

2025 SafeTO Community Report



A Message from the Mayor

When SafeTO, Toronto's 10-Year Community Safety and Wellbeing Plan was unanimously adopted by Toronto City Council in July 2021, it represented a historic shift in how we approach community safety – moving from a reactive emergency response to a culture of prevention. Today, as we look at the achievements from SafeTO Phase One implementation in this report, I am proud to see how far we've come in just three years.

The Toronto Community Crisis Service, launched in 2021, is now the city's fourth emergency service, and has successfully responded to more than 25,000 mental health crisis calls across Toronto. The establishment of the Violence Prevention Toronto Office has enabled unprecedented coordination between institutional partners to develop comprehensive responses to gun violence. Our expanded Community Crisis Response Program has connected hundreds of individuals affected by violence to specialized mental health and trauma services. And, the SafeTO Collaborative Analytics and Learning Environment has transformed how we collect, share and analyze safety data, collaboratively with other institutions, to better understand the complex safety challenges Torontonians experience.

These achievements must continue and demonstrate what's possible when we work together across sectors and with communities. But our work is far from complete. As we move forward with the next phase of SafeTO, we remain committed to addressing systemic inequities that ultimately influence the health, safety and well-being of our residents.

The City cannot do this alone. Our residents, businesses, City staff, school boards, housing providers, Police Service and community partners are all in this together. It takes all of us working together to build a safer city. We need to keep working to address the root causes that hurt community safety and well-being. Together, we can build more resilient communities and improve services people rely on.

A safer Toronto starts with all of us. Together, we can create a more caring city, where everyone feels safe, supported, and empowered to thrive.

Sincerely,

Mayor Olivia Chow



A Message from the Chief of Police

The Toronto Police Service is a dedicated partner in the development, and now in the implementation, of SafeTO: Toronto's Ten-Year Community Safety and Well-Being Plan.

Community Safety and Well-Being is the idea that people are safest when we all work together to prevent crime, break the cycles of harm, and build stronger and safer communities. The Toronto Police Service has dedicated resources to the SafeTO Plan and has embedded a senior officer, at the rank of Inspector, within Violence Prevention Toronto (VPTO), in collaboration with the City of Toronto, Toronto Community Housing, Toronto District School Board, TTC, and dedicated leads from several institutions and funded community partners and programs. This work is guided by a trauma-informed and responsive public health approach to violence prevention, intervention, response, and recovery, and it includes information sharing, capacity building, and program integration.

Earning the trust of our communities every day is a top priority of the Toronto Police Service. With this goal in mind, we are expanding the Neighbourhood Community Officer Program, as part of a broader set of initiatives. It is also important to keep deepening and strengthening our relationships with other safety and community partners. Building a solid safety network benefits everyone. For example, through FOCUS Tables, we collaborate with more than 190 community agencies. By doing so, we are breaking down silos and expanding our toolbox to better address high-risk situations to reduce crime, victimization, and harm. Another example of this work is the Downtown Community Outreach Response and Engagement Team pilot project, or the Downtown CORE Team, a partnership with Toronto Public Health. Specially trained community-oriented police supervisors and constables are joining Public Health nurses to proactively address the complex health needs of individuals to improve access to health and social services. We are already seeing positive results.

Other SafeTO measures in 2024 included:

- The TPS and VPTO jointly led 4 Integrated Safety Coordination Team Engagement days, fostering collaborative discussions, strategic information sharing, and coordinated community safety initiatives
- The TPS and VPTO jointly provided ongoing support of the Justice Centres in collaboration with the Ministry of the Attorney General
- The TPS and VPTO jointly fostered greater engagement with Business Improvement Areas, focusing on crime prevention and intervention strategies

Safety is a shared responsibility. SafeTO aligns our efforts with a more holistic, preventive approach to public safety. As we look ahead, the Toronto Police Service remains committed to working with partners across the city to improve outcomes for everyone and support safer communities.

Myron Demkiw, M.O.M.
Chief of Police
Toronto Police Service



Intro

This report provides an overview of the Phase One implementation of SafeTO and highlights the impacts of key community safety and well-being initiatives that are advancing the strategic goals and actions of the Plan.

Toronto's high quality of life, social diversity, and strong economy have made it a world-class city. However, not everyone gets to equitably participate in Toronto's prosperity, as our city continued to grow and evolve

Longstanding systemic inequities continue to divide residents and communities, impacting the ways they interact with each other and their ability to thrive within our city. These inequities are embedded in social (health, education, justice), economic, and political systems, affecting conditions that influence residents' health and well-being. If left unattended, growing inequities in systems, policies, programs, and services across Toronto can manifest into complex conditions such as homelessness, food insecurity, poverty, community violence, and crime that severely threaten community safety and well-being for Torontonians, particularly Indigenous, Black and equity-deserving communities. To ensure community safety and well-being is advanced equitably, it is critical we begin to address the underlying inequities fuelling conditions that adversely impact Torontonians.

