



PUBLIC MEETING AGENDA
Thursday, June 12, 2025 at 9:00AM
Livestreaming at

<https://youtube.com/live/BR1CWjYsBN8?feature=share>

Call to Order

Indigenous Land Acknowledgement

Declaration of Interests under the Code of Conduct for Members of a Police Service Board Regulation and the *Municipal Conflict of Interest Act*.

Chief's Monthly Verbal Update

1. Confirmation of the Minutes from the regular public meeting held on May 14, 2025.

Items for Consideration

2. **Board and Chief's Annual Reports**
 - 2.1 June 4, 2025 from Myron Demkiw, Chief of Police
Re: 2024 Toronto Police Service - Chief's Annual Report
 - 2.2 June 2, 2025 from Dubi Kanengisser, Executive Director
Re: Toronto Police Service Board's 2024 Annual Report
3. **Annual Statistical Report**
 - 3.1 **Presentation**

- 3.2 May 29, 2025 from Myron Demkiw, Chief of Police
Re: Toronto Police Service 2024 Annual Statistical Report

4. May 8, 2025 from Dubi Kanengisser, Executive Director
Re: Formal Apologies Policy

5. May 12, 2025 from Myron Demkiw, Chief of Police
Re: Annual Report: Occupational Health & Safety Update and Member Wellbeing Strategy Update for January 1, 2024 to December 31, 2024

6. **Budget Variance Reports**
 - 6.1 May 5, 2025 from Myron Demkiw, Chief of Police
Re: 2025 Operating Budget Variance for the Toronto Police Service, Period Ending March 31, 2025

 - 6.2 May 1, 2025 from Myron Demkiw, Chief of Police
Re: Capital Budget Variance Report for the Toronto Police Service, Period Ending March 31, 2025

 - 6.3 May 1, 2025 from Myron Demkiw, Chief of Police
Re: 2025 Operating Budget Variance for the Toronto Police Service Parking Enforcement Unit, Period Ending March 31, 2025

 - 6.4 April 14, 2025 from Dubi Kanengisser, Executive Director
Re: 2025 Operating Budget Variance Report for the Toronto Police Service Board, Period Ending March 31, 2025

7. June 2, 2025 from Dubi Kanengisser, Executive Director
Re: Toronto Police Service Board Nominee to the Canadian Association of Police Services Board (CAPG)

8. May 20, 2025 from Myron Demkiw, Chief of Police
Re: Special Constable Appointments and Re-Appointments – June 2025

9. April 7, 2025 from Myron Demkiw, Chief of Police
Re: 2024 Annual Reports: City Traffic Agents (C.T.A.), University of Toronto (U of T), Toronto Community Housing Corporation

(T.C.H.C.), and Toronto Transit Commission (T.T.C.) - Special Constables

- 9.1 University of Toronto Campus Safety Special Constables Annual Report
- 9.2 2024 University of Toronto Scarborough Campus Safety Annual Report
- 9.3 Toronto Community Housing Corporation Annual Report
- 9.4 Toronto Transit Commission Special Constables Annual Report
- 9.5 Traffic Agent Program Annual Report

- 10. April 28, 2025 from Myron Demkiw, Chief of Police
Re: Annual Report: April 1, 2024 to March 31, 2025 – Grant Applications and Contracts

- 11. April 28, 2025 from Myron Demkiw, Chief of Police
Re: Annual Report of Co-operative, Joint and Consolidated Procurements for 2024

- 12. April 23, 2025 from Myron Demkiw, Chief of Police
Re: Annual Report of Non-Competitive Purchases for 2024

- 13. April 28, 2025 from Myron Demkiw, Chief of Police
Re: Contract Award to Action Target for Preventative Maintenance and Repairs to the Toronto Police College Firing Range Equipment and Systems

- 14. April 10, 2025 from Myron Demkiw, Chief of Police
Re: Request for Review of a Service Complaint Investigation – Professional Standards Case Number – PRS-098916

- 15. **Chief's Administrative Investigation Reports**
 - 15.1 April 10, 2025 from Myron Demkiw, Chief of Police
Re: Chief Administrative Investigation of the Custody Injury of Complainant 2024.70

- 15.2 April 10, 2025 from Myron Demkiw, Chief of Police
Re: Chief's Administrative Investigation into the Custody Injury of Complainant 2024.72
- 15.3 April 10, 2025 from Myron Demkiw, Chief of Police
Re: Chief Administrative Investigation of the Firearm Discharged at a Person – Complainant 2024.74
- 15.4 April 10, 2025 from Myron Demkiw, Chief of Police
Re: Chief Administrative Investigation of the Firearm Discharged at a Person – Complainant 2024.76
- 15.5 April 10, 2025 from Myron Demkiw, Chief of Police
Re: Chief Administrative Investigation of the Alleged Sexual Assault of Complainant 2024.80

Please note that the Board will move in camera shortly after commencing the meeting for consideration of confidential items, which will now take place prior to attending to the held public agenda items. **It is estimated that the regular public meeting will resume at approximately 1:00PM.**

The Police Service Board will move *in-camera* for consideration of confidential matters pursuant to Section 44 (1) of the *Community Safety and Policing Act (CSPA)*.

MOTION

That the Toronto Police Service Board move In Camera before attending to any held public items, to discuss the following subject matters in accordance with Section 44(2) of the *Community Safety and Policing Act, 2019*:

- 1. Investigative Matters**
- 2. Operational Matters**
- 3. Labour Relations Matters**

Adjournment

Next Meeting

Regular Board Meeting

Thursday, July 17, 2025

Hybrid Board Meeting – at Police Headquarters, 40 College Street or virtually via WebEx

Members of the Toronto Police Service Board

Shelley Carroll, Chair
Amber Morley, Member & Deputy Mayor
Lily Cheng, Member & Councillor
Nick Migliore, Member

Chris Brillinger, Vice-Chair
Lisa Kostakis, Member
Ann Morgan, Member



1. Confirmation of the Minutes from the regular public meeting held on May 14, 2025.



PUBLIC MEETING MINUTES

Wednesday, May 14, at 9:00AM

Livestreamed at: <https://youtube.com/live/zcBoknNUpjs?feature=share>

The following *draft* Minutes of the hybrid public meeting of the Toronto Police Service Board that was held on May 14, 2025, are subject to approval at its next regularly scheduled meeting.

Attendance:

The following Members were present:

Shelley Carroll, Chair and Councillor
Chris Brillinger, Vice-Chair
Ann Morgan, Member
Lisa Kostakis, Member
Nick Migliore, Member
Amber Morley, Deputy Mayor and Councillor
Lily Cheng, Member and Councillor - virtual

The following individuals were also present:

Myron Demkiw, Chief of Police, Toronto Police Service
Dubi Kanengisser, Executive Director, Toronto Police Service Board
Diana Achim, Board Administrator, Toronto Police Service Board
Jane Burton, Solicitor, City of Toronto – Legal Services Division

Declarations:

There was no declaration of interest under the Code of Conduct for Members of a Police Service Board Regulation and the *Municipal Conflict of Interest Act*.

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-0.1. Chair's opening remarks

Chair Carroll made the following remarks:

This morning, we acknowledged the land in which we are gathered on and now I want to also take a moment to recognize two deeply important efforts that speak to the heart of our responsibilities—not just as a Board, but as people working in public service.

Earlier this month, on May 5, we recognized Red Dress Day—a day that honours the lives of Missing and Murdered Indigenous Women, Girls, and Two-Spirit people.

On this day, across the country, red dresses are displayed as a symbol of the loved ones who never came home, the extraordinary and lasting impact of these losses, and a reminder of the justice that is still being sought by so many.

For many in our city, this isn't just a national issue, it is local, and it is deeply personal. Families and communities here in Toronto continue to carry the weight of this crisis. As a Board, this day does not end with a one-day annual observation.

We have a responsibility to reflect on what we're doing to support real, meaningful change, now and moving forwards.

I also want to acknowledge the Moose Hide Campaign, which takes place tomorrow, May 15. This Indigenous-led movement invites men and boys to stand up against violence towards women and children.

The small moose hide square that Board Members are wearing, is a big statement—one that says, "I'm committed to ending violence, and I'm ready to be part of the solution."

So, as a Board, we have to ask ourselves:

- *Are we building real trust with Indigenous women and gender-diverse people?*
- *Are we meaningfully supporting culturally safe, trauma-informed approaches to public safety?*
- *And are we showing up—not just on days of recognition—but every day, in our decisions, in our policies, and in our engagement with community?*

These campaigns aren't just about remembrance, they're about responsibility. And I know that's something we all take seriously.

I also want to take a moment to acknowledge a number of important events in the month of May

Last Sunday, May 4, I, alongside Board Member Lisa Kostakis, took part in the

Ontario Police Memorial Ceremony of Remembrance. The moving and powerful ceremony honours Ontario police officers who have died in the line of duty, making the ultimate sacrifice while serving their communities.

It paid tribute to the 283 Ontario police officers who lost their lives in the line of duty, the names of each of whom are inscribed on a granite wall at the Ontario Police Memorial site.

These are our Heroes in Life, Not Death. This year's ceremony honoured two historical officers who were both tragically injured and later passed away due to their injuries, Rainy River Police Constable Wilford Fairles in 1910 and Thunder Bay Police Service Constable Craig Cameron Town in 2023.

I also want to acknowledge that May is Asian Heritage Month. This is an opportunity for us to come together to celebrate the diverse cultures and achievements of Asian Canadians who play such a vital role in the unique and powerful multicultural mosaic of Canada, and to honour their contributions to the growth, prosperity and vitality of our country, and indeed, within our city.

This year, the theme for Asian Heritage Month is "Unity in Diversity: The Impact of Asian Communities in Shaping Canadian Identity." This theme beautifully highlights the vast diversity within the Asian Canadian communities, showcasing how this diversity enriches and strengthens the collective identity in Canada, and in Toronto in particular.

Importantly, May is also recognized as Canadian Jewish Heritage Month, as established by the federal government in 2018. This is a time to honour the rich traditions, resilience, and contributions of Jewish Torontonians. From arts and culture to civic leadership and community building, Jewish communities have helped shape the city we're proud to call home.

This year's theme is "Tikkun Olam" a Hebrew phrase meaning "repairing the world." This is a central concept in Judaism that emphasizes social justice and positive change. It encourages individuals and communities to actively work towards improving the world and making it a better place for all. This month, we remember, celebrate and educate future generations about the inspirational role that Jewish Canadians have played, and continue to play, in communities across the country.

Lastly, this week we join police services across Ontario in marking Police Week. This annual event is our chance not just to recognize the incredible dedication of our police officers, but to reflect on how we build safety together, as a city and as a society. It reminds us that safety isn't just about statistics; it is something people feel, in their streets, their parks and their homes. And we know that police work doesn't happen in isolation – the best policing happens when we work alongside housing advocates, youth mentors, health professionals, educators – anyone committed to supporting the well-being of our neighbourhoods.

On behalf of the Board, I want to thank every Member of the Toronto Police Service for your commitment, your compassion and your unwavering service to our city.

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-0.2. Chief's Monthly Verbal Update

Chief Myron Demkiw, Deputy Chief Pogue, Deputy Chief Johnson, and Chief Superintendent Jacqueline Baus provided updates to the Board.

For a more detailed account of the Chief's update, see the YouTube recording starting at minute 4:21:20 here:

<https://www.youtube.com/live/zcBoknNUUps?si=Tusn4vOAJN0sw3Wu&t=15678>

The Board received the update.

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-1.0. Board Minutes

Confirmation of the Minutes from the regular public meeting held on April 10, 2025 and of the special meeting held on April 25, 2025.

Deputations: Beau Duquesnay (virtual)
Black Lives Matata

Nicole Corrado (written only)

The Board received the deputations and approved the Minutes.

Moved by: C. Brillinger

Seconded by: N. Migliore

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-2.0. Senior Officer Uniform Promotions

The Board was in receipt of a report dated April 21, 2025, from Myron Demkiw, Chief of Police.

Recommendation:

It is recommended that the Toronto Police Service Board (Board) approve the eligibility list of 16 Superintendents as set out under Appendix 'A' whom will be placed on a promotional list effective May 14, 2025.

CAO Dhaliwal made remarks and introduced the new Superintendents, and Board Members congratulated them. For a detailed account of the remarks and of the

discussion of the Board, see the YouTube recording starting at minute 4:31:50 here:
<https://www.youtube.com/live/zcBoknNUajs?si=E2OsbcVDcY2L9s5Y&t=16788>

The Board approved the foregoing report.

Moved by: A. Morley
Seconded by: A. Morgan

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-3.0. Update from the Board's Anti-Racism Advisory Panel (ARAP)

The Board was in receipt of a report dated May 1, 2025 from Lily Cheng, Board Member and ARAP Co-Chair.

Recommendations:

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

1. Receive this update from its Anti-Racism Advisory Panel (ARAP); and
2. Approve ARAP's updated Terms of Reference

Deputations: Daniel Tate (in person)
Beau Duquesnay (virtual)
Black Lives Matata
Miguel Avila (in person)
Nicole Corrado (written only)

Board Members asked questions and discussed this matter. For a detailed account of the discussion of the Board, see the YouTube recording starting at minute 4:56:36 here:

<https://www.youtube.com/live/zcBoknNUajs?si=Y5OtZ0UTVZUBgB9f&t=17794>

The Board received the deputations and approved the foregoing report.

Moved by: A. Morley
Seconded by: L. Kostakis

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-4.0. Quality Assurance and Improvement Program Summary of 2024 Activities

The Board was in receipt of a report dated April 3, 2025 from Dubi Kanengisser, Executive Director.

Recommendation:

This report recommends that the Board receive this report for information.

Board Members asked questions and discussed this matter. For a detailed account of the discussion of the Board, see the YouTube recording starting at minute 5:07:55 here:

<https://www.youtube.com/live/zcBoknNUUps?si=7bHGvolyY9wW07uA&t=18473>

The Board received the foregoing report.

Moved by: C. Brillinger

Seconded by: L. Kostakis

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-5.0 Review of the Citizen Online Report Entry System - 2024

The Board was in receipt of a report dated April 3, 2025 from Dubi Kanengisser, Executive Director.

Recommendation:

This report recommends that the Board receive this report for information.

Board Members asked questions and discussed this matter. For a detailed account of the discussion of the Board, see the YouTube recording starting at minute 5:20:17 here:

<https://www.youtube.com/live/zcBoknNUUps?si=EysAVC97gzzoAAu0&t=19215>

Deputation: Nicole Corrado (written submission only)

The Board received the written deputation and the foregoing report.

Moved by: S. Carroll

Seconded by: L. Kostakis

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-6.0 Contract Extension and Increase with G2S Pickin' Patch Inc. for Geographic Information System Services

The Board was in receipt of a report dated March 4, 2025 from Myron Demkiw, Chief of Police.

Recommendation:

This report recommends that the Toronto Police Service Board (Board):

1. Approve a one-year contract extension with G2S Pickin' Patch Inc. (G2S) for Geographic Information System (G.I.S.) services commencing July 1, 2025 to June 30, 2026, and an increase to the contract of \$125,000 (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.

The Board approved the foregoing report.

Moved by: L. Cheng
Seconded by: L. Kostakis

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-7.0 Hate Crime

P2025-0514-7.1. 2024 Annual Hate Crime Statistical Presentation

The Board was in receipt of a presentation provided by Superintendent Stefan Prentice and Detective Kiran Bisla.

P2025-0514-7.2. Toronto Police Service 2024 Annual Hate Crime Statistical Report

The Board was in receipt of a report dated March 31, 2025 from Myron Demkiw, Chief of Police.

Recommendation:

This report recommends that the Board receive this report for information.

Deputations: Matthew Taub (in person)
Vijay Jain (virtual) (written submission included)
Vishwa Jain Sangathan Canada

Daniel Tate (in person)
Miguel Avila (in person)

Nicole Corrado (written only)

Board Members discussed this item. For a detailed account of the Board's discussion, see the YouTube recording starting at minute 6:09:45 here:

<https://www.youtube.com/live/zcBoknNUpsj?si=WZIUAdpVxD3bygPK&t=22181>

The Board received the depositions, the presentation and approved the foregoing report.

Moved by: L. Kostakis
Seconded by: A. Morley

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-8.0 Annual Report: Police Towing Contract - January 2024 to December 2024

The Board was in receipt of a report dated March 31, 2025, from Myron Demkiw, Chief of Police.

Recommendation:

This report recommends that the Board receive this report for information.

The Board received the foregoing report.

Moved by: S. Carroll
Seconded by: L. Kostakis

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-9.0 2024 Professionalism and Accountability Annual Report – May 2025

The Board was in receipt of a report dated April 3, 2025, from Myron Demkiw, Chief of Police.

Recommendations:

This report recommends that the Board receive this report for information.

Depositions: Miguel Avila (in person)
Beau Duquesnay (virtual) (written submission included)
Black Lives Matata
Nicole Corrado (written only)

Board Members discussed this item. For a detailed account of the Board's discussion, see the YouTube recording starting at minute 6:47:45 here:

<https://www.youtube.com/live/zcBoknNUpsj?si=LujrUsxS7yuYYPme&t=24442>

The Board received the deputations and the foregoing report.

Moved by: A. Morley
Seconded by: L. Kostakis

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-10.0 Recruitment, Appointments and Promotions; Auxiliary Members – Termination of Appointments; Secondments; Secondary Activities; and Cumulative Legal Costs for Labour Relations Counsel and Legal Indemnification

The Board was in receipt of a report dated March 28, 2025, from Myron Demkiw, Chief of Police.

Recommendation:

This report recommends that Toronto Police Service Board (Board) receive this report for information.

Deputation: Nicole Corrado (written deputation only)

Board Members discussed this item. For a detailed account of the Board's discussion, see the YouTube recording starting at minute 7:00:44 here:

<https://www.youtube.com/live/zcBoknNUpsj?si=cg06yxeK1R-WtSSv&t=25242>

The Board received the written deputation and the foregoing report.

Moved by: L. Kostakis
Seconded by: C. Brillinger

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-11.0 Semi-Annual Report: Publication of Expenses – July 1 to December 31, 2024

The Board was in receipt of a report dated March 28, 2025 from Myron Demkiw, Chief of Police.

Recommendation:

This report recommends that Toronto Police Service Board (Board) receive this report for information.

The Board received the foregoing report.

Moved by: S. Carroll
Seconded by: L. Kostakis

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-12.0 Public Central Joint Health and Safety Committee Meeting Minutes from the meeting held on January 23, 2025

The Board was in receipt of the public Minutes from the Central Joint Health and Safety Committee meeting held on January 23, 2025.

The Board received the Minutes.

Moved by: S. Carroll
Seconded by: L. Kostakis

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-13.0. Chief's Administrative Investigation Reports

P2025-0514-13.1. Chief's Administrative Investigation into the Custody Death of Complainant 2024.50

The Board was in receipt of a report dated March 5, 2025, from Myron Demkiw, Chief of Police.

Recommendation:

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

P2025-0514-13.2. Chief's Administrative Investigation into the Firearm Discharged at a Person – Complainant 2024.55

The Board was in receipt of a report dated March 5, 2025 from Myron Demkiw, Chief of Police.

Recommendation:

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

P2025-0514-13.3. Chief Administrative Investigation of the Alleged Sexual Assault to Complainant 2024.59

The Board was in receipt of a report dated March 5, 2025, from Myron Demkiw, Chief of Police.

Recommendation:

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

P2025-0514-13.4. Chief Administrative Investigation of the Custody Death of Complainant 2024.61

The Board was in receipt of a report dated March 5, 2025, from Myron Demkiw, Chief of Police.

Recommendation:

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

P2025-0514-13.5. Chief Administrative Investigation of the Custody Injury of Complainant 2024.62

The Board was in receipt of a report dated March 5, 2025, from Myron Demkiw, Chief of Police.

Recommendation:

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

P2025-0514-13.6. Chief Administrative Investigation of the Alleged Sexual Assault to Complainant 2024.65

The Board was in receipt of a report dated March 5, 2025 from Myron Demkiw, Chief of Police.

Recommendation:

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

P2025-0514-13.7. Chief Administrative Investigation of the Custody Injury of Complainant 2024.67

The Board was in receipt of a report dated March 5, 2025 from Myron Demkiw, Chief of Police.

Recommendation:

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

Deputation: Nicole Corrado (written submission)

The Board received the deputation and the foregoing reports.

Moved by: L. Kostakis
Seconded by: S. Carroll

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Service Board that was held on May 14, 2025

P2025-0514-14.0. Confidential

At the beginning of the meeting, Chair Carroll moved the following Motion, which was seconded by Member Migliore.

MOTION

THAT the Toronto Police Service Board adjourn the public portion of its meeting to move *in camera* to discuss the following subject matters in accordance with Section 44(1) and (2) of the *Community Safety and Policing Act, 2019*:

- 1. Investigative Matters**
- 2. Operational Matters**
- 3. Labour Relations Matters**

The Board adjourned the public portion of the meeting and reconvened *in camera* meeting for consideration of confidential matters pursuant to Section 44(1) of the *Community Safety and Policing Act, 2019* (C.S.P.A) until 1PM, when it returned to continue the public portion of the meeting.

The following Members attended the confidential meeting:

Shelley Carroll, Chair and Councillor
Chris Brillinger, Vice-Chair
Ann Morgan, Member
Lisa Kostakis, Member
Nick Migliore, Member
Amber Morley, Deputy Mayor and Councillor
Lily Cheng, Member and Councillor - virtual

Next Board Meeting

Regular Public Meeting

Date: June 12, 2025

Location: 40 College Street, Auditorium

Minutes Approved by:

-original signed-

Shelley Carroll
Chair

Members of the Toronto Police Service Board

Shelley Carroll, Chair
Amber Morley, Deputy Mayor & Member
Lily Cheng, Member & Councillor
Nick Migliore, Member

Chris Brillinger, Vice-Chair
Lisa Kostakis, Member
Ann Morgan, Member



2. Annual Reports



2.1. 2024 Toronto Police Service - Chief's Annual Report



PUBLIC REPORT

June 4, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: 2024 Toronto Police Service - Chief's Annual Report

Purpose: Information Purposes Only Seeking Decision

Recommendations:

This report recommends that the Toronto Police Service Board (Board) receive this report for information and publish this report on the Internet, as required by the Community Safety and Policing Act, 2019 (C.S.P.A.), Ontario Regulation 399/23.

Financial Implications:

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

Summary:

The 2024 Toronto Police Service - Chief's Annual Report is a high-level overview of the actions, progress and achievements of the Toronto Police Service (Service) over the calendar year.

Discussion:

Background

On April 1, 2024, the C.S.P.A. came into effect, along with several associated Regulations, governing police services in Ontario. The implementation of the C.S.P.A. and these Regulations focuses on community safety, enhanced police oversight, modernized policing and consistent mandated training requirements.

Under Ontario Regulation 399/23: General Matters Under the Authority of the Lieutenant Governor in Council, Part VI: Duties of the Chiefs of Police, the Regulation states:

12 (1) On or before June 30 in each year, every chief of police, other than the Commissioner, shall prepare an annual report for the police service board relating to the activities of the police service during the previous fiscal year, including information on,

(a) implementation of the strategic plan prepared and adopted by the police service board under subsection 39 (1) of the Act;

(b) public complaints;

(c) the actual cost of policing; and

(d) any other information that is required to be in the annual report by other regulations made under the Act.

(2) The relevant police service board shall publish the annual report on the Internet.

Relevant Board Policies and Compliance:

Throughout 2024, the Board commenced work on developing a 2025-2028 Strategic Plan, which would inform future annual reports. While the development of the Strategic Plan was ongoing, the 2024 Toronto Police Service - Chief's Annual Report will provide a high-level overview of the Service's actions, progress and achievements throughout 2024.

The report will provide an understanding of the correlation between the Service's actions taken throughout 2024 in support of the Chief's Priorities:

1. Improving Trust In and Within the Toronto Police Service
2. Accelerating Police Reform and Professionalization
3. Supporting Safer Communities

Discussion:

This report marks the first of many Annual Reports to be produced by the Service under the new C.S.P.A. requirement. Given the wide range of reporting already undertaken by the Service on an annual basis, this report serves to provide a general overview of the various areas of work started, continued and/or completed by the Service in 2024.

The Chief's Annual Report provides an organizational overview of the Board and the Service along with a brief profile of the City of Toronto. In addition, it contains information on Budget, Community Safety Indicators, Member Wellbeing, Community Safety & Crime Prevention Strategies, Investigative Developments, Digital Changes & Advancements, Internal Reform Strategies, External Reform Implementation, Training & Development, Community Campaigns, Community Engagement, National & International Associations, Community Satisfaction, Public Complaints, and Media & Corporate Communications.

Various sections of the report include links to previously published internal and external documents and dashboards. This approach is intended to provide readers with the opportunity to access more detailed and comprehensive information on the specific topic. This applies to areas of the report that reference the Budget, Annual Statistical Report, Hate Crime Report, Equity Strategy, Race and Identity-Based Data Collection Reports, Police Reform Implementation Dashboard, Missing and Missed Implementation Dashboard, and the Professionalism & Accountability Report.

Conclusion:

The Service is pleased to present the 2024 Toronto Police Service - Chief's Annual Report to both the Board, and the greater City of Toronto audience. This report represents a broad overview of the efforts taken by the Service to fulfil the Chief's Priorities and the Service's Mission and Vision Statements throughout the 2024 calendar year.

Respectfully submitted,

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

Attachments:

2024 Toronto Police Service - Chief's Annual Report



2024

Toronto Police Service Chief's Annual Report





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Significant Service Successes

Message from the Toronto Police Service Chief

Myron Demkiw, M.O.M.



It is my privilege to present the 2024 Chief's Annual Report for the Toronto Police Service.

This past year was marked by progress, resilience, and a shared commitment to improving trust, accelerating police reform, and supporting safer communities – in alignment with our Community Safety and Wellbeing vision and the City's strategy.

In 2024, we prioritized the delivery of core services. One of our top priorities was to decrease call response times. We have achieved improvements through the continued strategic deployment of new recruits based on call demand, improved supervisory capacity, and active management of resources and priorities across the city. Our multi-year hiring plan will make a significant difference on the frontline and it will support our efforts to further reduce response times.

Within the Service, we have continued to focus on member wellbeing. Several key strategies and programs have been launched to promote overall member wellbeing to ensure our organization is healthy. We are moving to expand the Chief's Wellbeing Program so that

more members can benefit, and we are allocating more resources to various wellbeing initiatives – because it is the right thing to do, and because we want our members to thrive in long, successful careers at the Toronto Police Service. Looking ahead to 2025 and future years, some of our most significant challenges are succession planning and member retention, so the work we will continue to do around member wellbeing is essential for everyone.

Accelerating police reform continues to be a key focus. In 2024, the Toronto Police Service released an Equity Strategy for the first time in the organization's history. In addition to our internal efforts toward change, I would be remiss not to acknowledge the important work being done with external partners, including the Missing and Missed Project and Implementation Team, who have co-designed, co-developed, and co-delivered new processes to ensure the report's recommendations are implemented and sustained.

Of course, we recognize that there is more work ahead on many fronts. We must continue to strengthen our relationships with various partners and communities across the city to build a solid safety network. We will

continue to leverage data metrics and navigate the evolution of technology to create opportunities for efficiencies, while being mindful that advancements in one area can create an additional, yet different type of workload pressure on the organization in another area. As we are facing the ongoing impacts of geopolitical events, and as we are preparing for major upcoming events, including FIFA, our growth in technology will continue to advance and support the Service in unprecedented ways.

This report highlights the progress we made and the results we delivered – despite the challenges we faced. We are committed to building on this momentum. As Toronto grows, we remain focused on delivering the kind of policing our city deserves – professional, transparent, and rooted in public trust.

Command Team



Chief Administrative Officer
Svina Dhaliwal



Deputy Chief
Robert Johnson, M.O.M.



Deputy Chief
Lauren Pogue, M.O.M.



Chief Information Officer
Colin Stairs

Message from the Toronto Police Service Board Chair

Councillor Shelley Carroll



On behalf of the Toronto Police Service Board, I am pleased to detail the work of the Board over 2024, including the ongoing development of our first Strategic Plan, the achievement of a number of Board's priorities and performance objectives, and the significant work accomplished by the Toronto Police Service (the Service) over the year, while also acknowledging the areas where we continue to work to improve the service provided to the residents of Toronto.

Over the last several years, the Board has concentrated on reimagining our approach to public safety, as we continue to focus on modernization and transformation. We are moving forward, progressively and collaboratively, following a roadmap for comprehensive policing reform in Toronto. This includes supporting and expanding new community safety response models, engaging in various initiatives to address systemic racism and taking concrete steps to improve trust with our communities.

The Board is in the process of developing its Strategic Plan to ensure the provision of effective, equitable, and responsive policing across Toronto. In line with the [Community Safety and Policing Act, 2019](#), this plan will outline our priorities, objectives, and performance

measures to enhance community safety and well-being in Toronto, in alignment with the City of Toronto's SafeTO: A Community Safety & Well-Being Plan.

We are committed to a transparent and inclusive planning process, engaging with diverse community members, city officials, and organizations, to align our efforts with local needs and represent community voices. Guided by our draft vision, "Be a Trusted Partner to Improve Community Safety and Well-being for All Toronto Communities," our development process is premised on designing additional public and community engagement to validate the draft priorities and actions, creating key performance indicators, and implementing an effective and meaningful monitoring plan.

Over the previous year, the Service achieved several significant milestones aimed at enhancing public safety, modernizing operations, focusing on Service Member wellness, and fostering community engagement. These include the implementation of a Multi-Year Hiring Plan to bolster front-line, investigative and supervisory capacities, to improve both emergency response times and investigative effectiveness, and the expansion of the pioneering and innovative Neighbourhood Community

Officer (NCO) Program, which is focused on building trust and collaboration within communities.

Importantly, the Service reduced average response times for high-priority calls by 26% in 2024, through the strategic deployment of new recruits and improved resource management, decreasing the average by more than five minutes compared to the previous year, a trend that continues into 2025.

On behalf of the Board, I want to extend my sincere gratitude to Chief Demkiw for his exceptional and bold leadership, our excellent and committed Command team, and to each and every Service Member for the extraordinary work that they do every day to keep our communities safe and healthy, with professionalism, dedication and compassion.

Board Members



Vice-Chair Chris Brillinger



Ann Morgan



Lisa Kostakis



Councillor Lily Cheng



Nicola (Nick) Migliore



Deputy Mayor
Amber Morley

Organizational Overview

Toronto Police Service Board

The Toronto Police Service Board (Board) is the civilian oversight body responsible for governing the Toronto Police Service (Service). Its main function is to ensure the provision of adequate and effective policing within Toronto. The Board oversees the approval of the annual police budget, sets objectives and policies for the Service, and is tasked with hiring the Chief of Police.

On April 1, 2024, the Community Safety and Policing Act, 2019 (C.S.P.A.) came into effect, focused on addressing community safety, enhancing police oversight, modernizing policing and establishing consistent mandated training requirements.

To enhance transparency and public trust, police services are mandated to publish an annual report for the police service board, outlining the activities of the police service during the previous year.

Mission Statement

We are dedicated to delivering police services in partnership with our communities to keep Toronto the best and safest place to be.

Vision Statement

Our Service is committed to being a world leader in policing through excellence, innovation, continuous learning, quality leadership, and management.

We are committed to delivering police services which are sensitive to the needs of our communities, involving collaborative partnerships and teamwork to overcome all challenges.

We take pride in what we do and measure our success by the satisfaction of our members and our communities.





Chief's Priorities

Each initiative or project featured in this report aligns with one or more of the Chief's priorities. The relevant priority(ies) are displayed at the bottom of each article.

- 
Improving Trust In and Within the Toronto Police Service
- 
Accelerating Police Reform and Professionalization
- 
Supporting Safer Communities

Core Values

Service at our Core

"Have I done all I can do?"



Connect with Compassion

"Have I treated others as they would like to be treated?"



Do the right thing

"Have I lived up to my word and values?"



Reflect and Grow

"What else can I do to improve?"



Core Competencies

Our Mindset

- o We are adaptable, innovative and forward thinking
- o We are solution-focused



Our Connections

- o We are service and community-focused
- o We work collaboratively



Our Development

- o We develop ourselves and others
- o We lead and inspire



Our Impact

- o We are emotionally intelligent
- o We are accountable and deliver results



Service Overview

Our People

5,396

Police Officers

187

Recruits

1,916

Civilian Professionals

742

Special Constables

352

Parking Enforcement Officers

308

Auxiliary Members

Promotions



80 Sergeants



49 Staff Sergeants



5 Staff Superintendents

Our Fleet

792

Marked Vehicles

788

Unmarked Vehicles

426

Bicycles

129

Support Vehicles

19

Boats

35

Motorcycles

13

All-terrain Vehicles

Our Animals

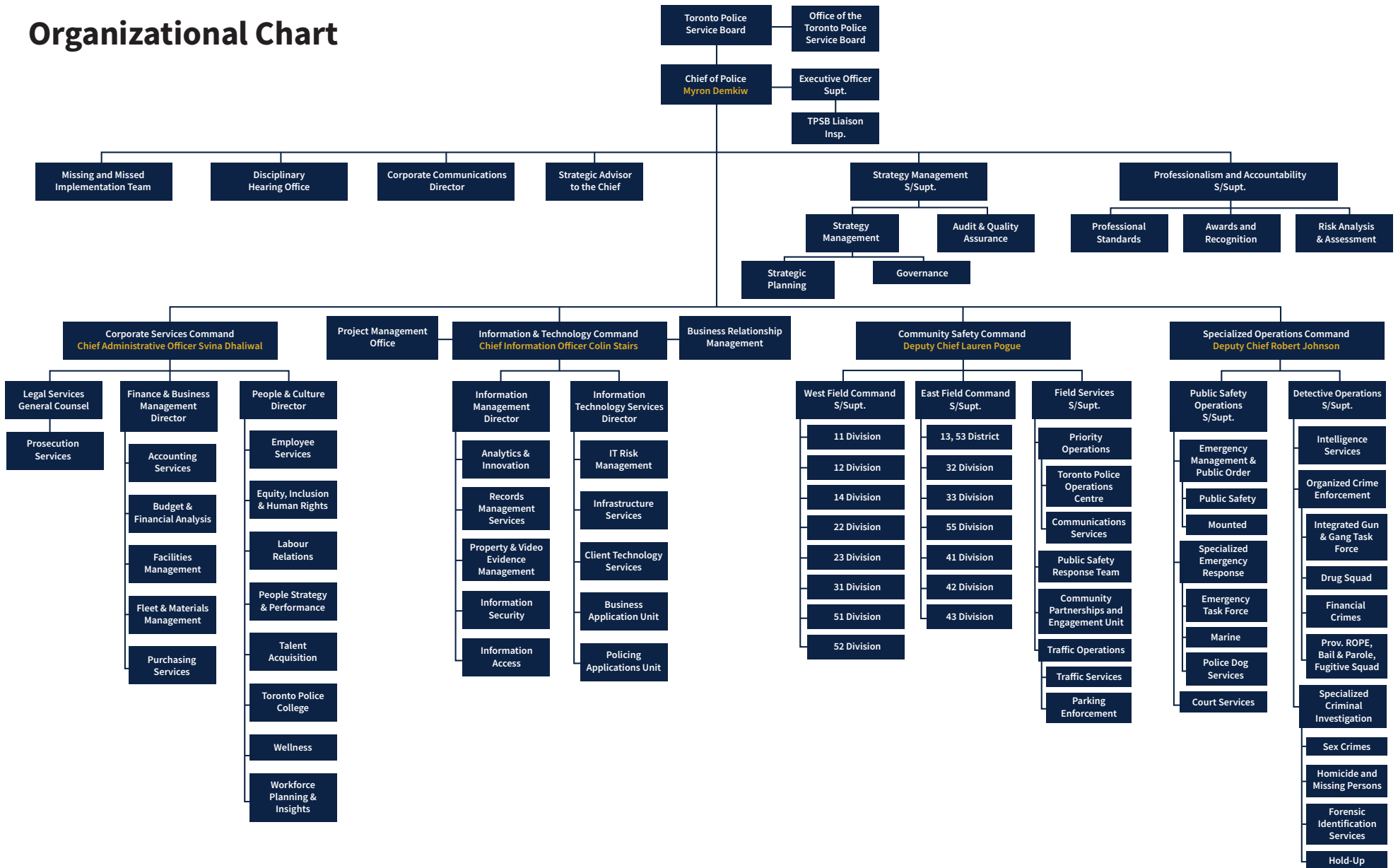
33

Dogs

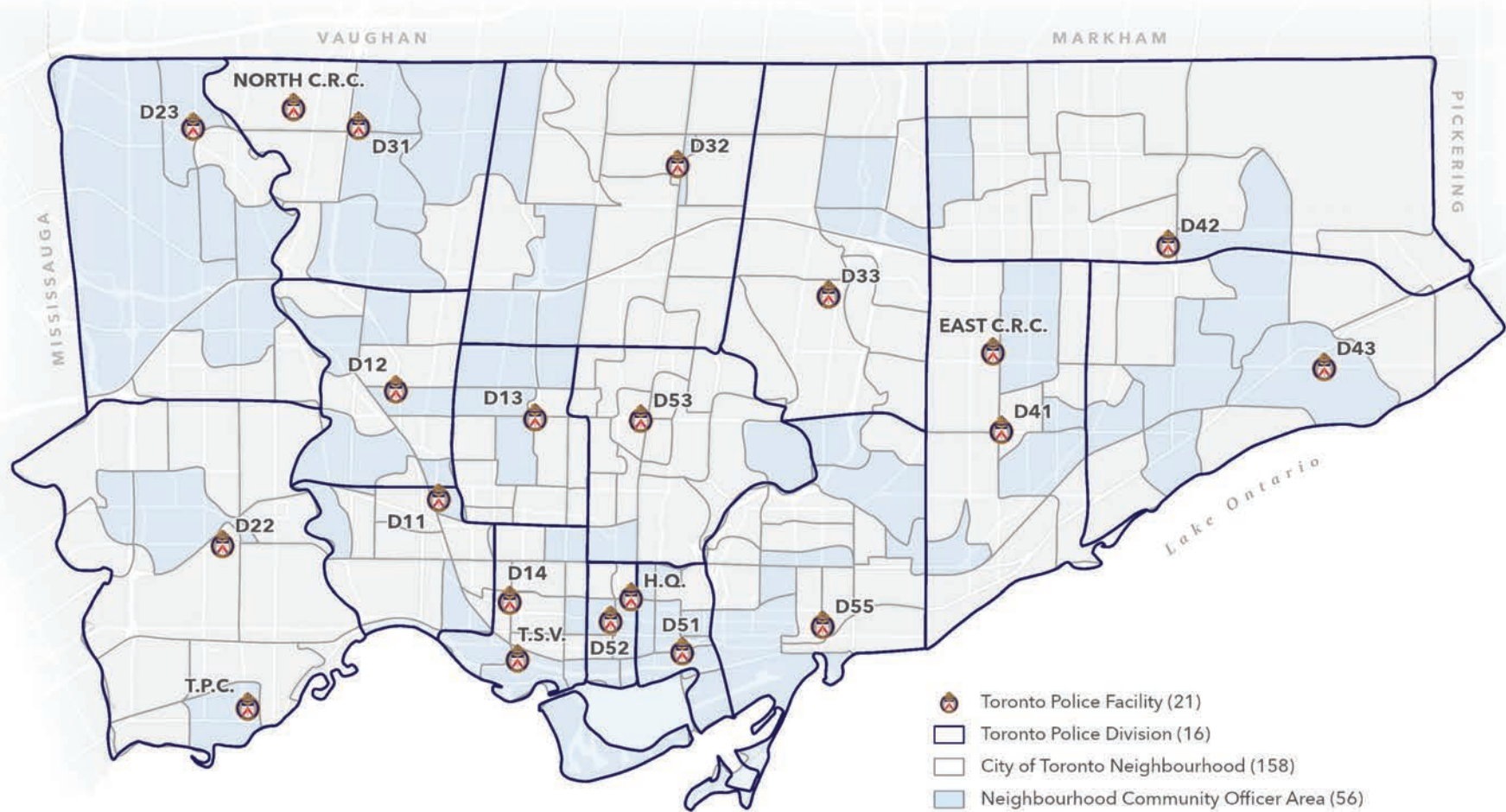
25

Horses

Organizational Chart



Our Facilities



Facility	Address
11 Division (D11)	2054 Davenport Rd
12 Division (D12)	200 Trethewey Dr
13 Division (D13)	1435 Eglinton Ave W
14 Division (D14)	350 Dovercourt Rd
22 Division (D22)	3699 Bloor St W
23 Division (D23)	5230 Finch Ave W
31 Division (D31)	40 Norfinch Dr

Facility	Address
32 Division (D32)	30 Ellerslie Ave
33 Division (D33)	50 Upjohn Rd
41 Division (D41)	2222 Eglinton Ave E
42 Division (D42)	242 Milner Ave
43 Division (D43)	4331 Lawrence Ave E
51 Division (D51)	51 Parliament St
52 Division (D52)	255 Dundas St W

Facility	Address
53 Division (D53)	75 Eglinton Ave W
55 Division (D55)	101 Coxwell Ave
Headquarters (H.Q.)	40 College St
Toronto Police College (T.P.C.)	70 Birmingham St
Traffic Services (T.S.V.)	9 Hanna Ave
East Collision Reporting Centre (C.R.C.)	39 Howden Rd
North Collision Reporting Centre (C.R.C.)	113 Toryork Dr

City Overview

Toronto is Canada's largest city and a hub in business, technology, entertainment and culture. A tourist destination that welcomes millions of visitors each year, Toronto is one of the most multicultural cities in the world.

Population¹

3,179,225

Households²

1,160,890

City-Recognized Neighbourhoods

158

Size
630 km²

Water
1,190 km²
of Open Water on Lake Ontario

87 Consulates
of the 108 consular
offices in Ontario

30 Hospitals
located in
Toronto

High-Density Housing

Condominiums represented 30%
of the occupied housing in 2021⁹

Increased pedestrian
and vehicular traffic

Dense cities face longer emergency
response times and more
challenges in locating
and identifying offenders

Fastest Growing City

Toronto is the **fastest growing**³
and **fourth largest city** in North America⁴

Ranked 15 out of 100 on the
World's Best Cities ranking⁵

Ranked 3rd safest city for tourists⁶

Almost 200 **more cranes in the air**
than 14 other major
North American cities⁷

Events/Tourist Hub

Over 3,000 **planned and
unplanned events** a year

Home of NBA, MLB, NHL,
CFL, MLS, PWHL teams

26.5 million visitors annually⁸

6 Taylor Swift Concerts in 2024

Multiculturalism

52.9% of the population was **born
outside of Canada**¹⁰

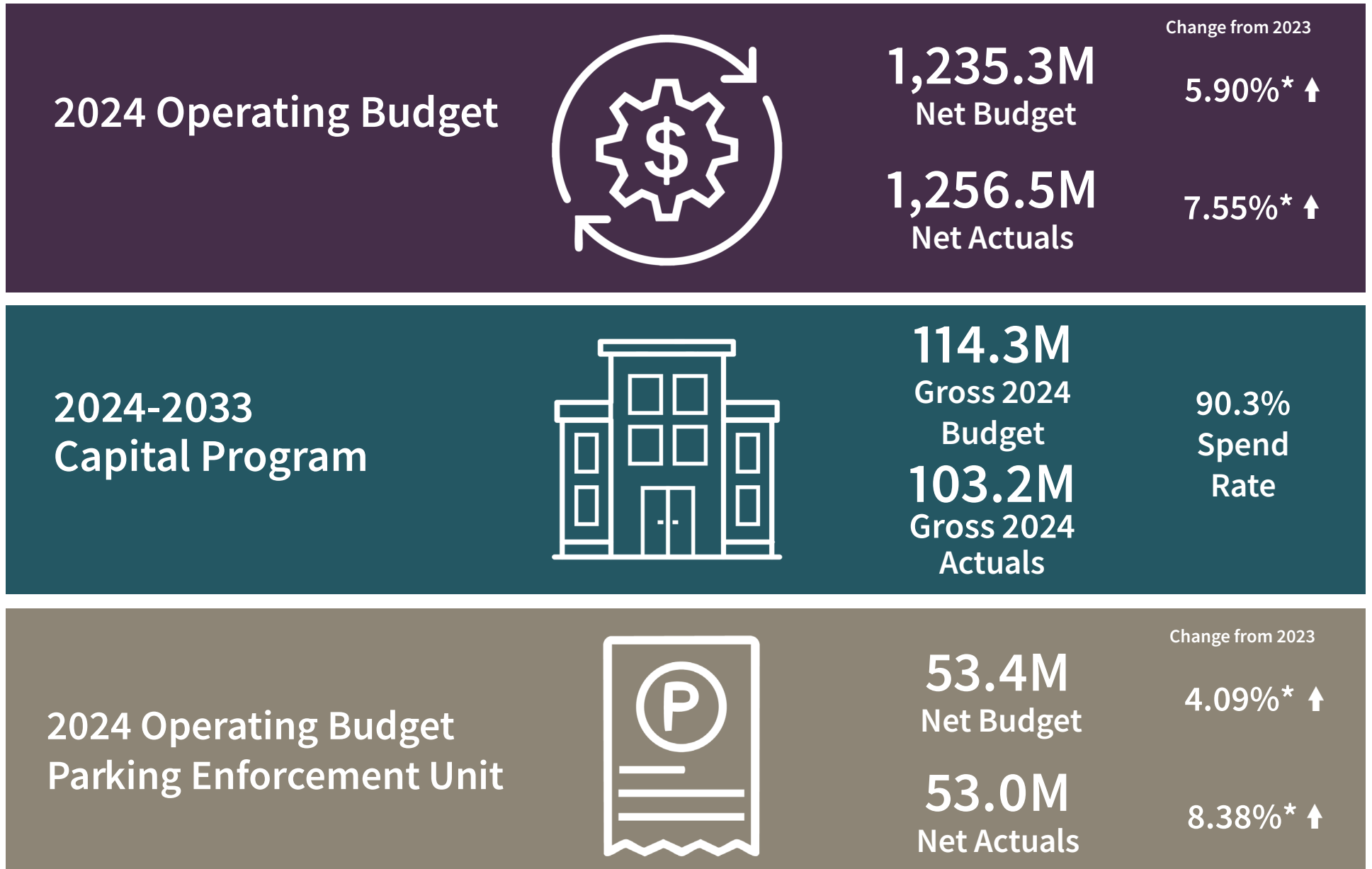
Over **250 ethnicities**¹¹
and **170 languages** spoken¹²

Largest Indigenous
population in Ontario and
the 4th largest in Canada¹³

44.9% speak a language other
than English or French¹⁴

Budget

The Service budget consists of three areas: Operating Budget, Capital Program and Operating Budget - Parking Enforcement Unit.
[Read more about the 2024 budget.](#)





Multi-Year Hiring Plan

The Multi-Year Hiring Plan was an unprecedented plan developed as a result of the Service's budgeting process and a recognized need for a sustained staffing plan to address ongoing policing challenges. This significant milestone represents a crucial step in establishing long-term, proactive public safety and enhanced organizational stability.

Key elements of the Multi-Year Hiring Plan are:

Hiring 720 new Police Officers by the end of 2026 resulting in a projected net new of 252 officers

Expansion of the Neighbourhood Community Officer program into four new neighbourhoods

Hiring 90 Communications Operators in 2025

The Multi-Year Hiring Plan provides a clear roadmap for building a stable, effective workforce that can respond to growing demands and evolving community needs. By aligning resources and strategies, it ensures sustainable, responsive and proactive policing for Toronto.

[Watch the full news conference](#)

Safer Communities



90 Communications Operators in 2025

720 New Police Officers by end of 2026

252 Projected Net New Police Officers by end of 2026

Community Safety Indicators

Calls For Service

Communications Operators often serve as the first point of contact between the public and the police, playing a pivotal role in emergency response and public safety. Communications Operators at the Service receive the highest volume of calls among municipal police services in Canada, coordinating responses to incidents ranging from life-threatening emergencies to routine assistance. Communications Operators must assess complex situations rapidly and provide critical guidance to callers while coordinating an appropriate police, fire and/or paramedic response.

In 2024, the Service received 1.87 million calls for service. Over the course of the year, the Service prioritized the need to reduce response times. The average response time decreased in 2024, with Priority 1 events down 26.1% to 17.1 minutes and Priority 2 events down 14% to 54.2 minutes.

The Service is able to assist wider sections of the community by providing service in languages other than English through the AT&T Language Line Service. If someone calls 9-1-1 and does not speak English or French, Communications Operators have been trained to identify the language in which they require assistance. A Language Line interpreter is then added to the call within seconds. In 2024, Communications Operators used Language Line Services 8,322 times to translate calls in 23 different languages. The top five languages requiring translation services were Chinese, Spanish, Farsi, Turkish and Arabic.



1,213,035
Emergency
Calls to 9-1-1



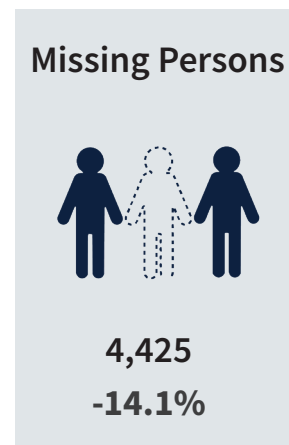
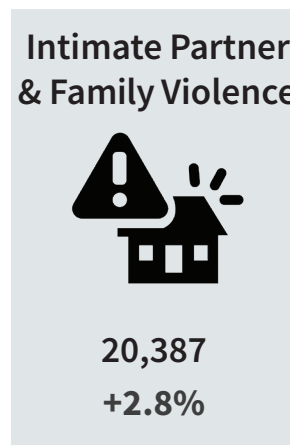
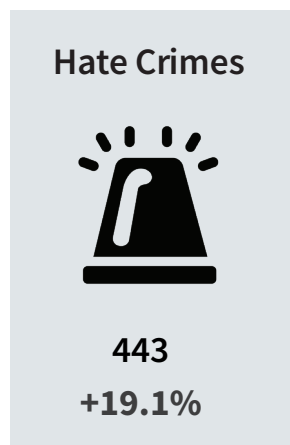
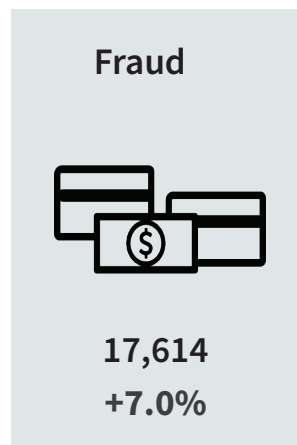
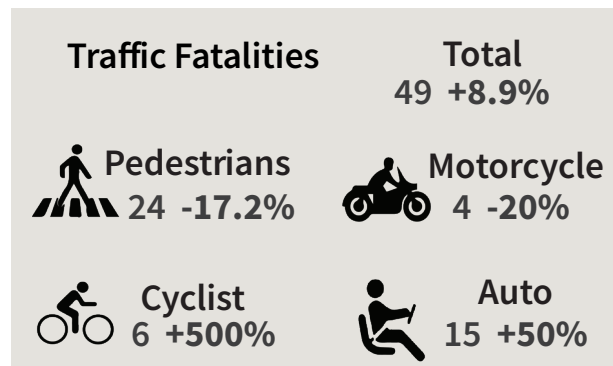
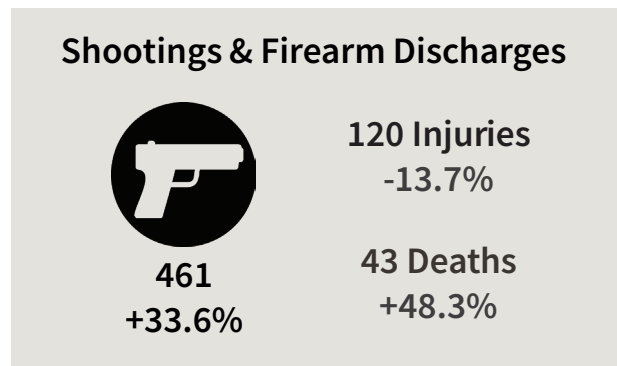
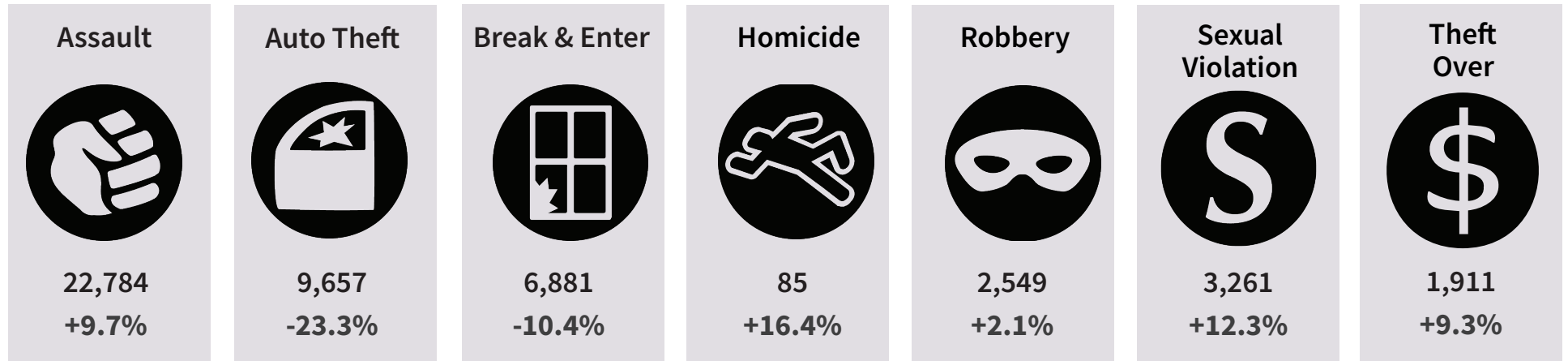
652,244
Non-Emergency
Calls to Police



411,607
Calls/Events
Attended



Major Crime Indicators



Important Note: The Service has published the Major Crime Indicators as open datasets. However, due to differences in methodology used to extract this information for annual statistical reporting, the reported crimes for the Major Crime Indicators, found on the Public Safety Data Portal and those in this report, are not comparable.

The Major Crime Indicators as published on the Public Safety Data Portal, are based on an identified victim and exclude any unfounded events. This report reflects the information contained in the Annual Statistical Report, which is reported by occurrence and includes unfounded events.

[Access the 2024 Annual Statistical Report](#)

Member Wellbeing

Member wellbeing is a key priority for the Chief. Several key strategies and programs have been launched to promote overall member wellbeing and ensure that the Service is an organization where members feel valued, respected and empowered.

Chief's Wellbeing Program

The Chief's Wellbeing Program is a 24 month, 4-step program designed in collaboration with the Office of the Chief, the Toronto Police College and the Wellness Unit.

Grounded in the principles of community safety and wellbeing, the program strives to deliver a clear message: members who are healthy are best able to deliver quality public service. Recognizing that a member's wellness needs will change throughout their career, the program introduces members to wellness resources and strategies from day one.

Delivered to recruits and new officers, the program consists of four steps:

1. Education & Skill Building – Before Operational Stress (B.O.S.) Program delivered pre-deployment.

2. Chief's Session & Pledge – Meeting with the Chief prior to graduation.

3. Reinforcement – Personal communication from the Chief one year after deployment.

4. Follow-up – In-person meeting with a Regional Wellbeing Co-ordinator 13-24 months after deployment.

The Chief's Wellbeing Program encourages proactive help-seeking behaviours and emphasizes wellness as a shared responsibility between the member and the organization. The goal of the program is to encourage the use of wellness resources available to members, increase access to Wellness Unit personnel to support an "early and often" approach to wellbeing, and reduce stigma by exposing members to leaders who support mental health.



4 Steps

- Education & Skill Building
- Chief's Session & Pledge
- Reinforcement
- Follow-up

Before Operational Stress Program

The B.O.S. Program is an evidence-based resilience training program developed and delivered by psychologists from Wayfound.

The program combines theoretical and experiential learning procedures with the goal of empowering members to take charge of their mental health and learn practical skills to decrease the effects of operational stress.

427
Members
Trained

32
Hours of
Training

4
Recruit
Classes

Improving Trust

Improving Trust

Police Reform

Internal Therapy Dog: Louis

In December 2023, Louis became the first canine member of the Service's Internal Therapy Dog Program.

The program aims to support members and their families during both crisis and non-crisis situations. Integrated into the existing Critical Incident Response Team (C.I.R.T.) and Peer Support Volunteer (P.S.V.) Programs, this initiative utilizes therapy dogs to enhance emotional, social, and physical wellbeing in various settings.

The Internal Therapy Dog Program was developed after a review of the St. John Ambulance Therapy Dog Program found that members responded favourably to the introduction of therapy dogs during times of non-crisis. The pilot also revealed the need for peer support and critical incident response-trained dog handlers for immediate response.



Member of the Week

Launched in September 2024, the Member of the Week Program recognizes an individual or team that has made a positive contribution to policing.

Designed to recognize the unsung heroes of the Service, Member of the Week honours are bestowed upon those who have made a positive impact through their commitment to service, an innovative idea, effective administration, or volunteerism.

Each week, in recognition of their good work, a member's name, picture and story are featured at the top of the Service's internal website.

In 2024, the Service recognized 37 members through this program.

Improving Trust

Improving Trust

Police Reform

6 C.I.R.T. Call Outs

9 Unit Visits/Health Promotion Presentations

10 Events

Because of the Line of Duty

In November 2015, the Service embarked on a multi-year initiative to establish a meaningful way to honour members who lost their lives to suicide after having experienced psychological trauma from their involvement in critical incidents at work. At the time, the Service's memorials only acknowledged members who had died due to physical injuries sustained in the line of duty.

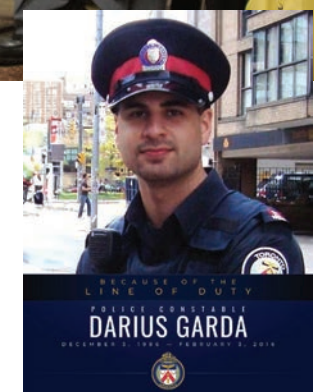
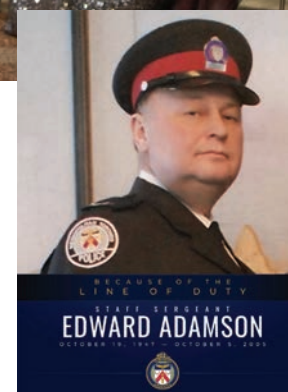
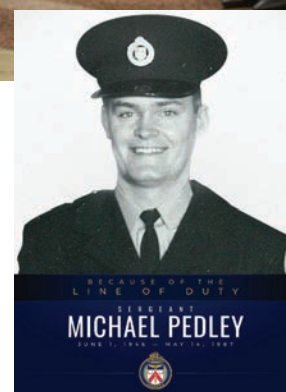
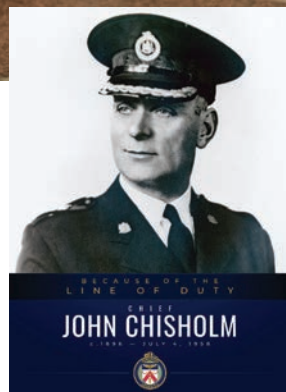
Through the tireless efforts of numerous dedicated individuals over several years, clear definitions and procedures were developed to support Chief Demkiw's vision of transforming the entire Grenville Lobby at Headquarters into a space of reverence, known as the Hall of Honour. Currently in the planning stages, this transformation would honour the sacrifice of all Service members who have died due to injury sustained in service to others. Members would be memorialized on four unique panels located on the same physical wall, offering equal recognition while acknowledging the distinct nature of their deaths.

The four panels on the Honour Wall will honour Service members who died in the following circumstances:

1. Veterans of World War I
2. Veterans of World War II
3. In the Line of Duty
4. Because of the Line of Duty

On May 2, 2024, members of the Service joined the families of the four officers whose names were the first to be added to the new Because of the Line of Duty panel. Police Constable Darius Garda, Staff Sergeant Edward Adamson, Sergeant Michael Pedley and Chief John Chisholm were approved by the Honour Wall Advisory Committee for inclusion on the memorial.

Improving Trust



Community Safety & Crime Prevention

Service's Community Safety and Wellbeing Vision

Through the Service's Community Safety and Wellbeing (C.S.W.B.) Vision, the Service has initiated the process of developing new behaviours and capabilities through system reform, service design, partnerships and system change.

The C.S.W.B. Vision is centered on the continuous improvement of health, safety and wellbeing of people and places, and depends on partnerships between police, government and communities at large. Through the formation of a coalition of experts from multiple sectors and all levels of government, the Service is committed to co-designing, co-developing and co-delivering short-term and long-term solutions.

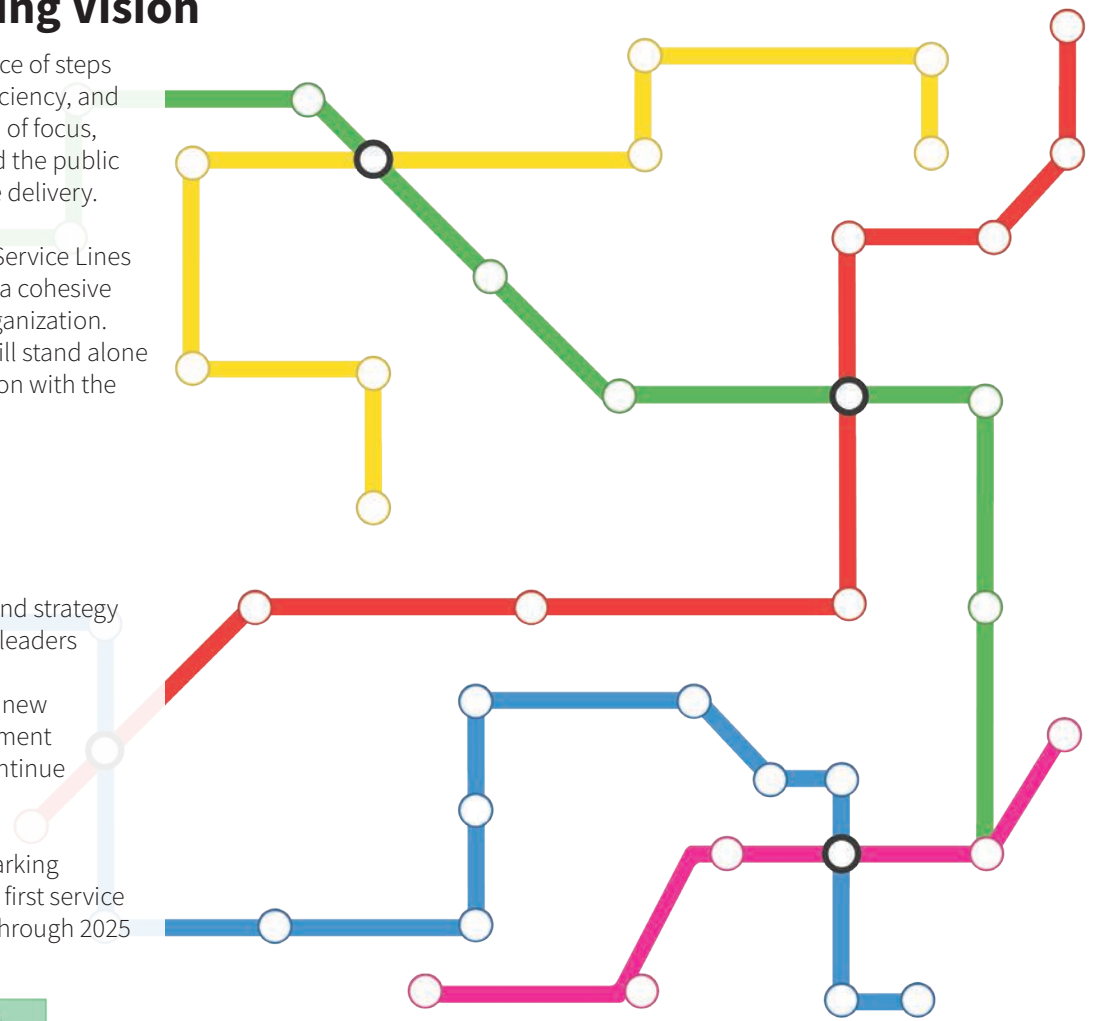
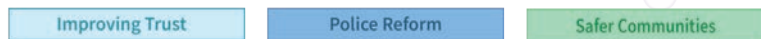
Foundational to this vision is the development of roadmaps in collaboration with partners and community, for each of the six Service Lines: 9-1-1 Response & Patrol, Investigations & Victim Support, Crime Prevention, Events & Protest Security, Traffic & Parking Enforcement, and Court & Prisoner Management.

These roadmaps are a sequence of steps to advance service quality, efficiency, and effectiveness for each key area of focus, providing the organization and the public with a strategic lens on service delivery.

Product roadmaps for the six Service Lines place C.S.W.B. at the center of a cohesive approach to managing the organization. Each Service Line Roadmap will stand alone but also work in communication with the other five.

Work in 2024:

- Presented to the Board
- Socialized product lines and strategy with senior management leaders
- Commenced work on the new Consultation and Engagement Framework, which will continue through 2025
- Initiated the Traffic and Parking Strategic Roadmap as the first service line, which will continue through 2025



SafeTO

SafeTO is a comprehensive 10-year Community Safety & Wellbeing Plan (C.S.W.P.) that aims to address immediate and systemic public safety issues by working collaboratively with external partners such as Toronto Public Health (T.P.H.) and Toronto Community Housing Corporation (T.C.H.C.). The C.S.W.P. is comprised of 26 Actions, across 7 Strategic Goals. Co-designed by the City of Toronto, the Service and community stakeholders, the plan aims to:

- **Expand the definition of community safety** to centre the wellbeing of people and places
- **Work collaboratively** across sectors and with communities to enhance early support services for gun violence and violent and traumatic incidents
- **Use multi-sector data** to inform planning and decision making

In 2024, to help reduce gun violence and support Goal 2: Reduce Violence—specifically Action 2.1 to Develop a Comprehensive Multi-Sector Gun Violence Reduction Strategy—SafeTO continued to strengthen the work of the Violence Prevention Toronto Office (V.P.T.O.).

The V.P.T.O. consists of embedded staff from the City of Toronto, the Service, T.C.H.C., Toronto District School Board (T.D.S.B.), Toronto Transit Commission (T.T.C.) and dedicated leads from several community partners and institutions. Guided by a trauma-informed, all-systems public health approach, V.P.T.O. works to prevent, intervene, respond to, and support recovery from violence in the community.

Currently, there are six SafeTO Priority Zones within Toronto, encompassing 29 neighbourhoods, 13 police divisions, and 22 T.C.H.C. communities, that face a higher incidence of gun and traumatic violence. V.P.T.O. actively monitors and engages these zones using trend analysis,



program implementation, participation in town halls and stakeholder meetings, direct community engagement, and the mobilization of Integrated Safety Coordination Teams (I.S.C.T.).

SafeTO – V.P.T.O. continues to lead a multi-sector approach to reduce violence in communities within the City of Toronto by responding with an all of systems public health approach through: Program Alignment, Integration, Information Sharing, Capacity Building, and Collaborative Evidenced Base Data Sharing through the SafeTO Collaborative Analytics and Learning Environment (S.C.A.L.E.).

Other SafeTO measures in 2024 included:

- 4 Integrated **Safety Coordination Team Engagement days**
- Continued **support of the Justice Centres** in collaboration with the Ministry of the Attorney General
- **Greater Business Improvement Area (B.I.A.) engagement** which culminated in a strong collaboration between the Service's Neighbourhood Community Officers, Crime Prevention Officers and the B.I.A. Communities regarding crime intervention and prevention
- Enhancement of the **SafeTO/Duty Senior Officer Notification Protocol**, resulting in approximately 250 notifications, which provides a timely response to the community following a traumatic/violent incident
- Enhanced **collaborative engagement on T.T.C.** to ensure Community Safety and Wellbeing

Police Reform

Safer Communities



Toronto Crime Stoppers

Toronto Crime Stoppers is a partnership between the police, media and the community that enables concerned members of the public to anonymously provide information on the identity of a criminal or incidents of criminal activity.

This partnership between the Service and Toronto Crime Stoppers continues to be an effective tool for mitigating and solving crimes in Toronto. In 2024, Toronto Crime Stoppers tips increased by 8%, which resulted in about 80 tips per day or 3 tips per hour.

The Service participated in 14 Toronto Crime Stoppers initiatives throughout the year, including open houses at several divisions, provided education and training to community groups/organizations and deployed several strategic community awareness campaigns on crime trends such as Auto Theft, Hate Crime and Retail Theft.

Safer Communities

7,649
Tips

21,519
Follow-Up Tips

494 99
Charges Laid Arrests Made

11 5
Auto Thefts Solved Homicides Solved

\$644K
Illegal Narcotics Recovered

15 \$1.8M
Illegal Firearms Seized Property Seized



BOLO Program

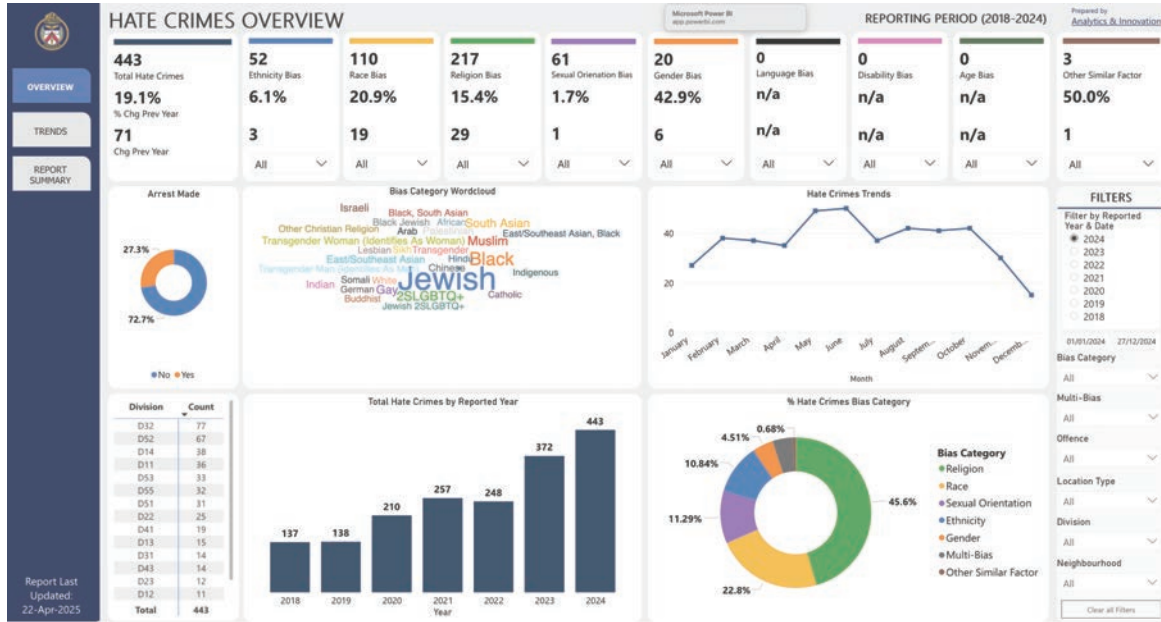
Since 2018, the BOLO Program has worked with law enforcement agencies across the country to encourage citizens to “be on the lookout” for Canada’s most wanted individuals. The Service was the very first agency to partner with the BOLO program, which has led to the apprehension of 13 of the 28 Service suspects featured over the years.

In 2024, the Service attended two BOLO program committee meetings and two BOLO Top 25 updates. In addition, two press conferences were hosted at Toronto Police Service Headquarters. Ten of the Service’s most wanted cases were featured on the BOLO Top 25 list in 2024, which included nine suspects wanted for murder and one for firearms trafficking.

One of the murder suspects was arrested just one week after being featured on the list, demonstrating how effective the BOLO campaigns can be.

Safer Communities

Expansion of the Hate Crime Unit/Open Data & Online Reporting



443

Reported Hate Occurrences

- 177 Anti-Jewish
- 87 Anti-2SLGBTQI+
- 76 Anti-Black
- 41 Anti-South Asian
- 28 Anti-Muslim

440

Hate-Motivated Graffiti Intake Form Submissions

115

Hate Crime Arrests

209

Total Charges

[Access the full 2024 Annual Hate Crime Statistical Report.](#)

The Service is the first large municipal police service to house a standalone centralized Hate Crime Unit (H.C.U.). The H.C.U. is a subsection of Intelligence Services and was established in 1993 to provide support to frontline officers and investigative units throughout the city. In 2024, the H.C.U. increased to 32 members, both permanent and temporary. This expanded headcount allowed for a capacity to complete multi-divisional, multi-jurisdictional and complex investigations and has enabled a consistent approach to investigating these crimes.

Since its inception, the H.C.U. has actively engaged with diverse communities and organizations to facilitate consultation, education and discussion

on public order and safety as well as to address community concerns related to hate crimes. In 2024, the Service released open data on Hate Crimes in the Public Safety Data Portal along with a Hate Crimes Dashboard.

The Hate Crimes Dashboard provides an overview of hate crime occurrences as well as detailed trends and patterns related to hate crime occurrences, location types and primary offences.

In addition, the H.C.U. launched its Hate-Motivated Graffiti Intake Form and QR Code in late 2023. This new online tool provides the community with an alternative method to report hate-motivated graffiti.

Improving Trust

Safer Communities

Project Resolute

In response to October 7, 2023, and the resulting geopolitical instability in the Middle East, that reverberated locally in our neighbourhoods, the Service launched Project Resolute.

The project was designed to increase visibility in affected communities and maintain the safety of all residents while upholding the Charter protected rights of those who wish to participate in lawful protests.

It quickly became evident that the Service needed a heightened response to the unplanned and ever-changing safety landscape, as well as dedicated and proactive community engagement. This resulted in the Major Incident Command Center (M.I.C.C.) establishing daily operations, 7 days a week, with oversight by a Senior Officer.

Project Resolute encompasses proactive engagement with Jewish and Muslim communities, known as Community Policing Initiatives (C.P.I.), as well as the management of public order for related demonstrations.

Safer Communities



35,556
Total C.P.I. Visits

227
Locations
Visited

81%
Places of
Worship

6%
Other

13%
Schools

32,633
Total Premise
Checks

19,656
Total Engagement
Hours



Community Outreach Response and Engagement Team

The Community Outreach Response and Engagement (C.O.R.E.) Team was launched in 2024 as a one-year pilot project to support vulnerable people in the downtown core. Currently operating out of 51 and 52 Divisions, the C.O.R.E. Team is a partnership between the Service and T.P.H. designed to address the complex health, mental health, substance use and housing needs of vulnerable people in the area.

This pilot is led by a specialized team of public health nurses who offer on-the-ground community outreach and access to health and social services, and Toronto Police officers who support these efforts ensuring the safety of the team, members of the public and those receiving support. All team members have received specialized training in trauma-informed practices, harm reduction approach and healing-centered engagement.

Averaging 200 interactions per week, the C.O.R.E. team consists of 12 members with 4 more scheduled to join in early 2025. The team provides services 365 days a year from 9 a.m. to 10 p.m. Data and feedback is being gathered throughout the pilot program through regular

consultations with community partners, including individuals with lived experience of substance use and service providers.

Services Offered:

- **Short-term case management** and connections to essential services (health care, mental health program, social support)
- **Connecting** individuals to primary care clinics and services
- **Coordinating** access to harm reduction supplies, sleeping bags, food items and other essential supplies
- **Responding** to substance use and overdose-related issues
- **Enhancing safety** and wellbeing for all community members

Improving Trust

Police Reform

Safer Communities

Hold-Up Squad: Pharmacy Robbery Initiative

The Hold-Up Squad, in collaboration with the Ontario College of Pharmacists and the Ontario Pharmacists Association, co-developed an action plan to address a stark rise in pharmacy robberies following the global pandemic.

Jointly with the Community Partnerships and Engagement Unit (C.P.E.U.), the Hold-Up Squad engaged in consultations with pharmacies to conduct Crime Prevention Through Environmental Design (C.P.T.E.D.) evaluations.

Town Hall meetings were held with the public and presentations were given to pharmacies to spread awareness and safety tips to reduce incidents of robberies and victimization. Through an exploration of best practices in North America, time-delay safes were identified as an effective tool for combatting pharmacy robberies.

Through this collaboration with the Ontario College of Pharmacists and the Ontario Pharmacists Association, a new mandate was implemented requiring the installation of time-delayed safes in all Ontario pharmacies.

This initiative resulted in an 80% decrease in pharmacy robberies from 94 in 2023 to 19 in 2024.

80% Decrease
In Pharmacy
Robberies

Improving Trust

Safer Communities



Automatic Licence Plate Recognition

In late December 2023, the Service deployed Automated License Plate Reader (A.L.P.R.) technology to over 560 marked police vehicles, following a pilot project and Board approval.

The A.L.P.R. is directly integrated into the in-car camera system of marked police vehicles. The technology alerts officers when the camera detects a vehicle that appears on a hotlist. These hotlists—created by the Service or other

agencies, including the Ministry of Transportation—contain known licence plates and vehicles of interest that are stolen, wanted, or potentially associated with unlawful activity, Highway Traffic Act offences, or missing persons.

Since its implementation, A.L.P.R. has been leveraged to locate vehicles stolen during carjackings and home invasions. The technology has also been instrumental in locating several missing persons.

Safer Communities

**Second Half
of 2024**

10,000+
Average Hits Per Day
City Wide

1.1M
Average Plates
Read Per Day
City Wide

130M
Items on CPIC/MTO
Hotlist Per Day

Furthering Our Communities Uniting Services

Furthering Our Communities Uniting Services (F.O.C.U.S.) is a community safety and wellbeing initiative led by the Service, City of Toronto and the United Way Greater Toronto in collaboration with over 190 community and government agencies. The initiative provides a targeted, wrap around approach to supporting individuals and families who are at high risk of crisis, potential harm, criminalization or victimization.

This may include situations involving mental health, youth violence prevention, human trafficking, violent extremism and gang involvement. In November 2024, F.O.C.U.S. became a city-wide program when it scaled to include 55 Division.

Due to the program's considerable success, members from the C.P.E.U. and United Way Greater Toronto travelled to Calgary, Alberta in January 2024 to assist local agencies in replicating the F.O.C.U.S. model in their city.

Safer Communities

7
Weekly F.O.C.U.S.
Tables

24-48
Hour Response
Time

1,039
Referrals in 2024
Representing
2,002 People

67.3%
TPS Referrals

74.9%
Involved Mental
Health as a
Risk Factor

1,614
Direct Referrals
26.8% Increase
Over 2023



Military Veterans Wellness Program

Established in 2021, the Military Veterans Wellness Program (M.V.W.P.) is a Service-led program that aims to improve the wellbeing of veterans by providing law enforcement agencies with education in the areas of military culture, de-escalation training and access to a streamlined referral process. By considering the unique challenges faced by veterans reintegrating into civilian life, the goal of the M.V.W.P. is to connect veterans to the appropriate social services that can improve their health, alleviate homelessness, decrease calls for service and improve public safety.

The program partners with various organizations and agencies including the Toronto Police Military Veterans Association, Veterans Affairs Canada,

the Royal Canadian Legion and the Canadian Forces Morale & Welfare Services – Operational Stress Injury Social Support Program. In late 2024, one Service member was approved for 2025 deployment to the Ukraine, working to expand the program around the world.

In 2024, a Canadian Police Knowledge Network (C.P.K.N.) training module was made mandatory for all uniform police members in Toronto. The module provides police officers with an understanding of military culture and associated barriers, de-escalation techniques specific to veterans in crisis, information about social services for veterans, and referral mechanisms to national leaders in veteran wellness. This training module has also been made available to all police services in Canada.

34
Referrals
in 2024

89
Referrals
Since 2021

Available
internationally
via INTERPOL

Improving Trust

Safer Communities



Project Magnify

During a series of town halls held in 2023, the community identified a desire for greater visibility of police in their neighbourhoods. As a result, on August 1, 2024, the Service launched Project Magnify, a three-month pilot project that equipped frontline members with alternate lighting options, Guardian Angel Lights (G.A.L.), on their person and high-visibility lighting options on their marked service vehicles.

The pilot, which started with 31, 14 and 43 Divisions and the Public Safety Response Team, before being expanded to 51 and 52 Divisions, and Traffic Services, elevates the Service's approach to community safety by enhancing officer visibility within the participating neighbourhoods. The additional lighting serves as a deterrent to criminal activity and also contributes to officer safety by making them more visible to motorists and pedestrians.

Based on the positive community feedback regarding the pilot, Command approved a Service-wide permanent rollout of Project Magnify in November 2024. All marked Service vehicles equipped with the new light bars now have the high visibility lighting option. The Service continues to actively review analytics to plan the purchase and deployment of additional G.A.L. to Neighbourhood Community Officers.

Improving Trust

Safer Communities



Victim Services Toronto

Victim Services Toronto (V.S.T.) is a non-profit agency that provides a lifeline to thousands of victims annually. Offering a range of services including emotional support, crisis intervention and practical assistance, V.S.T. helps victims navigate the overwhelming aftermath of crime and sudden tragedy. Services are free, 100% confidential and available 24 hours a day, 7 days a week.

In 2024, V.S.T. continued the three-year pilot program of Exit Route, which provides a decentralized, specialized model of support, consisting of Neighbourhood Victim Advocates (N.V.A.), Human Trafficking Specialists and Housing Specialists. N.V.A. were embedded into 14, 23, 31, 43 and 51 Divisions to provide immediate in-person and on-scene support for victims. The Exit Route team also consisted of two Human Trafficking Specialists and a Housing Specialist working out of the V.S.T.'s central office.

Safer Communities

Improving Trust

8,060
Total
Referrals

3,118
Clients Assisted
on Scene

9,163
Intimate Partner
Violence Clients

34,672
Clients Assisted
Over Phone



Chief's Gala

Each year the Chief of Police hosts the Chief's Gala in support of V.S.T. The gala is a celebration and fundraising event that brings awareness to the vital services provided by the organization in the area of victim support.

\$1.5 M
Raised

On November 28, 2024, over 1,500 guests attended including police chiefs and senior police leaders from across the province, along with representatives from all levels of government and the business community.

Investigative Developments

Cold Case and Investigative Genetic Genealogy



Since becoming the first police service in Canada to adopt Investigative Genetic Genealogy (I.G.G.) technology in 2019, the Service continues to be a leader in this field. Funded by a provincial grant, the Cold Case Unit has solved 54 provincial cold cases since the adoption of this technology. As the only Service in Ontario funded for this work, the Service has assisted 17 Ontario police services in accessing and utilizing I.G.G. technology.

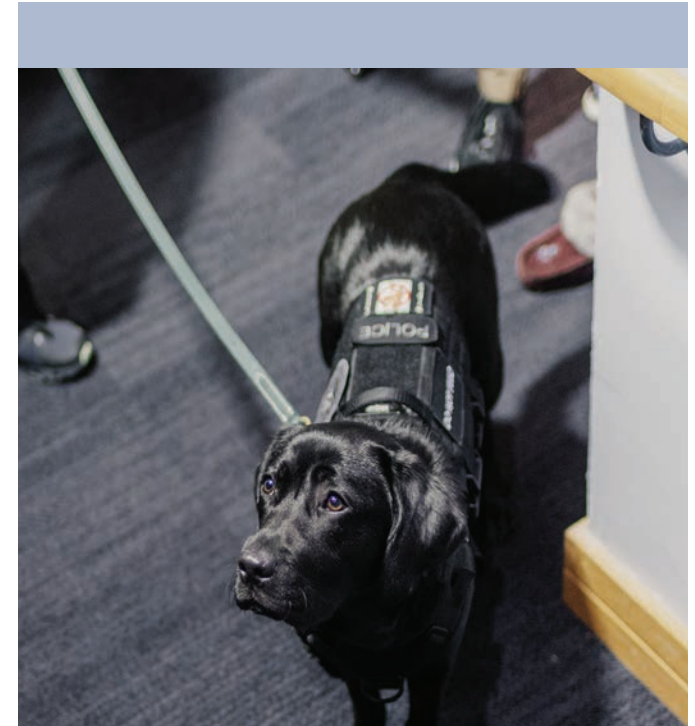
From April 1, 2024, to December 31, 2024, the unit successfully resolved 23 cases for the province of Ontario.

