



TORONTO POLICE SERVICES 2024 BUDGET RESEARCH

PREPARED BY FORUM RESEARCH



INTRODUCTION

METHODOLOGY



Method

Computer Assisted Telephone Interviewing (CATI) with optional recruit to Computer Assisted Web Interviewing (CAWI)

Criteria for Participation

- City of Toronto residents
- 18+ years of age
- Not a member of the Toronto Police Service or another police service

Sample Size

Overall: N=1506 / CATI: n=1493 / CAWI: n=13

Average Length

CATI: n=15.2 minutes / CAWI: n=8.2 minutes

Margin of Error

±2.53%

Fieldwork Dates

August 21 – September 10, 2023

Additional Notes

- CATI sample was drawn using random digit dialing (RDD) among City of Toronto residents.
- Respondents who begin the survey via CATI were provided an option to complete survey online (CAWI). Respondents had the option to complete the CAWI in the following languages: English, French, Simplified and Traditional Chinese, and Punjabi.
- Results from this study have been statistically weighted by age and gender to ensure the sample reflects the target population according to 2021 census data for the Toronto population.

INTERPRETING THIS REPORT



TOP2

Top 2 (TOP2) reference the collected TOP2 responses, where applicable. For example, a TOP2 grouping referred to as “important” may be the combined result of “extremely important” and “very important”.

Rounding

Due to rounding, numbers presented throughout this report may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%.

Significance Testing

Significance testing (at the 95% confidence level) has been applied to show differences between subgroups. Significant differences across sub-groups are noted where they exist.

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KEY INSIGHTS

Key Insights



Respondents expressed different levels of concern with call answering times and response times, although majority thought the TPS should continue to respond to low priority calls.

- Majority of respondents showed some level of concern about the higher average response time than the recognized standard, and that 90% of the calls were not answered within international standard (net concerned scores/TOP4: 89% and 92%, respectively). *(slide 8, 11)*
 - More than half of the respondents were very or extremely concerned about this (TOP2: 54% and 59% respectively). *(slide 8, 11)*
- Despite their concerns, majority of respondents thought that the TPS should continue to respond to all types of low prioritized calls. *(slide 9)*

Respondents consider it important to have the ability to report low priority calls online and to have a Neighbourhood Community Officer.

- Majority of respondents (TOP4: 91%) said it was important for them to be able to report lower priority crimes online rather than calling the TPS. *(slide 12)*
- About 9 in 10 respondents (TOP4: 88%) also said it was important to have a Neighbourhood Community Officer assigned to their community, with more than half (TOP2: 56%) saying it was very or extremely important to them. *(slide 13)*

Nearly half of respondents thought the TPS should continue their current level of traffic-related enforcement and activities, and the service levels for criminal and emergency services should be increased.

- Nearly half of respondents (46%) thought the TPS should keep their current service level for traffic-related enforcement and activities, while 2 in 5 (40%) thought it should be increased. *(slide 14)*
- While the majority of respondents thought the service level for 911 response and patrol (70%), investigations & victim support (63%), and crime prevention (58%) should be increased, majority also thought the service level for courts & prisoner management (65%), events and protests (58%), and traffic & parking enforcement (49%) should be kept the same. *(slide 15)*

A field of white daisies with a dark blue rectangular overlay in the center. The text "DETAILED FINDINGS" is written in white, bold, uppercase letters within the blue rectangle.

DETAILED FINDINGS

Concerns on Current Response Time to Calls For Service



More than half of respondents (TOP2: 54%) are concerned that the current response time to urgent priority calls for service is higher than the recognized standard.



9 in 10 respondents (TOP4: 89%) showed some level of concern about the higher average response time (22 mins) than the recognized standard (5 mins), and more than half of the respondents (TOP2: 54%) were very or extremely concerned. This is a 3 percentage point increase from 2022.

Only 11% said they were not at all concerned, a 1 percentage point increase from 2022.

Female respondents (TOP2: 59%) were more likely to be concerned about the response time compared to male respondents (TOP2: 49%).

Respondents aged 55+ (TOP2: 59%) were more concerned about it than their younger counterparts aged 18-34 (TOP2: 47%).

P1a. Over time, the Toronto Police Service's response time to calls of service has gone up. Response time increases have occurred because of many factors, including a 17% decrease in the ratio of police officers to Torontonians over the past decade, and an increase in public safety needs as a result of an increased population. As of the end of July 2023, the average response time is 22 minutes to arrive at the scene for urgent priority calls, which is much higher than the recognized standard of 5 minutes for police response times. How concerned are you regarding the current response time?

