

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

Response Legend
• Not Started • In Progress • In Progress – Near Completion (targeted for completion by end of 2025) • 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 Lead Partner(s)	City & Police Updates (as of March 2025)	Status
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. <i>(TFS, Paramedic Services, TPS)</i>	Summary • TPS, TFS, Paramedic Services revived the 9-1-1 Committee in July 2022 and have been holding regular meetings to advance this recommendation through review of call answer performance • Paramedic Services has continued to enhance recruitment and training to reduce call answer times • TFS continues to maintain NENA standards for call answer times • 9-1-1 committee has helped prepare tri-services for migration to NG9-1-1, which will further enhance efficiency of call transfers and data sharing Update Fire: Toronto Fire Services (TFS) continues to regularly participate in 9-1-1 Committee meetings. The Committee continues to track Next Generation 9-1-1 (NG9-1-1) activities for all three emergency services. TFS migrated onto the NG9-1-1 network in December 2023; the first municipal Emergency Service in Canada to do so. TFS maintains NENA standards for Call Answer time with 90% of all emergency 9-1-1 calls answered within 11 seconds (Target is less than 15 seconds) and 95% of all emergency 9-1-1 calls were answered within 18 seconds (Target is less than 20 seconds). When executing the NG-9-1-1 MOA, all three services included the issue of sharing of information to help track call performance under Section 7 - Confidentiality and Information Sharing. Paramedics: Toronto Paramedic Services has participated in quarterly 9-1-1 Committee meetings with representatives from TPS and TFS since July 2022. These meetings include regular review of call answer performance (timeliness) to support information sharing and address issues. Paramedic Services has continued to enhance recruitment and training efforts, with 61 new Emergency Telecommunicators hired in 2024. This has led to improvements in call transfer times, call answering performance and staffing levels. In 2024, call answer times decreased by 39.13% compared to 2023. Paramedic Services is scheduled to commence migration to the NG9-1-1 platform in early May 2025. Following the migration to NG9-1-1, the Tri-Service review meetings will focus on the development of meaningful reporting dashboards. Police: The revival of the 9-1-1 Committee has supported progress on the recommendation and paved the way for a successful migration to NG9-1-1. TPS expects implementation of NG9-1-1 to yield substantial improvements in call transfer time, including introduction of "automatic text back" features and integration with Computer-Aided Dispatch (CAD) systems. Following the migration of all three emergency services, the committee will focus on developing meaningful reporting dashboards, with a completion date set for Q3 2025. Additionally, the committee has initiated discussions on overdose calls, which will require further collaboration for review and potential improvements.	In Progress - Near Completion
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	Summary • TPS, TFS, Paramedic Services revived the 9-1-1 Committee July 2022, including establishment of ‘technical review team’ to advance this recommendation	In Progress

Recommendation Lead Partner(s)	City & Police Updates (as of March 2025)	Status
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. <i>(TFS, Paramedic Services, TPS)</i>	• TFS/Paramedic Services already have live-interconnectivity and are collaborating on a new “CAD-to-CAD interface project” to further enhance interconnectivity, on track for implementation Q3 2025 • Live-time interconnectivity with TPS continues to be explored through implementation of NG9-1-1; but integration is contingent on resource availability and not anticipated before Q4 2025 Update Fire: TFS has Inter-Computer-Aided Dispatch (CAD) capability with Paramedic Services. The current interface between TFS and Paramedic Services allows for two-way communication in a limited capacity. The new bi-directional interface will provide significant enhancements and is on track for implementation in Q3 2025. Solutions for Interconnectivity between all services' CADs will be explored once all three services are on the NG91-1-1 network. The Tri-Services also continue to participate in CRTC Emergency Services Working Groups to explore standards and relevant technology. Paramedics: Paramedic Services and TFS currently have live-time interconnectivity that allows for enhanced communication between the two services. Paramedic Services continues to work closely with TFS to further enhance interconnectivity, particularly as it relates to the CAD interface. Based on outcomes of a technical review involving all three emergency services, Paramedic Services has assigned internal project management and I&T development staff to a new "CAD-to-CAD interface project," and meet regularly with representatives from TFS and TPS to review project progress. Live-time interconnectivity with TPS continues to be explored through implementation of NG9-1-1. Police: TFS and Paramedic Services already have live interconnectivity. The 9-1-1 Committee's technical review team has established an interface architecture, and enhancements to the existing Paramedic Services and TFS interface. These enhancements are expected to be completed by Q1 2025 and will serve as a foundation for developing a more complex interface with TPS. However, the integration with TPS is contingent on resource availability and is not anticipated to be completed before Q4 2025. In addition to live-time interconnectivity with TFS/Paramedic Services, incorporation of TCCS into a Computer Aided Dispatch (CAD) system is being explored to enhance interconnectivity and call transfers.	
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 whether to move the 9-1-1 operations to a non-police City Service: 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; b. cost impact and feasibility with regards to staffing, given the current collective agreement of communications operators; c. legislative feasibility given the current draft and forthcoming legislative requirements related to the delivery of policing and related services, in particular,	Update 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/AU13.6.	Not Started