Traditionally, governments have looked to address community safety issues through a lens of law enforcement. An enforcement-only approach to community safety increases barriers and risks for Torontonians, particularly those from Indigenous, Black, and equity-deserving communities, often leading to negative outcomes due to embedded systemic racism. As such, communities have called on the City to reimagine core elements of community safety and shift from a reliance on reactive emergency response to a culture of prevention. This call aims to address community safety by engaging diverse skillsets, mandates, and resources under a shared vision. A key step by the City of Toronto towards creating this shift in approach was the development of SafeTO: Toronto's Ten-Year Community Safety and Well-Being Plan.

What is SafeTO?

A Different Approach to Community Safety and Well-being

SafeTO represents a pivotal shift in how the City approaches community safety. It recognizes that safety extends beyond the absence of crime and encompasses the overall well-being of all residents. The plan acknowledges the interconnectedness of various factors that contribute to safety, including housing, education, healthcare, and robust social services. SafeTO aims to create a more equitable and inclusive city where everyone feels safe, supported, and empowered by addressing these underlying issues.

A Community-Driven Approach

SafeTO is a community-driven plan, developed through extensive consultation with residents, community organizations, and experts.

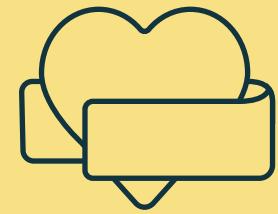
City staff engaged in a community consultation process which included population-specific, issue-specific, and geographic-based consultations, as well as engagements with City divisions, agencies and corporations. Community consultations targeted stakeholders providing services or experiencing challenges related to community safety and well-being. This was complemented by engagement with subject matter experts, residents and community leaders.

In total, over 2,500 stakeholders were engaged directly through workshops, community meetings and written submissions. The SafeTO plan was also informed by information collected by a public survey that was conducted from March 1 to March 15, 2021 that received 1,500 responses.

This collaborative process ensured that the plan reflects the needs and priorities of the community and advances a shared vision for a safer and more equitable Toronto.



SafeTO drives 26 actions that span seven strategic goals:



Reduce Vulnerability

Reduce harm and victimization through proactive mental health and vulnerability support strategies, life stabilization, community-led crisis support models, and collaborative risk-driven approaches.



Reduce Violence

Implement dedicated strategies to prevent and reduce gun violence, interpersonal violence, and gender-based and intimate partner violence through strategic and timely coordinated efforts across communities and systems with a focus on violence prevention, intervention, interruption, response, and recovery.



Advance Truth and Reconciliation

Advance actions and recommendations in the Path to Reconciliation report that improves community safety and well-being for Indigenous Peoples, and advance Indigenous-led community safety and well-being priorities.



Promote Healing and Justice

Transform the City by embedding trauma-informed principles and practices, guided by an understanding of the complete impacts of trauma, adversity, racism and violence on people, families and neighbourhoods in services, programs, approaches, and tools aimed at advancing community safety and well-being.



Invest in People

Strengthen support for families, children, youth and adults through investment, skill development and increased access to services and opportunities.



Invest in Neighbourhoods

Develop responsive and accountable place-based approaches to address the social, cultural, physical, and economic environments that impact neighbourhoods and public spaces.



Drive Collaboration and Accountability

Build the necessary structure to use multi-sector data, evidence, and lived experiences to respond to immediate needs, enhance collaboration, inform service planning, advance policing, guide law enforcement reform, and integrate investments to advance community safety and well-being.

SafeTO Phase 1

In February 2022, Toronto City Council adopted the SafeTO Implementation Plan which centered four key priority actions from 2022 to 2024. The implementation plan was informed by findings from research and community consultations conducted during the development of SafeTO, advice from the SafeTO Advisory, and lessons learned from collaboration with internal City divisions and agencies, and other key stakeholders including the Toronto Police Services Board, Toronto Community Housing Board, Toronto Transit Commission, Toronto Public Library and the Toronto District School Board. The implementation plan identified where existing City strategies and programs are advancing SafeTO goals and where critical new priority actions and structures are necessary.

SafeTO Phase One Priority Actions (2022 - 2024)

Phase One of the implementation of SafeTO centres on four priority actions:

- Action 1.3
- Embed the Toronto Community Crisis Service as a well-resourced first-response service city-wide.
- Action 2.1
- Develop a comprehensive multi-sector gun violence reduction plan.
- Action 2.3
- Strengthen community crisis response protocols to better support victims and communities impacted by violence.
- Action: 7.1
- Develop a comprehensive strategy to share, integrate and analyze data across multiple institutions for the purpose of informing real-time policy development and service planning.