Improving Trust

I.G.G. has enabled investigators to bring closure to families across Ontario. In addition, members of the Cold Case Unit have delivered 47 lectures across six countries on best practices, including presentations to the Senate of Canada that contributed to the development of legislation and guidelines for the use of I.G.G. by law enforcement.

The Service has also provided feedback for the Information and Privacy Commissioner of Ontario's draft report on the use of I.G.G.

Safer Communities



Internet Child Exploitation Canine: Blue

In 2024, police canine, Blue, celebrated her first anniversary with the Internet Child Exploitation (I.C.E.) unit within Sex Crimes. Blue has consistently excelled in detecting storage devices while also fostering a positive and therapeutic atmosphere within the I.C.E. Unit, and the entire Sex Crimes Unit.

During her first year on the I.C.E. team, Blue was deployed in over 30 search warrants and found 26 devices ranging from SD Cards, USBs, hard drives and cell phones. Blue is also regularly used in support of similar investigations conducted by other Greater Toronto Area (G.T.A.) police services.

Safer Communities

Central Fraud Intake Office



In June 2024, the Central Fraud Intake Office (C.F.I.O.) became a permanent section within the Financial Crimes Unit (F.C.U.). Initially launched as a pilot in 2023, the C.F.I.O. was designed to ensure data integrity, consistency, and timely and personalized customer service for each victim of fraud. C.F.I.O. investigators provide updates, offer fraud prevention tips, and, where necessary, direct victims to Victim Services.

This centralized intake has resulted in streamlined case management and the ability to identify trends. C.F.I.O. investigators determine which occurrences should be retained by the F.C.U., sent to a divisional fraud unit, forwarded to another service or closed. Additionally, the C.F.I.O. ensures that police agencies across Canada receive relevant intake reports and evidence to support their investigations.

Improving Trust

Police Reform

Safer Communities

16,807
Fraud
occurrences

\$370.2
Million in
monetary loss

60%
Occurrences
cleared or
closed by the
C.F.I.O.

70%
Average reduction
in occurrences
assigned at the
Divisional level

Central Auto Intake Office

The Central Auto Intake Office (C.A.I.O.) is a new initiative that was developed to centralize the intake and review of all theft of auto occurrences. The C.A.I.O. serves as a multi-functional hub, acting as both an intelligence tool and a customer service-focused strategy, while also facilitating the reintegration of officers returning to work.

Since its launch in September 2024, the C.A.I.O. has streamlined the handling of all auto theft occurrences in Toronto, ensuring efficient data analysis and improved investigative support. The C.A.I.O. verifies incoming reports, enhances data quality, and collaborates with Divisional investigators on trends and tools, including the Auto Theft Dashboard. Additionally, the C.A.I.O. has assisted major auto manufacturers in identifying new solutions to make vehicles more resistant to theft and easier to recover.

The investigators in the C.A.I.O. also ensure comprehensive customer service by contacting every victim, providing prevention tips and collecting report details to ensure the occurrence has been properly triaged before being sent to a division or another Service.

Improving Trust

Police Reform

Safer Communities

Digital Changes and Advancements

Artificial Intelligence

Artificial Intelligence (A.I.) is transforming how law enforcement organizations operate and deliver services. As A.I. technology advances, its ability to enhance efficiency, streamline operations, and provide data-driven insights has made it a valuable tool for improving service delivery.

In May 2024, the Service Procedure, “Artificial Intelligence Technology” was created in response to the Board Policy “Use of Artificial Intelligence Technology,” and in consultation with community subject matter experts. The procedure provides a framework for the acquisition and use of any A.I. technology that collects or uses information about members of the community.

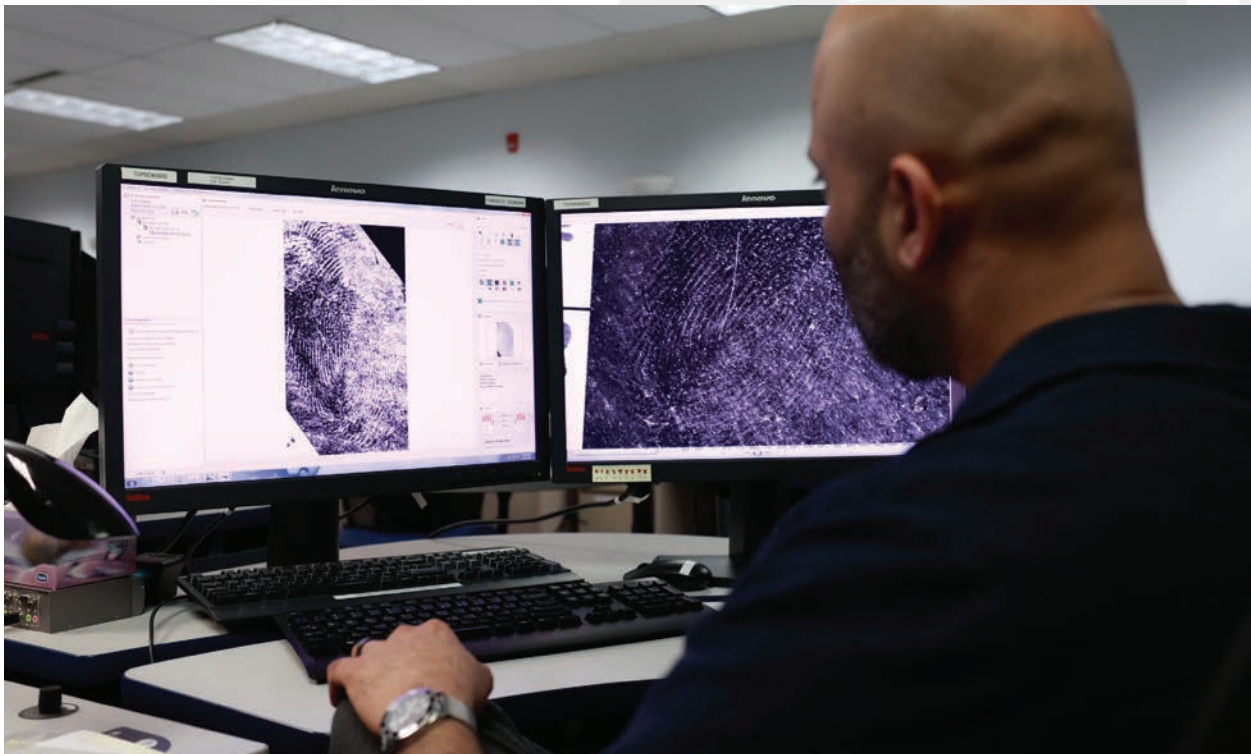
As with many emerging technologies, A.I. presents certain concerns, particularly in the realm of public safety. To address these, the Service is utilizing controlled pilot programs to assess impact and gather feedback. To aid in this, the Service formed an A.I. Technology Committee which has oversight of the review process for all proposed and new A.I. technology.

In 2024, the Service used the following A.I. technologies:

- NeoFace Reveal (facial recognition) by Nippon Electric Company (N.E.C.)
- Automated Fingerprint Identification System

- Automated Licence Plate Recognition (A.L.P.R.) by Axon
 - AutoVu by Genetec (A.L.P.R. related)
 - Small-scale testing of CoPilot by Microsoft (efficiencies in administrative work)

By embracing A.I., the Service can continue to improve the effectiveness of policing services and increase public safety, ensuring that the Service continues to meet the evolving needs of the communities we serve.



Police Reform Safer Communities

Next Generation 9-1-1 Development and Implementation

Throughout 2024, Information Technology Services in collaboration with Communications Services, worked tirelessly on Phase 1 of the implementation of Next Generation 9-1-1 (N.G. 9-1-1).

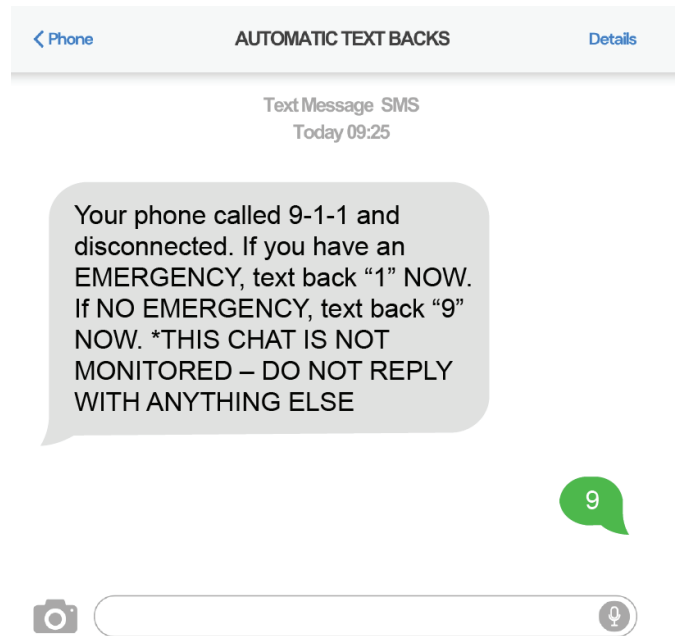
N.G. 9-1-1 is a digital network that will enable new capabilities for emergency call services. This technology will help reduce the number of calls to the 9-1-1 centre through automatic call backs to wireless hang up calls. It also provides the capability to communicate with the public using

Real Time Texting, and the infrastructure can be leveraged through the use of A.I. to improve the quality of service, by providing Real Time Translation, as one example. Evaluation of these technologies is currently underway.

Phase 1 of N.G. 9-1-1 was implemented on July 1, 2024, which consisted of successfully migrating Communications 9-1-1 Services to Solacom N.G. 9-1-1 Solution. This migration enabled a modernized end-user experience paired with enhanced data analytics for reporting.

Police Reform

Safer Communities



Fast access to more accurate data
that will help determine the caller's location and phone number

Additional backup capabilities should a system failure occur

Increased reliability and cybersecurity

Niche Records Management System

The Niche Records Management System (Niche R.M.S.) is a transformative project designed to streamline operations, improve data management and enhance accountability and transparency to the public. By integrating mobile capabilities, Niche R.M.S. eliminates paper records and enables real-time data collection at the source, reducing duplicate data entry and improving accuracy. Its guided workflows ensure consistency and efficiency, integration with other digital technology and allows for continuous improvement.

In 2024, significant progress was made towards the implementation of Niche R.M.S. with approximately 40% of the configuration achieved.

Additionally, over 45 internal and external engagements were conducted with key stakeholders for the Investigative Standardization stream, including Public Prosecution Services of Canada, Ministry of the Attorney General, Crown Operations – Toronto Region, Centre for Forensic Sciences, T.C.H.C. and the T.T.C.

Improving Trust



Parking Complaint Diversion

In late 2023, parking complaints were diverted to an online platform. This resulted in significant enhancements to the reporting functionality and user experience throughout 2024. The new system introduced mobile-responsive entry, intuitive location/address input and status updates, and allowed users to track and manage their complaints more efficiently, including the ability to cancel parking complaints online.

Results from the first full year of online parking complaint diversions saw 66% of parking complaints originate from an online report compared to 54% in 2023.

22%
Increase
in online
reports

28%
Decrease in
parking complaint
related calls to the
non-emergency line

Police Reform

Safer Communities

Internal Reform Measures

Equity Strategy

In December 2023, the Service released an Equity Strategy for the first time in the organization's history. The Equity Strategy was designed to create a safe, equitable and fair working environment for Service members and to deliver respectful, fair, and trusted public safety services with, and for, diverse communities and partners.

Development of the Strategy was guided by internal and community/stakeholder input, research into best practices and guidance from subject-matter experts, including insights from the Race and Identity-Based Data Collection town halls. The four priorities of the Equity Strategy are:

1. **Confronting Anti-Black Racism**
2. **Supporting Indigenous Cultural Safety**
3. **Fostering 2SLGBTQI+ Inclusion**
4. **Cultivating a Respectful Workplace**
(Accountability, Equity and Professionalism)

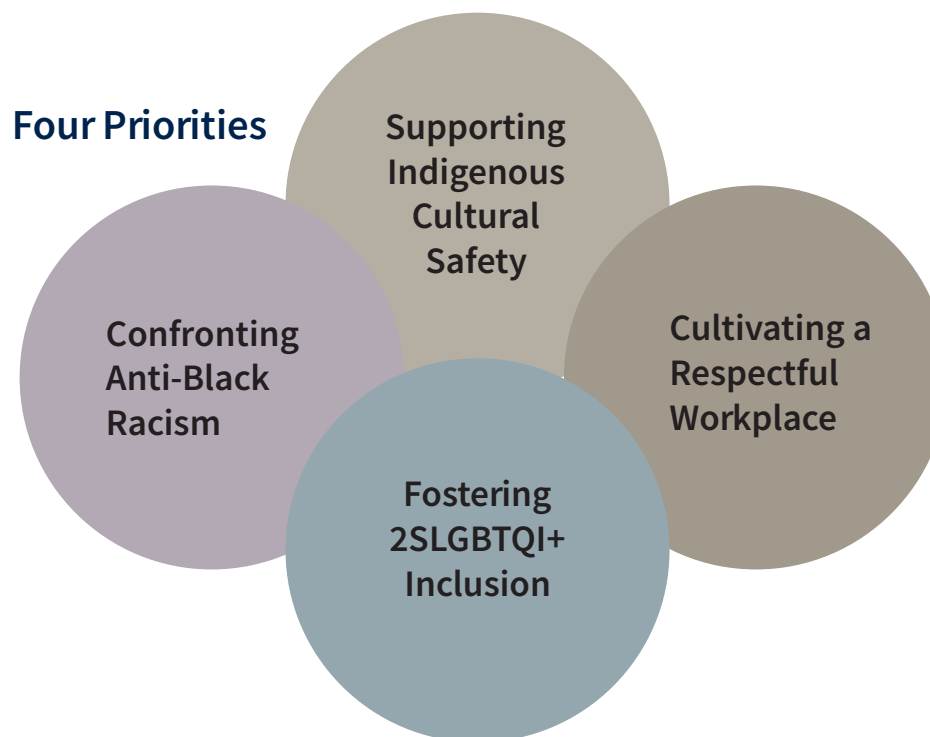
[Read more about the Equity Strategy.](#)

Throughout 2024, the Service was actively engaged in the implementation of two areas within the Equity Strategy, cultivating a Respectful Workplace and the ongoing work of Race and Identity-Based Data Collection.

Respectful Workplace

In early 2021, the Service and the Ontario Provincial Police as co-leads, established the Respectful Workplace in Policing Working Group. Now comprising over

Four Priorities



25 Ontario police services, the group focuses on collaboration, culture change, and fostering respectful, inclusive, and psychologically safe workplaces. In fall 2024, the Working Group released “Best Practices to Address Incivility, Harassment and Discrimination in Policing” a toolkit providing best practices and practical tools for complaint intake and triaging, investigations, resolution and restoration education, and prevention and accountability.

Meanwhile, the Service enhanced fairness and transparency in internal complaint investigations and resolution processes, building a Respectful Workplace section within the Equity, Inclusion and Human Rights

Unit. This specialized team investigates and resolves workplace conflicts using a trauma-informed, member-centred approach, and investigated 18 internal and one external complaint in 2024. The team also conducted several alternative resolutions including:

- **13 mediation referrals** – 6 were successful and 7 did not proceed to mediation
- **13 motivational interviews**
- **3 workplace restorations** – resulting in a number of resolutions including facilitated discussion, delivery of harassment training, consultative advice to supervisors

and one-on-one coaching and mediations. The Respectful Workplace Unit also provided advice to members and supervisors across the Service and consulted on other conduct investigations conducted by Professional Standards and Unit Complaint Coordinators.

Race and Identity-Based Data Collection

In 2024, the Race and Identity-Based Data Collection (R.B.D.C.) Strategy continued to advance reporting with the aim of increasing trust and confidence within historically marginalized communities, identifying disparities in service delivery and uncovering potential root causes. The Strategy uses race and identity-based data collection, analysis and public reporting to identify, monitor and eliminate potential systemic racism and racial bias, improve the delivery of police services and enhance public accountability.

Toronto Police became the first police service in North America to analyze Mental Health Apprehensions from an equity and racial disproportionality lens with the release of two publications on Phase 2 findings listed below. This release exceeded the provincial mandate that focuses solely on use of force reporting.

- January 31, 2024
[Mental Health Apprehensions: Sharing Preliminary Findings as Part of our Phased Approach](#)
- May 15, 2024
[Sharing Further Phase 2 Findings – Deeper Dive into 2021 Mental Health Apprehension Data](#)

Engagement

Delivered presentations to hundreds of internal members during the Fair and Unbiased Policing course

Held information sessions for frontline police constables and court officers

Held 14 co-design sessions with members of the Community Advisory Panel (C.A.P.)

Presented findings quarterly to stakeholder groups including formal committees, community groups and government stakeholders

Met with community members and leaders representing over 30 organizations, consulates and news outlets to discuss the unique needs and concerns of the Latin and Hispanic communities

Improving Trust

Police Reform

Safer Communities



External Reform Actions

The Service is committed to comprehensive policing reform to ensure the provision of equitable, effective and culturally competent policing services for all. Through ongoing engagement and dedicated efforts, the Service continues to drive meaningful progress in the implementation of several initiatives and actions aligned with various audits, recommendations, reports and legislative updates.

81 Recommendations on Police Reform

In 2024, the Service continued its implementation of the 81 Recommendations, later changed to Directions, for police reform as contained in the 2020 report by Chair Jim Hart, [“Police Reform in Toronto: Systemic Racism, Alternative Community Safety and Crisis Response Models and Building New Confidence in Public Safety”](#).

The report laid out 81 Directions to address systemic racism, build new community safety response models, strengthen accountability and transparency, and enhance trust within communities. Nine of the directions were implemented in 2024, bringing the total implemented directions to 71 of the 81. One area of significant reform that

took place under this umbrella was the Alternative Service Delivery Programs for Persons in Crisis.

[Access the Police Reform Implementation Dashboard.](#)

Police Reform

Alternative Service Delivery Programs for Persons in Crisis

The Service continued its work with partner agencies to support alternative models of community safety response for persons in crisis. The implementation of alternative response strategies aligns with several ongoing police reform initiatives including recommendations from the Auditor General Reports Focused on 9-1-1 operations and the 81 Directions on Police Reform.

In September 2024, the Service concluded the Gerstein Crisis Centre Diversion (G.C.C.D.) pilot

project, which ran city-wide for three years. During that time, a G.C.C. worker was embedded at Communications Services to assist with the diversion of mental health related calls.

The G.C.C.D. pilot began when the Toronto Community Crisis Service (T.C.C.S.) pilot project was still in development. T.C.C.S. is now the largest and fastest growing alternative crisis response service led by the City of Toronto.

The T.C.C.S. is a non-police mobile response to persons in crisis that incorporates a multi-disciplinary mobile team of crisis support specialists who work for partner agencies.

T.C.C.S. is available 7 days a week, 24 hours a day with the goal of providing a client-centered, trauma-informed response that focuses on health, prevention, and the wellbeing of users. The T.C.C.S. expanded city-wide on July 10, 2024, and their work resulted in the following data for 2024:

4,125

Events where the Service offered T.C.C.S. to the 9-1-1 caller

2,892

Events where caller agreed to a T.C.C.S. response

1,833

Events where there was no police response

45%

Events with no police response

55%

Events involving a police response

<1%

Calls fully deferred

Improving Trust

Police Reform



Auditor General Reports

In June 2022, the Service accepted two reports from the Auditor General (A.G.); [Toronto Police Service - Audit of 9-1-1 Public Safety Answering Point Operations](#) (9-1-1 Operations Audit) and [Key Common Themes: Toronto Police Service – Audit of 9-1-1 Operations & Review of Opportunities to Support More Effective Responses to Calls for Service](#) (Calls for Service Audit), addressing 9-1-1 operations, emergency response, and alternative approaches for calls for service.

The reports recommended leveraging technology, improving information sharing to enhance response times and exploring alternative models for responding to calls for persons in crisis.

The two A.G. reports contained a total of 51 recommendations, 26 from the 9-1-1 Operations Audit and 25 from the Calls for Service Audit. Administration of these recommendations is structured around five key themes: alternative response strategies, resource optimization, timing methodologies, community education, and stakeholder collaboration.

More than half of the recommendations have been operationalized and are currently undergoing validation by the Service's A.G. Project Team. Once validated, they will be submitted to the Auditor General for acceptance, completing the process. The remaining recommendations are in progress, supported by dedicated resources from the Service.

Police Reform

Safer Communities

Achievements for 2024:

Continued alternative response strategies developed with the Gerstein Crisis Centre and the Toronto Community Crisis Service

Refining training and protocols surrounding “See Ambulance” calls for service

Community education through the co-developed and co-designed Make the Right Call campaign

Leveraging technology to address current and future staffing deployments

Ontario Human Rights Commission Project

In 2017, the Ontario Human Rights Commission (O.H.R.C.) launched an inquiry into anti-Black racism by the Service. The final report, [“From Impact to Action: Final report into anti-Black racism by the Toronto Police Service”](#) was released in December 2023 and indicated that Black people are subjected to systemic racial discrimination, racial profiling and anti-Black racism. This determination was based on the O.H.R.C.’s review of data, case law and the lived experiences of members of Black communities. Further, the O.H.R.C. identified gaps in the Service’s policies, procedures, training and accountability measures which contributed to the persistence of these issues.

In response to the report, the Service and the Board issued a joint statement acknowledging the O.H.R.C.’s findings and reaffirming the Service’s commitment to rebuilding trust with Black communities and implementing policy reforms that drive systemic change.

To facilitate these changes, the Service established an O.H.R.C. Recommendation Project Team dedicated to overseeing, coordinating and implementing the recommendations from the final report. The project is following a three-phased approach focused on sustainable reform.

As of December 2024, 30 recommendations implemented by the Service, are currently pending review and verification by the O.H.R.C. as part of the commitment to co-deliver results. 50% of these recommendations are focused on anti-racism policies, training, and use of force, demonstrating a commitment to systemic change. In addition, an anti-Black racism lens has been incorporated into eleven courses at the Toronto Police College, integrating insights from the Anti-Racism Advisory Panel (A.R.A.P.) to enhance education on equitable policing.

Improving Trust

Police Reform

Community Safety and Policing Act, 2019 Implementation

On April 1, 2024, the Community Safety and Policing Act, 2019 (C.S.P.A.) came into effect requiring a comprehensive review and alignment of policies, procedures and practices to ensure compliance and improved operations.

28 of 34 C.S.P.A. regulations have been successfully implemented with the remaining implementation actively progressing towards established timelines. Achievements for the year include updated curriculum and training methods, streamlined budget processes, upgraded operational tools and equipment, and a comprehensive review to align policies and procedures.

Police Reform

Safer Communities



Missing & Missed Recommendations

On April 13, 2021, the Independent Civilian Review into Missing Persons Investigations released the report. [“Missing And Missed – The Report of the Independent Civilian Review into Missing Persons Investigations.”](#) which contained 151 recommendations designed to improve the Service’s policies, procedures, training, education, professional development and culture.

In 2024, the Service implemented 56 of the 151 recommendations, bringing the total implemented recommendations to 88. The Missing and Missed Implementation Team (M.M.I.T.), which was created to use a modernized community-centric approach to implementing all 151 recommendations, facilitated 8 meetings throughout the year. Through public reporting, enhanced transparency and accountability, and collaboration between police and community, the M.M.I.T. continues to drive meaningful reform and enhance trust in policing.

[Access the Missing and Missed Implementation Dashboard](#)

Achievements for 2024:

Release of a revised Missing Persons Procedure (04-05)

Development of the Missing Persons Process Map

Addition of two Victim Support Workers to the Homicide and Missing Persons Unit

Created a newly improved Risk Response Text Template

Recognized the inaugural Missing Person Awareness Day

Improving Trust

Police Reform

Safer Communities

Training & Development

In 2024, the Toronto Police College (College) made significant strides in enhancing training programs and initiatives, reflecting a continued commitment to excellence and recognition as a national and global leader in police training, education, and professional development.

The College achieved notable milestones, such as the introduction of new courses on Crisis Intervention, Intimate Partner Violence, and Adverse Childhood Experiences through the In-Service Training (I.S.T.) program delivered to all frontline police officers, as well as the development and revision of several training programs in response to emerging needs, such as tourniquet usage.

The College also introduced the Criminal Investigative Training (C.I.T.) course, which replaced the General Investigators course, and played a leading role in developing a Community of Practice for the newly implemented C.S.P.A.. The C.I.T. course is a two-week foundational course that is now a prerequisite for additional specialized training.

The College also released two new e-learning modules: Foundations of Islam and Addressing Islamophobia, and Foundations of Judaism and Understanding Anti-Semitism. These e-learning modules have set a leading example across the province and beyond, with multiple jurisdictions requesting access to this learning material.

Overall, the College's efforts in 2024 demonstrate a

strong commitment to innovative training, community engagement, professional development, and equity, inclusion, and human rights. These initiatives demonstrate the Service's commitment to fostering a culture of continuous learning, ensuring that members are well-equipped to respond to the dynamic challenges faced in community safety and policing.

Conferences & Symposiums

In 2024, the College organized and hosted the Vulnerable Seniors Symposium, which brought together over 100 members from 25 different agencies, including law enforcement, medical institutions, and universities. The event featured presentations from intra-agency speakers, members of the Ministry of the Attorney General, and medical experts.

In addition, the College hosted several other conferences and symposiums throughout the year including: the Mental Health Innovation & Peer Support conference, the International Women's Day seminar, the Fentanyl Conference, and the A.I. Symposium. These conferences brought together subject matter experts and provided an avenue for enhanced learning, problem solving and relationship building.

United Arab Emirates Officer Exchange Program

The Service is a key partner in the International Association of Chiefs of Police (I.A.C.P.) and United Arab Emirates (U.A.E.) Ministry of Interior Police Academy



Exchange Program, a strategic initiative designed to foster cross-cultural understanding, enhance professional development and promote the exchange of best practices in policing.

Two members of the Service participated in the exchange program in 2024, each graduating from the four-month basic academy program at the Abu Dhabi Police College. In August 2024, four police officers from the U.A.E. joined Service recruit class 2024-04 as part of the exchange program and participated in all aspects of the Service recruit training program, graduating in February 2025.

33,700

Person-hours
of training

2,197

Course sessions
(excluding e-learning)

5,345

Frontline officers
completed I.S.T.

Police Reform

Safer Communities





Community Experience Program

The Community Experience Program (C.E.P) was developed in response to Direction 58 of the 81 Directions on Police Reform which directs the Service to, “explore the inclusion of Service-funded training co-developed and led by members of the community, outside the Toronto Police College, specific to police-community interactions and relations with marginalized communities, youth and vulnerable populations...”

The C.E.P. provides new Toronto Police officers with outreach opportunities within the communities they will be serving. The recruits participate in five days of immersive experience with Black, Indigenous, 2SLGBTQI+, other historically marginalized communities, youth and vulnerable populations. On the final two days of training, the newly deployed officers are sent to their assigned division where they engage with community groups, visit community agencies, and walk through at-risk communities, meeting and talking with people from the neighbourhoods they will be serving in the coming weeks.

Improving Trust



Community Campaigns

Make the Right Call Campaign

In October 2024, the Service and the City of Toronto launched an awareness campaign to ensure that people know what number to call when they are seeking help.

The Make the Right Call campaign was designed to reduce the number of non-emergency calls to 9-1-1 by increasing public understanding of the various contact options available including: 3-1-1, 2-1-1, the non-emergency line, and online report filing options.

The Service's Communications Centre receives over 1.2 million 9-1-1 calls yearly and 664,000 calls annually on its non-emergency line. The goal of this campaign is to empower the public with information to ensure everyone gets the right help at the right time.

Improving Trust

Safer Communities

MY PARTNER IS HAVING
A MENTAL HEALTH CRISIS

CALL
211

MY PARTNER IS HAVING
SEVERE CHEST PAINS

CALL
911

THE RIGHT CALL GETS YOU THE RIGHT HELP

TORONTO

toronto.ca/MakeTheRightCall

Intimate Partner Violence and Gender-Based Violence Prevention Campaign

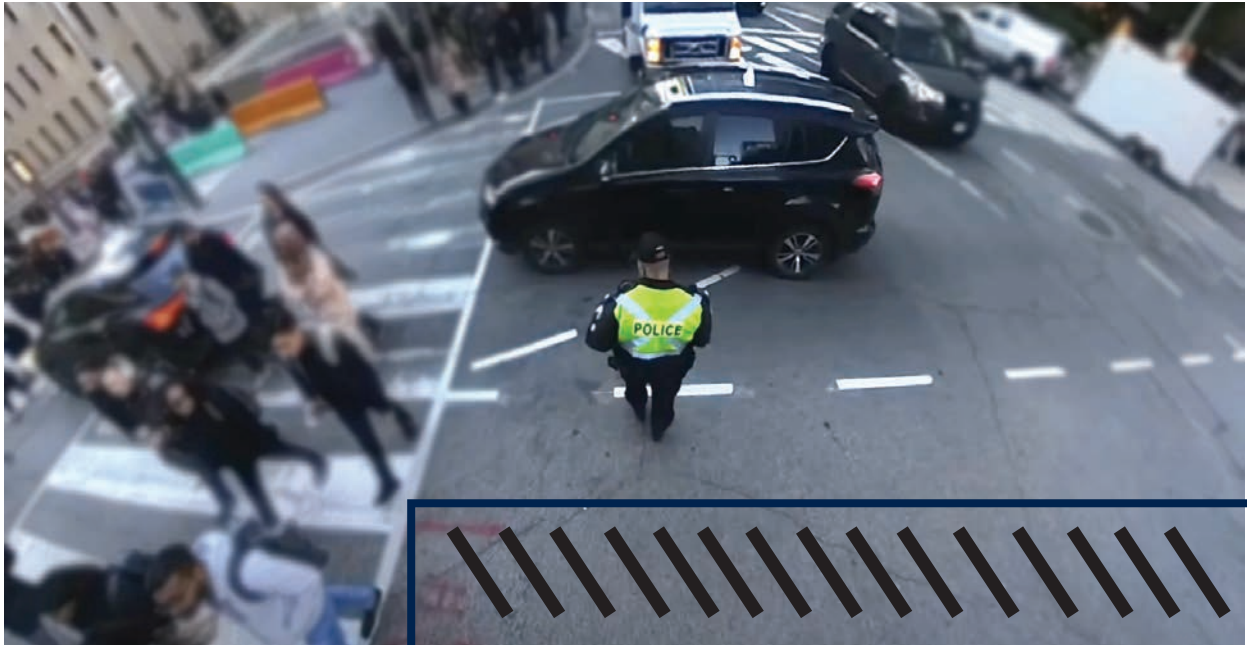
During Intimate Partner Violence (I.P.V.) Awareness and Sexual Assault Awareness Month in November, the C.P.E.U. partnered with the Sex Crimes Unit to address the increases in I.P.V. related occurrences. Taking a crime-prevention approach, the goals of this initiative were to raise awareness about I.P.V., assist in the prevention of I.P.V. and provide resources to prevent potential victimization.

Throughout the month-long campaign, C.P.E.U. created and distributed educational pamphlets and posters that included a QR code to access I.P.V. and sexual assault

prevention resources, engaged in a social media campaign in collaboration with Victim Services Toronto, Corporate Communications, T.P.H., school boards and other partners, and established community information booths at several malls.

By disseminating resources to various communities in the city, including hosting information sessions at community “hot spots”, the campaign successfully raised awareness about I.P.V., empowering individuals with valuable resources and strategies to reduce the risk of victimization.

Safer Communities



“Blocking the box” occurs when a driver enters an intersection before the traffic ahead clears, causing them to remain in the intersection when the light changes and obstruct the flow of traffic in the opposite direction.

Don’t Block the Box Campaign

The Don’t Block the Box Campaign launched on September 16, 2024, as part of the 2024 Project Gridlock initiative. The campaign aimed to address the blockage of signalized intersections leading to the disruption of traffic flows, transit delays, and serious safety risks.

During the project, Traffic Services Motor Squad officers focused on promoting safe driving behaviours and enforcement at congested intersections to protect all road users, including pedestrians and cyclists, while

keeping traffic moving during peak rush hours.

In addition to enforcement strategies, Traffic Services supported the City of Toronto’s congestion management efforts and Vision Zero program by providing practical traffic direction training to 28 City Traffic Agents.

From September to December, over 200 tickets were issued by officers for Bylaw 950-901b (1), peaking in October and November with 81 and 73, respectively.

Safer Communities

Back-to-School Safe Driving Campaign

The 2024 Back to School Campaign, held between September 3, 2024, and September 13, 2024, enhanced enforcement, education, and community engagement with a focus on driver behaviours that jeopardize children’s safety and contribute to injuries and fatalities in school zones.

Officers strictly enforced traffic laws near schools, particularly those creating unsafe conditions for students and staff such as speeding, distracted driving, as well as aggressive or impaired driving. Parking Enforcement Officers also played a key role by educating drivers and enforcing parking violations around school zones.

During the Back-to-School Campaign 10,587 tickets were issued.

Enforcement in School Zones



Safer Communities

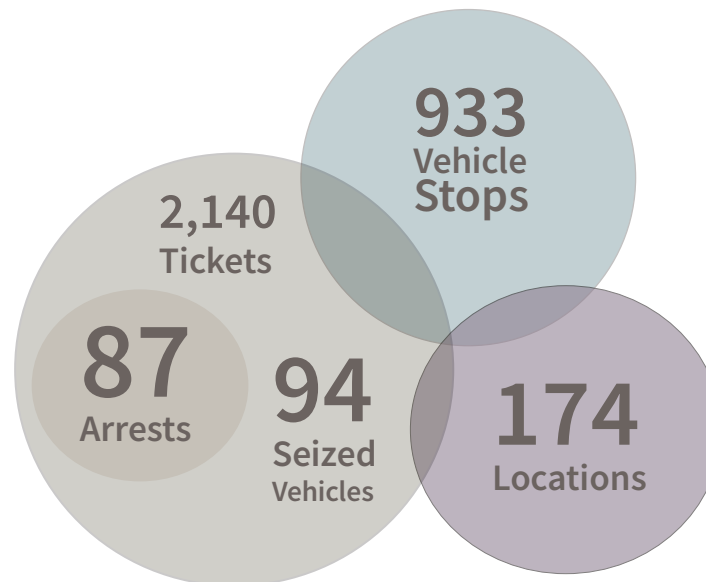


Project E.R.A.S.E. and Project Off-Ramp

Project Eliminate Racing Activity on Streets Everywhere (E.R.A.S.E.) is an annual uniformed police officer enforcement campaign that seeks to address illegal street racing, stunt driving and other dangerous driving practices through enforcement. Established in 1999, Project E.R.A.S.E. occurs each year from June to September. The 2024 campaign launched on May 23, 2024, as a joint effort with services across the G.T.A.

Coinciding with Project E.R.A.S.E., Project Off-Ramp is a multi-jurisdictional joint forces operation that relies heavily on intelligence-led policing and undercover work in an effort to track and disrupt dangerous car-meet groups throughout the G.T.A.

Safer Communities



Reduce Impaired Driving Everywhere

The Reduce Impaired Driving Everywhere (R.I.D.E.) Program is a joint effort between the community and the Service to proactively address incidents of impaired driving. It is a year-round program where police officers conduct spot-checks both on the streets and waterways. The R.I.D.E. callback program is funded by the Ministry of the Solicitor General and community organizations provide assistance.

During the 2024 holiday season, the Service partnered with Mothers Against Drunk Driving (M.A.D.D.) for the holiday R.I.D.E. program, which aims to keep the roads safe by stopping impaired drivers before they cause any harm.

Safer Communities

388

R.I.D.E. Events
Up 5% from 2023

35K

Vehicles
Stopped

3,400

Breath Tests

17

Impaired
Arrests

72

Driver
Suspensions

Community Engagement

Neighbourhood Community Officers

Neighbourhood Community Officers (N.C.O.s) work in partnership with community organizations and community members to address crime and disorder and enhance community safety. There are N.C.O.s throughout all sixteen divisions who are embedded in an assigned neighbourhood for at least four years. These officers work collaboratively with residents and community organizations, to reduce crime and anti-social behaviours through sustainable solutions.

In 2024, N.C.O.s continued their ongoing management and training of the internal Community

Engagement Application (App). This App is designed to collect information on the various engagement activities by N.C.O.s to better understand the specific needs of the communities being served, log referrals as part of the Community Safety and Wellbeing Plan and identify areas where N.C.O. resources are deployed. 612 clients were referred in this manner in 2024.

In 2024, there were N.C.O.s in 56 of the 158 City of Toronto neighbourhoods. As a result of the approved Multi-Year Hiring Plan, the N.C.O. program intends to expand into four additional neighbourhoods in 2025.

Improving Trust

Safer Communities



Engage416

Engage416 is part of the Service's ongoing gang prevention and violence reduction strategy operating at the neighbourhood level. It is focused on five core strategies: community mobilization, opportunities provision, social intervention, suppression, and organizational change.

Through intensive outreach in 12 gang-impacted neighbourhoods in Toronto's northwest quadrant, Engage416 organizes various community and youth engagement programs and events designed to raise awareness, foster mentorship, facilitate real-time gang prevention discussion and provide resources and intervention for those affected by or at risk of gang violence/involvement.

Safer Communities

496
referrals
received

65% of individuals accepted and successfully entered the referral program

4% of individuals refused the referral offers

155 engagements/presentations provided

5,431 community members engaged



Aboriginal Peacekeeping Unit

The Aboriginal Peacekeeping Unit (A.P.U.) serves as a resource to promote dialogue and understanding between the police and Indigenous communities. Using a trauma-informed approach, the A.P.U. engages with First Nations, Inuit and Métis communities, develops new partnerships, strengthens existing relationships, and ensures equitable access to police services. The A.P.U. also helps to promote Indigenous awareness within the Service through education and training on the specific challenges faced by Indigenous peoples.

Some duties undertaken by the Aboriginal Liaison officers within the A.P.U. include conducting regular community outreach, supporting the activities and meetings of the Aboriginal Community Consultative Committee, providing advice to inform the direction

of policies, programs and effective service delivery, mentoring and serving as positive role models for Indigenous youth, educating community members on crime prevention strategies, and assisting Talent Acquisition with recruitment initiatives to encourage Indigenous community members to pursue employment with the Service.

Throughout 2024, the A.P.U. participated in a variety of training initiatives including the delivery of Indigenous training to three new police recruit classes through the Community Experience Program. The program featured guest speakers from First Nations, Inuit and Métis partners on the Aboriginal Consultative Committee covering topics about Indigenous culture and history, including Indigenous medicines, smudging ceremonies, and Sacred Fires. Recruits were

also given the opportunity to make tobacco ties.

In addition, the A.P.U. hosted the raising of the Every Child Matters flag at Toronto Police Headquarters on September 30, 2024, in observance of the National Day for Truth and Reconciliation. Members of the A.P.U. also attended the inaugural conference of Indigenous Officers, hosted by the Greater Sudbury Police Service. The A.P.U. remained very active in the community attending three community-led Pow Wows, Winter Solstice celebrations and several other cultural events. The A.P.U. also visited the Wandering Spirit School, the Native Learning Centre, the Native Canadian Centre of Toronto, Nishnawbe Homes Toronto, Toronto Council Fire and Native Women's Resource Centre of Toronto for both youth and community engagement.

Improving Trust



Youth Safety Symposium

The Youth Safety Symposium was a joint initiative between the Service, T.D.S.B. and Covenant House that launched in November 2024. The first event was held at Daniels Spectrum with a key focus on educating female-identifying youth about Human Trafficking.

The T.D.S.B. selected ten (10) high schools and partnered with the T.T.C. to transport approximately fifteen (15) students from each T.D.S.B. school, along with fifteen (15) students from an Indigenous school to the event. The symposium featured a panel of experts from several organizations who provided the students with a deeper understanding of how Human Trafficking happens, warning signs, and safety measures that can be taken. Youths were also provided with a metallic card containing a QR code that provided access to various resources.

Due to the overwhelming success of the event and positive feedback from those involved, the Youth Safety Symposium will continue as an ongoing initiative with quarterly events.

Organizations that participated:

**Sex Crimes Unit -
Human Trafficking and Internet
Child Exploitation sections**

Covenant House

Victim Services Toronto

Aura Freedom International

Boost Child & Youth Advocacy Centre

White Ribbon

OneChild

Safer Communities

Second Annual School Safety Summit

The Second Annual School Safety Summit took place on August 29, 2024, integrating education, transit safety, housing security, and law enforcement efforts to create safer schools and communities.

Bringing together 700 key stakeholders from the T.D.S.B., Toronto Catholic District School Board (T.C.D.S.B.), City of Toronto, T.C.H.C. and T.T.C., the symposium provided tools for mobilizing resources effectively, bridging service gaps and strengthening collaboration and accountability.

The symposium consisted of capacity-building and professional learning sessions where participants engaged in dialogue on proactive violence prevention, intervention strategies, and fostering safe, inclusive school environments.

The Annual School Safety Summit was a significant step in ensuring the City of Toronto's violence prevention strategy is mobilized through sustained, multi-sector cooperation and a shared commitment for positive youth outcomes.

Safer Communities

Community Connect

The Community Connect program is a collaborative initiative between the City of Toronto, T.C.H.C., T.T.C., T.D.S.B., T.C.D.S.B., Red Cross, and Service Canada to help youth develop valuable skills and training for workforce success.

Managed by the Youth Liaison Officer in the C.P.E.U., more than 2,000 youths have engaged with Community Connect through information sessions and job fairs at school.

In addition, 2,500 youths have received training to help reduce barriers to the workforce by providing a wide range of opportunities to enhance their skills and 10 students were provided with vulnerable sector checks to get employment or co-op placements.

Certificates Earned by Youth

621

CPR

20 sessions

179

Food Handling

6 sessions

50

Babysitting

2 sessions

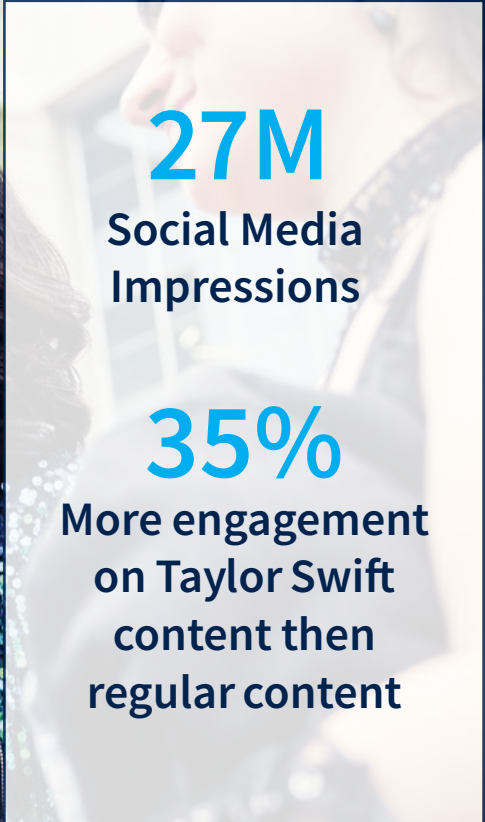
53

Leadership

3 sessions

Improving Trust





27M

Social Media Impressions

35%

More engagement on Taylor Swift content than regular content

Taylor Swift

In November 2024, the Service played a crucial role in ensuring the safety and security of 282,000 Taylor Swift concertgoers, and thousands of members of the public during the six sold-out Eras Tour shows in Toronto.

While public safety and crowd management was a priority, the Service also recognized these concerts as a valuable opportunity for community engagement. By adopting a unique strategy that included officers trading friendship bracelets with fans, the Service humanized the badge and fostered a sense of connection and trust.

In addition, two Mounted Unit horses were outfitted with

custom-made friendship bracelets, adding a playful and meaningful touch. The initiative quickly went viral, generating millions of impressions across social media platforms, earning extensive media coverage and enhancing the public image of the Service.

This outreach exemplified the importance of leveraging unique moments to connect with the community and provided a great opportunity to enhance recruitment efforts in a non-traditional, engaging manner. During the Eras Tour, the Service reinforced its commitment to community safety and positive interactions while attracting potential recruits through a fresh, relatable, female empowered approach.

50,000%
Increase in TikTok engagement

25
Female officers engaged in recruitment



Prayer Walks

The Service, in collaboration with the Canadian Black Clergy and Allies, held city-wide prayer walks on April 11, 2024, and October 24, 2024. Since 2005, Neighbourhood Community Officers in 23 Division and Black faith leaders have held monthly walks through Etobicoke, meeting community members and engaging them in prayer.

In 2024, this initiative was expanded city-wide with prayer walks held simultaneously at every

division. For the event in October 2024, Mayor Olivia Chow joined Chief Demkiw and Service Chaplain Wendell Gibbs for the walk in 52 Division. Walking alongside local faith leaders and community members, the group made stops to pray and recognize the diverse faiths represented in our communities.

Open to all faiths, the prayer walks bring faith leaders and law enforcement together to build bridges and strengthen community relationships.

Improving Trust

Safer Communities

Consultative and Liaison Committees

The Service remains committed to engaging, and creating meaningful partnerships, with the diverse communities that make up Toronto.

Established to represent the voices of specific communities, the Community Consultative Committees (C.C.C.) set goals and objectives consistent with the Service priorities and provide a forum to discuss wider policing issues such as training, recruiting, professional standards and community mobilization. There are currently twelve (12) C.C.C.s, each chaired by a Service Senior Officer and a member of the community.

Community Police Liaison Committees (C.P.L.C.) provide advice and assistance to the sixteen (16) local Unit Commanders on issues affecting the community such as crime and quality of life concerns. Similar to C.C.C.s, each C.P.L.C. is co-chaired by a Service Senior Officer and a community member.

Community Liaison Officers play a critical role in ensuring that the consultative and police liaison committees can carry out their mandates effectively.

This year, Community Liaison Officers attended and organized numerous events including:

8 Recruitment General Information Sessions

including Physical Readiness Evaluation for Police sessions and resume workshops

45 Crime Prevention Initiatives

such as fraud prevention seminars, online security workshops and newcomer information sessions

230 Community Engagement Programs

such as BBQs, toy drives, breakfast clubs and mental health workshops

Improving Trust

National & International Associations

The Service maintains a strong presence within several national and international associations. Involvement within these associations helps the Service stay updated on best practices, share knowledge, and access professional development resources. Participation also fosters global cooperation and advocacy for crime prevention.



International Association of Chiefs of Police (I.A.C.P.):

The Service maintains a strong presence within the I.A.C.P., the world's largest professional association for police leaders (34,000+ members, 170+ countries). Chief Demkiw serves as a Board Member and Vice-Chair of the Global Policing Committee and nine members of the Service actively participate on various I.A.C.P. committees.



Major City Chiefs Association (M.C.C.A.):

The M.C.C.A. is a professional organization comprised of police leaders from the largest cities in the United States and Canada. The Service is an active member with 12 members currently participating on various M.C.C.A. committees.



Canadian Association of Chiefs of Police (C.A.C.P.):

The C.A.C.P. is the national voice for police leaders across Canada, dedicated to promoting effective policing practices and advocating for public safety. Chief Demkiw serves on the Board of Directors representing Ontario, and the Service has 14 members actively participating on various C.A.C.P. committees.



Ontario Association of Chiefs of Police (O.A.C.P.):

The O.A.C.P. represents police leaders across the province of Ontario, focusing on promoting effective policing practices and advocating for public safety within the provincial context. Deputy Chief Lauren Pogue serves on the Board of Directors, and an additional 16 members actively serve on various committees and as technical advisors.



Leadership in Counter Terrorism - Alumni Association (L.i.n.C.T.-A.A.):

L.i.n.C.T.-A.A. is a critical network of law enforcement and security professionals dedicated to enhancing counter-terrorism capabilities through collaboration and knowledge sharing. Chief Demkiw served as the President and Chair of the Board in 2024.

Improving Trust

Safer Communities

Community Satisfaction

Each year, to better understand community perceptions of safety, police interactions and public trust, the Service conducts a qualitative community survey. For 2024, the Service employed a research firm to independently facilitate four online focus group discussions as well as telephone surveys. The focus groups consisted of residents of Toronto generally representative of the diversity of the City.

Focus Group Insights

Focus group participants generally expressed positive satisfaction with their interactions with the Service, especially when police officers demonstrated respect, professionalism, and attentiveness. Notable examples included: traffic stops, emergency responses, and community events, where police officers built trust through effective communication. This contributed to perceptions of the police as supportive and inclusive.

Satisfaction was also linked to prompt police responses, with participants noting increased trust when people were treated with respect and kindness. Positive past experiences, particularly with role models, made policing a more viable career option for some. Overall, community-centered learning and professional conduct were key in enhancing satisfaction with the Service.

Survey Insights

The survey results indicated a generally positive perception of the Toronto Police Service among residents. A large majority feel safe in their neighbourhoods (84%) and

believe officers are trustworthy (83%) and respectful (84%). Most respondents feel fairly treated (85%) and are satisfied with the overall service provided (80%).

84%

Feel safe in their neighbourhood

While there are some areas identified for improvement, including increasing officer approachability (58%) and strengthening community relations, which 75% say have remained unchanged, many residents still expressed confidence in police performance, with 81% believing officers do a good job and 77% rating their professionalism as good or excellent. Additionally, the Service is seen as making meaningful progress on key commitments like inclusivity (77%) and accountability (68%). The survey insights highlight both the progress and opportunities that lie ahead as the Service works to improve trust, accelerate reform and professionalization and continue supporting safer communities.

Improving Trust

Police Reform

Public Complaints

Each year, Professionalism and Accountability completes an annual report that fulfills the Service's reporting requirements regarding Public Complaints, Special Investigations Unit investigations, Suspect Apprehension Pursuits, and the Early Intervention Program.

Public complaints against police officers are overseen by an independent civilian agency, formerly known as the Office of the Independent Police Review Director (O.I.P.R.D.), pre-April 1, 2024, and the Law Enforcement Complaints Agency (L.E.C.A.), thereafter.

[Read the full report](#) (starts on Page 178).

1,019 Public Complaints

350 Investigated

650 Screened out/ Not investigated

- 0.1% of documented contacts with members of the public resulted in a public complaint
- 3.7% of investigated cases identified misconduct
- 4.6% increase in complaints filed over 2023
- 34 cases had the complainant request the findings be reviewed
- 30 decisions upheld
- 4 reviews ongoing

Improving Trust

Police Reform

Media & Corporate Communications

The Service values media relationships and is committed to providing accurate and timely information about public safety, police operations and corporate initiatives. The Corporate Communications Unit responds to thousands of media inquiries annually and is responsible for producing news releases, stories, videos, and internal and external communication.

In 2024, Corporate Communications:

- Published 3,333 news releases
- Held 39 news conferences
- Answered over 4,500 calls to the Media Relations Officer desk
- Received 39,554 emails
- Supported over 80 Service events
- Provided 104 operational video supports
- Completed 219 production recordings and edits
- Reached 1,041,829 social media followers
- Made 10,200 social posts
- Received 156 million views on social media

Improving Trust

Safer Communities



156 million views on social media



Significant Service Successes

Seven arrests and 150 charges laid in [Project Paranoid](#), a Toronto Police Auto Theft Investigation, Project supported by the Preventing Auto Theft (P.A.T.) Grant

GTA Police Services Come Together to [Eliminate Street Racing Everywhere](#)

[Provincial Carjacking Joint Task Force](#) makes 124 arrests, lays 749 criminal charges and recovers 177 stolen vehicles valued at over \$10 million

Ten Arrests Made and 108 Charges Laid in [Project Disrupt](#), a SIM Swap Fraud Investigation

Thirty-two Arrests Made and 158 Charges Laid in [Project Foxxx](#), an Interprovincial Drugs and Firearms Investigation

Toronto Police to Announce Significant Arrests Made in [Project Beacon](#), the Tow Truck Task Force

43 Division Announces Results of Two Proactive [Projects Addressing Gun Crime](#)

[Project Warden](#): Two Men Arrested and 176 Charges Laid in Stolen Motor Vehicles Investigation

[Project Safeguards 30 Children](#) from Exploitation

[Project Thoroughbred](#): 59 People Arrested and 302 Charges Laid in Ongoing Auto Theft and Re-Vinning Investigation

Endnotes

- 1 2024 City of Toronto estimated population sourced by Environics Analytics DemoStats 2024. Accessed via Environics Analytics client portal
- 2 [City of Toronto. Backgrounder – 2021 Census: Age, sex at birth and gender, and type of dwelling. \(Statistics Canada, 2022\), 4](#)
- 3 [Frank Clayton. Toronto Tops in 2023 Population Growth in Canada and the United States. \(Toronto: TMU Centre for Urban Research and Land Development, 2024\), 1-6\).](#)
- 4 [City of Toronto. Toronto's Competitive Advantage. Accessed May 2024.](#)
- 5 [Resonance. 2025 World's Best Cities. \(Resonance, 2024\).](#)
- 6 [Meera Pal. The Riskiest \(And Safest\) Cities for Tourists, Ranked. \(Forbes Advisor, 2024\).](#)
- 7 [Zoe Demarco. Toronto Has Nearly 200 More Cranes Than Other Major North American Cities. \(Storeys, 2024\).](#)
- 8 [Tourism Economics. Economic Impact of Visitors in Toronto – 2023. \(Toronto: Destination Toronto, 2024\).](#)
- 9 [City of Toronto. Toronto Housing Data Book. \(City of Toronto, 2023\), 45\).](#)
- 10 [City of Toronto. Backgrounder - 2021 Census: Citizenship, Immigration, Ethic Origin, Visible Minority Groups \(Race\), Mobility, Migration, Religion. \(Statistics Canada, 2022\), 1\).](#)
- 11 [Statistics Canada. 2016 Census of Population.](#)
- 12 [Statistics Canada. 2016 Census of Population.](#)
- 13 [City of Toronto. Indigenous people of Toronto. Accessed April 2024.](#)
- 14 [City of Toronto. Backgrounder – 2021 Census: Language. \(Statistics Canada, 2022\), 1\).](#)



The 2024 Toronto Police Service Chief's Annual Report was written by the Office of the Chief and Strategic Planning and Governance, and produced with Corporate Communications.

www.tps.ca







2.2. Board's 2024 Annual Report



June 2, 2024

To: Chair and Members
Toronto Police Service Board

From: Dubi Kanengisser
Executive Director

Subject: Toronto Police Service Board's 2024 Annual Report

Purpose: Information Purposes Only Seeking Decision

Recommendation(s):

It is recommended that the Toronto Police Service Board (Board) approve the Board's 2024 Annual Report, attached as Appendix A, and submit a copy to the City of Toronto (City), as required by the *Community Safety and Policing Act, 2019*

Financial Implication(s):

There are no financial implications arising from this report.

Summary:

The Community Safety and Policing Act, 2019 (Act) requires the Toronto Police Service Board (Board) to submit an annual report to the City of Toronto, addressing several aspects of policing within its jurisdiction. This report submits the proposed Board 2024 Annual Report, attached as Appendix A.

Discussion:

Section 41(1) of the Act requires that, on or before June 30 each year, police service boards file an annual report with their municipality or band council addressing:

- (a) the implementation of the board's strategic plan and the achievement of the performance objectives identified in the strategic plan;
- (b) the affairs of the police service;
- (c) the provision of policing as it relates to any community safety and well-being plans adopted by the municipalities or First Nations that are in the board's area of policing responsibility; and
- (d) any other prescribed matters.

The Board's 2024 Annual Report outlines the organizational structure of both the Board and the Toronto Police Service and provides an overview of the organizational context and key crime statistics. It also highlights key accomplishments from the past year, including progress on the Strategic Plan for Policing in Toronto, implementation of the Act, advancements in Policing Reform and the Missing & Missed recommendations, as well as the work of the Board's Mental Health and Addictions Advisory Panel and Anti-Racism Advisory Panel.

This report is complemented by the Chief of Police's 2024 Annual Report and the 2024 Annual Statistical Report, which together provide a comprehensive overview of policing and public safety in Toronto.

Conclusion:

It is recommended that the Board submit the Board's 2024 Annual Report, together with the 2024 Chief's Annual Report, and the 2024 Annual Statistical Report, to the City of Toronto by June 30, 2025.

Respectfully submitted,

Dubi Kanengisser
Executive Director

Contact

Anne Arthur
Senior Advisor, Strategic Analysis & Governance
Toronto Police Service Board
Email: anne.arthur@tpsb.ca

Attachments

Appendix A: Toronto Police Service Board's 2024 Annual Report



2024

ANNUAL REPORT



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ACKNOWLEDGEMENTS

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

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

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

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

REPORT OVERVIEW

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

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



MESSAGE FROM THE CHAIR OF THE TORONTO POLICE SERVICE BOARD



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

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

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

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

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

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

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

Shelley Carroll
Chair, Toronto Police Service Board

MESSAGE FROM THE CHIEF OF POLICE OF THE TORONTO POLICE SERVICE



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

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

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

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

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

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

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

TORONTO POLICE SERVICE BOARD

Members



COUNCILLOR SHELLEY CARROLL
CHAIR



CHRIS BRILLINGER
VICE CHAIR



**DEPUTY MAYOR
AMBER MORLEY**
MEMBER



**COUNCILLOR
LILY CHENG**
MEMBER



ANN MORGAN
MEMBER



**NICOLA (NICK)
MIGLIORE**
MEMBER



LISA KOSTAKAS
MEMBER

TORONTO POLICE SERVICE

Command Team



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



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



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



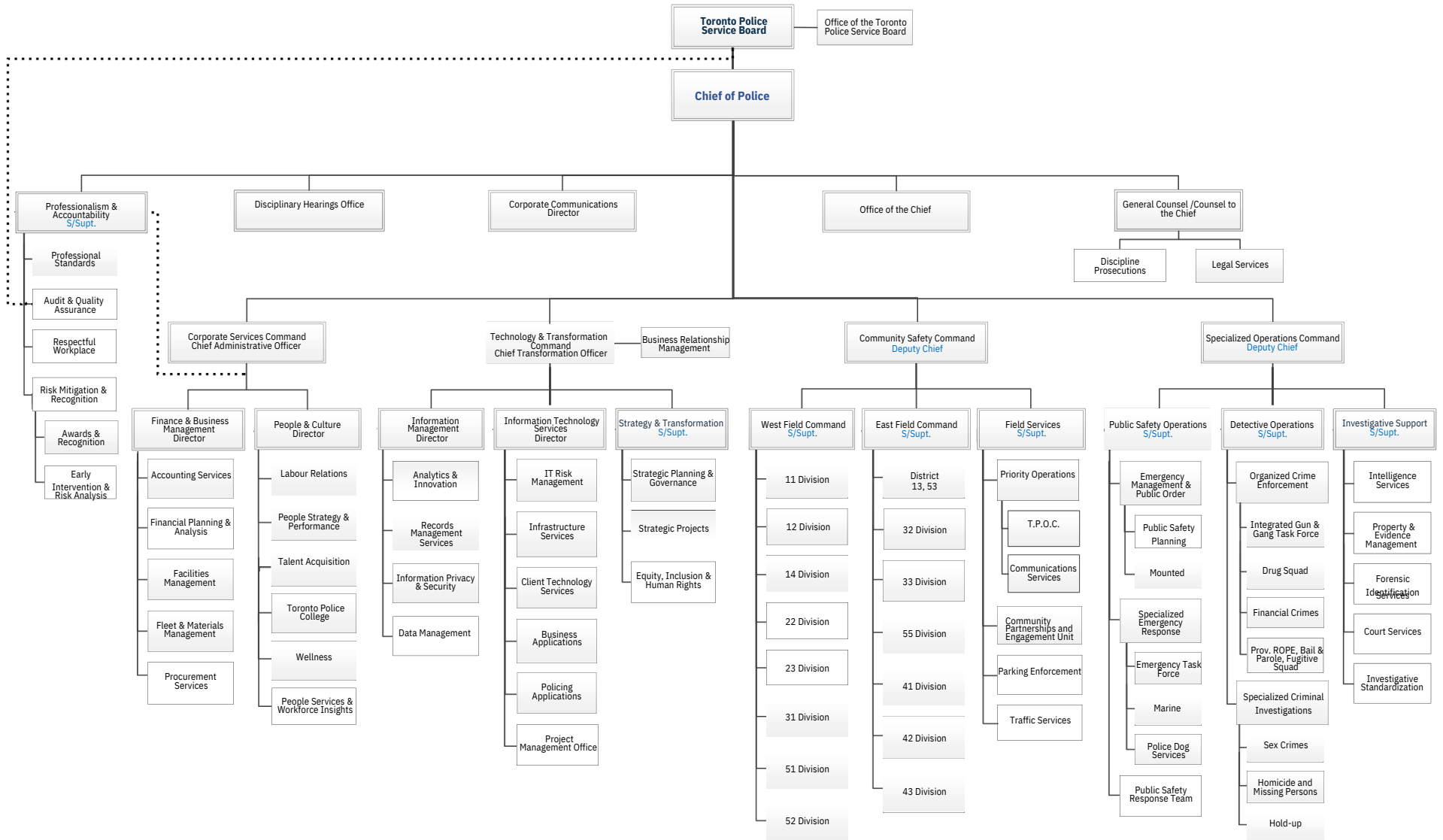
SVINA DHALIWAL
CHIEF ADMINISTRATIVE OFFICER
CORPORATE SERVICES COMMAND



COLIN STAIRS
CHIEF TRANSFORMATION OFFICER
INFORMATION & TECHNOLOGY
COMMAND



ORGANIZATIONAL CHART



ORGANIZATIONAL OVERVIEW

Toronto Police Service Board



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

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

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

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

Key Information



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



Key Expenditures:

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



Staffing:

11 professional full-time and part-time staff



Services:

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

ORGANIZATIONAL OVERVIEW

Toronto Police Service



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

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

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

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

Key Information



Net Operating Budget:

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



Cop-to-Pop (Officers per

100,000 population): 169.7



Staffing:

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

OUR CITY: DEMOGRAPHICS

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



2.8 Million

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

3.4 Million

Estimate of Toronto's population by 2031².



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



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



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



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



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

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

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

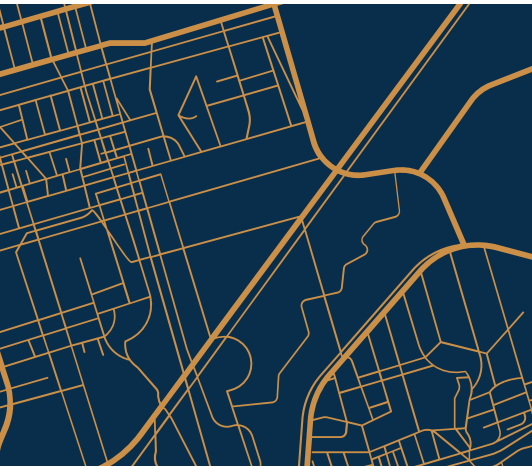
1: 2021 Census of Population Geographic Summary. <https://www12.statcan.gc.ca/census-recensement/2021/search-recherche/productresultats/resultatsproduits-eng.cfm?Lang=E&GEOCODE=2021A00053520005>

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

OUR CITY: PUBLIC SAFETY CONSIDERATIONS



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



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

630 Square km of land in Jurisdiction²

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

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

>200 Km of trails³



27.5 Million Visitors per year²
9 Million Overnight visitors⁴



800,000 Daily commuters²



>2,000 Events/Protests per year²



87 of 108 Consular offices in Ontario are located in Toronto²



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



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

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

OUR CITY: COMMUNITY SAFETY INDICATORS

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



Calls for Service

1,865,279

↓ 12.4% since 2023

1,213,035

Emergency

652,244

Non-Emergency

411,607

Calls for Service/Events Attended

↑ 1% since 2023



Average Response Times

17.1 Minutes

Priority 1* Events
26.1% since 2023

54.2 Minutes

Priority 2 Events
↓ 14% since 2023

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

2024 Crime Statistics

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

Crimes against the Person

↑ **8.2%** since 2023

57.9% clearance rate

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

Intimate Partner and Family Violence

↑ **2.8%** since 2023

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

Hate Crimes

↑ **19.1%** since 2023

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

Crimes against Property

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

* First decline in annual auto thefts since 2016.

Traffic and Road Safety

Criminal Code Traffic Offences | **Total Collisions**

↓ **6.1%** since 2023

↑ **3.9%** since 2023

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

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

2024 HIGHLIGHTS

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



Implementation of the Community Safety and Policing Act, 2019

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

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

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

2024 HIGHLIGHTS



American Sign Language (ASL) Translation for Board Meetings

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



Multi-year Hiring Plan

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

Key Commitments of the Plan:

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

2024 HIGHLIGHTS



Midaynta Community Services – Extension of Memorandum of Understanding

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

2024 HIGHLIGHTS

Police Reform

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

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

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

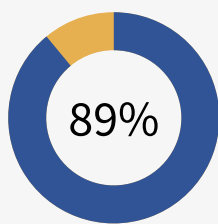
The Board is continuing to implement its outstanding recommendations, and is currently finalizing the development of policies related to a number of key areas including human rights, apologies and racial profiling. In addition, the Board is focused on building and strengthening initiatives involving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

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

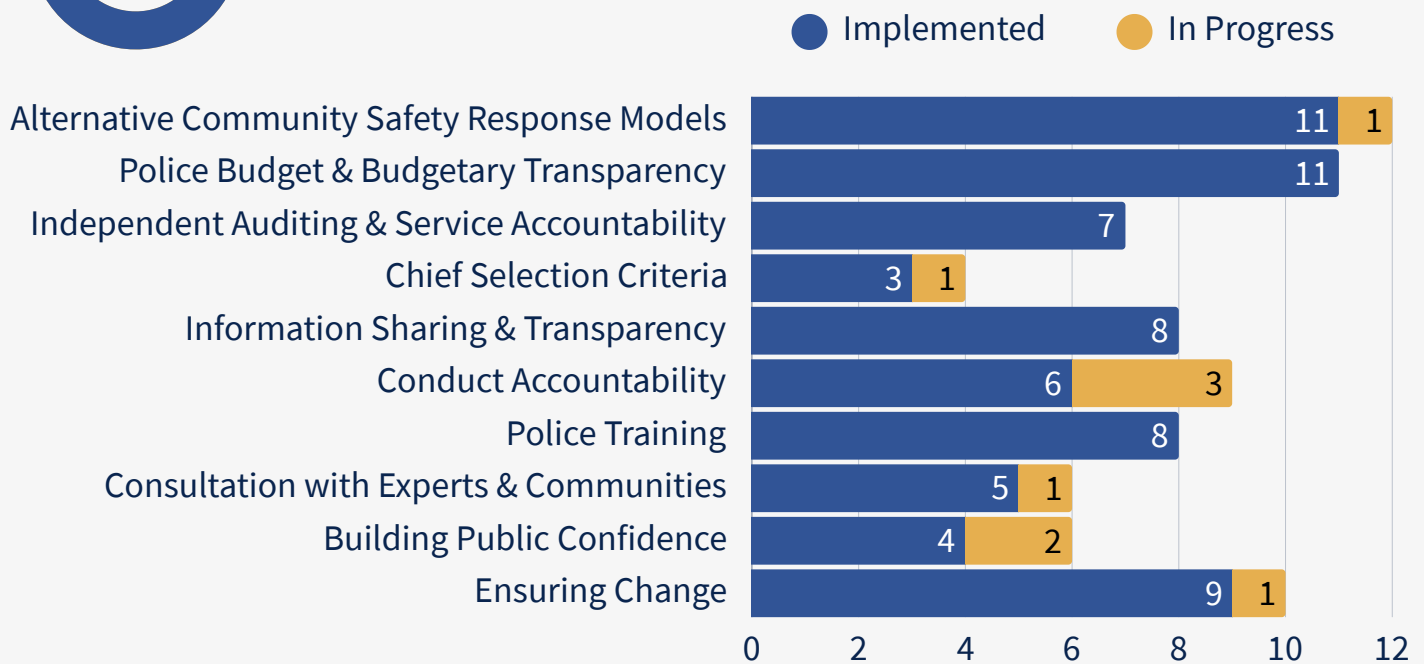
2024 HIGHLIGHTS

Police Reform

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



**of 81 recommendations
have been implemented**



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

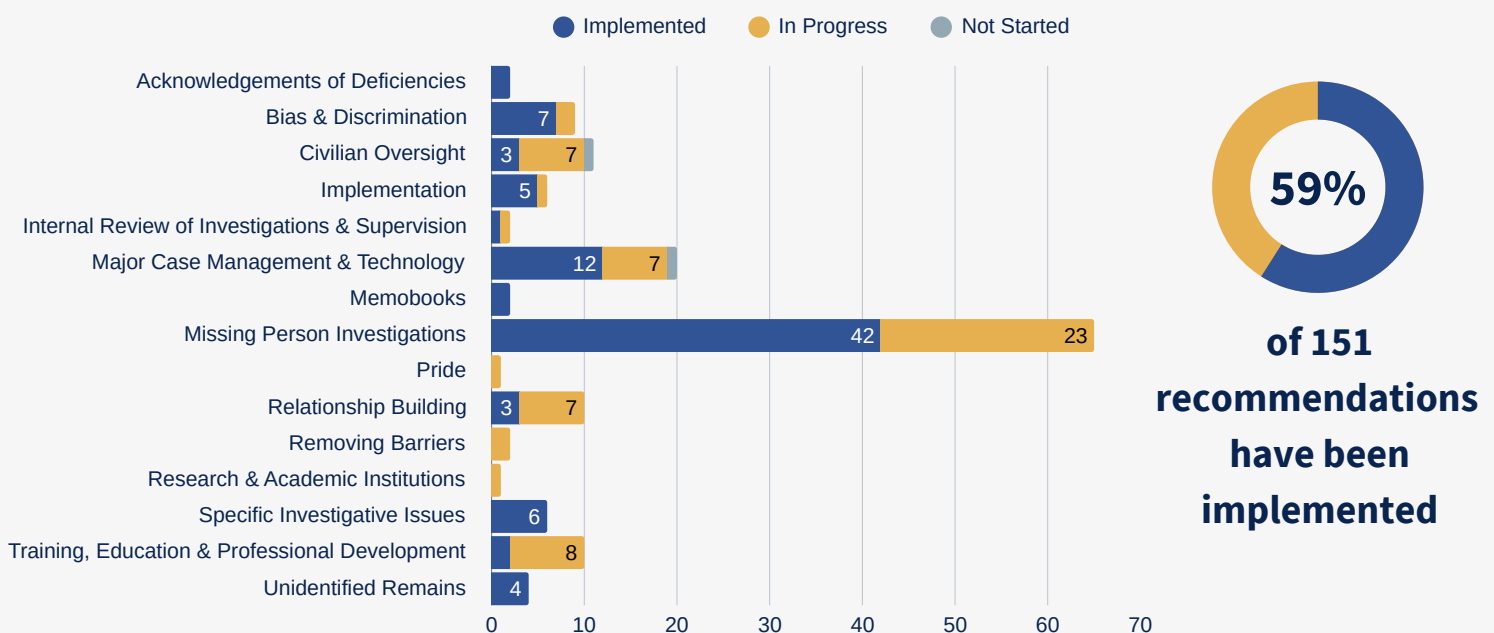
2024 HIGHLIGHTS

Missing and Missed

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

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

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



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

2024 HIGHLIGHTS

Mental Health and Addictions Advisory Panel

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

Key accomplishments and discussion themes of MHAAP in 2024 included:

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

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

2024 HIGHLIGHTS

Anti-Racism Advisory Panel

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

Key accomplishments and discussion themes of ARAP in 2024 included:

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

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

2024 HIGHLIGHTS

Strategic Plan Progress

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

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

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

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

LOOKING AHEAD TO 2025

Strategic Plan Engagement

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

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

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

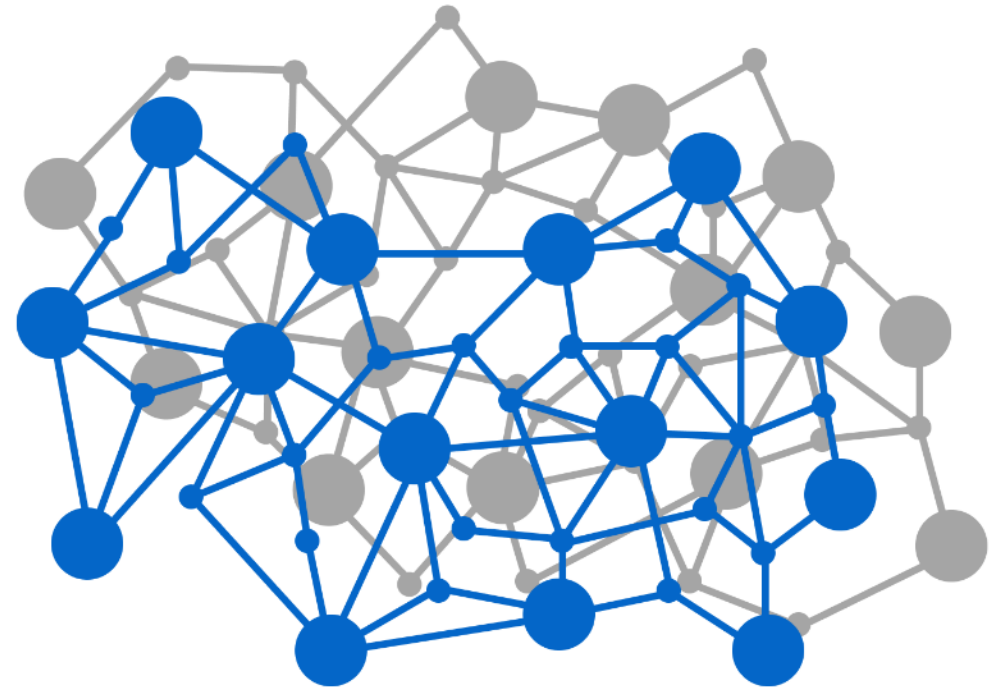


3. Annual Statistical Report



3.1. Presentation

Toronto Police Service 2024 Annual Statistical Report (A.S.R.)



2024 Annual Statistical Report

Overview

The Toronto Police Service Annual Statistical Report (A.S.R.) provides police-related data & statistics which support open access to information.

- Reported Crimes
- Victims of Crime
- Firearms
- Traffic
- Communications
- Personnel and Budget
- Enforcement
- Public Complaints

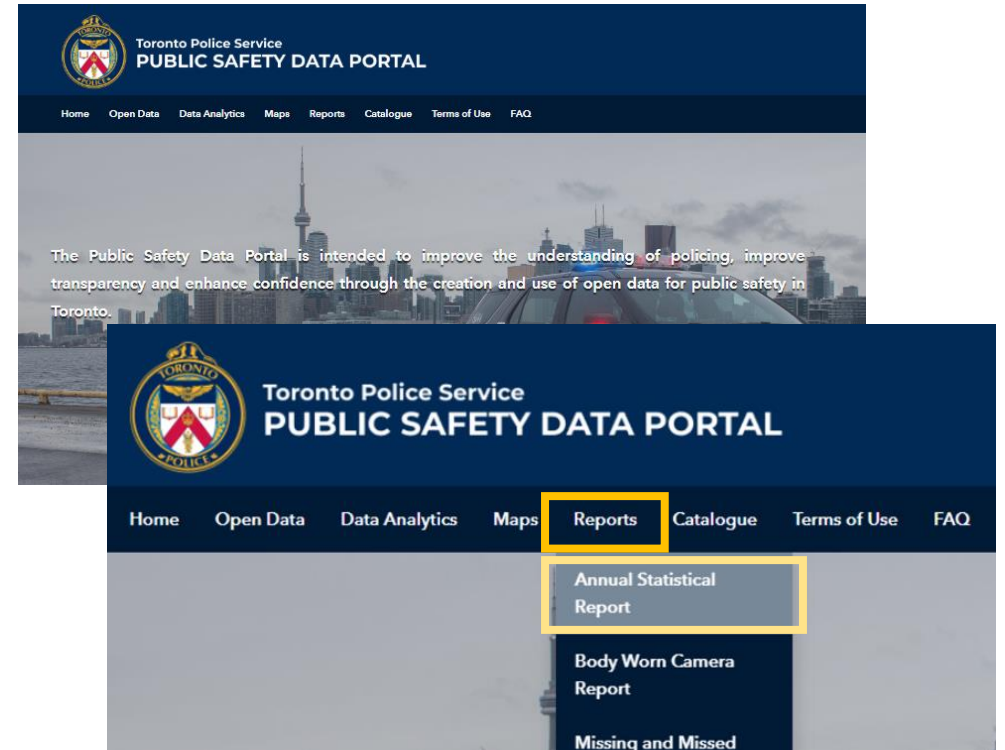


2024 Annual Statistical Report

Finding A.S.R. on the Public Safety Data Portal

The **2024 Annual Statistical Report (A.S.R.)** is available on the **Toronto Police Service Public Safety Data Portal**.

The **Public Safety Data Portal (P.S.D.P.)** is a user-friendly platform designed to offer open access to data and analytics in support of community safety and wellbeing.



To Locate the A.S.R. on P.S.D.P.:

- Go to **Reports** in the main menu
- Click on **Annual Statistical Report**

The A.S.R. is also available in the City of Toronto's Open Data portal

2024 Annual Statistical Report

The A.S.R. components include

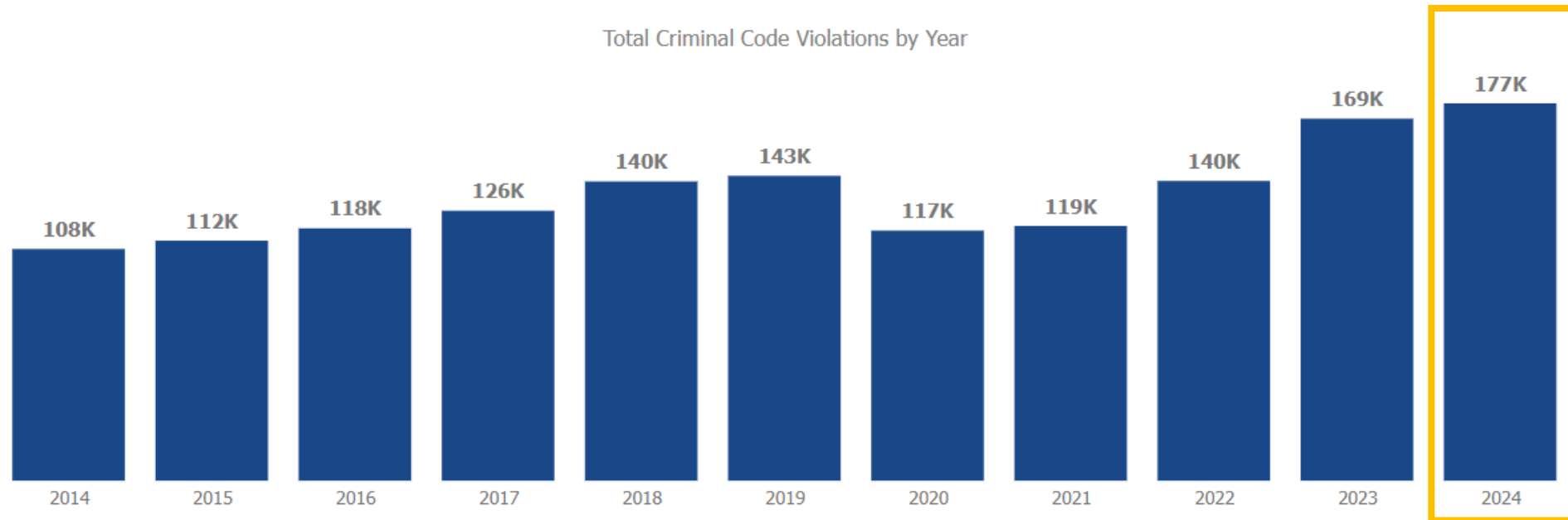
- Guide to the A.S.R.
- Portable Document File Report
- Open Datasets
- Data Analytics (Dashboards)
- A.S.R. Maps (Map Application)
- Infographics
- Supplementary Documentation



2024 Annual Statistical Report

Reported Crimes

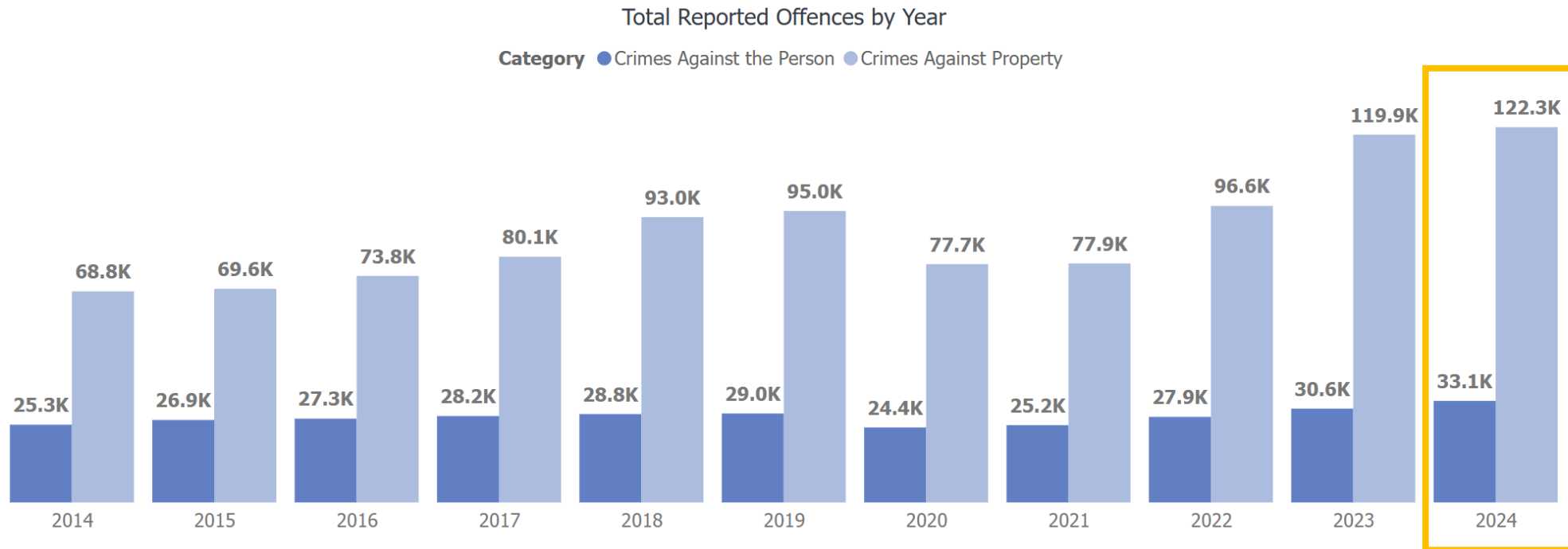
- In 2024, total Criminal Code violations **increased by 4.2%**, reaching 176,512.



2024 Annual Statistical Report

Reported Crimes

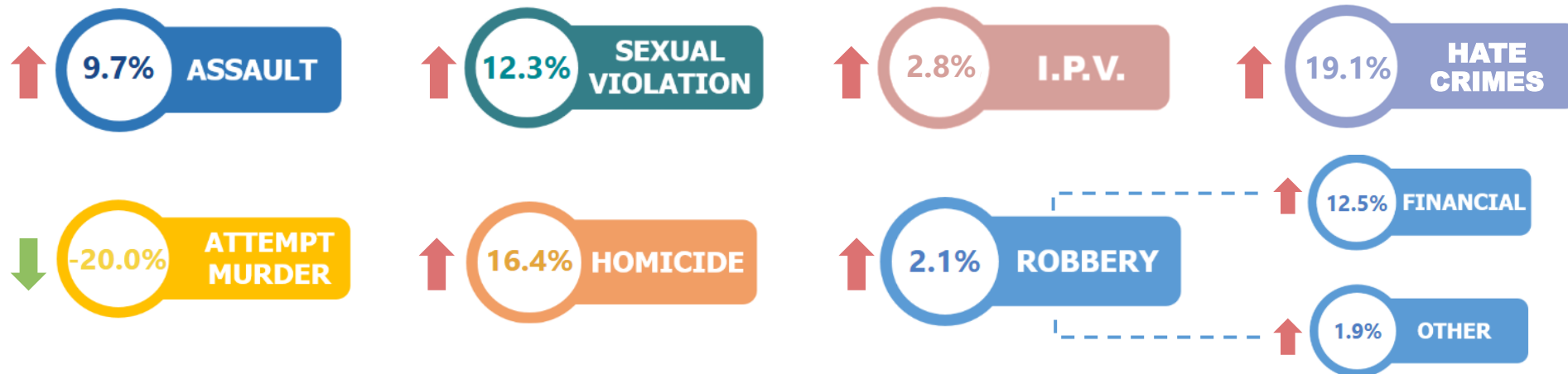
- **Crimes Against the Person** and **Crimes Against Property** increased by **8.2%** and **2.0%**, respectively.



