

Appendix 1. Status Update on AU13.5 and AU13.6 Recommendations

Response Legend
<ul style="list-style-type: none"> • Not Started • In Progress • Implemented - Recommendation has been operationalized and is pending verification by the Auditor General • Implemented & Ongoing - Recommendation has been operationalized, pending verification by the Auditor General, but work is ongoing and will continue to be guided by the principles within the recommendation

Recommendation Update Table - [AU13.5 Toronto Police Service - Audit of 9-1-1 Public Safety Answering Point Operations - Better Support for Staff, Improved Information Management and Outcomes](#)

Recommendation <i>Lead Partner(s)</i>	City & Police Updates (as of September 2023)	Status
<p>1. City Council request the Chief and General Manager, Toronto Paramedic Services and the Fire Chief and General Manager - Emergency Management, Toronto Fire Services, and City Council request the Toronto Police Services Board to direct the Chief, Toronto Police Service to regularly review the information on timeliness of transferred 9-1-1 calls to Toronto Paramedic Services and Toronto Fire Services, including overdose calls, with the view to working together to meet the 9-1-1 emergency call service level standards. The entities should meet, when needed, to determine if any changes are needed to established protocols to ensure the safety of citizens.</p> <p><i>(TFS, PS, TPS)</i></p>	<p>Summary</p> <ul style="list-style-type: none"> • Revival of the 9-1-1 Committee has supported progress on this recommendation and set the stage for successful migration to NG9-1-1 • TFS call transfer times remain within national standards (90% answered within 15 seconds) • PS has introduced training and process improvements to reduce call transfer times by 53% in August 2023 <p>Update</p> <p>To support a collaborative approach to implementing this recommendation, the 9-1-1 Committee has been revived and has been the primary medium to conduct this work. In November 2022, the 9-1-1 Committee expanded its Terms of Reference to include call transfer times -- the time it takes for police to transfer a call to TFS or PS dispatchers. A subcommittee has also been created to review monthly call answering performance, and TPS is developing a reporting mechanism.</p> <p>During tri-service meetings, Communication Centre Managers from TPS, TFS, and PS review call transfer times, delays and other issues affecting all three services as required, such as staffing levels. With planned implementation of Next Generation 9-1-1 (NG9-1-1) being undertaken by all three Public Safety Answering Points (PSAPs), the services are taking a phased approach, as data sources will change once NG9-1-1 is fully implemented. As a result, current work is focused on the adoption of applicable standards, data sharing methodologies, and the utilization of the correct data elements to drive key performance indicators using existing data sources. This will ensure that there is a common understanding, processes, and procedures in place so all three services can move forward with NG9-1-1 implementation.</p> <p>TFS: Toronto Fire Services is currently reviewing available data sources that can accurately capture call transfer times between PSAPs. All PSAPs are expected to migrate to the new NG9-1-1 technology no later than March of 2025, at which point the services will then need to translate the agreed upon methodologies to the data rich environment provided by the new NG9-1-1 technology. TFS is also currently working on establishing a baseline for its own data collection on call transfer times but has been able to identify preliminary data for transfers on TFS systems. These data indicate that TFS call transfer performance remains within the National Emergency Number Association (NENA) standards, with 90% of call transfers answered within 15 seconds.</p> <p>PS: Toronto Paramedic Services has participated in regular Tri-Service review meetings with representatives from TPS and TFS since July 2022. Additionally, In February 2023, Toronto Paramedic Services implemented a number of process changes (plus related training), including the provision that call takers must now document the reason for police attendance if requested, and that the reason is noted in the text of the event. Paramedic Services has also implemented enhanced recruitment and training efforts, which has led to significant improvements in call transfer times, call answering performance and staffing levels. 63 new Emergency Medical Call Takers were onboarded in 2023, and, compared to July 2022,</p>	<p>In Progress</p>

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	average call transfer times decreased by approximately 53% in August 2023. While call transfer data on overdoses specifically are not currently available, TPS is working to determine how to track and improve these in the future.	
<p>2. City Council request the Chief, Toronto Paramedic Services and Chief, Toronto Fire Services, and request the Toronto Police Services Board to direct the Chief, Toronto Police Service, in collaboration with Toronto Paramedic Services and Toronto Fire Services, to achieve live-time interconnectivity in communication on 9-1-1 calls and events amongst these entities, both currently, and in the implementation of the Next Generation 9-1-1 solution moving forward; this should include consideration of an interface of the Intergraph Computer Aided Dispatch system to allow for improved communication during 9-1-1 call transfers and events, and to specifically assist with communication where Toronto Police Service are no longer required by Toronto Paramedic Services and/or Toronto Fire Services as applicable, so as to avoid unnecessarily committing police resources.</p> <p><i>(TFS, PS, TPS)</i></p>	<p>Summary</p> <ul style="list-style-type: none"> • Revival of the 9-1-1 Committee has supported progress on this recommendation • TFS and PS already have live interconnectivity and are exploring how to achieve interconnectivity with TPS through NG9-1-1 implementation • TFS and PS have also engaged TPS in a technical review to inform development of a shared Computer-Aided Dispatch (CAD) system. Timeline for completion of the review is Q1 2024 <p>Update</p> <p>Initial discussions through the 9-1-1 Committee have focused on the adoption of appropriate standards or protocols that define data elements to transfer between emergency services Computer Aided Dispatch (CAD) systems. Additionally, discussions have commenced on the need to review technical and security concerns related to establishing interconnectivity among the City’s emergency services. This will ensure that all the services agree on what will be shared, and how.</p> <p>TFS/PS: TFS and PS currently have live-time interconnectivity that allows for enhanced communication between the two services. Live-time interconnectivity with Toronto Police Service is being explored through the development and implementation of the Next Generation 9-1-1 (NG9-1-1). NG9-1-1 agreements are under review and the migration to NG9-1-1 will be completed by March 2025.</p> <p>While the NG9-1-1 solution is under development, TFS and PS have engaged Police on the development of a new CAD interface between the three emergency services. This CAD interface will improve information flow for shared incidents and reduce time-on-task in all three communications centres (e.g., reducing the number of verbal interactions between agencies for shared incidents and providing more information to first responders).</p> <p>A technical team with representation from each emergency service is reviewing potential technical solutions to create real-time interfaces between CAD systems, including a review of the APCO NENA 2.105.1-2017 NG9-1-1 Emergency Incident Data Document as a potential interface standard. This complex review will drive planning and implementation timelines when completed. Work is currently underway to ensure that the CAD-to-CAD interface between PS and TFS is bidirectional and fully compliant with network segmentation and segregation standards being driven by the Office of the Chief Information Security Officer. Over the next few months, TFS and PS will continue to work together to plan the expansion of the functionality of the existing interface. The current timeline for the conclusion of the technical review is Q1 2024. Lessons learned from this review will inform how a new interface can be developed between all three services. TFS and PS remain fully committed to supporting TPS in advancing this recommendation.</p> <p>TPS: In addition to live-time interconnectivity with TFS/PS, discussions on this work will be supported by data-related activities being conducted as part of the SafeTO Community Safety and Well-being plan, including the SafeTO Collaborative Analytics and Learning Environment (SCALE). By setting up the right framework, all current and future programs where data is meant to be shared between TPS and City safety partners (including TFS, PS, and the Toronto Community Crisis Service) will have a standardized and collaborative approach. This response is constrained both by budgetary considerations and maturity of current systems – something that may be addressed by leveraging new NG9-1-1 technologies and available Provincial funding.</p>	In Progress
<p>3. City Council request the City Manager, in consultation with Toronto Police Services Board, Toronto Police Service, and City’s Legal Services, to include the following to inform its feasibility review of</p>	<p>Summary</p> <ul style="list-style-type: none"> • Further discussions to inform the feasibility review of a non-police, City-operated 9-1-1 service will take place following implementation of other Auditor General recommendations set out in AU13.5 and AU13.6 	Not Started

