



The following *draft* Minutes of the meeting of the Toronto Police Services Board held on June 15, 2012 are subject to adoption at its next regularly scheduled meeting.

The Minutes of the meeting held on May 18, 2012, previously circulated in draft form, were approved by the Toronto Police Services Board at its meeting held on June 15, 2012.

MINUTES OF THE PUBLIC MEETING of the Toronto Police Services Board held on **JUNE 15, 2012** at 1:30 PM in Committee Room 1, Toronto City Hall, Toronto, Ontario.

PRESENT:

Dr. Alok Mukherjee, Chair
Mr. Michael Thompson, Councillor & Vice-Chair
Mr. Chin Lee, Councillor & Member
Ms. Marie Moliner, Member
Dr. Dhun Noria, Member
Ms. Frances Nunziata, Councillor & Member
Mr. Andrew Pringle, Member

ALSO PRESENT:

Mr. William Blair, Chief of Police
Mr. Albert Cohen, City of Toronto - Legal Services Division
Ms. Deirdre Williams, Board Administrator

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

#P135. CERTIFICATE OF COMMENDATION – MR. DAVE ASPDEN

Chair Alok Mukherjee presented a Certificate of Commendation to Dave Aspden in recognition of the assistance he provided to two Toronto police officers on January 11, 2008.

The Certificate of Commendation is an award created by the Governor General and is issued to people who have made a significant contribution by providing assistance to another person in a selfless manner. Chair Mukherjee and Chief Blair presented the Certificate of Commendation to Mr. Aspden on behalf of the Governor General. Mr. Aspden was Mayor of the City of Barrie and Chair of the Barrie Police Services Board at the time he provided assistance to the Toronto police officers.

The Board congratulated Mr. Aspden on the recognition he received from the Governor General.

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#P136. COMMENDATION – P.C. ANDREW VANDERBURGH

Vice-Chair Michael Thompson read the following prepared statement:

I would like to raise the issue of Constable Andrew Vanderburgh of the Toronto Police Service. As you will recall, Constable Vanderburgh was harassed by his fellow officers for charging a Halton police officer with impaired driving.

Throughout the incident, Constable Vanderburgh apparently acted with leadership, integrity and courage, doing the right thing while others around him failed to support him or live up to their responsibilities.

It is the duty of every member of the Force to uphold the law without prejudice or favouritism. Like every other citizen, officers also have an obligation to obey the law. A police badge comes with great responsibility, but without exemptions from the law or free passes for transgressions.

As all officers know very well, impaired driving is a deadly menace. For officers to excuse and protect such behaviour by another officer is shameful and inexcusable.

I move that the Toronto Police Services Board express support to Constable Vanderburgh for his actions in this matter, and that our gratitude for his principled actions be noted in his permanent record.

The following Motion was presented to the Board:

THAT the Chair, on behalf of the Board, send a letter to Constable Andrew Vanderburgh expressing the Board's support for his actions in this matter and request that the Board's gratitude for his principled actions be permanently noted in his employment record.

A request for a recorded vote on the foregoing Motion was submitted in accordance with section 22 of the Board's Procedural by-Law.

The voting was recorded as follows:

For

**Chair Alok Mukherjee
Vice-Chair Michael Thompson
Ms. Marie Moliner
Dr. Dhun Noria
Mr. Andrew Pringle
Councillor Chin Lee
Councillor Frances Nunziata**

Opposed

nil

The Motion passed.

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#P137. GUN VIOLENCE IN TORONTO

Chief Blair delivered a presentation to the Board on gun violence in Toronto and the Toronto Police Service's response to gun violence.

Chief Blair provided statistics on the number of shootings in which people were struck and injured by gunshots or were killed by gunshots and compared them to statistics for previous years. The Board was advised that the number of incidents in which gunshots occurred, but did not strike a person or were not intended to strike people, had increased during the past year.

Chief Blair said that, although gun violence remains a problem in Toronto, there has been a tremendous effort by many city partners in priority neighbourhoods, youth and community groups, social service agencies and schools which are working together to reduce gun violence and victimization.

Chief Blair also described the various police and youth initiatives that are operating across the Toronto Police Service.

Following his presentation, Chief Blair responded to questions by the Board.

The Board received the presentation by Chief Blair.

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#P138. INVESTING IN OUR YOUTH INITIATIVE

The Board was in receipt of correspondence dated May 30, 2012 from Kevin Lee, Executive Director, Scadding Court Community Centre, with regard to the results of the Investing in Our Youth initiative. A copy of Mr. Lee's correspondence is appended to this Minute for information.

The following persons were in attendance and delivered a deputation to the Board:

Kevin Lee, Executive Director, Scadding Court Community Centre
Lisa Druchok, Youth Community Health Worker, Scadding Court Community Centre
Dave Roberts, Detective, Toronto Police Service – 14 Division
Lynn Cullaton, Interim Executive Director, Dixon Hall

The Board received Mr. Lee's correspondence and the deputation and commended the deputants for the important work that they are doing to develop positive relationships between youth and police in Toronto.



Alok Mukherjee, Chair
Toronto Police Services Board
40 College Street
Toronto, ON M5G 2J3

Wednesday, May 30, 2012

Dear Dr. Mukherjee,

This is a letter of request on behalf of Toronto Police Service 14 Division and 51 Division, Scadding Court Community Centre, Dixon Hall, Ryerson University and the University of Waterloo to make a deputation before the Toronto Police Services Board at an upcoming meeting regarding our Investing In Our Youth Initiative.

In March of 2011, Scadding Court appeared before the Board to report on funding we had received for summer programming in 2010, aimed at supporting positive youth-police relations in Alexandra Park and Regent Park, and to introduce the new Investing In Our Youth initiative. This initiative engages all of the listed partners and more to build on the summer 2010 findings. To date, we have garnered support from the Board, and have been working closely with a TPS Board volunteer and our partners to finalize the project framework. Through a collaborative partnership model, we have begun a 5-year longitudinal study to examine best practice methods and cost efficient programming that fosters positive youth-police relations and to support healthy communities. Academic research partners Dr. Wendy Cukier, Ryerson University, and Dr. Jennifer Schulenberg, University of Waterloo, have begun researching and evaluating existing and new prevention programs and interventions offered through TPS, Dixon Hall and Scadding Court.

Below is an outline of our presentation. Also included is an outline of our project, and upcoming program *The Ontario Police Complaints System Forum: Perspectives on where we are three years later*. For further information please contact Lisa Druchok, Youth Community Health Worker - Scadding Court Community Centre at 416-392-0335 x237 or lisa@scaddingcourt.org.

Presentation outline

Presenters: Detective Dave Roberts - 14 Division Toronto Police Service
Ryan Tucker - Director, MY Regent Park (Dixon Hall)
Kevin Lee - Executive Director, SCCC
Lisa Druchok - Youth Community Health Worker, SCCC

Update of Investing in Our Youth:

- Social and political climate
- Project and partnership model
- Project goals and objectives
- Programming - OIPRD Forum

Regards,

Kevin Lee, Executive Director



Wednesday, May 30, 2012

Investing in Our Youth

A Longitudinal Study of Youth-Police Programs

Core Project Partners - Toronto Police Service (14 & 51 Division), Scadding Court Community Centre, Dixon Hall, Ryerson University, University of Waterloo

Investing In Our Youth is a unique initiative that emerged from a collaboration between Toronto Police Service (TPS) 14 and 51 Divisions, Scadding Court Community Centre (SCCC) and Dixon Hall (DH) in the Summer of 2010 to build positive relations between police officers, youth and residents in Alexandra Park/ Atkinson Housing Co-operative and Regent Park communities in downtown Toronto.

The initiative will bring police, community agencies and young people together, in partnership with academic researchers, to evaluate the effectiveness and cost efficiency of existing and new prevention programs and interventions designed to promote positive police-youth relations and thereby enhance community health. The multifaceted project is based on a collaborative process which engages youth and police officers in the planning, evaluation and program design, in order to not only design effective programs, but also begin building positive relations between youth and local police officers right from the planning stages.

This pilot project will take place in 14 and 51 Divisions of the Toronto Police Service and is projected to take place over a 5 year time period. It will initiate and evaluate a variety of prevention and intervention programs interventions aimed at fostering positive relationships that differ with respect to content, objectives, duration, intensity, frequency and youth age ranges and that engage youth with different perceptions/ attitudes toward police. Both existing and new programs/interventions will be included in the project and will be thoroughly evaluated. It will also identify and incorporate promising practices in the areas of police-community communications, professional development and policy. The intent is to develop a set of police-youth program models that are relevant and transferable to other Divisions in Toronto and elsewhere.

With a focus on identifying existing and new effective and cost efficient approaches to promoting more positive youth-police relations this pilot project will apply a health "lens" to issues of police-youth relations and their connection to community safety. Therefore, the Investing in Our Youth project will

Scadding Court Community Centre
Investing in Our Youth

Wednesday, May 30, 2012

evaluate the effectiveness and efficiency of prevention and intervention programs in increasing positive youth-police relations and their impacts on education and employment opportunities for youth, access to secure housing, liveable income and procurement of necessary goods and services, in addition to crime prevention. This framework provides a place for police and community-based approaches to blend.

Throughout this process, an academic research team will work with the project partners to conduct a study of the work being done and its impacts over time. With this research, the partners will identify and develop a framework for program models relevant and transferable to other Toronto Divisions and beyond. For this reason, the project structure emphasises evaluation to inform the work done on an ongoing basis, as well as longitudinal research to assess effectiveness over time. This will result in the following tools to advance systems change and enhance police-youth relations:

- Evaluations of existing programs and interventions using a “value-for money” analysis;
- Reports identifying existing promising practices;
- Pilot activities that will focus on new approaches to building positive youth-police relations;
- Multiple formal and informal tools and templates that can be adapted to evaluate ongoing and new initiatives. Tools include but are not limited to surveys, feedback forms, focus groups, project documentation, etc.

Project objectives are to:

- 1) Create and pilot a series of progressive, targeted local interventions designed to enhance police-youth relations in Toronto’s 14 and 51 Divisions.
- 2) Measure the impact of these interventions on relationships between youth and police officers from participating Divisions.
- 3) Research/evaluate individual interventions for their effectiveness.
- 4) Develop a model that allows for “triaging” interventions in order to maximize efficiency, resources and effectiveness.
- 5) Build active, collaborative and long-term partnerships between community agencies and police officers/Divisions with the shared goal of improving community health and safety.

2012 OIPRD Forum

The Ontario Police Complaints System Forum: Perspectives on where we are three years later

The Ontario Police Complaints System Forum: Perspectives on where we are three years later is a two day invitation only event that will take place in Toronto in November, 2012. This Forum will engage stakeholders and diverse community groups from across Ontario in order to examine the 3-year-old police complaints system through the Ontario Independent Police Review Director (OIPRD) and to generate feedback and suggestions to ensure it is accountable, accessible and transparent.

Context

In 2008, the 39 partner agencies within the Community Education and Access to Police Complaints (CEAPC), led by Scadding Court Community Centre, organized and hosted the *Summit on the regulations defining a new police complaints process under Bill 103*. This summit resulted from a needs assessment that found little awareness of the police complaints system among the general public and that many people were intimidated by the prospect of filing complaints, particularly members of marginalized communities. This Summit brought together diverse stakeholders from across Ontario to share input, analysis, and perspectives. A final report with recommendations was submitted to the Office of the Attorney General and the new OIPRD in November 2008. To date a review of the OIPRD, 2008 recommendations, and community perceptions has not been conducted.

Considerable research remains to be done on the structure, process, and effectiveness of community engagement and civilian oversight within the police complaints system. In order to build trust in this complaint system, the province will have to ensure the complaints process is transparent and accessible, to conduct outreach to potential complaint populations, and to evaluate the effectiveness of the complaints process on an ongoing basis to ensure procedural justice.

2012 OIPRD Forum

To begin to achieve the goals of transparency, accountability, accessibility, and public outreach & support, the 2012 Innovation Forum and workshops will review the new complaints system and OIPRD since implementation and to what extent recommendations from the Bill 103 Summit were addressed. The 2012 Forum is critical to ensure community engagement in the regulatory process. Delegates for this event will be selected to represent a wide variety of stakeholders and together they will begin to work through the strengths and challenges facing the police complaint system.

In preparation for the Forum, four pre-Forum workshops targeted at key participants such as youth, newcomers, racialized and low-income groups, will be held to ensure inclusive participation of community members. During these workshops, community organizations in different locations across Toronto will lead discussions on the regulatory process in Ontario, the former and current police complaints systems, and why police complaint systems are essential civilian oversight processes. The goal is to prepare target groups for the context and terminology of the Forum, to build confidence, and to help formulate ideas in preparation for workshop participation.

The 2012 OIPRD Forum will commence with a panel discussion to introduce working content to be used in concurrent workshop sessions. The panel will be populated with key representatives who are responsible for or have interaction with the police complaints system and/or OIPRD. This panel will provide conference attendees with a current picture of the system, structure and process, along with empirical research and policy perspectives that will inform workshop participation. This panel will also include a representative presenting an international perspective on issues of police and community. This component will demonstrate external perspectives on best practice in police complaints systems and community-police relations.

The focus for discussions and recommendations will centre on four workshop themes: transparency, accountability, accessibility, and public outreach & support. Delegates will be assigned to workshops to ensure diversity in perspectives by including representatives from various organizations and backgrounds. For each theme, delegates will create a definition, identify principles, assess the current state of the police complaints system, and articulate specific recommendations in a report back from each group prior to closing remarks.

The 2012 Forum will engage a cross-section of community participants including individuals who have had experience with the complaints system; are marginalized on the basis of their race, ethnicity, sexual orientation, income, housing status, remote location, or age; representatives from grassroots community groups; government officials; youth leaders; college/university students; academics; and policy experts on matters related to policing. The inclusion of diverse stakeholders means the Forum will provide an opportunity for individuals from different locations and sectors to engage in meaningful dialogue, network, share input, discuss research findings, offer opinions, and highlight perspectives on the oversight system.

Forum objectives

- (1) Engage and support newcomers, youth, racialized, and low income persons in an open dialogue with other stakeholders on the new police complaints system;
- (2) Foster discussion focusing on whether mechanisms were put into place to raise public awareness and education as critical elements of the new system, investigate how this is being done, who is involved, and the measures in place to ensure accountability;
- (3) Bring together the community and experts across traditional boundaries of power, education, status, culture, and gender to work toward the common goal of reviewing the new system and its effectiveness;
- (4) Collaboratively identify challenges and opportunities within the new system to develop recommendations for the next steps; and
- (5) Conduct a mixed-methods process and outcome evaluation study to assess whether the Forum is an effective means of engaging the community and other key stakeholders in systems-change work.

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**#P139. FRENCH LANGUAGE SERVICES AT COLLISION REPORTING
CENTRES**

The Board was in receipt of the following report April 12, 2012 from William Blair, Chief of Police:

Subject: FRENCH LANGUAGE SERVICES AT COLLISION REPORTING CENTRES

Recommendations:

It is recommended that the Board receive this report.

Financial Implications:

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

Background/Purpose:

At its meeting on February 16, 2012, the Board approved a motion that the Chief of Police report on an implementation plan to ensure that services at all Collision Reporting Centres (CRC) in Toronto are offered in both of Canada's official languages (Min. No. P22/12 refers).

The motion was approved by the Board after Vice-Chair Michael Thompson advised the Board that he had received a letter from a citizen noting that there were no obvious signs at the CRC on Howden Road indicating that services could be provided in French.

The Collision Reporting Centres are privately owned and operated by Toronto East Accident Support Services Ltd. and North York Accident Support Services Ltd. Traffic Services (TSV) provides police officers and civilian staff to work in these facilities to perform legislated and administrative duties in relation to motor vehicle accident reporting and investigation. As reported to the Board at its meeting on February 16, 2012, over 60,000 people reported collisions at the CRCs in the year 2011 (Min. No. P22/12 refers).

This report will provide the Board with a summary of practices currently employed by the Toronto Police Service (TPS) and by the owners of the East and West Collision reporting Centres to provide multilingual services to members of the public who attend the CRCs and place these practices within the context of applicable language legislation, perception of demand, and the provisions of the existing contract between the Board and the owners of the CRCs.

Discussion:

CRC Language Practices

The owners of the CRC facilities located at Howden Road (East CRC) and Toryork Drive (North CRC) have placed signs for the public in English and Chinese at the Howden Road location and in English only at the Toryork Drive location. Inside the centres, clerical staff members employed by the owners of the CRCs have the capacity to provide service to the public in 18 languages, including French. For other languages, the owners have a readily available phone translation service to accommodate those infrequent instances where staff members are unable to communicate with a member of the public – this service has been used on three occasions between the centres over an 18-year period.

A brochure with basic information in seven (7) languages about the process to report an accident at a CRC is available at each CRC location (Appendix A refers). In addition, a telephone hotline contains detailed instructions available in nine (9) languages on the process to report an accident at a CRC (Appendix B refers).

Toronto Police Service Language Practices

The TPS is committed to providing equitable and professional policing services to the diverse communities of Toronto. In recognition of the potential need for multilingual capacity when dealing with the public, the TPS maintains a database of members who are fluent in various languages other than English for use in situations where an interpreter is required. The Human Resource Management System (HRMS) is a voluntary registry and does not capture the entire range of language capacity within the Service. There are currently 772 registered interpreters speaking 93 languages other than English available on the database.

In situations where a TPS member interpreter is not readily available and the need is immediate, round-the-clock interpreting services in over 140 languages is available through the Communications Centre (CC) from Language Line Services, a company under contract with the Service since 1991. In 2011, this service was employed in 4,403 instances where a language other than English was required. French was required in 3.1% (138) of those instances, ranking it the 10th most frequently requested language service-wide (Appendix C refers).

The TPS language resources described above are available to the public through the Communications Centre and through police officers and civilian members at the CRCs during all hours of operation. There is a French-speaking police officer assigned to the North CRC as well as a French-speaking Ontario Provincial Police Officer and a French-speaking civilian employee of Toronto East Accident Support Services Ltd. assigned to the East CRC. Records of over-the-counter interpreter requests are not kept by the Toronto Police Service or by the owners of the CRCs. There is no anecdotal information to suggest that members of the public who speak only French are not receiving services in French at the CRCs.

Language Legislation

Under *The Constitution Act, 1982*, section 16(1), English and French are the official languages of Canada. The rights and privileges accorded to them by this status apply to all institutions of the Parliament and government of Canada. The Ontario *French Language Services Act, R.S.O. 1990*, guarantees the right to services in French at provincial government offices in certain designated areas of the province. The City of Toronto is one of those designated areas for purposes of provincial services due to the size of its Francophone population being in excess of 5,000.

City of Toronto French Language Practices

Under section 14(1) of the legislation, a municipality within a designated area “may pass a by-law providing that the administration of the municipality shall be conducted in both English and French and that all or specified municipal services to the public shall be made available in both languages” (Appendix D refers). To date, the Council of the City of Toronto has not passed such a by-law. Although mechanisms similar to those used by the Toronto Police Service exist to deliver City services, as needed, in French, and certain services provided by the city are available in French – such as the administration of the Provincial Offences Act, counter inquiries at Revenue Services, and specific positions in Public Health (Appendix E refers) – the City of Toronto conducts the routine business of its administration and posts standard public signs exclusively in English.

Contract with CRC Owners

Under the existing contracts between the TPS and the owners of the CRCs there is no requirement for the owners to provide multilingual signs, documents, or other services to members of the public. Languages other than the *lingua franca* of English are made available in signs, brochures or through staff for convenience in response to popular need identified over 18 years of operation of the CRCs at these and other locations.

Implementing a plan to ensure access to French services at the CRCs over and above what is already in place, including posting of signs in both English and French, would require the cooperation of the owners of the facilities, since it would inevitably involve expenditures not provided for, nor requested, under the existing contract.

Conclusion:

There is ongoing concerted effort by the Toronto Police Service and the owners of the North and East CRCs to provide multilingual services to members of the public who require them when attending the CRCs. French is included among the many languages available.

The TPS and the owners of the CRCs are not bound by any legal duty to provide services or to post signs in French at the CRCs. Nevertheless, the TPS is sensitive to the needs of the diverse communities it serves and takes all reasonable steps to ensure that language resources are available to facilitate communication with members of those communities.

Similarly, the multilingual services that are provided by the owners of the CRCs are done to improve service and efficiency and are based on a perception of demand commonly held by those who own, operate, and work at the CRCs. Demand for French language services over the counter at the CRCs cannot be quantified through records however there is no common perception that demand for French language services is high when compared with other languages or that French-speaking members of the public who require it are not being properly served in French at the CRCs. The citizen's letter that prompted the Board's motion, as communicated to the Board by the Vice-Chair, took issue with the lack of signs indicating that service was available in French, and not with the service itself.

A long-standing and effective plan to ensure French-language services are provided at the CRCs already exists and is being implemented daily through practices developed by the owners of the CRCs and through adherence by members to the procedures of the Toronto Police Service.

Acting Deputy Chief Jeff McGuire, Specialized Operations Command, will be in attendance to answer any questions that the Board may have regarding this report.

The Board received the foregoing report.

APPENDIX 'A'

CRC Handout

**FOR ADDITIONAL INFORMATION
PLEASE CALL THE NUMBER
BELOW**

POUR TOUTS RENSEIGNEMENTS
COMPOSEZ LE NUMERO CI-DESSOUS

PER ULTERIORI INFORMAZIONI VI
PREGHIAMO DI CHIAMARE IL NUMERO
A FONDO PAGINA

PARA INFORMACION ADICIONAL
POR FAVOR LLAME AL NUMERO ABAJO

**若需更多資料
請打以下電話**

PO WIECEJ INFORMACJI PROSZĘ
DZWONIC POD TEN NUMER

Muốn biết thêm chi tiết xin vui lòng liên lạc số điện thoại sau đây

416-745-8187

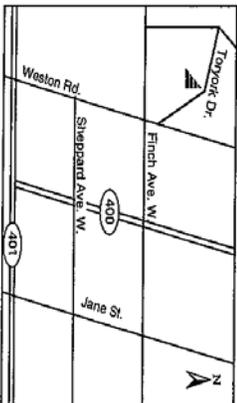
EMERGENCY 9-1-1

NON EMERGENCY 416-808-2222

What's Holding You Back?

- > Did you know.....
 - > Motor vehicle collisions are a leading cause of injury, hospitalization and death for children 0 to 9 years of age.
 - > Correctly used car seats will reduce the likelihood of injury or death by 75%. (Transport Canada)
 - > Children 12 years and under should sit in the back seat and be properly restrained. This is generally the safest place for children to travel.
 - > Every occupant in a vehicle must be properly restrained.
 - > Drivers are responsible for ensuring that passengers under 16 are secured properly.
- It is the Law!**

North Collision Reporting Centre
North York Accident Support Services Ltd.
113 Torkport Drive, Toronto, ON M9L 1X9
Tel: (416)745-1600
Open 7 Days a Week, 6:30 am to 1:30 am

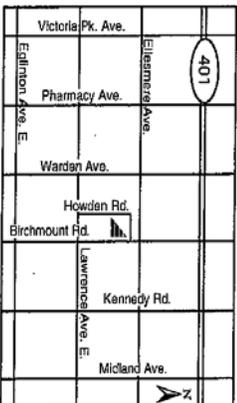


TORONTO POLICE - Tel: 416-808-3960
O.P.P. - Tel: 416-745-0563

East Collision Reporting Centre

Toronto East Accident Support Services Ltd.
39 Howden Road, Scarborough, ON M1R 3C7
Tel: (416) 701-1600

Open 7 Days a Week, 6:30 am to 1:30 am



TORONTO POLICE - Tel: 416-808 4960
O.P.P. - Tel: 416-314-0492



**COLLISION
REPORTING
CENTRES**

The Highway Traffic Act requires that all collisions where persons are injured, or damage valued at more than \$1000.00 to vehicles or property, or damage to any highway property be reported to Police forthwith.

WHAT IS A CRC?

A Collision Reporting Centre is a Police and private facility that assists motorists in reporting motor vehicle collisions to the Police and, if applicable, to the driver's insurer. The Toronto East and North Collision Reporting Centres are open 7 Days a Week, 6:30 am to 1:30 am.

WHEN SHOULD A DRIVER ATTEND A CRC?

Any driver involved in a **reportable property damage collision** is to report the collision at a CRC. Police units will be dispatched to the scene when one or more of the following situations apply.

POLICE WILL INVESTIGATE A COLLISION ON SCENE WHEN

1. The collision involves injury or death.
2. Criminal activity is involved in the collision (e.g. any suspicion of alcohol, stolen vehicle, assault, etc.).
3. The collision involves Federal, Provincial or Municipal vehicles (including TTC).
4. The collision involves vehicles transporting dangerous goods.
5. The collision involves a person who is uninsured or is a suspended driver.
6. The collision involves damage to private, municipal or highway property.
7. The collision involves bicycles or pedestrians.

ACTION TO BE TAKEN BY ALL DRIVERS BEFORE ATTENDING A COLLISION REPORTING CENTRE.

1. **If it is safe to do so**, remove vehicles from roadway.
2. Exchange information with the other involved parties. (Names, drivers licence #, addresses, phone numbers, insurance and vehicle particulars).
3. If any, obtain names and phone numbers of independent witnesses.
4. Fortwith, attend **with your vehicle** at the CRC most convenient to you. (Refer to the maps on back of this pamphlet).
5. **BRING YOUR DOCUMENTATION** with you to the CRC. (Driver's licence, ownership and insurance etc.).

DOES THE CRC TAKE FAIL TO REMAIN COLLISION REPORTS?

YES - The CRC will take property damage only fail to remain reports. A police unit will be dispatched if the suspect vehicle is still in the area of the collision.

TOWED VEHICLES

A message from the Toronto Police Service and Ontario Provincial Police.

WITHOUT EXCEPTION, TOWED VEHICLES MUST GO DIRECTLY TO THE CRC FROM THE COLLISION LOCATION.

City of Toronto Municipal Code Chapter 545 Article VI forbids tow truck operators from recommending a body shop or other repair facility to you. Under Chapter 545, if requested, tow truck operators are required to show you a copy of the rate schedule they have filed with the City of Toronto.

YOUR VEHICLE - YOUR RESPONSIBILITY

1. You have the option to use the tow truck at the scene.
2. You may choose to use another tow truck of your choice.
3. If you do not have a choice of tow truck, you may wish to use a Toronto Police Service Contract tow company. (Police Contract rates may not apply. The Toronto Police Contract tow rates do not apply in OPP jurisdictions).
4. **Please make sure you ask to see the tow truck schedule of rates before you enter into any agreement to tow your vehicle.**

Once at the CRC you have **24 hours free storage** to allow you time to contact your insurance company, or make other arrangements for your vehicle. It is recommended that you call your insurer or broker from the CRC. Telephones are provided for your use.

Make sure that you understand the insurance coverage that applies to your vehicle.

