

The background of the entire slide is a photograph of the Toronto skyline at sunset. The sky is a mix of deep blue and orange, with scattered clouds. The city's skyscrapers are silhouetted against the bright horizon. The CN Tower is a prominent feature in the center. The water of Lake Ontario is visible in the foreground, reflecting the city lights and the sky. In the bottom left corner, there is a white logo for the City of Toronto, consisting of a stylized building icon and the word "TORONTO" in a bold, sans-serif font.

Toronto Community Crisis Service

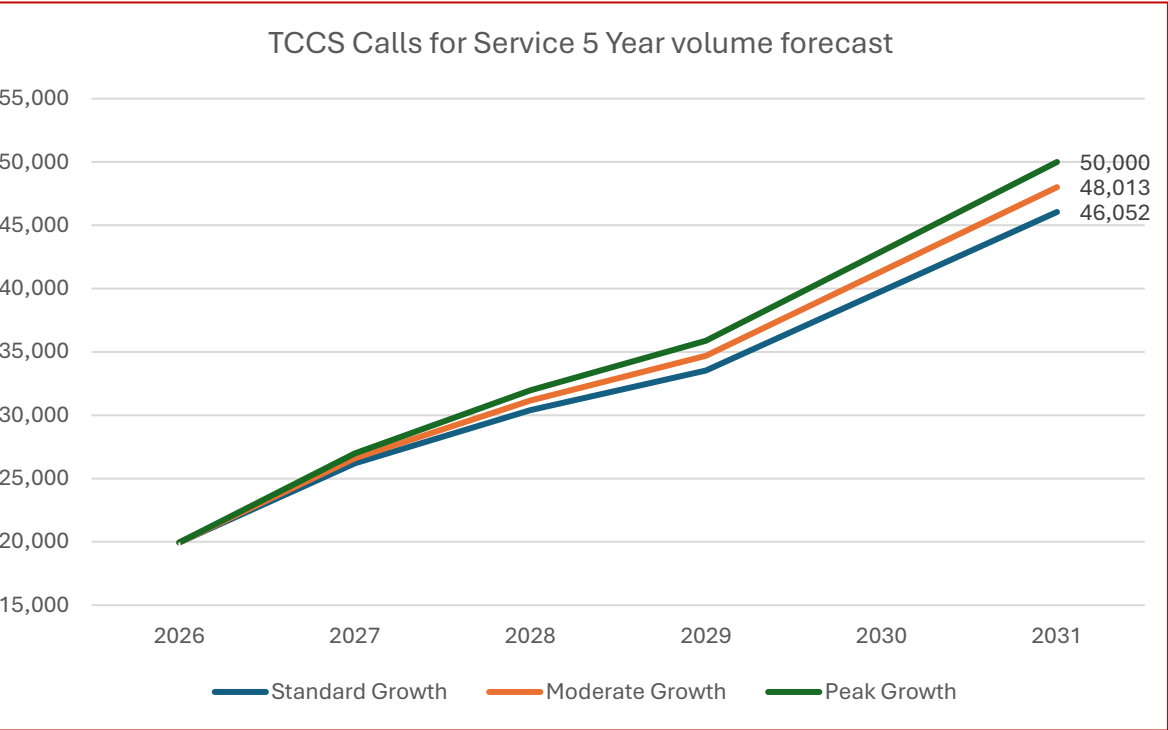
Call Volume and Expansion Pathway

Interim Findings

July 2026

TCCS's Five-Year Demand Horizon

The demand forecast combines expected growth from existing operations (No change) with additional opportunities that could be realized through pathway expansion, and increased awareness.



Forces driving TCCS demand growth in the forecast:

Expected Demand:

Current TCCS volume: Projected using observed growth patterns, population growth, aging demographics, and socio-economic conditions.

Potential Demand

Toronto Police Services (TPS): Analysis identified a remaining pool of 6.6K annual person in crisis calls eligible for diversion. Applying a 75% diversion target provides the basis for the forecast opportunity.

