



# TORONTO POLICE SERVICES 2025 BUDGET RESEARCH

**PREPARED BY FORUM RESEARCH**

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

# 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=1,502 / CATI: n=1,499 / CAWI: n=3

## Average Length

CATI: n=16.3 minutes / CAWI: n=10.9 minutes

## Margin of Error

± 2.53%

## Fieldwork Dates

July 29<sup>th</sup> – August 13<sup>th</sup>, 2024

## Additional Notes

- CATI sample was drawn using random digit dialing (RDD) among City of Toronto residents.
- Respondents who began the survey via CATI were provided an option to complete the 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 and TOP4

Top2 (TOP2) reference the collected TOP2 responses, where applicable. For example, a TOP2 grouping referred to as “very or extremely important” is the combined result of “extremely important” and “very important”. Similarly, Top4 (TOP4) reference the collected TOP4 responses, where applicable. For example, a TOP4 grouping referred to as “important” is the combined result of “slightly”, “moderately”, “very”, and “extremely” 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.



# KEY INSIGHTS

# Key Insights



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

- The vast majority of respondents showed some level of concern about the TPS's higher average response time to arrive on scene for urgent priority calls when compared to the recognized international standard, and that 90% of emergency calls were not answered within the international standard of 15 seconds (net concerned scores/TOP4: 86% and 92%, respectively). (slide 8, 11)
- Almost half of respondents (TOP2: 49%) were very or extremely concerned about current response times to arrive at the scene for urgent priority calls not meeting the international standard, and more than half (TOP2: 57%) were extremely or very concerned about the current length of time it takes for an emergency call to be answered. (slide 8, 11)
- Despite their concerns, the majority of respondents thought that the TPS should continue to respond to all types of low priority calls (53% - 83%), with the exception of animal complaints (40%). (slide 9)

## **Respondents consider it important to have the ability to report low priority calls online and to have a Neighbourhood Community Officer assigned to their community.**

- Nearly 9 in 10 respondents (TOP4: 89%) said it was important for them to be able to report lower priority crimes online rather than calling the TPS, with almost half (TOP2: 48%) saying this function was very or extremely important to them. (slide 13)
- The vast majority of respondents (TOP4: 85%) also said it was important to have a Neighbourhood Community Officer assigned to their community, with 1 in 2 (TOP2: 51%) saying it was very or extremely important to them. (slide 14)

## **The vast majority of respondents want service levels to remain the same or increase across all TPS services.**

- Nearly half of respondents (45%) 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 15)
- The majority of respondents thought the service level for 911 response and patrol (66%), investigations & victim support (59%), and crime prevention (56%) should be increased, while the service level for courts & prisoner management (67%), events and protests (51%), and traffic & parking enforcement (44%) should be kept the same. (slide 16)

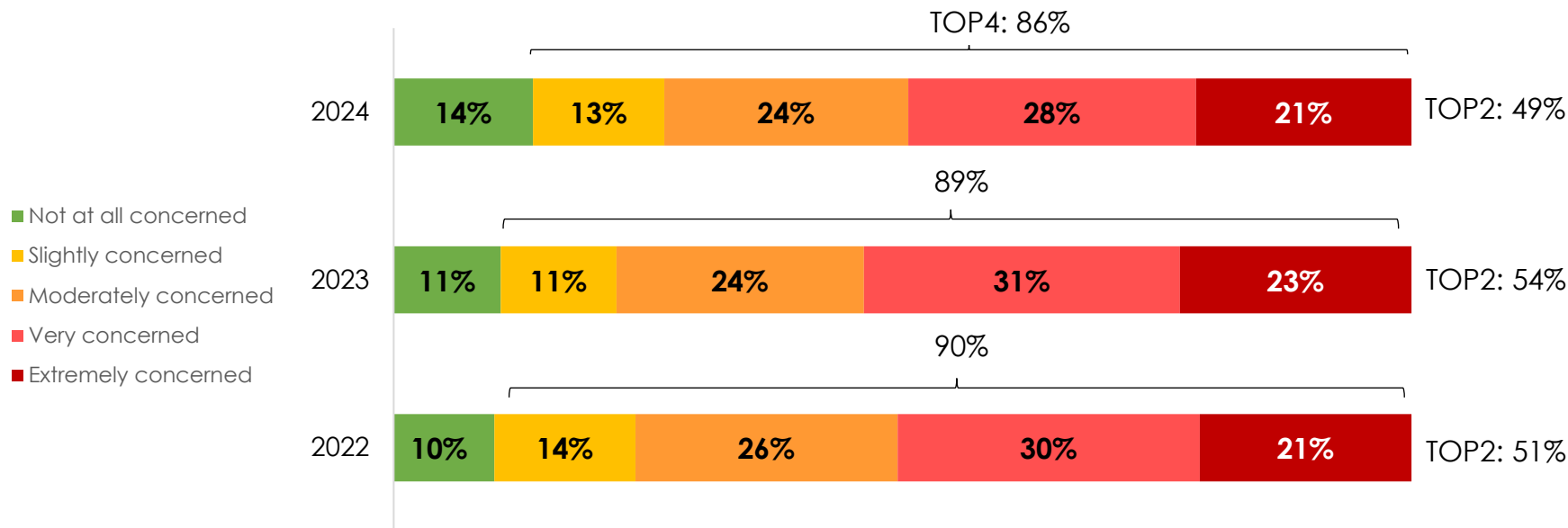


# DETAILED FINDINGS

# Concerns on Current Response Time to Calls For Service



**Almost half of respondents (TOP2: 49%) are concerned that the current response time to urgent priority calls for service is higher than the recognized standard\*.**



Almost 9 in 10 respondents (TOP4: 86%) showed some level of concern about the higher average response time (18 mins) than the recognized standard (6 mins), and nearly half of the respondents (TOP2: 49%) were very or extremely concerned. This is a 5-percentage point decrease in the TOP2 score from 2023.

1 in 7 (14%) said they were not at all concerned, a 4-percentage point increase from 2022.