YOUR RECORD OF INFORMATION

DATE: _____ Time: _____

LOCATION: _____

*REQUEST OTHER DRIVER'S INFORMATION

*NAME: _____

*ADDRESS: _____

*CITY: _____ POSTAL CODE: _____

HOME PHONE NO.: _____

BUSINESS PHONE NO.: _____

*DRIVER'S LIC. NO./PROV./STATE: _____

*VEHICLE PLATE NO.: _____

VEHICLE MAKE: _____

VEHICLE DAMAGE: _____

*OTHER OWNER: _____

*ADDRESS: _____

CITY: _____ POSTAL CODE: _____

HOME PHONE NO.: _____

BUSINESS PHONE NO.: _____

*INSURANCE CO.: _____ EXPIRY DATE: _____

*POLICY NO.: _____

ATTENDING OFFICER'S BADGE NO.: _____

*HIGHWAY TRAFFIC ACT REQUIREMENT

WITNESS INFORMATION

NAME: _____

ADDRESS: _____

CITY: _____ POSTAL CODE: _____

HOME PHONE: _____

BUSINESS PHONE: _____

YOUR VEHICLE TOWING INFORMATION

COMPANY NAME: _____

DRIVER'S NAME: _____ TRUCK # _____

ADDRESS TOWED TO: _____

BUSINESS PHONE: _____

APPENDIX 'B'

Help Line phone Message

Hello. Thank you for calling Accident Support Services Help Line.

Main Message only - Press 1 for French, 2 for English, 3 for Italian, 4 for Spanish, 5 for Cantonese, 6 for Mandarin, 7 for Vietnamese and 8 for Hindi, 9 for Polish

If you have been involved in a collision with a combined damage of \$1,000 or more, it is your duty to report the accident forthwith to one the following two collision reporting centres:

North York Accident Support Services is located at 113 Toryork Drive. The telephone number is 416-745-1600. North York Accident Support Services is located at Weston Road and Finch Avenue, 1 light North of Finch, west off Weston Road. It is open 7 days a week from 6:30 AM to 1:30 AM.

The other location is Toronto East Accident Support Services located at 39 Howden Road. The telephone number is 416-701-1600. TEASS is located at Howden Road and Lawrence Avenue East, 2 sets of lights East of Warden, north off Lawrence Avenue East. This location is open 7 days a week from 6:30 a.m. to 1:30 a.m.

Please be sure to obtain the following information for all of the drivers involved in the collision: Name, address, driver's licence number, phone number, year and make of the vehicle, license plate number, and the name and policy number of the Insurance Company. Please record the exact location that the collision occurred.

In the event that your vehicle is not driveable during these business hours, you should arrange for your vehicle to be towed directly to one of these two centres immediately from the scene of the collision.

For more information, please consult our website at www.accsupport.com. That is www.accsupport.com

Thank you for calling Accident Support Services.

APPENDIX 'C'

Language Line Services Data 2006 through 2011

Language Line*	2006	2007	2008	2009	2010	2011
Arabic	21	22	28	36	63	57
Chinese	1,933	1,999	1,996	1,852	1,878	1,853
Croatian	8	3	1	5	7	6
Farsi	99	112	90	112	138	153
French	116	127	155	132	130	138
German	10	5	0	3	7	6
Greek	17	22	22	14	30	26
Hindi	33	29	30	33	27	36
Hungarian	10	14	9	39	118	234
Italian	166	227	142	115	109	109
Japanese	25	22	22	24	30	34
Korean	156	123	157	194	182	208
Polish	104	80	88	62	94	84
Portuguese	204	219	199	191	192	163
Punjabi	76	65	59	60	61	82
Russian	192	134	192	203	221	201
Somali	17	27	20	26	29	25
Spanish	452	576	786	767	697	610
Tamil	165	170	173	134	144	196
Turkish	20	26	32	22	13	20
Urdu	26	31	21	20	27	22
Vietnamese	195	162	214	151	161	140
Total	4,045	4,195	4,436	4,195	4,358	4,403

*Calls received at Communications via 911 or the non-emergency number that utilized Language Line Services
(Any language other than English)

APPENDIX ‘D’

Excerpts from
French Language Services Act
R.S.O. 1990, Chapter F.32*

Definitions

1. In this Act,

“Commissioner” means the French Language Services Commissioner appointed under section 12.1; (“commissaire”)

“government agency” means,

- (a) a ministry of the Government of Ontario, except that a psychiatric facility, residential facility or college of applied arts and technology that is administered by a ministry is not included unless it is designated as a public service agency by the regulations,
- (b) a board, commission or corporation the majority of whose members or directors are appointed by the Lieutenant Governor in Council,
- (c) a non-profit corporation or similar entity that provides a service to the public, is subsidized in whole or in part by public money and is designated as a public service agency by the regulations,
- (d) a long-term care home as defined in the *Long-Term Care Homes Act, 2007* that is designated as a public service agency by the regulations, other than a municipal home or joint home established under Part VIII of the *Long-Term Care Homes Act, 2007*, or a home for special care as defined in the *Homes for Special Care Act* that is designated as a public service agency by the regulations,
- (e) a service provider as defined in the *Child and Family Services Act* or a board as defined in the *District Social Services Administration Boards Act* that is designated as a public service agency by the regulations,

and does not include a municipality, or a local board as defined in the *Municipal Affairs Act*, other than a local board that is designated under clause (e); (“organisme gouvernemental”)

“service” means any service or procedure that is provided to the public by a government agency or institution of the Legislature and includes all communications for the purpose. (“service”) R.S.O. 1990, c. F.32, s. 1; 1997, c. 25, Sched. E, s. 3; 2007, c. 7, Sched. 16, s. 1; 2007, c. 8, s. 204.

Municipal by-laws re official languages

14. (1) The council of a municipality that is in an area designated in the Schedule **may** pass a by-law providing that the administration of the municipality shall be conducted in both English and French and that all or specified municipal services to the public shall be made available in both languages. R.S.O. 1990, c. F.32, s. 14 (1).

*source: ServiceOntario e-laws

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**STAFF REPORT
INFORMATION ONLY**

Further Report on French Language Services

Date:	June 8, 2007
To:	Executive Committee
From:	City Manager
Wards:	All
Reference Number:	

SUMMARY

This report responds to the request for additional information on French language services offered by the City, in particular the application of the translation policy since 2002 and on the application of the Language Line to the 311 service.

Financial Impact

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

Equity Impact Statement

The provision of French language services provides access to services by Francophones who do not have a working knowledge of English.

DECISION HISTORY

At its meeting of March 26th 2007, the Executive Committee considered the City Manager's Report (March 9th 2007) regarding the delivery of French Language Services and requested the City Manager to submit a further report on:

- a. the current French language service offered by the City;
- b. how the translation policy in effect since 2002 has been applied; and
- c. how the implementation of the new 311 service will improve French Language Services".

ISSUE BACKGROUND

In September, 2006, City Council requested the City Manager to report on the provision of French Language services, in particular the translation of City by-laws and documents and the availability of federal and provincial funding for this service.

The City Manager's report (March 9th 2006) provided demographic information on the City's Francophone population and reported on the application of the Multilingual Policy which was adopted by Council in November 2002. The report advised that mechanisms and procedures were in place to provide French language translation and interpretation and that resources were available through the *Association française des municipalités de l'Ontario*/ Association of French Municipalities of Ontario (AFMO) to translate City by-laws.

Comments:

The City of Toronto has mechanisms in place to provide French Language translation and interpretation services, as well as bilingual services for some municipal services. Access to translation services is provided through Access Toronto, the City's public information service. City Divisions have also identified a contact person to co-ordinate and respond to requests for information.

Bilingual French language services are provided for some services such as the administration of the Provincial Offences Act, for counter inquiries in Revenue Services and through specific positions in Public Health. An intake line is available in Social Services and Homes for the Aged sets aside beds in one of its facilities where all services are provided in French. The Children's Services website identifies where French Language childrens' programs are available.

With respect to emergency services, Fire Services, Emergency Medical Services and Toronto Police Services use the Language Line over the phone interpretation for 911 calls. Toronto Police Services has a French Community Liaison Officer on Staff.

The Toronto Transit Commission uses the Language Line in addition to providing general information in French (option 7 on the voice tree).

Toronto Public Library reported that its 2006 collection had a French stock of 176,313 items, an increase over its 2002 level of 121,255 items.

(b) Application of the Translation Policy

The Multilingual Services Policy provides that "French translation of documents be provided (in full or summary form) whenever public information materials are translated into another language", except for the purchase of advertising.

When the Multilingual Services Unit receives a request for translation to any language, the division requesting the translation is advised that the provision of French translation is a requirement. Complete data are not available for 2002 and for 2007. The following is a summary of the French language translation that has been provided.

2007 (5 months)	101 projects	63,210 words
2006 (full year)	203 projects	135,244 words
2005 (full year)	233 projects	111,397 words
2004 (full year)	205 projects	76,682 words
2003 (full year)	226 projects	81,728 words
2002 (full year)	190 projects	word count not available

With respect to interpretation services, the Language Line Services has advised that between January 1, 2002 and April 30, 2007, 1,185 calls were interpreted in French. This represents 2.3% of calls to the City requiring over-the-telephone interpretation through Language Line Services. Face-to-face interpretation services were provided on 12 occasions from 2005 to May, 2007.

(c) 311 Services

The 311 system when in operation will provide more extensive information about City Services in one call. Currently, the 311 project has built capacity to answer 9,460 different questions about the City. 311 will also be able to initiate service requests and track on behalf of Toronto Water, Transportation, Solid Waste Management, Municipal Licensing and Standards and Urban Forestry.

The consolidation of 311 services will be supported in 140 languages through the use of Language Line Services. Residents, businesses and visitors will be able to request interpretative services through 311.

CONTACT:

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Shirley Hoy, City Manager

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P140. OFFICE OF THE INDEPENDENT POLICE REVIEW DIRECTOR
(OIPRD)'S G20 SYSTEMIC REVIEW REPORT, *POLICING THE RIGHT
TO PROTEST***

The Board was in receipt of the following report May 28, 2012 from Alok Mukherjee, Chair:

Subject: OFFICE OF THE INDEPENDENT POLICE REVIEW DIRECTOR (OIPRD)'S
G20 SYSTEMIC REVIEW REPORT, "*POLICING THE RIGHT TO PROTEST.*"

Recommendation:

It is recommended that the Board consider the Office of the Independent Police Review Director (OIPRD)'s G20 Systemic Review Report, "*Policing the Right to Protest,*" at such time as it receives the report arising from the Independent Civilian Review of the Policing of the G20 Summit (ICR), which is being conducted by The Honourable John W. Morden, so that the two reports may be considered in conjunction with one another.

Financial Implications:

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

Background/Purpose:

At its special meeting held on July 6, 2010, the Toronto Police Services Board approved a proposal to carry out an Independent Civilian Review of the policing of the G20 Summit (ICR) held in Toronto on June 26 and 27, 2010 (Min. No. P189/10 refers).

The purpose of the ICR is to identify issues and concerns, raised by the public and the Board, regarding oversight, governance, accountability and transparency as they relate to the multi-jurisdictional model of policing applied at the Summit. These issues will be reviewed in the context of the governance role, legislated mandate and policies of the Board.

The Board has retained The Honourable John W. Morden to conduct the ICR in accordance with terms of reference approved by the Board.

On Wednesday May 16, 2012, Mr. Gerry McNeilly, Director, OIPRD, released his G20 Systemic Review Report, "*Policing the Right to Protest.*"

Mr. McNeilly has sent a copy of the report to the Board, along with a letter, which states as follows:

It is my hope that you will find it a comprehensive and balanced account of events during the G20, and that both the public and the police will benefit from the recommendations I have made to help improve interaction between the public and police during future protests and to help strengthen confidence and trust in police and policing. I look to you to ensure that my recommendations are acted upon by police services in a timely manner.

The Executive Summary and Recommendations contained in the OIPRD report are attached for your information.

At its meeting of May 18, 2012, the Board, in a public statement, declared its commitment to carefully reviewing the OIPRD report, and taking appropriate action. The Board's statement noted that the Board is "acutely aware that the OIPRD G20 Systemic Review Report has raised considerable and significant issues with respect to the events surrounding the policing of the G20 Summit."

The statement conveys the Board's reassurance to the public "that it is committed to ensuring that all recommendations made in that report respecting police accountability and responsibility will be thoroughly reviewed and addressed as expeditiously as possible."

Lastly, the Board notes that it is "very cognizant of the increasing public concern that officers who may have engaged in misconduct during the G20 Summit should be subject to appropriate discipline."

The full statement is attached for your information.

Discussion:

The issues being considered by Justice Morden's ICR have significant overlap with those which were canvassed by the OIPRD Director, Mr. Gerry McNeilly, in his report. Both reviews consider topics such as governance, accountability, decision-making, supervision and policy-making as it relates to large-scale policing events.

As a result, it is logical to wait until Mr. Modern releases his report before the Board determines its next steps with respect to the OIPRD report. Considering the two reports in conjunction with one another will ensure a Board response that is comprehensive, consistent and fulsome, taking into account all of the issues raised from a governance perspective.

In a press release issued on April 13, 2012, the G20 Review estimated that its final report will be delivered to the Toronto Police Services Board by **Friday, June 29, 2012**. The press release stated that "[i]t is important to note that this date represents a best estimate based on the

information that is currently available to the G20 Review and that the timeline is subject to change if new information becomes available or as a result of unanticipated delays.”

Conclusion:

It is recommended that the Board consider the Office of the Independent Police Review Director (OIPRD)’s G20 Systemic Review Report, “*Policing the Right to Protest*,” at such time as it receives the report arising from the Independent Civilian Review of the Policing of the G20 Summit (ICR), which is being conducted by The Honourable John W. Morden, so that the two reports may be considered in conjunction with one another.

The Board approved the foregoing report.

Executive summary

As part of its membership in the G8 and G20, Canada committed to host the 2010 G8 and G20 summits in June 2008. The Canadian prime minister announced that the G8 summit would be held on June 25 and 26, 2010, in the small town of Huntsville, Ontario, about 200 kilometres or three hours' drive from Toronto. Not until December 2009 did the federal government announce that the G20 would be held in Toronto on June 26 and 27. The Metro Toronto Convention Centre was officially chosen as the venue on February 19, 2010. That left the federal and provincial authorities with just four months to plan the security and policing needs for the summit. As a result of these short timelines, planning was rushed and inadequate, leading to a breakdown in executing many of the operations during the event itself.

The G8 and the G20 summits were the largest domestic security operations in Canadian history. Almost 21,000 security personnel were deployed. The close time span between the two summits, and the location of the G20 in a large city, created a distinct set of circumstances and challenges for Canadian security operations. Never before had one nation hosted both the G8 and the G20 summits back to back and in two different locations, so planning for these two summits in Ontario in 2010 surpassed many previous summits in scope, scale, and complexity.

Security planning for the G20 summit

The Royal Canadian Mounted Police (RCMP) had overall responsibility for security during the G20 summit and the legal authority to establish security zones. This force set up three zones in all, with varying levels of security. The Controlled Access Zone covered the areas immediately surrounding the Metro Toronto Convention Centre and the hotels in which the internationally protected persons (IPPs) and dignitaries were staying. This zone had the highest security and was surrounded by a three-metre-high anti-scale fence. The Restricted Access Zone wrapped around the Controlled Access Zone and was also fenced in. The Interdiction Zone extended several city blocks beyond the perimeter

of the Restricted Access Zone. Outside of that was a large Outer Zone that took in most of downtown Toronto. The RCMP policed the Controlled Access Zone and the Restricted Access Zone, while the Toronto Police Service (TPS) had jurisdiction in the interdiction zone and the Outer Zone - the areas where the protests occurred.

Security planning and operations for both the G8 and the G20 summits was coordinated by the Integrated Security Unit (ISU), led by the RCMP in partnership with the TPS, the Ontario Provincial Police (OPP), the Peel Regional Police, and the Canadian Forces. Both the security planning and its implementation depended to a high degree on the intelligence gathered on potential security threats to the summit. Throughout these preparations, the police carried out several threat assessments. Their intelligence told them that anarchists using the Black Bloc tactics of street violence and disruption would be at the summit and buildings in downtown Toronto, especially in the financial district, would be targeted.

The Major Incident Command Centre (MICC) was the central point of command and control for the Toronto Police Service. The TPS G20 planning committee created the operational plan and provided training for TPS and outside services (except the RCMP) taking part in the G20 security operation.

The training that did occur was largely delivered electronically, with minimal in-person instruction. The officers saw photos and videos of previous summits showing violence, weapons, and injuries to police officers. They were led to believe that the crowd would likely become violent and were told to be prepared. There was little attempt to prepare them to support peaceful protests during the summit.

Inevitably, in the weeks leading up to the G20, some groups posted calls on the internet for militant and confrontational action to "humiliate the security apparatus" in the area surrounding the summit meetings and in the streets of Toronto. And just days before the meetings began, Toronto police found

stashes of potential weapons, groups of old bicycles locked together with new locks, and fire hydrants with their caps loosened.

Realies and protest marches began in the week before the G20 leaders arrived in Toronto. Police began to stop and search protesters who were gathering to demonstrate or people they considered suspicious. Messages and information issued generally by the police emphasized threats to the public; they appeared to be targeted more at keeping people away from downtown Toronto than in facilitating peaceful protest. Many demonstrators saw the police as having a "them versus us" approach to security, and tensions between the two groups significantly increased.

The media focused on this potential for confrontation rather than on the imminent summit meetings. The drama was exacerbated further when the media learned about a new regulation, passed hurriedly by the Ontario legislature, which applied the Public Works Protection Act (PWPAs) to the fence around the Interdiction Zone around the summit site. The public had not been told about this long-forgotten law, which had been passed in 1959 to prevent sabotage on the eve of the Second World War, and people became aware of it only as a result of arrests that took place after the regulation came into force. It seemed that it had been passed in secret, and that's what the media reported.

The regulation had not been passed in secret, but the TPS announced it publicly only in the wake of the arrests. Police Chief Blair told the media that the security designation extended five metres out from the fence. That information was not correct - the boundary for PWPA authority was at the fence itself - but although the mistake was corrected internally in the TPS, it took some time to filter down to individual officers, and it wasn't until the G20 was over that Chief Blair said anything about the change to the public. When asked by reporters at a news conference if there actually was a five-metre rule, he replied, "No, but I wanted to keep the criminals out."

On Friday, June 25, commanders in the MICC, which was located on the third floor of police headquarters, had their first sighting of the Black Bloc: eight on their doorstep. Closed-circuit television (CCTV) cameras on the building captured video of a group of masked people dressed in black in the centre of a demonstration on the street outside.

Queen's Park, Saturday, June 26

On the opening day of the summit meetings, June 26, labour groups and various other associations organized a large demonstration. The Southern Ontario Anarchist Resistance (SOAR) coordinated a second demonstration to take place during the Canadian Labour Congress march, SOAR posted information online stating it would confront the police state and Toronto's corporate culture with militant and confrontational action, seeking to humiliate the security apparatus.

At the appointed hour between 7:00 and 9:00 protesters set out on the "People First" march from Queen's Park south on University Avenue. A line of police officers with bicycles walked in front of the march, bicycle officers rode alongside, and police cruisers brought up the rear. When the march turned west on Queen Street, protesters challenged police lines at every intersection along the route. Police officers put on their helmets to shield themselves from objects that were being thrown at them.

By 3 pm, the main body of the march had turned north on Spadina, as planned, and made its way back to Queen's Park, without incident. In the rear, however, near the intersection of Queen and Spadina, someone in the middle of the crowd lit a flare, or some other incendiary device, and black-dressed protesters sprinted east on Queen. Other protesters split off from the main group heading north to follow them.

As they ran east, some of the black-dressed protesters attacked one of the two police cruisers that were at the rear of the march. The officer trapped inside was hit in the head with a pole. A small group of fellow officers got the threatened officer out of the car, but they were surrounded by a large

number of protesters chanting "Whose streets, our streets". The officers were ordered to leave the cars and, when they did, the crowd swarmed the cars.

The crowd, led by people in black, continued east overturning mailboxes, breaking windows, and attempting to smash storefronts and ATMs as they ran down Queen Street and turned south on Bay Street. At Bay and King streets, two police cruisers were set on fire. As the cars went up in flames, the crowd sprinted east to Yonge Street.

On Yonge Street, crowds of shoppers and onlookers rushed to get out of the way as this group ran north, led by people dressed in black who smashed windows and vandalized property as they went. TPS Deputy Chief Werr, the Incident Command Lead told the Incident Commander in charge at the time that he wanted "The crowd shut down now".

Though the police were in constant pursuit of these rowdy protesters, they could not keep up with their progress through the streets on that Saturday afternoon. The riot equipment, or hard tac, that public order unit (POU) officers wear weighs approximately 100 pounds, so they cannot move easily or quickly in it. During the G20, these officers were transported in vans and charter buses, but they frequently got gridlocked amid demonstrations or caught in traffic because their civilian drivers were not authorized to drive through red lights. Another problem arose with the officers who had been brought into Toronto from other police forces to assist with crowd control on the streets. Some of these POU's did not have TPS liaison officers to assist them in getting around the city. One POU commander said he was never exactly sure where he was going as they were continually loading and unloading off buses. Another said that a colleague picked up a rudimentary map from a subway box to assist them with getting around the downtown core.

Late in the afternoon, both public order units and bicycle and mobile officers were ordered to Queen's Park to arrest the rioters from the Yonge Street march. The remnants of the main demonstration that marched on the planned protest route via Spadina Avenue and College Street were still scattered

throughout the grounds of the park. Protesters dressed in black were seen taking off their dark clothes and blending into the crowds.

There was clearly a rising level of frustration among both the officers on the ground and the commanding officers in the MCC about the lack of control that the police appeared to have over the protest on the streets and their inability to stop the Black Bloc vandals. According to the night shift Incident Commander, this frustration went right up to Chief Blair, who called the day and the night shift Incident Commanders into a meeting at around 5 pm and questioned why police officers weren't visible on Yonge Street. The day shift Incident Commander put it down to the difficulty in moving POU's that required transportation to the areas where they were to be deployed.

The night shift Incident Commander said Deputy Police Chief Werr told him that he wanted him to take back the streets. "I understood his instructions to mean that he wanted me to make the streets of Toronto safe again," he explained. "He wanted the streets that had been made unsafe by the terrorists that were attacking our city to be made safe again by restoring order."

When the night shift Incident Commander took over Incident Command, he immediately informed command staff that they were going to take steps to restore order and that the process might involve mass arrests. He ordered POU's to sweep north from the intersection of University Avenue and College Street. POU officers shouted at the protesters to move or be arrested. Some officers fired rubber bullets, followed by muzzle blasts of tear gas. The long-range acoustic device (LRAD) was deployed, warning protesters once in English and once in French that "the violent behaviour of some members of this demonstration is causing a public safety concern. Reasonable grounds to arrest exist, and force may be used. For your safety, you are now requested to leave this area."

No dispersal route was given in the announcement, and the police moved immediately on the crowd. It is evident that a great number of the people at Queen's Park did not hear any announcement, and in any case, a police order to "move" does not meet the standard of "clear directions". Even if some people in the crowd did hear this communication, they had no time to react or comply with it.

It is fair to say that the level of force used in controlling the crowds and making arrests at Queen's Park was higher than anything the general public had witnessed before in Toronto. In some cases, the use of force was excessive.

The Esplanade, Saturday, June 26

Some of the protesters who were pushed out of Queen's Park decided to march north to Bloor Street. By 9 pm a crowd of about 500 marched east on Bloor to Yonge Street, where they turned south. More people joined the group as they marched south on Yonge.

Police were concerned that this group intended to go to the security fence on Wellington Street. The police blocked off access to the fence by setting up lines across some streets so that the crowd would be diverted in another direction. As the crowd moved along, so did the police, to ensure that the marchers did not reach the security fence. The protest group was described as loud, but not hostile or aggressive.

The crowd continued moving south and east until it arrived in the area of The Esplanade and Yonge Street. The protesters gathered in front of the Novotel hotel to show support for the striking workers there.

Just after 10 pm this crowd, now 200 to 300 strong, was boxed in by lines of riot police who blocked the street east and west along The Esplanade. While demonstrators sat down in the street and chanted "Peaceful protest, peaceful protest", the police line began to advance, limiting the space and movement of the crowd. At approximately 10:30 pm the police, following orders from the Major Incident Command Centre, announced that everyone in the crowd was

going to be arrested. More than 260 people were arrested. The exact number is difficult to determine because of the unreliability of TPS arrest records.

The night shift Incident Commander explained that he ordered the crowd to be boxed in and arrested because, as he said, "I wasn't able to box in Queen's Park, so the mobility was there and, again, highlighted my concern and the need for this boxing in". He said he did not disperse the crowd because he needed to isolate the protesters and arrest them. They were in a "riot situation", and he had to break with normal TPS procedures, "to go outside the box," and not disperse the crowd.

University of Toronto, Sunday, June 27

The Graduate Students' Union (GSU) at the University of Toronto was one of several places that billeted people who came to Toronto from out of town to protest at the G20. The police had been watching the GSU since Friday, June 25. They had contact with University of Toronto security and knew when the buses of protesters arrived.

On Saturday morning, June 26, before the People First march, the Director of the University of Toronto campus police ordered a retired TPS police officer, who was working under contract as a private investigator with the campus police during the G20, to go into a building opposite the GSU and photograph people as they came and went into the students' union. According to a GSU representative, the building was closed and locked from 10 am until 5 pm. Police continued to watch the GSU throughout Saturday evening.

At around 9 am on Sunday morning, the TPS POU Alpha Section Commander entered the GSU and advised parties present that they were under arrest for participating in an unlawful assembly. Some of the people who were arrested stated that police officers dressed in riot gear swarmed into the gym and woke everyone up at gunpoint. They described officers as being verbally abusive and using force as they arrested and removed the occupants.

The Commander said he did not suggest that an unlawful assembly was taking place inside the GSU. He acknowledged that he did not know whether all the GSU occupants had been involved in the events of the preceding day. But he had reasonable grounds to believe that some people in the GSU had been involved in illegal activities on the Saturday. It appears that he intended to arrest everyone and then release those who were found not to have participated in criminal activities on the previous day. In fact, though, all the GSU occupants were taken to the Prisoner Processing Centre on Eastern Avenue and detained there. In total, 109 people were arrested at the GSU. Later that same afternoon, the charge was changed to conspiracy to commit an indictable offence - mischief.

STOP and search

The number of times police stopped and searched people in downtown Toronto increased exponentially between Friday, June 25, and Sunday, June 27.

Many police officers believed they were obeying orders in stopping and searching people arbitrarily. On Sunday morning, senior officers were called to the M1CC for a briefing and given instructions for the day. These instructions were passed on to the sergeants and staff sergeants, who then briefed officers before they went on shift for the day. The Review Director (OIPRD) told the Independent Police Review Director (OIPRD) that they were ordered to investigate anyone who was carrying a backpack, and anyone who was wearing a disguise - gas masks, balaclavas, balaclavas.