Action 1.3: Embed the Toronto Community Crisis Service as a well-resourced first-response service city-wide.

Toronto Community Crisis Service

The Toronto Community Crisis Service (TCCS) provides a non-police-led, community-based, client-focused, and trauma-informed response to mental health crisis calls and wellness checks, available 24/7 across the city. The service can be accessed by calling 211 or 911. Trained mental health professionals are dispatched through four Community Anchor Partners to support residents experiencing a mental health crisis. TCCS was initially launched as a pilot and now operates city-wide as Toronto’s fourth emergency service.

TCCS Community Anchor Partners

- TAIBU Community Health Centre
- 2-Spirited People of the 1st Nations
- Gerstein Crisis Centre
- Canadian Mental Health

TCCS Supports

- Crisis intervention
- Case management
- System navigation & referrals
- Harm reduction
- Essential living supplies
- Traditional Indigenous supports
- Afrocentric supports

*25,000+

calls for service received

- 42% calls for service received by 911
- 48% calls for service received by 211
- 9% calls for service received by sources in the community
- 1% unknown

15,293

mobile crisis teams were dispatched to provide mental health supports

6,191

referrals made to service users during follow-up, including housing, substance use, and mental health supports

TCCS Impacts

[March 31, 2022 – December 31, 2024]

1,151

clients connected to case management supports

* The Toronto Community Crisis Service (TCCS) has received over 25, 000 calls since its inception in March 2022 to April 2025. TCCS call source, dispatch, referral, and case management data are for the reporting period March, 31, 2022 - December 30, 2024 during which the TCCS received 23.962 calls for service.

Impact Story:

Toronto Community Crisis Service

An elderly Toronto resident found herself in crisis when a bed bug infestation in her home triggered severe stress, worsening her hypertension and putting her at risk of a medical emergency. When she reached out to the Toronto Community Crisis Service for help, Findhelp 211 promptly dispatched a crisis team to her home. Upon arrival, the TCCS crisis team used active listening and motivational interviewing techniques to help de-escalate her immediate distress. They went beyond addressing just her emotional state by providing practical assistance—helping her contact property management and complete the necessary work orders for pest treatment.

Recognizing that her mobility issues might complicate preparing for the treatment, the team connected her with TCCS case management services for additional support. They also coordinated with her sibling and personal support worker to ensure continued care, and developed a comprehensive safety plan that included scheduling a medical appointment to address her blood pressure concerns.

Through this holistic approach combining emotional support, practical assistance, and healthcare coordination, the TCCS team not only resolved the immediate crisis but also put systems in place to support her ongoing well-being.



Action 2.1: Develop a comprehensive multi-sector gun violence reduction plan.

In 2023, the City established the Violence Prevention Toronto Office (VPTO) which provides the backbone infrastructure and resources for collaboration on community safety and well-being initiatives across various sectors, orders of government, and communities impacted by community safety and well-being challenges.

The Violence Prevention Toronto Office is an integrated office made up of staff from the City of Toronto, Toronto Police Service, Toronto Community Housing Corporation, Toronto District School Board, Toronto Transit Commission, and dedicated leads from several institutions and funded community partners and programs, who are working collaboratively to advance community safety and well-being in Toronto. The office is guided by a trauma-informed and public health approach to violence prevention, intervention, response and recovery.

Violence Prevention Toronto Office

Program Spotlights

Through the work of the Violence Prevention Toronto Office in collaboration with other City divisions, agencies, corporations, and community partners, the City has strengthened violence prevention, intervention, response and recovery efforts by launching new community safety and well-being initiatives, in addition to enhancing investments for, and streamlining the service delivery models of existing community safety and well-being programs and services.



Integrated Safety Coordination Teams (ISCT)

Integrated Safety Coordination Teams are multi-sector teams comprised of frontline staff from various institutions who collaborate to assess and mitigate the risks and impacts of violence in select neighbourhoods in Toronto. Integrated Safety Coordination Teams mobilize to share information, and coordinate intervention, prevention, and recovery efforts for neighbourhoods that are most impacted by violence.