2024 Annual Statistical Report

Reported Crimes – Crimes Against the Person

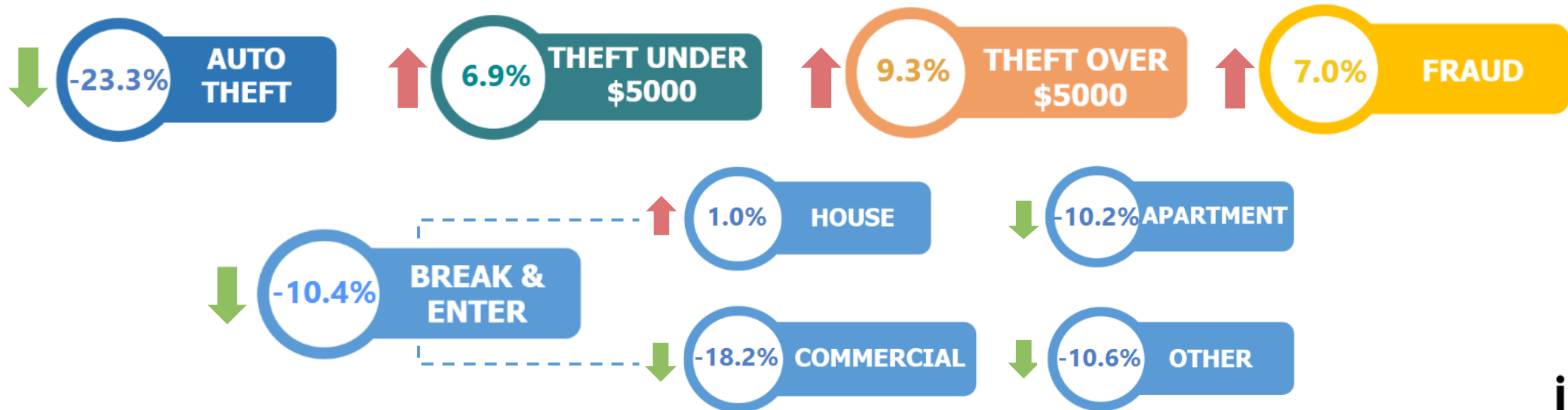
- **All crime subcategories** under Crimes Against the Person experienced an **increase** from 2023 to 2024, except for **attempt murder** which **decreased** by 20.0%.
- **Intimate Partner and Family Violence (I.P.V.)** increased by **2.8%** from 19,833 in 2023 to 20,387 in 2024.
- **Hate crimes** increased by **19.1%** from 372 in 2023 to 443 in 2024.



2024 Annual Statistical Report

Reported Crimes – Crimes Against Property

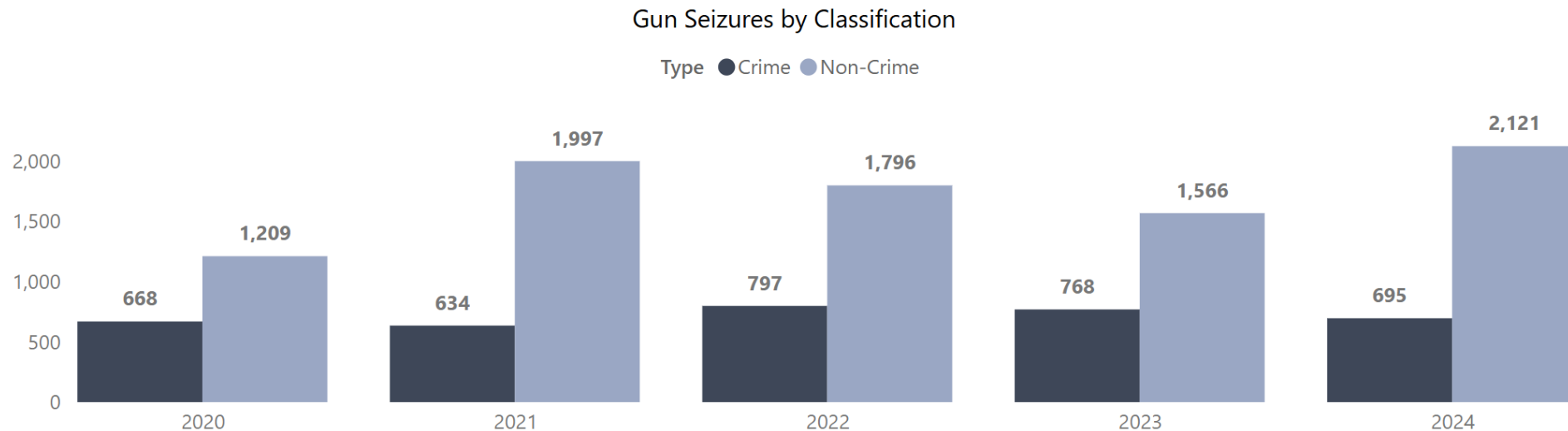
- **In 2024, Auto Theft decreased by 23.3%** - the first decline since 2016.
 - Auto Thefts account for 29.7% of all reported crimes against property.
- **Apartment and Commercial Break & Enters decreased by 10.2% and 18.2%**, respectively.
 - House Break & Enters increased by 1.0%.



2024 Annual Statistical Report

Firearms

- There was a **20.7% increase** in firearms seized in 2024 compared to 2023.
 - Of these, 30.0% (845) were pistols and 22.9% (645) were rifles.
- **695 crime guns** were seized, a **9.5% decrease** from 768 in 2023, while **non-crime firearm seizures** increased by **35.4%**, from 1,566 to 2,121.
 - Prohibited crime guns increased by 12.4%, from 364 to 409.

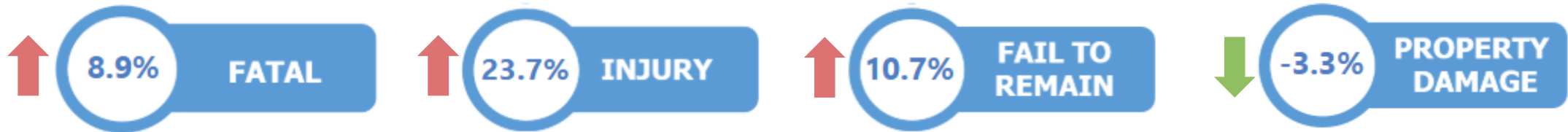


NOTE: Firearm statistics are current as of April 07, 2025.

2024 Annual Statistical Report

Traffic

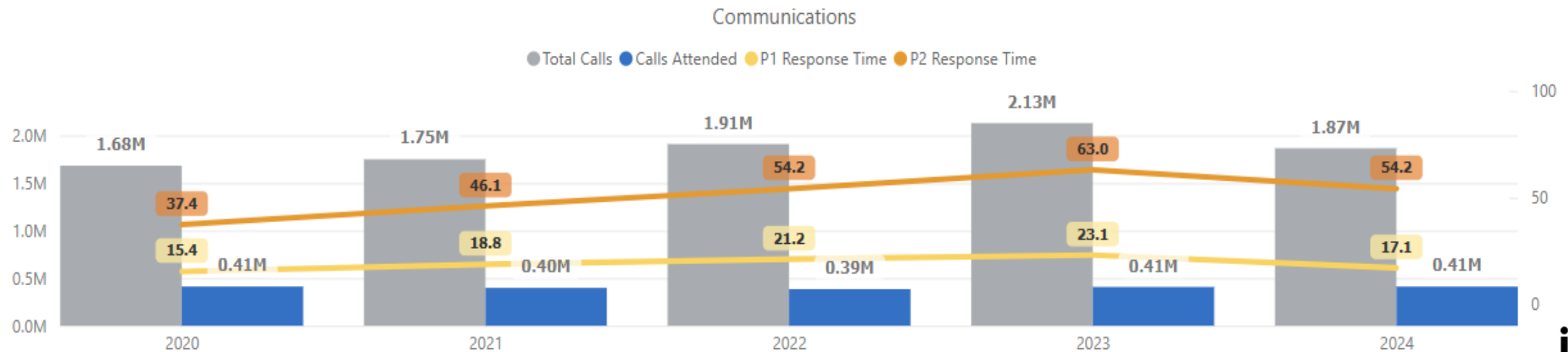
- Total Motor Vehicle Collisions **increased by 3.9%** in 2024.
 - This continues the upward trend but at a slower rate than the 14.1% increase in 2023.
- Fatal collisions and injury collisions **increased by 8.9%** and **23.7%**, respectively.



2024 Annual Statistical Report

Communications

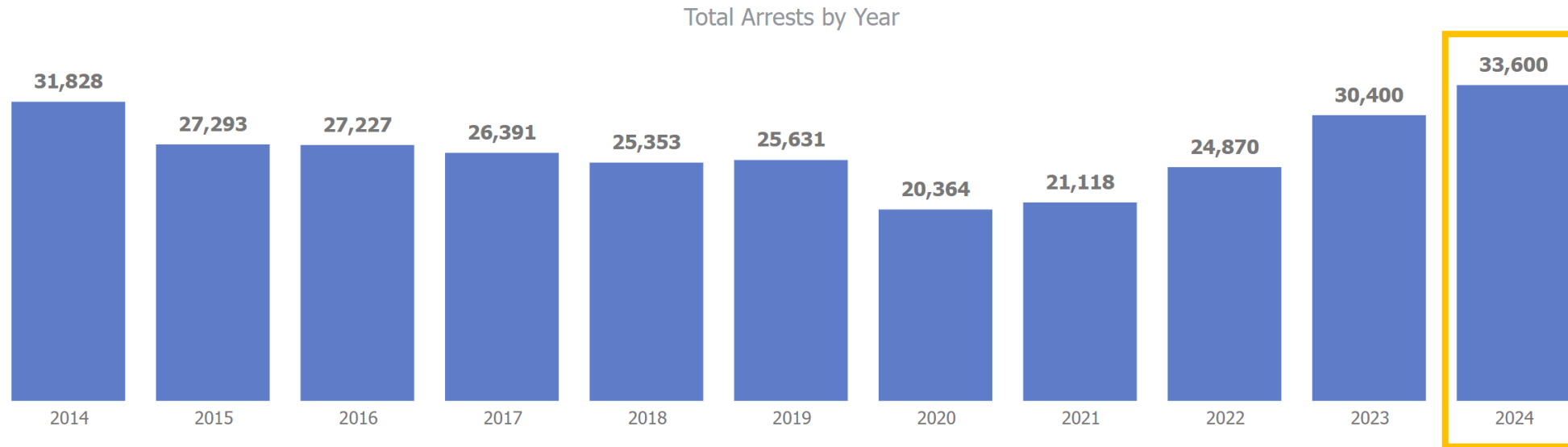
- Total calls received at the Communications Centre **decreased by 12.4%**.
 - Emergency calls decreased by 14.9% and non-emergency calls decreased by 7.2%.
- The number of calls attended remained stable, **increasing by 1.0%** from 407,543 in 2023 to 411,607 in 2024.
- The **average response time decreased** in 2024, with priority 1 events at 17.1 minutes (a 26.1% decrease from 2023) and priority 2 events at 54.2 minutes (a 14.0% decrease from 2023).



2024 Annual Statistical Report

Enforcement - Arrests

- Total arrests **increased by 10.5%** from 30,400 in 2023 to 33,600 in 2024, continuing an upward trend.

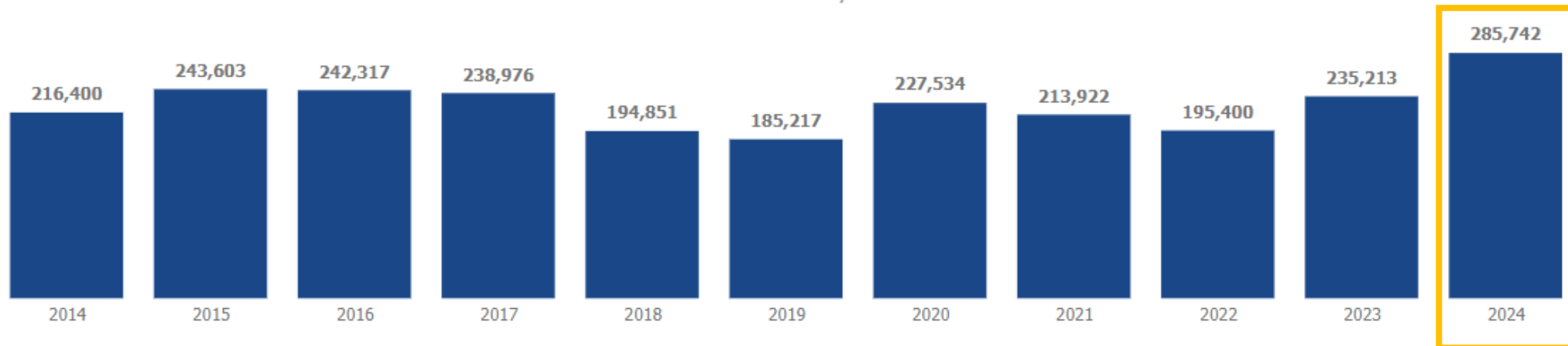


2024 Annual Statistical Report

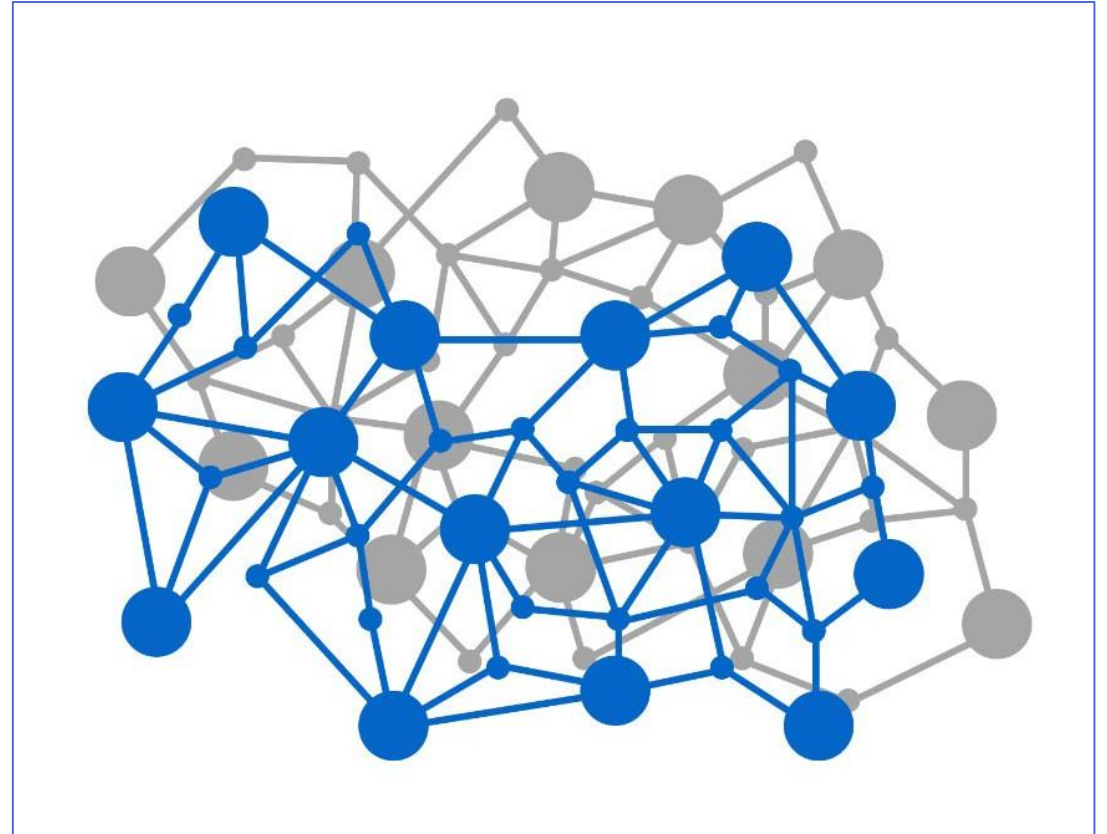
Enforcement - Tickets

- Tickets issued **increased by 21.5%**, from 235,213 in 2023 to 285,742 in 2024.
- The largest increases were in:
 - Distracted Driving (15,479, up 38.2%).
 - Aggressive Driving (73,822, up 32.6%).
- Tickets issued for **Speeding** remained stable at 75,098.

Tickets Issued by Year



THANK YOU





3.2. TPS Annual Statistical Report



PUBLIC REPORT

May 29, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: Toronto Police Service 2024 Annual Statistical Report

Purpose: Information Purposes Only Seeking Decision

Recommendation:

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

Financial Implications:

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

Summary:

The Annual Statistical Report (A.S.R.) provides a comprehensive overview of police related statistics including operational, crime, traffic, enforcement, and other policing data. The A.S.R. for 2024 will be released as a series of open data and interactive analytical products.

The A.S.R. can be accessed through the Toronto Police Service (Service) Public Safety Data Portal at <https://data.torontopolice.on.ca/pages/annualstatisticalreport>.

The components of the A.S.R. include:

1. [Guide to the A.S.R.](#)
2. [Portable Document Format \(PDF\) Reports](#)
3. [Data Analytics](#)
4. [Open Datasets](#)
5. [A.S.R. Maps](#)
6. [Infographics](#)
7. [Supporting Documentation](#)

In accordance with the Board's Information Transparency and Data Sharing Policy, 24 datasets will be shared with the City of Toronto Open Data Team for publication on the City's Open Data Portal.

The approach that the Service has taken for the Public Safety Data Portal, which provides data and analytics for all community members, has been recognized internationally. To support a broader understanding of policing in Toronto, we will continue to emphasize the importance of open analytics and providing resources to enhance open data literacy.

Discussion:

The Service has provided open data and analytics on the Public Safety Data Portal to offer insights to community members on operational, public safety, and accountability service delivery areas in Toronto.

The design and use of the Public Safety Data Portal provides access to performance indicators and trends over time. A few highlights are provided below:

Reported Crimes

- In 2024, all crimes against the person and all crimes against property increased by 8.2% and 2.0%, respectively (from 30,579 to 33,096 and 119,874 to 122,315). Overall, Total Criminal Code violations rose by 4.2%, from 169,364 to 176,512, a smaller increase compared to the 20.8% rise in 2023.
- For crimes against the person, assaults increased by 9.7% (from 20,765 to 22,784), sexual violations increased by 12.3% (from 2,904 to 3,261), and financial robberies increased by 12.5% (from 32 to 36). Homicides increased by 16.4%, rising from 73 to 85 compared to the previous year.
- For crimes against property, auto theft decreased by 23.3% (from 12,592 to 9,657), marking the first decline since 2016 and accounting for 29.7% of all crimes against property. House break and enters increased by 1.0% (from 2,113 to 2,135), while apartment and commercial break and enters decreased by 10.2% (from 1,819 to 1,633) and 18.2% (from 3,115 to 2,549), respectively.
- Intimate Partner and Family Violence increased from 19,833 occurrences in 2023 to 20,387 in 2024, a 2.8% rise.
- Hate crimes increased by 19.1%, from 372 in 2023 to 443 in 2024.

Firearms

- In 2024, 2,816 firearms were seized, with 845 (30.0%) being pistols and 645 (22.9%) being rifles.
- 695 crime guns were seized, a 9.5% decrease from 768 in 2023, while non-crime firearm seizures increased by 35.4%, from 1,566 to 2,121. Prohibited crime guns increased by 12.4%, from 364 to 409.
- 56 crime guns were traced to domestic sources, 13 of which were reported stolen in Canada.

Traffic

- Criminal Code traffic offences decreased by 6.1% from 2,426 in 2023 to 2,278 in 2024.
- Total collisions increased by 3.9%, from 67,533 to 70,151.
- Fatal collisions increased by 8.9%, from 45 to 49, and injury collisions increased by 23.7%, from 8,598 to 10,639.
- Tickets issued increased by 21.5% from 235,213 in 2023 to 285,742 in 2024.

Communications

- There were 411,607 calls for service attended in 2024, an increase of 1.0% from 2023 (407,543).
- The average response time decreased in 2024, with priority 1 events at 17.1 minutes (a 26.1% reduction from 23.1 minutes in 2023) and priority 2 events at 54.2 minutes (a 14.0% reduction from 63.0 minutes in 2023).

Conclusion:

The Service is committed to providing the public with continued access to public safety data and analytical insights. The 2024 and future Annual Statistical Reports will be published on the Toronto Police Service's Public Safety Data Portal.

Chief Transformation Officer Colin Stairs will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

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

Attachments:

2024 Annual Statistical Report

2024 Annual Statistical Report

(2024.01.01 – 2024.12.31)



Toronto Police Service

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Introduction

What is the Annual Statistical Report (ASR)

The Toronto Police Service's Annual Statistical Report is a comprehensive overview of police related statistics including reported crimes, victims of crime, search of persons, firearms, traffic collisions, personnel, budget, communications, public complaints, enforcement and other administrative information.

This report is one of several components of the ASR open data release. More detailed information, a comprehensive guide to this report and the rest of the components of the ASR can be found here: data.torontopolice.on.ca/pages/annualstatisticalreport

Source Data:

The crime and traffic data contained in this report are derived from the Versadex records management system.

This system is continuously being updated and, as a result, some changes to statistics published in previous statistical reports should be expected.

Crime statistics contained in this report are based on the date that the information was reported or became known to police. This is done to minimize changes in reported statistics year over year and to enable some degree of comparability with statistics reported by Statistics Canada.

Other data comes from a combination of automated and manual systems maintained by the individual units responsible.

Comparing Crime Statistics:

The Crime statistics in this report may be compared with previous Annual Statistical Reports however it is important to note that changes in methodology may occur over time.

The crime statistics in this report may not be directly comparable with crime statistics prepared by other agencies as differing methods of categorization, geographic, technical, data, and time constraints may affect comparability.

Detailed information pertaining to Statistics Canada crime reporting methodology can be found in the Uniform Crime Reporting Survey documents posted on the Statistics Canada website, <http://www.statcan.gc.ca>.

Reported Crime

Reported Crime Total Criminal Code Violations

Year	Reported	Cleared	% Cleared	Rate
2020	116,986	40,594	34.7%	4,056.0
2021	119,163	38,375	32.2%	4,078.5
2022	140,211	42,188	30.1%	4,685.7
2023	169,364	50,161	29.6%	5,416.5
2024	176,512	54,024	30.6%	5,552.0

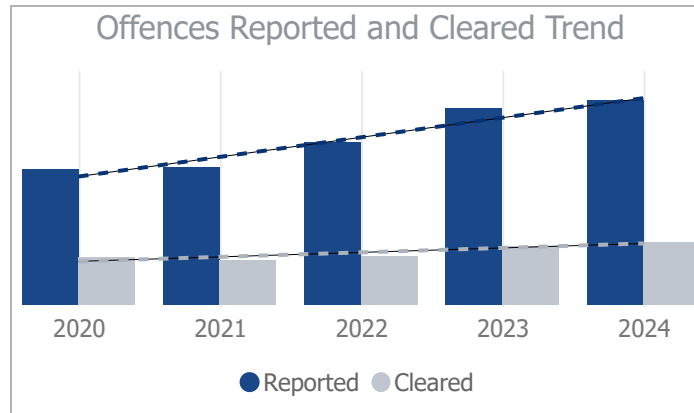
% Change

1.9%
2020-21

17.7%
2021-22

20.8%
2022-23

4.2%
2023-24



Total Criminal Code Violations includes Crimes Against the Person, Crimes Against Property, Criminal Code Traffic and Other Criminal Code Violations.

Crimes Against the Person

Year	Reported	Cleared	% Cleared	Rate
2020	24,437	14,328	58.6%	847.3
2021	25,191	14,445	57.3%	862.2
2022	27,893	16,430	58.9%	932.1
2023	30,579	18,055	59.0%	978.0
2024	33,096	19,160	57.9%	1,041.0

% Change

3.1%
2020-21

10.7%
2021-22

9.6%
2022-23

8.2%
2023-24

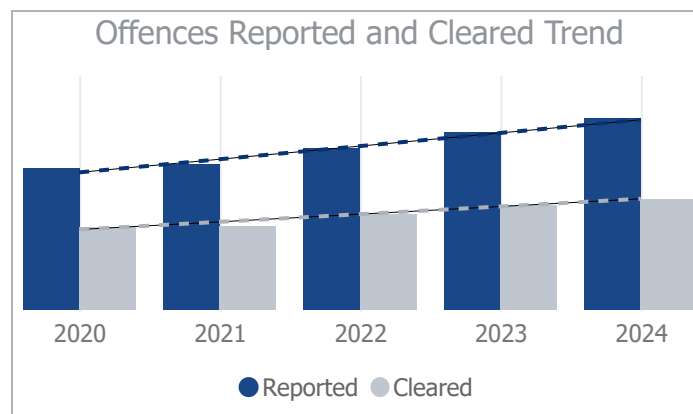


Table Source: ASR-RC-TBL-001

Reported Crime Crimes Against Property

Year	Reported	Cleared	% Cleared	Rate
2020	77,673	13,979	18.0%	2,693.0
2021	77,900	11,284	14.5%	2,666.2
2022	96,648	13,419	13.9%	3,229.8
2023	119,874	17,051	14.2%	3,833.7
2024	122,315	18,967	15.5%	3,847.3

% Change

0.3%

2020-21

24.1%

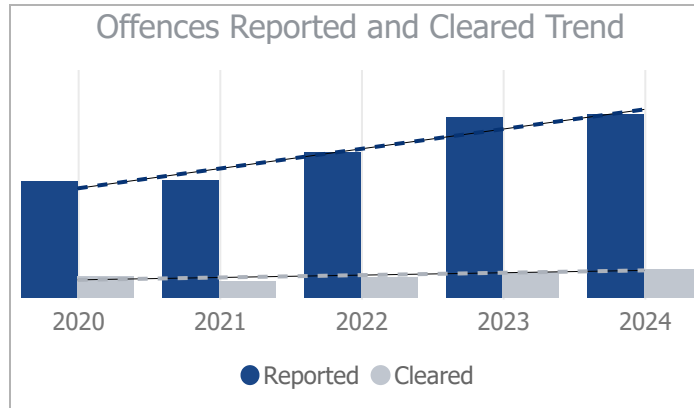
2021-22

24.0%

2022-23

2.0%

2023-24



Criminal Code Traffic

Year	Reported	Cleared	% Cleared	Rate
2020	1,782	1,597	89.6%	61.8
2021	2,134	1,911	89.6%	73.0
2022	2,217	1,999	90.2%	74.1
2023	2,426	2,184	90.0%	77.6
2024	2,278	1,977	86.8%	71.7

% Change

19.8%

2020-21

3.9%

2021-22

9.4%

2022-23

-6.1%

2023-24

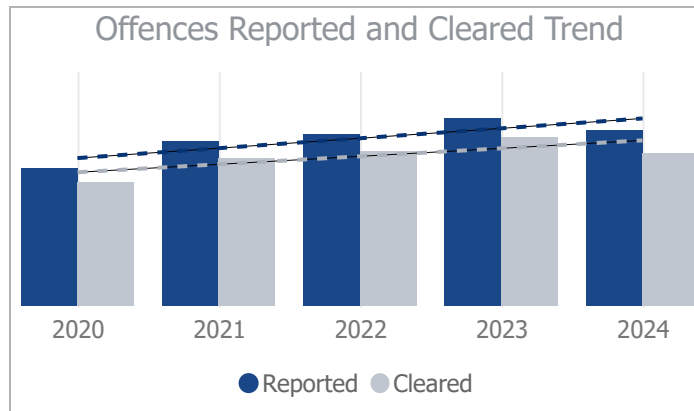


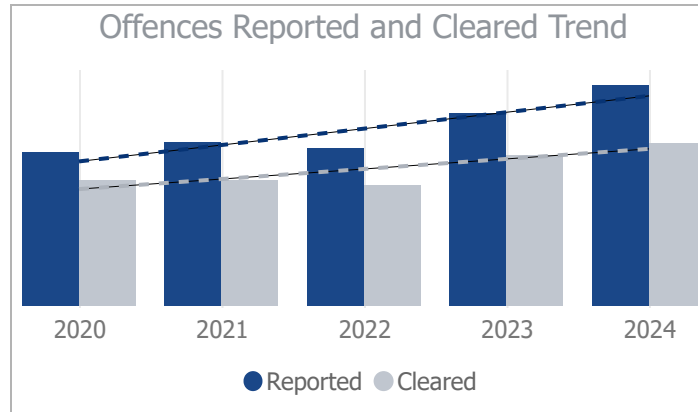
Table Source: ASR-RC-TBL-001

Reported Crime Other Criminal Code Violations

Year	Reported	Cleared	% Cleared	Rate
2020	13,094	10,690	81.6%	454.0
2021	13,938	10,735	77.0%	477.0
2022	13,453	10,340	76.9%	449.6
2023	16,485	12,871	78.1%	527.2
2024	18,823	13,920	74.0%	592.1

% Change

- 6.4%**
2020-21
- 3.5%**
2021-22
- 22.5%**
2022-23
- 14.2%**
2023-24



"Other Criminal Code Violations" include offences not classified under Crimes Against the Person, Crimes Against Property, or Criminal Code Traffic. Examples include Gaming and Betting, Offensive Weapons, and other Criminal Code offences such as Failure to Comply with Conditions or Probation Orders.

Controlled Drugs & Substances Act

Year	Reported	Cleared	% Cleared	Rate
2020	1,420	1,300	91.5%	49.2
2021	1,123	993	88.4%	38.4
2022	898	768	85.5%	30.0
2023	989	877	88.7%	31.6
2024	981	809	82.5%	30.9

% Change

- 20.9%**
2020-21
- 20.0%**
2021-22
- 10.1%**
2022-23
- 0.8%**
2023-24

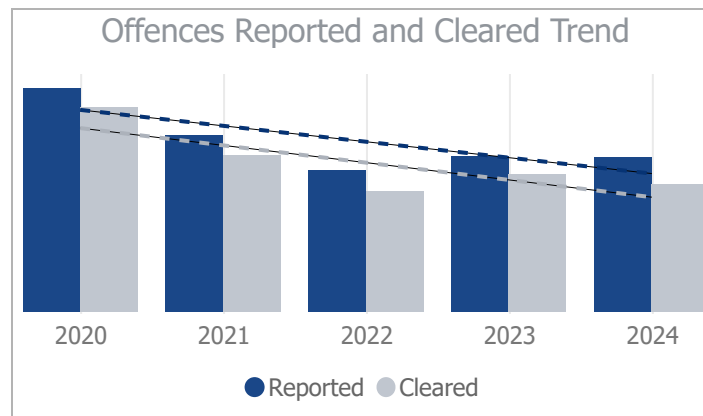


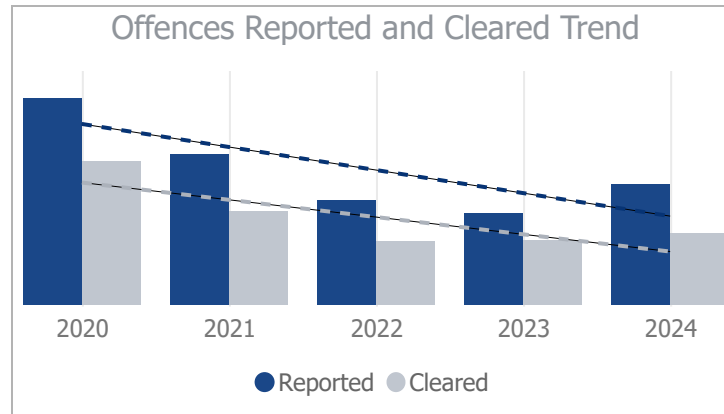
Table Source: ASR-RC-TBL-001

Reported Crime Other Federal Statute Violations

Year	Reported	Cleared	% Cleared	Rate
2020	178	124	69.7%	6.2
2021	130	81	62.3%	4.4
2022	90	55	61.1%	3.0
2023	79	56	70.9%	2.5
2024	104	62	59.6%	3.3

% Change

- 27.0%**
2020-21
- 30.8%**
2021-22
- 12.2%**
2022-23
- 31.6%**
2023-24



Reported Offence Distribution by Category

- Crimes Against the Person
- Crimes Against Property
- Criminal Code Traffic
- Other Criminal Code Violations
- Controlled Drugs and Substances...
- Other Federal Statute Violations

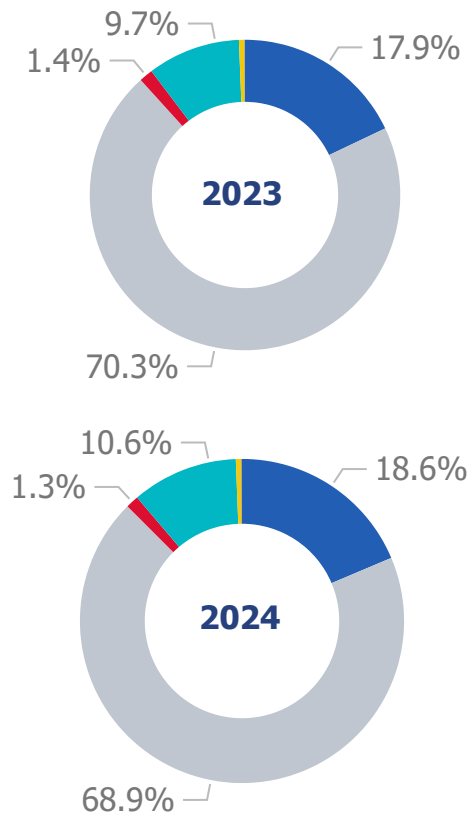


Table Source: ASR-RC-TBL-001

Total Criminal Code Violations

2024 Divisional Comparison

Category	Crimes Against the Person			Crimes Against Property			Criminal Code Traffic			Other Criminal Code Violations			Total Criminal Code Violations		
Unit	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared
EFC	15,470	9,027	58.4%	58,070	9,159	15.8%	1,054	933	88.5%	7,340	5,911	80.5%	81,934	25,030	30.5%
D13	996	531	53.3%	4,772	485	10.2%	94	91	96.8%	460	361	78.5%	6,322	1,468	23.2%
D32	2,333	1,245	53.4%	9,772	1,304	13.3%	136	119	87.5%	875	701	80.1%	13,116	3,369	25.7%
D33	1,463	895	61.2%	5,385	568	10.5%	101	85	84.2%	525	421	80.2%	7,474	1,969	26.3%
D41	2,359	1,436	60.9%	6,668	1,545	23.2%	171	155	90.6%	1,559	1,281	82.2%	10,757	4,417	41.1%
D42	1,633	953	58.4%	6,331	787	12.4%	147	133	90.5%	591	461	78.0%	8,702	2,334	26.8%
D43	2,277	1,382	60.7%	6,909	1,541	22.3%	154	132	85.7%	1,242	1,011	81.4%	10,582	4,066	38.4%
D53	1,742	966	55.5%	8,931	1,137	12.7%	93	83	89.2%	826	675	81.7%	11,592	2,861	24.7%
D55	2,667	1,619	60.7%	9,302	1,792	19.3%	158	135	85.4%	1,262	1,000	79.2%	13,389	4,546	34.0%
WFC	17,118	10,011	58.5%	63,397	9,688	15.3%	1,138	969	85.1%	11,160	7,743	69.4%	92,813	28,411	30.6%
D11	1,439	830	57.7%	6,980	1,284	18.4%	117	106	90.6%	921	766	83.2%	9,457	2,986	31.6%
D12	1,463	873	59.7%	4,080	653	16.0%	130	120	92.3%	750	603	80.4%	6,423	2,249	35.0%
D14	2,377	1,359	57.2%	11,143	1,459	13.1%	187	160	85.6%	1,233	1,041	84.4%	14,940	4,019	26.9%
D22	2,529	1,496	59.2%	8,888	1,411	15.9%	174	153	87.9%	1,004	729	72.6%	12,595	3,789	30.1%
D23	1,659	984	59.3%	6,040	846	14.0%	115	93	80.9%	726	590	81.3%	8,540	2,513	29.4%
D31	2,370	1,364	57.6%	5,769	810	14.0%	162	119	73.5%	1,329	904	68.0%	9,630	3,197	33.2%
D51	2,978	1,751	58.8%	9,768	1,684	17.2%	159	137	86.2%	2,014	1,774	88.1%	14,919	5,346	35.8%
D52	2,303	1,354	58.8%	10,729	1,541	14.4%	94	81	86.2%	3,183	1,336	42.0%	16,309	4,312	26.4%
NSA	508	122	24.0%	848	120	14.2%	86	75	87.2%	323	266	82.4%	1,765	583	33.0%
Total	33,096	19,160	57.9%	122,315	18,967	15.5%	2,278	1,977	86.8%	18,823	13,920	74.0%	176,512	54,024	30.6%

Table Source: ASR-RC-TBL-001

EFC = East Field Command
 WFC = West Field Command
 NSA = No Specified Address

Total Criminal Code Violations includes Crimes Against the Person, Crimes Against Property, Criminal Code Traffic and Other Criminal Code Violations.

Crimes Against the Person

Homicide

Year	Occurred	Cleared	% Cleared	Rate
2020	71	54	76.1%	2.5
2021	85	61	71.8%	2.9
2022	71	60	84.5%	2.4
2023	73	60	82.2%	2.3
2024	85	63	74.1%	2.7

% Change

19.7%

2020-21

-16.5%

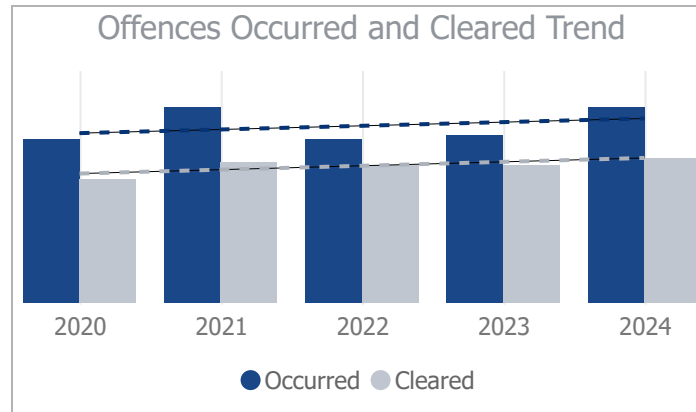
2021-22

2.8%

2022-23

16.4%

2023-24



Assault

Year	Reported	Cleared	% Cleared	Rate
2020	16,456	10,263	62.4%	570.5
2021	17,338	10,454	60.3%	593.4
2022	19,004	11,824	62.2%	635.1
2023	20,765	13,159	63.4%	664.1
2024	22,784	13,961	61.3%	716.7

% Change

5.4%

2020-21

9.6%

2021-22

9.3%

2022-23

9.7%

2023-24

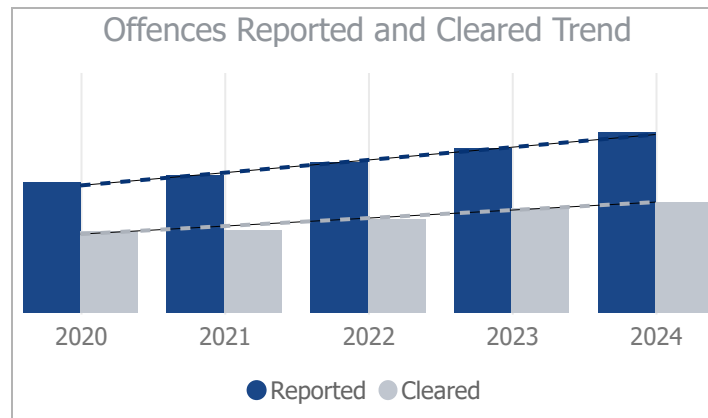


Table Source: ASR-RC-TBL-001 | ASR-RC-TBL-002

Crimes Against the Person Robbery (Financial)

Year	Reported	Cleared	% Cleared	Rate
2020	71	61	85.9%	2.5
2021	37	31	83.8%	1.3
2022	61	48	78.7%	2.0
2023	32	19	59.4%	1.0
2024	36	18	50.0%	1.1

% Change

-47.9%

2020-21

64.9%

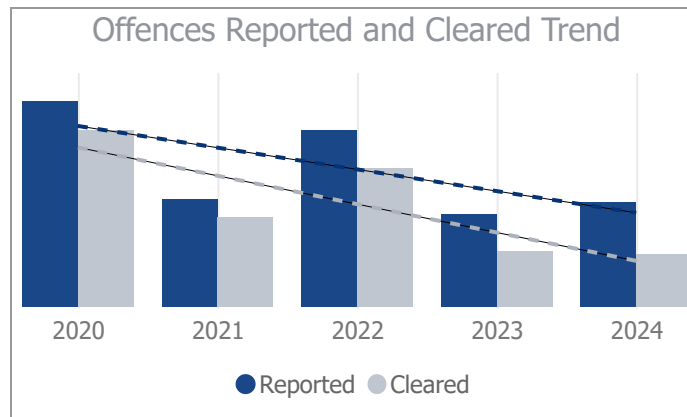
2021-22

-47.5%

2022-23

12.5%

2023-24



Robbery (Other)

Year	Reported	Cleared	% Cleared	Rate
2020	2,299	1,039	45.2%	79.7
2021	1,815	936	51.6%	62.1
2022	2,367	1,163	49.1%	79.1
2023	2,465	1,130	45.8%	78.8
2024	2,513	1,074	42.7%	79.0

% Change

-21.1%

2020-21

30.4%

2021-22

4.1%

2022-23

1.9%

2023-24

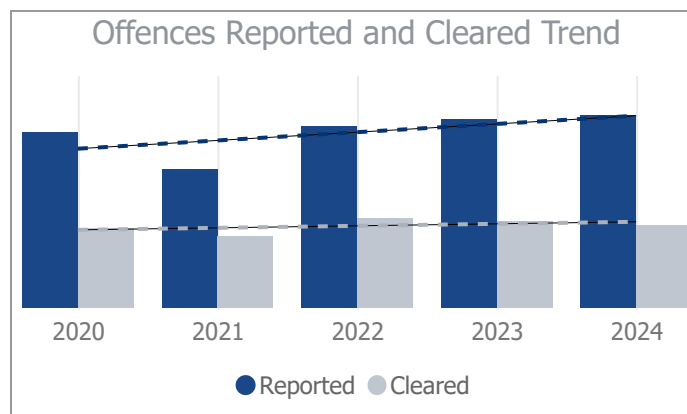


Table Source: ASR-RC-TBL-001

Crimes Against the Person Sexual Violation

Year	Reported	Cleared	% Cleared	Rate
2020	2,209	1,054	47.7%	76.6
2021	2,567	1,143	44.5%	87.9
2022	2,875	1,292	44.9%	96.1
2023	2,904	1,243	42.8%	92.9
2024	3,261	1,424	43.7%	102.6

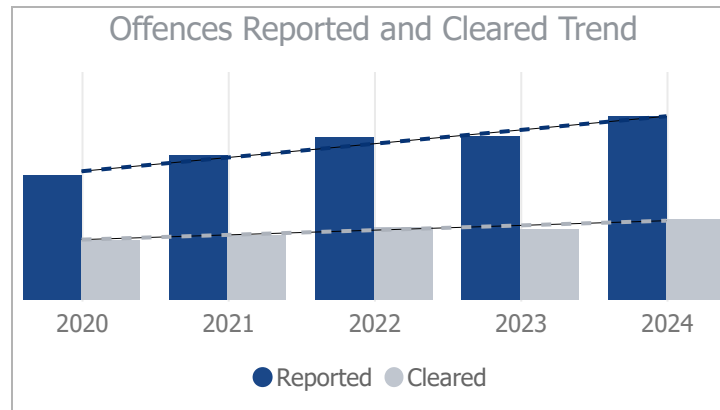
% Change

16.2%
2020-21

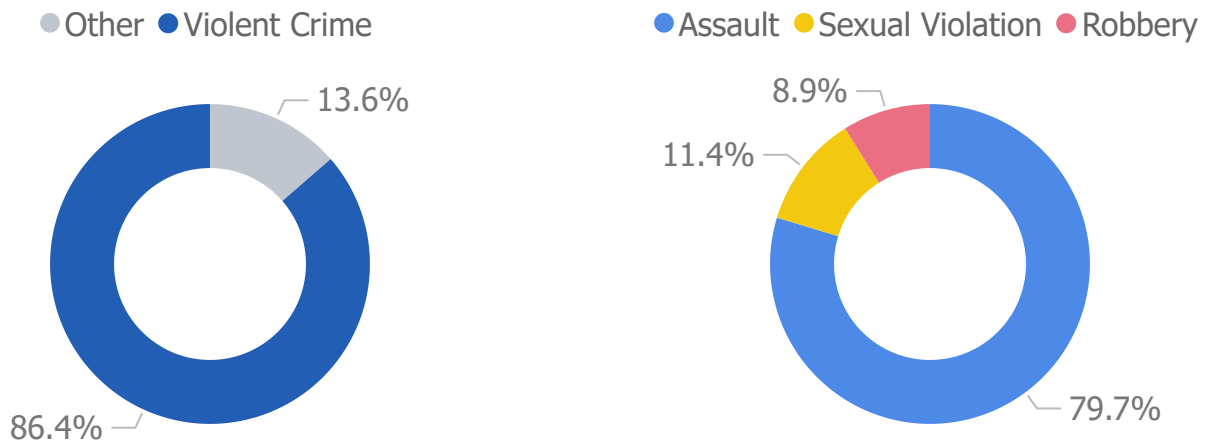
12.0%
2021-22

1.0%
2022-23

12.3%
2023-24



2024 Distribution of Crimes Against the Person



Violent Crime = Assault + Robbery + Sexual Violations

Table Source: ASR-RC-TBL-001

Intimate Partner and Family Violence

Year	Family	Intimate	Unclassified	Total	Rate
2020	907	19,283	827	21,017	139.1
2021	852	18,749	959	20,560	136.1
2022	616	17,544	1,194	19,354	128.1
2023	581	17,967	1,285	19,833	131.3
2024	730	18,119	1,538	20,387	135.0

% Change

-2.2%
2020-21
-5.9%
2021-22
2.5%
2022-23
2.8%
2023-24

"Unclassified" includes occurrences where the relationship type is undefined or unknown.

2024 Top 10 Offences Related to Intimate Partner and Family Violence

Offence	2024
Intimate Partner Incident	11,717
Assault	3,827
Ftc With Conditions	1,127
Assault With Weapon	710
Harassment - Criminal	619
Threat - Person	540
Sexual Assault	317
Assault Bodily Harm	224
Mha Sec 17 (Power Of App)	176
Mischief Under	120

Hate Crimes

Subtype	2020	2021	2022	2023	2024
Total Events	210	257	248	372	443
Rate	0.7	0.8	0.8	1.2	1.4

% Change

22.4%
2020-21
-3.5%
2021-22
50.0%
2022-23
19.1%
2023-24

Hate Crimes Bias Categories

Bias Category	2020	2021	2022	2023	2024
Ethnicity	36	27	29	49	52
Race	69	111	98	91	110
Religion	96	94	100	188	217
Sexual orientation	20	35	40	60	61
Gender	5	19	17	14	20
Language	1	1	1	0	0
Disability	2	1	0	0	0
Age	0	0	0	0	0
Other	0	0	0	2	3

One Hate Crime occurrence may have more than one bias category associated with the victim.

Table Source: ASR-MISC-TBL-001

Crimes Against Property

Break & Enter (House)

Year	Reported	Cleared	% Cleared	Rate
2020	1,589	309	19.4%	55.1
2021	1,179	303	25.7%	40.4
2022	1,338	280	20.9%	44.7
2023	2,113	338	16.0%	67.6
2024	2,135	356	16.7%	67.2

% Change

-25.8%

2020-21

13.5%

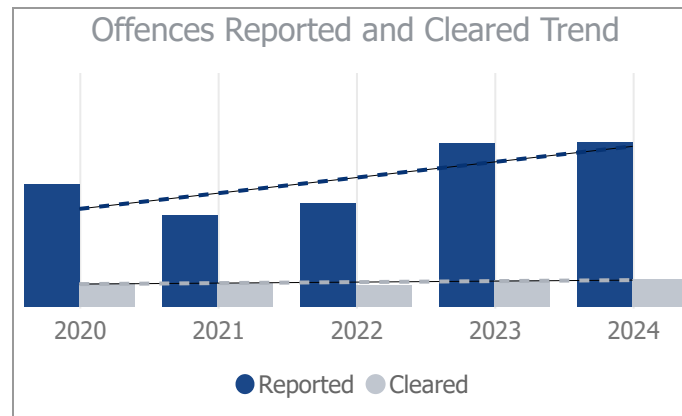
2021-22

57.9%

2022-23

1.0%

2023-24



Break & Enter (Apartment)

Year	Reported	Cleared	% Cleared	Rate
2020	1,885	539	28.6%	65.4
2021	1,670	477	28.6%	57.2
2022	1,696	563	33.2%	56.7
2023	1,819	571	31.4%	58.2
2024	1,633	505	30.9%	51.4

% Change

-11.4%

2020-21

1.6%

2021-22

7.3%

2022-23

-10.2%

2023-24

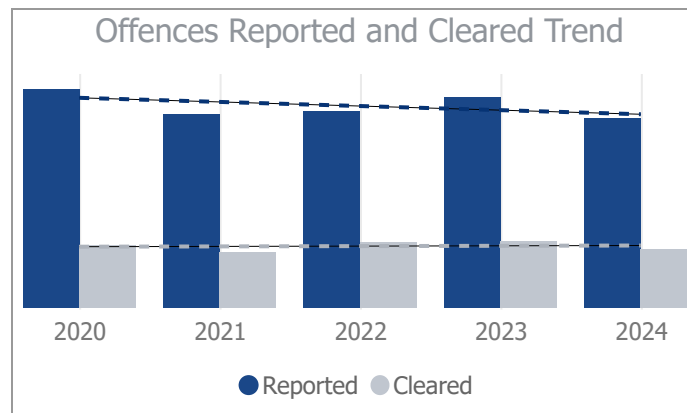


Table Source: ASR-RC-TBL-001

Crimes Against Property

Break & Enter (Commercial)

Year	Reported	Cleared	% Cleared	Rate
2020	2,917	825	28.3%	101.1
2021	2,446	643	26.3%	83.7
2022	2,593	691	26.6%	86.7
2023	3,115	827	26.5%	99.6
2024	2,549	695	27.3%	80.2

% Change

-16.1%

2020-21

6.0%

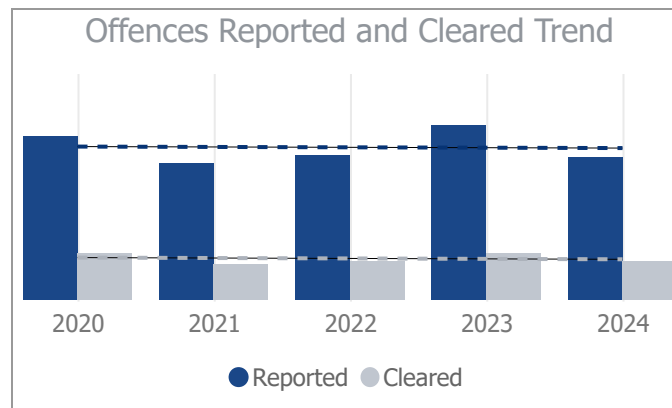
2021-22

20.1%

2022-23

-18.2%

2023-24



Break & Enter (Other)

Year	Reported	Cleared	% Cleared	Rate
2020	608	158	26.0%	21.1
2021	516	142	27.5%	17.7
2022	522	121	23.2%	17.4
2023	631	175	27.7%	20.2
2024	564	148	26.2%	17.7

% Change

-15.1%

2020-21

1.2%

2021-22

20.9%

2022-23

-10.6%

2023-24

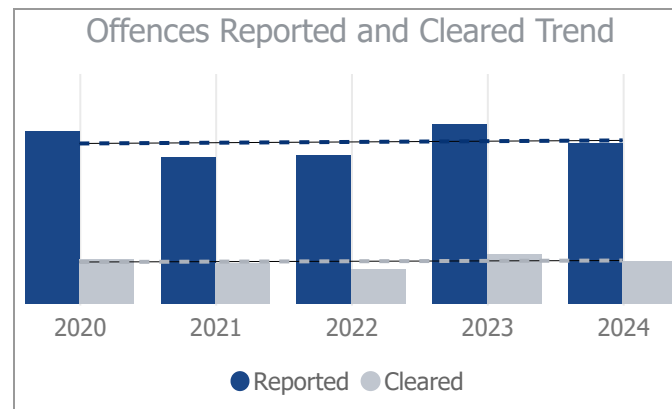


Table Source: ASR-RC-TBL-001

Crimes Against Property

Auto Theft

Year	Reported	Cleared	% Cleared	Rate
2020	5,897	472	8.0%	204.5
2021	6,765	408	6.0%	231.5
2022	10,024	568	5.7%	335.0
2023	12,592	563	4.5%	402.7
2024	9,657	514	5.3%	303.8

% Change

14.7%

2020-21

48.2%

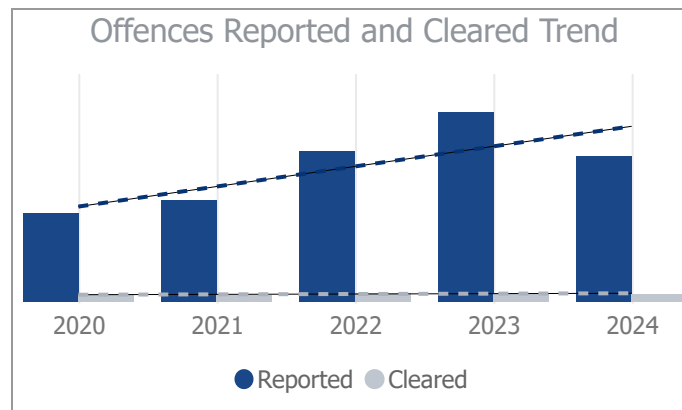
2021-22

25.6%

2022-23

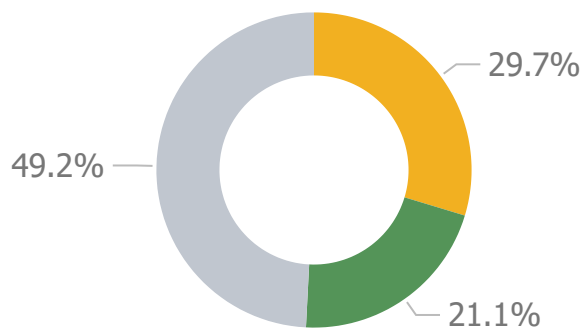
-23.3%

2023-24



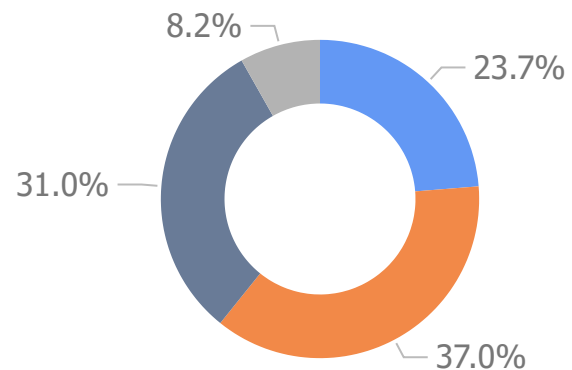
2024 Distribution of Crimes Against Property

● Auto Theft ● Break & Enter ● Other



2024 Break & Enter Distribution by Premise Type

● Apartment ● Commercial ● House ● Other



Other includes other crimes related to property

Table Source: ASR-RC-TBL-001

2024 Breakdown of Reported Crime by Command

Unit	EFC			WFC			NSA			Toronto Police Service		
Offence	Occurred	Cleared	% Cleared	Occurred	Cleared	% Cleared	Occurred	Cleared	% Cleared	Occurred	Cleared	% Cleared
Homicide	37	29	78.4%	48	34	70.8%	0	0	-	85	63	74.1%

Unit	EFC			WFC			NSA			Toronto Police Service		
Offence	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared
Assault	10,400	6,452	62.0%	12,120	7,434	61.3%	264	75	28.4%	22,784	13,961	61.3%
Attempt Murder	14	12	85.7%	26	22	84.6%	0	0	-	40	34	85.0%
Auto Theft	5,506	265	4.8%	4,115	242	5.9%	36	7	19.4%	9,657	514	5.3%
Break & Enter	3,508	730	20.8%	3,344	961	28.7%	29	13	44.8%	6,881	1,704	24.8%
Fraud	8,859	627	7.1%	8,250	630	7.6%	505	37	7.3%	17,614	1,294	7.3%
Offensive Weapons	675	502	74.4%	1,073	782	72.9%	43	32	74.4%	1,791	1,316	73.5%
Robbery	1,330	532	40.0%	1,192	549	46.1%	27	11	40.7%	2,549	1,092	42.8%
Sexual Violation	1,476	693	47.0%	1,620	716	44.2%	165	15	9.1%	3,261	1,424	43.7%
Theft Over \$5000	928	110	11.9%	963	133	13.8%	20	3	15.0%	1,911	246	12.9%
Theft Under \$5000	31,846	5,677	17.8%	38,230	5,347	14.0%	166	23	13.9%	70,242	11,047	15.7%

Unit	EFC			WFC			NSA			Toronto Police Service		
Offence	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared
Criminal Code Traffic	1,054	933	88.5%	1,138	969	85.1%	86	75	87.2%	2,278	1,977	86.8%

Table Source: ASR-RC-TBL-001 | ASR-RC-TBL-002

EFC = East Field Command
 WFC = West Field Command
 NSA = No Specified Address

Homicide includes 1st Degree, 2nd Degree and Manslaughter
 Break & Enter includes from Apartments, Houses, Commercial, and Other Premise Types
 Robbery includes Robbery-Financial and Robbery-Other

2024 Breakdown of Reported Crime by Division

Crimes Against the Person

Offence	Homicide			Assault			Attempt Murder			Robbery			Sexual Violation		
Division	Occurred	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared
D11	6	6	100.0%	1,041	627	60.2%	5	4	80.0%	79	36	45.6%	141	67	47.5%
D12	12	6	50.0%	974	608	62.4%	0	0	-	127	47	37.0%	146	69	47.3%
D13	6	6	100.0%	705	399	56.6%	0	0	-	70	21	30.0%	94	43	45.7%
D14	5	4	80.0%	1,740	1,039	59.7%	2	2	100.0%	143	82	57.3%	221	78	35.3%
D22	8	7	87.5%	1,963	1,210	61.6%	2	2	100.0%	89	39	43.8%	177	79	44.6%
D23	4	2	50.0%	1,116	714	64.0%	4	4	100.0%	165	60	36.4%	165	84	50.9%
D31	6	3	50.0%	1,579	945	59.8%	8	5	62.5%	180	73	40.6%	250	120	48.0%
D32	5	2	40.0%	1,480	852	57.6%	2	2	100.0%	276	82	29.7%	212	103	48.6%
D33	4	4	100.0%	939	627	66.8%	1	1	100.0%	139	62	44.6%	138	68	49.3%
D41	7	3	42.9%	1,669	1,049	62.9%	1	1	100.0%	138	70	50.7%	198	94	47.5%
D42	3	3	100.0%	1,023	670	65.5%	1	0	0.0%	203	68	33.5%	180	69	38.3%
D43	6	5	83.3%	1,511	974	64.5%	1	1	100.0%	199	87	43.7%	234	122	52.1%
D51	6	5	83.3%	2,085	1,291	61.9%	5	5	100.0%	262	142	54.2%	272	111	40.8%
D52	1	1	100.0%	1,622	1,000	61.7%	0	0	-	147	70	47.6%	248	108	43.5%
D53	2	2	100.0%	1,224	718	58.7%	4	3	75.0%	122	44	36.1%	163	78	47.9%
D55	4	4	100.0%	1,849	1,163	62.9%	4	4	100.0%	183	98	53.6%	257	116	45.1%

Homicide includes 1st Degree, 2nd Degree and Manslaughter

Robbery includes Robbery-Financial and Robbery-Other

Table Source: ASR-RC-TBL-001 | ASR-RC-TBL-002

2024 Breakdown of Reported Crime by Division

Crimes Against Property

Offence	Auto Theft			Break & Enter			Fraud			Theft Over \$5000			Theft Under \$5000		
Division	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared
D11	266	38	14.3%	412	132	32.0%	667	45	6.7%	70	9	12.9%	4,681	858	18.3%
D12	441	27	6.1%	269	84	31.2%	545	39	7.2%	47	6	12.8%	2,120	265	12.5%
D13	304	15	4.9%	304	65	21.4%	609	40	6.6%	73	9	12.3%	2,840	231	8.1%
D14	240	28	11.7%	513	146	28.5%	1,214	106	8.7%	121	16	13.2%	7,838	825	10.5%
D22	952	36	3.8%	638	106	16.6%	1,294	86	6.6%	180	23	12.8%	4,679	844	18.0%
D23	1,122	43	3.8%	331	85	25.7%	869	61	7.0%	121	13	10.7%	2,849	471	16.5%
D31	773	41	5.3%	303	72	23.8%	1,030	71	6.9%	109	15	13.8%	2,602	284	10.9%
D32	966	35	3.6%	617	69	11.2%	1,592	154	9.7%	219	28	12.8%	5,198	718	13.8%
D33	753	34	4.5%	423	34	8.0%	1,101	59	5.4%	102	6	5.9%	2,425	309	12.7%
D41	708	38	5.4%	386	118	30.6%	998	97	9.7%	86	8	9.3%	3,524	983	27.9%
D42	1,005	42	4.2%	390	72	18.5%	1,186	49	4.1%	91	7	7.7%	3,010	448	14.9%
D43	722	49	6.8%	281	89	31.7%	1,080	74	6.9%	87	13	14.9%	3,772	1,056	28.0%
D51	175	18	10.3%	475	171	36.0%	1,246	102	8.2%	136	21	15.4%	6,202	884	14.3%
D52	146	11	7.5%	403	165	40.9%	1,385	120	8.7%	179	30	16.8%	7,259	916	12.6%
D53	494	18	3.6%	624	108	17.3%	1,136	84	7.4%	163	27	16.6%	5,453	718	13.2%
D55	554	34	6.1%	483	175	36.2%	1,157	70	6.1%	107	12	11.2%	5,624	1,214	21.6%

Break & Enter includes from Apartments, Houses, Commercial, and Other Premise Types

Table Source: ASR-RC-TBL-001

2024 Breakdown of Reported Crime by Division

Other Reported Crime

Offence	Offensive Weapons			Controlled Drugs and Substances Act			Other Federal Statute Violations		
Division	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared	Reported	Cleared	% Cleared
D11	71	53	74.6%	33	27	81.8%	2	1	50.0%
D12	79	54	68.4%	39	29	74.4%	10	9	90.0%
D13	43	28	65.1%	17	13	76.5%	8	4	50.0%
D14	137	102	74.5%	120	102	85.0%	4	4	100.0%
D22	156	120	76.9%	65	45	69.2%	18	13	72.2%
D23	43	28	65.1%	28	19	67.9%	3	3	100.0%
D31	271	159	58.7%	67	53	79.1%	9	5	55.6%
D32	105	73	69.5%	19	16	84.2%	8	6	75.0%
D33	63	52	82.5%	25	19	76.0%	0	0	-
D41	116	93	80.2%	52	45	86.5%	1	0	0.0%
D42	46	35	76.1%	10	7	70.0%	3	2	66.7%
D43	111	85	76.6%	41	35	85.4%	5	5	100.0%
D51	201	168	83.6%	291	259	89.0%	6	4	66.7%
D52	115	98	85.2%	47	36	76.6%	4	0	0.0%
D53	87	65	74.7%	12	11	91.7%	2	2	100.0%
D55	104	71	68.3%	56	52	92.9%	2	1	50.0%

Table Source: ASR-RC-TBL-001

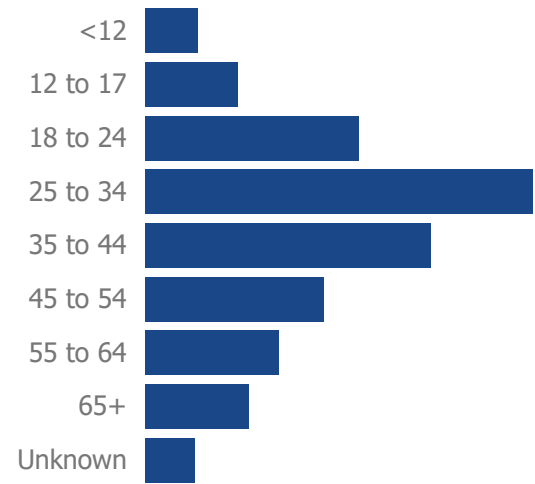
Victims of Crime

2024 Offence Totals by Victim Age & Sex

Assault

Age Cohort	Female	Male	Unknown	Total	% Total
<12	340	457	1	798	3.5%
12 to 17	704	700	0	1,404	6.2%
18 to 24	1,530	1,710	8	3,248	14.3%
25 to 34	2,761	3,129	11	5,901	25.9%
35 to 44	2,155	2,190	10	4,355	19.1%
45 to 54	1,203	1,504	11	2,718	11.9%
55 to 64	760	1,263	6	2,029	8.9%
65+	648	933	0	1,581	6.9%
Unknown	136	586	28	750	3.3%
Total	10,237	12,472	75	22,784	100.0%

Victims of Crime by Age Cohort



Robbery

Age Cohort	Female	Male	Unknown	Total	% Total
<12	4	17	0	21	0.8%
12 to 17	60	375	0	435	17.1%
18 to 24	126	439	1	566	22.2%
25 to 34	159	430	0	589	23.1%
35 to 44	109	240	1	350	13.7%
45 to 54	96	154	1	251	9.8%
55 to 64	66	123	2	191	7.5%
65+	38	81	0	119	4.7%
Unknown	2	25	0	27	1.1%
Total	660	1,884	5	2,549	100.0%

Victims of Crime by Age Cohort

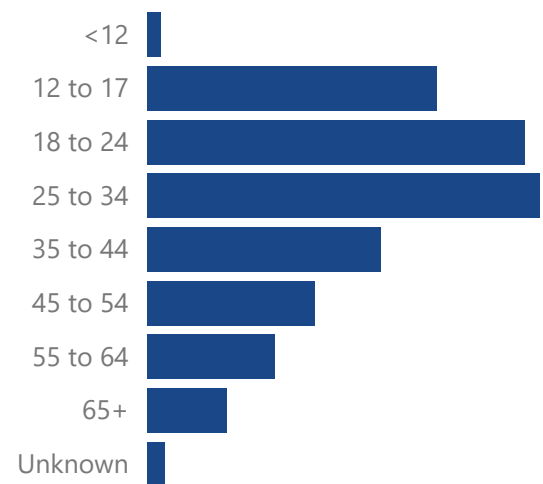
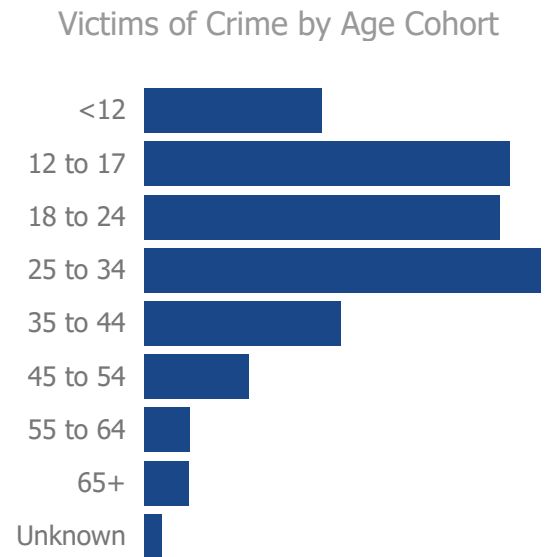


Table Source: ASR-VC-TBL-001

2024 Offence Totals by Victim Age & Sex

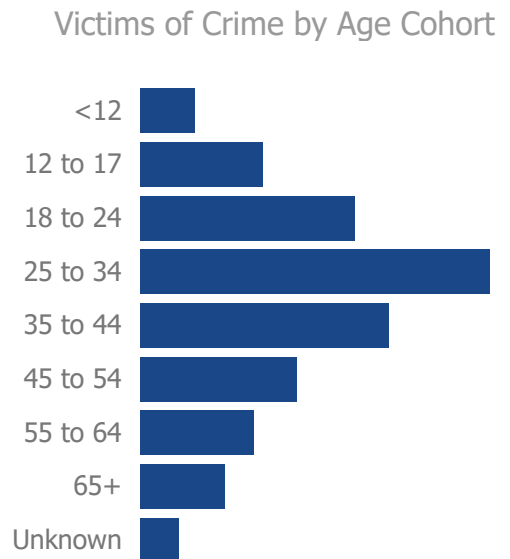
Sexual Violation

Age Cohort	Female	Male	Unknown	Total	% Total
<12	246	93	1	340	10.4%
12 to 17	597	101	2	700	21.5%
18 to 24	624	54	2	680	20.9%
25 to 34	665	92	2	759	23.3%
35 to 44	330	45	2	377	11.6%
45 to 54	176	22	2	200	6.1%
55 to 64	71	16	0	87	2.7%
65+	71	14	0	85	2.6%
Unknown	27	5	1	33	1.0%
Total	2,807	442	12	3,261	100.0%



Crimes Against the Person

Age Cohort	Female	Male	Unknown	Total	% Total
<12	663	644	8	1,315	4.0%
12 to 17	1,578	1,355	2	2,935	8.9%
18 to 24	2,655	2,473	12	5,140	15.5%
25 to 34	4,232	4,107	19	8,358	25.3%
35 to 44	3,086	2,847	17	5,950	18.0%
45 to 54	1,793	1,941	14	3,748	11.3%
55 to 64	1,081	1,631	9	2,721	8.2%
65+	870	1,143	0	2,013	6.1%
Unknown	199	684	33	916	2.8%
Total	16,157	16,825	114	33,096	100.0%



Selected Offences Committed Against Peace Officers

Assault Subtype	2020	2021	2022	2023	2024
Aggravated Peace Officer	3	4	4	2	2
Assault Peace Officer	542	506	602	725	802
Assault Peace Officer Weapon/Bodily Harm	83	84	124	101	91
Assault Resist Arrest	175	170	186	201	234
Total	803	764	916	1,029	1,129

Table Source: ASR-VC-TBL-001

Search of Persons

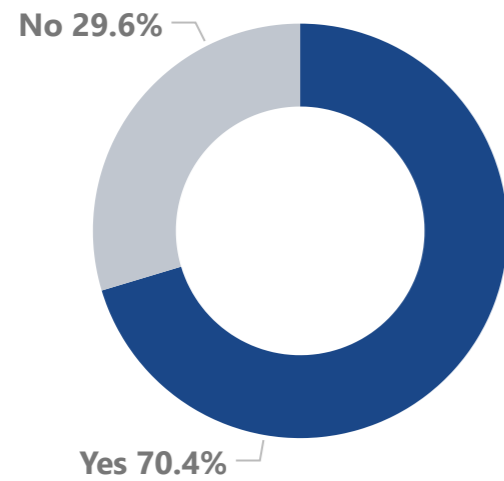
Search of Persons

Level 3 & 4 Searches

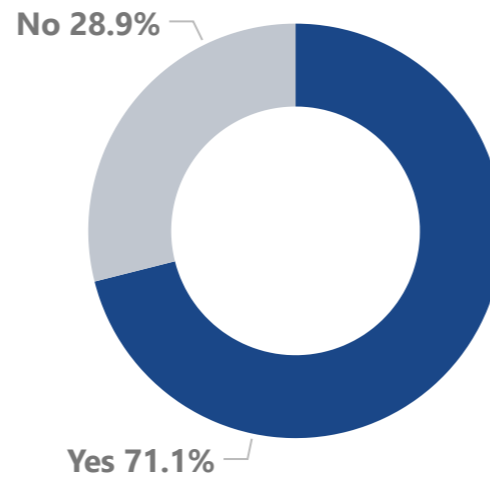
Level	2020	2021	2022	2023	2024
Level 3	7754	755	393	437	197
Level 4	1	4	1	3	2
Total	7755	759	394	440	199

2024 - Items Found as a Result of Search of Persons

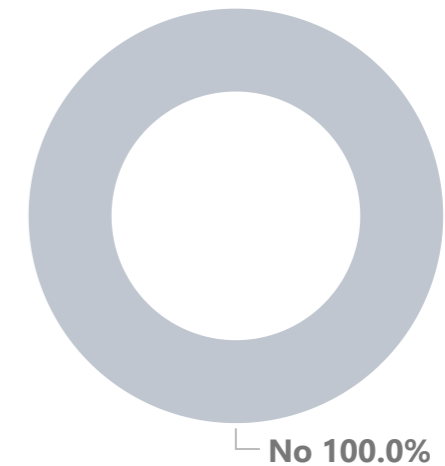
Total Level 3 & 4 Searches with Items Found



Level 3 Searches



Level 4 Searches



As of October 2020, the Toronto Police Service made updates to the collection of Search of Persons data, resulting in it not being possible to describe the nature of the items found, only if items were found or not.

Table Source: ASR-SP-TBL-001

Firearms

Firearms Seizures & Thefts

Firearm Seizures

Type	2020	2021	2022	2023	2024
Air Gun	606	584	776	783	642
Antique	2	0	0	0	1
Combination Gun	4	2	2	1	3
Commercial Version	9	19	15	4	6
Derringer	1	0	0	0	1
Machine Gun	0	1	1	0	0
Other	77	44	54	53	51
Pistol	525	830	724	650	845
Replica	16	24	53	5	11
Revolver	58	199	129	119	128
Rifle	317	547	484	368	645
Sawed-off Rifle	8	6	5	4	4
Sawed-off Shotgun	15	12	9	10	9
Shotgun	172	268	235	205	330
Starters Pistol	23	40	39	25	25
Submachine Gun	11	7	3	0	6
Toy Gun	32	38	58	107	93
Unknown	1	10	6	0	16
Total	1,877	2,631	2,593	2,334	2,816

"Other" includes firearm receivers/frames, pen guns, blank guns, flare guns, paintball guns, nail guns, dart guns, water guns, gun-shaped lighters, etc.

Table Source: ASR-F-TBL-003 | Total firearms from 2024 are accurate as of April 07, 2025.

Firearms Seizures & Thefts

Guns Reported Stolen to Toronto Police Service

Type	2020	2021	2022	2023	2024
Pistol	21	21	19	25	27
Rifle	8	3	4	3	20
Air Gun	5	17	4	0	10
Shotgun	6	0	2	2	3
Revolver	3	1	1	2	3
Replica	0	0	1	0	0
Total	43	42	31	32	63

Firearm Thefts by Premise Type

Type	2020	2021	2022	2023	2024
Commercial	2	7	3	0	3
Residential	8	4	5	8	9
School	1	0	0	0	0
Vehicle	4	4	3	1	1
Total	15	15	11	9	13

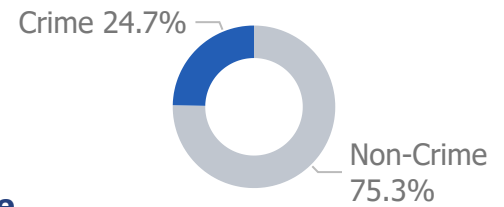
Table Source: ASR-F-TBL-003

Firearms Seizures & Thefts

Gun Seizures by Classification

Type	2020	2021	2022	2023	2024
Crime	668	634	797	768	695
Non-Crime	1,209	1,997	1,796	1,566	2,121
Total	1,877	2,631	2,593	2,334	2,816

2024 Gun Seizures by Classification



Crime Guns - Firearm Type

Type	2020	2021	2022	2023	2024
Air Gun	102	87	128	109	101
Antique	1	0	0	0	0
Combination Gun	0	0	1	1	0
Commercial Version	6	2	6	2	0
Derringer	1	0	0	0	0
Other	13	1	14	5	12
Pistol	369	410	530	454	471
Replica	0	1	0	0	0
Revolver	45	33	35	49	23
Rifle	49	43	37	52	33
Sawed-off Rifle	8	6	4	4	4
Sawed-off Shotgun	14	11	9	10	9
Shotgun	34	30	15	35	15
Starters Pistol	7	7	5	5	1
Submachine Gun	11	0	0	0	0
Toy Gun	8	3	13	42	26
Total	668	634	797	768	695

Crime Guns - Firearm Classification

Type	2020	2021	2022	2023	2024
Antique	5	3	2	2	2
Deemed Non-Firearm	129	98	145	154	131
Non-Restricted	70	63	50	81	38
Prohibited	320	323	415	364	409
Restricted	144	146	185	166	115
Unknown	0	1	0	1	0
Total	668	634	797	768	695

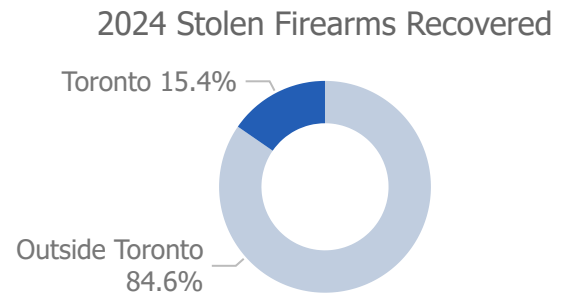
Deemed Non-Firearm: These weapons are deemed not to be firearms under section 84(3) of *the Criminal Code*. This classification can include air guns, flare guns, starter pistols, toy guns, etc.

Table Source: ASR-F-TBL-003

Firearms Seizures & Thefts

Stolen Firearms Recovered by Toronto Police Service

Type	2020	2021	2022	2023	2024
Outside Toronto	25	12	18	9	11
Toronto	7	4	6	3	2
Total	32	16	24	12	13



2024 Top Calibres by Firearm Type

Rank	Shotgun
1	12 GA
2	20 GA
3	12 GA X 3"

Rank	Rifle
1	22 LR
2	5.56MM NATO
3	9MM / 9 MM Luger

Rank	Pistol
1	9MM / 9 MM Luger
2	40 S&W
3	45 ACP / 45 Auto
4	380 AUTO
5	9MM ACP

Rank	Revolver
1	38 SPL
2	357 Mag / 38 S&W
3	22 LR
4	9MM / 9 MM Luger / 38 LONG COLT / 44 MAG / U/K

Types of Firearms Stolen and Recovered in Toronto

Type	2020	2021	2022	2023	2024
Pistol	20	13	18	9	8
Revolver	6	2	4	0	4
Rifle	3	1	1	1	0
Shotgun	3	0	1	2	1
Total	32	16	24	12	13

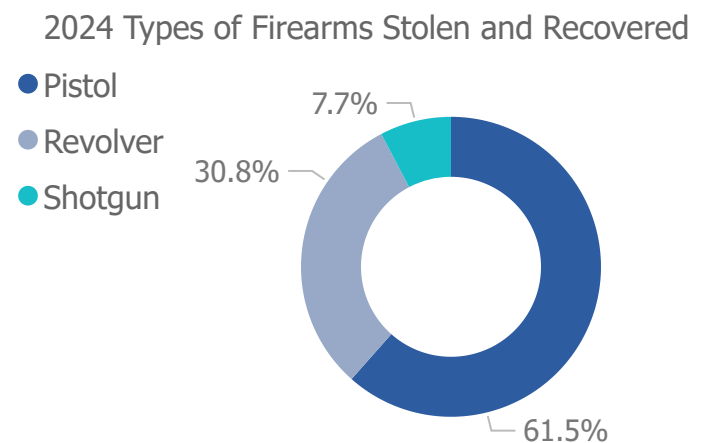


Table Source: ASR-F-TBL-001 | ASR-F-TBL-003

2024 Top 20 Offences Related to Firearms Seizures

Rank	Offence
1	Firearm - Unauthorized Possess
2	Assault
3	Weapon - Poss Dangerous Purp
4	Ftc With Conditions
5	Firearm - Found
6	Robbery With Weapon
7	Firearm - Unsafe Storage
8	Assault With Weapon
9	Threat - Person
10	Pointing A Firearm
11	Possession Property Obs Over
12	Drug - Traf Other (Schd I)
13	Carrying Concealed Weapon
14	Property - Found
15	Discharge Firearm - Recklessly
16	Robbery - Vehicle Jacking
17	Discharge Firearm With Intent
18	Theft Of Motor Vehicle
19	Drug - Traf Cocaine (Schd I)
20	Suspicious Incident

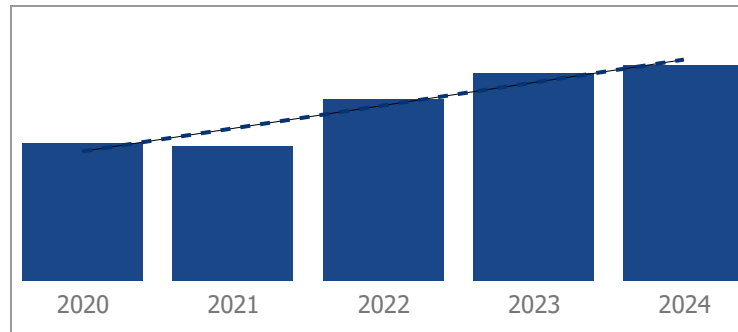
Table Source: ASR-F-TBL-002

Traffic

Traffic Collisions & Offences

Year	Collisions
2020	44,738
2021	43,744
2022	59,173
2023	67,533
2024	70,151

Total Collisions

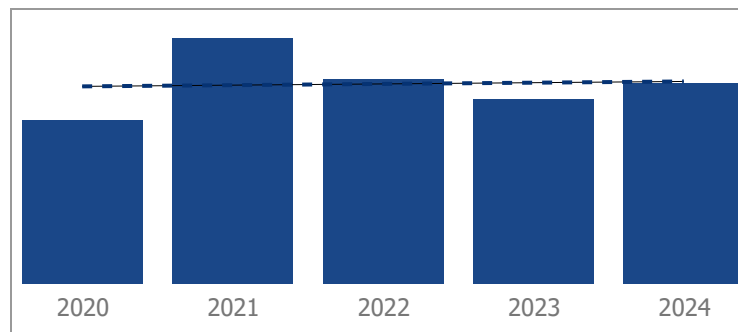


% Change

- 2.2%**
2020-21
- 35.3%**
2021-22
- 14.1%**
2022-23
- 3.9%**
2023-24

Year	Collisions
2020	40
2021	60
2022	50
2023	45
2024	49

Fatal Collisions



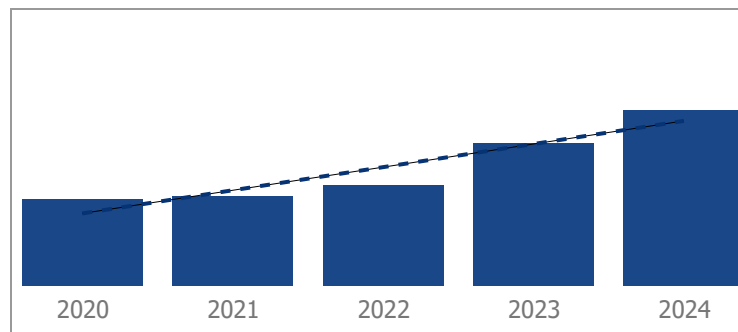
% Change

- 50.0%**
2020-21
- 16.7%**
2021-22
- 10.0%**
2022-23
- 8.9%**
2023-24

Fatal collisions reflects the count of persons killed in a traffic collision

Year	Collisions
2020	5,234
2021	5,413
2022	6,054
2023	8,598
2024	10,639

Injury Collisions



% Change

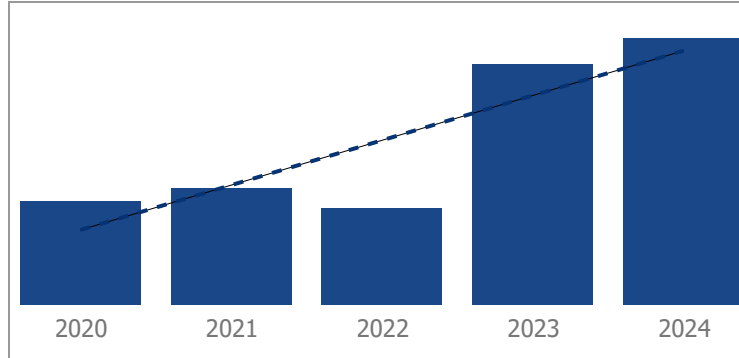
- 3.4%**
2020-21
- 11.8%**
2021-22
- 42.0%**
2022-23
- 23.7%**
2023-24

Table Source: ASR-T-TBL-001

Traffic Collisions & Offences

Fail to Remain - Injury & Property Damage Collisions

Year	Collisions
2020	5,680
2021	6,398
2022	5,268
2023	13,164
2024	14,568



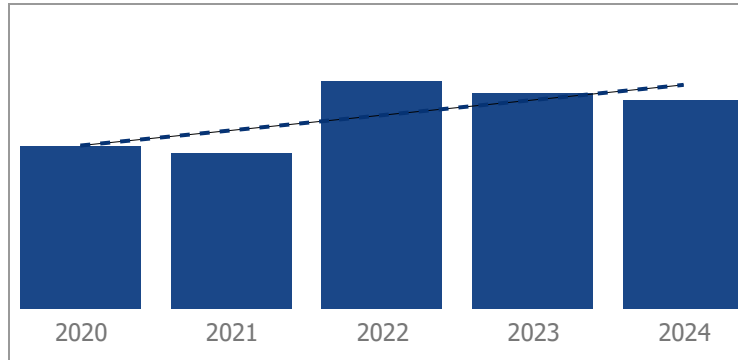
% Change

12.6%
2020-21
-17.7%
2021-22
149.9%
2022-23
10.7%
2023-24

Personal Injury (PI) and Property Damage are both included in this category.

