, nine (9) individuals in a police vehicle, and one (1) individual in a third party vehicle (Figure 7.5).

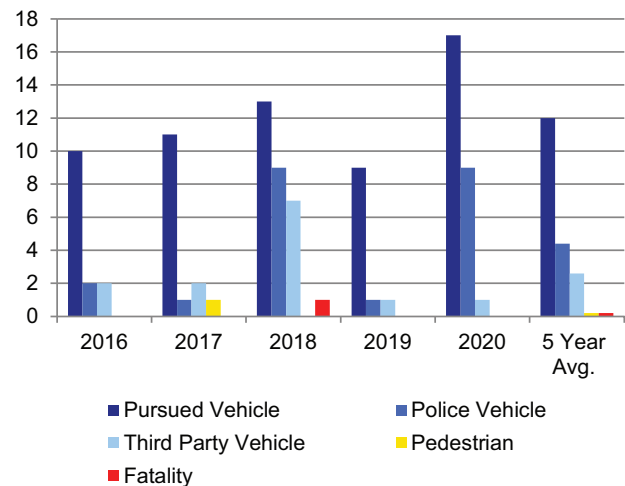
### Charges Laid in Initiated Pursuits

In 2020, 66 pursuits resulted in charges being laid in relation to offences under the Criminal Code, the H.T.A., and/or other statutes, compared to 67 pursuits in 2019. The 66 pursuits in 2020 resulted in 66 people being charged with Criminal Code offences and 30 people with H.T.A. offences, compared to 82 and 35 respectively in 2019. In total, 335 combined Criminal Code, H.T.A., and other statute charges were laid in 2020, representing a 6.4% decrease from 358 charges laid in 2019, and a 2.5% increase when compared to the five-year average (327 charges). Criminal Code charges constituted the majority of those laid in 2020 (75.2%).

**Figure 7.4  
Pursuit Results**



**Figure 7.5  
Pursuit Related Injuries**



# Supplementary Data

## Public Complaints

Classification of Complaints						
Complaints - Investigated	2016	2017	2018	2019	2020	5 Year Avg.
Conduct-Less Serious	286	271	299	245	267	273.6
Conduct-Serious	19	23	25	17	9	18.6
Policy	3	6	3	2	5	3.8
Service	31	24	18	24	17	22.8
<b>Number and Percentage of Complaints (Investigated)</b>	<b>339</b>	<b>324</b>	<b>345</b>	<b>288</b>	<b>298</b>	<b>318.8</b>
	<b>49.9%</b>	<b>50.8%</b>	<b>54.7%</b>	<b>47.2%</b>	<b>37.8%</b>	<b>47.6%</b>
Complaints - Not Investigated	2016	2017	2018	2019	2020	5 Year Avg.
Better Dealt with in Other Law	41	34	33	34	62	40.8
Complaint Over Six Months	3	1	2	4	4	2.8
Frivolous	96	96	51	84	68	79
Made In Bad Faith	2	0	2	0	0	0.8
No Jurisdiction	46	37	46	30	37	39.2
Not Directly Affected	4	12	7	8	23	10.8
Not in the Public Interest	145	133	144	160	294	175.2
Vexatious	0	1	1	2	2	1.2
Withdrawn	4	0	0	0	0	0.8
<b>Number and Percentage of Complaints (Not Investigated)</b>	<b>341</b>	<b>314</b>	<b>286</b>	<b>322</b>	<b>490</b>	<b>350.6</b>
	<b>50.1%</b>	<b>49.2%</b>	<b>45.3%</b>	<b>52.8%</b>	<b>62.2%</b>	<b>52.4%</b>
<b>Total Number of Public Complaints</b>	<b>680</b>	<b>638</b>	<b>631</b>	<b>610</b>	<b>788</b>	<b>669.4</b>

Alleged Misconduct - Investigated Complaints												
	2016		2017		2018		2019		2020		5 Year Avg.	
	#	%	#	%	#	%	#	%	#	%	#	%
Breach of Confidence	1	0.3	1	0.3	3	0.9	2	0.7	1	0.3	1.6	0.5
Corrupt Practice	1	0.3	4	1.2	3	0.9	0	0.0	2	0.7	2.0	0.6
Deceit	2	0.6	0	0.0	1	0.3	1	0.3	0	0.0	0.8	0.3
Discreditable Conduct	161	47.5	176	54.3	166	48.1	126	43.8	168	56.4	159.4	50.0
Insubordination	5	1.5	5	1.5	6	1.7	4	1.4	2	0.7	4.4	1.4
Neglect of Duty	49	14.5	46	14.2	56	16.2	45	15.6	44	14.8	48.0	15.1
Unlawful or Unnecessary Exercise of Authority	86	25.4	62	19.1	89	25.8	84	29.2	59	19.8	76.0	23.8
Policy/Service	34	10.0	30	9.3	21	6.1	26	9.0	22	7.4	26.6	8.3
<b>Total</b>	<b>339</b>	<b>100.0</b>	<b>324</b>	<b>100.0</b>	<b>345</b>	<b>100.0</b>	<b>288</b>	<b>100.0</b>	<b>298</b>	<b>100.0</b>	<b>318.8</b>	<b>100.0</b>

Number of Days to Conclude Investigated Complaint Investigations												
	2016		2017		2018		2019		2020		5 Year Avg.	
	#	%	#	%	#	%	#	%	#	%	#	%
0 to 30 days	41	12.1	39	12.0	26	7.6	31	10.8	46	16.4	36.6	11.6
31 to 60 days	48	14.2	48	14.8	35	10.3	36	12.6	34	12.1	40.2	12.8
61 to 90 days	43	12.7	41	12.7	53	15.5	52	18.2	44	15.7	46.6	14.8
91 to 120 days	66	19.5	76	23.5	51	15.0	63	22.0	54	19.2	62.0	19.7
121 to 150 days	47	13.9	41	12.7	75	22.0	55	19.2	41	14.6	51.8	16.5
151 to 180 days	22	6.5	30	9.3	43	12.6	21	7.3	23	8.2	27.8	8.8
Over 180 days	72	21.2	49	15.1	58	17.0	28	9.8	39	13.9	49.2	15.7
<b>Total</b>	<b>339</b>	<b>100.0</b>	<b>324</b>	<b>100.0</b>	<b>341</b>	<b>100.0</b>	<b>286</b>	<b>100.0</b>	<b>281</b>	<b>100.0</b>	<b>314.2</b>	<b>100.0</b>

## Public Complaints Continued

Top Three Sub-Classifications of Alleged Misconduct												
	2016		2017		2018		2019		2020		5 Year Avg.	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Discreditable Conduct</b>												
Discrimination	10	6.2	6	3.4	12	7.2	12	9.5	23	13.7	12.6	7.9
Profane language re: individuality	1	0.6	1	0.6	4	2.4	3	2.4	2	1.2	2.2	1.4
Incivility	32	19.9	29	16.5	43	25.9	33	26.2	28	16.7	33.0	20.7
Contravene P.S.A.	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0.0	0.0
Acts in a disorderly manner	118	73.3	140	79.5	107	64.5	78	61.9	115	68.5	111.6	70.0
<b>Total</b>	<b>161</b>	<b>100.0</b>	<b>176</b>	<b>100.0</b>	<b>166</b>	<b>100.0</b>	<b>126</b>	<b>100.0</b>	<b>168</b>	<b>100.0</b>	<b>159.4</b>	<b>100.0</b>
<b>Neglect of Duty</b>												
Neglects to perform a duty	49	100.0	45	97.8	54	96.4	45	100.0	43	97.7	47.2	98.3
Fails to report matter	0	0.0	0	0.0	1	1.8	0	0.0	0	0.0	0.2	0.4
Fails to disclose evidence	0	0.0	0	0.0	0	0.0	0	0.0	1	2.3	0.2	0.4
Omits to make entry in a record	0	0.0	1	2.2	1	1.8	0	0.0	0	0.0	0.4	0.8
<b>Total</b>	<b>49</b>	<b>100.0</b>	<b>46</b>	<b>100.0</b>	<b>56</b>	<b>100.0</b>	<b>45</b>	<b>100.0</b>	<b>44</b>	<b>100.0</b>	<b>48</b>	<b>100.0</b>
<b>Unlawful/Unnecessary Exercise of Authority</b>												
Unlawful/unnecessary arrest	21	24.4	3	4.8	17	19.1	11	13.1	12	20.3	12.8	16.8
Unnecessary force	65	75.6	59	95.2	72	80.9	73	86.9	47	79.7	63.2	83.2
<b>Total</b>	<b>86</b>	<b>100.0</b>	<b>62</b>	<b>100.0</b>	<b>89</b>	<b>100.0</b>	<b>84</b>	<b>100.0</b>	<b>59</b>	<b>100.0</b>	<b>76.0</b>	<b>100.0</b>

Disposition - Investigated Complaints												
	2016		2017		2018		2019		2020		5 Year Avg.	
	#	%	#	%	#	%	#	%	#	%	#	%
Discontinued	0	0.0	1	0.3	0	0.0	0	0.0	1	0.3	0.4	0.1
Informal Resolution	65	19.2	70	21.6	75	21.7	66	22.9	65	21.8	68.2	21.4
Misconduct Identified	17	5.0	24	7.4	27	7.8	13	4.5	14	4.7	19.0	6.0
No Jurisdiction	1	0.3	2	0.6	0	0.0	0	0.0	0	0.0	0.6	0.2
Over 6 months old	0	0.0	0	0.0	1	0.3	0	0.0	0	0.0	0.2	0.1
Policy/service - Action Taken	4	1.2	3	0.9	1	0.3	3	1.0	2	0.7	2.6	0.8
Policy/service-No Action Required	17	5.0	18	5.6	11	3.2	14	4.9	9	3.0	13.8	4.3
Unsubstantiated	172	50.7	154	47.5	170	49.3	130	45.1	125	41.9	150.2	47.1
Withdrawn	63	18.6	52	16.0	56	16.2	60	20.8	64	21.5	59.0	18.5
Investigation not Concluded*	0	0.0	0	0.0	4	1.2	2	0.7	18	6.0	4.8	1.5
<b>Total</b>	<b>339</b>	<b>100</b>	<b>324</b>	<b>100</b>	<b>345</b>	<b>100</b>	<b>288</b>	<b>100</b>	<b>298</b>	<b>100</b>	<b>318.8</b>	<b>100.0</b>

\*Number is anticipated to decrease as complaints are concluded, this will effect the final dispositions.



## Public Complaints Continued

Investigated Complaints by Involved Unit										
Involved Unit	2016		2017		2018		2019		2020	
	#	%	#	%	#	%	#	%	#	%
11 Division	11	3.2	6	1.9	6	1.7	10	3.5	7	2.3
12 Division	10	2.9	5	1.5	9	2.6	7	2.4	5	1.7
13 Division	15	4.4	14	4.3	17	4.9	11	3.8	5	1.7
14 Division	24	7.1	18	5.6	22	6.4	23	8.0	14	4.7
22 Division	14	4.1	13	4.0	18	5.2	8	2.8	10	3.4
23 Division	9	2.7	12	3.7	16	4.6	11	3.8	9	3.0
31 Division	7	2.1	6	1.9	18	5.2	10	3.5	11	3.7
32 Division	6	1.8	16	4.9	16	4.6	14	4.9	19	6.4
33 Division	17	5.0	7	2.2	14	4.1	7	2.4	2	0.7
41 Division	13	3.8	13	4.0	10	2.9	9	3.1	19	6.4
42 Division	9	2.7	9	2.8	9	2.6	7	2.4	7	2.3
43 Division	16	4.7	19	5.9	25	7.2	12	4.2	22	7.4
51 Division	32	9.4	36	11.1	20	5.8	21	7.3	23	7.7
52 Division	16	4.7	30	9.3	23	6.7	21	7.3	26	8.7
53 Division	11	3.2	15	4.6	11	3.2	11	3.8	14	4.7
54 Division	15	4.4	16	4.9	13	3.8	7	2.4	7	2.3
55 Division	8	2.4	14	4.3	15	4.3	9	3.1	8	2.7
Communication Services	9	2.7	3	0.9	6	1.7	3	1.0	4	1.3
Community Partnerships & Engagement Unit	9	2.7	0	0.0	0	0.0	0	0.0	0	0.0
Drug Squad	6	1.8	4	1.2	2	0.6	1	0.3	1	0.3
Emergency Task Force	3	0.9	5	1.5	10	2.9	4	1.4	5	1.7
Financial Crimes Unit	2	0.6	0	0.0	4	1.2	1	0.3	1	0.3
Forensic Identification Svcs	1	0.3	0	0.0	0	0.0	1	0.3	0	0.0
Hold Up Squad	2	0.6	4	1.2	5	1.4	0	0.0	0	0.0
Homicide	2	0.6	2	0.6	0	0.0	2	0.7	2	0.7
Integrated G&G Task Force	8	2.4	1	0.3	2	0.6	3	1.0	4	1.3
Intelligence Services	1	0.3	0	0.0	0	0.0	0	0.0	1	0.3
Marine	1	0.3	1	0.3	1	0.3	0	0.0	1	0.3
Mounted	0	0.0	0	0.0	1	0.3	1	0.3	2	0.7
Not Applicable	31	9.1	22	6.8	20	5.8	32	11.1	23	7.7
Not Identified	2	0.6	1	0.3	4	1.2	7	2.4	15	5.0
Parking Enforcement	0	0.0	1	0.3	0	0.0	0	0.0	1	0.3
Police Dog Services	0	0.0	1	0.3	0	0.0	2	0.7	0	0.0
Pro ROPE, Fug Sq & Bail Comp	0	0.0	0	0.0	1	0.3	0	0.0	0	0.0
Professional Standards	1	0.3	1	0.3	0	0.0	1	0.3	1	0.3
Public Safety Response	N/A	N/A	0	0.0	4	1.2	2	0.7	3	1.0
Records Management Services	5	1.5	2	0.6	1	0.3	0	0.0	0	0.0
Sex Crimes Unit	0	0.0	1	0.3	3	0.9	4	1.4	2	0.7
Strategy Management	0	0.0	1	0.3	1	0.3	1	0.3	0	0.0
Talent Acquisition	0	0.0	1	0.3	1	0.3	0	0.0	0	0.0
Toronto Police College	0	0.0	0	0.0	0	0.0	1	0.0	1	0.3
Toronto Police Operations Centre	1	0.3	4	1.2	3	0.9	5	0.3	4	1.3
Traffic Services	22	6.5	20	6.2	14	4.1	19	1.7	19	6.4
<b>Total</b>	<b>339</b>	<b>100.0</b>	<b>324</b>	<b>100.0</b>	<b>345</b>	<b>100.0</b>	<b>288</b>	<b>6.6</b>	<b>298</b>	<b>100.0</b>

## Use of Force

Use of Force Options Employed				
Type of Force Used	2019		2020	
	#	%	#	%
<b>Conducted Energy Weapons</b>				
<i>Demonstrated Presence</i>	442	20.9	418	20.0
<i>Drive Stun</i>	31	1.5	44	2.1
<i>Full Deployment</i>	132	6.2	150	7.2
<i>Full Deployment + Drive Stun</i>	26	1.2	21	1.0
<b>Physical Control</b>				
<i>Hard</i>	57	2.7	57	2.7
<i>Soft</i>	350	16.6	354	16.9
<i>Both Hard and Soft</i>	87	4.1	78	3.7
<b>Firearm</b>				
<i>Discharge - Intentional</i>	21	1.0	14	0.7
<i>Pointed at Person</i>	1015	48.0	1016	48.5
<i>Drawn (Not Pointed)</i>	232	11.0	331	15.8
<b>Impact Weapons Used</b>				
<i>Hard</i>	12	0.6	11	0.5
<i>Soft</i>	15	0.7	6	0.3
<i>Both Hard and Soft</i>	2	0.1	2	0.1
<i>Other Impact Weapon</i>	10	0.5	3	0.1
<b>Less Lethal Shotgun</b>				
<i>Less Lethal Discharge</i>	9	0.4	2	0.1
<i>Less Lethal Point at Person</i>	30	1.4	34	1.6
<b>Oleoresin Capsicum Spray</b>	18	0.9	18	0.9
<b>Other Type of Force</b>	3	0.1	3	0.1
<b>Police Dog</b>	13	0.6	8	0.4
<b>Total Use of Force Reports</b>	<b>2019</b>		<b>2020</b>	
	<b>2114</b>		<b>2095</b>	

Note: An officer may employ multiple force options in a single use of force incident. As such, the total number of force options used may exceed the total number of use of force incidents in a year. This chart reflects the percentage of time a force option is used in total annual use of force reports. For example, in 2020, Conducted Energy Weapons were used 418 times as a demonstrated presence within the 2095 use of force reports (20.0% of reports). Accidental/Unintentional uses of force have been removed from the total.

Initial Reason for Use of Force				
Initial Reason for Use of Force	2019		2020	
	#	%	#	%
Accidental	50	3.3	27	2.0
Destroy An Animal	16	1.1	9	0.7
Effect Arrest	529	35.4	139	10.2
Other	26	1.7	10	0.7
Prevent Commission Of Offence	15	1.0	2	0.1
Prevent Escape	36	2.4	6	0.4
Protect Public	137	9.2	763	55.8
Protect Self	686	45.9	412	30.1
<b>Total # of Incidents</b>	<b>1495</b>	<b>100.0</b>	<b>1368</b>	<b>100.0</b>

## Use of Force Continued

Officer Duties at Time of Incident				
	2019		2020	
	#	%	#	%
Directed Patrol	11	0.5	3	0.1
Foot Patrol	63	3.0	42	2.0
Crowd Control	11	0.5	0	0.0
General Patrol	1284	60.7	1293	61.7
Investigation - Drugs	6	0.3	19	0.9
Investigation - Other	184	8.7	180	8.6
Off-Duty	1	0.0	0	0.0
Other Type Of Assignment	103	4.9	77	3.7
Paid Duty	7	0.3	11	0.5
PDS/Mounted	13	0.6	5	0.2
Special OPS	3	0.1	0	0.0
Tactical	415	19.6	437	20.9
Traffic Patrol	13	0.6	28	1.3
<b>Total # of Reports</b>	<b>2114</b>	<b>100.0</b>	<b>2095</b>	<b>100.0</b>

Category of Incidents Where Force Used				
Type of Incident	2019		2020	
	#	%	#	%
Animal Related	16	1.1	10	0.7
Arrest/Prisoner Related	32	2.1	16	1.2
Assault/Serious Injury	66	4.4	51	3.7
Break And Enter	53	3.5	42	3.1
Domestic Disturbance	44	2.9	34	2.5
Drug Related	12	0.8	8	0.6
Person in Crisis	144	9.6	77	5.6
Pursuit	8	0.5	8	0.6
Robbery Call	65	4.3	43	3.1
Search Warrant/Warrant Related	246	16.5	283	20.7
Stolen Vehicle	45	3.0	36	2.6
Suspicious Person Call	21	1.4	18	1.3
Traffic Stop	38	2.5	38	2.8
Unknown Trouble Call	25	1.7	32	2.3
Wanted Person	55	3.7	30	2.2
Weapons Call	406	27.2	409	29.9
Other	219	14.6	233	17.0
<b>Total # of Incidents</b>	<b>1495</b>	<b>100.0</b>	<b>1368</b>	<b>100.0</b>

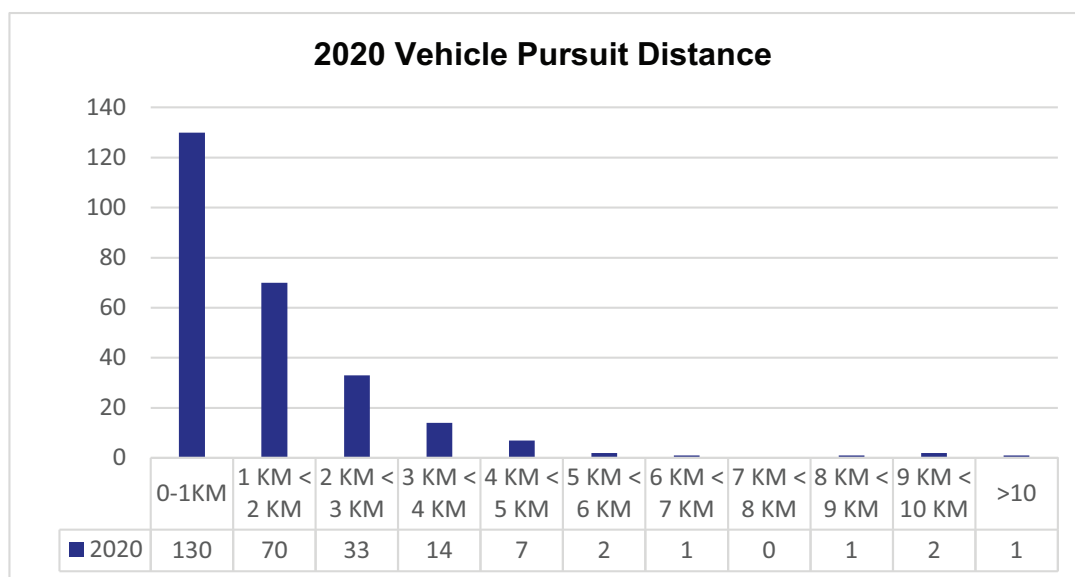
## Use of Force Continued

Perceived Weapons Carried by Subject				
Type of Weapon	2019		2020	
	#	%	#	%
<b>Animal - No Weapon</b>	6	0.4	4	0.3
<b>Baseball Bat/Club</b>	44	2.9	25	1.8
<b>Bottle</b>	4	0.3	3	0.2
<b>Knife/Edged Weapon</b>	351	23.5	329	24.0
<b>Firearms</b>				
Handgun	123	8.2	44	3.2
Rifle	20	1.3	39	2.9
Semi-Automatic	654	43.7	775	56.7
Shotgun	29	1.9	21	1.5
Other-Firearm	33	2.2	60	4.4
<b>None</b>	143	9.6	189	13.8
<b>Other</b>	74	4.9	101	7.4
<b>Unknown</b>	720	48.2	477	34.9
<b>Total Use of Force Incidents</b>				
	<b>2019</b>		<b>2020</b>	
	<b>1495</b>		<b>1368</b>	

Note: A single use of force incident may involve multiple subjects, with multiple weapons. As such, the total number of perceived weapons carried by subjects may exceed the total number of use of force incidents in a year. This chart reflects the percentage of time a perceived weapon is involved in total annual use of force incidents.

## Suspect Apprehension Pursuits

Pursuit Initiation Reason												
	2016		2017		2018		2019		2020		5 Year Avg.	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Criminal Code</b>												
Break and Enter	2	1.3	2	1.3	2	1.1	6	2.6	3	1.1	3	1.5
Dangerous Operation	14	9.1	23	14.9	26	14.5	20	8.8	40	15.3	24.6	12.6
Impaired Operation	10	6.5	5	3.2	12	6.7	9	3.9	16	6.1	10.4	5.3
Other	28	18.2	25	16.2	25	14.0	36	15.8	28	10.7	28.4	14.5
Prohibited Operation	0	0.0	0	0.0	2	1.1	1	0.4	4	1.5	1.4	0.7
Robbery	5	3.2	4	2.6	4	2.2	12	5.3	9	3.4	6.8	3.5
Stolen Vehicle	22	14.3	31	20.1	36	20.1	45	19.7	48	18.4	36.4	18.6
<b>Sub-total</b>	<b>81</b>	<b>52.6</b>	<b>90</b>	<b>58.4</b>	<b>107</b>	<b>59.8</b>	<b>129</b>	<b>56.6</b>	<b>148</b>	<b>56.7</b>	<b>111</b>	<b>56.9</b>
<b>Highway Traffic Act</b>												
Equipment Violation	14	9.1	9	5.8	6	3.4	11	4.8	25	9.6	13	6.7
Moving Violation	41	26.6	41	26.6	46	25.7	54	23.7	75	28.7	51.4	26.3
Other	14	9.1	11	7.1	18	10.1	19	8.3	9	3.4	14.2	7.3
R.I.D.E.	0	0.0	0	0.0	0	0.0	1	0.4	0	0.0	0.2	0.1
Suspended Driver	2	1.3	2	1.3	0	0.0	0	0.0	1	0.4	1	0.5
<b>Sub-total</b>	<b>71</b>	<b>46.1</b>	<b>63</b>	<b>40.9</b>	<b>70</b>	<b>39.1</b>	<b>85</b>	<b>37.3</b>	<b>110</b>	<b>42.1</b>	<b>79.8</b>	<b>40.9</b>
<b>Miscellaneous</b>												
Other	1	0.6	1	0.6	1	0.6	2	0.9	0	0.0	1	0.5
Report from Public	0	0.0	0	0.0	0	0.0	1	0.4	0	0.0	0.2	0.1
Suspicious Vehicle	1	0.6	0	0.0	1	0.6	11	4.8	3	1.1	3.2	1.6
<b>Sub-total</b>	<b>2</b>	<b>1.3</b>	<b>1</b>	<b>0.6</b>	<b>2</b>	<b>1.1</b>	<b>14</b>	<b>6.1</b>	<b>3</b>	<b>1.1</b>	<b>4.4</b>	<b>2.3</b>
<b>Total</b>	<b>154</b>	<b>100.0</b>	<b>154</b>	<b>100.0</b>	<b>179</b>	<b>100.0</b>	<b>228</b>	<b>100.0</b>	<b>261</b>	<b>100.0</b>	<b>195.2</b>	<b>100.0</b>



## Suspect Apprehension Pursuits Continued

<b>Vehicle Pursuit Distance</b>		
	<b>2020</b>	<b>2020%</b>
0-1KM	130	49.8%
1 KM < 2 KM	70	26.8%
2 KM < 3 KM	33	12.6%
3 KM < 4 KM	14	5.4%
4 KM < 5 KM	7	2.7%
5 KM < 6 KM	2	0.8%
6 KM < 7 KM	1	0.4%
7 KM < 8 KM	0	0.0%
8 KM < 9 KM	1	0.4%
9 KM < 10 KM	2	0.8%
>10	1	0.4%
Total:	261	100.0%

# Glossary of Terms

## Civil Litigation Definitions

Charter of Rights Violations:

The breach of a right that is afforded under the *Charter of Rights and Freedoms*.

False arrest:

An arrest made without proper legal authority.

Malicious Prosecution:

To succeed in a claim for malicious prosecution, a plaintiff must establish: 1) That the defendant initiated the proceedings 2) That the proceedings terminated in favor of the plaintiff 3) The absence of reasonable and probable cause, and 4) Malice, or a primary purpose other than that of carrying the law into effect.

Misfeasance in Public Office:

The elements that must be established include: 1) Deliberate and unlawful conduct in the exercise of public functions, and 2) Awareness that the conduct is unlawful and likely to injure the plaintiff. A plaintiff must also prove that the conduct was the legal cause of his or her injuries, and that the injuries suffered are compensable in tort law.

Negligent Investigations:

To succeed in a claim for negligent investigation, a plaintiff must establish that: 1) The investigating officers owed the plaintiff a duty of care 2) The investigating officers failed to meet the standard of care 3) the plaintiff suffered compensable damage, and 4) The damage was caused by the investigating officers' negligent act or omission.

Excessive Use of Force:

A police officer has the right to use as much force as reasonably necessary to carry out his or her law enforcement duties. Excessive use of force would be any use of force that is more than reasonably necessary in the circumstances.

## Police Services Act Definitions

Discreditable Conduct

- 2(1)(a)(i) Fails to treat or protect a person equally without discrimination.
- 2(1)(a)(ii) Uses profane, abusive or insulting language that relates to a person's individuality.
- 2(1)(a)(iii) Is guilty of oppressive or tyrannical conduct towards an inferior in rank.
- 2(1)(a)(iv) Uses profane, abusive or insulting language to any other member of the Service.
- 2(1)(a)(v) Uses profane, abusive or insulting language or is otherwise uncivil to a member of the public.
- 2(1)(a)(vi) Wilfully or negligently makes any false complaint or statement against any member of the Service.
- 2(1)(a)(vii) Assaults any other member of the Service.
- 2(1)(a)(viii) Withholds or suppresses a complaint or report against a member of the Service or about the policies of, or services provided by, the Service.
- 2(1)(a)(ix) Accused, charged or found guilty of an indictable criminal offence or criminal offence punishable upon summary conviction.
- 2(1)(a)(x) Contravenes any provision of the *Act* or the regulations.
- 2(1)(a)(xi) Acts in a disorderly manner or in a manner prejudicial to discipline or likely to bring discredit upon the reputation of the Service.

Neglect of Duty

- 2(1)(c)(i) Without lawful excuse, neglects or omits promptly and diligently to perform a duty as a member of the Police Service.
- 2(1)(c)(ii) Fails to comply with any provision of Ontario Regulation 267/10 (Conduct and Duties of Police Officers Investigations by the Special Investigations Unit).
- 2(1)(c)(iii) Fails to work in accordance with orders, or leaves an area, detachment, detail or other place of duty, without due permission or sufficient cause.
- 2(1)(c)(iv) By carelessness or neglect permits a prisoner to escape.
- 2(1)(c)(v) Fails, when knowing where an offender is to be found, to report him or her or to make due exertions for bringing the offender to justice.

- 2(1)(c)(vi) Fails to report a matter that is his or her duty to report.
- 2(1)(c)(vii) Fails to report anything that he or she knows concerning a criminal or other charge, or fails to disclose any evidence that he or she, or any person within his or her knowledge, can give for or against any prisoner or defendant.
- 2(1)(c)(viii) Omits to make any necessary entry in a record.
- 2(1)(c)(ix) Feigns or exaggerates sickness or injury to evade duty.
- 2(1)(c)(x) Is absent without leave from or late for any duty, without reasonable excuse.
- 2(1)(c)(xi) Is improperly dressed, dirty or untidy in person, clothing or equipment while on duty.

#### Unlawful or Unnecessary Exercise of Authority

- 2(1)(g)(i) Without good and sufficient cause makes an unlawful or unnecessary arrest.
- 2(1)(g)(ii) Uses any unnecessary force against a prisoner or other person contacted in the execution of duty.