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the involvement of the police service in the Public Safety Answering Point dispatching function; 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; e. governance model for Public Safety Answering Point with the view to enhance interoperability and coordination of emergency response services delivered; and 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. <i>(CMO, TPS)</i>		
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	Summary • SPEC and TPS co-developed a communications plan to build public awareness on proper use of 9-1-1 and non-emergency phone lines. • A 5-week organic social media campaign took place mid-to-late October 2023 • 2 additional campaigns took place in Q4 2024, in partnership with Social Development, driving 4% increase in calls to 211 while in market: 1) TCCS expansion awareness campaign and 2) ‘Make the Right Call’ campaign • TPS also developed an independent awareness campaign to encourage prevention of accidental 911 calls, launched June 2023. • A new communications initiative is slated for Q2 2025, focusing on a social media campaign to reduce pocket dials and promote proper call etiquette in preparation for NG 9-1-1 migration. Update Social Development/SPEC: Social Development and SPEC launched two successful public awareness campaigns in Q4 2024: 1) TCCS expansion awareness campaign: To support the city-wide expansion of Toronto Community Crisis Service, Social Development in collaboration with SPEC launched a multi-pronged public awareness campaign. The TCCS website was revamped to focus on user experience. Materials were translated into 24 languages, including four Indigenous languages. The campaign used social, radio, digital, and print media tactics to spread awareness, with a focus on multicultural outlets.	In Progress – Near Completion

Recommendation Lead Partner(s)	City & Police Updates (as of March 2025)	Status
initiatives on call behaviours; such campaign and/or initiatives should: 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; b. be multi-lingual; and 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. (SPEC, Social Development, TPS)	From Sept 22 – Oct 27, 2024, the revamped TCCS landing page received 34,603 views. From Sept 25 – Oct 31, 2024, TCCS social media posts received 34,581 impressions on X(Twitter), 10,053 impressions on Facebook, 328,141 impressions on Instagram, and 86,050 impressions on LinkedIn. TCCS content and messaging has been amplified on Toronto Police, Toronto Fire, Toronto Paramedics, and Toronto Public Health social media channels. This campaign was in market at the same time as Make the Right Call and led to a 4% increase in calls to 211. In 2025 this campaign transitioned to a continuous monthly campaign for ongoing public awareness and engagement. SPEC's final report on campaign outcomes will be complete by end of Q1 2025. 2) "Make the Right Call" awareness campaign: In October 2024, SPEC and Social Development in collaboration with and multiple City Divisions, the emergency services, and Findhelp 211 launched "Make the Right Call," a public education campaign that shows Torontonians how to connect with the emergency or non-emergency service that best meet their needs. The campaign featured paid tactics including transit shelter ads, radio, social media and digital components and is available in ten languages. Informing Toronto residents and visitors on how they can make the right call to get the right help strengthens 9-1-1 operations by ensuring calls to 9-1-1 are for emergency situations and those in need are responded to as soon as possible. The campaign was in market for eight weeks (October 28 - December 28, 2024) during which there was an increase of 4% in calls to 211. In 2024, web page views increased from just over 2,000 to more than 24,000 visitors during the campaign period and total social media impressions reached well over 20 million cumulatively. Multilingual ads received more than 3 million impressions through digital ads. Toronto Police also noted that during last week of November of 2023 versus 2024, the number of non-emergency calls increased by 157% (which could be interpreted as calls that didn't go to 211, 311 or 911), as well as a decrease in transfers to 211 during period in which the campaign was in market. The paid campaign is currently scheduled to return to market in June 2025 and the creative is considered evergreen, which means it can be continuously adapted and shared through the City's organic social media channels as schedule allows. In 2023, the City collaborated with TPS on a similar campaign using only organic and in-house tactics which resulted in approximately 400,000 total impressions across all social platforms. Police: TPS in collaboration with the City has implemented public education campaigns to enhance public awareness and understanding of the proper use of 9-1-1 and other non-emergency resources. In 2023, an organic campaign ran on social media from late October to December, highlighting key contact numbers and services, and demonstrated strong social media engagement. TPS launched an additional organic social media and online campaign in June 2023 focused on preventing accidental calls to 9-1-1. Building on these successes, TPS secured dedicated funding for future campaigns through the 2024 Operating Budget. The "Make the Right Call" campaign followed in 2024, running from October 28 to December 28, and was developed collaboratively with City partners. It used illustrations to educate the public about appropriate contact numbers for common scenarios. Moving forward, a new public communications initiative is set to begin in Q2 2025, focusing on a social media campaign aimed at reducing pocket dials and promoting proper call etiquette in preparation for the Next Generation 911 migration. Future phases will also emphasize the online reporting portal as part of the call diversion program	
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. (TPS)	Update The Toronto Police Service is currently engaged in discussions with multiple external agencies to explore the potential revitalization of previous non-emergency numbers. These ongoing discussions will continue throughout 2025 to support this initiative.	In Progress

