

Policing Reform Project

Update to Aboriginal Affairs Advisory Committee

October 7, 2020

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CONTEXT

Systemic discrimination in our city deeply impacts the life prospects and opportunities of members of Indigenous, Black and racialized communities, and can lead to disparities in health, social and economic outcomes. For many decades, Indigenous, Black and racialized communities have spoken out about their deep mistrust of public institutions, including the police service. The City has a responsibility to the public to begin the conversation of police reform to ensure public safety for all Toronto residents.

Important discussions on racial injustice, inequity and anti-Indigenous and anti-Black racism within police services are happening around the world, and here in Toronto.

These discussions resulted in the recommendations and actions on changes to policing adopted by [City Council in June 2020](#). These decisions included areas of public safety, crisis response and police accountability. At its meeting on August 18, 2020, the Toronto Police Services Board approved [81 decisions on policing reform](#), including the reforms requested by City Council.



CONTEXT

In June 2020, Toronto City Council item CC22.2 directed the City Manager, in consultation with the Toronto Police Services Board, community-based organizations, social services agencies and mental health support organizations to develop alternative models of community safety response that would:

- a. Involve the **creation of non-police led response to calls involving individuals in crisis**, and others as deemed appropriate through consultation;
- b. reflect the City's **commitment to reconciliation**;
- c. involve **extensive community consultation** on a proposed response model; and
- d. detail the likely **reductions to the Toronto Police Services budget** that would result from these changes.



ENGAGEMENT OBJECTIVES

1. Explain the City of Toronto's plan to address Council's recommendations (Item CC22.2) to the public through an **open and transparent process and dialogue** and ensure that the proposed alternative community safety response model(s) **reflects the needs and desires of Torontonians**.
2. Ensure **cross-sectoral representation and participation from a diversity of Torontonians** and key stakeholders to identify the principles, goals and key elements of a successful and **locally specific** alternative community safety response model.
3. Invite and ensure there are **equitable opportunities for people with lived-experience** of mental health or addiction challenges to voice concerns and recommendations.
4. Seek **public input on alternative community safety models of interest**.



SCOPE

An Alternative Community Safety Response Model would include alternatives to police attendance at mental health crisis calls, wellness checks, low-level disputes between community members (e.g. neighbour disputes).

KEY STAKEHOLDERS

STREAM 1 <i>Indigenous Communities</i>	<ul style="list-style-type: none"> Indigenous Communities & the organizations that serve them
STREAM 2 <i>Black Communities</i>	<ul style="list-style-type: none"> Black Communities & the organizations that serve them
STREAM 3 <i>Mental Health & Substance Use Services</i>	<ul style="list-style-type: none"> Mental health service providers (incl. peer support workers) and their clients Substance use service providers and their clients Organizations serving people living with disabilities Hospital staff and front-line emergency responders (i.e. paramedics, crisis responders, nurses, etc.) Justice-adjacent agencies
STREAM 4 <i>Other Equity-Seeking Groups</i>	<ul style="list-style-type: none"> 2SLGBTQ+ organizations Organizations serving people living in poverty and/or experiencing homelessness and housing precarity Youth-serving organizations Organizations addressing gender-based violence Faith-based organizations Newcomer service organizations Survivor service organizations Those with experience with the justice system
STREAM 5 <i>Advocates & Academics</i>	<ul style="list-style-type: none"> Community advocates & advocacy groups Academics
STREAM 6 <i>Internal Groups</i>	<ul style="list-style-type: none"> Toronto Police Services Toronto Paramedic/Fire Services Toronto Public Health Social Development, Finance & Administration Indigenous Affairs Office Shelter, Support & Housing Administration

Confirmed Indigenous Community Partnership

- ***Native Child and Family Services of Toronto***- The City has partnered with Native Child and Family Services of Toronto as they develop a pilot program that explores alternatives to provide Indigenous mental health and victim services to the Gabriel Dumont Non-Profit Homes and the surrounding neighbourhoods located within the boundaries of 43 Division in Scarborough.