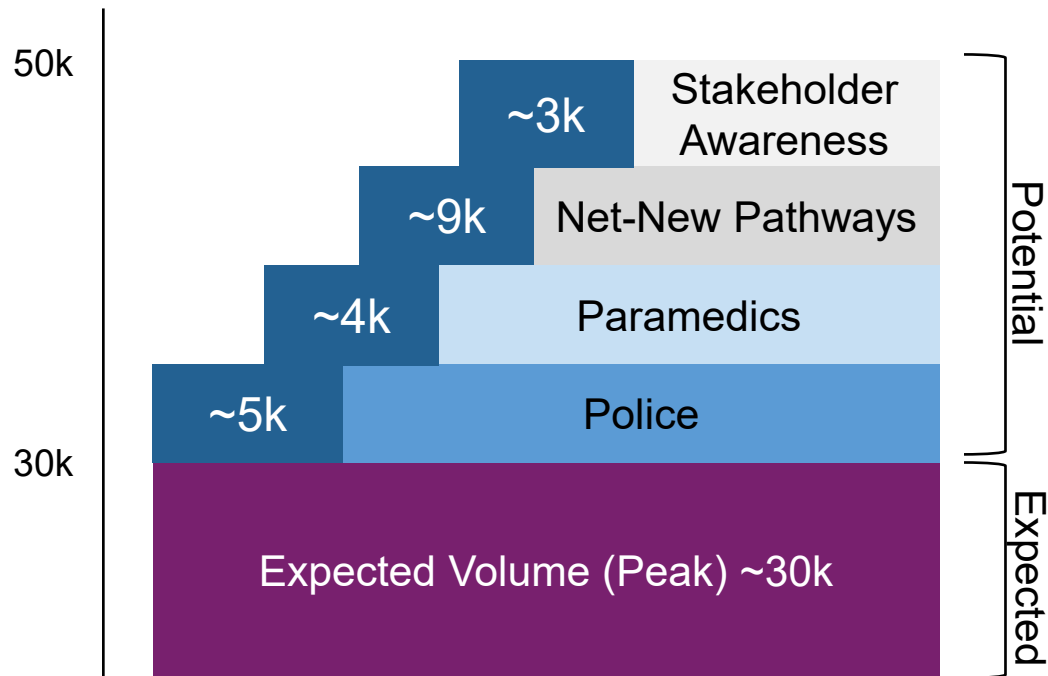
Toronto Paramedics Services: Analysis identified approximately 17k TCCS-eligible calls in 2026. With only ~5% currently diverted to TCCS, a realistic 25% diversion target was applied to the remaining eligible volume.

Net New Pathways: 4 pathways immersed through an assessment based on demand, strategic alignment, operational suitability, and implementation feasibility.

Awareness: Current campaign activity sustains TCCS volume. Increasing and strengthening the campaigns maximize volume into 211 channel.

Pathways to Achieve Peak demand of ~50,000

This represents our **peak planning scenario**, the maximum demand TCCS should be ready to serve. It combines **expected baseline volume (30K)** with **incremental potential (20K)** that materializes only if key conditions are met. Planning to this level ensures readiness across all growth scenarios.



What it takes to reach the potential demand:

- **Stakeholder Awareness (~3K)**
Requires sustained investment in:
 - Increased campaign activity
 - Higher engagement frequency
- **Net-New Pathways (~9K)**
Combined contribution from Tier-1 demand-generating pathways
- **Toronto Paramedic Services (~4K)**
Diversion of eligible crisis contacts from paramedic response into TCCS channels.
- **Toronto Police Services (~5K)**
Reflects ~75% capture of eligible crisis call volume at peak, the upper bound of realistic referral conversion.

Approximately 50,000 annual calls represents the projected upper bound of future demand for TCCS, based on a range of key inputs, assumptions, and service expansion scenarios. As this projection exceeds expected call volumes and depends on multiple conditions being realized, planning to this level ensures that capacity, staffing, and infrastructure are in place to support future growth under a range of demand scenarios.