In the days and weeks leading up to the G20, however, the mainstream media, as well as alternative media and protester websites, had all published or posted advice on what to expect at protests, what to take to protests, and even what to wear. Almost every one of them urged people as protection to take gas masks or swimming goggles and to carry balaclavas soaked in vinegar with them. As a result, a great number of people fit the newly invoked police description of "suspicious individuals."

Many police officers ignored the basic rights citizens have under the Canadian Charter of Rights and Freedoms and by stopping and searching people arbitrarily, they overstepped their authority. Wearing balaclavas and carrying heavy backpacks are not reasonable grounds to stop and search, and police should have used much more discretion.

Queen Street and Spadina, Sunday, June 27

At approximately 5 pm on the Sunday, a large protest of more than 700 people began marching north on Bay Street from King Street and then turned west on Queen Street West. Although they were disruptive, interrupting pedestrian and vehicular traffic and causing streetcars along Queen to stop, the group was non-violent. By the time the crowd reached Queen Street and Spadina Avenue, it had attracted more protesters, members of the media, and a number of curious onlookers.

When the night shift Incident Commander assumed control of the M1CC, he ordered public order units and more bicycle officers to Queen and Spadina to box in the group and to arrest them all for conspiracy to commit mischief.

Just after 7 pm a torrential thunderstorm began. About 400 people were detained in pouring rain for four hours while the arrests were being processed. One of the protesters said: "After an hour under that pouring rain, I was shivering, it was getting very cold. We didn't know what was going to happen. We couldn't believe that they were going to arrest everyone, which eventually happened. So after a while, I was so cold that we decided to surrender in order to get out of that situation, to get to a warm place. I would have done anything to get away from that situation."

POU commanders made two requests to the M1CC - the USAD to communicate with the crowd, and an exit route for people to leave the area - but both requests were denied. The commanders on the ground were forced to shout instructions to the crowd but many people did not hear them. Some police officers went against orders to allow people in distress a way out. In an audio recording, one police officer on the line can be heard saying, "He's manual! The M1CC, he's manual!"

In the end, Chief Blair himself went to the M1CC. He called the Incident Commander and the Public Information Officer out of a meeting and ordered that the people at Queen and Spadina be released "unconditionally and immediately."

By then, more than 300 people had been arrested or detained at the intersection, most of them for breach of the peace. It was unreasonable and unnecessary to have continued over a four-hour period to arrest people one by one during a severe rainstorm.

Containment

During the G20, containment was used as a tactic on at least 10 occasions. On The Esplanade and at Queen and Spadina, protesters were contained specifically to arrest them - a response that conflicts with the policies and procedures of the Toronto Police Service, the Ontario Provincial Police, the RCMP and most other police services. However, this tactic was part of one Incident Commander's strategy to "take back the streets."

As a result of this action and others, the operation of the M1CC during the night shifts on Saturday and Sunday became dysfunctional. Communications within the M1CC and between the M1CC and field officers frequently broke down. The Incident Commander accepted little input from Operators, Chiefs and others in the M1CC who were there to offer support and advice, and, in effect, he took away the independence and decision-making from the operational commanders on the ground.

The Prisoner Processing Centre

People arrested during the G20 were, for the most part, sent to the Prisoner Processing Centre (PPC) in Toronto's east end. The Toronto Police Service was the lead in both planning and operating the PPC. TPS used examples from previous G8/G20 summits to plan the size of the facility and it decided that the PPC should have a capacity of 500 prisoners. It also decided that the PPC would be a "unlike entry that does not fit into the definition of a lock-up." That description would allow the planners to use existing policies, procedures, and regulations for the PPC operational plan.

The PPC was intended not only to hold prisoners arrested during the G20 but also to serve as an operation centre for various investigative services. By these means, the planners hoped to create a seamless operation in which the detectives had immediate access to prisoners and could change or release them based on the investigative information provided.

Specific procedural training was minimal to non-existent for officers who were performing day-to-day duties in the detention centre, but it was also seriously lacking for senior officers. One location administrator in charge of prisoner management had not received a fire or an evacuation plan in case of an emergency and was told to use the other location administrator, on the opposite shift, as a resource. The lack of training and preparation meant that staff were not able to deal with the sudden influx of prisoners beginning on Saturday night and continuing through Sunday.

It is quite evident that the G20 operation plan for the PPC was not sufficient or detailed enough to provide guidance to those operating the facility. The gaps in the overall plan are obvious, and they were brought forward to senior management in advance of the G20 weekend. There was no plan for breach-of-peace arrests, for example, indicating that those planning the PPC did not consider the possibility that people arrested on this charge might be brought to the facility. There was no policy or procedure for the prisoners to speak with a lawyer or to have access to a telephone, and no process in place to release them.

The G20 planning document indicated that the arresting officer was responsible for filling in the hand-off team (HOT) sheet, or arrest card, at the scene, but in the turmoil on the streets, this paperwork frequently was not completed. The lack of accurate and completed paperwork as protesters arrived at the PPC caused serious problems both in processing prisoners and in investigating the reasons for their arrest and detention.

Paperwork from the PPC was also sporadic and incomplete. For example, the OIPRD received disclosure giving three different numbers for "arrested persons": total arrests, 1112; G20 persons arrested, 1057 and the prisoner booking program, 886 arrests. In addition to our own findings, complainants and witnesses consistently identified and related 12 main issues of concern about the PPC: access to duty counsel, access to a telephone, meals, overcrowding, excessive period of detainment, environmental conditions, privacy, handling of property, medical attention, treatment of young offenders, use of flex cuffs, and strip searches.

CONCLUSIONS

The incidents that occurred on the streets of Toronto during the G20 weekend of June 26 and 27, 2010, resulted in the mass arrest of more than 1,000 people and in hundreds of protesters being detained. There appears to have been a lack of thorough planning and preparation for the G20, and although insufficient time was certainly a factor, the operational planning committee should be faulted for the decision that it would be "business as usual."

The violence that occurred on Saturday afternoon left the MIOCC scrambling to react, and its approach to crowd control changed dramatically that evening. The result was an overreaction at the MIOCC, causing an almost complete clampdown on all protesters and mass arrests. These arrests in turn had serious repercussions on many other parts of the security process, including arrest procedures, transportation of prisoners, and detention at the PPC. The system became overwhelmed and, in some areas, it broke

down. Hundreds of people were inconvenienced, many were deprived of their Charter rights, and it is fortunate that, in all the confusion, there were no deaths.

This systemic review focused on the planning, training, implementation, and overall policing of the G20 security zones controlled by the Toronto Police Service, specifically on the "hot spots" where the majority of incidents occurred. Our findings and recommendations are provided to assist those planning future events and to help create a balanced approach to policing large protests.

FINDINGS

- Toronto Police Service planning for the entire G20 security operation was incomplete and inadequate and very general. It did not provide a proper breakdown of operations, so it was impossible for officers who were unfamiliar with TPS methods to have an appropriate understanding of how the plan should be executed. Even those who were from the TPS, but lacked long-term experience with the force, were either unaware of the procedures assumed in the plan or simply did not follow them.
- TPS did not have a great deal of experience in planning and executing operations of this magnitude. Other Integrated Security Unit members had more knowledge and understanding of large international events, but the operational plans for crowd control and for the Prisoner Processing Centre were entirely the responsibility of TPS. It seems that expertise that was available within the TPS was not adequately used.
- The operational plan did not include time for standard operators; for example, moving PCU officers from one location to another or when such a move was required, what the preferred route would be. The plan provided few specific details, such as appropriate crowd control methods or standard TPS practices. As a result, once all the different services were deployed there was no cohesive plan.

TPS chose to use mostly "existing" TPS policies and procedures for the operational plan. This decision may have resulted from the short time available for planning, but it created a cumbersome system that officers on the ground were not able to follow. Furthermore, police services brought in from cities outside Toronto were not familiar with TPS policies and procedures, and the minimal training program provided was not sufficient to ensure their understanding.

The electronic system to track officers on duty failed days before the G20 began, leaving the Major Incident Command Centre with no idea how many officers were working or what services were on duty. No back-up system was in place.

Police officers were given the impression by those in command that the Public Works Protection Act gave them the authority to stop and search people throughout the downtown core, often nowhere near the fence around the Interdiction Zone. Even the Toronto Police Chief was under the impression that this authority extended to a distance five metres from the fence, and, when the mistake was uncovered on the eve of the summit, the correction was not appropriately clarified to officers on the ground. The details of the police authority to stop and search was not communicated to the public, leading to confusion and some confrontations.

Communications between protesters and the police were inadequate and sometimes non-existent. The crowd dispersal methods were often not heard by the majority of protesters, who then complained that "the police just started running at us and shouting 'US, yelling 'Move.'" This breakdown in communications created increased tension and an "us versus them" attitude between the two groups.

Protesters were not the only ones who resorted to violence during the G20. Numerous police officers used excessive force when arresting individuals and seemed to send a message that violence would be met with violence. This reaction created a cycle of escalating responses from both sides.

Once the violence began on Saturday, June 26, police tactics changed. Crowds of protesters were surrounded and contained with no exit routes. The Incident Commander ordered the mass arrests of people at different "hot spots" throughout the city. On several occasions, people who lived in the area but were not part of the protest ended up being surrounded and contained.

Despite clear examples of non-protesters being rounded up, officers refused to let anyone leave, indicating that they were "following orders." The Office of the Independent Police Review Director knows of some occasions where officers on the ground personally removed non-protesters and peaceful protesters and allowed them to go home. Unfortunately, the vast majority of accounts are of officers blindly following orders - even those officers who questioned the orders that were given to them.

The Incident Commander at the MIOCC referred to crowds of protesters as "terrorists / protestors," leaving the impression that they were criminals. This attitude resulted in the decision to contain and arrest approximately 1,000 people during the summit, most of whom were peaceful protesters.

The Prisoner Processing Centre was poorly planned, designed, and operated. This detention facility was not operationally prepared for the mass arrests that took place on the Saturday night and on Sunday, leading to gross violations of prisoner rights, including detaining breach-of-peace arrestees for over 24 hours and with no access to a lawyer or a justice of the peace. In some cases the decision to detain those on a breach of the peace for more than 24 hours was ordered by the Superintendent in charge of the facility.

The processes, or lack thereof, in place at the PPC led to prisoners being lost within the system and to inadequate staffing to deal with prisoners' legitimate needs. The resulting problems included overcrowding, lack of basic privacy, and young offenders being placed in cells with adults.

- Paperwork throughout the G20 was not properly completed and, in some cases, not completed at all. As a result, it is impossible to state accurately the number of people who were arrested over the course of the summit weekend. The sheer number of forms that required completion according to TPS policies was unrealistic, and the resulting chaos in paperwork could have been foreseen. Even more disturbing, the lack of appropriate paperwork resulted at the PPC in several violations of human rights, including unlawful detention and arrest, no access to prescription medication or medical attention, and little or no access to food and water.

- According to the TPS, 118 people were arrested. The Prisoner Processing Centre reported a total of 112 arrested. The RCMP claimed that a total of 115 people were arrested. The OIPRD disclosure indicated that at least 1140 people were arrested, but, given the lack of paperwork, there is no way to give a precise number.

Recommendations

All the recommendations in this Report are considered below. References to the chapter location appear in square brackets at the end of each recommendation so that the reader may refer to the related planning and discussion.

Planning

Overall planning

- 1 Police services had only four months to plan security for the G20 summit, a length of time acknowledged as wholly inadequate and one that may in fact have been irresponsible in future, whenever possible, governments and police services should ensure that joint security events be given adequate planning and preparation time, in particular:
 - a) Policies and procedures should be developed by policing entities for future events so that they can be modified as required to suit specific events and implemented quickly.
 - b) The development of policies and procedures for future events should allow sufficient time for input from the public and police.
 - c) Police should also incorporate contingency plans into their overall policing plans. For example, there should be plans for deploying officers in response to unexpected and urgent situations. [See Chapter 1]
- 2 The Toronto Police Service (TPS) should develop policies and procedures regarding any agreements entered into with other police services for any future integrated project, regardless of its size. These policies and procedures should be developed early in the planning process. The focus must be on the authority, structure, roles, strategic, operational, and tactical processes, and implementation. [See Chapter 2]
- 3 For any future integrated security projects, police services must contemplate that later disclosure of documents, records, and protocols will be required. Disclosure should be incorporated into the planning process. [See Chapter 2]
- 4 Because of the nature of civilian protests, officers' movements must be fluid. The Toronto Police Service and all police services should develop a more robust, coordinated, and effective means to track officer movements. This ability is crucial for officer safety and for the investigation of criminal activity as well as questions about police conduct. [See Chapter 2]

Communication planning

- 5 To ensure that officers on the ground can communicate with each other and with the command centre effectively, police services should review the failures of communication encountered during the G20 summit. Police services should work through the Ontario Association of Chiefs of Police to ensure that a consistent and workable communication system is in place for all future large-scale events and joint projects. [See Chapter 2]

Processing of prisoners

- 6 Police services should develop specific procedures for the processing of prisoners that reflect the circumstances, depth, and scope of large or extraordinary events; they should not use existing procedures that are meant for everyday scenarios. In the case of the Prisoner Processing Centre, it is clear that the existing procedures failed.

- a) Recognizing that extraordinary events may lead to mass arrests in the future, police services should develop policies and procedures to deal with mass arrests, especially policies and procedures to track prisoners and their belongings.
- b) In situations of mass arrest, police services should develop better methods to ensure that existing policies are followed – particularly the policies that protect the rights and dignity of the prisoners, such as access to counsel, reasonable use of a telephone, and conditions governing strip searches. [See Chapter 9].

Prisoner detention facility

- 7 Any prisoner detention facility set up specifically for a large protest event must have emergency management plans created by policing entities to provide specific instructions on what constitutes an emergency and what steps should be taken in each scenario. Every person staffing such a facility must be trained on the emergency procedures, and appropriate run-throughs should be conducted to ensure the safety and security of staff and detainees. [See Chapter 9].
- 8 The planning for any detention facility should include specific benchmarks or timelines for procedures. Such benchmarks should include the length of time before prisoners must be fed and the length of time physical restraints can be used. [See Chapter 9].

Training

- 12 Police services should review and revise specific training regarding the policing of large protests and applicable police powers. This training should be implemented as part of the general continuing education of officers. The training should include a clear understanding of parameters of a legal protest and the rights of protesters. Although police must train and be prepared for possible violence, training should not depict all protesters as violent and confrontational. [See Chapter 11].
- 13 Police services should provide practical training to equip officers with the skills to facilitate peaceful protest, including de-escalating potentially violent situations and communicating effectively in challenging situations. That should be the police officers' primary goal. [See Chapter 11].

- 14 The Toronto Police Service and all other Ontario police services must provide refresher training on its policies regarding use of level 3 or "strip" searches to ensure that its policies are followed. [See Chapter 9].

Police powers

- 15 Officers should be provided with refresher training in the legal parameters of their authorities to stop and search protesters, and the legal authorities to detain and arrest. [See Chapter 4].

Incident Command Management System

- 16 If, in future, the Toronto Police Service polices a large event using the Incident Command Management System, it should ensure that officers in charge of the command system are well trained in managing large-scale protests and it should train all those working in the command system, especially regarding their roles and responsibilities. [See Chapters 2 and 8].

- 17 Ontario police services should work through the Ontario Association of Chiefs of Police to review the use of the Incident Command Management System and develop a coordinated approach and consistent policies and procedures throughout Ontario for all police services. These procedures should include ongoing training and implementation for integrated or joint projects. [See Chapter 2].

- 18 If multiple police services are to work together under the same Incident Command Management System structure, training should be a cooperative effort. Those who will be working together in the system should train together. [See Chapter 2].

Diversity

- 19 In light of the diverse nature of Toronto, the Toronto Police Service should expect that persons with diverse needs may attend large-scale protests. The TPS should ensure that reasonable accommodations, as required by the Human Rights Code, are included in the planning process. For example, the TPS should have a contingency plan for providing interpretation services within a reasonable time for persons who do not speak English. [See Chapter 9].

Arrests and containment

Warnings

- 20 Police services should ensure that, before police take action to make mass arrests or arrests involving extractions from a crowd of protesters, loud and clear warnings are given and enough time allowed for protesters to comply with any police direction. Before any major protests begin, the Toronto Police Service should test its public announcement systems to ensure that public announcements can easily be heard by all who attend the event. [See Chapters 5 and 6].

Breach of the peace

- 21 The Toronto Police Service should develop policies for dealing with breaches of the peace at large protests. The objective should be to remove people from the scene of the protest and to restore the peace. The TPS policies should include criteria to determine when to arrest for breach of the peace, and, in the case of mass arrests, criteria to determine the length of detention. In any event, a detention for breach of the peace should not exceed 24 hours. [See Chapter 6]

Containment

- 22 With regard to the circumstances under which protesters are allowed to leave a "contained" area, the police must:
- Reorganize their policies and procedures.
 - During any containment procedure, all officers must be authorized to use their discretion to allow access and egress, trusting their own judgment and experience when necessary. [See Chapter 8]

- 23 The use of containment tactics should also be closely linked to the intelligence information police have received. The police must have reasonable grounds to believe that the protesters being contained are actually causing a disturbance or likely to cause a disturbance elsewhere. Innocent bystanders and non-violent protesters (where they can be identified) must be allowed to filter out. Containment should continue only for as long as absolutely necessary, and the well-being of those contained must be given as much consideration as possible. [See Chapters 6 and 8]

- 24 In situations where mass arrests may be anticipated, police services should prepare a workable model for transporting, booking, holding, feeding, and administering and ensuring the health and safety for an anticipated large number of prisoners. [See Chapters 6 and 8]

- 25 Police services should recognize that containment must not be used for purposes of effecting mass arrests but must only be used for temporary crowd control to ensure that the peace is kept. [See Chapter 6]

- 26 The Police Services Act and the existing Code of Conduct regulation should be revised to expand the misconduct of "unlawful or unnecessary exercise of authority" to include an unlawful or excessive detention where no physical force was used. [See Chapter 8]

Record retention

- 27 In light of the large number of arrests that did not result in a charge or resulted in the charge being withdrawn, the Toronto Police Service should consider whether it is in the public interest to retain the police records of the arrestees who were either not charged or whose charge was withdrawn. It is our understanding that TPS policy allows for records to be expunged. It is recommended that the TPS should consider exercising its discretion to expunge those records where it is not in the public interest to retain them. Further, it is recommended that the TPS should communicate that policy to the public and allow members of the public to apply to have their records expunged. [See Chapters 6, 7 and 8]

- 28 The Toronto Police Service should develop criteria for determining when it is necessary to fingerprint and photograph persons arrested for "breach of the peace." When the TPS does fingerprint and photograph persons detained for "breach of the peace," it should consider how long those records should be retained. It is noted that the Criminal Records Act provides that a record of an absolute discharge should not be disclosed more than one year after the date of the discharge. The TPS should expunge all records relating to persons arrested for "breach of the peace" at mass protests within a similar time period unless there is good demonstrable reason made to the IPRD to retain the record. [See Chapters 6 and 8]

Tactics, equipment, prisoner handling

Flex cuffs

- 29 Police services should discontinue the use of flex cuffs, or in the alternative, only use them in dynamic situations, such as mass arrests, and then only for a short time, replacing them with regular metal handcuffs as soon as possible. In all cases, handcuffs should be removed from prisoners who have been searched and lodged in cells unless there is good reason to continue their use. [See Chapter 9]

Public order units

- 30 All police services that have public order units should continually review their tactics for maintaining public order. These tactics should enable them to respond effectively to existing protester actions or evolving actions that may be employed at major events or events of mass disorder. [See Chapter 5]

- 31 Police services that have public order units should look into developing PCU uniforms to permit the officers enough mobility to allow them to respond quickly. The existing hard tac gear does not permit officers to move with sufficient agility. It should be possible to develop a uniform that offers much of the protection of hard tac, while providing the mobility of soft tac. [See Chapter 2]

Communication and the public

- 32 Major events require robust communication plans. Police services in Ontario should work with the IPRD to develop plans for improved communications. The public's support for security measures is crucial to their success. Police services should develop a detailed public communications plan for major protests that includes the police's role in facilitating peaceful protest. [See Chapter 10]

- 33 Police chiefs and command leads should proactively communicate with the public through traditional media such as television, radio, and newspapers, as well as through non-traditional means such as social media, to explain situations, to explain measures being taken, and to seek the public's cooperation. Protesters should be made aware of likely police action so that they can make informed decisions. [See Chapter 10]

- 34 Police services involved in large events or protests should make a greater effort to communicate policing plans to protest groups at an earlier stage of planning. As much as possible, police should develop communication strategies for protest groups that are reluctant to communicate or respond to police. Such attempts by police would go a long way to build trust and better relations. [See Chapter 10]

- 35 The police have a very public role. Officers must recognize that the public will take photographs and video recordings of them performing their duties, especially at events such as protests. The police must recognize the public's right to do so without being subject to detention, search, or confiscation and destruction of property. Disciplinary action specific to this issue should be developed. The Ontario Association of Chiefs of Police and the Government of Ontario should consider whether any amendment to the Code of Conduct regulation is required to effect this change. [See Chapter 10]

- 36 In this day and age we understand that surveillance cameras, including closed-circuit television cameras, are used on the streets daily and more so during major public events or protests. Police services or municipal bodies that put up these cameras have a duty to inform people that they are under surveillance. They must ensure that there is visible notice to the public that they are being filmed. This requirement includes signs on or near the cameras. [See Chapter 10]

Abbreviations and Acronyms

ACC	Area Command Centre	ACC	Joint Intelligence Group
ANC	Alternative Media Centre	ADP	Logistics Operations Centre
AP	Arrested person	ADP	long-range acoustical device
AWSEM	Anti-not weapon Enfield	ACC	Major Incident Command Centre
CAZ	Controlled Access Zone	CCS	Ministry of Community Safety and Correctional Services
CCS	Chemical, biological, radiological, nuclear, explosives	CCS	Metro Toronto Convention Centre
CCC	Criminal Code of Canada	CCO	Office of the Independent Police Review
BCTV	Closed-circuit television	CCO	Director
CF	Canadian Forces	CCO	Ontario Provincial Police
CIS	Criminal Information Processing System	CCO	Outer Zone
CMR	Community Relations Group	CCO	Public Affairs Communication Team
CRU	Community response unit	CCO	pedestrian tunnel system - downtown Toronto
CRU	tear gas (2-chlorobenzalmalonitrile)	CCO	Police Constable
DE	Direct Energy Centre	CCO	Property & Evidence Management Unit
DE	Durham Regional Police Service	CCO	Public Information Officer
DE	Explosives Disposal Unit	CCO	public order unit
DE	Toronto Emergency Medical Services	CCO	Prisoner Processing Centre
DE	estimated time of arrival	CCO	Peel Regional Police
DE	Emergency Operations Centre	CCO	Primary response unit
DE	Emergency Task Force	CCO	Public Safety and Emergency Management
DE	Department of Foreign Affairs and International Trade	CCO	Public Works Protection Act
DE	Finance and Administration	CCO	Restricted Access Zone
DE	Forensic Identification Assistant	CCO	Royal Canadian Mounted Police
DE	Forensic Identification Services	CCO	Special Investigation Unit
DE	Foreign Missions and International Organizations Act	CCO	Summit Management Office
DE	Greater Toronto Area	CCO	partial POU gear
DE	Greater Toronto Airport Authority	CCO	Toronto Area Command or Control Centre
DE	full POU gear	CCO	Toronto anti-violence intervention strategy [Used with rapid response team]
DE	hand-off team (prisoner)	CCO	Toronto Fire Services
DE	Headquarters	CCO	Toronto Police Service
DE	Incident Commander	CCO	Toronto Police Services Board
DE	Incident Command System	CCO	Traffic services
DE	Incident Management System	CCO	Toronto Transit Commission
DE	Internationally protected person	CCO	Undercover
DE	Integrated Police Review Director	CCO	Unified Command Centre
DE	Integrated Security Unit	CCO	Young offender
DE	Interdiction Zone	CCO	York Regional Police

41 The Toronto Police Service, other Ontario police services and the RCMP must develop procedures for better, more seamless, and earlier disclosure of documents with agencies responsible for oversight or reviews. [See Chapter 1]

42 The Police Services Act should be amended to specify the time limits for investigating complaints of police conduct arising from mass protests. The current section 83(7) requires a notice of hearing to be served within six months of beginning an investigation. Although the Act allows a police services board to extend this time, the Act does not recognize the reality of investigating large-scale events such as the G20. The Office of the Independent Police Review Director received 356 complaints in relation to the events of the G20 and retained the investigation of 207 of them. The last disclosure package from the Toronto Police Service arrived more than 13 months after G20 summit. In order to provide a consistent approach to the investigation of complaints arising from large-scale events, the legislation must recognize the workload involved. [See Chapter 1]

37 The public needs to take responsibility for working/cooperating with police security organizations, especially when requested to relocate during incidents that appear to be bordering on danger or violence. It is recommended that police ensure that the public be informed of the reason to relocate before employing police security procedures. The reason the public must be aware that they are subject to police action. [See Chapter 5]

The media

38 Police services should be aware that large-scale events are likely to attract the attention of traditional and non-traditional media. Policies should be developed regarding criteria for media accreditation. These policies should be public documents and involve the media in their creation. Police services planning for security at large events should ensure that accreditation of all media (including new media and non-traditional media) is handled by one office. The accreditation, once issued, should be respected by police. That said, media personnel must be aware that they are subject to police action if they obstruct or hinder officers in performing their duties. [See Chapter 10]

Post-event planning

39 Following large events and protests, police services should debrief officers and discuss what worked or did not work, areas of concern, or best practices. This feedback will help to improve policies and training plans for future events. [See Chapter 11]

40 Police services involved in policing large events and protests should develop a process for consistent note-taking and record-keeping to ensure any issues of police conduct can be reviewed. [See Chapter 9]



Toronto Police Services Board

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STATEMENT FROM THE TORONTO POLICE SERVICES BOARD

Toronto Police Services Board
www.tpsb.ca

For immediate release
May 18, 2012

Statement from the Toronto Police Services Board

The Toronto Police Services Board is acutely aware that the OIPRD G20 Systemic Review Report has raised considerable and significant issues with respect to the events surrounding the policing of the G20 Summit.

The Board wants to reassure the public that it is committed to ensuring that all recommendations made in that report respecting police accountability and responsibility will be thoroughly reviewed and addressed as expeditiously as possible.

In conjunction with the OIPRD report, the Board is currently expecting the release in late June of the report of the Independent Civilian Review into Matters Relating to the G20 Summit by Justice John Morden. In addition to the important issues raised in the OIPRD report, the Morden report regarding the Board's own role will be thoroughly examined. Through both reports, systemic issues arising from the G20 Summit dealing with both the Chief of Police operational area and the Board's civilian governance role will be thoroughly canvassed. The Board is very serious about discharging its responsibilities in the public interest. To this end, it has already begun a review of the recommendations of Mr. McNeilly.

