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A REPORT TO
CITY OF TORONTO

QUANTITATIVE REPORT: CITY RESIDENTS PERCEPTIONS OF COMMUNITY-BASED CRISIS RESPONSE STUDY

January 7th 2021

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1

ABOUT THE RESEARCH

OBJECTIVES

- The City of Toronto engaged The Strategic Counsel to undertake a survey of City residents to evaluate public perceptions toward the need for community-based crisis response.
- Specific objectives are:
 - To gauge the level of concern about poverty, mental health and crime issues in the City of Toronto;
 - Determine what Toronto residents would likely do if they faced different situations involving mental health, substance use, and non-violent disputes requiring de-escalation;
 - Identify the preferred first responders for challenging situations involving mental health, substance use, and non-violent disputes requiring de-escalation;
 - Determine City residents preferred response -- police versus community services;
 - Evaluate the level of support for a community-based crisis response service; and
 - Gauge City residents level of exposure to mental health, substance use, and non-violent disputes requiring de-escalation.

METHODOLOGY

- A total of n=1,000 respondents completed the survey online. Respondents were drawn from a Maru/Blue online panel. In addition, oversamples of African/Caribbean/Black (n=100) and Indigenous (n=100) residents were surveyed.
- The survey was undertaken between December 4th and 15th, 2020.
- A sampling plan was developed to achieve a representative cross-section of Torontonians by age, region and gender, reflective of the most recent Statistics Canada data. The data was weighted to ensure that the findings are representative of City residents.
- **Important Note:** We developed an analysis based on exposure to social issues. We were able to index participants in the survey into three groups – ‘high exposure’, ‘medium exposure’, ‘low exposure’ – based on their exposure to these four social issues: ‘people experiencing mental health challenges’, ‘racism directed at people you know’, ‘people who use substances’, and ‘non-violent disputes between residents’. We have labeled this analysis ‘[Exposure Index for Social Issues](#)’.

2

KEY FINDINGS

Key Findings

1

Most Toronto residents express high levels of concern about poverty (81%), crime (80%), and mental health issues (79%) facing the City.

These levels of concern are evident across the City and among the African, Caribbean, and Black community (88%, 82%, and 78%, respectively) and Indigenous residents (76%, 71%, and 75%, respectively).

2

If a Torontonians was a bystander, or they themselves were in a non-violent dispute, most would call for the police (42% and 46%, respectively).

In a case where they are personally suffering from a mental health issue, most respondents expressed a preference to a call number for a non-police crisis response team. However, in a situation where they are a bystander, respondents were split between calling 911 for an ambulance (22%) or some other kind of help (26%) or a non-police led crisis response team (19%).

3

If a Torontonians was a bystander to someone experiencing substance use challenges, most (64%) would call for an ambulance.

If they themselves were experiencing substance use challenges, responses were divided between calling a non-police led crisis response team (28%) or calling for an ambulance (23%).

4

While Indigenous residents and members of the African, Caribbean, and Black community held similar views with other City residents that they would be most likely to call 911 for an ambulance.

A greater percentage of these respondents identified a preference for calling a non-police crisis response team in a situation where they are bystanders to the harmful effects of substance use.

5

Toronto residents are most likely to believe that licensed mental health professionals (63%) or paramedics (57%) are the better first responders when the situation involves a health-related issue (such as experiencing harmful effects of substance use or mental health issues).

Similar to other findings in this study, most City residents believe that the police should be the first responder in non-violent disputes.

6

Indigenous residents also opted for licensed mental health professionals or paramedics to be the first responder for health-related situations.

Indigenous residents also cited a preference for first responders to health-related situations who are Indigenous Elders/support workers or who have experience with mental health challenges; and substance use.

Key Findings

7 Toronto residents express high levels for support (76%) for licenced mental health professionals together with those who have lived-experience to be the first responders to mental health/substance use situations.

8 A slight majority of Toronto residents (52%) think the Toronto Police Services does a good job in dealing with non-violent disputes requiring de-escalation.

However, residents are less positive about its performance in regards to dealing with mental health (34%) or substance use issues (39%).

9 Toronto residents strongly support the approach that community support/mental health professionals respond to situations involving substance use and mental health.

Support for this approach is evident across the City.

10 Toronto residents strongly support (67%) the proposal to shift funds from police services to community-based services to respond to different types of issues.

11 Many Toronto residents have been in situations where they have been exposed to racism (34%), people experiencing mental health challenges (36%), substance use (28%), and non-violent disputes (25%).

Indigenous residents (56%, 54%, 59%, and 50%, respectively) and the African, Caribbean, and Black community (60%, 42%, 39%, and 34%, respectively) are significantly more likely to indicate that they have.

12 Men tend to be more concerned than women about all social issues facing the City of Toronto (see slide 10 for a list of issues).

Similarly, older Torontonians and those who are retired tend to be more concerned about current issues and are the most open to changing how the City responds to mental health, substance use, and low-level non-violent disputes.

3

DETAILED FINDINGS

OVERALL CONCERN ABOUT CITY OF TORONTO POVERTY,
MENTAL HEALTH, AND CRIME ISSUES

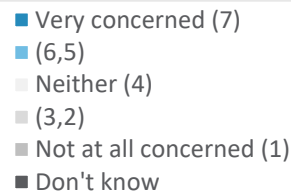
LEVEL OF CONCERN ABOUT POVERTY, MENTAL HEALTH AND CRIME ISSUES IN THE CITY OF TORONTO

Most Toronto residents express high levels of concern about poverty, crime, and mental health issues facing the City. These levels of concern are evident across the City and among African, Caribbean, Black and Indigenous groups.

- Members of Toronto’s African, Caribbean, and Black community are the most likely to voice concern about racism.
- In contrast, Indigenous residents are the least likely to express concern about violent crime, but have more concern about low level non-violent disputes than do other Toronto residents.
- Men, those over the age of 65, and retirees tend to be more concerned about all issues facing the City.

Concerned (7,6,5)

	n=	TOTAL	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCAR- BOROUGH	African Caribbean, Black	Indigenous
		%	%	%	%	%	%	%	%
Poverty		1000	1000	317	180	250	232	168	133
Violent crime									
Mental health									
Violence toward women									
Racism									
Speeding on city streets									
Substance use/addictions									
Low level non-violent disputes (between neighbours and within a community)									



Q8. How concerned, or not, are you about each of the following issues in the City of Toronto?

Base: Total sample

Those Toronto residents who have had high exposure to social problems are more likely to express concern about the poverty, mental health and crime issues in the City.

- This pattern in the results is evident among the Indigenous residents and the African, Caribbean, and Black community.

Exposure Index for Social Issues*
Concerned (7,6,5)

		TOTAL	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
	n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
		%	%	%	%	%	%	%	%	%	%	%	%
Poverty		81	76	81	88	88	80	87	98	76	56	74	83
Violent crime		80	81	78	84	82	73	84	89	71	44	63	85
Mental health		79	74	80	86	78	67	84	83	75	39	74	85
Violence toward women		77	73	76	85	81	73	84	87	74	56	63	86
Racism		73	65	74	82	84	82	86	87	77	56	79	80
Speeding on city streets		72	73	68	79	68	62	70	74	69	39	70	77
Substance use/addictions		65	56	64	76	67	47	71	81	68	28	56	86
Low level non-violent disputes (between neighbours and within a community)		43	35	36	65	47	40	46	60	55	28	53	64

*Note: ‘Low’ references ‘low exposure’, ‘Medium’ references ‘medium exposure’ and ‘High’ references ‘high exposure’ to the social issues.

Q19. How much exposure or not have you had to any of the following? ‘people experiencing mental health challenges’ ‘racism directed at people you know’, ‘people who use substances’, and ‘non-violent disputes between residents’.

Q8. How concerned, or not, are you about each of the following issues in the City of Toronto?

Base: Total sample

C: Caution, small base size

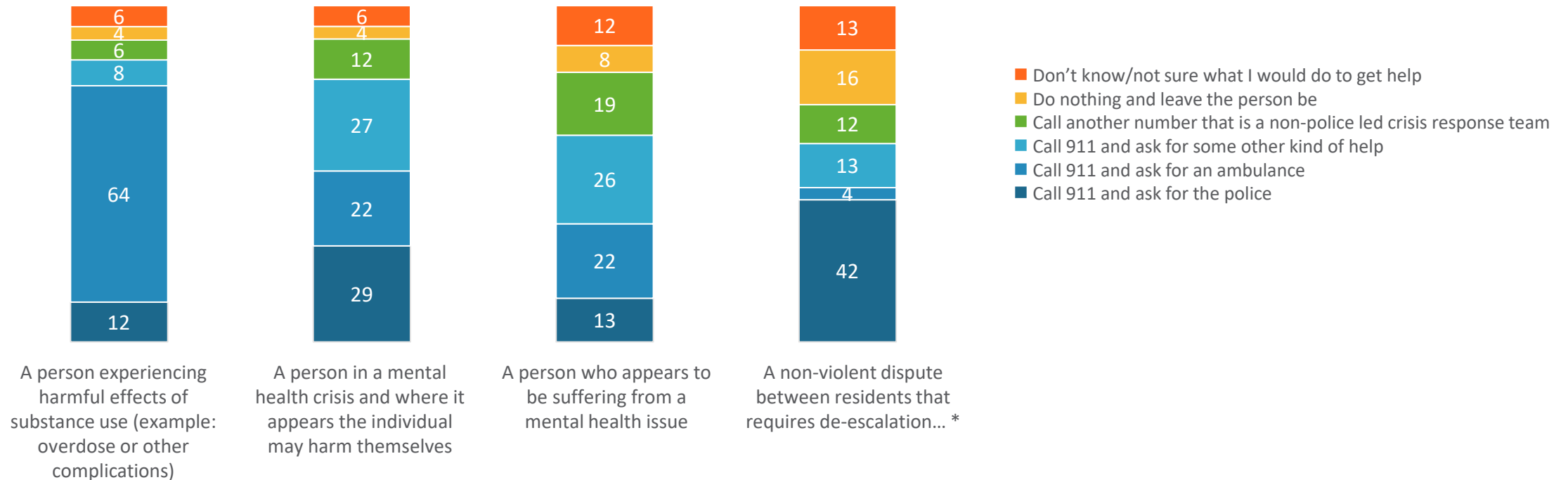
WHAT WOULD TORONTO RESIDENTS LIKELY DO IF THEY
FACE DIFFERENT CHALLENGING SITUATIONS?

WHEN A BYSTANDER FACING A DIFFICULT SITUATION WHAT WOULD TORONTONIANS LIKELY DO?

Toronto residents would take different actions when facing a range of situations. Many would most likely call the police if a non-violent situation required de-escalation. In contrast, if they see a situation where a person is experiencing health-related issues, most would call 911 or a different number for a non-police response.

- Toronto residents are more divided on what action they would take if they see a person in a mental health crisis where they might harm themselves or a person who appears to be suffering from a mental health issue.

If you found yourself as a bystander in this situation:



Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample (n=1000)

*Full text: A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident's front porch, or a resident is acting inappropriately in front of a local business.

WHEN A BYSTANDER FACING A DIFFICULT SITUATION WHAT WOULD TORONTONIANS LIKELY DO?