## Use of Force Definitions

#### Demonstrated Force Presence (Conducted Energy Weapon [C.E.W.]):

The C.E.W. is utilized as a demonstration only and does not make contact with the subject. The C.E.W. may be un-holstered, pointed in the presence of the subject, sparked as a demonstration, and/or have its laser sighting system activated.

#### Drive Stun Mode (C.E.W.):

The C.E.W. is utilized by direct contact with the subject and the current applied; the probes are not fired.

#### Full Deployment (C.E.W.):

The C.E.W. is utilized by discharging the probes at a subject and the electrical pulse applied.

#### Less Lethal Shotgun:

The Less Lethal Shotgun is an intermediate extended range impact weapon which may provide the opportunity for police officers to resolve potentially violent situations at a greater distance with less potential for causing serious bodily harm or death than other use of force options.





## Toronto Police Services Board Report

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July 15, 2021

To: Chair and Members  
Toronto Police Services Board

From: Ryan Teschner  
Executive Director and Chief of Staff

**Subject: NEW TORONTO POLICE SERVICES BOARD POLICY –  
BUDGET TRANSPARENCY POLICY**

### **Recommendation(s):**

It is recommended that the Board approve the attached draft Policy, “Budget Transparency Policy.”

### **Financial Implications:**

There are no financial implications arising from the recommendation contained in this report.

### **Background / Purpose:**

At its meeting of August 18, 2020, the Board approved 81 recommendations that put into place a roadmap for comprehensive policing reform and which include building new community safety response models, initiatives to address systemic racism and concrete steps to improve trust with our communities. (Minute P2020-0818-129 refers)

One aspect of that significant report was focused on the area of “Police Budget and Budgetary Transparency,” which City Council and members of the public identified as an important priority in need of reform.

The following excerpt is taken from that report.

*The police budget, which surpasses \$1B, has generated significant public interest. A number of the recommendations by City Council and submissions from the public called for changes in police budgets. While there are calls by many to reduce or eliminate the budgets allocated to police services, there is also a call for greater accountability and transparency in the police budgetary process itself. [...]*

*In addition to the calls for reducing the police budget, members of the public and others have called for greater transparency in the police budget and budgeting process. Greater transparency is a democratic imperative. Transparency results in greater accountability and, potentially, savings.*

The police reform report made several recommendations (Recommendations 13 – 23) related to budget and fiscal matters. Recommendation 23 mandated the creation of a new “budget transparency policy” that took into consideration the other budget-related recommendations in the report. Specifically, the Recommendation directed the Executive Director to “compile the above directions and any other appropriate policy guidance into a budget transparency policy, for future consideration by the Board.” For context, Recommendations 13 – 23 are attached as Appendix ‘A’ to this report.

## **Discussion:**

### *Recent budget transparency improvements*

A number of actions were taken immediately and in the months following the approval of the police reform recommendations, including publishing a line-by-line budget for both 2020 and 2021, and providing increased transparency on spending by the Service in previous years. This and other datasets were made available to the public in an accessible format on the Service’s website at <http://www.torontopolice.on.ca/budget/>.

The progress made with respect to budget transparency and other police reform initiatives is regularly tracked on a public dashboard in a transparent and accessible manner, to ensure that we remain accountable to the people of Toronto as this important work evolves. The dashboard describes the Board’s and Service’s progress in the implementation of each of these critical initiatives, including the various recommendations related to budget transparency, and provides links to relevant public reports and other documents, as soon as they are available. The dashboard can be accessed through the Board’s website at <https://tpsb.ca/consultations-and-publications/policing-reform-implementation>.

### *2021 Budget Process*

The budget approval process in 2021 reflected a shift in approach, including an increased emphasis on community priorities. Despite absorbing approximately \$46M in costs to deliver a 0% budget increase, the 2021 budget was designed to provide enhanced community safety services in several priority areas, through the progressive and innovative investment of the Service’s resources, and by establishing new partnerships with community organizations. The Service’s 2021 operating budget was premised on providing trusted and efficient service when and where the public needs the police, responding to the complex needs of Toronto’s growing communities. The budgets were developed and guided by a reform-minded agenda reflecting community voices, Toronto’s

increasingly complex public safety needs, as well as the unprecedented financial pressures faced by the City of Toronto as a result of the COVID-19 pandemic.

*Development of this draft Policy*

The draft Policy was developed by Board Staff, in consultation with the Service, including Members from the Corporate Services Command, and in particular, those in Finance and Business Management, whose input was integral to the policy development process.

It codifies a number of important shifts and enhancements to the budget process that were developed and implemented in recent years, and introduces new requirements to increase transparency and accountability, in accordance with the Board's decisions.

I believe that this Policy, if approved, will set a new high watermark for police budget transparency in Ontario, and most importantly, ensure that the budget process is transparent in a way that is meaningful and accessible to the public. This will support providing members of the community with opportunities to view the budget, understand how their tax dollars are used to enhance community safety, and provide meaningful input into the Service's budget development process.

**Conclusion:**

Therefore, it is recommended that the Board approve the attached draft Policy, "Budget Transparency Policy."

Respectfully submitted,



Ryan Teschner  
Executive Director and Chief of Staff

Att.

## **Appendix A**

### ***Excerpt from Board Report entitled, “Police Reform in Toronto: Systemic Racism, Alternative Community Safety and Crisis Response Models and Building New Confidence in Public Safety,” approved by Board at its meeting of August 18, 2020***

(Minute P2020-0818-129)

13. Direct the Chief of Police to work with the Chair and Executive Director to develop and implement a line-by-line approach to reviewing the police budget in order to identify opportunities for service delivery improvement and efficiencies, including the possible redirection of non-core policing functions and their associated funding to alternative non-police community safety providers and/or community safety services or programming.
14. Direct the Chief of Police to work with the Executive Director and the City Manager to identify opportunities for the development of alternative crime prevention and reduction initiatives that could ultimately reduce the demand for reactive police services across Toronto.
15. Direct the Chief of Police to immediately post a line-by-line breakdown of the 2020 Toronto Police Service Budget to the Service’s website in a machine readable, open format that would facilitate further analysis of the information. (City Council #4)
16. Direct the Chief of Police to provide an annual line-by-line breakdown of the Toronto Police Service’s budget request at the outset of every annual budget process. (Board #6; ARAP #12; MHAAP #27)
17. Direct the Chief of Police to provide a line-by-line breakdown of the Toronto Police Service's approved budget at the end of every annual budget process. (Board #6; ARAP #12; MHAAP #27)
18. Direct the Chief of Police to organize all line-by-line breakdowns by individual program area, function and service delivered, subject to the need to protect investigative techniques and operations, and in such a way as to provide maximum transparency to the public. (Board #6; ARAP #12; MHAAP #27)
19. Direct the Chief of Police to immediately provide the Board with the annual Budget Summaries and Uniform/Civilian Staffing Summaries by command, with Approved, Proposed and Actuals for the last five budgets, and to do so for all future budgets, in a machine readable open dataset format. (City Council #7)

20. Direct the Executive Director to immediately post the annual Budget Summaries and Uniform/Civilian Staffing Summaries per command, with Approved, Proposed and Actuals for the last five budgets and for all future budgets to the Board website in a machine readable open dataset format, and to make the same available to the City of Toronto to post to its open data portal. (City Council #7)
21. Allocate funding from its Special Fund to support enhancements to the public consultation process regarding the annual proposed Toronto Police Service budget, to include the involvement of community-based partners, and, in the future, to ensure that sufficient funds are allocated annually to support public consultation during the budget process. (Board #6; ARAP #12; MHAAP #27)
22. Direct the Chief of Police to explore options for the Service to pay honoraria and transportation costs to otherwise unpaid community members that contribute their time, skills and experience to police training and service improvement. (MHAAP # 14; ARAP #28)
23. Direct the Executive Director to compile the above directions and any other appropriate policy guidance into a budget transparency policy, for future consideration by the Board.



## TORONTO POLICE SERVICES BOARD

### BUDGET TRANSPARENCY POLICY

<b>APPROVED</b>		
<b>REVIEWED (R) AND/OR AMENDED (A)</b>		
<b>REPORTING REQUIREMENT</b>		
<b>LEGISLATION</b>	<i>Police Services Act, R.S.O. 1990, c. P.15, as amended, s. 31(1)(c);</i>	
<b>TAGS</b>	Accountability, Budget, Interaction with Public, Data and Records, Community Relations	

#### ***Guiding Principles***

The Toronto Police Services Board (the Board) is committed to providing fair, effective, efficient, equitable and accountable policing services to the members of Toronto's diverse communities. The Board recognizes that the Toronto Police Service (the Service) budget is a matter of significant and legitimate public interest, particularly within the context of various municipal budget priorities, limited resources and increasing demands on the City of Toronto. Accountability and enhanced transparency in the police budgetary process will help create a better understanding of the Board's and Service's priorities, how resources are allocated to address these priorities in an efficient manner, and, ultimately, enhance trust in how public funds are allocated to enable the effective work of the Service.

#### ***Purpose of Policy***

It is the purpose of this Policy to:

- Enhance accountability to the public regarding the police budget and the budget process that leads to an approved budget;
- Encourage greater and more meaningful participation of members of the public in the Board's budget process; and,
- Enhance public understanding of and trust in the work of the Board and the Service.

## ***Policy of the Board***

It is, therefore, the policy of the Toronto Police Services Board that the Chief of Police will:

### *Enhancing Budget Information for Public*

1. Post an annual line-by-line breakdown of the Toronto Police Service's operating and capital budget requests to the Board on the Service's website at the outset of every annual budget process;
2. If the operating budget request has been materially altered, post a line-by-line breakdown of the Board-approved Toronto Police Service operating and capital budgets on the Service's website at the end of every annual budget process, or, if no material alteration has been made, post an addendum on the Service's website confirming the approval, outlining any changes to the budget request on a Service-wide total;
3. Organize all line-by-line breakdowns by individual program area, function and service delivered, subject to the need to protect investigative techniques and operations, and in such a way as to provide maximum transparency to the public, including providing the breakdowns in a machine-readable, open dataset format, with a view to facilitating accessibility and meaningful analysis of this information;
4. Post an annual Budget Summary and Uniform/Civilian Staffing Summary by Command, with Approved, Proposed and Actual amounts in a machine-readable, open dataset format to the Service's website, and provide the City of Toronto with the same information for posting on its open data portal;

### *Enhancements to the Budget Public Consultation Process*

5. Facilitate effective and engaging public consultation throughout the budget development process, bringing forward analyses of service delivery, including relevant statistics, trends, comparisons to benchmarks and generally-accepted standards of service delivery, where available (e.g., International Association of Chiefs of Police standards; National Emergency Number Association standards), and opportunities for service delivery partnerships, improvements and efficiencies; and
6. Develop an internal and external communication strategy that employs various communication methods and tools (e.g., infographics, video clips, social media, etc.), broken down by phases, that allows Service Members and members of the public to understand the budget development process and how they can participate.



## Toronto Police Services Board Report

---

July 20, 2021

To: Chair and Members  
Toronto Police Services Board

From: Ryan Teschner  
Executive Director and Chief of Staff

**Subject: Board Policy – Legal Indemnification Claims**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) approve the attached revised Board Policy regarding Legal Indemnification Claims.

### **Financial Implications:**

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

### **Background / Purpose:**

The Board's Legal Indemnification Claims Policy (Policy) was enacted in May, 2000, with the latest amendments to the Policy occurring on July 21, 2016 (Min No. P174/16 refers).

Board Staff, in consultation with the Toronto Police Service (Service), have been conducting a review of Board Policies with the objective of modernizing and making consistent how the Policies provide for the effective management and oversight of the Service. As part of this review, Board Staff have looked for ways to enhance good governance, oversight and transparency, while balancing operational and administrative efficiencies for both the Board and the Service.

To this end, and as a result of recent trends in legal indemnification claims activity involving the Service and the desire for a consistent approach to Policies that require approvals, the purpose of this report is to recommend amendments to the levels of approval authority contained in the Policy and other related changes. The proposed amended Policy is attached, with proposed changes highlighted.



## **Discussion:**

### *The Board's legal indemnity obligation*

Through the Policy and the Collective Agreements in force between the Board and the Toronto Police Association (Association) and Toronto Police Senior Officers' Organization, the Board recognizes the importance of supporting Members who face legal proceedings as a result of acts done in the attempted performance in good faith of their duties.

### *Approval authority and current context*

The Board's Policy outlines, amongst other things, the levels of authority for approval of legal indemnification claims submitted by Members pursuant to the Service's Procedures.

The current Policy delegates authority to approve the payment of eligible legal indemnification claims for amounts over \$100,000 and up to \$250,000 to the Chair, together with the Vice Chair, of the Board. All legal indemnification claims for amounts over \$250,000 currently require the approval of the entire Board.

Board Staff, in consultation with the Service, have been exploring opportunities for Policy and Procedure modernization, particularly in areas related to the Board's role as the employer of Service members, and its labour relations functions. Discussions are underway regarding the proper role of Service staff (including Labour Relations staff and the Director, People & Culture) and Board Staff in these areas. However, in the interim, it has become apparent that there are opportunities to improve the Legal Indemnification Policy which would result in improved governance, better alignment with levels of approval authority for other financial matters, and overall improved administrative efficiency. In terms of alignment with approvals for other financial matters, the Board's recently updated Purchasing By-Law allows the Chief of Police to approve expenditures of up to \$1M, and approvals beyond this 'ceiling' require the engagement of the entire Board. The recommended changes to the Policy proposed here will align these approval thresholds, and bring consistency to when the entire Board is engaged in these matters.

The Service, through the Labour Relations Unit, adjudicates and processes a large number of legal indemnification applications each year, however only a very small number of those applications exceed the levels of approval authority granted to the Manager of Labour Relations and Director, People & Culture. Since 2015, of the approximately 834 legal indemnification accounts received, only eight (8) have required entire Board approval under the existing Policy.

There are a number of existing parameters and risk management measures in place for legal indemnification claim approvals, including those contained in the Collective

Agreements and Memoranda of Understanding between the Board and the Association. All legal fees are reviewed for reasonableness and necessity by the City Solicitor's Office, and in addition, hourly rates charged by counsel for members are capped for different types of proceedings.

*Proposed revised approval authority and additional annual reporting*

In light of these measures, the proposed amended Policy introduces new levels of approval authority which reflect an increased role for the Chair and Vice Chair, along with enhanced annual reporting to the Board. Together, these amendments will ensure that applications for legal indemnification are adjudicated and processed in a reasonable period of time and in accordance with the established parameters, and that an appropriate balance of administrative efficiency, risk management, oversight, and transparency is achieved in the full context of the Board's underlying commitment to support Members of the Service in this area.

The proposed amended levels of approval authority are as follows:

<b>Role(s)</b>	<b>Current</b>	<b>Proposed</b>
Manager of Labour Relations	Up to \$25,000	Up to \$25,000
Director, People & Culture	Up to \$100,000	Up to \$100,000
Chair and Vice Chair of the Board	Up to \$250,000	Up to \$1 Million
Board	Over \$250,000	Over \$1 Million

In order to enhance the flow of information to the Board of a governance nature and assist the Board in identifying trends beyond those contained in the aggregate summary of legal indemnification expenditures, the Service will continue to be required to report annually to the Board on legal indemnification expenditures, but this report will now also include a summary of all applications for legal indemnification approved during the preceding year.

Should the Board approve the revised Policy, the amendments to the levels of approval authority will take effect immediately for any pending applications for legal indemnification.

**Conclusion:**

It is recommended that the Board approve the attached Legal Indemnification Claims Policy, as outlined above.

I will be in attendance to answer any questions the Board may have regarding this report.

Respectfully submitted,



Ryan Teschner  
Executive Director and Chief of Staff



## TORONTO POLICE SERVICES BOARD

### LEGAL INDEMNIFICATION CLAIMS

<b>APPROVED</b>	May 1, 2000	Minute No: P156/00
<b>REVIEWED (R) AND/OR AMENDED</b>	July 21, 2016 (R/A) November 15, 2010 (R/A)	Minute No: P174/16 Minute No: P292/10
<b>REPORTING REQUIREMENT</b>	Annual	
<b>LEGISLATION</b>	<i>Police Services Act</i> , R.S.O. 1990, c.P.15, as amended, s. 31(1)(c)(h), s. 50 Uniform Collective Agreement, Article 12 <u><a href="#">Uniform Senior Officers' Collective Agreement, Article 20</a></u> <u><a href="#">Board Policies appended to Unit A, B, E, and Civilian Senior Officers' Collective Agreements-01(a-c) &amp; 12.06(a)</a></u>	
<b>DERIVATION</b>		

As permitted by the *Police Services Act* (s. 50) and in accordance with the terms of the various collective agreements, the Toronto Police Services Board (Board) is responsible for approving and paying legal accounts submitted by members of the Toronto Police Service (Service), for necessary and reasonable legal costs for members who qualify. The Board is committed to supporting members of the Service who face legal proceedings as a result of acts done in the attempted performance in good faith of their duties, and to ensuring they are provided with legal representation.

This policy establishes the delegation and levels of authority to be followed when requests for legal indemnification are submitted for approval by members of the Service.

It is, therefore, the policy of the Toronto Police Services Board that:

1. The Manager of Labour Relations is responsible for processing all legal indemnification applications in accordance with Board policy and the applicable provisions of the collective agreements.
2. The Manager of Labour Relations will submit all recommendations for denial of legal indemnification to the Board for its consideration.

3. The Manager of Labour Relations will submit an annual report to the Board regarding legal indemnification claims and claims processing, [including a summary of all legal indemnification applications approved during the preceding year](#), at the March Board meeting each year.

#### Levels of Approval Authority

4. The Board ~~delegates~~ assigns the authority to approve the payment of eligible legal indemnification claims in amounts up to \$25,000 to the Manager of Labour Relations.
5. The Board ~~delegates~~ assigns the authority to approve the payment of eligible legal indemnification claims in amounts up to \$100,000 to the Director, People & Culture~~Human Resources~~.
6. The Board delegates the authority to approve the payment of eligible legal indemnification claims in amounts over \$100,000 and up to ~~\$1 Million~~ \$250,000 to the Chair, together with the Vice Chair, of the Board.
7. In the absence of either the Chair or the Vice Chair, the Board member acting as the Chair or the Vice Chair is delegated this authority.
8. All legal indemnification claims in amounts over ~~\$1 Million~~ \$250,000 require the approval of the Board.
9. In determining the amount of a claim for approval purposes, all of the legal indemnification claims for one member for one related set of events shall be considered together as one claim.



## Toronto Police Services Board Report

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July 05, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Amendment to Uniform and Equipment Standards during the Month of November**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) approve of the amendment to the uniform and equipment standards during the month of November in support of Military Veterans and the Month of Remembrance.

### **Financial Implications:**

There are no financial implications relating to the recommendation contained within this report. The epaulettes detailed within this report will be purchased directly from the manufacturer by utilizing funds raised through the sale of the epaulettes.

### **Background / Purpose:**

At its meeting on October 8, 2007, the Board approved the policy entitled "Uniforms, Working Attire and Equipment" (Min. No. P332/07 refers). This policy directs, in part, that:

*"The Chief of Police will consult with the Board prior to making any changes to the uniform, working attire or equipment of such significance or import as to alter the appearance of the uniform, working attire or equipment in the eyes of the community".*

This report and ensuing discussion serves as the consultation referred to in the Board's policy.

## **Discussion:**

### Month of Remembrance – During the Month of November:

The Toronto Police Service (T.P.S.) has a long history of supporting the Canadian Armed Forces (C.A.F.) and our Veterans for the sacrifices they have made for Canada. The T.P.S., the Toronto Police Military Veterans Association (T.P.M.V.A.) and the Canadian Armed Forces wish to formally recognize the contribution of Canadian Forces Veterans during the month of November, each year, in a lasting and meaningful way by wearing the Military Epaulette during the month of November (appendix A).

### Toronto Police Military Veterans Association:

The T.P.M.V.A. has a long standing history of supporting veterans within the City of Toronto. This association was founded in 1922 as an outreach for veterans that are T.P.S. officers and had served in various theatres. This outreach has continued for nearly 90 years, making it one of the oldest veterans associations in Canada.

The T.P.M.V.A. draws its authority to operate from the Board and the Chief of Police. It is comprised of current and former police officers who have performed military service, not only in Canada, but around the world. The T.P.M.V.A. has had, and continues to have, several World War I & II, Korean, Vietnam and Afghanistan veterans with hundreds of years of combined service. The T.P.M.V.A. is an internal and external body that assists its members and preserves the rich military history of the T.P.S. The organization is at the forefront of veteran issues and supports many veteran-related causes within Toronto.

### Military Veteran Wellness Program:

In November 2020, the Military Veteran Wellness Program was established by the T.P.S. and placed within Community Partnership & Engagement Unit (C.P.E.U). The program is partnered with the Ontario Provincial Police (O.P.P.), T.P.M.V.A., Veterans Affairs Canada (V.A.C.), The Royal Canadian Legion (R.C.L.), The Canadian Forces Morale & Welfare Services - Operational Stress Injury Social Support program (O.S.I.S.S.) and many other Veteran Organizations across Canada. The initial launch of this program was shared publicly on Remembrance Day 2020 by the by T.P.S. (appendix B).

A national training program is currently being developed with the Canadian Police Knowledge Network to educate police officers across the country about military

veterans, the culture, challenges and what social services may be available for them. Police officers will also be given the tools needed to de-escalate a potentially violent situation with a veteran who is in crisis and refer them to help. The program will be available mid-2021 with the goal of launching the program alongside this proposed Month of Remembrance - Veterans Epauettes initiative to build awareness and show support to our veterans.

Canadian Armed Forces – Canadian Disruptive Pattern (C.A.D.P.A.T.) Green Intellectual Property:

The C.A.F. has graciously authorized the T.P.S. to create the Month of Remembrance epauettes using their own C.A.D.P.A.T. green camouflage. The C.A.D.P.A.T. green camouflage is an internationally recognized pattern which only the C.A.F. wear. The C.A.F. has also authorized the wearing of the epauettes by officers within the T.P.S. (appendix C). The C.A.F. is supportive of the cause and has approved that any funds generated through the program using their intellectual property be provided to the T.P.M.V.A. to support veterans in Toronto.

Execution:

During the month of November, T.P.S. members would be permitted to wear the epauettes as part of their uniforms. The attached appendix “A” provides a description and example of the suggested modification.

While the production of this modification would adhere to the T.P.S.’s standards for manufacturing, the T.P.S. will not incur any costs. These items will be offered for sale to T.P.S. members, exclusively, on a voluntary, pre-order basis. Orders will be placed, and paid for, electronically through the T.P.M.V.A. directly. Any profits raised by the sale of epauettes will be used by the T.P.M.V.A. to support its veteran programs and to sustain the project.

**Conclusion:**

The modification requested to the Uniform and Equipment Standards would have a positive effect and demonstrate the T.P.S.’s support to our own military veterans, and by extension, veterans within our community.

It is therefore recommended that the Board approve the request to amend the Uniform and Equipment Standards as described within this report for the month of November.



Deputy Chief Peter Yuen, Community Safety Command, will be in attendance to answer any questions the Board may have regarding this report.

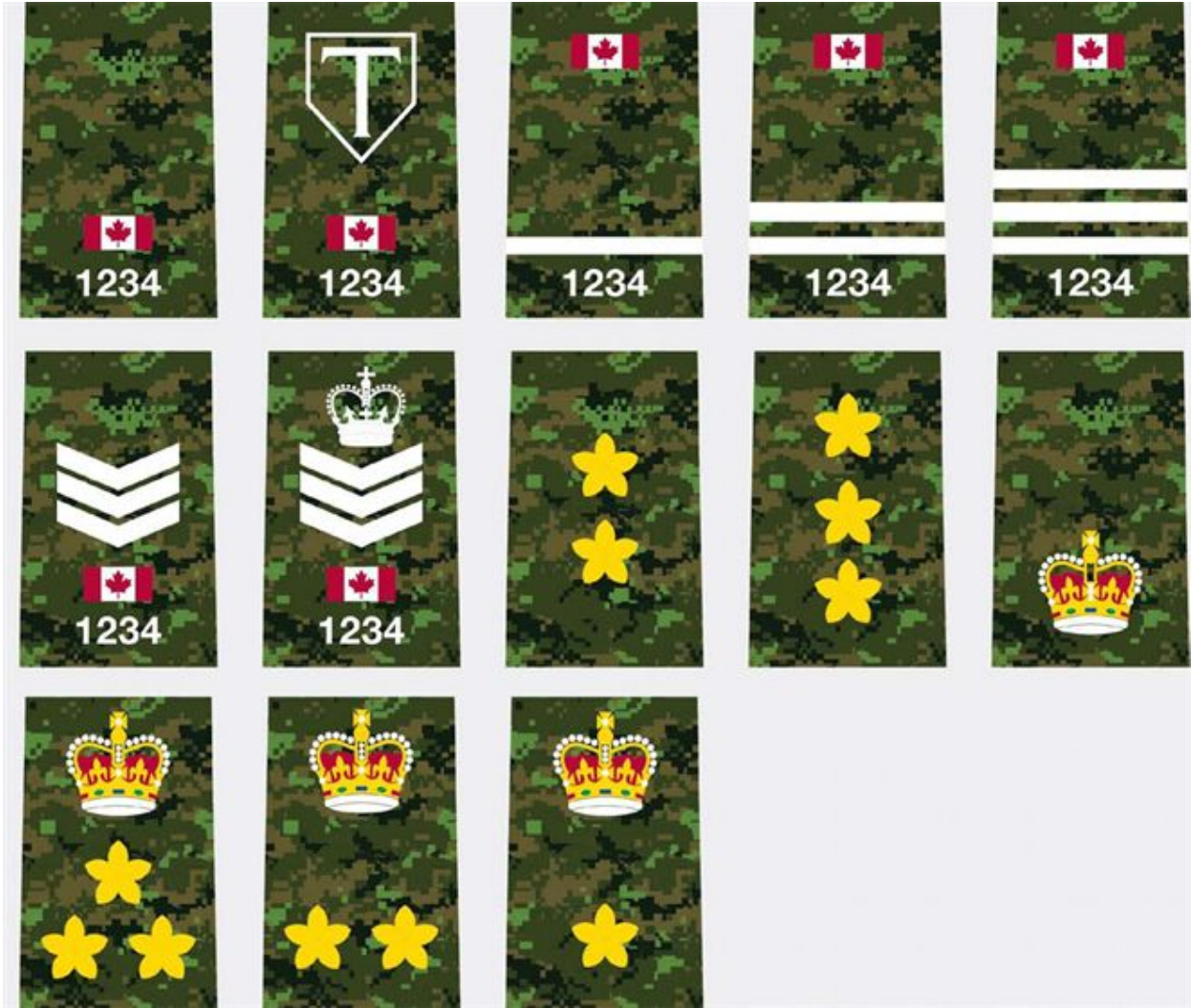
Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*Original copy with signature on file in Board office

APPENDIX A

Month of Remembrance Epaulette



## **APPENDIX B**

<http://tpsnews.ca/stories/2020/11/connecting-veterans-crisis-better-future>

### **Connecting Veterans in Crisis to Better Future**

By Kevin Masterman, Toronto Police Service

*Published: 10:10 a.m. November 10, 2020*

*Updated: 10:13 a.m. November 10, 2020*

A new program will help Toronto officers connect military veterans in crisis with support.



Constables Jeremy Burns and Aaron Dale are helping to equip police officers to connect military veterans in crisis with social services

The Police-Military Veterans Wellness Program, which was also adopted by the Ontario Provincial Police, gives frontline officers training and a formal mechanism to connect military veterans in crisis with the Royal Canadian Legion, Veteran Affairs Canada and the Operational Stress Injury and Social Support Program to help them access financial, housing, psychological and peer support.

Premier Doug Ford lent his support to the program because mental health illness impacts so many people. “The reality is that no one is immune to it, including our veterans. Everyone can sometimes experience burden, depression, anxiety and isolation. I always say mental health is health, because our government believes your mental health and wellness is just as important as your physical health.”

Chief Jim Ramer said police officers serve people in mental health crises each day and military

veterans are some of those people struggling with mental illness, addictions or homelessness.

“The program provides frontline police officers with additional training to understand veteran issues, build rapport and help a veteran who is in crisis. Every veteran deserves honour and respect for their service to Canada and the Toronto Police Service is a proud supporter of this program and stands in solidarity with our military veterans because nobody fights alone,” said Chief Ramer.

The program was borne out of conversations between new Consts. Aaron Dale and Jeremy Burns who trained alongside each other at the Toronto Police College and immediately connected because of their shared military experience that made them immediately feel at ease with each other.

After only a few months on the job, Dale was called for an Unknown Trouble Radio Call and found an intoxicated man outside the bar, nursing his wounds after he tried to fight everyone inside.



Tattoos hold great significance for the sacrifice made in military service. At left, Dale's crossed tomahawks symbolizing his work as a Special Forces Operator. At right, Burn's regimental symbol and 14 for officers lost in Afghanistan.

“I saw that he had a military tattoo and asked him about it,” said Dale, of the man who immediately became combative with him too. “He wanted to fight me until I rolled up my sleeve also to show him that I had served... Within minutes he was in tears telling me his story. I saw then the tremendous power I had to help in that moment.”

In this case, Dale only spoke to the man briefly, telling him that connecting to Veteran Affairs

Canada and receiving the proper support was better than battling any demons on his own, especially adding alcohol and drugs as a tool in the fight.

Also a rookie, Burns saw the work of policing differently than what he had signed up for.

“As a police officer you wear a lot of different hats. I found myself helping people in a lot of ways that I never thought I would be doing,” said Burns, who served with the Princess Patricia’s Canadian Light Infantry in Edmonton, Alberta and deployed to Kandahar, Afghanistan.

In May this year, Dale saw firsthand how the program could work when he got a call from two police officers who came across a man living out of his car with his dog. The officers apprehended the man under the Mental Health Act after he expressed suicidal thoughts and brought him to hospital and transporting his support dog to a shelter temporarily.