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
<p>whether to move the 9-1-1 operations to a non-police City Service:</p> <p>a. fulsome cost/benefit analysis that includes the potential impact to call answer and call response time of police, fire, and ambulance, and the other related functions of the call centre such as audio and data requests including for court proceedings, and maintenance of radio communications;</p> <p>b. cost impact and feasibility with regards to staffing, given the current collective agreement of communications operators;</p> <p>c. legislative feasibility given the current draft and forthcoming legislative requirements related to the delivery of policing and related services, in particular, the involvement of the police service in the Public Safety Answering Point dispatching function;</p> <p>d. legal risk and who would be responsible for those 9-1-1 calls and/or alternate non-police response where police are not dispatched, and it results in a negative outcome;</p> <p>e. governance model for Public Safety Answering Point with the view to enhance interoperability and coordination of emergency response services delivered; and</p> <p>f. the goals and outcomes that are intended through a potential move of the 9-1-1 operations, and whether other strategies may be more effective, efficient, and economical to achieve those, such as offering another phone number for non-police response such as 2-1-1, and/or working together with Toronto Police Services on other strategies, including but not limited to, updating the 9-1-1 communications operators manual, additional training, data and technological supports for communications operators and police officers, and increased public education and awareness.</p>	<p>Update</p> <p>CMO: Initial planning discussions have been undertaken among the CMO and TPS representatives to determine the timing and approach for the feasibility review. The timing and sequence of activities will build on milestones and the operationalization of other AG recommendations, currently underway by TPS and the City, and assessed to determine next steps related to a feasibility review of moving the 9-1-1 operations to a non-police City Service.</p> <p>Police: The Board and the Service support this recommendation and have engaged the City Manager to assist in any way possible to ensure the success of this review.</p>	

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<p>(CMO, TPS)</p> <p>4. City Council request the City Manager and request the Toronto Police Services Board to direct the Chief, Toronto Police Service, in collaboration with the City, to undertake public education campaigns (including targeted awareness programs) and ongoing public education initiatives to improve public awareness and understanding on distinguishing between the various lines and the proper use of 9-1-1, the non-emergency line (416-808-2222), online police reporting, and other non-police alternative resources, including promotion of 2-1-1 (assistance in connecting people with community and social service resources) and 3-1-1 and City Council request that an assessment be made to evaluate the effectiveness of these campaigns and initiatives on call behaviours; such campaign and/or initiatives should:</p> <p>a. include strategies to increase public awareness on what to do when the caller dials 9-1-1, including the specific information that needs to be provided to the call taker in order to shorten police response time, how to prevent pocket dials, and what to do when an individual dials 9-1-1 by mistake;</p> <p>b. be multi-lingual; and</p> <p>c. be refreshed and refocused periodically to address the 9-1-1 call analysis results to reduce unnecessary or avoidable non-emergency related calls to 9-1-1.</p> <p>(SPEC, SDFA, TPS)</p>	<p>Summary</p> <ul style="list-style-type: none"> • SPEC and TPS have developed a communications plan to build public awareness on proper use of 9-1-1 and non-emergency phone lines. A 5-week social media campaign is slated for mid-to-late October • SPEC has also partnered with SDFA on a multi-lingual campaign to enhance awareness of the TCCS • TPS has launched a campaign to encourage public prevention of accidental 9-1-1 calls <p>Update</p> <p>SPEC: City of Toronto SPEC, in partnership with the Toronto Police Service, has developed an overarching communications plan focused on changing the behaviours of Toronto residents when they need non-emergency services. The plan includes the development of phased, scenario-based public education campaigns aimed at educating residents on the proper uses of 9-1-1, the non-emergency line, online police reporting, 311 and 211. The first of these is a five-week organic social media campaign aimed at creating awareness about when the public should call 211, 311, 9-1-1, the non-emergency line or file an online report.</p> <p>The campaign has been developed with input from TPS, MLS, CXD and other key stakeholders, and is slated to be in market mid-to-end of October 2023. The campaign will target existing followers of the City’s corporate social media channels, including 484,000 Twitter followers, 57,000 Facebook followers, and 206,000 Instagram followers (as of August 2023). While the City and TPS are not able to fund translation costs for the organic social media campaign, users can employ auto-translate options offered on social media platforms.</p> <p>In addition, from January to March 2023, SPEC and SDFA launched a multi-lingual public awareness campaign in the four pilot areas where the Toronto Community Crisis Service (TCCS) is currently active to increase awareness of the service and how to access it through 211. Further details on the campaign, including outcomes and expansion, can be found in the update for AU13.6 Recommendation 11.</p> <p>With respect to evaluation, the City’s overarching communications plan with TPS recommends engaging with the City’s advertising vendor of record for strategy and creative, which would include outcomes/targets for evaluation. However, this would require resources/funding which the City, nor TPS currently has budget for.</p> <p>TPS: In addition to the partnership and planning between TPS Corporate Communications and SPEC, TPS launched an awareness campaign in June 2023 to encourage the public to prevent accidental calls to 9-1-1.</p>	<p>In progress</p>
<p>5. City Council request the City Manager and request the Toronto Police Services Board to direct the Chief, Toronto Police Service, in collaboration with the City, to consider a shorter and easier to remember number (if possible three digits) for Toronto Police Service’s dedicated non-emergency line.</p> <p>(TPS)</p>	<p>Summary</p> <ul style="list-style-type: none"> • The revived Non-Emergency Calls/Response Steering Committee will support progress on this recommendation <p>Update</p> <p>TPS: TPS is eager to resume meetings of the Non-Emergency Calls/Response Steering Committee to enable further exploration and assessment of the feasibility of a shorter non-emergency number, including necessary internal and public consultation.</p>	<p>In Progress</p>