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 March 2025)	Status
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: 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; 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; 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; 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 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); e. consider a gradual and informed approach to establishing responses and assess the factors that	Summary • The AG identified 6 ‘event types’ for alternative response: ‘Check Address,’ ‘Check Well-being,’ ‘Unwanted guest,’ ‘Dispute,’ ‘Landlord tenant dispute,’ ‘Noisy parties.’ • To date, City and TPS have focused on the following alternative response models: ○ Social Development: Launch, evaluation, and expansion of the TCCS to respond to mental health-related calls ○ MLS: Refinements to the Noise By-law, expansion of the Noise Team, and ongoing partnership with police to address noise. MLS also partners with The Neighbourhood Group for community referrals to mediation services. ○ TSSS: Expansion of Streets to Homes outreach staff to connect with individuals experiencing homelessness with shelter and support, including enhanced outreach for people experiencing homelessness on public transit. ○ TPS: In addition to collaboration with Social Development, MLS, and TSSS, Police are supporting 2 new alternative response pilots: 1) Community Outreach Response and Engagement (CORE) program with Toronto Public Health, and 2) The Divert Repetitive Occurrences Program (DROP) program. Update Social Development: On July 8, 2024, the Toronto Community Crisis Service (TCCS) expanded city-wide as Toronto’s fourth emergency service, six months ahead of schedule. Since its launch in March 2022, the TCCS has responded to over 25,000 calls for service, made over 6,000 referrals, and connected over 1,000 service users to ongoing case management supports, which help prevent repeat calls. In 2024, the TCCS received 2,955 calls through 911, with a diversion rate of 78% (2,312 calls received by the service and completed without police involvement). In addition, the TPS reported a 4.5% decrease in person in crisis calls for services attended by Toronto Police in 2023 compared to 2022, attributed to call diversion efforts like the TCCS. In January 2025, Social Development and Paramedics Services launched a pilot project to transfer low-acuity calls from Paramedics Services to the TCCS. This pilot is estimated to add an additional 3,000 calls per year to the TCCS while diverting them from Paramedic Services. Eligible call types include, 25A-1 (non-suicidal, alert), 25A-2 (suicidal ideation, not threatening and alert), 25B-6 (unknown status/other codes not applicable), 25B-3 (intending suicide) and protocol 41 (first party person in crisis). The pilot has currently activated around 25A-1 calls to be expanded to other call types by the end of 2025. Social Development will engage TPS to explore alternative responses for other suitable event types identified by the Auditor General (Address Check, Check-Wellbeing, Unwanted Guest, Dispute, Landlord & Tenant Dispute, Noisy Parties). Conversations are expected to begin in Q4 of 2025 with the TCCS serving as a foundational model for alternative responses. MLS: The Noise Team works weekdays from 6am until 12am and weekends until 2am. These shifts have been consistent for the past several years. Over the past two years, the Noise Team’s service level performance, in accordance with its priority response model, has improved, with service performance increasing from 60% in 2022 to current levels of 96% response within service standards. In 2024, MLS responded to 17,343 noise complaints, with the top three categories being amplified sound, construction noise, and unreasonable and persistent noise. 332 charges were laid. As part of the 2024 budget, Council approved funding for five additional bylaw enforcement officers for the Noise Team, bringing the full complement to 40 staff. MLS reported on a comprehensive review of the Noise Bylaw to Council in 2024, summarizing the successes and challenges of the implementation of the changes to the Noise Bylaw that were made in 2019, and refinements to the bylaw were implemented on June 1 and September 1, 2024 (more details available through 2024.EC9.5). The review included public opinion research, public	In Progress

Recommendation Lead Partner(s)	City & Police Updates (as of March 2025)	Status
would be needed for an effective and efficient full transition, including consultation with the public; and f. develop and regularly update a plan that includes key milestones and targets so that progress can be tracked. (Social Development, MLS, TSSS, TPS)	consultations, engagement with residents and businesses, technical advice from an acoustical engineering firm and a review of jurisdictional best practices and approaches. Several refinements were made to clarify the rules for amplified sound, which also provide strategies for staff to respond to excessive noise issues, including instances where staff may collaborate/coordinate with Toronto Police on noisy gatherings or parties with amplified sound. MLS and TPS continue to conduct joint and focused enforcement when dealing with complex or multi-faceted issues and this operational collaboration has improved and increased on both existing (e.g. noise) and emerging (e.g. demonstrations) issues. MLS also supports TPS on planning when large events (e.g. concerts) happen that have both public safety and regulatory issues. The MLS Noise Team has attended and will continue to attend community town halls, TPS Divisions, including TPS Community Police Liaison Committees, 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. MLS’ case management system does not enable call-by-call tracking of whether police were involved or whether a call was redirected from Toronto Police. MLS continues to work with The Neighbourhood Group (TNG) for referrals to mediation services, which helps divert certain complaint types to more effective dispute resolution. Noise remains one of the most frequent referrals made to TNG, with approximately 50 referrals made in 2024. This partnership is at no cost to the City. Criteria used for diversion include assessing whether a service request falls within certain bylaw areas, and typically works best for bylaw violations that are minor in nature, have limited scope, do not have direct impact on adjacent properties, and have no health and safety concerns. Staff also refer disputes, grievances, or misunderstandings between neighbours, where the two parties have an interest in maintaining/repairing their relationships; recurrent, repeat and persistent complaints that are having an impact on the broader community; when multiple complaints are made about the same address from their neighbour in a very condensed time period; where there is conflict among neighbours with multiple parties reporting bylaw contraventions on each other; and in some cases where there is no bylaw contravention. It is at the discretion of the officer to assess the situation and make the referral. TSSS: TSSS provides enhanced outreach and support services for individuals living outdoors to access shelter and housing using a human-rights based approach. Since 2024, the City’s Streets to Homes Program has supported more than 380 individuals to move from the street into housing. In addition, through a partnership between TSSS and the Toronto Transit Commission (TTC), a specialized Streets to Homes outreach service is funded to engage people experiencing homelessness on public transit spaces. In 2024, more than 9,170 visits to a public transit space were conducted by this team with more than 7,600 engagements with individuals. For 2025 (as of March 31st) more than 2,790 visits have been conducted with close to 2,000 engagements with individuals to date. Each client interaction provides a critical opportunity for social and support services to engage with individuals to ensure appropriate supports are made available and facilitate access to emergency shelter or housing. This service reduces pressure on other emergency response systems such as 9-1-1 and potential dispatch of police or other emergency services. This program continues to evolve and the City’s approved 2025 budget included additional funding to further enhance this street outreach and support service for people experiencing homelessness using public transit. While TSSS is committed to continuing to support people experiencing homelessness, it is not resourced nor mandated to provide a response service for community safety concerns or enforcement of by-law related issues. Police: TPS is collaborating with other agencies to support alternative response programs for non-essential police events. Key initiatives include the Toronto Community Crisis Service (TCCS), launched in 2022, which provides non-police-led crisis responses with culturally relevant support. Additionally, TPS support of Toronto Public Health's Community Outreach Response and Engagement (CORE) pilot program, a community outreach initiative which assists vulnerable groups in Toronto’s downtown core. The Divert Repetitive Occurrences Program (DROP) Pilot, launched by 42 Division in February 2024, serves as a proof of concept for addressing frequent callers by enhancing access to alternative community supports and reducing police interaction time. The program is currently being evaluated for potential expansion, reflecting a commitment to co-develop, co-design, and co-deliver community safety solutions.	