Dale drove to the hospital to talk to the man, learning he struggled with mental illness and a back injury. Within the hour, Dale had confirmed his service to the country and linked him to veterans’ resources including temporary housing at a hotel and gift cards for food and reunited him with his dog. A month later the veteran called to thank him, telling him through tears that he had permanent housing, financial assistance, was connected to medical care and back on the proper medication and had even got his old job back.

“It’s really a great example of the difference that we can make,” said the 35-year-old Dale, who served with the Canadian Armed Forces since he was 17 – most recently in the Canadian Special Operations Regiment as a Special Forces Operator deploying too and partnering with different Central American countries on counter-terrorism and anti crime initiatives. “There are a lot of resources available to veterans that we can help them tap into which can make a huge difference in someone’s life.”

Dale connected with his Staff Sergeant Mike Leone and then to his Inspector Tim Crone who helped champion the plan to help veterans.

#### Chief Ramer speaks about importance of supporting veterans

Both Dale and Burns can empathize with veterans struggling to find their place when they get home.

When Burns left his military post in Alberta, he flew home to Ontario, suddenly separated from the friends he served side by side with every day.

“It’s a difficult thing. You have to give up regretting that you aren’t the person you used to be

before the military and you have to focus your time and energy learning who you are now.” said Burns. “I was completely removed from the identity I once knew”

He said it was hard to find anyone outside of the military who could relate to the challenges of transitioning back to society because of his experiences overseas and a feeling that he had left the fight before it was over. It still pains him to hear of a Taliban attack in Afghanistan and feeling helpless at home.

Dale recalls the same feeling of losing his identity as well as his purpose. As he left the military, his unit was deploying to Iraq to fight ISIS.

“I missed out on that experience of fighting for something I believed in, it was something that was important to me,” he said. “I also wasn’t there to fight with my friends and help keep them safe.”

Now, as the Police-Military Veterans Wellness Program Coordinator, Police Constable Dale and Burns have a new mission.

“A lot of military veterans don’t know what’s out there, we want to empower police officers to help a veteran live a better quality of life.”



Aaron Dale on base and Jeremy Burns in Afghanistan

Frontline officers will all receive online training and a package of resources to help them connect veterans with appropriate help – whether that be immediate emergency housing and food or long-term housing and counselling.

Mobile Crisis Intervention Teams and the Emergency Task Force will receive in-person training on de-escalation techniques for veterans in crisis.

TPS Officers with past military experience, will be able to volunteer for more training to be an on-call peer support resource on the road that other officers can tap into to help a military veteran in crisis.

Dale said having officers with military backgrounds respond to these crisis calls will help immensely.

“It’s an instant rapport. It still surprises me how much someone will open up to you very quickly.”



National Defence

Défense nationale

National Defence Headquarters  
Ottawa, Ontario  
K1A 0K2

Quartier général de la Défense nationale  
Ottawa (Ontario)  
K1A 0K2

1415-19

9 April 2021

(via e-mail: [aaron.dale@torontopolice.on.ca](mailto:aaron.dale@torontopolice.on.ca))

Mr. Aaron Dale  
Toronto Police Service  
40 College St.  
Toronto, ON  
M5G 2J3

Dear Mr. Dale,

**Re: Consent to Use Department of National Defence Intellectual Property**

This is in response to your copyright clearance application of February 15, 2021 requesting consent to use the following copyright and trade-mark protected insignia of the Department of National Defence (DND):

CADPAT(TW)  
Reg. No. TMA958600



I'm pleased to advise that the DND hereby consents under Section 27(1) of the *Copyright Act* and Section 50 of the *Trade-marks Act* to the use of the department's intellectual property identified above. As we understand it, the Toronto Police Service will be offering a "Month of Remembrance" Military Style Epaulette using CADPAT(TW) for internal sale to Toronto Police Officers to be worn during the month of November. The epaulettes will be produced by the company Grant Emblems. Proceeds from the sale of the epaulettes will be donated to the Toronto Police Military Veterans Association.

Your proposed use is non-commercial in nature and our consent is provided on the basis of the non-commercial use described above. Should you determine that commercial use of our intellectual property is desired, please apply to the undersigned as a formal royalty bearing license may be required.

Canada 



The consent provided is for a royalty-free and non-exclusive liberty to use the intellectual property as described above subject to the following general terms:

- (a) Your use of the intellectual property is limited to the use described above;
- (b) DND acknowledges that copyright in the epaulettes is owned by you. However, you acknowledge that the epaulettes contain the intellectual property of DND and that DND therefore maintains the right to limit the use of the epaulettes;
- (c) The authorization is revocable at the sole discretion of DND, if your use of the intellectual property: (i) represents inappropriately DND or the Canadian Armed Forces (CAF); (ii) detracts from the integrity and reputation of DND/CAF; and/or (iii) depicts DND/CAF as endorsing a product or service;
- (d) All use of the intellectual property shall be to the benefit of DND/CAF and such use shall not result in any right, title or interest therein accruing to you;
- (e) You agree to indemnify DND and shall hold DND harmless against and from any and all claims of third parties for damages or injuries of any nature whatsoever including, but not limited to, claims arising in connection with your proposed use of DND's intellectual property;
- (f) Where possible (e.g. in digital or printed media material), you will credit the source of the intellectual property provided under this consent in the following manner: "CADPAT(TW) provided courtesy of DND"

Use of the department's intellectual property constitutes acceptance of the above terms.

Should you have any questions or require clarification regarding the contents of this letter please do not hesitate to contact the undersigned.

Sincerely,

(Ms.) AnhThu Vu  
Intellectual Property Manager

Director Materiel Policy and Procedures (DMPP 8)  
National Defence Headquarters  
Major-General George R. Pearkes Building  
101 Colonel By Drive  
Ottawa, Ontario, Canada  
K1A 0K2

Phone: 819-939-8673  
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## Toronto Police Services Board Report

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July 2, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Contract Award - Endpoint Equipment**

### **Recommendation:**

It is recommended that the Toronto Police Services Board (Board):

- 1) approve a contract award to Softchoice Corporation (Softchoice) to be the Vendor of Record (V.O.R.) for the supply and delivery of endpoint equipment and related hardware, software, maintenance and professional services for a three year period commencing August 1, 2021 to July 31, 2024, at an estimated cost of \$14.1 Million (M), with the option of two one-year extensions at an estimated cost of \$9.6M for a five-year estimated cost of \$23.7M;
- 2) authorize the Chair to execute all required agreements and related documents on behalf of the Board, subject to approval by the City Solicitor as to form; and
- 3) authorize the Chief of Police to exercise the two option years subject to satisfactory performance and other considerations.

### **Financial Implications:**

The Toronto Police Service (Service) utilizes endpoint equipment (i.e. workstations as well as monitors, laptops and printers) across the organization. Due to the nature of the Service's public safety operations, a large part of this equipment is utilized 24/7.

Based on the Service's long term lifecycle strategy, it is expected that an estimated \$12.8M will be spent for lifecycle replacements over the three year term of the agreement with an additional estimate of \$8.7M, if both option years are exercised. Funding for these lifecycle requirements has been provided for in the Service's approved 2021-2030 Capital budget, to be funded through the Vehicle and Equipment Reserve.

Pricing for additional endpoint equipment, accessories, software, and maintenance was included in the Request for Proposal (R.F.P.) in order to meet future ad hoc requirements that cannot be estimated at this time. These are not part of the lifecycle program. These requirements are dependent on additional quantity, frequency and nature of projects and endpoint related equipment and services required during the contract term. A provision of 10% or \$2.2M has been made for these requirements over the life of the contract, including the two option years, increasing the total contract value to approximately \$23.7M. Any such additional purchases would be subject to operational requirements and the availability of funds.

A summary of the estimated costs is provided in the chart below:

Cost Summary (excluding taxes)

<b>Period</b>	<b>Lifecycle Program (\$M)</b>	<b>Other Requirements (\$M)</b>	<b>Total (\$M)</b>
Initial Contract Term August 1, 2021 to July 31, 2024	\$12.8	\$1.3	\$14.1
Option Periods August 1, 2024 to July 31, 2026	\$8.7	\$0.9	\$9.6
<b>Total</b>	<b>\$21.5</b>	<b>\$2.2</b>	<b>\$23.7</b>

**Background / Purpose:**

The Service utilizes a V.O.R. for purchasing endpoint equipment and services which includes workstations, laptops, monitors, printers and other endpoint related peripherals and software, as well as the professional services and maintenance. The V.O.R. arrangement enables the Service to acquire endpoint equipment and services as and when required during the term of the agreement, and ensures that such purchases are made efficiently and in a cost effective manner.

The expiry date of the V.O.R. agreement for desktop equipment and services with Softchoice Canada Inc. is July 24, 2021. To ensure uninterrupted availability of endpoint equipment and services, a new V.O.R. agreement is required.

The purpose of this report is to request the Board’s approval to establish a V.O.R. to enable the lifecycle replacement and ad hoc purchases of required endpoint equipment as well as related maintenance and professional services by the Service.

## **Discussion:**

On March 8, 2021, the Service's Purchasing Services unit issued R.F.P. #1431565-21 on MERX to re-establish a V.O.R. for the supply of endpoint equipment and related hardware, software, maintenance and professional services for a three year period, with an option to renew for two additional one-year periods.

The R.F.P. closed on April 9, 2021, and although 49 suppliers downloaded the R.F.P., Softchoice was the only supplier who submitted a proposal.

Because only one proposal was received, the other 48 suppliers that downloaded the R.F.P. and did not submit a proposal were contacted to ask why. To-date, three of the 48 suppliers have responded and provided the following reasons for not submitting a proposal:

- The vendor focus is on data center solutions (computer, storage, networking, etc.) and not on endpoint equipment.
- The vendor felt that they could not make a competitive bid and would need to price their equipment at a loss for their bid to be viable.
- A generic specification proposal could be made, but not a proposal with the specific brand requested.

### *Ensuring Competitive Pricing during Contract Term:*

To ensure continued competitive pricing, the Service will enter into a non-exclusive contract with the successful vendor. The R.F.P. clearly advised respondents that the Service reserves the right to verify pricing of equipment and services throughout the term of the agreement.

The Service also required the recommended company to propose a suitable process that will ensure reductions in pricing, and that such decreases in prices be immediately passed on to the Service.

Softchoice's process includes:

- Maintaining a documented pricing profile specifically for the Service based on manufacturer bid pricing and Softchoice's mark-up.
- A pricing model is based on landed cost plus a contractual mark-up as documented in Softchoice's pricing response.
- Tracking of market pricing and notifying the Service of potential cost savings opportunities.

**Conclusion:**

The re-establishment of a V.O.R. for endpoint equipment and related hardware, software, maintenance and professional services will enable the Service to acquire and maintain computer equipment in an efficient and cost effective manner, and will enable the Service to meet its lifecycle replacement and ad hoc equipment needs.

The Service cannot compel vendors to respond to procurement calls, and as previously indicated the Service reached out to the 48 other suppliers to determine why they chose not to submit a proposal. However, given that only one response was submitted to the R.F.P., the Service will review the procurement process to determine if changes can be made to attract bids from other qualified vendors in future, in order to increase competition for this equipment and services, and at the same time not create any inefficiencies for the Service.

Chief Information Officer Colin Stairs and Chief Administrative Officer Tony Veneziano, will be in attendance to answer any questions from the Board.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

---

July 2, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Contract Extension - Asset Inventory Management System  
Software Licensing, Maintenance and Support**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board):

- (1) approve a contract extension with Paradigm Business Systems North America (Paradigm) for software support, maintenance and professional services for the Asset Inventory Management System (A.I.M.S.), commencing January 01, 2022 to December 31, 2022 for a cost of \$84,000 with options for two one-year extensions at a cost of \$168,000 for a total three-year cost of \$252,000;
- (2) authorize the Chair to execute all required agreements and related documents on the behalf of the Board, subject to approval by the City Solicitor as to form; and
- (3) authorize the Chief to execute contract extensions, subject to continuing need and satisfactory vendor performance.

### **Financial Implications:**

The annual costs for software support, maintenance and professional services for A.I.M.S. are summarized in the table below. Future year costs will be included in the respective operating budget requests.

**Estimated Cost (excluding tax):**

Year	Cost
2022	\$84,000
2023 (Option for Year 2 )	\$84,000
2024 (Option for Year 3)	\$84,000
Total	\$252,000

**Background / Purpose:**

In February 2005, Request for Proposal (R.F.P.) #1049674-05 was issued for A.I.M.S. software, which resulted in a contract being awarded to Paradigm with an initial contract term of two years, renewable on successive terms (Min. No. P356/05 refers).

The cumulative costs to implement licenses and maintain A.I.M.S. software since November 2005, including the 2021 renewal is approximately \$1.9 Million (M). This includes the initial cost of \$857,000 to purchase and install the software.

A.I.M.S. is a proprietary software that is exclusively distributed by Paradigm including software support, maintenance and professional services.

The purpose of this report is to obtain the Board's approval for a contract extension with Paradigm for software support, maintenance and professional services for the A.I.M.S. system, commencing January 1, 2022 to December 31, 2022 with options for two one-year extensions.

**Discussion:**

The A.I.M.S. system manages financial information and tracks movement history of assets, including firearms, vehicles, radios, laser radar detectors, conducted energy weapons, etc. for the Toronto Police Service (Service). In addition, the system manages and tracks firearm repairs and provides reporting to different custodial units.

A.I.M.S. is used extensively by members, recording roughly 3,000 transactions per day. The A.I.M.S. system is stable and provides unlimited licensing. A new 3-tier web-based version is available for a free upgrade with the current licensing package.

**Conclusion:**

This report requests Board approval for a contract extension with Paradigm for software support, maintenance and professional services for the A.I.M.S. system, commencing January 1, 2022 to December 31, 2022, with options for two one-year extensions.

Chief Information Officer, Colin Stairs and Chief Administrative Officer, Tony Veneziano, will be in attendance to respond to any questions from the Board.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*Original copy with signature on file in Board office





## Toronto Police Services Board Report

---

July 2, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Contract Extension - Computer Aided Dispatch System –  
Software Support and Maintenance**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board):

- (1) approve a three year contract with Hexagon Safety and Infrastructure (Hexagon) for software support and maintenance for the Computer Aided Dispatch (C.A.D.) system commencing January 1, 2022 and ending December 31, 2024, and for a total cost of approximately \$2.6 Million (excluding taxes); and
- (2) authorize the Chair to execute all required agreements and related documents on behalf of the Board, subject to approval by the City Solicitor as to form.

### **Financial Implications:**

The annual software support and maintenance costs for the C.A.D. system are summarized in the table below. Future year costs will be included in the respective operating budget requests.

#### **Estimated Cost Summary**

<b>Year</b>	<b>Cost (excl. taxes)</b>
2022	\$821,900
2023	\$863,000
2024	\$902,000
Total	\$2,586,900

Hexagon's estimated annual costs as provided in the table above are based on the current installed software and list prices, and are adjusted annually for inflation, which has been the Service's experience during the term of the current agreement.

### **Background / Purpose:**

The purpose of this report is to obtain Board approval for a three year contract with Hexagon for the provision of maintenance and support services, including required licences and additional ad hoc professional services for the Service's C.A.D. system, as the current agreement expires on December 31, 2021.

### **Discussion:**

The C.A.D. system is a suite of industry-leading incident management software that enables timely handling and recording of emergency 9-1-1 and other police related calls for service. The software features complete integrated capabilities for call taking, dispatching, intelligent mapping, data reporting/analysis and application integration. The C.A.D. system is comprised of three major environments: a primary site, a backup disaster recovery site and testing/training facilities.

The Toronto Police Service (Service) purchased the C.A.D. system from Hexagon in 1993 following a competitive procurement process. The system has worked well and has been upgraded five times – 1998, 2004, 2008, 2013 and 2017 since that time.

In addition, the Service has purchased and implemented additional C.A.D. software/interfaces from Hexagon, the most recent being:

- Mobile Responder Application for the Connected Officer (C.O.) Project (2018)
- On-Call Analytics – C.A.D. data warehouse and reporting that provides the capability for interactive reports, dashboards and spatial analysis (2020)

The C.A.D. system continues to be a vital system for the delivery of 9-1-1 emergency services and is essential to the safety of the City of Toronto.

The Hexagon C.A.D. system is used by a number of Canadian police services, including the Ontario Provincial Police, the Ontario Police Technology Information Co-operative (O.P.T.I.C.), Hamilton Police Service, Halton Regional Police Service, Waterloo Regional Police Service and Toronto Fire Services.

### *Non-competitive Purchase:*

The support and maintenance agreement includes all applicable licences, plus 24/7 support for operational issues. The expert services required to maintain and support the software of the existing system can only be performed by Hexagon, the owner and

sole supplier of the software and services. Hexagon does not authorize third-party agents or consultants to provide services related to the support and maintenance of its products.

**Conclusion:**

The recommended agreement with Hexagon enables the support and maintenance of the C.A.D. software components required for the call taking and dispatching of emergency 9-1-1 and other police-related calls for service from January 1, 2022 to December 31, 2024.

Chief Information Officer, Colin Stairs and Chief Administrative Officer, Tony Veneziano, will be in attendance to answer any questions from the Board.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

---

July 2, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Contract Extensions - Server and Storage Hardware, Software, Maintenance and Services - OnX Enterprise Solutions Ltd. and I.B.M. Canada Ltd.**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board):

- (1) approve an extension to the current contract with OnX Enterprise Solutions Ltd. (OnX) for the period of January 1, 2022 to December 31, 2022 for:
  - Lifecycle replacement of computer server and storage hardware and software at an estimated cost of \$5.7 Million (M) (excluding taxes), plus \$500,000 for provisional items for various projects, if required;
  - Software maintenance and upgrade protection for the installed server and storage hardware and technical services, at an estimated cost of \$3.5M (excluding taxes); and
  - VMware software maintenance, upgrade protection and technical services, at an estimated cost of \$1.1M (excluding taxes);
- (2) approve an extension to the current contract with I.B.M. Canada Ltd. (I.B.M.) for the provision of hardware maintenance, training and services, for the period of January 1, 2022 to December 31, 2022, at an estimated cost of \$1.3M (excluding taxes); and
- (3) authorize the Chair to execute all required agreements and related documents on behalf of the Board, subject to approval by the City Solicitor as to form.

## **Financial Implications:**

The recommended contract extensions with OnX and I.B.M. will cost approximately \$12.1M in 2022, broken down as follows:

From OnX (\$10.8M):

- I.B.M. software maintenance and upgrade protection for the installed server and storage hardware and technical services, provided by OnX, at an estimated cost of \$3.5M. This is an on-going requirement and the estimated cost will be provided for in the Toronto Police Service's (Service) 2022 operating budget request.
- VMware software maintenance, upgrade protection and technical services provided by OnX at an estimated cost of \$1.1M. This is an on-going requirement and the estimated cost will be provided for in the Service's 2022 operating budget request.
- Computer server and storage hardware and software, provided by OnX, is included in the Service's current server lifecycle replacement and business resumption projects at an estimated cost of \$5.7M in 2022, and is funded from the Vehicle and Equipment Reserve in the Service's approved 2021-2030 Capital Program.
- Provisional pricing from OnX for additional computer server and storage hardware and software at an estimated cost of \$500,000 in order to meet future ad hoc requirements that cannot be estimated at this time. These requirements are dependent on unanticipated needs for various projects and any grant requirements during the contract term; however, any additional purchases would be subject to operational requirements and the availability of funds.

From I.B.M (\$1.3M):

- Hardware maintenance, training and services to be provided by I.B.M. in 2022 at an estimated cost of \$1.3M. This is an on-going requirement and the estimated cost will be provided for in the Service's 2022 operating budget request.

The terms, conditions and pricing from OnX and IBM for the one year extensions are the same as those in the current agreements.

## **Background / Purpose**

At its meeting on October 19, 2015, the Board approved I.B.M. as the vendor of record (V.O.R.) for the provision of hardware maintenance, training and technical services, for the period of January 1, 2016 to December 31, 2020 (Min. No. P264/15 refers). During

the same meeting, the Board approved OnX as the V.O.R. for the supply of computer server and storage hardware and software, software maintenance and upgrade protection for the installed server and storage hardware, and technical services, for the period of January 1, 2016 to December 31, 2020.

At its meeting on November 24, 2020, the Board approved a contract extension with I.B.M. as the V.O.R. for the provision of hardware maintenance, training and technical services, for the period of January 1, 2021 to December 31, 2021 (Min. No. P189/20 refers). During the same meeting, the Board approved a contract extension with OnX as the V.O.R. for the supply of computer server and storage hardware and software, software maintenance and upgrade protection for the installed server and storage hardware, and technical services, for the period of January 1, 2021 to December 31, 2021.

The purpose of this report is to request the extension of the current V.O.R. contracts for a one year period, for the reasons outlined in the following section of this report.

### **Discussion:**

The 2022 extension request is being made to allow the Service time to issue a Request for Proposal (R.F.P) to select a vendor(s) for the acquisition and maintenance of I.B.M. P-Series servers, Unix-A.I.X. based servers, Lenovo X-Series Intel based servers, related server hardware and software, as well as technical consulting and training in support of the Service's information systems technology strategy.

Certain software licenses such as the VMware licenses can only be renewed for a minimum period of one year.

The extensions will enable the Service to assess the impact of the Service's Information and Technology (I.T.) rationalization strategy, which includes a complete review of the Service's computer hardware and software inventory to see if there are any opportunities to reduce these costs. In addition, the newly created reference architecture framework, which has a large Cloud integration component, is being applied to all future I.T. infrastructure development and lifecycle.

The Service's re-organization and re-alignment of the Information & Technology Command (I.T.C.) units, has opened additional opportunities to merge network, server, storage and software V.O.R. contracts into a comprehensive I.T. infrastructure-focused R.F.P. for a Value Added Reseller (V.A.R.)/Vendor. The consolidation of these contracts into a single infrastructure contract should help reduce the overall costs for equipment and services, and provides increased flexibility and agility to deploy the next generation of Cloud enabled services.

**Conclusion:**

This report requests approval for an additional one year extension to the current V.O.R. contracts with OnX and I.B.M., for the acquisition of required computer server and storage hardware and software, as well as hardware and software maintenance, including VMware maintenance and professional services.

Chief Information Officer Colin Stairs and Chief Administrative Officer Tony Veneziano will be in attendance to respond to any questions from the Board.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*copy with original signature on file at Board Office



## Toronto Police Services Board Report

---

July 2, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Contract Extension - Networking Hardware, Software, Maintenance and Professional Services**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board):

- (1) approve a one-year contract extension with OnX Enterprise Solutions Ltd. (OnX) as the vendor of record (V.O.R.) for network security hardware, software, maintenance and professional services for the period commencing January 1, 2022 to December 31, 2022;
- (2) approve a one-year contract extension with OnX as the V.O.R. for the supply, maintenance and replacement of Cisco Smart Net Total Care (maintenance and upgrade protection), for the Cisco network hardware and related hardware and software products, for the period commencing January 1, 2022 to December 31, 2022;
- (3) approve a one-year contract extension with OnX to provide 24x7 monitoring, supply, replacement and maintenance/support services for the networked Uninterrupted Power Supply (U.P.S.) and battery products for the period commencing January 1, 2022 to December 31, 2022; and
- (4) authorize the Chair to execute all required agreements and related documents on behalf of the Board, subject to approval by the City Solicitor as to form.

### **Financial Implications:**

The lifecycle replacement of the existing network system is funded from the Toronto Police Service's (Service) Vehicle and Equipment Reserve. The 2022 funding requirement is included in the Service's approved 2021-2030 Capital Program for \$2.25 Million (M). An additional \$0.4M will be requested in the 2022-2031 Capital Program for



U.P.S. for a new lifecycle replacement program. This program will be funded from annual contributions made to the Vehicle and Equipment Reserve from the operating budget.

The Cisco Smart Net Total Care maintenance services and software support costs of approximately \$3.0M will be included in the Service's 2022 Operating Budget request. These on-going costs can vary year to year as they are based upon the current inventory of devices and software service. These changes are determined on an annual basis as part of the maintenance renewal process and will be taken into account in future years' operating budget requests.

The vendor will also be used when emergent needs arise. These expenditures will be managed based on requirements and the availability of funds in the operating budget or applicable capital project.

Additional networking devices and software may be procured to support additional projects and requirements. Any such additional acquisitions are subject to availability of funding.

### **Background / Purpose:**

At its meeting on December 19, 2016, the Board approved a contract award to OnX to be the Service's V.O.R. for the supply of networking hardware, software, professional services, maintenance and upgrade protection, for a two-year period commencing January 1, 2017 and ending on December 31, 2018, with the option to renew for three, one-year terms (Min. No. P283/16 refers).

A new Request for Proposal (R.F.P.) for a replacement contract for consolidated Information & Technology (I.T.) infrastructure is under development by Purchasing Services and Infrastructure Services; however, the process is not anticipated to be completed until the third quarter of 2022.

Accordingly, the purpose of this report is to request a one year extension of the current V.O.R. contract, so that expenditures required in 2022 can be made.

### **Discussion:**

There is a need to extend the contract with OnX for another year due to the re-organization of the Information & Technology Services (I.T.S.) Units and the rationalization and modernization initiatives currently undertaken by I.T.S.

An R.F.P. that is currently under development will consolidate three separate contracts under a single procurement and provide updated portfolio Cloud enabled infrastructure hardware, software and services. The framework for the modernized I.T. infrastructure

is currently under development with the Service's Chief Information Officer (C.I.O.), and is to be finalized by the end of 2021.

The extension of the current agreement with OnX will enable the Service to assess the impact of the Service's I.T. rationalization strategy, which includes a complete review of the Service's computer hardware and software inventory to determine if there are any opportunities to reduce these costs. In addition, the newly created reference architecture framework, which has a large cloud integration component, is being applied to all future I.T. infrastructure development and lifecycle.

The Service's re-organization and re-alignment of I.T.S. units has opened additional opportunities to merge network, server, storage and software V.O.R. contracts into a comprehensive I.T. infrastructure-focused R.F.P. for Value Added Resellers/Vendors to bid on. The consolidation of these contracts into a single infrastructure contract should help reduce the overall costs for required equipment and services, and provide increased flexibility and agility to deploy the next generation of cloud enabled services.

OnX has met or exceeded all contract terms in providing network products and support. The discount and associated prices for all acquisition and maintenance for networking hardware, software and professional services is periodically compared to similar services and equipment provided to the City of Toronto and its Agencies, Boards and Commissions as well as other similar sized organizations. These comparisons verified that the prices and discounts provided by OnX are comparable or less expensive.

### **Conclusion:**

OnX has met all of the Service's terms, conditions and requirements since January 1, 2017, and it is therefore recommended that an additional one-year extension be granted on this contract. To ensure the pricing structure for the various components and services required is as competitive as possible during the recommended extension period, the Service has had discussions with OnX, who has committed to the same discount structure as exists with the current agreement.

Mr. Colin Stairs, Chief Information Officer and Mr. Tony Veneziano, Chief Administrative Officer will be in attendance to respond to any questions from the Board.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

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July 2, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Contract Extension - Versadex Records Management System – Software Support and Maintenance**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board):

- (1) approve a three-year agreement with Versaterm Inc. (Versaterm) for software support and maintenance of the Versadex Records Management System commencing November 5, 2021 and ending November 4, 2024, and at a total cost of approximately \$2.8 Million (excluding taxes); and
- (2) authorize the Chair to execute all required agreements and related documents on behalf of the Board, subject to approval by the City Solicitor as to form.

### **Financial Implications:**

The annual support and maintenance cost for the Versadex Records Management System is summarized in the table below, and will be included in the respective future year operating budget requests.

**Estimated Cost (excluding tax)**

<b>Year</b>	<b>Cost</b>
<b>2022</b>	\$900,300
<b>2023</b>	\$945,300
<b>2024</b>	\$992,600
<b>Total</b>	<b>\$2,838,200</b>

## **Background / Purpose:**

The Versadex System (Versadex) is an integrated records management system (R.M.S.) that provides core business functionality to the front line and support operations across the Toronto Police Service (Service).

Following a competitive process for a new R.M.S., at its meeting on October 20, 2011, the Board approved a contract award to Versaterm Inc. for the supply and delivery of software, maintenance and professional services for upgrades in relation to the acquisition and implementation of a new R.M.S. (Min. No. P262/11 refers).

As the current agreement for software support and maintenance expires on November 4, 2021, this report seeks the Board's approval for a new three year agreement with Versaterm for the required software support and maintenance.

## **Discussion:**

Versadex is a core business system that is utilized by operational and support units across the Service.

The next upgrade of this system is planned for implementation in November 2021. This release will include a number of enhancements requested by the Service, as well as a new Prisoner Management Module in preparation for the new Toronto Central Courthouse opening in April 2022.

### *Non-Competitive Purchase:*

The support and maintenance agreement provides the Service with upgrade protection, including professional services, to the latest release of the software and 24/7 support for any operational issues. The Versadex system and the expert services required in maintaining and supporting the software can only be performed by Versaterm Inc., the owner and sole supplier of the software and services. Versaterm does not authorize third-party agents or consultants to provide services related to the support and maintenance of its products. Consequently, these required services are proprietary to and can only be purchased from Versaterm.

The renewal term being requested is for a period commencing November 5, 2021 and ending November 4, 2024, with the services to be paid for annually. Versaterm's estimated costs are based on the current application software, interfaces, and third-party software. The list prices are adjusted annually based on inflationary rates (as per the vendor contract) and include funds for some professional services.

## **Conclusion:**

The recommended contract extension with Versaterm will enable the Service to obtain the support and professional services for upgrades and maintenance of its core business system. Board approval is therefore being requested for the renewal of the

maintenance agreement with Versaterm Inc., for the period November 5, 2021 to November 4, 2024.