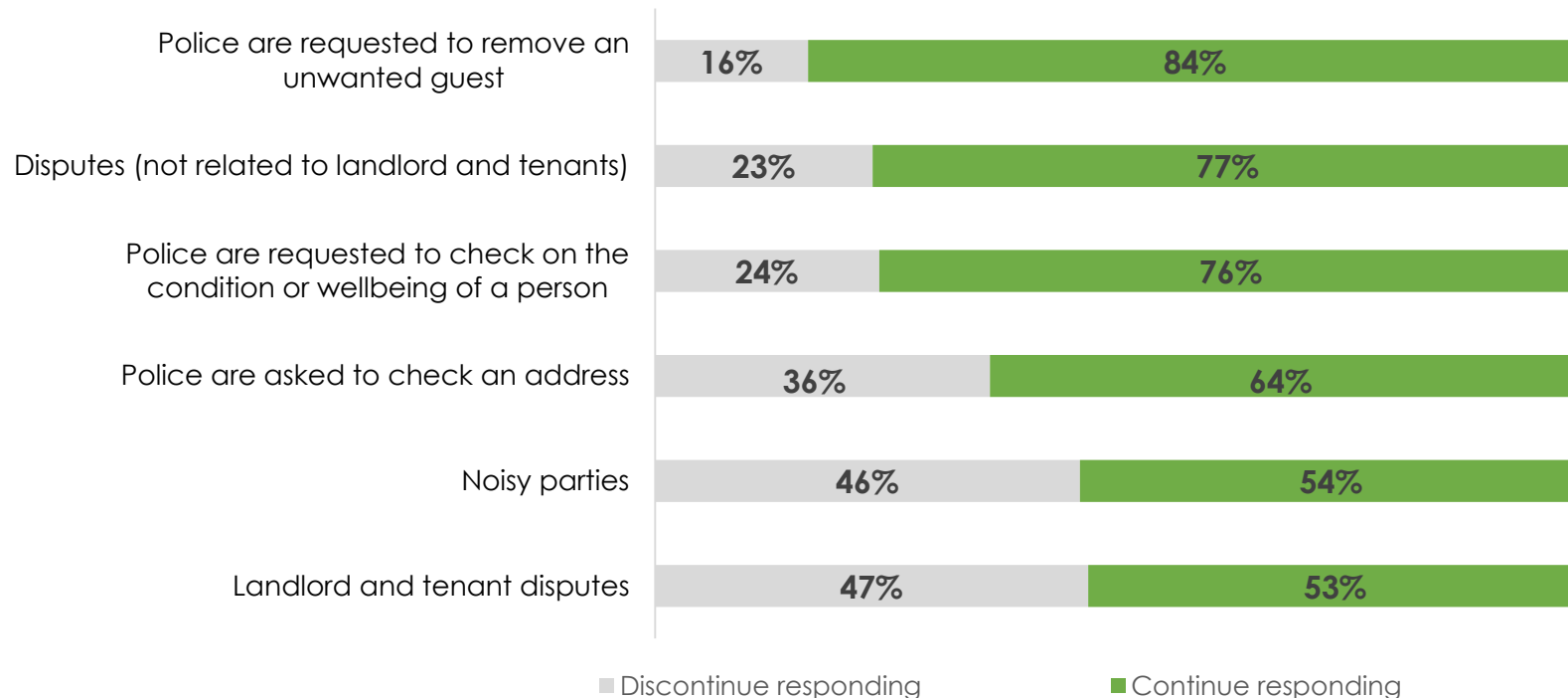
Framework: All respondents

Sample size: n = 1,506

Whether TPS Should Continue to Respond to Low Priority Calls



More than half of respondents think TPS should continue to respond to all “low priority” calls.



More than half of respondents think that TPS should continue to respond to the listed low prioritized calls, particularly for the following:

- requests to remove an unwanted guest - 84%
- disputes (not related to landlord and tenants) - 77%
- request to check on the condition or wellbeing of a person - 76%

Respondents aged 55+ (64%) were more likely to want TPS to **continue responding** to noisy party complaints compared to their younger counterparts aged 18-34 (46%) and 35-54 (51%).

Respondents with high school or below education (90%) were more likely to want TPS to **continue responding** to requests to remove an unwanted guest, compared to those who have below a bachelor's degree (82%), hold a bachelor's degree (83%), and hold above a bachelor's degree (83%).

P1B. One of the ways the TPS is looking at reducing response times is by exploring alternative options for service delivery for low priority calls. This would allow the TPS to focus efforts on responding to high priority calls quicker. The following types of calls are considered “low priority” that the TPS currently responds to. For each, please tell me whether or not you think the TPS should continue to respond to these types of calls or not.

Framework: All respondents
Sample size: n = 1,506

Whether TPS Should Continue to Respond to Low Priority Calls - Trending



	2022		2023		Difference from 2022	
	Discontinue responding	Continue responding	Discontinue responding	Continue responding	Discontinue responding	Continue responding
Police are requested to remove an unwanted guest	15%	85%	16%	84%	+1 percentage point	-1 percentage point
Disputes (<u>not</u> related to landlord and tenants)	20%	80%	23%	77%	+3 percentage points	-3 percentage points
Police are requested to check on the condition or wellbeing of a person	26%	74%	24%	76%	-2 percentage points	+2 percentage points
Police are asked to check an address	35%	65%	36%	64%	+1 percentage point	-1 percentage point
Noisy parties	43%	57%	46%	54%	+3 percentage points	-3 percentage points
Landlord and tenant disputes	47%	53%	47%	53%	-	-

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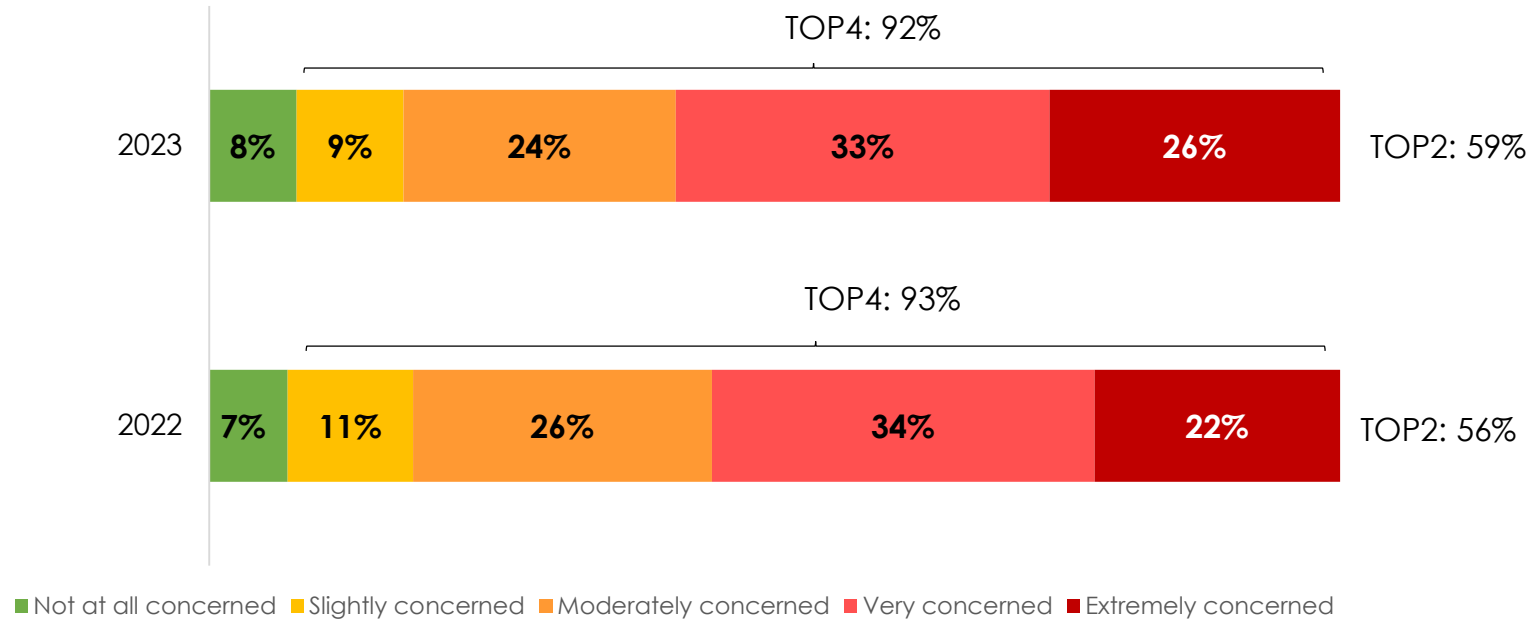
Framework: All respondents