Property Damage Collisions

Year	Collisions
2020	35,228
2021	33,870
2022	49,485
2023	46,797
2024	45,258



% Change

-3.9%
2020-21
46.1%
2021-22
-5.4%
2022-23
-3.3%
2023-24

Property damage collisions include reportable and non-reportable collisions.

Impaired Driving - Charges Laid

Subtype	2020	2021	2022	2023	2024
Drive While Impaired / Over 80	1,337	1,752	2,179	2,401	2,362
Refuse Sample	171	204	219	240	255

"Drive While Impaired/Over 80" refers to operating a conveyance while the operator's ability is impaired by alcohol or drugs, with a blood concentration that is equal to or exceeds 80mg.

"Refused Sample" refers to failure or refusal to comply with a breath demand.

Table Source: ASR-T-TBL-001 | ASR-MISC-TBL-001

Personnel & Budget

Personnel

Staffing

Rank	Classification	2020	2021	2022	2023	2024
Uniform	Chief	1	1	2	1	1
	Deputy Chief	3	2	3	2	2
	Staff Superintendent	5	8	8	7	7
	Superintendent	20	24	31	31	25
	Staff Inspector	1	1	1	0	0
	Inspector	54	44	46	50	43
	Staff Sergeant/Detective Sergeant	205	217	205	190	200
	Sergeant/Detective	841	745	755	704	728
	Police Constable	3,931	3,930	3,875	4,044	4,243
	Total	5,061	4,972	4,926	5,029	5,249
Civilian	Civilian Command Officer	2	2	2	2	2
	Director	7	6	8	7	10
	Cadets-in-Training	132	154	230	266	187
	Court Officer	765	454	431	434	436
	Document Server	15	15	16	19	17
	Communications Operator	312	283	288	282	279
	Other Civilians	1,167	1,734	1,806	1,777	1,870
	Total	2,400	2,648	2,781	2,787	2,801
Total	7,461	7,620	7,707	7,816	8,050	

Total Uniform and Total Civilian does not include LTD/Suspended and members seconded to the Toronto Police Association. Part-time Court Officers were removed from reporting after 2020, when the role was phased out and converted to full-time. Custodial Officers are no longer included as the role has not existed since 2022.

Staffing - Other

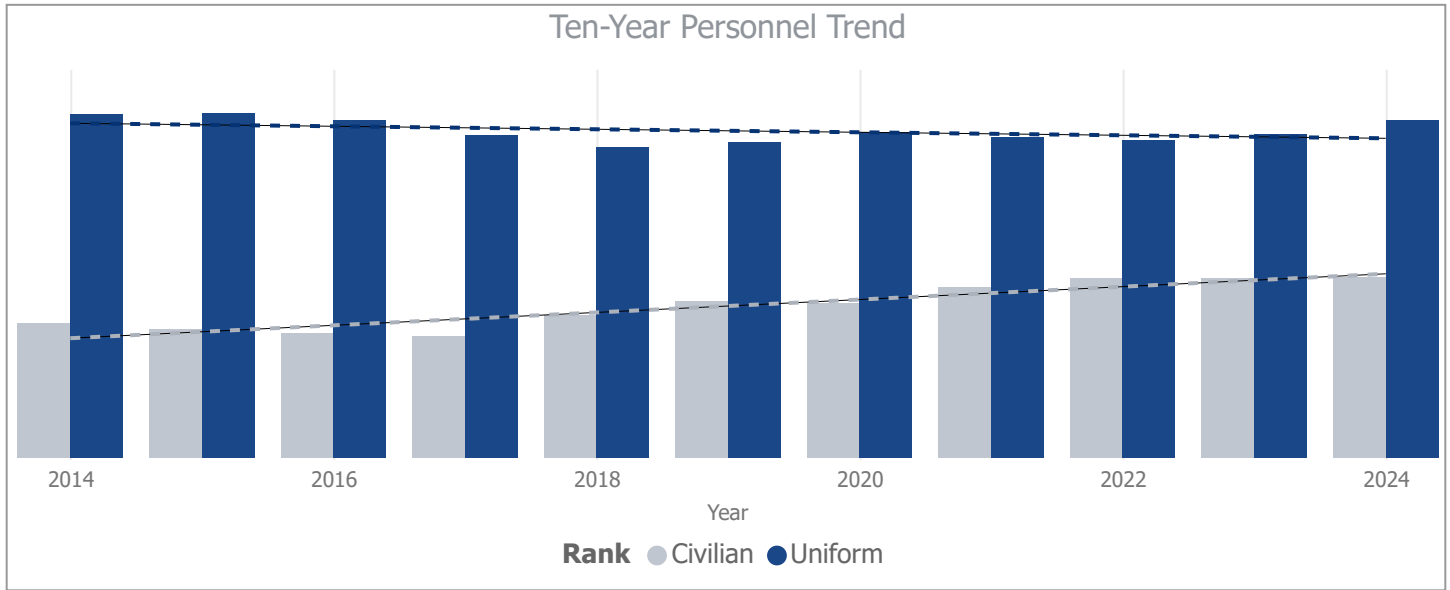
Rank	Classification	2020	2021	2022	2023	2024
Parking	Parking Enforcement Officer	401	312	277	321	301
	Total	401	312	277	321	301
Volunteer	Auxiliary Personnel	321	295	304	297	308
	Total	321	295	304	297	308
Part Time/Temporary	Part-time Employee - other	95	20	18	18	18
	Temporary Employee	126	93	95	127	125
	Total	221	113	113	145	143
Total	943	720	694	763	752	

Parking Enforcement Officers under Parking Rank include only civilian personnel. The two uniformed Parking Enforcement Officers are categorized under the Uniform Rank.

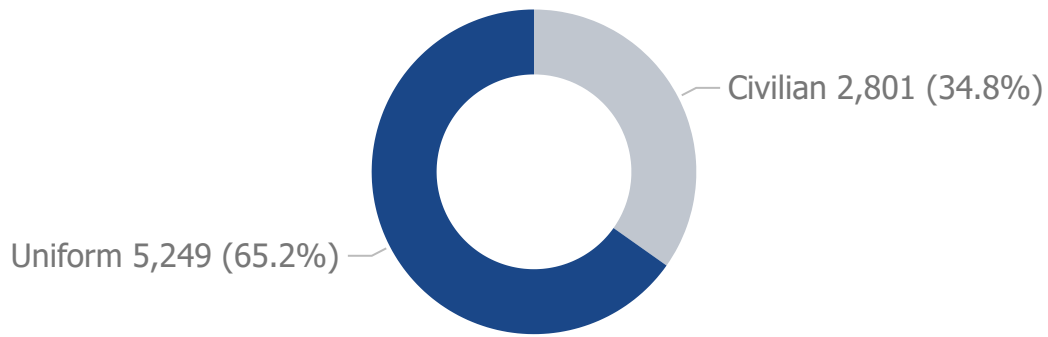
Auxiliary Personnel includes only those members working in a Auxiliary position.

Table Source: ASR-PB-TBL-002

Personnel Staffing



2024 Uniform & Civilian Strength



2024 Distribution of Personnel by Branches of the Service

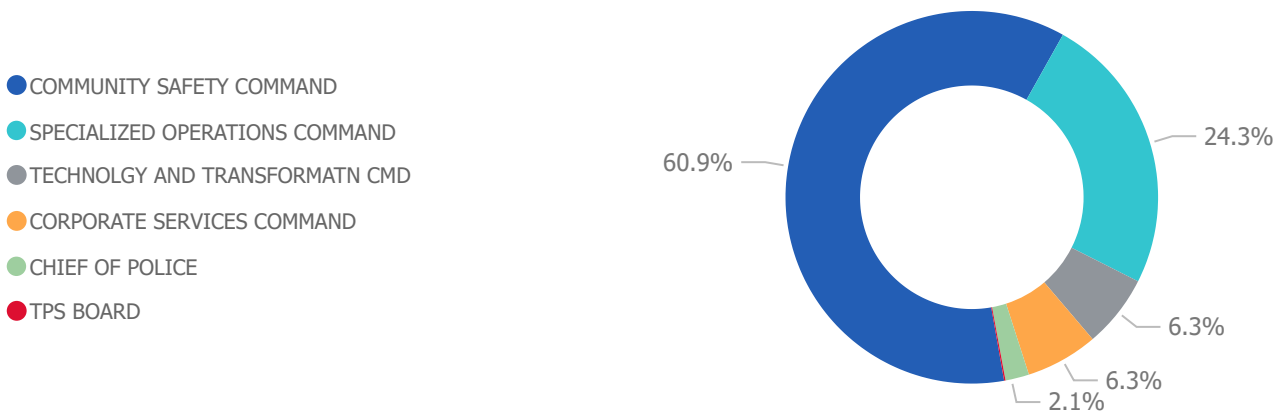


Table Source: ASR-PB-TBL-002 | ASR-PB-TBL-004

Personnel

2024 Personnel by Division

Command Group	Superintendent & Above	Inspector	Detective Sergeant/ Staff Sergeant	Sergeant/ Detective	Police Constable	Civilian
Community Safety Command	16	20	105	486	3,259	1,087
11 Division	0	1	4	22	141	12
12 Division	0	1	6	22	147	23
13 Division	1	1	5	23	123	12
14 Division	1	1	6	30	225	34
22 Division	1	1	4	28	183	13
23 Division	1	1	5	22	181	29
31 Division	1	1	6	25	165	25
32 Division	0	1	5	25	193	25
33 Division	1	1	5	20	135	11
41 Division	1	1	6	27	184	21
42 Division	1	1	6	28	158	21
43 Division	0	1	5	28	198	32
51 Division	1		6	35	236	33
52 Division	1	1	6	29	186	30
53 Division	0	1	5	26	143	12
55 Division	1	1	4	27	259	12
Communication Services	0		0	9	46	332
Community Pship and Engagement	0	2	3	11	35	5
Community Safety Command	1		1	0	0	1
East Field Command	1		0	1	1	1
Field Services	1		1	1	1	1
Parking Enforcement Unit	0		0	1	1	378
Public Safety Response	0	1	1	7	60	1
Toronto Police Operations	1	1	9	6	12	2
Traffic Services	0	1	5	32	245	19
West Field Command	1		1	1	1	2
Total	16	20	105	486	3,259	1,087

Does not include temporary or part-time civilian members.

Table Source: ASR-PB-TBL-003

Budget

Uniform Strength and Expenditures

Year	Population	Uniform	Ratio	Actual Expenditures	Per Capita Cost
2020	2,884,258	5,061	1:569	\$1,203,878,889.00	417.4
2021	2,921,755	4,972	1:587	\$1,221,151,714.00	418.0
2022	2,992,348	4,926	1:607	\$1,274,877,236.00	426.0
2023	3,126,817	5,029	1:621	\$1,363,786,560.32	436.2
2024	3,179,225	5,249	1:605	\$1,369,257,139.00	430.7

Actuals as of Feb 17th, 2025; please note that these actuals are subject to change due to year-end adjustments.

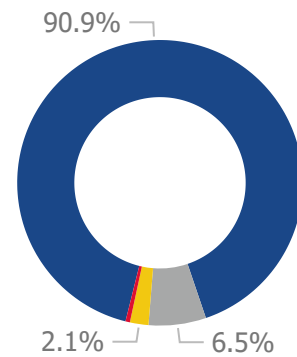
Gross Operating Budget

Year	Gross Operating Budget	Absolute Change	% Change
2020	\$1,221,215,700.00	19,275,700	1.6%
2021	\$1,220,001,200.00	-1,214,500	-0.1%
2022	\$1,262,428,200.00	42,427,000	3.4%
2023	\$1,330,625,700.00	68,197,500	5.4%
2024	\$1,361,499,800.00	30,874,100	2.3%

2024 Percent of Gross Operating Budget by Distribution

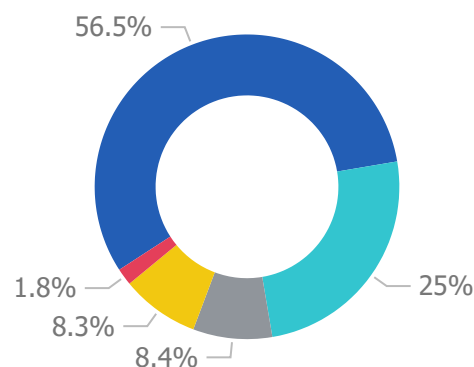
Feature

- Salaries, Benefits & Premium Pay
- Services & Rents
- Materials
- Equipment



Appropriation

- Community Safety Command
- Specialized Operations
- Technology & Transformation
- Corporate Services
- Chief



Percentages reflect the organization structure approved on July 27, 2022.

Table Source: ASR-PB-TBL-002 | ASR-MISC-TBL-001 | ASR-PB-TBL-005

Budget

2024 Gross Expenditures by Division

Command	Division	Population	Area (sq km)	Gross Expenditure (final)
East Field Command	13 Division	142,599	18.6	\$23,310,399
	32 Division	290,229	60.9	\$35,185,999
	33 Division	229,704	52.7	\$25,618,494
	41 Division	192,808	44.4	\$32,899,881
	42 Division	282,831	84.4	\$29,453,004
	43 Division	227,807	59.1	\$38,545,714
	53 Division	229,765	31.2	\$26,537,440
	55 Division	264,864	40.5	\$43,345,740
	Total	1,860,607	391.9	\$254,896,671
West Field Command	11 Division	138,749	18.7	\$26,427,947
	12 Division	135,735	24.7	\$28,001,829
	14 Division	186,457	14.2	\$42,616,057
	22 Division	257,075	67.9	\$32,778,344
	23 Division	168,642	57.5	\$32,354,359
	31 Division	167,730	42.6	\$32,833,227
	51 Division	156,042	8.6	\$45,177,213
	52 Division	108,188	9.2	\$38,746,002
	Total	1,318,618	243.4	\$278,934,978
Total	3,179,225	635.3	\$533,831,649	

2024 budget excludes impact of collective bargaining agreement decisions.

Table Source: ASR-PB-TBL-001

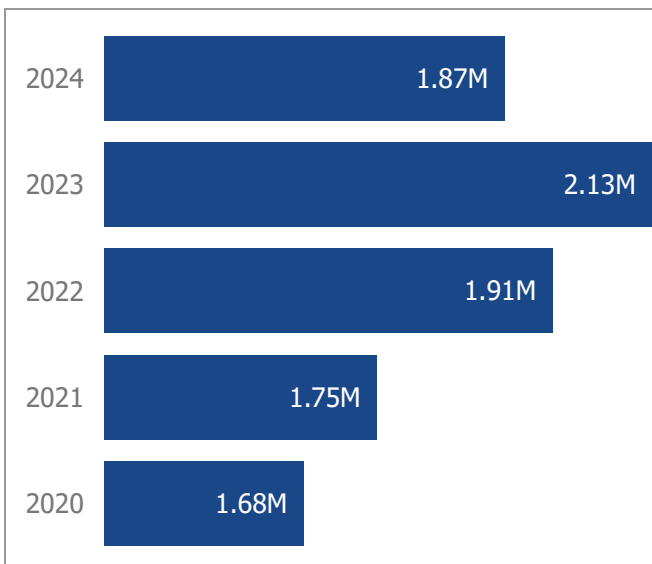
Communications

Communications

Calls Received at Communications Centre

Year	Emergency Calls	Non-Emergency Calls	Total Calls Received	Calls Attended
2020	1,039,663	642,445	1,682,108	412,332
2021	1,101,970	647,004	1,748,974	398,144
2022	1,245,250	663,873	1,909,123	385,609
2023	1,426,213	703,188	2,129,401	407,543
2024	1,213,035	652,244	1,865,279	411,607

Total Calls Received



2024 Calls for Service Attended

Division	Calls Attended
D11	22,272
D12	18,813
D13	15,336
D14	38,607
D22	25,889
D23	21,558
D31	21,354
D32	26,673
D33	19,705
D41	25,681
D42	22,521
D43	26,947
D51	38,240
D52	28,526
D53	21,890
D55	36,268
NSA	1,327
Total	411,607

Calls for Service Attended

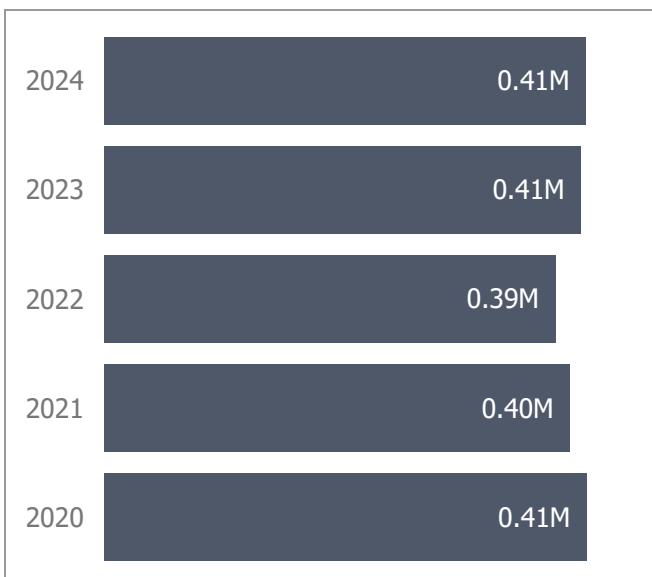


Table Source: ASR-CS-TBL-002 | ASR-CS-TBL-003

Communications

Alarm Calls

Type	2020	2021	2022	2023	2024
False Alarms	5,075	4,446	5,019	5,704	6,480
Valid Alarms	781	819	907	1,252	1,429
Total	5,856	5,265	5,926	6,956	7,909

Language Service (other than English)

Type	2020	2021	2022	2023	2024
Arabic	205	370	398	492	398
Chinese	2,080	2,278	2,450	2,500	2,451
Croatian	3	8	14	4	7
Farsi	271	325	328	440	547
French	282	378	445	405	351
German	1	6	3	4	5
Greek	37	33	21	27	25
Hindi	33	50	59	60	99
Hungarian	176	233	257	249	279
Italian	144	115	121	112	77
Japanese	16	10	34	36	33
Korean	178	162	152	138	146
Polish	118	65	84	98	48
Portuguese	189	214	349	323	283
Punjabi	85	100	112	123	120
Russian	264	267	241	349	301
Somali	67	107	68	89	66
Spanish	762	945	1,327	1,796	1,783
Tamil	247	299	204	217	336
Turkish	54	69	161	346	511
Ukrainian				212	188
Urdu	34	41	54	59	74
Vietnamese	127	260	321	259	194
Total	5,373	6,335	7,203	8,338	8,322

Numbers provided represent calls received at Communications via 9-1-1 or the non-emergency number that used Language Services (CanTalk)

Table Source: ASR-CS-TBL-002

Public Complaints from L.E.C.A.

Public Complaints from L.E.C.A.

Total Public Complaints

Type	2020	2021	2022	2023	2024
Investigated Complaints	298	352	320	370	350
Not Investigated Complaints	490	439	539	604	669
Total	788	791	859	974	1019

Complaint Classifications

Type	2020	2021	2022	2023	2024
Investigated Complaints	298	352	320	370	350
Conduct - Less Serious	267	309	260	293	157
Conduct - Serious	9	9	8	6	6
CSPA - Human Rights and the Charter	0	0	0	0	5
CSPA - Integrity	0	0	0	0	1
CSPA - Interactions with the Public	0	0	0	0	98
CSPA - Performance of Duties	0	0	0	0	49
Policy	5	3	1	2	0
Service	17	31	51	69	34
Not Investigated Complaints	490	439	539	604	669
Abandoned	0	1	0	0	5
Better dealt in Other Law	62	26	21	19	20
Complaint Over Six Months	0	0	9	10	11
Frivolous	68	62	85	64	63
Made In Bad Faith	0	0	0	0	0
No Jurisdiction	37	29	40	65	39
Not Directly Affected	23	18	33	25	55
Not in Public Interest	298	300	342	407	474
Vexatious	2	2	6	13	1
Withdrawn	0	1	3	1	1
Total	788	791	859	974	1019

Not Investigated Complaints are complaints that are screened-out by the LECA and are not forwarded to a police agency for further investigation.

Table Source: ASR-PCF-TBL-001 | Extraction Date: 2025.02.13

Public Complaints from L.E.C.A.

Alleged Misconduct - Investigated Complaints

Subtype	2020	2021	2022	2023	2024
Breach of Confidence	2	1	2	3	0
Consuming Drugs or Alcohol	0	0	0	1	0
Corrupt practice	2	1	1	1	1
Deceit	0	0	1	0	0
Discreditable Conduct	166	175	139	133	64
Fail to Comply Service Governance	0	0	0	0	1
Fail to Provide Identification	0	0	0	0	1
Fitness for Duty	0	0	0	0	1
Incivility	0	0	0	0	17
Insubordination	2	5	1	4	0
Neglect of Duty	45	75	70	98	110
Policy	5	3	1	2	0
Service	17	31	51	69	34
Treat Person in Contravention of HRC	0	0	0	0	5
Unauthorized Disclosure of Information	0	0	0	0	1
Undermine Public Trust	0	0	0	0	46
Unlawful Arrest	0	0	0	0	3
Unlawful/Unnecessary Exercise of Authority	59	61	54	59	35
Unnecessary or Excessive Use of Force	0	0	0	0	31
Total	298	352	320	370	350

Disposition - Investigated Complaints

Subtype	2020	2021	2022	2023	2024
Discontinued	1	1	0	1	3
Informal Resolution	67	76	46	61	33
Investigation not Concluded	1	4	0	9	64
Misconduct Identified	14	25	25	20	13
No Jurisdiction	0	2	3	1	0
Not In Public Interest	0	1	0	0	2
Policy/service - Action Taken	2	2	2	4	2
Policy/service - No Action Req	9	18	32	29	11
Terminated	0	6	11	18	9
Unsubstantiated	138	150	134	149	130
Vexatious	0	0	0	0	1
Withdrawn	66	67	67	78	82
Total	298	352	320	370	350

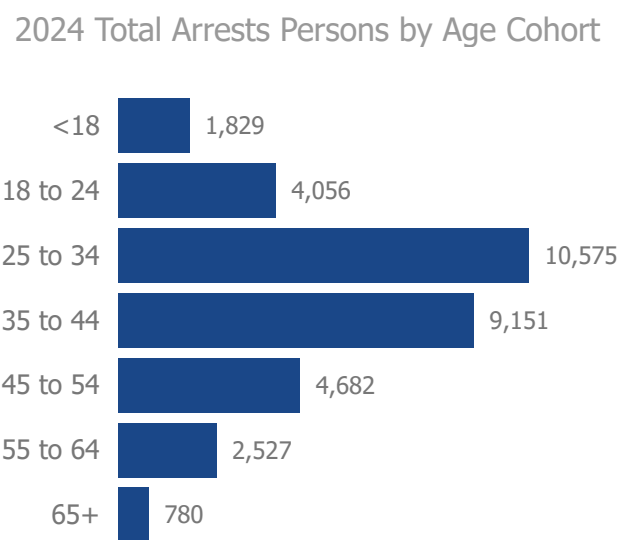
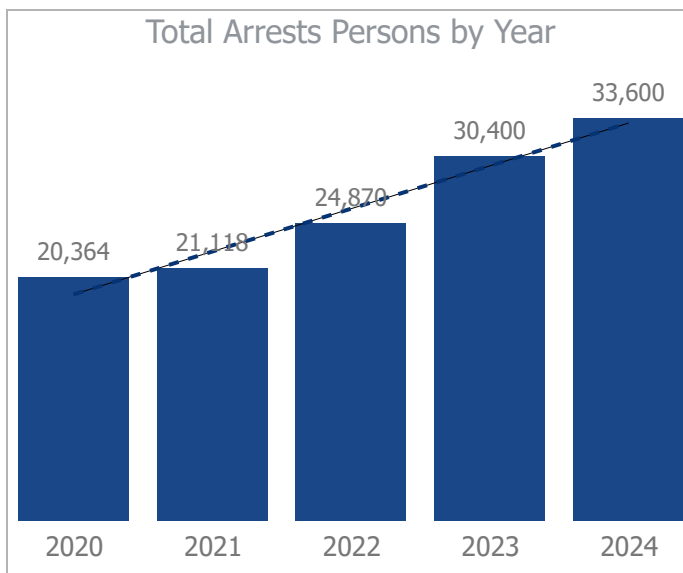
Investigations not Concluded do not have a final Disposition; rather these investigations are still actively being investigated.

Table Source: ASR-PCF-TBL-002 | ASR-PCF-TBL-003 | Extraction Date: 2025.02.13

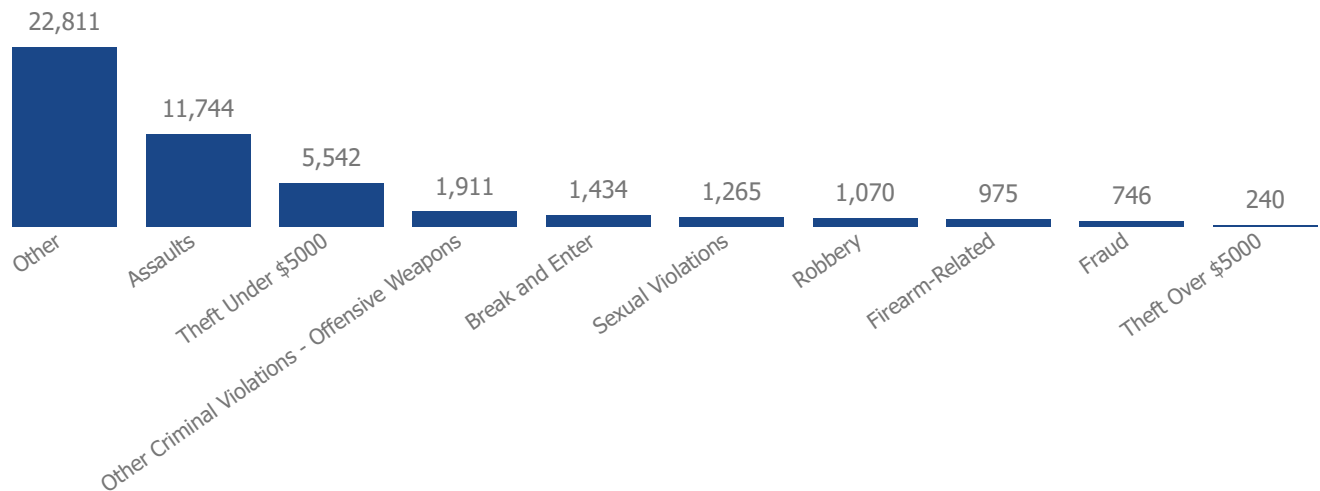
Enforcement

Arrests Arrested and Charged Persons

Category	2020	2021	2022	2023	2024	% Change
Controlled Drugs and Substances Act	1,728	1,516	1,129	1,248	1,291	3.7% 2020-21
Crimes Against Property	7,323	6,871	8,372	10,545	11,805	17.8% 2021-22
Crimes Against the Person	11,781	12,417	15,000	17,849	19,326	22.2% 2022-23
Criminal Code Traffic	1,563	1,994	2,181	2,377	2,322	10.5% 2023-24
Other Criminal Code Violations	9,694	10,120	11,895	14,549	16,650	
Other Federal Statute Violations	3	4	2	5	8	



2024 Top 10 Arrests by Subtype



"Other" includes arrest types not presented individually in the ASR, summarized for alignment with categories in the Reported Crimes dataset.

Table Source: ASR-ENF-TBL-001

Arrests

2024 Divisional Comparison

Unit	Controlled Drugs and Substances Act	Crimes Against Property	Crimes Against the Person	Criminal Code Traffic	Other Criminal Code Violations	Other Federal Statute Violations
EFC	409	5,317	9,311	1,099	6,934	2
D13	22	341	572	99	441	
D32	35	808	1,293	137	804	
D33	52	353	925	101	552	
D41	74	880	1,540	171	1,217	
D42	16	465	979	189	620	
D43	75	826	1,365	155	1,161	
D53	28	647	951	91	776	1
D55	107	997	1,686	156	1,363	1
WFC	804	6,431	9,890	1,134	9,345	6
D11	48	950	836	102	811	
D12	46	512	913	143	710	
D14	121	915	1,318	207	1,443	2
D22	76	822	1,219	172	912	1
D23	44	493	1,093	132	801	
D31	82	481	1,412	136	1,014	
D51	325	1,154	1,756	159	2,055	2
D52	62	1,104	1,343	83	1,599	1
NSA	78	57	125	89	371	
NSA	78	57	125	89	371	
Total	1,291	11,805	19,326	2,322	16,650	8

Table Source: ASR-ENF-TBL-001

EFC = East Field Command

WFC = West Field Command

NSA = No Specified Address

Tickets Tickets Issued

Category	2020	2021	2022	2023	2024
Speeding	103,460	103,761	80,156	73,832	75,098
Aggressive Driving	45,465	40,093	40,710	55,675	73,822
Distracted Driving	5,306	7,475	8,702	11,199	15,479
Other HTA	52,503	44,151	48,982	74,888	96,369
All CAIA	20,800	18,442	16,850	19,619	24,974
Total	227,534	213,922	195,400	235,213	285,742

% Change

-6.0%

2020-21

-8.7%

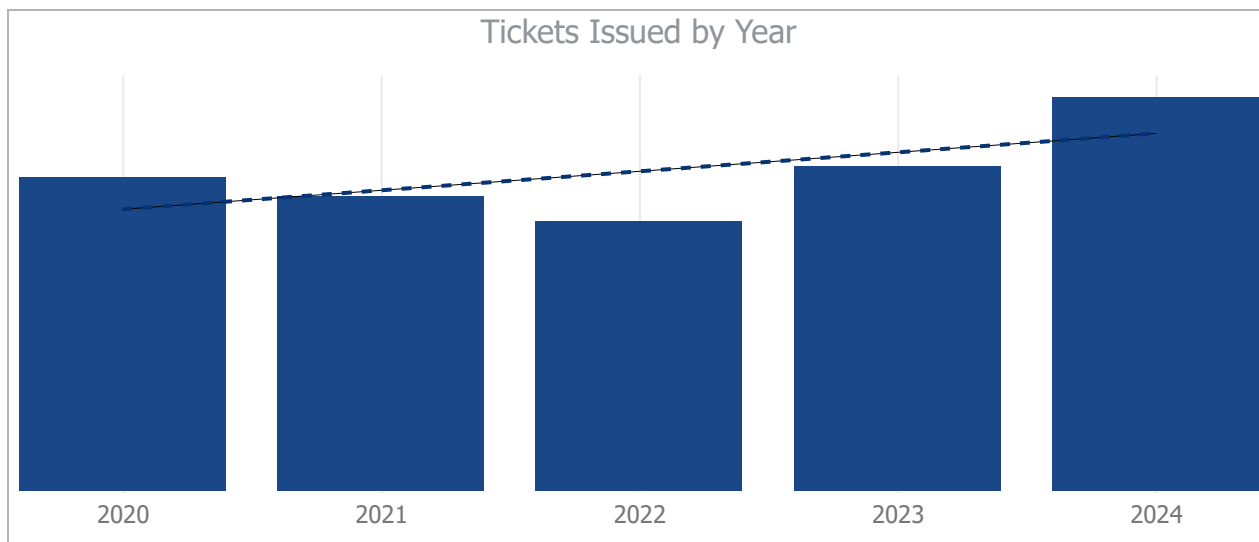
2021-22

20.4%

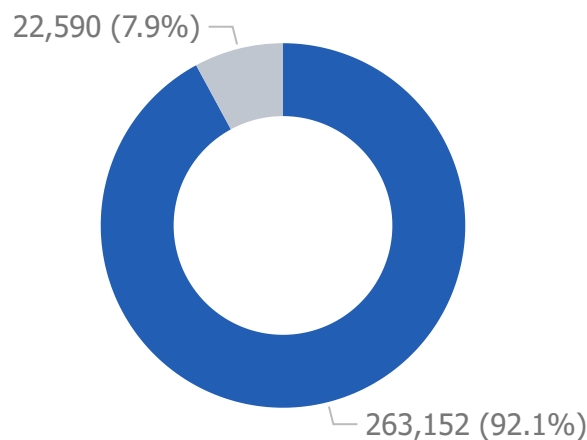
2022-23

21.5%

2023-24



2024 Tickets Issued by Type



● Prov Offence Notice - Part I (Pot) ● Prov Offence Summons Part Iii Form 104

Table Source: ASR-ENF-TBL-002

Tickets

2024 Divisional Comparison

Unit	Speeding	Aggressive Driving	Distracted Driving	Other HTA	All CAIA	Total Tickets Issued
EFC	38,675	29,878	5,510	36,860	10,899	121,822
D13	1,306	2,991	546	2,830	941	8,614
D32	3,903	3,886	688	5,273	1,525	15,275
D33	4,085	3,022	672	3,674	1,024	12,477
D41	4,593	4,631	762	5,313	1,291	16,590
D42	8,787	3,166	341	5,802	1,737	19,833
D43	2,826	5,045	354	5,220	1,459	14,904
D53	5,958	3,346	724	3,913	1,269	15,210
D55	7,217	3,791	1,423	4,835	1,653	18,919
WFC	22,188	37,977	7,160	46,062	11,368	124,755
D11	3,406	3,365	594	4,290	1,454	13,109
D12	2,210	4,125	320	5,035	1,465	13,155
D14	843	8,293	1,322	8,965	1,946	21,369
D22	5,591	2,882	720	5,677	1,816	16,686
D23	4,878	3,630	763	4,904	1,517	15,692
D31	2,155	2,456	559	2,227	727	8,124
D51	2,619	5,500	1,198	9,820	1,570	20,707
D52	486	7,726	1,684	5,144	873	15,913
NSA	14,235	5,967	2,809	13,447	2,707	39,165
NSA	14,235	5,967	2,809	13,447	2,707	39,165
Total	75,098	73,822	15,479	96,369	24,974	285,742

Table Source: ASR-ENF-TBL-002

EFC = East Field Command

WFC = West Field Command

NSA = No Specified Address

Regulated Interactions

Regulated Interactions

Reporting Requirements	2020	2021	2022	2023	2024
Number of attempted collections	4	0	1	0	0
Number of attempted collections - Identifying information collected	3	0	0	0	0
Number of individuals from whom identifying information was collected	3	0	0	0	0
Number of times the individual was not informed he/she was not required to provide identifying information to the officer, because informing the individual:might compromise the safety of an individual	1	0	0	0	0
Number of times the individual was not informed of the reason for the attempted collection because informing the individual:might compromise the safety of an individual	0	0	0	0	0
Number of times the individual was not informed of the reason for the attempted collection because informing the individual:would likely compromise an ongoing police investigation	0	0	0	0	0
Number of times the individual was not informed of the reason for the attempted collection because informing the individual:might allow a confidential informant to be identified	0	0	0	0	0
Number of times the individual was not informed of the reason for the attempted collection because informing the individual:might disclose the identity of a person contrary to law	0	0	0	0	0
Number of times an individual was not given a document because the individual did not indicate they wanted it	2	0	0	0	0
The number of times a police officer chose not to give an individual a Receipt and the reason(s) for making the choice	0	0	0	0	0
The number of times the individual was not offered/given a document, because to do so:might compromise the safety of an individual	0	0	0	0	0
The number of times the individual was not offered/given a document, because to do so:might delay the officer from responding to another matter that should be responded to immediately	0	0	0	0	0
A statement as to whether the collections were attempted disproportionately from individuals within a group, based on the sex, age, racialized group, or a combination of groups and if so, any additional information the Chief considers relevant to explain the disproportionate attempted collections	0	0	0	0	0
The number of determinations made by the Chief entries of identifying information entered into the database:did not comply with section 5	0	0	0	0	0
The number of determinations made by the Chief entries of identifying information entered into the database:did not comply with clause 9(4)(a)	0	0	0	0	0
The number of determinations made by the Chief entries of identifying information entered into the database:complied with section 5 and clause 9(4)(a)	0	0	0	0	0
The number of determinations made by the Chief (upon detailed review of a random sampling of entries of identifying information entered into the database) that:section 5 was not complied with	0	0	0	0	0
The number of determinations made by the Chief (upon detailed review of a random sampling of entries of identifying information entered into the database) that:section 6 was not complied with	0	0	0	0	0
The number of determinations made by the Chief (upon detailed review of a random sampling of entries of identifying information entered into the database) that:section 7 was not complied with	0	0	0	0	0
The number of times members of the police service were permitted under subsection 10 (10) to access identifying information to which access must be restricted.	0	0	0	1	5
The number of complaints resulting from or related to Regulated Interactions, along with their status or outcome.	0	0	0	0	0
The results of any audit conducted under procedures enacted pursuant to this policy.	0	0	0	0	0

Table Source: ASR-RI-TBL-001

Administrative

Administrative (Community Partnerships & Engagement Unit)

Category	2020	2021	2022	2023	2024
Community Events	13	123	295	351	367
Asian Heritage Month	0	0	22	22	12
Black History Month	9	5	30	33	20
Caribbean Festival Celebrations	0	0	26	31	30
Khalsa Day	3	0	20	17	11
National Aboriginal Celebrations	0	1	26	20	8
Other cultural events	0	117	150	200	248
Pride Month Celebrations	1	0	21	28	38
Crime Prevention Activities	9,123	10,451	24,341	34,006	42,005
Crime Prevention materials/pamphlets/fact sheets distributed	8,763	10,196	23,498	33,397	41,346
Crime Prevention Through Environmental Design (CPTED) and community safety audits conducted	349	241	780	593	625
Parades attended by guest speakers in relation to Crime Prevention/Victim Support Information	11	14	63	16	34
Lectures/Presentations	2,140	1,249	1,899	2,464	3,860
Child abuse/child protection Lectures/presentations (includes internet safety)	208	15	27	137	206
Elder abuse and Senior safety Lectures/presentations	42	67	107	95	208
Lectures/presentations given regarding family/relationship violence	14	12	20	15	81
Personal Safety Crime prevention lectures/presentations	155	180	553	284	474
Police Officer lectures/presentations (platoons, divisions, or units)	236	272	176	183	279
Presentations to community members, organizations, agencies or groups	125	265	401	700	1,152
School lectures / presentations	956	124	232	473	645
Total number of lectures/presentations given on crime prevention topics	404	314	383	577	815
Meetings	1,132	1,095	1,368	1,462	2,051
Community meetings (excluding CPLC and CPCC)	1,074	971	1,173	1,320	1,916
Divisional Community Police Liaison Committee Meetings	58	124	195	142	135
Victim Support Activities	9,331	9,700	10,761	6,237	7,530
Break and Enter Victim letters mailed out by the Unit Commander	1,592	1,575	1,809	1,456	957
Total calls received by the CRO and CPO from Crime Victims	7,626	7,960	8,800	4,619	6,371
Total parades attended by CRO/CPO to provide updates on Crime Prevention/Victim Support Information	113	165	152	162	202
Total	21,739	22,618	38,664	44,520	55,813

Community Events: Events related to major cultural occasions planned, coordinated, assisted or attended.

Table Source: ASR-AD-TBL-001

Victim Services Toronto Referrals

Subtype	2020	2021	2022	2023	2024
Domestic Related	9,830	12,637	10,638	8,099	9,163
On Scene	10,998	107	217	2,798	3,118
Telephone Assisted	22,414	67,046	52,417	23,979	34,672
Total Incidents	9,110	9,094	9,339	8,131	8,060

Based on fiscal reporting year (April 1 - March 31)
One incident can include one victim or many victims

Industrial Liaison

Subtype	2020	2021	2022	2023	2024
Labour dispute attended	12	15	26	27	22
Potential dispute contacts	2	3	2	3	7

Count of events refer to only those responded to or attended by the
Emergency Management & Public Order Unit.

Crime Stoppers

Subtype	2020	2021	2022	2023	2024
Arrests	67	105	201	106	97
Charges Laid	250	141	276	720	480

Administrative

Fleet

Subtype	2020	2021	2022	2023	2024
Cars	1,500	1,526	1,533	1,580	1,580
Bicycles	420	416	418	426	426
Support Vehicles	137	129	128	129	129
Other	55	56	56	57	57
Motorcycles	40	35	35	35	35
Horses	24	24	24	24	25
Boats	19	19	19	19	19
Total	2,195	2,205	2,213	2,270	2,271

Excludes leased vehicles.

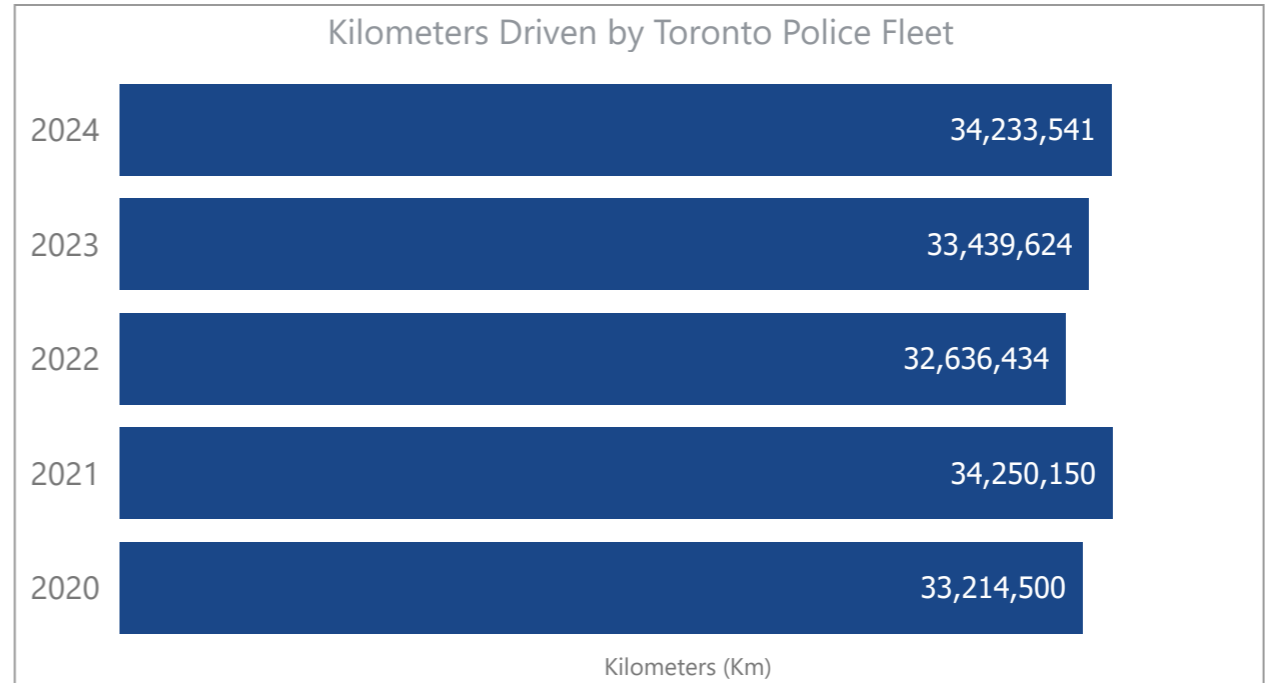


Table Source: ASR-AD-TBL-001

Appendix

Appendix A: Glossary of Terms

% Change:

The percentage increase or decrease in reported or occurred crime compared to the previous year.

% Clear:

The percentage of offences reported in a given year which have been cleared.

Adult:

A person who is 18 years of age or older.

Appropriation:

The percentage of gross operating budget expenditures by various Command level.

Arrest:

Taking a person into custody for the purpose of holding or detaining the person in relation to a service offence or criminal matter. A peace officer may arrest any person who has committed an indictable offence, or a person the officer believes on reasonable grounds has committed or is about to commit an indictable offence.

Calls for Service:

Incidents generated from both emergency and non-emergency calls where a police response is required. Each call for service is assigned an event number and entered into the TPS Computer-Aided Dispatch (CAD) system.

Calls for Service Attended:

Subset of calls for service where police unit(s) were dispatched and physically attended the scene.

C.D.S.A.:

Violations under the Controlled Drugs and Substances Act. An Act respecting the control of certain drugs, their precursors and other substances.

Charge:

An accusation that someone committed a crime that must be proven in court, a charge is directed towards an individual and drawn from a statute.

Cleared:

An offence can be considered cleared when a charge is laid, recommended or the person(s) who committed the offence has been identified and no charge has been laid for some reason.

Compulsory Automobile Insurance Act (CAIA):

The CAIA outlines requirements and regulations for an operator of a motor vehicle to carry an "insurance card" to prove that they are insured under a contract of automobile insurance.

Crimes Against the Person:

Crimes involving aggressive action (with the intent to do harm) or threat of such action by one person against another.

Crimes Against Property:

Unlawful acts with respect to property but which do not involve the use or threat of violence against an individual.

Crime Gun:

The National Weapons Enforcement Support Team (NWEST) defines a crime gun as “any firearm that is illegally possessed, used in crime or suspected to have been used in a crime, or has an obliterated serial number.”

E.F.C.:

East Field Command (includes Divisions: D13, D32, D33, D41, D42, D43, D53, D54/D55).

Emergency Calls:

Calls made to 9-1-1 that require immediate Police, Fire, or Ambulance response. These are received and triaged by TPS as the Primary Public Safety Answering Point (PSAP).

Fail to Remain Collisions:

These collisions occur when an individual involved in a Motor Vehicle Collision (MVC) fails to stop and provide their information at the scene of a collision.

Fatal Collisions:

These collisions occur when an individual’s injuries from a MVC result in a fatality within 30 days. Please note this category excludes:

- (i) Occurrences on private property
- (ii) Occurrences related to sudden death prior to collision (suicide or medical episode)
- (iii) Occurrences where the individual has died more than 30 days after the collision

Feature:

The categorized groups of expenditure types.

Hate Crimes:

All verified Hate Crime occurrences investigated by the Hate Crime Unit by reported date.

Highway Traffic Act (HTA):

The HTA is a provincial legislation that, amongst other things, regulates the classification of traffic offences. It applies to “highways,” which include a common or public highway, street, driveway, bridge, viaduct etc., any part of which is intended for use by the general public for the passage of vehicles.

Intimate Partner and Family Violence:

The occurrences which have been noted with a flag for intimate partner or family violence.

L.E.C.A.:

As of April 1, 2024, the Office of the Independent Police Review Director (OIPRD) was renamed the Law Enforcement Complaints Agency (LECA) under the Community Safety and Policing Act, 2019. Law Enforcement Complaints Agency (LECA) is responsible for receiving, managing and overseeing public complaints about misconduct of the following:

- (i) All municipal, regional, and provincial (OPP) police officers;
- (ii) Special Constables employed by the Niagara Parks Commission;
- (iii) Peace Officers in the Legislative Protective Service; and
- (iv) First Nations police officers if the police service opts into the Community Safety and Policing Act (CSPA).

As an independent civilian oversight agency, LECA ensures all public complaints against the police are dealt with in a manner that is transparent, effective and fair.

Level 3 Search:

A search that includes the removal of some or all of a person's clothing and a visual inspection of the body. More specifically, a Level 3 search involves removal of clothing that fully exposes the undergarments or an area of the body normally covered by undergarments (genitalia, buttocks, women's breasts).

NOTE: The mere fact that portions of a person's body normally covered by undergarments are exposed because of the way the person was dressed when taken into custody does not constitute a Level 3 search, if the removal of such clothing was not caused by the police (e.g. the arrest of a naked person does not constitute a Level 3 search).

Level 4 Search:

A body cavity search. For the purpose of this document, a Level 4 search means a search of the rectum and/or vagina. A Level 4 search is only conducted by a qualified medical practitioner at a medical facility.

Non-Emergency Calls:

Calls made to Toronto Police non-emergency line (e.g.416-808-2222) for situations that do not require immediate response, such as an incident that has no risk to life/loss of property or to file a police report.

N.S.A:

Not Specified Area. Generally these relate to offences that have been reported to the Service, but which occurred outside Toronto or at an undetermined location.

Occurred:

Number of offences occurred.

Offence:

A violation against any federal, provincial, or municipal statute/by-law.

Other Criminal Code Violations:

Non-traffic Criminal Code violations that are classified as neither violent nor property violations. Examples include Gaming and Betting, Offensive Weapons, and other Criminal Code offences such as Failure to Comply with Conditions or Probation Orders.

Other Federal Statute Violations:

Violations under all other federal statutes.

Personal Injury Collisions:

These collisions occur when an individual involved in a MVC suffers personal injuries.

Property Damage Collisions:

These collisions occur when an individual's property has been damaged in a MVC or the value of damages is less than \$2,000 for all involved parties.

Rate:

Number of crimes per 100,000 population.

Reported:

Number of offences reported to police.

Total Calls Received:

The combined number of emergency and non-emergency calls received and handled by TPS Communications.

W.F.C.:

West Field Command (includes Divisions: D11, D12, D14, D22, D23, D31, D51, D52).

Appendix B: Firearms Classification Definitions

Ammunition:

A cartridge containing a projectile designed to be discharged from a firearm and, without restricting the generality of the foregoing, includes a caseless cartridge and a shot shell. (Source: Criminal Code of Canada S.84)

Antique Firearm:

- (a) Any firearm manufactured before 1898 that was not designed to discharge rim-fire or centre-fire ammunition and that has not been re-designed to discharge such ammunition or
- (b) Any firearm that is prescribed to be an antique firearm. (Source: Criminal Code of Canada S.84)

Automatic Firearm:

A firearm that is capable of, or assembled or designed and manufactured with the capability of, discharging projectiles in rapid succession during one pressure of the trigger. (Source: Criminal Code of Canada S.84)

Deemed Non-Firearm:

Firearms that do not fall within any of these other classes, including: pellet guns, BB guns, toy guns, and replica firearms. (Source: Criminal Code of Canada S.84)

Handgun:

A firearm that is designed, altered, or intended to be aimed and fired by the action of one hand, whether or not it has been redesigned or subsequently altered to be aimed and fired by the action of both hands. (Source: Criminal Code of Canada S.84)

Imitation Firearm:

Anything that imitates a firearm, including a replica firearm.

Non-Restricted:

Not a defined term in the Criminal Code, it covers all the guns not otherwise prohibited or restricted, including hunting and sporting guns (rifles and shotguns). (Source: Toronto Police Service Gun and Gang Unit)

Prescribed:

Prescribed by regulations. (Source: Criminal Code of Canada S.84)

Prohibited Ammunition

Ammunition, or a projectile of any kind, that is prescribed to be prohibited ammunition. (Source: Criminal Code of Canada S.84)

Prohibited Firearm

- (a) A handgun that,
 - (i) has a barrel equal to or less than 105 mm (approx. 5 7/8") in length, or
 - (ii) is designed or adapted to discharge a 25 or 32 calibre cartridge, but does not include any such handgun that is prescribed, where the handgun is for use in international sporting competitions governed by the rules of the International Shooting Union,

- (b) A firearm that is adapted from a rifle or shotgun, whether by sawing, cutting or any other alteration, and that, as so adapted,
 - (i) is less than 660 mm in length (26 inches), or
 - (ii) is 660 mm (26 inches) or greater in length and has a barrel less than 457 mm (18 inches) in length,
 - (c) An automatic firearm, whether or not it has been altered to discharge only one projectile with one pressure of the trigger, or
 - (d) Any firearm that is prescribed to be a prohibited firearm by Parliament.
- (Source: Criminal Code of Canada S.84)

This classification would include but not be limited to sawed-off shotguns and fully automatic sub-machine guns.

Prohibited Weapon:

- (a) A knife that has a blade that opens automatically by gravity or centrifugal force or by hand pressure applied to a button, spring or other device in or attached to the handle of the knife [flick knife or switchblade], or
- (b) any weapon, other than a firearm, that is prescribed to be a prohibited weapon by Parliament; The key prohibited weapons (this list is not exhaustive) are:
 - (1) Tear gas, mace, or other gas designed to injure, immobilize, or otherwise incapacitate a person;
 - (2) Liquid, spray or powder or other substance capable of injuring, immobilizing, or otherwise incapacitating a person;
 - (3) Nunchaku, Shuriken, Manrikigusari (these items are described in the regulations);
 - (4) Finger ring (which is capable of projecting a blade);
 - (5) Cattle-prod or hand-held Taser;
 - (6) One-handed or short (under 500 mm) cross-bow (whether designed or modified);
 - (7) Constant companion – blade concealed in belt buckle;
 - (8) Push dagger – blade is perpendicular to the handle [looks like an old fashioned corkscrew];
 - (9) "Knife comb" or similar device (under 30 cm);
 - (10) Spiked wristband;
 - (11) Blowgun;
 - (12) Spring-loaded Asp (telescoping baton);
 - (13) Morning Star: A spiked metal ball at the end of a stick;
 - (14) Brass knuckles (Source: Criminal Code of Canada S.84).

Replica Firearm:

Any device that is designed or intended to exactly resemble, or to resemble with near precision, a firearm, and that itself is not a firearm, but does not include any such device that is designed or intended to exactly resemble, or to resemble with near precision, an antique firearm.

Restricted Firearm:

- (a) Any handgun that is not a prohibited firearm,
- (b) A firearm that:
 - (i) is not a prohibited firearm,
 - (ii) has a barrel less than 470 mm (approx 18 1/2"), and
 - (iii) is capable of discharging centre-fire ammunition in a semi-automatic manner,

(c) A firearm that is designed or adapted to be fired when reduced to a length of less than 660 mm by folding, telescoping, or otherwise, or

(d) A firearm of any other kind that is prescribed to be a restricted weapon. (Source: Criminal Code of Canada S.84)

This classification would include, but not be limited to, a Glock 22 pistol, Smith and Wesson 44 Magnum revolver with a 204 mm (8") barrel.

Unknown:

Through an exhaustive investigation and research, the firearm cannot be identified. (Source: Toronto Police Service Gun and Gang Unit)

For the purposes of Sections 91 to 95, 99 to 101, 103 to 107 and 117.03 of the Criminal Code of Canada and the provisions of the Firearms Act, the following weapons are deemed not to be firearms:

(a) any antique firearm

(i) designed exclusively for signalling, for notifying of distress, for firing blank cartridges or for firing stud cartridges, explosive-driven rivets or other industrial projectiles, and

(ii) intended by the person in possession of it to be used exclusively for the purpose for which it is designed;

(b) any shooting device that is:

(i) designed exclusively for the slaughtering of domestic animals, the tranquillizing of animals or the discharging of projectiles with lines attached to them, and "

(ii) intended by the person in possession of it to be used exclusively for the purpose for which it is designed;

(c) any other barrelled weapon, where it is proved that the weapon is not designed or adapted to discharge:

(i) a shot, bullet, or other projectile at a muzzle velocity exceeding 152.4 m per second or at a muzzle energy exceeding 5.7 Joules, or

(ii) a shot, bullet, or other projectile that is designed or adapted to attain a velocity exceeding 152.4 m per second or an energy exceeding 5.7 joules.

Notwithstanding subsection (3), an antique firearm is a firearm for the purposes of regulations made under paragraph 117(h) of the Firearms Act and subsection 86(2) of this Act. (Source: Criminal Code of Canada S.84)



4. Formal Apologies Policy



PUBLIC REPORT

May 8, 2025

To: Chair and Members
Toronto Police Service Board

From: Dubi Kanengisser
Executive Director

Subject: **Formal Apologies Policy**

Purpose: Information Purposes Only Seeking Decision

Recommendation(s):

This report recommends that the Board approve the proposed Formal Apologies Policy attached as Appendix A.

Financial Implications:

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

Summary:

At its meeting of August 18, 2020, the Toronto Police Services Board approved 81 recommendations for police reform that were contained in a report by Chair Jim Hart, titled "Police Reform in Toronto: Systemic Racism, Alternative Community Safety and Crisis Response Models and Building New Confidence in Public Safety." Recommendation 68 in the report directed the Executive Director to develop a policy for the provision of apologies, expressions of regret and recognitions of loss. This report presents a proposed policy responsive to this recommendation for the Board's consideration. The proposed policy establishes a process designed to ensure that when an apology is made, it has the desired impact and serves to build trust between the Toronto Police Service (the Service) and the community.

Discussion:

Background

At its meeting of August 18, 2020, the Toronto Police Services Board approved 81 recommendations for police reform that were contained in a report by Chair Jim Hart, 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. As of this writing, 89% of recommendations were completed. The majority of the remaining nine recommendations represent directions for the development of policies which are in various stages of development.

Recommendation 68 directed the Executive Director to, “in consultation with the Chief of Police and other stakeholders, develop a new policy for the provision of apologies, expressions of regret and recognitions of loss, mindful of legal and other considerations.”

Proposed Formal Apologies Policy

The proposed Formal Apologies Policy, attached as Appendix A, establishes a process for the Board and/or the Chief to ensure that when a formal apology is made, it is done in consultation with the aggrieved community. This process will help ensure that formal apologies carry the desired impact, and serve to build trust between the Service and the communities of Toronto.

Policy Development and Rationale

An apology, when made sincerely and appropriately, is an important tool for building and re-building trust, offering a measure of closure for impacted individuals and communities, and starting out on a journey of collaboration. In contrast, where an apology fails to be perceived as genuine or sincere, it risks creating even greater barriers that make any future progress harder to attain. These opportunities and risks guided the Board Office in the development of the proposed Policy.

The development of the Formal Apologies Policy presented a number of challenges. A jurisdictional scan did not identify any relevant models for a policy, although we were able to study examples of successful and unsuccessful apologies. In addition, concerns were raised that apologies could pose a liability risk for the Board. Our scan confirmed that for an apology to have the desired impact, it must be sincere, not forced, and in consultation with the aggrieved community.

In light of these considerations, the proposed Policy stays away from any direction with regards to when or how to make the decision to extend an apology. While the Policy does offer some helpful guiding considerations for the Board and Chief to employ when contemplating a formal apology, these are not intended to restrict the discretion of the Board or the Chief to make the decision.

Instead, the proposed Policy focuses on the process that should be undertaken once a decision to offer an apology was made by either the Board or the Chief.

Process for Extending a Formal Apology

Any formal apology by either the Board or the Chief must be made in consultation with the other, and consideration should be given to the appropriateness of making a joint formal apology.

Formal apologies must be extended in consultation with the aggrieved communities or parties. Where a formal apology is made to an individual, the proposed Policy requires the Board or the Chief to consult with the individual to ensure that the apology is made in a manner that is respectful of their input and feedback.

In advance of making a formal apology to a community to address a historic or systemic wrong, the Board or the Chief must strike an Advisory group composed of community members, who will be able to advise on the historical context, matters of cultural significance, and other important information that will help the apology be experienced as respectful and meaningful by the community.

Legal Liability

In line with the *Apologies Act, 2009*, the proposed Policy establishes that any apology made by the Board or the Chief should not be treated as an admission of legal liability or fault of the Board, the Chief, the Service, or any other person.

Equity Analysis

The proposed Formal Apologies Policy is expected to have a positive equity impact, as it will assist the Board and the Chief to effectively engage with marginalized, equity-deserving communities, and build the trust necessary to establish long-term and productive relationships that can lead to improved and equitable service provision.

Conclusion:

It is therefore recommended that the Board approve the attached draft Formal Apologies Policy.

Respectfully submitted,

Dubi Kanengisser
Executive Director

Attachments:

Appendix A: Draft Apologies Policy



TORONTO POLICE SERVICE BOARD POLICY

FORMAL APOLOGIES

APPROVED		
DATE(S) AMENDED		
REPORTING REQUIREMENT		
LEGISLATION	Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1. Apology Act, 2009, S.O. 2009, c.3.	

Background

The Board recognizes that policing can have a significant impact on individuals and communities and that those impacts may affect the trust that individuals and communities have in police. The Board also acknowledges that there are circumstances where a formal apology is an important step towards rebuilding trust and confidence in policing.

A decision to make a Formal Apology requires the careful balancing of a number of interests and factors that fall within the sole discretion of the Toronto Police Service Board (the Board) and/or the Chief of Police (the Chief).

For the purposes of this policy, a Formal Apology is any of the following made on behalf of the Board, the Chief and/or the Toronto Police Service (the Service): A public expression of sympathy or regret, a public statement that they are sorry, or any other public words, statements or actions indicating contrition or commiseration. A Formal Apology is not an admission of legal fault or liability.

Guiding Principles

This policy is intended to guide the Board and Chief of Police in the development and delivery of a Formal Apology, once the decision to issue one has been made. It does not restrict their discretion, but provides a framework to ensure that Formal Apologies are meaningful and constructive.

When considering a Formal Apology to a community, the Board or Chief is encouraged to assess whether past policies or systemic practices have impacted a community, and whether they are positioned and able to address the root causes of the impact, in



TORONTO POLICE SERVICE BOARD POLICY

consultation with the affected community. They are also encouraged to consider whether an apology would help rebuild trust and restore dignity among those impacted.

In cases involving impacts on individuals, including deceased persons whose families are impacted, the Board or Chief is encouraged to consider whether a Formal Apology would contribute to healing, restore dignity, and strengthen trust between the Service and the broader community.

Policy of the Board

It is the policy of the Board that:

Making a Formal Apology

1. Any decision by the Board to make a Formal Apology on behalf of the Board, will be made in consultation with the Chief. Any decision of the Chief to make a Formal Apology on behalf of the Toronto Police Service will be made in consultation with the Board.
2. Such consultation will include discussions regarding whether the Formal Apology should be made jointly by the Board and the Chief.

Consultation Process

3. When a Formal Apology is made to a community to address historical or systemic impacts of policing:
 - a. The Board and/or Chief, as the case may be, will ensure that the impacted community is consulted in advance of the Formal Apology. For that purpose, the Board or Chief will:
 - i. Strike an Apology Advisory Group composed of members of the impacted community members who represent a cross-section of the impacted community and other stakeholders, and who can provide advice regarding historical context, matters of cultural significance, and important information necessary to developing a Formal Apology; and



TORONTO POLICE SERVICE BOARD POLICY

- ii. Develop a consultation and engagement plan with the Apology Advisory Group that provides for participation of internal and external stakeholders, as well as key partners.
 - b. The Board and/or Chief, as the case may be, will consider the advice of the Apology Advisory Group, as well as the consultation and engagement received, to ensure that the Apology takes place in a manner and at a location that is respectful and considerate of the impacted community.
4. When a Formal Apology is made to an individual:
 - a. The Board and/or Chief, as the case may be, will ensure that the recipient of the Apology, or their family, where the individual is deceased, is advised in advance of a Formal Apology;
 - b. The Board and/or Chief, as the case may be, will consult with the impacted individual, or their family, to ensure that the Formal Apology takes place in a manner and at a location that is respectful and considerate of the individual recipient; and
 - c. The Formal Apology shall take into consideration the impact on all criminal, regulatory, disciplinary, quasi-criminal, civil, or commission of inquiry proceedings with respect to the fact or situation that led to the Formal Apology, and whether the matters have concluded.

Miscellaneous

5. Nothing in this policy should be interpreted as applying to private expressions of sympathy or regret by the Board and/or the Chief.
6. A spontaneous good faith public or private utterance made by the Board, a Board Member, the Chief, or Service Member, does not constitute a Formal Apology for the purposes of this Policy.
7. Any private or public apology made on behalf of the Board, Chief, or Service under this policy or otherwise is made pursuant to the *Apologies Act*, 2009, c. 3 and should not be treated as an admission of legal liability or fault of the Board, Chief, Service or any other person.



5. 2024 Occupational Health and Safety Update and Member Wellbeing Strategy Annual Report



PUBLIC REPORT

May 12, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: **Annual Report: Occupational Health & Safety Update and Member Wellbeing Strategy Update for January 1, 2024 to December 31, 2024**

Purpose: Information Purposes Only Seeking Decision

Recommendation:

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

Financial Implications:

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

Summary:

The purpose of this report is to provide the Board with an overview of matters relating to

occupational health, safety and wellbeing for the 2024 calendar year including a summary of the implementation of the Service's Member Wellbeing Strategy.

Discussion:

Background

At its meeting on January 24, 2005, the Board received an update on occupational health and safety matters relating to the Toronto Police Service (Service) (Min. No. C9/05 refers). Following consideration of the report, the Board requested the Chief of Police to provide regular updates on matters relating to occupational health and safety. In 2021, the Board approved a multi-year wellbeing strategy, and this report is also intended to provide updates on its implementation.

Annual Accident and Injury Statistics

Injured on Duty (I.O.D.) reports are classified according to the incident type. Appendix A contains graphs and charts that summarize the I.O.D. reports received by the Wellness Unit between January 1 and December 31, 2024.

From January 1 to December 31, 2024, there were 781 reported workplace accidents/incidents involving Service members, of which 471 were for lost time and 310 were for health care only, provided by a medical professional. These incidents were reported as claims to the Workplace Safety and Insurance Board (W.S.I.B.). The volume of reported incidents is higher than the prior year, but is not notable to identify trending.

During this same period, 46 recurrences of previously approved W.S.I.B. claims were reported. Recurrences can include, but are not limited to ongoing treatment, re-injury, and medical follow-ups, ranging from specialist appointments to surgery.

The top three incident categories are:

1. Assaults: 194 reported incidents
2. Emotional/Psychological: 114 reported incidents
3. Slip, Trip & Fall: 108 reported incidents

The highest category of incidents during the reporting period of January 1 to December 31, 2024, is the "Assaults" category, which is consistent with the pre-pandemic annual trend. Assaults by arrested parties, suspects, or members of the public typically form one of the largest categories of I.O.D. reports. A significant portion of training received by police officers is designed to mitigate the risk of these types of injuries. Additionally, in the past year, the Board, the Service and the Toronto Police Association (T.P.A.) have made deliberate efforts to raise awareness to this hazard publicly.

Emotional/Psychological incidents remain high but consistent with the previous year. These incidents are related to the psychologically demanding nature of police work, the

presumptive legislation for First Responders in the Workplace Safety and Insurance Act (W.S.I.A), as well as evidence of decreased stigma around reporting emotional/psychological incidents.

“Slip, Trip & Fall” injuries make up the 3rd largest category of work-related injuries for 2024 and are consistent with reported incidents in the prior year. These types of injuries are often more prevalent by number in the winter months, with the majority occurring in the first quarter of the year. While some can be the result of purely accidental situations – slips, trips and falls commonly occur during the foot pursuit and apprehension of suspects.

There was a notable increase in injuries as a result of Motor Vehicle Incidents in 2024, 70 versus 36 in 2023. There were no noted trends to remark on from a wellness perspective.

Critical Injuries

Under Ontario’s occupational health and safety regulatory framework, employers have the duty to report all critical injuries and fatalities that occur in the workplace to the Ministry of Labour, Training, and Skills Development (M.L.T.S.D.) pursuant to Section 51 of the Occupational Health and Safety Act (O.H.S.A.) and Ontario Regulation 420/21.

A critical injury is defined as an injury of a serious nature that:

- (a) places life in jeopardy,
- (b) produces unconsciousness,
- (c) results in substantial loss of blood,
- (d) involves the fracture of a leg or arm but not a finger or toe,
- (e) involves the amputation of a leg, arm, hand or foot but not a finger or toe,
- (f) consists of burns to a major portion of the body, or
- (g) causes the loss of sight in an eye.

During 2024, there were four critical injury incidents reported to the M.L.T.S.D. The incidents included fractures as defined in the criteria above. The root causes of these injuries were in the Assault, Slip/Trip/Fall, Training/Simulation and Struck/Caught/Contact categories. In comparison, during 2023 there were three critical injury incidents reported to M.L.T.S.D. No trends were identified which suggested links with respect to causal factors or year over year trending.

For each critical injury incident, an investigation is conducted by the Service, independent of the M.L.T.S.D. investigation, involving both the injured member’s local Joint Health and Safety Committee and the Service’s Wellness Unit. In each case, root causes are sought, and recommendations are made, where applicable, to reduce the risk of similar incidents in the future.

Communicable Diseases

As part of the Communicable Disease Exposure Surveillance Program, members of the Wellness Unit reviewed reported exposures as identified in the table below. The majority of these exposures did not result in claim submissions to the W.S.I.B.

Cumulative Member Exposure to Communicable Diseases

Reported Exposures	Jan-Dec 2023	Jan-Dec 2024
Bed Bugs	17	20
Bodily Fluids	107	131
COVID-19	13	18
Hepatitis A, B, & C	2	3
HIV	2	9
Other, Miscellaneous	107	70
Tuberculosis	20	4
Varicella (Chickenpox)		2
Total	268	257

Examples of the types of exposures that fall into the category “Other, Miscellaneous” can include, but are not limited to ringworm, scabies, lice, pertussis (whooping cough), diphtheria, etc.

In the event that a member requires information or support regarding a communicable disease exposure, a medical professional from the Wellness Unit will contact the member to discuss potential risk, consider treatment options as required, and to ensure that the member is supported with respect to stress and psychological wellbeing.

Annual Injury and Accident Costs

As a Schedule 2 employer with the W.S.I.B., the Service paid \$1.2M in W.S.I.B. health care costs for civilian members and \$6.1M in W.S.I.B. health care costs for uniform members for the calendar year 2024, totalling \$7.3M. This figure excludes costs related to lost-time and W.S.I.B. administration. The following chart summarizes the W.S.I.B. health care costs for civilian and uniform members for the same period over the last two years.

W.S.I.B Cost	Jan-Dec 2023	Jan-Dec 2024
Uniform	\$ 6,966,948.65	\$ 6,105,119.39
Civilian	\$ 1,341,554.49	\$ 1,190,002.53
Total	\$ 8,308,503.14	\$ 7,295,121.92

While there is a decrease in costs compared to last year, these costs are subject to change year over year depending on the specific claim activity.

Over the past 3 years, the increases in Uniform Healthcare costs are largely attributed to the impacts of Supporting Ontario’s First Responders Act (passed in April 2016), and presumptive legislation for first responders diagnosed with Post Traumatic Stress Injuries (P.T.S.I.).

Since its implementation in 2016, the number and proportion of P.T.S.I. claims have increased steadily. As claims for P.T.S.I. and operational stress injuries tend to be more complex and typically take longer to resolve than physical injury claims, the associated costs for W.S.I.B. sponsored health care in these claims are also significant, and cumulative over time.

The total number of registered claims increased slightly in 2024, from 684 to 702, but the percentage of approved claims has decreased in the same period; in 2023 91.5% of claims were approved, whereas in 2024 88.5% of claims were approved. Overall, since 2021 there has been a 17.9% decrease in the total number of reported claims, a 19.6% decrease in the total number of approved claims, and a 22.8% decrease in the number of approved lost time claims specifically.

Mental stress claims, as a percentage of all approved claims, decreased by 12.1% over the period from 2021-2024. In 2024, mental stress claims accounted for 15.1% of all approved claims, which represents a decrease of 3.6% as compared to 2023. However, mental stress claims make up a significant proportion of active and ongoing claims for the Service. At the end of 2023, 91.6% of active claims were related to mental stress, whereas at the end of 2024, 85% of active claims were in the mental stress category, which is the lowest percentage since 2020. This is related to the proactive case management, health promotion and return to work efforts by the Service

Update on Member Wellbeing Programming & the Implementation of the Member Wellbeing Strategy

As was presented and discussed at the December 2020 (Min. No. P209/2020) and February 2021 (Min. No. P2021-0225-4.0) Board meetings, the Service and the Board committed to a Member Wellbeing Strategy that is focused on optimized operations and enabling and sustaining the high performance of members. It is also intended to foster a high performance culture of health, safety and wellbeing for Service members.

The strategy outlines nine core initiatives all enabled through data and technology and a multi-year action plan to realize key goals in improving Service members’ health, productivity and performance.

The following sections provide updates since the last report submitted in May 2024 (Min. No. **P2024-0531-17.0.**),

Offsite Health Hub

The Wellness Unit has completed the relocation of the second of two regionally based Wellness office locations, marking the completion of this initiative.

Wellness West opened as planned in December 2024 at the newly renovated office space within the Toronto Police College (T.P.C.). Wellness East, which launched in August 2023, operates from a leased office space in Scarborough.

Wellness Unit members are assigned to either Wellness East or West based on their regional portfolio. Those without a designated region including section leads, management, analytics, and central intake, work out of Wellness West, the larger of the two locations.

The Wellness Unit maintains a small presence at T.P.S. Headquarters, where Psychological Services remains in its existing office space. Internal corporate psychologists have access to assessment and meeting spaces at both the Wellness West and East locations that have been designed to ensure soundproofing and soft seating for a comfortable and confidential environment.

This relocation is in response to member feedback, and supports efforts to reduce stigma and provide safe, accessible spaces for members to seek support and information at convenient locations across the city, aligning with their needs, preferences, and schedules.

Embedded Teams

To improve the Member and Supervisor experience and normalize healthy self-care for members, the Wellness Unit has implemented a Regional Service Delivery Model bringing Wellness resources and multidisciplinary subject matter expertise closer to Service members in units and divisions across the Service.

Regional team members visit divisions and units to create awareness of Wellness services, share best practices on key topics related to health, safety and wellbeing, and are responsible for building relationships and becoming embedded trusted advisors to members and supervisors at the unit level.

In 2024 this Regional Service Delivery Model has continued to grow and develop, and feedback from members and supervisors support the ongoing presence of dedicated resources to support member health and wellbeing both proactively and responsively when the need arises.

Expanded Health Promotion Services

In alignment with a focus on health promotion and harm prevention, the Wellness Unit delivered a comprehensive Health Promotional Campaign in 2024. In 2024, 100% of the divisions received monthly visits by Regional Wellbeing Coordinators who delivered in-person education and engagement sessions. The health promotion materials were

developed by internal wellbeing subject matter experts and are based on evidence-informed research. The following 12 monthly topics were selected based on feedback from membership:

- January – Member Support
- February – Health Families
- March – Sleep Hygiene
- April – Managing Distress
- May – Substance Use
- June – Operational Stress Awareness
- July – Paramedical Benefits
- August – Nutrition
- September – Suicide Awareness
- October – Wellness Day
- November – Grief and Loss
- December – Mindfulness

The Wellbeing Coordinators completed 619 site visits to deliver health promotion materials and/or to hold open office hours within units and divisions.

The Wellness Unit delivered on an Addiction Strategy to target support and education around behavioural addictions and substance use issues. Behaviour addictions, are addictions that are non-substance related and can include: gambling, shopping, internet use, gaming, excessive exercise, etc. As part of the strategy, the Mental Health and Wellbeing Team provided members with information and resources to address addictions and launched an addictions event in May 2024 that was attended by over 200 members.

In October 2024, the Wellness Unit hosted the annual Wellness Day, sponsored by the T.P.S.B, the T.P.A, and the Senior Officers Organization (S.O.O.). The event was held at the T.P.C. and over 350 members attended the full day event focused on “Living Well.” This was the largest and most well attended Wellness Day so far, with resoundingly positive feedback by attendees. 94% of respondents said that they would recommend attending Wellness Day next year. 96% of respondents stated that it was an enjoyable way to spend the day (Appendix B).

The MindFit Pin program continues as an intentional health promotion initiative and has seen steady growth and participation since its inception. The MindFit Pin, modeled after the Ontario Fitness Pin program, is incentivized with four (4) lieu hours awarded to encourage member participation. Completing a session with a mental health professional was introduced in 2023 as a mandatory element of the program; the purpose of this change was to actively encourage and normalize members seeking preventative support from a mental health specialist. In 2024, participation increased by 50% over the previous year with a total of 527 completions compared to 352 the previous year.

The Wellness Unit continues to professionalize and diversify the way in which Wellness communicates with members on topics relating to mental health and wellbeing. The Wellness Unit and Corporate Communications reinforced their partnership through the release of regular “Wellness Wednesdays” updates to the Service through e-Updates. Additionally, member wellbeing information and resources have been amplified in all speaking opportunities, key Chief and Command updates, as well as intranet articles and bulletins. This communication approach is consistent with an active strategic goal of leading by example, seeking to reduce stigma, normalizing seeking help and self care.

In January 2024, the new Telus Health Employee and Family Assistance Program was launched. In addition to the counselling services previously provided, the service has expanded to include supports for:

- Financial consultation
- Nutritional consultation
- Health Coaching
- Legal consultation

The utilization rate increased from 6.35% (2023) to 9.44% (2024.)

System Navigator as intake for all Wellness Services

Launched in December 2022, the Wellness Central Intake Team, which was born from the COVID-19 Pandemic Support Team, provides a live-answer phone line operating Monday to Friday between the hours of 0700-1600 where members can inquire about Wellness processes and system navigation, request support or consultation, and begin the process of submitting an absence, injury claim or accommodation request. This team streamlines member access to information and supports creating an immediate and front-line response to member needs. The Wellness Central Intake team continues to be available to members who have questions or concerns regarding any illness or health concern, including but not limited to COVID-19 and other communicable diseases.

In 2024, the Wellness Central Intake Team received and assisted with over 3,500 inbound calls, an increase of approximately 40% from 2023. The majority of calls related to claims and accommodations, followed by general health inquiries, wellbeing, and safety matters.

Approximately eight percent of calls were received outside of business hours, indicating that the hotline’s operating hours are well-communicated and aligned with member needs.

Construct Integrated Health Teams

Based on the longer-term trend of steady cost increases in workplace injury and illness since 2016, the Service entered into a partnership in January 2022 with Risk Management Solutions (R.M.S.), a leader in providing employers with workers’ compensation and health and safety services in Canada (Min. No. P2021/1123-7

refers). The purpose of this partnership is to optimize claims management programming through early and safe return to work and ensure that workplace injury and illness claims are properly assessed and managed within the policy and legislation guidelines of the *W.S.I.A.* and associated *W.S.I.B.* Operational Policies.

The Wellness Unit's partnership with R.M.S. continues to develop, and in 2024 included a focus on the following opportunities:

- Focusing on ensuring that practical and objective information regarding member abilities is gathered from health care practitioners
- Developing a formal written job offer to document modified work opportunities for longer-term absences
- Improve ability to identify and advance return to work opportunities for members on longer-term absences
- Working with the *W.S.I.B.* to obtain objective restrictions for injured members
- Engaging *W.S.I.B.* Work Transition Services earlier for members with permanent restrictions

The Wellness Unit continues to collaborate with R.M.S. to identify areas and opportunities for improvement and to further streamline the member experience when their ability to perform their duties is impacted by injury or illness.

The Wellness Unit, continues to focus on a sector-specific Work Reintegration Project that aims to develop and implement a Service-housed and supported program that engages and enables injured or ill members to move toward recovery while remaining active at work. This will be achieved through in-house focused and monitored training programs as well as clearly defined modified duty programs, providing opportunities for members to contribute and remain part of the organization as they work towards functional recovery.

Early evidence of these efforts have been realized in a few targeted modified return to work programs. An example of this is in the creation of the Central Auto Intake Office (C.A.I.O) by the Hold-Up Squad. The C.A.I.O. is an intelligence tool, a customer service centric strategy, as well as a return to work program for officers who have been off for an extended period of time. This program has been of high value to member reintegration into the workplace, the Service and the public.

This work reintegration project is being studied by the Institute for Work and Health (I.W.H.) to ensure that the best and most current research and practices are considered in the development, testing and implementation of this program at the Service, and to help inform industry leading practice.

Develop an Ecosystem of Health and Wellbeing Supports

The Toronto Police Multifaith Chaplaincy Program was established in 1999 to provide spiritual support, emotional care and faith-based guidance to members of the Toronto Police Service both personally and professionally. Members of the

Toronto Police Multifaith Chaplaincy Program (16 Volunteer Chaplains) have ecclesiastical/religious certification and are members in good standing of a recognised religious organization.

In 2024, the Wellness Unit launched the first Toronto Police Service Internal Therapy Dog Program. To date, we have one internal therapy dog, Louis, who was deployed 42 times totaling 151 hours of member support. Louis has become an integral part of the Wellness Unit and a mascot of member support. The Service maintains a relationship with the St. John's Ambulance Therapy Dog program. This volunteer program actively supports units and divisions.

In 2024, the Psychological Services Team completed 439 sessions with members from identified "high-risk" units. The Psychological Health Program (P.H.P.) provides members from specific units, identified as high-risk based on duties and responsibilities, with an annual safeguarding session with a member of the Psychological Services Team.

As noted in the June 2023 update to the Board (Min. No. P2023-0622-13.0.), Wellness partnered with Mental Health Innovations (M.H.I.) to audit the existing Peer Support and Critical Incident Response Program and provided the Service with a 48-page report which included 11 action-oriented recommendations.

As noted in the May 2024 update to the Board (Min. No. P2024-0531-17.0.), M.H.I. was then engaged to rebuild and deploy a transformed Peer Support Program based on recommendations from the initial audit. A Peer Support Transformation Task Force has been created comprised of civilian and uniform members who are working with M.H.I. on end-to-end program development and delivery.

In alignment with the National Peer Support Standard and to better meet the needs of Toronto Police Service members, the Peer Support Program and Critical Incident Response Team (C.I.R.T.) have been unified into one program called: "The Peer Support Network."

The Peer Support Network combines features of Peer Support and Critical Incident Response into one seamless program. 160 new Peer Supporters will be recruited and trained with the goal of being "deployable" by October 2025.

Psychological Health and Safety

The Service has a long history of providing psychological health supports to members through many long-standing programs, including but not limited to: in-house corporate psychologists, critical incident response, peer support, access to mental health resources through our extended health benefit providers, and the chaplaincy program. The Member Wellbeing Strategy seeks to augment the Services' commitment to psychological health and safety, through the ongoing review and addition of best-in-class programming.

In 2024, all cadet classes received the "Chief's Wellbeing Program." The four (4) step program is delivered to cadets and new officers in their first 24 months of deployment; two (2) parts pre-deployment and two (2) parts post-deployment. The program content

has been developed into a CPKN course to ensure all materials are available on an as-needed basis to participants over the course of the 24-months.

To date as part of the Chief's Wellbeing Program, 677 cadets have received the Chief's in-person session; 677 have completed the Before Operational Stress (B.O.S.) training and 321 have met individually with the Wellbeing Coordinators.

B.O.S. program feedback is collected from each participating class (Appendix C).

In November 2024, the Chief's Wellbeing Program received a "high commendation" at the TELUS Health Wellbeing Awards, an awards program that "honours organizations that demonstrate outstanding commitment to employee wellness through innovative programs, supportive policies, and a culture that puts people first."

In 2024, members of the Wellness Unit spoke at four (4) national and international conferences about the Service's "Chief's Wellbeing Program."

Stakeholder Advisory Panel

This initiative has commenced as part of the Peer Support Transformation Project. In March 2024 invitations to participate in the Advisory Panel (referred to as the "Advisory Committee") were sent out. The Advisory Committee was developed with the goal of providing input and feedback to the Peer Support Transformation Task Force on the development and deployment of the new Peer Support Network. The Advisory Committee is comprised of 15 Service members of various ranks and roles including Senior Officers and a representative of the T.P.A.