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	These initiatives are part of a broader strategy to transition towards alternative non-police responses where appropriate, involving the identification of suitable call types, risk management criteria development, and program piloting to assess effectiveness and cost-effectiveness. By leveraging community resources and partnerships, TPS and the City of Toronto aim to improve outcomes for vulnerable populations while optimizing police response times for high-priority emergencies. Moving forward, TPS will focus on the six identified event types suitable for alternative responses, re-engage the Non-Emergency Calls-Response Steering Committee, and collaborate with city partners. Additionally, internal work is underway to evaluate event types outside the current scope, such as arrests and overdose calls, to refine response strategies and better meet community needs.	
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. (CMO)	Summary The City has continued to make requests to other levels of government to provide housing and mental health supports. Update The City has continued to make requests to federal and provincial governments to provide permanent housing and mental health supports. Please see the following examples: 2025.PH18.6 - Progress on Building More Supportive Homes https://secure.toronto.ca/council/agenda-item.do?item=2025.PH18.6; Recommendations 22 & 23 Requests the Government of Canada and the Canada Mortgage and Housing Corporation to significantly increase the funding available under the new Affordable Housing Fund – Rapid Housing Sub-stream, and requests the Province of Ontario to expand on its commitment to partner with the City of Toronto on supportive housing. 2025.BU9.1 - 2025 Capital and Operating Budgets https://secure.toronto.ca/council/agenda-item.do?item=2025.BU9.1; Recommendation 3 Recommends that the Mayor continue to advocate to the other levels of government for increased investments by both the Federal and Provincial governments in a robust mental healthcare system, including well-funded addictions recovery. 2024.EC17.4 - Shelter Safety Action Plan and Contract Amendments related to Lodging for Asylum Seekers and Refugees, and Community Safety Team Services https://secure.toronto.ca/council/agenda-item.do?item=2024.EC17.4; Recommendation 13 Requests the Federal and Provincial governments to provide significantly increased numbers of Canada-Ontario Housing Benefits across Ontario to help more people move out of shelter systems and into housing. 2024.MM22.14 - Solve the Crisis: Support of the Ontario Big City Mayors Call for Action to Address the Growing Mental Health, Addictions and Homelessness Crisis https://secure.toronto.ca/council/agenda-item.do?item=2024.MM22.14; Recommendation 2 Requests the Provincial government to commit to immediate action to solve the Humanitarian Crisis that Ontario is facing as the numbers of unhoused individuals and those suffering with mental health and addictions grows exponentially. 2024.PH15.5 - 2023-2024 Annual Progress Update Report - HousingTO 2020-2030 Action Plan and Housing Action Plan (2022-2026) https://secure.toronto.ca/council/agenda-item.do?item=2024.PH15.5; Recommendations 1-4 Reiterates requests to the Governments of Canada and Ontario to urgently support delivery of the 65,000 new rent-controlled homes. 2024.EC13.8 - The City’s Encampment Approach and Strategy https://secure.toronto.ca/council/agenda-item.do?item=2024.EC13.8; Recommendations 7, 11, 13, and 14	Implemented & Ongoing