Community-led consultations

- The City is working to finalize partnership agreements with 5 Indigenous-led and serving organizations to facilitate community consultations on a crisis response model. These organizations include:
 - Organizations serving Indigenous youth
 - Organizations serving Indigenous women
 - Organizations serving 2SLGBTQIA+ community
 - Organizations serving diverse Indigenous communities
 - Health and community service providers

Community Member Engagement

City of Toronto consultations

Public survey

Discussion Guide

City of Toronto social media platforms and website

Engaging with TASSC Social Media

Engaging with IAO Listserv

HIGH-LEVEL ENGAGEMENT TIMELINE

OCTOBER

NOVEMBER



Survey 1 (Oct.19-Oct.27)



Survey 2 (Nov.16-Nov.30)



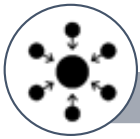
Discussion Guide & Online Feedback Forms (Oct. 19- Nov. 27)



Roundtables (Oct. 19- Nov. 13)



Key Stakeholder Committee Engagements & SME Interviews



Alternative Community Safety Response Accountability Table + Internal "Working Group" Table

TORONTO

This is a preview, NO results will be recorded.

Share your customer service insights with the City

The City of Toronto is reviewing how it serves Toronto residents. We are trying to understand who uses the information services and programs provided by the City, how people access them and what their experiences are. Your input will be used to provide better customer service and programs.

All the information you provide will be kept confidential. The City will only report on the results of the survey at the group level. No information that can identify you will be shared.

If you need help completing this survey or would like it in a different format, please contact the City of Toronto, Rowan at 416-397-4107, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

The Strategic Policy and Planning Unit in the Deputy City Manager's Office, Customer Services collects personal information on this survey under the legal authority of the City of Toronto Act, 2006, SO 2006-01, Schedule A, s 136(c) and the City of Toronto By-Law No 169-2018. The information collected will be used to make improvements to customer service delivery at the City, including how the City provides information to the public, how the public can contact the City, and how the public access different services and programs. Questions about this collection can be directed to the Strategic Policy and Planning Business Analyst, 55 John Street, Toronto, Ontario, M5V 3C6 or by telephone at 416-397-4107.

Forms Identifier Number: 29-0000 2018

*** GENERAL SENSE OF THE CITY**
Please indicate how much you agree with the following statements:

	Strongly Disagree	Disagree	Agree	Strongly Agree	Please feel free to explain in further detail:	N/A
I feel welcome in civic buildings (such as Toronto City Hall, Metro Hall, or Civic Centres)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
I feel welcome to use City-run spaces (Community Recreation Centres, Employment and Social Services offices, Shelters, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>

Audience:

- General Public

Objective:

- Provide general education about the direction to explore alternative models
- Understand the general public's expectations around the principles, priorities & key elements of a desired Alternative Community Safety Response Model.

Content:

- Part 1: Identifying Priorities
Opportunity for open comment, big ideas, concerns.
- Part 2: Building Blocks of a Successful Model
Based off of jurisdictional research as well as the 5 SERVQUAL measures of service experience: Reliability, Assurance, Tangibles, Empathy, Responsiveness
- Part 3: Identifying Barriers
Based on user-testing from service access research

Outreach:

- Website (passive)
- City social media
- Via community partners and membership
- In-person Wi-Fi hotspots & iPads provided at key locations

Audience:

- Streams 1-5 (Indigenous Communities, Black Communities, Mental Health & Substance Use Services, Other-Equity Seeking Groups, Advocates & Academics)

Objective:

- Engage community members with lived experience, as well as service providers and system stakeholders in facilitated discussions about the key priorities and elements of an Alternative Model.

Outreach:

- Via community partner outreach
- Via Accountability Table outreach

M	T	W	Th	F	S	S
Oct 19	20	21	22	23	24	25
26	27	28	29	30	31	Nov 1
2	3	4	5	6	7	8
9	10	11	12	13		

Roundtables (26 Total)

- 5 Indigenous-led sessions
- 5 Black-led sessions
- 9 sessions with mental health & substance use service organizations & their clients
- 6 sessions with other equity-seeking groups (2SLGBTQ+, youth, newcomer, survivors/victims services, people experiencing poverty and/or homelessness, gender-based violence, faith-based services)
- 1 session with community advocates, activists & academics

Key Features



Virtual hosting via WebEx Events
Facilitated Discussion



Counsellors available for individual support in a separate, confidential virtual room



Live Polls/Interactive Q&A



Honoraria for participants with lived experience who are unaffiliated with an organization



**City of Toronto
Digital Infrastructure Plan
Discussion Guide
December 2019**

SECTION 2: CONSULTATION PROCESS

Background

Digital Infrastructure Plan will take approximately 18 to 24 months to finalize. During this time (three rounds of stakeholder and public consultations will be conducted). The first round of consultation is being held now (December 2019), and includes public meetings, stakeholder, in-person and online consultation.

Feedback received during this consultation will be used to develop guiding principles to form the foundation of the Digital Infrastructure Plan. Therefore, it is important to get them right.