Female respondents (TOP2: 54%) were more likely to be concerned about the response time compared to male respondents (TOP2: 44%).

Respondents aged 35-54 (TOP2: 59%) and 55+ (TOP2: 58%) were more concerned about it than their younger counterparts aged 18-34 (TOP2: 30%).

\*Each year, the TPS response times and recognized standard in this question are updated to reflect current figures. Although the question varies year over year, TPS response times from 2022-2024 are consistently at least 200% greater than the recognized standard.

**P1a.** Over time, the Toronto Police Service's response time to calls of service have changed. Response time changes have occurred because of many factors, including a 16% 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 May 2024, the average response time is 17.9 (18) minutes (2022: 19 minutes / 2023: 22 minutes) to arrive at the scene for urgent priority calls, which is much higher than the recognized standard of 6 minutes (2022/2023: 5 minutes) for police response times. How concerned are you regarding the current response time?

**Framework:** All respondents

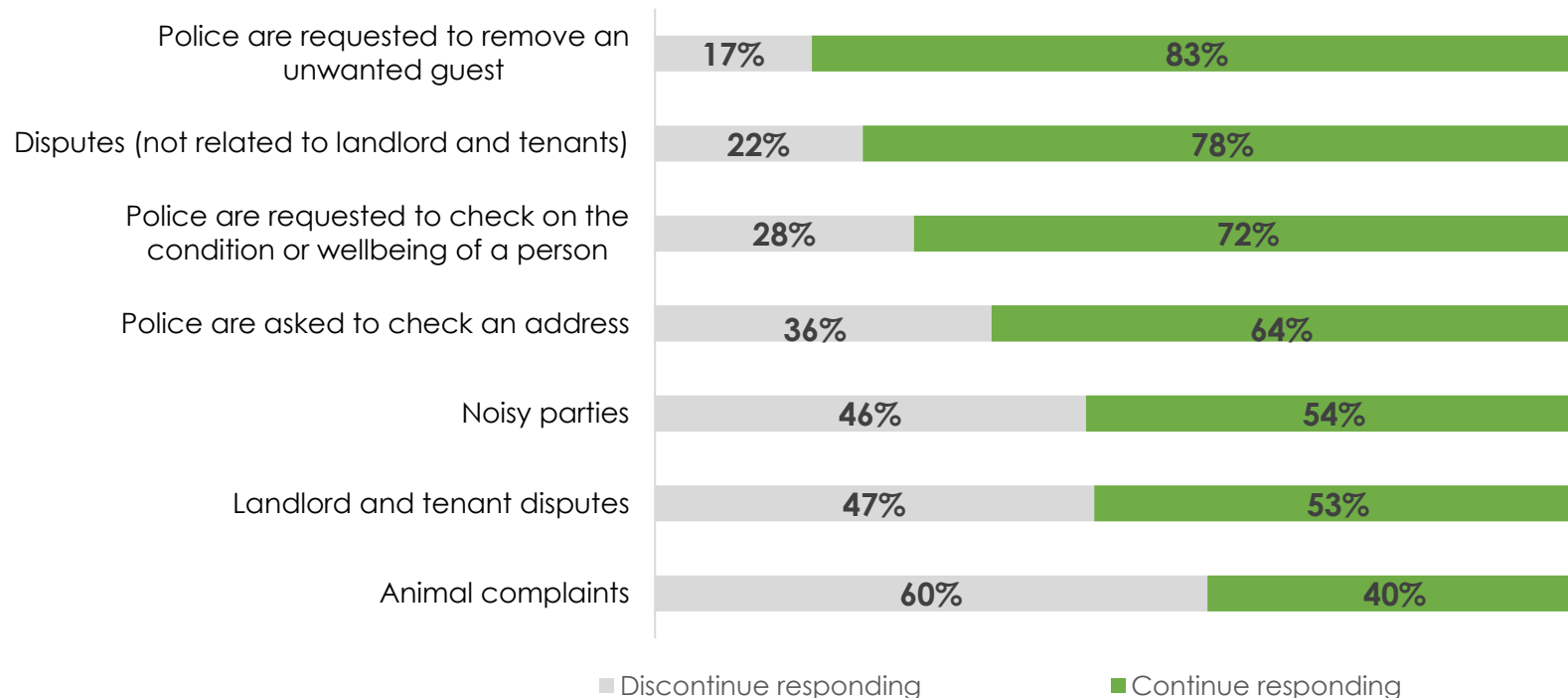
**Sample size:** n = 1,502



# Whether TPS Should Continue to Respond to Low Priority Calls



The majority of respondents think TPS should continue to respond to all “low priority” calls, other than for animal complaints (40%).



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

- Requests to remove an unwanted guest - 83%
- Disputes (not related to landlord and tenants) - 78%
- Requests to check on the condition or wellbeing of a person - 72%
- Respondents who were more likely to want police to continue responding to requests to remove an unwanted guest were:
  - Those with household incomes of \$40k to less than \$80k (89%) compared to those with household incomes of \$80k or greater (\$80k- <\$125k: 77%; \$125k+: 80%)
  - Visible minorities (88%) compared to non-visible minorities (80%)
- Respondents who were more likely to want police to continue responding to animal complaints were:
  - Visible minorities (45%) compared to non-visible minorities (37%)
  - Women (43%) compared to men (37%)

**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 = 1,502

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



	2022		2023		2024		Difference from 2023	
	Discontinue responding	Continue responding	Discontinue responding	Continue responding	Discontinue responding	Continue responding	Discontinue responding	Continue responding
Police are requested to remove an unwanted guest	15%	85%	16%	84%	17%	83%	+1 percentage point	-1 percentage point
Disputes ( <u>not</u> related to landlord and tenants)	20%	80%	23%	77%	22%	78%	-1 percentage points	+1 percentage points
Police are requested to check on the condition or wellbeing of a person	26%	74%	24%	76%	28%	72%	+4 percentage points	-4 percentage points
Police are asked to check an address	35%	65%	36%	64%	36%	64%	-	-
Noisy parties	43%	57%	46%	54%	46%	54%	-	-
Landlord and tenant disputes	47%	53%	47%	53%	47%	53%	-	-
Animal complaints	-	-	-	-	60%	40%	-	-