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	Requests the Government of Canada and Government of Ontario to provide the City of Toronto with a Canada-Ontario Housing Benefit allocation in 2024/25 of \$54 million to enable 300 households to move out of homelessness each month into permanent housing. 2023.PH8.11 - Federal Rapid Housing Initiative - Program Update and Phase Three Implementation https://secure.toronto.ca/council/agenda-item.do?item=2023.PH8.11; Recommendations 11-15 Requests to the Government of Canada and the Government of Ontario to urgently scale up investments in the Canada-Ontario Housing Benefit program and commit to providing at least 3,100 net new allocations per year in Toronto.	
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: 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; 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; 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; 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 consider documenting this in its call for service system;	Summary • TPS, TFS, Paramedic Services have revived the 911 Committee to advance this Recommendation. TPS/Paramedic Services also have a sub-working group specifically focused on “See Ambulance calls” • Through these partnerships, Paramedic Services has taken steps to reduce See Ambulance Calls, including policy revisions, training, call monitoring, and quality assurance • These measures have resulted in considerable decreases in the volume of ‘See Ambulance’ calls in the last 2 years Update Paramedics: Paramedic Services continues to meet regularly with TPS to review and resolve issues relating to See Ambulance calls for service. Proposed revisions to the Police Services Notification policy are nearing completion and are anticipated to be released by June 30, 2025. The revisions will ensure that the criteria used to request Police Officer attendance on emergency calls are based on an articulable risk to Paramedic safety. Paramedic Services continues to provide training and communication to staff regarding the process and documentation when requesting Police Officer attendance on calls. Paramedic Services also actively monitors calls and conducts quality assurance audits to improve compliance with the Police Services Notification policy and documentation requirements. These measures have resulted in considerable decreases in the volume of 'See Ambulance' calls in the last 2 years. Compared to Q1 2023, See Ambulance calls for service decreased by 21.4% in Q1 2024, and compared to Q1 2024, See Ambulance Calls for Service further decreased by 11.7% in Q1 2025. Police: The TPS, Toronto Paramedic Services, and Toronto Fire Services (TFS) collaborated to revive the 911 Committee, enhancing emergency response coordination. A specialized working group between TPS and Paramedic Services was established to focus on "See Ambulance" calls, where paramedics request police presence. In March and April 2023, TPS implemented changes in their response to these calls, while Paramedic Services made internal adjustments. These efforts led to a significant decrease in calls requiring police attendance.	In Progress – Near Completion

Recommendation Lead Partner(s)	City & Police Updates (as of March 2025)	Status
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 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. <i>(Paramedic Services, TPS)</i>		
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. <i>(Social Development, MLS, TPS)</i>	Summary • Action on this recommendation is linked to AU13.6 recommendation 1 • TCCS Anchor Partners track and identify repeat callers, who are provided with case management to reduce continued calls and ‘revolving-door’ crisis support. • FOCUS (Furthering Our Community by Uniting Services) collaborates with 190+ community agencies to address complex issues. Referrals to FOCUS helps ensure families and individuals receive appropriate wraparound supports that assist in reducing repeat emergency calls. • MLS Noise Team accompanies TPS on investigations into recurring noisy parties/unplanned events at the same location • TPS has also introduced DROP (Divert Repetitive Occurrences Program) to reduce repeat calls Update Social Development: Social Development will continue to work with TPS to examine, review and identify ways to engage frequent callers to the TCCS. In 2024, TCCS teams were able to connect service users to 2,736 follow-up supports to address complex needs and help reduce the likelihood of repeat calls. In addition, the FOCUS program, which is co-led by the City of Toronto, Toronto Police Service, and the United Way Greater Toronto, builds on international best practice for alternative responses. FOCUS received 1,014 submissions in 2024 with 65% of these submissions originating from Toronto Police Service as the top referral partner. Referrals of cases to FOCUS helps ensure communities, families, and individuals receive appropriate wraparound supports that address their needs and may assist in reducing repeat emergency calls. Finally, as of Q1 2025 Social Development has joined the Non-Emergency Calls/Response Steering Committee to explore opportunities to support more effective responses to calls for service and potentials for alternative responses to low-priority call types. MLS: MLS and TPS continue to coordinate on issues, particularly when there is a violation of a bylaw that has escalated into a public safety concern. Police and bylaw officers work together to address the issue, with TPS focused on public safety and MLS managing regulatory enforcement concerns. MLS continues to respond to service requests for noisy parties where there are persistent and repeated complaints and issues, and may also partner with TPS for escalated concerns. Given the volume of noise complaints, the City may not respond to complaints about isolated events that are unlikely to recur or occur very infrequently. Bylaw enforcement officers are also not emergency responders; they do not respond to noise complaints on an emergency basis and do not have the authority to immediately stop a noise event. Police: TPS is actively analyzing repeat low-priority, non-emergency calls and exploring alternative solutions. This effort involves collaborative discussions with other agencies and the strategic use of analytics to identify repeat callers and locations, enabling targeted divisional strategies to	In Progress