Recommendation Update Table - [AU13.6 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](#)

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
<p>1. City Council request the City Manager, and request the Toronto Police Services Board to direct the Chief, Toronto Police Service to work in collaboration along with other agencies, to determine the feasibility of setting up adequately resourced, non-time restrictive, alternative responses for events where police are currently attending and where such attendance is likely not essential; and City Council request staff and the Toronto Police Services Board, in doing so to:</p> <p>a. identify call for service event types, including but not limited to, the six event types discussed in our report that may be suitable for an alternative response;</p> <p>b. develop reasonable criteria for each event type to assess the calls for service within those event types that may be suitable for an alternative response, including defining the level of acceptable risk and liability and how these factors will be managed;</p> <p>c. consider alternative response pilot programs (e.g. community dispute mediation), with adequate evaluation mechanisms, to provide information and insights on the effectiveness of any established responses; this should include an assessment of the feasibility and cost-effectiveness of providing these alternative responses;</p> <p>d. consider existing City or other community programs that could provide an alternative response and where needed, the feasibility and cost-effectiveness of changing the approach and resourcing to provide a</p>	<p>Summary</p> <ul style="list-style-type: none"> • The TCCS is a foundational model for alternative responses. 6-month and 1-year evaluations of TCCS demonstrate successful diversion of 78% of mental health crisis calls received from 9-1-1 • MLS introduced a Noise Team in 2019 with a specific scope to address recurring noise. MLS has clarified the Noise Team’s enforcement strategies and public messaging with partners at CXD and TPS • SSHA continues to partner with TTC to support people experiencing homelessness on the transit system and is outlining responsibilities for teams involved in Encampment Response through review of the Interdivisional Protocol <p>Update</p> <p>SDFA: The City of Toronto and TPS have a Memorandum of Understanding that outlines the appropriate event types for Toronto Community Crisis Service (TCCS) response. The MOU was executed November 2021, prior to the launch of the TCCS pilot. The agreed event types for the TCCS include person in crisis, threaten suicide, disorderly behaviour, advised, wellbeing checks and disputes when a mental health component is present.</p> <p>The MOU also outlines the criteria for assessing risk and transferring calls to the TCCS. TPS will transfer a call to the Toronto Community Crisis Service if the call meets the following criteria:</p> <ol style="list-style-type: none"> 1. A person in mental health crisis who is not actively attempting suicide or being physically violent. 2. A person involved in a verbal dispute or disturbance with a mental health component, where a City Dispatch Agent can attempt to resolve with intervention and where there is no perceived or real risk of violence; 3. A non-violent repeat caller with known mental health history; 4. A non-violent person in crisis requesting a Mobile Crisis Intervention Team (MCIT) (Note: 9-1-1 Communications Operators will first offer to transfer the caller to a City Dispatch Agent; if the caller refuse to be transferred, the Communications Operator will create a call for service requesting TPS’s MCIT) 5. Second party callers concerned about the welfare of a non-violent person in crisis. <p>Third-party evaluator Provincial System Support Program (PSSP) and Shkaabe Makwa with the Centre for Addiction and Mental Health shared a six-month evaluation report on the implementation and operations of the TCCS pilots in January 2023. Following the findings of this six-month evaluation, PSSP and Shkaabe Makwa at the Centre for Addiction and Mental Health completed a one-year outcome-focused evaluation co-developed with community anchor partners and the TPS for City Council’s consideration in October of 2023. The one-year evaluation focused on the following key objectives:</p> <ul style="list-style-type: none"> • Demonstrating the strengths and weaknesses of a non-police-led crisis response model; • Documenting and understanding key program processes and outcomes; • Exploring service user, service provider, and community experiences of the program; and • Identifying opportunities to support quality improvement and sustainability. 	<p>In Progress</p>

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
<p>timely and effective non-police response (e.g. Municipal Licensing and Standards Division for noisy small gatherings, Shelter, Support and Housing Administration Division Street outreach teams);</p> <p>e. consider a gradual and informed approach to establishing responses and assess the factors that would be needed for an effective and efficient full transition, including consultation with the public; and</p> <p>f. develop and regularly update a plan that includes key milestones and targets so that progress can be tracked.</p> <p>(SDFA, MLS, SSHA, TPS)</p>	<p>Both the six-month and the one-year evaluation reports confirmed the pilots have successfully diverted 78% of mental health crisis calls received from 9-1-1 by the TCCS with no police involvement. City staff will submit a staff report to City Council in October 2023 with recommendations for expanding the TCCS city-wide.</p> <p>MLS: MLS receives on average about 18,000 noise complaints per year, with the top 3 noise-related complaint categories being amplified sound, construction noise, and unreasonable and persistent noise. In 2019, MLS introduced a dedicated Noise Team to undertake investigations of noise complaints. The Noise Team consists of a manager, three supervisors, and at full complement, 26 Bylaw Enforcement Officers (BEOs).</p> <p>MLS's general approach to noise enforcement is to respond to persistent and recurring noise, with requests prioritized depending on their frequency and impact to residents. If there is a complaint or information about a possible violation, BEOs will investigate, educate, refer to mediation and/or take enforcement action. Many investigations require inspections and/or meetings with property owners or complainants. Also, officers must measure amplified and stationary noise (not people noise) from the location of the complainant to substantiate certain enforcement action.</p> <p>Noise complaints, which include public disturbances, alcohol, and large crowds that appear to be a risk to public safety that are received through 311 are appropriately redirected to TPS nonemergency for appropriate response. BEOs do not have the authority to immediately stop noisy small gatherings or to respond to issues that typically occur simultaneously with these types of events, including disorderly behaviour, intoxication, unlawful assembly, or the obstruction of pedestrian or vehicular traffic. BEOs are also not immediate/emergency-based first responders and are not appropriately trained or equipped to respond to these issues.</p> <p>The noise 311 website and knowledge base were updated in Spring 2022 to clearly articulate noise response and scope, emphasizing that BEOs do not respond to one-time complainants. That is, when a complaint of a noise disturbance occurs in real time, the complainant should be informed of the intervention required for the complaint, which includes time limits. The knowledge base identifies intervention and scope as being noise that is persistent and recurring as well as articulating the science required to ascertain a violation of the noise bylaw. MLS and TPS have confirmed service request intake teams (CXD and TPS Communications Services) have the most recent and accurate knowledge and have also updated the City's Noise Webpage to better differentiate which organization should be contacted.</p> <p>MLS has worked with enforcement partners (TPS, TFS, Alcohol and Gaming Commission of Ontario, etc.) to address persistent noise complaints. In the case of noisy parties, MLS has contacted the homeowners after the event and cautioned them regarding the complaint data information which has proven successful. The Noise Team has noted that this contact has acted as a deterrence for future behaviour of this type.</p> <p>The MLS Noise Team has attended and will continue to attend community town halls, TPS Divisions, including TPS Community Police Liaison Committees (CPLCs), to present the Noise Team's enforcement strategies and response matrix, including what bylaw enforcement resources are available, scope, and synergy discussions on joint management of complex files.</p> <p>MLS has also partnered with TNG Community Services, an organization that provides free voluntary community mediation services to Toronto residents, as an alternative means to resolving disputes with the help of neutral mediators. Mediation can help deliver better service, divert some cases from bylaw enforcement, and get to the root cause of long-standing community or neighbour-to-neighbour issues. The process is separate from bylaw enforcement and completely confidential. Residents may seek resolution to their issue using mediation services and connecting directly to TNG Community Services.</p> <p>SSHA: Engagement work on the Interdivisional Protocol for encampments continues and a report slated for Q1 2024 will outline appropriate roles and responsibilities for teams involved in Encampment Response including: Encampment Office, Streets 2 Homes, MLS, PFR, TPS and TFS. In</p>	