**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

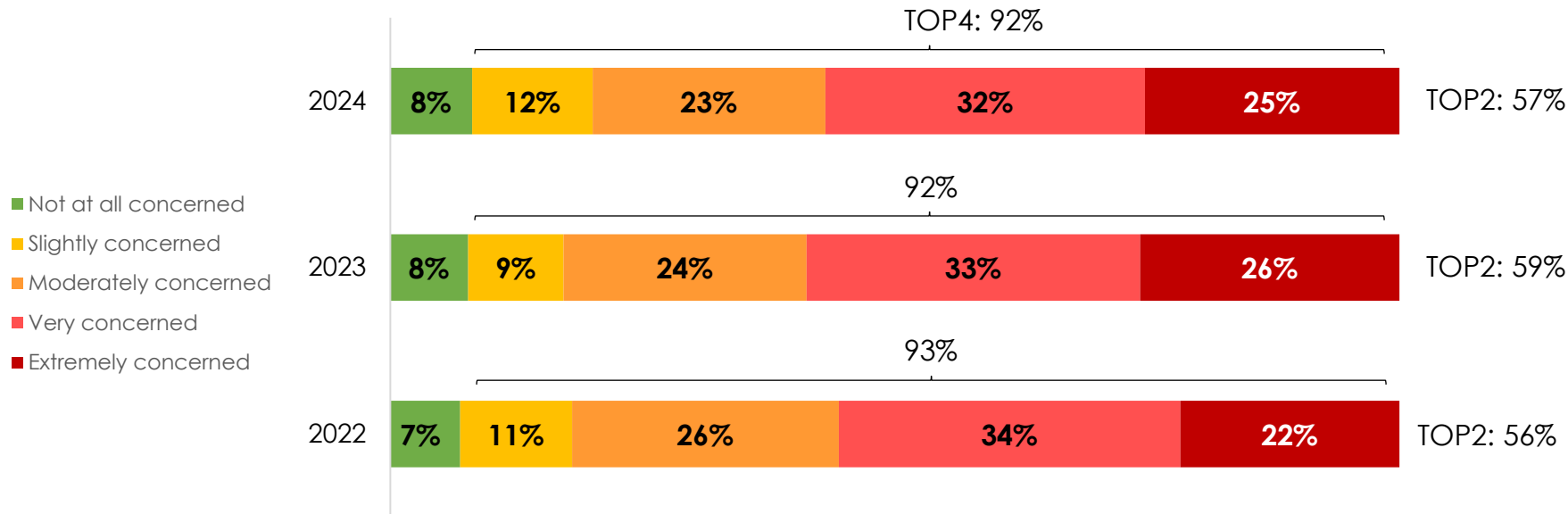
**Sample size:** n = 1,502



# Concerns on Amount of Time to Answer a Call



Nearly 3 in 5 respondents (TOP2: 57%) 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 15 seconds, i.e., not meeting the international standard.

Nearly 3 in 5 respondents (TOP2: 57%) said they were very or extremely concerned, while 8% said they were not concerned at all.

Female respondents (TOP2: 61%) were more concerned than male respondents (TOP2: 52%).

Respondents aged 35 to 54 (TOP2: 62%) and 55+ (TOP2: 61%) were more concerned than respondents aged 18 to 34 (TOP2: 47%).

\*International standard has not changed between 2022-2024.

**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

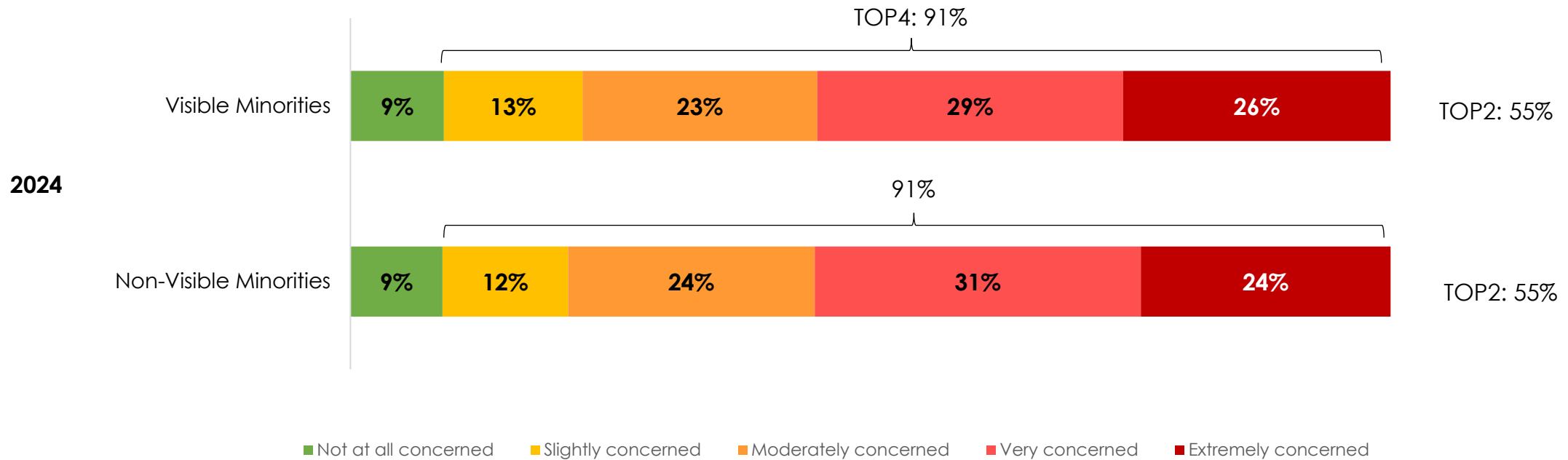
**Sample size:** n = 1,502



# Concerns on Amount of Time to Answer a Call - Visible Minorities vs. Non-Visible Minorities



Responses between visible minorities and non-visible minorities do not significantly differ.