Chief Information Officer Colin Stairs and Chief Administrative Officer Tony Veneziano, will be in attendance to answer any questions from the Board.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

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June 18, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Special Constable Appointment – July 2021**

### **Recommendation:**

It is recommended that the Toronto Police Services Board (Board) approve the agency-initiated appointment requests for the individuals listed in this report as special constables for the Toronto Community Housing Corporation (T.C.H.C), subject to the approval of the Ministry of the Solicitor General (Ministry).

### **Financial Implications:**

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

### **Background / Purpose:**

Under Section 53 of the *Police Services Act*, the Board is authorized to appoint and re-appoint special constables, subject to the approval of the Ministry. Pursuant to this authority, the Board has agreements with T.C.H.C. governing the administration of special constables (Min. Nos. P41/98, refer).

**The Service received requests from T.C.H.C. to appoint the following individual as special constable (Appendix 'A' refers):**

**Table 1 Name of Agency and Special Constable Applicant**

Agency	Name	Status Requested	Expiry
T.C.H.C.	Nathaniel ROBB	Appointment	N/A

**Discussion:**

Special constables are appointed to enforce the *Criminal Code* and certain sections of the *Controlled Drugs and Substances Act*, *Trespass to Property Act*, *Liquor Licence Act* and *Mental Health Act* on their respective properties within the City of Toronto.

The agreements between the Board and each agency require that background investigations be conducted on all individuals who are being recommended for appointment and re-appointment as special constables. The Service’s Talent Acquisition Unit completed background investigations on this individual and there is nothing on file to preclude them from being appointed as special constables for a five-year term.

The agency has advised the Service that the above individual satisfies all of the appointment criteria as set out in its agreement with the Board. The T.C.H.C., approved and current complements are indicated below:

**Table 2 Name of Agency, Approved Complement and Current Complement of Special Constables**

<b>Agency</b>	<b>Approved Complement</b>	<b>Current Complement</b>
T.C.H.C.	300	192

**Conclusion:**

The Service continues to work together in partnership with T.C.H.C., to identify individuals to be appointed and re-appointed as special constables who will contribute positively to the safety and well-being of persons engaged in activities on their respective proper- ties within the City of Toronto.

Acting Deputy Chief Myron Demkiw, Specialized Operations Command, will be in attendance to answer any questions that the Board may have with respect to this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*copy with original signature on file at Board Office

Toronto Community  
Housing Corporation  
931 Yonge Street  
Toronto, ON  
M4W 2H2



June 17, 2021  
Sergeant Julie Tint  
Special Constable Liaison Office  
40 College Street  
Toronto, Ontario  
M5G 2J3

Sergeant Tint,

**Re: Request for Toronto Police Services Board to Approve Special Constable Appointment for Members of the Toronto Community Housing Corporation:**

In accordance with the terms and conditions set out in the Agreement between the Toronto Police Services Board and the Toronto Community Housing Corporation (TCHC), the Board is authorized to appoint special constables, subject to the approval of the Ministry of the Solicitor General.

The following individual has been fully trained as a special constable by TCHC, and has shown that they possess the required skills and ability to perform at the level required to be a Special Constable:

Nathaniel Robb

It is requested that the Board approve the special constable application of this individual, and forward it to the Ministry of the Solicitor General for appointment of a five year term.

Should you require any further information, please contact Kristina Seefeldt, Specialist-Compliance, Training & Quality Assurance at 416-268-8365.

Respectfully,

A handwritten signature in black ink, appearing to read "W. Anderson", with a long horizontal flourish extending to the right.

**William Anderson, CPP, PPS**



Senior Director, Community  
Safety Unit Chief Special  
Constable | Badge #31166

**Toronto Community Housing**

931 Yonge St, Toronto, ON  
M4W 2H2 T: 416 981-4116

[torontohousing.ca](http://torontohousing.ca)



## Toronto Police Services Board Report

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June 23, 2021

To: Chair & Members  
Toronto Police Services Board

From: Ryan Teschner  
Executive Director and Chief of Staff

**Subject: Toronto Police Service Board Special Fund – Annual Specified Procedures Report for the Year Ended December 31, 2020**

### **Recommendation:**

It is recommended that the Board receive the annual Specified Procedures Report, performed by KPMG LLP.

### **Financial Implications:**

There are no financial implications associated with the recommendation contained in this report.

### **Background / Purpose:**

Attached is the Specified Procedures Report which provides results of the audit of the Police Services Board Special Fund, for the year ending December 31, 2020. The audit is performed by independent external auditors, to assist the Board in evaluating the application and disbursement procedures and processes related to the Special Fund.

It was determined that an audit that assesses the Special Fund procedures and processes is a more useful approach, as it tests the degree to which the Board is adhering to its Policy governing the Special Fund.

### **Discussion:**

The 2020 audit included a review of Special Fund disbursements, bank statements, bank deposits, disbursements that are an exception to the policy, account balance, record keeping, signatories, etc. The audit revealed that the Board is in compliance with the administrative processes as outlined in the Board's Special Fund Policy.

A copy of the auditor's findings is attached to this report.

**Conclusion:**

It is, therefore, recommended that the Board receive the annual Specified Procedures Report, performed by KPMG LLP.

Respectfully submitted,



Ryan Teschner  
Executive Director and Chief of Staff



KPMG LLP  
Vaughan Metropolitan Centre  
100 New Park Place, Suite 1400  
Vaughan ON L4K 0J3  
Canada  
Tel 905-265-5900  
Fax 905-265-6390

## REPORT ON SPECIFIED AUDITING PROCEDURES

To the Toronto Police Services Board

Toronto Police Services Board Special Fund ("TPSB Special Fund") - Section 9100  
Report on the result of applying specified auditing procedures to financial information  
other than financial statements

As specifically agreed upon with you, we have performed the specified auditing procedures as described in Appendix A, with respect to the TPSB Special Fund. The procedures were performed solely to assist you in evaluating compliance with the application and disbursement procedures and processes related to the TPSB Special Fund during the year ended December 31, 2020.

Our engagement was performed in accordance with Canadian generally accepted standards for specified auditing procedures engagements.

We make no representation regarding the appropriateness and sufficiency of the specified auditing procedures. These specified auditing procedures do not constitute an audit or review, and therefore we are unable to and do not provide any assurance. Had we performed additional procedures, an audit or review, other matters might have come to light that would have been reported. The findings included in Appendix B relate only to the elements, accounts, items or financial information specified above and does not extend to any of the TPSB Special Fund's financial statements as a whole.

A handwritten signature in black ink that reads 'KPMG LLP' in a cursive, slanted font. A horizontal line is drawn underneath the signature.

Chartered Professional Accountants, Licensed Public Accountants

Vaughan, Canada

June 18, 2021

## **APPENDIX A: Specified procedures**

### **Application and disbursement procedures**

Haphazardly select 25% of the number of annual disbursements (cheques) from the TPSB Special Fund general ledger and:

1. Ensure the Toronto Police Services Board (the "Board") approval has been obtained for the disbursement.
2. Ensure that the cheque amount agrees to the approved amount, and that such amount is recorded in the TPSB Special Fund general ledger (book of accounts).
3. Ensure that a Board report which includes an overview of the funding proposal is submitted to the Board for approval in accordance with the TPSB Special Fund Policy.
4. Ensure that the cheque is signed by the appropriate signatories in accordance with the TPSB Special Fund approval guidelines and policies.

### **General procedures**

5. Haphazardly select ten disbursements from the TPSB Special Fund and ensure that the funding is provided prior to the date of the event/activity, as specified in the funding application.
6. Haphazardly select six bank statements and ensure that the account balance does not fall below \$150,000 during the period covered by the statement, as set out in the TPSB Special Fund Policy.
7. Request the Board office to provide a listing of disbursements which were exceptions to the policy and ensure that the Board approved the disbursement despite the exception by reference to the Board minutes.
8. Haphazardly select ten deposits within the bank statements and ensure that they are from authorized revenue sources as allowed by the Police Services Act.

## APPENDIX B: Findings

### Procedure 1 to 4:

We haphazardly selected eight disbursements from the TPSB Special Fund bank statements for testing, itemized below, for the year ended December 31, 2020, representing 25% of the total number of annual disbursements for the year ended December 31, 2020.

For each disbursement selected, we completed procedures 1 through 4 and have noted no exceptions.

Disbursements (cheque numbers)			
1522	1525	1532	1537
1541	1542	1544	1548

### Procedure 5:

We haphazardly selected ten disbursements, itemized below, from the TPSB Special Fund bank statements and ensured that the funding was provided prior to the date of the event or activity, as specified in the funding application.

Any exception noted is summarized in procedure 7.

Disbursements (cheque numbers)				
1522	1525	1532	1537	1541
1542	1544	1548	1550	1553

### Procedure 6:

We haphazardly selected six bank statements of the TPSB Special Fund, itemized below, and ensured that the account balance did not fall below \$150,000 during the period covered by the statement, as set out in the TPSB Special Fund Policy.

We have not found any exceptions as a result of completing this procedure.

Monthly bank statements		
February 2020 August 2020	May 2020 October 2020	June 2020 December 2020

**APPENDIX B: Findings  
(continued)**

**Procedure 7:**

Based on inquiry with Toronto Police Services Board representative, there were five exceptions to the policy, itemized below, during the year ended December 31, 2020. We have reviewed the minutes of the Board meeting outlining the exception. No issues noted as a result of the completing this procedure. No further exceptions to report.

<b>Exceptions to the policy</b>		
<b>Exception #</b>	<b>Description</b>	<b>Board minutes reviewed</b>
1.	TPSB support to Toronto Police Services' pilot of health promotion initiative focused on cardiovascular health	BM - October 22, 2019
2.	A review to evaluate best practices on the safety of Conducted Energy Weapons in different models	BM - February 22, 2018
3.	TPSB support to Police Service Board's virtual labour seminar	BM - October 22, 2020
4.	TPSB support to Police Service Board's virtual labour seminar	BM - May 21, 2020
5.	TPSB retrospective support to Police Officer Excellence Awards	BM - September 2, 2020

**Procedure 8:**

We haphazardly selected twelve deposits to the TPSB Special Fund, itemized below, and ensured that they were from authorized revenue sources as allowed by the Police Services Act.

We have found no exceptions to report as a result of completing this procedure.

<b>Deposit date</b>	<b>Revenue source</b>
January 13, 2020	Other - Return of Unspent Funding
January 22, 2020	Proceeds from Auction
February 28, 2020	Other - GST/HST Rebates
February 25, 2020	Unclaimed Cash
February 26, 2020	Unclaimed Cash
March 25, 2020	Unclaimed Cash
April 3, 2020	Unclaimed Cash
June 12, 2020	Proceeds from Auction
August 19, 2020	Unclaimed Cash
August 20, 2020	Unclaimed Cash
October 22, 2020	Proceeds from Auction
December 31, 2020	Other - Return of Unspent Funding



## Toronto Police Services Board Report

---

July 5, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Police Reform Recommendation 30 – Diversity in Human Resources**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) receive this report.

### **Financial Implications:**

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

### **Background / Purpose:**

At its November 2020 meeting, the Board approved the preliminary report on outcomes associated with how diversity in human resources is being prioritized and achieved in the Toronto Police Service (Service), including with respect to recruitment, hiring and promotion for both civilian and uniform positions at all ranks and classifications (Min. No. P182B/20 refers).

This report is a follow-up that further responds to Recommendation 30 of the 81 police reform recommendations approved by the Board at its August 2020 meeting (Min. No. P129/20 refers).

### **Discussion:**

The Service's People & Culture (P.&C.) Pillar has been on a journey of transformation, anchored in the principles of diversity, equity, inclusion, transparency and fairness since 2016. As part of this transformation, P.&C. not only developed new change initiatives focused on the themes of People, Leadership and Culture; but has also revisited and revised long standing programs, processes and procedures to:



- support the commitment by the Service that it honors and respects the diversity of Toronto and the lived experiences of its communities; and
- ensure that the Service itself reflects the diversity of the city it serves.

Equity, diversity and inclusivity are being built into all aspects of the Service; specifically, as the guiding principles for the entire P.&C. mandate. Therefore, demonstrating progress is an exercise of highlighting many aspects of P.&C.'s work. Driving greater diversity in human resources is a combination of efforts around:

1. **Building Community Trust:** so that the perception of police is positive, and the Service is seen as an employer of choice with an open and inclusive workplace. If the communities have trust in the Service, they are more likely to apply to work for the Service, driving greater diversity of applicants.
2. **Governance and Process Change:** reviewing existing structures, including hiring, training and promotional practices, with an equity lens allows for the removal of barriers creating greater opportunities for our diverse members.
3. **Training and Leadership Development:** greater awareness of our members, especially those in a decision-making capacity, allows for greater self-awareness of any implicit bias and more conscientious decision making around promoting and selecting diversity in our workforce. Effective leadership is essential to a successful, modern organization. Helping to prepare current and future leaders for the rigors and expectations of leadership today is an important part of building a strong, resilient and diverse Service.
4. **Strategy & Resources:** The tone at all levels of Service must signal to our communities and members that the Service is a safe, bias-free and inclusive place to work, that is respectful of human rights, dignities and a positive place for members to have a rewarding, fulfilling and professional career.
5. **Data and Monitoring:** Understanding the diversity trends in terms of a baseline for hiring, promotions, career development, training, etc., allows the Service to compare itself year-over-year and determine if the many actions/tactics being employed are having the desired outcome or if more changes are required.

To this end, there are a number of projects the Service, and specifically P.&C. are actively working on, where one of the many expected outcomes is to create and promote greater diversity in the Service's human resources.

*Current & Active Project and Program Summary:*

The following summary table reflects current work that is part of the reporting period (2021). It does not include previously completed activities nor future projects. This is intended to support the readability of this report and does not reflect all P&C activities.

Project or Program	Community Trust	Process and Governance	Training and Leadership Development	Strategy & Resources	Data and Monitoring
Diversity Data					X
Community Outreach (internal/external)	X			X	
Cadet Selection Review		X			
Promotional Process Review		X			
Equity Strategy	X	X	X		X
Comprehensive and Targeted Equity, Inclusion and Human Rights Training (including sexual harassment training)	X		X		
Intercultural Development Inventory	X		X		
Leadership Development	X		X		
Gender Diversity and Trans Inclusion Project	X	X	X		
Workplace Harassment Program		X			
Governance Equity Review (Recommendation #66)		X			
Performance Management	X		X		

### *Key Points of Progress Since the Last Report:*

Below are key highlights on how P.&C. has incorporated diversity and inclusion in its Human Resources programs over the past six months:

#### **1. Building Community Trust**

##### *Work and Results to Date:*

- In 2021, in order to broaden recruitment, the Talent Acquisition Unit held 13 community information sessions, 5 Instagram Live sessions, in addition to General Information Sessions that are held twice a week. A number of information sessions have also been conducted with the Service's Internal Support Networks (I.S.N.) and the Community Consultative Committees (C.C.C.) regarding recruitment opportunities and community engagement.
- Community Advisory Panels have been formed with a mandate to provide community perspectives, experiences and subject matter expertise to inform the Toronto Police College's (T.P.C.) training curriculum.
- Appendix A includes a list of the many engagement points involving the P.&C. team so far in 2021, which are aimed at sharing information, seeking input, and improving overall perception of the Service as an employer of choice.

##### *Next Steps:*

- Develop an Ambassador program with Service members recruiting within the communities they serve.
- Increase engagement with Internal Support Networks to facilitate more mentorship, share upcoming opportunities, obtain feedback and be active participants in our human resources processes.

#### **2. Governance and Process Change**

##### *Work and Results to Date:*

- In partnership with Professional Standards (P.R.S.), Equity, Inclusion & Human Rights (E.I.H.R.) has undertaken several measures to address workplace well-being, harassment and discrimination, including:
  - Co-creation of a new, modernized intake and assessment process for workplace harassment and human rights complaints.
  - Ongoing consultative advice and support by E.I.H.R. to P.R.S. on investigations; and
  - A collaborative approach to identify and address systemic issues and implementation of alternative dispute mechanisms.

- A Review of the Cadet Process Including the following:
  - The end-to-end hiring process was reviewed including, screen out rates and candidate profiles that were not successful in the April 2021 class to identify any trends or unintentional barriers.
  - Consulted with police service partners across Canada on how to attract and increase the likelihood of success of female recruits.
  - Formed a diverse panel for the selection of future cadets made up of representatives from the Community Safety Command, Talent Acquisition Unit, E.I.H.R., and Psychological Services.
  - Engaged recruits from Recruit Class 21-01 for feedback to better improve applicant's experience. Increasing transparency and communication of the cadet requirements to better set up applicants for success in the process.
  - Individual debriefs were held for some unsuccessful applicants, specifically belonging to under-represented groups.
  
- Conducted a survey seeking feedback from all leaders and Sergeants on the Staff Sergeant promotional process to better understand member and leader experience and unintentional barriers to the process. Feedback has been incorporated into an After Action Report and findings will be taken under consideration for future promotional processes
  
- In response to Police Reform recommendation #66, the Service has developed a framework and set of principles to guide both the review of existing procedures and the creation of new procedures, incorporating an equity lens.
  
- Through community engagement and the work of an external consultant, all Service governance has been reviewed with a Gender Diversity and Trans Inclusion (G.D.T.I.) lens, and a number of procedures and definitions have been updated.

*Next Steps:*

- Review and update the upcoming Sergeant promotional process with a diversity lens.
- Review and consider applicability of a Female Inclusive Team for recruitment activities.

### **3. Training and Development**

*Work and Results to Date:*

- The E.I.H.R. unit provides ongoing equity, inclusion and human rights training for members, new recruits, and newly-promoted uniform members to raise awareness on members' rights and obligations and to foster an understanding of the concepts of equity and inclusion and how they impact every member in their

work. In addition, the pillar has also provided targeted coaching and training to specific groups, units, or divisions to resolve or proactively prevent conflicts. For example, Anti-Black Racism (A.B.R.) training has been presented to all members of Command and the Senior Management Team, as well as Talent Acquisition. This training has also started to be delivered in specific units.

- The Community Partnership and Engagement Unit (C.P.E.U.) also occasionally provides ongoing training from a community / lived experience lens to internal units to foster greater understanding and awareness of issues that impact the communities we serve.
- In addition to A.B.R. training, members of Talent Acquisition have received a suite of training from both E.I.H.R. and C.P.E.U., in order to better understand Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, and Two-Spirit (L.G.B.T.Q.2.S.+) and Indigenous communities, to ensure that we address any unconscious bias that may be present in our recruitment processes.
- All Senior Officers were required to attend a two-part Equity and Inclusion Training Presentation presented by an independent expert in June 2021.
- The Service has created two programs in partnership with Global Knowledge: the Foundations of Leadership Development (F.L.D.) Program and, in partnership with York University's Schulich Executive Education Centre, the Advanced Leadership Development (A.L.D.) Program. Both programs, designed around the Service's Core Values, offer a full day of training on diversity and inclusion, both as leaders within the Service but also community promoters and champions, fostering community engagement. To date 669 Sergeants, Staff Sergeants and Supervisors have completed the F.L.D. program and 37 Inspectors, Superintendents and Managers have participated in an A.L.D. pilot.
- In response to Police Reform recommendations 52-58, the T.P.C. is developing and updating its training curricula, with a greater emphasis on community experience and additional time dedicated to diversity, inclusion and human rights topics. Supporting this effort included the hiring of two specialists - a Diversity and Inclusion Training Curriculum Coordinator, and an eLearning Specialist/Instructional Designer.
- Training modules regarding Gender Diverse Trans Inclusion have been developed.
  - **Module 1:** *Community Experiences* will be mandatory for civilians, frontline officers and court service officers, and will focus on empathy building towards trans and gender diverse identities; and
  - **Module 2:** *Policies and Procedures* will be mandatory for frontline officers and court services officers and will focus on new and revised policies, procedures and forms.

- Current performance management processes are being redesigned to increase member accountability and incorporate a modernized assessment approach, including equity related objectives and measurements.

*Next Steps:*

- Launch the Intercultural Development Inventory (I.D.I.) assessment tool with recruits and members who have been newly promoted to the rank of Sergeant and Staff Sergeant. This tool will assist members in assessing their level of intercultural competence and will allow the Service to adapt training to meet the level of intercultural competence as shown in aggregate results.
- Complete development of the G.D.T.I. training, for roll out Service-wide by Quarter (Q.) 3, 2021.
- Deliver sexual harassment training to all supervisors across the Service. The Service has retained Bernardi Human Resource Law Centre to provide this training, with a target of training all supervisors by mid-2022.
- Continue the delivery and evaluation of the F.L.D. and A.L.D. programs throughout 2021. Thirteen F.L.D. sessions are currently scheduled for the balance of the year and a class of 25 Senior Officers started an A.L.D. session on June 30th.
- Review the possibility of a formalized Background Investigator Course through the T.P.C. to augment knowledge and skills around recruitment and investigation techniques through an equity lens.
- Present training curriculum updates and associated efforts to the Board in Q.4, 2021.
- Pilot updated performance management processes to select units in 2021, with the balance participating in 2022.
- Develop a comprehensive systematic training program for equity and inclusion topics that can be tied to the Service's core values, career progression and leadership development (as opposed to a fragmented approach)

#### **4. Strategy & Resources**

*Work and Results to Date:*

- As part of a Service-wide Equity Strategy, the Human Rights section has been drafted.

- Discussions have been initiated with other Services to form a collaborative group to tackle workplace harassment as a sector-wide issue.
- The Service has strengthened its resourcing to support diversity of our workforce with the recent addition of the following positions:
  - Workforce Analytics Manager – the responsibilities of this role include the data and analysis activities for the Service’s workforce: diversity data surveys, complement planning, workforce dashboard and development of key metrics and outcomes.
  - eLearning Specialist - to support the modernization of the T.P.C.’s training delivery efforts including providing greater access to diversity and inclusion related material.
  - Inclusion Training Lead - to support the development and delivery of E.I.H.R. content for the T.P.C.’s curriculums.
  - Indigenous Engagement Specialist - to incorporate greater lived experience and community perspective into the Service’s policies, human resource activities and training.

*Next Steps:*

- Complete the Service-Wide Equity Strategy. P.&C. will be conducting both Service and community engagements over the summer to help shape this strategy, with a targeted completion date of October 2021.
- Develop a sector-wide approach and strategy with other partner services to create a diverse, inclusive and welcoming culture, one that is aimed at reducing/eliminating workplace harassment.

**5. Data and Monitoring**

*Work and Results to Date:*

- All disparate diversity surveys have been realigned to new data standards.
- Diversity survey’s are being administered to external candidates and newly promoted members. The results are considered incomplete as sufficient data and time needs to pass before the data can be released and any conclusions can be drawn. A 2020/2021 summary will be published in Q.1, 2022 to summarize hiring and promotion trends and insights.
- To gain a deeper understanding of current issues, baseline the Service’s demographic data, and contribute to the development of the Equity Strategy, the Service designed and conducted a voluntary Equity and Inclusion survey that was issued on June 28, 2021.

*Next Steps:*

- Place diversity data questions up-front for internal job applicants and during the promotional processes.
- In partnership with P.R.S., develop an updated framework (alternate reporting and resolution methods) to report harassment and discrimination. This work will be concluded by the end of Q.4, 2021.
- Develop findings and analysis for the Service-Wide Equity and Inclusion survey.
- Develop a strategy to address generally low response rates to surveys by Service members, and reluctance/trust in providing voluntary information. Current practices will be reviewed and solutions through robust communications, transparency of data, partnership with the police associations and engagement with independent organizations, will be explored.

**Conclusion:**

The initiatives described within this report are highlights of key programs that demonstrate People & Culture's dedication to support the Service in achieving its vision of a modern, community-centric policing service; one that is committed to being diverse, equitable, inclusive, transparent and fair to our membership and to the communities we serve. Going forward, the Service is committed to summarizing its workforce and diversity efforts annually, with a focus on outcomes.

Chief Administrative Officer Tony Veneziano and Director Svina Dhaliwal, People & Culture, will be in attendance to answer any questions the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*copy with original signature on file at Board Office



## Appendix A – P.&C. Community Engagement Meeting Summary

### 1. Recurring Meetings

Meeting Name	Frequency	Participating P.&C. Area(s)	Key Agenda Topics
G.D.T.I. Project	Monthly	E.I.H.R.	Policies, Procedures and forms revision and amendments based on the Minutes of settlements from the Ontario Human Rights Commission (O.H.R.C.)
Race Based Data Collection (R.B.D.C.) Community Advisory Panel	Monthly	E.I.H.R.	Establishing Terms of Reference, Introduction to the R.B.D.C. Strategy, Input on Key R.B.D.C. Activities – Analysis Framework, Analysis Plans, etc.
Instagram Live	Monthly	Talent Acquisition	Recruitment information
Ontario Association of Chiefs of Police (O.A.C.P.) Constable Selection Committee	Quarterly	Talent Acquisition	Discussion with all Ontario police services involved in constable selection on key concerns and trends including but not limited to: testing, interviewing, training, psychological assessments, transition from Applicant Testing Services Inc. (A.T.S.) and modernization
General Information Sessions	Twice weekly	Talent Acquisition	Recruitment information
Coach Officers Community Experience	Weekly	E.I.H.R.	In response to Police Reform recommendations, to establish community engagement experiences as well as training and coaching initiatives for new recruits
G.D.T.I. Project – Training	Weekly	T.P.C.	Feedback and update on G.D.T.I. training courses being developed by outside agency, with Canadian Police Knowledge Network (C.P.K.N.) support from T.P.C.

Meeting Name	Frequency	Participating P.&C. Area(s)	Key Agenda Topics
Community Advisory Panel for Training (C.A.P.F.T.) – 3 Committees	Weekly	T.P.C.	Review of training with community members and subject matter experts to solicit responses to guide development of training (police reform recommendation 54)
O.A.C.P. Equity, Diversity and Inclusion (E.D.I.) Committee	Quarterly	E.I.H.R.	Identify current and emerging equity, diversity and inclusion trends impacting policing in Ontario. Leads the development of tools and resources that provide effective policing in Ontario on equity, diversity and inclusion and directs and supports the work of the E.D.I. Sub-Committee Network, including programming and educational initiatives.
O.A.C.P. Human Resources (H.R.) Committee	Monthly	Director	Human resource matters affecting police services across the province. Focus on identifying current and emerging H.R. trends and challenges in policing and developing timely recommendations for information, dissemination and action.
C.A.C.P. Human Resources & Learning Committee	Quarterly	Director	Practices, issues and trends in strategic human resource management, training and education that affect policing in Canada.

## 2. Stand-Alone Meetings - 2021

Meeting Name	Date	P.&C. Unit Attending	Key Agenda Topics
Somali Youth Career Info Session	January	Talent Acquisition	Recruitment information
Women in Policing General Info Session	Multiple	Talent Acquisition	Recruitment information
Black Students Career Info Session	February 15	Talent Acquisition	Recruitment information
Mental Health and Addictions Advisory Panel (M.H.A.A.P.)	February 23	T.P.C.	Update on training, with discussion topics including impacts of COVID-19, C.A.P.F.T. strategy and Mobile Crisis Intervention Team (M.C.I.T.) expansion
Security Career Expo	March 4	Talent Acquisition	Recruitment information
Indigenous Community Employment Info Session	March 12	Talent Acquisition	Recruitment information
Police and Community Engagement Review (P.A.C.E.R.)	Q.1, 2021	T.P.C.	Presentation on updates made to training related to anti-Black racism.
P.A.C.E.R.	April 7	E.I.H.R.	Presentation on Intercultural Development Program
Persian Community Radio Interview	April 13	Talent Acquisition	Recruitment information
Sikh Women Community Employment Info Session	April 23	Talent Acquisition	Recruitment information
M.H.A.A.P.	April 26	T.P.C.	Update on training, with discussion topics including impacts of COVID-19, C.A.P.F.T. strategy, M.C.I.T. expansion and Divisional Crisis Support Officer (D.C.S.O.) training
Sikh Community General Info Session	April 27	Talent Acquisition	Recruitment information
Somali Community Employment Info Session	May 26	Talent Acquisition	Recruitment information

<b>Meeting Name</b>	<b>Date</b>	<b>P.&amp;C. Unit Attending</b>	<b>Key Agenda Topics</b>
Black Community Employment Info Session	May 28	Talent Acquisition	Recruitment information
Aboriginal C.C.C.	June 14	Talent Acquisition	Recruitment information
YIPI Career Info Session	June 15	Talent Acquisition	Recruitment information
32 Division Community Police Liaison Committee (C.P.L.C.)	June 16	Talent Acquisition	Recruitment information
Anti-Racism Advisory Panel (A.R.A.P.)	June 17	E.I.H.R.	Presentation on R.B.D.C.
A.R.A.P.	June 20	T.P.C.	Discussion of use of force and In Service Training (I.S.T.)
Chinese C.C.C.	June 21	Talent Acquisition	Recruitment information
Asia Pacific C.C.C.	June 22	Talent Acquisition	Recruitment information
L.G.B.T.Q.2.S.+ General Info Session	June 24	Talent Acquisition	Recruitment information
P.A.C.E.R.	June 30	T.P.C.	Presentation on training reform status



## Toronto Police Services Board Report

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July 5, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Annual Report: 2020 Training Program**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) receive the following report.

### **Financial Implications:**

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

### **Background / Purpose:**

At its meetings of August 24, 1995 and January 20, 1999, the Board requested that the Chief of Police provide annual reports that assess the effectiveness of training programs (Min. Nos. P333/95 and P66/99 refer).

This report outlines the training delivered by the Toronto Police College (T.P.C.) during 2020.

### **Discussion:**

The Toronto Police Service (T.P.S.) continues to meet the training needs of its police officers and civilian members by providing quality learning both internally and externally. Members of the T.P.S. receive training through a number of different means:

- training offered by the T.P.C. through traditional in-class instruction;
- unit-specific training;
- courses offered online in an e-learning format; and
- training offered by external learning institutions where tuition is reimbursed to the member.

The Kirkpatrick Hierarchy is a standardized framework to evaluate learning. It is made up of: Level 1 – Reaction; Level 2 – Learning; Level 3 – Transfer of Learning; and Level 4 – Results of Learning. These levels are further described in the attached report.