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	<p>addition, SSHA and TTC continue their partnership to support people experiencing homelessness on the transit system to offset the need for intervention from other agencies.</p> <p>TPS: TPS is both eager and determined to modernize the role of police in crisis events to ensure that police are no longer the default service provider. The cornerstone of this program and model for future pilots is the partnership with the SDFA on the TCCS program. Any further expansion of alternative response programs will not be possible without ensuring all parties have adequate resources to support efforts. Despite the numerous transformational change and capacity building efforts undertaken since 2017, the TPS workforce continues to be impacted by increased workload and changing policing service demands. TPS will focus more on this recommendation in the next phase of project work, including developing a framework for a feasibility study and engagements with City partners to determine alternative responses for the six event types named by the AG in the 2022 audit.</p>	
<p>2. City Council request the City Manager, in consultation with the Toronto Police Services Board, to reiterate the City's requests for funding commitments from the Government of Canada and the Ontario Government to support permanent housing options and to provide supports to address Toronto's mental health and addictions crises, and in doing so, to communicate to the other governments that a "whole-of-government" funding approach in these areas will be critical to building the infrastructure needed to support effective alternative response delivery and ensure the best possible outcomes for the people of Toronto.</p> <p><i>(CMO)</i></p>	<p>Summary</p> <ul style="list-style-type: none"> The City has advocated to other orders of government for funding to address housing, mental health, and addictions crises. Advocacy for a whole of government approach to address these issues is ongoing <p>Update</p> <p>Big City Mayor's Caucus (BCMC) City's letter transmitted: March 3, 2023 Letter from Deputy Mayor to the Federation of Canadian Municipalities ahead of the Big City Mayor's Caucus meeting May 25, 2023, including requests for addition of mental health and addictions issues to the agenda, with the goal of engaging the federal government in a national conversation. The FCM communique released after the meeting noted the national homelessness and mental health crises as among the most pressing challenges facing Canadian municipalities.</p> <p>Pre-Budget submissions City's letters transmitted: March 6, 2023 Deputy Mayor letters to Federal and Provincial governments regarding the City's pre-budget submissions, including specific requests to the Deputy Prime Minister and Ontario Minister of Finance for stable funding for housing, shelter, and wrap-around health and social supports.</p> <p>PH1.9 - Creating New Affordable and Supportive Homes for People Experiencing Homelessness Council Decision: February 7, 2023 City's letters transmitted: March 20, 2023 Reiterated requests to the Province of Ontario and the Government of Canada to support the creation of new housing opportunities for people experiencing or at risk of homelessness by identifying and dedicating surplus lands within Toronto for new affordable rental and supportive housing.</p> <p>EC1.5 - COVID-19 Shelter Transition and Relocation Plan Update 2023 Council Decision: February 7, 2023 City's letters transmitted: March 20, 2023 Request that the Federal and Provincial Governments provide support for the planning, programs and services related to large-scale refugee claimant and/or asylum seeker arrivals, including additional dedicated allocations as part of the Canada-Ontario Housing Benefit.</p> <p>Updated Submission to Health Canada seeking Decriminalization of Personal Drug use in Toronto City's letter transmitted: March 24, 2023</p>	<p>Implemented and Ongoing</p>

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	<p>The updated submission includes the endorsement of the Toronto Police Service, and the proposed model aiming to strike a balance between public health and public safety needs for Toronto community members, and advancing equity for those members most impacted by the harms of criminalization.</p> <p>EX3.13 - Community Safety Issues and Response Council Decision: March 29, 2023 City's letters transmitted: May 18, 2023 Called on the other orders of government to assist the City in addressing community safety on the transit system by increasing investments in social supports, mental health and addiction treatment, and community safety and enforcement.</p> <p>EX3.2 - 2023 Financial Update and Outlook Council Decision: March 29, 2023 City's letters transmitted: May 18, 2023 Requested the Federal and Provincial Governments to recognize the serious financial risks faced by the City of Toronto in delivering the services and infrastructure needed by the residents of this City and the region and begin discussions on a new fiscal framework to ensure long-term financial sustainability for the City.</p> <p>EC3.13 - Review of policies and procedures related to Warming Centres Council Decision: May 10, 2023 City's letters transmitted: May 18, 2023 Requested the Federal and Provincial Governments to urgently allocate an additional \$20 million in Canada-Ontario Housing Benefits in 2023-2024 to allow the City to proceed in helping an additional 1,600 to 2,000 households.</p> <p>PH3.6 - Housing Now Initiative - 2023 Progress Update Council Decision: May 10, 2023 City's letters transmitted: June 26, 2023 Requested the Government of Canada and the Canada Mortgage and Housing Corporation to consider enhancing its existing programs under the National Housing Strategy to make them feasible within the local Toronto market context. Requested the Government of Ontario to support the delivery of new affordable rental housing projects, including Housing Now sites, and provide grant funding and low-cost financing to augment federal and City efforts to ramp up housing supply across Toronto.</p> <p>Mental Health Roundtable Roundtable held: June 2, 2023 City's letters transmitted: June 20, 2023 Following the City of Toronto Mental Health Roundtable, Deputy Mayor wrote to the Government of Canada and Government of Ontario urging that they provide the necessary funding to support mental health and addiction services in the city.</p> <p>Mayor's Meeting with Ontario Premier Doug Ford Meeting held: September 19, 2023 Mayor Chow met with Premier Ford to discuss the City's financial challenges, which the Premier has acknowledged are no longer sustainable. The Mayor and Premier agreed to form a New-Deal Working Group with a mandate to achieve long-term stability and sustainability of Toronto's finances. Meetings of the group are ongoing.</p>	