Recommendation Lead Partner(s)	City & Police Updates (as of March 2025)	Status
	address underlying issues. Key initiatives include the FOCUS (Furthering Our Community by Uniting Services) Program, which collaborates with over 190 community agencies to address complex issues through a collaborative problem-solving model. In November 2024, FOCUS Toronto achieved city-wide coverage, ensuring all police divisions are supported by a dedicated FOCUS Table. From January to December 31, 2024, TPS made 1,614 direct referrals to FOCUS, of which 1,014 met criteria for response. The DROP (Divert Repetitive Occurrences Program) pilot, launched by 42 Division in February 2024, represents another promising opportunity to reduce repeat callers. The DROP Program pilot focuses on frequent callers, establishing ongoing relationships with community agencies to reduce police interaction time and enhance access to community supports. Data from five clients participating in DROP revealed a 65% reduction in overall interactions and a 78% decrease in Primary Response Officers' Time on Call (TOC). Ongoing discussions are focused on refining the identification of repeat callers and leveraging this information to support targeted responses, with the ultimate goal of freeing Primary Response Units (PRU) to focus on high-priority calls for service.	
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. <i>(Social Development, TPS)</i>	Summary • Social Development is sequencing work with CSU review and efforts to work with TCHC to divert calls to TCCS, with focus on strengthening community safety and wellbeing, • TPS Strategy Management and Community Policing Engagement Unit (CPEU) is exploring opportunities to enhance data sharing with TCHC, including utilizing the capabilities of a new Records Management System set to launch in 2026. Update Social Development: Work has been sequenced to prioritize the completion of the Community Safety Unit (CSU) review, being led by the City of Toronto. The objective of the CSU Mandate Review is to produce an analysis of the CSU's operations, approaches and growth paths, and develop recommendations so the CSU more closely aligns with the City's and TCHC's new and expanding commitments to community safety and well-being. Social Development will engage the Toronto Community Housing Corporation (TCHC) in Q4 2025 to explore additional options for diverting appropriate calls to TCCS. This will build on engagement undertaken in preparation for the city-wide expansion of the TCCS in July 2024, where TCCS conducted engagement sessions at TCHC locations to spread awareness of the service in expanded areas. Police: Efforts to address repeated police dispatches to TCHC properties have been identified as a focus area for future initiatives. While the TPS has collaborated with TCHC on broader projects, specific measures targeting this issue have not yet been implemented. The Strategy Management and Community Policing Engagement Unit (CPEU) has recognized opportunities to enhance data sharing with TCHC, which will play a central role in analyzing and addressing this challenge. Looking ahead, TPS is committed to working with TCHC and other stakeholders to explore solutions, including utilizing the capabilities of a new Records Management System set to launch in 2026. Planning for these efforts is scheduled to commence later this year.	In Progress
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: 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;	Summary • In 2023, Social Development conducted 6-month and 1-year evaluations of the TCCS, in close partnership with TPS and community partners. In 2024, Social Development contracted the Provincial System Support Program (PSSP), and Shkaabe Makwa at the Centre for Addiction and Mental Health (CAMH) to complete a participant-focused qualitative evaluation of the TCCS. • Social Development in collaboration with Toronto Police Service has outlined a data sharing agreement in the updated TPS/TCCS MOU; executed April 2025. • The Gerstein 9-1-1 Crisis Diversion Pilot Program operated from October 2021 to September 2024. A final evaluation report from the PSSP was provided to the TPSB in September 2024. The pilot was concluded, and GCC operators transitioned to support the city-wide expansion of TCCS. Update Social Development: In 2024 the Provincial System Support Program (PSSP), and Shkaabe Makwa at the Centre for Addiction and Mental Health (CAMH) were engaged to complete a participant-focused evaluation of the Toronto Community Crisis Service (TCCS) to ensure the voices of service	Implemented & Ongoing

Recommendation Lead Partner(s)	City & Police Updates (as of March 2025)	Status
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 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. (Social Development, TPS)	users are taken into account. The evaluation found that service users reported predominantly positive experiences accessing the TCCS expressing that the service fulfills a much-needed service gap and provides an effective alternative to traditional emergency response. The following three themes emerged: 1) The importance of a "human-to-human" professional relationship: Participants reported that the TCCS creates a professional connection that feels safe, respectful and supportive. 2) Connecting with the whole person: Participants reported that the TCCS supports people in all aspects of their well-being, providing much needed holistic supports. 3) Delivering care centred on autonomy and collaboration: Participants reported that the TCCS provides care that respects their autonomy while building strong, collaborative relationships with service providers. Researchers also found that access to culturally relevant care was important, with Indigenous service users noting the significance of having an Indigenous-led service option. Ongoing monitoring and evaluation of the TCCS is being undertaken by the SafeTO Collaborative Analytics Learning Environment (SCALE). To ensure data continues to be available to complete necessary evaluations, Social Development in collaboration with Toronto Police Service has outlined a data sharing agreement in the updated TPS/TCCS MOU, executed April 15, 2025. Building on successful collaboration on TCCS, any future alternative response pilot programs will be planned and undertaken in close coordination with TPS. Police: TPS and the City collaborated to develop and evaluate mental health call diversion pilots, focusing on two key initiatives: The TCCS and the Gerstein 9-1-1 Call Diversion Pilot Program. The Gerstein 9-1-1 Crisis Diversion Pilot Program operated from October 2021 to September 2024. This program redirected crisis calls from 9-1-1 operators to non-police resources, initially in Divisions 14, 51, and 52, before expanding citywide. During this time, Gerstein Crisis Centre (GCC) operators were embedded within the TPS Communication Services, working alongside TPS responders to divert non-emergency mental health calls away from police responses. In 2024, Toronto Police Service independently contracted the PSSP to evaluate the GGC call diversion pilot project and updated the City on the outcome. A final report was provided to the Toronto Police Services Board on September 12, 2024, underscoring the program benefits, challenges, and recommendations to refocus resources on supporting the TCCS. The pilot was thereafter concluded, and GCC operators were transitioned out of the Communication Services to support the city-wide expansion of TCCS.	
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: 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	Summary • Revival of the 9-1-1 Committee has supported progress on this recommendation. • Paramedic Services has shared relevant information, methods, and protocols with TPS • Information from Paramedic Services has supported TPS to create the Integrated Hospital Officer (IHO) Pilot Program with University Health Network, Unity Health, and Humber River Health. Update Paramedics: Revival of the 9-1-1 Committee has supported progress on this recommendation. Paramedic Services has shared relevant information, methods, and protocols with TPS as follows: • December 2019: Paramedic Services met with representatives from TPS to provide background information and demonstrate methods to create a patient distribution system. • October 2022: Paramedic Services offered to replicate this meeting to support Toronto Police with this recommendation.	In Progress