**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?

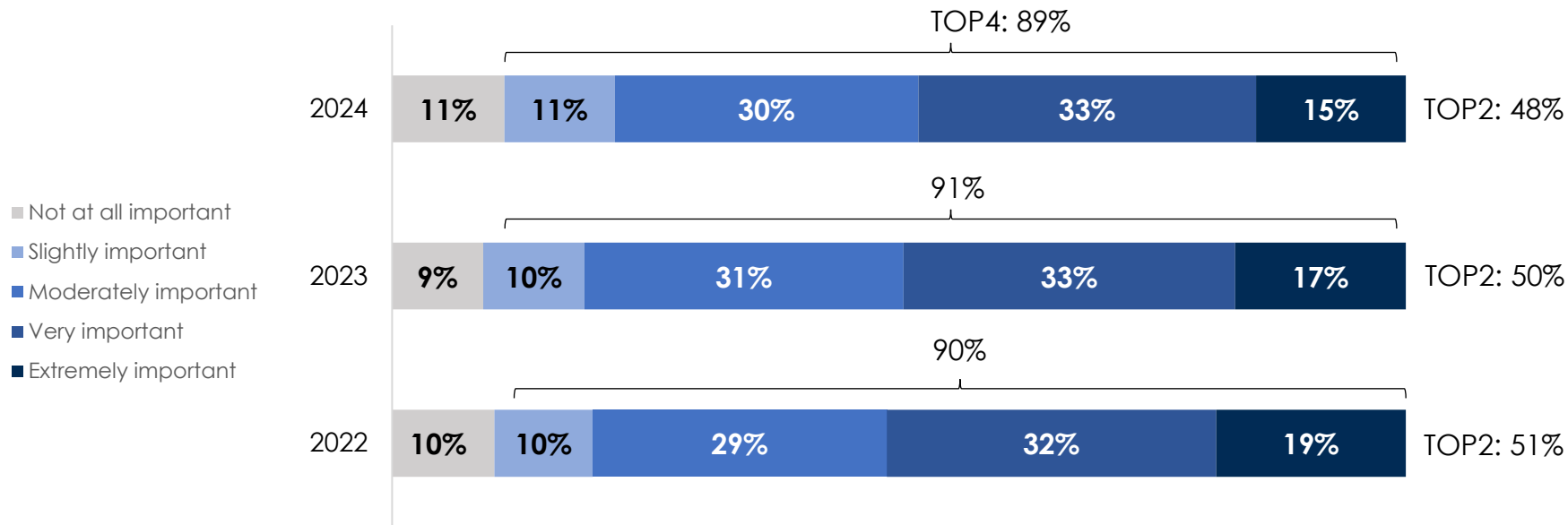
**Framework:** Respondents who identified as white exclusively "non-visible minority", and all other ethnicities/races "visible minorities"

**Sample size:** n = 1,353

# Reporting Lower Priority Crimes Online



Almost half of respondents (TOP2: 48%) say it is important to be able to report lower priority crimes online.



Majority of respondents (TOP4: 89%) said it was important for them to be able to report some lower priority crimes online.

Almost half (TOP2: 48%) said it was very or extremely important for them to be able to report lower priority crimes online. This is a 2-percentage point decrease from 2023.

Respondents aged 35-54 (TOP2: 54%) 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 55+ (TOP2: 43%).

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: 46%).

**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

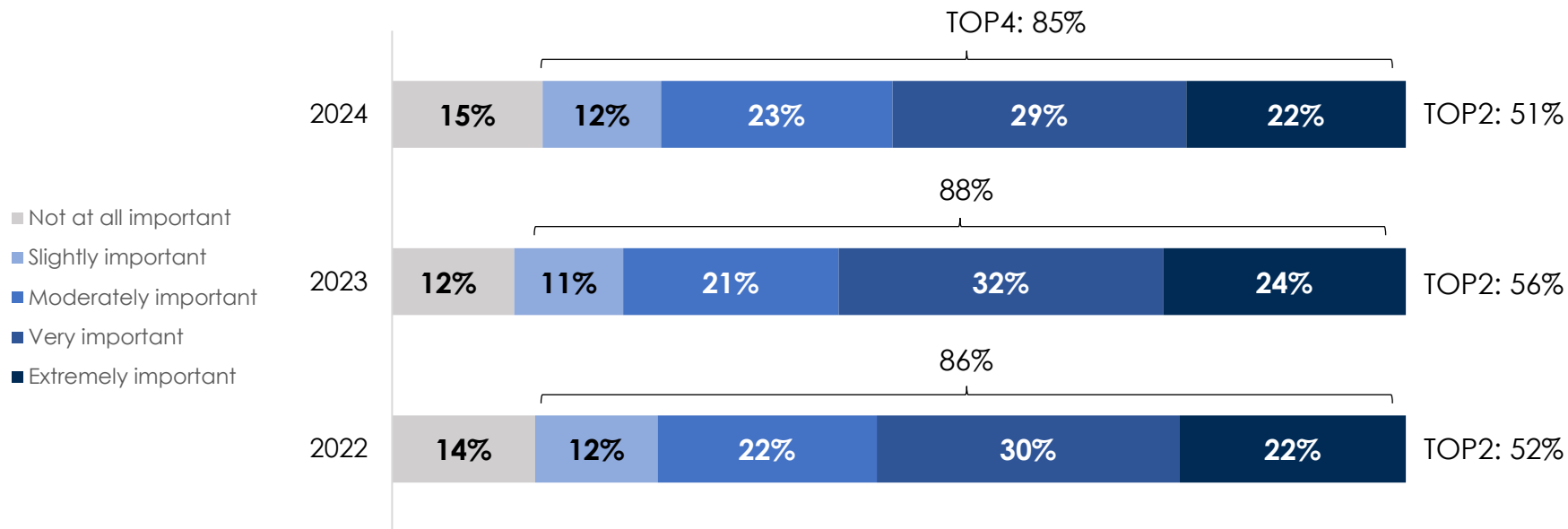
**Sample size:** n = 1,502



# Having a Neighbourhood Community Officer



**1 in 2 respondents (TOP2: 51%) say it is important to have a Neighbourhood Community Officer assigned to their community.**



Nearly 9 in 10 respondents (TOP4: 85%) said it is important to have a Neighbourhood Community Officer assigned to their community, with 51% saying it is very or extremely important. This is a 5-percentage point decrease from 2023.