The Board is also very cognizant of the increasing public concern that officers who may have engaged in misconduct during the G20 Summit should be subject to appropriate discipline. Investigations and reviews of allegations of misconduct must be undertaken in accordance with the process and procedural safeguards set out in the Police Services Act (PSA). The investigation is in the hands of either the OIPRD or the Chief depending on the OIPRD's choice as to how to handle each matter. However, under the PSA, the Board does consider applications for service of notices of disciplinary hearings on police officers in situations where more than six months have elapsed from the dates specified in the PSA. These applications are now beginning to come before the Board and the Board is dealing with each of them on its merits. While consideration of the applications by the Board is undertaken in camera, those applications where service of the notice is approved will be moving forward to full hearings which will take place publicly.

- 30 -

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An index of agenda items can be found on the Board's website at www.tpsb.ca. Video copy of this meeting and all other Board meetings can be obtained from the Video Services Unit for a nominal fee. Call 80V-IDEO (416-808-4336) for further information.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

#P141. BOARD POLICIES: HUMAN RIGHTS AND ACCOMMODATION

The Board was in receipt of the following report June 01, 2012 from Alok Mukherjee, Chair:

Subject: BOARD POLICIES: HUMAN RIGHTS AND ACCOMMODATION

Recommendation:

It is recommended that the Board approve the attached policies entitled “Human Rights” and “Accommodation.”

Financial Implications:

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

Background/Purpose:

On March 25, 2010, the Board approved *in principle* a draft policy on Human Rights and Accommodation (Min. No. P95/10 refers). Since that time, numerous meetings and consultations have taken place with representatives from the Board, the Toronto Police Service, the Toronto Police Association and the Ontario Human Rights Commission.

The consultation process has been far-reaching and extensive. There has been a great deal of input from a legal perspective, with input from City Legal, lawyers for the Service and lawyers from the Association. There has also been a concerted effort to ensure that recent developments in the area of human rights and accommodation have been incorporated into the policies.

Discussion:

A final meeting was held on April 5, 2012, to discuss possible amendments to the draft Board policies on Human Rights and Accommodation. Participants included representatives of the Board, the Toronto Police Service, the Toronto Police Association and the Ontario Human Rights Commission.

Following that meeting, further amendments were made. It was also agreed that many of the suggested amendments are more appropriately part of Service Procedures as opposed to Board policy. At that time, the Chief undertook to incorporate suggested operational changes into Service Procedures. This includes aspects such as timelines for various processes, details about accountability, evaluation and reporting, and communication and outreach, among others.

The process to develop these policies has been lengthy and comprehensive. The Board has worked hard to ensure that a variety of perspectives have informed the policy development in this significant area. I believe that, throughout, there has been a sense of cooperation, goodwill and willingness to move forward together on this important issue. It is my hope that this sentiment will continue as we approve the Board policies and work together to operationalize them into Service Procedures. As was noted, it will likely be necessary for those involved in drafting the Service Procedures to meet with representatives of both the Toronto Police Association and the Ontario Human Rights Commission and I would encourage such meetings to take place in the near future.

Conclusion:

Therefore, it is recommended that the Board approve the attached policies entitled “Human Rights” and “Accommodation.”

The Board approved the foregoing report.



TORONTO POLICE SERVICES BOARD

HUMAN RIGHTS

DATE APPROVED	March 25, 2010 (in principle)	Minute No: P95/10
DATE APPROVED		
DATE(S) AMENDED		
DATE REVIEWED		
REPORTING REQUIREMENT	Annual	
LEGISLATION	<i>Police Services Act, R.S.O. 1990, c.P.15, as amended, ss. 31(1)(c), 47.</i> <i>Human Rights Code, R.S.O. 1990, C. H.19.</i> <i>General, O. Reg. 123/98, Part V. (amended to O. Reg. 43/03)</i>	
DERIVATION		

The Toronto Police Services Board is committed to the principle that every person has a right to receive police services without discrimination or harassment, as provided by law, including the Ontario *Human Rights Code* (the *Code*).

Further, the Toronto Police Services Board is committed to the principle that all members of the Toronto Police Service (the Service) have a right to work in an environment without discrimination or harassment, as provided by law, including the *Code*.

The *Code* provides that every person has a right to equal treatment without discrimination or harassment on the basis of the following grounds, known as the “prohibited grounds”:

- Race
- Ancestry
- Place of Origin
- Colour
- Ethnic
- Sex (including pregnancy, breastfeeding and gender identity)
- Sexual orientation
- Age
- Marital status
- Family status

- Origin
- Citizenship
 - Creed (religion)
 - Disability
 - Record of offences* [applies only to employment]

All individuals have a right to be free from discrimination or harassment because of relationship, association or dealings with an individual or individuals identified by a prohibited ground of discrimination.

The Toronto Police Services Board recognizes that individuals have a right to enforce their rights under the *Code* and this policy, to make a human rights complaint and/or participate in a human rights investigation as complainants, witnesses or otherwise, and/or to refuse to infringe another's human rights, all without suffering any adverse treatment, or threat of adverse treatment, or any form of reprisal.

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

1. The Chief of Police will develop procedures to implement the principle of equal treatment in police services and in the workplace, without discrimination or harassment, consistent with the *Code*. These procedures will cover, but are not limited to, the following areas:

Training and Education

The Chief of Police will ensure the provision of regular training and education to Service members that include programs which address human rights issues and assist members of the Service in understanding:

- a) their responsibilities to provide services to the public, without discrimination;
- b) their rights, as members of the Service, to employment, without discrimination; and
- c) applicable Service procedures.

The Chief of Police will ensure that all Service members acting in a supervisory or management capacity receive regular training and education on their responsibilities and related legal liabilities arising from the *Code* and this policy.

These programs will be evaluated regularly to assess their adequacy and effectiveness in meeting the objectives of this policy.

Professional Conduct

The Chief of Police will ensure that Service procedures reinforce and encourage positive and professional practices that aim to promote and protect human rights.

Complaints Process

The Chief of Police will ensure that a complaints process is in place to respond to complaints alleging discrimination or harassment related to employment with the Service. The complaints process should be clear in its explanation of how to file a complaint and the steps and timelines that follow. The complaints process should be accessible, readily available, fair, objective, transparent and timely.

With respect to complaints alleging discrimination and harassment contrary to the *Code*, the Chief of Police will ensure that procedures are in place with respect to the complaints process, in accordance with Part V of the *Police Services Act* (the *Act*), where applicable.

The Chief of Police will ensure that the Annual Professional Standards report includes information about the complaints that involve discrimination and harassment contrary to the *Code*.

Human Rights Strategy

The Chief of Police will ensure that the Service develops a Human Rights Strategy that aims to prevent discrimination and harassment and to promote fairness in service provision and in the workplace, in accordance with the *Code*. The Strategy should set clear targets and objectives and include initiatives related to public education and outreach, continuous training and education of uniform and civilian Service members, and related future plans. The Strategy should include a provision for identification of emerging human rights themes and the development of appropriate procedures. The Human Rights Strategy should be reviewed annually and updated as required.

Review of Procedures and Practices

The Chief of Police will establish a mechanism for periodic review of procedures and practices related to the provision of service and to employment in order to ensure that they do not result in discrimination or harassment contrary to the *Code*.

The Chief of Police will submit to the Board an Annual Report on Human Rights, which includes performance measures with respect to the relevant procedures and practices to be used to assess the effectiveness and impact of the implementation of this policy.

The Annual Report should include:

- information on any procedures developed to support this policy and an assessment of their effectiveness as well as the impact on practices throughout the Service;
- an overview of all human rights training and education provided by the Service over the year;

- information on implementation of the Service’s Human Rights Strategy, including details of initiatives undertaken, intended objectives and outcomes;
- a discussion of reporting and other mechanisms relied on by the Chief of Police to ensure accountability by all Service members acting in a supervisory or management capacity; and
- information about all internal and external complaints made against the Board, the Chief of Police and any member of the Service, alleging a breach of this policy and/or the *Code* and/or the *TPS Standards of Conduct* relating to discrimination or harassment, including:
 - the number of complaints received each year, as compared to previous years;
 - the area of discrimination or harassment (service provision or employment) complained about;
 - the grounds of discrimination or harassment upon which complaints are based;
 - the status of the complaints; and
 - the resolution of the complaints.



TORONTO POLICE SERVICES BOARD

ACCOMMODATION

DATE APPROVED	March 25, 2010 (in principle)	Minute No: P95/10
DATE APPROVED		
DATE(S) AMENDED		
REPORTING REQUIREMENT	Annual	
LEGISLATION	<i>Police Services Act</i> , R.S.O. 1990, c.P.15, as amended, ss. 31(1)(c), 47. <i>Human Rights Code</i> , R.S.O. 1990, C. H.19. <i>General</i> , O. Reg. 123/98, Part V. (amended to O. Reg. 43/03)	
DERIVATION		

The Toronto Police Services Board is committed to the principle that every person has a right to receive police services without discrimination or harassment, as provided by law, including the Ontario *Human Rights Code* (the *Code*).

Further, the Toronto Police Services Board is committed to the principle that all members of the Toronto Police Service (the *Service*) have a right to work in an environment without discrimination or harassment, as provided by law, including the *Code*.

The *Code* provides that every person has a right to equal treatment without discrimination or harassment on the basis of the following grounds, known as the “prohibited grounds”:

- Race
- Ancestry
- Place of Origin
- Colour
- Ethnic Origin
- Citizenship
- Creed (religion)
- Sex (including pregnancy, breastfeeding and gender identity)
- Sexual orientation
- Age
- Marital status
- Family status
- Disability
- Record of offences* [applies only to employment]

The right to equal treatment in services and employment, without discrimination or harassment on the basis of *Code*-protected grounds, includes the right to “reasonable accommodation” or “accommodation short of undue hardship,” as defined by the *Code*.

The right to accommodation short of undue hardship arises when it is shown that policies, procedures, or practices discriminate, directly or indirectly, contrary to the *Code*.

Accommodation with dignity is part of the broader principle that society and its institutions should be structured and designed for inclusiveness. The *Code* requires that policies, rules, procedures and practices be designed inclusively to allow for maximal participation and inclusion of Code protected groups in employment and services, up to the point of undue hardship.

Adverse impact discrimination may arise where requirements, qualifications, policies, procedures or practices that are neutral on their face (i.e. they apply to everyone equally and single out no one on the basis of a protected ground), nonetheless have a discriminatory impact on the complainant and his or her *Code*-protected group, of which the individual affected is a member, except where.

- (a) the requirement, qualification or factor is reasonable and *bona fide* in the circumstances; i.e. where it is demonstrated that the needs of the group of which the person is a member cannot be accommodated without undue hardship on the person responsible for accommodating those needs, considering the cost, outside sources of funding, if any, and health and safety requirements, if any.

Where adversely impacting requirements, qualifications, policies, procedures or practices are demonstrated to be reasonable or *bona fide* in the circumstances, and, therefore, cannot be more inclusively designed, then exceptions and/or modifications to these standards or rules must be made, up to the point of undue hardship, in order to accommodate the needs of adversely impacted groups protected by the *Code*.

In employment, the *Code* recognizes that the right to equal treatment without discrimination is not infringed if the person is incapable, even with accommodation, of performing the essential duties of the job. Therefore, before it is determined that the person cannot perform the essential duties of the job, the *Code* requires that all reasonable efforts be made to provide accommodation, short of undue hardship, to assist the person in performing the essential duties of the job.

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

1. The Chief of Police will develop procedures to deal with requests for accommodation from members of the public and from members of the Service. These procedures will ensure that a process exists to receive, examine, explore and respond to requests and that accommodation is provided in accordance with the principles of dignity and inclusion and will be tailored to the individual who is seeking the accommodation.

- There is both a procedural and substantive component to the duty to accommodate. This means that when faced with a request for an accommodation, there is an obligation to at least consider the request and explore options for accommodation. Failing to do so can result in a finding of discrimination, even if providing the actual or substantive accommodation would have constituted an undue hardship. The Courts have, however, noted that rights claimants have the onus to first establish a *prima facie* claim of discrimination before this procedural duty of the accommodation provider to explore the situation and possible options takes effect.
2. The Chief of Police will ensure that accommodation is provided to the point of undue hardship.
 3. The Chief of Police will ensure that, as far as possible, Service procedures and practices do not have a direct or indirect discriminatory effect on members of groups protected by the *Code*.
 4. The Chief of Police will ensure that appropriate Service members are trained on accommodation principles so that they are able to respond appropriately to requests for accommodation.
 5. The Chief of Police will report to the Board annually on accommodation requests and measures taken to deal with such requests, including the development of accommodation plans.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P142. TORONTO POLICE SERVICE – RESULTS OF FOLLOW-UP OF
PREVIOUS AUDIT RECOMMENDATIONS**

The Board was in receipt of the following report May 23, 2012 from Jeff Griffiths, Auditor General, City of Toronto:

SUMMARY

This report provides the results of our 2012 audit recommendation follow-up process. The purpose of the follow-up process is to determine the implementation status of audit recommendations made by the Auditor General to the Toronto Police Services Board.

Since 1999, the Auditor General has provided 12 audit reports to the Toronto Police Services Board. Based on results of previous audit follow-up processes, recommendations from the following audit reports have all been addressed:

- Court Services Review, 2008
- Fleet Review, 2008
- Enterprise Case and Occurrence Processing System (eCOPS) Project Review, 2005
- Revenue Controls Review, 2002
- Vehicle Replacement Policy – Toronto Police, 2000
- Review of Controls Relating to Overtime and Premium Pay, 2000
- Review of Parking Enforcement Unit, 2000

In addition, since 1999 the Auditor General has conducted three independent reviews of police investigation of sexual assaults. These reviews are:

- Review of the Investigation of Sexual Assaults, Toronto Police Service, 1999
- The Auditor General's Follow-up Review on the October 1999 Report, 2004
- The Auditor General's Second Follow-up Review on the Police Investigation of Sexual Assaults, 2010

Recommendations from the Second Follow-up Review on the Police Investigation of Sexual Assaults were included in the 2012 annual audit recommendation follow-up process.

The 2012 follow-up process included the following audit reports to the Board:

- Review of Police Training, Opportunities for Improvement, 2006
http://www.toronto.ca/audit/2006/police_training_main_report_oct2006.pdf
- The Auditor General's Second Follow-up Review on the Police Investigation of Sexual Assaults, 2010
http://www.toronto.ca/audit/2010/report_april9.pdf

- Police Paid Duty – Balancing Cost Effectiveness and Public Safety, 2010
<http://www.toronto.ca/audit/2011/policeservice-mar23.pdf>

A total of 23 audit recommendations from the above three audits were included in the 2012 follow-up process. Certain of these recommendations are longer term in nature and require additional time to achieve full implementation.

Based on our 2012 follow-up results, the Toronto Police Service has implemented 7 of the 23 outstanding audit recommendations contained in the three above audit reports.

Audit recommendations fully implemented are listed in Attachment 1. Audit recommendations not fully implemented, as well as management's comments and action plan, are included in Attachment 2. These outstanding recommendations will be reviewed in each future year until they are determined to be fully implemented.

Financial Impact

There is no financial impact resulting from receipt of this report.

ISSUE BACKGROUND

The Auditor General conducts an annual follow-up process to determine whether management has taken appropriate action to implement recommendations contained in previously issued audit reports. The follow-up process is part of the Auditor General's Annual Work Plan.

We conducted this follow-up audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

COMMENTS

The Auditor General's follow-up review process requires that management provide a written response on the implementation status of each recommendation contained in the audit reports. Where management indicated that a recommendation was not implemented, audit work was not performed. For those recommendations noted by management as implemented, audit staff conducted additional analysis and testing, and reviewed relevant information to verify management assertions.

Table 1 outlines the audit reports issued to the Police Services Board since 1999 that no longer have outstanding audit recommendations.

Table 1: Previous Audit Reports With No Outstanding Recommendations

Report Title and Date	Total	Previously Reported	
		Fully Implemented	Not Applicable
Court Services Review (June 12, 2008)	5	5	-
Fleet Review (September 26, 2008)	4	4	-
Enterprise Case and Occurrence Processing System (eCOPS) Project Review (April 29, 2005)	32	31	1
Revenue Controls Review (January 8, 2002)	5	5	-
Vehicle Replacement Policy – Toronto Police (June 21, 2000)	3	-	3
Review of Controls Relating to Overtime and Premium Pay (January 6, 2000)	16	15	1
Review of Parking Enforcement Unit (January 4, 2000)	27	26	1
Total	92	86	6

Following the issuance of the 1999 audit report entitled “Review of the Investigation of Sexual Assaults”, the Auditor General conducted two independent follow-up reviews in 2004 and 2010 respectively. Results of the two follow-up reviews are provided in Table 2.

Table 2: Results of Follow-up Reviews of Recommendations Contained in the 1999 Review of the Investigation of Sexual Assaults

Audit Follow-Up Review	Recommendations for Follow-Up	Results of Follow-Up Review			Total for the Next Follow-up Review
		Fully Implemented	Not Fully Implemented	New Recommendations	
Review of the Investigation of Sexual Assaults, 1999	n/a	n/a	n/a	n/a	57
First Follow-Up Review, 2004	57	32	25	0	25
Second Follow-Up Review, 2010	25	19	6	3	9

To determine the implementation status of the nine remaining recommendations from the 2010 Second Follow-up Review report, we decided to include these recommendations in the Auditor General’s annual recommendation follow-up process. This was indicated in the 2010 audit report to the Board.

Table 3 outlines the results of our current follow-up review of outstanding recommendations in the three audit reports to the Toronto Police Services Board.

Table 3: Results of the Current Follow-up Review

Report Title and Date	Total	Previously Reported		Results of Current Review		
		Fully Implemented	Not Applicable	Fully Implemented	Not Fully Implemented	Not Applicable
Review of Police Training – Opportunities for Improvement (October 26, 2006)	39	34	1	0	4	-
The Auditor General’s Second Follow-up Review on the Police Investigation of Sexual Assaults (April 9, 2010)	9	-	-	5	4	-
Police Paid Duty – Balancing Cost Effectiveness and Public Safety (December 1, 2010)	10	-	-	2	8	-
Total	58	34	1	7	16	-

The follow-up review results of the above three audit reports are summarized as follows:

Review of Police Training – Opportunities for Improvement - Toronto Police Service

The Auditor General issued a report entitled “Review of Police Training – Opportunities for Improvement” at the January 2007 meeting of the Toronto Police Services Board. At this meeting the Board adopted the 39 recommendations included in the report and approved a motion for the Auditor General to perform a follow-up review. Our first follow-up review results were provided to the Toronto Police Services Board in June 2010.

At the time of the current follow-up process there were four outstanding audit recommendations. Police management informed us that two of the four outstanding recommendations were fully implemented. However, for one recommendation they could not provide sufficient information for us to review and independently conclude that it was fully implemented. Our review of information related to the second recommendation found that certain elements of the recommendation had not yet been addressed. Therefore we concluded that both of these recommendations were not fully implemented. The four outstanding audit recommendations are listed in Attachment 2 to this report.

The Auditor General’s Second Follow-up Review on the Police Investigation of Sexual Assaults

Since 1999, the Auditor General has conducted three independent reviews of the police investigation of sexual assaults. These three reviews are:

- Review of the Investigation of Sexual Assaults, Toronto Police Service, 1999

- The Auditor General's Follow-up Review on the October 1999 Report, 2004
- The Auditor General's Second Follow-up Review on the Police Investigation of Sexual Assaults, 2010

The results of the 2004 and 2010 follow-up reviews are provided in Table 2.

In 1999, the Auditor General issued a report entitled "Review of the Investigation of Sexual Assaults – Toronto Police Service", which contained 57 recommendations. The Auditor General issued a 2004 follow-up report on the 57 recommendations to the Police Services Board at its February 2005 meeting. This audit follow-up found that the Police Service had not addressed all of the original audit recommendations and resulted in 25 recommendations. The Toronto Police Services Board requested the Auditor General to conduct a further follow-up audit on this matter.

In June 2010 the Police Services Board received the following two reports issued by the Auditor General entitled "The Review of the Investigation of Sexual Assaults – A Decade Later, Toronto Police Service" and "The Auditor General's Second Follow-up Review on the Police Investigation of Sexual Assaults." The first report provided an overview of the changes made by the Toronto Police Service over the last 10 years on handling the investigation of sexual assaults.

The Auditor General's Second Follow-up Review on the Police Investigation of Sexual Assaults found that overall the Toronto Police Service has made significant progress to address issues raised in our 2004 follow-up report. In summary, 19 of the 25 recommendations made in 2004 were found to be fully implemented. At the time of our review, work was in progress to address the remaining six recommendations. The review also resulted in three new recommendations requiring attention by the Police Service. All of these nine recommendations were included in the 2012 annual follow-up process.

Among the nine outstanding recommendations reviewed during the 2012 follow-up process, five were assessed as fully implemented and four partially implemented. The five fully implemented recommendations are outlined in Attachment 1, and the four partially implemented recommendations, along with management comments and action plan/time frame, are outlined in Attachment 2.

Police Paid Duty – Balancing Cost Effectiveness and Public Safety

In response to the request of the Toronto Police Services Board, the Auditor General conducted a review of the police paid duty system and issued a report entitled "Police Paid Duty- Balancing Cost Effectiveness and Public Safety." The report was adopted as amended by the Board at its April 7, 2011 meeting.

The audit report contained 10 recommendations to improve the operating effectiveness and efficiency of the system, and officer compliance with police paid duty policies. Since the audit recommendations were adopted by the Board in April 2011, the Toronto Police Service has had a relatively short timeframe to implement the audit recommendations prior to our 2012 follow-up process. Consequently, many of the audit recommendations are still being implemented and reported by management as work in progress.

Our 2012 follow-up process determined that two audit recommendations have been fully implemented and eight recommendations remain in progress. The fully implemented recommendations are listed in Attachment 1, and the partially implemented recommendations along with management's comments and action plans are listed in Attachment 2. All of the eight partially implemented recommendations will be included in the next follow-up cycle.

In adopting the audit report and recommendations, the Police Services Board at its April 2011 meeting adopted additional motions regarding audit recommendation Number 9 which pertains to paid duty requirements at special events. City Council at its June 2011 meeting also adopted a motion pertaining to audit recommendation Number 4 regarding paid duty system administrative costs.

Both audit recommendation Number 4 and Number 9 have not been fully implemented by the Police Service. According to staff, the Service has commenced a thorough review of the paid duty system to address the audit recommendations and identify other opportunities to improve efficiency. As a result, the implementation status of audit recommendation Number 4 and Number 9 and other efficiency improvement initiatives included in the motions by the Police Services Board and City Council will be assessed in the Auditor General's 2013 follow-up process.

Next Steps

The results of the current follow-up review of audit reports to the Police Services Board will be included in a consolidated report to the Audit Committee at its July 2012 meeting. The consolidated report provides a summary of all follow-up results of audit reports issued to the City's Agencies, Boards, Commissions, and Corporations from January 1, 1999 to June 30, 2011.

CONTACT

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Mr. Tony Veneziano, Chief Administrative Officer, was in attendance and responded to questions about the status of the Service's response to recommendation no. 6 in the *Police Paid Duty – Balancing Cost Effectiveness and Public Safety* report pertaining to whether or not there is a need to establish a maximum limit on the number of paid duty hours an officer can perform annually. The Board was advised that the Chief will provide a report to the Board on this matter by the end of 2012.

The Board received the foregoing report.

Toronto Police Services Board

Audit Recommendations – Fully Implemented

Report Title: The Auditor General's Second Follow-up Review on the Police Investigation of Sexual Assaults

Report Date: April 9, 2010

Recommendations:

- (1) The Chief of Police ensure the internal monitoring process for sexual assault reports is implemented consistently and effectively. In particular:
 - a. The Service compliance results should be regularly provided to and reviewed by senior officers in charge of Divisional Policing Command, the Sex Crimes Unit, and the Training and Education Unit. Areas showing below expected compliance level should be identified and adequately addressed through measures including training and disciplinary action.
 - b. Divisions should adhere to the internal monitoring requirements, and the case assessment completion rates are monitored and reported to senior officers.
- (2) The Chief of Police give consideration to the inclusion of sexual assault reports investigated by the Sex Crimes Unit in the internal monitoring process for sexual assault reports.
- (9) The Chief of Police ensure that under no circumstances should a first-response officer make a determination as to whether a sexual assault is unfounded. The determination of this matter be reviewed and approved by a sexual assault investigator. The Chief of Police further ensure that all occurrence reports contain an appropriate level of information to substantiate conclusions and that all such reports be approved in writing by supervisory officers.
- (10) The Chief of Police ensure that divisional investigators are in compliance with Criminal Investigations Procedure 05-05, Sexual Assault, as it applies to maintaining consistent and regular contact with women who have been sexually assaulted. Such contact be maintained throughout the investigative and legal process and be appropriately documented.
- (11) The Chief of Police revise the internal administrative accounting structure in order to accurately account for all costs relating to sexual assault investigative training activities throughout the Toronto Police Service. The accounting for these costs include training expenditures incurred at the C. O. Bick College, expenditures incurred by the Sex Crimes Unit, including all costs relating to attendance at outside training courses and conferences, and any expenditures incurred relating to decentralised training at the divisions.

Report Title: Police Paid Duty- Balancing Cost Effectiveness and Public Safety

Report Date: December 1, 2010

- (1) The General Manager of the City Transportation Services Division review the current permit criteria for determining paid duty policing requirements, with a view to developing more effective criteria in delineating the need for paid duty policing in traffic control. Particular attention be given to an evaluation of the permit criterion requiring paid duty officers when work is taking place within 30 metres of a signalized intersection.

- (7) The Chief of Police take steps to improve officer compliance with Service policy prohibiting paid duty assignments that conflict with regular duties including court attendance.