Integrated Safety Coordination Teams Institutional Partners

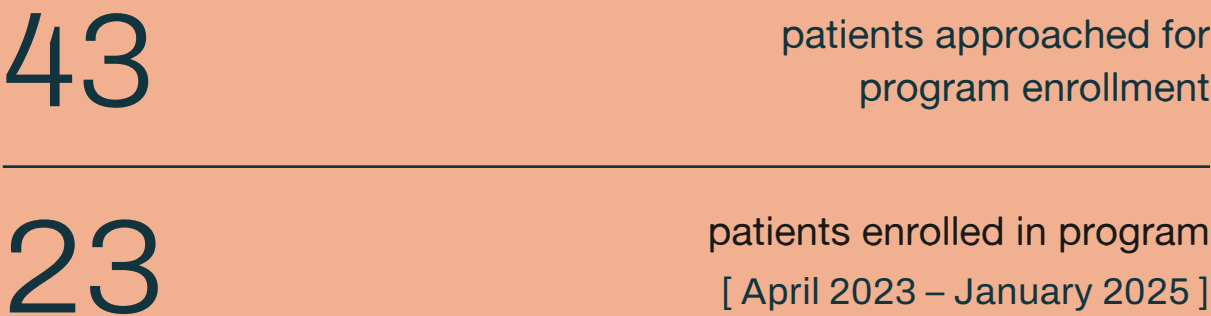
- City of Toronto
 - Toronto Police Service
 - Toronto Community Housing Corporation (TCHC)
 - Toronto District School Board (TDSB)
- Toronto Catholic District School Board (TCDSB)
 - Ministry of the Solicitor General
 - Ministry of the Attorney General
 - Ministry of Children, Community and Social Services

THRIVE

The Toronto Hospital-based Reducing Injury from Violence Intervention and Evaluation (THRIVE) is a program led by St. Michael’s Hospital for victims of violence. The program coordinates wraparound services for victims of violence and works to maintain a continuum of care for them after they’re discharged from hospital. People injured by violence are met by a coach who provides wraparound care to the individual and their family, working with them to improve their capacity to thrive in complex and difficult circumstances.

THRIVE Impacts

[August 2023 – December 2024]



Breaking the Cycle of Violence with Empathy (BRAVE)

BRAVE is an Hospital-based Violence Intervention Program (HVIP) led by Sunnybrook Hospital and supported by the City of Toronto to promote positive alternatives to violence in order to reduce retaliation, criminal involvement and re-injury among youth injured by violent incidences. BRAVE uses a public health and trauma-informed approach to violence prevention, recognizing the modifiable risk factors associated with violent injury including the social determinants of health and systemic racism.

BRAVE Primary Goals:

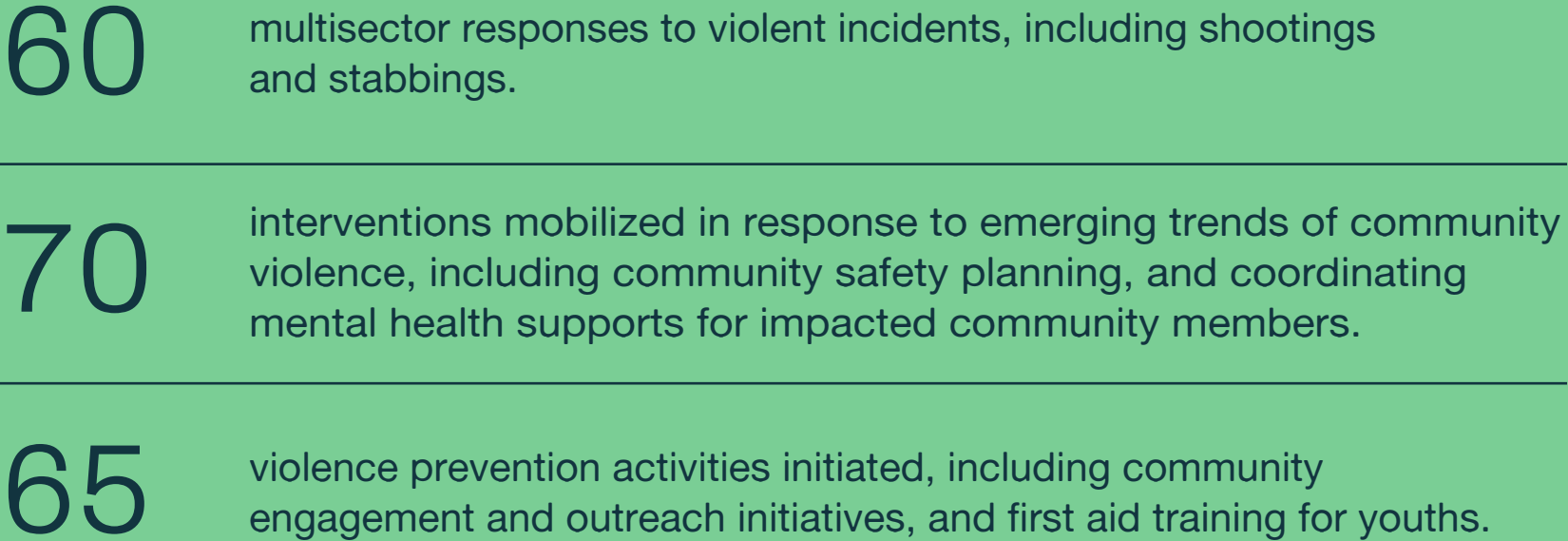
- Reduce risk factors and increase protective factors for violence (short-term)
- Reduce recidivism among youth in the trauma department (long-term)
- Increase access to customized, holistic supports for youth clients in the trauma centre
- Increase access to services for youth ages 16 to 29 at all stages of involvement in the trauma health care system
- Increase coordination of wraparound services, continuity of care and support to address the needs of youth throughout the health care system
- Improve outcomes due to improved access to services and release plans
- Reduce systemic barriers to accessing supports for youth