Sample size: n = 1,506

Concerns on Amount of Time to Answer a Call



3 in 5 respondents (TOP2: 59%) are concerned that the time taken to answer calls are not meeting the international standard.



Majority of respondents (TOP4: 92%) showed some level of concern that 90% of the calls are not answered within the 15 second, i.e., not meeting the international standard.

3 in 5 respondents (TOP2: 59%) said they were very or extremely concerned about this, while 8% said they were not concerned at all.

Female respondents (TOP2: 63%) were more concerned about this than male respondents (TOP2: 55%).

Respondents aged 55-64 (TOP2: 67%) were more likely to be very or extremely concerned compared to those aged 18-24 (TOP2: 48%), 25-34 (TOP2: 58%), and 65+ (TOP2: 57%).

P1c. When you call 911, the TPS tracks the amount of time it takes to answer your call. There is an international standard time to answer these calls. As call volumes have increased over time, the TPS is currently not meeting the international standard of answering 90% of all calls within 15 seconds. How concerned are you regarding the TPS not meeting the standard?

Framework: All respondents

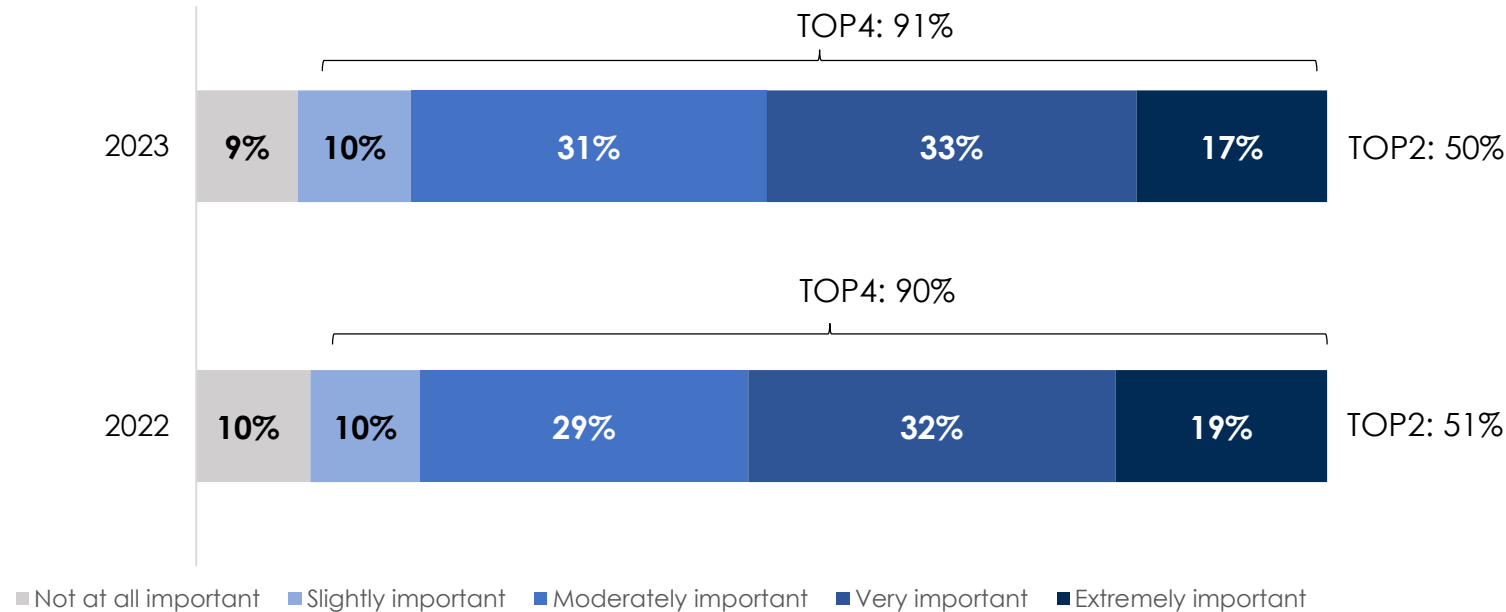
Sample size: n = 1,506



Reporting Lower Priority Crimes Online



Half of respondents (TOP2: 50%) say it is important to be able to report some lower priority crimes online.



Majority of respondents (TOP4: 91%) said it was important for them to be able to report some lower priority crimes online.

Half (TOP2: 50%) said it was very or extremely important for them to be able to report some lower priority crimes online. This is a 1 percentage point decrease from 2022.

Respondents aged 18-24 (TOP2: 55%) were more likely to think it's very or extremely important to be able to report some lower priority crimes online, compared to their older counterparts aged 65+ (TOP2: 40%).

Respondents with children in the household (TOP2: 56%) were more likely to say it was very or extremely important, compared to those with no children in the household (TOP2: 47%).