Older respondents, aged 35 to 54 (TOP2: 54%) and 55+ (TOP2: 57%) were more likely to say it is important than younger respondents aged 18 to 34 (TOP2: 40%).

Respondents with children in the household (TOP2: 59%) were more likely to think it is important to have a Neighbourhood Community Officer assigned to their Neighbourhood, compared to respondents without children in their household (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, 56 of those have assigned Neighbourhood Community Officers (2022/2023: 52 neighbourhoods) . How important is it to you to have a Neighbourhood Community Officer assigned to your community?

**Framework:** All respondents

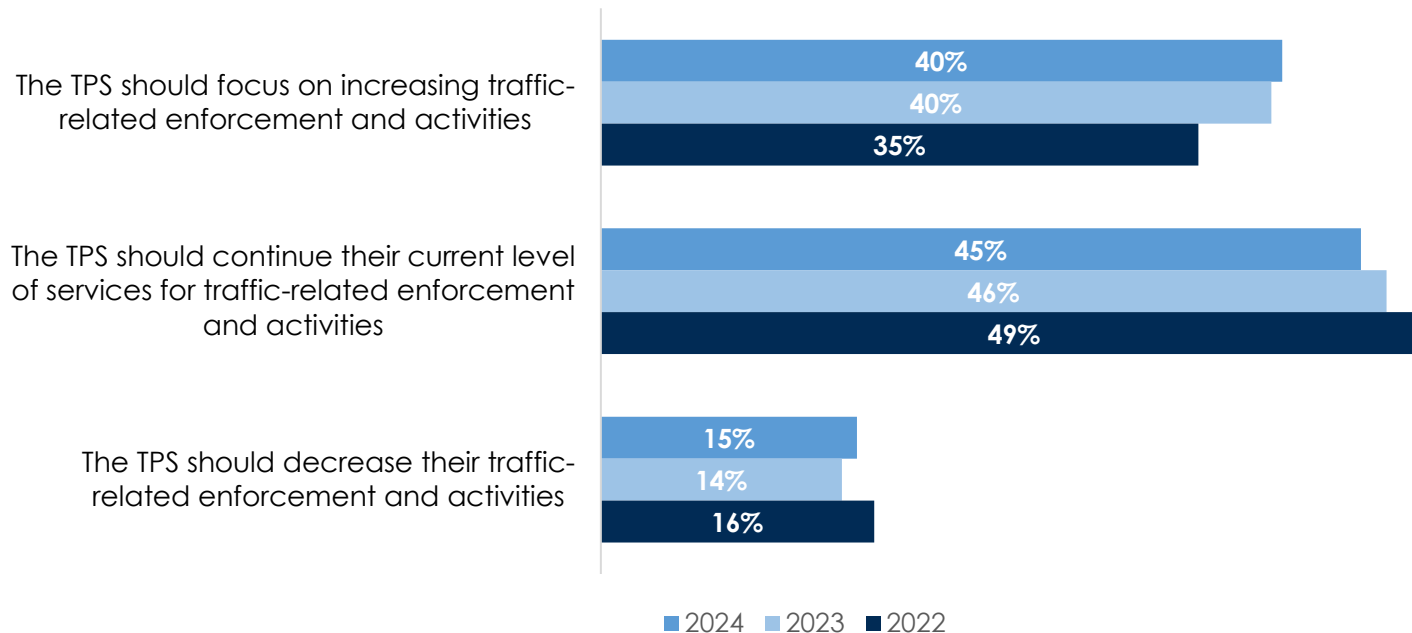
**Sample size:** n = 1,502



# Opinions on Services for Traffic-related Enforcement and Activities



Nearly half of respondents (45%) think TPS should continue their current level of traffic-related enforcement and activities, while 2 in 5 respondents (40%) think TPS should focus on increasing their current level of services.



Compared to 2023 results:

- Increase level of service – 40%, no change from 2023
- Continue current level of service – 45%, a 1-percentage point decrease
- Decrease level of service – 15%, a 1-percentage point increase

Female respondents (49%) were more likely to say **continue their current level of services** compared to male respondents (41%).

Older respondents aged 35 to 54 (44%) and 55+ (45%) were more likely to say **increase the service level** compared to younger respondents aged 18 to 34 (31%).

Young respondents aged 18-34 (22%) and 35 to 54 (16%) were more likely to say **decreased the service level** than older respondents (55+) (9%).