Since its inception, the Advisory Committee and its three (3) subcommittees have met more than a dozen times, formally and informally, to support the progress of the Peer Support Transformation Project.

Additional engagement opportunities of the Advisory Committee will be evaluated in the future.

Enabled and Informed by Data and Technology

It is important to note that the investments in the Member Wellbeing Strategy represent complex transformative changes, and immediate impact to member wellness related metrics may not be immediately visible.

Key indicators of success include but are not limited to: increased engagement in health promotion initiatives, reduced stigma around illness and injury, increased participation in early, safe and sustained return to work, decrease in absence durations, and an increase in member awareness and accessibility of supports.

A significant amount of progress has been made in the development of dashboards and a measurement framework to report on unit performance, member engagement/experience, and compliance to statutory requirements and internal procedures. The foundation now exists enabling claims management data to be reconciled and analysed with other Service legacy systems data such as attendance reporting and employment history.

Summary level dashboards and ad hoc reports have been developed with key metrics from multiple systems.

However, further investment in digitization and technology is required to continue to augment our practices, strategize priorities, drive outcomes and reporting capabilities, and importantly, improve the member experience. The Wellness Unit, in partnership with the People & Culture pillar and Information Technology Services is exploring opportunities to invest in technology that will assist in further transformation and modernization.

Looking Ahead

The Member Wellbeing Strategy launched in 2020 as reported, has achieved many of the outlined deliverables and tactics as intended in the 3-5 year timeline. Next steps for this work is to refresh the Member Wellbeing Strategy with a revised focus and identified set of tactical priorities for the next 3-5 years.

The revised plan will seek to build on the existing framework and maintain key strategic themes and priorities around building trust and confidence amongst our membership, improving and increasing access to support when and where people need it the most, a dedicated focus on health promotion and harm prevention, building partnerships internally and externally to expand the ecosystem of support for our members, and a progressive, modern approach to ability management, stay at work and work reintegration programming.

In order to achieve this mandate, the Wellness Unit will be doing a comprehensive review of successes, opportunities, stakeholder feedback, including member and T.P.A. input, to build out the next iteration of our strategic and operational direction. Importantly, the Member Wellbeing Strategy will tie in to the broader objectives and goals of the Service's People Plan and Equity Strategy in order to continue the collective work towards a high performing healthy, safe and thriving workplace. It is anticipated that this strategy will be completed by the end of 2025 for presentation to the Board in early 2026.

Conclusion:

This report provides a 2024 annual review to the Board, on matters relating to occupational health, safety and wellbeing, including an update to the Service's Member Wellbeing Strategy. The Service's approach to member health, safety and wellbeing is intentionally heterogeneous and multi-faceted in recognition that the needs of our membership are individualized and diverse. The Service will be looking to develop an updated Member Wellbeing Strategy with a refreshed set of tactics and deliverables in 2025 to chart the Service's path to member health, safety and wellbeing for the next several years.

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

Reason for Confidential Information

This report includes a confidential attachment containing an update to the Board on matters relating to critical injuries for 2024 and contains member personal information.

Respectfully submitted,

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

Attachments:

Appendix A: Injured on Duty (I.O.D.) Reports

Appendix B: 2024 Wellness Day Attendee Feedback

Appendix C: Before Operational Stress (B.O.S.) Program Feedback

APPENDIX A

Injured on Duty (I.O.D.) reports are classified according to the incident type. Appendix A contains charts that summarize the I.O.D. reports received by the Wellness Unit between January 1 and December 31, 2024.

Injured on Duty Reports January to December 2024

Incident Type	Health Care	Lost Time	Jan-Dec 2024	Jan-Dec 2023
Animal Incident	11	10	21	13
Assaults	95	99	194	165
Bicycle Incident	4	2	6	8
Emotional/Psychological	5	109	114	115
Fire/Explosion	4	2	6	4
Harmful Substances/Environmental	37	10	47	43
Motor Vehicle Incident	22	48	70	36
Motorcycle Incident	1	2	3	4
Other (Consult w Safety)	9	9	18	15
Overexertion	24	50	74	50
Repetition	10	11	21	23
Slip/Trip/Fall	35	73	108	107
Struck/Caught/Contact	28	24	52	45
Training/Simulation Incident	25	22	47	66
Totals	310	471	781	694

APPENDIX B

Appendix B summarizes Wellness Day attendee feedback provided via QR code at the end of Wellness Day.

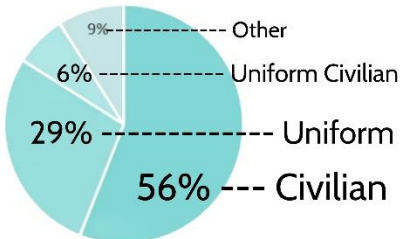
October 2024

WELLNESS DAY 2024 FEEDBACK SUMMARY



450+
attendees

96% of survey respondents said Wellness day was an enjoyable way to spend their day



94% of survey respondents said they would recommend to a colleague that they attend next year

Participants were asked to choose 3 words to describe Wellness Day



Participants were asked what the best part of the day was

"The speakers shared personal stories that were impactful. A great day to think about overall wellness and work life balance. It was very well done!

"Chief's speech and support of our members physical and mental health."
"Hearing from the Chief. Vendors and goodies. Actionable info from presenters."

APPENDIX C

Appendix C documents feedback from the Before Operational Stress (B.O.S.) Program from class 24- 02

August 2024



KEY LEARNER INSIGHTS: BEFORE OPERATIONAL STRESS (BOS) PROGRAM

4th Program Delivery – August 2024

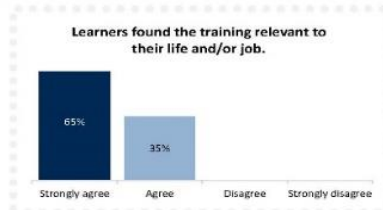
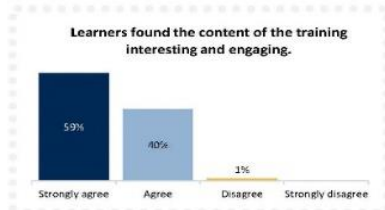
**Cadet Class
2024-02**

8hrs of training delivered

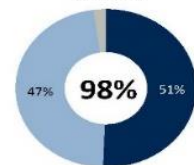
91 members trained

91 completed surveys

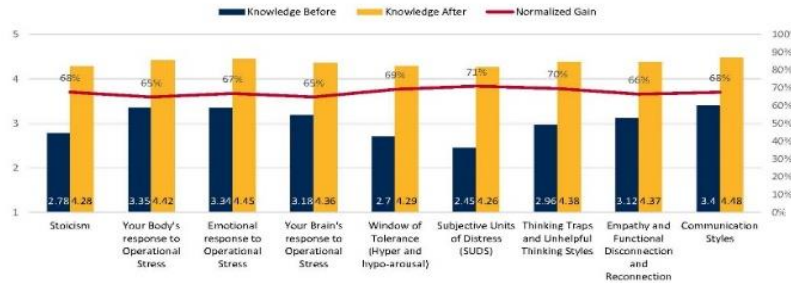
100% response rate



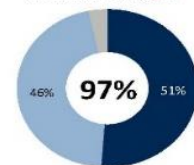
Strongly agree Agree
Believe this training will help me be more effective in the field.



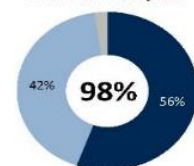
Self-Rated Knowledge Before and After Course



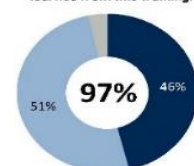
Can I immediately apply what I learned to my job.



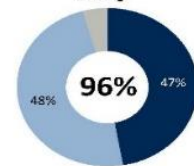
Can I immediately apply what I learned to my life.



Confident I can apply what I learned from this training.



Committed to applying what I learned from this training.



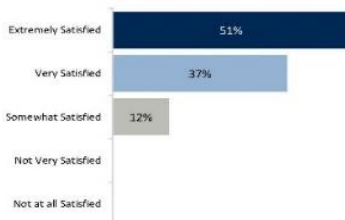
98%
Are empowered to take charge of their mental health.

98%
Feel equipped with practical strategies to incorporate into their operational roles.

98%
Feel equipped with comprehensive information to protect against the effects of operational stress.

98%
Are more likely to access available resources and tools made available by the Service.

Overall Satisfaction



Suggestions for Improvement

1. Improve the timing of the training by breaking it up into sections to keep learners focused and interested.
2. Incorporate breakout groups to help ease fatigue and the monotony of lecture-style training.
3. Schedule this training during a period where there is less classroom based learning occurring.



6. Budget Variance Reports



6.1. 2025 Operating Budget Variance for the Toronto Police Service, Period Ending March 31, 2025



PUBLIC REPORT

May 05, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: **2025 Operating Budget Variance for the Toronto Police Service, Period Ending March 31, 2025**

Purpose: **Information Purposes Only** **Seeking Decision**

Recommendations:

This report recommends that the Toronto Police Service Board (Board) forward a copy of this report to the City of Toronto (City) Chief Financial Officer and Treasurer for information and inclusion in the variance reporting to the City's Budget Committee.

Financial Implications:

At its December 12, 2024 meeting, the Board approved the Toronto Police Service's (Service) 2025 operating budget at \$1,220.1 Million (M) net and \$1,418.2M gross, representing a 3.9% increase over the 2024 approved budget (Min. No. P2024-1212-4.1 refers). This amount excluded the 2024 collective agreement impacts on 2025, unknown at the time of budget approval.

In December 2024, a binding arbitration ruling awarded Toronto Police Association (T.P.A.) members a 5% wage increase for 2024, resulting in a one-year contract term. Subsequently, on April 10, 2025, the Board ratified the Senior Officer Organization (S.O.O.) agreement for the same 5% wage increase as the T.P.A.

The 2025 budget has been revised by \$63.3M to reflect this impact, bringing the total to \$1,283.4M net and \$1,481.5M gross.

The most significant risk identified within the approved 2025 operating budget was premium pay, which the Service is reliant upon to manage significant planned and unplanned events (e.g., demonstrations, emergencies, homicides, and missing persons). Considering affordability and impacts of a multi-year hiring plan, the premium pay budget

remained unchanged for 2025, despite an unfavourable variance of \$30.4M in 2023 and \$39.3M in 2024.

As at March 31, 2025, the Service is projecting a \$21.0M unfavourable variance. This projected shortfall is significantly lower than \$50M in budget pressures identified during the 2025 operating budget request process. Efforts are ongoing to reduce expenditure and/or increase revenues where possible with the goal of mitigating the projected shortfall and bringing the year-end results as close to budget as possible.

Summary:

The purpose of this report is to provide the Board with the Service’s 2025 projected year-end operating variance as at March 31, 2025. The Service is projecting total net expenditures are \$1,304.4M, for an unfavourable variance \$21.0M or 1.6%. This budget pressure is a significant improvement compared to the risks of over \$50M identified within the 2025 operating budget request.

Table 1 provides a high-level summary of variances and explanations by feature category, with additional details discussed in the section that follows.

Table 1: 2025 Variance by Feature Category (\$Ms)

Category	Revised Budget	2025 Projection	Variance Fav / (Unfav)
A. Salaries	\$988.2	\$986.6	\$1.6
B. Premium Pay	\$66.1	\$88.2	(\$22.1)
C. Benefits	\$298.1	\$299.1	(\$1.0)
D. Non-Salary	\$115.4	\$115.9	(\$0.5)
E. Reserve Contribution	\$13.7	\$13.7	\$0.0
F. Revenue	(\$198.0)	(\$199.0)	\$1.0
Total	\$1,283.4	\$1,304.4	(\$21.0)

Note: Numbers may not add up precisely due to rounding.

Discussion:

Background

At its December 12, 2024, meeting, the Board approved the Service’s budget request at \$1,220.1M net and \$1,418.2M gross (Min. No. P2024-1212-4.1 refers). Subsequently,

at its February 11, 2025, meeting, City Council approved the Service’s 2025 operating budget, including the 2024 Collective Agreement impact on the 2025 budget. As a result, the budget has been revised by an additional \$63.3M bringing the total to \$1,283.4M net and \$1,481.5M gross.

Relevant Board Policies and Compliance

This report is in compliance with the Board’s Budget Transparency Policy, approved on July 29, 2021 (Min. No. P2021-0729-3.0. refers).

Budget Variances

Details regarding variances shown in Table 1 are discussed below.

A. Salaries

As Table 2 shows, the revised salary budget is \$988.2M with projected spending of \$986.6M, for a favourable variance of \$1.6M in this category.

Table 2: Uniform & Civilian Police Professionals Salaries Budget and Variance

Table 2: Salaries (\$Ms)

Category	Revised Budget	2025 Projection	Variance Fav / (Unfav)
Uniform Officers	\$697.7	\$697.1	\$0.6
Uniform Officers – Paid Duty	\$39.0	\$39.0	\$0.0
Total Uniform	\$ 736.7	\$ 736.1	\$0.6
Civilian Police Professionals	\$251.5	\$250.5	\$1.0
Total Salaries	\$988.2	\$986.6	\$1.6

Table 3 represents the 2025 approved staffing complement compared to projected year-end deployment.

Table 3: Uniform & Civilian Police Professionals Complement Summary Variance

Category	Budgeted Complement	March 31 Staffing Level *	Difference
Uniform Officers	5,542	5,449	- 93
Civilian Police Professionals	2,665	2,599	- 66
Total Staffing	8,207	8,048	- 159

* Not including Cadets in training, Youth in Policing and Co-op Students

Uniform Officers

The favourable \$0.6M variance in salary expenditures is primarily influenced by the annual hiring of cadets and experienced officers, as well as the rate and timing of retirements or resignations:

- The 2025 approved budget assumed 210 uniform officer separations during the year, and this projection remains the same as of end of first quarter.
- The cadet hiring for March was 76, lower than the target of 90. Although 4 lateral hires were made in April, the current projection of Uniform hiring may result in nominal in-year savings due only to the timing of hires. The projected year end uniform strength remains unchanged, as additional lateral hires, and a potential fifth cadet class are anticipated before year end.
- Salaries associated with paid duties are projected to align with the \$39.0M budget, offset by corresponding revenues for net zero financial impact.

Civilian Police Professionals

As of 1st quarter, the timing of hires, separations, and many internal promotions resulted in a favourable variance of \$1.0M.

B. Premium Pay

As noted above and within the 2025 operating budget request, the most significant risk in the budget is premium pay. The total premium pay budget is \$66.1M with a projected spending of \$88.2M resulting in an unfavourable variance of \$22.1M. The year-end projected expenditure reflects \$14.8M less in premium pay than last year, reflecting a significant improvement in on-duty (regular time) capacity and management practices towards its use.

There is a base level of uniform premium pay inherent to policing. Premium pay is incurred for:

- extended tours of duty (e.g., when officers are involved in an arrest at the time their shift ends).
- court attendance scheduled for when the officer is off duty.
- call-backs (e.g., when an officer is required to work additional shifts to ensure appropriate staffing levels are maintained or for specific initiatives).

The premium pay budget has historically been significantly underfunded. In 2024, premium pay expenditures totalled \$103.0M resulting in an unfavourable variance of \$39.3M. Despite this, the 2025 premium pay budget remained almost flatlined at \$61.4M to balance the Service’s overall budget increase with affordability considerations and to reflect additional capacity from the Service’s multi-year hiring plan. Note, due to the impact of the 2024 collective agreement, the budget has been increased by \$4.7M, bringing the revised total to \$66.1M.

Also note for the 2025 budget, the City’s allocation of \$10.0M one-time funding from the Major Special Event Reserve was removed, partially offset by \$3.4M in recoveries expected from other external partners.

The multi-year hiring plan has begun to see positive impacts in reducing premium pay and improving work-life balance for uniformed officers. Combined with enhanced oversight and review of premium pay practices, there has been a noticeable reduction in reliance on premium pay for special events and court-related costs. These early results reflect meaningful progress toward more sustainable premium pay spending.

As a result, gross premium pay is expected to decrease by \$14.8M compared to the prior year actuals (inclusive of collective agreement impacts). Net premium pay, while still projected to exceed the 2025 budget by \$18.7M, is significantly less than the previously projected overage of more than \$40M. The Service will continue to focus on reducing its reliance on premium pay to mitigate overspending by year-end.

Table 4 presents the 2024 actual, 2025 Budget and 2025 projection for premium pay, providing a comparative view of year-over-year trends.

Table 4: Premium Pay Trends (\$Ms)

Category	2024 Actual	2025 Revised Budget	2025 Projection	Fav / (Unfav)
Uniform Officers	\$86.6	\$59.8	\$74.2	(\$14.4)
Civilian Police Professionals	\$16.4	\$6.3	\$14.0	(\$7.7)
Total Premium Pay	\$103.0	\$66.1	\$88.2	(\$22.1)
Recoveries Offset (Revenues)	(\$13.4)	-	(\$3.4)	\$3.4
Net Premium Pay	\$89.6	\$66.1	\$84.8	\$18.7

Uniform Premium Pay

There are three primary factors that lead to the incurrence of uniform premium pay:

- 1) Planned and or unplanned events including Project Resolute
- 2) Staffing levels versus demand for service levels
- 3) High workload within investigative units including off duty court requirements

Since 2018, the Service has been revising divisional shift schedules to improved alignment between staffing levels and demand. The shift schedules, combined with hiring more officers has resulted in more front-line officers and improvement to response times. However, this shift to a four-platoon model (instead of five platoons) eliminated the availability of a built-in surge capacity previously available. As a result, the demand on Primary Response is contributing to some overspending as the Service still needs to rely on off-duty resources through call-backs and overtime to provide the necessary surge capacity. Investigative unit activities continue to rely on some premium pay to address workload pressures from open cases, to maintain investigation quality, public safety, homicide or missing person investigations and timely case resolutions.

Although the number of court cases has increased, premium pay costs have been relatively contained through the change in management practices, particularly for uniformed officers. As a result, the Service has experienced some reduction in court-related premium pay.

Furthermore, the Service has shifted substantial on-duty resources to both planned and unplanned special events, including Project Resolute to contain overall premium pay pressure.

A working group, made of the Service's Chief Superintendents, is continuously reviewing premium pay practices and procedures as the Service strives to better balance the use of on-duty and off-duty resources. A dashboard is also being developed for more real-time availability of information to better inform premium pay decisions.

Civilian Policing Professional Premium Pay

Civilian overtime and call-backs were authorized to ensure deadlines were met, key service levels were maintained, tasks were completed to mitigate risks, and to address critical workload issues. In addition, the Service incurred premium pay to staff Booker and Station Duty Operator positions, avoiding taking police officers off the road when short-term vacancies occurred.

Civilian premium pay is projected to be unfavourable at \$7.7M. Significant factors contributing to this variance include premium pay for 9-1-1 communications operators, as the Service continues to face challenges with staffing and retention in that area. Court Services volumes have also driven higher premium pay costs for prisoner management and transportation. Lower staffing levels in this area are further contributing to this reliance. In addition, operational requirements across the Service including District Special Constables within Divisions, are also adding to overall premium pay pressures.

Projected civilian premium pay is trending \$2.4M less compared to the previous year, primarily due to more effective resource allocation to meet operational needs and effective hiring. Court Services has enhanced the accuracy and speed of in-custody individuals, reducing cell times and lowering prisoner management and transportation costs. Additionally, collaboration with the Ministry of the Attorney General (M.A.G.) has also expedited prisoner transfers while the increased use of remote bail hearings has led to a decline in bail centre populations.

C. Benefits

The revised Benefits budget is \$298.1M, with a projection of \$299.1M for a \$1.0M unfavourable variance.

Table 5 outlines the major categories of benefit expenditures, and each category is discussed below.

Table 5: Benefits Expenditures (\$Ms)

Category	Revised Budget	2025 Projection	Fav / (Unfav)
Medical / Dental	\$62.1	\$63.7	(\$1.6)
O.M.E.R.S. / C.P.P. / E.I. / E.H.T.	\$173.3	\$172.7	\$0.6
Sick Pay Gratuity / C.S.B. / L.T.D.	\$25.3	\$25.3	\$0.0
Other (e.g., W.S.I.B., life insurance)	\$37.4	\$37.4	\$0.0
Total Benefits	\$298.1	\$299.1	(\$1.0)

Ontario Municipal Employees' Retirement System (O.M.E.R.S.)
 Canada Pension Plan (C.P.P.) / Employment Insurance (E.I.)
 Employer Health Tax (E.H.T.) / Central Sick Bank (C.S.B.)
 Long Term Disability (L.T.D.) / Workplace Safety and Insurance Board (W.S.I.B.)

Medical/Dental

Group benefit entitlements, as per the collective agreements, are captured in this category. These costs are continuously increasing due to a combination of higher costs for prescription drugs, increases in the dental fee guide, and paramedical expenses. The net impact of these increases was an unfavourable variance of \$1.6M.

O.M.E.R.S. / C.P.P. / E.I. / E.H.T.

Favourable variance of \$0.6M is projected in line with favourable Salary variances.

Sick Pay Gratuity / C.S.B. / L.T.D.

Most costs in this category are funded through reserve revenue and any expenditure differentials result in a net-zero impact on the overall budget.

Other

No material variance is projected at this time.

D. Non-Salary

The total non-Salary budget is \$115.4M with 2025 projection of \$115.9M, resulting in a (\$0.5M) unfavourable variance. Table 6 summarizes the major categories, and each is discussed below.

Table 6: Non-Salary Expenditures (\$Ms)

Category	Revised Budget	2025 Projection	Fav / (Unfav)
Vehicles (e.g. gas, parts)	\$18.3	\$17.6	\$0.7
Information Technology	\$48.3	\$49.4	(\$1.1)
Contracted Services	\$10.0	\$10.0	\$0.0
Other	\$38.8	\$38.9	(\$0.1)
Total Non-Salary	\$115.4	\$115.9	(\$0.5)

Vehicles

The favourable variance of \$0.7M is mainly due to lower gasoline costs, resulting from gas prices coming in at \$1.26/litre versus the budget at \$1.39/litre.

Information Technology (I.T.)

Unfavourable variances are projected in various accounts such as Computer hardware and software, however, these are mostly offset by revenue from grants.

Other

The most significant potential pressure in this category is a \$0.3M cost related to U.S. tariffs which will be discussed in detail in the Potential Risks and Opportunities. Ongoing monitoring will continue, and an update will be provided in the following quarterly reports.

E. Reserve Contribution

Reserve contributions are approved as part of the annual operating budget process. Reserves were established to provide funding for anticipated but varying expenditures incurred by the Service, to avoid large swings in costs from year to year.

All reserves are established by the City. The City manages the Sick Pay Gratuity Reserve, while the Service manages the Vehicle & Equipment, Legal, Central Sick Bank, Health Care Spending, and Modernization reserves.

The budgeted contribution to Reserves was \$13.7M, and the projected contribution was the same resulting in zero variance for 2025.

Reserve contributions are assessed and planned based on anticipated future activities within each reserve, with consideration for long-term financial sustainability and overall reserve status.

F. Revenue

The Revenue budget for 2025 is \$198.0M with a year-end amount of \$199.0M, resulting in a favourable variance of \$1.0M as of March 31, 2025.

The major revenue categories are summarized in Table 7 below.

Table 7: Revenues (\$Ms)

Category	Revised Budget	2025 Projection	Fav / (Unfav)
Provincial Uploading for Court Security	(\$38.0)	(\$37.8)	(\$0.2)
Paid Duty Salaries Recovery	(\$39.0)	(\$39.0)	\$0.0
Fees	(\$18.6)	(\$18.8)	\$0.2
Federal / Provincial Recoveries	(\$27.9)	(\$28.9)	\$1.0
Other Recoveries	(\$18.1)	(\$18.1)	\$0.0
Reserve Draws	(\$56.4)	(\$56.4)	\$0.0
Total Revenues	(\$198.0)	(\$199.0)	\$1.0

Provincial Uploading for Court Security and Transportation

The budget for Court Security and Prisoner Transportation has historically been underfunded by the Province. The 2025 unfavourable balance of \$0.2M is due to lower than anticipated recoverable costs.

Fees

The Service projects a \$0.2M favourable variance in fees attributed to criminal record checks, clearance letters, alarms, equipment rental, paid duty administration and accident reports.

Federal / Provincial Recoveries

A tax payment reimbursement of \$1M from the Ministry of Finance due to the recent settlement of Employer Health Tax (E.H.T.) generated a one-time favourable variance.

Grants Impact on Overall Budget

Some of the variances described in various feature categories are attributed to grant opportunities that are confirmed (become available) in-year. Grant funding generally

results in a net zero variance, as funds are provided for expenditures to achieve specific purposes. The Service is usually aware of grant opportunities prior to budget approval; however, revenue and expenditure budgets cannot be set up if the grant contracts are not approved. In addition, as the provincial fiscal year ends on March 31st, versus December 31st for the Service, unspent provincial grant funding from 2024 is carried forward into 2025. The amounts being carried forward are not finalized until well after year-end. As a result, the base budgets for grants are often zero and the grants are reflected as in-year funding.

Potential Risk and Opportunities

Risks:

Tariffs - Effective March 4, 2025, certain goods imported into Canada from the United States are subject to a 25% surtax on the value for duty, as outlined in the United States Surtax Order. However, on April 1, the Ministry of Finance announced relief measures to mitigate the impact of the surtax on Canadian companies and entities. Relief applies to goods imported before October 16, 2025, that are used in Canadian manufacturing, processing, food and beverage packaging, or that support public health, health care, public safety, and national security objectives. Based on this, the Service has included a potential tariff pressure of \$0.3M in its current projection. The impact of this tariff will continue to be monitored and reassessed throughout the year, with updates to be provided in future variance reports.

Community Safety and Policing Act (C.S.P.A.) - The introduction of the C.S.P.A. included a phased implementation approach. C.S.P.A. establishes regulatory standards and introduces new legislative requirements that will affect the Service. While the Service has incorporated some of the known impacts within its operating and capital budgets some costs and impacts are not yet fully known. As a result, the C.S.P.A. may present ongoing budget pressures until any financial impact becomes clearer.

Hiring and Vacancy Pace - Historically, higher vacancy rates have resulted in savings partially offset by premium pay. Currently, the actual vacancy rate is below the budgeted vacancy rate for civilian roles. To manage this risk, the Service will strategically prioritize the pace of hiring based on the urgency and criticality of roles, while continuously monitoring premium pay, separations, and non-salary expenses.

Additionally, the impact of the collective agreement on the pace of separations is unknown and will be monitored throughout the year.

Opportunities:

The Service is diligently working to identify savings and contain spending. Although it may be challenging to stay within the approved budget given the magnitude of unbudgeted premium pay, ongoing efforts are focused on maintaining financial due diligence.

Currently, the Service is exploring various actions and mitigations which include:

- Ongoing review of the timing and pace of hiring and associated impacts to the Service's workforce;
- A re-assessment of non-salary expenditures and deferral or reallocation of budgets where possible and sustainable;
- Maximizing grant funding opportunities, seeking cost recovery opportunities and additional revenue where possible; and,
- Subject to protecting future fund viability, reassessing contribution strategies with a view to deferring reserve contributions where warranted and prudent.
- Continually reviewing decisions and the use of premium pay to manage pressures associated with growing demand, impacts of Project Resolute, and other unanticipated costs.

Conclusion

As at March 31, 2025, the Service is projecting a \$21.0M unfavourable variance. The Service will continue to pursue opportunities for expenditure reduction and/or increasing revenue throughout the year to mitigate year-end deficits and bringing results as close to budget as possible.

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

Respectfully submitted,

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



6.2. Capital Budget Variance Report for the Toronto Police Service, Period Ending March 31, 2025



PUBLIC REPORT

May 1, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: Capital Budget Variance Report for the Toronto Police Service, Period Ending March 31, 2025

Purpose: Information Purposes Only Seeking Decision

Recommendations:

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

- (1) approve a 2025 in-year transfer of \$300 Thousand (K) from Communications Centre Furniture Replacement - Design to Communications Centre 9th Floor Renovation.
- (2) approve a 2025 in-year transfer of \$250K from Uninterrupted Power Supply (U.P.S.) Lifecycle Replacement to State of Good Repair (S.O.G.R.).
- (3) forward a copy of this report to the City of Toronto's (City) Chief Financial Officer and Treasurer for inclusion in the City's overall capital variance report to the City's Budget Committee.

Financial Implications:

At its December 12, 2024 meeting, the Board approved the Toronto Police Service's (Service) 2025-2034 capital program at \$104.6 Million (M) gross and \$81.4M net (debt-funded) for 2025 (excluding carry forwards from previous years), and \$1,097.3M gross and \$867.5M net for the 10-year period of 2025-2034 (Min. No. P2024-1212-4.3 refers). Subsequently, City Council, at its February 11, 2025 meeting, approved the Service's 2025-2034 capital program at the same level as the Board-approved amount.

As capital projects progress, new information regularly emerges regarding the timing and amount of funding required. For example, delays might postpone funding requirements to future years. The recommended funding repurposing in 2025 noted in this report has no financial impact on the overall capital program. This reallocation ensures that current requirements such as emerging challenges or escalating costs are promptly addressed, while preventing funds from being unnecessarily held up in delayed projects. Specific details about the recommended funding changes as well as the status of projects are provided in this report.

Table 1 provides a summary of the approved capital funding in 2025, and projected expenditures. Of the gross funding of \$126.8M in 2025, \$107.8M is projected to be utilized within fiscal 2025 (a spending rate of 85%). Of the currently projected under-expenditure of \$19M, \$18.9M is anticipated to be carried forward to 2026 and \$143K is anticipated to be returned to the Vehicle and Equipment Reserve.

Effective March 4, 2025, certain goods imported into Canada from the United States are subject to a 25% surtax on the value for duty, as outlined in the United States Surtax Order. However, on April 17, the Ministry of Finance announced relief measures to mitigate the impact of the surtax on Canadian companies and entities. Relief applies to goods imported before October 16, 2025, that are used in Canadian manufacturing, processing, food and beverage packaging, or that support public health, health care, public safety, and national security objectives. As of the time of writing this report, the Service's preliminary estimate for the 2025 tariff impact is \$1.5M, of which, facilities, vehicle and equipment, and information technology modernization projects will primarily be impacted. Further updates to project costs due to tariff policies will be addressed in future capital variance reports.

Table 1 – Summary of 2025 Budget and Projected Expenditures (\$Ms)

Category	2025 Gross Expenditures (M)	2025 Debt-Funded Expenditures (M)
2025 capital program	\$104.6	\$81.4
Cashflows carried forward from previous years	\$22.1	\$15.0
Total 2025 available funding	\$126.8	\$96.4
2025 projected expenditure (excluding tariff)	\$106.3	\$82.6
Potential tariff impact	\$1.5	\$1.5
2025 projected expenditure	\$107.8	\$84.1
<i>Projected surplus / (deficit)</i>	<i>\$19.0</i>	<i>\$12.3</i>
<i>Spending rate</i>	<i>85.0%</i>	<i>87.2%</i>
<i>Projected carry forward to 2025</i>	<i>\$18.9</i>	<i>\$12.3</i>
<i>Projected returned funding</i>	<i>\$0.1</i>	<i>\$0.0</i>

Note: Due to rounding, numbers presented may not add up precisely.

Summary:

The purpose of this report is to provide the Board with the status of the Service's capital projects as at March 31, 2025. Attachment A provides the detailed 10-year capital program. Attachment B provides the Service's capital variance report as at March 31, 2025, taking into consideration the recommendations in this report. It also includes anticipated spending rates and project health status. The body of this report includes project updates for key on-going projects and high-level project descriptions and updates for projects within the 2025-2034 program.

Discussion:

Background

The 2025 capital program is designed to align with the Service's objectives and optimize project performance despite changing circumstances. The Service's primary goal is to ensure capital projects are completed on budget and on schedule. This includes the need to ensure any required changes are identified as quickly and transparently as possible.

As part of its project management framework, the Service tracks project risks and issues to determine the status and health (i.e., Green, Yellow, and Red) of capital projects. The overall health of each capital project is based on budget, schedule and scope considerations. The colour codes are defined as follows:

- Green – on target to meet project goals (scope/functionality), on budget and on schedule and no corrective action is required; spending rate of 70% or more of the budget.
- Yellow – at risk of not meeting certain goals, some scope, budget and/or schedule issues, and minimal corrective action is required; spending rate is 50% to 70% of budget.
- Red – high risk of not meeting goals, significant scope, budget and/or schedule issues, and extensive corrective action is required; spending rate is less than 50% of budget.

Capital projects fall under the following four main categories:

- Facility projects;
- Information Technology modernization projects;
- Replacement, maintenance, and equipment projects; and
- Lifecycle projects.

Each year as part of the budgeting process, capital projects are re-baselined with updated project planning and cost assumptions, based on changes in scope, schedule, resources or other factors, to ensure cash flows are aligned with requirements.

Relevant Board Policies and Compliance

This report is in compliance with the Board's Budget Transparency Policy, approved on July 29, 2021 (Min. No. P2021-0729-3.0. refers).

Capital Program Variances

Table 2 provides a high-level summary of available funding, projected spending and overall project health for each capital project. The remainder of this report discusses each key capital project in detail.

For additional information on these projects please refer to Attachment B – 2025 Capital Budget Variance Report as at March 31, 2025. Both Table 2 and Attachment B reflect changes as recommended in this report.

Table 2 – 2025 Capital Budget Variance Report as at March 31, 2025 (\$000s)

Project Name	Revised Carry Forward from previous years	2025 Cash Flow			Variance (Over)/ Under	Spending Rate	Project Health		Overall Project Health	Comments
		Revised Budget	Total Available Funding	Projected Actuals to year-end			On Budget	On Time		
Facility Projects:										
Long Term Facility Plan - 54 Division; New Station	843.7	133.3	977.1	379.0	598.1	38.8%	Red	Red	Red	Request for pre-qualification for the architectural consultation of the new building is expected to begin in the 3rd quarter of 2025.
Long Term Facility Plan - 41 Division; New Build	757.6	14,579.9	15,337.5	13,806.0	1,531.5	90.0%	Green	Green	Green	On time and on budget
Gun Range Remediation Upgrades	0.0	1,700.0	1,700.0	996.0	704.0	58.6%	Yellow	Green	Green	The Service is working on the lead removal and remediation of augers before repairing the ranges. The project is expected to be completed in 2026.
Communication Center 9th Floor Renovation	0.0	1,023.9	1,023.9	167.0	856.9	16.3%	Red	Green	Yellow	The furniture study is ongoing and the uninterrupted power supply study will be conducted next. The projection will be updated based on the study results.
Communication Center Furniture Replacement - Design	0.0	0.0	0.0	0.0	0.0		Green	Green	Green	Proposed \$300K in-year transfer to Communication Center 9th Floor Renovation. Project will be closed after the transfer.
Relocation of Wellness Services	75.4	0.0	75.4	75.4	0.0	100.0%	Green	Green	Green	On time and on budget
Forensic Identification Services (FIS) building HVAC lifecycle	0.0	427.4	427.4	427.4	0.0	100.0%	Green	Green	Green	Updates on project timeline and status will be provided in future capital variance reports.
Long Term Facility Plan - Consulting	314.7	0.0	314.7	314.7	0.0	100.0%	Green	Green	Green	On time and on budget
Forensic Identification Services (FIS) Facility Replacement - Feasibility Study	0.0	400.0	400.0	400.0	0.0	100.0%	Green	Green	Green	On time and on budget
Information Technology Modernization Projects:										
Next Generation (N.G.) 9-1-1	(154.4)	3,932.0	3,777.6	3,095.0	682.6	81.9%	Green	Green	Green	On time and on budget
Digital Program (Platform & Transformation)	0.0	2,900.0	2,900.0	2,390.0	510.0	82.4%	Green	Green	Green	On time and on budget
Real Time Operating Centre	0.0	2,500.0	2,500.0	500.0	2,000.0	20.0%	Red	Green	Yellow	The project is pending as the Service explores available options for this project. A steering committee is being formed. The projection will be updated in 2025 Q2/Q3.
Transforming Corporate Support (HRMS, TRMS)	1,015.7	220.0	1,235.7	865.0	370.7	70.0%	Green	Green	Green	On time and on budget
ANCOE (Global Search)	38.3	0.0	38.3	38.3	(0.0)	100.0%	Green	Green	Green	Project was completed in February 2025.
Body Worn Camera - Phase II	272.3	0.0	272.3	272.3	0.0	100.0%	Green	Green	Green	On time and on budget
Replacements/ Maintenance/ Equipment Projects:										
State-of-Good-Repair - Police	668.7	5,650.0	6,318.7	5,870.2	448.5	92.9%	Green	Green	Green	On time and on budget
Radio Replacement	100.0	0.0	100.0	100.0	0.0	100.0%	Green	Green	Green	On time and on budget
Automated Fingerprint Identification System (A.F.I.S.) Replacement	553.5	0.0	553.5	553.5	0.0	100.0%	Green	Green	Green	On time and on budget
New Records Management System (RMS)	11,001.9	3,000.0	14,001.9	11,228.0	2,773.9	80.2%	Green	Green	Green	On time and on budget
Vehicle and Equipment	0.0	12,768.4	12,768.4	12,423.3	345.1	97.3%	Green	Green	Green	On time and on budget
Mobile Workstations	0.0	9,520.0	9,520.0	7,616.0	1,904.0	80.0%	Green	Green	Green	On time and on budget
Workstation, Laptop, Printer- Lifecycle plan	0.0	3,779.0	3,779.0	3,779.0	0.0	100.0%	Green	Green	Green	On time and on budget
Infrastructure Lifecycle	0.0	13,100.0	13,100.0	13,100.0	0.0	100.0%	Green	Green	Green	On time and on budget
Furniture Lifecycle Replacement	0.0	2,930.0	2,930.0	2,637.0	293.0	90.0%	Green	Green	Green	On time and on budget
Vehicle and Operational Equipment - Net New	399.1	7,015.0	7,414.1	6,500.0	914.1	87.7%	Green	Green	Green	On time and on budget
Information Technology Storage Growth	3.1	750.0	753.1	753.0	0.1	100.0%	Green	Green	Green	On time and on budget
Uninterrupted Power Supply (U.P.S.) Lifecycle Replacement	26.7	950.0	976.7	840.0	136.7	86.0%	Green	Green	Green	Under budget and proposed \$250K in-year transfer to SOGR. On time.
Property & Evidence Warehouse Racking	50.0	950.0	1,000.0	700.0	300.0	70.0%	Green	Green	Green	On time and on budget
Small Equipment Replacement - Telephone	0.0	1,734.0	1,734.0	1,405.2	328.8	81.0%	Green	Green	Green	On time and on budget
FIFA Requirement - Motorcycles	55.2	0.0	55.2	55.2	0.0	100.0%	Green	Green	Green	On time and on budget
Lifecycle Projects:										
Vehicle Replacement	1,330.0	0.0	1,330.0	1,187.3	142.8	89.3%				On time and on budget
IT-Related Replacements	2,581.2	3,168.0	5,749.2	5,090.7	658.5	88.5%				On time and on budget
Other Equipment	2,199.9	11,508.0	13,707.9	8,685.8	5,022.2	63.4%				Under-expenditure primarily related to the Parking Enforcement Unit projects (e.g., Wireless Parking System) which the Service requires additional time in planning and conducting RFP and vendor selection and approval in 2025, and hence the procuring is estimated in early 2026.
Potential Tariff Impact	0.0	0.0	0.0	1,500.0	(1,500.0)	N/A				Preliminary estimate of potential tariff impact by the Service (subject to changes based on tariff policy updates)
Total Capital Expenditures	22,132.8	104,638.8	126,771.6	107,750.3	19,021.3	85.0%				
Funding from Developmental Charges	(993.7)	(7,823.3)	(8,817.1)	(7,919.0)	(898.1)	89.8%				
Vehicle & Equipment Reserve	(6,111.2)	(14,486.0)	(20,597.2)	(14,773.8)	(5,823.5)	71.7%				
Other (Provincial and Federal Funding)	0.0	(935.4)	(935.4)	(935.4)	0.0	100.0%				
Debt	15,027.8	81,394.1	96,421.9	84,122.1	12,299.8	87.2%				

Note: Due to rounding, numbers presented may not add up precisely.

Facility Projects:

The Service is committed to including “green” components to new builds and to maintaining existing facilities where possible. The Service has installed Light Emitting Diode (L.E.D.) lighting in various facilities to reduce electricity usage. It is also committed to Toronto’s NetZero by 2040 Initiative. The new 41 Division building and all future new stations will meet Toronto’s Green Standards such as climate change mitigation or adaptation, energy or water efficiency, renewable or alternative energy, air quality and green infrastructure.

Long Term Facility Plan – 54 Division; New Station (Red)

In 1994, 54 and 55 Divisions (built in 1951 and 1972 respectively) were identified as priorities for replacement due to the need for more efficient space to accommodate City of Toronto's growth and improved service operations.

- This project originally initiated to amalgamate 54 and 55 Divisions into one consolidated facility and the former Toronto Transit Commission’s Danforth Garage site located at 1627 Danforth Avenue was identified as the recommended site. This option was put on hold due to the increased construction costs and challenges. The Service also explored alternative options but no suitable location for an amalgamated site that met the Service’s operational and timeline requirements was identified.
- After reviewing requirements and forecasting growth, the Service determined that maintaining two geographically separate divisions was the best strategy to meet operational needs, enhance service delivery and accommodate future growth. The 2025-2034 capital program reflected the de-amalgamation of 54 and 55 Divisions and the implied funding requirements.
- Under the two-site model, the existing 54 Division (41 Cranfield Road) and 55 Division (101 Coxwell Avenue) sites will be developed using a phased construction approach. During the construction period, Service members will be temporarily relocated to either nearby sites or a viable alternative site. This will allow the operations of both divisions to remain unaffected during the construction period.
- It is anticipated that the request for pre-qualification for the architectural consultation of the new 54 Division site will begin in the 3rd quarter of 2025. Based on the consultation results, any changes to funding requirements will be addressed in future capital program submissions.
- The overall health status of this project is Red. Of the \$977K available funding in 2025, it is projected that \$379K will be spent by year-end. The remaining \$598K will be carried forward to 2026.

Long Term Facility Plan – 41 Division; New Build (Green)

The current 41 Division facility is approximately 60 years old. An assessment of the building indicated several building deficiencies and hence a new building is required.

The phased construction and demolition approach for a new building on the existing 41 Division site will provide the Service with a new facility at the corner of Birchmount and Eglinton Avenues. This is an optimal, easily accessible site with ample area for future expansion. The new division will provide a modern, efficient workspace for the Service, serving the community for decades to come. The new 41 Division will be the first Net Zero Emission building in the Service's asset base and the first of its kind in Ontario. During construction, personnel continue to occupy a portion of the existing building as well as neighbouring Divisions, as required, to allow for uninterrupted business operations.

- For Phase 1 (South Building), the move in was completed in the 1st quarter of 2025. The Service will address remaining deficiencies and change orders and confirm the soft opening date in the 2nd quarter of 2025.
- For Phase 2 (North Building), the demolition preparation of existing structures on the land has begun, with the completion targeted by the 3rd quarter of 2025. The Service is also reviewing and finalizing the construction document set for the builders and contractors (the Issued for Construction drawings). The occupancy is expected by the 4th quarter of 2026.
- The overall health status of this project is Green. Of the \$15.3M available funding in 2025, it is projected that \$13.8M will be spent by year-end based on the latest construction timeline of Phase 2. The remaining \$1.5M will be carried forward to 2026.

Gun Range Remediation Upgrades (Green)

Due to a backlog in firearms recertification and certification caused by previous COVID-19 delays, and an increased need to test C8 rifles to ensure compliance with the Community Safety and Policing Act (C.S.P.A.), the two rifle ranges at 70 Birmingham Street have experienced significant wear and tear. This project aims to remediate both ranges to improve training safety and increase capacity for firearms training and testing in support of C.S.P.A. compliance.

- In the 1st quarter of 2025, the removal of lead from the clogged auger system began. This will be followed by the replacement of damaged bearings and clamps in both ranges. The project is estimated to be completed in the 4th quarter of 2026.

- The overall health status of this project is Green. Of the \$1.7M available funding in 2025, it is projected that \$996K will be spent by year-end. The remaining \$704K will be carried forward to 2026.

Communications Centre 9th Floor Renovation (Yellow) & Communications Centre Furniture Replacement – Design

These projects involve designing and renovating the Communications Centre 9th Floor workspace and installing ergonomic furniture, equipment and uninterrupted power supply (U.P.S.). The renovation ensures the health, safety and efficiency of dispatchers and call takers who often perform stressful long shifts. Particularly, the installation of modern and adjustable workstations which support multiple monitors and advanced communication tools will enhance users' situational awareness and streamline operations. The upgrades also create additional capacity to support the anticipated demands of Next Generation 9-1-1.

- A consultant has been engaged to design the floor layout and conduct the furniture feasibility study. The U.P.S. feasibility study will follow next. Based on the study results, the projection will be updated in future capital variance reports. The project is targeted to be completed in the 4th quarter of 2027.
- To support efficient funding allocation and project management, the Service proposes an in-year transfer of the full \$300K in 2025 funding for furniture replacement design to the Communications Centre 9th floor renovation. Both projects are related to the renovation of the Communications Centre 9th Floor, and the consolidation of funding under one project allows more efficient tracking of project funding and expenditure.
- The overall health status of the Communications Centre 9th Floor Renovation is Yellow. Of the \$1M available funding in 2025 (after the \$300K in-year transfer from Communications Center Furniture Replacement – Design Project), it is projected that \$167K will be spent by year-end. The remaining \$857K will be carried forward to 2026.
- After the in-year transfer, Communications Centre Furniture Replacement – Design will be closed with no remaining funding and no historical expenditure.

Relocation of Wellness Services (Green)

This project involved renovations required to relocate portions of the Service's Wellness Unit from Toronto Police Headquarters to two additional, more accessible locations: the Toronto Police College in the west end and a 2,709 square foot leased space at 2075 Kennedy Road in the east end. This decentralized delivery model enables members to

access wellness services and support from central, east, and west locations. Below are the project milestones for various locations:

- East location: Became operational in August 2023.
- West location: Renovation and office furniture installation were completed in December 2024. The location officially opened in January 2025 to enhance the workflow and efficiency of the Wellness Unit. Minor deficiencies are being addressed and are expected to be completed by the 2nd quarter of 2025.
- The overall health status of this project is Green. Of the \$75K available funding in 2025, it is projected that the entire amount will be spent by year-end.

Long-Term Facility Plan – Consulting Services (Green)

Some of the Service's buildings range between 35 and 50 years old and need replacement or major renovation to meet current and projected staffing and operational needs. External expertise, Stantec Architecture Limited, has been hired to provide architectural consulting services and develop a long-term Strategic Building Program to enhance operational flexibility, improve aging facility infrastructure and optimize resources.

- The consultant has assessed the conditions and locations of existing buildings, and the cost of renovation versus new constructions (and relevant relocation costs). It has explored the best practices with respect to the current building portfolio, office space standards, staffing needs, and the ability to provide policing services in Toronto as a growing city to meet the Service's current and future operational requirements.
- The consultant submitted draft Building Condition Assessment reports and completed strategic interviews of staff at each building.
- It is expected that the consultant will complete additional analytical work and submit the final report by the 2nd quarter of 2025.
- The overall health status of this project is Green. Of the \$315K available funding in 2025, it is expected that the entire amount will be spent by year-end.

Information Technology Modernization Projects:

In the last decade, the Service has embraced many important developments with respect to information technology in public safety. New technology aims to improve efficiencies that eliminate costly and manual processes, increase accessibility, improve transparency, enhance analysis, augment existing or add new capabilities. These systems also improve overall information management and expand opportunities for

enhanced community engagement, modernize data storage to manage costs (through cost avoidance) and create value-added capabilities to the Service's data storage infrastructure.

Next Generation (N.G.) 9-1-1 (Green)

Current 9-1-1 systems are voice-centric and were originally designed for landlines. The Canadian Radio-television and Telecommunications Commission (C.R.T.C.) has instructed Canadian telecommunications service providers to upgrade their infrastructure for N.G. 9-1-1 to an Internet Protocol (I.P.) based platform technology, capable of carrying voice, text and other data components. The system is designed to improve the way people request emergency services and how emergency responders communicate with each other. The system will also provide more accurate location information which will help emergency responders reach people more quickly and efficiently. In March 2025, the C.R.T.C. extended the deadline for meeting N.G. 9-1-1 standards to March 31, 2027.

- The first phase of this project, which included the implementation of the new technology provided by Solacom and the renovation of the training room, was completed in July 2024.
- The second phase of the project is now underway, focusing on transitioning to the I.P., improving public access to 9-1-1 services, and optimizing communication among emergency responders. Emergency Services I.P. Network (E.S.I.net), the technological architecture of the solution, was designed and all necessary hardware was installed. Testing is in progress and critical performance gaps were observed during the testing for the auto callback feature which will enhance response times for abandoned calls. The vendor has proposed for solutions and the E.S.I.net cutover is expected to be completed in the 2nd quarter of 2025, meaning the Service will be fulfilling the N.G. 9-1-1 standards before the deadline set by C.R.T.C.
- Collaboration meetings with the secondary Public Safety Answering Point (Toronto Paramedic Services and Toronto Fire) on the N.G. 9-1-1 platform are ongoing. Additionally, collaboration meetings with other Primary Safety Answering Points are conducted regularly.
- After the completion of the project's second phase, office renovation and uninterrupted power supply installation are planned for the 7th and 8th floors of the Communications Centre in 2025 and 2026. The renovation will support the implementation of new N.G. 9-1-1 technologies such as real-time texting. The building permit for renovation has been received and the engaged consultant is finalizing the tender package. Contract award and construction are anticipated to begin in the 2nd and 3rd quarter of 2025 respectively. The project is expected to be completed in 2026.

- The overall health status of this project is Green. Of the \$3.8M available funding in 2025, it is projected that \$3.1M will be spent by year-end. The remaining \$683K will be carried forward to 2026.

Digital Program (Previously named Platform and Transformation) (Green)

This program initially started as smaller projects and pilots, funded through the Service's modernization reserve. Given, the project's current pace and maturity, it transitioned into a capital program starting in 2025.

The Digital Program aims to build the skills, technology, and organizational capabilities needed for rapid development of digital solutions. By integrating platform technologies and agile methodology, the program removes barriers like outdated technology and procurement cycles. This shift enhances the flexibility, reliability and customer focus of the Service's Information Technology and Information Management components, enabling better adaptation and continuous improvement and allowing more dependable end products. Additionally, the program aims to use technology to address challenges to community participation, which include policing service access, crime reporting, digital evidence collection and support to victims and survivors of crime.

- In 2025, this program will focus on call diversion and community engagement with the former as the most significant and immediate way to alleviate operational pressures. The areas covered include Online Reporting, Parking Complaints, Video Response, Virtual Assistant (non-emergency line) and Toronto Shield, an information-sharing partnership between executive-level public and private professionals and the Service to promote awareness for emerging and evolving situations within Toronto related to emergency preparedness and security.
- The Video Response pilot project was released in 13 Division in the 1st quarter of 2025 to support the Service's call diversion initiatives. The expansion of this service is underway in other divisions.
- The Online Reporting build is underway. The Parking and Theft online reporting is expected to be released in the 2nd quarter of 2025 with enhancements such as the ability for communities to report in multiple languages, and improvements in the user experience through process reform.
- The biggest project risk is the retention of resources critical to executing the project, and the reliance on internal Subject Matter Experts (S.M.E.s.), that are often redeployed based on operational Service requirements.
- The project team is actively managing the project timeline and onboarding new project hires in the 2nd quarter of 2025.

- The overall health status of this project is Green. Of the \$2.9M available funding in 2025, it is projected that \$2.4M will be spent by year-end. The remaining \$510K will be carried forward to 2026.

Real Time Operating Centre (R.T.O.C.) (Yellow)

The R.T.O.C. is a centralized, 24/7 facility designed to deliver near real-time, actionable intelligence to front-line officers and investigators, enabling immediate and coordinated community safety and wellbeing interventions. It integrates advanced technologies, including video surveillance, social media, transportation systems, records management, data analytics, and geospatial mapping to provide comprehensive real-time situational awareness and decision-making support.

The R.T.O.C. represents a transformative step forward in enhancing public safety and operational efficiency for law enforcement and emergency response agencies through the enablement of proactive monitoring of incidents, real-time analysis of trends, and rapid response coordination.

- The project is pending as the Service explores available options for this project. A steering committee is being formed, and the project team will provide further updates in the capital variance reports for the 2nd or 3rd quarter of 2025.
- The overall health status of this project is Yellow. Of the \$2.5M available funding in 2025, it is projected that \$500K will be spent by year-end. The remaining \$2M will be carried forward to 2026.

Transforming Corporate Support (Human Resource Management System (H.R.M.S.) and Time Resource Management System (T.R.M.S.)) (Green)

The project focus is to develop more cost-effective, modern and automated processes to administer and report on the Service's people and human resources-related activities, including employee record management, payroll, benefits administration, and time and labour recording.

- The H.R.M.S. application upgrade and T.R.M.S. database migration have been completed. There has been a delay in hiring a resource to review and enhance current talent acquisition practices, with a goal of improving the candidate experience, communication and transparency practices. The review is expected to be completed in 2026.
- The overall health status of this project is Green. Of the \$1.2M available funding in 2025, it is projected that \$865K will be spent in 2025. The remaining \$371K will be carried forward to 2026.

Analytics Centre of Excellence (A.N.C.O.E.) program; Enterprise Business Intelligence (E.B.I.) and Global Search (Green) – Project completed in 2025

A.N.C.O.E. is a business-led analytics and innovation program, which oversees and drives analytics and information management activities for the Service. This program includes key projects such as E.B.I. and Global Search. The program goals are the enhancement of the Service's analytical reporting environments through the integration of advanced Power B.I. as well as geospatial and reporting technologies. The program aims to deliver streamlined service processes, enhance data accessibility and enrich the delivery of analytics products to front-line members, management, and the public.

- E.B.I. - Completed in 2021, this initiative included the implementation of the Service's Geographic Information System (G.I.S.) and Power B.I. platforms for monitoring and reporting on operational and strategic initiatives. These technologies enhance the Service's ability to share information through maps, applications, and interactive dashboards, both internally and with external stakeholders, including the public and other agencies.
- Global Search - Completed in 2024, this project successfully migrated to a modern, cost-effective platform while integrating additional databases. Global Search empowers investigators, frontline officers, and staff to efficiently search multiple databases through a unified platform. The final invoices were settled in February 2025, marking the project officially completed.
- The overall health status of this project is Green. There was no unspent funding remaining upon its official completion in 2025.

Replacements, Maintenance and Equipment Projects:

Projects in this category are mainly the replacement and maintenance of equipment, and maintenance of facilities. Some projects in this category were historically funded through the Vehicle and Equipment Reserve (Reserve) but are now financed through debt, following an agreement with City staff to address funding shortfalls and alleviate growing pressures on the Reserve. This section will also address net new vehicle and operational equipment, related to the multi-year hiring plan and C.S.P.A. compliance.

S.O.G.R. (Green)

S.O.G.R. funds are used to maintain the general condition, overall safety and requirements of existing Service buildings.

- The ongoing demand for upkeep at many of the Service's facilities continue at a high volume, particularly in those facilities that have been in the Service's portfolio for several years and require small and large-scale renovations. Some examples of work are Police Dog Services kennel renovation, Mounted Unit

renovation, flooring replacements, Marine Unit dock replacement, and replacement of overhead doors and gates.

- This project also includes technology upgrades to optimize service delivery and increase efficiencies (e.g., wireless internet, upgrade to the existing S.A.P. system).
- The overall health status of this project is Green. Of the \$6.3M available funding in 2025 (after the in-year transfer of \$250K from U.P.S. Lifecycle Replacement), it is projected that \$5.9M will be spent in 2025. The remaining \$449K will be carried forward to 2026.

Radio Lifecycle Replacement (Green)

The Service's Telecommunications Services Unit maintains mobile, portable and desktop radio units which are replaced every 10 years.

- A consultant has been engaged since 2024 to review and identify areas for improvement, efficiencies, technology and savings that can be incorporated into the next lifecycle plan in 2027. The review is expected to be completed in 2025.
- The overall health status of this project is Green. Of the \$100K available funding in 2025, it is projected that the entire amount will be spent by year-end.

Automated Fingerprint Identification System Replacement (A.F.I.S.) (Green)

A.F.I.S. is based on a biometric identification methodology that uses digital imaging technology to obtain, store and analyze fingerprint data. A.F.I.S. allows for compatibility with external systems in other agencies such as the Royal Canadian Mounted Police, communicating electronically for real-time identification, fingerprint submissions, searches and criminal record updates. This system is also integrated with other Service systems to provide real-time confirmation of prisoner identity for Booking Officers, and process requests for background clearance, police reference checks and clearance letter services. The current A.F.I.S. is a 2011 model that was first deployed in January 2013 and reached its end of life in December 2020. The system is currently undergoing a lifecycle upgrade scheduled from 2021 to 2025.

- The contract award and negotiation with IDEMIA was completed in 2020. The planning, design and factory acceptance phases were completed in 2021, 2023, and 2024 respectively.
- System acceptance testing was commenced on site. Due to vendor resource issues, the testing activities were delayed. The project team is actively working with the vendor to resolve the constraints and improve testing progresses. The testing is expected to be completed in the 2nd quarter of 2025.

- The two final phases, Material Shipment and Implementation-to-Operational, are also expected to be completed in the 2nd quarter of 2025.
- The project team has been reviewing the project resources continuously to stabilize the project schedule, as well as manage the risk in supporting both the current A.F.I.S. system and the implementation of the new solution.
- The overall health status of this project is Green. Of the \$554K available funding in 2025, it is projected that the entire amount will be spent by year-end.

New Records Management System (R.M.S.) (Green)

This project is for the replacement of the existing R.M.S., a core business operating system of the Service. A review of the Service's existing system has highlighted technological weaknesses, as usability and functional gaps continue to create operational challenges and hinder the progression to a digital environment. The new system is expected to improve the ability to make connections between related pieces of information and increase the interaction and openness to the public of the Service's information and processes.

- The contract award was approved in April 2023. The project team officially kicked off the project in February 2024 and completed 5 weeks of training on Niche R.M.S. to prepare for the system design and build phase in March and April 2024.
- A project website has been launched for the Service's internal audience, providing information and demonstration videos about the system.
- The project team developed two build iterations, completed 50% of system configuration and 30% of process configuration as of the 1st quarter of 2025.
- System development is in progress using an incremental build approach and is expected to be completed by the 4th quarter of 2025. The testing phase will follow. Training and rollout activities are targeted to begin in the 4th quarter of 2026.
- The biggest project risk is the retention of resources critical to project execution, particularly internal uniform S.M.E.s that are often redeployed based on operational Service requirements. Lack of consistency of S.M.E.s might expand the project timeline and costs. Moreover, the project timeline may overlap with the Federation Internationale de Football Association (F.I.F.A.) events, and the project team is actively reviewing the go-live approach and schedule to reduce project risks.
- The overall health status of this project is Green. Of the \$14M available funding in 2025, it is projected that \$11.2M will be spent by year-end. The remaining

\$2.8M underspending is due to some contractor services initially planned in 2025 that might be performed in early 2026 and will be carried forward to 2026.

Vehicle and Equipment Lifecycle Replacement (Green)

This project is for the lifecycle replacement of the Service's vehicles and the associated equipment for the Police vehicles. This includes marked and unmarked cars, support vehicles, bicycles, motorcycles, as well as telecommunication equipment to outfit the vehicles. The Service also prioritizes the procurement of hybrid vehicles which offer increased value in terms of operational efficiency, fuel savings, and carbon reduction.

- Of the vehicle orders placed for 2025, 25% were received as of the 1st quarter of 2025. The remaining orders are anticipated to arrive in the 2nd and 3rd quarter of 2025. Equipment installation in the vehicles is planned to be completed in the 4th quarter of 2025.
- The overall health status of this project is Green. Of the \$12.8M funding in 2025, it is projected that \$12.4M will be spent by year-end. The remaining \$345K will be carried forward to 2026.

*Please note the 2025 carry forward balance is allocated under the Vehicle and Equipment Reserve for this project.

Mobile Workstations Lifecycle Replacement (M.W.S.) (Green)

This project is for the lifecycle replacement of the M.W.S. platform including the M.W.S., the wireless modem and associated peripherals such as docking stations, keyboards and thermal portable printers. The M.W.S. platform is deployed to all the Service's police cars and motorcycles, enabling the officers to connect to the Service's systems through radio signals and use the mobile applications in the field.

- The rollout of this program is anticipated to be completed by the 4th quarter of 2025.
- The overall health status of this project is Green. Of the \$9.5M debt funding in 2025, it is projected that \$7.6M will be spent by year-end. The remaining \$1.9M underspending is due to potential change in procurement requirements based on product testing results and will be carried forward to 2026.

*Please note the 2025 carry forward balance is allocated under the Vehicle and Equipment Reserve for this project.

Workstation, Laptop, Printer Lifecycle Replacement (Green)

This project is for the lifecycle replacement of the Service's 3,200 workstations, 2,500 laptops, 2,450 additional monitors, and 1,000 printers which are replaced regularly every 4 to 7 years.

- The project team commenced the 2025 replacement activity in the 1st quarter of 2025. The ordering of workstations, monitors, and services has been completed. The rollout is anticipated to start in the 2nd quarter of 2025.
- The overall health status of this project is Green. Of the \$3.8M debt funding in 2025, it is projected that the entire amount will be spent by year-end.

*Please note the 2025 carry forward balance is allocated under the Vehicle and Equipment Reserve for this project.

Infrastructure Lifecycle Replacement (Green)

This project is for the lifecycle replacement of the Service's servers, network, and storage which are replaced every 6 years. In 2024, the Service's Infrastructure Team conducted a year-long analysis to re-baseline and ensure that all assets across multiple physical sites and access points were captured in the 2025-2034 Capital Program.

- The 2025 replacement activity was planned in two phases. Orders were placed for the first phase. The project team is obtaining quotes and preparing for the procurement for the second phase. It is expected that all delivery and equipment installation will be completed by the 4th quarter of 2025.
- The overall health status of this project is Green. Of the \$13.1M debt funding in 2025, it is projected that the entire amount will be spent by year-end.

*Please note the 2025 carry forward balance is allocated under the Vehicle and Equipment Reserve for this project.

Furniture Lifecycle Replacement (Green)

This project involves the lifecycle replacement of furniture including desks and chairs at various Service locations. The furniture to be replaced is often in use around the clock and is at their end of life. The Service monitors the locations where the furniture is nearing or past its lifecycle and efficiently arranges for replacement of all furniture at those locations. The Service also prioritizes the use of ergonomic furniture to reduce physical strain, fatigue, and workplace injury risks, helping staff to stay focused and perform effectively.

- The project team is verifying the costing for furniture required for various locations in 2025, followed by placing orders.

- The overall health status of this project is Green. Of the \$2.9M debt funding in 2025, it is projected that \$2.6M will be spent by year-end. The remaining \$293K will be carried forward to 2026.

*Please note the 2025 carry forward balance is allocated under the Vehicle and Equipment Reserve for this project.

Vehicle and Operational Equipment - Net New (Green)

This project provides for the procurement of 63 additional vehicles and the associated equipment to support the deployment of new hires based on the multi-year hiring plan. Additionally, to comply with the C.S.P.A. requirements, the Service will acquire 316 radios and other essential equipment in 2025.

- The orders for vehicles were placed and expected to be delivered in the 2nd and 3rd quarter of 2025. The C.S.P.A. related orders are in the planning stage and are expected to be completed in 2025.
- The overall health status of this project is Green. Of the \$7.4M available funding in 2025, it is projected that \$6.5M will be spent by year-end. The remaining \$914K will be carried forward to 2026.

Lifecycle Projects Under Vehicle and Equipment Reserve (Reserve):

Projects listed in this category include the regular replacement of selected information technology equipment, vehicles and other equipment. They are primarily funded from the Reserve which is in turn funded through annual contributions from the Service and Parking Enforcement Unit’s (P.E.U.) operating budgets.

Table 3 – Summary of Vehicle and Equipment Lifecycle Projects (\$000s)

Project Name	Carry Forward from previous years	2025 Budget	Available to Spend	Year End Projection	YE Variance (Over)/ Under	Carry Forward to 2025	Return to Reserve
Vehicle Replacement	1,330.0	0.0	1,330.0	1,187.3	142.8	0.0	142.8
IT- Related Replacements	2,581.2	3,168.0	5,749.2	5,090.7	658.5	658.5	0.0
Other Equipment	2,199.9	11,508.0	13,707.9	8,685.8	5,022.2	5,022.2	0.0
Total Lifecycle Projects	6,111.2	14,676.0	20,787.2	14,963.8	5,823.5	5,680.7	142.8

Note: Due to rounding, numbers presented may not add up precisely.

As the Service modernizes its systems for data, analytics initiatives and video evidence, it has increasing needs for on-premise storage. While the Service has taken steps to create efficiencies, the amount of equipment that must be replaced continues to increase, putting pressure on the Service’s operating budget for contribution to the Reserve. The following measures are implemented to ease part of the pressure:

- In the 2025-2034 Capital Program, 6 lifecycle replacement projects (including Vehicle and Equipment, Mobile Workstations, Workstation, Laptop and Printer,

Infrastructure, Furniture and Small Equipment – Telephone Handsets) were transitioned to be funded primarily through debts from 2025 onwards.

- These projects' reserve carry forward from previous years will be fully utilized in 2025.
- Please refer to the “Replacements/ Maintenance/ Equipment Projects” section for details of these projects:
- Rationalization efforts are also underway to minimize longer-term cost increases through adopting technology innovations (e.g. utilizing clouds to store data more efficiently).

Of the \$20.8M available funding in 2025, it is expected that \$15M will be spent by year-end. Of the anticipated under-expenditure of \$5.8M, \$5.7M will be carried forward to 2026 and \$143K will be returned to Reserve.

The projected under-expenditure is primarily related to the P.E.U. projects, i.e., Wireless Parking System, Automated License Plate Recognition Technology and Vehicle Impound Program. Due to additional time required in developing an overall plan on modernizing and digitizing P.E.U.'s services, the Service anticipates completing the request for proposal and vendor selection and approval processes in 2025 and the procurement in early 2026 respectively. Any changes in the project timeline will be addressed in future capital variance reports.

Conclusion:

The Service's 2025 gross spending rate is estimated at 85%. Of the anticipated under-expenditure of \$19M, \$18.9M will be carried forward to 2026 and \$143K will be returned to Reserve.

The Board will continue to be kept apprised of project progress through the quarterly variance report, including any major issues as projects progress, and any proposed capital program changes.

Ms. Svina Dhaliwal, Chief Administrative Officer, will attend to answer any questions the Board may have regarding this report.

Respectfully submitted,

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

Attachments:

Attachment A – 2025-2034 Capital Program

Attachment B – 2025 Capital Budget Variance Report as at March 31, 2025



6.3. 2025 Operating Budget Variance for the Toronto Police Service Parking Enforcement Unit, Period Ending March 31, 2025



PUBLIC REPORT

May 1, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: **2025 Operating Budget Variance for the Toronto Police Service Parking Enforcement Unit, Period Ending March 31, 2025**

Purpose: Information Purposes Only Seeking Decision

Recommendation:

This report recommends that the Toronto Police Service Board (Board) forward a copy of this report to the City of Toronto (City) Chief Financial Officer and Treasurer for information and inclusion in the variance reporting to the City's Budget Committee.

Financial Implications:

The Toronto Police Service Parking Enforcement Unit's (P.E.U.) 2025 approved net operating budget is \$57.5 Million (M). The P.E.U. is anticipating \$1.8 Million (M) favourable variance on its 2025 operating budget.

Summary:

The purpose of this report is to provide the Board with information on the P.E.U.'s 2025 projected year-end variance as at March 31, 2025. The P.E.U. is projecting a year-end favourable variance of \$1.8M on its 2025 operating budget. Anticipated savings are primarily attributed to lower than budgeted staffing levels and premium pay expenditures during the early part of the year.

Table 1 provides a high-level summary of variances by feature category. Year to date and projection figures are shown in the Appendix 1 at the end of this report.

Table 1 – 2025 Variance by Feature Category (\$Ms)

Category	2025 Budget (\$Ms)	2025 Projection (\$Ms)	Variance Fav/ (UnFav)	Explanation
Salaries	\$35.5	\$35.1	\$0.4	<ul style="list-style-type: none"> The variance is primarily attributed to timing of hires and separations. In 2024, the P.E.U continued to experience higher-than-anticipated separations with 71 P.E.O.s lost to either retirement or promotions to other positions and only 59 new hires, resulting in lower than anticipated staffing levels at the start of 2025. To address this shortfall, a hiring class of 40 new P.E.O.s is scheduled in May.
Premium Pay	\$2.0	\$1.3	\$0.7	<ul style="list-style-type: none"> Nearly all premium pay at the P.E.U. is related to enforcement activities, such as special events or directed enforcement activities. Premium pay is trending favorably; however, it is unclear whether this trend will continue as most special events take place in the summer months.
Benefits	\$12.5	\$11.9	\$0.6	<ul style="list-style-type: none"> The P.E.U.'s benefits mirror those of the Service, with costs being applied at year-end as a percentage of the Service's costs. The projected favourable variance is due to the reduced staffing levels and lower current spending.
Materials & Equipment	\$2.1	\$2.1	\$0.0	<ul style="list-style-type: none"> Significant items in this category include parking tags, uniforms, gasoline, vehicle parts and batteries for handheld parking devices. No variance is anticipated at this time.
Services	\$7.6	\$7.6	\$0.0	<ul style="list-style-type: none"> Significant items in this category include interdepartmental chargebacks, contributions to reserves, rental of property and maintenance, and support costs for the handheld parking devices.

Category	2025 Budget (\$Ms)	2025 Projection (\$Ms)	Variance Fav/ (UnFav)	Explanation
				<ul style="list-style-type: none"> No variance is anticipated at this time.
Revenue (e.g. T.T.C., towing recoveries)	(\$2.1)	(\$2.1)	\$0.0	<ul style="list-style-type: none"> Revenues include towing recoveries, draws from reserves, and recoveries from the Toronto Transit Commission (T.T.C.). The T.T.C. recoveries are for premium pay expenditures that are incurred to enforce parking by-laws on T.T.C. right of ways, necessitated by the ongoing weekend subway closures for signal replacement maintenance. No variance is anticipated at this time.
Total Net	\$57.5	\$55.8	\$1.8	

Note: Due to rounding, numbers presented may not add up precisely

Discussion:

Background

At its December 12, 2024 meeting, the Board approved the Toronto Police Service’s P.E.U. operating budget request at \$55.4M (Min. No. P2024-1212-4.4 refers), a 7.8% increase over the 2024 approved budget. The budget at the time did not include the impacts of 2024 and 2025 salary settlements as no agreements were yet in place. Subsequently, City Council, at its February 11, 2025 meeting, approved the P.E.U.’s 2025 operating budget at \$57.5M, to include an increase of \$2.2M for the 2024 Collective Agreement impact on P.E.U’s 2025 operating budget.

The P.E.U. is managed by the Service. However, the P.E.U.’s operating budget is separate from the Toronto Police Service (Service) budget and is maintained in the City’s non-program budget. In addition, revenues from the collection of parking tags issued accrue to the City, not the Service.

Relevant Board Policies and Compliance

This report is in compliance with the Board’s Budget Transparency Policy, approved on July 29, 2021 (Min. No. P2021-0729-3.0. refers).

Pressures and Opportunities

The hiring of Special Constables and Cadets by the Service has a significant impact on the P.E.U., given the historical trend of some P.E.O.s transitioning to those roles. While predicting the number of P.E.O.s transitioning to these positions is challenging, the Service continues to monitor actual separations throughout the year and adjusts the P.E.O. hiring plan accordingly. As P.E.O. separations continue due to retirements or promotions to other positions, new P.E.O.s are hired at the lowest 'step' in the salary band, resulting in cost savings.

Conclusion:

As at March 31, 2025, the P.E.U. is projecting a \$1.8M favourable year-end variance.

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

Respectfully submitted,

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

Attachments:

Appendix 1 - Year to Date and Projection

Appendix 1

Category	2025 Budget (\$Ms)	Actual to Mar 31/25 (\$Ms)	Projected Year-End Actual (\$Ms)	Fav/(Unfav) (\$Ms)
1- Salaries	\$35.5	\$7.2	\$35.1	\$0.4
2- Premium Pay	\$2.0	\$0.2	\$1.3	\$0.7
3- Benefits	\$12.5	\$1.4	\$11.9	\$0.6
4- Materials & Equipment	\$2.1	\$0.2	\$2.1	(\$0.0)
5- Services	\$7.6	\$1.0	\$7.6	(\$0.0)
6- Revenue (e.g. T.T.C., towing recoveries)	(\$2.1)	(\$0.1)	(\$2.1)	\$0.0
Total Net	\$57.5	\$9.8	\$55.8	\$1.8

Note: Due to rounding, numbers presented may not add up precisely

It is important to note that expenditures do not all follow a linear pattern and therefore year-to-date expenditures cannot be simply extrapolated to year-end. Rather, the projection of expenditures to year-end is done through an analysis of all accounts, taking into consideration factors such as expenditures to date, future commitments expected and spending patterns.



6.4. 2025 Operating Budget Variance Report for the Toronto Police Service Board, Period Ending March 31, 2025



PUBLIC REPORT

April 14, 2025

To: Chair and Members
Toronto Police Service Board

From: Dubi Kanengisser
Executive Director

Subject: **2025 Operating Budget Variance Report for the Toronto Police Service Board, Period Ending March 31, 2025**

Purpose: Information Purposes Only Seeking Decision

Recommendation(s):

This report recommends that the Toronto Police Service Board (Board) receive this report and forward a copy to the City of Toronto (City) Chief Financial Officer and Treasurer for information and inclusion in the variance reporting to the City's Budget Committee.

Financial Implications:

As of March 31, 2025, the Board is anticipating no year-end variance on its 2025 Operating Budget.

Summary:

The purpose of this report is to provide information on the Board's 2025 projected year-end variance as of March 31, 2025. The Board is not projecting any year-end variance on its 2025 Operating Budget. Anticipated savings in Salaries and Benefits will be offset by lower than projected draws from reserves.

Discussion:

Background

At its December 12, 2024, meeting, the Board approved the Toronto Police Service Board's 2025 Operating Budget at a net amount of \$2,376,000 (Min. No. P2024-1212-

4.5 refers), a \$20,700 increase over the 2024 approved budget. The budget at the time did not include the impacts of the 2024 and 2025 salary settlements as no agreements were yet in place. Subsequently, City Council, at its February 11, 2025, meeting, approved the Board’s 2025 Operating Budget at \$2,464,700, to include an increase of \$88,700 for the 2024 Collective Agreement impact on the Board’s 2025 operating budget.

Relevant Board Policies and Compliance

This report is in compliance with the Board’s Budget Transparency Policy, approved on July 29, 2021, under Board Minute P2021-0729-3.0.

Overall Variance

As of March 31, 2025, no variance is anticipated at year-end. The following chart summarizes the Board’s variance by expenditure category. Details regarding these categories are discussed in the sections that follow.

Expenditure Category	2025 Budget (\$000s)	Actual to March 31/2025 (\$000s)	Projected Year-End Actual (\$000s)	Fav/(Unfav) (\$000s)
Salaries & Benefits	\$1,837.9	\$295.2	\$1,406.1	\$431.8
Non-Salary Expenditures	\$1,692.5	\$38.5	\$1,692.5	\$0.0
Draws from Reserves	(\$1,065.7)	\$0.0	(\$633.9)	(\$431.8)
Total Net	\$2,464.7	\$333.7	\$2,464.7	\$0.0

It is important to note that not all expenditures follow a linear pattern and, as such, year-to-date expenditures cannot be simply extrapolated to year-end. Rather, the projection of expenditures to year-end is done through an analysis of all accounts, taking into consideration factors such as expenditures to date, future commitments and spending patterns.

Salaries & Benefits

Year-to-date expenditures for Salaries and Benefits are lower than budgeted, as not all Board staff are at the highest ‘step’ of their respective salary band, and there is currently one vacant position. It is anticipated that this position will be filled in the second or third quarters of the year. Additional savings are anticipated due to the current Board Chair also holding the position of City Councillor, making them ineligible to receive the Chair’s regular salary. Due to these factors, a favourable variance of \$431,800 is expected at year-end.

These projected savings are expected to be fully offset by lower than budgeted draws from reserves.

Non-Salary Expenditures/Draws from Reserves

The majority of the costs in this category are for arbitrations/grievances and City charge backs for legal services.

The Board cannot predict or control the number of grievances filed or referred to arbitration, as filings are at the discretion of bargaining units. To address this uncertainty and ensure adequate financial resources are available to respond to these matters when they arise, the 2025 Operating Budget includes a \$424,800 contribution to a Reserve for costs associated with the provision of legal advice and representation. Fluctuations in legal spending will be dealt with by increasing or decreasing the budgeted reserve contribution in future years' operating budgets so that the Board ultimately has funds available in the Reserve, upon which to draw, to fund these variable expenditures.

In case of a favourable operating variance at year-end, the Board may choose to draw less than the budgeted amount from the reserves to preserve the reserves' balances.

Conclusion:

As of March 31, 2025, no variance is being projected by the end of 2025. Favourable variances in salaries & benefits will be offset by reducing draws from reserves, which will help maintain reserve balances.

Respectfully submitted,

Dubi Kanengisser
Executive Director



7. Toronto Police Service Board Nominee to the Canadian Association of Police Services Board (CAPG)



PUBLIC REPORT

June 2, 2025

To: Chair and Members
Toronto Police Service Board

From: Dubi Kanengisser
Executive Director

Subject: Toronto Police Service Board Nominee to the Canadian Association of Police Services Board (C.A.P.G.)

Purpose: Information Purposes Only Seeking Decision

Recommendation(s):

This report recommends that

- 1) The Board nominate Board Member Councillor Lily Cheng to represent the Toronto Police Service Board on the C.A.P.G. Board of Directors for a two-year term; and,
- 2) The Board Office advise the C.A.P.G. of the Board's nomination.

Financial Implications:

The C.A.P.G. will pay reasonable and necessary costs incurred by members of its Board of Directors such as conference registration and accommodation.

Summary:

The purpose of this report is to seek approval to nominate Board member Councillor Lily Cheng to the C.A.P.G. Board of Directors for a two-year term.

Discussion:

Background

The Canadian Association of Police Governance (C.A.P.G.) is the only national organization dedicated to excellence in police governance in Canada. Founded in 1989 with the goal to improve the effectiveness of civilian bodies that govern local police services, it has since grown to represent 80% of municipal police service oversight

bodies throughout Canada. For over 30 years, the C.A.P.G. has worked diligently to achieve the highest standards as the national voice of civilian oversight of municipal police. C.A.P.G. helps create the space for thought leadership on the challenging but important questions in the police governance and oversight spheres. The opportunities the C.A.P.G. provides its members to collaborate with one another in tackling the modern challenges and creating opportunities for progressive thinking in this space has perhaps never been more important.

C.A.P.G. By-laws

With respect to the nomination of directors, the term of office, and the qualification of officers, the C.A.P.G. by-laws state as follows:

5.1 Number of Directors

The Board shall consist of the number of Directors specified in the Articles. If the Articles provide for a minimum and maximum number of Directors, the Board shall be comprised of the fixed number of Directors as determined from time to time by the Members by Ordinary Resolution or, if the Ordinary Resolution empowers the Directors to determine the number, by resolution of the Board. At least two (2) Directors shall not be Officers or employees of the Corporation or its affiliates.

5.2 Composition of the Board

The Board shall be comprised of representatives of the geographic regions of Canada represented by its Members. The Nominations Committee shall be responsible for preparing a slate of nominees for election by the Members which complies with these By- laws and the operating policies of the Corporation. In addition, if permitted by the Articles, the directors may appoint one or more additional directors who shall hold office for a term expiring not later than the close of the next annual meeting of Members, but the total number of directors so appointed may not exceed one-third (1/3) of the number of directors elected at the previous annual meeting of Members.

5.3 Qualifications

In addition to the qualifications for directors set out in the Act,

- (a) Only those individuals who are appointees of a Police Board which is a Member of the Corporation, a representative of a Non-Police Board Organization which is a Member of the Corporation, or a Non-Police Board Representative, are eligible to be elected as directors of the Corporation; and
- (b) Candidates nominated for election to the Board from the categories of a Police Board or a Non-Police Board Organization must reside in the province or territory in which the Police Board or Non-Police Board Organization is located.

5.4 Election and Term of Directors

The Directors shall be elected by the Members at each annual meeting of Members for which an election of Directors is required. Each Director shall be

elected to hold office for a term expiring not later than the close of the second annual meeting of Members following the election, at which time each such Director shall retire as a Director, but, if qualified, shall be eligible for re-election. No Director may be elected for more than three (3) consecutive terms unless a minimum of twelve (12) months has elapsed since the expiry of that individual's last term. Notwithstanding the foregoing, no Director on the Board of Directors immediately prior to the enactment of this by-law may serve on the Board of Directors for more than six (6) consecutive years, unless a minimum of twelve (12) months has elapsed since the expiry of that individual's last term.

Nomination of Councillor Lily Cheng

I am in receipt of an email from Mr. Stephen Reid, Executive Director of the C.A.P.G., regarding nominations to the C.A.P.G. Board of Directors for a two-year term.

Currently, Toronto does not have a representative on the C.A.P.G. Board. Following consultation with Chair Shelley Carroll, we would like to nominate Board Member Councillor Lily Cheng, for consideration. Councillor Cheng brings a strong combination of competencies to the role, including a demonstrated commitment to community engagement—along with a deep dedication to the community that she serves.

We believe Councillor Cheng would be a valuable addition to the C.A.P.G. Board of Directors and contribute meaningfully to its ongoing work.

Conclusion:

It is important that the Board continue to participate in the leadership of this national police governance organization, and support its efforts to share best practices, provide education and training and otherwise support the evolution of police governance in Canada. Through the nomination of Board Member Councillor Lily Cheng, the Board will continue to remain engaged and active in the significant work of the C.A.P.G.

Therefore, it is recommended that:

- 1) The Board nominate Board Member Councillor Lily Cheng, to represent the Toronto Police Service Board on the C.A.P.G. Board of Directors for a two-year term; and,
- 2) The Board Office advise the CAPG of the Board's nomination.

Respectfully submitted,

Dubi Kanengisser
Executive Director



8. Special Constable Re-Appointments – June 2025



PUBLIC REPORT

May 20, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

**Subject: Special Constable Appointments and Re-Appointments –
June 2025**

Purpose: Information Purposes Only Seeking Decision

Recommendation:

This report recommends that the Toronto Police Service Board (Board) approve the agency-initiated appointment and re-appointment requests for the individuals listed in this report as special constables for the Toronto Community Housing Corporation (T.C.H.C.), the Toronto Transit Commission (T.T.C.) and the City of Toronto Traffic Agents (C.T.A.).

Financial Implications:

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

Summary:

The purpose of this report is to seek the Board's approval for the agency requested appointments and re-appointments of special constables for the T.C.H.C., T.T.C. and the City of Toronto.

Discussion:

Background

Relevant Board Policies and Compliance

Under Section 92 of the *Community Safety and Policing Act 2019 (C.S.P.A)*, the Board is authorized to appoint special constables. Pursuant to this authority, the Board has agreements with the T.C.H.C., T.T.C. and the City of Toronto governing the administration of special constables (Min. Nos.P2025-0114-10.0, P2024-1112-11.0 and P2025-0304-8.1).

All agencies have been issued an authorization to employ special constables by the Ministry of the Solicitor General.