Coinciding with recommendation 57 of the Police Reform recommendations, in 2020, the T.P.C. issued a Request for Information (R.F.I.) regarding a Transfer of Learning study to evaluate all training delivered by the T.P.C. Generally, courses delivered at the T.P.C. are measured to level 2 of the Kirkpatrick Hierarchy of Evaluation. This Transfer of Learning study will address levels 3 and 4. Three submissions were received from the R.F.I. and the T.P.C. is in the process of developing a Request for Proposal (R.F.P.) that will be issued by September 2021.

Attached is a detailed report on the effectiveness of police training which provides an overview of T.P.C. operations and services and describes the results of an effectiveness study conducted on three courses delivered or sponsored by members of the T.P.C. This study focused on the transfer of knowledge acquired during the training to field units and its impact on T.P.S. and the community. The courses studied were:

1. X2 Taser User (Conducted Energy Weapon);
2. Foundations of Leadership; and
3. Body Worn Camera

Of note, the survey is sent approximately one year after course completion. As a result, average response rate for the surveys is approximately 21%.

Looking forward, the T.P.S. is continually reviewing its Course Training Standards in preparation for the development of a more comprehensive approach to training evaluation. This outcome is included in the 2021 goals for the Corporate Services Command.

## **Conclusion:**

This attached report will provide the Board with an overview of the training provided by the T.P.C. during 2020.

Chief Administrative Officer Tony Veneziano, will be in attendance to answer any questions the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*copy with original signature on file at Board Office



**The Effectiveness of Policing Training  
Toronto Police College  
April 2021**

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## **Executive Summary:**

In 2020, the Toronto Police College (T.P.C.) adjusted and adapted its methods of delivery for courses due to the COVID-19 pandemic. As a result of the pandemic, many courses were postponed until they could be safely completed. A mitigation protocol was created to manage Provincial lockdowns and stay at home orders. This strategy included smaller in-person class sizes and as well as providing online or virtual options in certain cases.

Despite the pandemic, the Toronto Police Service (T.P.S.) continues to meet the training needs of its members by providing quality learning opportunities from within the T.P.S., through partner organizations such as the Ontario Police College (O.P.C.) and through other external agencies such as the Ministry of the Attorney General, the Centre of Forensic Sciences and St. John's Ambulance. The amount of training provided in 2020 was limited to meet the Adequacy Standards O/Reg. 3/99.

In order to address the evaluation of T.P.S. training effectively, members at the T.P.C. apply the four-level Kirkpatrick Hierarchy of Evaluation which includes the following criteria:

1. Reaction;
2. Learning;
3. Transfer; and
4. Results.

Generally, courses offered at T.P.C. are measured to level 2 of the Kirkpatrick Hierarchy. Currently, the T.P.C. is preparing a Transfer of Learning R.F.P. that will address levels 3 and 4 of the Hierarchy.

Every course has a specific evaluation strategy. All courses are evaluated for reaction and learning at the time of delivery (Level 1 and 2).

The transfer of learning and impact evaluations (Level 3) are reflected in the practical application of the learning and take place six months to one year after the course has been completed. This analysis was conducted on selected programs. Specifically, the following three training courses or programs, delivered in 2020, were reviewed at Level 3:

1. X2 Taser User (C.E.W.);
2. Foundations of Leadership; and
3. Body Worn Camera

The T.P.S. training is an operational activity that supports identified priorities, policies and statutes. The positive results measured by the transfer and synthesis of learning, as reported by members, is evidence that the teaching strategies employed by the T.P.C. have had a positive impact on learners. This analysis revealed that the training

members received throughout 2020 made a difference in their abilities to perform their duties. Members also reported that the training they received was relevant to their job function and that they have applied the techniques they learned in their current roles. Members also consistently reported an increase in their confidence level as well as a positive change in their performance as it relates to applying the knowledge they have gained.

This report highlights areas where courses offered at the T.P.C. have continued to evolve in order to address T.P.S. and community needs, as well as to incorporate academic adult education best practices. Course delivery strategies have continued to expand, even as the Service contends with the pandemic, and partnerships with federal, provincial, community and private organizations have continued to grow throughout 2020. All of this has enhanced the ability of the T.P.C. to deliver high-quality and relevant training to members of the T.P.S. in a timely and effective manner.

## Introduction:

The T.P.S. continues to meet the training needs of its members by providing quality internal learning opportunities, through partner organizations such as the O.P.C. and through other external agencies. Members of the T.P.S. receive training through various means including: training offered by the T.P.C. through traditional in-class instruction, unit specific training offered to members of a particular unit, and courses offered online in an e-learning format. A summary of the courses offered/completed in 2020 is attached (see Appendices A and B).

## Effectiveness Study:

Measuring the effectiveness of training is a complex and challenging process. Many variables, both external and internal, affect the performance of any organization. While inferences may be drawn that performance improvement is due to training, it is often difficult to prove cause and effect. In order to effectively address this issue, the T.P.C. applies the four-level Kirkpatrick Hierarchy of Evaluation which includes the following:

- **Level 1: Reaction:** Did participants find the program positive and worthwhile? This level of evaluation, which occurs during and after the course, has many sub-parts relating to course content including format, the approach taken by the facilitator, physical facilities and audio-visual aids.
- **Level 2: Learning:** Did participants learn? This level of evaluation determines whether a change in knowledge, skills, or attitude has occurred during and at the end of the training. To determine if there has been a change in one's knowledge, skills, or attitude, various types of evaluation are conducted at the beginning of the course, during, and at the conclusion of the course.
- **Level 3: Transfer of Learning:** Did the learning translate into changed behaviours in the workplace? This level of evaluation determines whether the knowledge, skills, or change in attitude that was acquired during the training has been applied in one's role upon return to the work environment. Methods used to conduct this level of evaluation include course surveys that are sent to the learners at approximately six months after the completion of the course; interviews of the learners by the course coordinators; and in-field observation of the learners by the course coordinators.
- **Level 4: Results of Learning:** Did the program have the desired impact? Assuming that the training program was intended to solve an organizational problem, this level of evaluation determines whether an existing problem has been resolved. This level of evaluation can also be conducted at the completion of a course that has been instituted as a preventative measure. Such an evaluation can be conducted between six months to over a year after the training has occurred.

The four categories of evaluation are carried out at different times during and after the program:

1. Reaction: occurs during and after the program;
2. Learning: occurs prior to, during, and at the end of a training program;
3. Transfer of Learning: occurs back in the work environment after at least six weeks;
4. Results of Learning: cannot be measured for at least six months and may not occur for a considerable time after the delivery of a program.

A key part of the analysis is determining the effectiveness of training. Every course has a specific evaluation strategy listed in the course training standard; all are evaluated on the reaction and learning categories (Level 1 and 2). Transfer and results evaluations are more labour intensive. They are part of longer-term, in-depth analysis conducted on selected programs.

### **Scope of 2020 Transfer Study:**

During 2020, three T.P.S. training courses were selected for review based on a number of considerations, which included the number of members mandated to take the training and the regulatory requirements. These courses were selected as they explore evidence-based methods for understanding and responding to a range of functions within the T.P.S.

The courses chosen were as follows:

1. X2 Taser User (C.E.W.);
2. Foundations of Leadership and;
3. Body Worn Camera.

### **Methodology:**

To address the transfer of knowledge, anonymous surveys were used to collect data on whether learning translated into changed behaviours in the workplace. Internet-based surveys were created using Class Climate software. The surveys were sent to each member who attended the courses and were completed anonymously online.

## **Findings by Course:**

### ***X2 Taser User Course (C.E.W.)***

The X2 Taser User Course is a two-day, 20 hour course designed specifically for Tactical Officers or Constables and Sergeants deployed to the frontline. This course aims to foster the responsible and accountable use of the X2 Taser, while also recognizing that they are an appropriate tool for officers who must use force.

Officers are required to demonstrate how to safely and effectively deploy the X2 Taser within Provincial and manufacturer standards.

This course is required to be provincially qualified to use the X2 Taser and examines the following:

- Nomenclature and operating system
- Evolution of the Taser
- Safe handling of the weapon
- Arming and Disarming the X2 Taser
- Spark Testing
- Effects and Side Effects on the human body
- Three deployment modes and the application of each
- Behaviour articulation based on the Ontario Use of Force Model
- Judgement assessment and Use of Force option transitions
- Emphasis on de-escalation and tactical considerations
  - Time / Distance
  - Cover / Concealment
  - Other force options
  - Other officers
  - Specialized support units
  - Disengagement / Containment

### ***Level 3: Transfer of Learning:***

In order to assess transfer of learning, a survey was distributed to members who completed their training in 2020. A total of 37 officers responded out of the 197 who attended the course. The respondents indicated that they applied the knowledge gained in their training and provided ways in which they used this knowledge. The below questions were selected to highlight those areas where members were able to identify and apply course learning objectives.

The table below provides a breakdown of the areas in which the respondents work.

In 2020, to which area of the Service were you assigned?	Percentage
Primary Response	38%
Community Response	13%
Mobile Crisis Intervention Team (M.C.I.T.)	3%
Other - Traffic Services (T.S.V.), Police Dog Services (P.D.S.), Intelligence etc.)	46%

The following questions were posed to members. A Likert Scale of Strongly Agree to Strongly Disagree was used. The following results are an average of the aggregation of the responses where 0% would be Strongly Disagree and 100% would be Strongly Agree.

Question	Percentage
As a result of my training I am better prepared to use the X2 Taser if required.	84%
As a result of my training I improved my ability to use an alternative force option.	78%
As a result of my training I increased my ability to articulate my use of force.	73%
As a result of my training I am more proficient with my issued equipment.	73%
The learning I acquired has helped me to improve my overall confidence in performing my duties.	70%

Analysis of the survey results indicate that X2 Taser training, has positively impacted respondents with respect to preparedness, proficiency and articulation.

Respondents were given the opportunity to provide general comments in addition to their responses. The following sample comments are written in verbatim:

General Comments
“Great use of force option. Course was great and informative!”
“The C.E.W. is an essential tool during a dynamic situation. The demonstrated presence alone in a displayed fashion immediately deescalates the situation. The C.E.W. provides confidence for the officer as it brings that necessary alternative to a dynamic situation rather than relying on lethal force as the only choice.”

### ***Foundations of Leadership***

The Foundations of Leadership Course is designed to develop the behaviours required for members in current and future leadership roles at T.P.S., following our Competency Clusters: *Our Development, Our Mindset, Our Impact and Our Connections.*

This four day, 32 hour course, hosted by Global Knowledge, is designed for members in supervisory roles with the purpose of offering tools, resources and learning experiences to enhance and further develop their leadership qualities.

Learners will be able to discuss leadership accountabilities and development opportunities; use a variety of communication approaches to more effectively engage others through questioning and listening techniques and by understanding different communication styles; apply coaching techniques to guide and provide feedback to others; apply a five-step problem solving and decision-making process; and use a variety of techniques to help support people through change.

They will be able to:

- discuss emotional intelligence and ways to strengthen personal levels of emotional intelligence;
- apply techniques to help build trust;
- conduct critical conversations and motivate team members;
- discuss why connections matter when delivering exceptional service to both internal and external groups; and
- identify personal actions to build a welcoming environment and to work more inclusively.

*Transfer of Learning (Level 3):*

In order to assess the transfer of learning and behaviour after the training, a survey was distributed to members who completed this course in 2020. A total of 88 members responded out of the 305 who attended the course.

The table below provides a breakdown of the areas in which the respondents work.

<b>In 2020, to which area of the Service were you assigned?</b>	<b>Percentage</b>
Human Resources	4.5%
Operational Support Services	19%
Area Field	24%
Central Field	13.5%
Public Safety Operations	9%
Detective Operations	20%
Corporate Risk Management	7%
Other	3%

Respondents were asked their reason(s) for participating in the course. They were asked to check off all of the reasons that applied to them and the following summarizes their response:

<b>Reason for Participation in the Course</b>	<b>Percentage</b>
Recommended by a colleague	15%
Requirement for Promotion	57%

<b>Reason for Participation in the Course</b>	<b>Percentage</b>
Manger/Supervisor recommended program	31%
Personal Development	39%
Professional Development	44%
Other	2%

Respondents were asked a question that reflected on the material and delivery of the course. Respondents were asked to check off all of the answers that applied to their learning experience and their response is summarized as follows:

<b>Question:</b>	<b>Percentage</b>
I would recommend this program to others.	88%
The program instructor demonstrated knowledge of leadership development.	93%
The instructor presented course material in a clear manner.	95%
The material covered was relevant to my job.	88%
I was satisfied with the quality of the course materials.	88%
I will be able to apply what I learned on the job.	83%
I was engaged through the session.	91%
The pre-course work contributed to my knowledge of the course material and understanding of the subject.	84%
The instructional materials (books, readings, handouts, study guides, multimedia) increased my knowledge and skills in the subject matter.	82%

Respondents were also asked to perform a self-assessment by selecting all the ways where a change in their individual performance was recognized, as a result of taking this course. The following results summarize the response to this question:

<b>Transfer of Learning Question 2: As a result of this course I have been able to:</b>	<b>Percentage</b>
Apply a proven process to handle difficult conversations.	46%
Identify ways to hold people accountable for the impact they are having on others.	45%



<b>Transfer of Learning Question 2: As a result of this course I have been able to:</b>	<b>Percentage</b>
Motivate team members.	63%
Use a variety of communication approaches to more effectively engage others.	72%

Respondents were given the opportunity to provide general comments in addition to their responses. The following sample comments are written in verbatim:

<b>General Comments</b>
“The program hit the nail on the head at every turn. It delivered exactly what it set out to do, and more. It is strongly recommended by me to my colleagues any time the topic of professional development comes up.”
“Excellent course I highly recommend this course to anyone who wants improve their processes and learn new skills. This course provided you with the techniques to; identify, develop and implement change.”
“This course is an excellent tool for new, existing and members interesting in being supervisors. It is beneficial for both civilian and uniform members. It has tools that allow members to learn about themselves and others and how to supervise and manage staff. The in class format is the best because it allows for interaction and this course has a lot of group discuss allowing the class to learn from each other. I was part of the test group and I was happy they reduced the class from 5 to 4 days condensing the learning.”

A review of the responses received concludes that the majority of the respondents report being able to motivate and effectively engage other members.

Responses indicated that the majority of those that completed the survey have noticed that the instructional materials increased their knowledge and skills on the subject matter. They also indicated that the respondents will be able to apply what they learned on the job.

The ability to apply specific new skills efficiently takes time and practice. This may explain the lower effectiveness response to the questions about handling difficult conversations and identifying ways to hold people accountable for their impact on others. The respondents’ confidence in their ability to apply these skills proficiently in their roles as a leader will increase with greater experience, practice and time.

## **Body Worn Camera**

The T.P.S. has undertaken the use of Body Worn Cameras (B.W.C.) to frontline officers with a goal of enhancing public trust and confidence in the police and increase police accountability.

The B.W.C. course is a one day, 12 hour course for frontline T.P.S. officers. This includes, but is not limited to officers in the Primary Response Unit, Community Response Unit, Neighborhood Community Officer Program, Mobile Crisis Intervention Team, Police Dog Services and Mounted Unit. The course provides members with the knowledge and practical abilities to operate a B.W.C. System in compliance with established procedures and Service Governance.

### *Transfer of Learning:*

In order to assess the transfer of learning for the B.W.C. course a survey was created and completed by course participants. A total of 83 officers responded out of the 602 who attended the course. The questions below were selected to highlight those areas where members were able to identify and apply the knowledge gained.

The following table provides a summary of the metrics used during the assessment.

<b>Which area of the Service were you assigned?</b>	<b>Percentage</b>
Frontline Uniform	59%
Community Response Officers	28%
M.C.I.T.	0%
Other	18%

<b>Transfer Evaluation Question: Have you applied any of the knowledge gained from the B.W.C. course while performing your policing duties?</b>	<b>Percentage</b>
Yes	95%
No	5%

<b>Transfer Evaluation Question: Do You feel that the learning you acquired has helped to improve your overall confidence in using the B.W.C. while performing your duties?</b>	<b>Percentage</b>
Yes	94%
No	6%

<b>Transfer Evaluation Question: Which of the topics on your course were you able to apply knowledge from? (Respondents were asked to check all that apply)</b>	<b>Percentage</b>
Starting and Stopping Recording	95%
Using the function to change the brightness of the lights	36%
Using the function to change the level of audible tones the camera makes	71%
Using the Mute function	73%
Dealing with members of the public in a confidential manner	67%
Using Evidence.com to review videos	80%
Charging the camera using the charging cable	51%

<b>Question</b>	<b>Percentage</b>
The learning I acquired has helped me to improve my overall confidence in performing my duties.	65%
As a result of my training I am better prepared to use the B.W.C. during my duties.	84%
As a result of my training, I improved my confidence during interactions with members of the public.	57%
As a result of my training, I increased my confidence in capturing my daily duties.	66%
As a result of my training, I am more proficient with my issued B.W.C.	83%

Respondents were given the opportunity to provide general comments in addition to their responses. The following sample comments are written in verbatim:

<b>General Comments</b>
“Excellent course, well presented. Love having and using the B.W.C. Never leave home without it!”
“its ( <i>sic</i> ) a great help to take statements on the road and seems to keep most people in line with their actions and behaviours.”

The majority of those respondents stated that they have applied portions of the knowledge they gained through the course while performing their policing duties. The majority also responded that they are more proficient and better prepared to use the B.W.C. as well as its various functions, including starting and stopping recordings, dealing with the public in a confidential manner, and using Evidence.com to review the videos.

The General Comments sections indicated that the respondents had positive experiences with the B.W.C. and felt it was an important tool to have with them.

## **Toronto Police College Section Highlights**

T.P.C. is comprised of the following sections:

- Administrative Support Section
- Learning Development and Standards Section
- Community Policing Section
- Investigative Section
- Armament Section
- Police Vehicle Operations
- Incident Response Section

The functions of each section can be found in previous board reports (Min. No. P104/20 refers). The following represent highlights from 2020 by section.

### ***Administrative Support Section***

The Administrative Section was responsible for the development and implementation of T.P.C.s COVID-19 mitigation strategy.

The COVID-19 pandemic and associated restrictions limited the type and extent of training that could be provided in 2020. Where possible, the T.P.C. members modified course delivery with increasing simulator modules, increasing e-learning options, reducing class sizes to allow for social distancing and modifying the course schedule to maximize the number of courses/programs that could safely be conducted.

### ***Learning Development and Standards Section (L.D.S.)***

This section is responsible for the delivery of Day 1 of the In-Service Training Program (I.S.T.P.) which ran for the first three months of the year. However, in March of 2020, due to the COVID-19 Pandemic, in-person training at the T.P.C. was suspended. The protracted nature of the pandemic along with the requisite pandemic mitigation strategies made it necessary to delay the delivery of the 2020 training until 2021.

Members of the L.D.S. section began to convert the Day 1, I.S.T.P. modules to an on-line format, to be made available through the Canadian Police Knowledge Network (C.P.K.N.). This training will form the basis for the 2021 I.S.T.P. and will be mandatory for all previously specified members to be completed by the end of 2021. The finalized designed curriculum for this online training program will be reported on the 2021 Annual Board Report.

The T.P.C. continues to develop E-Learning specific to our Service while also working with C.P.K.N. and other partners to create new titles for the greater policing community. In 2020, the Search of Persons E-Learning course was added to the list of mandatory training as well as the Chapman – Mental Health and Addiction E-Learning module, the Introduction to the Indigenous Experience E-Learning module as well as other

mandatory titles for 2020 included Accessibility for Ontarians with Disabilities Act, Worker Health and Safety Awareness, and Police / Community Interactions.

The L.D.S. section was also responsible for the development and delivery of the two week onboarding course for 230 newly promoted sergeants.

#### *Community Advisory Panel for Training (C.A.P.F.T.)*

In August of 2020, after in-depth community consultation, the Toronto Police Service Board (Board) approved 81 Recommendations for police reform. In response to Recommendations 52-58, the L.D.S. section has formed a C.A.P.F.T. This panel will work to inform the content of a permanent stand-alone training course that contributes to professional practice in policing with a view to supporting an organizational culture committed to the delivery of fair and unbiased police services to Toronto's diverse communities and populations. The first iteration of this community informed training curriculum will launch in 2022.

#### **Community Policing Section**

The Community Policing Section facilitated the training of the following classes:

- Three recruit classes - 276 recruits completed their training and are now working as Police Constables at various divisions throughout the city.
- Two Special Constable classes - The first class consisted of 31 District Special Constables and 8 Booking Officers while the second class consisted of 26 District Special Constables and 10 Booking Officers.
- Two Lateral Entry Officer classes - These classes were comprised of officers from Peel Regional Police, York Regional Police, Hamilton Police, The Royal Canadian Mounted Police (R.C.M.P.), Ontario Provincial Police (O.P.P.), Edmonton Police, Kativik Regional Police, and Military Police.
- Two one-week Coach Officer Courses which had 16 and 20 Police Constables from various units throughout the T.P.S.

In the midst of a pandemic the Community Policing Section continues to train all new hires to the Service's standards in order to assist those already in the field.

#### **Investigative Training Section**

In the first quarter of 2020, members of the Investigative Training Section worked in consultation with the Strategy Management Unit, Legal Services as well as Ministry of Attorney General (M.A.G.) to develop T.P.S. policies and deliver training to members with respect to legislative changes introduced in Bill C-75.

#### *High-Risk Vehicle Takedown Training*

Members of the Investigative Training section worked collaboratively with Professional Standards; T.P.C. Incident Response Training personnel; Intelligence Services – Mobile

Support Services (M.S.S.) and Emergency Task Force (E.T.F.) members, in creating the High-Risk Vehicle Takedown course to address safety issues and increase risk mitigation during the apprehension of high-risk suspects in motor vehicles, and equally, avoidance of those where appropriate. The curriculum relies on empirically validated best practices for decision-making and risk-management processes, which are already well established in some other investigative training courses. The majority of this course is dynamic and hands-on, providing instruction to surveillance teams from Mobile Support Services; Organized Crime Enforcement – Guns and Gang Unit; Toronto Drug Squad and other specialized units within the Service. Participants from these units attend with their entire team and train together as a team using their own assigned vehicles. The first two sessions ran in November and December of 2020. Post-course feedback was very positive, even from officers well-seasoned in surveillance and takedowns.

### ***Incident Response Training Section***

Due to Covid-19, a total of 22 I.S.T.P. sessions were held between January 1<sup>st</sup>, 2020 and March 12<sup>th</sup>, 2020, with 796 officers trained. During this time, the Ministry of the Solicitor General sought approval to have Use of Force licences extended for a period of 30 days at a time. In April 2021, training resumed with the intention to have all members re-certified by October 19, 2021.

### ***Armament Section***

The Armament Section supported the development of a Request for Quotation (R.F.Q.) to review the Service's C.E.W. program with a focus on the examination of statistical data, governance, policy, training and reporting. MNP LLP was selected to conduct the review (R.F.Q. 1323392-20), and their report with findings and recommendations was submitted to the June 2021 Board meeting.

This section also developed a 2-day training course for Taser 7s. The T.P.S. has begun its transition from Taser X2 to Taser 7. This 2 day training course exceeds Ministry of Solicitor General standards by 1 full day and includes scenario based training with a focus on de-escalation.

### ***Use of Force Analyst***

The Use of Force Analyst is responsible for the research, co-ordination and dissemination of data used in the development of Use of Force course training materials. The Analyst also fulfils the function of training analysis in relation to Use of Force Reports and C.E.W. Reports, as submitted by T.P.S. officers.

The Analyst is also responsible to prepare and present quarterly and yearly summary reports to the Board.

## ***Police Vehicle Operations***

### ***Arrive Alive Campaign***

In 2020, training for the Service wide “Arrive Alive” campaign was conducted for all police officers. The Police Vehicle Operations (P.V.O.) section provides continuing training for front line officers, supervisors and civilian communications personnel that is accredited by the Ministry of Community Safety and Correctional Services.

### ***Blue Cards***

P.V.O. administers the issuing of Blue Cards (permits to drive Service vehicles) to T.P.S. members. A screening process, background checks and, where necessary, road tests are conducted to establish suitability to operate T.P.S. vehicles. In 2020, 296 new civilian drivers were approved within the T.P.S.

### ***Bicycle Patrol Training***

An annual requalification for all bicycle field instructors and patrol officers throughout the T.P.S. continued in 2020, and 189 bicycle riders were qualified. Bicycle related injuries have been reduced by over 70% since 2012.

## ***Basic Constable Training***

In addition to the highlights listed per section, the T.P.C. as a whole collaborated to deliver Basic Constable Training Recruit Class 20-02.

The Ontario Police College (O.P.C.) is the designated provincial police training facility and is responsible for delivering the Basic Constable Training Program (B.C.T.) which certifies all police officers in the province of Ontario.

The year 2020 was unprecedented for both the community and the policing profession. With the world-wide onset of COVID-19, the health and safety challenges placed on the community and subsequent affect it had on police services throughout Ontario were unprecedented.

These challenges provided the T.P.S. with the opportunity to facilitate the 12 week B.C.T. program at the T.P.C. for 60 new recruits. This meant that this recruit class would receive the entirety of their training at the T.P.C. This is the first time since 1987 that Toronto Police Cadets-in-Training (C.D.T.T.) would not attend O.P.C. for their B.C.T. training and provincial certification.

The B.C.T. program is designed to provide C.D.T.T.’s with a sound knowledge of the laws and procedures that frontline officers are required to apply in the performance of their duties. Particular emphasis is placed on the core functions of police services as found in section 4(2) of the Police Services Act, namely crime prevention, law

enforcement, assistance to victims of crime, public order maintenance and emergency response. The courses of study include Applied Police Learning (Academic); Defensive Tactics; Officer Safety; Firearms Training; Police Vehicle Operations and Physical Fitness.

This was a significant undertaking for all members of the T.P.C. To achieve the necessary certification standards, members of T.P.C. gathered all of the training materials used for the B.C.T. program from O.P.C., located a facility with a swimming pool to accommodate the swimming portion of the training, and located a driving track for the P.V.O. section.

Because of the dedication and professionalism of the members of the T.P.C., this recruit class had an academic average of 93%, had no conduct issues, and no COVID-19 exposures during their training. All members of the T.P.C. received an Awards Recommendation for their diligence and commitment. This recruit class was deployed to the field on October 20<sup>th</sup>, 2020.

### **Conclusion:**

In 2020, T.P.C. had 7620 face to face course completions, 539 members attended training at the Ontario Police College, Canadian Police College and or Criminal Intelligence Service Ontario (C.I.S.O.) and there 30,504 E-learning course completions. Due to Covid-19 some in-person learning was suspended. This resulted in a lower number of in-person completions compared to 2019.

T.P.S. training is an operational activity that supports identified needs, policies and statutes. The positive results measured by the transfer and synthesis of learning, as reported by members, is evidence that the teaching strategies employed by the T.P.C. have had a positive impact on learners. Although the evaluation scope was limited in 2020 due to the COVID-19 pandemic, the analysis revealed that the training members received throughout 2020 made a difference in their abilities to perform their duties.

Appendix 'A' highlights areas where courses offered at the T.P.C. have continued to evolve to address the T.P.S. and community needs, as well as incorporate best practices in adult education. Finally, course delivery strategies have continued to expand, and partnerships with federal, provincial, and private organizations have continued to grow since 2019, and this has enhanced the ability of the Service to deliver quality and relevant training to its members in a timely and effective manner. However, the T.P.S. will continue to review and evaluate the effectiveness of our investment in training, and make necessary changes to ensure the training provides the greatest value to our uniform and civilian members.