**TORONTO POLICE SERVICE
AUDIT RECOMMENDATIONS – NOT FULLY IMPLEMENTED**

Report Title: Review of Police Training, Opportunities for Improvement – Toronto Police Service

Report Date: October 26, 2006

Recommendation Not Fully Implemented	Management’s Comments and Action Plan/Time Frame
<p>(3) The Chief of Police ensure that the total costs of all training are summarized, accounted and budgeted for and disclosed separately. The training costs should include all training provided by the Toronto Police Service including training provided by the specialized units, training provided by divisional training sergeants, and costs relating to the organization of various conferences and seminars. Such training costs should be benchmarked against other major police services within Canada, the US and the UK.</p>	<p>The Toronto Police College (TPC) has developed a Cost of Session Delivery Worksheet that will capture all the training delivery cost for courses delivered by TPS. This includes external units as well. The sheets will be filled out for each session delivered and will be filed at the TPC. The sheets will be in use starting January 1st, 2012.</p>
<p>(14) The Chief of Police evaluate the Human Resource Information System in order to ensure that the capabilities of the system are being used appropriately and to their full potential. Once determined, such information be communicated to all appropriate staff and, in addition, training specific to the reporting capabilities of the system be provided to all appropriate staff.</p>	<p>HRISA projects since 2008 have included upgrades and enhancements to TRMS and to the HRMS. Most recently the unit has released eprofile, ebenefits and epay for employee self service.</p> <p>All Service training is captured on HRMS and is available to all members. Separations are also recorded on HRMS which allows senior management to determine future training needs in order to fill specialized positions that are vacated. The Service has created the 'Specialized Policing Functions' document which identifies specialized positions and includes the required training for each. This report is available to all members and is posted on the TPS internal intranet site. This ensures that the required training for specialized functions is consistent throughout the Service. Additionally, it's a tool for unit commanders to identify mandatory training for members entering specialized positions.</p>

<p style="text-align: center;">Recommendation Not Fully Implemented</p>	<p style="text-align: center;">Management's Comments and Action Plan/Time Frame</p>
	<p>This document has been provided to the City's AG office.</p> <p>eProfile is being implemented in phases and has the capability to include a training demand component. This component has not yet been implemented given current resources.</p>
<p>(23) The Chief of Police ensure that all costs incurred in organizing annual international conferences are accurately and properly accounted for. Such costs to include all Toronto police officers salaries and any other administrative costs. The results of this analysis determine the viability of continuing to host international conferences. In any event, conference registration fees be determined after taking into account all organizational costs. Further, the Chief of Police review the procedure in connection with the carry forward of individual conference surpluses to future years.</p>	<p>Toronto Police Service Procedure 18-09 was amended in August, 2011 to include the following:</p> <p>Members when proposing to host a Service Seminar shall...</p> <ul style="list-style-type: none"> • ensure a Time & Resource Management System (TRMS) project code is created to capture time spent planning and organizing the seminar <p>Seminar Committee when established shall....</p> <ul style="list-style-type: none"> • Ensure time spent planning and organizing the seminar is recorded on TRMS under the appropriate project code. <p>These amendments will capture the soft costs (wages) associated with the organizing and running of conferences and Seminars, that are not captured in the Seminar Kit.</p> <p>Additionally, carry forward of individual conference surpluses goes into general Service revenue.</p> <p>In 2011, three (3) in-house conferences were held in May, September and November.</p> <p>Toronto Police Service Procedure (18-09) Service Seminars was amended in August 2011 requiring units to track time spent on conferences in TRMS.</p>

<p align="center">Recommendation Not Fully Implemented</p>	<p align="center">Management's Comments and Action Plan/Time Frame</p>
	<p>One (1) of the 2011 conferences took place prior to the procedure amendment. The two (2) others took place just after the procedure amendment and as such most of the conference preparation would have already taken place.</p> <p>In-house conferences preparation activities will continue to be monitored to ensure compliance.</p>
<p>(39) The Chief of Police review the level of tuition fees charged to police officers from other police services or from other organizations attending courses organized by the Toronto Police Service with a view to charging amounts which are more in line with actual training costs. In addition, any tuition fees waived for police officers attending from other police services or organizations be appropriately authorized in writing.</p>	<p>The Toronto Police Service invites other police services to join only those courses that are already established for TPS members, if space permits.</p> <p>The Toronto Police Service will not be charging tuition fees to police officers from other services/ organizations.</p> <p>The TPS develops a great deal of goodwill delivering training to other services. This results in creating positive relationships. Charging rates may result in negative consequences to the TPS such as loss of reciprocity and goodwill. The TPS relies on "in-kind" resources possessed by neighbouring police services (Public Safety Unit, Marine Unit, air services) and any fees may affect the spirit of cooperation and productivity and ultimately result with increased reciprocal costing charged to the TPS.</p> <p>This recommendation will not be implemented.</p>

Report Title: The Auditor General's Second Follow-up Review on the Police Investigation of Sexual Assaults

Report Date: April 9, 2010

<p align="center">Recommendation Not Fully Implemented</p>	<p align="center">Management's Comments and Action Plan/Time Frame</p>
<p>(3) The Chief of Police ensure that the new information system acquired by the Toronto Police Service to replace the existing information systems is properly designed to accurately and efficiently track records of supervisory review.</p>	<p>The Toronto Police Service has selected the vendor to partner with to provide the new Police Operations Management System. The project name for the new system is Integrated Records Information System (IRIS) and is in the configuration stage. The implementation is tentatively scheduled for 2014. The Toronto Police Services Board has approved the funding and the Service will be working towards the IRIS implementation. The Sex Crimes Unit will be involved in this configuration to ensure compliance of this recommendation such as the need for the supervisory review function with proper design and efficient operation.</p>
<p>(7) The Chief of Police direct that all occurrence reports relating to sexual assault be reviewed by supervisory staff at the divisional level upon receipt of the initial reports and at the completion of the investigation. Evidence of the review be appropriately documented in the information system. Incomplete or inappropriate occurrence reports be discussed with the officer concerned and amendments made where necessary. Continued deficiencies in the preparation of occurrence reports be dealt with through existing training, and if necessary, discipline. Occurrence reports prepared by members of the Sex Crimes Unit be reviewed and approved by supervisory staff within the Unit.</p>	<p>The business process that dictates supervisory approval of occurrence reports is driven by Service Governance and is captured under Part III - Duties and General Responsibilities 2.8.3 (Staff Sergeant and Detective Sergeants) and Procedure 05-05 (Sexual Assaults). This responsibility has been delegated to both Detectives and Sergeants as part of their evaluation of personnel.</p> <p>The Toronto Police Service has re-emphasized the importance of full compliance with this risk management process by way of a R.O. 2010.09.23.-1155 that encompasses this directive, specifically relating to the submission of a report under Procedure 05-05 (Sexual Assaults).</p> <p>Sexual assault investigators regularly attend divisional unit training days and re-emphasize the understanding/requirement of complying with Service Procedure 05-05 and recent updates.</p>

<p align="center">Recommendation Not Fully Implemented</p>	<p align="center">Management's Comments and Action Plan/Time Frame</p>
	<p>Divisional Policing Command has implemented a quarterly review process as set out in the action plan captured in Audit Recommendation 1 – 2010. This involves the divisional quality control officer conducting a random check of sexual assault occurrence reports throughout the Service.</p> <p>Most recently, (November 2011) the Sex Crimes Unit in conjunction with the Sexual Assault Care Centres hosted a training session at 40 College St. The purpose of the session was to launch the updated presentation that is delivered at the divisional level with regard to sexual assault investigations. The presentation specifically addresses the importance of the implementation of the Auditor General's recommendations and improvements in training on sexual assault investigations. Invitees included Divisional Quality Control Officers, Divisional Sexual Assault Officers, Divisional Training Sergeants, Sex Crime Unit Sexual Assault Investigators and Sexual Assault Nurse Examiners.</p> <p>Sex Crime Unit Investigators are currently delivering this presentation at the divisional level and will continue to update as required.</p> <p>The new Integrated Records Information System (IRIS) will be able to accurately track Supervisory review.</p>

<p align="center">Recommendation Not Fully Implemented</p>	<p align="center">Management's Comments and Action Plan/Time Frame</p>
<p>(20) The Chief of Police ensure that the project pertaining to the electronic transmission of ViCLAS data to the Provincial ViCLAS Centre in Orillia is expedited as quickly as possible. Staff responsible for this project be required to provide specific deadlines for completion. Periodic updates regarding the progress of the project be reported to the Chief of Police.</p>	<p>The OPP ViCLAS centre will be field testing an electronic transfer version of the ViCLAS book in the coming months. The Toronto Police Service, known as a high volume contributor requested to be part of the pilot. As such, the TPS, Sex Crimes Unit has been selected as a pilot unit. The Service and the OPP ViCLAS centre in Orillia will continue to communicate with regard to this project. Deadlines for the completion of this project are outside of the control of the Toronto Police Service as it is a Provincial project.</p>
<p>(21) The Chief of Police, in consultation with the Sex Crimes Unit, ensure that all police officers have a clear understanding of the revised consent procedures relating to the sexual assault medical evidence kit. In particular, women who have been sexually assaulted be provided with detailed explanations pertaining to the consent form by divisional Sexual Assault Investigators only.</p>	<p>This requirement is clearly articulated in Toronto Police Service Procedure 05-05 Sexual Assaults – under responsibilities of the divisional sexual assault investigator.</p> <p>The Toronto Police Service has re-emphasized the importance of compliance to this risk management process by way of a Routine Order 2010.09.23.-1155 that addresses the requirement of the divisional sexual assault investigator to ensure women fully understand the legal implications of signing the consent form, pursuant to Procedure 05-05 Sexual Assaults.</p> <p>Sex Crime Unit investigators will continue to attend divisional units to assist with internal training and to re-emphasize the understanding and requirement of Recommendation 21. This recommendation was recently emphasized at the training session held at 40 College in November.</p> <p>This requirement will be included in a 2013 random review of sexual assault occurrences. Procedure 05-05 takes this recommendation one step further and requires investigators/uniform officers to document such explanations in their memo books.</p>

Report Title: Police Paid Duty – Balancing Cost Effectiveness and Public Safety

Report Date: December 1, 2010

Recommendation Not Fully Implemented	Management’s Comments and Action Plan/Time Frame
<p>(2) The Chief of Police consider modifying the charging rate for a partial paid duty hour such that Toronto’s charging rate is consistent with other large police services.</p>	<p>The current provision in the collective agreements regarding premium pay is that members must work a full 15 minutes in order to be paid premium pay for a partial hour worked. Premium pay for partial hours worked is paid to the nearest 30 minutes. So, if a member works 1-14 minutes of overtime, no overtime is credited and no premium is paid. 15 - 44 minutes of overtime will be paid as 1/2 hour (30 minutes). 45-60 minutes of overtime will be paid as one hour. This differs from the paid duty arrangement in which members who work a partial hour, would be paid a full hour of paid duty.</p> <p>The Service would like to change the paid duty arrangement so that it is consistent with the premium pay requirements in the collective agreement. This has been reviewed with the Board, as discussions will most likely be required between the Board and the Toronto Police Association in order to enact the change. The TPA has been notified of the proposed change. Action in this regard will continue in the first quarter of 2012.</p>
<p>(3) The Police Services Board consider examining the feasibility and merits of the Vancouver Traffic Authority Program as an alternative to Toronto’s current paid duty system.</p>	<p>To determine whether all, or portions, of the model used by the Vancouver Traffic Authority Program, could be applied in the Toronto context requires an assessment of the model against the provisions of the Highway Traffic Act, the Police Services Act, and the Collective Agreements between the Toronto Police Services Board (TPSB) and the Toronto Police Association. For this reason, it is recommended that the Toronto Police Service consider the Vancouver Traffic Authority Program in its review of paid duty best practices, and include an assessment of the applicability of the program in Toronto as part of its report back to the TPSB on the Auditor General's recommendations.</p>

<p style="text-align: center;">Recommendation Not Fully Implemented</p>	<p style="text-align: center;">Management's Comments and Action Plan/Time Frame</p>
<p>(4) The Chief of Police take steps to reduce current paid duty system administrative costs. Such steps should include but not be limited to:</p> <ul style="list-style-type: none"> a. Exploring the use of information technology to replace manual procedures; and b. Ensuring uniformed police resources are not used to perform clerical functions. 	<p>The Service's Financial Management unit has commenced this review, a project team has been established and a project charter has been created.</p> <p>Our review of existing issues and the recommendations made by the Auditor General indicate that this is a significant undertaking that requires input from all areas of the organization.</p> <p>The size of this review combined with other Service priorities, workload and the hiring slow-down preclude the completion of this review until the end of 2012. However, information gathering has started, including visits and discussions with other police services that perform paid duties. This has resulted in the identification of best practices.</p> <p>The next step will be the completion of a questionnaire for unit commanders, which will be followed by the compilation of significant deficiencies and opportunities, the review of various options, and recommendations for change.</p> <p>The CAO and Director, Finance and Administration, have approved the charter and timelines, recognizing that it is important to speak to all parties and to make the best possible recommendations relating to future processes, systems and policy changes.</p>
<p>(5) The Chief of Police take steps to track paid duty equipment rental costs including direct and indirect costs, and ensure costs can be fully recovered from equipment rental revenue.</p>	<p>Currently the Service does not have a system that tracks the actual costs for equipment utilized on paid duties. The overall review of the paid duty process being conducted in response to recommendation #4 will include a review of this item. The paid duty process review is to be completed by year-end 2012 and at that time a response to this recommendation will also be provided.</p>

Recommendation Not Fully Implemented	Management's Comments and Action Plan/Time Frame
(6) The Chief of Police evaluate the need to establish a maximum limit on paid duty hours an officer can perform each year. Such an evaluation to take into account resource requirements and risks of interference with the performance of regular police duty.	The Service will evaluate the need to establish a maximum limit on paid duty hours an officer can perform each year. This evaluation will be completed by the end of 2012.
(8) The Chief of Police review and enhance monitoring procedures to identify instances of non-compliance with paid duty policy requirements. Such monitoring procedures should include periodic review of regular duty schedules in conjunction with paid duty assignments. Instances of non-compliance should be addressed including disciplinary action where appropriate.	A routine order has been issued in this regard.
(9) The Chief of Police conduct a review of the current policy governing requirements for paid duty officers at special events, in consultation with representatives from Economic Development and Culture and Parks, Forestry and Recreation, with a view to: <ul style="list-style-type: none"> a. Ensuring consistent application of Service criteria in determining when paid-duty officers should be required for special events; b. Including guidelines to promote a consistent and transparent approach in determining the number of police officers, including paid-duty officers, required for special events; and c. Further maximizing the use of auxiliary members at special events where possible. 	<p>Response to Part (a):</p> <p>Procedure 20-15 Special Events was reviewed and amended on 2011.08.04. This Procedure speaks directly to when paid-duty officers should be required for special events. The TPS Procedure is applicable service-wide, thereby ensuring consistency in its application.</p> <p>Response to Part (b):</p> <p>Procedure 20-15 Special Events depicts in cases of both minor and major special events, a consistent approach to identifying who would be responsible for co-ordinating police officer resources, including whether officers are on duty or paid duty, as well as the staffing levels of each if applicable. This process includes a phase for recommendation of the number of police officers required, a review phase by an Event Supervisor and an approval/denial phase by a Unit Commander.</p> <p>On-going examination and evaluation is currently taking place to determine the feasibility of a formula or matrix that could assist in determining staffing levels of police</p>

<p align="center">Recommendation Not Fully Implemented</p>	<p align="center">Management's Comments and Action Plan/Time Frame</p>
	<p>officers for special events. This work is not yet complete. Response to Part (c):</p> <p>Considering the restrictions placed on when they can be deployed and the duties permitted to be performed by Auxiliary members as prescribed by the Police Services Act, legal advice is required to determine how and whether the use of such members could be maximized during special events.</p>
<p>(10) The Chief of Police, in conjunction with the General Manager of Economic Development and Culture and the General Manager of Transportation Services, develop criteria for determining film permit paid duty policing requirements. Such criteria be accessible to the film industry through permit documents or websites.</p>	<p>A working group was created to discuss options available for traffic direction at film locations other than using police officers.</p> <p>A report summarizing the efforts of this working group was completed on October 17, 2011 and was forwarded to the Toronto Film Board with the request that it be forwarded to the Toronto Police Services Board and City Council.</p>

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

#P143. FUTURE OF POLICING ADVISORY COMMITTEE (FPAC)

The Board was in receipt of the following report May 31, 2012 from Alok Mukherjee, Chair:

Subject: FUTURE OF POLICING ADVISORY COMMITTEE (FPAC)

Recommendations:

It is recommended:

- (1) THAT, in addition to representing the Board on FPAC, the Board also designate the Chair to represent it on each of the four working groups established under (FPAC);
- (2) THAT the Board name two members to act as an informal advisory group to provide the Chair with input and advice throughout his participation on FPAC and its working groups and to receive briefings from the Chair with respect to his participation on FPAC; and,
- (3) THAT the Chair circulate FPAC agendas and minutes to all Board Members, for their information.

Financial Implications:

There are no costs associated with the recommendations contained in this report.

Background/Purpose:

At its meeting on May 18, 2012 the Board designated me to represent it on the Ministry of Community Safety and Correctional Services' Future of Policing Advisory Committee (FPAC). I have appended a Backgrounder on FPAC for your reference.

Discussion:

At its first meeting, held on May 29, FPAC struck four working groups. Each organization represented on FPAC is invited to consider sending a representative to any or all of the working groups. First meetings of the working groups have been established as set out in the table below. It is anticipated that the working groups will hold half day meetings, approximately once per month.

Administration & Infrastructure	Monday, June 25, 2012
Law Enforcement and Victims' Assistance	Tuesday, June 26, 2012
Crime Prevention	Wednesday, June 27, 2012

The Ministry has set out the following role for the working groups:

Each working group will develop a terms of reference and work plan, and make recommendations to the FPAC with respect to its review of core police services in its area of responsibility. The FPAC will then provide strategic advice and bring forward a recommended course of action to the ministry for its consideration.

All working groups will involve intra/inter-ministerial and affected stakeholder consultations at various stages depending on the issue.

The working groups will advise the FPAC on legislative/regulatory, policy matters, and/or police practices related to the review of core police services.

Each working group will review and consider the following:

How the outcomes of each of the core police services are currently measured and/or should be measured and how outcomes are communicated to the public;

Core duties, roles and responsibilities and accountability of police services and police services boards;

How police services are currently delivered and how alternatives to service delivery by police, civilians, and other public safety/community wellness providers may be implemented; and

The current legislative/regulatory and policy framework to determine what change may be necessary to achieve a sustainable model for the future of policing.

Each working group will apply the following lenses in the review of core police services:

Efficiency;

Transformation;

Innovation/Technology; and

Integration, including a coordinated government approach involving affected ministries and other public safety providers.

Conclusion:

I believe that the work undertaken by FPAC through its working groups provides this Board with an opportunity to work with key stakeholders, including the Ontario Association of Police Service Boards (OAPSB), the City of Toronto, the Association of Municipalities of Ontario (AMO), the Toronto Police Service, the Ontario Association of Chiefs of Police (OACP) and the Police Association of Ontario (PAO), on the issue of adequate, effective and sustainable policing. The work is very much consistent with the direction that this Board and this Service have been following.

It is, therefore, recommended:

- (1) THAT, in addition to representing the Board on FPAC, the Board also designate the Chair to represent it on each of the four working groups established under (FPAC);
- (2) THAT the Board name two members to act as an informal advisory group to provide the Chair with input and advice throughout his participation on FPAC and its working groups and to receive briefings from the Chair with respect to his participation on FPAC; and,
- (3) THAT the Chair circulate FPAC agendas and minutes to all Board Members, for their information.

The Board approved the foregoing report and, with regard to recommendation no. 2, appointed the following members to act as an informal advisory group to work with the Chair: Vice-Chair Michael Thompson and Mr. Andrew Pringle.

THE FUTURE OF POLICING ADVISORY COMMITTEE (FPAC)

Background

The Ministry of Community Safety and Correctional Services (MCSCS) hosted a Summit on the Future of Policing on Tuesday, March 6, 2012 and Wednesday, March 7, 2012 at Ryerson University, Oakham House, in Toronto, Ontario.

The Summit was an opportunity to bring together police leaders in Ontario to discuss the current challenges facing Ontario's police services and the sustainability of police services into the future.

At the conclusion of the Summit, the Commissioner of Community Safety, on behalf of the Ministry, committed to policing stakeholders to establish working groups and to bring a proposal back to stakeholders within six weeks to address the outcomes of the Summit.

During Summit break-out group discussions, policing stakeholders indicated:

- The need to clarify the core duties, roles and responsibilities and accountability of police services and police services boards;
- The need for outcome-based decision making;
- The need to examine a range of alternatives for service delivery and potential cost recovery;
- The need for a coordinated government approach involving affected ministries along with other public safety providers; and
- The need to educate the public regarding the role of police.

To address the key comments of the Summit, MCSCS is proposing that a new stakeholder advisory committee, the Future of Policing Advisory Committee (FPAC), be struck with the goal of determining core/non-core police services in support of effective, efficient and sustainable police service delivery in Ontario.

FPAC would act as a governance body to four individual working groups that would review the core police services under the *Police Services Act (PSA)*, which were discussed at length during the Summit:

- Crime Prevention;
- Law Enforcement and Assistance to Victims of Crime;
- Emergency Response and Public Order Maintenance; and
- Administration and Infrastructure.

FPAC would:

- Provide strategic direction with respect to the recommendations/outcomes of each working group;
- Recommend changes to legislation/regulations and/or policy matters to the Ministry, based on outcomes of the working groups; and

- Provide advice and guidance to the MCSCS respecting guidelines and policing policy matters already under review, on an as needed basis and, as a result, assume the responsibilities that are currently performed by PSAC.

See draft FPAC Terms of Reference – Appendix A.

Each working group would review and consider the following:

- How the outcomes of each of the core police services are currently measured and/or should be measured and how outcomes are communicated to the public;
- Core duties, roles and responsibilities and accountability of police services and police services boards;
- How police services are currently delivered and how alternatives to service delivery by police, civilians, and other public safety/community wellness providers may be implemented; and
- The current legislative/regulatory and policy framework to determine what change may be necessary to achieve a sustainable model for the future of policing.

Each working group would apply the following lenses in the review of core police services:

- Efficiency;
- Transformation;
- Innovation/Technology; and
- Integration, including a coordinated government approach involving affected ministries and other public safety providers.

The scope of the FPAC Working Groups would be limited to the review of core police services, and would be further clarified through terms of reference and work plans.

See draft Law Enforcement Working Group Terms of Reference template – Appendix B and draft Law Enforcement Working Group Work Plan template – Appendix C.

As the work progresses, the Ministry would lead consultation with other ministries and affected stakeholders at various stages depending on the issue.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P144. SEMI-ANNUAL REPORT: STATUS OF SEXUAL ASSAULT
INVESTIGATIONS AND PROGRESS UPDATE: JANUARY TO JUNE
2011**

The Board was in receipt of a report dated September 15, 2011 from William Blair, Chief of Police, containing an update on the progress of the implementation of the Auditor General's follow-up report and improvements in training on sexual assault investigations. A copy of the Chief's report is appended to this Minute for information.

The Board approved the following Motions:

- 1. THAT the Board receive the foregoing report and forward a copy to the Auditor General for information; and**
- 2. THAT future reports on the progress of the implementation of the Auditor General's follow-up report and improvements in training on sexual assault investigations be provided annually rather than semi-annually.**

**TORONTO POLICE SERVICES BOARD
REPORT**



Sept 15, 2011

To: Chair and Members
Toronto Police Services Board

From: William Blair
Chief of Police

Subject: SEMI-ANNUAL REPORT - STATUS OF SEXUAL ASSAULT
INVESTIGATIONS AND PROGRESS UPDATE: JANUARY 1 TO JUNE 30,
2011

Recommendations:

It is recommended that:

- (1) the Board receive the following report for information; and
- (2) forward a copy of this report to the Auditor General, City of Toronto.

Financial Implications:

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

Background/Purpose:

At its meeting on May 21, 2008, the Board requested that the Chief of Police provide a semi-annual report to the Board on the progress of the implementation of the Auditor General's follow-up report and improvements in training on sexual assault investigations. (Min. No. P126/08 refers.)

The Auditor General, Mr. Jeffrey Griffiths completed a second follow-up review on the police investigation of sexual assaults in the beginning of 2010. The purpose of the review was to determine the extent to which the recommendations in the original 2004 review have been implemented by the Toronto Police Service. As a result of the 2010 follow up review, it was concluded that seven of the twenty-five recommendations in the Auditor General's 2004 report remain not fully implemented. Further to this, the Auditor General has directed three new recommendations to the Toronto Police Service.

This report will address the Services' progress in the implementation of the Auditor General's 2010 follow-up report, including improvements on sexual assault investigations and training. (Min. No. P194/10 refers.)

This report will provide an update on the ongoing community initiatives within the Sex Crime Unit.

Discussion:

Since 2004, the TPS has worked diligently with the ongoing implementation of the recommendations with regard to sexual assault investigations. Continued efforts have been undertaken to implement the recommendations made by the Auditor General while working with the community through the Sexual Assault Advisory Committee (SAAC) and direct community contacts. The Service has provided the Auditor General information detailing the action undertaken in relation to the recommendations.

The following is a status update of the remaining seven recommendations from the 2004 follow up review which have been considered by the Auditor General as partially implemented.

Recommendation 7:

The Chief of Police direct that all occurrence reports relating to sexual assault be reviewed by supervisory staff at the divisional level upon receipt of the initial reports and at the completion of the investigation. Evidence of the review be appropriately documented in the information system. Incomplete or inappropriate occurrence reports be discussed with the officer concerned and amendments made where necessary. Continued deficiencies in the preparation of occurrence reports be dealt with through existing training, and if necessary, discipline. Occurrence reports prepared by members of the Sex Crimes Unit be reviewed and approved by supervisory staff within the Unit.

Status Update: Implemented and ongoing

The business process that dictates supervisory approval of occurrence reports is driven by Service Governance and is captured under Part III - Duties and General Responsibilities 2.8.3 (Staff Sergeant and Detective Sergeants) and Procedure 05-05 (Sexual Assaults). This responsibility has been delegated to both Detectives and Sergeants as part of their evaluation of personnel.

The Toronto Police Service has re-emphasized the importance of full compliance with this risk management process by way of a Routine Order 2010.09.23.-1155 that encompasses this directive – specifically relating to the submission of a report under Procedure 05-05 (Sexual Assaults). In addition, sexual assault investigators regularly attend divisional unit training days in order to re-emphasize the understanding and requirement of complying with Service Procedure 05-05 and recent updates.

In addition to the standard supervisory approval, Divisional Policing Command has implemented a quarterly review process as set out in the action plan captured in Audit Recommendation 1 – 2010. This involves the divisional quality control officer conducting a random check of sexual assault occurrence reports throughout the Service.

Recommendation 9:

The Chief of Police ensure that under no circumstances should a first-response officer make a determination as to whether a sexual assault is unfounded. The determination of this matter be reviewed and approved by a sexual assault investigator. The Chief of Police further ensure that all occurrence reports contain an appropriate level of information to substantiate conclusions and that all such reports be approved in writing by supervisory officers.

Status Update: Implemented

This requirement is clearly articulated in Toronto Police Service Procedure 05-05 Sexual Assaults – under responsibilities of the Detective Sergeant.

The Toronto Police Service has re-emphasized the importance of full compliance with this risk management process by way of a Routine Order 2010.09.23.-1155 that encompasses this directive – specifically with the submission of an “unfounded” report under Procedure 05-05 Sexual Assaults.

Sex Crime Unit (SCU) investigators regularly attend divisional unit training days in order to re-emphasize the understanding and requirement of complying with Service Procedure 05-05 as well as recent updates. Members of the (SCU), in conjunction with the Toronto Police College, recently completed and updated the presentation that is delivered at the divisional level. This presentation is delivered to supervisors, investigators, and first responders specifically addressing responsibilities for each.

The requirement for Detective Sergeant approval was implemented in the first quarter of 2011. Divisional Policing Command will be conducting random checks on an ongoing basis of sexual assault occurrence reports throughout the Service.