The Service received requests from the T.C.H.C., T.T.C. and the City of Toronto to appoint the following individuals as special constables (Appendix 'A' refers):

Table 1. Name of Agency and Special Constable Applicant

Agency	Name	Status Requested
T.T.C.	Noah BANKOLE	New Appointment
T.T.C.	Donnovan BELLE	Re- Appointment
T.T.C.	Jiwon CHUN	Re- Appointment
T.T.C.	Alisha GATSI	Re- Appointment
T.T.C.	Dariusz NOWOTNY	Re- Appointment
T.T.C.	Christopher ROSS	Re- Appointment
T.T.C.	Raymond WALKER	Re- Appointment
T.T.C.	Edward WINGER	Re-Appointment
T.C.H.C.	Derek ANDERSON	Re-Appointment
T.C.H.C.	Mohammad ARASH	Re-Appointment
T.C.H.C.	Kimberly BERTUCCA	Re-Appointment
T.C.H.C.	Arnold CHEUNG	Re-Appointment
T.C.H.C.	Gary Paul CLAYFORD	Re-Appointment
T.C.H.C.	Jared COLE	Re-Appointment
T.C.H.C.	Paul CROUCH	Re-Appointment

Agency	Name	Status Requested
T.C.H.C.	Sylas Martin EWAN	Re-Appointment
T.C.H.C.	Phillip FOGAH	Re-Appointment
T.C.H.C.	Leonard GARNETT	Re-Appointment
T.C.H.C.	Haddy HAKIM	Re-Appointment
T.C.H.C.	Michael HASLAUER	Re-Appointment
T.C.H.C.	Darlene HURLEY	Re-Appointment
T.C.H.C.	Andrew IMADE	Re-Appointment
T.C.H.C.	Erik Christian INGERMAN	Re-Appointment
T.C.H.C.	Giovanni KINNEY	Re-Appointment
T.C.H.C.	Brian Lorne LASS	Re-Appointment
T.C.H.C.	Joshua Adam MORDARSKI	Re-Appointment
T.C.H.C.	Paul MORGAN	Re-Appointment
T.C.H.C.	Maria PESTANO	Re-Appointment
T.C.H.C.	Jamie POWELL	Re-Appointment
T.C.H.C.	Henock SEBHATU	Re-Appointment
T.C.H.C.	Gloria SORRENTINO	Re-Appointment
T.C.H.C.	Mariusz SWIATEK	Re-Appointment
T.C.H.C.	Crystal TEETER	Re-Appointment
T.C.H.C.	Will VRIESWYK	Re-Appointment
T.C.H.C.	Michael MAGNAYE	New Appointment
T.C.H.C.	Mark TAN	New Appointment
C.T.A.	Ibrahim ABDUL SAMED	New Appointment

Agency	Name	Status Requested
C.T.A.	Idris Abiodun ABIOSE	New Appointment
C.T.A.	Adeyinka Adetoro AGBAJE	New Appointment
C.T.A.	Salman ALIBHAI	New Appointment
C.T.A.	Talha AZEEM	New Appointment
C.T.A.	Iqroop BADIAL	New Appointment
C.T.A.	Lorenzo BALINADO	New Appointment
C.T.A.	Carlos Mauricio BARRETO- MENDEZ	New Appointment
C.T.A.	Fernando Jr BLANCO	New Appointment
C.T.A.	Alexandria CARNOVALE	New Appointment
C.T.A.	Marc Angelo CASASIEMPRE	New Appointment
C.T.A.	Kevin Julian COOPER	New Appointment
C.T.A.	Adam Robert CUDDEMI	New Appointment
C.T.A.	Sohail DAUD	New Appointment
C.T.A.	Oladimeji DAWODU	New Appointment
C.T.A.	Khalid HUSSIEN	New Appointment
C.T.A.	Adil JABBAR	New Appointment
C.T.A.	Lovish KAURA	New Appointment
C.T.A.	Aniket KUMAR	New Appointment
C.T.A.	Vanessa LI	New Appointment
C.T.A.	Zoe LORUSSO	New Appointment

Agency	Name	Status Requested
C.T.A.	Abdulle MOHAMUD	New Appointment
C.T.A.	Scifo MONTEIRO	New Appointment
C.T.A.	Erin Nicole MOULSON	New Appointment
C.T.A.	Harrison NG	New Appointment
C.T.A.	Jason Kwaku OPPONG	New Appointment
C.T.A.	Swapnilkumar PARMAR	New Appointment
C.T.A.	Kshamyia PATEL	New Appointment
C.T.A.	Raymond PIRDJAHAN	New Appointment
C.T.A.	RAJAT	New Appointment
C.T.A.	Keshon RAMANATHAN	New Appointment
C.T.A.	John Dan RAMSAY	New Appointment
C.T.A.	Dequan SARGEANT	New Appointment
C.T.A.	Terry SINGH	New Appointment
C.T.A.	Josh THOMAS	New Appointment
C.T.A.	Josuel Alexander VALVERDE	New Appointment
C.T.A.	Jorre VANVAERENBERGH	New Appointment
C.T.A.	Cleon WILSON	New Appointment
C.T.A.	Alton WOODS-ALEXANDER	New Appointment
C.T.A.	Jeff YEBOAH	New Appointment

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

City Traffic Agents are appointed to conduct traffic direction under select sections of the *Highway Traffic Act* within the City of Toronto, but do not possess enforcement authorities.

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 Toronto Police Service’s (Service) Talent Acquisition Unit completed background investigations on these individuals, of which the agencies are satisfied with the results. Re-appointments have been employed by their agency for at least one 5-year term, and as such, they are satisfied that the members have satisfactorily carried out their duties and, from their perspective, there is nothing that precludes re-appointment.

The agencies have advised the Service that the above individuals satisfy all the appointment criteria as set out in the *C.S.P.A.*, all applicable Ontario Regulations and in their agreements with the Board. For all appointments and re-appointments, the applicants have completed the training prescribed by the Minister and the provincially mandated training titled “Thematic Training”.

The term of appointment is for five years as of June 12, 2025.

The T.C.H.C., T.T.C. and C.T.A.’s approved and current complements are indicated below:

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

Agency	Approved Complement	Current Complement
T.C.H.C.	300	161
T.T.C.	170	143
C.T.A.	200	28

Conclusion:

The Service continues to work together in partnership with the T.C.H.C., T.T.C. and the City of Toronto, 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 properties within the City of Toronto.

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

Respectfully submitted,

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

Attachments:

1. T.T.C. New Appointment & Re-Appointment Request Letter
2. T.C.H.C. New Appointment & Re-Appointment Request Letter
3. C.T.A. New Appointment Request Letter



Wednesday, May 7th, 2025
Sergeant Q. Yang
Public Safety Operations Special Constable Liaison Office
40 College Street, Toronto, Ontario, M5G 2J3

Sergeant Yang,

On March 20th, 2025, the Toronto Transit Commission was approved as a Special Constable employer under the Community Safety and Policing Act, 2019. This approval was issued by Solicitor General Michael Kerzner.

In accordance with the terms and conditions set out in the Memorandum of Understanding between the Toronto Police Services Board and the Toronto Transit Commission, it is requested that the Board approve this submission and appoint the following individuals as Toronto Transit Commission Special Constables for a five-year term.

The following individuals are fully trained, meeting all Ministry requirements, they have shown they possess the required skills and abilities to perform at the level required to be a Special Constable.

New appointments and re-appointments have undergone a background check, conducted by the Toronto Police Service, and we are satisfied with the results of those checks. Re-appointments have been employed by the Toronto Transit Commission for at least one, five-year term, and as such, we are satisfied that the members have carried out their duties and, from our perspective, there is nothing that precludes re-appointment.

NAME	TYPE
Edward WINGER	Re-Appointment
Noah BANKOLE	New Appointment

Regards,

James Bingham
Staff Sergeant 30069, Assistant Manager
Special Constable Service, Recruiting, Logistics and Community Engagement
Strategy and Customer Experience

Jamaal Myers, Chair
Joanne De Laurentiis, Vice-Chair
Greg Percy, Chief Executive Officer
Paul Ainslie, Commissioner

Alejandra Bravo, Commissioner
Fenton Jagdeo, Commissioner
Liane Kim, Commissioner

Ausma Malik, Commissioner
Josh Matlow, Commissioner
Julie Osborne, Commissioner
Dianne Saxe, Commissioner



Thursday, April 10th, 2025
 Sergeant Q. Yang
 Public Safety Operations Special Constable Liaison Office
 40 College Street, Toronto, Ontario, M5G 2J3

Sergeant Yang,

On March 20th, 2025, the Toronto Transit Commission was approved as a Special Constable employer under the Community Safety and Policing Act, 2019. This approval was issued by Solicitor General Michael Kerzner.

In accordance with the terms and conditions set out in the Memorandum of Understanding between the Toronto Police Services Board and the Toronto Transit Commission, it is requested that the Board approve this submission and appoint the following individuals as Toronto Transit Commission Special Constables for a five-year term.

The following individuals are fully trained, meeting all Ministry requirements, they have shown they possess the required skills and abilities to perform at the level required to be a Special Constable.

New appointments and re-appointments have undergone a background check, conducted by the Toronto Police Service, and we are satisfied with the results of those checks. Re-appointments have been employed by the Toronto Transit Commission for at least one, five-year term, and as such, we are satisfied that the members have carried out their duties and, from our perspective, there is nothing that precludes re-appointment.

NAME	TYPE
Alisha GATSI	Re-Appointment
Dariusz NOWOTNY	Re-Appointment
Raymond WALKER	Re-Appointment
Donnavan BELLE	Re-Appointment
Jiwon CHUN	Re-Appointment
Christopher ROSS	Re-Appointment

Regards,

James Bingham
 Staff Sergeant 30069, Assistant Manager
 Special Constable Service, Recruiting, Logistics and Community Engagement
 Strategy and Customer Experience

Jamaal Myers, Chair
 Joanne De Laurentiis, Vice-Chair
 Greg Percy, Chief Executive Officer
 Paul Ainslie, Commissioner

Alejandra Bravo, Commissioner
 Fenton Jagdeo, Commissioner
 Liane Kim, Commissioner

Ausma Malik, Commissioner
 Josh Matlow, Commissioner
 Julie Osborne, Commissioner
 Dianne Saxe, Commissioner

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



May 10, 2025

Toronto Police Service
Special Constable Liaison Office
40 College Street
Toronto, Ontario
M5G 2J3

DELIVERED VIA ELECTRONIC MAIL

**Re: Request for Toronto Police Service Board Approval for
Re-Appointment and Appointment of Special Constables**

In accordance with the terms and conditions set out in the Memorandum of Understanding between the Toronto Police Service Board and Toronto Community Housing Corporation, the Board is authorized to appoint special constables.

The following individuals are fully trained, meeting all Ministry requirements including the provincially mandated training titled "Thematic Training". They have shown they possess the required skills and ability to perform at the level required to be a special constable. Both new appointments and re-appointments have undergone a background check, conducted by the Toronto Police Service, and we are satisfied with the results of those checks. Re-appointments have been employed by Toronto Community Housing Corporation for at least one 5-year term, and as such, we are satisfied that the members have satisfactorily carried out their duties and, from our perspective, there is nothing that precludes re-appointment.

Agency	Surname	Given Name	Type
TCHC	ANDERSON	Derek	Re-Appointment
TCHC	ARASH	Mohammad	Re-Appointment
TCHC	BERTUCCA	Kimberly A.	Re-Appointment
TCHC	CHEUNG	Arnold	Re-Appointment
TCHC	CLAYFORD	Gary Paul	Re-Appointment
TCHC	COLE	Jared	Re-Appointment
TCHC	CROUCH	Paul	Re-Appointment
TCHC	EWAN	Sylas Martin	Re-Appointment

TCHC	FOGAH	Phillip	Re-Appointment
TCHC	GARNETT	Leonard	Re-Appointment
TCHC	HAKIM	Haddy	Re-Appointment
TCHC	HASLAUER	Michael	Re-Appointment
TCHC	HURLEY	Darlene	Re-Appointment
TCHC	IMADE	Andrew	Re-Appointment
TCHC	INGERMAN	Erik Christian	Re-Appointment
TCHC	KINNEY	Giovanni	Re-Appointment
TCHC	LASS	Brian Lorne	Re-Appointment
TCHC	MORDARSKI	Joshua Adam	Re-Appointment
TCHC	MORGAN	Paul	Re-Appointment
TCHC	PESTANO	Maria	Re-Appointment
TCHC	POWELL	Jamie	Re-Appointment
TCHC	SEBHATU	Henock	Re-Appointment
TCHC	SORRENTINO	Gloria	Re-Appointment
TCHC	SWIATEK	Mariusz	Re-Appointment
TCHC	TEETER	Crystal	Re-Appointment
TCHC	VRIESWYK	Will	Re-Appointment
TCHC	MAGNAYE	Michael	New Appointment
TCHC	TAN	Mark	New Appointment

It is requested that the Board approve this submission.

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

Respectfully,



Allan Britton, Badge #31194

Acting Senior Director/Acting Chief Special Constable
Community Safety Unit

Toronto Community Housing

931 Yonge St, Toronto, ON M4W 2H2

T: 416 981-4116

Allan.britton@torontohousing.ca

Transportation Services
Barbara Gray, General Manager

Reply to: Chris Gannon
Program Manager
Traffic Management
703 Don Mills Road 5th Floor
Toronto, Ontario, M3C 3N3 **Tel:**
437-219-5460
Email: chris.gannon@toronto.ca

DATE: May 20,2025

Sgt. Qian Yang
Special Constable Liaison Office
40 College St.
Toronto, Ontario, M5G 2J3

Dear Sgt. Yang,

Re: Request for Toronto Police Service Board Approval for Appointment for Special Constables

In accordance with the terms and conditions set out in the Memorandum of Understanding between the Toronto Police Service Board and the City of Toronto, the Board is authorized to appoint special constables. The following individuals are fully trained, meeting all Ministry requirements, and have shown they possess the required skills and ability to perform at the level required to be a special constable. Both new appointments and re-appointments have undergone a background check, conducted by the Toronto Police Service, and we are satisfied with the results of those checks. Reappointments have been employed by the City of Toronto for at least one 5-year term, and as such, we are satisfied that the members have satisfactorily carried out their duties and, from our perspective, there is nothing that precludes reappointment.

Organization	Name	Type
City of Toronto	ABDUL SAMED, Ibrahim	New Appointment
City of Toronto	ABIOSE, Idris Abiodun	New Appointment
City of Toronto	AGBAJE, Adeyinka Adetoro	New Appointment
City of Toronto	ALIBHAI, Salman	New Appointment
City of Toronto	AZEEM, Talha	New Appointment
City of Toronto	BADIAL, Iqroop	New Appointment
City of Toronto	BALINADO, Lorenzo	New Appointment
City of Toronto	BARRETO-MENDEZ, Carlos Mauricio	New Appointment
City of Toronto	BLANCO, Fernando Jr	New Appointment
City of Toronto	CARNOVALE, Alexandria	New Appointment
City of Toronto	CASASIEMPRE, Marc Angelo	New Appointment
City of Toronto	COOPER, Kevin Julian	New Appointment

City of Toronto	CUDEMI, Adam Robert	New Appointment
City of Toronto	DAUD, Sohail	New Appointment
City of Toronto	DAWODU, Oladimeji	New Appointment
City of Toronto	HUSSIEN, Khalid	New Appointment
City of Toronto	JABBAR, Adil	New Appointment
City of Toronto	KAURA, Lovish	New Appointment
City of Toronto	KUMAR, Aniket	New Appointment
City of Toronto	LI, Vanessa	New Appointment
City of Toronto	LORUSSO, Zoe	New Appointment
City of Toronto	MOHAMUD, Abdulle	New Appointment
City of Toronto	MONTEIRO, Scifo	New Appointment
City of Toronto	MOULSON, Erin Nicole	New Appointment
City of Toronto	NG, Harrison	New Appointment
City of Toronto	OPPONG, Jason Kwaku	New Appointment
City of Toronto	PARMAR, <u>Swapnilkumar</u>	New Appointment
City of Toronto	PATEL, Kshamya	New Appointment
City of Toronto	PIRDJAHAN, Raymond	New Appointment
City of Toronto	RAJAT	New Appointment
City of Toronto	RAMANATHAN, Keshon	New Appointment
City of Toronto	RAMSAY, John Dan	New Appointment
City of Toronto	SARGEANT, Dequan	New Appointment
City of Toronto	SINGH, Terry	New Appointment
City of Toronto	THOMAS, Josh	New Appointment
City of Toronto	VALVERDE, Josuel Alexander	New Appointment
City of Toronto	VANVAERENBERGH, Jorre	New Appointment
City of Toronto	WILSON, Cleon	New Appointment
City of Toronto	WOODS-ALEXANDER, Alton	New Appointment
City of Toronto	YEBOAH, Jeff	New Appointment

It is requested that the Board approve this submission for Appointments.

Yours truly,



Chris Gannon
Program Manager, Traffic Agent Program



9. 2024 Annual Reports: City Traffic Agents (C.T.A.), University of Toronto (U of T), Toronto Community Housing Corporation (T.C.H.C.), and Toronto Transit Commission (T.T.C.) - Special Constables



PUBLIC REPORT

April 7, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: **2024 Annual Reports: City Traffic Agents (C.T.A.), University of Toronto (U of T), Toronto Community Housing Corporation (T.C.H.C.), and Toronto Transit Commission (T.T.C.) - Special Constables**

Purpose: Information Purposes Only Seeking Decision

Recommendation:

This report recommends that the Board receive the 2024 Annual Reports from the City of Toronto (City), U of T, T.C.H.C., and T.T.C.

Financial Implications:

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

Summary:

The following agencies have submitted their Annual Reports, which provide statistical information and a detailed overview of the corresponding agencies' Special Constable Program:

City - City Traffic Agent Program

U of T - University of Toronto Special Constable Program

T.C.H.C. - Community Safety Unit (C.S.U.) Special Constable Program

Discussion:

Background

As directed by the Board, appended to this report are the 2024 Annual Reports from the City, U of T, T.C.H.C. and T.T.C. regarding special constables. These reports are consistent with the reporting guidelines established by the Board.

Relevant Board Policies and Compliance

Section 8.6 of the Agreement between the Toronto Police Service Board (Board) and the City regarding special constables states that:

“The City shall provide to the Board an annual report with statistical information including information regarding C.T.A.S.C.s assistance in the movement of traffic on City Highways and the safe and orderly flow of traffic on City Highways, including its impact, training, use of force activities, supervision, complaints, and other issues of concern to the Parties and such further categories of information as may be requested by the Board or the Chief, and as agreed to by the City, from time to time.”

Section 45 of the Agreement between the Board and the University of Toronto (U of T) Governing Council regarding special constables states that:

“The University shall provide to the Board an annual report with statistical information including but not limited to information as to enforcement activities, training, supervision, complaints and other issues of concern to the parties and such further relevant information as may be requested by the Board.”

Section 9.12 of the Agreement between the Board and Toronto Community Housing Corporation (T.C.H.C.) regarding special constables states that:

“The TCHC shall provide to the Board an annual report with statistical information including information regarding enforcement activities, training, use of force activities, supervision, complaints, and other issues of concern to the Parties and such further categories of information as may be requested by the Board or the Chief, from time to time.”

Section 9.12 of the Agreement between the Board and Toronto Transit Commission (T.T.C.) regarding special constables states that:

“The TTC shall provide to the Board an annual report with statistical information including information regarding enforcement activities, training, use of force activities, supervision, complaints, and other issues of concern to the Parties and such further categories of information as may be requested by the Board or the Chief, from time to time.”

Conclusion:

The Service continues to work collaboratively with our external special constable agencies to enhance public safety within our communities.

Deputy Chief Robert Johnson, Specialized Operations Command, will be in attendance to answer any questions the Board may have regarding this report.

Respectfully submitted,

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

Attachments:

1. C.T.A. Annual Report
2. U of T Annual Reports
3. T.C.H.C. Annual Report
4. T.T.C. Annual Report



9.1. University of Toronto St. George Campus Safety Special Constables Annual Report



UNIVERSITY OF TORONTO CAMPUS SAFETY SPECIAL CONSTABLE SERVICE

UNIVERSITY OF TORONTO - ST. GEORGE CAMPUS

SPECIAL CONSTABLE ANNUAL REPORT

2024



CONTENTS

- 3 EXECUTIVE SUMMARY
- 4 DIRECTION, MANAGEMENT AND SUPERVISION
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EXECUTIVE SUMMARY

The University of Toronto was established in 1827 by Royal Charter. In 1904, the University established the Campus Police Service. Because the University was not originally part of the city service plan, it was responsible for its own policing. Constables were appointed by the Province. Later, city police service was provided through mutual aid agreements.

The University of Toronto Governing Council and the Toronto Police Services Board entered into an agreement in 1995. Today, we provide Special Constable services to support the University community and the Toronto Police Service by responding to calls for service and incidents on University property in a timely and community-oriented manner. Currently providing service to a community of approximately 99,000 students and more than 25,000 faculty and staff. In 2022, the University of Toronto Campus Police changed its name to the University of Toronto Campus Safety Service. The service has three functional groups – St. George (Downtown), Scarborough and Mississauga Campuses. Each is functionally separate but work under a common policy.

There are two separate Special Constable agreements – one with the Peel Regional Police Services Board and the other with the Toronto Police Services Board. More than 10,000 students live in residence on the St. George campus and the balance use transit and other means of transportation to attend as day students.

The University of Toronto is the largest and most diverse university in Canada and the United States (by enrolment). The University has international students from 170 countries and regions with almost every racial, language, ethnic, national, political and religious group being represented. Approximately 20,000 new students are admitted to the University every year and a similar number are granted degrees. During the non- academic year, the University is host to students from around the world looking for a Canadian experience. The University is a peaceful place where issues are explored, debated and at times argued. The freedom to speak, believe and learn is fundamental to the institution.

Despite, or because of its differences, the University thrives in the world of research and culture. By all of the standards used to assess the safety of a community in Canada, the University of Toronto remains a safe environment. Our campuses are open to the community. They are the source of much of the academic culture available in the cities of Toronto and Mississauga.

It is the role of the Special Constable Service to recognize and anticipate issues and take corrective action. For this reason, each campus service has responsibilities beyond community policing and law enforcement. We provide safety and security plans, systems and services. Our methodology relies heavily on Crime Prevention through Environmental Design (CPTED) principles for physical security and through partnerships with various university offices for social and community development, safety planning and coordination of crisis services. The result is a level of service sought by many academic and community organizations. It serves our community well.

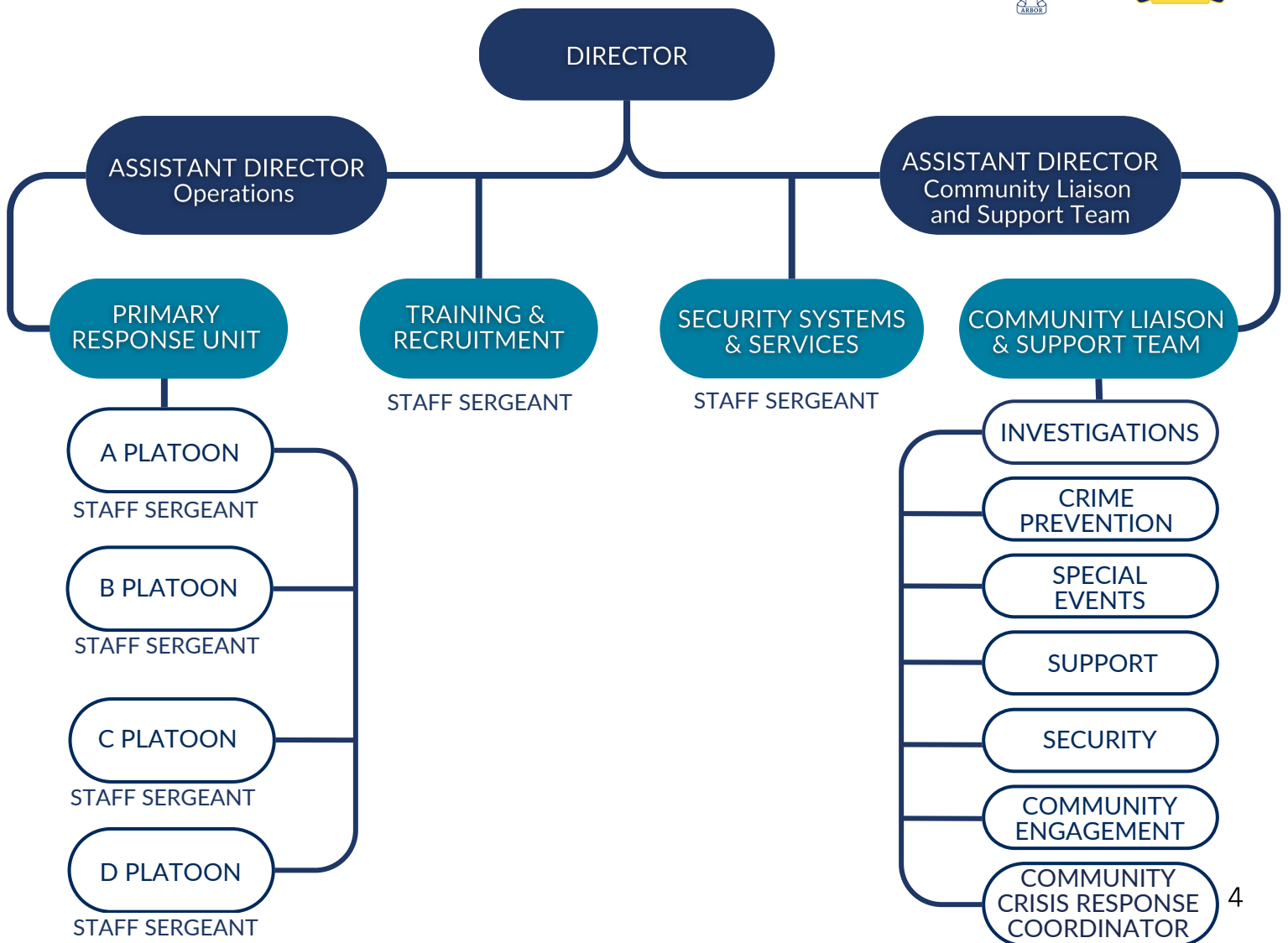
DIRECTION, MANAGEMENT AND SUPERVISION

The University of Toronto Campus Safety Service at the St. George Campus operates 24/7 utilizing groups of uniform personnel led by a Staff Sergeant, assisted by a Corporal and dispatcher to support and guide the Special Constables in their work.

The Director, Campus Safety manages a portfolio that includes the Special Constable Service, Operations and the Community Liaison & Support Team led by Assistant Directors. Non-Sworn services include Security Guard Services, Call Centre and Security Systems and Access. They are not part of the Special Constable operation and no report is made for their activity.



ORGANIZATIONAL CHART





APPOINTMENTS

Number of Total Applications (January 1-December 31)	Number of New Appointments (January 1-December 31)	Number of Re-Appointments (January 1-December 31)	Total Number of Special Constables (As of December 31)
1	2	1	27

TERMINATIONS, SUSPENSIONS, RESIGNATIONS AND RETIREMENTS

Number of Terminations (January 1-December 31)	Number of Suspensions (January 1-December 31)	Number of Resignations (January 1-December 31)	Number of Retirements (January 1-December 31)
0	0	4*	0

* Resignations:

- 2 Staff members resigned to pursue other employment opportunities
- 1 Staff member did not return following a long-term leave of absence
- 1 Staff member transferred to the UTM campus

TRAINING

Our training mandate is designed to meet the needs of the University. Training combines Directives from the Toronto Police Service and the Ministry of the Solicitor General. Changes in law, court decisions, and Federal and Provincial standards are included into a comprehensive learning model.

The Service strives to keep current with community policing, public safety and law enforcement trends while recognizing trends in social development and learning from professionals within and outside the University. The training program is developed through consultation with the community, other institutions, and case debriefing of situations.

The Community Safety Policing Act (CSPA) impacts Special Constables with specific topics that are legislated and must be included into Orientation and Refresher training courses. Topics include De-Escalation, Human Rights, Systemic Racism and Rights and Culture of First Nation, Inuit and Metis People.

The Service welcomes constructive comment from its community members towards the process of designing and delivering the courses to meet the specific needs of the service and its community. The training curriculum is designed to ensure a balanced mix of mandatory skills training, sensitivity to the University environment and practical field experience. This is accomplished through a combination of on-line and in-class lectures, seminars and participative, in-group discussions to approximate campus policing situations.

MANDATORY TRAINING

Course / Topic	Delivered By	Duration	Number who received training
Annual Use of Force	Campus Safety Instructors	8	*32
Standard First Aid	Canadian Red Cross	16	4

*1 Medical absence.

*5 Officers fully trained and pending being sworn in.

Campus resources are used whenever possible, but due to the unique style of policing that is required on campus; outside resources are occasionally used. The nature of the University community requires its special constables to have a high level of understanding of the cultures, beliefs, and experiences of people from all over the world.

Understanding people and developing empathy for their situations is essential to providing community policing services. There are core learning requirements that lead to understanding diversity in many parts of the training, not just in courses titled as such. The initiatives taken are highlighted in the chart.

The table following details the training provided during 2024 to special constables at the University of Toronto St George campus:

ADDITIONAL SPECIAL CONSTABLE TRAINING

Course / Topic	Delivered By	Duration (hrs)	Number who received training
Autism Spectrum Disorder	Canadian Police Knowledge Network	1	4
Close Protection Officer Course for Special Constables	Ontario Police College, OPP Protective Services	40	6
Customer Service in a Policing Environment	American Crime Prevention institute	1	5
Developing your Emotional Intelligence	LinkedIn Learning through University of Toronto	1	28
Human Trafficking Interdiction and Human Trafficking Operations Training	Human Trafficking Training Center	16	1
Introduction to Hate Crime Investigations	Canadian Police Knowledge Network	1.5	32
Introduction to Trauma and Sexual Assault Investigations	Canadian Police Knowledge Network	1.5	32

SPECIAL CONSTABLE TRAINING (continued)

Course / Topic	Delivered By	Duration (hrs)	Number who received training
IPMBA Police Cyclist	International Police Mountain Bike Association	32	1
PFPO Fitness Appraiser Course	Toronto Police College	24	1
PFPO Fitness Appraiser Course Recertification	Toronto Police College	16	1
Preparedness and Protest Management Training	TNT Justice Consultants	4	23
Naloxone Nasal Spray Administration	Canadian Police Knowledge Network	.5	32
Recognition of Emotionally Disturbed Persons	Canadian Police Knowledge Network	1.5	5
Scenario Based Mental Health and De-Escalation Training	Canadian Police Knowledge Network	1.5	5
Social Media in Communications	Toronto Police College	16	1
Special Constable Orientation Course	TNT Justice Consultants	200	3
Using a Trauma Informed Approach	Canadian Police Knowledge Network	2	4



1800+ HOURS

The total number of training hours that University of Toronto Campus Safety Special Constables received in 2024.

USE OF FORCE

In 2024, there were no instances of Special Constables at the University of Toronto (St. George) Campus Safety using force on a person that required the submission of a Use of Force Report (R.R.O. 1990, Reg. 926 s 14.5 (1)).

COMPLAINTS

Total Number of Complaints	Investigated by Agency	Investigated by Toronto Police Service	Number Resolved	Number Outstanding
0	0	0	0	0

EQUIPMENT ISSUED TO SPECIAL CONSTABLES

All University of Toronto Campus Safety Special Constables are issued the following pieces of equipment by the Service:

- One wallet badge, appropriate wallet and Agency identification card
- Soft body armour with appropriate carriers
- One set of standard handcuffs with appropriate carrying case
- One expandable baton with appropriate carrying case
- One memo book
- Access to electronic directives
- Uniform



CRIME, TRAFFIC AND ORDER MANAGEMENT

Authority	Arrested	Charged (Form 9/10, POT)	Released No Charges (Unconditionally)	Turned over to Toronto Police Service
Criminal Code	38	15	2	21
Controlled Drug and Substance Act	0	0	0	0
Trespass to Property Act	25	24	1	0
Liquor License Act	0	0	0	0
By-law	0	0	0	0

2024 STATISTICAL OVERVIEW

REPORTABLE INCIDENTS

Description	2024	2023	Change
Break and Enter	19	13	+6
Robbery	4	3	+1
Theft Over \$5000	19	16	+3
Theft Under \$5000	199	190	+9
Theft Bicycles	67	45	+22
Fraud	55	50	+5
Possess Stolen Property	0	0	0
Disturb Peace	2	0	+2
Indecent Acts	4	4	0
Mischief/Damage	237	190	+47
Sexual Assaults	10	9	+1
Assault	34	30	+4
Domestic Incident	11	11	0
Impaired Driving	0	2	-2
Criminal Harassment	28	15	+13
Threats	26	21	+5
Hate Crime/Incident	35	23	+12
Other Offences	32	15	+17

2024 STATISTICAL OVERVIEW

REPORTABLE INCIDENTS (continued)

Description	2024	2023	Change
Arrest Warrants	12	5	+7
Alarms (non-reportable)	1158	1509	-351
Fire Alarms	17	22	-5
Community Assistance	38	11	+27
Community Information	141	88	+53
Suspicious Person	90	61	+29
Trespasser Charged	41	16	+25
Trespasser Cautioned	57	56	+1
Insecure Premises	58	87	-29
Motor Vehicle Incident	17	19	-2
Mental Health Act	89	56	+33
Suicide/Attempt Suicide	5	6	-1
Sudden Death	2	3	-1
Fires	17	8	+9

WE ARE ACCOUNTABLE TO OUR COMMUNITY AND GUIDED BY THE FOLLOWING PRINCIPLES AND VALUES:

- **respect** for the dignity, privacy, worth and diversity of all persons
- **fair** and **impartial** treatment of all individuals
- a departmental philosophy that promotes **safety and security** as a responsibility of all members of the community;
- **reliability, competence, accountability, teamwork** and **open communication**, and
- an approach to campus safety that welcomes and encourages **community involvement** and promotes **equity**.





University of Toronto Campus Safety
Special Constable Service
21 Sussex Avenue, Toronto, ON M5S 1J6
416-978-2323 | CampusSafety.utoronto.ca | @UofTSafety



“Reflecting our community since 1904”



9.2. 2024 University of Toronto Scarborough Campus Safety Annual Report

2024 University of Toronto Scarborough Campus Safety Annual Report



University of Toronto Scarborough
Campus Safety
1265 Military Trail
SW304
Toronto, Ontario
M1C 1A4

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Executive Summary

At the University of Toronto Scarborough, we believe that developing a safe and secure environment is a shared responsibility, and along with the strong partnerships we have developed with various departments and our community, community-based safety initiatives play a particularly key role in our continued success.

Special Constables are staff members employed by the University of Toronto who are appointed under the Community Safety and Policing Act and are subject to approval of the Toronto Police Service Board. The Special Constables are governed by a Memorandum of Understanding between the Governing Council and the Toronto Police Service Board and currently hold authorities and responsibilities under various federal, provincial and municipal statutes, including the Criminal Code, Trespass to Property Act, Mental Health Act and the Liquor License Control Act. This is in addition to the ability to enforce and uphold University of Toronto Policy. Campus Safety endeavours to take a community-based approach to resolving issues.

In 2024, UTSC experienced many achievements. In February, long-time Staff Sergeant Shahid Zafar left UTSC and joined the Mississauga Campus as their Assistant Director, Campus Safety. In June a new Staff Sergeant, Taylor Thompson and familiar face at UTSC returned and was promoted. The summer was busy with events and activities on the campus. The Sam Ibrahim building opened expanding classroom, teaching and study spaces. Campus Safety launched a new Active Attacker training program and several sessions were put on for various departments. Campus Safety hired first time, furthering our commitment to community engagement.

Orientation was another huge success with Campus Safety taking part in the planning and the festivities. UTSC hosted their third annual Homecoming which was another huge success.

Campus Safety participated in a management course providing ride-alongs and participated as a case study for the students who served as consultants to design training programs for each of the job functions within the office. The students were provided with real-life experience and the presentations the students came up with were outstanding.

The Community Crisis Response Coordinator continued to participate in the Work Integrated Learning Program, hiring on a student to obtain outside of the classroom job-relevant experience.

Campus Safety has continued to engage with the UTSC community through a variety of community-based initiatives.

Campus Safety requires that their Special Constables each implement one initiative in each of the Fall and Winter semesters in addition to the many other events to which Campus Safety is invited to participate. In 2024, Campus Safety continued to see a high demand for safety planning services. These requests are managed on a case-by-case basis to support the community. Criminal statistics and general reports have remained within a reasonable threshold and have slightly increased. Calls for service to assist our community members increased.

The University of Toronto Scarborough Campus Safety team provides effective support to our community, ensuring that prescribed service standards are met while ensuring that the administration, promotion, and support of professionalism are upheld. These standards include the practices, conduct, appearance, ethics, and integrity of its members, to strengthen public confidence and cooperation within the community.

Criminal statistics and general reports have remained within reasonable levels in 2024. The number of calls for service, however, increased from 2,907 to 3,016 during 2024, and the number of reports has decreased from 723 to 692. These statistics do not reflect the informal and impromptu contacts the officers have with members of the University community, which also contribute to an enhanced sense of personal safety.

UTSC Committee Participation

Members of Campus Safety management and front-line personnel participate in various committees on campus, many of which focus on providing a safe environment for our students, faculty and staff. Other committees are efforts to increase the level of engagement with members of marginalized communities.

- Campus Safety continues its partnership with the Office of Student Experience and Wellbeing (OSEW) and Scarborough Campus Student Union (SCSU) during Orientation activities, allowing the opportunity to remove barriers between students and Campus Safety members. Campus Safety management also works with OSEW and SCSU to provide financial support and strategic approaches to ensure safety during various Orientation events.
- Campus Safety participates in the Student Welfare Committee, comprised of Managers and Directors who collaborate to case manage situations of students at risk, to ensure that they receive the support necessary to increase their chances of success in their educational endeavors, while also ensuring community safety.
- Campus Safety co-chairs the Risk Assessment Committee: this is a committee comprised of management and student representatives that identify and mitigate personal and physical risks associated with events held on campus, thereby ensuring the success and safety of the participants during the event.
- Leadership, Education and Development (LEAD) program: The Senior Director, Assistant Director, and Community Crisis Response Coordinator participated in this initiative as mentors paired with mentees throughout the program, which ran from September 2024 to May 2025. Mentees met with their mentors to focus on topics of interest and to learn from their mentor's experience and wisdom. One of the Staff Sergeants participated in the program as a mentee.
- Operational Response Team: Campus Safety participated in this committee which focuses on business continuity in response to events that take place on campus to ensure operations are not impacted.

- Study Space Committee: This committee is comprised of various stakeholders within the UTSC community such as Facilities Management, SCSU, Retail and Conference Services, Information and Instructional Technology Services and others. The committee is in place to ensure students at UTSC have safe and adequate space on campus in which to study effectively.

Community Safety Initiatives

Community initiatives and engagement are the essence of what Campus Safety does and continues to remain a key priority to our team. Campus Safety participated in a wide variety of community safety initiatives in 2024, including:

- Decompression Sessions
- Black Student Engagement Orientation
- Job Shadowing
- Christmas Toy Drive
- Children’s Holiday Party (for Staff & Faculty)
- Muslim Heritage Event
- De-escalation Training for various departments
- Donation Drive
- Pump for Post-Secondary
- Pancake Breakfast
- College Career Fairs
- Get Started – Orientation and Training
- Grand Iftar in collaboration with the Muslim Student Association
- Green Path Orientation
- Homecoming
- International Student Centre SIN clinic
- International Students Orientation
- Prep Yourself - Safety Orientation for first-year students
- Remembrance Day
- Residence Life Team Training
- Safety in Residence Seminar
- Treats on the Beat
- Urban Self-Defense
- UTSC Camp Safety Talks
- UTSC Orientation
- Wellness Fair

Moving Forward

The University of Toronto Scarborough Campus Safety will continue its reactive and proactive strategies to both identify safety concerns and implement strategies that help us to better serve our community, and continue our relationship with the Toronto Police Service. We are extremely

invested in community-based safety by partnering with our community and look forward to continuing with current partnerships and establishing new partnerships in the coming year.

Organization, Statistics and Mandatory Reporting

Supervision

The Assistant Director, UTSC Campus Safety (Special Constables) reports to the Senior Director of Campus Safety Operations, who in turn reports to the Chief Administrative Officer. The Assistant Director and the Staff Sergeants of the UTSC Special Constable Service are responsible for the management, training and general supervision of all Corporals and Special Constables, while the Corporals are responsible for the supervision of the Special Constables on duty. Managers are generally on duty from 7:00 A.M. – 7:00 P.M. Monday to Friday and are on call at other times. There is a Corporal or Acting Corporal on duty 24/7/365 who is designated as the shift supervisor and is responsible for supervising between one and four officers as well as our Building Patrollers.

Staffing

In 2024, two Special Constables left the University to pursue careers with local Police Services and one Special Constable transferred to the St. George Campus. Three new Special Constables were hired in 2024. These changes resulted in UTSC Campus Safety operating three below full strength as of December 31st, 2024. Campus Safety is working on hiring to fill these vacant positions.

Campus Safety management continues to work with the Equity, Diversity and Inclusion Office and Human Resources to improve recruitment processes. We continue to strive to have our members reflect the UTSC community.

Campus Safety also employs five Building Patrollers (licensed security guards) who complement the Special Constables in providing safety and security in our community. The Building Patrollers also play a key role in ensuring a safe environment assisting with access calls, alarm response, general campus patrols and personal safety escorts on campus for those who feel vulnerable. In 2024, two new Building Patrollers were hired and two Building Patrollers departed the University for other opportunities. Currently, Campus Safety is operating one below the maximum allotment of six.

Campus Safety continues to employ a Community Crisis Response Coordinator. Campus Safety has continued to develop additional ways to provide support to the community related to providing mental health support to those in crisis. Campus Safety has continued to demonstrate innovative ways of incorporating the CCRC in daily operations to enhance service delivery to the UTSC Community. The CCRC continued to utilize students working within a Peer Support program. The Fall semester saw the program transformed into Decompression workshops and pop-ups rotating all over the campus.

Campus Safety hired their first cohort of Work Study Students who support front-line services within the office.

Campus Safety continues to look at ways to be part of the academic learning that takes place at UTSC by providing opportunities to students.

Organizational Chart



Special Constable Appointments

Number of Total Applications (January 1 st - December 31 st)	Number of New Appointments (January 1 st - December 31 st)	Number of Re-Appointments (January 1 st - December 31 st)	Total Number of Special Constables (As of December 31 st)
1	0	1	12

Terminations/ Suspensions/ Resignations and Retirements

Number of Terminations (January 1 st - December 31 st)	Number of Suspensions (January 1 st - December 31 st)	Number of Resignations (January 1 st - December 31 st)	Number of Retirements (January 1 st -December 31 st)
1	1	3	0

Training

University of Toronto Scarborough Campus Safety is committed to continuous professional development through front-line training for officers, reflective of the diverse needs and expectations of the University community. Our training is also designed to meet the needs of the UTSC community and directives from the Toronto Police Service Board. The training program is developed through consultation with the community, other institutions, and debriefing of situations, with a strong emphasis on diversity and unconscious bias components.

Training resources are drawn from several areas, including the University's Centre for Learning, Leadership and Culture (LLC), internal mentorship and supervision, the Canadian Police Knowledge Network, the Toronto Police Service, the Ontario Police College and our external trainers including TNT Justice Consultants.

Recommendations from all levels of police personnel contribute to the process of designing courses to meet the specific needs of Campus Safety and our community. The training curriculum is designed to ensure a balanced mix of mandatory skills training, sensitivity to a university environment, and practical field experience. The use of classroom lectures, seminars, and participation in group discussions is framed about campus safety situations. Campus resources are used where possible, but due to the unique challenges of a campus setting, outside resources are occasionally used as well. Campus Safety Management continues to evaluate their training providers on an ongoing basis to ensure that training is up to University standards, and that training is delivered to members with an embedded EDIO lens.

** In instances where one person has completed training, it is either due to the course being optional or other staff have already taken them.

Mandatory Training

Subject Matter	Delivered By	Duration	Number Receiving Training	Total Hours
Annual Use of Force Recertification	U of T	8 hours	13	104
First Aid, CPR	St. John Ambulance	16 hours	9	144

***All officers have current first aid/CPR certification.**

Additional Training

Subject Matter	Delivered By	Duration	Number Receiving Training	Total Hours
Accessible Communication	U of T	1 hour	9	9
Building and Sustaining Trust	U of T	3 hours	1	3
Building Courage as a New Leader	U of T	3 hours	1	3
Civility Training	U of T	3 hours	15	45
Close Protection	OPC	40 hours	1	40
Collection of Identifying Information	U of T	2 hours	11	22
Controlled Bike Ride	U of T	1 hour	7	7
Cyber Security	U of T	1 hour	2	2

Subject Matter	Delivered By	Duration	Number Receiving Training	Total Hours
De-escalation Potentially Violent Situations	CTRI	4 hours	1	4
De-Escalation	STEP	2 hours	19	38
DPVS Trainer Certification	CTRI	8 hours	2	16
Accessible Customer Service	EMO	2 hours	3	6
Opioid Poisoning	Red Cross	2 hours	3	6
Foundational Violence Risk Assessment	Protect Int.	40 hours	1	40
Goals: Setting for Success	U of T	3 hours	1	3
Hate Crimes	TPS	1 hour	19	19
HIV Lab Safety	U of T	1 hour	19	19
Human Rights	OPC	2 hours	12	24
Human Rights 101	OHRC	2 hours	3	6
Improve Your Notetaking Skills	U of T	2 hours	1	2
Incident Command 100	OPC	2 hours	13	26

Subject Matter	Delivered By	Duration	Number Receiving Training	Total Hours
Incident Management 100	OPC	2 hours	13	26
Identify, Assist, Refer	U of T	2 hours	1	2
Intro to IMS	EMO	2 hours	2	4
Language, Accessibility and Ableism	U of T	3 hours	1	3
Leading with Vision and Purpose	EMO	3 hours	1	3
More Feet on The Ground	MFOTG	3 hours	3	9
Municipal Law Enforcement Officer	TPS Parking	8 hours	11	88
Naloxone Awareness	WSPS	2 hours	1	2
Navigating Complexities of Hate	OPC	2 hours	1	2
Note Taking	CPKN	3 hours	1	3
Ontario's Diverse, Multiracial and Multicultural Society	OPC	2 hours	12	24
Protest Management	TNT	6 hours	7	42
Report Writing	CPKN	2 hours	1	2

Subject Matter	Delivered By	Duration	Number Receiving Training	Total Hours
Required EHS Courses	U of T	4 hours	4	16
Respirator Fit Testing	U of T	1 hour	7	7
SafeTalk	LivingWorks	3 hours	1	3
Security from Trespass and Food Safety	OPC	2 hours	11	22
Seizure Recognition	Epilepsy Fnd.	2 hours	3	6
Sexual Violence Education and Prevention	U of T	2 hours	3	6
Special Constable Orientation	TNT	160 hours	2	320
Stop The Bleed	U of T	2 hours	2	4
Systemic Racism	OPC	2 hours	13	26
TECC – Duty to Act	Tactical Paramedics	3 hours	1	3
Essential Skills for New Managers	U of T	3 hours	1	3
Rights and Cultures of First Nations	OPC	2 hours	12	24
TPS Community Policing	TPS	1 hour	19	19

Unconscious Bias and Awareness	U of T	2 hours	3	6
Understanding Psychosis	SHN	2 hours	22	44
AODA Customer Service	U of T	2 hours	2	4
Use of Force Instructor	OPC	80 hours	1	80

Special Constable Complaints

Total Number of Complaints	Investigated by Agency	Investigated by the Toronto Police Service	Number Resolved	Number Outstanding
1	1	0	2	0

** One complaint was resolved from 2023

Use of Force

In 2024, there were no incidents in which Special Constables of the University of Toronto Scarborough Campus Safety had to use force on persons that required the submission of a Use of Force Report (R.R.O. 1990, Reg. 926 s 14.5 (1)).

Equipment

Equipment Issued to Special Constables

- One wallet badge, appropriate wallet and Agency identification card
- Soft body armour with appropriate carriers
- One set of standard handcuffs with an appropriate carrying case
- One expandable baton with an appropriate carrying case
- One approved memo book
- Access to Directives
- Uniform

Restricted Equipment

University of Toronto Scarborough Campus Safety Special Constables are issued with collapsible batons. None of the officers are issued oleoresin capsicum spray or foam.

Crime, Traffic & Order Management

The statistics included in these tables do not reflect the total workload of the Campus Safety Special Constables. Proactive patrolling still accounts for most of the time spent by officers during their tour of duty. Officers therefore account for many self-generated Calls-For-Service, many of which involve checking and patrolling specific locations on campus to ensure safety. In 2024, Campus Safety Special Constables generated or responded to 3,016 calls for service which resulted in the submission of 692 reports. These statistics also do not reflect the informal and impromptu contacts the officers have with members of the University community, which also contribute to an enhanced sense of personal safety.

Authority as per Agreement	Arrested/ Apprehend	Charged (Form 1/9/10, P.O.N.)	No Charges (Unconditional Release or Caution Only)	Turned Over to TPS/Hospital
Criminal Code	4	1	1	3
Controlled Drugs and Substance Act	0	0	0	0
Trespass to Property Act	0	4	11	0
Liquor Licence Control Act	0	0	11	0
Mental Health Act	7	0	0	7

Criminal Stats

Incident Types	2024
Break and Enter	0
Robbery	1
Theft Over \$5,000	3
Theft Under \$5,000	52
Theft Bicycles	6
Possess stolen property	0
Disturb Peace	0
Indecent Acts	2
Mischief/Damage	18
Other Offences	15
Sexual Assaults	0
Assault	4
Impaired Driving	1
Criminal Harassment	0
Threatening	3
Homophobic/Hate Crimes	2
Homicide	0
Total Crime Occurrences	107

**Other Offences includes Extortion and Frauds.

Property

Property that is evidence of criminal charges is managed by the Toronto Police Service. Found property is maintained by the University's Lost and Found protocols and therefore does not generate reporting by the Campus Safety Special Constables to the Toronto Police Service. Lost and found items that are not claimed after being held for a minimum of 90 days are sold through Police Auctions Canada and the funds are used in accordance with University financial policies. Items that cannot be sold as mentioned are donated to a local charity.



9.3. Toronto Community Housing Corporation Annual Report

TORONTO COMMUNITY HOUSING CORPORATION

Toronto Community Housing



COMMUNITY SAFETY UNIT



931 Yonge Street
Toronto Ontario M4W 2H2

General (416) 921-2323

TORONTO POLICE SERVICES BOARD

2024 ANNUAL REPORT

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Executive Summary

2024 SPECIAL CONSTABLE ANNUAL REPORT Toronto Community Housing Corporation

Toronto Community Housing's Special Constable Program was established in March 2000 on a "Pilot" basis and was formally adopted as a component of the TCHC Community Safety Program in September 2002. As of December 31st, 2024, there were 167 sworn members within the Community Safety Unit (CSU).

The objectives of the program are to:

- strengthen relationships between the CSU and the Toronto Police Service (TPS),
- reduce the level of crime/antisocial behavior in Toronto Community Housing (TCHC) communities,
- enhance law enforcement activities as required,
- improve residents' feelings of safety, security, and overall community safety and well-being,
- ensure officers are able to spend more time in TCHC communities, and
- improve officer safety.

Having Special Constables allows TCHC to move well-trained and qualified officers into situations that are particularly unique to TCHC communities. Special Constables are sworn Peace Officers and are granted authority to enforce the following provincial and federal statutes:

- Criminal Code of Canada,
- Controlled Drugs and Substances Act,
- Trespass to Property Act,
- Liquor License & Control Act and,
- Mental Health Act.

The Special Constable agreement between the TCHC Board and the Toronto Police Services Board (TPSB) has created a strong partnership reaching back over many years. This relationship has supported communication and co-operation between our organizations to the benefit of all. As a result of the enhanced training, statutory authority, and access to information available to Special Constables, they have been able to support and assist TPS and TCHC residents with hundreds of investigations.

In 2024, TCHC Special Constables completed 4,722 Criminal Code related occurrences, of which 65% were related to Crimes against property such as Mischief or Thefts.

Last year, TCHC Special Constables conducted investigations into theft, mischief, assaults, and other less serious violent matters. In instances involving major crimes, they have been the first officers on scene, assisting with primary assessments, notifications, scene protection, crowd control, witness canvassing, evidence security, and prisoner transport.

TCHC Special Constables and TPS Officers jointly investigated many incidents. The combination of a Special Constables' local community knowledge combined with the resources and specialized investigative ability of TPS Officers has proven to be mutually supportive, allowing incidents and problems to be resolved professionally in a safe and timely manner.

Our communities benefit when TCHC Special Constables are able to:

1. Process minor offences and release prisoners on scene without consuming TPS resources and holding people in custody for longer than required.
2. Apprehend offenders and wanted people; and transport them to local TPS Divisions for processing. By doing so, they interrupt illegal and antisocial behavior and help keep the peace in our neighborhoods while allowing TPS to deploy their resources more effectively to where they are needed most.
3. Support TPS not only with information, but also with detailed intelligence about criminal activity within TCHC communities.

The Toronto Community Housing Corporation, Community Safety Unit, values and strives to enhance our working partnership with TPS and our joint Special Constable Memorandum of Understanding. In 2024, the TCHC Special Constable Program continued to promote safe, secure, and healthy communities.

Background

Toronto Community Housing Corporation (TCHC) is the largest social housing provider in Canada and the second largest in North America. It provides affordable rental housing to about 41,000 low and moderate-income households, including seniors, families, singles, refugees, recent immigrants to Canada, and people with special needs. Government funding to subsidize TCHC's operations is administered by the City's Shelter, Support and Housing Administration division acting as the Service Manager under the Housing Services Act.

TCHC is incorporated under the Ontario Business Corporations Act, with the City of Toronto as its sole shareholder. TCHC's Board is made up of three City Councilors, one of whom is appointed as the mayor's designate, ten citizens, including three TCHC tenants. All citizen appointees are recommended for appointments by the City of Toronto's Corporations Nominating Panel and approved by Toronto City Council.

In 2024, CSU employed 226 professionals who performed a variety of functions. These included: Special Constables, Special Constables in Training, Parking Enforcement Officers, Dispatchers, Community Safety Advisors, Managers and other support staff. As all our communities are diverse and unique, each position was designed with different authorities and resources to help address those needs.

The Community Safety Unit's mandate and vision express our role in helping to accomplish the goals of Toronto Community Housing. The mandate of the CSU is to partner with communities, promote community safety and well-being for residents, and preserve the assets of Toronto Community Housing.

In 2002, The Toronto Community Housing Board of Directors entered into agreement with the Toronto Police Services Board that allowed for the ongoing use of Special Constables as a core component of TCHC's Community Safety Program. In 2024, there were 167 CSU staff deployed as sworn Special Constables (including Supervisors and all Management staff), with the approval of the Ministry of Public Safety and Security. This report provides an overview of our Special Constable program in 2024.

Unit Structure

As of December 31st, 2024, the CSU had 10 Managers, and 18 Field Supervisors with Special Constable status, who oversaw operations 24 hours a day, 365 days a year. The CSU had 114 Special Constables, 16 Special Constables in Training, 5 Parking Enforcement Officers and 19 Dispatchers. They were all supported by 1 Senior Director, 2 Senior Managers, 1 Specialist in Compliance, Training and Investigations, 1 Specialist in Quality Assurance and Records Management, 1 Dispatch Manager, 4 Dispatch Supervisors, 1 Parking Coordinator, 2 Administrative Assistants, 5 Clerks, 1 Criminal Intelligence Analyst, 4 Field Intelligence Officers, 6 Community Safety Advisors, 1 Program Manager for Access Control, 1 Access Control Field Administrator and 1 Coordinator of Systems and Procurement.

Officers were assigned in Toronto Community Housing communities throughout the city. Methods of operation included foot, bicycle and vehicular deployments. Duties included patrolling for visibility and deterrence, responding to radio calls, conducting investigations and enforcement, answering service requests, parking control, special attention checks, and providing back-up to other

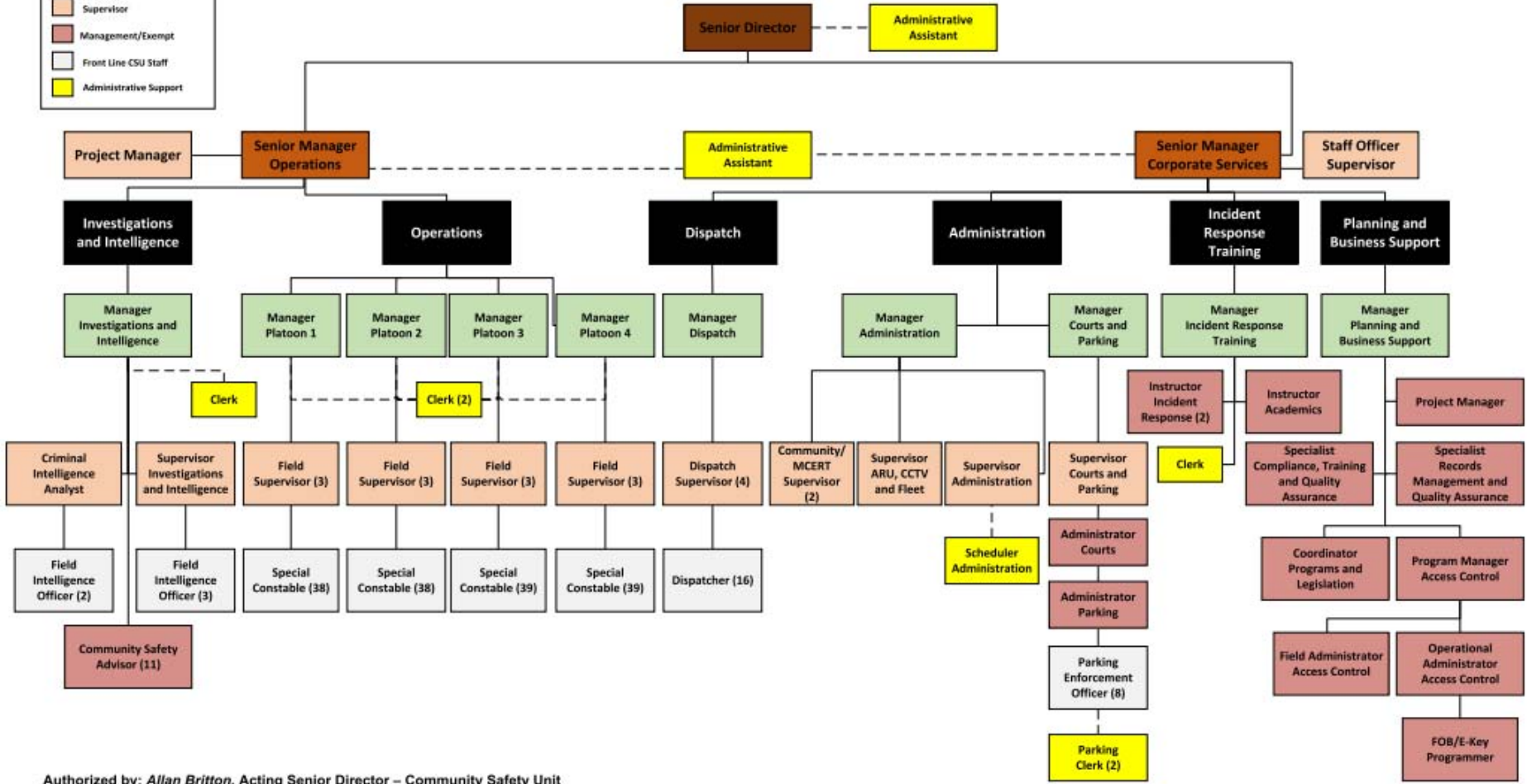
officers. Special Constables also participated in many community engagement events, activities and meetings throughout the City of Toronto.


Community Safety Unit
Organizational Chart
April 2024



Legend

- Senior Director
- Senior Manager
- Manager
- Supervisor
- Management/Exempt
- Front Line CSU Staff
- Administrative Support



Authorized by: Allan Britton, Acting Senior Director – Community Safety Unit

2024 Appointments

Total Applications	New Appointments	Re-Appointments	Total Special Constables
January 1 st – December 31 st	January 1 st – December 31 st	January 1 st – December 31 st	December 31 st , 2024
31	16	15	167

2024 Departures

Number of Terminations	Number of Suspensions	Number of Resignations	Number of Retirements	Number of Deceased
January 1 st – December 31 st	January 1 st – December 31	January 1 st – December 31 st	January 1 st – December 31 st	January 1 st – December 31 st
2	1	17	3	0

2024 Mandatory Training

Course / Topic	Delivered By	Duration	Number Trained
Annual Use of Force (refresher)	CSU Incident Response Training Unit	1 day	149
Special Constable Training – In Class	CSU Incident Response Training Unit	50 days	16
Special Constable Training – Coach Training	Platoon Staff Sergeants	1 day	8
First Aid CPR	Workplace Medical	1 day	99

2024 Additional Training

Course / Topic	Delivered By	Duration	Number Trained
Understanding Mental Health	TCHC	online	139
Dementia Awareness Training	TCHC	online	143
Confronting Anti-Black Racism,	TCHC	1 day	145
Systemic Racism	OPCVA	online	147
Human Rights training	OPCVA	online	150
Ontario's Diverse, Multiracial & Multicultural Society training	OPCVA	online	147
The Rights and Cultures of First Nations, Inuit, and Metis People	OPCVA	online	145
Incident Management System 100	OPCVA	online	130
NICHE RMS	TCHC	1 day	150

Equipment

In 2024, TCHC Special Constables had no changes to the authorized equipment as noted below.

Equipment Issued to Special Constables
<ul style="list-style-type: none">• One badge with appropriate carrier and TCHC Special Constable photo ID card• Soft body armor with appropriate carriers• Duty Belt• Boots• One set of handcuffs with appropriate belt or MOLLE vest case• One 21 or 26" inch expandable baton with scabbard• One container of OC stream• One CSU Standard Operating Procedures (SOP) manual.• Uniform – Navy blue shirts with dark navy cargo pants with royal blue braid.

Reporting Requirement

In 2024, TCHC Special Constables documented 81,773 incidents pertaining to requests for service, investigations of events and self-initiated patrols on or related to Toronto Community Housing properties.

Many of these calls were attended by both TCHC Special Constables and TPS Officers. These matters were reported by TPS Officers involved and were cross-referenced in the Toronto Community Housing daily activity report submitted to the TPS Special Constable Liaison Office. The statistics below reflect enforcement and investigations that were initiated or conducted both independently by TCHC Special Constables and in partnership with the TPS.

As per the Memorandum of Understanding between the Toronto Police Services Board and Toronto Community Housing Board of Directors, Special Constables making arrests on or in relation to TCHC properties, advise the Officer-in-Charge of the appropriate TPS Division that the arrest occurred in and follow their direction.

2024 Crime and Order Management (January 01 – December 31, 2024)

Authority	Total Arrested and / or Charged	Charged and Released - Form 9/Part III POA /POT*	Released Unconditional No Charges	Delivered in Custody to Toronto Police
Criminal Code	469	Form 10: 71 Form 9: 25	37	336
Controlled Drugs and Substances Act	1	Form 10: 0	0	1
Trespass to Property Act	152	POT TPA: 137 104 TPA: 1	13	1
Liquor Licence Act	12	POT LLA: 8 104 LLA: 0	3	1
Mental Health Act	30	0	0	30 delivered to care of physician
EMCPA	0	POT: 0	0	0

Incident Reporting

2024 Crimes Against Persons – Serious Violent Incidents (January 01 to December 31, 2024)

Event Type	Count of Incidents
Abandon Child	1
Abduction Under 16	1
Aggravated Assault - Level 3	6
Arson - Disregard for Human Life	3
Assault Peace Officer	31
Assault Peace Officer with weapon OR cause bodily harm	6

Assault With Weapon or Causing Bodily Harm - Level 2	197
Attempted Murder	12
Child Abuse	5
Child Pornography - Possess child pornography	1
Criminal Negligence - Bodily Harm	1
Discharge Firearm with Intent	53
Explosives - master code	1
Fail to Stop Causing Bodily Harm	1
Failure to Provide Necessaries	2
Forcible confinement	11
Home Invasion	3
Kidnapping	3
Manslaughter	1
Murder 1st Degree	4
Murder 2nd Degree	9
Offensive Weapons - Careless use of firearms	7
Offensive Weapons - Carry concealed	3
Offensive Weapons - Other Weapons Offences	8
Offensive Weapons - Possession of Weapons	11
Other Assaults / Admin Noxious thing	10
Robbery - Other	48
Robbery – Purse snatch	1
Robbery – Purse snatch With Violence	1
Robbery - Threat of Violence	11
Robbery-Master code	15
Sexual Assault	60
Sexual Assault With a Weapon	4
Sexual Interference	1
Suspected Human Trafficking	4
Using firearm (or imitation) in commission of offence	2
Total Serious Violent Incidents	538

2024 Crimes Against Persons – Other Incidents (January 01 to December 31, 2024)

Event Type	Count of Incidents
Assault - Level 1	491
Child Neglect	5
Criminal Harassment	41
Criminal Harassment - Offender Unknown	5
Indecent acts - Master Code	6
Indecent acts - Other	8
Indecent/Harassing Communications	9
Mischief – Cause danger to life	10
Mischief - Interfere with lawful use, enjoyment of property	19
Nudity - public/private property	14

Utter Threats to Person	151
Utter Threats to Person - Police Civilian Employee	1
Utter Threats to Person - Police Officer	3
Utter Threats to Property / Animals	1
Utter Threats to Property / Animals	61
Utter Threats-Master code	21
Total Less Serious Crimes Against Persons	846

2024 Crimes Against Property (January 01 to December 31, 2024)

Event Type	Count of Incidents
Arson - Auto	3
Arson - Building	21
Arson - Master Code	4
Arson - Others	19
Break & Enter	236
Fraud - Master Code	3
Fraud - Money/property/security Under \$5,000	2
Fraud - Other	2
Fraud - Transportation	1
Hate-motivated mischief relating to property used by identifiable group	4
Identity Theft	1
Mischief	1,266
Mischief Graffiti - Gang Related	20
Mischief Graffiti - Non-Gang Related	67
Personation with Intent (fraud)	1
Possession of Stolen Goods over \$5,000	3
Possession of Stolen Goods under \$5,000	4
Theft Over - Master Code	20
Theft FROM Motor Vehicles Over \$5,000	1
Theft FROM Motor Vehicles Under \$5,000	75
Theft of - Automobile	15
Theft of - Mail	43
Theft of - Mopeds	1
Theft of - Motorcycles	2
Theft of - Other Motor Vehicles	1
Theft of Motor Vehicle	33
Theft Over \$5,000 - Bicycles	2
Theft Over \$5,000 - Building	2
Theft Over \$5,000 - Other Theft	12
Theft Over \$5,000 - Persons	13
Theft Over \$5,000 SHOPLIFTING	8
Theft Under \$5,000 - Bicycles	65
Theft Under \$5,000 - Building	15

Theft Under \$5,000 - Construction Site	2
Theft Under \$5,000 - Farm Agricultural Produce	1
Theft Under \$5,000 - Master Code	464
Theft Under \$5,000 - Mine Equipment/Property	1
Theft Under \$5,000 - Other Theft	408
Theft Under \$5,000 - Persons	107
Theft Under \$5,000 SHOPLIFTING	254
Unlawful in a dwelling house	33
Total Crimes Against Property	3,235

2024 Cause Disturbance / Loitering (January 01 to December 31, 2024)

Event Type	Count of Incident
Cause Disturbance or Loitering	10,543
Disturb the Peace	25
Loitering By-Law	3
Total Disturbances	10,571

2024 Crisis Support (January 01 to December 31, 2024)

Event Type	Count of Incidents
Mental Health Act - Threat of Suicide	1
Mental Health Act	200
Mental Health Act - Apprehension	106
Mental Health Act - Attempt Suicide	18
Mental Health Act - No Contact with Police	6
Mental Health Act - Placed on Form	8
Mental Health Act - Threat of Suicide	33
Mental Health Act - Voluntary Transport	6
Sudden Death - Suicide	5
Total Crisis Support	383

2024 Disputes (January 01 to December 31, 2024)

Event Type	Count of Incidents
Neighbour Dispute	9,486
Custody Dispute	3
Domestic Disturbance	399
FAMILY DISPUTE	108
Landlord / Tenant	626
Neighbour Dispute	69
Total Disputes	10691

2024 Fire Related Incidents (January 01 to December 31, 2024)

Event Type+A1:B17	Count of Incidents
FACODE33 - Human - Malicious Intent/Prank	208
FACODE39 - Other False Fire Alarm	2,102
False Fire Alarm - Building	164
False Fire Alarm - Other	69
False Fire Alarm (CC Charge)	28
FACODE40 - Call to Fire (No Alarm)	198
FACODEFE - Fire	616
Fire - Building	47
Fire - Master code	11
Fire - Other	37
Fire - Vehicle	1
FACODE31 - Alarm System Equipment Malfunction	457
FACODE32 - Alarm System Equipment - Accidental Activation (excluding Code 35)	179
FACODE34 - Human - Perceived Emergency	109
FACODE35 - Human - Accidental (alarm accidentally activated by person)	362
Total Fire Related incidents	4,588

2024 Meetings (January 01 to December 31, 2024)

Event Type	Count of Incidents
Community Engagement Event	129
Meeting - Corporate	12
Meeting - CPLC	2
Meeting - Crime Management	7
Meeting - Law Enforcement	53
Meeting - Tenant Management	130
Total Meetings	333

2024 Offences Against Justice (January 01 to December 31, 2024)

Event Type	Count of Incidents
Bail Violations - Fail To Appear	3
Bail Violations - Fail To Comply	201
Bail Violations - Master Code	1
Bail Violations - Others	1
Bail Violations - Promise To Appear	1
Breach of Probation	119
Breach of Probation - In relation to children	2
Breach of Recognizance (811)	23
Escape Custody	3
Fail to Attend Court	17
Fail to comply regulations/obligations (MAID)	2

Obstruct Public Peace Officer	10
Total Offences Against Justice	383

2024 Parking Incidents (January 01 to December 31, 2024)

Event Type	Count of Incidents
Other Municipal By-Laws	339
Parking Violation	8,542
Towed vehicle - Master Code	78
Total	8,959

2024 Patrols (January 01 to December 31, 2024)

Event Type	Count of Incidents
Directed Patrol	1,617
Directed Patrol - Foot	1,180
Directed Patrol - Mobile	237
Focused Patrol	726
Focused Patrol - Bike	2
Focused Patrol - Foot	3,976
Focused Patrol - Mobile	389
Joint Patrol TPS - Bike	49
Joint Patrol TPS - Foot	191
Request Patrols / Property Checks	413
Bleecker/200 Wellesley	368
Dan Harrison / William Dennison	467
Edgeley Village	798
Flemingdon Park/Glenyan Manor	23
Islington/St. Andrews	17
Jane/Falstaff	627
Lawrence	1,425
Lawrence Heights	506
Moss Park	273
Regent Park/Gerrard River	164
Victoria Park/Chester Le Blvd	9
Total Patrols	13,457

2024 Trespass Incidents (January 01 to December 31, 2024)

Event Type	Count of Incidents
Total Trespass Incidents	4,051

2024 Other Incidents: (January 01 to December 31, 2024)

Event Type	Count of Incidents
Assist - Access - Other	554
Assist - Access - Resident (Lock Out)	474

Assist - Eviction	37
Assist - Information	5,223
Assist - Master Code	8
Assist - Other	187
Assist - Security - Back up	62
Assist Ambulance	1
Assist Children's Aid Society	2
Assist Fire Department	11
Assist Govt. Agency - Federal	1
Assist Govt. Agency - Municipal	22
Assist Govt. Agency - Provincial	3
Assist Other Police Agency	448
Assist Public	11
Defective Equipment - Access	137
Defective Equipment - CCTV	47
Defective Equipment - Elevator	514
Defective Equipment - Fire & Life Safety - No Alarm	426
Defective Equipment - Other	204
Disobey court order/Misconduct executing process	2
DNA - Warrant Executed	2
Dogs By-Law	44
DRUG related occurrence	8
Escort - LWV	546
Executed Warrant - Bench	34
Executed Warrant - In First Instance (Person)	12
Executed Warrant - Others	109
Executed Warrant - Probation and Parole	7
Fail to Stop or Remain C.C. - Person	1
Fail to Stop or Remain C.C. - Vehicle / Vessel / Aircraft	1
False Alarm - Accidental Trip	60
False Alarm - Malfunction	51
FAMILY LAW ACT - CUSTODY/ACCESS ORDER	1
Financial Escort - Business	1
FIPPA - General Information Request	4
FIPPA - Personal Information Request	5
Firearms - Property Found	4
Firearms - Property Seized/turned in	1
Firearms (Discharge) By-Law	2
Firearms Act - Master Code	1
Fireworks By-Law	2
Fish and Wildlife Conservation Act - Other	2
Found - Accessible Parking Permit	8
Found - Bicycles	4
Found - Gun	2
Found - Household Property	12
Found - License Plate	1

Found - Others	20
Found - Personal Accessories	3
Found Human Remains - Suspected Homicide	1
Found Property - Master Code	49
Fraud - Master Code	1
Fraud - Steal/Forge/Poss./Use Credit Card	1
Hate or Bias Motivated Incident - Non Criminal	4
Hazardous Condition	1,149
Homeless Person	9
Illegal Dumping	72
Impaired Operation (Alcohol) - Motor Vehicle	3
Impaired Operation (Drugs) - Motor Vehicle	1
Injuring/endangering Animals	9
Insecure Condition - Building	64
Insecure Condition - Master Code	7
Insecure Condition - Other	57
Insecure Condition - Others	7
Insecure Condition - Residence	148
Insecure Condition - TCHC Office	39
Insecure Condition - Vehicle	4
Intelligence Information	4
Killing an Animal	1
Licence - Municipal - Master Code	7
Loitering By-Law	5
Lost - Household Property	30
Lost - Jewelry	2
Lost - License Plate	2
Lost - Others	12
Lost - Personal Accessories	7
Lost Property - Master Code	83
MFIPPA (Municipal Freedom of Information and Protection of Privacy Act)	86
Missing Person 12 & older	87
Missing Person 12 & older - Foul play suspected	1
Missing Person Located 12 & older	38
Missing Person Located Under 12	13
Missing Person under 12	5
Missing Person-Master code	80
MVC - OTHERS (MOTOR VEHICLE COLLISION)	51
MVC - PERSONAL INJURY (MOTOR VEHICLE COLLISION]	4
MVC - PROP. DAM. FAILED TO REM (MOTOR VEHICLE COLLISION)	13
MVC - PROP. DAM. NON REPORTABLE (MOTOR VEHICLE COLLISION]	21

MVC - PROP. DAM. REPORTABLE (MOTOR VEHICLE COLLISION]	7
MVC (MOTOR VEHICLE COLLISION) - Master Code	42
Neighbourhood Watch	6
Offensive Weapons - Careless use of firearms	2
Offensive Weapons - Carry concealed	2
Offensive Weapons - Possession of Weapons	10
Offensive Weapons - Prohibited	1
Offensive Weapons-Other Offensive Weapons	1
Other - Master Code	1
Other #1	2
Other Criminal Code * against public order"	3
Other Criminal Code * Sec 105 - Sec. 108	10
Other Criminal Code * Sec. 176 - Sec. 182	1
Other Federal Statutes	1
Other Interference with Property	1
Other Provincial Acts	12
Overdose/Suspected Overdose	5
Overdose/Suspected Overdose - Naloxone administered by Police	3
Overdose/Suspected Overdose - Opioid Related	4
Person Check-In	64
Person Check-In - OSOR	5
Phone - Master Code	1
Phone - Threatening - No Charges Laid	2
PIPEDA (Personal Information Protection and Electronic Documents Act)	1
Police Assistance - Master Code	679
Police Assistance #1	561
Police Assistance #2	2
Police Assistance #6	1
Police Criminal Record Check - Volunteer	1
Police Information - Master Code	603
Police Information #1	173
Police Information #2	1
Police Information #5	1
Police Information #9	188
Possess Firearm while prohibited	4
Possession - Methamphetamine (Crystal Meth)	1
Possession - Other Controlled Drugs and Substances Act	14
Possession of Burglary Tools	2
Possession of cannabis for purpose of distributing	1
Possession of cannabis for purpose of selling	4
Possession of Stolen Goods over \$5,000	4
Possession of Stolen Goods under \$5,000	3
Possession of Weapons	25

Possession, sale, etc., for use in production of or trafficking in substance	3
Prisoner Escort - Master Code	3
Proceeds of Crime	4
Proceeds of Crime - master code	3
Property Damage	212
Public Lands Act	4
Public Mischief - mislead peace officer	8
Registry - Vulnerable Person	4
Request Patrols / Property Checks	413
Residence Inspection	8
Residence Security Review	22
Restriction on publicity - search warrant	1
Search Warrant Executed - Commercial	1
Search Warrant Executed - Residence	123
SEX OFFENDER REGISTRY (SOR)	1
Sex Offenders Loitering Near School	1
Smoke-Free Ontario Act	10
Smoking By-Law	10
SUSPICIOUS PACKAGE	7
Suspicious Person	259
Suspicious Substance/Odour	8
Suspicious vehicle	29
Toronto Community Housing Primary Code	8
Towed Veh. - Private Property	107
Towed Veh. - Public Property	1
Towed vehicle - Master Code	2
Towing and Storage Safety and Enforcement Act	1
Traffic By-Law	1
Traffic Complaint - HTA	2
Traffic Complaint - Non HTA (ORVA,MSVA, CAIA)	2
Traffic Complaint - Other HTA	1
Traffic Complaint - Possible Impaired	1
Traffic Hazard - Vehicle/Debris/Animal/Pedestrian	6
Trafficking - Cocaine	1
Trafficking - Opioid (other than heroin)	3
Trafficking - Other Controlled Drugs and Substances Act	6
Trespass at Night	1
Trouble with Youth	24
Unwanted Persons	391
Vehicle Recovered - Automobile	40
Vehicle Recovered - Master Code	18
Vehicle Recovered - Motorcycles	1
Vehicle Recovered - Trucks	2
Warrant - Apprehension and Suspension of Statutory Release	1
Warrant - Bench	66

Warrant - Committal	1
Warrant - Family	1
Warrant - In First Instance	31
Warrant - Others	4
Warrant-Master code	9
Total Other Incidents	15,820

Property

All property seized by TCHC Special Constables was handled in accordance with TPS policies and procedures.

Any seized property required for cases under investigation by the Toronto Police Service were immediately forwarded to TPS for storage and/or evidence.

All other seizures (drugs, cash, weapons and found property) were surrendered directly to the TPS at the time of the initial investigation, including completion of the applicable reports, TPS property processing procedures, and in compliance with our Special Constable MOU.

Naloxone

Opioid-related deaths continue to be on the rise in the City of Toronto and have increased substantially since the onset of the COVID-19 pandemic¹. Naloxone is a life-saving medication which can be used to temporarily counteract an opioid overdose and prevent an overdose death, providing life-saving assistance while waiting for medical personnel to attend. In 2020, the use of Narcan® brand (naloxone) nasal spray was introduced in the CSU with TPS approval. Each naloxone nasal spray kit contains 2 doses of naloxone nasal spray (4mg/0.1ml). It was administered a total of 7 times from January 1, 2024, to December 31, 2024.

Training of designated CSU employees first began in May 2020, with naloxone spray kits being deployed as of June 2020. Naloxone training is also part of the first aid recertification course provided by Workplace Medical. All Special Constables in Training receive naloxone training through both a CPKN course, as well as through first aid training.

Public Complaints

As required by the agreement between the Toronto Community Housing Board of Directors and the Toronto Police Services Board, TCHC has established a complaint investigation procedure for Special Constables which corresponds with the procedure used by the TPS. TCHC provides a quarterly report of all complaints and their investigations to the Toronto Police Services Board. Any findings of misconduct are reported forthwith.

There were 15 public complaints, and 1 internal complaint submitted to the Community Safety Unit in 2024. A public complaint is defined by the complaint being received from a member of the public

¹ <https://covid19-sciencetable.ca/sciencebrief/the-impact-of-the-covid-19-pandemic-on-opioid-related-harm-in-ontario/>

or directly affecting a member of the public. An internal complaint points to a complaint that originated internally, or by extension, from TPS.

Two of the public complaints are currently under investigation by PRS.

Nine public complaints investigated by TCHC were found to be unsubstantiated and one was substantiated. Two complaints are being investigated by TCHC, one has been withdrawn.

The 2019 Ombudsman’s Report² relevant to Special Constable complaint investigations was adopted and the Complaints Investigator position was created for CSU complaints. This position is now housed under the Legal Division, which is a separate unit from CSU. The hiring and implementation were initiated in Q4 2020, and the Complaints Investigator commenced their role in Q1 2021.

Total Number of Complaints	Investigated by TCHC Complaints Investigator	Investigated by Toronto Police Service	Number Resolved	Number Withdrawn	Number Outstanding
16	10	2	11	1	4

Use of Force

In 2024, two Use of Force reports were submitted to TPS³. There were two instances where officers applied soft empty hand techniques. There was one instance where officers applied hard empty hand techniques, used to gain control of the subjects and effectively execute arrests. There were no instances where officers used their baton and one incident where oleoresin capsicum (OC) spray was deployed. There were two incidents resulting in injuries to the subject requiring treatment provided by EMS.

Event Type	Sum of Force Baton	Sum of Force OC Spray	Sum of Force Hand
Ambulance Call			
Assault			
Assault Peace Officer		1	2
Assault with Weapon or Bodily Harm			
Assist Other – General			
Assist Resident – Other			
Break & Enter – Other			
Break & Enter – Residence			
Drug Offence – Possession for the Purpose of Trafficking			
FACODE40 – Call to Fire (No Alarm)			

² <https://www.ombudsmantoronto.ca/getattachment/288fb5f5-6fe3-464f-b20f-729875470f8f/July-9-2019-Ombudsman-Toronto-Enquiry-Report.pdf.aspx?lang=en-US&ext=.pdf>

³ the Ministry only accepts UFR’s relating to Physical force if there are corresponding injuries to the subject which require the attention of a medical practitioner.

Fail to Comply – Probation			
Fail to Comply – Undertaking			
Mental Health Act			
Mischief			
Patrol			1
Possession Weapons Dangerous			
Theft Under			
Threatening			
Trespass to Property Act			
Warrant- Executed Arrest			
Weapons			
Total		1	3

Governance

The TCHC Special Constable Program is guided by the CSU mandate and code of ethics in addition to existing Standard Operating Procedures and the TCHC Code of Conduct. TCHC Special Constables are fully conversant with the laws and regulations governing enforcement authorities pertaining to their designation.

The CSU has supervisors and managers who hold the status of Special Constable and are responsible for the appearance, conduct, discipline and performance of all officers. All Special Constables understand the contract agreement between Toronto Community Housing Board of Directors and Toronto Police Services Board as well as the expectations concerning their conduct and/or job performance.

TPS 2024 Annual Report – Highlights

Special Constable Designations

On December 18th, 2018, the Toronto Police Services Board approved TCHC’s application to increase its allowable complement of Special Constables from 160 to 300 designations.

In 2024, the CSU continued with its recruitment strategy and hired 16 new frontline patrol officers. Other new hires included five Dispatchers, and two Cadets. In 2024, CSU had one developmental cycle, which has been successfully completed. The officers are now waiting for their statuses to be approved. These cycles are six months in length. The CSU recruitment strategy is aimed at improving consistency and collaboration between TCHC and TPS to ultimately benefit the tenants and communities we both serve.

Violence Reduction Program (VRP)

CSU VRP Special Constables continued to work with internal and external partners to find solutions for tenant issues and challenges. CSU VRP officers attended weekly Integrated Team Meetings with TCHC’s Safety and Support team members and onsite staff, which provided a holistic approach to solving issues within the community. The safety of the community is paramount and is something

CSU VRP officers strive to achieve daily through proactive engagement, planning and safety strategies.

In 2024, VRP Special Constables attended approximately 63 Integrated Team Meetings which included internal and external partners, as well as some community leaders. VRP Special Constables participated in approximately 140 community events in 2024.

VRP Summary Community Calls For Service CSU Patrol (January 01 to December 31, 2024)

Community	Calls for Service	Patrols
Bleecker/200 Wellesley	4,141	368
Dan Harrison / William Dennison	2,654	467
Edgeley Village	577	798
Flemingdon Park/Glenyan Manor	552	23
Islington/St. Andrews	249	17
Jane/Falstaff	1,598	627
Lawrence	3,118	1,425
Lawrence Heights	1,119	506
Moss Park	2,545	273
Regent Park/Gerrard River	2,026	164
Victoria Park/Chester Le Blvd	444	9
Total	19,023	4,677

CSU Community Initiatives

In 2024, the CSU organized 250 resident community engagement activities. These events included Community Safety meetings, Charity giveaway events, Community engagements, Safety walks, BBQ’s, food banks, presentations, senior’s hot meals, Halloween events, Christmas events, community clean ups and Back to School events.

