

**This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on June 22, 2022**

**P2022-0622-4.0. Reports to the Board from Auditor General, City of Toronto**

**P2022-0622-4.1. Auditor General – Presentation**

Chair Hart introduced this item, and advised that the Board is now considering three reports from Ms. Beverly Romeo-Beehler, Auditor General, City of Toronto. He said that in January 2021, as part of its Police Reform decisions, the Board entered into a Memorandum of Understanding with the City's Auditor General, seeking to have independent audits conducted of a number of areas of the Service's operations.

As Chair Hart noted, the Auditor General's first report deals with an audit of the Public Safety Answering Point, 9-1-1 Operations, with a focus on staffing, and improved information management. He stated that the second report reviews certain types of calls-for-service to which police currently respond, and makes recommendations to support more effective responses, which may ultimately generate efficiencies that the Service can use to address policing priorities that need attention, such as response times on emergency calls.

In addition, he said that the Auditor General published a third, "Key Common Themes" report to identify key common themes and findings across the two projects.

Ms. Beverly Romeo-Beehler, Auditor General, City of Toronto, and Ms. Tara Anderson-Hurst, Assistant Auditor General, provided a presentation to the Board. A copy of the presentation is attached to this Minute.

The following videos were played for the Board, and can be found at the links below;

Toronto Police Service – Audit of 9-1-1 Public Safety Answering Point Operations  
<https://youtu.be/BNbe6vDhOAg>

Review of Toronto Police Service – Opportunities to Support More Effective Responses to Calls for Service  
<https://youtu.be/E6tJJmuKEcw>

The Board was in receipt of the following reports.

**P2022-0622-4.2. Review of Toronto Police Service - Opportunities to Support More Effective Responses to Calls for Service A Journey of Change: Improving Community Safety and Well-Being Outcomes**

**P2022-0622-4.3. Toronto Police Service - Audit of 9-1-1 Public Safety Answering Point Operations Better Support for Staff, Improved Information Management and Outcomes**

**P2022-0622-4.4. Key Common Themes: Toronto Police Service – Audit of 9-1-1 Operations & Review of Opportunities to Support More Effective Responses to Calls for Service**

Deputations: Nicole Corrado (written submission included) – virtual  
Jon Reid, Toronto Police Association (virtual)  
Albert Venczel (written submission included)  
Derek Moran (in person)  
Kris Langenfeld (virtual)

Steve Lurie, Jennifer Chambers (written submission only)  
*Mental Health and Addictions Advisory Panel*

Chair Hart asked Mr. Jon Reid, President, Toronto Police Association, if he supports the findings of the Auditor General. Mr. Jon Reid said that he supports the findings, and is “happy with the great and detailed communication, and the Auditor General’s review.” He further said that there is a need to “get the response time down” for the Priority Response Unit and to have it appropriately staffed.

Ms. Romeo-Beehler and Ms. Anderson-Hurst answered questions from Board Members. For more details on the discussions, see the YouTube recording of the livestreamed meeting at the following link:  
[https://youtu.be/b--qTDB\\_Ao](https://youtu.be/b--qTDB_Ao).

Ms. Romeo-Beehler thanked the entire team for their tremendous work and collaboration and thanked the Chief, Service Members and the Board for their collaboration.

Vice-Chair Frances Nunziata said that she supports the Auditor General’s recommendations and reports and thanked the entire team for their dedication and work.

Chair Hart thanked Ms. Romeo-Beehler and her entire team for this important work, and for their dedication and commitment.

He said:

*that the Service, in its management response, accepted all recommendations and committed to implementing them, and work with the City and other stakeholders where necessary. The Board strongly supports the Service in its dedication to quickly moving forward to implement these recommendations, and looks forward to seeing progress in this regard.*

*I believe that working to quickly implement the recommendations contained in these significant reports is a clear demonstration of our commitment to ensuring that policing is delivered to Torontonians in the most efficient and effective way possible.*

*I view the recommendations made by the Auditor General as another step in our ongoing work to evolve and modernize the Service to meet the complex needs of the City, by understanding when police services are needed, recognizing when the public would be better served by another agency or stakeholder, and allocate the Service's and other resources to deliver community safety, and ensure community wellbeing, most efficiently and effectively. This is complex, collaborative work that will take time and effort, but the result will be better, more effective services for everyone.*

Mayor John Tory thanked the Auditor General and her team for their work and dedication.

He moved the following Motion:

That the Board:

1. Receive the reports provided by the Auditor General;
2. Approve the Service's management response to the recommendations made by the Auditor General; and
3. Forward a copy of the reports to the City's Audit Committee, for its consideration of:
  - a. In A Journey of Change, recommendations 1, 2, 5, 13, 14, 18, 22, 23, 24, 25; and
  - b. In Audit of 9-1-1 Public Safety Answering Point Operations, recommendation 23;

The Motion was seconded by Board Member Lisa Kostakis.

Chair Hart thanked all the participants.

**The Board received the deputations, the presentation, and the foregoing reports and approved the Motion.**

Moved by: J. Tory  
Seconded by: L. Kostakis