Recommendation 10:

The Chief of Police ensure that divisional investigators are in compliance with Criminal Investigations Procedure 05-05, Sexual Assault, as it applies to maintaining consistent and regular contact with women who have been sexually assaulted. Such contact be maintained throughout the investigative and legal process and be appropriately documented.

Status Update: Implemented and ongoing

The Toronto Police Service, as noted by the Auditor General, is satisfied that regular and consistent follow-up contact with women occurs and that such contact is documented by officers.

The challenge is consistent documentation of a variety of communication forms utilized by both investigator and sexual assault complainant.

To ensure consistent documentation of follow-up contact with women, the Toronto Police Service amended Procedure 05-05 to contain a mandatory requirement for investigators to maintain a chronological record of contacts on a newly created TPS 262 – Victim Contact Sheet, Routine Order 2010.09.23.–1155. This TPS form, whether electronic or hard copy, provides details in chronological order of victim contact. This information will be readily available for review and has been included in the review being implemented in Phase II of the Action Plan, captured in Audit Recommendations # 1 – 2010.

In addition to the implementation of TPS 262 – Victim Contact Sheet, Sex Crimes Unit investigators regularly attend Divisional Unit training days to frontline personnel to re-emphasize the understanding and requirement of complying with Service Procedure 05-05 and recent updates, such as the consistent use of TPS 262. This is in an effort to assist with the challenge of maintaining documentation of a variety of communication forms utilized by both investigator and sexual assault complainant.

Recommendation 11:

The Chief of Police revised the internal administrative accounting structure in order to accurately account for all costs relating to sexual assault investigative training activities throughout the Toronto Police Service. The accounting for these costs include training expenditures incurred at the C. O. Bick College, expenditures incurred by the Sex Crimes Unit, including all costs relating to attendance at outside training courses and conferences, and any expenditures incurred relating to decentralised training at the divisions.

Status Update: Implemented

The Toronto Police Service has reviewed its internal processes and structures and is satisfied that these accurately account for all costs relating to sexual assault investigative training activities. The accounting for costs of training occurs in several ways. Each individual unit budgets for and tracks its training costs for external learning opportunities. These external learning opportunities require prior approvals, and costs are tracked through the use of Travel / External Training and Cost Estimate Forms (TPS 620) and a Travel / Training Expense Report (TPS 622). The Toronto Police College also maintains a central budget for operating costs related to training provided by and through the College, and the Time and Resource Management System (TRMS) allows for the measurement of time spent in training activities (the latter can be monetized if required).

The Toronto Police Service remains satisfied with the internal process for approval and accounting structure in place to accurately account for all costs relating to sexual assault investigative training activities.

The Service, as previously reported to the Board, does not believe there is sufficient benefit in alteration of the existing systems in order to retrieve selected training for sexual assault

investigators. Rather, it is more important to ensure the appropriate approvals are in place to determine the cost/benefit value of training; these processes are currently in place.

The Time and Resource Management System (TRMS) allows for the measurement of time spent in training activities, which can be monetized if required. No further work is contemplated with respect to this recommendation.

Recommendation 12:

The Chief of Police be requested to conduct an evaluation in regard to the projected long-term requirements for police officers trained in the investigation of sexual assaults. This analysis takes into account potential retirees over the next number of years, as well as the anticipated demands for officers trained in sexual assault investigations. This analysis be used to determine the adequacy or otherwise of the current training schedule and, if appropriate, the training program be amended. Information relating to those officers who have attended the Sexual Assault and Child Abuse Course be brought up to date and maintained.

Status Update: Implemented

Recommendations from the Specialized Policing Functions Project were incorporated into Toronto Police Services Policies and Procedures (Procedure 14-01). The Skills Development and Learning Plan establishes a process for succession planning and staff development. Anticipated demands for training in Sexual Assault Investigations are determined by individual units within the Service and are reported to the Toronto Police College annually by means of a demand survey. The appropriate number of courses are then made available to meet the needs, as indicated by the demand survey.

Recommendation 20:

The Chief of Police ensure that the project pertaining to the electronic transmission of ViCLAS data to the Provincial ViCLAS Centre in Orillia is expedited as quickly as possible. Staff responsible for this project be required to provide specific deadlines for completion. Periodic updates regarding the progress of the project be reported to the Chief of Police.

Status Update: Ongoing

Deadlines for the completion of this project are outside of the control of the Toronto Police Service as it is a Provincial Project. The (OPP) ViCLAS centre in Orillia is currently in the process of selecting a new IT programmer. They are unable to move forward with the project pertaining to the electronic transmission of ViCLAS data until this selection is made. Members of the Service continue to complete hard copy ViCLAS reports. The Service and the (OPP) ViCLAS centre in Orillia will continue to communicate with regard to this project.

Recommendation 21:

The Chief of Police, in consultation with the Sex Crimes Unit, ensure that all police officers have a clear understanding of the revised consent procedures relating to the sexual assault medical evidence kit. In particular, women who have been sexually assaulted be provided with detailed explanations pertaining to the consent form by divisional sexual assault investigators only.

Status Update: Implemented and ongoing.

This requirement is clearly articulated in Toronto Police Service Procedure 05-05 Sexual Assaults – under responsibilities of the divisional sexual assault investigator.

The Toronto Police Service has re-emphasized the importance of full compliance to this risk management process by way of a Routine Order 2010.09.23.-1155 that addresses the requirement of the divisional sexual assault investigator to ensure women fully understand the legal implications of signing the consent form, pursuant to Procedure 05-05 Sexual Assaults. In addition, Sex Crime Unit investigators are attending divisional units to assist with internal training and to re-emphasize the understanding and requirement of Recommendation 21. Further to this, the Sexual Assault Coordinator in conjunction with Training and Education is coordinating a training session to be held in November. This session will include investigators from the Sex Crimes Unit, field investigators, training sergeants and Sexual Assault Care Centre nurses where the understanding and requirement of Recommendation 21 will again be emphasized.

The following are the Summary of Audit Findings, New 2010 Audit Recommendations, and the Service's response to the recommendations.

Recommendation 1: New

The Chief of Police ensure the internal monitoring process for sexual assault reports is implemented consistently and effectively. In particular:

- a. The Service compliance results should be regularly provided to and reviewed by senior officers in charge of Divisional Policing Command, the Sex Crimes Unit, and the Training and Education Unit. Areas showing below expected compliance level should be identified and adequately addressed through measures including training and disciplinary action.**
- b. Divisions should adhere to the internal monitoring requirements, and that the case assessment completion rates are monitored and reported to senior officers.**

Status Update: Implemented and ongoing

The Toronto Police Service has enhanced the internal monitoring process for sexual assault reports across the Service. This has been accomplished through Divisional Policing Command

Planners. The first and second quarterly reviews have been conducted and Divisional Policing Command continues to monitor compliance.

Due to the outdated software used to capture information for the Unit Commander Morning Report (UCMR), the implementation of the self audit tool posed technical difficulties. To resolve this challenge, Unit Commanders were advised of the issue and were instructed via e-mail on October 21, 2010 to comply with the self audit tool requirements. Occurrences will be classified as compliant, non-compliant, and in-progress. Issues of non-compliance will be reported to the applicable Staff Superintendent for appropriate action

Recommendation 2: New

The Chief of Police give consideration to the inclusion of sexual assault reports investigated by the Sex Crimes Unit in the internal monitoring process for sexual assault reports.

Status Update: Implemented and ongoing.

The Toronto Police Service has enhanced the internal monitoring process for sexual assault reports investigated by the Sex Crimes Unit. The Sex Crimes Unit Detective Sergeant audits compliance by ensuring all sexual assaults are recorded on the (UCMR) to facilitate daily quality assurance and internal monitoring efforts across the city.

All sexual assaults investigated by the Sex Crimes Unit are subjected to an internal review by a Detective Sergeant of that unit. Occurrences are classified as compliant, non-compliant, and in-progress. Issues of non-compliance are reported to the applicable Staff Superintendent for appropriate action.

Recommendation 3: New

The Chief of Police ensure that the new information system acquired by the Toronto Police Service to replace the existing information systems is properly designed to accurately and efficiently track records of supervisory review.

Status Update: On going

The Toronto Police Service has selected the vendor to partner with to provide the new Police Operations Management System. The project name for the new system is Integrated Records Information System and is in the configuration stage. The implementation is tentatively scheduled for 2014. The Toronto Police Services Board has deferred acquisition of this system until after October 2011 and this deferral may have an impact upon the projected implementation date. The Sex Crimes Unit will be involved in this configuration to ensure compliance of this recommendation such as the need for the supervisory review function with proper design and efficient operation.

Progress Update on Community Initiatives:

The Sex Crimes Unit (SCU) continues to work with the Sexual Assault Advisory Committee (SAAC). The (SAAC) remains committed to improving the response to victims of sexual assault and will continue to identify areas of concern that require attention. The (SAAC) completed the victim information booklet and launched the booklet through a media campaign in May 2011. This booklet is also available on the Toronto Police website.

The (SAAC) has recognized the need to update the public on the progress of the Committee in addressing issues of concern regarding persons who have been sexually assaulted. The Committee has approved a draft of an appropriate format to communicate updates to the public on issues addressed by the committee. These updates will be communicated to the public through the (SCU) website and implementation is scheduled for December 2012.

The Sex Crimes Unit is presently updating their website with current information for the public regarding the process of reporting sexual assaults and what to expect during these investigations. The above mentioned (SAAC) updates and personnel changes will be included in the update and implementation is scheduled for December 2012.

The Special Victim's Unit (SVU) continues to identify problems and issues that the Service may face with respect to Human Trafficking and what the current situation is within Toronto. Further investigation into this area has increased our knowledge of the dynamics of Human Trafficking. The Sex Crimes Unit is actively looking into including issues surrounding Human Trafficking into the mandate of the (SVU) through procedure 05-05. The (SVU) will continue to network to develop and identify resources that will provide the Toronto Police Service the support required for a victim centred response to Human Trafficking.

The Behavioural Assessment Unit (BAS) re-established the High Risk Offender Committee (HROC). The (HROC) remains committed to ensuring public safety through the development and maintenance of partnerships in identifying and managing high risk offenders through education, best practices and community engagement. The committee's membership now includes a representative from the Federal Bureau of Investigation. The committee is focused on the Electronic Monitoring System and the Federal Community Corrections Strategy. This is a strategy actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control. The (BAS) will continue to communicate and network with all High Risk Units across the country and share information received at future (HROC) Committee meetings.

The (BAS) continues to host Community Safety Group meetings. These meetings are attended by members of the (BAS) High Risk Section, Probation and Parole Officers, the John Howard Society, Circle of Support, Toronto Board of Education, CAMH and a representative for Sexual Assault Victims. The focus of these meetings is to discuss the recent and upcoming release of high risk offenders to ensure that all concerns regarding public safety are identified and addressed.

The Child Exploitation Section (CES) successfully completed the Commit to Kids (C2K) program in terms of reaching the general public at large and bringing child exploitation issues to the forefront. January 2011 was (C2K) launch month, with over 45 large billboards being posted across the city promoting the program. The campaign involved a number of initiatives. This included the distribution of educational material to over 3000 Child Serving Organizations in the Toronto area, an advertisement campaign that received potentially 41,119,790 views and the distribution of the C2K programs to all Youth Bureaus in the Toronto Police Service and to a number of local organizations. Furthermore, in April, the Canadian Centre for Child Protection (CCCP) further supported the campaign by distributing 500,000 C2K mail outs in the Toronto Star and providing copies of the C2K program to all Internet Child Exploitation Investigative units across Canada. The (CES) remains committed to supporting the program.

Conclusion:

The Auditor General concluded in his Second Follow-up Review on the Police Investigation of Sexual Assaults, that the Toronto Police Service has made significant strides to address issues brought forth in the recommendations. The TPS will continue to work diligently on the implementation of all of the recommendations contained in the Auditor General's report. We recognize the opportunity and welcome the challenge to enhance the quality of our investigations of sexual assaults, while improving both our internal monitoring process and supervisory review of occurrence reports. The Service is committed to a coordinated and effective response to victims of sexual assault and will continue its efforts with the (SAAC) to ensure the needs of the community are addressed.

A/Deputy Chief Jeff McGuire, Specialized Operations Command, will be in attendance to answer any questions that the Board may have regarding this report.

Respectfully submitted,

William Blair, O.O.M.
Chief of Police

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**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P145. ANNUAL REPORT: 2011 RACE AND ETHNOCULTURAL EQUITY
POLICY**

The Board was in receipt of the following report May 07, 2012 from William Blair, Chief of Police:

Subject: RACE AND ETHNOCULTURAL EQUITY POLICY: 2011 ANNUAL REPORT

Recommendation:

It is recommended that the Board receive the following report.

Financial Implications:

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

Background/Purpose:

The Board at its meeting held on December 15, 2011 received an interim status report with respect to the Race and Ethnocultural Equity Police (Min. No. P322/11 refers). This annual report has been prepared for the period of January to December 2011. The intention of this report is to outline Service-wide and unit level race relations initiatives and includes an update of the status of the Race Relations Plan.

This report details the Service's response to the Board's direction as contained in its Race and Ethnocultural Equity Policy. It also describes the Service's commitment to promoting and strengthening race and ethnocultural relations between members of the Service and the communities it serves. These goals are being achieved through progressive diversity management initiatives, as well as improved individual and organizational competencies that enable the Service to provide a workplace and service delivery without discrimination or harassment, regardless of race, ethnicity, culture, nationality, religion or language.

Discussion:

The Service continues to undertake initiatives to enhance race and ethnocultural equity within the workplace and in service delivery. These include:

- i. The Human Rights Project Charter partnership. The goals are to (i) identify and eliminate any discrimination that may exist in the employment practices of the Service that may be contrary to the *Ontario Human Rights Code*; and (ii) identify and eliminate any discrimination that may exist in the provision of policing services by the Service to

the residents of the City of Toronto that may be contrary to the *Ontario Human Rights Code*. In early 2012, the Diversity Institute of Ryerson University resumed the evaluation process of Project Charter. It is anticipated that the first phase of the evaluation process will be completed by the end of 2012.

- ii. In late 2011, the Service continued with human rights investigative training developed and delivered by experts, in consultation with Diversity Management.
- iii. The Employment System Reviews (ESRs) implementation processes continue to be monitored. By way of background, ESR 1 focused on the promotional process used for uniform officers to ensure that the Service's promotional policies and practices are equitable and that the practices associated with these systems are applied consistently, transparently and fairly to all employees. ESR 2 identified areas in the human resources systems that ensured fulfilment of the Service's commitment to creating an equitable workplace for all civilian members. Finally, ESR 3 identified barriers in the workplace for police officers in general and in particular, the adverse impacts of barriers for five designated groups (aboriginal peoples, lesbian, gay, bi-sexual and trans (LGBT), persons with disabilities, racial minorities, and women).
- iv. The Internal Support Networks (ISNs), supported by Command, provide peer support through guidance, assistance and mentoring to members on various aspects of policing. These ISNs represent various race and ethnocultural backgrounds including the Black ISN, South Asian ISN, East Asian ISN, Pilipino ISN and Aboriginal ISN. Currently under development is a Disability ISN.
- v. The on-going and proactive work of the Community Police Liaison Committees (CPLCs) and the Community Consultative Committees (CCCs). The CPLCs are committees made up of community volunteers and Service representatives from the local division. Each committee is inclusive and reflects the demographics of the local community. The CCCs are committees that are meant to serve specific communities on a city-wide basis. Their mandate is to work with the Service and be proactive in community relations, crime prevention, education and mobilization and communications initiatives. The CCCs also act as a resource for the police and the community and are integral to developing strategic long-term visions through knowledge, education, tolerance and understanding.
- vi. The Chief's Community Advisory Council (CAC) and the Chief's Youth Advisory Committee (CYAC) both exist to provide a voice for various community representatives, from business through to social agencies and spanning the various diverse communities as well as youth, on a wide variety of issues. The CAC and CYAC have direct access to the Chief of Police.
- vii. The Youth in Policing Initiative (YIPI) program aims to promote exposure and youth participation in the work environment through diverse, educational and productive work assignments. To enhance the link between the police and the community, the youth are selected from priority neighbourhoods and are reflective of our culturally diverse city.

- viii. The Toronto Anti-Violence Intervention Strategy (TAVIS) is an intensive violence reduction and community mobilization strategy intended to reduce crime and increase safety in our neighbourhoods. Neighbourhoods are chosen using crime trend analysis, hotspot occurrence mapping and community consultations. One of the key elements of TAVIS is to expand current relationships and partnerships and create new ones with the diverse communities of Toronto.
- ix. Diversity Management has a mandate to build strategic organizational and cultural change with respect to human rights, diversity and inclusive approaches. The DMU is responsible for ensuring that the Service reflects the diverse community it serves and further ensuring that diversity, human rights and equity are defined, implemented and monitored for compliance.
- x. In 2011, the Service hosted a delegation from the International Association of Chiefs of Police (IACP), so that they could study the diversity-related initiatives of the Toronto Police Service (TPS). The IACP chose the TPS as a leader in organizational diversity and outreach to diverse communities. The IACP were specifically looking for businesses that commit to preparing a workforce climate and service or product delivery model that integrates diversity as a primary business practice and core organizational value.
- xi. The Ambassador Program launched in 2007 by the Benefits and Employment Unit. This initiative currently has active and retired members, along with citizens in the community, who proactively promote the TPS as an “Employer of Choice”. Ambassadors assist police recruiters at job fairs, community events and mentoring sessions in an effort to attract individuals of diverse backgrounds to ensure the Service is reflective of the community. Ambassadors also attempt to foster interest in the application process by promoting careers with the TPS whether on or off duty, in places of worship, sporting events, community gatherings or through friends.
- xii. The on-going cultural and community celebrations with Service members and communities. These include Khalsa Day Parade, Black History Month, Asian Heritage Month, Caribana Kick-Off, International Day for the Elimination of Racial Discrimination (IDERD), Aboriginal Pow Wow, Association of Black Law Enforcement (ABLE) Gala, Harry Jerome Awards Gala, Organization South Asian Police Officers (OSPAO) Gala, International Francophone Day, Grenada Day, National Aboriginal Day Ceremony, Planet Africa Expo, Hispanic Fiesta, Pakistan Independence Day, China Town Festival, Taste of The Danforth and the Gerrard Street Festival of South Asia.
- xiii. The Service hosted the Consul-General of the Philippines to reaffirm partnerships with the Filipino community.
- xiv. The Service participated in town hall meetings with the Chinese Consultative Committee and the Asia-Pacific Consultative Committee to promote two-way dialogue and continue the positive relationships that have been forged with these communities.

Furthermore, the Toronto Police Service continually monitors and updates the following procedures that address and incorporate the Board's Race and Ethnocultural Equity Policy.

- i. Procedure 01-02 (Appendix D) - Search of Persons – Handling items of religious significance
- ii. Procedure 03-07 – Meal provision for persons in custody
- iii. Procedure 04-09 – Interpreters
- iv. Procedure 04-18 (Appendix C) – Crime and Disorder Management – Community Partnerships
- v. Procedure 05-16 – Hate/Bias Crime
- vi. Procedure 08-12 – Workplace harassment
- vii. Procedure 13-14 – Human Rights
- viii. Procedure 13-15 – Stereotyping prevention in the workplace
- ix. Procedure 13-18 – Anonymous reporting of discreditable conduct
- x. Procedure 14-02 – Evaluations, Reclassifications and appraisals – uniform
- xi. Procedure 14-16 – Diversity Awareness
- xii. Procedure 14-18 – Internal Support Networks
- xiii. Procedure 14-19 – Workplace Accommodation – Non Medical
- xiv. Procedure 15-16 – Uniform, Equipment and Appearance Standards (exemptions made to accommodate members of various cultures and religions)

In 2011, procedure 13-14 (Human Rights) was reviewed and updated and will include human rights categories for all personnel evaluations

Conclusion:

The Service continues to be a leader in developing and updating initiatives and procedures to support the Board's policy concerning the Service's race and ethnocultural equity relations. These goals are being achieved through progressive diversity management initiatives, as well as improved individual and organizational competencies, enabling the Service to provide better services and a workplace without discrimination or harassment, regardless of race, ethnicity, culture, nationality, religion or language.

Deputy Chief Mike Federico, Corporate Command, will be in attendance to answer any questions that the Board may have regarding this report.

The Board received the foregoing report.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

#P146. ANNUAL REPORT: 2011 HATE/BIAS CRIME STATISTICS

The Board was in receipt of the following report May 07, 2012 from William Blair, Chief of Police:

Subject: 2011 ANNUAL HATE/BIAS CRIME STATISTICAL REPORT

Recommendations:

It is recommended that:

- (1) the Board receive this report for information; and
- (2) the Board forward a copy of this report to the City of Toronto Executive Committee for information.

Financial Implications:

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

Background/Purpose:

The Hate Crime Unit of the Intelligence Division has collected statistics and has been responsible for ensuring full and thorough investigation of hate/bias crime offences since 1993. Attached is the 2011 Annual Hate Crime/Bias Statistical Report.

Discussion:

The year 2011 was characterized by strengthened relationships with our community partners, continuing education, and a commitment to encouraging greater public reporting of hate crimes.

In 2011, 2,220 Toronto Police Service members (police officers and civilians) completed *The Accessibility for Ontarians Disability Act (2005)* module. The module was a mandatory on-line course that was created by the Toronto Police College and offered through the Canadian Police Knowledge Network (CPKN).

In 2010, 5,357 officers completed the Hate Crime Awareness and 5,518 officers completed the LGBT on-line training. In 2011, there were an additional 36 members that completed the Hate Crime Awareness training and 67 members that completed the LGBT training.

The 2011 Hate Bias Crime Statistical Report includes a breakdown of specific community groups victimized within the multi-bias category as well as the types of crimes committed. In previous reports, this additional information was not included.

In 2011, the Ministry of Community Safety and Correctional Services announced the Safer and Vital Communities Grant. The funding is solely for projects that focused on reducing and/or preventing hate crimes and associated victimization of specific target groups in the community. The TPS Hate Crime Unit, Community Mobilization Unit and divisional officers for 11, 14, 23, and 31 Division provided support and resources to the following organizations; Scadding Court Community Center, Albion Neighborhood Services, Amadeusz, Egale Canada, Learning Disabilities Association of Toronto, Roma Community Center and St. Stephen's Community House.

Conclusion:

In summary, this report provides the Board with a comprehensive overview of the hate/bias crimes reported and investigated in the City of Toronto in 2011.

Acting Deputy Chief Jeff McGuire of Specialized Operations Command will be in attendance to answer any questions that the Board may have.

In response to an inquiry by the Board, Chief Blair said that 6435 members of the Toronto Police Service completed mandatory on-line training with regard to the *Accessibility for Ontarians Disability Act (2005)* and not 2,220 members as noted in the foregoing report.

The Board received the foregoing report and agreed to forward a copy to the City of Toronto – Executive Committee for information.

A copy of the Executive Summary to the 2011 hate/bias crime statistical report is appended to this Minute for information. A copy of the complete report is on file in the Board office.

Executive Summary

The Toronto Police Service Hate/Bias Crime Statistical Report is an annual report that provides statistical data about criminal offences which are committed against persons or property and are motivated by the victim's race, national or ethnic origin, language, colour, sex, age, mental or physical disability, sexual orientation, or other similar factor, within the City of Toronto.

The report also explains the mandate of the Toronto Police Service Hate Crime Unit (HCU) and the methodology that is used by the HCU to collect the statistical data. The results of the data are based on hate/bias crimes that were reported to the Toronto Police Service between January 1st, 2011 and December 31st, 2011.

In 2011, there was a decrease in the number of total hate/bias crime occurrences reported to the HCU. In comparison to 2010, the number of reported occurrences fell from 132 to 123, representing a difference of 7%. Over the past ten years, between 2002 and 2011, the average number of reported hate/bias crimes is 154 per annum.

The number of arrests in 2011 decreased from 20 persons arrested in 2010 to 12 persons arrested in 2011 and the number of hate/bias motivated charges decreased from 45 charges in 2010 to 17 charges in 2011. As in previous years, the number of arrests for hate/bias motivated offences was influenced by the fact that a large number of the occurrences involved allegations of mischief to property (i.e. graffiti) in circumstances where there was little or no suspect description available. These occurrences frequently transpired without the victim or any witnesses present. These factors add significantly to the challenges in investigating hate/bias motivated offences and arresting suspects.

The three most targeted groups since 2006 have been the Jewish community, the Black community, and the Lesbian, Gay, Bisexual, Transgender (LGBT) community. In 2011, the Jewish community, followed by the LGBT community, the Muslim community and the Black community were the most victimized groups.

The three most reported criminal offences motivated by hate/bias in 2011 were mischief to property, assault, and threatening death. The Jewish community and the Muslim community are the most victimized group for mischief to property occurrences, while the LGBT and the Black community are the most victimized group for assault and threatening death occurrences.

When more than one identifiable group (i.e. Pakistani and Black) was targeted in an occurrence the occurrence was categorized as multi-bias. In 2011, 18 of the 123 hate/bias occurrences were categorized as multi-bias. In 2010, 17 of the 132 occurrences were categorized as multi-bias. In comparison to 2010, the number of occurrences categorized as multi-bias increased from 13% in 2010 to approximately 15% in 2011.

The 2011 Report includes a breakdown of the specific community groups victimized within the multi-bias category as well as the types of criminal offences committed. This information can be located in Appendix D of the Report.

Since the publication of the first Hate/Bias Crime Statistical Report in 1993, hate/bias crimes have been most commonly motivated by the following five factors: race, religion, multi-bias, sexual orientation; and nationality.

This report also provides an overview of the training and education that was provided to officers with respect to hate/bias crimes in 2011, as well as the various community outreach initiatives that were undertaken by the HCU and other units within the Toronto Police Service.

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TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

#P147. ANNUAL REPORT: 2011 SERVICE PERFORMANCE

The Board was in receipt of the following report May 08, 2012 from William Blair, Chief of Police:

Subject: 2011 SERVICE PERFORMANCE YEAR END REPORT

Recommendation:

It is recommended that the Board receive the 2011 Service Performance Year End Report.

Financial Implications:

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

Background/Purpose:

Each year, as part of the strategic planning process, the Service prepares an annual report on the activities of the previous year. The first section of the report provides the results of the measurement of the Service Priorities, using the performance indicators set out in the Business Plan. The second section of the report provides information on the two additional areas required by Section 31 of Ontario Regulation 3/99 (Adequacy and Effectiveness of Police Services).

The Board has requested that the Service Performance Year End Report be provided in June of each year (Min. No. P75/06 refers).

Discussion:

In the 2009-2011 Business Plan, approved by the Board in December 2008, seven priorities were stated. Within these priorities there were 18 individual goals; for each of the goals, a number of performance objectives/indicators were identified (Min. No. P328/08 refers).

The priorities, the goals, the strategies used to work toward the achievement of each goal, and the information relevant to each of the indicators for the third year of the Business Plan are presented in the 2011 Service Performance Year End Report. To provide context to the measures, updated information is also provided on the activities undertaken by Service units to address the goals and priorities.