P1d. The TPS currently uses online reporting as a way to allow the public to report some lower priority crimes. The TPS can improve online reporting capabilities by expanding the types of crimes you can report online. Improving the online reporting tool may free up some time for officers to get to higher priority calls sooner, and help the TPS better meet standards to answer 911 calls quickly. How important is it for you to be able to report lower priority crimes online rather than calling the TPS?

Framework: All respondents

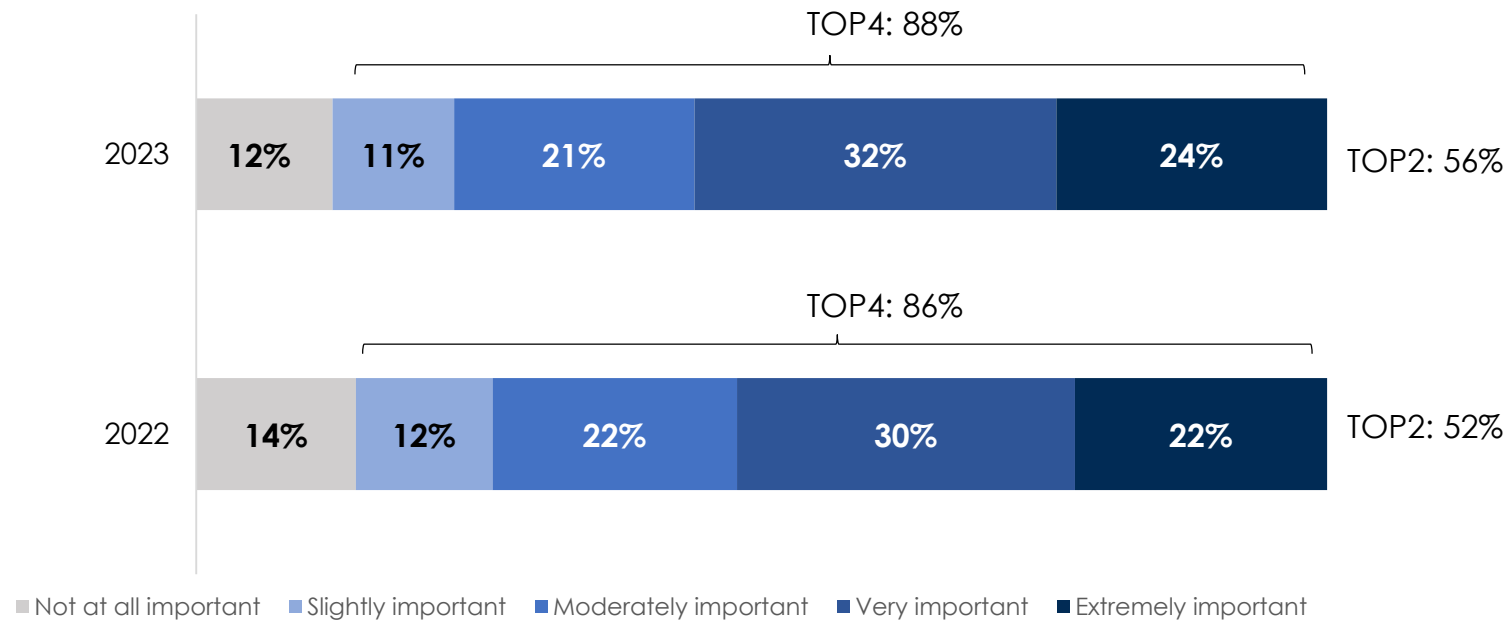
Sample size: n = 1,506



Having a Neighbourhood Community Officer



More than half of respondents (TOP2: 56%) say it is important to have a Neighbourhood Community Officer assigned to their community.



Nearly 9 in 10 respondents (TOP4: 88%) said it is important to have a Neighbourhood Community Officer assigned to their community, with 56% saying it is very or extremely important. This is a 4 percentage point increase from 2022.

Female respondents (TOP2: 59%) were more likely to think it is important to have a Neighbourhood Community Officer assigned to their Neighbourhood, compared to male respondents (TOP2: 53%).

Older respondents (55-64) (TOP2: 61%) were more likely to say it is important than younger respondents (25-34) (TOP2: 48%).

P2. The TPS has a Neighbourhood Community Officer program where an officer is assigned to a neighbourhood to have a greater presence and work proactively with the community to resolve issues. Currently, out of 158 Neighbourhoods in Toronto, 52 of those have assigned Neighbourhood Community Officers and this coverage may grow up to four neighbourhoods by the end of 2023. How important is it to you to have a Neighbourhood Community Officer assigned to your community?

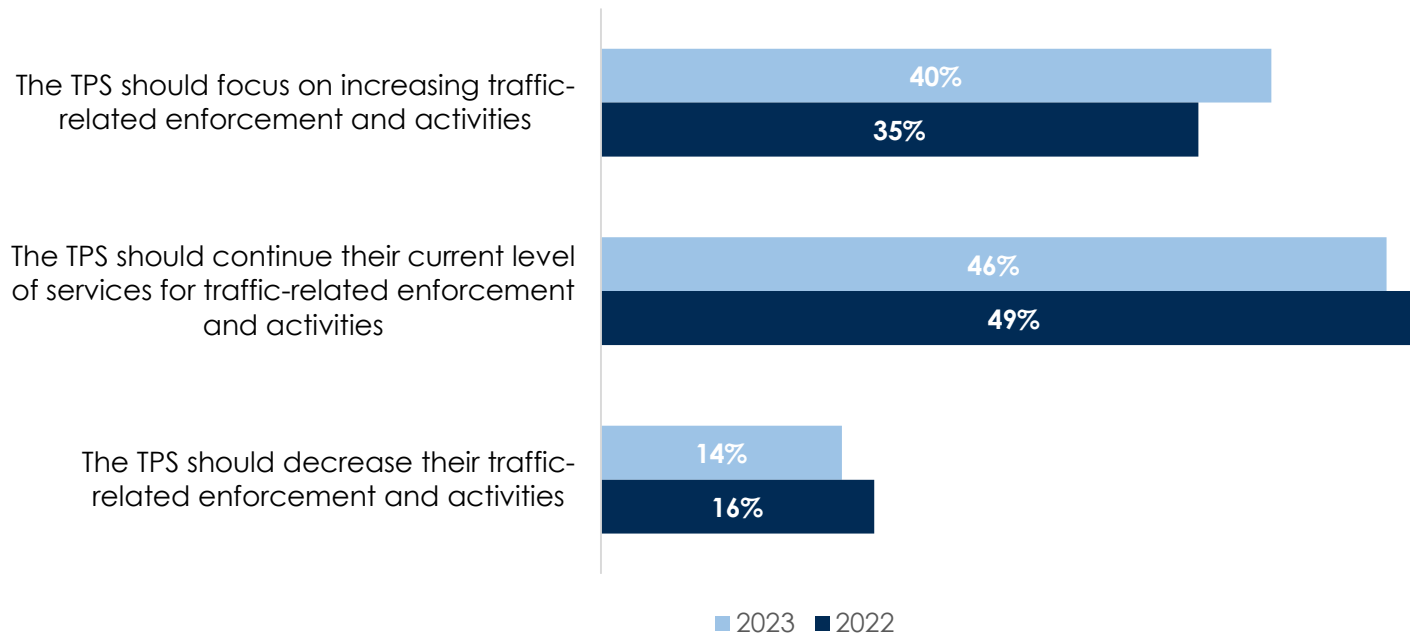
Framework: All respondents
Sample size: n = 1,506