TTC Halloween Bus Event

The CSU, Toronto Transit Commission (TTC), TPS and Toronto Fire Services (TFS) attended three TCHC communities for a Halloween event on October 27th. Event organizers handed out candy to youth, who were also able to enjoy the decorations inside a Halloween themed TTC bus. The TCHC buildings visited were: 1 Shoreham, 50 Driftwood, and 350 Grandravine.

Cross Community Basketball Tournament

On October 26th, the CSU basketball team participated in the Cross Community Basketball Tournament at 2739 Victoria Park Avenue – an event that brought together people of all ages and backgrounds. The tournament was a resounding success with delicious food, lively music and exciting giveaways. The highlight of the event was CSU's impressive performance on the court that culminated in a thrilling victory. The team also had the opportunity to interact with local youth and community members, building better relationships and making a positive impact off the court. The CSU basketball team demonstrated the power of sports to unite and inspire.

Crime Prevention Week

This year, the event was hosted by TPS at the Jane and Finch Mall. This event is designed to raise community awareness of the many crime prevention initiatives undertaken by police organizations in collaboration with community partners.

Community Safety at 4175 Lawrence Avenue East

A collaboration between community services came together to promote community safety through an educational presentation about Home Unit Takeovers (HUT). This presentation was done with TPS, Toronto Paramedical Services (TEMS) community paramedics, CSU Community Safety Advisors and local community organizations that serve the area.

The presentation was targeted at seniors to raise awareness and informed them of the risks and social support available to them. The purpose of the presentation was to empower senior residents to protect themselves from HUT's and encourage them to connect and build stronger relationships with community safety support.

End of Summer Safe Play BBQ

The CSU Violence Reduction Special Constables, alongside TPS 31 Division Neighbourhood Community Officers, hosted their year-end Safe Play BBQ at 1901 Sheppard Avenue.

The community enjoyed music, games and food. They were also provided with backpacks for the 2024-25 school year.

Fish Fry and BBQ

Nearing the end of summer, a Fish Fry and BBQ was held at 3947 Lawrence Avenue East. This event provided tenants with an opportunity to enjoy Jamaican style King Fish with rice and peas as well as traditional BBQ hot dogs and hamburgers. The event featured DJ music, an ice cream truck and face painting for kids. Approximately 150 tenants attended and enjoyed delicious food and time to socialize in the beautiful weather.

CSU Christmas Comes Early

On December 14, 2024, the CSU held its annual Christmas Comes Early event in the Moss Park Community. Participants distributed hundreds of winter coats, boots, and seasonal items as well as personal care items and food to the community.

Implementation of (OPTIC) NICHE Record Management System (RMS):

After a 6-year long process of planning, procurement, training, and development, the Niche Records Management System went live on March 25, 2024. Simultaneously, CORA was decommissioned as an active reporting database with its historical information archived and made accessible to support TCHC business needs including, but not limited to; tenancy management, Safety Planning, Risk Management, Fire & Life Safety, legal matters and or to fulfill the organization's legal access to information obligations.

OPTIC is a cooperative comprised of more than 40 police and law enforcement agencies within Ontario. Our OPTIC membership includes access to state-of-the-art technology and data management systems. Niche RMS is the records management component, and Hexagon CAD is the Computer Aided Dispatch program. Niche was the first of the two data management systems to be implemented at CSU.

The work to Onboard CAD will begin in Q1 2025, and the program is tentatively scheduled for Go Live on October 1, 2025. It was truly a team effort to the successful delivery of Niche RMS to TCHC.

Peer Support Training

The CSU, in collaboration with TCHC's Learning and Organizational Development unit, hosted a comprehensive two-day Peer Support Training in 2024. This training included nine CSU staff as well as staff from other TCHC operating units.

The mission of the program is to provide emotional and psychological support to employees. This support can be accessed during and/or following any critical or traumatic incident at work, as well as in response to any stressors a staff member is experiencing outside of work.

Peer Supporters are trained to lend a listening ear regardless of how big or small a problem might seem. They are also knowledgeable about other resources and can help with referrals to programs such as the Emergency Family Assistance Program (EFAP) and Boots on the Ground. The CSU currently has 36 peer support trained staff.

Combatting Anti-Black Racism Strategy

TCHC's 2021 Combatting Anti-Black Racism Strategy "CABR" supports racialized and marginalized communities throughout TCHC through an Anti-Black Racism lens on policies, procedures, practices and provide enhanced training to all staff.

As a key stakeholder, the CSU has worked towards implementing key action items in the CABR Strategy report. The CSU involves TCHC's Centre for Advancing the Interests of Black People, known as "The Centre," in all policy and procedural changes to ensure that a CABR lens is applied, and also receives support on improving the employee life cycle for Black staff.

In 2024 CSU implemented a "Cadet" program to break down barriers for young Black tenants in finding meaningful employment while also learning about the various career opportunities in the CSU and TCHC. Two Cadets were hired in the Fall of 2024.

Other CABR action items we continue to work on are aligning services with the TCHC HUB model, providing increased education for the CSU to racialized and marginalized communities, as well as the CSU Black Employee Life Cycle.

CSU/TPS Joint Patrols

Between January 1st, 2024, and December 31st, 2024, TCHC Special Constables and TPS participated in 240 joint patrols and walk-throughs in our communities. This initiative focused on deterring anti-social behaviour on Toronto Community Housing properties.

Incident Response Training Unit

In 2020, CSU internalized Special Constable training from a contracted model. TCHC CSU staffed the training unit with experienced topical professionals. The training unit consists of one training Staff Sergeant, an Incident Response Instructor (Use of Force), and an Incident Response Instructor

(Academics), both holding the rank of Corporal. This was done in accordance with the existing MOU and all training initiatives are approved by TPS on behalf of the Toronto Police Services Board.

In 2024, the unit facilitated one recruit and one coach officer training course. The unit recertified all its Special Constables in the annual use of force training in compliance with the MOU. Also, the unit ensured all those requiring first aid certifications were provided training in a timely manner.

Conclusion

This report complies with TCHC's Special Constable Memorandum of Understanding with TPS. The Annual Report provides the Toronto Police Services Board 2024 statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints, and other issues of concern to both parties.



9.4. Toronto Transit Commission Special Constables Annual Report



Toronto Transit Commission Special Constable Service



2024 Annual Report

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| Executive Summary

The Special Constable Service plays an important role in ensuring the safety and security of customers and employees. Last year, the Toronto Transit Commission's (TTC) Special Constable Service continued to demonstrate unwavering commitment in responding to security incidents across the public transit system, consistently delivering services in alignment with the Special Constable Agreement between the Toronto Police Service (TPS) Board and the TTC. The Agreement confers authorities to Special Constables to support the enforcement of TTC By-law No.1 and deliver security and law enforcement services. This report outlines key data and information regarding enforcement activities, training, use of force activities, supervision, complaints, and other issues of concern to the TPS Board or the Chief of Police. Section 9.12 of the Special Constable Agreement with TPS requires the TTC to provide an annual report to the TPS Board.

In 2024, the Special Constable Service made significant strides, enhancing its operations, community engagement, and overall efficiencies in its delivery of services. The Department navigated through a period of great regulatory change with the enforcement of the *Community Safety and Policing Act* (CSPA), allowing the Department to become stronger and more adaptable to change. The CSPA marked a step forward in modernizing policing standards and introduced new changes for Special Constables, such as a new Code of Conduct, a standardized process for Special Constable complaints, and new administrative requirements for all Special Constable Employers. As a result, the Department and TPS were required to update their Memorandum of Understanding (MOU) to reflect the new legislative requirements in the CSPA. After a decade of operating under the former agreement, a revised MOU between the TTC and TPS was implemented. This update was a significant achievement, as it now references the CSPA, incorporates provisions for the use of new technology, and clearly outlines the range of powers that Special Constables can exercise.

Under the new CSPA, the TTC required approval from the Ministry of the Solicitor General (Ministry) to be designated as a Special Constable Employer. However, delays in the approval processes prevented the Department from being able to renew existing Special Constable appointments or provide new appointments in 2024. While the Department submitted the required documents and awaited the Ministry's approval, no new appointments or renewals were able to be processed in 2024. Despite this, the Department demonstrated adaptability by utilizing Officers without status in various ways. These Officers assisted Supervisors in plain clothes to assist with illegal entries into subway stations and worked as Transit Fare Inspectors, while awaiting status appointment.

In addition, the Department also took various steps to modernize policies, procedures, and standards by obtaining approval to implement the new and updated Use of Force, Use of Discretion, and Body-Worn Camera and Special Constable In-Car Camera System policies. The policies were developed in response to recommendations made by the Ombudsman Toronto in their report that was issued on April 20, 2017, called *An Investigation into the Toronto Transit Commission's Oversight of its Transit Enforcement Unit*. These policies aim to strengthen accountability and public trust in all enforcement activities.

The Department also contributed to the enhancement of transparency and accountability among Special Constables and members of the public by successfully piloting and implementing body-worn cameras. The nine-month pilot demonstrated that body-worn cameras provide significant benefits for Special Constables and the public. Given the positive outcomes of the pilot, the TTC proceeded with full deployment of body-worn cameras for all Special Constables in January 2025.

In addition to these operational successes, the Department also focused on building on its strong community ties through increased engagement efforts. Special Constables actively participated in various community initiatives and events, including the TTC Community PEERS Pilot Program. This program aimed at addressing youth unrest and violence on the transit system by having Special Constables engage and build positive relationships with young people through a series of workshops. Through these various community initiatives, Special Constables represented the Department with professionalism, integrity and respect, while also fostering positive relationships with the communities that it serves.

Overall, 2024 was a year marked by progress in legislation, policies, technology, and community engagement, positioning the Special Constable Service for continued success in 2025. The Special Constable Service remains steadfast in its duty to foster a safe and inclusive environment for all TTC riders and employees.

| Departmental Profile

The Special Constable Service is comprised of TTC Special Constables who are sworn peace officers appointed by the TPS Board. With this appointment, Special Constables receive peace officer status, which confers them with powers to enforce federal and provincial statutes when an offence occurs on TTC vehicles or property. Special Constables maintain safety and security on TTC property and vehicles, enforce by-laws and statutes, and respond to emergencies, including medical situations and public safety incidents.

The Special Constable Service is committed to fostering diversity, equity, and inclusion in all aspects of its work, including within its organizational structure. In 2024, the Department continued to use fair recruitment practices to hire 33 Officers, allowing the Department to further develop a workforce that reflects the diversity of the community that it serves.

Appointment of Head, Special Constable Service



In November 2024, Nicole Ehlers was appointed as the TTC's Head of Special Constable Service. With several years of experience in law enforcement and customer service in both transit and community housing, Nicole joined the TTC in 2007 as a Special Constable. She has held multiple progressively senior positions within the Special Constable Service, including Supervisor (Sergeant), Assistant Manager (Acting Staff Sergeant), and most recently, as the Acting Head of Special Constable Service. As Head, Nicole will continue to help drive the goals of the Department, and aims to enhance processes, improve public perception, and bring about a positive culture change, overall.

Special Constable Complement

On April 1, 2024, the new *Community Safety and Policing Act* (CSPA) came into force to replace the *Police Services Act* (1990). Under the new CSPA, the TTC was required to obtain approval from the Ministry of the Solicitor General (Ministry) to be designated as a Special Constable Employer, in order to continue to operate the Special Constable Service. This designation was also needed in order to renew existing appointments and provide new appointments within the Department. While the Department submitted the required documents and awaited the Ministry's approval, no new status appointments or renewals were able to be processed in 2024. The Department received Ministry approval for Special Constable Employer designation on March 20, 2025. Officers with pending status are expected to have their status reinstated/appointed in April 2025. The chart below outlines Special Constable appointments, including pending appointments, for the reporting year.

Appointments

The total complement as of December 31, 2024, consists of 131 Special Constables, in which 87 have status and 44 individuals are pending status. Officers with pending status are expected to have their status renewed/appointed in April 2025.

2024 Appointments	
Existing	87
Reappointments	11 (pending)*
New Appointments	33 (pending)*

Table 1: Special Constable Service Appointments *Staff whose Special Constable appointment status is pending. Officers with pending status are expected to have their status reinstated/appointed in April 2025

Departures

The chart below outlines the total number of departures that occurred in 2024. Most resignations are linked to Special Constables transitioning into roles within police services, as many leverage the valuable skills and experience gained at the TTC to advance their careers in law enforcement.

Departures	2024	
Terminations	1 (with status)	3 (pending status)
	Total: 4	
Suspensions	0	
Resignations	12 (with status)	2 (pending status)
	Total: 14	
Retirements	0	

Table 2: Special Constable Service Departures

Diversity Breakdown

In 2024, the Department recruited 33 Special Constables through inclusive hiring practices that focused on breaking down barriers and creating a strong foundation for increased diversity at the TTC. The Department has made significant strides in enhancing diversity and representation by implementing intentional steps to ensure fair and effective interviewing practices. These efforts include prioritizing the recruitment of diverse talent, addressing unconscious bias in the recruiting and interviewing processes, and fostering an environment that values diversity and inclusion at every stage. In 2024, the Department made efforts to recruit diverse talent by participating in job fairs at high schools in diverse communities and attending women’s job fairs. These initiatives were aimed at engaging underrepresented groups, promoting inclusivity, and encouraging a broader range of applicants to consider careers within the Department. As a result, there has been greater representation within the Department, reflecting our commitment to building a more inclusive workforce that reflect the communities we serve.

All Special Constables were invited to voluntarily self-report their demographic information for the purposes of reporting the diversity breakdown of the Department. However, with a low participation rate of only 20%, the data collected was insufficient for meaningful reporting. To address this, the Department will engage with Special Constables to better understand the factors contributing to the

low response rate. Additionally, the Department will collaborate with the Diversity and Talent Management departments to address any concerns surrounding demographic data collection and to implement strategies that encourage greater participation. The People and Culture Group will also be circulating an Employee Engagement Survey in 2025, which will aim to further support the collection of demographic information across the organization. These efforts aim to ensure that demographic data is captured accurately and inclusively moving forward.

Languages Spoken

By promoting diversity and inclusivity in the workforce, the Special Constable Service has enhanced their ability to communicate and cater to diverse groups. In addition to English, the members of the Special Constable Service currently speak a total of 32 languages, with Urdu, Hindi, Punjabi, and Tagalog being the most frequently spoken.

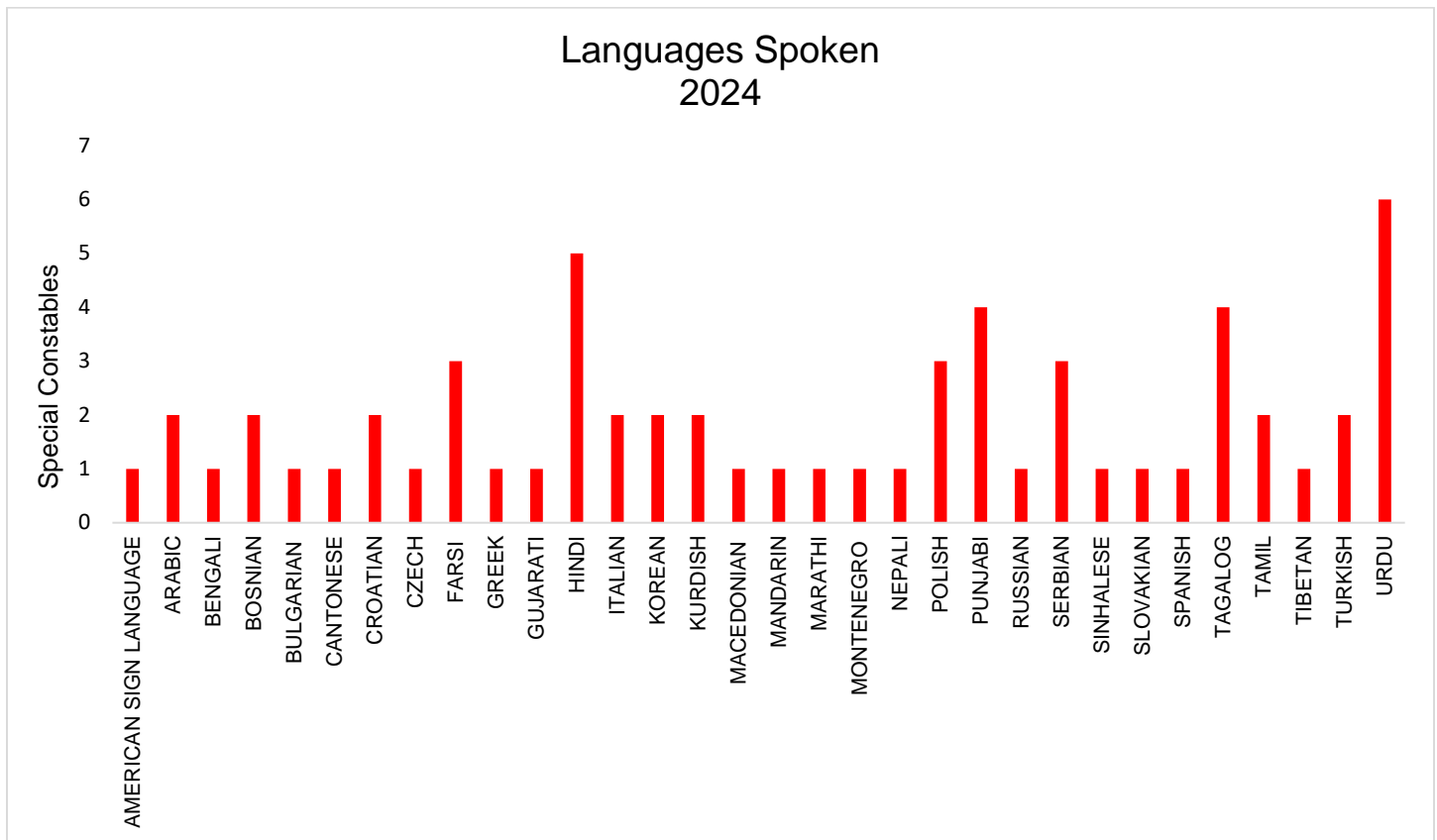


Chart 1: Additional Languages Spoken in 2024

Implementation of New and Updated Policies

Community Safety and Policing Act

On April 1, 2024, the new *Community Safety and Policing Act* (CSPA) came into force to replace the *Police Services Act* (1990). The CSPA is provincial legislation that sets out the powers of a Special Constable, including their appointment and equipment. This legislation impacted all Special Constable Service Employers, including Toronto Community Housing, University of Toronto, TPS, and the TTC.

The CSPA marked a step forward in modernizing policing standards and brought forward several implications to Special Constables across the province. The CSPA introduced a new Code of Conduct for Special Constables to adhere to, reinforcing the principles of trust, integrity, and professionalism across all facets of Special Constable duties. Additionally, the CSPA introduced a new regulation centred around Special Constable complaints. The new regulation offers clear guidance to Special Constable Employers on how to establish a standardized complaint process for Special Constables. This ensures that all Special Constable Employers follow consistent procedures for public complaints, promoting fairness, transparency, and accountability. Finally, the CSPA also introduced new administrative requirements from all Special Constable Employers, including the obligation to update their Memorandum of Understanding (MOU) with their respective police service, to include references to the new legislation.

As a result, the Department updated its MOU with TPS after a decade of operating under its former MOU. The MOU between the TTC and TPS enables Special Constables to exercise their powers to address safety and security incidents on TTC vehicles and property. The updated MOU introduced several key changes, including revised equipment requirements that incorporated body-worn cameras. Additionally, the MOU was updated to include references to the new legislation and implemented updated definitions so that they were in alignment with the Department's internal standards and practices. Training requirements were also revised to incorporate up-to-date practices, further strengthening the capabilities of Special Constables.

Importantly, the new MOU reaffirms our commitment to collaboration with TPS. The updated MOU not only reflects the evolving needs of the transit system, but also reinforces the Department's dedication to fostering a strong and effective partnership with TPS in the pursuit of public safety.

Use of Force, Use of Discretion, and Body-Worn Camera and Special Constable In-Car Camera Policies

In 2024, the Special Constable Service implemented new and updated policies aimed at enhancing transparency and accountability, while also providing Special Constables with the tools they need to meet the evolving needs of their work. Modernizing policies that address issues, such as implicit bias and equitable treatment, allows the Department to better support Special Constables in responding to diverse situations without prejudice or bias. This also supports the TTC's Culture Change Program, which aims to modernize policies, procedures, standards, and programs. With these goals in mind, the Department successfully implemented the new and updated Use of Force, Use of Discretion and Body-Worn Camera and Special Constable In-Car Camera System policies. The policies were developed in consultation with various internal and external stakeholders, including members of the public and the Union representing Special Constables and Fare Inspectors, CUPE Local 5089.

At its meeting on April 11, 2024, the TTC Board approved the updated Use of Force, Use of Discretion and Body-Worn Camera and Special Constable In-Car Camera System policies, along with the initiation of a nine-month Body-Worn Camera pilot. The policies aimed to address recommendations issued in a report by the Ombudsman Toronto issued on April 20, 2017 called, *An Investigation into the Toronto Transit Commission's Oversight of its Transit Enforcement Unit*. The Ombudsman provided a total of 26 recommendations in their report, which aimed at improving internal oversight of Special Constables and Fare Inspectors. Approval of the policies satisfied nine of the recommendations made in the Ombudsman's report, bringing the total number of implemented recommendations to 24 to date. The two outstanding recommendations from the Ombudsman focus on establishing a framework for an Early Intervention System. Currently in development, this system aims to monitor patterns in complaints and incidents involving the use of force among Special Constables, Fare Inspectors, and Protective Service Guards (security personnel designated to safeguard TTC revenue operations facilities).

Use of Force Policy

The updated Use of Force policy is intended to establish guidelines for when force is used by Special Constables during the course of their duties, and detail reporting responsibilities for when force and excessive force is used. Through the Use of Force policy, Special Constables are only authorized to use force as a last resort, in accordance with their training, which incorporates various de-escalation techniques (e.g. active listening and conflict resolution using effective communication), mental health awareness, unconscious bias and in accordance with the Ontario Use of Force Model.

Use of Discretion Policy

The Use of Discretion policy is intended to outline guiding principles for Special Constables when performing enforcement and compliance duties. When using discretion, Special Constables are directed to consider factors, such as the seriousness and nature of the offence, the context in which the offence took place, and the behaviour that may be the result of a disability or other grounds protected by the Ontario Human Rights Code.

Body-Worn Camera and Special Constable In-Car Camera System Policy

The Body-Worn Camera and Special Constable In-Car Camera System policy is intended to establish procedures surrounding the use of a body-worn camera by Special Constables during the course of their duties, and the use of in-car camera system in patrol vehicles used by Special Constables. The Body-Worn Camera and Special Constable In-Car Camera System policy has been adapted from TPS' current Body-Worn Camera and In-Car Camera System policy and mirrors its procedural requirements, where applicable.

Consultations with CUPE Local 5089

From December 2023 to March 2024, the TTC consulted with executive members of CUPE Local 5089 over six meetings to obtain feedback on all three policies. Through the consultations, the TTC was able to derive recommendations on how to improve the policies to better reflect the needs of Special Constables, Fare Inspectors and Protective Service Guards and address any concerns about the policies. Many of the recommendations that CUPE Local 5089 provided were incorporated into the policies, including:

- Updating language to clarify that force should only be used as a last resort, unless it is the only reasonable option available to ensure the safety of the public and TTC employees.
- Adding CUPE Local 5089 as members of the policy review process.

- Aligning the definition of “Excessive Force” more closely to the Toronto Police Service’s definition.
- Updating requirements for compliance with the policy to be less stringent on Officers.
- Emphasizing that body-worn cameras and in-car cameras will enhance Officer safety.
- Highlighting that body-worn cameras should not be activated for the purposes of recording crime scenes.

Public Consultations

Following direction from the TTC Board, in January 2024, a survey developed by Dr. Scott Wortley and Dr. Akwasi Owusu-Bempah was made available to all TTC customers through ttc.ca. The survey aimed at obtaining insight into TTC customer and employee experiences with Special Constables and Fare Inspectors, and support of the policies. The survey was posted for three weeks and was completed by more than 2,900 respondents.

In addition, in February 2024, a virtual consultation was held to obtain feedback on all three policies from a total of 32 stakeholder groups. The consultation was facilitated by Left Turn Right Turn as a neutral third-party who directed questions from participants to panel members. Participants expressed general support for the implementation of body-worn cameras and in-car camera systems for Special Constables and Fare Inspectors. The predominant focus of the discussion centered on the Use of Force policy, with primary concerns regarding the use of excessive force by Special Constables. It was affirmed that excessive force would not be tolerated, and that Special Constables are instructed to resort to force only as a last option, and in accordance with training.

| Community Engagement

In 2024, the Special Constable Service continued its commitment to strengthening its ties with the communities it serves. One of the Department's key initiatives was the launch of the TTC Community PEERS Pilot Program, which aims at engaging youth and fostering positive relationships to help prevent unrest and violence on the transit system. Additionally, the Community Engagement Team continued to play a pivotal role in leading and attending various community events and initiatives focused on promoting transit safety and supporting vulnerable groups. Through these efforts, the Department continues to build trust and ensure a safer, more inclusive environment for all customers.

TTC Community PEERS Pilot Program

The TTC in collaboration with the City of Toronto, TPS, and the Toronto District School Board (TDSB), introduced the TTC Community PEERS Pilot Program. The intention of the initiative was to address youth unrest and violence occurring on the transit system by engaging and building positive relationships with young people.

The program involved six Community PEERS, TDSB Social Workers, and TTC staff who participated in workshops occurring over the course of 13 weeks in three identified hotspot schools across the city: West Hill Collegiate Institute, Central Technical High School, and Weston Collegiate Institute. Each school selected 15 students to join the pilot and attend two hour workshop sessions each week.

The curriculum of the program focused on critical topics, such as conflict resolution, mental health, self-care practices, personal accountability, TTC safety and ethics, and the impacts of violence and fare evasion.

This initiative aligned with the City of Toronto's SafeTO: A Community Safety & Well-Being Plan, adopting a whole-system approach to violence reduction. The TTC Community PEERS Pilot Program concluded at the end of March 2025, with its results set to be assessed in June 2025. The program is anticipated to achieve various positive outcomes, such as increased student awareness on the consequences of fare evasion and improved student behaviour toward TTC Operators. Through this program, students were equipped with strategies to resist conflict, violence, and peer pressure, while also receiving a platform to provide feedback on how the TTC can create more welcoming, inclusive spaces for young people.

Community Engagement Team

The Community Engagement Unit (CEU) is comprised of a team of up to five Special Constables who are specifically assigned to create and maintain partnerships with various city organizations. The primary focus of the CEU is to provide education on transit safety through information sessions and community events. Additionally, the CEU assists with co-ordinating resources for customers who may be in need of shelter, mental health services, employment services, and more.

The CEU is responsible for engaging with the public and employees to achieve community-based objectives that promote a safe environment and encourage learning and engagement within the TTC community. The unit is actively involved in various initiatives, such as Transit Safety and Etiquette Presentations in Schools, Focus Table, Streets to Homes, Community Safety & Wellbeing on Transit Dashboard, Business Improvement Area (BIA) Outreach, Toronto Community Housing Corporation partnership events, Toronto Police Service partnership events, and recruiting events.

The TTC is committed to partnering with internal and external entities to promote community engagement and collaborative initiatives that enhance safety. During extreme weather situations, Special Constables, including CEU, assist vulnerable individuals in the city who may be at increased risk. Special Constables offer information about drop-in resources in downtown Toronto to those who may be vulnerable or at risk.

Collaboration with Peers in 2024

- 54 Transit Safety and Etiquette Presentations/Job Fairs
- Four TTC Safety Marketplace sessions
- 100+ TTC bus/streetcar, and subway safety talks
- 53 Focus Table Toronto meetings
- 47 community events
- 12 career fairs
- Collaboration with TTC Community PEERS Pilot Program for three school pilot projects addressing youth violence and unrest

Community Partnerships

- Toronto Community Housing
- Streets to Homes
- M-DOT/LOFT
- Focus Table Toronto
- Downtown Yonge BIA and Outreach Team
- Specialized Program for Inter-Divisional Enhanced Responsiveness to Vulnerability (SPIDER) Table
- TPS Neighbourhood Community Officer Program
- Toronto District School Board
- Toronto Catholic District School Board
- Associated Hebrew Schools

Community Engagement Unit On-going Initiative Statistical Reports

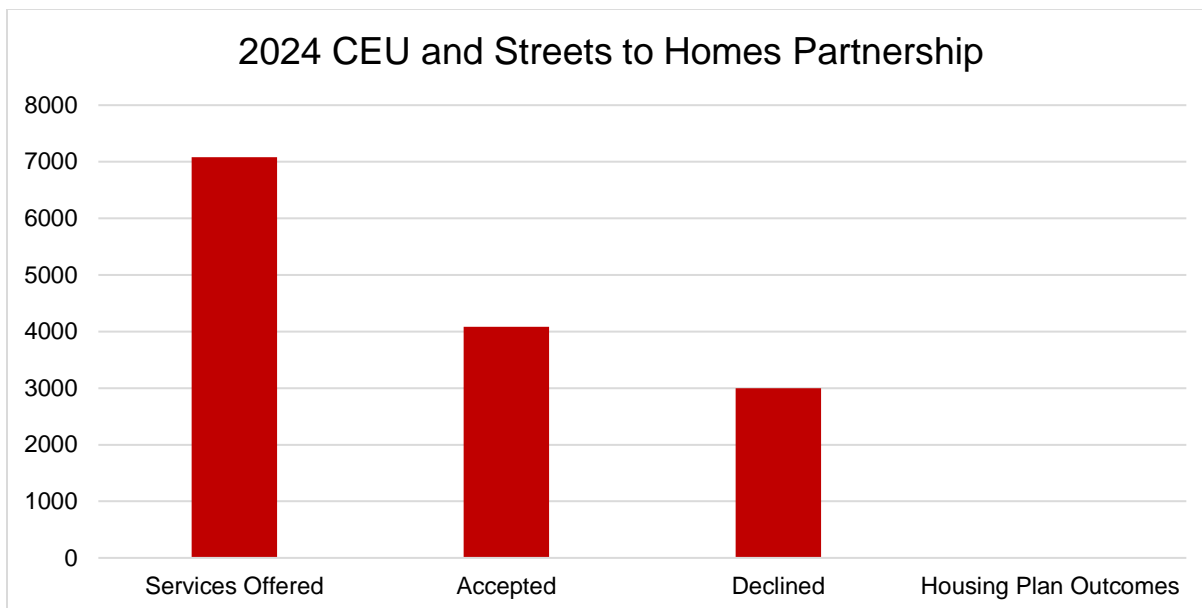


Chart 2: 2024 Streets to Homes Partnership

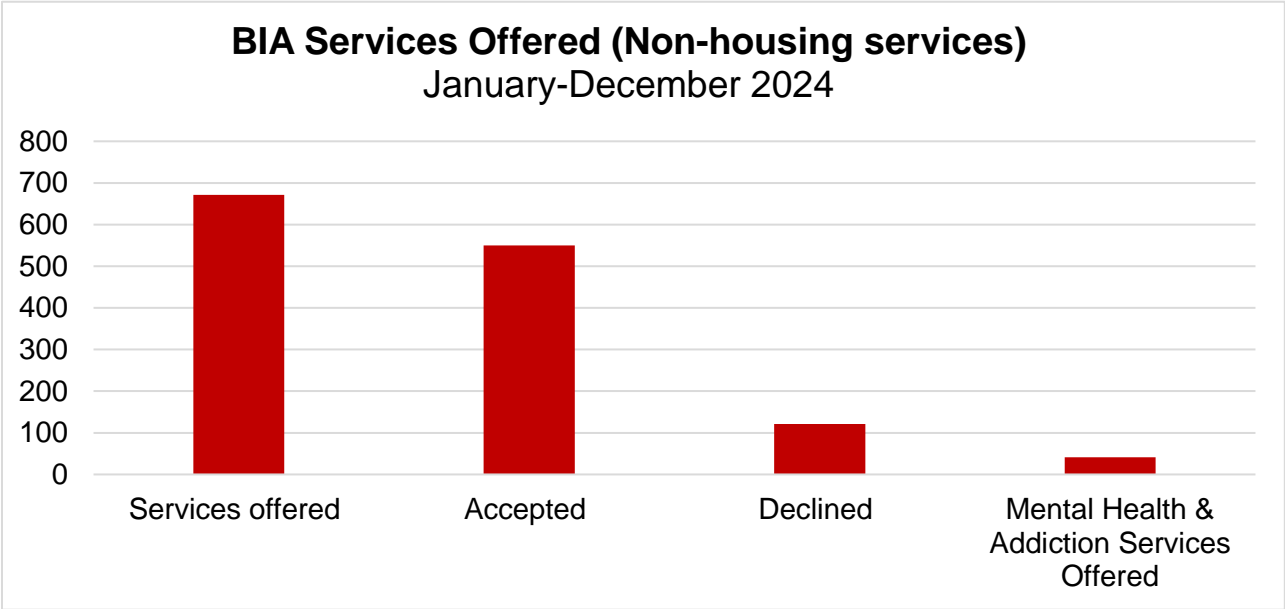


Chart 3: Business Improvement Area Services Offered

Canadian Police and Peace Officers Memorial

On September 28 and 29, 2024, Special Constable Service staff represented the TTC at the Canadian Police and Peace Officers Memorial in Ottawa. The event allows Canadians to formally express their appreciation for the dedication and commitment of peace and police officers who have made the ultimate sacrifice, while keeping communities safe. On day one, Special Constable Service staff gathered on Parliament Hill to cheer on participants of the National Peace Officers Memorial Run and Ride to Remember. They also had the opportunity to network with other community safety partners, such as OC Transpo, Metrolinx, Toronto Community Housing, and Toronto, Peel and York Police Services. On day two, staff participated in the memorial service to honour and express appreciation for the dedication of officers who have lost their lives in the line of duty.

| Training

In 2024, the TTC continued to deliver Special Constable training to ensure that Special Constables are equipped with the necessary skills and knowledge to respond to incidents and complex situations effectively. Over the past year, the TTC's Operations Training Centre provided recruitment and refresher training aimed at providing Special Constables with best practices in addressing customers and employees with respect, sensitivity, and without bias.

Special Constable Training

All TTC Special Constable training is reviewed and approved by TPS on an annual basis. Pursuant to the Special Constable Agreement between the TTC and the TPS Board, the Special Constable Service has an obligation to train Special Constables in the following areas:

- 2SLGBTQ+
- Arrest Authorities
- Arrest/Search Incident to Arrest
- Canadian Police Information Centre
- Case Preparation Provincial Offences
- Community Mobilization/Community Policing
- Confronting Anti-Black Racism
- Controlled Drugs and Substances Act (CDSA)
- Crime Scene Management
- Criminal Offences
- Diversity Awareness and Human Rights Issues
- Trespass to Property Act
- Ethics and Professionalism in Policing
- First Aid/CPR
- Interim Communicable Diseases
- Introduction to Law
- Liquor License and Control Act
- Mental Health Act (MHA)
- Occurrence/Report Writing/Field Information Report
- Person in Crisis
- PRESTO
- Provincial Offences Act
- Roles Field Interviewing/Taking Statements
- Rules Memorandum Books/Note-Taking
- Search and Seizure Authorities
- Sex Offences
- Suicide Awareness
- Testimony/Criminal/Provincial Justice System/Rules of Evidence
- Train Use of Force Legislation and Reporting
- TTC Fares
- TTC Special Constable Status – Roles and Responsibilities
- Vehicle Familiarization – Streetcar/Bus/Subway
- Scenes of Crime Photography
- Use of Force and Defensive Tactics
- Radio Communication

Training Program

Special Constables currently receive 90 days of initial training. As part of that training, Special Constables receive 13 days of training on crisis communications, de-escalation, mental health awareness, and the Mental Health Act.

The Special Constable training program includes reality-based simulations conducted with professional actors in a transit environment, in order to evaluate the knowledge and skills that each employee receives, and to observe their decision-making abilities in a real-time environment.

As part of the initial training, staff also participate in Instructor-led training delivered by the Alzheimer’s Society of Toronto and the City of Toronto Streets to Homes program. In 2019, the TTC added Confronting Anti-Black Racism (CABR) training delivered by the City of Toronto’s CABR Unit. Special Constables participate in holistic, simulation- based training as part of the curriculum.

Annual Recertification

The Special Constable Annual Recertification Training Program is four days for a total of 32 hours. This includes mandatory defensive tactics and use of force training. In 2021, additional training on mental health awareness, and a review of the Mental Health Act were conducted to enhance the skills Officers use when called to incidents that may involve mental health. Holistic, simulation-based training continues through the annual recertification as a successful tool to reinforce training and expectations.

Mandatory Training

Course/Topic	Delivered By	Duration	Number trained
Special Constable Recruit Training	3rd Party Provider/Toronto Transit Commission	90 Days	39
Annual Use of Force and Legislative Update Block Training	3rd Party Provider/Toronto Transit Commission	4 Days	72
Annual Use of Force and Legislative Update (Supervisor)	3rd Party Provider/Toronto Transit Commission	4 Days	20
Indigenous Awareness	Canadian Police Knowledge Network	5 Days	39
Standard First Aid	3rd Party Provider	6 Hours	31
Confronting Anti-Black Racism	3rd Party Provider	2 Days	39

Table 3: Mandatory Training

Additional In-Service Training

Course/Topic	Delivered By	Duration	Number trained
Coach Officer Training	TTC Operations Training Centre	3 Days	0
Scenes of Crime Officer Photography	Toronto Police Service-FIS	2 Days	39
TPS 2SLGBTQ+ Liaison Office – Serving with Pride	3 rd Party Provider	3 Hours	39
Naloxone	3 rd Party Provider	1 Hour	39
Body-Worn Camera	TTC Operations Training Centre	8 Hours	87
In-Car Camera	TTC Operations Training Centre	4 Hours	80

Table 4: Additional In-Service Training

Equipment

Pursuant to the Agreement with the Board, Special Constables are issued with the following equipment:

- Uniform.
- One wallet badge, appropriate wallet and agency identification card.
- Soft body armor with appropriate carriers.
- One set of standard handcuffs with appropriate carrying case.
- One container of Oleoresin Capsicum (OC) foam/spray with appropriate carrying case.
- One expandable baton with appropriate carrying case.
- One body-worn camera.
- One approved memo book.
- One flashlight with appropriate carrying case.
- One Provincial Offences Notice book and appropriate hard cover.
- One TTC Special Constable Service Policies, Procedures and Rules Manual.
- Naloxone with carrying case.

| Updated Technologies

In 2024, the Special Constable Service implemented a number of initiatives aimed at supporting the TTC's commitment to increasing transparency and accountability, while fostering a culture of safety and integrity. Key initiatives, such as the implementation of body-worn cameras, in-car cameras, and mobile ticketing, allowed the Department to utilize innovative technologies that improve the way Special Constables carry out their responsibilities. The implementation of body-worn cameras and in-car cameras strengthens public trust while ensuring the safety and protection of both Special Constables and customers. These technologies also align with the goals of the Culture Change Program by supporting the adoption of new technologies to fulfill third-party report recommendations.

Body-Worn Cameras

At its meeting on April 11, 2024, the TTC Board approved the Body-Worn Camera and Special Constable In-Car Camera Policy, along with the initiation of a nine-month Body-Worn Camera pilot for Special Constables and Fare Inspectors. The pilot launched in May 2024 and concluded in January 2025.

Throughout the pilot, the performance of body-worn cameras was monitored through weekly surveys and key technical performance indicators to ensure that the technology was meeting the TTC's needs. The results of the pilot demonstrated that body-worn cameras provide significant benefits for Special Constables, Fare Inspectors, and the public. Given the positive outcomes of the pilot, the TTC Board approved the full deployment of body-worn cameras for all Special Constables and Fare Inspectors at its Board meeting on December 3, 2024.

Body-Worn Camera Pilot Overview

In May 2024, the TTC launched a nine-month pilot to equip Special Constables with body-worn cameras through a phased implementation. Through this approach, 20 Special Constables were equipped with body-worn cameras over a six-week period, rotating to a new set of Officers every six weeks. This approach ensured that all Officers had the opportunity to be equipped with a body-worn camera during the pilot phase.

Special Constable Service Department Feedback

As a part of the pilot's requirements, participating Special Constables were required to submit their feedback on their experience using body-worn cameras in a daily survey. The feedback was used to identify any issues with the equipment, or the requirements laid out in the Body-Worn Camera and Special Constable In-Car Camera policy. The survey responses were used to track Officer satisfaction and concerns with the equipment.

Daily survey results demonstrated that the overwhelming majority of pilot participants had a positive experience using body-worn cameras, highlighting that they felt the equipment increased their safety and improved customer compliance. A total of 83% of pilot participants reported that they felt the body-worn cameras increased their safety and enhanced transparency. The presence of body-worn cameras encouraged both Special Constables and customers to be more conscious of their behaviour. In the event of complaints or incidents, the footage was reviewed to clarify what transpired, reducing misunderstandings, and providing clear evidence to support or refute claims. Additionally, 54% of pilot participants reported that they believe body-worn cameras help reduce complaints from members of the public. Overall, body-worn cameras were reported to create a safer

and more respectful working environment for Special Constables, while also promoting adherence to policies, statutes, and by-laws among passengers.

CUPE Local 5089 Report Back

On September 9, 2024, the body-worn camera project team met with CUPE 5089 to discuss the plan for the full roll-out of the body-worn camera program. CUPE 5089 expressed strong support, emphasizing positive feedback from its members. Additionally, on October 25, 2024, the project team met with the National representative for CUPE 5089 to provide detailed background information and updates on the pilot program. The CUPE National representatives also endorsed the full roll-out, reinforcing the Union's collective support for the initiative.

The full roll-out of body-worn cameras began on January 6, 2025, equipping all Special Constables with the hardware. The implementation of this initiative demonstrates the TTC's commitment to enhancing transparency, accountability, and safety for both employees and customers. Body-worn cameras not only improve the ability to monitor and address safety and security incidents, but they also foster greater trust between Special Constables and members of the public by providing clear, objective records of interactions.

Special Constable In-Car Camera System

In August 2024, in-car cameras were installed in all 14 Special Constable patrol vehicles, initiating the in-car camera project. In-car cameras provide an impartial record of events, which is particularly valuable when Special Constables are transporting individuals who are in custody. In October, hardware and wiring issues were identified with the in-car camera equipment, necessitating the project to be paused as the Department worked to identify solutions to the issues. On January 27, 2025, the in-car camera project relaunched with two patrol vehicles being deployed with in-car camera equipment. In-car cameras will continue to be installed in additional vehicles as the Department works toward resolving issues with the equipment and vehicles.

Launch of Mobile By-Law Ticketing

In May 2024, the Department introduced a Mobile By-Law Ticketing solution to help Special Constables issue infraction tickets more efficiently. This system includes a smartphone-based application and a handheld printer, allowing Officers to issue tickets instantly for offences under TTC By-Law 1, the Trespass to Property Act (TPA), and the Liquor License and Control Act (LLCA). The cloud-based ticketing system automatically transfers data to the TTC's internal Record Management System (SCS-RP), eliminating manual paperwork, reducing errors, and streamlining the ticketing process.

All Special Constables are now equipped with mobile printers, enabling them to issue tickets electronically, while enforcing POA Part I, TPA, LLCA, and TTC By-Law #1. The system securely stores and transmits ticket information, making it easier to track and manage infractions with the TTC's record management system. This digital transformation replaces the traditional paper-based process for these ticket types, strengthens enforcement capabilities, and aligns with the TTC's commitment to modernizing field operations and enhancing public safety.

I Reporting

Calls for Service

In 2024, the Special Constables Service received 35,484 calls for service, representing a 15% increase from the previous year.

Mode	Calls Received				
	2020	2021	2022	2023	2024
Scarborough RT*	368	210	193	230	103
Subway	21,381	26,817	23,516	26,410	30,355
Surface	4,925	4,031	3,894	4,269	5,026
Total	26,674	31,058	27,603	30,909	35,484

Table 5: Calls for Service *The last day of Scarborough RT train service was July 23, 2023; 2024 numbers account for incidents related to buses arriving/leaving from Scarborough RT stations

Arrests and Apprehensions

Special Constables are committed to maintaining a safe and secure transit system. Special Constables submitted 223 records of arrest for Criminal Code offences, a decrease of 2% when compared to the previous year with 229 arrests. Additionally, in 2024, Special Constables made 215 apprehensions under the Mental Health Act. These apprehensions were made in response to calls received for persons who were in distress or posed a threat to themselves or others. This represented a 9% increase from the previous year with 197 apprehensions under the Mental Health Act.

Table 6 below outlines the total number of individuals arrested, charged, and apprehended from 2020 to 2024. Table 7 and 8 below present the individual reports that were submitted to document each occurrence.

Authority	Total Arrested, Charged, and Apprehended				
	2020	2021	2022	2023	2024
Criminal Code	346	123	277	229	223
Mental Health Act	96	128	221	197	215
Liquor License and Control Act	22	5	20	15	19
Trespass to Property Act	37	9	16	18	11
Controlled Drugs and Substance Act	0	0	0	0	0
Total	501	265	534	459	468

Table 6: Total Arrests and Apprehensions

General Occurrence Reports and Records of Arrest	Total
Arson: Damage to Property C.C. 434	2
Assault C.C. 266	756
Assault Bodily Harm C.C. 267(1)(b)	12
Assault With Intent To Resist Arrest C.C. 270(1)(b)	4
Assault Causing Bodily Harm C.C. 267 (b)	1
Assault Peace Officer C.C. 270(1)(a)	28
Assault With A Weapon C.C. 267(1)(a)	46
Assault With Weapon C.C. 267 (a)	26
Being Intoxicated in a Public Place	19
Bench Warrant C.C. 597 (2)	3
Bodily Harm: Administering Noxious Thing C.C. 245	3
Breach of Probation P.O.A Sec 75	1
Break and Enter With Intent C.C. 348(1)(a) Attempt	3
Breaking, Entering and Committing C.C. 348 (1)(b)	1
Carry Concealed Weapon C.C. 90(1)	3
Cause a Disturbance 175(1)	5
Criminal Harassment C.C. 264 (1), (2)	17
Cruelty to Animals C.C. 446(1)	1
Fail To Appear (FORM 9/10) 145(5)(b)	1
Fail To Appear 145(2)(b) Subsequent to Court	2
Fail To Comply Probation C.C. 733.1	3
Fail to Comply Recog C.C. 145(3)	1
Failing to Comply with Condition of Undertaking or Recognizance C.C. 145 (3)	1
Fraud C.C. 380(1)	1
Indecent Acts C.C. 173(1)	24
Mental Health Act Sec. 17	101
Mischief C.C. 430 (1) (a) and (b)	180
Mischief C.C. 430 (1) (c) and (d)	29
Mischief Endangering Life C.C. 430 (2)	2
Mischief Not Exceeding \$5,000 C.C. 430 (4)	736
Mischief to Testamentary Instrument or Over \$5000 C.C. 430 (3)	10
Obstruct Peace Officer C.C.129(a)	3
Obstruct Justice C.C. 139(1)	2
Opioid Overdose	38
Possession of Offensive Weapon Dangerous to The Public Peace C.C. 87	6
Possession of Prohibited Weapon C.C. 91(2)	1
Possession of prohibited weapon, device or ammunition knowing its possession is unauthorized 92 (2)(4)	1
Public Mischief C.C. 140 (1)	2
Robbery C.C. 344 (b)	8
Sexual Assault C.C.271	28
Sexual Assault with Weapon C.C. 272(a)	1
Suspicious Incident	75
T.P.A. Fail To Leave When Directed	9
T.P.A. Enter Premises When Entry Prohibited	2
T.T.C. # 1-3.25 Cause a Disturbance on TTC Property	2
T.T.C. # 1-3.25(a) Urinate (Expectorate, Defecate on TTC Property	1

T.T.C. # 1-3.4 Unauthorized Crossing or Entering Upon Subway Tracks	1
Theft Over \$5,000 C.C. 334(a)	8
Theft Under \$5,000 C.C. 334(b)	169
Uttering Threats C.C. 264.1 (1)	299
Uttering Threats to Cause Death or Bodily Harm C.C. 264.1 (1)(a)	168
Voyeurism C.C. 162 (1)(a)	1
Weapon etc.: Possession for dangerous purpose C.C. 88	12
Grand Total	2859

Table 7: General Occurrence Reports and Records of Arrest

Other TTC Internal Incident Reports (SCSRP and Safety Connect Reports)	Total
Accident	23
Aggravated Assault C.C. 268	4
Arson: Damage to Property C.C. 434	1
Assault C.C. 266	305
Assault - Aggravated C.C. 268	4
Assault Bodily Harm C.C. 267(1)(b)	7
Assault Causing Bodily Harm C.C. 267 (b)	5
Assault Peace Officer C.C. 270(1)(a)	5
Assault With A Weapon C.C. 267(1)(a)	27
Assault With Weapon C.C. 267 (a)	3
Bodily Harm: Administering Noxious Thing C.C. 245	8
Break and Enter with Intent C.C. 348(1)(a) Attempt	1
Breaking, Entering and Committing C.C. 348 (1)(b)	8
Carry Concealed Weapon C.C. 90(1)	5
Cause a Disturbance 175(1)	10
Causing Disturbance; Indecent Exhibition; Loitering C.C. 175(1)	1
Criminal Harassment C.C. 264 (1), (2)	6
Firearm: Unauthorized possession C.C. 91(1)	1
Fraud C.C. 380 (1)	1
Imitation firearm: Use while committing offence C.C. 85(2)(a)	1
Indecent Acts C.C. 173(1)	9
Mental Health Act Sec. 17	114
Mischief C.C. 430 (1) (a) and (b)	54
Mischief C.C. 430 (1) (c) and (d)	32
Mischief Not Exceeding \$5,000 C.C. 430 (4)	62
Mischief to Testamentary Instrument or Over \$5000 C.C. 430 (3)	3
Murder C.C. 235 (1)	1
Opioid Overdose	20
Personating Peace Officer C.C. 130	3
Possession of Offensive Weapon Dangerous to The Public Peace C.C. 87	43
Possession of Property Obtained by Crime C.C. 354 (1)	1
Priority 1	15
Public Mischief C.C. 140 (1)	111
Resisting or Obstructing Public or Peace Officer C.C. 129(a)	1
Robbery C.C. 344 (b)	71
Robbery Using Firearm C.C. 344 (a)	1

Sexual Assault C.C. 271	80
Suspicious Incident	72
T.T.C. # 1-3.1(b) Failure to Control Animal on Transit System	1
Taking Motor Vehicle Without Consent (joy-riding) C.C. 335 (1)	4
Theft Over \$5,000 C.C. 334(a)	4
Theft Under \$5,000 C.C. 334(b)	43
Uttering Threats C.C. 264.1 (1)	34
Uttering Threats to Cause Death or Bodily Harm C.C. 264.1 (1)(a)	11
Warrant of Committal C.C. 514 (1)	1
Weapon etc.: Possession for dangerous purpose C.C. 88	27
Grand Total	1244

Table 8: Other TTC Internal Incident Reports

Property

The Special Constable Service is responsible for keeping all evidence and property seized in connection with their duties except in the following circumstances:

- Where TPS requests the evidence be turned over to them.
- Where an accused is held in TPS custody.
- Where drugs are seized/found.
- Where firearms are seized/found.

All property and evidence that is seized and not turned over to TPS is stored, preserved and disposed of in a manner consistent with TPS' standards and procedures for the storage and disposition of property. In 2024, Special Constables seized and processed 41 pieces of property into their property vault.

Compliance Reporting

Public Complaints

For 2024, the TTC received a total of 36 public complaints involving Special Constables, which is an increase from 25 complaints received in 2023. An update on public complaints received by the Fare Inspector and Special Constable Complaints (FISCC) Office in 2024 will be provided in the 2024 People and Culture Group Annual Report. The FISCC Office investigates concerns about TTC Fare Inspectors and Special Constables, along with any related policies and services.

Use of Force Reporting

When a TTC Special Constable uses force on another person, they are required to complete a Use of Force Report (UFR Form 1) that either goes to TPS or to the Special Constables Service Department.

The Use of Force Report that must be submitted to TPS is required by the provincial *Community Safety and Policing Act* (CSPA). It must be submitted when a Special Constable uses a weapon on another person or uses force on another person that results in an injury requiring medical attention.

Conversely, the Use of Force Report that must be submitted to the Department uses a lower threshold and is required by the TTC's internal policy. It must be submitted whenever force is applied beyond compliant handcuffing.

Under both policies, a Use of Force Report must be submitted by each Special Constable involved in the arrest, typically resulting in multiple Use of Force Reports submitted per incident. In 2024, the

Department saw an overall decrease in use of force incidents, despite having an increase in calls for service (see Charts 4 and 5).

Use of Force as per the CSPA

In 2024, 11 Use of Force Reports were required to be submitted to the TPS as per the CSPA. There were two incidents where OC foam was deployed during interactions with assaultive subjects, resulting in two Use of Force Reports to be completed by Special Constables and submitted to TPS. There were four incidents where a Special Constable used force on another person that resulted in an injury that required medical attention. This required an additional nine Use of Force Reports to be completed by Special Constables and submitted to TPS. Table 9 below summarizes the number of incidents and the category of offence involved in each type of force application between 2020-2024:

As per Community Safety and Policing Act:

Year	Highest Level of Force Used	Number of Force Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLCA, MHA, TPA)
2024	OC Foam	2	2	2	0
	Injury	4	9	4	0
	Total	6	11	6	0
2023	OC Foam	5	7	5	0
	Injury	9	9	6	3
	Total	14	16	11	3
2022	OC Foam	2	4	2	0
	Injury	1	2	1	0
	Total	3	6	3	0
2021	OC Foam	1	1	0	1
	Injury	0	0	0	0
	Total	1	1	0	1
2020	OC Foam	7	7	6	1
	Injury	3	3	2	1
	Total	10	10	8	2

Table 9: Use of Force Reporting as per CSPA

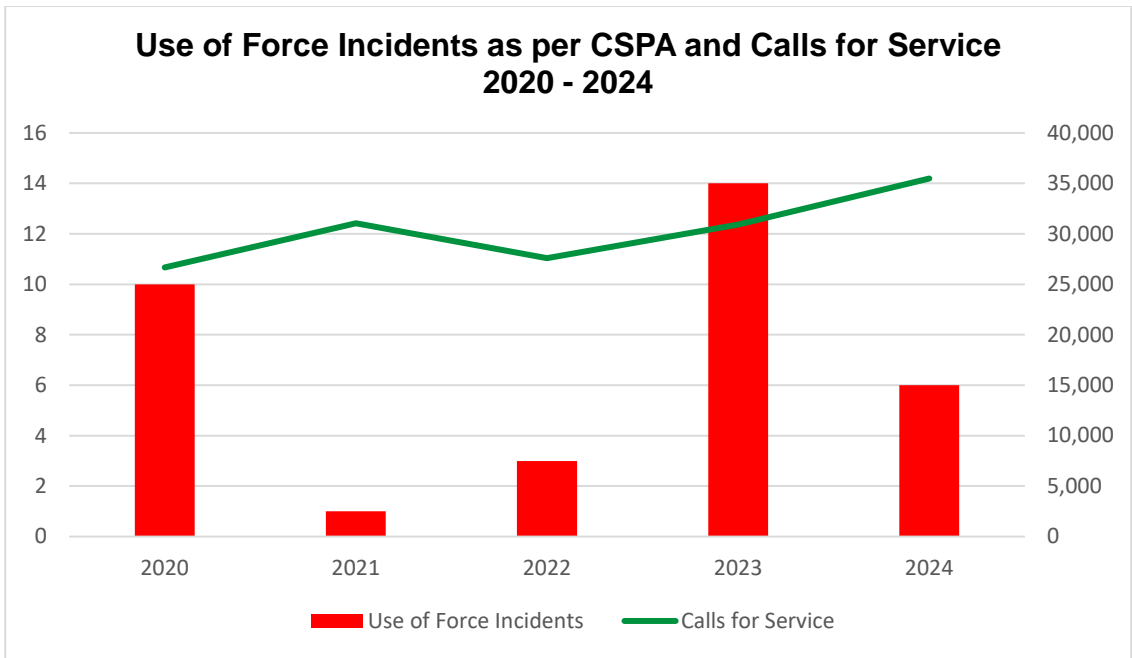


Chart 4: Use of Force Incidents as per CSPA and Calls for Service between 2020-2024

Use of Force as per Departmental Policy:

Under the Departmental Policy, there were 49 incidents in 2024, in which 108 Use of Force Reports were submitted. 36 of these incidents were in relation to the Criminal Code, while 11 incidents were in relation to the LLCA (one), MHA (eight) and TPA (two).

Year	Highest Level of Force used	Number of Incidents	Use of Force Reports Submitted	Criminal Code	Provincial Offence (LLCA, MHA, TPA) or Other
2024	Physical Control - Soft	47	104	36	11
	Physical Control - Hard	0	0	0	0
	Impact Weapon Soft	0	0	0	0
	Impact Weapon - Hard	0	0	0	0
	Baton or OC Foam Presented - Not Used	2	4	2	0
	Total	49	108	38	11
2023	Physical Control - Soft	48	89	35	13
	Physical Control - Hard	4	5	2	2
	Impact Weapon Soft	1	0	0	1
	Impact Weapon - Hard	0	0	0	0
	Baton or OC Foam Presented - Not Used	4	9	4	0
	Total	57	103	41	16

Table 10: Use of Force Reporting as per Departmental Policy

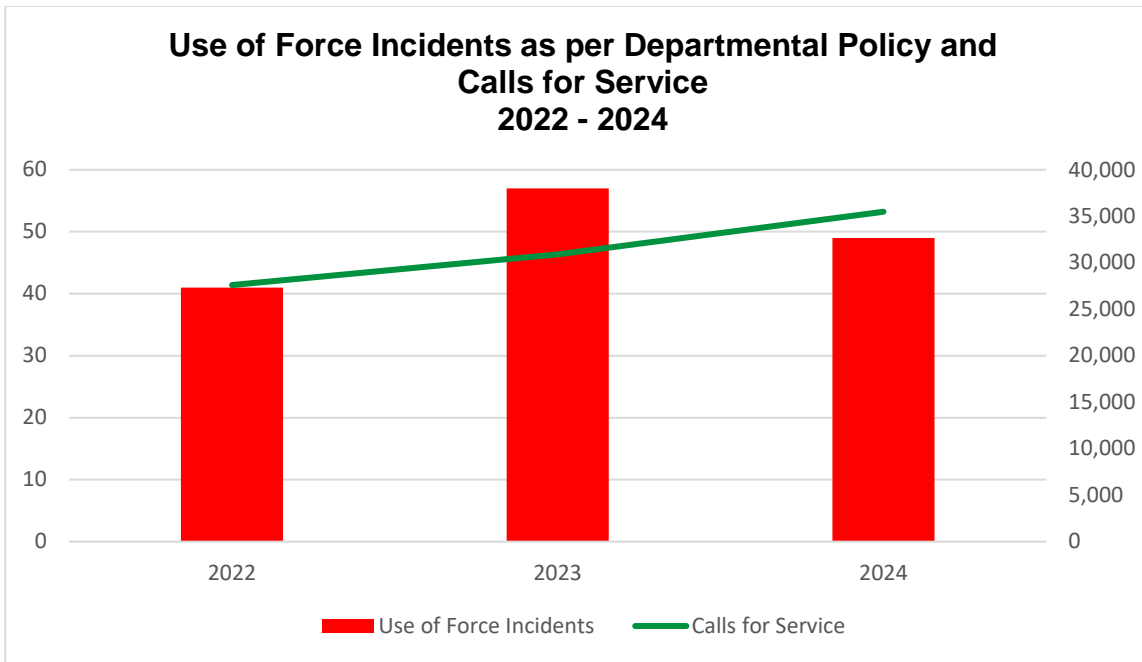


Chart 5: Use of Force Incidents as per Departmental Policy and Calls for Service between 2022-2024

Race-Based Data for Use of Force

Special Constables document the perceived race of individuals involved in all use of force incidents. The provincially mandated Use of Force Report requires Special Constables to submit perception-based information regarding race.

In 2024, there were two use of force incidents where OC Foam was deployed that fall under the CSPA (Table 9) and 49 use of force incidents that fall under the Departmental Policy (Table 10), bringing the total number of use of force incidents to 51. Table 11 below outlines the perceived race of individuals involved in each use of force incident in 2024. TTC ridership data suggests that the race-based use of force data is generally in line with the overall demographic composition of TTC riders, with more than half identifying as racialized individuals.

Perceived Subject Race	Total
Black	20
White	18
East/Southeast Asian	6
Middle Eastern	2
Indigenous	2
South Asian	1
Latino	1
Difficulty Perceiving Race	1*

Table 11: Perceived Subject Race per Incident in 2024 (as per CSPA and Departmental policies) *In the four Use of Force Reports that were submitted for this incident, two of the Officers identified the subject as South Asian, while the other two Officers identified the subject as Latino

Injury Reporting

Defendants

A total of 23 Injury Reports were submitted by Special Constables on behalf of the accused in 2024, four less than the 27 submitted in 2023.

Prior to Arrest

Thirteen Injury Reports were submitted in relation to injuries sustained prior to an arrest. The injuries included pre-existing conditions, visible swelling and bruising, lacerations, abrasions and reinjuries. Eight of the accused requested medical treatment, in which three were treated by EMS and five were transported to a hospital for further evaluation. There were two injury reports that were a result of self-inflicted violence. One of the accused (who was apprehended under the Mental Health Act) repeatedly struck their head against a wall. The other accused sustained swelling to their eye and reported leg pain as a result of repeatedly kicking and punching the back of the patrol vehicle, while being transported to a police division.

During Arrest

Six Injury Reports were submitted in relation to injuries sustained during the course of an arrest. Injuries included cuts, lacerations, scrapes, and a bloody lip. Four individuals were transported to a hospital to be assessed. During one arrest, OC foam and a single strike of a baton was deployed to the accused's thigh to aid in an arrest. The accused did not request medical treatment, and no injuries to the accused were observed.

After Arrest

Four Injury Reports were submitted in relation to injuries sustained after an arrest, in which three were self-inflicted. In three incidents, the accused repeatedly hit their head on the barrier in the back of the patrol vehicle. In one incident, the accused reported that their arms were broken after an arrest. However, no injuries were observed, and the individual later declined medical assistance.

Special Constable Injuries

Special Constables reported the following types of occupational injury sustained, while on duty:

- 94 incidents and one recurrence were reported, resulting in one lost-time injury and 93 no lost-time injuries.
- There were 25 incidents where an injury was sustained by a Special Constable during an arrest-related interaction.
- Exposure includes 11 reports of expectoration onto Special Constables or contact with individuals who had pre-existing infectious diseases.
- Accidental incidents include injuries sustained during minor automobile accidents, training slips and falls, resulting in five no lost-time injuries.
- Emotional trauma was reported by 32 Special Constables, as result of being present during a suicide, homicide, pedestrian/bus contact resulting in death, serious injury to customers, and personal trauma.
- Arrest-related injuries resulted in 25 reports of cuts, bruises, pain, swelling, strain, and sprain to Special Constables, while conducting an arrest on resistant individuals.

Court Services

Provincial Offence Court

Proceedings for the Ontario Court of Justice Provincial Offence Act are currently being held in-person, by remote technology (video or telephone), or a combination of in-person and remote technology, including trial and non-trial proceedings (guilty pleas – early resolution, withdrawals, first appearances and adjournments). Participants can now specify whether they would prefer an in-person presence or electronic appearance when their Provincial Offence Notice matter goes before the Court. However, the Justice of the Peace may order a member of the public to appear in-person rather than via video method.

Criminal Court trials have traditionally required in-person presence, but in some stages of the legal process, the defendant and their attorney may be permitted to attend court hearings via teleconferencing or online platforms, such as Zoom. This is subject to change at the discretion of the Justice of the Peace. The Court will continue to collaborate with its justice partners to determine the most effective way to apply technology to enhance Court services and access to justice.

Provincial Offence Notices (PON) Issued

In 2024, the Special Constable Service issued 330 Provincial Offence Notices and two Provincial Offence Summons. A total of 33 Notices were issued in relation to the Trespass to Property Act, and 21 were issued under the Liquor License and Control Act. Special Constables issued 250 more Notices in 2024 than in 2023.

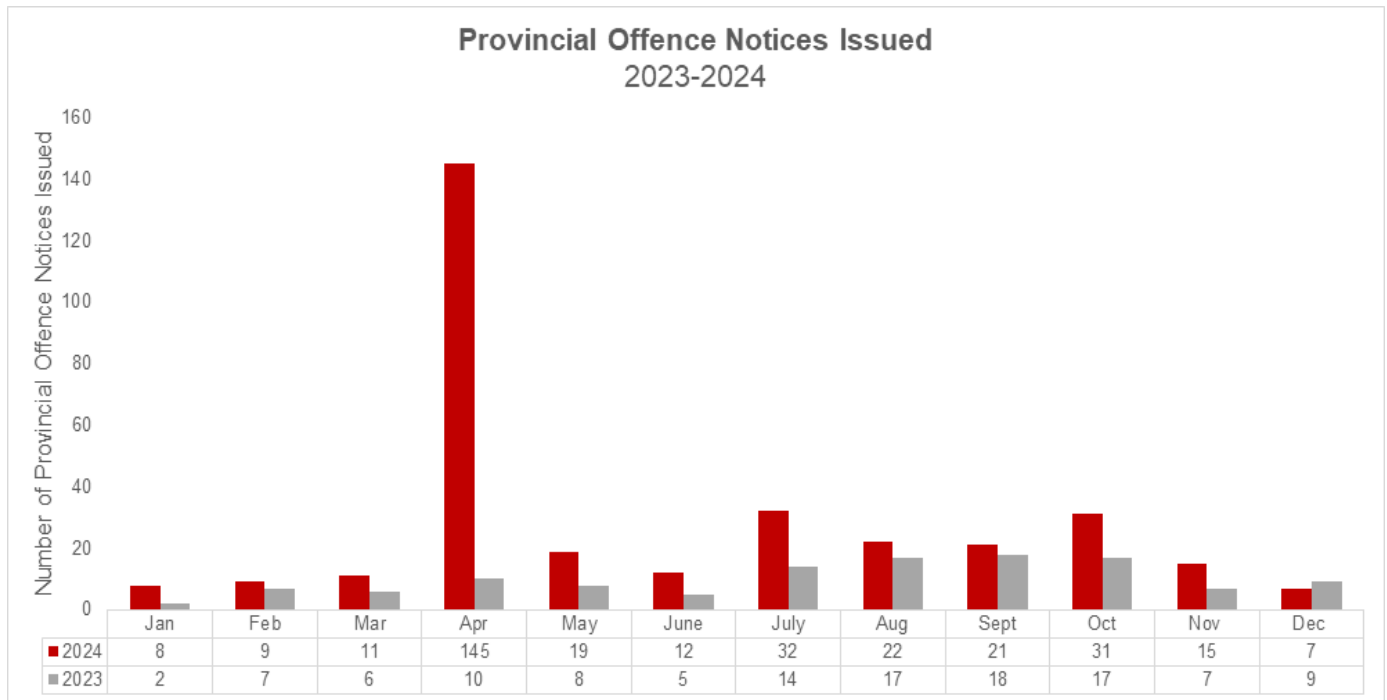


Chart 6: PONs Issued

Time Spent in Court

Special Constables spent a total of 94 hours in Court to attend to both POA and criminal court matters. Compared to 2023 (37 hours), court-required attendance increased in 2024.

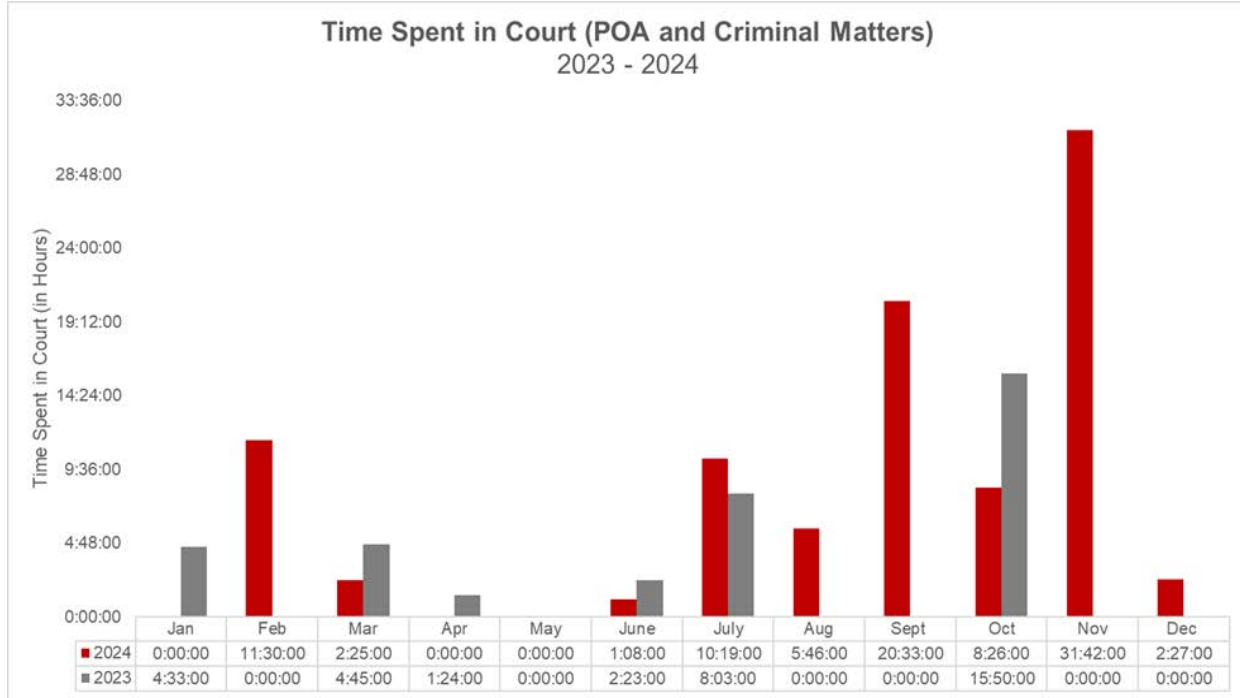


Chart 7: Time Spent in Court

Provincial Offence Act Matters Before the Courts

In 2024, Special Constable Court Services created 83 Early Resolution and Trial Dockets to address 239 matters. This is an increase of 31 more dockets and 56 more matters compared to the previous year.

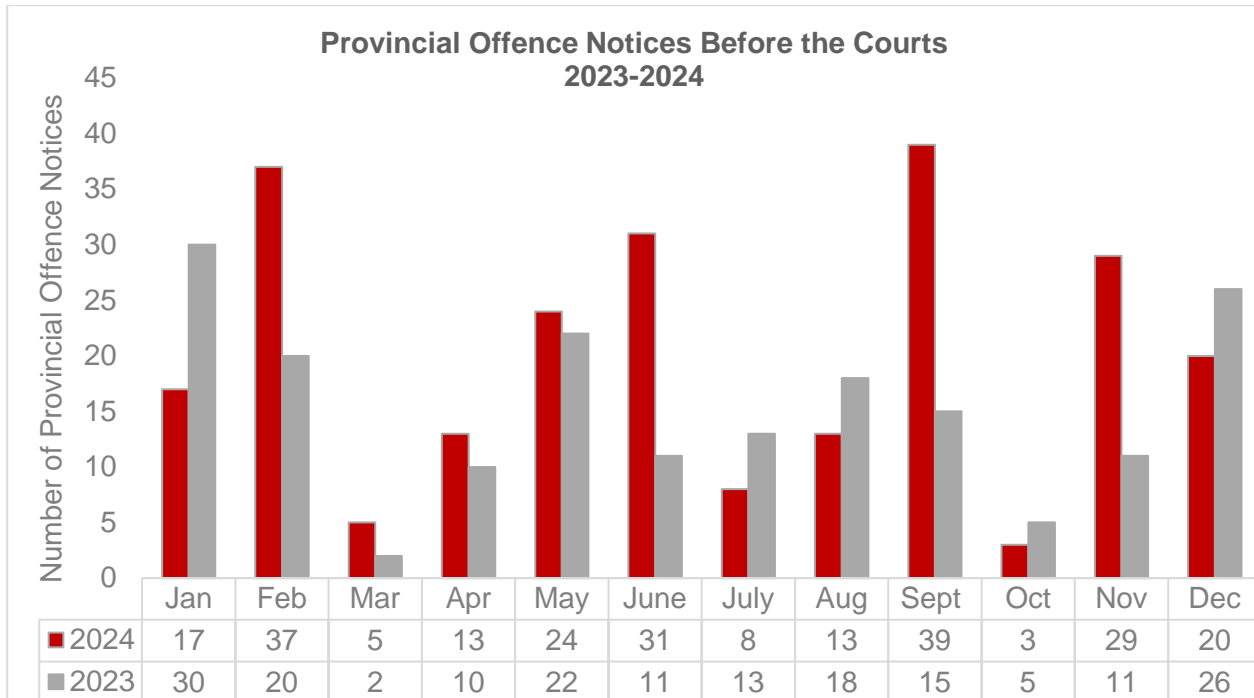


Chart 8: POA Matters Before the Courts

Fines Imposed and Fines Collected

In an Ontario Court, fines for Provincial Offences Act are specified by the Chief Judge of the Ontario Court of Justice for the purpose of proceedings under Part 1 (notices/tickets). In 2024, 159 Provincial Offence Notices and Summons were sentenced with an imposed amount of \$48,875. A total of 93 of the matters were paid out, while 66 unpaid cases resulted in \$22,697 in outstanding fines.

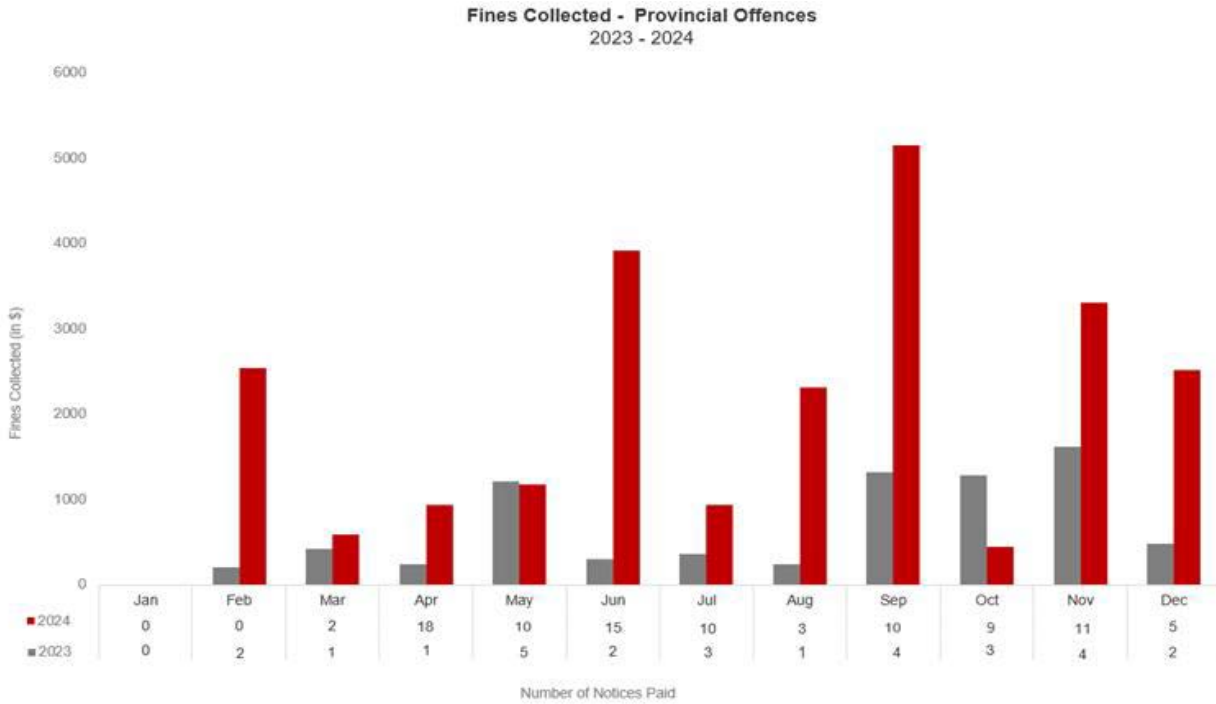


Chart 9: Fines Collected – Provincial Offences

| Conclusion

The Special Constable Service played a critical role in ensuring the safety, security, and inclusivity of customers and employees in 2024.

The MOU between the Department and TPS was updated to clarify Special Constable responsibilities and requirements as a result of the enforcement of the CSPA. The Department obtained approval to move forward with the implementation of the new and updated Use of Force, Use of Discretion, and Body-Worn Camera and Special Constable In-Car Camera System policies. The policies aim to equip Special Constables with the tools and knowledge to deliver fair and equitable treatment to customers. The Department also introduced new technologies such as body-worn cameras, in-car cameras, mobile ticketing devices and the Officer Android App, furthering our commitment to modernizing technology. Finally, members of the Department demonstrated their dedication to building positive ties with the communities they serve by leading and participating in various community initiatives throughout the year.

Moving forward, the Special Constable Service will continue to enhance accountability, transparency, and public trust, underscoring the TTC's commitment to excellence in providing safe, efficient, accessible, and reliable transit services for all.

Contact information

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9.5. Traffic Agent Program Annual Report

Traffic Agent Program

Annual Report
2024



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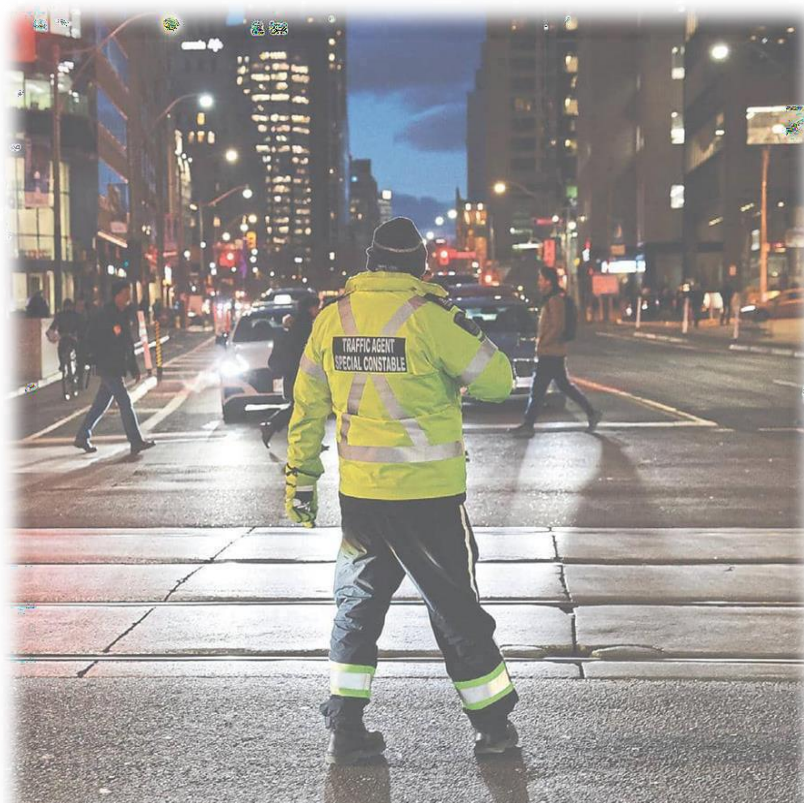
BACKGROUND

The City of Toronto Traffic Agent Program began with a Traffic Assistance Personnel Pilot Program in 2016 by the Toronto Police Service (TPS). Through this pilot, Toronto Police Paid Duty Officers were deployed at different intersections in downtown Toronto to manage the flow of pedestrians and vehicles. This pilot was successful as there was at least a 90 percent reduction in blocked intersections during the pilot period and at least a 70 percent reduction in blockage of intersections by pedestrians.

The Traffic Agent Program was created based on the positive impacts observed in the Traffic Agent Program Pilot. The City of Toronto Traffic Agent Program was formalized on February 6, 2020, when the City of Toronto and the Toronto Police Service signed a Memorandum of Understanding (MOU). The MOU gives the city the ability to hire and train staff to become Special Constables. Special Constables have authority under the Highway Traffic Act to undertake traffic management functions.

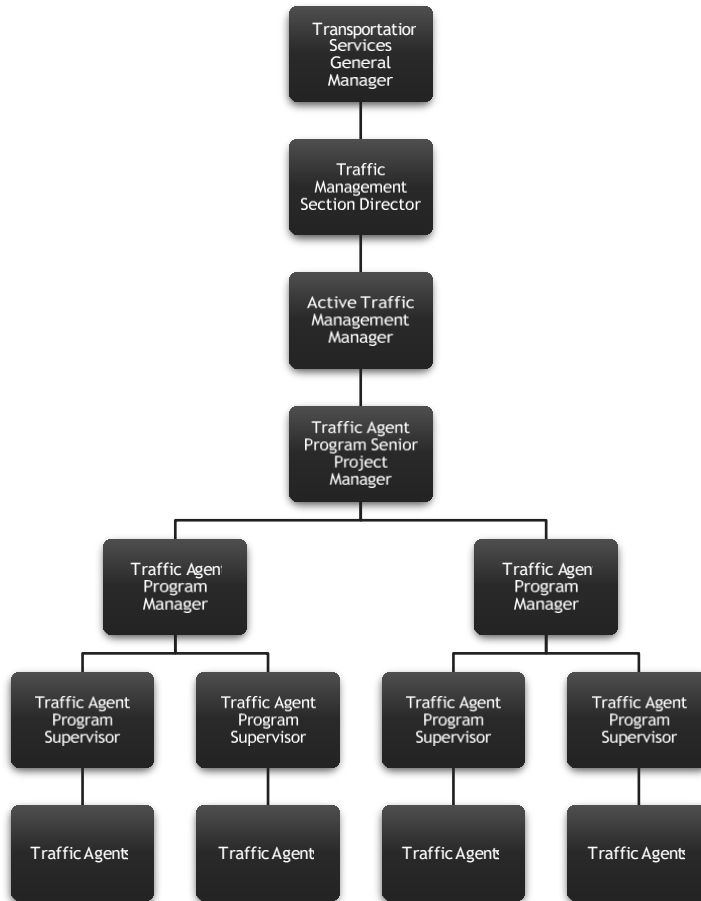
The Traffic Agent Program has been successfully operating for over five years. In 2023, there were 3 classes of Traffic Agents hired and two were fully trained which brought staffing levels to 26 Special Constables. In 2024, class 4 completed their training which brought the program to a total of 38 Special Constables at the time. Class 5 was also hired in 2024 which consisted of 49 Traffic Agents in training at the time, and they are expected to be in the field by approximately Summer 2025.

In 2024 The Traffic Agent Program continued to provide daily support to TTC on King Street and helped TTC travel without any delays. The Traffic Agent Program also provided daily signal maintenance support, staffed critical intersections in the downtown core, and assisted TPS with Traffic Management for the 6 Taylor Swift Concerts.



ORGANIZATION CHART

The Traffic Agent Program falls under the City of Toronto Transportation Services under the direction of the Traffic Management section and Active Traffic Management unit. In 2024, the Traffic Agent Program increased its staffing level significantly, hiring 49 Trainees and a Program Manager.



STAFFING LEVELS

During the first quarter of 2024, there were 38 Special Constables as class 4 was appointed in March 2024. In September 2024 class 5 was hired which consisted of 49 trainees. Class 5 is expected to be trained and appointed as Special Constables by Summer 2025. At the end of 2024 Special Constables in the field decreased to 24 Special Constables, a number of Traffic Agents left to pursue jobs in policing and other opportunities. There were also 2 Special Constables that were promoted to Supervisor. There was 1 Supervisor that was promoted to Program Manager. It is expected by approximately Summer 2025 there will be approximately 73 Special Constables in the field.