Recommendation Lead Partner(s)	City & Police Updates (as of March 2025)	Status
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. <i>(Paramedic Services, TPS)</i>	November 2022: Recommendation discussed during the 9-1-1 Committee meeting, Paramedic Services shared patient distribution protocols with Toronto Police. Police: Progress on this recommendation has been supported by the revival of the 9-1-1 Committee and the sharing of relevant information, methods, and protocols by the Paramedic Services with the TPS. This shared information enabled the creation of the Integrated Hospital Officer (IHO) Pilot Program, a collaborative effort with University Health Network, Unity Health, and Humber River Health. The program embeds District Special Constables as IHOs in emergency rooms to expedite care transfers and reduce wait times for police officers. Beginning September 16, 2024, two IHOs operate in each participating hospital (Humber River Health, Toronto Western Hospital, and St. Michael’s Hospital) 18 hours a day, seven days a week, focusing on mental health apprehensions. The IHOs facilitate the transfer of apprehended persons from sworn officers, except in situations where safety is compromised, such as exceeding capacity or violent behavior. The Pilot just recently passed the six-month mark. To this point, the IHOs have been involved in 1,247 transfers from the PRU. TPS continues to see a reduction in the time it takes to return Priority Response members back to core policing duties when they are supported by the IHOs.	
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: 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 b. assess if there are opportunities to increase call for service diversion from Toronto Police Service to the City. <i>(CXD, TPS)</i>	Summary - CXD re-established the Non-emergency Call/Response Steering Committee (NECRSC) to advance this recommendation. - NECRSC enables City divisions and TPS to share, monitor and review top drivers of non-emergency calls. - NECRSC has supported the ‘Make the Right Call’ campaign, improved 311 online information and the knowledge base, enhanced staff training, and implemented new warm call transfer protocol between 311/TPS. Update CXD: Through NECRSC, the Customer Service Division (CXD) continues to work with the Toronto Police Service (TPS) and other City Divisions to share and review non-emergency inquiries to assess call volumes and outcomes to identify trends and opportunities to increase call diversion from TPS to 311 Toronto, while continuing to ensure streamlined, high quality service provision. Progress so far to increase call diversion and streamline processes includes: - Public Awareness: Supporting the launch of the Make the Right Call campaign and public outreach events aimed to increase public awareness on which organization to call for which matter, with the goal of diverting non-TPS matters away from TPS. - Online Information: Improving 311 Toronto web information on a variety of non-emergency topics, including directing customers to appropriate services and promoting self-serve through digital tools, such as TPS online reporting portal for parking infractions. - Staff Training: Streamlining processes, clarifying service criteria and training, and improving understanding of staff roles and hand off processes between 311 Toronto and TPS. - Warm Call Transfer Between Organizations: Introducing a warm transfer call process where staff stay on the line with a caller as they transfer the call from TPS or CXD to the other organization. Police: TPS has worked with the City to identify key reasons for non-emergency calls, such as noise and traffic issues, and common police-initiated requests like road debris. As part of the NECRSC, the TPS has contributed to improving business processes and supporting a public awareness campaign, "Make the Right Call," to guide residents on when to use 911, the TPS non-emergency line (416-808-2222), 311, and 211. Additionally, TPS has collaborated on enhancing the 311 knowledge base and refining non-emergency call processes, including the implementation of a new warm transfer process. The objectives of the initiative were to reduce client bounce between organizations, increase ease of reporting, and ensure timely service provision. The new process allows for calls to be screened by 311 Toronto staff and be transferred in live time to the TPS Non-Emergency line, enhancing the customer experience by providing a “no wrong door” customer-focused approach. The new process was launched on May 21, 2024, and between launch and August 31st, resulted in approximately 941 calls being warm transferred.	In Progress – Near Completion