A majority of Toronto's African, Caribbean and Black community would also call 911 for an ambulance if they were seeing a person experience the harmful effects of substance use.

- In addition, members of Toronto's African, Caribbean and Black community are slightly more likely (compared to other residents) to call a non-police led crisis response team.
- In contrast, Indigenous residents are more likely to call the police (compared to other residents) for this type of situation.

If you found yourself as a bystander in this situation:

**A person experiencing harmful effects of substance use
(example: overdose or other complications)**

	TOTAL*	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
Call 911 and ask for the police	12	11	14	10	13	17	26
Call 911 and ask for an ambulance	64	65	62	66	64	55	50
Call 911 and ask for some other kind of help	8	4	11	8	9	10	8
Call another number you are aware of that is a non-police led crisis response team	6	5	6	7	7	14	10
Do nothing and leave the person be	4	7	3	2	3	2	3
Don't know/not sure what I would do to get help	6	8	4	6	6	2	3

Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample

Regardless of their exposure to difficult situations, Toronto residents indicate that they would be most likely to call for an ambulance if they saw a person experiencing the harmful effects of substance use.

- Those with higher exposure to difficult situations, particularly Indigenous residents, are slightly more likely to call the police if they see a person experiencing the harmful effects of substance use.

If you found yourself as a bystander in this situation:

**A person experiencing harmful effects of substance use
(example: overdose or other complications)**

Exposure Index for Social Issues*

	TOTAL	Low	Medium	High	African Caribbean, Black	Low ^C	Medium	High	Indigenous	Low ^C	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
Call 911 and ask for the police	12	10	8	20	17	22	14	17	26	28	26	26
Call 911 and ask for an ambulance	64	70	69	53	55	58	54	55	50	72	47	48
Call 911 and ask for some other kind of help	8	6	9	9	10	7	8	15	8	-	14	8
Call another number you are aware of that is a non-police led crisis response team	6	2	5	11	14	9	21	9	10	-	9	14
Do nothing and leave the person be	4	3	4	5	2	-	2	4	3	-	2	2
Don't know/not sure what I would do to get help	6	8	5	2	2	4	2	-	3	-	2	3

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges' 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample

C: Caution, small base size

WHEN A BYSTANDER FACING A DIFFICULT SITUATION WHAT WOULD TORONTONIANS DO?

If Toronto residents faced a situation where a person is experiencing a mental health crisis and the individual may harm themselves, members of the African, Caribbean, and Black community are divided on the action they would take.

- Residents of Etobicoke/York are modestly more inclined (compared to residents in other areas of Toronto) to call 911 and ask for some other kind of help other than an ambulance or the police to deal with this situation. Scarborough residents are slightly more likely to call the police.

If you found yourself as a bystander in this situation:

A person in a mental health crisis and where it appears the individual may harm themselves

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African, Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
Call 911 and ask for the police	29	30	26	24	34	23	29
Call 911 and ask for an ambulance	22	21	20	26	21	21	22
Call 911 and ask for some other kind of help	27	23	37	30	24	26	24
Call another number you are aware of that is a non-police led crisis response team	12	12	10	12	14	23	14
Do nothing and leave the person be	4	7	4	2	2	2	8
Don't know/not sure what I would do to get help	6	7	3	6	6	4	5

Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample

Regardless of degree of exposure to difficult situations, Toronto residents are generally divided on what actions they would take if a bystander and there was a person experiencing a mental health crisis and this individual may harm themselves.

If you found yourself as a bystander in this situation:

A person in a mental health crisis and where it appears the individual may harm themselves

Exposure Index for Social Issues*

	TOTAL	Low	Medium	High	African, Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
Call 911 and ask for the police	29	31	26	31	23	22	21	28	29	39	16	35
Call 911 and ask for an ambulance	22	23	22	24	21	11	25	25	22	11	19	27
Call 911 and ask for some other kind of help	27	28	32	20	26	36	27	19	24	28	30	20
Call another number you are aware of that is a non-police led crisis response team	12	9	12	16	23	29	21	21	14	17	14	12
Do nothing and leave the person be	4	3	4	5	2	-	2	6	8	6	14	5
Don't know/not sure what I would do to get help	6	7	5	3	4	2	5	2	5	-	7	2

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges' 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample

C: Caution, small base size

WHEN A BYSTANDER FACING A DIFFICULT SITUATION WHAT WOULD TORONTONIANS DO?

Most Toronto residents are divided on what they would do to deal with a person who appears to be suffering from a mental health issue: some would call 911 for an ambulance or ask for some other kind of help (other than an ambulance or the police), and others would call a different number for a non-police led crisis response team.

- Most City residents would not call the police, although Scarborough residents are slightly more inclined to call the police.
- Indigenous residents and members of the African, Caribbean, and Black community are modestly more inclined (compared to those in other areas of Toronto) to call a non-police crisis response team to deal with this situation.

If you found yourself as a bystander in this situation:

A person who appears to be suffering from a mental health issue

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
Call 911 and ask for the police	13	11	13	10	20	14	15
Call 911 and ask for an ambulance	22	20	23	22	24	19	21
Call 911 and ask for some other kind of help	26	25	31	29	23	20	25
Call another number you are aware of that is a non-police led crisis response team	19	19	16	20	20	35	29
Do nothing and leave the person be	8	11	10	6	5	4	5
Don't know/not sure what I would do to get help	12	14	8	13	9	8	6

Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample

Regardless of degree of exposure to difficult situations, Toronto residents are generally divided on what actions they would take if a person was experiencing a mental health crisis.

- Indigenous residents and the African, Caribbean, and Black community are more likely to call for a non-police led crisis response team regardless of their level of exposure to difficult situations.

Exposure Index for Social Issues*

If you found yourself as a bystander in this situation:
A person who appears to be suffering from a mental health issue

	TOTAL*	Low	Medium	High	African Caribbean, Black	Low ^C	Medium	High	Indigenous	Low ^C	Medium ^C	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
Call 911 and ask for the police	13	14	11	14	14	18	11	15	15	17	9	18
Call 911 and ask for an ambulance	22	23	23	22	19	16	22	21	21	28	28	17
Call 911 and ask for some other kind of help	26	26	27	28	20	18	25	19	25	22	26	27
Call another number you are aware of that is a non-police led crisis response team	19	15	19	23	35	44	27	32	29	33	26	29
Do nothing and leave the person be	8	7	10	7	4	-	3	8	5	-	5	3
Don't know/not sure what I would do to get help	12	15	11	6	8	4	11	6	6	-	7	6

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges' 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample

C: Caution, small base size

WHEN A BYSTANDER FACING A DIFFICULT SITUATION WHAT WOULD TORONTONIANS DO?

A plurality of Toronto residents would call for the police if there is a need to de-escalate a situation. Scarborough residents are the most inclined to call the police.

- Indigenous residents and members of the African, Caribbean, and Black community are more likely (compared to other residents) to call a non-police led crisis response team to deal with this situation. Indigenous residents are also more inclined to call for an ambulance.
- Residents over the age of 65 are more likely to indicate they would call 911 and ask for the police, while those with high incomes were more likely to ask for an ambulance.

If you found yourself as a bystander in this situation:

A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident’s front porch, or a resident is acting inappropriately in front of a local business

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
Call 911 and ask for the police	42	41	44	39	47	40	40
Call 911 and ask for an ambulance	4	1	8	3	3	8	14
Call 911 and ask for some other kind of help	13	15	12	11	15	15	16
Call another number you are aware of that is a non-police led crisis response team	12	11	11	16	8	19	17
Do nothing and leave the person be	16	19	15	15	15	10	9
Don't know/not sure what I would do to get help	13	12	11	16	13	8	5

Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample

Those with higher degrees of exposure to difficult situations are less inclined to call the police if they are witnessing a non-violent situation requiring de-escalation and opt instead for a different course of action.

- This is particularly true for members of the African, Caribbean, and Black community.

If you found yourself as a bystander in this situation:

A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident’s front porch, or a resident is acting inappropriately in front of a local business

Exposure Index for Social Issues*

	TOTAL	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
Call 911 and ask for the police	42	47	41	40	40	42	48	30	40	56	33	42
Call 911 and ask for an ambulance	4	2	2	8	8	9	3	13	14	17	16	12
Call 911 and ask for some other kind of help	13	12	12	18	15	11	10	25	16	6	21	15
Call another number you are aware of that is a non-police led crisis response team	12	8	12	14	19	24	11	23	17	11	19	17
Do nothing and leave the person be	16	18	17	14	10	9	13	9	9	6	7	11
Don't know/not sure what I would do to get help	13	13	16	6	8	4	16	-	5	6	5	3

*Note: ‘Low’ references ‘low exposure’, ‘Medium’ references ‘medium exposure’ and ‘High’ references ‘high exposure’ to the social issues.

Q19. How much exposure or not have you had to any of the following? ‘people experiencing mental health challenges’ ‘racism directed at people you know’, ‘people who use substances’, and ‘non-violent disputes between residents’.

Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample

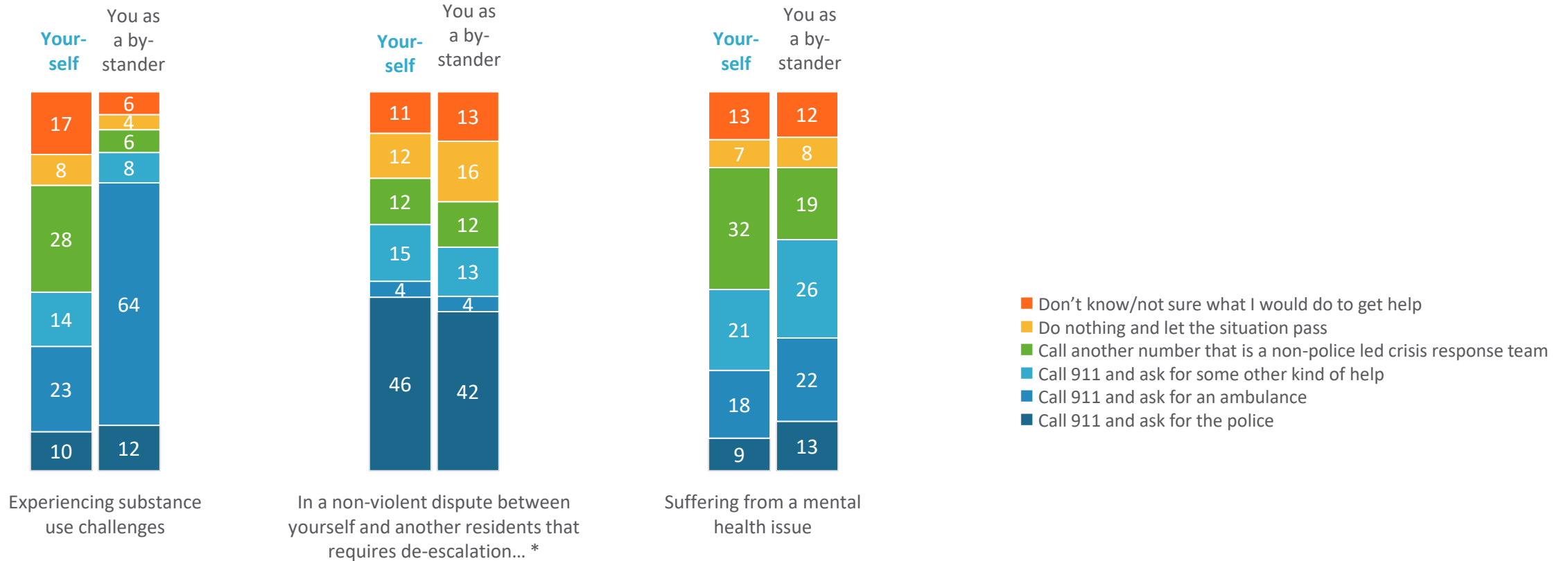
C: Caution, small base size

IF A RESIDENT FACED A DIFFICULT SITUATION WHAT WOULD THEY MOST LIKELY DO?