BRAVE Impacts

[January 2022 - December 2024]



Integrated Safety Coordination Teams Impacts



Additional Violence Prevention and Intervention Programs for Youth and Families

Family Wellbeing Program

The Family Wellbeing Program aims to enhance the capacity of parents, caregivers, and extended family members to support youth in Scarborough who are most vulnerable to violence. The program helps families and caregivers better navigate and connect to services and pro-social opportunities in their communities to improve positive outcomes for youths.

Family Wellbeing Program Goals

- Increase awareness of violence risk factors and enhance knowledge of protective factors among parents, guardians, caregivers, extended family members, and communities to better support youth at risk of violence.
- Enhance awareness of violence prevention and intervention programs, as well as support services available to parents, caregivers, and extended family members, for reducing youth involvement in violence.
- Use a peer-based model to improve and support system navigation and increase collaboration between service providers and parents, caregivers, and extended family members impacted by violence.

Family Wellbeing Program Partners

- Access Alliance Multicultural & Community Services
- Agincourt Community Services Association
- Centre for Immigrant and Community Services
- Malvern Family Resource Centre
- Native Child and Family Services of Toronto
- Scarborough Centre for Healthy Communities

Family Wellbeing Program Impacts

[January 2024 - December 2024]

713

families supported



101

workshops and engagement events



Impact Story:

Family Wellbeing Program

A Family Wellbeing Program Ambassador from a partner program recounts this story:

A young man recently released from prison found himself in the middle of a chaotic scene when police pursued a group of suspects near his neighborhood. Although he was uninvolved, panic overtook him, and he fled, leading officers to mistake him for a suspect. As the situation escalated, a Family Wellbeing Program Ambassador, who had known the young man since childhood, intervened.

Speaking to both the officers and the young man, the ambassador convinced the police to review nearby surveillance footage, which ultimately proved his innocence. Despite his past, the ambassador knew he had been making efforts to turn his life around. This intervention not only secured his immediate freedom but also set him on a path of personal growth.

With continued support from the program, he enrolled in a Personal Support Worker training program and secured employment at a nursing home. Today, he is living with his parents, contributing to household expenses, and maintaining a positive trajectory, proving that second chances can lead to meaningful change.



TO Wards Peace Program

The TO Wards Peace (TWP) Program aims to mitigate gun violence in Toronto by enhancing collaboration between community groups, grassroots organizations, community health centres, hospitals, and the City of Toronto, to develop and implement gun violence interruption, intervention, and prevention initiatives for youth who are at risk for violence.

TO Wards Peace supports youth ages 12 to 29 years old who are currently or at imminent risk of being involved in violence. Supports are provided through engagement from Violence Disruption Workers (VDWs), grassroots community organizations, and health and social service providers.

TO Wards Peace Partners

TO Wards Peace Northwest

Rexdale Community Health Centre (RCHC), Think2wice Intl (Rexdale), Youth Association for Academics, Athletics and Character Education (Y.A.A.A.C.E), Generation Chosen (Northwest)

TO Wards Peace Scarborough

Scarborough Centre for Healthy Communities (SCHC), IMPACT 'n Communities, The Forgiveness Project

TO Wards Peace Program Journey



Engagement & Referral

Youth at risk of violence involvement are identified through partner agency referrals and proactive outreach by Violence Disruption Workers.



Trust-Building & Assessment

Violence Disruption Workers establish rapport with potential participants and conduct comprehensive violence risk assessments to determine appropriate intervention strategies.



Personalized Support Planning

Upon program enrollment, participants collaborate with their dedicated Violence Disruption Worker to develop individualized support plans with clear goals and weekly check-in schedules.



Wraparound Service Coordination

Violence Disruption Workers facilitate connections to essential services including housing, education, employment, mental health support, and family mediation based on identified needs.