A report on the outcomes of these consultations to the Executive Committee at its meeting on July 23, 2020. This report will include an updated version of the principles which reflect feedback received during these consultations. This report will also include a summary of feedback received during these consultations.

Public Meetings

There will be three public events during this round of public consultation:

- December 7, 2019 – McGeorge Park Community Centre, 60 a.m. - 12:30 p.m.
- December 8, 2019 – Toronto City Hall, 6:30 a.m. - 9 p.m.
- December 12, 2019 – North York Central Library, 1:30 - 4 p.m.

Each meeting will be broadcasted at www.toronto.ca/cityhall/consultations

Online Consultation

The online consultation questionnaire will be available at toronto.ca/onlineconsultation until December 10, 2019. Comments, questions and feedback can also be submitted by email to digitalinfrastructure@toronto.ca.

Community and Partner Consultation

In addition to the public, feedback will be sought from community groups and other partners that include, but are not limited to: Academics, Toronto Region Board of Trade, Indigenous peoples, etc.

Principle 1- Equity & Inclusion

Digital Infrastructure will be used to create and sustain equity and inclusion in its operations and outcomes. Digital Infrastructure will be flexible, adaptable and responsive to the needs of all Torontonians, including equity-seeking groups, Indigenous peoples, those with accessibility needs, and vulnerable populations.

1. What do you like about the draft principle?
2. What suggestions do you have for strengthening the City's approach?
3. What are the key questions that need to be addressed or clarified as the process continues?
4. Do you have any additional advice related to this principle?

Example Discussion Guide

Example Feedback Form

Audience:

- General Public, Community Groups & Organizations

Objective:

- Provide general education about the engagement process, how feedback is used, and provide guiding questions for residents to host their own discussion & provide their input to the City
- Understand the general public's expectations around the principles, priorities & key elements of a desired Alternative Community Safety Response Model

Content:

- Part 1: Lived-Experiences: Establishing perspectives and where participants are coming from.
- Part 2: Open Comment: Opportunity for open comment, big ideas, concerns.
- Part 3: Priorities: Based on research on the key components that make up different alternative models of community safety around the world, the goal of this section is to understand communities' priorities and principles to make the chosen model relevant to Toronto's context.


Outreach:

- Website (passive)
- City social media
- Via community partners and membership

- Audience:**
 - General Public

- Objective:**
 - Provide general education about the chosen model
 - Validate the principles and key elements that underpin the chosen model.
 - Gather public input on community investment priorities.

- Outreach:**
 - Website
 - City social media
 - Through community partners
 - Wi-Fi hotspot & iPads in key locations



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Forms Identifier Number: 29-893

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APPENDIX - HIGH-LEVEL STAFF REPORTING MILESTONES

Key reports to go forward to City Council on policing reforms and relating to Council decision CC22.2.

1

CITY COUNCIL - UPDATE REPORT I

September 23

Executive Committee Meeting & City Council

Report will include:

1. Update on police reform actions (All Decisions)
2. Terms of Reference on Council Advisory Body (Decision #34)
3. Update on Accountability Table (Decision #32)

2

CITY COUNCIL - UPDATE REPORT II

January *TBD*

Executive Committee Meeting & City Council

Report will include:

1. Update on police reform actions (All Decisions)
2. Recommended Crisis Response Model (Decisions. #1, 5, 18)
3. Community Investments (Decisions. #2, 12)
4. Community Engagement Summaries

APPENDIX A- POLICING REFORM COMMON THEMES & DIRECTIONS FROM COUNCIL

Work Theme	Council Decisions	Primary Work Lead
Alternative Community Safety Response Models	#1, 2, 5, 12, 18, 35	SDFA/TPSB/CMO
Police Budget & Budgetary Transparency	# 3, 4, 7, 8, 9, 22, 23	TPSB/AG
Outside Audit & Police Service Accountability	# 10, 11, 31, 32, 33, 34	TPSB/CMO/SDFA
Chief Selection Criteria	# 13, 14, 15	SDFA/TPSB/CMO
Data Sharing & Information Transparency	# 6, 16, 17, 30	TPSB/SDFA
Police Conduct Accountability	# 19, 20, 21, 28, 29	TPSB
Status & Implementation of Past Recommendations	# 24, 25, 26, 27	TPSB/CMO/SDFA
Reporting	# 36	CMO/SDFA/TPSB

Legend	
Acronym	Group
AG	Auditor General
CMO	City Manager's Office
SDFA	Social Development & Finance Administration
TPSB	Toronto Police Services Board

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