Similar to the bystander scenarios, Toronto residents would take different actions depending on the situation they were facing if they were involved themselves.

- In a nutshell, calling the police would be the most cited option in dealing with non-violent disputes requiring de-escalation, while those situations with a health dimension tend to motivate residents to take a different course of action – a call for a non-police led response.

Comparison of Situations



Q10. If you found yourself in one of the following situations and wanted to get some support or help, which of the following would you be most likely to do?

Base: Total sample (n=1000)

*Full text: In a non-violent dispute between yourself and another residents that requires de-escalation, for example a situation where a resident is refusing to leave your front porch, or a resident is acting inappropriately in front of a local business.

IF A RESIDENT FACED A DIFFICULT SITUATION WHAT WOULD THEY MOST LIKELY DO?

Many Toronto residents would prefer to call for an ambulance, a non-police led crisis response team, or 911 for some other kind of help if they have found themselves experiencing substance use challenges.

- Preferences of members of the African, Caribbean, and Black community are very similar to the favoured course of action of other residents in Toronto.
- However, Indigenous residents are more inclined to call and ask for the police when they find themselves experiencing substance use issues.

If you found yourself in this situation:

Experiencing substance use challenges

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
Call 911 and ask for the police	10	12	15	6	8	14	31
Call 911 and ask for an ambulance	23	20	23	24	25	22	14
Call 911 and ask for some other kind of help	14	12	13	14	19	18	18
Call another number you are aware of that is a non-police led crisis response team	28	29	28	31	26	28	24
Do nothing and let the situation pass	8	11	7	7	7	6	8
Don't know/not sure what I would do to get help	17	16	14	18	16	11	5

Q10. If you found yourself in one of the following situations and wanted to get some support or help, which of the following would you be most likely to do?

Base: Total sample

IF A RESIDENT FACED A DIFFICULT SITUATION WHAT WOULD THEY MOST LIKELY DO? – EXPOSURE INDEX FOR SOCIAL ISSUES

Regardless of exposure to difficult situations, Toronto residents are more likely to call for a non-police led crisis response team or for an ambulance when experiencing substance use challenges.

- Indigenous residents are more inclined to call the police if they are experiencing substance use challenges (compared to other residents) for all levels of exposure to difficult situations.

If you found yourself in this situation:

Exposure Index for Social Issues*

Experiencing substance use challenges

	TOTAL	Low	Medium	High	African Caribbean, Black	Low ^C	Medium	High	Indigenous	Low ^C	Medium ^C	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
Call 911 and ask for the police	10	11	7	15	14	29	5	15	31	39	33	27
Call 911 and ask for an ambulance	23	29	19	24	22	18	17	26	14	17	12	17
Call 911 and ask for some other kind of help	14	13	15	15	18	11	21	23	18	11	23	15
Call another number you are aware of that is a non-police led crisis response team	28	21	34	29	28	27	37	21	24	17	23	29
Do nothing and let the situation pass	8	7	8	9	6	4	8	6	8	11	5	9
Don't know/not sure what I would do to get help	17	20	16	8	11	11	13	9	5	6	5	3

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges' 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q10. If you found yourself in one of the following situations and wanted to get some support or help, which of the following would you be most likely to do?

Base: Total sample

C: Caution, small base size

IF A RESIDENT FACED A DIFFICULT SITUATION WHAT WOULD THEY MOST LIKELY DO?

If they are personally facing a non-violent dispute requiring de-escalation, a plurality of Toronto residents are most inclined to call for the police. Under one-third would choose other options.

- Residents of North York are less likely to call for the police if they face this situation.
- While members of the African, Caribbean, and Black community would also call the police if they encountered this situation, they are slightly less likely (compared to other residents) to take this action.

If you found yourself in this situation:

In a non-violent dispute between yourself and another residents that requires de-escalation, for example a situation where a resident is refusing to leave your front porch, or a resident is acting inappropriately in front of a local business

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
Call 911 and ask for the police	46	48	46	39	50	40	44
Call 911 and ask for an ambulance	4	0	9	5	4	9	18
Call 911 and ask for some other kind of help	15	15	15	15	16	17	16
Call another number you are aware of that is a non-police led crisis response team	12	13	10	16	9	17	14
Do nothing and let the situation pass	12	15	9	13	9	8	7
Don't know/not sure what I would do to get help	11	10	10	11	12	8	2

Q10. If you found yourself in one of the following situations and wanted to get some support or help, which of the following would you be most likely to do?

Base: Total sample

IF A RESIDENT FACED A DIFFICULT SITUATION WHAT WOULD THEY MOST LIKELY DO? – EXPOSURE INDEX FOR SOCIAL ISSUES

Toronto residents are most likely to call 911 and ask for the police if they find themselves in a non-violent situation requiring a de-escalation regardless of their level of exposure to difficult situations.

- Indigenous residents and those from the African, Caribbean, and Black community with medium to high levels of exposure to difficult situations are more inclined to call the police if they find themselves in a non-violent situation requiring a de-escalation.
- As well, those from the African, Caribbean, and Black community with high levels of exposure are more inclined to call 911 for some other kind of help.

If you found yourself in this situation:

In a non-violent dispute between yourself and another residents that requires de-escalation, for example a situation where a resident is refusing to leave your front porch, or a resident is acting inappropriately in front of a local business

Exposure Index for Social Issues*

	TOTAL	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
Call 911 and ask for the police	46	49	47	43	40	33	46	40	44	33	40	52
Call 911 and ask for an ambulance	4	3	4	7	9	16	5	9	18	22	30	9
Call 911 and ask for some other kind of help	15	16	13	18	17	20	10	26	16	28	7	18
Call another number you are aware of that is a non-police led crisis response team	12	7	14	15	17	18	17	13	14	6	16	14
Do nothing and let the situation pass	12	13	13	10	8	9	11	4	7	11	5	6
Don't know/not sure what I would do to get help	11	11	10	7	8	4	11	8	2	-	2	2

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges' 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q10. If you found yourself in one of the following situations and wanted to get some support or help, which of the following would you be most likely to do?

Base: Total sample

C: Caution, small base size

IF A RESIDENT FACED A DIFFICULT SITUATION WHAT WOULD THEY MOST LIKELY DO?

The most frequently cited option among Toronto residents is to call for a non-police led crisis response team if they are experiencing a mental health issue. Overall, only 9% say they would call and ask for the police.

- Four-in-ten (39%) say they would call 911 for an ambulance or some other type of help.
- Members of the African, Caribbean, and Black community are slightly more likely (compared to other residents) to say they would call and request a non-police led crisis response team to deal with this situation.

If you found yourself in this situation:

Suffering from a mental health issue

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
Call 911 and ask for the police	9	9	11	6	8	8	12
Call 911 and ask for an ambulance	18	15	17	20	19	19	16
Call 911 and ask for some other kind of help	21	20	22	22	23	22	25
Call another number you are aware of that is a non-police led crisis response team	32	36	31	32	31	38	32
Do nothing and let the situation pass	7	7	7	7	8	4	10
Don't know/not sure what I would do to get help	13	13	11	14	11	8	6

Q10. If you found yourself in one of the following situations and wanted to get some support or help, which of the following would you be most likely to do?

Base: Total sample

Regardless of degree of exposure to difficult situations, Toronto residents are more inclined to call for non-police-led crisis response team if experiencing a mental health crisis.

- This is also generally true for Indigenous and African, Caribbean and Black residents.

If you found yourself in this situation:

Exposure Index for Social Issues*

Suffering from a mental health issue

	TOTAL	Low	Medium	High	African Caribbean, Black	Low ^C	Medium	High	Indigenous	Low ^C	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
Call 911 and ask for the police	9	8	7	12	8	9	5	13	12	17	9	14
Call 911 and ask for an ambulance	18	24	15	17	19	18	21	19	16	28	7	18
Call 911 and ask for some other kind of help	21	24	19	23	22	29	21	19	25	22	33	20
Call another number you are aware of that is a non-police led crisis response team	32	24	39	31	38	38	41	32	32	28	33	33
Do nothing and let the situation pass	7	5	8	10	4	-	5	8	10	6	14	8
Don't know/not sure what I would do to get help	13	15	12	7	8	7	8	9	6	-	5	8

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges' 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q10. If you found yourself in one of the following situations and wanted to get some support or help, which of the following would you be most likely to do?

Base: Total sample

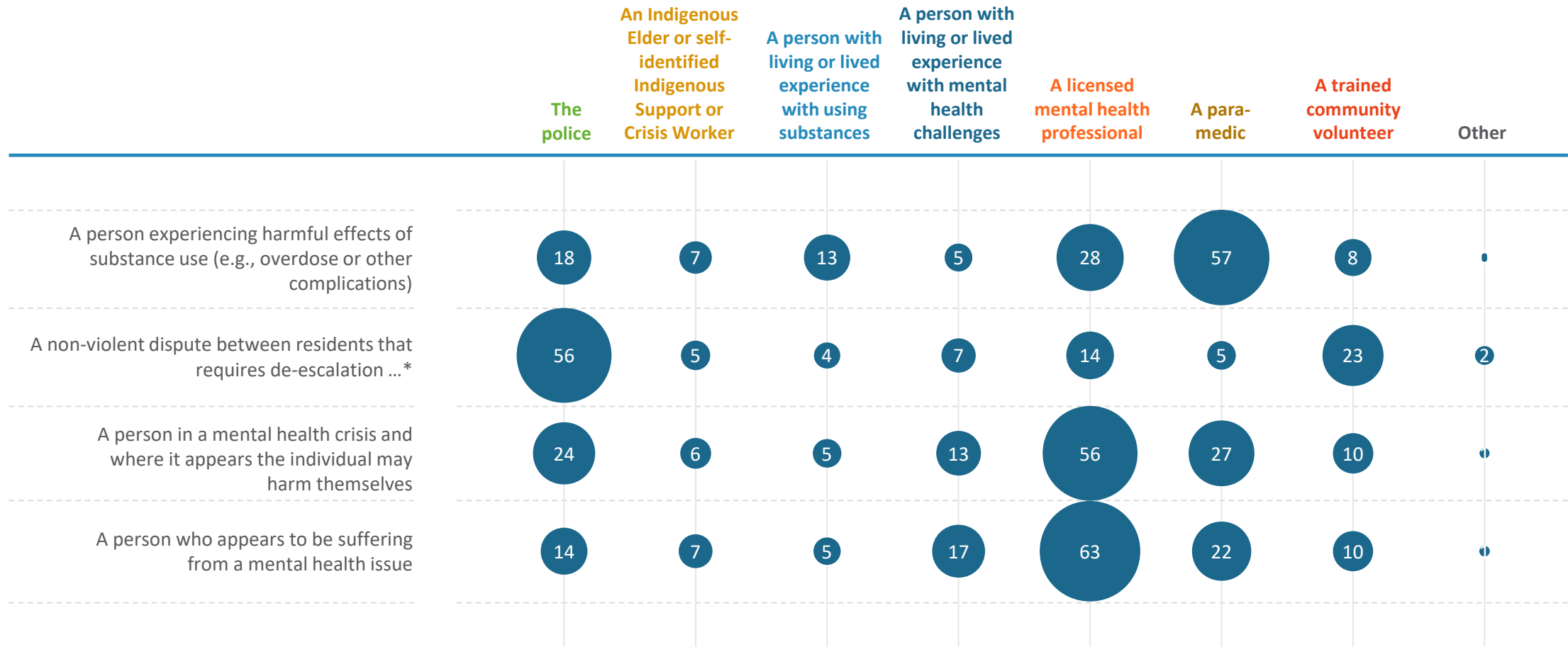
C: Caution, small base size

PREFERRED FIRST RESPONDERS IN CHALLENGING SITUATIONS

BEST TYPE OF FIRST RESPONDER FOR DIFFERENT SITUATIONS

Toronto residents are most likely to believe that licensed mental health professionals or paramedics are the better first responder when the situation involves a health-related issue.