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
	<p>Mayor’s Meeting with the Honourable Sean Fraser, federal Minister of Housing, Infrastructure and Communities Meeting held: September 28, 2023 Mayor Chow met with Minister Fraser and outlined the need for new and enhanced federal investments to support the City's HousingTO 2020-2030 Action Plan.</p> <p>Mayor’s Meeting with the Honourable Chrystia Freeland, Deputy Prime Minister and Minister of Finance Meeting held: September 29, 2023 Mayor Chow met with Deputy Prime Minister Freeland and outlined the City’s acute need for additional federal funding in the areas of Transit, Housing, Social and Health Services, and for a new fiscal framework.</p>	
<p>3. City Council request the Chief, Toronto Paramedic Services, and request the Toronto Police Services Board to direct the Chief, Toronto Police Service to work in collaboration to review current protocols for when Priority Response Unit officers are requested for See Ambulance calls for service; such review should include:</p> <p>a. determining if there are any opportunities to further refine the See Ambulance protocol so that the attendance of Priority Response Unit officers is based on an articulable risk to paramedic safety, specific to the unique circumstances of each call for service;</p> <p>b. re-evaluating the criteria for when police are requested; this evaluation should specifically consider, but not be limited to, if the presence of alcohol, in absence of other risk factors, requires an automatic Priority Response Unit response;</p> <p>c. ensuring that the rationale for requesting Priority Response Unit attendance and other important information is clearly documented in the Toronto Paramedic Services call for service details, both entities should also consider documenting which entity initiated the request for attendance from the other entity;</p> <p>d. in situations where Toronto Police Service would have sent Priority Response Unit officers to calls for service irrespective of a request from Toronto Paramedic Services, Toronto Police Service should</p>	<p>Summary</p> <ul style="list-style-type: none"> • Revival of the 9-1-1 Committee and creation of the ‘See Ambulance’ Protocol Review Working Group have supported progress on this recommendation • PS has introduced training for communications centre staff, developed shorthand codes for the dispatch system, and is revising notification policies for See Ambulance calls • These actions have reduced the volume of See Ambulance calls since February 2023 <p>Update</p> <p>To support a collaborative approach to implementing this recommendation, the 9-1-1 Committee has been revived and has been the primary medium to conduct this work. PS and TPS have also established a joint working group to review and resolve issues relating to See Ambulance calls for service - i.e., requests for Police Officer attendance on emergency calls.</p> <p>Significant progress has been made on this recommendation. As a result of the actions below, TPS has reported a downtrend in See Ambulance calls for service since February 2023, with a significant reduction in calls attended so far in 2023, compared to the same period in 2022. These results are promising, and Paramedics and Police services will continue to monitor in partnership to assess impact in the longer-term. Data continues to be analyzed and will be shared publicly when analysis is complete.</p> <p>PS: Paramedic Services established an internal working group to review and update policies and processes related to See Ambulance calls for service. The working group has proposed revisions to the Police Services Notification policy to ensure that the criteria used to request Police Officer attendance on emergency calls are based on an articulable risk to Paramedic safety. PS continues to collaborate with Union partners to review the proposed revisions to the Police Services Notification policy, with consideration for how policy revisions may impact Paramedic safety and patient care. Findings from the Police Services Notification policy review are expected by December 2023/January 2024.</p> <p>Training has been delivered to Toronto Paramedics Communication Centre staff to clarify that there is no requirement in the existing policy to request Police Officer attendance on calls involving the presence of alcohol with no other discernable safety hazard. Training has also been delivered on the introduction of new shorthand comments in the computer-aided dispatch (CAD) system, which help ensure that the rationale for requesting Police Officer attendance on emergency calls is clearly and consistently documented. New shorthand comments were also introduced to identify requests from Toronto Police Service for Paramedic attendance on emergency calls. The new shorthand comments were implemented in February 2023. Toronto Paramedic Services is actively monitoring calls and conducting quality assurance audits to improve compliance with the Police Services Notification policy and the new shorthand comments requirements.</p> <p>Toronto Paramedic Services is determining plans for additional training, education, and quality assurance to improve compliance with policy, as well as assessing the need to introduce additional shorthand comments to identify requests made directly from Paramedics for Police Officer attendance on calls.</p>	In Progress

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
<p>consider documenting this in its call for service system;</p> <p>e. regular, joint evaluation of calls for service where Priority Response Unit attendance is requested, to assess the effectiveness and efficiency of the revised protocol and consider any changes as necessary; and</p> <p>f. considering if additional training is needed for Toronto Police Service and Toronto Paramedic Services call takers to ensure requests for police attendance are well documented and comply with policies and procedures.</p> <p>(PS, TPS)</p>		
<p>4. City Council request the City Manager, and request the Toronto Police Service's Board to direct the Chief, Toronto Police Service to work in collaboration along with other agencies to analyze low priority, non-emergency calls for service (e.g. Unwanted Guests, Check Address etc.) to identify instances where officers are repeatedly attending the same locations; to determine if an alternative resolution can be implemented; in developing solutions, Toronto Police Service should consider if a call for service volume can be reduced through implementing Part 1 above.</p> <p>(SFDA, MLS, TPS)</p>	<p>Summary</p> <ul style="list-style-type: none"> • TCCS anchor partners track data to identify repeat callers, provide case management, and reduce continued calls for service • MLS Noise Team has accompanied TPS to investigate recurring noise complaints and support joint enforcement on repeated by-law violations at the same location <p>Update</p> <p>SDFA: As part of the Toronto Community Crisis Service (TCCS) pilot, each anchor partner has been tracking and identifying repeat callers. During each call for service, anchor partners will offer to provide case management and follow-up supports to reduce repeat calling, “revolving door” crisis services, and relieve pressure on 9-1-1 Communications. Data collected by anchor partners from October 2022 to March 2023 also revealed that mobile crisis teams responded to a total of 274 repeat service users within 30 days of a service call. The one-year evaluation conducted by third-party evaluator Provincial System Support Program and Shkaabe Makwa with the Centre for Addiction and Mental Health also showed that between October 2022 and April 2023, the anchor partners provided 1,160 service users with follow-up and case-management supports. In addition, a total of 1,996 referrals were made for service users during follow-up in the first year of the intervention, including referrals to mental health and substance use support services and housing support services. The City continues to work closely with anchor partners to better connect repeat callers to the right supports and services.</p> <p>MLS: MLS and TPS continue to share information on complaint volumes, and coordinate on joint enforcement initiatives to better address low-priority non-emergency calls for service, as required. For example, if there are frequent and recurring issues of party noise and/or unplanned events that involve amplified noise happening at the same location, the Noise Team may jointly attend and support an investigation. Where bylaw violations are identified, MLS will then take appropriate enforcement action with the goal of gaining compliance. MLS has also worked with TPS, TFS, Toronto Public Health, and the Alcohol and Gaming Commission to pursue joint interventions at several annual large events held at the same location or business, of which there have been various bylaw violations and other offences noted. From 2020 to 2023, MLS has laid 563 charges for violations of the noise bylaw. MLS will continue pursuing these coordinated multi-disciplinary efforts when appropriate.</p> <p>TPS: Discussions among SDFA, MLS, and Police have begun and implementation work on this recommendation will be continued in tandem with work on AU13.6 Recommendation #1.</p>	In Progress