Service performance was assessed by comparing the results of the performance indicators in 2011 with those in 2008, the year prior to the implementation of the current Business Plan. In summarizing Service achievements for 2011, a goal was considered to have been achieved if **all** of the performance objectives were accomplished; if **none** of the performance indicators were accomplished, the goal was considered as not achieved.

In 2011, the final year for the 2009-2011 Toronto Police Service Business Plan, most goals (13 of 18) were considered partially achieved. Three goals were considered achieved (that is, all performance objectives were accomplished), while two goals were considered not achieved.

For a number of the performance objectives/indicators, the difference between years was occasionally quite small and may not have represented a significant change. The objectives merely required an increase or a decrease, not a specific magnitude of change. Therefore, a 1% increase from 11% to 12%, in the proportion of the students who said they were cyber-bullied in the past year was declared an increase, while a 1% reduction, from 83% to 82%, in the proportion of agency workers dealing with the homeless who said they had trust/confidence in police was declared a decrease, although in both cases the change was minimal. It is also recognized that the results of surveys with a relatively small return rate, such as the agency worker surveys, tend to reflect the views of those who responded rather than the views of the larger population.

It should further be emphasized that while two goals were considered not achieved in terms of the performance objectives specified in the Business Plan, this does not mean that no effort was put forth by the Service in these areas. On the contrary, much work has been done and is ongoing in efforts to achieve all the Service goals. The updates on activities included in the document provide a brief indication of some of these efforts. Where applicable, barriers to achieving the goals have also been noted. Further, while a goal may not have been achieved according to the Service's performance objective, the change in the performance measure may be similar to the change seen at a national level. For example, the decrease in reported hate crimes in Toronto followed the decrease seen nationally – in April 2012, Statistics Canada reported that the rate of police-reported hate crimes decreased 18% in 2010.

Over the past three years, the Service has continued to offer new programs, improve existing programs, or simply provide a continuing service in a more efficient or effective manner. However, particularly in 2011, significant restraints imposed by reduced staffing levels and decreased funding have limited achievements and, in some cases, rendered goals no longer achievable (e.g. recruitment goals).

While not all the Service's Priorities were fully achieved within the strict interpretation of the performance objectives in the Business Plan, Toronto remains a safe city: crime rates, including the violent crime rate, continued to decrease, and the seven major crime indicators were lower at the end of 2011 than they were in the first year of the Plan.

Conclusion:

At this time, the 2011 Service Performance Year End Report is provided for the Board's information, consistent with the requirements for an annual report in Section 31 of the Adequacy Standards Regulation (Ontario Regulation 3/99).

cont...d

Deputy Chief Mike Federico, Corporate Command, will be in attendance to answer any questions that the Board may have regarding this report.

The Board received the foregoing report.

A copy of the 2011 Service Performance Year End Report is on file in the Board office.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P148. CONSTRUCTION SERVICES AWARD – NEW PROPERTY AND
EVIDENCE MANAGEMENT FACILITY**

The Board was in receipt of the following report June 03, 2012 from William Blair, Chief of Police:

Subject: CONSTRUCTION SERVICES AWARD - NEW PROPERTY AND EVIDENCE
MANAGEMENT FACILITY

Recommendations:

It is recommended that:

- (1) Board award the contract for construction services to Eastern Construction Company Limited for an estimated amount of \$13.5 Million (including all taxes); and
- (2) the Board authorize the Chair to execute any required agreement for construction services on behalf of the Board, subject to approval as to form by the City Solicitor.

Financial Implications:

The approved capital budget for the new Property and Evidence Management Facility (PEMU) project is \$37 Million (M). The site acquisition cost amounted to \$21.7M and the remaining amount of \$15.3M is for design, construction and equipment. The award of \$13.5M is within the approved project budget. The Service has also included an additional \$3.25M for this project in the 2013-2022 capital program request while remaining within the City's capital targets. The approval of the 2013-2022 capital program will result in a revised project budget for PEMU of \$40.25M, including \$18.55M for design, construction and equipment.

Background/Purpose:

The replacement of the current PEMU facility is a critical project for the Toronto Police Service (Service) as the current facility is projected to be at full capacity in 2013 and cannot meet the long-term property and evidence storage needs of the Service. The capital project started in 2006 and a suitable site was acquired by City Real Estate Services and approved by City Council in April 2010. A project design architect was approved by the Board in June 2011, and following the completion of competitive procurement process by the Service, the Board, at its meeting of February 16, 2012, approved the selection of Eastern Construction Company Limited (Eastern) as the Construction Manager for the PEMU project and awarded the construction management services portion to Eastern for \$0.7M (Min. Nos. P158/11 and P30/12 refer). The Service indicated in that report that it would seek approval for the construction services component prior to the start of construction. This report is requesting the approval for the construction services portion of the PEMU project.

Discussion:

The schematic design for the new facility was completed by the architect in early 2012. The Construction Manager (CM) was retained in February 2012. As part of the construction management process, the CM completed a re-assessment of the project estimate based on the completed design and this resulted in an increase to the project budget as provided for in the Service's 2013-2022 capital program request. It is important to note that until the space design was completed and the CM hired in early 2012, the Service was not in a position to recommend award of the construction services as a more accurate estimate for the project was not available. Based on the completed design, the CM has provided a construction cost estimate for the project, and the award for construction services is being recommended at an estimated amount of \$13.5M.

The Service utilizes a limited-risk method of construction management in the completion of construction projects. Under limited-risk scenario, the construction management firm (in this case, Eastern) will assume the role of "Constructor" as defined by the Occupational Health and Safety Act. In order to carry out its construction management role, the CM must retain the services of various contractors to do the actual construction.

The tendering process for the various sub-trades is currently in progress and a more accurate project cost estimate will be available from the CM once the major tenders are awarded. In addition, the Service has and will continue to work with the CM to identify any potential cost savings to reduce the total cost of the project. The Board will be kept apprised of this project through the quarterly capital variance reports, and if there is a further change to the project estimate, the Board will be advised accordingly. Demolition is commencing the week of June 4, 2012 and is expected to last approximately six weeks. Construction of the new space will commence once demolition is completed and substantial completion is scheduled for mid-2013.

Once the Property and Evidence Management Unit moves into its new facility, the current facility will be returned to the City for use as it deems appropriate.

Conclusion:

The new PEMU is an approved project within the Service's 2012-2021 capital program. The new facility, once completed at the Progress Avenue site, will meet the Service's property and evidence storage needs for approximately 25 years. Design for the new facility commenced in late 2011 and was completed in early 2012. The Service utilizes a CM approach for large capital projects, and the Board approved the selection of Eastern as the CM for this project in early 2012. Eastern has provided the Service with a project estimate based on the completed design and as a result, the award for construction services is being recommended.

Mr. Tony Veneziano, Chief Administrative Officer, Administrative Command will be in attendance to respond to any questions from the Board.

The Board approved the foregoing report.

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TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P149. ELECTRONIC DISCLOSURE SYSTEM – AWARD OF CONTRACT FOR
PRODUCT AND SERVICES**

The Board was in receipt of the following report May 23, 2012 from William Blair, Chief of Police:

Subject: ELECTRONIC DISCLOSURE SYSTEM – AWARD OF CONTRACT FOR
PRODUCT AND SERVICES

Recommendations:

It is recommended that:

- (1) the Board approve a contract for the delivery of professional services in relation to the acquisition and implementation of an electronic disclosure system to eJust Systems Inc. at a cost not to exceed \$360,000 (including taxes);
- (2) the Board approve entering into a licencing and software maintenance contract with eJust Systems Inc. at an estimated cost of \$630,000 per year (including taxes) for a five year period commencing from the date of implementation of the system (expected to be November 1, 2013) for a total cost of \$3.15 million over the contract term; and
- (3) the Board authorize the Chair and Vice-Chair to execute any required agreements and related documents on behalf of the Board, subject to approval as to form by the City Solicitor.

Financial Implications:

At its October 20, 2011 meeting, the Board approved the award of a contract for the supply and delivery of software, maintenance, and professional services to Versaterm Inc. in relation to the acquisition and implementation of a police operations management system (Min. No. P262/11 refers). Funding in the amount of \$24.4 million (M) is included in the Service's approved Capital Program for the Integrated Records and Information System (IRIS) project.

Funding required for an electronic disclosure system is available within the approved capital budget for the IRIS project. The capital IRIS project will fund the one-time implementation costs of \$360,000 and the licencing and software maintenance costs of \$630,000 until the end of 2014, for a total capital cost of approximately \$1.0M. The annual cost of \$630,000 for licensing fees and software maintenance beyond 2014 will be included in the 2015 and future operating budget requests.

Background/Purpose:

Electronic disclosure capabilities were envisioned as part of the automation and reduction of manual processes that would enable the Service to achieve optimal benefits from the implementation of the new IRIS. An electronic disclosure application will also support interoperability among the justice partners who request disclosure packages from the Toronto Police Service, including the Ministry of the Attorney General and other government agencies.

The purpose of this report is to recommend a vendor for the supply of an electronic disclosure system, as well as a contract for licencing and software maintenance, and to provide the Board with a summary of the process followed in this regard.

Discussion:

Disclosure requirements have increased over the years due to various judicial decisions and increased complexities of criminal investigations and prosecution, placing more demands on investigators.

In 2011, the Toronto Police Service prepared approximately 56,000 criminal and federal Crown briefs, in addition to 382,000 provincial and municipal court packages. The existing disclosure output process involves a mixture of electronic folder management and the provision of hard copy documents. The associated manual processes are labour intensive, inefficient, costly, and place a strain on limited resources.

Given the substantial volume of disclosure requests received from the courts and justice agency partners each year, officers must allocate a considerable amount of time to meet these disclosure obligations.

In 2011, an internal divisional review of the time spent by more than 800 field investigators on disclosure preparation confirmed that these demands have, in fact, become onerous and that there is no longer an acceptable balance between the portion of time allocated to investigative versus administrative work.

In October 2011, in reviewing the IRIS acquisition, the City of Toronto Chief Information Officer noted that:

“...the key to the IRIS Project will be to realize the benefits to meet the business requirements in the RFP, and specifically, to save officer time/allow them to concentrate on police business versus time-consuming paperwork and to provide a cost-benefits return over time.” (Min. No. P223/11 refers)

An electronic disclosure system would alleviate many of the manual, repetitive processes associated with the preparation of prosecution material, allowing officers to focus more time on core policing functions.

The new electronic disclosure application will incorporate the following functionality:

- tracking and receipt of, and response to, disclosure requests for either primary or additional disclosure material;
- intra and inter agency information sharing;
- real-time case status;
- on-going technical and application enhancements;
- strong management reporting;
- automated population of Crown briefs from information captured in required templates;
- updated criminal information wordings for documents that are required when processing an accused before the courts;
- ability to submit additional disclosure without re-submitting previously sent files;
- the capacity to redact supplemental disclosure material;
- the ability to save redacted version copies;
- the ability to attach industry standard PDF and digital images and to evolve should industry standards change;
- the ability to receive information by XML electronically;
- conform to Major Case Management standards; and
- integrate with the Versadex system.

The process and results of the procurement phase for the acquisition and implementation of an electronic disclosure system are outlined below.

Issuance of Request for Proposals (RFP):

On March 2, 2012, RFP #1126853-12 was issued by the Service's Purchasing Support Services unit to select a vendor for the supply of an electronic disclosure system. The RFP was advertised on the Service's website, which provides automatic notification to companies that subscribe to RFP search engines. The closing date for the vendor submissions was March 23, 2012.

One proposal from eJust Systems Inc. was received and reviewed by Purchasing Support Services for submission compliance. This proposal met the mandatory requirements, and was released to the proposal evaluation team for review and scoring against pre-determined evaluation criteria.

Evaluation Process:

The evaluation team was comprised of subject matter experts from across the Service. The evaluation consisted of two phases. Phase I involved the evaluation of the proposal against the following criteria: cost (30%), proponent's record of performance and stability (10%), functional requirements (30%), technical requirements (15%), and project management requirements (5%). Phase II involved a vendor demonstration (10%), requiring the proponent to provide a three hour product demonstration to the evaluation team followed by a question and answer session.

Conclusion:

Based on the results of the Phase I and Phase II evaluation process, it was determined that eJust Systems Inc. met all of the Service's requirements, and is therefore being recommended as the vendor for the supply of software licences and professional services for the acquisition and implementation of an electronic disclosure system.

A cost comparison of other eJust Systems Inc.'s police agency clients has confirmed that the annual site licensing fees quoted for the Toronto Police Service are fair and competitive.

The recommended electronic disclosure system will fully integrate with the Versadex application and will extract disclosure related information seamlessly from the integrated records and information system (IRIS) into a format suitable for electronic transmission to the courts.

It is anticipated that the electronic disclosure system will be fully operational by Q4 2013 and will deliver benefits in terms of a reduction in the time requirements for investigators to prepare disclosure packages, as well as a reduction of costs associated with the production, administration, and storage of multiple hard copy documents.

Deputy Chief Peter Sloly, Divisional Policing Command, and Mr. Tony Veneziano, Chief Administrative Officer, Administrative Command, will be in attendance to answer any questions that the Board may have.

The Board approved the following Motions:

- 1. THAT recommendation nos. 1 and 2 be approved;**
- 2. THAT recommendation no. 3 be amended and approved as reprinted below:**

THAT the Board authorize the Chair and Vice-Chair to execute any required agreements and related documents on behalf of the Board, subject to the conditions approved by the Board in the *in camera* meeting are met (Min. No. C181/12 refers), and approval as to form by the City Solicitor; and
- 3. THAT the Chief of Police provide a report on any staffing reductions that may occur as a result of moving to the electronic disclosure system.**

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**#P150. INDEPENDENT CIVILIAN REVIEW INTO MATTERS RELATING TO
THE G20 SUMMIT – ACCOUNT FOR PROFESSIONAL SERVICES**

The Board was in receipt of the following report May 18, 2012 from Alok Mukherjee, Chair:

Subject: INDEPENDENT CIVILIAN REVIEW INTO MATTERS RELATING TO THE
G20 SUMMIT (ICR) - ACCOUNT FOR PROFESSIONAL SERVICES

Recommendation:

It is recommended that the Board approve payment of an account dated May 7, 2012, in the amount of \$114,404.97 and that such payment be drawn from the Board's 2012 operating budget.

Financial Implications:

City Council approved the use of \$480,000 in 2011 surplus funds to continue funding the Independent Civilian Review of matters relating to the G20 Summit (ICR). Surplus funds from the Toronto Police Services Board's 2011 operating budget will be supplemented with surplus funds from the Toronto Police Service 2011 operating budget to make up the \$480,000. This surplus amount will be used to pay invoices received from the Reviewer in 2012.

The total amount invoiced to date is \$1,095,018.18.

Background/Purpose:

At its meeting on September 23, 2010, the Board approved the appointment of Justice John W. Morden to conduct the Independent Civilian Review (ICR) into matters relating to the G20 Summit.

Since September 2010, Justice Morden has submitted the following invoices for services rendered for the ICR:

Period Ending	Amount
October 14, 2010	\$24,008.99
November 14, 2010	\$45,402.32
December 17, 2010	\$42,462.62
January 14, 2011	\$19,899.15
February 10, 2011	\$43,165.19
March 14, 2011	\$84,775.57
April 14, 2011	\$64,935.58

May 13, 2011	\$28,365.43
June 13, 2011	\$64,385.37
June 28, 2011*	\$3,295.00
July 14, 2011	\$58,990.88
August 15, 2011	\$27,378.81
September 22, 2011	\$100,448.00
October 28, 2011	\$50,607.60
November 14, 2011	\$64,102.13
December 15, 2011	\$61,870.28
January 20, 2012	\$20,941.66
February 23, 2012	\$67,766.05
March 13, 2012	\$40,695.43
April 13, 2012	\$67,117.15
May 7, 2012	\$114,404.97

* Invoice from the City of Toronto related to the rental of a room for the public hearings.

Discussion:

I have attached a copy of Justice Morden's most recent account for services rendered up to and including April 30, 2012, in the amount of \$114,404.97. A detailed statement is included on the in-camera agenda for information. It should be noted that a reduction of \$8,500.00 for fees and disbursements have been applied to this account.

Conclusion:

It is, therefore, recommended that the Board approve payment of an account dated May 7, 2012, 2012, in the amount of \$114,404.97 and that such payment be drawn from the Board's operating budget.

Mr. Miguel Avila was in attendance and delivered a deputation to the Board with regard to this report. A written copy of Mr. Avila's deputation is on file in the Board office.

The Board received Mr. Avila's deputation and approved the foregoing report. The detailed statement of account with respect to the abovenoted invoice was considered during the *in camera* meeting (Min. No. C182/12 refers).

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LAWYERS

N° 23035568

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May 7, 2012

PRIVATE & CONFIDENTIAL

Toronto Police Services Board
40 College Street
Toronto, ON
M5G 2J3

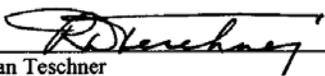
Attention: Joanne Campbell

Reference: File: 058057-0001 Confidential

FOR PROFESSIONAL SERVICES RENDERED for the period ending April 30, 2012

FEES	\$ 100,278.50
DISBURSEMENTS (TAXABLE)	\$ 830.50
SUB-TOTAL	<u>\$ 101,109.00</u>
HST (13%)	\$ 13,144.18
DISBURSEMENTS (NON TAXABLE)	\$ 151.79
AMOUNT DUE	<u>\$ 114,404.97</u>

HEENAN BLAIKIE LLP



Ryan Teschner

Reference / File: 058057-0001

GST / HST N° 864865936
QST N° 1090192490TQ0001

Initials: TIT

PAYABLE UPON RECEIPT

Heenan Blaikie LLP

N° 23035568

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Toronto Litigation

TERM:	Payment due upon receipt in accordance with section 33 of the <i>Solicitors Act</i> . Interest will be charged at the rate of 3.3% per annum on unpaid fees, charge or disbursements calculated from a date that is one month after this statement is delivered
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We have made every effort to include fees and disbursements incurred on your behalf for the current billing period. In the event additional fees or disbursements are subsequently incurred and/or recorded, a subsequent account will be forwarded.
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Reference / File: 058057-0001

GST / HST N° 864865936
QST N° 1090192490TQ0001

Initials: Tlit

PAYABLE UPON RECEIPT

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P151. MASTER PURCHASE AGREEMENT – INTERGRAPH CANADA LTD. –
VENDOR OF RECORD AWARD**

The Board was in receipt of the following report May 30, 2012 from William Blair, Chief of Police:

Subject: MASTER PURCHASE AGREEMENT - INTERGRAPH CANADA LTD.

Recommendations:

It is recommended that:

- (1) the Board approve Intergraph Canada Ltd. as the Vendor of Record for the supply and delivery of software and professional services for the Toronto Police Services Computer Aided Dispatch System for a three year term commencing with the execution of a Master Purchase Agreement; and
- (2) the Board authorize the Chair to execute all required agreements and related documents on behalf of the Board, subject to approval as to form by the City Solicitor.

Financial Implications:

There are no financial implications related to the recommendations contained within this report. The software acquisition and professional services are budgeted and approved on a project by project basis.

Background/Purpose:

The Computer Aided Dispatch System (CAD) used by Toronto Police Service (TPS) Communications Services was purchased in December 1991. It is an integrated package of software from Intergraph Canada Ltd. (Intergraph) providing call taking, dispatching and historical recording of information, allowing timely handling and recording of 9-1-1 and other TPS related calls for service.

As originally planned, components of this system have been upgraded regularly to keep the system running properly and ensure 9-1-1 calls are handled effectively. Lifecycle upgrades were performed in 1999, 2003 and 2008.

During the 2003 lifecycle upgrade, a number of additional components were purchased and installed. The components included a new software called i/Mobile for the Mobile Workstation, Automatic Vehicle Location (AVL) Tracker integration, I/Netviewer and I/Netdispatcher for monitoring divisional CAD events (Min. No. P332/03 refers), and in 2009 I/Analyst for the analysis of AVL data.

Discussion:

The software of the CAD computer system and the services required to maintain and support it can only be provided by Intergraph. Intergraph is the manufacturer and sole supplier of the software and services and does not authorize third party agents or consultants to provide services or resell products. The TPS currently has in place a five-year maintenance agreement with Intergraph for the period January 01, 2009 to December 31, 2013 (Min. No. P311/08 refers).

Computer Aided Dispatch is a critical Public Safety system used by the TPS's Communications 9-1-1 Centre. Since its first implementation in 1994, it has provided all the functionality necessary for an efficient handling of all calls for service and fully meets the TPS's requirements. Over the next few years, TPS will need to purchase additional software products and services to integrate the CAD system with the products of the Versaterm RMS system, implement the CAD 2013 lifecycle upgrade, enable SMS text messaging to replace telephone devices for the deaf and hearing/speech impaired, and adopt the modern Internet Protocol (IP) based 9-1-1 data networks to enable delivery of multimedia to 9-1-1, as well as other Next Generation 9-1-1 (NG9-1-1) features.

The establishment of a Vendor of Record through a Master Purchase Agreement (Agreement) would cover both software products and services, and address the overarching terms and conditions for all purchases from Intergraph. The Agreement would be referenced in all future purchases of goods or services from Intergraph. Consequently, there would not be a need to have a separate terms and conditions for each individual purchase, as is currently the case.

Representatives from the Information Technology Services, in consultation with the TPS's Purchasing Support Services and the City Legal Division, have been actively involved in the development of an Agreement with Intergraph. Key provisions of the Agreement are:

- General principles governing the contractual relationship between the Board and Intergraph;
- Definitions of the standard of care and skill to be used by Intergraph in performing the services;
- Identification of the responsibility of Intergraph for its personnel and subcontractors, if any;
- Establishment of both parties' confidentiality and security obligations;
- Establishment of the high level structure for payments and invoicing;
- Identification of the right to use of the software source code in specified circumstances;
- Establishment of a process to resolve disputes, including escalation of disputed matters from the project managers to the executive level;
- Establishment of warranties on the standards of services and the meeting of the TPS's requirements;
- Provisions of indemnity obligations for Intergraph for harm to the TPS in carrying out the project (subject to limitations of liability) and violation of a third party's intellectual property rights; and
- Identifying termination rights in the event of breach of the Agreement.

Any purchases of goods and services that are required from Intergraph would follow standard TPS procurement procedure, be based on Intergraph's quotations and approved in accordance with the Financial Control By-law.

Conclusion:

It is recommended that the Board approve Intergraph Canada Ltd. as the Vendor of Record for the supply and delivery of software and professional services for the Toronto Police Service's Computer Aided Dispatch System through a Master Purchase Agreement, for a period of three years.

The development of an Agreement with Intergraph will allow for the continued modernization and transformation of the Communications Services 9-1-1 centre to meet public safety needs, and will facilitate the purchase of goods and services required in this regard.

Mr. Tony Veneziano, Chief Administrative Officer, Administrative Command will be in attendance to answer any questions from the Board.

The Board approved the foregoing report and the following Motion:

THAT the Board authorize the execution of software licences with Intergraph Corporation, the parent company of Intergraph Canada Ltd., for software purchased through Intergraph Canada Ltd.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P152. MARINE VESSEL ELECTRONICS UPGRADE AND MAINTENANCE –
VENDOR OF RECORD AWARD**

The Board was in receipt of the following report May 29, 2012 from William Blair, Chief of Police:

Subject: MARINE VESSEL ELECTRONICS UPGRADE AND MAINTENANCE –
VENDOR OF RECORD AWARD

Recommendations:

It is recommended that:

- (1) the Board approve CMC Electronics Inc. as the vendor of record for the provision of electronic systems equipment and maintenance services for marine vessels for a three year period commencing July 1, 2012 and ending June 30, 2015, with an option to renew for two additional one year terms at the discretion of the Board; and
- (2) the Board authorize the Chair to execute any required agreements and related documents on behalf of the Board, subject to approval by the City Solicitor as to form.

Financial Implications:

There are no financial implications related to the recommendations contained in this report. The purchase of electronic systems equipment and related maintenance services for marine vessels is subject to the availability of necessary funds.

Background/Purpose:

The Toronto Police Service (TPS) Marine Unit currently uses a variety of electronic systems on its ten commercial patrol vessels. The systems include radar, global positioning, marine band radios with digital selective calling, radio directional finders and emergency position indicating beacons. Most of these devices are required in accordance with the equipment regulations of the Canada Shipping Act for commercial vessels. The electronic systems are essential for the safe operation of vessels in all types of weather conditions. The systems also assist our officers in daily tasks, such as interdiction and search and rescue operations.

The electronic systems on the fleet of vessels vary in model and manufacturer and have become outdated and unreliable, with some over 20 years old and other devices no longer being supported by the manufacturer.

The TPS requires a vendor of record for marine electronic systems to develop a program to standardize and upgrade the existing navigation and communication equipment and to provide maintenance services in order to ensure the equipment is available and operating to the manufacturer's specifications for the duration of the contract.

Discussion:

On February 28, 2012, the TPS Purchasing Support Services unit issued Request for Proposal (RFP) #1127007-12 to select a vendor of record for the provision of marine vessel electronic systems equipment and maintenance services. The RFP was advertised on the Service's website as well as on MERX and other purchasing search engines.

The RFP closed on March 23, 2012 and only one response, from CMC Electronics Inc., was received.

The CMC Electronics Inc. submission was reviewed by members of the evaluation committee comprised of members from the Marine Unit and Telecommunications Services using the following evaluation criteria:

- Service/repairs 40%
- Price 30%
- Vendor Viability 30%

CMC Electronics Inc. satisfied all the mandatory requirements of the RFP and is being recommended as the vendor of record for the requested equipment and services.

Conclusion:

The establishment of a vendor of record for marine vessel electronic systems equipment and maintenance services enables the standardization of modern communication and navigation equipment for all the Marine unit fleet of vessels. Reliable equipment will provide officers with the tools and support to meet their patrol and enforcement duties.

As a result of a competitive RFP process, CMC Electronics Inc. is recommended as the vendor of record for the provision of marine vessel electronic systems equipment and maintenance services for a three year period, plus two additional one year terms at the discretion of the Board.

Mr. Tony Veneziano, Chief Administrative Officer, Administrative Command and A/Deputy Chief Jeff McGuire, Specialized Operations Command, will be in attendance to respond to any questions from the Board.

The Board approved the foregoing report.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

#P153. LEGAL INDEMNIFICATION CASE NO. 1387/2010

The Board was in receipt of the following report May 30, 2012 from William Blair, Chief of Police:

Subject: LEGAL INDEMNIFICATION CASE NO. 1387/2010

Recommendation:

It is recommended that the Board deny a portion of the legal account dated December 1, 2010, in the amount of \$282.51, from Mr. Harry Black for his representation of three officers in relation to a Special Investigations Unit (SIU) investigation.

Financial Implications:

There are no financial implications relating to the recommendation contained within this report. Funding for the legal indemnification cost of \$3,542.55 is available in the 2012 operating budget.

Background/Purpose:

Three officers have requested payment of their legal fees as provided for in the legal indemnification clause of the uniform collective agreement. The purpose of this report is to recommend denial of a portion of the invoice that City Legal has determined is not necessary and reasonable.