- Having said this, City residents believe the police are better at being the first responder to deal with non-violent disputes requiring de-escalation.



Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample (n=1000)

*Full text: A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident's front porch, or a resident is acting inappropriately in front of a local business

BEST TYPE OF FIRST RESPONDER FOR DIFFERENT SITUATIONS

The preferred first responder for a person experiencing harmful effects of substance use is a paramedic. The second favoured option is a licensed mental health professional.

- Some 18% believe the police should be the first responder for this type of situation.
- While most members of the African, Caribbean, and Black community prefer a paramedic to be the first responder for this type of situation, this community is more likely (compared to other residents) to want a person with experience with using substances or a trained community volunteer to be the first responder.
- Indigenous residents are modestly more likely to believe that police, Indigenous Elders/support workers, and those who have experienced mental health challenges should be the first responders.

A person experiencing harmful effects of substance use (e.g., overdose or other complications)

		TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
	n=	1000	317	180	250	232	168	133
		%	%	%	%	%	%	%
The police		18	20	21	16	18	21	32
An Indigenous Elder or self-identified Indigenous Support or Crisis Worker		7	7	10	6	5	8	18
A person with living or lived experience with using substances		13	14	15	14	11	24	15
A person with living or lived experience with mental health challenges		5	4	7	5	4	5	17
A licensed mental health professional		28	30	29	32	22	29	29
A paramedic		57	59	51	58	58	48	38
A trained community volunteer		8	8	10	9	8	17	11
Other		<1	<1	1	<1	<1	1	1

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

BEST TYPE OF FIRST RESPONDER FOR DIFFERENT SITUATIONS – EXPOSURE INDEX FOR SOCIAL ISSUES

Those with high degrees of exposure to challenging situations are less inclined to believe that a paramedic should be the first responder to deal with a person experiencing harmful effects of substance use. They are more likely to favour others to be first responders.

- Some of these in the Black, Caribbean, and African community tend to prefer police, people who are lived experiences with using substances, or licenced mental health professionals.
- However, Indigenous residents with a high degree of exposure are more likely to believe that paramedics should be the first responders for this type of situation.

A person experiencing harmful effects of substance use (e.g., overdose or other complications)

Exposure Index for Social Issues*

	TOTAL	Low	Medium	High	African Caribbean, Black	Low ^C	Medium	High	Indigenous	Low ^C	Medium ^C	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
The police	18	18	15	24	21	18	17	30	32	33	40	29
An Indigenous Elder or self-identified Indigenous Support or Crisis Worker	7	4	4	14	8	7	11	4	18	17	19	20
A person with living or lived experience with using substances	13	10	13	18	24	16	30	23	15	6	19	15
A person with living or lived experience with mental health challenges	5	3	4	9	5	7	3	6	17	17	9	20
A licensed mental health professional	28	28	32	25	29	13	38	34	29	33	28	29
A paramedic	57	61	60	47	48	49	56	36	38	39	23	47
A trained community volunteer	8	8	8	10	17	16	21	15	11	6	9	9
Other	<1	-	-	1	1	-	-	-	1	-	-	-

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges' 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

C: Caution, small base size

BEST TYPE OF FIRST RESPONDERS FOR DIFFERENT SITUATIONS

Most Toronto residents believe the police should be the first responder to deal with non-violent disputes requiring de-escalation.

- Some 23% think that a trained community volunteer should be the first responder for this type of situation.
- While most members of the African, Caribbean, and Black community believe the police should be the first responder, this community is slightly less likely (compared to other residents) to want the police to be the first responder to deal with this type of situation.
- Many Indigenous residents of Toronto also favour police as the first responders, but they are more likely to cite others such as those experienced with mental health challenges, licenced health professional, paramedics, someone experienced with using substances, and Indigenous Elders/support workers.

A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident's front porch, or a resident is acting inappropriately in front of a local business

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
The police	56	60	47	57	57	48	38
An Indigenous Elder or self-identified Indigenous Support or Crisis Worker	5	6	8	4	4	6	8
A person with living or lived experience with using substances	4	5	6	3	3	6	10
A person with living or lived experience with mental health challenges	7	8	9	6	8	8	14
A licensed mental health professional	14	14	15	15	13	18	22
A paramedic	5	2	9	4	6	9	11
A trained community volunteer	23	25	20	25	23	26	25
Other	2	2	1	3	2	1	2

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

BEST TYPE OF FIRST RESPONDERS FOR DIFFERENT SITUATIONS – EXPOSURE INDEX FOR SOCIAL ISSUES

Consistent with other findings, those with higher degrees of exposure to challenging situations are less inclined to call the police if they are witnessing a non-violent situation requiring de-escalation and opting for a different course of action.

- This is also true for those in the African Caribbean, and Black community.

A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident’s front porch, or a resident is acting inappropriately in front of a local business

Exposure Index for Social Issues*

		TOTAL	Low	Medium	High	African Caribbean, Black	Low ^C	Medium	High	Indigenous	Low ^C	Medium ^C	High
	n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
		%	%	%	%	%	%	%	%	%	%	%	%
The police		56	67	59	43	48	51	52	42	38	61	28	38
An Indigenous Elder or self-identified Indigenous Support or Crisis Worker		5	4	3	10	6	7	5	6	8	11	7	8
A person with living or lived experience with using substances		4	4	2	8	6	4	2	13	10	11	2	12
A person with living or lived experience with mental health challenges		7	6	6	12	8	9	8	6	14	11	19	11
A licensed mental health professional		14	11	14	18	18	18	16	23	22	17	23	23
A paramedic		5	2	4	11	9	4	10	13	11	-	16	11
A trained community volunteer		23	23	23	24	26	18	38	19	25	22	21	24
Other		2	1	2	4	1	-	2	-	2	-	-	3

*Note: ‘Low’ references ‘low exposure’, ‘Medium’ references ‘medium exposure’ and ‘High’ references ‘high exposure’ to the social issues.

Q19. How much exposure or not have you had to any of the following? ‘people experiencing mental health challenges’ ‘racism directed at people you know’, ‘people who use substances’, and ‘non-violent disputes between residents’.

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

C: Caution, small base size

BEST TYPE OF FIRST RESPONDERS FOR DIFFERENT SITUATIONS

A majority of Toronto residents believe that licenced mental health professionals should be the first responders to deal with a mental health crisis where someone might harm themselves. This is followed by paramedics and the police.

- While Indigenous residents and members of the African, Caribbean, and Black community favour licensed mental health professionals to deal with this type of situation, both are more inclined (compared to other residents) to choose trained community volunteers as first responders.
- Moreover, Indigenous residents are more likely to also cite Indigenous Elders/support workers.
- Men tend to be slightly more in favour of calling a licensed mental health professional than women.

A person in a mental health crisis and where it appears the individual may harm themselves

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African, Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
The police	24	24	19	25	27	23	21
An Indigenous Elder or self-identified Indigenous Support or Crisis Worker	6	6	7	7	3	6	11
A person with living or lived experience with using substances	5	5	7	6	4	8	11
A person with living or lived experience with mental health challenges	13	12	13	13	13	17	14
A licensed mental health professional	56	56	53	57	56	51	37
A paramedic	27	27	27	28	27	29	24
A trained community volunteer	10	10	10	11	11	18	19
Other	1	<1	1	1	-	1	1

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

Regardless of exposure to challenging situations, most believe that the first responder to situations where a person in a mental health crisis might harm themselves should be licensed mental health professionals.

A person in a mental health crisis and where it appears the individual may harm themselves

Exposure Index for Social Issues*

	TOTAL	Low	Medium	High	African, Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
The police	24	28	24	20	23	18	29	25	21	22	21	21
An Indigenous Elder or self-identified Indigenous Support or Crisis Worker	6	5	4	10	6	7	6	2	11	22	5	11
A person with living or lived experience with using substances	5	5	3	9	8	11	5	8	11	17	7	9
A person with living or lived experience with mental health challenges	13	9	11	18	17	11	19	17	14	6	9	18
A licensed mental health professional	56	59	60	51	51	44	59	47	37	17	37	39
A paramedic	27	27	29	26	29	29	30	28	24	22	21	26
A trained community volunteer	10	10	7	15	18	13	21	17	19	17	14	23
Other	1	1	-	1	1	-	-	-	1	6	-	-

*Note: ‘Low’ references ‘low exposure’, ‘Medium’ references ‘medium exposure’ and ‘High’ references ‘high exposure’ to the social issues.

Q19. How much exposure or not have you had to any of the following? ‘people experiencing mental health challenges’, ‘racism directed at people you know’, ‘people who use substances’, and ‘non-violent disputes between residents’.

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

C: Caution, small base size

BEST TYPE OF FIRST RESPONDERS FOR DIFFERENT SITUATIONS

Similarly, many Toronto residents believe that licenced mental health professionals should be the first responder for situations where a person is suffering from a mental health issue. The next most frequently cited first responder is paramedics.

- Indigenous residents are just modestly less likely to think that licensed mental health professionals should be the first responders for this type of situation. Moreover, they are more likely to believe (compared to other residents) that the best type of first responders for this situation are Indigenous Elders/support workers.
- Men, and those over the age of 65, tend to be more in favour of calling a licenced mental health professional.