**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?

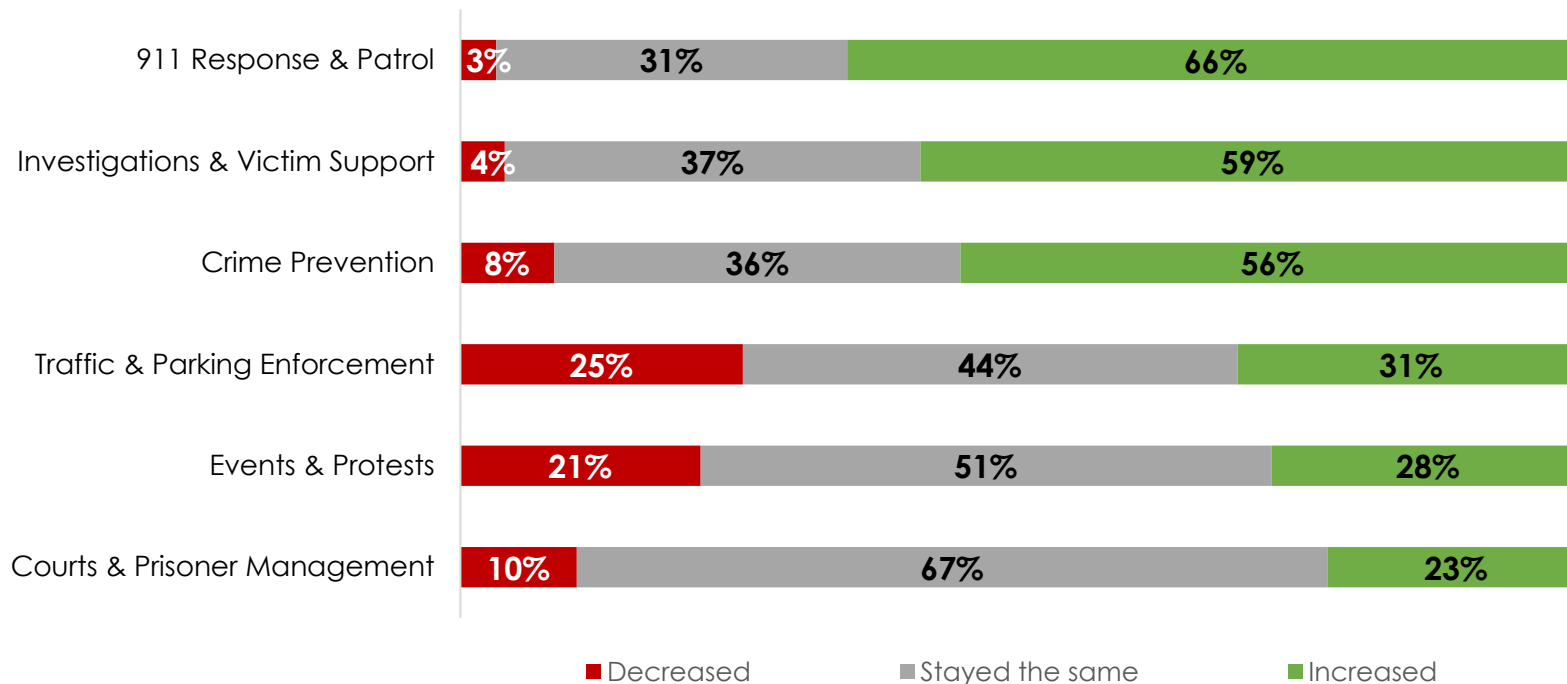
**Framework:** All respondents

**Sample size:** n = 1,502

# Opinions on Service Levels in Different Areas



The vast majority of respondents want service levels to remain the same or increase across all TPS services.



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

- 911 response and patrol – 66%
- Investigations and victim support – 59%
- Crime prevention – 56%

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

- Courts and prisoner management – 67%
- Events and protests – 51%
- Traffic and parking enforcement – 44%

Respondents aged 35 to 54 (71%) were more likely to want an increase in the service level for **911 response & patrol** compared to respondents aged 18 to 34 (61%) and 55+ (65%).

Respondents aged 18-34 (31%) and 35-54 (29%) were more likely to want a decrease in **traffic & parking enforcement** compared to respondents aged 55+ (17%).

**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.

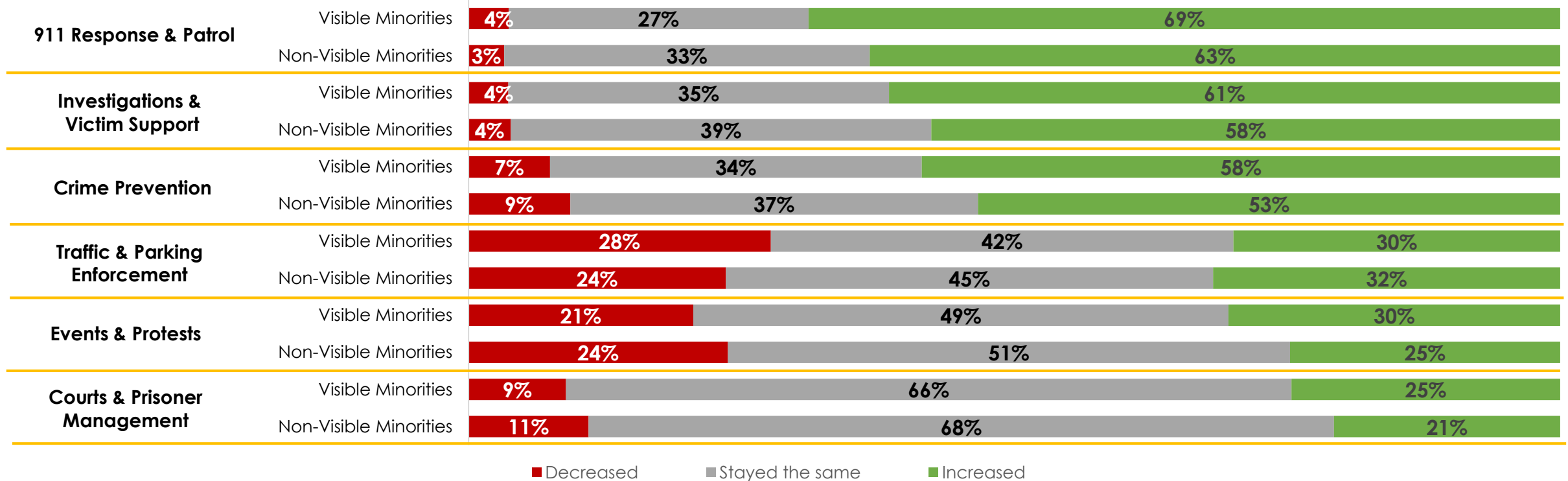
**Framework:** All respondents  
**Sample size:** n = 1,502



# Opinions on Service Levels in Different Areas - Visible Minorities vs. Non-Visible Minorities



Responses between visible minorities and non-visible minorities do not significantly differ.



