

Toronto Police Service – 2026 Follow-up – Status of Previous Auditor General’s Recommendations

Date: April 30, 2026
To: Toronto Police Service Board
From: Auditor General
Wards: All

SUMMARY

The Auditor General follows up on the implementation status of outstanding recommendations from her audit reports. The purpose is to verify that Auditor General recommendations are fully implemented and that intended benefits are achieved.

This report provides a consolidated summary on the status of 51 recommendations issued by the Auditor General to the Toronto Police Service (TPS) and the City, from the following two reports:

- Toronto Police Service – Audit of 9-1-1 Public Safety Answering Point Operations – Better Support for Staff, Improved Information Management and Outcomes, 2022
- 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, 2022

This report focuses on 20 recommendations that the TPS and/or City management reported as fully implemented, as of our cut-off date in February 2026. During this follow-up review, we assessed that 15 of these recommendations are fully implemented, one recommendation is no longer applicable, and four are not fully implemented. The remaining 35 in-progress recommendations will be included in a subsequent follow-up review once management assesses them as fully implemented.

The results of our 2026 follow-up review will be included in our consolidated report on the status of outstanding recommendations to be presented at the City's Audit Committee meeting in July 2026.

RECOMMENDATIONS

The Auditor General recommends that:

1. Toronto Police Service Board of Directors receive this report for information.
2. Toronto Police Service Board of Directors forward this report to City Council to receive the report for information, through the City's Audit Committee.

FINANCIAL IMPACT

The recommendations in this report have no financial impact.

DECISION HISTORY

The Auditor General's 2022 audit report, Toronto Police Service - Audit of 9-1-1 Public Safety Answering Point Operations, was considered at the Toronto Police Service Board meeting on June 22, 2022, the City's Audit Committee on July 11, 2022, and the City Council meeting on July 21, 2022. The audit report is available at: [Toronto Police Service – Audit of 9-1-1 Public Safety Answering Point Operations – Better Support for Staff, Improved Information Management and Outcomes](#)

The Auditor General's 2022 review report, Review of Toronto Police Service - Opportunities to Support More Effective Responses to Calls for Service, was considered at the Toronto Police Service Board meeting on June 22, 2022, the City's Audit Committee on July 11, 2022, and the City Council meeting on July 21, 2022. The review report is available at: [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](#)

Since our reports' release in June 2022, the TPS and City divisions co-developed status updates to the Toronto Police Service Board (TPSB) and City Council respectively. Their past updates were received by TPSB and City Council at the following times:

- July 2023 Toronto Police Service Board meeting [Update on Auditor General Recommendations](#)
- November 2023 City Council [Agenda Item History - 2023.EX9.2](#)
- May 2025 City Council [Agenda Item History - 2025.EX23.4](#)
- November 2025 Toronto Police Service Board meeting [Update on the Implementation of Auditor General Recommendations](#)