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
<p>5. City Council request the City Manager, to work in collaboration with the President and Chief Executive Officer, Toronto Community Housing Corporation and request the Toronto Police Services Board to direct the Chief, Toronto Police Service to determine if strategies can be implemented to reduce instances of Priority Response Unit officers repeatedly dispatched to the same locations within Toronto Community Housing Corporation properties.</p> <p>(TPS, TCHC)</p>	<p>Summary</p> <ul style="list-style-type: none"> • TPS has formed a working group within the Strategy Management and Community Policing Engagement Unit to focus on better data sharing with external agencies • The Unit is piloting an online reporting tool and will connect with TCHC on next steps <p>Update</p> <p>TPS: A working group with members of the TPS Strategy Management and Community Policing Engagement Unit has been formed and the group has begun discussions related to better data sharing. The feasibility of using the TPS online reporting tool to streamline efficiency and support better data sharing between external agencies is currently underway and will be piloted as part of the TPS's Central Fraud Intake Strategy Pilot. Once the pilot has been evaluated, results will be shared with the working group and partners at TCHC to determine next steps.</p> <p>TCHC: TCHC staff are anticipating the results of the TPS pilot and will look to collaborate on next steps to reduce repeated police dispatch to the same TCHC locations.</p>	In Progress
<p>6. City Council request the City Manager, and request the Toronto Police Services Board to direct the Chief, Toronto Police Service to work in collaboration to:</p> <p>a. conduct joint program assessments of the outcomes from current mental health call for service diversion pilots, including the Gerstein Crisis Centre call for service diversion pilot, and the City's Toronto Community Crisis Service, to assess the effectiveness and outcomes of these programs;</p> <p>b. ensure mechanisms are in place so that both the City and Toronto Police Service have access to the necessary data, including Toronto Police Service call for service data (e.g. number of calls for service received, diverted) and relevant call for service details to complete effective evaluations of the current and any future pilots; and</p> <p>c. ensure planning for future pilot programs are coordinated, involve both the City and Toronto Police Service, and consider the recommendations from Section A.1 of the report (June 24, 2022) from the Auditor General, to ensure they are achieving the desired outcomes in the most efficient and effective way.</p> <p>(SDFA, TPS)</p>	<p>Summary</p> <ul style="list-style-type: none"> • SDFA conducted 6-month and 1-year evaluations of the TCCS, in close partnership with TPS and community partners. Based on the successful pilot, SDFA will recommend expanding the TCCS city-wide • Based on successful diversion of 65% of calls received, TPS has extended the CCD pilot with the Gerstein Crisis Centre to Fall 2024. Ongoing evaluation of the CCD with the Provincial System Support Program will further align activities of the CCD and TCCS programs <p>Update</p> <p>SDFA: The City has partnered with the Provincial System Support Program (PSSP) and Shkaabe Makwa at the Centre for Addiction and Mental Health to conduct a program evaluation co-developed with community anchor partners and the TPS. As part of the evaluation of the Toronto Community Crisis Service (TCCS), the PSSP and Shkaabe Makwa engaged in and facilitated ongoing individual and collective consensus-based discussions leading up to, and throughout the pilot implementation to ensure the evaluation design was relevant and appropriate to all partners including the City of Toronto and the TPS. Regular check-ins with individual partners and quarterly all-partner collaborative working meetings were used throughout the evaluation process to endorse evaluation responsiveness to emerging needs and issues. The City of Toronto and the Toronto Police Service will continue to share de-identified, aggregated data for the purposes of monitoring, evaluation, and quality insurance and improvement of the TCCS. This includes ongoing collaboration during implementation of NG9-1-1, when call codes are further refined through the transition to the new system.</p> <p>TPS: Significant progress has been made on this recommendation. In October 2022, based on overwhelmingly positive feedback, the Crisis Call Diversion (CCD) pilot with the Gerstein Crisis Centre was scaled across all TPS divisions until Fall 2023, with expanded 24/7 availability. A more recent update to the TPSB indicated that, of the 1,558 events sent to the CCD pilot between October 2022 and September 2023, 1,006 events (65%) were successfully diverted. Based on this continued success the TPSB--at their September 14, 2023 meeting-- approved a second extension of the CCD pilot until Fall 2024. This extension will allow for the TPS to engage the PSSP to expand the scope of their existing TCCS evaluation work to include the 9-1-1 CCD pilot.</p> <p>The PSSP at the Centre for Addiction and Mental Health is Ontario's largest mental health and addictions evaluation program, positioned within Canada's largest academic mental health and addictions hospital and research centre. As the third-party evaluator for the TCCS pilot led by the City of Toronto, the PSSP is uniquely positioned to provide an independent evaluation of the 9-1-1 CCD pilot project. Both pilots are similarly aligned non-police crisis response models that involve overlapping catchment areas and community-based service providers, underscoring the need and benefits of utilizing the same independent evaluator.</p> <p>Building off existing relationship and evaluation efforts, the PSSP has proposed the following evaluation of the 9-1-1 CCD:</p>	In Progress