A person who appears to be suffering from a mental health issue

		TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
	n=	1000	317	180	250	232	168	133
		%	%	%	%	%	%	%
The police		14	13	12	13	17	13	18
An Indigenous Elder or self-identified Indigenous Support or Crisis Worker		7	7	8	8	5	11	14
A person with living or lived experience with using substances		5	4	5	6	5	5	12
A person with living or lived experience with mental health challenges		17	15	24	18	15	26	21
A licensed mental health professional		63	66	56	65	61	59	46
A paramedic		22	20	21	22	25	22	12
A trained community volunteer		10	11	8	12	9	17	13
Other		1	1	1	1	-	1	1

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

BEST TYPE OF FIRST RESPONDERS FOR DIFFERENT SITUATIONS – EXPOSURE INDEX FOR SOCIAL ISSUES

Those with a high degree of exposure to challenging situations are less inclined to believe that licensed mental health professionals should be the first responders to deal with a situation where a person is suffering from a mental health issue.

- However, they are more likely to think that Indigenous Elders and those with living/lived experience with mental health challenges should be the first responders.

A person who appears to be suffering from a mental health issue

Exposure Index for Social Issues*

	TOTAL	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
The police	14	15	13	12	13	13	10	13	18	39	19	11
An Indigenous Elder or self-identified Indigenous Support or Crisis Worker	7	4	5	14	11	7	11	15	14	17	9	15
A person with living or lived experience with using substances	5	4	3	8	5	9	3	2	12	6	16	9
A person with living or lived experience with mental health challenges	17	12	16	25	26	13	32	26	21	6	21	24
A licensed mental health professional	63	65	70	53	59	56	68	49	46	33	47	48
A paramedic	22	23	22	22	22	18	27	23	12	6	7	17
A trained community volunteer	10	10	8	13	17	7	21	19	13	11	9	12
Other	1	-	-	2	1	-	-	-	1	-	-	-

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges' 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

C: Caution, small base size

Toronto residents express high levels for support for licenced mental health professionals together with those who have experienced mental health/substance use to be the first responders to deal with people experiencing mental health/substance use issues.

- While Indigenous residents also voice support for this approach, they express a lower level of support.
- Men, those over the age of 65, retirees, and those with high levels of income tend to be the most supportive of this approach.

Supportive (7,6,5)

	TOTAL	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCAR- BOROUGH	African Caribbean, Black	Indigenous
n=	1000	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%	%
Alongside a licensed mental health worker, those employed and trained to act as first responders for substance use or mental health issues could have lived experience with these challenges. In these mental health and substance use situations, this team of first responders would be called on rather than the police.	<p>37 39 13 5 2 4</p>	76	79	75	78	74	70	62

- Very supportive (7)
- (6,5)
- Neither (4)
- (3,2)
- Not at all supportive (1)
- Don't know

Q17. The City of Toronto is considering introducing a new approach to dealing with mental health and substance use issues where trained community workers, rather than the police, would be first responders in such cases. How supportive are you of each of the following elements of the proposed approach?

Base: Total sample

Those with higher levels of exposure to challenging situations are more likely to believe that those who have experienced mental health/substance use should be part of the team along with licensed mental health workers to respond to these situations.

- Indigenous residents and members of the African, Caribbean, and Black community who have high exposure are more likely to believe this is the right approach .

Exposure Index for Social Issues*
Supportive (7,6,5)

	TOTAL*	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
Alongside a licensed mental health worker, those employed and trained to act as first responders for substance use or mental health issues could have lived experience with these challenges. In these mental health and substance use situations, this team of first responders would be called on rather than the police.	76	71	78	84	70	51	73	83	62	22	56	79

*Note: ‘Low’ references ‘low exposure’, ‘Medium’ references ‘medium exposure’ and ‘High’ references ‘high exposure’ to the social issues.

Q19. How much exposure or not have you had to any of the following? ‘people experiencing mental health challenges’ ‘racism directed at people you know’, ‘people who use substances’, and ‘non-violent disputes between residents’.

Q17. The City of Toronto is considering introducing a new approach to dealing with mental health and substance use issues where trained community workers, rather than the police, would be first responders in such cases. How supportive are you of each of the following elements of the proposed approach?

Base: Total sample







C: Caution, small base size

PREFERRED RESPONSE – POLICE VERSUS COMMUNITY RESPONSE

BENEFIT FROM A COMMUNITY RESPONSE VERSUS POLICE RESPONSE

Toronto residents indicate that there are a variety of situations, including even non-violent disputes requiring de-escalation, that would benefit from a community response rather than a police response.

- Indigenous residents and members of the African, Caribbean, and Black community are modestly less likely to think this is true for some situations. However, Indigenous residents are more likely to feel that in a situation where a person is experiencing the harmful effects of substance use, a community response would be beneficial.

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
A person who appears to be suffering from a mental health issue	 63	63	60	65	63	51	38
A person in a mental health crisis and where it appears the individual may harm themselves	 53	54	47	58	52	46	38
A person experiencing harmful effects of substance use (e.g. overdose or other complications)	 51	49	53	52	53	46	59
A non-violent dispute between residents that requires de-escalation *	 50	51	50	54	48	55	53
Other	 1	1	1	1	1	-	1
None of the above	 12	14	11	8	11	10	8

Q12. Which of the following situations do you think would benefit from a community response rather than a police response? (ACCEPT ALL THAT APPLY)

Base: Total sample

*Full text: A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident's front porch, or a resident is acting inappropriately in front of a local business.

BENEFIT FROM A COMMUNITY RESPONSE VERSUS POLICE RESPONSE - EXPOSURE INDEX FOR SOCIAL ISSUES

Other than a non-violent dispute, those with low exposure to challenging situations are more likely to believe that a community response is better than a police response, while those with high exposure are slightly less likely to take this view.

- However, Indigenous residents and those in the African, Caribbean, and Black community with higher exposure are more likely to think the situations would benefit from a community response rather than a police response.

Exposure Index for Social Issues

	TOTAL	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
A person who appears to be suffering from a mental health issue	63	67	69	52	51	36	65	47	38	28	37	39
A person in a mental health crisis and where it appears the individual may harm themselves	53	58	57	44	46	40	48	47	38	28	30	44
A person experiencing harmful effects of substance use (e.g. overdose or other complications)	51	51	53	49	46	33	51	51	59	56	58	62
A non-violent dispute between residents that requires de-escalation *	50	47	52	54	55	51	49	62	53	50	58	47
Other	1	<1	1	1	-	-	-	-	1	6	-	-
None of the above	12	13	8	13	10	13	8	8	8	6	9	8

Q12. Which of the following situations do you think would benefit from a community response rather than a police response? ACCEPT ALL THAT APPLY)

Base: Total sample

C: Caution, small base size

*Full text: A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident’s front porch, or a resident is acting inappropriately in front of a local business.

PERCEPTIONS OF THE PERFORMANCE OF THE TORONTO POLICE SERVICE IN DEALING WITH DIFFERENT SITUATIONS

A slight majority of Toronto residents think the Toronto police do a good job in dealing with non-violent disputes requiring de-escalation. However, residents are less positive about its performance for situations where there are mental health or substance use issues.

- Those in the African, Caribbean, and Black community are generally even less positive (compared to other residents) about the police when it involves mental health issues.
- However, Indigenous residents give more positive scores (than other City residents) to the police on dealing with issues related to mental health.
- On balance, those who have not graduated high school and those who are employed part-time tend to be the most critical of the TPS. Alternatively, those with high-income tend to believe the TPS is doing a good job of responding to a variety of situations.

Good Job (7,6,5)

	TOTAL						TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCAR- BOROUGH	African Caribbean, Black	Indigenous
n=	1000						1000	317	180	250	232	168	133
	%						%	%	%	%	%	%	%
A non-violent dispute between residents that requires de-escalation ...*	13	39	21	11	5	12	52	47	57	50	59	37	43
A person experiencing harmful effects of substance use	8	30	25	15	7	14	39	36	41	36	46	30	36
A person in a mental health crisis and where it appears the individual may harm themselves	9	27	20	21	12	11	36	32	44	30	41	28	44
A person who appears to be suffering from a mental health issue	7	27	19	22	12	12	34	33	40	29	39	28	47

- A very good job (7)
- (6,5)
- Neither (4)
- (3,2)
- A very poor job (1)
- Don't know

Q13. Overall how good or poor of a job do you feel the Toronto Police Services do at dealing with the following types of situations?

Base: Total sample

*Full text: A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident's front porch, or a resident is acting inappropriately in front of a local business

PERCEPTIONS OF THE PERFORMANCE OF THE TORONTO POLICE SERVICE IN DEALING WITH DIFFERENT SITUATIONS –EXPOSURE INDEX FOR SOCIAL ISSUES

Those who have a higher exposure to difficult situations are more likely to believe that the Toronto Police Services have done a good job in handling different situations. Those who have low exposure are less likely to believe that the police do a good job in these situations.

- This pattern is particularly evident among Indigenous residents and the African, Caribbean, and Black community.

Exposure Index for Social Issues*
Good Job (7,6,5)

	TOTAL*	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
A non-violent dispute between residents that requires de-escalation ...*	52	33	30	34	37	29	32	55	43	17	37	56
A person experiencing harmful effects of substance use	39	18	17	28	30	20	19	53	36	11	28	50
A person in a mental health crisis and where it appears the individual may harm themselves	36	19	18	26	28	29	16	45	44	28	47	50
A person who appears to be suffering from a mental health issue	34	20	18	25	28	29	16	43	47	28	51	52

*Note: ‘Low’ references ‘low exposure’, ‘Medium’ references ‘medium exposure’ and ‘High’ references ‘high exposure’ to the social issues.

Q19. How much exposure or not have you had to any of the following? ‘people experiencing mental health challenges’ ‘racism directed at people you know’, ‘people who use substances’, and ‘non-violent disputes between residents’.

Q13. Overall how good or poor of a job do you feel the Toronto Police Services do at dealing with the following types of situations?

Base: Total sample


C: Caution, small base size

*Full text: A non-violent dispute between residents that requires de-escalation, for example a situation where a resident is refusing to leave another resident’s front porch, or a resident is acting inappropriately in front of a local business

CREATING A NON-JUDGEMENTAL ACCEPTING ENVIRONMENT FOR THOSE WHO USE SUBSTANCES

Toronto residents support the idea that the focus should be on supporting those who use substances by creating a non-judgemental, accepting environment and not necessarily requiring they seek treatment.

- Indigenous residents are less supportive of this approach.
- Men, high income-earners, and those who have graduated college tend to be more supportive of this approach.

	TOTAL	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCAR- BOROUGH	African Caribbean, Black	Indigenous
n=	1000	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%	%
The focus would be on supporting those who use substances by creating a non-judgemental, accepting environment and not necessarily requiring they seek treatment.		68	70	70	69	65	65	54

- Very supportive (7)
- (6,5)
- Neither (4)
- (3,2)
- Not at all supportive (1)
- Don't know

Q17. The City of Toronto is considering introducing a new approach to dealing with mental health and substance use issues where trained community workers, rather than the police, would be first responders in such cases. How supportive are you of each of the following elements of the proposed approach?

Base: Total sample

Those who have a higher exposure to difficult situations are more likely to believe that the focus should be supporting those who use substances by creating a non-judgemental, accepting environment, not necessarily requiring they seek treatment.

- These results are also true for Indigenous residents and for the African, Caribbean, and Black community.