Opinions on Services for Traffic-related Enforcement and Activities



Nearly half of respondents (46%) think TPS should continue their current level of traffic-related enforcement and activities, and 2 in 5 respondents (40%) think TPS should focus on increasing their current level of services.



Compared to 2022 results:

- Increase level of service – 40%, a 5 percentage point increase
- Continue current level of service – 46%, a 3 percentage point decrease
- Decrease level of service – 14%, a 2 percentage point decrease

Female respondents (51%) were more likely to say **continue their current level of services** compared to male respondents (42%).

Those earning below \$40K (44%) were more likely to say **increase the service level** compared to those earning \$125K to less than \$200K (34%).

Respondents with children in the household (51%) were more likely to say **continue the service level** than those who do not have children in the household (45%).

Young respondents (18-34) (17%) were more likely to say **decreased the service level** than older respondents (55+) (12%).



P3. The TPS's goal is to minimize traffic-related fatalities and serious injuries on Toronto's streets. Some activities to achieve this include proactive patrols, evidence-based enforcement at specific locations, and focused enforcement on speeding, distracted, aggressive/stunt and impaired driving. Which of the following statements best aligns with your views?

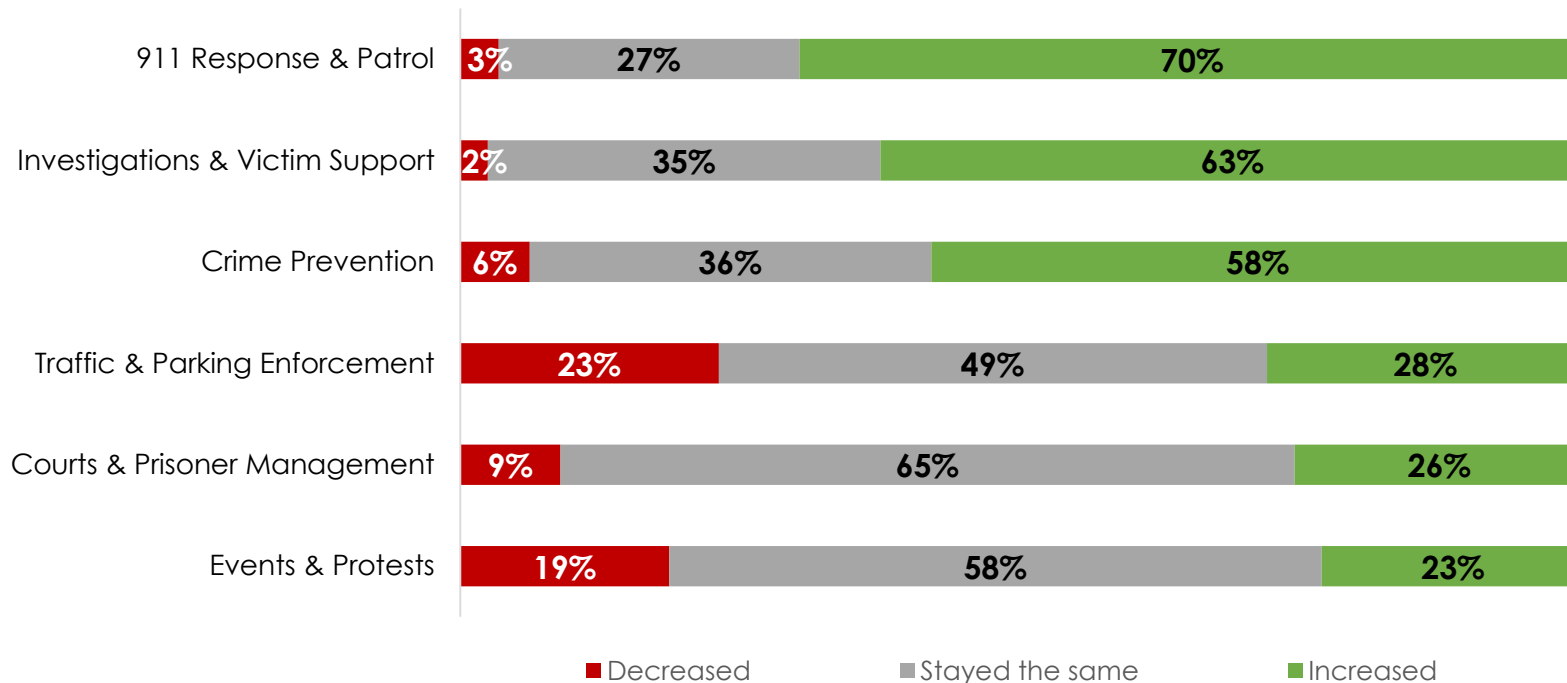
Framework: All respondents

Sample size: n =

Opinions on Service Levels in Different Areas



Majority of respondents (70%) think the service level for 911 response and patrol should be increased.