## Appendix A

### 2020 Courses Delivered by Toronto Police College, Online and Training Videos

Unit	Course	Title	Duration	Unit	Sessions	Completed
T.P.C. - ADMIN	100042	Joint Health and Safety (J.H.S.) Certification Refresher	1.0	D	1	18
T.P.C. - ADMIN	TM0113	Health & Safety for Supervisor	1.0	D	1	8
T.P.C. - ADMIN	TM0122	Occupational Health and Safety (O.H.S.) for Workers	1.0	D	1	4
T.P.C. - ADMIN	TR0001	First Aid Automated External Defibrillators (A.E.D.) and Cardio Pulmonary Resuscitation (C.P.R.) C.	2.0	D	35	458
T.P.C. - ADMIN	TR0004	First Aid Renewal	1.0	D	18	245
T.P.C. - ADMIN	TR0026	Lateral Entry P.C.	12.0	D	2	24
<b>Sub - Total</b>					<b>58</b>	<b>757</b>
T.P.C. - ARM	100068	C.Z. Scorpion E.V.O. Basic User	3.0	D	3	17
T.P.C. - ARM	100075	Structured Range Practice	2.0	H	10	100
T.P.C. - ARM	TF0002	Less Lethal Shotgun New User	2.0	D	3	82
T.P.C. - ARM	TF0004	MP5 Recertification	1.0	D	2	8
T.P.C. - ARM	TF0010	Glock 27 Compact	1.0	D	3	24
T.P.C.- ARM	TF0028	C8 Carbine Requalification	1.0	D	13	163
T.P.C. - ARM	TF0035	C8 Carbine Rifle User	4.0	D	7	94
<b>Sub - Total</b>					<b>41</b>	<b>488</b>
T.P.C. - CP	100022	Spec Constable Booker Recruit Training	12.0	W	2	73
T.P.C. - CP	100039	Direct Entry Versadex Intro	2.0	D	2	16
T.P.C.- CP	S00234	Introduction to Versadex	2.0	D	2	16
T.P.C. - CP	S00239	Community Investigative Support Unit (C.I.S.U.) Intro to Versadex Report Writing	2.0	D	1	5
T.P.C. - CP	TM0026	Pre-Aylmer Recruit Training	14.0	D	3	86
T.P.C.- CP	TM0027	Uniform Coach Officer	5.0	D	2	35
T.P.C. - CP	TM0107	Post-Aylmer Recruit Training	9.0	W	2	196
T.P.C. - CP	TM0118	Road 2 Mental Readiness Supervisor	8.0	H	3	27
T.P.C. - CP	TM0119	Road 2 Mental Readiness Non-Supervisor	8.0	H	25	268
<b>Sub - Total</b>					<b>42</b>	<b>722</b>
T.P.C. - INVEST	100031	Provincial Statutes Seminar	3.0	D	3	45
T.P.C. - INVEST	100032	Traffic Generalist Seminar	2.0	D	1	12
T.P.C. - INVEST	100058	Bill 75 Training	3.0	H	12	864
T.P.C. - INVEST	100061	Bill C75 Training for Officer In Charge (O.I.C.)	5.0	H	2	51
T.P.C. - INVEST	TC0003	Drug Investigation	3.0	D	1	24
T.P.C. - INVEST	TC0013	General Investigators Blended	10.0	D	4	82

Unit	Course	Title	Duration	Unit	Sessions	Completed
T.P.C. - INVEST	TC0042	Domestic Violence Investigator	5.0	D	3	81
T.P.C. - INVEST	TC0052	Death Investigators	5.0	D	1	32
T.P.C. - INVEST	TC0057	Undercover Foundations Course	5.0	D	1	25
T.P.C. - INVEST	TC0091	Search Warrant Drafting	3.0	D	3	55
T.P.C. - INVEST	TC0092	Sexual Assault Investigators	10.0	D	3	89
T.P.C. - INVEST	TC0101	Ontario Major Case Management Software	10.0	D	1	1
T.P.C.- INVEST	TC0102	Ontario Major Case Management - Full	8.0	D	4	75
T.P.C. - INVEST	TC0108	Police Services Act Course	5.0	D	1	27
T.P.C. - INVEST	TC0111	Impaired Driving Investigation	3.0	D	3	38
T.P.C. - INVEST	TC0127	High Risk Vehicle Takedown	4.0	D	2	20
<b>Sub - Total</b>					<b>45</b>	<b>1,521</b>
T.P.C.- IRT	100066	Senior Officer Training Day	1.0	D	1	101
T.P.C. - IRT	100074	Structured Defensive Tactics	3.0	H	2	2
T.P.C. - IRT	TF0032	X2 Taser User Course	2.0	D	15	197
T.P.C. - IRT	TF0037	X2 Taser Requalification	4.0	H	16	307
T.P.C. - IRT	TF0038	Glock 27 Requalification	2.0	H	16	80
T.P.C. - IRT	TO0071	Auxiliary U Of F Requalification	4.0	H	11	229
T.P.C.- IRT	TU0045	School Lockdown for Frontline	4.0	H	7	117
T.P.C. - IRT	TU0061	Reset Use of Force	1.0	D	10	43
T.P.C. - IRT	TU0062	Shotgun Requalification	6.0	H	2	42
T.P.C. - IRT	TU0070	Senior Officer Use of Force	1.0	D	5	15
T.P.C. - IRT	TU0084	Less Lethal Shotgun Requalification	10.0	H	16	195
T.P.C. - IRT	TU0088	In Service Training Program	3.0	D	12	753
T.P.C. - IRT	TU0089	I.S.T.P. Reset Course	1.0	D	1	1
<b>Sub - Total</b>					<b>114</b>	<b>2,082</b>
T.P.C. - LDS	100045	Body Worn Camera User Training	12.0	H	29	602
T.P.C. - LDS	LDS008	Effective Teaching Adult Learners	5.0	D	2	24
T.P.C. - LDS	TH0031	Ethics and Inclusivity	3.0	D	6	135
T.P.C. - LDS	TM0032	Effective Presentation	4.0	D	3	24
T.P.C. - LDS	TP3054	Sgt Promotional Onboarding	10.0	D	3	130
<b>Sub - Total</b>					<b>43</b>	<b>915</b>
T.P.C. - PVO	TV0001	Civilian Driving	1.0	D	12	121
T.P.C. - PVO	TV0003	Police Officers Vehicle Ops	2.0	D	21	256
T.P.C. - PVO	TV0019	Truck (Wagon) Operator	2.0	D	31	31
T.P.C. - PVO	TV0020	Command Post Course	2.0	D	4	4
T.P.C. - PVO	TV0023	Bicycle Patrol Officer	2.0	D	52	163
T.P.C. - PVO	TV0028	Bicycle Instructor	4.0	D	1	6
T.P.C. - PVO	TV0040	Driver Assessment	1.0	D	1	1
T.P.C. - PVO	TV0042	Safe Skills Emergency Driving	10.0	H	32	161
T.P.C. - PVO	TV0052	Blue Card	0.0		47	177

Unit	Course	Title	Duration	Unit	Sessions	Completed
T.P.C. - PVO	TV0057	Advanced Bicycle Patrol	4.0	D	2	18
T.P.C. - PVO	TV0061	SBS All Terrain Vehicle	10.0	H	1	20
T.P.C. - PVO	TV0064	Bicycle Patrol Recertification	5.0	H	60	170
T.P.C.- PVO	TV0068	Trailer	10.0	H	4	7
<b>Sub - Total</b>					<b>268</b>	<b>1,135</b>
C.P.K.N.	CP8001	Airport Policing	0.0		N/A	5
C.P.K.N.	CP8002	Advance Patrol Training (A.P.T.) – Arrest	0.0		N/A	7
C.P.K.N.	CP8003	A.P.T. - Criminal Offences	0.0		N/A	9
C.P.K.N.	CP8004	A.P.T. - Domestic Violence	0.0		N/A	4
C.P.K.N.	CP8005	A.P.T. - Drugs	0.0		N/A	6
C.P.K.N.	CP8006	A.P.T. - Investigative Detention	0.0		N/A	9
C.P.K.N.	CP8007	A.P.T. - Law Drinking and Driving	0.0		N/A	6
C.P.K.N.	CP8008	A.P.T. - Provincial Statutes	0.0		N/A	5
C.P.K.N.	CP8009	A.P.T. -Search-Seizure W.O. Warrant	0.0		N/A	6
C.P.K.N.	CP8010	Basic Investigation Skills	0.0		N/A	2
C.P.K.N.	CP8012	Canadian Firearms Registry Online	0.0		N/A	1
C.P.K.N.	CP8015	Child Abduction Legislation & Charging	0.0		N/A	1
C.P.K.N.	CP8016	Coach Officer Training	0.0		N/A	6
C.P.K.N.	CP8017	Collision Investigation Level 2	0.0		N/A	1
C.P.K.N.	CP8022	Counterfeit Currency Analysis	0.0		N/A	1
C.P.K.N.	CP8023	Counterfeit Travel and Identification Documents	0.0		N/A	1
C.P.K.N.	CP8024	C.P.I.C. Query Narrative	0.0		N/A	4
C.P.K.N.	CP8025	Criminal Use of Diamonds	0.0		N/A	3
C.P.K.N.	CP8027	Critical Incident Stress Management	0.0		N/A	8
C.P.K.N.	CP8028	Critical Incident Stress Management (F.R.)	0.0		N/A	1
C.P.K.N.	CP8029	Deception Detection Tech	0.0		N/A	1
C.P.K.N.	CP8031	Explosives Awareness v2.0	0.0		N/A	7
C.P.K.N.	CP8032	Fed Parolees & Community Corrections	0.0		N/A	2
C.P.K.N.	CP8033	Fight Fraud on the Front Line	0.0		N/A	7
C.P.K.N.	CP8035	Firearms I.D. Public Agents 2.0	0.0		N/A	4
C.P.K.N.	CP8037	Firearms Verification	0.0		N/A	9
C.P.K.N.	CP8038	Forensic Evidence Collection	0.0		N/A	3
C.P.K.N.	CP8039	Forensic I.D. Pre-course	0.0		N/A	2
C.P.K.N.	CP8040	Front-Line Supervisor Domestic Violence	0.0		N/A	2
C.P.K.N.	CP8041	Front-Line Supervisor Leadership	0.0		N/A	2
C.P.K.N.	CP8042	Front-Line Supervisor Organizational Skills	0.0		N/A	2
C.P.K.N.	CP8043	Front-Line Supervisor Performance Management	0.0		N/A	1

Unit	Course	Title	Duration	Unit	Sessions	Completed
C.P.K.N.	CP8044	Front-Line Supervisor Self-Management	0.0		N/A	1
C.P.K.N.	CP8046	Graffiti Investigation	0.0		N/A	2
C.P.K.N.	CP8048	Hate Crimes Awareness	0.0		N/A	6
C.P.K.N.	CP8050	Identifying Staged Collisions	0.0		N/A	6
C.P.K.N.	CP8052	Infectious Disease-Pandemic	0.0		N/A	7
C.P.K.N.	CP8057	Intro to Criminal Intelligence	0.0		N/A	2
C.P.K.N.	CP8058	Intro to Human Trafficking	0.0		N/A	3
C.P.K.N.	CP8059	Intro to Major Case Management	0.0		N/A	2
C.P.K.N.	CP8061	L.I.D.A.R. Refresher Training	0.0		N/A	2
C.P.K.N.	CP8063	O.H.S.: Frontline Officer	0.0		N/A	5
C.P.K.N.	CP8064	O.H.S.: Supervisor	0.0		N/A	32
C.P.K.N.	CP8067	Preventing Officer Involved Collisions	0.0		N/A	11
C.P.K.N.	CP8072	Seized Firearms Safety	0.0		N/A	2
C.P.K.N.	CP8074	Stolen Innocence	0.0		N/A	5
C.P.K.N.	CP8077	Suspect Apprehension Pursuit (S.A.P.) v.4 Refresher OL	0.0		N/A	630
C.P.K.N.	CP8078	Terrorism Event Pre-Incident Indoctrine	0.0		N/A	4
C.P.K.N.	CP8085	Forensic D.N.A. Evidence	0.0		N/A	3
C.P.K.N.	CP8090	Introduction to Human Sources	0.0		N/A	2
C.P.K.N.	CP8091	National Sex Offender Registry	0.0		N/A	1
C.P.K.N.	CP8093	Police Information Portal	0.0		N/A	1
C.P.K.N.	CP8094	Intro Criminal Intelligence Analysis	0.0		N/A	4
C.P.K.N.	CP8099	Water Safety First Responders	0.0		N/A	3
C.P.K.N.	CP8104	Introduction to P2P Networks	0.0		N/A	1
C.P.K.N.	CP8105	Meth Lab: First Responder	0.0		N/A	2
C.P.K.N.	CP8107	National Police Info. Systems	0.0		N/A	2
C.P.K.N.	CP8108	Note Taking	0.0		N/A	12
C.P.K.N.	CP8109	Report Writing	0.0		N/A	5
C.P.K.N.	CP8117	IIS: Interrogation Techniques	0.0		N/A	2
C.P.K.N.	CP8118	IIS: Interviewing Suspects	0.0		N/A	1
C.P.K.N.	CP8120	Surveillance Techniques	0.0		N/A	2
C.P.K.N.	CP8121	IIS: IVW Pt 1	0.0		N/A	5
C.P.K.N.	CP8122	IIS: IVW Pt 2 Member Enhanced Techniques	0.0		N/A	3
C.P.K.N.	CP8123	Overview of the Youth Criminal Justice Act (Y.C.J.A.)	0.0		N/A	3
C.P.K.N.	CP8125	Supervisor H.A.S. - in 5 Steps	0.0		N/A	412
C.P.K.N.	CP8129	Customer Service in the Police	0.0		N/A	10
C.P.K.N.	CP8131	Workplace Harassment and Violence	0.0		N/A	4
C.P.K.N.	CP8132	Social Media: Covert Investigations	0.0		N/A	4

Unit	Course	Title	Duration	Unit	Sessions	Completed
C.P.K.N.	CP8136	Highway E T-Consent Search Requalification	0.0		N/A	3
C.P.K.N.	CP8138	Financial Crimes the Road Forward	0.0		N/A	5
C.P.K.N.	CP8139	Sex Work and Sex Workers Aware	0.0		N/A	9
C.P.K.N.	CP8142	Digital Evidence: Front Line Investigations	0.0		N/A	1
C.P.K.N.	CP8144	Youth at Risk	0.0		N/A	6
C.P.K.N.	CP8147	Homelessness Awareness	0.0		N/A	2
C.P.K.N.	CP8148	Cyberbullying Awareness	0.0		N/A	4
C.P.K.N.	CP8150	Spit Hood Familiarization	0.0		N/A	1
C.P.K.N.	CP8151	Introduction to Disclosure	0.0		N/A	1
C.P.K.N.	CP8155	Precursor Control Regulations	0.0		N/A	1
C.P.K.N.	CP8157	Risk Effective Decision Making	0.0		N/A	6
C.P.K.N.	CP8161	AST Mod 1 Role of N.C.O.	0.0		N/A	1
C.P.K.N.	CP8162	AST Mod 2 High Risk Procedures	0.0		N/A	3
C.P.K.N.	CP8163	Courtroom Testimony Skills	0.0		N/A	49
C.P.K.N.	CP8164	Missing Adults L1 Investigations	0.0		N/A	5
C.P.K.N.	CP8166	Assessing Interpreting Dog Behavior	0.0		N/A	21
C.P.K.N.	CP8168	S.B. Mental Health and De-escalation-1	0.0		N/A	4
C.P.K.N.	CP8173	Criminal Justice Info Management	0.0		N/A	8
C.P.K.N.	CP8180	Basic Online Investigations	0.0		N/A	14
C.P.K.N.	CP8182	Autism Spectrum Disorder	0.0		N/A	54
C.P.K.N.	OP9000	Vol 024 Life in the Fast Lane	0.0		N/A	4
C.P.K.N.	OP9001	Vol 030 Blue Canaries	0.0		N/A	7
C.P.K.N.	OP9002	O.P.V.T.A. 036 Sins of Testifying	0.0		N/A	9
C.P.K.N.	OP9003	O.P.V.T.A. 037 Crack	0.0		N/A	8
C.P.K.N.	OP9004	O.P.V.T.A. 038 Suspect Apprehension Pursuits	0.0		N/A	1
C.P.K.N.	OP9005	O.P.V.T.A. 052 Notebook Confidential	0.0		N/A	6
C.P.K.N.	OP9006	Vol 055 Guaranteed Safe Arrival	0.0		N/A	2
C.P.K.N.	OP9007	O.P.V.T.A 061 Cop's Best Friend	0.0		N/A	5
C.P.K.N.	OP9008	O.P.V.T.A. 063 Active Killers	0.0		N/A	4
C.P.K.N.	OP9010	O.P.V.T.A. 068 Grow House Menace	0.0		N/A	2
C.P.K.N.	OP9011	Vol 069 Video: Best Witness	0.0		N/A	4
C.P.K.N.	OP9012	Vol 070 Conditional Sentences	0.0		N/A	3
C.P.K.N.	OP9013	O.P.V.T.A. 078 Edged Weapons	0.0		N/A	8
C.P.K.N.	OP9014	Vol 079 Live Wires	0.0		N/A	3
C.P.K.N.	OP9015	O.P.V.T.A. 082 Meth Labs	0.0		N/A	4
C.P.K.N.	OP9016	Vol 083 First Officer to Scene	0.0		N/A	3
C.P.K.N.	OP9017	O.P.V.T.A. 087 Char of Armed Persons	0.0		N/A	4
C.P.K.N.	OP9019	Vol 090 Suicide Intervention	0.0		N/A	9

Unit	Course	Title	Duration	Unit	Sessions	Completed
C.P.K.N.	OP9020	Vol 091 Death Notification	0.0		N/A	87
C.P.K.N.	OP9021	O.P.V.T.A. 104 Foot Pursuit	0.0		N/A	5
C.P.K.N.	OP9024	Vol 097 Seized Firearm Safety	0.0		N/A	2
C.P.K.N.	OP9025	O.P.V.T.A. 098 Field Interviews	0.0		N/A	4
C.P.K.N.	OP9027	O.P.V.T.A. 104 Domestic Violence	0.0		N/A	2
C.P.K.N.	OP9028	Vol 105 Terrorism	0.0		N/A	5
C.P.K.N.	OP9029	Vol 106 Investigating Threats of Communicable Diseases	0.0		N/A	7
C.P.K.N.	OP9030	O.P.V.T.A. 107 Motorcycle Enforcement	0.0		N/A	5
C.P.K.N.	OP9031	O.P.V.T.A. 109 Spontaneous Disorder	0.0		N/A	7
C.P.K.N.	OP9032	O.P.V.T.A 110 Prescribed Drug Enforcement	0.0		N/A	3
C.P.K.N.	OP9033	O.P.V.T.A. 112/113 Faith Diversity	0.0		N/A	5
C.P.K.N.	OP9034	O.P.V.T.A. 115 Sex Offenders	0.0		N/A	5
C.P.K.N.	OP9035	Vol 116 Building Searches	0.0		N/A	6
C.P.K.N.	OP9036	O.P.V.T.A. 117 Psychosis	0.0		N/A	6
C.P.K.N.	OP9037	O.P.V.T.A. 118 Warrantless Searches	0.0		N/A	2
C.P.K.N.	OP9038	O.P.V.T.A. 119 Liquor License Act	0.0		N/A	4
C.P.K.N.	OP9039	Vol 120 Use of Force	0.0		N/A	4
C.P.K.N.	OP9040	O.P.V.T.A. 121 Training to Succeed	0.0		N/A	2
C.P.K.N.	OP9041	O.P.V.T.A. 122 Search of Persons	0.0		N/A	8
C.P.K.N.	OP9042	O.P.V.T.A. 123 Firearm Seizures	0.0		N/A	3
C.P.K.N.	OP9043	Vol 124 From Call to Court	0.0		N/A	2
C.P.K.N.	OP9044	Vol 125 The Balanced Life	0.0		N/A	5
C.P.K.N.	OP9045	Vol 126 Obstruct Police	0.0		N/A	1
C.P.K.N.	OP9046	Vol 127 C.E.W. Tactics	0.0		N/A	3
C.P.K.N.	OP9047	O.P.V.T.A. 128 Trauma Doesn't Bleed	0.0		N/A	5
C.P.K.N.	OP9048	Vol 129 Suspect Apprehension Pursuits	0.0		N/A	3
C.P.K.N.	OP9049	Vol 130 SM for Policing	0.0		N/A	7
C.P.K.N.	OP9050	Vol 131 Entry Warrants	0.0		N/A	5
C.P.K.N.	OP9052	Vol 135 Impaired Driving	0.0		N/A	5
C.P.K.N.	OP9053	Vol 136 Cover & Concealment	0.0		N/A	7
C.P.K.N.	OP9054	Vol 140 Freeman on the Land	0.0		N/A	10
C.P.K.N.	OP9055	Vol 137 Traffic Stop Articulation	0.0		N/A	10
C.P.K.N.	OP9056	Vol 138 Every Step Counts	0.0		N/A	3
C.P.K.N.	OP9057	Vol 088 The Driving Zone	0.0		N/A	3
C.P.K.N.	OP9059	Vol 100 Plastic Attack	0.0		N/A	3
C.P.K.N.	OP9066	Vol 108 Invest. Detent WIW	0.0		N/A	1
C.P.K.N.	OP9067	Vol 141 Reliability Credibility	0.0		N/A	5
C.P.K.N.	OP9068	Vol 142 Federal Parolees	0.0		N/A	2

Unit	Course	Title	Duration	Unit	Sessions	Completed
C.P.K.N.	OP9069	Vol 94 Vehicle Search Authority Articulation	0.0		N/A	4
C.P.K.N.	OP9071	Vol144 Confidential Informant	0.0		N/A	3
C.P.K.N.	OP9072	Vol. 147 - Ebola 2014: Lessons	0.0		N/A	2
C.P.K.N.	OP9073	Vol.146 - Aftermath	0.0		N/A	3
C.P.K.N.	OP9074	Vol. 145 - Metal Thefts Affect	0.0		N/A	2
C.P.K.N.	OP9075	Vol 133 Human Trafficking	0.0		N/A	6
C.P.K.N.	OP9076	Vol. 148–Investigative Detention Articulation	0.0		N/A	12
C.P.K.N.	OP9078	Vol. 150 – Justice Panel	0.0		N/A	1
C.P.K.N.	OP9079	Vol. 153 - Chemical Suicide	0.0		N/A	3
C.P.K.N.	OP9080	Vol. 152 - Fentanyl	0.0		N/A	3
C.P.K.N.	OP9083	Vol.155 - X2 C.E.W.	0.0		N/A	322
C.P.K.N.	OP9085	Suspect Apprehension Pursuits 2017	0.0		N/A	2
C.P.K.N.	TP0054	Race Based Data Collection	0.0		N/A	7,834
C.P.K.N.	TP0056	Search of Persons 2020	0.0		N/A	4,381
C.P.K.N.	TP3001	Characteristics Armed Person	0.0		N/A	360
C.P.K.N.	TP3003	Crown Attorney Divisional Training – Articulation	0.0		N/A	56
C.P.K.N.	TP3004	Death Notification	0.0		N/A	12
C.P.K.N.	TP3005	Drinking and Driving	0.0		N/A	106
C.P.K.N.	TP3006	DVAM System Update	0.0		N/A	21
C.P.K.N.	TP3007	Fatigue Management	0.0		N/A	78
C.P.K.N.	TP3008	Healthy Eating	0.0		N/A	17
C.P.K.N.	TP3014	Police Response Tracking of Level Emergencies	0.0		N/A	68
C.P.K.N.	TP3015	Racially Biased Policing	0.0		N/A	537
C.P.K.N.	TP3016	Sikh Religion: Item Religious Significance	0.0		N/A	320
C.P.K.N.	TP3017	Source Management	0.0		N/A	258
C.P.K.N.	TP3018	Threats to School Safety	0.0		N/A	10
C.P.K.N.	TP3020	Accessibility for Ontarians with Disabilities Act (A.O.D.A.) - Working Together	0.0		N/A	534
C.P.K.N.	TP3021	Hindu Religion: Item Religious Significance	0.0		N/A	276
C.P.K.N.	TP3024	Lesbian, Gay, Bi-sexual and Transgender (L.G.B.T.) Issues	0.0		N/A	56
C.P.K.N.	TP3025	Items of Religious Significance: Islam	0.0		N/A	327
C.P.K.N.	TP3026	Worker H.A.S. - 4 Steps	0.0		N/A	529
C.P.K.N.	TP3029	F.O.S. Dealing Potential Homicide	0.0		N/A	395
C.P.K.N.	TP3030	Police & Community Interaction	0.0		N/A	484
C.P.K.N.	TP3032	A.O.D.A. Module 3 – Part 1	0.0		N/A	520
C.P.K.N.	TP3033	A.O.D.A. Module 3 – Part 2	0.0		N/A	512

Unit	Course	Title	Duration	Unit	Sessions	Completed
C.P.K.N.	TP3034	A.O.D.A. Module 3 – Part 3	0.0		N/A	514
C.P.K.N.	TP3035	A.O.D.A. Module 3 – Part 4	0.0		N/A	449
C.P.K.N.	TP3037	I.M.S. - 100 - Final Assessment	0.0		N/A	11
C.P.K.N.	TP3039	Mobile Paid Duty Escort Training	0.0		N/A	298
C.P.K.N.	TP3040	ArcMap Training	0.0		N/A	1
C.P.K.N.	TP3041	Dom Violence Risk Management (D.V.R.M.) Report	0.0		N/A	291
C.P.K.N.	TP3042	Internet Facilitated Investigations – Level 1	0.0		N/A	416
C.P.K.N.	TP3049	Naloxone Nasal Spray Administration	0.0		N/A	1,152
C.P.K.N.	TP3050	Spit Shield Training	0.0		N/A	251
C.P.K.N.	TP3051	Intro to Fed ON Cannabis Leg	0.0		N/A	568
C.P.K.N.	TP3052	V.D.X. Supervisor Review of GO	0.0		N/A	57
C.P.K.N.	TP3053	Body Worn Camera eLearning	0.0		N/A	807
C.P.K.N.	TP3055	Promoting Healthy & Safe Workplace	0.0		N/A	5,769
<b>Sub - Total</b>						<b>30,504</b>
<b>TPC Total</b>					<b>611</b>	<b>7,620</b>
<b>C.P.K.N. Total</b>						<b>30,504</b>
<b>TPS Total</b>					<b>238</b>	<b>3,544</b>
<b>O.P.C./C.P.C./C.I.S.O. Total</b>						<b>539</b>
<b>C.S.C.E.D. Total</b>						<b>289</b>
<b>Grand Total</b>					<b>849</b>	<b>42,496</b>



**Appendix B**

**2020 Courses Completed by Service Units External to T.P.C. & Conferences - Seminars & Continuing Education Courses**

Unit	Course	Title	Duration	Unit	Sessions	Completed
T.P.S. - C&B	100029	Retirement Information Seminar	3.0	H	1	86
<b>Sub - Total</b>					<b>1</b>	<b>86</b>
T.P.S. - COM	TO0044	Com Op Coach & Mentoring Course	3.0	D	1	18
T.P.S. - COM	TS0002	Police Com/ Call Taker Course	640.0	H	2	27
T.P.S. - COM	TS0007	Police C.O.M. - Supervisor SAP	2.0	H	3	19
<b>Sub - Total</b>					<b>6</b>	<b>64</b>
T.P.S. - COURTS	100014	Prisoner Transportation Section Wagon Video	1.0	H	7	31
T.P.S.- COURTS	100041	Naloxone A.W.S. Presentation	4.0	H	7	203
T.P.S. - COURTS	100052	Active Attacker Courthouse Training	3.0	H	15	95
T.P.S. - COURTS	100053	Emergency Incidents Curt-house	1.0	H	12	86
T.P.S. - COURTS	100057	Special Constable H.R.A. 2	1.0	D	1	17
T.P.S. - COURTS	T00001	C.R.T.-Recruit Training Program	24.0	D	1	20
T.P.S. - COURTS	TO0084	C.R.T. A.P.T.V. Operators Course	1.0	H	1	2
T.P.S. - COURTS	TU0087	Court Officer Use of Force	1.0	D	10	227
<b>Sub - Total</b>					<b>54</b>	<b>681</b>
T.P.S. – C.P.E.U.	100043	Violence Threat Risk Assessment L1	2.0	D	2	66
T.P.S. – C.P.E.U.	100062	Alternative Dispute Resolution MN	4.0	D	5	119
T.P.S. – C.P.E.U.	100063	Resilience and Mindset Presentation	3.0	H	1	70
T.P.S. – C.P.E.U.	100067	L1 TES Model of CT Response	2.0	D	1	25
T.P.S. – C.P.E.U.	TM0114	Neighbourhood Officer Course	4.0	D	3	56
T.P.S. – C.P.E.U.	TO0080	Mobile Crisis Intervention Team	5.0	D	1	38
<b>Sub - Total</b>					<b>13</b>	<b>374</b>
T.P.S – E.T.F.	100065	E.T.F. Urban Containment	4.0	D	2	16
T.P.S – E.T.F.	TO1001	Basic Tactical Orientation E.T.F.	6.0	W	1	12
T.P.S – E.T.F.	TU0065	Use of Force E.T.F.	3.0	D	8	84
<b>Sub - Total</b>					<b>11</b>	<b>112</b>
T.P.S. – F.I.S.	TC0048	Scenes of Crime Officers Course	35.0	D	3	29
T.P.S. – F.I.S.	TO0039	Intellibook/Livescan Fingerprinting	2.0	D	19	104
<b>Sub - Total</b>					<b>22</b>	<b>133</b>
T.P.S. – H.R.M.S.	S00237	Human Resource Management System (H.R.M.S.) for Training Instructors	5.0	H	4	40
<b>Sub - Total</b>					<b>4</b>	<b>40</b>
T.P.S. - INTEL	100028	C.T.I.O. Workshop	3.0	D	1	50
T.P.S. - INTEL	TC0121	Advanced Online Investigations IV	5.0	D	1	19
T.P.S. - INTEL	TC0124	P.L.C. Investigate/Source Handler	9.0	D	2	49

Unit	Course	Title	Duration	Unit	Sessions	Completed
T.P.S. - INTEL	TC0125	Human Trafficking Investigations	5.0	D	1	24
T.P.S. - INTEL	TC0126	Online Investigations L 2& 3	5.0	D	3	58
<b>Sub - Total</b>					<b>8</b>	<b>200</b>
T.P.S. - MARINE	TO2011	MARINE Basic First Aid	2.0	D	2	28
<b>Sub - Total</b>					<b>2</b>	<b>28</b>
T.P.S. - P&C	100055	Foundations - Leadership Development	4.0	D	15	305
<b>Sub - Total</b>					<b>15</b>	<b>305</b>
T.P.S. - PARKING	PEO001	Parking Enforcement Officer Recruit Training	25.0	D	2	68
<b>Sub - Total</b>					<b>2</b>	<b>68</b>
T.P.S. – P.D.S.	TO0007	P.D.S. - Gen Purpose Dog Training	75.0	D	3	3
<b>Sub - Total</b>					<b>3</b>	<b>3</b>
T.P.S. – P.I.C.	S00215	Social Media in Communications	2.0	D	1	22
<b>Sub – Total</b>					<b>1</b>	<b>22</b>
T.P.S. – P.O.U.	100005	Less Lethal Weapons Requalification P.O.U.	1.0	D	2	32
T.P.S. – P.O.U.	TO3008	P.S.U. Incident Management System 200	2.0	D	3	44
T.P.S. – P.O.U.	TO3009	P.S.U. Incident Management System 300	3.0	D	1	10
T.P.S. – P.O.U.	TO3014	P.S.U.-Public Order Commander	5.0	D	1	16
T.P.S. – P.O.U.	TO3025	P.S.U. - Use of Force/Fitness Requalification	8.0	H	4	230
T.P.S. – P.O.U.	TO3027	P.O.U. - Block B Training	2.0	D	4	213
T.P.S. – P.O.U.	TO3032	Police Explosives Tech Assistant	5.0	D	1	6
T.P.S. – P.O.U.	TO3033	O.P.O.A.C. – P.O.C.M. Basic Course	5.0	D	1	58
T.P.S. – P.O.U.	TO3034	P.O.&C.M. Enhanced Operations & Tactics	5.0	D	1	55
<b>Sub - Total</b>					<b>18</b>	<b>664</b>
T.P.S. – R.M.S.	100049	Warrant Entries on C.P.I.C.	4.0	D	1	1
T.P.S. – R.M.S.	100051	Transcription	35.0	D	3	16
T.P.S. – R.M.S.	S00235	Charge Processing	10.0	D	1	5
<b>Sub – Total</b>					<b>5</b>	<b>22</b>
T.P.S. – T.S.V.	100016	Stationary Radar – Theory	1.0	D	1	6
T.P.S. – T.S.V.	100018	Laser LIDAR – Theory	1.0	D	19	213
T.P.S. – T.S.V.	100020	Mobile Radar – Theory	1.0	D	1	2
T.P.S. – T.S.V.	100071	Practical Traffic Direction	1.0	D	7	155
T.P.S. – T.S.V.	100079	Traffic Collision Photo Upgrade	4.0	D	2	6
T.P.S. – T.S.V.	100080	Basic Camera Operator Level 1	10.0	H	10	20
T.P.S. – T.S.V.	SFST2	Standard Field Sobriety Testing	4.0	D	5	47
T.P.S. – T.S.V.	TO0048	Traffic Collision Photography	10.0	D	2	6
T.P.S. – T.S.V.	TO0073	T.S.V. - ASD Alcotest 6810	1.0	H	22	242
T.P.S. – T.S.V.	TT0001	At Scene Collision Investigations	10.0	D	1	9