Discussion:

This report corresponds with additional information provided on the confidential agenda.

Conclusion:

Article 23:10 of the uniform collective agreement states:

For the purposes of this provision, "necessary and reasonable legal costs" shall be based on the account rendered by the solicitor performing the work subject initially to the approval of the City of Toronto Solicitor and, in the case of dispute between the solicitor doing the work and the City of Toronto Solicitor, taxation on a solicitor and client basis by the taxing officer.

The account totalled \$3,825.06 for legal services. City Legal deemed a portion of the invoice in the amount of \$282.51 not necessary and reasonable for payment. The balance of the account, \$3,542.55, being necessary and reasonable will be paid as recommended by City Legal.

Deputy Chief Mike Federico, Corporate Command, will be in attendance to answer any questions that the Board may have regarding this report.

The Board approved the foregoing report. Additional information regarding this matter was considered during the in camera meeting (Min. No. C183/12 refers).

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P154. APPOINTMENTS – ACTING CHAIR AND ACTING VICE-CHAIR –
DATES IN JULY AND AUGUST 2012**

The Board was in receipt of the following report June 07, 2012 from Alok Mukherjee, Chair:

Subject: APPOINTMENTS – ACTING CHAIR AND ACTING VICE-CHAIR – DATES
IN JULY AND AUGUST 2012

Recommendation:

It is recommended that the Board appoint members to the positions of Acting Chair and Acting Vice-Chair during the periods of times set out below for the purposes of performing the duties and responsibilities that would normally be performed by the Chair and Vice-Chair, including the execution of legal contracts and personnel and labour relations documents on behalf of the Board.

Financial Implications:

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

Background/Purpose:

During the latter part of July 2012 and the early part of August 2012, and in mid-August 2012, there will be days when both Vice-Chair Michael Thompson and I will not be available to perform the duties of Vice-Chair and Chair of the Toronto Police Services Board.

I will not be available from Friday, July 20, 2012 to Sunday, August 12, 2012, inclusive, and then from Thursday, August 16, 2012 to Sunday, August 19, 2012, inclusive. It is anticipated that Vice-Chair Thompson will perform the role of Acting Chair during most of my absence with the exception of the time between Monday, July 23, 2012 and Saturday, August 04, 2012, inclusive, when he is not available. During the time that Vice-Chair Thompson is Acting Chair, an Acting Vice-Chair will be required. During the time when Vice-Chair Thompson and I are both not available, an Acting Chair and an Acting Vice-Chair will be required.

Conclusion:

It is, therefore, recommended that the Board appoint members to fulfil acting positions for the dates set out below:

Dates (inclusive)	Acting Chair	Acting Vice-Chair
July 20 to July 22	Michael Thompson, Acting Chair	Acting Vice-Chair to be appointed. Name _____,
July 23 to Aug. 04	Acting Chair to be appointed. Name _____	Acting Vice-Chair to be appointed. Name _____
Aug. 05 to Aug. 12	Michael Thompson, Acting Chair	Acting Vice-Chair to be appointed. Name _____
Aug. 16 to Aug. 19	Michael Thompson, Acting Chair	Acting Vice-Chair to be appointed. Name _____

The Board received the foregoing report and approved acting appointments which are reprinted in bold below:

Dates (inclusive)	Acting Chair	Acting Vice-Chair
July 20 to July 22	Michael Thompson, Acting Chair	Acting Vice-Chair to be appointed. Councillor Chin Lee
July 23 to Aug. 04	Acting Chair to be appointed. Dr. Dhun Noria	Acting Vice-Chair to be appointed. Councillor Chin Lee
Aug. 05 to Aug. 12	Michael Thompson, Acting Chair	Acting Vice-Chair to be appointed. Dr. Dhun Noria
Aug. 16 to Aug. 19	Michael Thompson, Acting Chair	Acting Vice-Chair to be appointed. Mr. Andrew Pringle

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P155. SPECIAL CONSTABLES – TORONTO COMMUNITY HOUSING
CORPORATION: RE-APPOINTMENTS**

The Board was in receipt of the following report May 22, 2012 from William Blair, Chief of Police:

Subject: RE-APPOINTMENT OF SPECIAL CONSTABLES FOR THE TORONTO
COMMUNITY HOUSING CORPORATION

Recommendation:

It is recommended that the Board approve the re-appointment of the individuals listed in this report as special constables for the Toronto Community Housing Corporation (TCHC), subject to the approval of the Minister of Community Safety and Correctional Services.

Financial Implications:

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

Background/Purpose

Under Section 53 of the *Police Services Act of Ontario* (the Act), the Board is authorized to appoint and re-appoint special constables, subject to the approval of the Minister of Community Safety and Correctional Services (the Minister). Pursuant to this authority, the Board entered into an agreement with the Toronto Community Housing Corporation (TCHC) for the administration of special constables (Min. No. P414/99 refers).

At its meeting on January 29, 1998, the Board approved a recommendation that requests for appointment and re-appointment of special constables, who are not members of the Toronto Police Service, be forwarded to the Board with the Chief's recommendation, for the Board's consideration (Min. No. P41/98 refers).

The Service received separate requests from the TCHC, to re-appoint the following individuals as special constables on the dates indicated:

Name	Date Requested
Wayne Coleman	February 2, 2012
Craig Nicoll	February 21, 2012
Kinga Fronczak	March 9, 2012
Amedeo Popescu	March 20, 2012

Discussion:

The TCHC special constables are appointed to enforce the *Criminal Code of Canada, Controlled Drugs and Substances Act, Trespass to Property Act, Liquor Licence Act and Mental Health Act* on TCHC property within the City of Toronto.

The agreement between the Board and the TCHC requires that background investigations be conducted on all individuals recommended for appointment and re-appointment as special constables. The Service's Employment Unit completed background investigations on the individuals listed above and there is nothing on file to preclude them from being appointed as special constables for a five year term.

The TCHC has advised that the individuals satisfy all of the appointment criteria as set out in the agreement between the Board and the TCHC for special constable appointment. The TCHC approved strength of special constables is 83; the current complement is 83.

Conclusion:

The Toronto Police Service and the TCHC work together in partnership to identify individuals for the position of special constable who will contribute positively to the safety and well-being of persons engaged in activities on TCHC property. The individuals currently before the Board for consideration satisfy the criteria contained in the agreement between the Board and the Toronto Community Housing Corporation.

Acting Deputy Chief Jane Wilcox, Specialized Operations Command, will be in attendance to answer any questions that the Board may have.

The Board approved the foregoing report.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P156. LEGAL INDEMNIFICATION APPLICATIONS AND INVOICES
ARISING FROM THE G8/G20 SUMMITS**

The Board was in receipt of the following report January 17, 2012 from William Blair, Chief of Police:

Subject: LEGAL INDEMNIFICATION APPLICATIONS AND INVOICES ARISING
FROM THE G8/G20 SUMMITS

Recommendation:

It is recommended that the Board receive the following report.

Financial Implications:

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

Background/Purpose:

At its meeting on November 24, 2011, the Board requested the Chief of Police provide a report on the number of legal indemnification applications that were approved and the amounts paid out arising from the G8/G20 Summits (Min. No. P304/11 refers).

Discussion:

To date, sixty-two (62) applications for legal indemnification have been received arising from the G8/G20 Summits. Of those applications, eight (8) invoices were received for payment totalling \$68,720.28. Two (2) invoices have been approved and paid in the amount of \$1,853.20.

Conclusion:

In summary, this report provides the Board with the most current numbers of legal indemnification applications, the number of invoices received and those approved for payment.

Deputy Chief Mike Federico, Corporate Command, will be in attendance to answer any questions that the Board members may have regarding this report.

The Board received the foregoing report and noted that the City of Toronto will provide a report on claims arising from the G8/G20 Summit at a future *in camera* meeting.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P157. QUARTERLY REPORT: OCCUPATIONAL HEALTH AND SAFETY
UPDATE: JANUARY TO MARCH 2012**

The Board was in receipt of the following report May 08, 2012 from William Blair, Chief of Police:

Subject: OCCUPATIONAL HEALTH AND SAFETY UPDATE: JANUARY 1, 2012 TO
MARCH 31, 2012

Recommendation:

It is recommended that the Board receive this report.

Financial Implications:

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

Background/Purpose:

At its meeting on January 24, 2005, the Board received an update on occupational health and safety matters relating to the Service (Min. No. C9/05 refers). Following consideration of the report, the Board requested the Chief of Police to provide quarterly updates on matters relating to occupational health and safety. The Board, at its meeting on August 21, 2008, further requested public quarterly reports for occupational health and safety matters (Min. No. C224/08 refers).

Discussion:

This quarterly update report is for the period from January 1, 2012 to March 31, 2012. This public report corresponds with additional information provided in the confidential agenda.

Accident and Injury Statistics

From January 1, 2012 to March 31, 2012, 253 members reported that they were involved in 269 workplace accidents/incidents resulting in lost time from work or health care which was provided by a medical professional. These incidents were reported as claims to the Workplace Safety and Insurance Board (WSIB). During this same period, 31 recurrences of previously approved WSIB claims were reported. Recurrences can include, but are not limited to, on-going treatment, re-injury and medical follow-ups ranging from specialist appointments to surgery.

A workplace incident may have several attributes and can be reported in more than one category. For example, an officer can be assaulted and sustain a laceration injury at the same time. Each attribute would be reported. For this reporting period, the 269 workplace or work-related accidents/incidents were categorized according to the following attributes:

- 59 arrest incidents involving suspects
- 6 vehicle incidents (member within vehicle as driver or passenger)
- 4 bicycle accidents (falls)
- 1 assault
- 25 cuts/lacerations/punctures
- 7 traumatic mental stress incidents
- 2 slips and falls
- 204 communicable diseases and possible exposures
- 8 inhalations of other substances.

The WSIB has increased the provisional administration rate by 5.4 % in 2012. As a Schedule 2 Employer, the Toronto Police Service paid \$66,295.20 in health care costs for civilian members and \$230,086.33 in health care costs for uniform members for the first quarter of 2012.

Critical Injuries

The employer has the duty to report but not adjudicate the seriousness of injuries and pursuant to *Section 51* of the *Occupational Health and Safety Act (OHSA)* and *Regulation 834*, must provide notice to the Ministry of Labour (MOL) of all critical injuries which occur in the workplace.

For the first quarterly report for 2012, there were three Critical Injury Incidents reported to the Ministry of Labour. All incidents were confirmed by the MOL to be Critical Injury Incidents as defined in *Regulation 834*, which resulted from a cause in a workplace.

Communicable Diseases

As part of the Communicable Disease Exposure Surveillance Program, members of the Occupational Health and Safety Unit (OHS) reviewed reported exposures during the months indicated. The majority of these reports did not result in claim submissions to WSIB; however, there is an obligation to ensure the surveillance program maintains its administrative requirements and that there is a communication dispatched to members of the Service from a qualified designated officer from the Medical Advisory Services (MAS) team.

Reported Exposures	January	February	March	Q1 Total
1. Hepatitis A, B, & C & HIV	13	8	4	25
2. Influenza	0	0	0	0
3. Tuberculosis (TB)	15	2	8	25
4. Meningitis (All)	0	0	4	4
5. Lice and Scabies	4	10	0	14

6. Other*	53	49	34	136
Total	85	69	50	204

* This category can include, but is not limited to exposures to:

- infectious diseases not specified above including smallpox, severe acute respiratory syndrome (SARS), rubella and measles;
- respiratory condition/irritations;
- bites (human, animal or insect);
- varicella (chickenpox);
- Methicillin-Resistant Staphylococcus Aureus (MRSA, also known as multidrug-resistant bacteria); and,
- bodily fluids (blood, spit, vomit, etc.).

As a result of a determination made at the Central Joint Health and Safety Committee (CJHSC) meeting of March 29, 2010, OHS monitors incidents where members report exposure to bed bugs. There were 25 reported exposures to bed bugs in the first quarter.

Medical Advisory Services

During the first quarter of 2012, the MAS section of OHS developed and implemented an enhanced tracking system. An initial review of relevant statistics is listed below. Note the statistics provided are limited to a consideration of non-occupational cases. By definition, short term refers to members that are off work for greater than fourteen days, but less than six months. Long term refers to members that have been off work for greater than six months.

An examination of disability distribution amongst Service members revealed the following:

Disability	January	February	March
*Short Term	214	233	240
*Long Term	78 (**89)	80 (**89)	79 (**88)
Total Disability per Month	292	313	319

* The above reported statistics are cumulative.

** Members on Central Sick Leave Bank.

Implementation of Health and Safety Policies, Including Training Policies, by various Departments or Divisions

During the week of March 19 to 23, 2012, 16 members participated in the Basic Certification and Sector Specific Training at the Toronto Police College. Nine were worker representatives and seven were management representatives.

Currently, the Service has 367 certified members comprised of 224 worker representatives and 143 management representatives. For administrative purposes, uniform management representatives consist of the rank of Staff/Detective Sergeant and higher.

Other Occupational Health and Safety Matters

Workplace Violence and Harassment

Bill 168, the Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace) 2009, came into force on June 15, 2010. As a result of the above amendment, the *Occupational Health and Safety Act* now includes definitions of workplace violence and workplace harassment and *Part III.0.1* refers specifically to *Violence and Harassment*.

- Workplace Violence/Harassment Complaints

In the first quarter of 2012 there were no documented complaints which have been categorized by Professional Standards to meet the criteria of workplace harassment as defined in the *OHSA*.

Ontario Police Health and Safety Association

On March 8, 2012, a meeting of the Ontario Police Health and Safety Association was hosted by the Guelph Police Service. The main focus of the meeting was a presentation by Sergeant Gary Goguen, of the Hamilton Regional Police Service, in relation to *First Responder Safety*. The meeting was concluded with a round table discussion of issues prevailing in the respective jurisdictions.

Ministry of Labour Orders, Charges & Issues

There were no Ministry of Labour Orders, Charges, or issues during the first quarter of 2012.

Conclusion:

In summary, this report will update the Board on matters relating to occupational health and safety issues for the first quarter in 2012.

The next quarterly report for the period of April 1, 2012 to June 30, 2012, will be submitted to the Board for its meeting in August 2012.

Deputy Chief Mike Federico, Corporate Command, will be available to respond to any questions the Board may have regarding this report.

The Board received the foregoing report.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

**#P158. SEMI-ANNUAL REPORT: LABOUR RELATIONS COUNSEL AND
LEGAL INDEMNIFICATION: JULY TO DECEMBER 2011**

The Board was in receipt of the following report April 26, 2012 from William Blair, Chief of Police:

Subject: LABOUR RELATIONS COUNSEL AND LEGAL INDEMNIFICATION:
SEMI-ANNUAL REPORT JULY 1 - DECEMBER 31, 2011 AND
CUMULATIVE LEGAL COSTS FROM JANUARY 1 - DECEMBER 31, 2011

Recommendation:

It is recommended that the Board receive the following report.

Financial Implications:

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

Background/Purpose:

At its meeting on January 25, 2001, the Board approved a Policy governing payment of legal accounts which provides for a semi-annual report relating to payment of all accounts for labour relations counsel, legal indemnification claims and accounts relating to inquests which were approved by the Director, Human Resources Management and the Manager, Labour Relations (Min. No. P5/01 refers).

This report will provide a semi-annual update for the period of July 1 to December 31, 2011, and cumulative legal costs from January 1 to December 31, 2011.

Discussion:

1) Semi-Annual Summary: July 1 – December 31, 2011

During the period of July 1 to December 31, 2011, fourteen (14) accounts from Hicks, Morley, Hamilton, Stewart and Storie LLP (Hicks Morley) for labour relations counsel totalling \$124,084.81 were received and approved for payment by the Manager of Labour Relations. During the same period, twenty-six (26) accounts of external counsel relating to legal indemnification were paid totalling \$118,596.04.

In addition to the above, six (6) accounts from external counsel relating to legal indemnification, totalling \$96,921.98, were submitted for payment and denied.

2) Cumulative Summary for 2011

For the period January 1 to December 31, 2011, legal costs incurred by Labour Relations counsel and legal indemnification totalled \$771,753.13 as follows:

Number	Type of Account Paid	Costs Incurred in 2011
35	Payments to Hicks Morley: 12 payments for Bargaining (TPA & SOO) \$190,996.27 23 payments for Labour Relations Counsel \$214,371.25	\$405,367.52
21	Arbitration Costs related to Grievances and Bargaining: 18 payments for Grievance activity \$31,940.98 3 payments for Bargaining (TPA) \$36,919.84	\$ 68,860.82
46	Legal Indemnifications	\$180,550.50
3	Inquests	\$116,974.29
0	Civil Actions	\$ 0
	Total Costs for 2011	\$771,753.13

Conclusion:

In summary, this report provides the Board with a semi-annual update for the period July 1 to December 31, 2011, of all labour relations counsel and legal indemnification claims, and the total cumulative legal costs from January 1 to December 31, 2011.

Deputy Chief Mike Federico, Corporate Command, will be in attendance to answer any questions that the Board may have regarding this report.

The Board received the foregoing report.

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

#P159. ANNUAL REPORT: 2011 TRAINING PROGRAMS

The Board was in receipt of the following report May 04, 2012 from William Blair, Chief of Police:

Subject: ANNUAL REPORT: 2011 TRAINING PROGRAMS

Recommendation:

It is recommended that the Board receive this report.

Financial Implications:

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

Background/Purpose:

At the meetings of August 24, 1995 and January 20, 1999, the Board requested that the Chief of Police provide annual reports that assess the effectiveness of training programs. This report describes the training delivered by the Toronto Police Service, Toronto Police College, during the year 2011 (Min. No. P333/95 and P66/99 refers).

Discussion:

The Toronto Police Service (Service) continues to meet the training needs of its police officers and civilian members by providing quality learning both internally and externally. Members of the Service receive training through a number of different means: training offered by the Toronto Police College (TPC) through traditional in-class courses, unit specific training offered to members of a particular unit, courses offered on-line in an e-learning format, and course tuition reimbursement for training offered through external learning institutions.

Attached is a detailed report, The Effectiveness of Police Training, which addresses the results of an effectiveness study conducted on four courses / programs delivered or sponsored by members of the TPC. This study focused on the transfer of classroom knowledge to the field and the impact of that knowledge on the Service and community. The courses studied were:

- Plainclothes Officer Tactical Course
- The Advanced Leadership Course (ALC)
- Computer and Technology Facilitated Investigations Course (CATFI)
- Community Mobilization Course

Conclusion:

This report will provide the Board with an overview of the training provided by the TPC during 2011.

Deputy Chief Mike Federico, Corporate Command, will be in attendance to answer any questions that the Board might have.

The Board received the foregoing report.

A copy of the Executive Summary to the 2011 Annual Report on Training Programs is appended to this Minute for information. A copy of the complete report is on file in the Board office.

EXECUTIVE SUMMARY

The Toronto Police Service (Service) continues to meet the training needs of its members by providing quality learning opportunities from within our Service, through partner organizations such as the Ontario Police College (OPC), and through outreach initiatives. Measuring the effectiveness of training is a difficult undertaking due to the numerous demands placed on our organization. While it may be presumed that performance improvement is due to training, it is difficult to verify. In order to effectively address the evaluation of Service training, members at the Toronto Police College (TPC) apply the four-level Kirkpatrick Hierarchy of Evaluation, which includes:

- 1) Reaction;
- 2) Learning;
- 3) Transfer; and
- 4) Impact.

Every course has a specific evaluation strategy. All courses are evaluated on reaction and learning. Transfer and impact evaluations are much more labour intensive. They are part of a long-term, in-depth analysis, which is conducted on selected programs. During 2011, four training courses / programs were reviewed based on several considerations. These courses were:

- 1) Plainclothes Officer Tactical Course;
- 2) The Advanced Leadership Course (ALC);
- 3) Computer and Technology Facilitated Investigations Course (CATFI); and
- 4) Community Mobilization Course.

The 2011 evaluation of transfer and impact is evidence that the learning strategies employed by TPC are successful. Members used the knowledge they gained in these courses in their duties and the training that members received made a difference. Survey respondents reported a transfer of learning ranging from 79% to 93%. Positive impacts were also reported

The TPC is continuing its effort to meet and exceed the recommendations contained in the 2006 Auditor General's report titled, "Review of Police Training, Opportunities for Improvement". Course delivery strategies continue to expand and liaisons with both Federal and Provincial partners continue to grow.

The 2011 evaluation of transfer and impact of learning is evidence that learning strategies employed by the TPC have a positive impact on learners. It is recognized, however, that courses will evolve and change to address Service and community needs; training in the Service is an operational activity that supports identified needs, policies and statutes.

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**#P160. QUARTERLY REPORT: TORONTO POLICE SERVICES BOARD
SPECIAL FUND UNAUDITED STATEMENT: JANUARY TO MARCH
2012**

The Board was in receipt of the following report May 08, 2012 from Alok Mukherjee, Chair:

Subject: QUARTERLY REPORT: TORONTO POLICE SERVICES BOARD SPECIAL
FUND UNAUDITED STATEMENT: JANUARY TO MARCH 2012

Recommendation:

It is recommended that the Board receive the report on the Toronto Police Services Board's Special Fund un-audited statement for information.

Financial Implications:

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

Background/Purpose:

As required by the Toronto Police Services Board (TPSB) Special Fund policy (Board Minute #P292/10) expenditures for the Special Fund shall be reported to the Board on a quarterly basis. This report is provided in accordance with such directive. The TPSB remains committed to promoting transparency and accountability in the area of finance.

Discussion:

Enclosed is the un-audited statement of receipts and disbursements with respect to the Toronto Police Services Board's Special Fund for the period January 1 to March 31, 2012.

As at March 31, 2012, the balance in the Special Fund was \$494,421. During the first quarter, the Special Fund recorded receipts of \$177,210 and disbursements of \$1,464. There has been a net increase of \$175,746 against the December 31, 2011 fund balance of \$318,675.

Auction proceeds have been estimated for the months of January to March 2012 as the actual deposits have not yet been made. The contract with Rite Auctions for the on-line auctioneering services was renewed until July 31, 2012.

The Special Fund received \$19,643.22 representing monies seized during the course of illegal gaming investigations between 2001 and 2003. Despite the undertaking by the OPP and MAG to return the funds, the potential “owners” of the money cannot be traced. As such, in accordance with S.133 of the Police Services Act, the funds were transferred to the Special Fund.

For this quarter, the Board expenditures were minimal as it continued with the moratorium on expenditures.

Conclusion:

As required by Toronto Police Services Board Special Fund policy, it is recommended that the Board receive the attached report.

The Board received the foregoing report.

THE TORONTO POLICE SERVICES BOARD SPECIAL FUND								
2012 FIRST QUARTER RESULTS WITH INITIAL PROJECTIONS								
PARTICULARS	2012					2011		COMMENTS RELATING TO THIS QUARTER
	INITIAL PROJ.	JAN 01 TO MAR 31/12	APR 01 TO JUN 30/12	JUL 01 TO SEPT 30/12	OCT 01 TO DEC 31/12	JAN 01 TO DEC 31/12 TOTALS	JAN 01 TO DEC 31/11 ACTUAL	
BALANCE FORWARD	318,675	318,675	494,421	494,421	494,421	318,675	464,204	
REVENUE								
PROCEEDS FROM AUCTIONS	200,000	73,322				73,322	243,579	Auction proceeds for the first quarter are based on estimates. Overhead is at 37% of the proceeds.
LESS OVERHEAD COST	(74,000)	(26,695)				(26,695)	(87,640)	
UNCLAIMED MONEY	230,000	131,739				131,739	310,703	
LESS RETURN OF UNCLAIMED MONEY	(7,000)	(1,326)				(1,326)	(6,393)	
INTEREST	2,700	329				329	3,287	Interest income is based on the average monthly bank balance.
LESS BANK SERVICE CHARGES	(1,000)	(159)				(159)	(971)	
OTHERS	2,400	0				0	11,374	
TOTAL REVENUE	353,100	177,210	0	0	0	177,210	473,939	
BALANCE FORWARD BEFORE EXPENSES	671,775	495,885	494,421	494,421	494,421	495,885	938,143	
DISBURSEMENTS								
POLICE COMMUNITY INITIATIVES								
SERVICE								
CPLC & COMM. OUTREACH ASSISTANCE	15,000	0				0	11,805	
UNITED WAY	10,000	0				0	0	
OTHER	0	0				0	0	
COMMUNITY								
VICTIM SERVICES PROGRAM	12,000	0				0	0	
VARIOUS ORGANIZATIONS	48,500	6,000				6,000	44,900	Black History Month
FUNDS RETURNED - SPONSORSHIPS	(4,500)	(4,483)				(4,483)	(4,494)	Black History Month
TPAAA ASSISTANCE	0	0				0	5,800	
RECOGNITION OF SERVICE MEMBERS								
AWARDS	46,000	(153)				(153)	45,150	Watch replacement
CATERING	15,000	0				0	11,258	
RECOGNITION OF COMMUNITY MEMBERS								
AWARDS	2,000	0				0	1,030	
CATERING	2,000	0				0	2,338	
RECOGNITION OF BOARD MEMBERS								
AWARDS	700	0				0	501	
CATERING	1,000	0				0	458	
CONFERENCES								
COMM. POLICE LIAISON COMMITTEES	8,500	0				0	0	
ONT. ASSO. OF POLICE SERVICES BOARD	0	0				0	5,500	
CDN ASSO. OF POLICE SERVICES BOARD	0	0				0	0	
DONATIONS - IN MEMORIAM	800	0				0	600	
TPSB/TPA RETIREMENT DINNER	10,500	0				0	18,394	
DINNER TICKETS	200	0				0	0	
PROFESSIONAL FEES	0	0				0	409,910	
INTERNAL CONTROL REVIEW FEE	5,640	99				99	5,640	Tax on ICR fee.
OTHER EXPENSES	0	0				0	60,678	
TOTAL DISBURSEMENTS	173,340	1,464	0	0	0	1,464	619,468	
SPECIAL FUND BALANCE	498,435	494,421	494,421	494,421	494,421	494,421	318,675	

**THIS IS AN EXTRACT FROM THE MINUTES OF THE PUBLIC MEETING OF THE
TORONTO POLICE SERVICES BOARD HELD ON JUNE 15, 2012**

#P161. IN-CAMERA MEETING – JUNE 15, 2012

In addition to the public meeting conducted by the Board today, an in-camera meeting was held to consider a number of matters which were exempt from the public agenda in accordance with the criteria for considering confidential matters set out in s.35(4) of the *Police Services Act*.

The following members attended the in-camera meeting:

Dr. Alok Mukherjee, Chair
Mr. Chin Lee, Councillor & Member
Ms. Marie Moliner, Member
Dr. Dhun Noria, Member
Ms. Frances Nunziata, Councillor & Member
Mr. Andrew Pringle, Member

Absent: Mr. Michael Thompson, Councillor & Vice-Chair

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#P162. ADJOURNMENT

Alok Mukherjee
Chair