Exposure Index for Social Issues*
Supportive (7,6,5)

	TOTAL*	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
The focus would be on supporting those who use substances by creating a non-judgemental, accepting environment and not necessarily requiring they seek treatment.	68	61	68	81	65	53	62	85	54	33	47	67

*Note: ‘Low’ references ‘low exposure’, ‘Medium’ references ‘medium exposure’ and ‘High’ references ‘high exposure’ to the social issues.

Q19. How much exposure or not have you had to any of the following? ‘people experiencing mental health challenges’ ‘racism directed at people you know’, ‘people who use substances’, and ‘non-violent disputes between residents’.

Q17. The City of Toronto is considering introducing a new approach to dealing with mental health and substance use issues where trained community workers, rather than the police, would be first responders in such cases. How supportive are you of each of the following elements of the proposed approach?

Base: Total sample


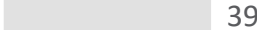

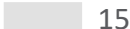




C: Caution, small base size

SUPPORT FOR COMMUNITY RESPONSE SERVICE

LEVEL OF SUPPORT FOR OTHER TYPES OF COMMUNITY SUPPORT WORKERS CALLED FOR SUBSTANCE USE/MENTAL HEALTH ISSUES

Toronto residents strongly support the approach that community support/mental health professionals respond to situations involving mental crises and substance use.

- The support for this approach is evident across the City. Support for this approach is strongest in Etobicoke/York, but slightly weaker in Old Toronto/East York.
- Men, those over the age of 65, retirees, high-income earners, and those who have graduated from college tend to be more supportive of a community based response.

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
TOTAL SUPPORTIVE (7,6,5)	 74	69	81	75	75	76	73
Very supportive (7)	 39	43	41	39	33	44	37
(6,5)	 35	26	40	37	42	32	36
Neither supportive nor unresponsive (4)	 15	16	10	14	16	14	13
(3,2)	 4	4	4	4	3	5	9
Not at all supportive (1)	 3	5	1	2	2	4	4
TOTAL NOT SUPPORTIVE (3,2,1)	 7	9	4	5	6	10	13
Don't know	 5	5	4	5	3	1	2

Q14. At the present time, the police are often called upon to deal with issues related to mental crises and substance use. If there were another approach that was developed that involved calling and engaging with community support workers and mental health professionals who are skilled and trained in dealing with these types of issues, how supportive, or not, would you be of reducing the police involvement in such cases and instead have these other types of support workers involved?

Base: Total sample

Regardless of exposure to challenging situations, there is widespread support for community support workers to respond to situations involving mental health crises or substance use.

- The intensity of support is stronger among those who have had higher exposure to challenging situations.

Exposure Index of Social Issues*

	TOTAL	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
TOTAL SUPPORTIVE (7,6,5)	74	70	77	77	76	71	81	74	73	56	70	80
Very supportive (7)	39	35	41	44	44	36	44	49	37	22	28	48
(6,5)	35	35	36	34	32	36	37	25	36	33	42	32
Neither supportive nor unsupportive (4)	15	18	13	13	14	18	14	8	13	11	14	12
(3,2)	4	3	4	5	5	9	3	6	9	11	14	5
Not at all supportive (1)	3	4	3	3	4	2	2	9	4	17	-	3
TOTAL NOT SUPPORTIVE (3,2,1)	7	6	7	8	10	11	5	15	13	28	14	8
Don't know	5	6	3	2	1	-	-	4	2	6	2	-

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges', 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q14. At the present time, the police are often called upon to deal with issues related to mental crises and substance use. If there were another approach that was developed that involved calling and engaging with community support workers and mental health professionals who are skilled and trained in dealing with these types of issues, how supportive, or not, would you be of reducing the police involvement in such cases and instead have these other types of support workers involved?

Base: Total sample

C: Caution, small base size

REASONS FOR SUPPORTING OTHER TYPES OF COMMUNITY SUPPORT WORKERS CALLED FOR SUBSTANCE USE/MENTAL HEALTH ISSUES

The prevailing reason for supporting other types of community support workers is the perception that the mental health professionals are better equipped/trained to deal with the situation and more able to avoid negative outcomes.

SUPPORTIVE (7,6,5)

		TOTAL	African Caribbean, Black	Indigenous
	n=	737	127	97
		%	%	%
Mental health professionals are better equipped/trained to deal with the situation		44	35	24
Involve mental health professionals to avoid a deadly outcome/de-escalation skills/police are too quick to use force		16	25	7
Police have other/more important issues to deal with		11	8	6
Positive mention (general)		10	7	23
Police should be still be involved/should be in conjunction with the police		7	3	6
Police are needed because of physical risk/risk of violence		3	2	1
Trust issues with police/intimidating		3	2	-
Depends on the situation		1	1	1
Police are doing a good job		1	2	1
Police are better equipped/trained to deal with the situation		1	-	-
Police should be first respondents/faster		1	1	-
Call police now and involve other resources later		<1	-	-
Other		2	5	6
Don't know/not sure		21	22	36

Q15. And what is the main reason you gave a (NUMBER SELECTED AT Q14) regards support or not for reducing police involvement in the types of cases we have been discussing?

Base: Selection at Q14

LEVEL OF SUPPORT FOR SHIFTING FUNDS FROM TORONTO POLICE FORCE TO COMMUNITY-BASED SERVICES

Toronto residents strongly support the proposal to shift funds from police services to a community-based alternative services to respond to different types of issues.

- Those from the African, Caribbean, and Black community are more likely to support this approach.
- Torontonians age 20-54, along with men, high income earners, and college graduates tend to be more supportive of this approach, with the unemployed the least supportive.

Supportive (7,6,5)

	TOTAL	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCAR- BOROUGH	African Caribbean, Black	Indigenous
n=	1000	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%	%
City Council approval of the proposal to have money that would have gone to the police service for responding to the types of issues and instead would be transferred to these community-based alternative services.		67	70	76	64	62	73	66

- Very supportive (7)
- (6,5)
- Neither (4)
- (3,2)
- Not at all supportive (1)
- Don't know

Q17. The City of Toronto is considering introducing a new approach to dealing with mental health and substance use issues where trained community workers, rather than the police, would be first responders in such cases. How supportive are you of each of the following elements of the proposed approach?

Base: Total sample

There is widespread support for shifting funds from police services to community-based services, regardless of exposure to challenging situations.

- However, the intensity of support is much deeper among those who have had high exposure to challenging situations.

Exposure Index for Social Issues*
Supportive (7,6,5)

	TOTAL	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
City Council approval of the proposal to have money that would have gone to the police service for responding to the types of issues and instead would be transferred to these community-based alternative services.	67	60	67	80	73	62	71	89	66	33	56	85

*Note: ‘Low’ references ‘low exposure’, ‘Medium’ references ‘medium exposure’ and ‘High’ references ‘high exposure’ to the social issues.

Q19. How much exposure or not have you had to any of the following? ‘people experiencing mental health challenges’ ‘racism directed at people you know’, ‘people who use substances’, and ‘non-violent disputes between residents’.




Q17. The City of Toronto is considering introducing a new approach to dealing with mental health and substance use issues where trained community workers, rather than the police, would be first responders in such cases. How supportive are you of each of the following elements of the proposed approach?

Base: Total sample

C: Caution, small base size

TORONTO POLICE OPERATE INDEPENDENTLY OR IS IT OPERATED BY THE CITY OF TORONTO?

Most Toronto residents believe that the Toronto Police Services is operated by the City of Toronto.

	TOTAL	OLD TORONTO/ EAST YORK	ETOBICOKE/ YORK	NORTH YORK	SCARBOROUGH	African Caribbean, Black	Indigenous
n=	1000	317	180	250	232	168	133
	%	%	%	%	%	%	%
Operates independently	 24	22	31	20	27	19	33
Operated by the City of Toronto	 58	61	54	61	57	65	59
Don't know	 18	17	15	19	16	16	8

Q16. To the best of your knowledge, does the Toronto Police Service operate independently or is it operated by the City of Toronto?

Base: Total sample

Among most Torontonians, there are no virtually no differences based exposure to difficult situations.

- Although, it seems that Indigenous residents and the African, Caribbean, and Black community with high exposure to challenging situations are more likely to think the Toronto Police Service is independently operated.

Exposure Index of Social Issues*

	TOTAL	Low	Medium	High	African Caribbean, Black	Low	Medium	High	Indigenous	Low	Medium	High
n=	1000	279	419	257	168	45 ^C	63	53	133	18 ^C	43 ^C	66
	%	%	%	%	%	%	%	%	%	%	%	%
Operates independently	24	21	26	27	19	11	22	25	33	17	30	39
Operated by the City of Toronto	58	60	59	60	65	71	65	60	59	83	63	50
Don't know	18	20	16	13	16	18	13	15	8	-	7	11

*Note: 'Low' references 'low exposure', 'Medium' references 'medium exposure' and 'High' references 'high exposure' to the social issues.

Q19. How much exposure or not have you had to any of the following? 'people experiencing mental health challenges' 'racism directed at people you know', 'people who use substances', and 'non-violent disputes between residents'.

Q16. To the best of your knowledge, does the Toronto Police Service operate independently or is it operated by the City of Toronto?

Base: Total sample

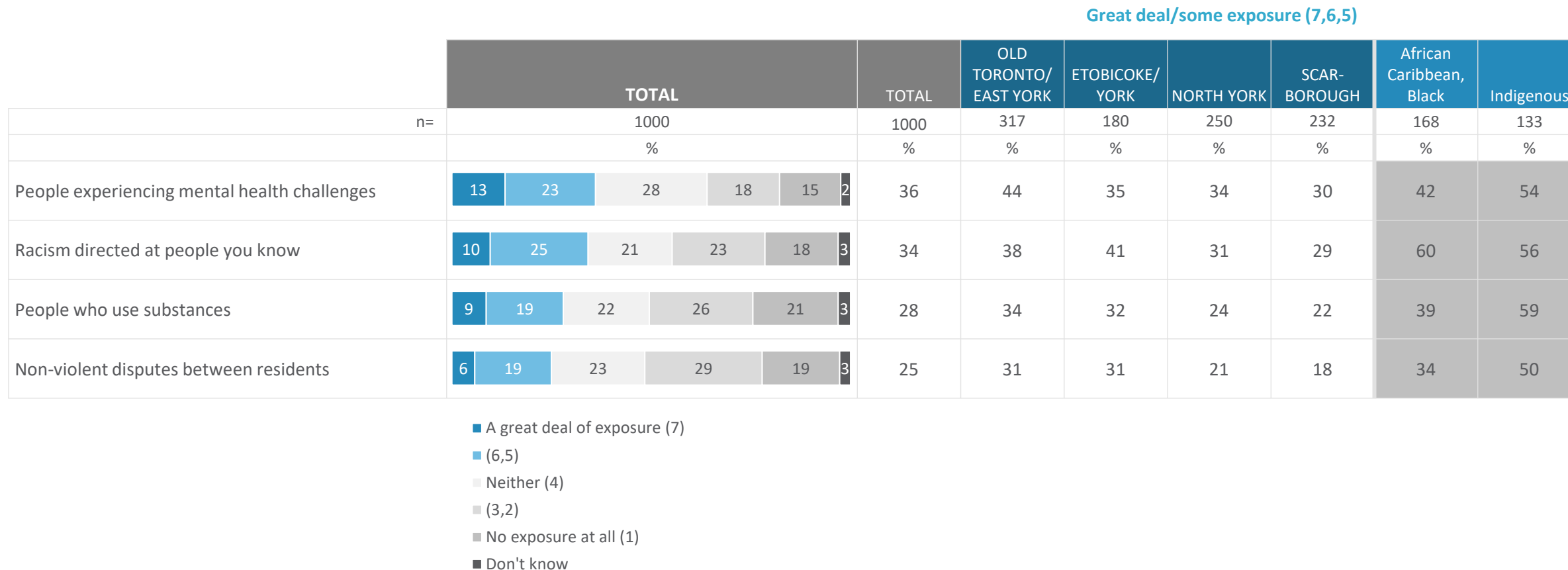
C: Caution, small base size

EXPOSURE TO MENTAL HEALTH, RACIAL, SUBSTANCE USE,
NON-VIOLENT DISPUTE SITUATIONS

EXPOSURE TO MENTAL HEALTH, RACIAL, SUBSTANCE USE, AND NON-VIOLENT DISPUTE SITUATIONS

About one-quarter to over one-third have had some exposure to situations where people are facing racism, experiencing mental health challenges, using substances, and non-violent disputes between residents.

