

Auditor General Report Recommendations

IMPLEMENTATION

Project Update



2023 June 22



STRATEGY
MANAGEMENT

Background

A Journey of Change to Improve Community Safety and Well-Being Outcomes Together:

Review of Toronto Police Services - Opportunities to Support More Efficient and Effective Police Response to Calls-For-Service



Audit Committee Item 13.6
(22-AU13.6)

A 9-1-1 Call to Better Support Staffing, Improved Information Management, and Outcomes

An Audit of Toronto Police Service's 9-1-1 Operations



Audit Committee Item 13.5
(22-AU13.5)

Key Common Themes:

Optimizing Resources

Alternative Response

Community Education
& Awareness

Timing Methodologies

Collaboration Between
Stakeholders

Journey of Change

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The Way Forward

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- Mental Health & Addictions Strategy
- Establishment of M.H.A.A.P.
- NG9-1-1

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- Missing & Missed
- Wellness Strategy
- SafeT.O.

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- Establishment of A.R.A.P.
- Loku Inquest
- NCO Program Expansion



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81 Directions on Police Reform



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- AG Reports
- I&TC Benefits Framework
- Service-Based Budgeting

Implementation Highlights

Optimizing Resources

- Building capacity to better use data and technology to support current TPS resources
- Addressing staffing challenges by securing funding for imperative positions

Alternative Response

- Evaluating T.C.C.S. to build a template for future collaborations
- Reviewing findings of 3rd party evaluation to build organizational process assets for future pilots and programs

Community Education & Awareness

- Leveraging existing Community Engagement programs to use as a blueprint for future activities
- Building working group to plan Corporate Communication implementation activities

Timing Methodologies

- Focus on aligning service delivery and resource allocation to key metrics and outcomes
- Completion of Staffing Analysis Readiness Assessment to ensure capacity is in place to build required data models

Collaboration Between Stakeholders

- Creation of new partnership opportunities with external stakeholder agencies
- Building internal communication capacity and programs to foster better collaboration on implementation activities

Implementation Next Steps

Optimizing Resources

- Collaborating with TPA to identify optimal shift schedules for Communications Services members to pilot (following vote)
- Supporting work on I&T initiatives, including R.M.S. replacement and NG911

Alternative Response

- Meeting with City Agency counterparts to explore next steps for partnering on new Alternative Response initiatives
- Continued support for SafeT.O. and TCCS

Community Education & Awareness

- Launching awareness campaigns related to “making the right call”
- Leveraging community engagement and awareness initiatives to support implementation goals

Timing Methodologies

- Facilitating analysis and modelling work to identify resource needs for PRU
- Following an evidence-based approach, working with the Board to establish time targets for Calls for Service

Collaboration Between Stakeholders

- Continued relationship building with external partners, including numerous City agencies and the T.P.A.
- Building capacity for better information & data sharing

Continuous Improvement

- Moving from “Where We Are” to “Where We Want To Be” is not a one-time endeavor
- Building continuous improvement into our programs and processes to support lasting change
- Striving to cement the reputation of TPS as a Service that drives progress