**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:** Respondents who identified as white exclusively "non-visible minority", and all other ethnicities/races "visible minorities"

**Sample size:** n = 1,353

# Opinions on Service Levels in Different Areas - Trending



	2022			2023			2024			Difference from 2023		
	Decreased	Stayed the same	Increased	Decreased	Stayed the same	Increased	Decreased	Stayed the same	Increased	Decreased	Stayed the same	Increased
911 Response & Patrol	3%	31%	66%	3%	27%	70%	3%	31%	66%	-	+4 percentage points	-4 percentage points
Crime Prevention	6%	32%	62%	2%	35%	63%	8%	36%	56%	+6 percentage points	+1 percentage points	-7 percentage points
Investigations & Victim Support	3%	38%	58%	6%	36%	58%	4%	37%	59%	-2 percentage points	+1 percentage points	+1 percentage points
Traffic & Parking Enforcement	30%	47%	23%	23%	49%	28%	25%	44%	31%	+2 percentage points	-5 percentage points	+3 percentage points
Courts & Prisoner Management	11%	67%	22%	9%	65%	26%	10%	67%	23%	+1 percentage points	+2 percentage points	-3 percentage points
Events & Protests	19%	60%	20%	19%	58%	23%	21%	51%	28%	+2 percentage points	-7 percentage points	+5 percentage points