- Indigenous residents and the African, Caribbean, and Black community are significantly more likely to indicate that they have had exposure to these types of issues.



Q19. How much exposure or not have you had to any of the following?

Base: Total sample

4

ABOUT THE RESPONDENTS

ABOUT THE RESPONDENTS

GENDER n=1000

52%	Woman
47%	Man
<1%	Trans woman
<1%	Trans man
<1%	Gender non-binary
<1%	Two-Spirit
<1%	Not listed
<1%	Prefer not to answer

AGE n=1000

20%	20 – 29
46%	30 – 54
15%	55 – 64
19%	65 and over
<1%	Prefer not to answer

NUMBER OF PEOPLE IN HOUSEHOLD n=1000

25%	1
33%	2
20%	3
14%	4
5%	5
2%	6+
1%	Prefer not to answer

HOUSEHOLD INCOME n=1000

12%	0 - \$29,999
13%	\$30,000 - \$49,999
14%	\$50,000 - \$69,999
19%	\$70,000 - \$99,999
20%	\$100,000 - \$149,999
11%	\$150,000 or more
1%	Don't know
10%	Prefer not to answer

PART OF CITY OF TORONTO LIVE n=1000

18%	NET ETOBICOKE/YORK
7%	Etobicoke
11%	York
32%	NET OLD TORONTO/EAST YORK
18%	Old City of Toronto
14%	East York
25%	North York
23%	Scarborough
2%	Don't know/not sure

IDENTIFY AS PERSON WITH A DISABILITY n=1000

12%	Yes
85%	No
2%	Don't know
1%	Prefer not to say

EMPLOYMENT STATUS n=1000

52%	Employed – full-time
9%	Employed – part-time
2%	Employed – casual, on-call, temporary or seasonal
7%	Unemployed or looking for a job
2%	Stay at home caregiver
3%	Student
19%	Retired
3%	Unable to work
2%	Other
2%	Prefer not to answer

EDUCATION n=1000

1%	Less than high school
15%	High school or equivalent
60%	Degree or diploma from a college or university
23%	Graduate or professional degree
1%	Prefer not to answer

IDENTIFIES AS INDIGENOUS TO CANADA n=1000

7%	Yes
92%	No
1%	Prefer not to answer

IDENTIFIES AS . . . (Those who identify as Indigenous) n=67

48%	First Nations (examples: Ojibway, Cree, Mohawk, Mi'kmaq)
69%	Inuit
77%	Métis
82%	Prefer not to answer

RACE CATEGORY n=1000

54%	White (examples: English, Greek, Italian, Portuguese, Russian, Slovakian)
17%	East Asian (examples: Chinese, Japanese, Korean)
10%	South Asian or Indo-Caribbean (examples: Indian, Indo-Guyanese, Indo-Trinidadian, Pakistani, Sri Lankan)
7%	Black (examples: African, African-Canadian, Afro-Caribbean)
3%	Arab, Middle Eastern, or West Asian (examples: Afghan, Armenian, Iranian, Lebanese, Persian, Turkish)
3%	Southeast Asian (examples: Filipino, Malaysian, Singaporean, Thai, Vietnamese)
3%	Latin American (examples: Brazilian, Colombian, Cuban, Mexican, Peruvian)
1%	First Nations (status, non-status, treaty or non-treaty), Inuit or Métis
2%	Other
2%	Prefer not to answer

DESCRIPTION BEST DESCRIBES YOU . . . n=1000

95%	City of Toronto resident
8%	Person with experience with the mental health system and/or substance use system
7%	City of Toronto business owner
5%	Public service worker
4%	Healthcare provider
3%	Mental health and/or substance use advocate
2%	Mental health and/or substance use educator
2%	Emergency services worker
1%	Law enforcement professional

4

APPENDIX – DEMOGRAPHIC SUB-GROUPS ANALYSIS

Q. How concerned, or not, are you about each of the following issues in the City of Toronto?

Demographic Highlights



Substance Use/Addition	Mental Health	Violent Crime	Speeding on City Streets
Age 65+ most concerned (69%) vs. 55-64 (65%) and 20-29 (63%)	Age 55-64 and 65+ most concerned (84%) vs. 77% for other groups	Age 65+ most concerned (87%) vs. age 20-29 (76%)	Age 20-29 least concerned (61%) and age 65+ are most concerned (84%)
Men (69%) more concerned than women (60%)	Men (84%) more concerned than women (74%)	Men (85%) more concerned than women (75%)	Men (77%) more concerned than women (67%)
High income (\$100K+) most concerned (72%), \$30-\$49K least concerned (52%)	Low income (<\$30K) least concerned (69%) and those earning over \$50K are equally concerned (81%-83%)	Income \$70-\$99K slightly more concerned (84% vs. 77-79% for all other income groups)	Income \$50-\$69K most concerned (76%) vs. 65-73% for other income groups
Less than high school least concerned (43%), although anyone with more than high school was equally concerned (HS, UG and GRAD was between 64-67%)	Less than high school least concerned (58%), although anyone with more than high school was equally concerned (HS, UG, GRAD 73-81%)	Graduate level education least concerned (71%) vs. 76-83% for all other education levels	Less than high school education least concerned (43%) vs. 71-74% for all other education levels
Part time employees least concerned (54% PT vs. 64% FT and 66% other)	Retirees are most concerned (85%) vs. other employment types (78% FT, 75% PT and 76% unemployed)	Retirees are most concerned (88% vs. 77-81% for other employment groups)	Those unemployed are least concerned (59%), retirees are most concerned (84%)

Q8. How concerned, or not, are you about each of the following issues in the City of Toronto?

Base: Total sample

Q. How concerned, or not, are you about each of the following issues in the City of Toronto?

Demographic Highlights



Racism	Violence towards women	Poverty	Low level non-violent disputes between neighbours or within a community
Young (age 20-29 77%) and older people (age 65+ 78%) are most concerned, with middle age people less concerned (69-71%)	Age 65+ most concerned (90%) vs. age 20-29 (70%)	Age 65+ most concerned (87%), but not by much in comparison to other groups (55-64 (84%), 30-54 (78%), and 20-29 (79%))	Age 20-29 most concerned (49%) vs. 65+ (34%)
Men (79%) more concerned than women (67%)	Men (85%) more concerned than women (69%)	Men (79%) more concerned than women (67%)	Men (46%) slightly more concerned than women (41%)
Those with higher incomes are more concerned (74-76% \$70K+) vs. 63% under \$30K	Concern grows with income: 69% (<\$30K); 70%; 75%; 79%; and 80% (\$100K+)	Those who earn between \$30-49K are least concerned (73% vs. 78-84% for all other income groups)	Those who earn between \$50-69K are most concerned (52%) vs. those who are least concerned \$30-\$49K (36%)
Less than high school most concerned (84%), followed closely by those with grad school (77%)	Education made little difference on concern 72%-79% (UG most concerned)	Less than high school least concerned (76%), although not by much (79-83% for other education levels)	Less than high school least concerned by far (18%) vs. 41-45% for other education levels
Those unemployed are least concerned (66%) vs. retirees (77%)	Retirees , by far, most concerned (88% vs. 73-78% for other employment status groups)	Retirees most concerned (87% vs. 77-82% for other employment status groups)	Retirees least concerned (31% vs. 42-48% for all other employment status groups)

Q8. How concerned, or not, are you about each of the following issues in the City of Toronto?

Base: Total sample

Q. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Demographic Highlights



A person experiencing harmful effects of substance use

All age groups said they would call 911 and ask for an ambulance, with those age 65+ feeling the strongest

- 56-74%, with the second most popular choice being call 911 and ask for the police

Gender did not impact things, everyone was most likely to call 911 and ask for an ambulance

- 64-71% said they would call for an ambulance

All income levels said they were most likely to call an ambulance, although this making \$70-99k felt most strongly about this, with those making \$30-49k feel the least strong and were more likely to reply with “don’t know”

- 72% of \$70-99k earners said they would call 911 and ask from an ambulance, with 57% of \$30-49k saying they would do the same, and 13% not sure who they would call

Those with a high school education were most likely to call from an ambulance, with those with less than high school least likely to

- 73% of those with high school education would call and ambulance, and only 57% of those with less than high school giving the same answer

Those who are retired are the most likely to call an ambulance

- 78% of those retired, only 51% of part time workers felt the same

Q. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Demographic Highlights



A non-violent dispute between residents that requires de-escalation

Those over the age of 65 were most likely to call the police, with those aged 20-29 in agreement, but to a lesser extent

- 48% of those retired, and 30% aged 20-29.
 - The second choice option was “call another number you are aware of that is a non-police led crisis response team” with 20% of 20-29 y/o picking this option

Men and women were equally likely to call the police

- 43% of men and 42% of women said they would call the police

Those with incomes between \$70-99k were most likely to call an ambulance with those making less slightly less like to

- 50% of \$70-99k earners would call for an ambulance, versus 35-42% of other incomes saying they would do the same

Those with less than a high school education did not know who they would call, whereas those with high levels of education were more likely to call for an ambulance

- 47% of those with less than high school said they did not know who they would call, versus 33-44% of other education levels said they would call for an ambulance

Those who are retired, work full or part time were most likely to call an ambulance, more so than those who are unemployed

- 35% of those unemployed would call an ambulance, versus the 39-46% of other employment types saying the same thing (retired most likely to call an ambulance)

Q. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Demographic Highlights



<p>A person in a mental health crisis and where it appears the individual may harm themselves</p>	<p>A person who appears to be suffering from a mental health issue</p>
<p>Ages, genders, incomes, education levels, and employment statuses tended to be split fairly evenly between calling 911 and asking for police, ambulance, a different service or call another number they are aware of that is a non-police led crisis response team.</p> <ul style="list-style-type: none"> • Call another number you are aware of that is a non-police led crisis response team was the least popular among the 4, but was still chosen 	<p>Ages, genders, incomes, education levels, and employment statuses tended to be split fairly evenly between calling 911 and asking for police, ambulance, a different service or call another number they are aware of that is a non-police led crisis response team.</p> <ul style="list-style-type: none"> • Calling 911 and asking for an ambulance or other service tended to be the more popular choices of the four, although police and other numbers were still mentioned fairly often

Q9. If you found yourself as a bystander in one of the following situations and wanted to get the individuals some support or help, which of the following would you be most likely to do?