Respondents thought service levels should be **increased** for the following services:

- 911 response and patrol – 70%
- Investigations and victim support – 63%
- Crime prevention – 58%

Respondents thought service levels should **stay the same** for the following services:

- Courts and prisoner management – 65%
- Events and protests – 58%
- Traffic and parking enforcement – 49%

Those who identify as a visible minority (29%) were more likely to say increase the service level for **events and protests** compared to their counterparts (17%).

Female respondents (75%) were more likely to say increase **911 response and patrol** compared to male respondents (66%).

B1-B6. The Toronto Police Service is looking to set priorities for next year in 6 different areas. To help you make an informed decision, I will provide a brief description of each area, then ask if you think the service level for that area should be increased, decreased, or should stay the same. Please keep in mind that budgetary increases may be required to accommodate increases in service levels.

Framework: All respondents
Sample size: n = 1,506



Whether TPS Should Continue to Respond to Low Priority Calls - Trending



	2022			2023			Difference from 2022		
	Decreased	Stayed the same	Increased	Decreased	Stayed the same	Increased	Decreased	Stayed the same	Increased
911 Response & Patrol	3%	31%	66%	3%	27%	70%	-	-4 percentage points	+4 percentage points
Crime Prevention	6%	32%	62%	2%	35%	63%	-4 percentage points	+3 percentage points	+1 percentage point
Investigations & Victim Support	3%	38%	58%	6%	36%	58%	+3 percentage points	-2 percentage points	-
Traffic & Parking Enforcement	30%	47%	23%	23%	49%	28%	-7 percentage points	+2 percentage points	+5 percentage points
Courts & Prisoner Management	11%	67%	22%	9%	65%	26%	-2 percentage points	-2 percentage points	+4 percentage points
Events & Protests	19%	60%	20%	19%	58%	23%	-	-2 percentage points	+3 percentage points

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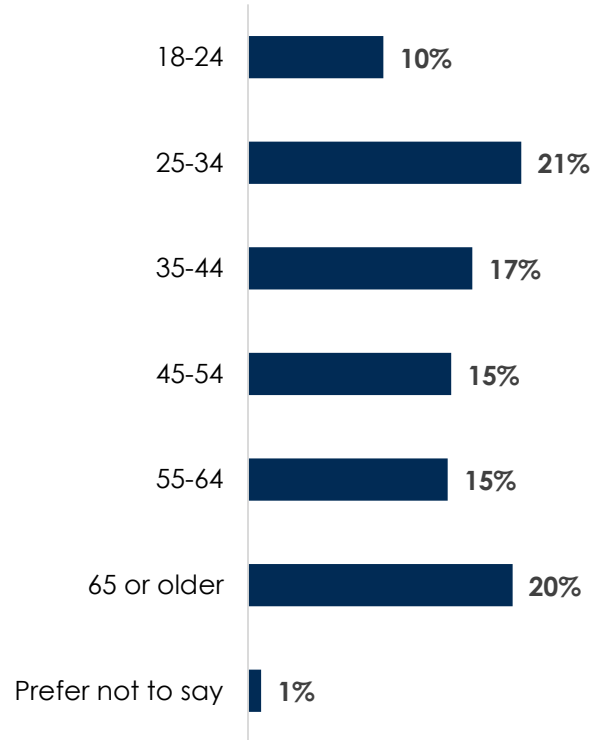


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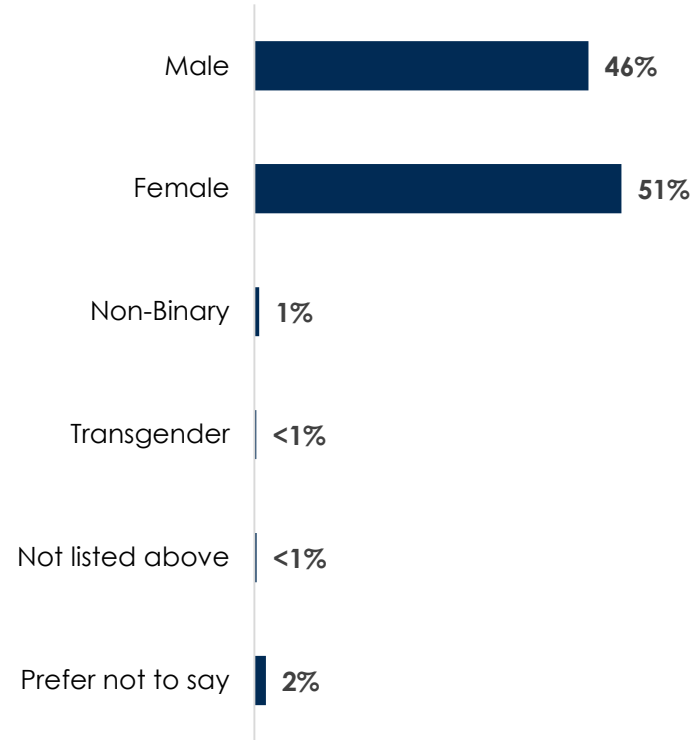
RESPONDENT PROFILE