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
	<p>1. Design and implement an evidence-based, co-designed evaluation framework and data collection strategy;</p> <p>2. Generate a robust, data-driven understanding of the impacts of the 9-1-1 CCD and stakeholder experiences; and</p> <p>3. Provide recommendations to inform post-pilot phase program design and quality improvement process.</p> <p>TPS is in the process of finalizing the terms and scope of the 9-1-1 CCD evaluation with PSSP. This work will form an important input to collaboration on future diversion initiatives.</p>	
<p>7. City Council request the Chief, Toronto Paramedic Services and request the Toronto Police Services Board to direct the Chief, Toronto Police Service, in consultation with Toronto Paramedic Services and the Chief Executive Officers (or other appropriate executive liaisons) of Toronto hospitals to:</p> <p>a. leverage technology and/or the use of data to identify the most appropriate hospital for an officer to transport an individual in custody, with the view of minimizing wait times and travelling the least possible distance; and</p> <p>b. develop police-hospital liaison committees and transfer of care protocols with all hospitals where Toronto Police Service transports apprehended persons, to minimize wait times and develop protocols to create a workflow which will benefit both Toronto Police Service and the hospitals.</p> <p><i>(PS, TPS)</i></p>	<p>Summary</p> <ul style="list-style-type: none"> • Revival of the 9-1-1 Committee has supported progress on this recommendation. PS has shared relevant information, methods, and protocols with TPS <p>Update</p> <p>To support a collaborative approach to implementing relevant Auditor General recommendations, the 9-1-1 Committee has been revived and has been the primary medium to conduct this work.</p> <p>PS: Paramedic Services has continued to offer support and advice to TPS on the development of a distribution system to identify the most appropriate hospital for an officer to transport an individual in custody. In December 2019, Paramedic Services met with representatives from TPS to demonstrate the methods used to create a patient distribution system. To advance this recommendation, Paramedic Services has offered to replicate this meeting in the future and will offer any assistance and information required to support TPS with next steps.</p> <p>TPS: Discussions have begun, and Paramedic Services have shared protocols with TPS, as they have already established protocols with hospitals. Existing partnerships and communication channels will be leveraged to ensure alignment and the development of transfer of care protocols with lasting benefits.</p>	In Progress
<p>8. City Council request the City Manager, and request the Toronto Police Services Board to direct the Chief, Toronto Police Service to work in collaboration to:</p> <p>a. assess if current call for service diversion strategies to the City, through 3-1-1 Toronto, are working as intended, and if Toronto Police Service and City staff clearly understand the roles and responsibilities; such assessment to include evaluation of call volumes and outcomes at both Toronto Police Service’s Communications Centre and 3-1-1 Toronto for relevant call for service types; and</p> <p>b. assess if there are opportunities to increase call for service diversion from Toronto Police Service to the City.</p>	<p>Summary</p> <ul style="list-style-type: none"> • CXD has identified the top reasons for calls related to non-emergency police services (e.g., noise, traffic issues) and the most common types of police-initiated service requests (e.g., road debris) • CXD will continue to work with TPS and MLS to improve call diversion strategies, including enhanced training, refining diversion criteria, and re-establishing the Non-Emergency Calls/Response Steering Committee <p>Update</p> <p>CXD: In response to the Auditor General's recommendations, CXD reviewed its 2022 contact data to determine if the current service diversion strategies from TPS to CXD are working as intended, and if both parties clearly understand their roles and responsibilities.</p> <p>Findings from the review showed that over 12,000 General Inquiry interactions related to TPS non-emergency services were logged in 2022. The top ten drivers for CXD calls related to non-emergency Police services reviewed in the study were:</p> <ol style="list-style-type: none"> 1. Noise complaints: parties, construction noise after hours, tenant matters 2. Traffic matters: signal issues, lanes closed 3. Parking complaints: cars parked illegally, blocked exits 4. Automated Speed Enforcement cameras: disputes on tickets received 5. Police complaints: concerns on how the police provided services 	In Progress

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
(CXD, TPS)	<p>6. Vandalism and trespassing: damaged property and unwanted guests/people 7. Power Outage: no power on the street or in the residential building 8. Vehicle complaint: car alarms, loud mufflers on cars, street racing 9. Business complaints: illegal business operations 10. Eviction issues: renters complaining about being evicted</p> <p>In 2022, CXD also initiated over 1,400 service requests where TPS was identified as the requestor of the service. The top ten types of City service requests initiated by TPS staff were:</p> <ol style="list-style-type: none"> 1. Clean Up Debris on the Road: 205 2. Traffic Signal Maintenance: 188 3. Protective Custody (Abandoned Animal): 107 4. Missing/Damaged Street or Traffic Signs: 87 5. Tree Storm Clean-Up: 75 6. Watermain Possible Break: 60 7. Icy Road Needs Salting: 53 8. Pick up of Dead Wildlife: 51 9. Injured Wildlife: 46 10. Icy Sidewalk Needs Salting: 30 <p>When TPS requests services, CXD facilitates response from a City of Toronto divisional staff. The status of the request is sent back to CXD via integrated technology between CXD and the divisions. If the police officer who initiated the service request opts in to receive email or SMS updates, they will receive automated status updates. TPS staff can also call CXD if a status update is required.</p> <p>The CXD review undertaken to advance this recommendation highlighted areas for improvement. Callers are frequently advised by TPS to call CXD for services that would normally be handled by TPS, for example, noisy parties. This often leads to frustration from callers as they feel they may be bounced from one organization to another with no resolution to their issue. There is an opportunity to further refine the criteria for transfers and referrals between CXD and TPS. The scenarios where a call to TPS is appropriate and where the City should respond should be clearly defined. The assumption today is that all calls pertaining to noisy parties should be transferred to TPS; however, a listing of service criteria may be beneficial in understanding how to better manage this request type, under which scenarios TPS should be notified, and what the customer should expect when reporting such a nuisance.</p> <p>During the review, it was observed that customers are often asked, by TPS, to call CXD if an issue has not been resolved. Customers will then call CXD and explain that no one had responded to their initial complaint and that they would like an update on its status. A challenge experienced by CXD is the lack of detail that is available to assist customers during these follow-up calls.</p> <p>There is an opportunity for the two organizations to integrate in some capacity so that information flows back and forth, for instance by acquiring a Salesforce license for TPS. This would require legal review and additional investment from TPS and the City but would enable TPS to review and respond to service requests in real-time, making status updates more efficient and less frustrating for the customer calling for an update.</p> <p>Based on these findings, CXD will continue collaborating with TPS to:</p> <ul style="list-style-type: none"> - Produce additional training for CXD staff to identify gaps in call handling methods for calls associated with TPS services - Further refine the service criteria for transfers and referrals between CXD and TPS 	