Progress Monitoring & Adaptation

The support team regularly evaluates participant progress, adjusts intervention strategies as needed, and celebrates milestones toward reducing violence risk factors.



Sustained Stability & Community Integration

As participants achieve their goals and demonstrate reduced risk of violence, they transition to less intensive support while maintaining community connections for long-term success.

TO Wards Peace Impacts

254 participants enrolled in TWP support programs

88 incidents of violence disrupted

1,270 hours of service engagement with program participants including identifying and working toward goals, building trust and providing mentorship, and making referrals to wrap-around supports.

Impact Story:

TO Wards Peace



Story Submitted by TO Wards Peace Program Partner Youth Association for Academics, Athletics and Character Education (Y.A.A.A.C.E)

A young man enrolled in the TO Wards Peace program had a fractured relationship with his mother due to his troubled past, which included dropping out of school and facing gun and robbery charges. The TWP team recognized that healing this relationship would be crucial to his rehabilitation and long-term success.

The team spent extensive time with both the young man and his mother, working to rebuild trust and highlighting the positive changes they were observing in his behavior. Initially skeptical, his mother began to see evidence of his transformation when the TWP team helped him enroll in a trades program where he excelled, eventually receiving his diploma as one of the program's standout students.

Through the program's support, he secured an employment opportunity outside the city that included housing. Though his mother was initially apprehensive about the distance, the TWP team helped her understand how this change of environment would benefit her son by removing him from negative influences while providing positive opportunities.

During a holiday visit home, the transformation in their relationship was evident. For the first time, he prepared meals for his mother and attended church with her—activities he hadn't engaged in since childhood.

"I'm seeing a completely different person," his mother told the TWP team, her pride evident. "His whole outlook on life has changed."



Action 2.3: Strengthen community crisis response protocols to better support victims and communities impacted by violence

The Community Crisis Response Program (CCRP) works across Toronto in partnership with community members, agencies, and internal City divisions to enhance community safety and well-being. CCRP works with communities to identify concerns and develop localized strategies including the developing and coordinating community crisis response protocols. CCRP’s program mandate covers violent and traumatic incidents such as shootings, shots fired, stab-bings/slashings, swarming, community conflicts, gun/gang related activity, and raids/execution of major search warrants.

Impact Story:

Community Crisis Response Program

Community Crisis Response Program Operation Pillars

Intervention

Community Crisis Response Program Impacts

1,843

responses to critical incidents

Prevention

88%

response rate within 48hrs for immediate response

Preparation

3,680

outreach and awareness activities

In the wake of a shooting in the Danzig community in Toronto, the Community Crisis Response Program (CCRP) swiftly mobilized to provide much-needed support. Recognizing the deep impact of the incident, CCRP convened a meeting with parents, local residents, school administrators, Toronto Community Housing representatives, and other community partners. The gathering provided a platform for those affected to express their concerns and share their experiences.

In response, a collaborative effort emerged, resulting in the creation of Danzig the Stage, an initiative designed to help children in the community process their emotions through theater. In December 2024, the program culminated in a successful community play.

Community Violence Well-Being and Recovery Project (CVWRP)

To create access to services for residents and community members impacted by community violence, the Community Crisis Response Program has invested in a continuum of community well-being and recovery supports. In partnership with key community agencies across Toronto, the Community Violence Well-Being and Recovery Project (CVWRP) enables expedited access to the following supports:

- Loss and grief counselling
- Trauma counselling
- Support groups for youth, parents, and adults
- Arts-based interventions for youth
- Specialized wellness supports for Black and Indigenous residents
- Faith-based, culturally-responsive resources and spiritual-based referral services
- Supports for Post-Traumatic Stress Disorders (PTSD)

Community Violence Well-being and Recovery Project Partners

Health

Unison Health and Community Service, Scarborough Centre for Health Communities

Culturally Specific

Harriet Tubman Community Organization, ENAGB Youth Agency

Arts Based

Hope & Hustle Heights Community Organization, Next Generation Arts, For Youth Initiative, The Neighbourhood Organization, Jane Street Speaks

CVWRP Impacts	
9,000	individuals supported from 2022-2024
5,000	hours spent supporting individuals from 2022-2024
132	clients received counselling in 2024
194	clients received case management in 2024

Impact Story:

Community Violence Well-being and Recovery Project

A client was referred to the Community Violence Well-being and Recovery Program after witnessing a stabbing at a cultural event. This incident triggered traumatic memories from his experiences in the country he had immigrated from.

Initially, he was very reluctant to discuss the traumatic events he had endured throughout his life. However, as the counseling sessions progressed, he gradually opened up. By the end of his treatment, he shared that he had begun writing a book about his life journey.