Number of Terminations (January 1, 2024 - December 31 2024)	Number of Suspensions (January 1, 2024 - December 31, 2024)	Number of Resignations (January 1, 2024 - December 31, 2024)	Number of Retirements (January 1, 2024 - December 31, 2024)
0	2	14	0

SUPERVISION

The 4 Supervisors provide support to the program by completing regular site visits and helping coach Traffic Agents to ensure high standards of public service and safety for the Traffic Agents and the public. The Supervisors also make sure the Traffic Agents are adhering to the MOU and code of conduct. When the Supervisors are doing their field visits, they confirm the Traffic Agents are in full uniform, and have all necessary equipment with them to perform their duties. Supervisors also verify Traffic Agents are standing in the appropriate position to manage the intersection and communicate with the Traffic Agents to address any challenges.

An additional Program Manager was hired in Fall of 2024 which brought staffing levels up to 2 Program Managers and 1 Senior Program Manager. These 2 Program Managers are focused on the operations and ensuring supervision of the Supervisors and the Traffic Agents. The Program Managers also support the Senior Program Manager in continuing to develop the Traffic Agent Program.



Class 4 Graduation March 2024

UNIFORM AND EQUIPMENT

The City Traffic Agent Program didn't have any changes to uniform and equipment for 2024.

The Traffic Agents are given the uniform and equipment that is required under the MOU.

Traffic Agents are issued the following items:

- Uniform
- One wallet badge with City identification Card
- One approved Memo Book
- One Whistle
- Mobile Phone
- Flashlight, with appropriate carrying case
- Parking Violation Notice Book
- First Aid Kit

TRAINING

All Traffic Agents in 2024 were provided with the mandatory training outlined in the MOU. All course outlines, course curricula, lessons plans, and course instructors' resumes were approved by the Toronto Police Service. The mandatory training consists of the following areas:

- *Accessibility for Ontarians with Disabilities Act*
- *Arrest Authorities*
- *Arrest / Search Incident to Arrest*
- *By-law Enforcement*
- *Case Preparation Provincial Offences*
- *Community Mobilization / Community Policing*
- *Traffic / Crime Scene Management*
- *City Traffic Agent Status – Roles & Responsibilities*
- *Criminal Offences*
- *Diversity Awareness and Human Right Issues*
- *Person in Crisis / Mental Health Act*
- *Ethics and Professionalism*
- *Field Interviewing / Taking Statements*
- *First Aid / CPR (including Naloxone)*
- *Highway Traffic Act and Traffic Direction*
- *Incident Management*
- *Introduction to Law*
- *Memorandum Books / Note-Taking*
- *Occupational Health & Safety*
- *Occurrence / Reporting Writing / Field Information Report*
- *Ontario Traffic Manual Book 7*
- *Ontario Traffic Manual Book 1*
- *Provincial Offences Act*
- *Public Safety Foundations*
- *Road to Mental Readiness*
- *Search and Seizure Authorities*
- *Testimony / Criminal / Provincial Justice System / Rules of Evidence*
- *Traffic Management (in class and in field)*
- *Transportation Services*
- *YCJA*
- *Basic Self Defence*
- *Crisis Resolution*
- *Tactical Communications*

In 2024 the training for Special Constables changed as per the CSPA and we are working with our Training Vendor to develop and deliver the new Provincial Training Program "Broader Public Sector Specialized Law Enforcement Training".

USE OF FORCE

Traffic Agents had no incidents in 2024 where use of force was required. The Traffic Agents do not have any use of force options and are trained to de-escalate and disengage from situations. Traffic Agents are instructed to call Toronto Police Services in emergency situations.

COMPLIANCE & ENFORCEMENT

Throughout 2024 Traffic Agents were required to deal with members of the public who on occasion did not comply with direction (s) of the Traffic Agent or committed violations under the Highway Traffic Act. Traffic Agents used Toronto Police Service support in the form of the Toronto Police Online Reporting tool (CORE – Driving Complaint) of which Traffic Agents completed 107 reports in 2024, compared to 28 reports in 2023 for motorists in violation of the HTA.

Traffic Agents wrote another 185 reports in 2024 for other types of incidents such as near misses, medical, aggression from public, person in crisis, etc., compared to 123 reports in 2023.

COMPLAINTS

All public complaints against Traffic Agents are reviewed by the Unit Complaints Coordinator who has been trained by the Toronto Police Service's Professional Standards Unit. The Unit Complaints Coordinator reviews the complaint and ensures it has all necessary information required prior to being submitted to the Toronto Police Service for review and assessment. The Toronto Police Service investigates all serious misconduct while all other minor public complaints and feedback, deemed less serious, are returned, to the City for investigation by the Program Managers and Supervisors. These public complaints and feedback are further utilized to assist in the assessment and development of the program. In 2024, the Traffic Agent program received 0 complaints.

Total Complaints

•2

Investigated by Toronto Police Service

•2

Investigated by the City

•0

Resolved Complaints

•2

Number of Outstanding Complaints

•0

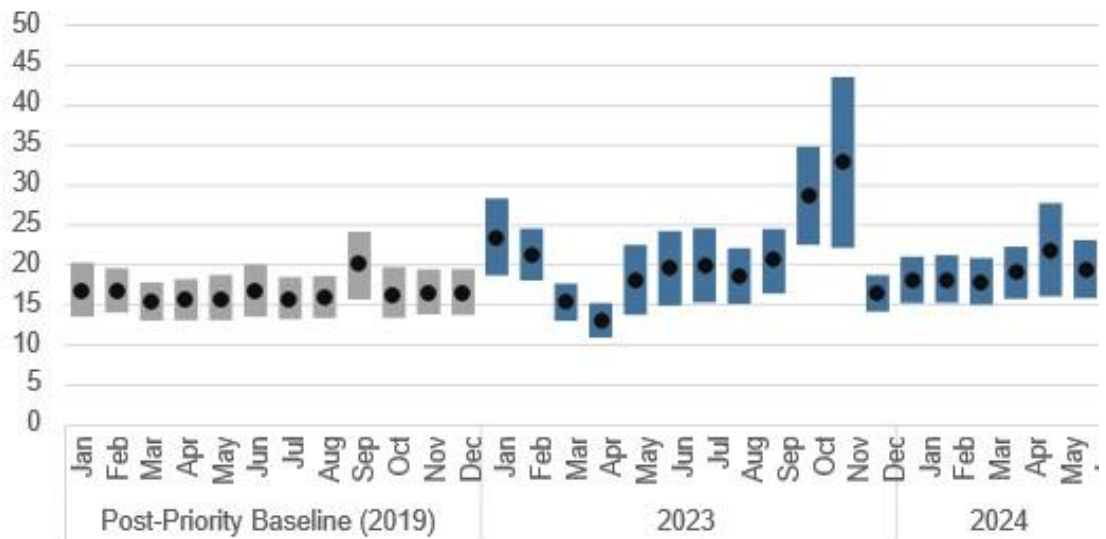
IMPACTS

In 2024, the Traffic Agent Program continued to assist TTC daily at critical intersections along King Street to ensure compliance with the posted signage. Streetcars continued to travel without delay in 2024 on King Street. In late 2023 after the Traffic Agents first started covering these critical intersections data was gathered that displayed travel times were reduced to 17-21 minutes on average from 45-65 minutes when Traffic Agents were not present.

The graph below displays data for the first quarter of 2024 which shows Traffic Agents continued to help streetcars travel without delay on King Street.

WEEKDAY PM PEAK PERIOD (4-7 P.M.)

Eastbound in Minutes



The City of Toronto Data and Analytics Team also captured a 50% reduction in movement violations at King Street intersections in the peak period in May/June 2024 compared to the fall of 2024.

MOTOR VEHICLE MOVEMENT VIOLATIONS



reduction in movement violations at King Street intersections in the PM peak period in May/June 2024 compared to the Fall of 2023 after the introduction of traffic agents and the re-opening of Adelaide Street.

The Traffic Agent Program also partnered with TPS to help with traffic management throughout 2024. Traffic Agents were deployed on a regular basis in the Liberty Village area throughout the Summer for events such as the Canadian National Exhibition (CNE), Toronto Argos, and Toronto Football Club (TFC). Agents also assisted at critical intersections around the Do West Fest and Rogers Centre for the 6 Taylor Swift Concerts. Traffic Agents spent a total of 1,442 active hours at these intersections in 2024 assisting with traffic management for events.

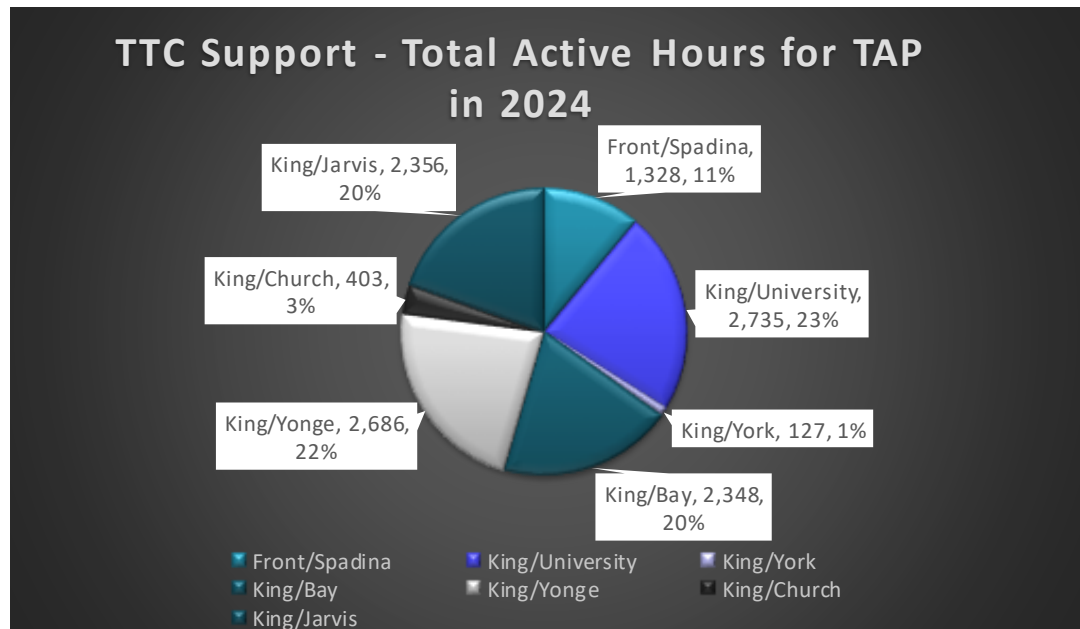


Traffic Agents spent a total of approximately 27,119 active hours in 2024 which was an increase from 10,503 active hours in 2023.

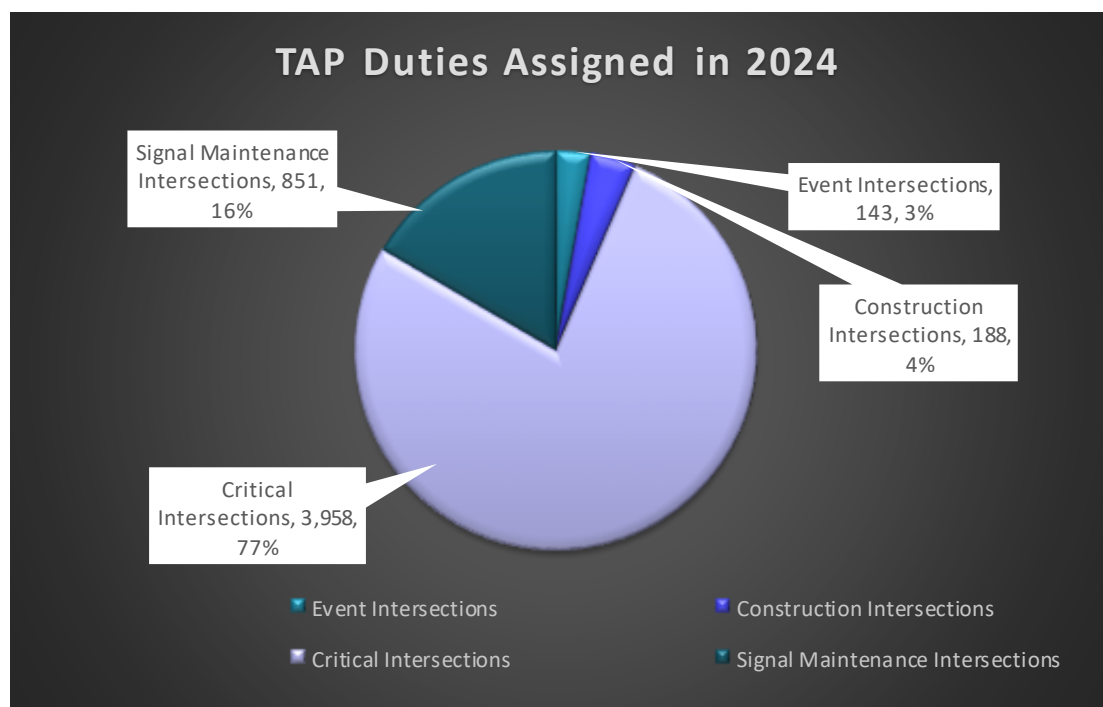
In 2024 Traffic Agents continued to assist with signal maintenance support at approximately 2684 different intersections, compared to 1843 intersections in 2023.

Of the 27,119 active hours by Traffic Agents in 2024, 10,254 active hours were at critical intersections helping out TTC on King Street. These intersections included King/University, King/York, King/Yonge, King/Church and King/Jarvis. Another significant intersection for Traffic Agents was Spadina/Front where they spent a total of 1,328 active hours to assist during the ongoing streetcar track work.

The graph below displays the above data outlining the amount of active hours Traffic Agents assisted TTC with in 2024.



The graph below displays types of duties Traffic Agents were assigned to in 2024.



Overall, for 2024 assisting TTC on King Street and Spadina/Front sites were the focus. This was critical to help TTC move throughout critical intersections with minimal delay. In 2025, class 5 is expected to graduate which will consist of approximately 49 Traffic Agents. This will allow the coverage of the Traffic Agent Program to expand greatly to help assist at other critical intersections throughout the City of Toronto.

TRAFFIC DIRECTION PILOT WITH TORONTO POLICE SERVICE

In April 2023, Transportation Services collaborated with Toronto Police Service to have Toronto Police Officers and Special Constables support the Traffic Agent Program at critical intersections. Since then, Toronto Police Service provides a total of 13 Constables & Special Constables who support 7 locations in the downtown core which includes:

1. Spadina and Lake Shore
2. Spadina and Bremner
3. York and Lake Shore
4. York and Bremner
5. University and Front
6. Front and Bay
7. Lower Jarvis and Lake Shore

This support has allowed for increased safety and improved traffic flow through these critical intersections. Transportation Services thanks the Toronto Police Service for their continued support for this pilot.

CONCLUSION

The City of Toronto was able to grow the Traffic Agent Program substantially throughout 2024, although the program faced some retention issues which caused staffing numbers to drop near the end of the year. The program has received support to continue to hire to assist with expanding the program. This will also help to proactively account for turnover.

The Traffic Agent Program will continue to be able to assist Toronto Police Service by providing traffic management support at critical intersections throughout Toronto during rush hour. The program looks to continue its support for TTC along King Street and helping keep travel times low as it did throughout 2024.

2024 was an extremely successful year for the program. The amount of active hours by Traffic Agents in 2024 was nearly triple that of 2023. The Traffic Agent Program was able to meet many demands of the city in 2024 and is looking forward to being able to continue to do so in 2025.



10. Annual Report: April 1, 2024 to March 31, 2025 – Grant Applications and Contracts



PUBLIC REPORT

April 28, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: Annual Report: April 1, 2024 to March 31, 2025 – Grant Applications and Contracts

Purpose: Information Purposes Only Seeking Decision

Recommendation:

This report recommends that the Toronto Police Service Board (Board) receive the report.

Financial Implications:

For the reporting period of April 1, 2024 to March 31, 2025, the Toronto Police Service (Service) was awarded \$35.8 Million (M) in grant funding from the Provincial Government and a Corporation. These awards will be reflected in the Service's budget and financial variance reports in the years that are applicable to the grant award.

Summary:

Grant funding fully or partially subsidizes the program for which a grant is intended. Grants with confirmed annual funding at the time of budget development are included in the Service's operating and capital budgets. Grants that are awarded in-year, result in a budget adjustment to both expenditure and revenue accounts, with a net zero financial impact to the Service. Any program costs not covered by grants are accounted for in the Service's capital or operating budgets.

Discussion:

Background

At its meeting of February 28, 2002, the Board granted standing authority to the Chair of the Board to sign all grant and funding applications and contracts on behalf of the Board (Min. No. P66/02 refers). At its meeting of November 24, 2011, the Board approved that the Chief report annually on grant applications and contracts (Min. No. P295/11 refers). This annual report covers the period of April 1, 2024 to March 31, 2025.

Relevant Board Policies and Compliance

This report is in compliance with the Board’s Budget Transparency Policy, approved on July 29, 2021 under Board Minute P2021-0729-3.0.

Active Grants

As of March 31, 2025, the Service had a total of 15 active grants. The 15 active grants at this point in time are outlined in Table 1 below:

Table 1 – Active Grants (Reporting period April 2024 – March 2025)

#	Name of Grant	Frequency of Award	Contract Approval	Contract Breakdown	Year ending	Reporting period Funding
1	Youth In Policing Initiative and Youth In Policing Initiative - After School Program	Annually	Signed by the Chair in February 2025.	\$1,329,813	March 31, 2025	\$1,329,813
2	Provincial Strategy to Protect Children from Sexual Abuse and Exploitation on the Internet	Four-year	Original contract signed by the Chair in May 2021. Amending agreement signed by the Chair in March 2025.	\$637,282 \$637,282 \$637,282 \$911,486	March 31, 2022 March 31, 2023 March 31, 2024 March 31, 2025	\$911,486
3	Next Generation 9-1-1 (N.G.9-1-1) Grant	Annually for three years	Year 3 contract signed by the Chair in January 2025.	\$1,400,000 \$2,523,335 \$1,553,425	March 31, 2023 March 31, 2024 March 31, 2025	\$1,553,425

#	Name of Grant	Frequency of Award	Contract Approval	Contract Breakdown	Year ending	Reporting period Funding
4	Preventing Auto Thefts (P.A.T.) Grant – Project DRAGNET	Three-year	Signed by the Chair in January 2024.	\$300,000 \$300,000 \$300,000	March 31, 2024 March 31, 2025 March 31, 2026	\$300,000
5	Bail Compliance and Warrant Apprehension (B.C.W.A.) Grant* - Project Aware <i>*Joint application with Durham Regional Police Service</i>	Three-year	Signed by the Chair in March 2024.	\$800,000 \$800,000 \$800,000	March 31, 2024 March 31, 2025 March 31, 2026	\$800,000
6	Royal Canadian Legion Military Veterans Wellness Program Grant	One-time	Signed by the Chair in June 2024.	\$10,000	May 1, 2024 Option to carry-forward to May 2026	\$10,000
7	Children at Risk of Exploitation (C.A.R.E.) Unit Grant	Five-year	Original contract signed by the Chair in December 2020. Amending agreement signed by the Chair in February 2025.	\$753,000 \$1,369,500 \$1,167,000 \$1,195,500 \$1,361,900	March 31, 2021 March 31, 2022 March 31, 2023 March 31, 2024 March 31, 2025	\$1,361,900
8	NHL and NHLPA Hockey Culture Advancement Event – Neighbourhood Officer Hockey Program	One-time	Signed by the Chair in December 2022.	\$50,000	October 31, 2023 (extension approved to carry forward until fully utilized)	\$9,700
9	Ontario's Strategy to End Human Trafficking	One-time	Signed by the Chair in June 2024.	\$69,600	March 31, 2025	\$69,600
10	Provincial Human Trafficking Intelligence - Led Joint Forces Strategy	One-time	Signed by the Chair in June 2024.	\$217,090	March 31, 2025	\$217,090

#	Name of Grant	Frequency of Award	Contract Approval	Contract Breakdown	Year ending	Reporting period Funding
11	Provincial Guns and Gangs Initiative Grant	Three-year	Signed by the Chair in August 2022.	\$4,911,000 \$4,911,000 \$4,911,000	March 31, 2023 March 31, 2024 March 31, 2025	\$4,911,000
12	Community Safety and Policing (C.S.P.) Grant (Local Funding Stream) <u>Three-year Funding Breakdown:</u> - Neighbourhood Officer Program & Expansion - Digital Officer Program - Inclusive Policing Transformation - Data Storage Modernization - Public Safety Response Team - Data Governance and Metadata Management - Centralized Shooting Response Team	Three-year	Signed by the Chair in May 2022.	\$23,624,814 \$23,624,814 \$23,624,814 \$12,239,200 \$6,512,500 \$1,824,800 \$540,000 \$33,000,000 \$3,420,100 \$13,337,814	March 31, 2023 March 31, 2024 March 31, 2025	\$23,624,814
13	Community Safety and Policing (C.S.P.) Grant (Provincial Funding Stream) – Provincial Genetic Genealogy Investigations	Three-year	Signed by the Chair in April 2022.	\$500,000 \$500,000 \$500,000	March 31, 2023 March 31, 2024 March 31, 2025	\$500,000
14	C.I.S.O. Proceeds of Crime – Law Enforcement Grant	One-time	Signed by the Chair in February 2025.	\$92,308	March 31, 2025	\$92,308

#	Name of Grant	Frequency of Award	Contract Approval	Contract Breakdown	Year ending	Reporting period Funding
15	Proceeds of Crime Front-Line Policing Grant – School Safety Symposium/Community Connects Project	Three-year	Signed by the Chair in March 2024.	\$100,000	March 31, 2024	\$100,000
\$100,000				March 31, 2025		
\$100,000				March 31, 2026		
Total Current-Year Funding						\$35,791,136

Some of the grants above were awarded in prior reporting periods and span multiple years. Therefore, they were reported to the Board in prior years and would not be identified in the report Appendix for this year.

The Service was awarded \$35.8 Million (M) from the above 15 active grants for the reporting period of April 1, 2024 to March 31, 2025 plus an additional \$1.2M committed between April 2025 and March 31, 2026.

Appendix A provides the details of grant applications submitted by the Service, but not necessarily awarded by other levels of government. During the current reporting period, April 1, 2024 to March 31, 2025, there were 13 applications submitted for grant funding, 2 of which were approved, and 10 which are still pending approval as of this report. One application was not approved during this time period. There were 8 new grant contracts signed by the Chair during the same period.

Conclusion:

This report provides the Board with information on grant related activity that occurred during the period of April 1, 2024 to March 31, 2025, as well as the active grants in place as at the same date.

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

Respectfully submitted,

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

Attachments:

Appendix A - Grant Applications Submitted by the Service

Appendix A
Grant Applications Submitted by the Service
April 1, 2024 to March 31, 2025

Name and Description of Grant	Amount of Funding Requested	Grant Term	Comments
<p>Ontario Closed Circuit Television (C.C.T.V.) Grant Program – CCTV Installation and Integration</p> <ul style="list-style-type: none"> A grant program to expand Closed Circuit Television (C.C.T.V.) across the province to help address the growing issue of guns and gangs. 	\$300,000	April 1, 2024 to March 31, 2025	<p>Application submitted to Ministry of the Solicitor General in December 2024.</p> <p>Application status pending.</p>
<p>Joint Air Support Unit (J.A.S.U.) Program</p> <ul style="list-style-type: none"> A grant program to support the establishment of an Air Support Unit to operate a helicopter being made available by the Ontario Provincial Police. 	\$6,003,600	April 1, 2024 to March 31, 2030	<p>Application submitted to Ministry of the Solicitor General in November 2024.</p> <p>Application status pending.</p>
<p>Mobile Crisis Response Team (M.C.R.T.) Enhancement Grant</p> <ul style="list-style-type: none"> A grant program to support the expansion of crisis workers on M.C.R.T.s for enhanced mental health assistance on police calls for service. 	\$360,000	April 1, 2024 to March 31, 2027	<p>Application submitted to Ministry of the Solicitor General in June 2024.</p> <p>Funding NOT approved. Grant term revised by the Province from 3 years to 2 years.</p>
<p>Mobile Crisis Response Team (M.C.R.T.) Enhancement Grant</p> <ul style="list-style-type: none"> A grant program to support the expansion of crisis workers on M.C.R.T.s for enhanced mental health assistance on police calls for service. 	\$240,000	April 1, 2025 to March 31, 2027	<p>Application submitted to Ministry of the Solicitor General in January 2025.</p> <p>Application status pending.</p>
<p>Ontario’s Action Plan to End Gender-Based Violence</p> <ul style="list-style-type: none"> A grant program to expand evidence-based, innovative services and supports to help prevent and reduce gender-based violence. 	\$1,318,700	April 1, 2024 to March 31, 2027	<p>Application submitted to Ministry of Children, Community and Social Services in October 2024.</p> <p>Application status pending.</p>
<p>Reduce Impaired Driving Everywhere (R.I.D.E.)</p> <ul style="list-style-type: none"> A program to reduce impaired driving. 	\$181,000	April 1, 2024 to March 31, 2025	<p>Application submitted to Ministry of the Solicitor General in February 2025.</p> <p>Application status pending.</p>
<p>Victim Support Grant – Support For Survivors Project</p> <ul style="list-style-type: none"> A grant program to enhance police services’ capacity to support and improve services for victims and survivors. 	\$200,000	April 1, 2024 to March 31, 2025	<p>Application submitted to Ministry of the Solicitor General in November 2024.</p> <p>Application status pending.</p>

Appendix A
Grant Applications Submitted by the Service
April 1, 2024 to March 31, 2025

Name and Description of Grant	Amount of Funding Requested	Grant Term	Comments
<p>Victim Support Grant – Criminal Justice Navigator Project</p> <ul style="list-style-type: none"> A grant program to enhance police services' capacity to support and improve services for victims and survivors. 	\$100,000	April 1, 2024 to March 31, 2025	<p>Application submitted to Ministry of the Solicitor General in November 2024.</p> <p>Application status pending.</p>
<p>Next Generation 911 (N.G.9-1-1) Program</p> <ul style="list-style-type: none"> Funding to support the implementation of the N.G.9-1-1 system. 	\$3,687,200	April 1, 2024 to March 31, 2025	<p>Application submitted to Ministry of the Solicitor General in September 2024.</p> <p>Funding partially approved.</p>
<p>Youth In Policing Initiative and Youth In Policing Initiative - After School Program</p> <ul style="list-style-type: none"> A program to provide summer and after school employment opportunities for youth who are reflective of the cultural diversity of the community. 	\$1,329,813	April 1, 2024 to March 31, 2025	<p>Application submitted to Ministry of Children, Community and Social Services in September 2024.</p> <p>Funding approved.</p>
<p>National Crime Prevention Strategy – Community Connect/Project HOPE</p> <ul style="list-style-type: none"> Funding to support the implementation of crime prevention interventions for children, youth, and young adults ages 6-30. 	\$2,300,000	April 1, 2025 to March 31, 2029	<p>Application submitted to Public Safety Canada in December 2024.</p> <p>Application status pending.</p>
<p>National Crime Prevention Strategy – Engage416</p> <ul style="list-style-type: none"> Funding to support the implementation of crime prevention interventions for children, youth, and young adults ages 6-30. 	\$2,300,000	April 1, 2025 to March 31, 2030	<p>Application submitted to Public Safety Canada in December 2024.</p> <p>Application status pending.</p>
<p>Children At Risk of Exploitation (C.A.R.E.) Unit Grant</p> <ul style="list-style-type: none"> 1-year extension of the original 5-year pilot project to implement a specialized multidisciplinary intervention team that pairs police officers and child protection workers. 	\$1,394,513	April 1, 2025 to March 21, 2026	<p>Application submitted to Ministry of the Solicitor General in March 2025.</p> <p>Application status pending.</p>



11. Annual Report of Co-operative, Joint and Consolidated Procurements for 2024



PUBLIC REPORT

April 28, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: **Annual Report of Co-operative, Joint and Consolidated Procurements for 2024**

Purpose: Information Purposes Only Seeking Decision

Recommendation:

This report recommends that the Toronto Police Service Board (Board) receive this report.

Financial Implications:

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

Summary:

Currently, the Toronto Police Service (Service) participates in 61 co-operative, joint, and consolidated procurement contracts.

Benefits of co-operative, joint, and consolidated procurement to the Service include, cost savings through volume buying, standardization of equipment, and administrative efficiency by having one lead agency conduct the procurement process on behalf of multiple agencies.

The purpose of this report is to summarize the co-operative, joint, and consolidated procurements that the Service made in 2024.

Discussion:

Background

The Service has been and continues to be a member of the Police Co-operative Purchasing Group (P.C.P.G.) since its inception in 1996.

The Service also continues to leverage existing contracts, where possible, through other government entities such as the City of Toronto (City), the Ontario Provincial Police (O.P.P.), the Province of Ontario (Province), the Government of Canada and the Toronto Transit Commission (T.T.C.).

Currently, the Service participates in 61 co-operative, joint and consolidated procurement contracts, including 32 City contracts, 18 P.C.P.G. contracts, seven Provincial contracts, three Government of Canada contracts, and one T.T.C. contract.

Examples of the types of goods and services that are purchased through these contracts include: benefit administration services, vehicles, in-car camera installation services, tires, uniform clothing, body armour, marine motors and parts, oil, fuel, windshield washer fluid, radio and voice logging infrastructure, mobile devices and services, courier services, heating ventilation and air conditioning (H.V.A.C.) services, flooring services, translation services, building automation systems, paper, office supplies, and software.

Relevant Board Policies and Compliance

The Board's Purchasing By-Law No. 163 states that co-operative, joint & consolidated procurements greater than \$1 million (M) must be reported to the Board annually:

'13. Co-operative Purchasing - Joint Procurement - Consolidated Purchasing

...

13.3 The Chief may make Awards and execute Contracts in relation to procurements carried out pursuant to this section and shall report annually to the Board on such Awards that are greater than \$1,000,000.'

Co-operative, Joint and Consolidated Procurements for 2024

In 2024, the following co-operative, joint and/or consolidated procurements over \$1M were awarded by the Service. Note that the contract value in most cases spans multiple years.

Goods/Services	Lead Agency	Vendor	Award Value (Excluding H.S.T.)	Contract Term
Fuel (Gasoline, Diesel)	City of Toronto	Canada Clean Fuels Inc.	Contract increase of \$9,187,511 (from 51,084,619 to 60,272,130)	2020.01.01 to 2026.12.31
Goods/Services	Lead Agency	Vendor	Award Value (Excluding H.S.T.)	Contract Term
Installation and Maintenance of Emergency Vehicle Equipment (new car preparation services, e.g. Mobile Workstations, Radios, In-Car Cameras and Automated Vehicle Licence Plate Readers, Automated Vehicle Locators, etc.)	York Regional Police	Manufacturing & Technology Centre (M.T.C.)	\$1,909,770	2024.01.24 to 2028.03.31
Soft Body Armour (S.B.A.) (Level II)	Ontario Provincial Police	Pacific Safety Products Inc.	\$3,000,000	2024.01.31 to 2028.12.03
Uniform Dress Shirts	Ontario Provincial Police	Empire Shirt Ltd.	\$1,248,000	2024.02.01 to 2028.01.31

Goods/Services	Lead Agency	Vendor	Award Value (Excluding H.S.T.)	Contract Term
Outerwear Patrol Jackets, Patrol Softshell Inner Jackets and Outerwear Pants	Ontario Provincial Police	Outdoor Outfits Ltd.	\$1,125,000	2024.08.08 to 2029.01.31
Maintenance and Repair of Flooring	City of Toronto	Arthur L Weaver Flooring Ltd	\$1,239,983	2024.10.04 to 2029.06.30
178 Various Vehicles (including Police Interceptor Utility Vehicles)	Province of Ontario	Yonge-Steeles Ford Lincoln Sales Limited	\$9,034,209	One Time Purchases
Total			\$26,744,473	

Conclusion:

Participating in co-operative, joint, and consolidated procurements where possible continues to be a leading value-added procurement practice. Sharing the responsibility of the procurement process for various goods and services has benefitted the Service and other police services from a cost and administrative efficiency perspective. The Service will continue to pursue these types of procurement arrangements where possible.

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

Respectfully submitted,

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



12. Annual Report of Non-Competitive Purchases for 2024



PUBLIC REPORT

April 23, 2024

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: Annual Report of Non-Competitive Purchases for 2024

Purpose: Information Purposes Only Seeking Decision

Recommendation:

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

Financial Implications:

There are no financial implications arising from the recommendation contained in this report. Funding for the expenditures detailed in this report were included in the Service's 2024 operating and capital budgets.

Summary:

In 2024 the Toronto Police Service (Service) issued 4,948 purchasing documents, representing \$183.7 million (M) of spend by the Service and the Board. This is inclusive of 130 allowable non-competitive purchases greater than \$25 thousand (K) or 2.6 % of the total number of purchasing documents issued, representing \$22.7M of spend. This is less than 2023, when 242 allowable non-competitive purchases greater than \$25K were made, (or 4.5% of the total number of purchases (5,359).

Year over year, the total value of allowable non-competitive purchases greater than \$25K decreased from \$31.2M in 2023 to 22.7M in 2024.

It is also important to note that 81% of the total allowable non-competitive spend in 2024 was for goods or services that were unique to a particular vendor which could not be obtained from another source (i.e. there was no other choice but to use the selected vendor).

Discussion:

Background

The Purchasing By-law requires that goods or services be purchased through competitive purchasing processes wherever possible, and the Service is committed to keeping non-competitive purchases to an absolute minimum.

There are situations however where goods or services must be non-competitively purchased for various reasons, as allowed under the Purchasing By-law. This By-law is aligned to the City's Purchasing By-law and broader public sector practices. These types of purchases are managed through formal purchasing procedures that are overseen by the Manager of the Procurement Services Unit (Procurement), and they must meet specific criteria, justification and approval before the purchases are made.

Relevant Board Policies and Compliance

The Board's Purchasing By-law 163 states that:

'15.2 The Chief shall report annually to the Board on non-competitive Solicitations for values greater than \$25,000.'

The purpose of this report is to respond to this requirement, which includes expenditures made by both the Service and the Board.

Further, the By-law outlines the allowable non-competitive procurement exceptions:

- '15.1 A non-competitive procurement may be undertaken where both the proposed non-competitive procurement and the particular vendor can be justified in good faith, based on one or more of the following considerations:*
- (a) A statutory or market-based monopoly or scarcity of supply in the market;*
 - (b) An absence of competition in the market;*
 - (c) The existence of exclusive rights such as patent, copyright, licence or warranty restrictions;*
 - (d) The Goods or Services are purchased under circumstances which are exceptionally advantageous to the Service, such as in the case of bankruptcy or receivership or the acquisition of surplus goods from another Public Body;*
 - (e) Procurement of a work of art;*
 - (f) Additional purchases from a vendor of Goods or Services that were not included in the original procurement, when a change cannot be made for economic or technical reasons without causing significant inconvenience or substantial duplication of costs to the Service;*

- (g) *The need for compatibility with Goods or Services previously acquired when there are no reasonable alternatives, substitutes or accommodations or there is a need to avoid violating warranties and guarantees;*
- (h) *An attempt to procure the required Goods or Services by soliciting competitive submissions that has been made in good faith, but has failed to identify a compliant submission or qualified supplier, or where the submissions received have been collusive;*
- (i) *The Goods or Services are required as a result of an Emergency which would not reasonably permit the Solicitation of competitive submissions;*
- (j) *Construction, renovations, repairs or maintenance in respect of real estate leased or occupied by the Service which may only be carried out in accordance with the occupancy agreement;*
- (k) *It is advantageous to the Service to acquire Goods or Services from another Public Body;*
- (l) *Another organization is funding the procurement and as a condition of the funding the Service is required to use a specified vendor and the terms and conditions of the proposed contract are beneficial to the Service;*
- (m) *To comply with a legal obligation; and*
- (n) *The nature of the Goods or Services involves matters of security, confidentiality or covert operations and it would not be in the public interest to solicit competitive bids.'*

In these cases, the award is made to a specific vendor without going through a competitive procurement process.

In accordance with the Purchasing By-law, requests to award a contract on a non-competitive basis are submitted to Procurement with justification. If the justification is acceptable to the Manager of Procurement and the purchases meet one or more of the above criteria, the requests are processed.

To align with past reporting practices, Appendices A and B summarize the allowable non-competitive purchases over \$25K that occurred in 2024 and classify them as either sole or single source purchases, respectively.

Sole Source Purchases

'Sole source' purchases are defined as the purchase of goods or services that are unique to a particular vendor and cannot be obtained from another source. In a sole source purchase arrangement, there is no choice but to use a specific vendor.

These sole source purchases were made because of proprietary arrangements (i.e. sole distributor) including but not limited to annual licensing and support (e.g. software), warranty/guarantee requirements, compatibility of equipment and continuity of services.

In 2024, 105 purchasing documents (i.e. Buyer Purchase Orders (P.O.s) and Contract Release Orders (C.R.O.s)), were issued over \$25K (or related purchasing documents totalling over \$25K), totalling \$20.5M, where goods or services were sole sourced. These sole source purchases represent 81% of the 130 allowable non-competitive purchasing documents greater than \$25K issued in 2024, and 90% of the \$22.7M in allowable non-competitive purchases made by the Service and the Board.

Included in these figures are 29 purchases that were classified as confidential for covert reasons, totalling \$3.3M.

These purchases are outlined in Appendix A.

Single Source Purchases

'Single source' purchases are defined as the purchase of goods or services from a particular vendor rather than through an open solicitation of bids from other vendors that can provide similar items. These single source purchases were made based on one or more of the allowable non-competitive procurement exceptions outlined in the By-law.

In 2024, 25 purchasing documents were issued over \$25K, totalling \$2.2M, where goods or services were single sourced. Single source purchases represented 19% of the 130 allowable non-competitive purchasing documents greater than \$25K issued in 2024 and 10% of the \$22.7M in allowable non-competitive purchases made by the Service and the Board.

Included in these figures are two purchases that were classified as confidential for covert reasons, totalling \$70K.

These purchases are outlined in Appendix B.

Conclusion:

In 2024, the Service issued 130 purchasing documents over \$25K with a total dollar value of \$22.7M, where purchases were made on a non-competitive basis, based on allowable exceptions highlighted in the Service's Purchasing By-law. This represents 2.6% of the total number of purchasing documents issued in 2024 (4,948), and 12.4% of the Service's and Board's total purchasing spend (\$183.7M). The Service and Board will continue to limit non-competitive purchases and support a competitive purchasing environment that is aligned with City policies and broader public sector practices.

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

Respectfully submitted,

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

Attachments:

Appendix A – 2024 Sole Source Purchases
Appendix B – 2024 Single Source Purchases

Appendix A - 2024 Sole Source Purchases

Vendor	Goods/Services	Total Purchase Order Value (Excluding Taxes)
Action Target Inc.	Range Repair and Preventative Maintenance	\$147,868
Andy Hunter Consultants Inc.	Versadex Records Management System Support	\$48,000
Archipelago Alliance Inc.	Senior Technical Analyst for SharePoint	\$140,700
Avante Solutions Inc.	Cherwell Software Customization & Development Services	\$73,219
Axon Public Safety Canada Inc.	Body Worn Cameras, Conducted Energy Devices, In-Car Cameras and Tethered Drone	\$8,825,253
Boost Child and Youth Advocacy Centre	2023 Child and Youth Advocacy Centre - Office Rent and Operating Expenses	\$170,991
Boost Child and Youth Advocacy Centre	2024 Child and Youth Advocacy Centre - Office Rent and Operating Expenses	\$175,471
Center for Trauma Informed Practices	Assessment of Risk to Others Training	\$67,086
Covalence Consulting Inc.	Major Case Management and Violent Crime Linkage Analysis System Tracking Software	\$445,725
Daak Inc.	Intentional Leadership Training	\$54,442
Deeth Williams Wall L.L.P.	Legal Services	\$42,466
G2s Pickin Patch Inc.	Geographic Information System Support Services	\$87,515
Gencore Candeo Ltd.	Genesis Operations Bridge Software	\$37,800
Gerstein Crisis Centre	911 Crisis Call Diversion Pilot Project	\$579,492

Vendor	Goods/Services	Total Purchase Order Value (Excluding Taxes)
Global Knowledge Network Canada Inc.	Leadership Development and Management Training	\$190,000
Harman Connected Services Inc.	Adobe Flash Plug-In Software License - for the Major Case Management Tracker System	\$39,800
Humber College	Neighbourhood Community Officer Program Assessment	\$24,568
Idemia Identity & Security Canada Inc.	IntelliBook System - Software Maintenance and Support for 2024	\$110,286
Idemia Identity & Security Canada Inc.	IntelliBook System - Software Maintenance and Support for 2025	\$74,656
Intergraph Canada Ltd.	Computer Aided Dispatch System Professional Services, Software Support & Maintenance	\$1,271,212
Intergraph Canada Ltd.	Computed Aided Dispatch (C.A.D.) to Next Generation (N.G.) 9-1-1 Interface Development Services	\$150,729
Ivanti, Inc.	Cherwell Software Licence Subscription	\$294,988
Katherine Crossman Consulting	Genealogy Consulting Services	\$70,608
Kirk Ziola HR Consulting	Interim Management Services	\$35,719
Latent Forensic Services Inc.	Crime-lite Laser	\$62,214
Microsoft Canada Inc.	Microsoft Unified Performance Support Renewal	\$705,403
MPH Industries Inc.	Dash-mount Directional Radar Equipment	\$79,890
OTEC Solutions	Digital Evidence Management System / Digital Photo Viewing and Management System - Software Support and Maintenance	\$82,993

Vendor	Goods/Services	Total Purchase Order Value (Excluding Taxes)
Paradigm Business Systems North	Asset Inventory Management System Software Licensing, Maintenance and Support	\$84,000
Pluralsight, L.L.C.	Pluralsight Business Professional Software Subscriptions	\$83,402
Ram Power Systems Ltd.	Emergency Task Force (E.T.F.) Firing Range Maintenance and Blast Mat Replacement - 2024	\$141,163
Ram Power Systems Ltd.	E.T.F. Firing Range Maintenance and Blast Mat Replacement - 2025	\$151,759
Rampart International Corp.	Galvion Ballistic Helmets and Covers	\$38,044
Rampart International Corp.	Direct Action Infrared Laser Devices - for E.T.F.	\$28,095
Rampart International Corp.	Upper Body Protection	\$46,099
Rampart International Corp.	Riot Control Helmet System	\$106,099
Rampart International Corp.	Colt Carbine Rifles	\$105,005
Rampart International Corp.	GLOCK Pistols	\$309,870
Skillsoft Canada Ltd.	eLearning Library Service	\$89,805
Superion, L.L.C.	Alarm Software Maintenance	\$30,267
Thales Dis Canada, Inc.	Transcoders and Professional Services	\$55,000
Toronto Hydro Electric System Ltd.	Overhead Pole Attachment Rental for Public Space	\$35,269
Versaterm Public Safety Inc.	eJust Case Management System Support and Maintenance	\$1,275,810

Vendor	Goods/Services	Total Purchase Order Value (Excluding Taxes)
Versaterm Public Safety Inc.	Versadex Records Management System - Software Maintenance and Support	\$167,285
VertiGIS North America Ltd.	Geocortex Essentials Software	\$28,600
Victim Services Toronto	Support Services for Missing and Missed Persons	\$42,027
Victim Services Toronto	School Safety Symposium	\$98,270
Victim Services Toronto	Crisis Intervention Counselling & Education	\$114,551
Weldexperts Inc.	Upfitting Mini Command Post Vehicles	\$25,771
Various	Confidential/Covert	\$3,313,808
Total		\$20,459,093

Appendix B: 2024 Single Source Purchases

Vendor	Goods/Services	Total Purchase Order Value (Excluding Taxes)
Arthur L. Weaver Flooring Ltd.	Flooring Services - Bridging Contract	\$94,156
Calverley Painting & Decorating	Painting Services - Bridging Contract	\$126,343
Canadian Tactical & Operational Medical Solutions (C.T.O.M.S) Inc.	Tourniquets	\$146,250
Empire Shirt Ltd.	Dress Shirts - Bridging Contract	\$128,000
FVB Psychologists	Clinical Psychological Assessment Services	\$198,440
Gartner Canada Co.	Enterprise Information Technology Leaders Subscription	\$95,974
Henein, Hutchison L.L.P.	Prosecution Services	\$53,428
HR Associates Inc.	Large Scale Recruitment Services	\$58,823
Kerr Industries Ltd.	Setina Rear Moulded Seats	\$157,500
LinkedIn Corp.	LinkedIn Subscription - for Talent Acquisition Unit	\$48,350
Lloyd Libke Law Enforcement Sales	Ammunition - Bridging Contract	\$62,400
National Anonymous Call Centre	Crime Stoppers Call Centre Telephone Answering and Web Tip Monitoring Services	\$50,870
Nex Industrial Supplies Inc.	Maintenance, Repair and Replacement of Overhead Doors and Gates Extension	\$55,464
Olin Canada U.L.C.	Ammunition - Bridging Contract	\$147,400

Vendor	Goods/Services	Total Purchase Order Value (Excluding Taxes)
Outdoor Outfits Ltd.	Patrol Jackets - Bridging Contract	\$125,000
Pinchin Ltd.	Hazardous Waste Removal Services	\$29,773
Rampart International Corp.	Ammunition - Bridging Contract	\$86,800
Schulich Executive Education Centre	Advanced Leadership Development Training - Bridging Contract	\$56,600
The Shoe Network Inc	Assorted Footwear - Bridging Contract	\$399,010
Stefan, Fraser & Associates, Inc	Management Assessments for Staff Superintendent Promotional Process	\$35,325
Confidential/Covert		\$68,961
Total		\$2,224,867



13. Contract Award to Action Target for Preventative Maintenance and Repairs to the Toronto Police College Firing Range Equipment and Systems



PUBLIC REPORT

April 28, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: Contract Award to Action Target for Preventative Maintenance and Repairs to the Toronto Police College Firing Range Equipment and Systems

Purpose: Information Purposes Only Seeking Decision

Recommendations:

This report recommends that the Toronto Police Service Board (Board):

- 1) approve a contract award to Action Target for the supply and delivery of maintenance and repairs to the Toronto Police College (T.P.C.) firing range equipment and systems for a two-year period commencing June 15, 2025, to June 14, 2027, at a total estimated cost of \$1.5 Million (M) over the two-year term; 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 contract with Action Target is valued at an estimated \$1.5M over two years.

Contract Year	Period	Preventative Maintenance	Repairs	Total Estimated Cost
Year 1	2025	\$ 200,000	\$ 1,100,000	\$ 1,300,000
Year 2	2026	\$ 200,000		\$ 200,000
Total		\$ 400,000	\$ 1,100,000	\$ 1,500,000

The estimated costs for 2025 have been included in the Toronto Police Service's (Service's) approved 2025-2034 Capital Program (Min. No. P2024-1212-4.3 refers), with \$1.7M allocated for Gun Range Remediation/Upgrades. Funding requirements for future years will be included in future capital program submissions.

Summary:

The purpose of this report is to request the Board's approval for a contract award to Action Target for the supply and delivery of maintenance and repairs to the T.P.C. firing range equipment and systems for a two-year period to meet the Service's operational requirements for ongoing and uninterrupted use of the existing firing ranges.

Discussion:

Background

Preventative maintenance requirements of the range are highly specialized, and necessary to support member health and safety, in addition to supporting mandatory training requirements. The uninterrupted use of the firing range is critical to the operations of the Service, and in particular, In-Service Training schedules at the T.P.C.

Action Target is the original manufacturer of the firearms training equipment currently in use at the T.P.C. firing range and have copyright and/or patent protection on most of the equipment that they manufacture. As such, Action Target is the only source for replacement parts and factory authorized service and repair. Should the Service engage other vendors (not sanctioned by Action Target) to service the range equipment, any remaining warranty will become null and void.

The T.P.C. firing range is a two-bay range that has been in operation since 2009. Due to the frequency of usage, major components are either in need of repair or replacement. Historically, the City of Toronto has had the responsibility for regular maintenance of the range and contracted Action Target for this purpose. During the 2025 budget request discussions, it was determined that the range operation is program specific, and the responsibility for range maintenance was shifted to the Service.

Recently, the T.P.C. firing range was closed for a brief period to allow for lead abatement and removal of all debris, the cleaning of exposed equipment and surfaces, changing of lead dust collection filters, and scheduled maintenance. Post-abatement, a full inspection of all exposed equipment was conducted, followed by further investigative work to determine the full extent of the necessary remediation, mechanical and equipment repairs. Action Target has provided recommendations and costing on repairs that are required to return the equipment to fully functioning condition.

Relevant Board Policies and Compliance

Section 15.1 of the Board's Purchasing Bylaw (Bylaw No. 163) includes the following allowable non-competitive procurement exceptions:

'15.1 A non-competitive procurement may be undertaken where both the proposed non-competitive procurement and the particular vendor can be justified in good faith, based on one or more of the following considerations:

(c) The existence of exclusive rights such as a patent, copyright, license or warranty restrictions;

...

(f) Additional purchases from a vendor of Goods or Services that were not included in the original procurement when a change cannot be made for economic or technical reasons without causing significant inconvenience or substantial duplication of costs to the Service.

(g) The need for compatibility with Goods or Services previously acquired when there are no reasonable alternatives, substitutes or accommodations or there is a need to avoid violating warranties and guarantees.'

Conclusion:

For the reasons outlined above, it is recommended that the Board approve a contract award to Action Target for the supply and delivery of maintenance and repairs to the T.P.C. firing range equipment and systems for the period of June 15, 2025, to June 14, 2027, at an estimated cost of \$1.5M over the two-year term.

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

Respectfully submitted,

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



14. Request for Review of a Service
Complaint Investigation – Professional
Standards Case Number – PRS-098916



PUBLIC REPORT

April 10, 2024

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

**Subject: Request for Review of a Service Complaint Investigation
– Professional Standards Case Number – PRS-098916**

Purpose: Information Purposes Only Seeking Decision

Recommendations:

This report recommends that the Toronto Police Service Board (Board):

- 1) determine whether to concur with the decision that no further action was required with respect to the complaint, and
- 2) advise the complainant, the Office of the Independent Police Review Director (O.I.P.R.D.) and the Chief of Police of the disposition of the complaint, in writing, with reasons.

Financial Implications:

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

Discussion:

Background

The Board has received a request to review the disposition of a complaint about the services provided by the Toronto Police Service (T.P.S.).

Relevant Board Policies and Compliance

As of April 1, 2024, the O.I.P.R.D. transitioned to the Law Enforcement Complaints Agency (L.E.C.A.) under the Community Safety and Policing Act (C.S.P.A.).

Accordingly, the Independent Police Review Director will now be referred to as the Complaints Director. As the incident that is the subject of the complaint took place prior to April 1, 2024, the complaint will continue to be dealt with in accordance with the provision of the Police Services Act (P.S.A.), R.S.O. 1990, c.P.15.

Section 63 of the P.S.A. directs the Chief of Police to review every complaint about the policies or services provided by a municipal police force that is referred to him or her by the O.I.P.R.D.

The Chief of Police shall, within 60 days of the referral of the complaint to him or her, notify the complainant in writing of his or her disposition of the complaint, with reasons, and of the complainant's right to request that the Board review the complaint if the complainant is not satisfied with the disposition.

A complainant may, within 30 days after receiving the notice, request that the Board review the complaint by serving a written request to that effect on the Board.

Board Review:

Section 63 of P.S.A. directs that upon receiving a written request for a review of a complaint previously dealt with by the Chief of Police, the Board shall:

- a) advise the Chief of Police of the request,
- b) subject to subsection (7), review the complaint and take any action, or no action, in response to the complaint, as it considers appropriate; and
- c) notify the complainant, the Chief of Police, and the O.I.P.R.D. in writing of its disposition of the complaint, with reasons.

Summary of the Complaint and Investigation

Complaint Number: PRS-098916
Complaint Type: Service
Disposition: No Action Required

On August 6, 2024, the L.E.C.A. received a complaint from the complainant who alleged that the T.P.S. failed to provide "reasonable accommodations" as a female investigator/officer was not assigned to investigate their complaint filed in March of 2024.

The O.I.P.R.D. classified this complaint as a complaint about the service provided by the T.P.S. and on November 14, 2024, assigned it to the T.P.S. for investigation.

On November 18, 2024, Detective Amanda Redick (8883), of Professional Standards (P.R.S.) was assigned the file for investigation.

The following steps were taken to investigate this complaint:

- Communicated with the Complainant.
- Reviewed the relevant complaint file, E-202403111617336639.
- Reviewed relevant Service policies.
- Reviewed communication the Complainant had with the T.P.S. and with the L.E.C.A.

The complainant's related O.I.P.R.D. complaint filed in March 2024 was suitable to be assigned to the Unit Complaint Coordinator. When the complainant submitted her complaint, she did not specify requiring the accommodation of a female investigator, only detailed "No P.D.F.'s – copy/paste in email unless report/large doc" in the "Accommodation" section of the complaint submission.

The complainant eventually requested a new investigator as they believed the Unit Complaint Coordinator to be unprofessional. It was not until the complainant's sixth email where she stipulated that they required a new investigator who did not present as white or male, however, they failed to explain their grounds to support receiving the accommodation. The original complaint was filed in March of 2024, the request for a female investigator was received on August 8, 2024, and the investigation was concluded on August 27, 2024.

The service provided by the T.P.S. was in compliance with Service procedures and governing authorities, and a deficiency in the quality or level of service was not identified.

Conclusion:

The investigation revealed that all appropriate actions and measures have been undertaken by members of the Service in accordance with Service procedures and governing authorities.

The investigator has not identified a deficiency in the quality or level of service provided to the complainant. Further, in consultation with Witness Officer 2, P.R.S. confirmed that a multitude of factors were considered when screening the complaint, particularly regarding the assignment of the complaint.

The screening process will continue to be reviewed and adjusted to give careful consideration and appropriately address the concerns brought forward by a complainant.

Therefore, no further action is required.

Chief Superintendent Shannon Dawson, Professionalism and Accountability, will be in attendance to answer any questions that the Board may have regarding this report.

Reason for Confidential Information

This report includes a confidential attachment containing a letter from the O.I.P.R.D., directing the T.P.S. to deal with a complaint relating to a service issue, pursuant to section 63 of the P.S.A. It also contains details of a Report of Investigation.

Respectfully submitted,

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

Attachments:

A letter from the Law Enforcement Complaints Agency (L.E.C.A.), and Toronto Police Service (T.P.S.) Report of Investigation



15. Chief's Administrative Investigation Reports



15.1. Chief Administrative Investigation of the Custody Injury of Complainant 2024.70



PUBLIC REPORT

April 10, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: **Chief's Administrative Investigation into the Custody Injury of Complainant 2024.70**

Purpose: Information Purposes Only Seeking Decision

Recommendation:

This report recommends that the Toronto Police Service Board (Board) receive this report for information.

Financial Implications:

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

Summary:

The Professional Standards – Special Investigations Unit Liaison (P.R.S. – S.I.U. Liaison) investigation determined the conduct of the designated subject official was in compliance with applicable provincial legislation regarding the Standards of Conduct and the applicable Toronto Police Service (T.P.S.) procedures.

Discussion:

Background

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving death, serious injury, the discharge of a firearm at a person 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.

Relevant Board Policies and Compliance

- Community Safety and Policing Act (C.S.P.A.) 2019
- Special Investigations Unit Act (S.I.U.A.) 2019
- T.P.S. procedures

S.I.U. Terminology

Complainant – Refers to the Affected Person

SO – Subject Official(s)

WO – Witness Official(s)

B.W.C. – Body-Worn Camera

S.I.U. Investigative Conclusion

In a letter to the Chief of Police dated January 16, 2025, 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 reasonable grounds in the evidence to proceed with criminal charges against the subject official.”*

The following *S.I.U. Incident Narrative and Analysis and Director's Decision* has been reprinted from the S.I.U. Director's report, number 24-TCI-393, which can be found via the following link:

[Special Investigations Unit -- Director's Report Details, Case Number: 24-TCI-393](#)

S.I.U. Incident Narrative

“The evidence collected by the SIU, including interviews with the SO and the Complainant, as well as video footage that largely captured the incident, gives rise to the following scenario.

In the evening of September 17, 2024, the Complainant was operating a white Range Rover in the underground parking of a building situated near King Street West and Portland Street. He had reached the bottom of the exit ramp, intending to drive away, when his path was blocked by a police cruiser at the top of the ramp. Unknown to the Complainant at the time, police had been called to the underground parking in connection with the theft of a motor vehicle – a black Range Rover – reported to be in progress. The Complainant accelerated forward, maneuverer onto the adjacent

entrance ramp and struck another police cruiser head-on. He exited the vehicle after the collision and fled from the scene on foot.

The SO was the driver of the cruiser that had collided with the white Range Rover. He and another officer had stopped their cruisers blocking the exit and entrance ramps to the underground parking following the 911 call from building security staff. That call had indicated that a white Range Rover was connected to the theft of the black Ranger Rover. As the Complainant travelled in his direction, the SO drove forward before the collision. He and his partner, WO #2, chased after the Complainant as he ran west on Stewart Street and across Bathurst Street before making his way north on the west sidewalk of Bathurst Street. The SO caught up to the Complainant and tackled him to the ground from behind.

With the assistance of other officers, the SO handcuffed the Complainant.

The Complainant was taken to hospital after his arrest and diagnosed with a broken nose.”

S.I.U. Analysis and Director’s Decision

“The Complainant was seriously injured in the course of his arrest on September 17, 2024, by TPS officers. The SIU was notified of the incident and initiated an investigation naming the SO the subject official. The investigation is now concluded. 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 injury.

Pursuant to section 25(1) of the Criminal Code, police officers are immune from criminal liability for force used in the course of their duties provided such force was reasonably necessary in the execution of an act that they were required or authorized to do by law.

I am satisfied that the SO was engaged in the lawful execution of his duties when he arrived at the building near King Street West and Portland Street, and blocked the entrance ramp, and thereafter as he chased the Complainant intending to arrest him. Given what he knew of an ongoing vehicle theft involving a white and black Range Rover, and the collision between his cruiser and the white Range Rover, there were grounds to arrest the Complainant for dangerous driving and being in possession of a stolen vehicle.

I am also satisfied that the force used by the SO was legally justified. The SO drove his cruiser forward a short distance towards the white Range Rover in what might have been an effort to prevent the vehicle from picking up speed as it closed the distance on him. That, in my view, would appear a reasonable tactic. At any rate, it is clear on the evidence that the Complainant chose to bulldoze his way through the police blockade by ramming the SO’s cruiser, and that he is responsible for the collision. The tackle that preceded the Complainant’s arrest was also reasonable. In an act that endangered the officers trying to arrest him and imperiled public safety, the Complainant had

intentionally collided with a police vehicle. In the circumstances, there was cause to believe that he would not be taken into custody without resisting arrest. That belief would only have been buttressed by his flight from police on foot after the collision. On this record, it made sense to take the Complainant down as soon as possible. Once on the ground, the officers would be in a better position to manage any resistance by the Complainant. There is a version of events proffered in the evidence that the Complainant raised his hands in the fashion of a surrender just before he was tackled, and that, once on the ground, an officer repeatedly bounced his head off the ground using his foot. The video footage of the arrest did not capture any such conduct.

In the end, while I accept that the Complainant's nose was broken at some point during his engagement with police, likely the result of the takedown, there is no reason to believe the injury is attributable to any unlawful conduct on the part of the SO. As such, there is no basis for proceeding with criminal charges. The file is closed."

Summary of the Toronto Police Service's Investigation

The P.R.S. – S.I.U. Liaison conducted an administrative investigation as is required by provincial legislation.

This investigation examined the circumstances of the custody injury in relation to the applicable legislation, policing services provided, procedures, and the conduct of the involved officers.

The P.R.S. – S.I.U. Liaison 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 07-02 (Fail to Remain Collisions);
- Procedure 07-05 (Service Vehicle Collisions);
- Procedure 07-12 (Theft of Vehicles);
- Procedure 10-06 (Medical Emergencies);
- Procedure 13-16 (Special Investigations Unit);
- Procedure 13-17 (Notes and Reports);
- Procedure 15-01 (Incident Response (Use of Force/De-Escalation));
- Procedure 15-02 (Injury/Illness Reporting);
- Procedure 15-17 (In-Car Camera System); and
- Procedure 15-20 (Body-Worn Camera)

The P.R.S. – S.I.U. Liaison investigation also reviewed the following legislation:

- Special Investigations Unit Act, 2019

Conclusion:

The P.R.S. – S.I.U. Liaison 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. – S.I.U. Liaison investigation determined the conduct of all the designated officials was in compliance with T.P.S. procedures and the officers' training.

The existence of the B.W.C. and the I.C.C.S. footage of the interaction were essential pieces of evidence that assisted both the S.I.U.'s investigation and this administrative investigation.

Chief Superintendent Shannon Dawson, Professionalism and Accountability, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

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



15.2. Chief's Administrative Investigation into the Custody Injury of Complainant 2024.72



PUBLIC REPORT

April 10, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: **Chief's Administrative Investigation into the Custody Injury of Complainant 2024.72**

Purpose: Information Purposes Only Seeking Decision

Recommendation:

This report recommends that the Toronto Police Service Board (Board) receive this report for information.

Financial Implications:

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

Summary:

The Professional Standards – Special Investigations Unit Liaison (P.R.S. – S.I.U. Liaison) investigation determined the conduct of the designated subject official was in compliance with applicable provincial legislation regarding the Standards of Conduct and the applicable Toronto Police Service (T.P.S.) procedures.

Discussion:

Background

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving death, serious injury, the discharge of a firearm at a person 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.

Relevant Board Policies and Compliance

- Community Safety and Policing Act (C.S.P.A.) 2019
- Special Investigations Unit Act (S.I.U.A.) 2019
- T.P.S. procedures

S.I.U. Terminology

Complainant – Refers to the Affected Person

SO – Subject Official(s)

WO – Witness Official(s)

CW – Civilian Witness(es)

B.W.C. – Body-Worn Camera

B.W.C. – Body-Worn Camera

I.C.C.S. – In-Car Camera System

S.I.U. Investigative Conclusion

In a letter to the Chief of Police dated January 16, 2025, 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 reasonable grounds in the evidence to proceed with criminal charges against the subject official.”*

The following *S.I.U. Incident Narrative and Analysis and Director's Decision* has been reprinted from the S.I.U. Director's report, number 24-TCI-400, which can be found via the following link:

[Special Investigations Unit -- Director's Report Details, Case Number: 24-TCI-400](#)

S.I.U. Incident Narrative

“The evidence collected by the SIU, including interviews with the Complainant, the SO and other police witnesses, and video footage that captured the incident in part, gives rise to the following scenario.

In the early morning of September 20, 2024, police were dispatched to an address on East Liberty Street. The CW had called 911 to report that the Complainant had threatened to kill himself. She indicated that the Complainant had transferred her a large sum of money and provided her his account password.

The SO arrived on scene with his partner, WO #3. They attended at the Complainant's residence to look for him. He was not there. The CW joined the officers and indicated that she was still in communication with the Complainant. Using her phone, the officers sent the Complainant a text message indicating they were looking for him. The Complainant was not receptive.

The Complainant made his way back to his residence where, from a distance, he observed the CW outside his address with the officers. The CW noticed the Complainant and alerted the officers. The SO made his way eastbound on East Liberty Street and came across the Complainant emerging from parkette on the north side of the roadway, west of Strachan Avenue. The Complainant turned and walked away from the officer, eastbound on East Liberty Street. The officer asked the Complainant to stop and talk to him. The Complainant asked to be left alone.

Joined by WO #3, the SO followed the Complainant. He continued to call out to him to no avail. Deciding they had to take the Complainant into custody, the officers quickened their pace and ran after him. The Complainant fled eastbound across Strachan Avenue and onto Ordnance Street. The officers pursued the Complainant eastbound on Ordnance Street and onto a footpath along the southside of 30 Ordnance Street. The Complainant rounded the corner of the address and continued north a short distance towards a fence. He climbed over fence onto a ledge on the other side and then fell down a retaining wall attempting to scale down to the ground below.

Arriving at the fence, the officers observed the Complainant incapacitated on the ground below. He had fallen a distance of about four meters.

EMS was contacted, arrived on scene, and transported the Complainant to hospital. He had suffered multiple injuries, including facial and rib fractures, internal bleeding, and permanent brain damage."

S.I.U. Analysis and Director's Decision

"The Complainant was seriously injured in a fall from height on September 20, 2024. As he was being pursued on foot by TPS officers at the time, the SIU was notified of the incident and initiated an investigation. The SO was identified as the subject official. The investigation is now concluded. 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 serious injuries.

The offence that arises for consideration is criminal negligence causing bodily harm contrary to section 221 of the Criminal Code. The offence is reserved for serious cases of neglect that demonstrate a wanton or reckless disregard for the lives or safety of other persons. It is predicated, in part, on conduct that amounts to a marked and substantial departure from the level of care that a reasonable person would have exercised in the circumstances. In the instant case, the question is whether there was a

want of care on the part of the SO, sufficiently egregious to attract criminal sanction, that caused or contributed to the Complainant's injuries. In my view, there was not.

The SO and the other officers who responded to the scene were in the execution of their lawful duty to protect and preserve life through the series of events culminating in the Complainant's fall. Aware of his suicidal ideation, the officers were within their rights in doing what they reasonably could to prevent harm from coming to the Complainant. Having been advised by the CW that the Complainant suffered from mental illness, the officers also had cause to believe that he was subject to apprehension under section 17 of the Mental Health Act.

I am also satisfied that the officers, including the SO, comported themselves with due care and regard for the Complainant's health and wellbeing while in pursuit of their duty. With no reason to believe that the Complainant was anything other than serious about wanting to hurt himself, the officers acted reasonably when they pursued him on foot to take him into custody. Having located him after a search, they would have been remiss in not attempting to apprehend him so he could be taken to hospital for help. It is highly regrettable that the officers were not able to catch the Complainant before he reached the fence and fell a distance to the ground on the other side, suffering serious injuries in the process, but it was not from lack of trying on their part.

For the foregoing reasons, there is no basis for proceeding with criminal charges in this case. The file is closed.”

Summary of the Toronto Police Service's Investigation

The P.R.S. – S.I.U. Liaison conducted an administrative investigation as is required by provincial legislation.

This investigation examined the circumstances of the custody injury in relation to the applicable legislation, policing services provided, procedures, and the conduct of the involved officers.

The P.R.S. – S.I.U. Liaison investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest);
- Procedure 06-04 (Persons In Crisis);
- Procedure 06-13 (Mobile Crisis Intervention Team (MCIT));
- Procedure 08-03 (Injured on Duty Reporting);
- Procedure 08-04 (Members Involved in a Traumatic Critical Incident);
- Procedure 10-06 (Medical Emergencies);
- Procedure 13-16 (Special Investigations Unit);
- Procedure 13-17 (Notes and Reports);
- Procedure 15-01 (Incident Response (Use of Force/De-Escalation));
- Procedure 15-02 (Injury/Illness Reporting);

- Procedure 15-17 (In-Car Camera System); and
- Procedure 15-20 (Body-Worn Camera)

The P.R.S. – S.I.U. Liaison investigation also reviewed the following legislation:

- Special Investigations Unit Act, 2019

Conclusion:

The P.R.S. – S.I.U. Liaison 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. – S.I.U. Liaison investigation determined the conduct of all the designated officials was in compliance with T.P.S. procedures and the officers' training.

The existence of the B.W.C. and I.C.C.S. footage of the interaction were essential pieces of evidence that assisted both the S.I.U.'s investigation and this administrative investigation.

Chief Superintendent Shannon Dawson, Professionalism and Accountability, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

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



15.3. Chief Administrative Investigation of the Firearm Discharged at a Person – Complainant 2024.74



PUBLIC REPORT

April 10, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: **Chief's Administrative Investigation into the Firearm Discharged at a Person – Complainant 2024.74**

Purpose: Information Purposes Only Seeking Decision

Recommendation:

It is recommended that the Toronto Police Service Board (Board) receive this report for information, as per O. Reg. 391/23 s. 9(2)(b).

Financial Implications:

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

Summary:

The Professional Standards – Special Investigations Unit Liaison (P.R.S. – S.I.U. Liaison) investigation determined the conduct of the designated subject official was in compliance with applicable provincial legislation regarding the Standards of Conduct and the applicable Toronto Police Service (T.P.S.) procedures.

Discussion:

Background

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving death, serious injury, the discharge of a firearm at a person 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.

Relevant Board Policies and Compliance

- Community Safety and Policing Act (C.S.P.A.) 2019
- Special Investigations Unit Act (S.I.U.A.), 2019
- T.P.S. procedures

S.I.U. Terminology

Complainant – Refers to the Affected Person

SO – Subject Official(s)

WO – Witness Official(s)

BWC – Body-Worn Camera

S.I.U. Investigative Conclusion

In a letter to the Chief of Police dated January 22, 2025, 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 reasonable grounds in the evidence to proceed with criminal charges against the subject official.”*

The following *S.I.U. Incident Narrative and Analysis and Director's Decision* has been reprinted from the S.I.U. Director's report, number 24-TFP-410, which can be found via the following link:

[Special Investigations Unit -- Director's Report Details, Case Number: 24-TFP-410](#)

S.I.U. Incident Narrative

“The evidence collected by the SIU, including interviews with the Complainant and police witnesses, and video footage that captured the incident, gives rise to the following scenario. As was her legal right, the SO chose not to interview with the SIU or authorize the release of her notes.

TPS officers were dispatched to an address near Eglinton Avenue West and Kipling Avenue, Toronto, in the afternoon of September 25, 2024. The Complainant had called the police to report that she had a knife and was intent on harming herself.

WO #1 and WO #2 were the first to arrive on scene. They were followed shortly by the SO and WO #3. From the hallway, officers attempted to negotiate with the

Complainant, whom they could see inside the apartment through the partially open front door. She was holding a knife, variously pointed at her neck and abdomen.

The Complainant was distressed. She could not be persuaded to drop the knife by the officers and, instead, retreated further into the apartment.

WO #3, WO #2 and the SO entered the apartment when the Complainant, left their line of sight and found her in a bedroom. She continued to hold the knife in her right hand threatening to harm herself with it. Shortly after her entry into the bedroom, the Complainant approached the bedroom door to close it. At about that time, she was startled by a bean bag round that had been fired by one of the officers. Though it did not strike her, the discharge was enough to convince her to drop the knife.

The SO had fired the bean bag from her less-lethal shotgun. The time was about 1:47 p.m., approximately 17 minutes from when the officers first arrived at the apartment.

The Complainant was taken into custody shortly after the SO fired her weapon without further incident. She had not sustained any serious injury.”

S.I.U. Analysis and Director’s Decision

“On September 25, 2024, the TPS notified the SIU that an officer had fired a less-lethal shotgun at a woman – the Complainant – in the course of the woman’s apprehension. The SIU initiated an investigation naming the SO the subject official. The investigation is now concluded. On my assessment of the evidence, there are no reasonable grounds to believe that the SO committed a criminal offence in connection with the use of the less-lethal shotgun.

Pursuant to section 25(1) of the Criminal Code, police officers are immune from criminal liability for force used in the course of their duties provided such force was reasonably necessary in the execution of an act that they were required or authorized to do by law.

There is evidence that the Complainant’s suicidal ideations were the result of mental illness. In the circumstances, I am satisfied that the SO and her colleagues were within their rights in seeking to take the Complainant into custody under section 17 of the Mental Health Act so she could be assessed at hospital.

I am also satisfied that the SO comported herself lawfully when she fired her less-lethal shotgun at the Complainant. The officers had attempted to de-escalate the situation peacefully throughout communications from a distance. They were willing to give negotiations a chance to work even as the Complainant held the knife to her person. What it seems the officers were not willing to do was forego a chance to bring the standoff to a safe resolution by losing an opportunity to disarm the Complainant from a distance. That, it seems to me, was a reasonable posture, particularly as a direct physical engagement would have risked the knife being brought into play to cause harm to the officers or the Complainant. Accordingly, I am unable to reasonably conclude

that the SO acted precipitously when she fired her less-lethal shotgun at the Complainant as she was closing the bedroom door.

For the foregoing reasons, there is no basis for proceeding with criminal charges in this case. The file is closed.”

Summary of the Toronto Police Service’s Investigation

The P.R.S. – S.I.U. Liaison conducted an administrative investigation as is required by provincial legislation.

This investigation examined the circumstances of the firearm discharge and injury in relation to the applicable legislation, policing services provided, procedures and the conduct of the involved officers.

The P.R.S. – S.I.U. Liaison investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest);
- Procedure 01-02 (Search of Persons);
- Procedure 06-04 (Persons In Crisis);
- Procedure 06-13 (Mobile Crisis Intervention Team (MCIT));
- Procedure 08-03 (Injured on Duty Reporting);
- Procedure 08-04 (Members Involved in a Traumatic Critical Incident);
- Procedure 10-06 (Medical Emergencies);
- Procedure 13-16 (Special Investigations Unit);
- Procedure 13-17 (Notes and Reports);
- Procedure 15-01 (Incident Response (Use of Force/De-Escalation));
- Procedure 15-02 (Injury/Illness Reporting);
- Procedure 15-06 (Less Lethal Shotguns); and,
- Procedure 15-20 (Body-Worn Camera).

The P.R.S. – S.I.U. Liaison investigation also reviewed the following legislation:

- Special Investigations Unit Act (S.I.U.A.) 2019

Conclusion:

The P.R.S. – S.I.U. Liaison investigation determined that the T.P.S.’s policies and procedures associated with this firearm discharge 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. – S.I.U. Liaison investigation determined that the conduct of all the designated officials was in compliance with T.P.S. procedures and the officers’ training.

The existence of the B.W.C. footage and Computer-Aided Dispatch Report were essential pieces of evidence that assisted both the S.I.U.'s investigation and this administrative investigation.

Chief Superintendent Shannon Dawson, Professionalism and Accountability, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

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



15.4. Chief Administrative Investigation of the Firearm Discharged at a Person – Complainant 2024.76



PUBLIC REPORT

April 10, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: **Chief's Administrative Investigation into the Firearm Discharged at a Person – Complainant 2024.76**

Purpose: Information Purposes Only Seeking Decision

Recommendation:

It is recommended that the Toronto Police Service Board (Board) receive this report for information, as per O. Reg. 391/23 s. 9(2)(b).

Financial Implications:

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

Summary:

The Professional Standards – Special Investigations Unit Liaison (P.R.S. – S.I.U. Liaison) investigation determined the conduct of the designated subject official was in compliance with applicable provincial legislation regarding the Standards of Conduct and the applicable Toronto Police Service (T.P.S.) procedures.

Discussion:

Background

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving death, serious injury, the discharge of a firearm at a person 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.

Relevant Board Policies and Compliance

- Community Safety and Policing Act (C.S.P.A.) 2019
- Special Investigations Unit Act (S.I.U.A.), 2019
- T.P.S. procedures

S.I.U. Terminology

Complainant – Refers to the Affected Person

SO – Subject Official(s)

WO – Witness Official(s)

CW – Civilian Witness(es)

S.I.U. Investigative Conclusion

In a letter to the Chief of Police dated January 20, 2025, 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 reasonable grounds in the evidence to proceed with criminal charges against the subject official.”*

The following *S.I.U. Incident Narrative and Analysis and Director's Decision* has been reprinted from the S.I.U. Director's report, number 24-TFP-422, which can be found via the following link:

[Special Investigations Unit -- Director's Report Details, Case Number: 24-TFP-422](#)

S.I.U. Incident Narrative

“The evidence collected by the SIU, including interviews with civilian witnesses and video footage that captured the incident, gives rise to the following scenario. As was his legal right, the SO did not agree an interview with the SIU or the release of his notes.

In the afternoon of October 2, 2024, the SO and his partner, WO #1, were investigating a series of robberies and looking for a stolen Honda Civic associated with the crimes. They located the vehicle parked in the underground parking of a building near Yonge Street and Eglinton Avenue East, Toronto. They spoke to people at the building and confirmed that individuals connected with the Civic were also implicated in the robberies under investigation. The officers sealed the vehicle's doors and arranged to have a tow service remove it to a secure location. As they waited in an unmarked van parked south

of the Civic's location for the tow operator to arrive, the officers noticed two males making their way towards the Civic – both suspects in the robberies.

The Complainant and CW #1 were the males. As they neared the Civic, they were confronted by the SO and WO #1. The officers had emerged from the van in plainclothes. The SO was holding a police vest in his left hand as he approached CW #1. CW #1 dropped to his knees as directed and was handcuffed by the officer. The Complainant ran from WO #1. Unknown to the officer at the time, the Complainant had a handgun in the area of his right waistband.

WO #1 ran northwards after the Complainant and watched as he was struck by a vehicle making its way towards the parking exit. The impact sent the Complainant tumbling into the front end of a pick-up truck parked facing south. WO #1 took hold of the Complainant on the ground and brought his arms behind he back. The Complainant freed his arms from the officer's hold and attempted to stand up. There followed a struggle in which the parties grappled with each other for upwards of a minute – the Complainant attempting to break loose of WO #1's hold, and WO #1 trying to keep him on the ground. As the parties wrestled, the Complainant retrieved his firearm with his right hand. Moments later, with the officer front-first on the Complainant's back, the two still on the ground, the Complainant's gun discharged. WO #1 rolled off of the Complainant, his left hand holding his lower left abdomen where he had been shot.

The Complainant rose to his feet and started to run southward towards the Civic. As he neared the Civic, the Complainant dropped the gun and turned to the right in the direction of the driver's side of the vehicle. At about the same time, the SO fired a shot in his direction. The Complainant entered the Civic, reversed out of the parking spot, and fled the scene. He would later turn himself in to police.

The SO was by the front of the police van dealing with CW #1 when he observed the Complainant running in his direction and discharged his weapon. The bullet missed the Complainant.”

S.I.U. Analysis and Director's Decision

“On October 2, 2024, the TPS notified the SIU that one of their officers had fired his gun at a male. The SIU initiated an investigation and identified the SO as the subject official. The investigation is now concluded. On my assessment of the evidence, there are no reasonable grounds to believe that the SO committed a criminal offence in connection with the discharge of his firearm.

Section 34 of the Criminal Code provides that conduct that would otherwise constitute an offence is legally justified if it was intended to deter a reasonably apprehended assault, actual or threatened, and was itself reasonable. The reasonableness of the conduct is to be assessed in light of all the relevant circumstances, including with respect to such considerations as the nature of the force or threat; the extent to which the use of force was imminent and whether there were other means available to

respond to the potential use of force; whether any party to the incident used or threatened to use a weapon; and, the nature and proportionality of the person's response to the use or threat of force.

The SO and WO #1 had evidence that the stolen Civic was connected with the robberies they were investigating. They also had evidence that the Complainant and CW #1 were associated with the Civic and the robberies. On this record, I am satisfied the officers were within their rights in seeking to take the pair into custody.

I am also satisfied that the SO fired his weapon to defend himself from a reasonably apprehended assault at the hands of the Complainant. Though the SO did not provide any firsthand evidence to this effect, as was his legal right, the circumstances surrounding his use of force naturally give rise to the inference – a male wanted on violent crimes, and desperately attempting to evade arrest, running in his direction holding a firearm. There is also evidence that WO #1 called out to the SO about a gun moments after he had been shot, and that the SO would have been aware of his partner's warning as the Complainant ran in his direction. The fact that the SO appears in the video footage to have fired a split-second after the Complainant dropped his firearm on the ground does not, in my view, disqualify the officer from the defence. If the SO's life was no longer strictly at risk the exact moment he pulled the trigger, his apprehension of a lethal threat remained a reasonable one in light of the fraught situation in which the officer found himself and the allowance that must be made for the delay inherent in reaction time.

Finally, the shot fired by the SO constituted, in my view, reasonable force in self-defence. If the officer believed that his life was in danger because of the advance of the Complainant and the gun in his hands, an apprehension supported by the evidence, than it would appear he had little option but to resort to the immediate stopping power that only gunfire could provide if he was going to preserve himself. Withdrawal or retreat were not realistically available to the officer given the speed with which events were unfolding.

For the foregoing reasons, I am satisfied that the use by the SO of his firearm fell within the protection of section 34. As such, there is no basis for proceeding with criminal charge against the officer. The file is closed."

Summary of the Toronto Police Service's Investigation

The P.R.S. – S.I.U. Liaison conducted an administrative investigation as is required by provincial legislation.

This investigation examined the circumstances of the firearm discharge and injury in relation to the applicable legislation, policing services provided, procedures and the conduct of the involved officers.

The P.R.S. – S.I.U. Liaison investigation reviewed the following T.P.S. procedures:

- Procedure 01-01 (Arrest);
- Procedure 01-02 (Search of Persons);
- Procedure 04-19 (Surveillance);
- Procedure 05-02 (Robberies/Hold-ups);
- Procedure 07-12 (Theft of Vehicles)
- Procedure 08-03 (Injured on Duty Reporting);
- Procedure 08-04 (Members Involved in a Traumatic Critical Incident);
- Procedure 10-06 (Medical Emergencies);
- Procedure 13-16 (Special Investigations Unit);
- Procedure 13-17 (Notes and Reports);
- Procedure 15-01 (Incident Response (Use of Force/De-Escalation));
- Procedure 15-02 (Injury/Illness Reporting); and
- Procedure 15-03 (Service Firearms)

The P.R.S. – S.I.U. Liaison investigation also reviewed the following legislation:

- Special Investigations Unit Act (S.I.U.A.) 2019

Conclusion:

The P.R.S. – S.I.U. Liaison investigation determined that the T.P.S.’s policies and procedures associated with this firearm discharge 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. – S.I.U. Liaison investigation determined that the conduct of all the designated officials was in compliance with T.P.S. procedures and the officers’ training.

The existence of the fixed surveillance camera footage and Computer-Aided Dispatch Report were essential pieces of evidence that assisted both the S.I.U.’s investigation and this administrative investigation.

Chief Superintendent Shannon Dawson, Professionalism and Accountability, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

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



15.5. Chief Administrative Investigation of the Alleged Sexual Assault of Complainant 2024.80



PUBLIC REPORT

April 10, 2025

To: Chair and Members
Toronto Police Service Board

From: Myron Demkiw
Chief of Police

Subject: Chief Administrative Investigation of the Alleged Sexual Assault of Complainant 2024.80

Purpose: Information Purposes Only Seeking Decision

Recommendation:

This report recommends that the Toronto Police Service Board (Board) receive this report for information.

Financial Implications:

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

Summary:

The Professional Standards – Special Investigations Unit Liaison (P.R.S. – S.I.U. Liaison) investigation determined the conduct of the designated officials was in compliance with applicable provincial legislation regarding the Standards of Conduct and applicable Toronto Police Service (T.P.S.) procedures.

Discussion:

Background

Whenever the Special Investigations Unit (S.I.U.) investigates an incident involving death, serious injury, the discharge of a firearm at a person, 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.

Relevant Board Policies and Compliance

- Community Safety and Policing Act (C.S.P.A.) 2019
- Special Investigations Unit Act (S.I.U.A.), 2019
- T.P.S. procedures

S.I.U. Investigative Conclusion:

In a letter to the Chief of Police dated February 21, 2025, 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 reasonable grounds in the evidence to proceed with criminal charges in this case."*

The S.I.U. has not made the Director's Report public stating in part, *"pursuant to section 34(6) of the Special Investigations Unit Act, 2019, the SIU Director may exercise a discretion, subject to prior consultation with the complainant, to not publish the report if the Director is of the opinion that the complainant's privacy interest in not having the report published clearly outweighs the public interest in having the report published."*

Conclusion:

The P.R.S – S.I.U. Liaison 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 – S.I.U. Liaison investigation determined the conduct of the involved officers was in compliance with applicable provincial legislation regarding the Standards of Conduct and applicable T.P.S. procedures. The following additional comments are provided.

There was no evidence uncovered by the S.I.U.'s criminal investigation or this Administrative Investigation that found that any of the officers comported themselves other than lawfully in their dealings with the Complainant during this arrest.

The details of this incident have been reported to the Board in the confidential meeting.

Chief Superintendent Shannon Dawson, Professionalism and Accountability, will be in attendance to answer any questions that the Board may have regarding this report.

Reason for Confidential Information

Sections 44(2)(b) and 44(2)(d) of the C.S.P.A.

“This report contains a confidential attachment relating to personal matters identifiable about an individual, including members of the police service, and labour relations.”

Respectfully submitted,

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