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
	<ul style="list-style-type: none"> - Improve awareness of CXD's role by providing information to TPS call takers about the information that CXD staff access via the knowledge base and customer relationship management tool - Discuss opportunities for integration with TPS to access details regarding services flagged by CXD - Re-establish the Non-Emergency Calls/Response Steering Committee with TPS, MLS, and others. <p>TPS: The Service will focus on this recommendation in the next phase of project work, including developing a framework for a feasibility study, engagements CXD and MLS to perform required data analysis, and any updates to the TPS Make the Right Call webpage. Plans are underway to revive the Non-Emergency Calls/Response Steering Committee in early November, which will provide an additional avenue for action on this recommendation.</p>	
<p>9. City Council request the City Manager, and request the Toronto Police Services Board to direct the Chief, Toronto Police Service to work in collaboration to consider through an interface or other means, increasing the information shared between City divisions (e.g. Municipal Licensing and Standards Division, 3-1-1 Toronto, etc.) and Toronto Police Service on a per call for service basis (e.g. addresses where police respond to noisy parties) so that trends can be identified and the City can help address the root cause of issues that are not police matters and City Council request that, before undertaking any data sharing, Toronto Police Service and the City perform a legal review, which includes consideration of any relevant privacy considerations, specifically the requirements outlined in the Municipal Freedom of Information and Protection of Privacy Act.</p> <p>(CXD, MLS, SDFA, TPS)</p>	<p>Summary</p> <ul style="list-style-type: none"> • MLS and CXD already share an integrated service request system • Re-establishing the Non-Emergency Calls/Response Steering Committee will enable further exploration of a shared interface between CXD, MLS, and TPS, including necessary legal and privacy reviews • Through SCALE, SDFA has developed an agreement with TPS to enhance sharing and analysis of community safety data <p>Update</p> <p>CXD: In 2017, CXD and TPS created a committee comprised of key stakeholders responsible for receiving and responding to non-emergency calls from the public through the 311 Contact Centre or 9-1-1 Dispatch (e.g., CMO, MLS, CXD, SPEC, TS, TPS). The group collaborated to ensure non-emergency calls are managed in the most appropriate and efficient manner possible. This has resulted in the identification of call priorities (emergency vs non-emergency), the development of a call process flow, and an escalation process. Quarterly meetings are also scheduled between CXD and TPS Operational leads to review, assess, and identify opportunities to improve operational practices and procedures. For example, clarifying call types and defining emergencies where callers should be immediately referred to TPS. As these groups are currently meeting separately, the Non-Emergency Calls/Response Steering Committee will be re-established to explore mechanisms to increase the information shared between City divisions and the TPS. Plans are underway to regroup in early November.</p> <p>MLS: MLS and CXD operate on an integrated service request intake system and each division can access service request details on noise calls. A legal/privacy review would need to be conducted, and data sharing goals identified, if MLS/CXD and TPS determine that further per call level details would assist in investigation of root causes of issues.</p> <p>SDFA: The City launched the SafeTO Collaborative Analytics and Learning Environment (SCALE) which includes a multisectoral steering committee. TPS has assigned a director and an analyst to participate in the collaboration. The City, through SCALE, is also developing an updated data sharing agreement between the two bodies to enable integrated data analysis and data sharing for SafeTO. The draft data sharing agreement is currently under review by TPS legal.</p> <p>TPS: Through the City's SafeTO Community Safety and Well-Being Plan, significant progress has been made related to data sharing between City agencies. Additionally, the implementation of the TPS Records Management System replacement will help support required technology to build interfaces required to share required information with City counterparts like CXD and MLS, as will the re-established Non-Emergency Calls/Response Steering Committee.</p>	In Progress
<p>10. City Council request the City Manager, and request the Toronto Police Services Board to direct the Chief, Toronto Police Service to work in collaboration to leverage 2-1-1 Central data in conjunction with call for service data, at an aggregate level, to identify</p>	<p>Summary</p> <ul style="list-style-type: none"> • TPS will collaborate with SDFA to advance this recommendation through extension of the TCCS and CCD pilots 	In Progress

Recommendation Lead Partner(s)	City & Police Updates (as of September 2023)	Status
<p>neighbourhoods where there are a high number of low priority calls for service, and where community resources may exist to help divert front-line police resources and City Council request that before undertaking any data sharing, Toronto Police Service and the City perform a legal review, which includes consideration of any relevant privacy considerations, specifically the requirements outlined in the Municipal Freedom of Information and Protection of Privacy Act.</p> <p><i>(SDFA, TPS)</i></p>	<p>Update</p> <p>Police: Through the TCCS program and extended CCD pilot evaluation described in AU13.6 Recommendation 6, the Service looks forward to collaborating with the City and the PSSP to complete the required analysis.</p> <p>SDFA: SDFA will support the TPS in conducting this analysis through ongoing implementation of the TCCS.</p>	
<p>11. City Council request the City Manager, and request the Toronto Police Services Board to direct the Chief, Toronto Police Service to work in collaboration to consider implementing public awareness campaigns addressing the public’s perceptions on people experiencing mental health challenges and/or homelessness and what type of response (e.g. police or non-police response) would be most appropriate and such process should include mechanisms for campaign evaluation (e.g. key metrics that will be measured), a process for including community engagement in the planning process and determining the most appropriate target audience.</p> <p><i>(SDFA, SPEC, TPS)</i></p>	<p>Summary</p> <ul style="list-style-type: none"> • SDFA and SPEC launched a successful campaign to increase awareness and use of the TCCS, with an online reach of 230,000 people and 100 posters across Transit Shelters • TPS and SPEC have formed a working group to explore additional campaigns related to this recommendation <p>Update</p> <div data-bbox="851 889 1286 1540" data-label="Image"> </div> <p>SDFA/SPEC: From January to March 2023, the City launched a multi-lingual public awareness campaign in the four pilot areas where the Toronto Community Crisis Service (TCCS) is active. The goal of the campaign was to increase awareness of the TCCS in those targeted geographic catchments and explain how to access the service by calling 211. Residents and people with lived experience informed the campaign, including consultations with a community advisory committee to shape messaging and design.</p> <p>The resulting ads were translated into the top 11 languages spoken in each catchment area. Ads appeared in 42 Transit Shelter Advertisements across TCCS areas and 10 local and ethnic print media publications. Online, the campaign received 12,569 clicks via advertisements across major media websites and reached over 230,000 people on social media. The City has expanded this awareness campaign with an additional 100 posters featured across Transit Shelter Advertisements from August to September 2023., TCCS calls through 211 have increased since launch of the campaign, and 211 is expected to overtake 9-1-1 as the major call source for the TCCS.</p> <p>Through the Toronto for All program, SDFA will also explore further opportunities to partner with police and launch campaigns focused specifically on public perceptions of mental health, addictions, and homelessness. Future campaigns may require additional resources and investment from the City and TPS partners.</p> <p>TPS: The TPS Corporate Communications unit has formed a working group with the SPEC, and additional activities related to this recommendation will commence once work has been completed on Recommendations 4 of AU13.5. Prior to launching additional public awareness campaigns, TPS will analyze the impacts of other transformational change project activities, to see if other initiatives related to community engagement can support this work. To support this analysis, an internal police working group will be formed by Q4 2023, with group membership determined and approved at the next TPS AG Recommendation Steering Committee meeting on November 16, 2023.</p>	In Progress