He credited the counseling process with helping him find the confidence to be vulnerable and express himself. Months later, he proudly announced the completion of his book and extended an invitation to the CVWRP staff to attend his book launch event.



FOCUS Toronto

Furthering Our Community by Uniting Services (FOCUS) is a collaborative, risk-driven approach to community safety and well-being. Co-led by the City of Toronto, United Way Toronto, and Toronto Police Service, this initiative aims to reduce risk, harm, crime, and victimization while improving community resiliency and well-being. The model brings together the most appropriate community agencies at weekly situation tables in specific geographic areas across the city to provide targeted wrap-around supports to individuals, families and communities that are experiencing heightened levels of risk for harm, crime, and victimization.

FOCUS Table Sites

- FOCUS Rexdale – 22 and 23 Division
- FOCUS Scarborough – 41, 42 and 43 Division
- FOCUS York – 12 and 13 Division
- FOCUS Downtown East – 51 Division
- FOCUS Downtown West – 11, 14 and 52 Division
- FOCUS Black Creek – 31 and 32 Division and 33 Division
- FOCUS East York – 55 Division

FOCUS Impacts

[January 2022 - December 2024]

3,295

reviewed by FOCUS Tables

83.4%

situations with lowered risk for harm, crime, and victimization

Impact Story:
FOCUS

For Armando, a senior experiencing homelessness, every day was an on-going challenge. With no stable housing, he faced extreme weather, food insecurity, and constant uncertainty. He longed for a place to call home but found himself unable to afford market rent in Toronto.

His situation changed when he was connected to FOCUS Toronto’s Downtown West table. Recognizing his urgent need, FOCUS linked him with the City’s Streets to Homes Street Outreach & Support Program. Together, they expedited his access to a bachelor unit through the Rapid Rehousing Initiative (RRHI).

With stable housing secured, Armando could finally focus on his well-being, relieved from the daily hardships he had endured.



T
Action 7.1: Develop a comprehensive strategy to share, integrate and analyze data across multiple institutions

SafeTO Collaborative Analytics and Learning Environment (SCALE)



The SafeTO Collaborative Analytics and Learning Environment (SCALE) is a groundbreaking initiative designed to enhance community safety and well-being in Toronto. SCALE serves as a centralized platform for data sharing, analysis, and knowledge exchange, fostering collaboration among government agencies, community organizations, and researchers. SCALE brings together a multi-disciplinary team that leverages statistical, policy, and community-based expertise to research and develop evidence-based policies and interventions to address community safety and well-being challenges.

SCALE Partnerships

SCALE has become an established data and analytics hub for multi-sector stakeholders working on violence prevention and intervention strategies, programs, and policies. It works closely with analysts to ensure data can be accessed to advance the goals and actions of SafeTO across key priority areas including housing, policing, education, and public health. SCALE has established strong working relationships with academic, and other community and research partners who contribute advanced methodologies and key insights into how data can be integrated and used to conduct predictive and scenario modelling analysis for gun violence prevention.

SCALE’s Key Partnerships:

- **Toronto District School Board (TDSB):** SCALE has an embedded research coordinator from the TDSB who facilitates close collaboration and access to data for research.
- **Toronto Public Health (TPH):** SCALE works closely with Toronto Public Health to leverage public health expertise and data resources for research.
- **Toronto Police Service (TPS):** SCALE collaborates with analysts from TPS to leverage police insights and data for violence prevention research.
- **Multisector Research Group:** SCALE has established a research group comprising representatives from various sectors including government, academia, and nonprofit to leverage broad expertise to advance shared analytical priorities for community safety and well-being.
- **Canadian Centre for Safer Communities (CCSC):** SCALE has retained CCSC in a research partnership to support multi-sector research engagements.
- **The Centre for Research & Innovation for Black Survivors of Homicide Victims (The CRIB):** SCALE is collaborating with the CRIB to design and develop a community-based research study to produce qualitative findings on whether and how victims and perpetrators of gun violence are connected to social and health services to inform scenario modelling.

SCALE Impacts

\$330,000

invested in community data and research capacity building

Additional SafeTO Initiatives

SPIDER

The Specialized Program for Inter-Divisional Enhanced Responsiveness to Vulnerability (SPIDER) coordinates and enhances service delivery between the City and community organizations through targeted customized interventions that addresses the needs of vulnerable Torontonians facing Acutely Elevated Risks (AER) due to various challenges, including chronic health conditions, social isolation, diminished capacity, mental health challenges, cognitive decline, precarious housing, and other health and safety risks. The program ensures that services are tailored to meet each individual's unique needs, helping them effectively manage complex high-risk situations.