Base: Total sample

Q. If you found yourself in one of the following situations and wanted to get some support or help, which of the following would you be most likely to do?

Demographic Highlights



Experiencing substance use challenges	In a non-violent dispute between yourself and another residents that requires de-escalation	Suffering from a mental health issue
<p>Most people said they would most likely to call another number you are aware of that is a non-police led crisis response team. Those aged 55-64 felt the most strongly about this choice (37%) and those over the age 65 were more likely to call an ambulance (31% versus 23% calling another number)</p> <p>Men were slightly more like than women (31% versus 25%) to call another number you are aware of that is a non-police led crisis response team.</p> <p>Across all levels of income, the most prominent answer was to call another number you are aware of that is a non-police led crisis response team (25-29%)</p> <p>Those who were employed full or part time responded similarly (28%) to call another number you are aware of that is a non-police led crisis response team, although those who were employed part time who more in favour (31%) said they would call an ambulance. Those who were unemployed were split between to call another number you are aware of that is a non-police led crisis response team (26%) and not knowing who to call (20%). Those who are retired were split between calling an ambulance (29%) and calling another number you are aware of that is a non-police led crisis response team (29%)</p>	<p>All age groups said they would call the police (41-48%) with those age 65+ with the strongest feelings</p> <p>Men and woman were similarly in favour of calling the police (46%)</p> <p>Those who made between \$70-99k felt the strongest (50%) vs. those who earned \$30-49k (37%)</p> <p>High school graduates reported the highest levels of support (50%) vs. those without high school education (25%)</p> <p>All employment statuses said they were most likely to call the police, with those retired being the most in favour (50%)</p>	<p>All age categories reported being split between calling 911 and asking for a different service (20-23%) or, call another number you are aware of that is a non-police led crisis response team (29-36%)</p> <p>Men were split between calling 911 and asking for a different service (23%) or, call another number you are aware of that is a non-police led crisis response team (36%) whereas women were split between calling for an ambulance (20%), calling 911 and asking for a different service (20%) or, call another number you are aware of that is a non-police led crisis response team (28%)</p> <p>Across all income brackets, calling another number they are aware of that is a non-police led crisis response team (26-35%) was the most common answer, with those making \$70-99k feeling the strongest.</p> <p>Across all education statuses, calling another number they are aware of that is a non-police led crisis response team (28-34%) was the most common answer.</p> <p>Across all employment statuses, calling another number they are aware of that is a non-police led crisis response team (27-34%) was the most common answer</p>

Q10. If you found yourself in one of the following situations and wanted to get some support or help, which of the following would you be most likely to do?

Base: Total sample

Q. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Demographic Highlights



A person experiencing harmful effects of substance use (e.g. overdose or other complications)	A non-violent dispute between residents that requires de-escalation
<p>Across all age groups the most common answer was a paramedic, with those aged 55-64 feeling the most strongly (66%) vs. those aged 20-29 (42%)</p>	<p>Across all age groups the most common answer was call the police, with those aged 55-64 feeling the most strongly (66%) vs. those aged 20-29 (46%)</p>
<p>Men (58%) and women (55%) tended to equally agree a paramedic should be called in this situation</p>	<p>Men (56%) and women (56%) tended to equally agree the police should be called in this situation</p>
<p>All income brackets agreed that a paramedic should be called, with those earning \$30-49k feeling the strongest about this (65%) vs. those who earn over \$100k (51%)</p>	<p>All income brackets agreed that the police should be called (52%-60%)</p>
<p>All education statuses agreed that a paramedic should be called, with those with less than high school feeling strongest about this (66%) vs. who with GRAD education (54%)</p>	<p>All education statuses agreed that the police should be called, with those with less than high school feeling strongest about this (67%) vs. who with GRAD education (46%)</p>
<p>All employment statuses agreed that a paramedic should be called, with those unemployed feeling the strongest about this (74%) vs. those who work full/part time (51%)</p>	<p>All employment statuses agreed that the police should be called (52-61%). With those unemployed feeling the strongest</p>

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

Q. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Demographic Highlights



A person in a mental health crisis and where it appears the individual may harm themselves	A person who appears to be suffering from a mental health issue
Across all age groups the most common answer was call a licensed mental health professional (e.g., mental health nurse or social worker), (51-58%)	Across all age groups the most common answer was to call a licensed mental health professional (e.g., mental health nurse or social worker), with those aged 65+ feeling the most strongly (72%) versus those aged 20-29 (51%)
Men (59%) were more likely than women (53%) to call a licensed mental health professional (e.g., mental health nurse or social worker)	Men (67%) were more likely than women (59%) to call a licensed mental health professional (e.g., mental health nurse or social worker)
All income brackets agreed that a licensed mental health professional (e.g., mental health nurse or social worker) should be called (53-61%), with those earning \$50-69k feeling the strongest about this (61%)	All income brackets agreed that a licensed mental health professional (e.g., mental health nurse or social worker) should be called (61-64%)
All education statuses agreed that a licensed mental health professional (e.g., mental health nurse or social worker) should be called, with those with less than high school feeling strongest about this (69%) versus those with high school and undergrad education (55-56%)	All education statuses agreed that a licensed mental health professional (e.g., mental health nurse or social worker) should be called (62-69%)
All employment statuses agreed that a licensed mental health professional (e.g., mental health nurse or social worker) should be called (44-60%). With those unemployed feeling the strongest versus those who work part time	All employment statuses agreed that a licensed mental health professional (e.g., mental health nurse or social worker) should be called (54-73%). With those who are retired feeling the strongest versus those who work part time

Q11. Which of the following do you feel would be the best type of person to be a first responder for the following types of situations?

Base: Total sample

Q. Overall how good or poor of a job do you feel the Toronto Police Services do at dealing with the following types of situations?

Demographic Highlights



A person experiencing harmful effects of substance use (e.g. overdose or other complications)	A non-violent dispute between residents that requires de-escalation	A person in a mental health crisis and where it appears the individual may harm themselves	A person who appears to be suffering from a mental health issue
All age groups reported similar levels of approval for how the TPS was doing (37-44%)	Age 55-64 were the most positive towards the TPS response (63%) vs. age 20-29 (45%)	All age groups reported similar levels of approval for how the TPS was doing (32-39%)	Age 65+ were more critical (31%) vs. aged 20-29 (39%)
Men and women reported similar levels of approval for how the TPS was doing (39%)	Men and women reported similar levels of approval for how the TPS was doing (53-53%)	Men and women reported similar levels of approval for how the TPS was doing (35-37%)	Women had slightly higher levels of approval (36%) than men did (33%)
Income \$70-99K reported the highest levels of approval for how the TPS was doing (48%) vs. those with low income (35%)	Income \$70-99K reported the highest levels of approval for how the TPS was doing (61%) vs. those with low income (42%)	Income \$70-99K reported the highest levels of approval for how the TPS was doing (41%) vs. those with low income (30%)	Income \$70-99K reported the highest levels of approval for how the TPS was doing (41%) vs. those with low income (29%)
Less than high school tended to be most critical of how the TPS was doing (57% under 3 rating) vs. all other levels of education (38-43%)	Less than high school tended to be most critical of how the TPS was doing (11%) vs. all other levels of education (50-54%)	Less than high school tended to be most critical of how the TPS was doing (8%) vs. all other levels of education (36-37%)	Less than high school tended to be most critical of how the TPS was doing (8%) vs. all other levels of education (34-36%)
Those unemployed reported lower levels of support for the TPS' response (32%) vs. those employed (37-40%)	Part time employees were the most critical of TPS (40%) vs. other employment categories (51-57%)	Part time employees were the most critical of TPS (29%) vs. other categories (35-40%)	Part time employees were the most critical of TPS (29%) vs. full time employees (40%)

Q13. Overall how good or poor of a job do you feel the Toronto Police Services do at dealing with the following types of situations?

Base: Total sample

Q. If there were another approach that was developed that involved calling and engaging with community support workers and mental health professionals who are skilled and trained in dealing with these types of issues, how supportive, or not, would you be of reducing the police involvement in such cases and instead have these other types of support workers involved?

Demographic Highlights



Age 65+ were the most positive towards a community-based response (86%) vs. age 20-54 (69%)
Men were slightly more supportive of a community-based response (77%) vs. women (71%)
Income \$70-99K reported the highest levels of supportive of a community-based response (83%) vs. those with low income (62%)
College/University educated reported the highest levels of supportive of a community-based response (75-75%) vs. those without a high school diploma (59%)
Retirees reported the highest levels of supportive of a community-based response (85%) vs. those unemployed (69%)

Q14. If there were another approach that was developed that involved calling and engaging with community support workers and mental health professionals who are skilled and trained in dealing with these types of issues, how supportive, or not, would you be of reducing the police involvement in such cases and instead have these other types of support workers involved?

Base: Total sample

Q. How supportive are you of each of the following elements of the proposed approach?

Demographic Highlights



<p>The focus would be on supporting those who use substances by creating a non-judgemental, accepting environment and not necessarily requiring they seek treatment</p>	<p>Alongside a licensed mental health worker, those employed and trained to act as first responders for substance use or mental health issues could have lived experience with these challenges. In these mental health and substance use situations, this team of first responders would be called on rather than the police</p>	<p>City Council approval of the proposal to have money that would have gone to the police service for responding to the types of issues and instead would be transferred to these community-based alternative services</p>
<p>All age categories were the reported relatively similar positive view to this (65-70%)</p>	<p>Age 65+ were the most supportive of this approach (82%) vs. age 20-29 (70%)</p>	<p>Age 55-64 were the least supportive of this approach (60%) vs. age 20-54 (70%)</p>
<p>Men reported higher levels of support (73%) vs. women (62%)</p>	<p>Men reported higher levels of support (80%) vs. women (71%).</p>	<p>Men reported higher levels of support (73%) vs. women (60%)</p>
<p>High income (\$100k) reported higher levels of support (73%) vs. low income (<\$30K) (56%)</p>	<p>High income (\$100k) reported higher levels of support (80%) vs. low income (<\$30K) (68%)</p>	<p>High income (\$100k) reported higher levels of support (75%) vs. low income (<\$30K) (59%)</p>
<p>College/University educated reported the highest levels of support (67-71%) vs. those without a high school diploma (43%)</p>	<p>All levels of education reported relatively similar positive view to this (72-79%)</p>	<p>College/University educated reported the highest levels of support (68-70%) vs. those without a high school diploma (58%)</p>
<p>All employment statuses reported similar level of support (66-72%)</p>	<p>Retirees reported the highest levels of support (83%) vs. those unemployed (70%)</p>	<p>Those who are unemployed reported the lowest levels of support (61%) vs. those employed (69-74%)</p>

Q17. How supportive are you of each of the following elements of the proposed approach?

Base: Total sample