COMMENTS

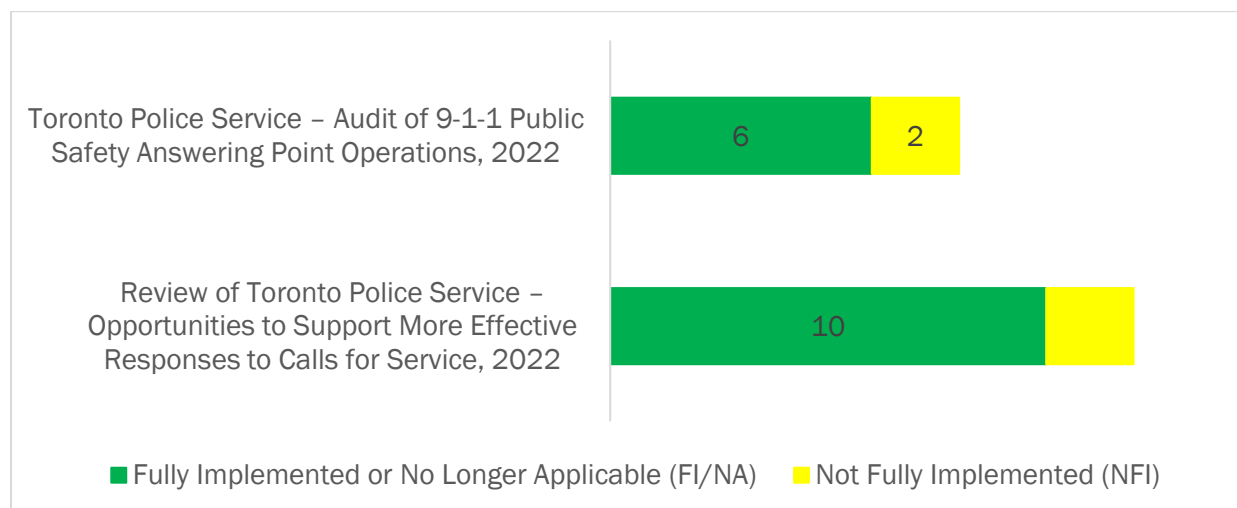
This report provides a consolidated summary on the status of 51 recommendations issued by the Auditor General to the TPS from the following reports:

- [Toronto Police Service – Audit of 9-1-1 Public Safety Answering Point Operations – Better Support for Staff, Improved Information Management and Outcomes, 2022](#) – The Auditor General made 26 recommendations to help the TPS improve the efficiency and economy of operations across five key areas: answering calls; assigning call event types and priority levels; dispatch and response times to emergency events; new technology, 9-1-1 levies and other opportunities, and community education and awareness. Five of these recommendations were directed to the City Manager's Office and relevant City divisions.
- [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, 2022](#) – The Auditor General made 25 recommendations highlighting the need for change in three key areas: re-thinking call for service response to support more efficient and effective outcomes, improving and further leveraging data and technology, and increasing integration and information sharing. Eleven of these recommendations were directed to the City Manager's Office and relevant City divisions.

This report focuses on the 20 recommendations that the TPS and/or City management reported as fully implemented, as of our cut-off date in February 2026. During this follow-up review, we assessed that 15 of these recommendations are fully implemented, one recommendation is no longer applicable, and four are not fully implemented.

Figure 1 below summarizes the results of our follow-up review. The details of the outstanding recommendations as of February 2026 are included in Exhibit 2 in Attachment 1.

Figure 1: Auditor General's Validation of Recommendations Reported as Fully Implemented by Management



The two reports were issued in 2022, and this is the first follow-up review with over two-thirds of the recommendations still in progress. The Auditor General encourages the TPS to expedite implementing the remaining recommendations. However, it is important to note that a recommendation with a not fully implemented (NFI) status does not mean that management has not made progress. TPS management advised us that significant foundational progress has been made, and work is continuing toward full implementation of the remaining 35 recommendations. Some audit recommendations may require more time to implement, as they require systemic changes that are informed by organizational inter-dependencies, changes to information technology systems, and/or coordination with other stakeholders.

The results of our 2026 follow-up review will be included in our consolidated report on the status of outstanding recommendations to be presented at the City's Audit Committee meeting in July 2026.

The Auditor General's follow-up of outstanding recommendations does not constitute a performance audit conducted in accordance with Generally Accepted Government Auditing Standards. However, we perform sufficient work to validate management's assertions that recommendations are either fully implemented or no longer applicable.

We would like to express our gratitude to the Chief, Command, and TPS members for their ongoing co-operation, input, and willingness to take action to address the Auditor General's recommendations. We would also like to express our appreciation for the coordination and assistance by management and staff of the City's Community Development & Social Services service area, as well as the various other City divisions working with the TPS to address shared recommendations.

CONTACT

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SIGNATURE

Tara Anderson
Auditor General

ATTACHMENTS

Attachment 1: Toronto Police Service – 2026 Follow-up – Status of Previous Auditor General's Recommendations