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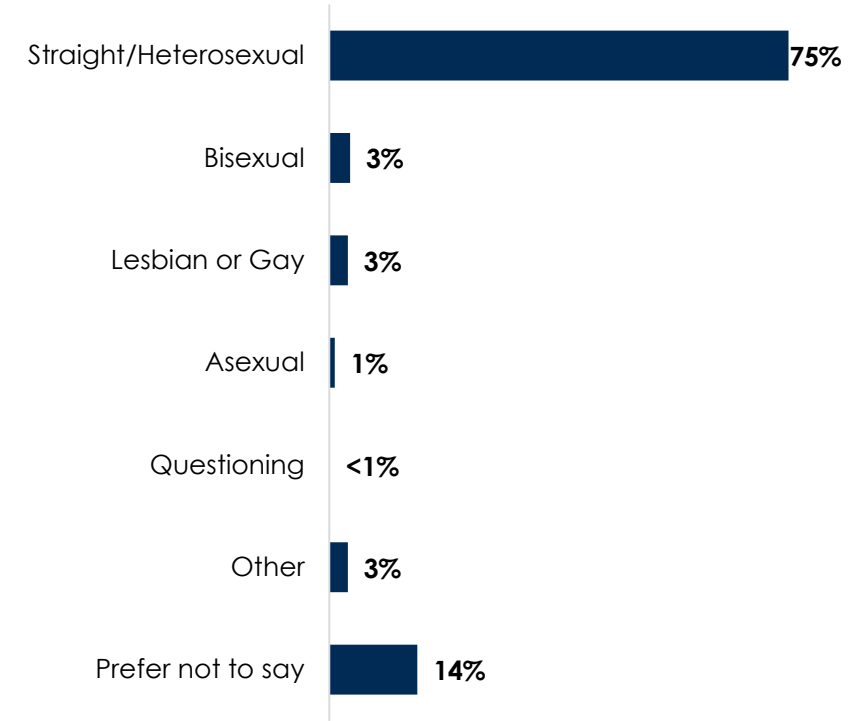
Age