Unit	Course	Title	Duration	Unit	Sessions	Completed
T.P.S. – T.S.V.	TV0037	M/C Ops Requalification L1	1.0	D	1	8
T.P.S. – T.S.V.	TV0059	Motorcycle VIP Escort Refresher	2.0	D	1	27
T.P.S. – T.S.V.	TV0071	M/C Operator L2 Refresher	10.0	H	1	1
<b>Sub – Total</b>					<b>73</b>	<b>742</b>
C.I.S.O.	I00006	Interception of Private Communications	N/A		N/A	1
C.I.S.O.	I00019	Covert Operation Handler	N/A		N/A	3
C.I.S.O.	I00024	C-24 Lawful Justification	N/A		N/A	13
C.I.S.O.	I00027	Confidential Informant Development	N/A		N/A	1
<b>Sub – Total</b>						<b>18</b>
C.P.C.	C00027	Police Explosives Validation	N/A		N/A	2
C.P.C.	C00060	Computer Forensic Examiner	N/A		N/A	3
C.P.C.	C00062	Pol Explosive Forced Entry Instructor	N/A		N/A	2
C.P.C.	C00072	Using Internet as Intelligence Tool	N/A		N/A	1
C.P.C.	C00075	Crisis Negotiators	N/A		N/A	2
C.P.C.	C00077	Advanced Friction Ridge Analysis	N/A		N/A	3
C.P.C.	C00078	Canadian Internet Child Exploitations	N/A		N/A	3
C.P.C.	C00087	Digital Technologies for Investigators	N/A		N/A	6
C.P.C.	C00122	Peer to Peer Investigator	N/A		N/A	2
C.P.C.	C00123	Advanced Open Source Intelligence	N/A		N/A	5
<b>Sub – Total</b>						<b>29</b>
O.P.C.	P00004	Drug Investigation	N/A		N/A	4
O.P.C.	P00006	Forensic Identification	N/A		N/A	5
O.P.C.	P00019	Use of Force Trainer	N/A		N/A	2
O.P.C.	P00044	Search Warrant Course	N/A		N/A	1
O.P.C.	P00069	Advanced Friction Ridge Analysis	N/A		N/A	1
O.P.C.	P00084	Basic Constable Training	N/A		N/A	274
O.P.C.	P00088	C.E.W. Instructor Course	N/A		N/A	1
O.P.C.	P00091	O.M.C.M. Train the Trainer	N/A		N/A	2
O.P.C.	P00101	Gang Investigation Course	N/A		N/A	5
O.P.C.	P00104	Managing Invest U/ Power Case	N/A		N/A	1
O.P.C.	P00105	P.P.P. Managing Service Excellence	N/A		N/A	22
O.P.C.	P00123	Friction Ridge Analysis	N/A		N/A	1
O.P.C.	P00127	Forensic Identification Recertification	N/A		N/A	3
O.P.C.	P00129	Hate Crime	N/A		N/A	2
O.P.C.	P00134	Scenes of Crime Officer Training	N/A		N/A	1
O.P.C.	P00141	Power-case for the Command Triangle	N/A		N/A	4
O.P.C.	P00144	O.P.C.V.A.-CIICC Refresher	N/A		N/A	140
O.P.C.	P00151	P.P.P. Delivering Service Excellence	N/A		N/A	23
<b>Sub – Total</b>						<b>492</b>
C.S.C.E.D.		2020 Coyo Conference	N/A		N/A	1

Unit	Course	Title	Duration	Unit	Sessions	Completed
C.S.C.E.D.		A.C.G.P. as a Crime Against Society	N/A		N/A	1
C.S.C.E.D.		Archiving Data in MU Databases	N/A		N/A	1
C.S.C.E.D.		Address Geocoding w ArcGIS	N/A		N/A	1
C.S.C.E.D.		Agile Team Facilitation	N/A		N/A	2
C.S.C.E.D.		ArcGIS Analysis Workflow PS	N/A		N/A	1
C.S.C.E.D.		ArcGIS AW for Public Safety	N/A		N/A	3
C.S.C.E.D.		ArcGis AW for Public Safety	N/A		N/A	1
C.S.C.E.D.		ArcGIS Enterprise Advanced Configuration	N/A		N/A	1
C.S.C.E.D.		ArcGIS Geo Event Server	N/A		N/A	1
C.S.C.E.D.		Artificial Intelligence IBS	N/A		N/A	1
C.S.C.E.D.		Basic Emergency Management	N/A		N/A	1
C.S.C.E.D.		Basic Fall Protection	N/A		N/A	6
C.S.C.E.D.		Basic IMS 200	N/A		N/A	1
C.S.C.E.D.		Basic Pharmacology in MH&SU	N/A		N/A	1
C.S.C.E.D.		Becoming an EI Leader	N/A		N/A	1
C.S.C.E.D.		Building Models f GIS	N/A		N/A	1
C.S.C.E.D.		Business Metrics D.D.C.s	N/A		N/A	1
C.S.C.E.D.		Canadian Firearm Safety	N/A		N/A	1
C.S.C.E.D.		C.C.N.A. Implementing & Administering Locations	N/A		N/A	1
C.S.C.E.D.		C.C.N.A. Routing and Switching	N/A		N/A	1
C.S.C.E.D.		Certified Scrum Product Owner Workshop	N/A		N/A	1
C.S.C.E.D.		Certified Fiber Optic Technician	N/A		N/A	1
C.S.C.E.D.		Certified Scrum Master Workshop	N/A		N/A	1
C.S.C.E.D.		Certified Forensic Computer Examiner	N/A		N/A	1
C.S.C.E.D.		Cisco SIP, CUBE and Gateways	N/A		N/A	1
C.S.C.E.D.		CLCEI-Implementing Cisco Collation	N/A		N/A	1
C.S.C.E.D.		CLCOR-Implementing & Operating	N/A		N/A	3
C.S.C.E.D.		CLFNDU-Understanding Cisco Collation	N/A		N/A	1
C.S.C.E.D.		Creating & Sharing Animation	N/A		N/A	1
C.S.C.E.D.		Creating Python Script ArcGIS	N/A		N/A	5
C.S.C.E.D.		CSPO Workshop	N/A		N/A	1
C.S.C.E.D.		Cyber Introduction L1	N/A		N/A	1
C.S.C.E.D.		Cyber Security RPOS	N/A		N/A	1
C.S.C.E.D.		Cybersecurity CFS Administration	N/A		N/A	1
C.S.C.E.D.		Data Analytics: Capstone Course	N/A		N/A	1
C.S.C.E.D.		DDUG Replication	N/A		N/A	1
C.S.C.E.D.		Displaying Coordinated Data on a Map	N/A		N/A	1
C.S.C.E.D.		Displaying Data in ArcGIS Pro	N/A		N/A	1

Unit	Course	Title	Duration	Unit	Sessions	Completed
C.S.C.E.D.		DMM Geodatabase	N/A		N/A	1
C.S.C.E.D.		DT - ICQC - CCF Training	N/A		N/A	11
C.S.C.E.D.		ENARSI-Implementing Cisco Enterprise	N/A		N/A	2
C.S.C.E.D.		Enhancing Forensic Decision Making	N/A		N/A	1
C.S.C.E.D.		ER22.1x Justice	N/A		N/A	1
C.S.C.E.D.		Essentials of Emergency Management	N/A		N/A	1
C.S.C.E.D.		Ethics & Project Management	N/A		N/A	1
C.S.C.E.D.		Expert Insights on LWEI	N/A		N/A	1
C.S.C.E.D.		Extended Forensic Interviewing	N/A		N/A	1
C.S.C.E.D.		FBI First Responder Course	N/A		N/A	1
C.S.C.E.D.		FCSFC Training	N/A		N/A	1
C.S.C.E.D.		Fingerprint Distortion	N/A		N/A	1
C.S.C.E.D.		First Aid A.E.D. C.P.R. C. Blended	N/A		N/A	1
C.S.C.E.D.		FIVE with AMPED FIVE	N/A		N/A	2
C.S.C.E.D.		FVRAM Workshop	N/A		N/A	2
C.S.C.E.D.		Getting Started with GeoDBS	N/A		N/A	1
C.S.C.E.D.		Getting Started with M&V	N/A		N/A	1
C.S.C.E.D.		Getting Started with Python	N/A		N/A	4
C.S.C.E.D.		GS Insights for ArcGIS	N/A		N/A	1
C.S.C.E.D.		Hearing Officer Course	N/A		N/A	1
C.S.C.E.D.		I.C.O.P. Pandemic Influenzas	N/A		N/A	1
C.S.C.E.D.		I.C.P.-ATF	N/A		N/A	2
C.S.C.E.D.		Immigration & Conflict Zones	N/A		N/A	1
C.S.C.E.D.		Implementing & Operating Cisco	N/A		N/A	2
C.S.C.E.D.		Indigenous People Political St	N/A		N/A	1
C.S.C.E.D.		Input A.C.E. Certified Examiner	N/A		N/A	1
C.S.C.E.D.		Interception of Private Communications	N/A		N/A	1
C.S.C.E.D.		Intermediate I Excel Skills	N/A		N/A	1
C.S.C.E.D.		Interviewing Children w/ ADHD	N/A		N/A	1
C.S.C.E.D.		Intro to ArcGIS API for Python	N/A		N/A	2
C.S.C.E.D.		Intro to Cyber Security T&CA	N/A		N/A	1
C.S.C.E.D.		Intro to IMS 100 (Self - Study)	N/A		N/A	67
C.S.C.E.D.		Intro to Photoshop CC	N/A		N/A	1
C.S.C.E.D.		Intro to Premiere Pro CC	N/A		N/A	2
C.S.C.E.D.		Introduction to MS Excel 2016	N/A		N/A	1
C.S.C.E.D.		Introduction to Psychology	N/A		N/A	1
C.S.C.E.D.		Introduction to Webhooks	N/A		N/A	1
C.S.C.E.D.		Investigation 1 Digital Harassment	N/A		N/A	1
C.S.C.E.D.		Investigation 2 Online Fraud	N/A		N/A	1

Unit	Course	Title	Duration	Unit	Sessions	Completed
C.S.C.E.D.		Investigation 3 Child Enticement	N/A		N/A	1
C.S.C.E.D.		Investigation 4 Identity Theft	N/A		N/A	1
C.S.C.E.D.		ISC2 CISSP Course	N/A		N/A	1
C.S.C.E.D.		ITAM Professional-Recertified	N/A		N/A	1
C.S.C.E.D.		ITIL 4 Foundation Key Concepts	N/A		N/A	1
C.S.C.E.D.		ITIL 4 Foundation: GMP	N/A		N/A	1
C.S.C.E.D.		ITIL 4 Foundation: KCSM	N/A		N/A	1
C.S.C.E.D.		ITIL 4 Foundation: SVC	N/A		N/A	1
C.S.C.E.D.		ITIL 4 Foundation: SVS	N/A		N/A	1
C.S.C.E.D.		ITIL 4 Foundation: TGP	N/A		N/A	1
C.S.C.E.D.		ITIL 4 Foundation: Introduction	N/A		N/A	1
C.S.C.E.D.		ITIL4 Foundation: SMP	N/A		N/A	1
C.S.C.E.D.		ITIL4 Foundation: SMP (P2)	N/A		N/A	1
C.S.C.E.D.		IVWM Geodatabase	N/A		N/A	1
C.S.C.E.D.		KYCEIVC	N/A		N/A	1
C.S.C.E.D.		Labelling Map Features	N/A		N/A	1
C.S.C.E.D.		Leadership in Administration	N/A		N/A	1
C.S.C.E.D.		Leadership & Ethics in Safety	N/A		N/A	1
C.S.C.E.D.		Leadership In Police Orgs	N/A		N/A	1
C.S.C.E.D.		Leadership Insights on EI	N/A		N/A	1
C.S.C.E.D.		Leadership Insights on LWVE	N/A		N/A	1
C.S.C.E.D.		Leadership Presence & Presentation	N/A		N/A	1
C.S.C.E.D.		Leading with Values & Ethics	N/A		N/A	1
C.S.C.E.D.		Lift Truck Operator	N/A		N/A	6
C.S.C.E.D.		Location-Enabling Data	N/A		N/A	1
C.S.C.E.D.		Managing Map Layers ArcGIS Pro	N/A		N/A	1
C.S.C.E.D.		Maps and Geospatial Revolution	N/A		N/A	2
C.S.C.E.D.		MBA Essentials	N/A		N/A	1
C.S.C.E.D.		MBA Essentials Online	N/A		N/A	1
C.S.C.E.D.		MCB in CR Examinations	N/A		N/A	1
C.S.C.E.D.		Media, Social Media & Crime	N/A		N/A	1
C.S.C.E.D.		Microsoft Azure Fundamentals	N/A		N/A	2
C.S.C.E.D.		Moral Injury & Building Resilience	N/A		N/A	1
C.S.C.E.D.		MS Excel Level 2/Med	N/A		N/A	1
C.S.C.E.D.		MS Excel Level 3/Advanced	N/A		N/A	1
C.S.C.E.D.		National Advisory Committee	N/A		N/A	2
C.S.C.E.D.		Negotiation	N/A		N/A	1
C.S.C.E.D.		Negotiation Skills SIE	N/A		N/A	1
C.S.C.E.D.		NetMotion Mobility 11.0	N/A		N/A	3
C.S.C.E.D.		Network Security & Database Vulnerability	N/A		N/A	1

Unit	Course	Title	Duration	Unit	Sessions	Completed
C.S.C.E.D.		Omnicast Technical Certification	N/A		N/A	2
C.S.C.E.D.		Online Dispute Resolution	N/A		N/A	1
C.S.C.E.D.		OPCF When Social Distancing	N/A		N/A	1
C.S.C.E.D.		OS & SP During a Pandemic	N/A		N/A	1
C.S.C.E.D.		Patrol Rifle Requalification	N/A		N/A	1
C.S.C.E.D.		People and Performance Leadership Program	N/A		N/A	1
C.S.C.E.D.		Performing Analysis w/ ArcGIS	N/A		N/A	1
C.S.C.E.D.		POCAC - A Victims Perspective	N/A		N/A	1
C.S.C.E.D.		Project Management Professional PMP	N/A		N/A	1
C.S.C.E.D.		Project Management, Leadership & Communications	N/A		N/A	2
C.S.C.E.D.		PSI Using ArcGIS	N/A		N/A	1
C.S.C.E.D.		Psychological First Aid	N/A		N/A	2
C.S.C.E.D.		Python Scripting for Map Automation	N/A		N/A	2
C.S.C.E.D.		Querying MS SQL Server 2019	N/A		N/A	1
C.S.C.E.D.		RCMP Youth Officer Training	N/A		N/A	2
C.S.C.E.D.		Recertified ITAM Professional	N/A		N/A	2
C.S.C.E.D.		Reducing Gun Violence Effectively	N/A		N/A	1
C.S.C.E.D.		Research Methods in Pubic Safety	N/A		N/A	1
C.S.C.E.D.		Scrum Owner Certification Training	N/A		N/A	4
C.S.C.E.D.		SDS The New Frontier in Analytics	N/A		N/A	1
C.S.C.E.D.		Social Media in Emergency Management	N/A		N/A	1
C.S.C.E.D.		Spatial Data Science	N/A		N/A	1
C.S.C.E.D.		Sponsoring and Leading Change	N/A		N/A	1
C.S.C.E.D.		Status of Women in Canada Webinar	N/A		N/A	1
C.S.C.E.D.		Structured Data Analysis	N/A		N/A	7
C.S.C.E.D.		Survival in Urban Disaster	N/A		N/A	1
C.S.C.E.D.		System Architecture Design Strategy	N/A		N/A	1
C.S.C.E.D.		Tactical Rope (RM2) Training	N/A		N/A	1
C.S.C.E.D.		Taser 7 C.E.W.	N/A		N/A	1
C.S.C.E.D.		TASER X2 C.E.W.	N/A		N/A	1
C.S.C.E.D.		TASER X26p C.E.W.	N/A		N/A	1
C.S.C.E.D.		TES Crisis Response Training	N/A		N/A	1
C.S.C.E.D.		The Emotional Intelligent Leadership	N/A		N/A	1
C.S.C.E.D.		The Examination of Bloody FRIs	N/A		N/A	1
C.S.C.E.D.		The Mindful Leader	N/A		N/A	1
C.S.C.E.D.		The Salesperson REP	N/A		N/A	1
C.S.C.E.D.		The Science of Well-Being	N/A		N/A	1
C.S.C.E.D.		The Working Mind FRP Program	N/A		N/A	2

<b>Unit</b>	<b>Course</b>	<b>Title</b>	<b>Duration</b>	<b>Unit</b>	<b>Sessions</b>	<b>Completed</b>
C.S.C.E.D.		TOGAF for Practitioners-Level 1&	N/A		N/A	2
C.S.C.E.D.		Video Evidence Recovery & Analysis	N/A		N/A	1
C.S.C.E.D.		VTRA L2	N/A		N/A	1
C.S.C.E.D.		Welcome to the LDP	N/A		N/A	1
C.S.C.E.D.		Yoga Education Fundamentals	N/A		N/A	1
<b>Sub - Total</b>						<b>289</b>
<b>TPS Total</b>					<b>238</b>	<b>3,544</b>
<b>O.P.C./C.P.C./C.I.S.O. Total</b>						<b>539</b>
<b>C.S.C.E.D. Total</b>						<b>289</b>





## Toronto Police Services Board Report

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April 22, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Chief's Administrative Investigation into the Custody Injury of Complainant 2020.44**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) receive the following report.

### **Financial Implications:**

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

### **Background / Purpose:**

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving serious injury or death, provincial legislation requires the chief of police, of the relevant police service, to conduct an administrative investigation. This is the Chief's report in respect of this incident.

### **Discussion:**

On October 1, 2020, at 2155 hours, uniformed officers from 31 Division responded to an apartment building on Jayzel Drive in response to a radio call for an unknown trouble. The building Superintendent had advised 9-1-1 operators that he was watching surveillance video and had observed a male assaulting a female and then observed the same male forcibly pull the female into an apartment.

Four uniformed officers from 31 Division attended the apartment and commenced a domestic violence investigation. After speaking to the female victim and reviewing the building surveillance video the officers formed the grounds that the male party, identified

as Custody Injury Complainant 2020.44 was to be arrested for domestic related assault, uttering threats, failing to comply with a recognizance and failing to comply with his probation.

2020.44 was arrested, placed in handcuffs and taken out of the apartment by two officers.

Each officer took an arm and started escorting 2020.44 down the hallway toward the elevators. Without warning or provocation, 2020.44 broke away from the officers and violently threw himself at a wall knocking himself unconscious.

The officers attended to 2020.44 and immediately sought medical attention for him by requesting the attendance of Toronto Paramedic Services (Paramedics).

2020.44 regained consciousness and the officers escorted him down to the lobby where Paramedics were waiting.

Paramedics examined 2020.44 and determined he required medical treatment and transported him to Etobicoke General Hospital (E.G.H.).

When 2020.44 arrived at E.G.H., his condition rapidly deteriorated and he was transferred by ambulance to St. Michael's Hospital where he fell into a coma.

2020.44 was examined and diagnosed with a fractured skull, a brain bleed and a midline shift of the brain. 2020.44 was admitted to hospital for treatment.

Video surveillance from the hallway was secured, preserved and provided to the S.I.U.

This video clearly captured the events which lead to 2020.44's injuries.

The S.I.U. was notified and invoked its mandate.

The S.I.U. designated two officers as subject officials; two other officers were designated as witness officials.

In a letter to the Toronto Police Service (T.P.S.) dated April 6, 2021, Director Joseph Martino of the S.I.U. advised, "the file has been closed and no further action is contemplated. In my view, there were no grounds in the evidence to proceed with criminal charges against the two subject officers".

In his public report to the Attorney General Director Martino articulated this decision in part as follows:

*"Having been arrested and handcuffed, I am satisfied that SO #1 and SO #2 comported themselves within the limits of care prescribed by the criminal law. With an officer on either side of the Complainant and each holding onto an arm, they were uneventfully*

walking the Complainant down the hallway to the elevator when he suddenly propelled his head toward the right and into the hallway wall. It is plain and obvious that this is where the Complainant's injuries occurred as he collapsed immediately after impact and lost consciousness for a while. It is also clear that there was little if anything the officers could have done to prevent the Complainant doing what he did. The act happened quickly and without warning, leaving the officers little if any time to thwart the Complainant's intentions. Nor could they have known in the circumstances that the Complainant was at risk for such an act of self-harm. Once the damage had been done, SO #1 and SO #2 acted quickly to secure medical attention for the Complainant. I am unable to say that the manner in which SO #1 and SO #2 exercised custody over the Complainant was substandard.

*In the result, as I am satisfied that SO #1 and SO #2 conducted themselves lawfully throughout their interaction with the Complainant, there is no basis for proceeding with criminal charges in this case. The file is closed."*

The S.I.U. Director's public report to the Attorney General can be found by the following link: [http://www.siu.on.ca/en/directors\\_report\\_details.php?drid=1212](http://www.siu.on.ca/en/directors_report_details.php?drid=1212)

### **Summary of the Toronto Police Service's Investigation:**

Professional Standards (P.R.S.) conducted an investigation pursuant to Ontario Regulation 267/10, Section 11.

The P.R.S. investigation examined the circumstances of the custody injury in relation to the applicable legislation, service provided, procedures, and the conduct of the involved officers.

The P.R.S. investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest);
- Procedure 01-03 (Persons in Custody);
- Procedure 05-04 (Domestic Violence);
- Procedure 10-06 (Medical Emergencies);
- Procedure 13-16 (Special Investigations Unit);
- Procedure 13-17 (Notes and Reports);
- Procedure 15-01 (Use of Force);
- Procedure 15-17 (In-Car Camera System).

The P.R.S. investigation also reviewed the following legislation:

- *Police Services Act* Section 113 (Special Investigations Unit)
- Ontario Regulation 267/10 (Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit)

The P.R.S. investigation determined that the T.P.S.'s policies and procedures associated with this custody injury were lawful, in keeping with current legislation, and written in a manner which provided adequate and appropriate guidance to the members. None of the examined policies and procedures required modification.

The P.R.S. investigation determined the conduct of the designated officers was in compliance with applicable provincial legislation regarding the Standards of Conduct and applicable T.P.S. procedures.

Acting Staff Superintendent Robert Johnson, Strategy and Risk Management, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

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May 10, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Chief's Administrative Investigation into the Custody Injury of Complainant 2020.46**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) receive the following report.

### **Financial Implications:**

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

### **Background / Purpose:**

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving serious injury or death, provincial legislation requires the chief of police, of the relevant police service, to conduct an administrative investigation. This is the Chief's report in respect of this incident.

### **Discussion:**

On September 30, 2020, at 0811 hours, uniformed officers from 32 Division responded to a building on Harrison Garden Boulevard, for a domestic assault.

Information was received from the male caller that his girlfriend had assaulted him.

The officers attended and commenced a domestic assault investigation.

While conducting their investigation the involved female, later identified as Custody Injury Complainant 2020.46, attempted to leave the unit on two occasions and had to be ordered by the officers to remain at the scene.

Throughout the initial stages of the investigation 2020.46 pressured the officers to conduct their investigation as quickly as possible as she had other places to be.

Based on their initial investigation, physical evidence observed and a statement from the caller the officers formed the grounds 2020.46 had assaulted her partner with a cellular phone and was to be arrested for assault with a weapon.

When the officers took physical control of 2020.46 to arrest her, she intentionally dropped to the ground and passively resisted the officer's attempts to restrain her.

The officers lifted 2020.46 up from the floor and one officer used his body weight to hold 2020.46 up against the wall to prevent her from dropping back to the floor. While secured against the wall, 2020.46 was arrested and handcuffed.

2020.46 was escorted out of the building and placed into the rear of a marked police vehicle without incident.

While in the police vehicle 2020.46 began to cry and told officers she was going to miss an important doctor's appointment that was scheduled for later that morning.

The officers allowed 2020.46 the use of a phone to call the hospital and reschedule the appointment.

While on route to the division, 2020.46 was asked a series of COVID-19 screening questions. 2020.46 indicated that she had a fever and officers re-routed to North York General Hospital to seek treatment for a possible COVID-19 infection.

2020.46 was examined by a physician and it was determined she did not have a fever.

2020.46 was then taken to have an ultrasound examination. It was learned by the officers that this was the examination 2020.46 had previously scheduled to have and had rescheduled when she was arrested.

The officers remained at the hospital with 2020.46 who had a number of confidential medical conversations with hospital staff about the results of the ultrasound.

Neither 2020.46 nor the medical staff relayed any information regarding the results of the ultrasound to the involved officers. Further, the officers were not made aware that 2020.46 had suffered any injury during her arrest or was in any pain.

2020.46 was cleared medically and was released back into the custody of the waiting officers.

2020.46 was transported from the hospital to a nearby subway station where she was released on a promise to appear and undertaking.

On October 13, 2020, the S.I.U. contacted the Chief's S.I.U. Liaison Officer, Superintendent Christopher Kirkpatrick (7554) and advised that 2020.46 had contacted the S.I.U. directly and reported that she had suffered a miscarriage when she was arrested on September 30, 2020, and they had invoked their mandate.

The S.I.U. designated one officer as a subject official; three other officers were designated as witness officials.

In a letter to the Service dated April 21, 2021, Director Joseph Martino of the S.I.U. advised, *"the file has been closed and no further action is contemplated. In my view, there were no grounds in the evidence to proceed with criminal charges against the subject officer"*.

In his report to the Attorney General Director Martino articulated this decision in part as follows:

*"On my assessment of the evidence, there are no reasonable grounds to believe that the SO committed a criminal offence in connection with the Complainant's arrest and any harm done to her fetus. I am unable to place much if any weight on the Complainant's rendition of events. Her account is belied by the evidence of CW #1, who witnessed the arrest, and that of the involved officers. The Complainant was also materially mistaken about the manner in which she was treated while being escorted to the police cruiser as evidenced by security camera footage, which contradicted her account.*

*With respect to what remains of the evidence, I am unable to reasonably conclude that the SO, or WO #1 for that matter, used excessive force. At its highest, the SO used his body weight to temporarily control a resistant Complainant after she had dropped to the floor and refused to surrender her arms to be handcuffed. The officer did not place his knee on her stomach, nor is there indication of any strikes having been delivered by either officer. Thereafter, the Complainant was simply raised to her feet, handcuffed without further incident and escorted uneventfully to the waiting cruiser to be taken to the station. On this record, there is insufficient evidence to reasonably believe that the SO's conduct was not rationally and proportionately connected to overcoming the Complainant's resistance.*

*In the final analysis, whether or not the Complainant's fetus was viable on the day in question and, if not, whether that was because of the circumstances that marked the Complainant's arrest by the SO and WO #1, there are no reasonable grounds to believe that the SO conducted himself other than lawfully. Accordingly, there is no basis for proceeding with criminal charges in this case, and the file is closed"*.

The S.I.U. Director's public report to the Attorney General can be found by the following link: [http://www.siu.on.ca/en/directors\\_report\\_details.php?drid=1282](http://www.siu.on.ca/en/directors_report_details.php?drid=1282)

### **Summary of the Toronto Police Service's Investigation:**

Professional Standards (P.R.S.) conducted an investigation pursuant to Ontario Regulation 267/10, Section 11.

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The P.R.S. investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest);
- Procedure 01-03 (Persons in Custody);
- Procedure 05-04 (Domestic Violence);
- Procedure 10-06 (Medical Emergencies);
- Procedure 13-16 (Special Investigations Unit);
- Procedure 13-17 (Notes and Reports);
- Procedure 15-01 (Use of Force);
- Procedure 15-17 (In-Car Camera System).

The P.R.S. investigation also reviewed the following legislation:

- *Police Services Act* (P.S.A.) Section 113 (Special Investigations Unit)
- Ontario Regulation 267/10 (Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit)

The P.R.S. investigation determined that the T.P.S.'s policies and procedures associated with this custody injury were lawful, in keeping with current legislation, and written in a manner which provided adequate and appropriate guidance to the members. None of the examined policies and procedures required modification.



The P.R.S. investigation determined that one of the involved officers failed to activate their In-Car Camera System contrary to Procedure 15-17. An investigation pursuant to Part V of the P.S.A. was initiated and misconduct was substantiated. The matter was adjudicated at the unit level and a unit level penalty was assessed.

Acting Staff Superintendent Robert Johnson, Strategy and Risk Management, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

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April 15, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Chief's Administrative Investigation into the Vehicle Injuries to Complainant 2020.53**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) receive the following report.

### **Financial Implications:**

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

### **Background / Purpose:**

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving serious injury or death, provincial legislation requires the chief of police, of the relevant police service, to conduct an administrative investigation. This is the Chief's report in respect of this incident.