SPIDER Impacts

128

situations opened as SPIDER situations between 2022 and 2024

81%

situations closed with reduced risk in 2024

Isolated and struggling with severe hoarding, a senior Torontonian was living in unsafe conditions that included fire hazards, infestations, and lack of essential utilities. Though she was receiving some services, her situation called for a more expanded intervention. The SPIDER program assembled a multi-agency response team, including Community Paramedicine, Toronto Public Health, Municipal Licensing and Standards, Toronto Revenue Services, and Toronto Fire Services, to address her needs holistically.

Over three months, the team facilitated pest control, restored essential utilities, and provided medical and psychological support. They also helped her transition into long-term care with ongoing assistance from a personal support worker. Thanks to the coordinated efforts of the SPIDER team, she regained stability and safety in her home and was connected to ongoing medical and social supports.

SafeTO BIA

SafeTO BIA is a partnership between SafeTO and The Downtown Yonge Business Improvement Area (DYBIA) to better understand the growing challenges of community safety and well-being across Toronto's 84 Business Improvement Areas. This partnership aims to support safer and more inclusive neighborhoods by leveraging economic development in advancing community safety and well-being.

Key goals of SafeTO BIA:

- Better understand and define existing concerns in BIAs through extensive community engagement strategies
- Support BIAs with tools and resources for knowledge mobilization
- Enable clearer pathways to connect community partners in the public and private sectors

- Lead site specific pilots advancing community safety and well-being initiatives, placemaking, and community collaboration with multi-pronged solutions.

SafeTO BIA Impacts

- Launched City-Wide Services & Resources Map which identifies services and supports across the city.
- Launched over 10 site-specific pilots including naloxone training for businesses, parkette revitalizations, community working groups and information sessions.
- Received the Award of Merit for Advocacy & Governance from the Ontario Business Improvement Area Association (OBIAA) in 2024.

“I feel very positive about the SafeTO BIA program. It has given me the opportunity to learn about all the resources available in the area, and now I’m able to help others who may have questions or concerns. The team at SafeTO BIA has been extremely knowledgeable and attentive whenever issues come up. I’ve also learned about other options available to small businesses in the area to help the less fortunate. The brainstorming meetings we’ve had were amazing, and I truly believe we’ll achieve everything we’ve set out to do this coming year. Working with the Council Office and TTC on safety in the area, as well as supporting food banks and other locations for those in need, has been very rewarding. Ultimately, it’s about building a community within a community—it really does take a village.”

Katrina – Hot Oven Bakery – Kingsway BIA

Impact Story:
Spider



SafeTO on Transit

In January 2023, the City of Toronto, the Toronto Transit Commission (TTC), and the Toronto Police Service (TPS) launched a partnership with health and social service providers to improve community safety and well-being on the transit system. This partnership was aimed at ensuring safety and security in addition to connecting people in need using the public transportation system with appropriate supports.

SafeTO on Transit Impacts [January 2023 - December 2024]

17,023
TTC Site Visits by Streets to Homes Program

639
referrals to Shelters by Streets to Homes Program

400
harm reduction supports provided, including counseling and referrals to housing services, nursing care, meal programs, and supervised consumption programs.



Justice Centres

Justice Centres are innovative community-based courts guided by the Ministry of the Attorney General, in partnership with the Ontario Court of Justice, the City of Toronto, and various community organizations. These centres integrate justice, health, and social services within local settings to better support vulnerable individuals involved in the justice system. By providing access to wrap-around services, Justice Centres aim to reduce recidivism, minimize time spent in remand, and improve long-term outcomes for justice-involved individuals. Toronto currently has two operational Justice Centres: Downtown East and Toronto Northwest, each designed to meet the unique needs of its respective community.

Downtown East Justice Centre (DTE-JC)

The Downtown East Justice Centre focuses on individuals with complex needs who are at the intersection of poverty, homelessness, isolation, mental health challenges, and addictions. The DTE-JC works to prevent these individuals from cycling through the criminal justice system by connecting them to comprehensive services, including psychiatric care, primary healthcare, addiction treatment, and developmental disability support.

DTE-JC Impacts:

Over 2,370 cases processed since May 2021

45% of participants accumulated no new charges following participation

100% of participants meet with a Community Case Manager and receive an initial rapid multi-sectoral intake

Toronto Northwest Justice Centre (TNW-JC)

The TNW-JC supports youth ages 12 to 17 by addressing underlying needs and preventing escalation of offending through enhanced case management and opportunities to reconnect with education, develop life skills, improve family relationships, and address mental health concerns.

TNW-JC Impacts:

Over 1,700 youth cases processed since May 2021

Participants connected with 55 unique agencies for tailored supports and services

71% of youth referred to the Education Advocate improved their educational status (e.g., re-enrolled in school, readmitted after expulsion)



Thank you.

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