Gender

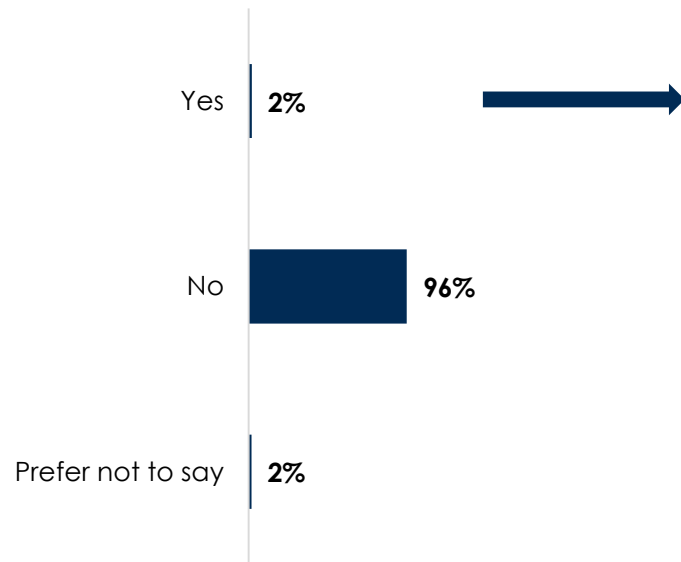


Sexual Orientation

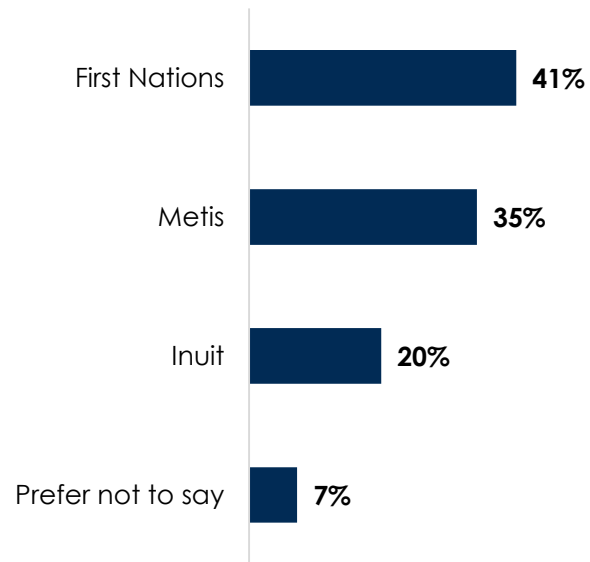


RESPONDENT PROFILE

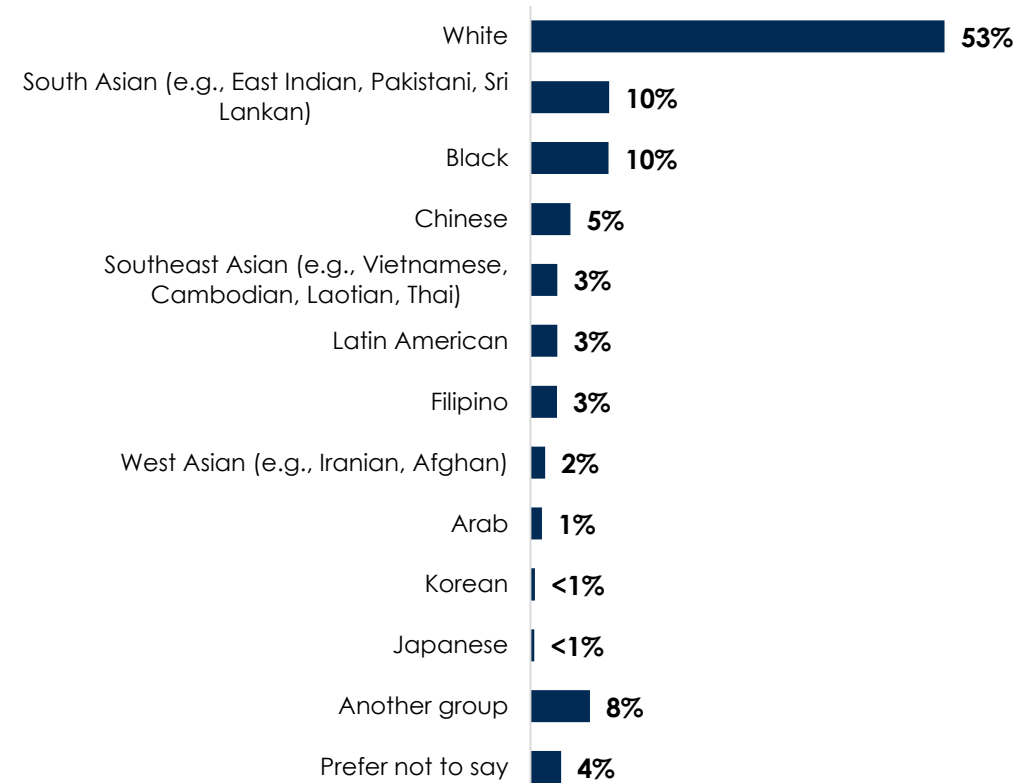
Indigenous Identification



Indigenous Origin

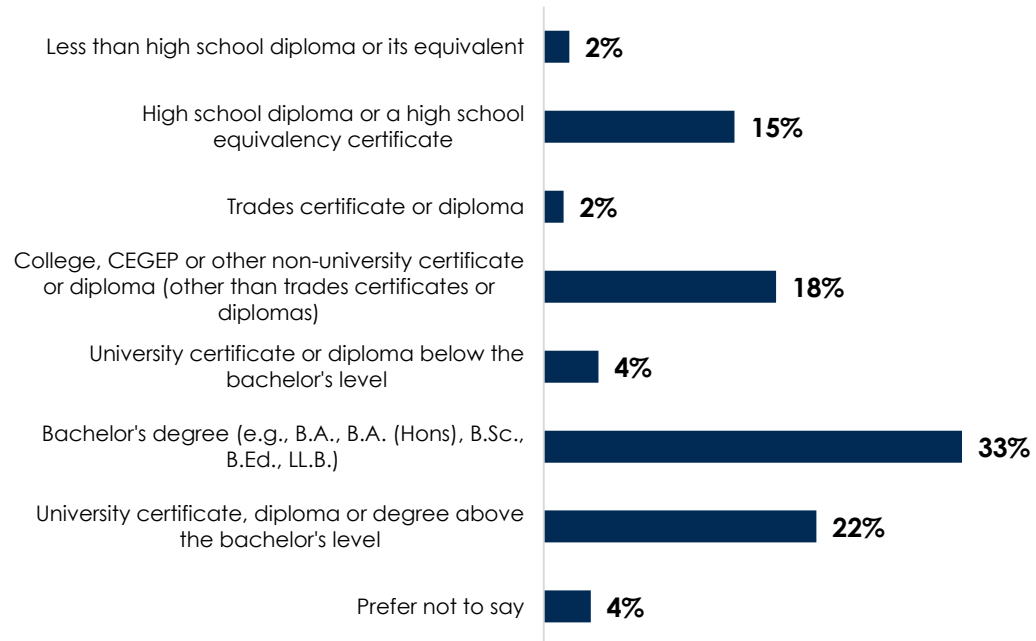


Race / Racial Background

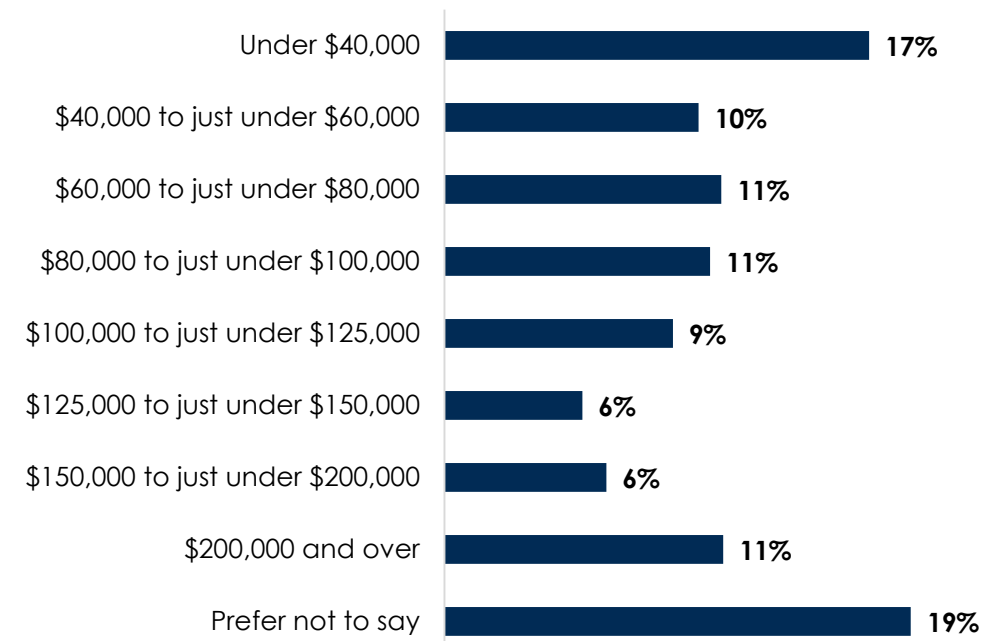


RESPONDENT PROFILE

Education Level

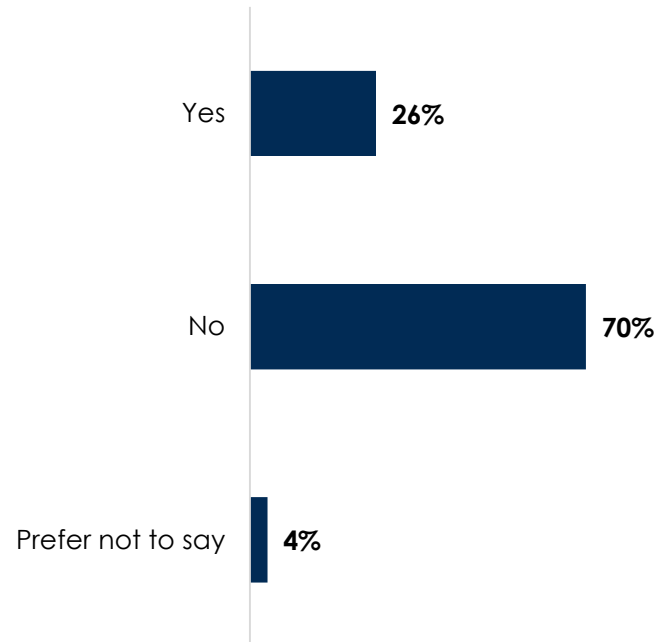


Household Income



RESPONDENT PROFILE

Children in Household



Identified as Living with a Disability