### **Discussion:**

On November 2, 2020, at 0752 hours, a uniformed officer from 51 Division was operating a marked Toronto Police Service (T.P.S.) vehicle. The officer was responding to a radio call for an assault that had just occurred at the Greenwin Square Plaza located at 345 Bloor Street East. The officer was the sole occupant of the police vehicle and had no emergency equipment activated. Another uniformed officer from 51 Division was operating a marked T.P.S. police vehicle and was driving directly behind the first officer. The officers were responding as a 'tandem' unit due to the COVID-19 pandemic deployment protocols adopted by the T.P.S.

Information received was that the suspect had left the location after committing the assault and a description of the suspect was broadcast. Both officers, while heading to the call, were checking the immediate area for the suspect.

The first officer was northbound on Parliament Street south of Howard Street travelling at approximately 20 kilometers per hour. Parliament Street runs north and south with two lanes north and two lanes south. Howard Street is approximately 40 meters south of Bloor Street East, and runs in one direction west from Parliament Street. The speed limit on Parliament Street is 50 kilometers per hour.

The complainant, identified as Vehicle Injury Complainant 2020.53 was a passenger in a motor vehicle that was being driven by her husband. The complainant's motor vehicle was stopped westbound on Bloor Street East at Parliament Street facing a red traffic light. The traffic light turned green and the complainant's motor vehicle turned left and proceeded southbound in the curb lane of Parliament Street.

As the lead officer was approaching Howard Street, there was a pedestrian crossing Howard Street from the south side of the intersection walking northbound along the west side of Parliament Street. As the pedestrian neared the north curb, the lead officer had signaled their intention to make a left turn, and then began to turn left onto westbound Howard Street. There was a motor vehicle in the southbound left passing lane of Parliament Street that slowed to allow the police vehicle to make its left turn. As the lead officer made the left turn they collided with the complainant's southbound motor vehicle that had been travelling in the curb lane travelling at approximately 54 kilometers per hour. The collision was captured on the In-Car Camera System (I.C.C.S.) of the police vehicles.

Because of the collision, the lead officer sustained a broken right wrist and was unable to exit the police vehicle. Immediately after the collision, the following officer positioned his police vehicle blocking all southbound lanes just north of the collision and rendered assistance to the complainant and her husband. 2020.53 suffered an injury and was transported to St. Michael's Hospital. She was diagnosed and treated for a fracture to her right hand that required medical treatment.

The S.I.U. was notified and invoked its mandate.

The S.I.U. designated one officer as a subject official; seven other officers were designated as witness officials.

In a letter to the T.P.S., dated February 2, 2021, Director Joseph Martino of the S.I.U. advised that the investigation was completed, the file has been closed and no further action is contemplated. Director Martino stated;

*"The file has been closed and no further action is contemplated. In my view, there were no grounds in the evidence to proceed with criminal charges against the subject officer."*

The S.I.U. published a media release on February 5, 2021. The media release is available at; [https://www.siu.on.ca/en/news\\_template.php?nrid=6325](https://www.siu.on.ca/en/news_template.php?nrid=6325)

The Director's Report of Investigation is published on the link; [https://www.siu.on.ca/en/directors\\_report\\_details.php?drid=1055](https://www.siu.on.ca/en/directors_report_details.php?drid=1055)

In his report to the Attorney General Director Martino articulated this decision in part as follows;

*"...there is a heavy onus on users of the roadway intending to make turns to refrain from doing so unless it is safe. It is unclear how or why the SO, as appears to be the case, did not see CW #1's Nissan traveling south in the southbound curb lane. ... There is a suggestion in the evidence that the officer's line of sight may have been obstructed by a southbound vehicle in the passing lane which had slowed to let her turn. While that may be true, it does not absolve the officer. Arguably, the SO ought to have exercised greater caution in circumstances in which she could not be sure if her way was clear."*

*"Notwithstanding what appears to have been the officer's role in the collision, the law is clear that momentary lapses of judgment or attention of this nature are not enough to establish liability for dangerous driving: R v Roy, [2012] 2 SCR 60. There is nothing to indicate that the SO's apparent indiscretion was anything more than this. For example, the evidence indicates that she was traveling at modest speeds as she travelled north on Parliament Street and had her left-turn signal on as she approached Howard Street. And none of the witnesses to the collision suggested any reckless driving on the part of the officer leading up to the collision. On this record, there is insufficient evidence to reasonably conclude that the SO caused or contributed to the collision in any manner that might attract criminal sanction."*

### **Summary of the Toronto Police Service's Investigation:**

The Professional Standards (P.R.S.) and Traffic Services (T.S.V.) conducted an investigation pursuant to Ontario Regulation 267/10, Section 11.

The investigation examined the circumstances of the vehicle injuries in relation to the applicable legislation, service provided, procedures, and the conduct of the involved officers.

The P.R.S. and T.S.V. investigation reviewed the following T.P.S. procedures:

- Procedure 07-01 (Transportation Collisions)
- Procedure 07-05 (Service Vehicle Collisions)
- Procedure 08-03 (Injured On Duty Reporting)
- Procedure 08-04 (Members Involved in a Traumatic Critical Incident)
- Procedure 10-06 (Medical Emergencies)
- Procedure 13-03 (Uniform Internal Complaint Intake/Management)

- Procedure 13-04 (Uniform Unit Level Discipline)
- Procedure 13-16 (Special Investigations Unit)
- Procedure 13-17 (Notes and Reports)
- Procedure 15-11 (Use of Service Vehicles)
- Procedure 15-17 (In-Car Camera System)

The P.R.S. and T.S.V. investigation also reviewed the following legislation:

- *Police Services Act* Section 113 (Special Investigations Unit)
- Ontario Regulation 267/10 (Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit)

The P.R.S. and T.S.V. investigation determined that the T.P.S.'s policies and procedures associated with the vehicle injury were lawful, in keeping with current legislation, and written in a manner which provided adequate and appropriate guidance to the members. None of the examined policies and procedures required modification.

The T.S.V. review of the collision determined that the officer designated by the S.I.U. as a subject official was at fault in the collision. A Part V investigation was initiated and misconduct was substantiated. The Unit Commander of 51 Division resolved the matter at the Unit level.

Acting Staff Superintendent Robert Johnson, Strategy and Risk Management, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

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May 11, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Chief's Administrative Investigation into the Custody Death of Complainant 2020.56**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) receive the following report.

### **Financial Implications:**

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

### **Background / Purpose:**

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving serious injury or death, provincial legislation requires the Chief of Police, of the relevant police service, to conduct an administrative investigation. This is the Chief's report in respect of this incident.

### **Discussion:**

On November 13, 2020, at 0615 hours, three uniformed Police Constables from 11 Division received a radio call for unknown trouble at an address on Old Dundas Street.

One of the persons, who called 9-1-1, indicated a male, later identified as Custody Death Complainant 2020.56, was attempting to get into apartments within the building and had pulled the fire alarm. Further information indicated that 2020.56 was trying to fight with people in the building, had removed his clothing and was becoming more agitated. Once on scene, the officers were directed to the basement where 2020.56 was located laying on his back unresponsive in the hallway.

Also in the basement were members from the Toronto Fire Department (T.F.D.) who had arrived on scene prior to police arrival. One of the officers attempted to get 2020.56's attention by speaking to him, however 2020.56 was not responding. Given the circumstances of the call and the potential for violence, the officer applied his handcuffs to the front to ensure officer and public safety. Once handcuffed, the officer realized that 2020.56 appeared to be in medical distress at which point the members of T.F.D. commenced life saving measures and began Cardiopulmonary Resuscitation (C.P.R.). They utilized an automated external defibrillator (A.E.D.) and were able to establish a pulse on several occasions.

A request to Communications Services was made by officers to rush an ambulance. Toronto Paramedic Services (Paramedics) arrived shortly after first aid had been commenced. Paramedics transported 2020.56 to St. Joseph's Hospital. At 0745 hours, 2020.56 was pronounced deceased by hospital staff. The cause of death was unknown at this time.

The S.I.U. was notified and invoked its mandate.

The S.I.U. published a media release on November 13, 2020, in an effort to locate witnesses to the event. The media release is available at;  
[https://www.siu.on.ca/en/news\\_template.php?nrid=6133](https://www.siu.on.ca/en/news_template.php?nrid=6133)

The media release was titled; *"SIU Investigating Death in York."*

The S.I.U. did not designate any members of the T.P.S. in this investigation.

The three attending officers were equipped with Body-Worn Cameras (B.W.C.) and complied with T.P.S. Procedure 15-20. The footage was disclosed to the S.I.U. upon request through the Professional Standards (P.R.S.) - S.I.U. Liaison.

In a letter to the T.P.S., dated April 19, 2021, Director Joseph Martino of the S.I.U. advised that the investigation was completed, the file had been closed and no further action was contemplated. Director Martino stated;

*"In my view, there were no reasonable grounds in the evidence to proceed with criminal charges."*

The S.I.U. published a media release on April 20, 2021. The media release is available at; [https://www.siu.on.ca/en/news\\_template.php?nrid=6602](https://www.siu.on.ca/en/news_template.php?nrid=6602)

The media release was titled; *"No Basis to Proceed with Charges Against Officers in Relation to Man's Death in York; Police Engagement was Lawful and Limited"*

The Director's Report of Investigation is published on the link;  
[https://www.siu.on.ca/en/directors\\_report\\_details.php?drid=1246](https://www.siu.on.ca/en/directors_report_details.php?drid=1246)

In his report, Director Martino commented in his analysis and decision by stating;

*“Officer #1, Officer #2 and Officer #3 were in the discharge of their duty when they arrived at 4033 Old Dundas Street in response to 911 calls expressing concerns about the Complainant’s strange and belligerent behaviour.*

*Thereafter, in the three minutes they were on scene before a rush was asked for the ambulance and steps taken to commence CPR, I am satisfied the officers comported themselves with due regard for the Complainant’s well-being. They consulted with the firefighters, observed for themselves that the Complainant was breathing, albeit with difficulty, and deferred, reasonably in my view, to the firefighters’ assessment of the Complainant’s condition. Even then, when it appeared that the Complainant was no longer breathing and had lapsed into acute medical distress, they played their part in providing care. To reiterate, Officer #3 asked that a rush be placed on the ambulance and they assisted in re-positioning the Complainant on the corridor where CPR could more readily be performed. On this record, I am unable to reasonably conclude that any one or more of the officers transgressed the limits of care prescribed by the criminal law.*

*The cause of the Complainant’s death is pending the results of toxicological analyses, which have yet to come in. Be that as it may, given the nature and extent of the officers’ involvement in this matter, there is no indication in the evidence that they acted other than lawfully throughout their limited engagement with the Complainant. Accordingly, there is no basis for proceeding with criminal charges and the file is closed.”*

### **Summary of the Toronto Police Service’s Investigation:**

Professional Standards (P.R.S.) conducted an investigation pursuant to Ontario Regulation 267/10, Section 11.

P.R.S. examined the injury in relation to the applicable legislation, service provided, procedures, and the conduct of the involved officers.

The P.R.S. investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest)
- Procedure 01-02 (Search of Persons)
- Procedure 01-03 (Persons in Custody)
- Procedure 04-02 (Death Investigations)
- Procedure 04-16 (Death in Police Custody)
- Procedure 10-06 (Medical Emergencies)
- Procedure 13-16 (Special Investigations Unit)
- Procedure 13-17 (Notes and Reports)
- Procedure 15-01 (Use of Force)



- Procedure 15-02 (Injury/Illness Reporting)
- Procedure 15-17 (In-Car Camera System)
- Procedure 15-20 (Body-Worn Camera)

The P.R.S. investigation also reviewed the following legislation:

- *Police Services Act* Section 113 (Special Investigations Unit)
- Ontario Regulation 267/10 (Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit)
- Ontario Regulation 926 Section 14.(3) (Use of Force Qualifications)

The P.R.S. investigation determined that the T.P.S.'s policies and procedures associated with the custody death were lawful, in keeping with current legislation, and written in a manner which provided adequate and appropriate guidance to the members. None of the examined policies and procedures required modification.

The conduct of the officers was in compliance with applicable provincial legislation regarding the Standards of Conduct and applicable T.P.S. procedures.

Acting Staff Superintendent Robert Johnson, Strategy and Risk Management, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

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April 26, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Chief's Administrative Investigation into the Alleged Sexual Assault of Sexual Assault Complainant 2020.60**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) receive the following report.

### **Financial Implications:**

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

### **Background / Purpose:**

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving serious injury, death or the allegation of a sexual assault, provincial legislation requires the chief of police, of the relevant police service, to conduct an administrative investigation. This is the Chief's report in respect of this incident.

### **Discussion:**

On November 29, 2020, at 1930 hours, uniformed officers from 11 Division responded to a radio call on Brock Avenue for a person with a gun. The caller reported that a male had discharged a firearm in the area and was trying to reload his firearm.

As officers arrived in the area the suspect, later identified as Sexual Assault Complainant 2020.60 fled on foot. After a brief foot pursuit 2020.60 was located in a laneway north of Queen Street West where he was arrested and handcuffed.

A loaded firearm and ammunition was located on 2020.60 during the search incident to arrest.

After his arrest, 2020.60 complained of an injury to his knee. Toronto Paramedic Services (Paramedics) were notified, attended the scene and transported 2020.60 to St. Joseph's Health Centre.

Two uniformed officers attended the hospital with 2020.60.

The two officers who escorted 2020.60 to the hospital were equipped with Body Worn Cameras but had turned the cameras off as they entered the health facility as per Procedure 15-20 (Body Worn Camera).

2020.60 was placed in an examination room while the two officers stood guard outside the room.

2020.60 was examined by a physician, cleared medically and released into the custody of the officers.

2020.60 was transported to 11 Division and while being paraded before the Officer-in-Charge he alleged one of the officers had touched him inappropriately.

2020.60 was charged with numerous firearms offences and held for a show cause hearing.

The S.I.U. was notified of 2020.60's allegation and invoked its mandate.

The S.I.U. designated one officer as a subject official; two other officers were designated as witness officials.

The subject officer (S.O.) provided the S.I.U. with a copy of his memo book notes and participated in an investigative interview.

In a letter to the Toronto Police Service (T.P.S.) dated April 8, 2021, Director Joseph Martino of the S.I.U. advised, "*the file has been closed and no further action is contemplated. In my view, there were no grounds in the evidence to proceed with criminal charges against the subject officer*".

The S.I.U. does not provide a copy of or make public to the investigative reports where there has been an allegation of sexual assault stating in part, "*please note that I will not be providing a copy of the report to any of the involved parties, nor will the report be posted publicly on the SIU's website, as the release of information related to investigations of sexual assault allegations is always associated with a risk of further deterring reports of what is an under-reported crime and undermining the heightened privacy interests of the involved parties, most emphatically, the complainants*".

## **Summary of the Toronto Police Service's Investigation:**

Professional Standards (P.R.S.) conducted an investigation pursuant to Ontario Regulation 267/10, Section 11.

This investigation examined the circumstances of the alleged sexual assault in relation to the applicable legislation, service provided, procedures, and the conduct of the involved officers.

The P.R.S. investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest);
- Procedure 01-02 (Search of Persons);
- Procedure 01-03 (Persons in Custody);
- Procedure 03-06 (Guarding Persons in Hospital);
- Procedure 10-06 (Medical Emergencies);
- Procedure 13-16 (Special Investigations Unit);
- Procedure 13-17 (Notes and Reports);
- Procedure 15-01 (Use of Force);
- Procedure 15-17 (In-Car Camera System);
- Procedure 15-20 (Body-Worn Camera).

The P.R.S. investigation also reviewed the following legislation:

- *Police Services Act* Section 113 (Special Investigations Unit)
- Ontario Regulation 267/10 (Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit)

The P.R.S. investigation determined that the T.P.S.'s policies and procedures associated with this alleged sexual assault were lawful, in keeping with current legislation, and written in a manner, which provided adequate and appropriate guidance to the members. None of the examined policies and procedures required modification.

The P.R.S. investigation determined the conduct of the designated officers was in compliance with applicable provincial legislation regarding the Standards of Conduct and applicable T.P.S. procedures.

Acting Staff Superintendent Robert Johnson (5909), Strategy and Risk Management, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

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April 30, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Chief's Administrative Investigation into the Custody Injury to Complainant 2020.62**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) receive the following report.

### **Financial Implications:**

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

### **Background / Purpose:**

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving serious injury or death, provincial legislation requires the Chief of Police, of the relevant police service, to conduct an administrative investigation. This is the Chief's report in respect of this incident.

### **Discussion:**

On December 10, 2020, at 1128 hours, Toronto Police Service (T.P.S.) Communications Services (Communications) received a 9-1-1 call from a telephone operator at the Canada Revenue Agency (C.R.A.). The caller was reporting that a male, later identified as Custody Injury Complainant 2020.62 was in crisis as the result of issues surrounding his federal government payments. 2020.62 told the operator that if he did not get what he was asking for, he would kill himself.

Uniformed officers from 13 Division responded to the address and engaged 2020.62. After about an hour of discussions with him, the officers requested the assistance of the on duty Mobile Crisis Intervention Team (M.C.I.T.).

The M.C.I.T. attended and assessed 2020.62. The M.C.I.T. determined that 2020.62 did not present a danger to himself or others and referred him to community support for any further mental health issues.

On December 10, 2020, at 2322 hours, Communications received a call from 2020.62 at his address. He had called 9-1-1 to report that he was experiencing suicidal thoughts and wanted help.

Two uniformed officers from 13 Division attended the call. Upon their arrival, the officers spoke to the Toronto Paramedic Services (Paramedics) who were waiting outside the apartment. The Paramedics advised that they had heard yelling and did not feel safe in approaching 2020.62 without the police being present. As the officers approached the apartment, they heard yelling coming from within the apartment.

The officers announced themselves and noticed that the door was unlocked. They entered the apartment and observed 2020.62 yelling and pacing in a circular motion in his living room. The officers engaged 2020.62 in conversation and attempted to de-escalate the situation. He became compliant and sat in a chair. After a few minutes, 2020.62 jumped from the chair and began smacking himself in the face with his hands and yelling that he wanted to kill himself.

The officers apprehended 2020.62 under Section 17 of the *Mental Health Act* (M.H.A.). 2020.62 was compliant and was transported to Mount Sinai Hospital by Paramedics. He was compliant throughout the trip in the ambulance and was compliant initially throughout the waiting process at the hospital.

When 2020.62 was admitted into the emergency section, he was told that he would be going into the crisis room. 2020.62 immediately became resistant and refused to enter the room for assessment. He attempted to leave the hospital by walking out of the assessment area.

One officer took hold of his arm and attempted to prevent the escape. The other officer and hospital security personnel assisted in restraining 2020.62 and together they fell on top of him. 2020.62 was placed on a stretcher and secured in restraints. He began to complain of pain in his right knee immediately after his restraint.

Medical personnel completed a mental assessment and physical assessment. He was diagnosed with a fracture to his kneecap and admitted for treatment as well as assessment under the M.H.A.

The S.I.U. was notified and invoked its mandate.

The S.I.U. designated one officer as a subject official; six other officers were designated as witness officials.

In a letter to the T.P.S., dated April 9, 2021, Director Joseph Martino of the S.I.U. advised that the investigation was completed, the file has been closed and no further action is contemplated. Director Martino stated;

*“In my view, there were no reasonable grounds in the evidence to proceed with criminal charges against the official.”*

The S.I.U. published a media release on April 11, 2021. The media release is available at; [https://www.siu.on.ca/en/news\\_template.php?nrld=6557](https://www.siu.on.ca/en/news_template.php?nrld=6557)

The media release was titled; *“No Charges to Issue in Relation to Injury Sustained by Man During Altercation with Police at Toronto Hospital”*.

The Director’s Report of Investigation is published on the link; [https://www.siu.on.ca/en/directors\\_report\\_details.php?drld=1223](https://www.siu.on.ca/en/directors_report_details.php?drld=1223)

In his report, Director Martino referred to the officer’s use of force by stating;

*“Once in their charge, the SO and WO #2 were also entitled to maintain custody over the Complainant until he could be released into the care of the hospital. Accordingly, when the Complainant attempted to flee the hospital, the officers acted appropriately in preventing that from occurring. The issue is whether they used only reasonably necessary force in effecting their purpose. In my view, they did.*

*The SO and WO #2 wrestled with the Complainant as he flailed his body and attempted to break free from their hold. At its highest, it appears the SO may have had the Complainant in a head lock for a brief period before the parties, including one or more hospital security guards, fell to the floor. The takedown itself appears to have been accidental as much as anything else, the result of a loss of balance as the parties pushed and pulled for position. No strikes of any kind were delivered by the officers, or the guards for that matter, and the Complainant appears to have been handcuffed in short order after he had been grounded. On this record, I am unable to reasonably conclude that the force used by the officers was disproportionate to the challenge at hand.”*

### **Summary of the Toronto Police Service’s Investigation:**

Professional Standards (P.R.S.) conducted an investigation pursuant to Ontario Regulation 267/10, Section 11.

P.R.S. examined the injury in relation to the applicable legislation, service provided, procedures, and the conduct of the involved officers.



The P.R.S. investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest)
- Procedure 01-02 (Search of Persons)
- Procedure 01-03 (Persons in Custody)
- Procedure 06-04 (Emotionally Disturbed Persons)
- Procedure 10-06 (Medical Emergencies)
- Procedure 13-16 (Special Investigations Unit)
- Procedure 13-17 (Notes and Reports)
- Procedure 15-01 (Use of Force)
- Procedure 15-02 (Injury/Illness Reporting)
- Procedure 15-17 (In-Car Camera System)

The P.R.S. investigation also reviewed the following legislation:

- *Police Services Act* Section 113 (Special Investigations Unit)
- Ontario Regulation 267/10 (Conduct and Duties of Police Officers Respecting Investigations by the Special Investigations Unit)
- Ontario Regulation 926 Section 14.3 (Use of Force Qualifications)

The P.R.S. investigation determined that the T.P.S.'s policies and procedures associated with the custody injury were lawful, in keeping with current legislation, and written in a manner which provided adequate and appropriate guidance to the members. None of the examined policies and procedures required modification.

The conduct of the officers was in compliance with applicable provincial legislation regarding the Standards of Conduct and applicable T.P.S. procedures.

Acting Staff Superintendent Robert Johnson, Strategy and Risk Management, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office



## Toronto Police Services Board Report

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May 7, 2021

To: Chair and Members  
Toronto Police Services Board

From: James Ramer, M.O.M.  
Chief of Police

**Subject: Chief's Administrative Investigation into the Discharge of a Firearm at a Person Complainant 2020.63**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board) receive the following report.

### **Financial Implications:**

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

### **Background / Purpose:**

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving serious injury or death, or the discharge of a firearm at a person by a police official, provincial legislation requires the Chief of Police, of the relevant police service, to conduct an administrative investigation. This is the Chief's report in respect of this incident.

### **Discussion:**

On December 11, 2020, at 2142 hours, uniformed officers from 32 Division were dispatched to 5800 Yonge Street regarding a "*Person with a Knife*" radio call.

Information received was that a male identified as Discharge a Firearm at a Person Complainant 2020.63 was a client at the refugee centre and had been aggressively screaming for two hours and was heard to say he was going to kill himself if anyone tried to approach him.

Officers attended the scene along with Toronto Paramedic Services (Paramedics) and observed that 2020.63 had a knife in his right hand and he was screaming. 2020.63 was standing by himself in the driveway of the shelter; there were other residents and shelter security officers nearby.

Officers ordered the other residents and the security officers to go into the shelter for their safety.

Officers engaged 2020.63 in verbal communication, trying to de-escalate the situation and asking him to drop the knife. However, 2020.63 appeared to be under the influence of narcotics, and kept yelling and screaming that he wanted to be shot and killed by police.

The officers pleaded with 2020.63 to drop the knife, which he kept wielding and waving, at times placing it near his own neck area. 2020.63 refused all of the officers' requests and continued to yell that he wanted the officers to kill him.

After several attempts of asking 2020.63 to drop the knife, he did not comply and just continued to scream, walking towards the side and rear of the building.

One of the officers, who was armed with a less lethal shotgun, took a position that allowed for a safe discharge. The officer determined that 2020.63 was a danger to himself and to the police officers at the scene. The officer discharged one less lethal round that struck 2020.63 in the stomach. 2020.63 momentarily doubled over but recovered. The officer discharged a second less lethal round striking 2020.63 again. 2020.63 ran off with the knife still in hand followed by several officers.

2020.63 stopped his flight and turned to face the officers who were following him. 2020.63 lunged toward one of the officers who then discharged a Conducted Energy Weapon (C.E.W.). The probes struck 2020.63 causing him to drop the knife and run from the officers.

Several officers caught up to 2020.63 and were able to place him under arrest without further incident.

2020.63 was transported by Paramedics to North York General Hospital. While on board the ambulance, 2020.63 stated he had consumed an unknown quantity of drugs in the past several days including: crack cocaine, crystal meth, and alcohol. In addition 2020.63 stated he had not slept in the past few days.

At the hospital, 2020.63 was placed in four-point restraints as he continued to be belligerent and aggressive. He kept screaming about wanting to die.

2020.63 was sedated and admitted to the hospital on a Form 1 under the *Mental Health Act*.

2020.63's only injury was bruising to his stomach.

The S.I.U. was notified and invoked its mandate.

The S.I.U. published a media release on December 12, 2020, in a search for witnesses to the event.

The media release is available at; [https://www.siu.on.ca/en/news\\_template.php?nrid=6199](https://www.siu.on.ca/en/news_template.php?nrid=6199), and was entitled; "SIU Investigating After Police Officer Discharges Bean-Bag Gun at Man in Toronto"

The S.I.U. designated one officer as a subject official; two other officers were designated as witness officials.

In a letter to the T.P.S., dated April 8, 2021, Director Joseph Martino of the S.I.U. advised that the investigation was completed, the file has been closed and no further action is contemplated. Director Martino stated;

*"In my view, there were no reasonable grounds in the evidence to proceed with criminal charges against the official."*

The S.I.U. published a media release on April 11, 2021. The media release is available at; [https://www.siu.on.ca/en/news\\_template.php?nrid=6559](https://www.siu.on.ca/en/news_template.php?nrid=6559)

The media release was titled; "No Charges to Issue Against Officer in Toronto Who Discharged Bean Bag Gun at Man"

The Director's Report of Investigation is published on the link; [https://www.siu.on.ca/en/directors\\_report\\_details.php?drid=1225](https://www.siu.on.ca/en/directors_report_details.php?drid=1225)

In his report, Director Martino referred to the officer's use of force by stating;

*"I am satisfied that the SO used reasonable force in discharging his less lethal rifle at the Complainant. The knife the Complainant was holding, though a pocket knife, was capable of inflicting death or grievous bodily harm at close range and the officers were justified in attempting to dispossess the Complainant of the weapon from a distance. The SO did just that when, from a range of about nine metres, he fired his sock gun twice at the Complainant. Though both rounds met their mark, the Complainant's centre mass, they failed to release the knife from the Complainant's grasp. It was only with the deployment of a CEW moments later that the knife finally came free and the Complainant was placed under arrest. Be that as it may, I am unable to reasonably conclude that the SO's resort to his firearm was a disproportionate response to the exigencies at hand. In the result, as I am satisfied for the foregoing reasons that the SO conducted himself lawfully throughout his engagement with the Complainant, there is no basis to proceed with charges in this case against the officer and the file is closed."*

## **Summary of the Toronto Police Service's Investigation:**

Professional Standards (P.R.S.) conducted an investigation pursuant to Ontario Regulation 267/10, Section 11.

P.R.S. examined the discharge of a firearm at a person and the injury in relation to the applicable legislation, service provided, procedures, and the conduct of the involved officers.

The P.R.S. investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest)
- Procedure 01-02 (Search of Persons)
- Procedure 01-03 (Persons in Custody)
- Procedure 04-21 (Gathering/Preserving Evidence)
- Procedure 06-04 (Emotionally Disturbed Persons)
- Procedure 10-06 (Medical Emergencies)
- Procedure 13-16 (Special Investigations Unit)
- Procedure 13-17 (Notes and Reports)
- Procedure 15-01 (Use of Force)
- Procedure 15-02 (Injury/Illness Reporting)
- Procedure 15-03 (Service Firearms)
- Procedure 15-06 (Less Lethal Shotguns)
- Procedure 15-09 (Conducted Energy Weapons)
- Procedure 15-17 (In-Car Camera System)

The P.R.S. investigation also reviewed the following legislation:

- *Special Investigations Unit Act* (S.I.U.A.) Section 20 (Securing the Scene)
- *Special Investigations Unit Act* Section 31(1) (Duty to Comply with Investigation)
- Ontario Regulation 926 Section 14.2(1) (Use of Force Qualifications)
- Ontario Regulation 926 Section 9 (Discharge Firearm)
- Ontario Regulation 926 Section 14.2(2) (Firearm Qualification)
- Ontario Regulation 926 section 14.5(1) (Use of Force Report)

The P.R.S. investigation determined that the T.P.S.'s policies and procedures associated with the discharge of a less lethal shotgun were lawful, in keeping with current legislation, and written in a manner which provided adequate and appropriate guidance to the members. However some of the examined policies and procedures required modification. The T.P.S.'s policies and procedures associated with the discharge of a firearm at a person were not in keeping with changes in legislation under the S.I.U.A. that came into effect on December 1, 2020. T.P.S. Procedures related to the discharge at a person, specifically the use of less lethal devices, excluding C.E.W.s,

have been examined and rewritten in a manner which will provide adequate and appropriate guidance to members. All of the examined policies, procedures and associated reporting processes have been modified to align with current legislation.

The conduct of the designated officials was in compliance with applicable provincial legislation regarding the Standards of Conduct and applicable T.P.S. procedures.

Acting Staff Superintendent Robert Johnson, Strategy and Risk Management, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

James Ramer, M.O.M.  
Chief of Police

\*original copy with signature on file in Board office