Recommendation Lead Partner(s)	City & Police Updates (as of March 2025)	Status
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. (CXD, MLS, Social Development, TPS)	Summary - CXD/MLS already share an integrated service system. NECRSC has continued to streamline non-emergency service information shared between TPS and City, including review of privacy considerations with the Clerk’s office, identification of trends and opportunities for improvement, and expansion of non-enforceable service requests for noise complaints. - Given success of the existing collaboration, NECRSC will continue to focus on sharing data, enhancing customer service, public education and other collaborative strategies. Update CXD: Through the Non-Emergency Calls/Response Steering Committee, Customer Experience Division (CXD) is working in collaboration with TPS, Municipal Licensing and Standards (MLS), and other City Divisions to share and review non-emergency service activity information as part of an analysis that will be completed in 2025. The information shared does not include personal information. The City Clerk’s Office has been engaged on privacy considerations. The organizations will work together on enhancing data collection and analysis for non-emergency services, including identifying trends and opportunities for improvement, such as the expansion of non-enforceable service requests for noise complaints. Service activity information is shared regularly with the TPS to collaboratively identify and action ways to improve service coordination across organizations. The Non-Emergency Calls/Response Steering Committee has considered opportunities to integrate 311 Toronto and TPS systems. Given the success of the existing collaboration and information sharing between organizations and the complexities and resources required to integrate two separate systems, while mitigating disruption to either active system, the organizations will continue to focus on sharing and analyzing data, enhancing customer service, public education and other collaborative strategies. Social Development: Social Development will continue to participate in the Non-Emergency Steering Committee, which meets on a quarterly basis, in collaboration with CXD, TPS, MLS, and other City divisions to share information and collaborate on opportunities to streamline and improve intake of non-emergency services. All information sharing is done in accordance with regulations and requirements under FIPPA, MFIPPA and PHIPA. Police: TPS has actively contributed to enhancing data sharing and collaboration with City divisions. As part of the Non-Emergency Calls/Response Steering Committee, which includes CXD, MLS, Social Development, and TPS, data collection processes are being enhanced and expanded to share data across divisions and within TPS. This committee has facilitated significant improvements in streamlining processes to support customer experience, including partnership with CXD – 311 Toronto to implement a live call transfer process for inquiries that begin with 311 but fall within the scope of TPS non-emergency services. Additionally, a joint CXD-TPS working group was established under the Non-Emergency Service Steering Committee to explore integrating parking infraction reporting processes. This group met several times in 2024 to consider whether 311 Toronto could intake service requests directly from residents for parking-related matters. However, due to the independent nature of the City’s 311 Toronto and TPS systems, further integration would require substantial resources and a dedicated project footing.	In Progress – Near Completion
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 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	Summary Social Development will enhance collaboration with TPS, TCCS, and SCALE to advance this recommendation, to be sequenced after migration to NG9-1-1 by Q4 2025. Update Social Development: Toronto Police Service has committed to collaborating with Social Development through TCCS and SCALE to undertake this analysis. This work is being sequenced after full implementation of NG9-1-1, will engage City legal services, and is targeted by Q4 2025.	In Progress – Near Completion

Recommendation Lead Partner(s)	City & Police Updates (as of March 2025)	Status
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. <i>(Social Development, TPS)</i>	Police: TPS is advancing its efforts to enhance service efficiency and collaboration. Recently, through the TCCS program and the extended Crisis Call Diversion pilot evaluation, TPS is collaborating with the City to complete necessary analysis as outlined in AU13.6 Recommendation 6. Moving forward, TPS looks forward to working with the City to focus on improving data analysis, identifying high-call areas and using this data to inform and support additional diversion initiatives.	
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. <i>(Social Development, SPEC, TPS)</i>	Summary • Social Development and SPEC are collaborating on a new mental health anti-stigma campaign to address public perceptions of people experiencing mental health crisis. Campaign is expected to launch Q4 2025 and will be developed through engagement with TPS and community stakeholders • TPS/SPEC collaboration also supported launch of a social media campaign aimed at increasing public awareness about crisis response services in Toronto, including both police-based and non-police models. Update Social Development/SPEC: Social Development and SPEC are currently planning a mental health anti-stigma campaign to address public perceptions of people experiencing mental health challenges and the type of response that would be most appropriate during mental health crisis situations. The objectives of the campaign are: 1) Encourage the uptake of the TCCS 2) Streamline mental health calls to the right responses (i.e., calling 211 to access mental health supports through TCSS) 3) Destigmatize attitudes around mental health and empower residents who would not otherwise ask for help to access the TCCS if they are experiencing or witnessing a mental health crisis. The campaign is expected to launch in Q4 2025, following engagement with Toronto Police and key community stakeholders. The campaign will build on the previous success of the 2024 Make the Right Call and TCCS awareness campaigns, as well as the Q1 2023 TCCS pilot awareness campaign, which aimed to build public awareness on the most appropriate responses for mental health crisis. A final campaign evaluation report will be prepared by Q2 2026 and include metrics such as webpage sessions, social media metrics and will link to impact metrics defined by TCCS team. Police: TPS has made significant strides in addressing mental health awareness through collaborative efforts. A working group was established between the Corporate Communications unit and SPEC, contributing to the development of the "Make the Right Call" campaign which directly supported Recommendation 4 of AU13.5. This collaboration also supported Corporate Communications launch of a social media campaign aimed at increasing public awareness about various crisis response services in Toronto, including both police-based and non-police models. The campaign, which ran from October 30 to December 18, 2024, consisted of eight posts featuring photographs, graphics, and videos. These posts covered a range of topics, including community-based mental health support services, mental health assessments, officer responses to mental health calls, Mobile Crisis Intervention Teams, 2-1-1 mental health support, the Toronto Police Service's Community Asset Portal, suicide support resources, and circle of care support through FOCUS Situation Tables. All posts directed viewers to the TPS mental health webpage (TPS.ca/mental-health) for additional resources and information.	In Progress – Near Completion