



Re: EX12.2n

# Toronto Police Services Board

## Service Level Review

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Standing Committee Presentation

June 30, 2015



# Overview

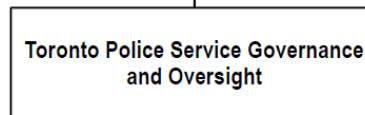
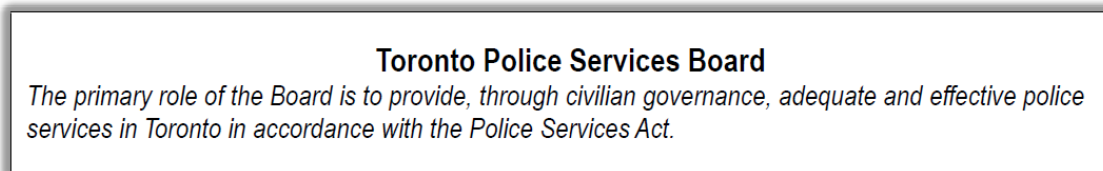
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- Recommended Service Levels by Program
  - Program Map
  - Service Levels and Service Performance
  - Service Challenges and Opportunities



# Toronto Police Services Board

## 2015 Program Map



***Purpose:***

*To ensure the provision of adequate and effective police services in accordance with community needs and expectations, through policy development, compliance monitoring with Board Policy and directions and priority setting, through stakeholder consultations and communications and consultation with the Chief of Police as required by the Police Services Act.*



# Key Service Levels – 2012 - 2015

## Service Levels

Service Level Description		2012	2013	2014	2015
<b>Governance and Oversight</b>					
The primary service of the Toronto Police Services Board is to establish, after consultation with the Chief of Police, overall objectives and priorities for the provision of police services and fulfilling the mandate established in the Police Services Act as follows :					
-appoint members of the police service					
-establish policies for management of the police service					
-recruit and appoint the Chief and Deputy(s) Chiefs; annually determine their remuneration and working conditions					
-direct the Chief and monitor his performance					
-- establish policies respecting the disclosure by chiefs of personal information about individual	Approved			3,158.2	\$3.1 Million
-- receive regular reports from the chief of police on disclosures and decisions made regarding secondary activities					
-establish guidelines regarding legal indemnification and for the administration of the public complaints system					
-review the chief's administration of the complaints system					
-negotiate collective agreements					
-approve the capital and operating budgets and submits to council					
-fulfill responsibilities under the <i>Occupational Health and Safety Act</i>					
	Actual	2,994.9	2,768.6	3,090.3	n.a.



# Governance and Oversight



# Service Challenges & Opportunities

## ■ Challenges

- ✓ **Outdated Website Platform** - The Board's website is built on a platform that is 8 years old and does not support the features necessary for timely information-sharing and communication
- ✓ **Data Collection for Community Contacts Policy** - The Board adopted a policy governing police community contacts which ensures that there is a proactive rights-based approach to the way in which members of the TPS interact with members of the public. However, there is uncertainty around what information should be collected during TPS's interactions with members of the public.



# Strategies to Address Challenges & Opportunities: Priority Actions Taken or Underway

Strategic Action/Service Objective:	
Actions	Results / Progress
The 2015 Recommended Operating Budget includes funding of \$0.032 million to enable the Board to issue a Request for Quotations (RFQ) for assistance in upgrading its website, as well as ensure that it complies with Accessibility for Ontarians with Disabilities (AODA) standards.	RFQ issued - bids were not compliant RFS in progress
The 2015 Recommended Operating Budget includes \$0.250 million gross and \$0 net to secure an external consultant or evaluator to determine what type of data should be collected, the retention period and the scope of the data required as a result of the Board's approval of the Community Contacts Policy.	deferred as a result of the Board rescinding the Community Engagements Policy and approving the Community Contacts Policy in June 2015. Status of data collection under review as part of the 2016 budget process





Thank You