**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 = 1,502



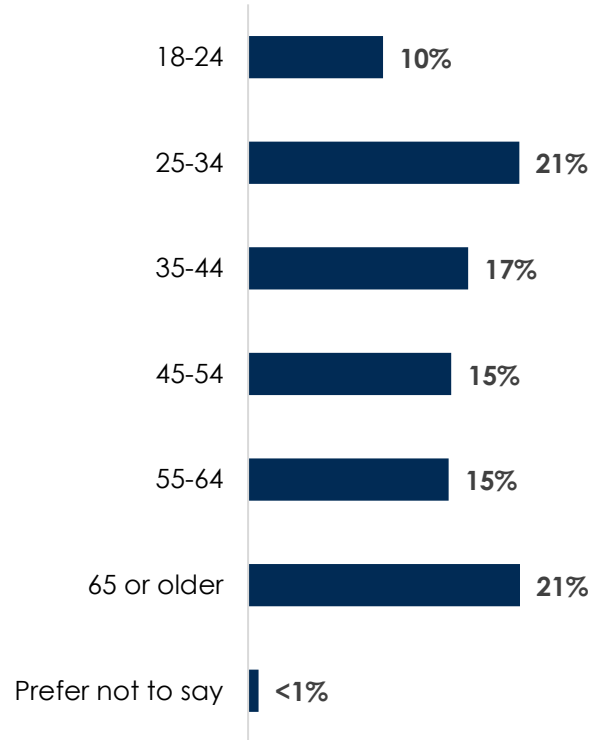


# RESPONDENT PROFILE

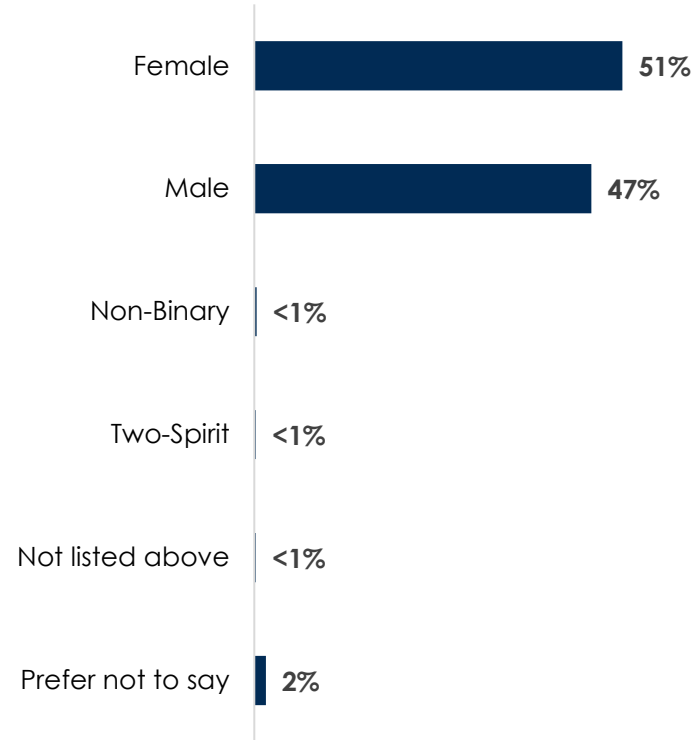
# RESPONDENT PROFILE



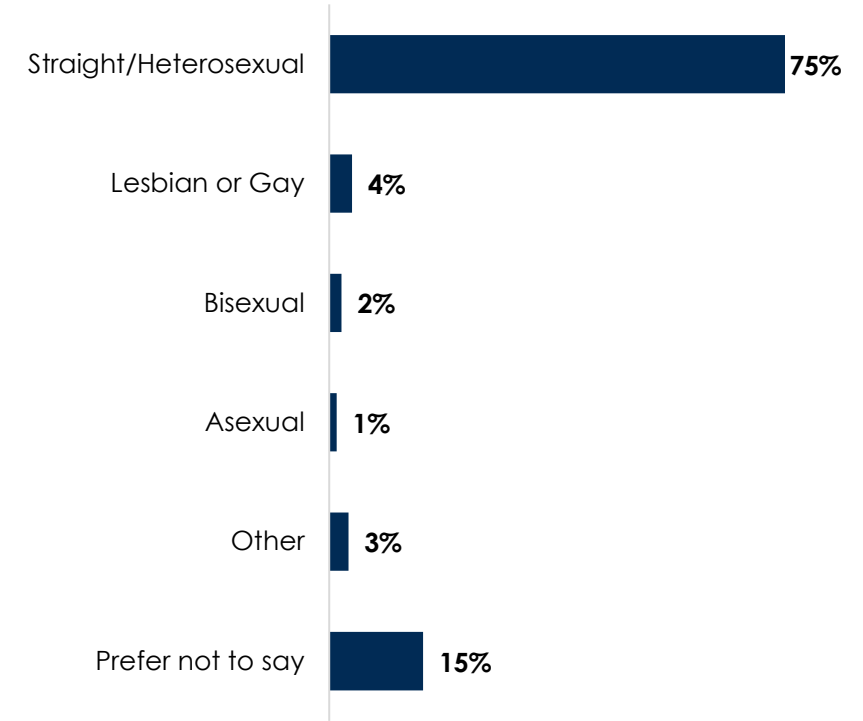
## Age



## Gender



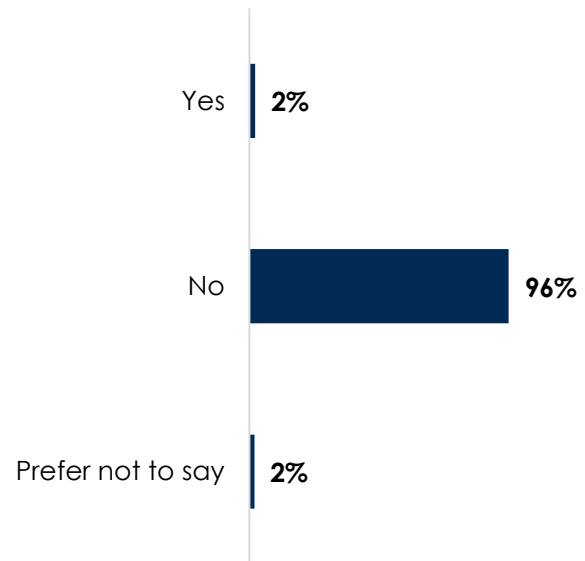
## Sexual Orientation



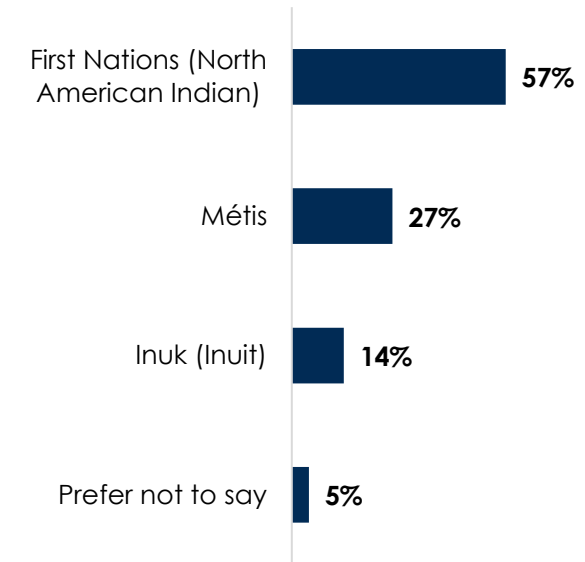
# RESPONDENT PROFILE



## Indigenous Identification



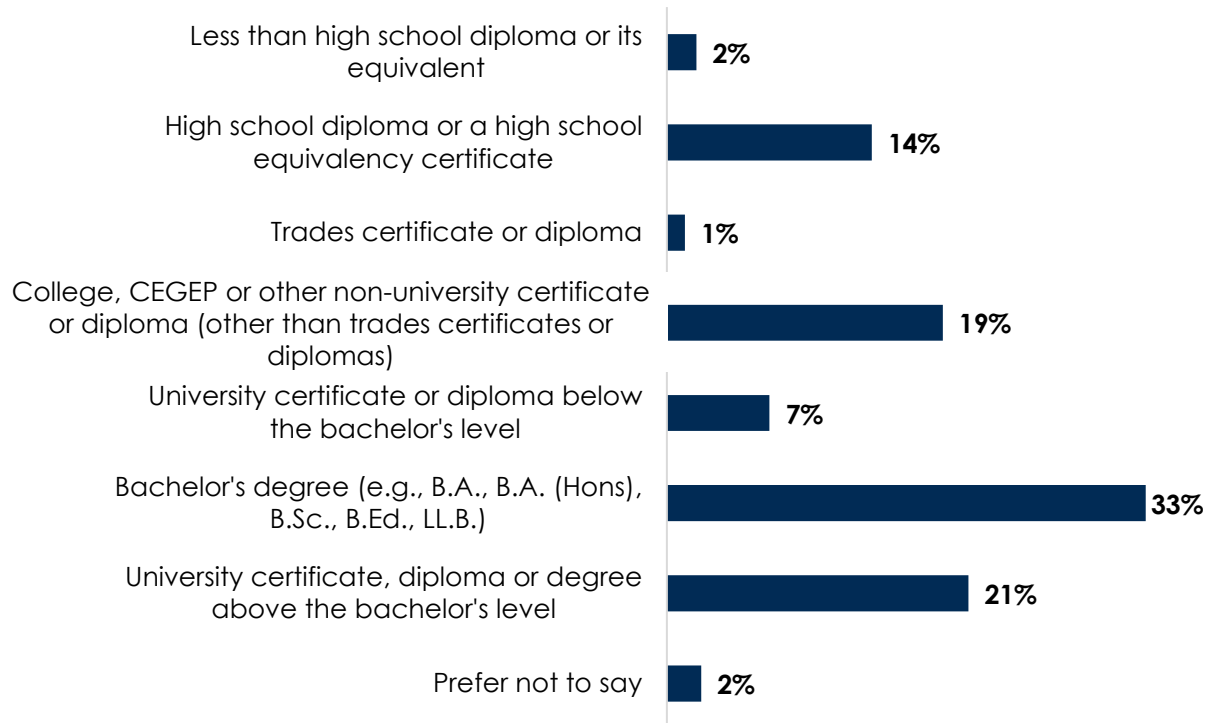
## Indigenous Origin



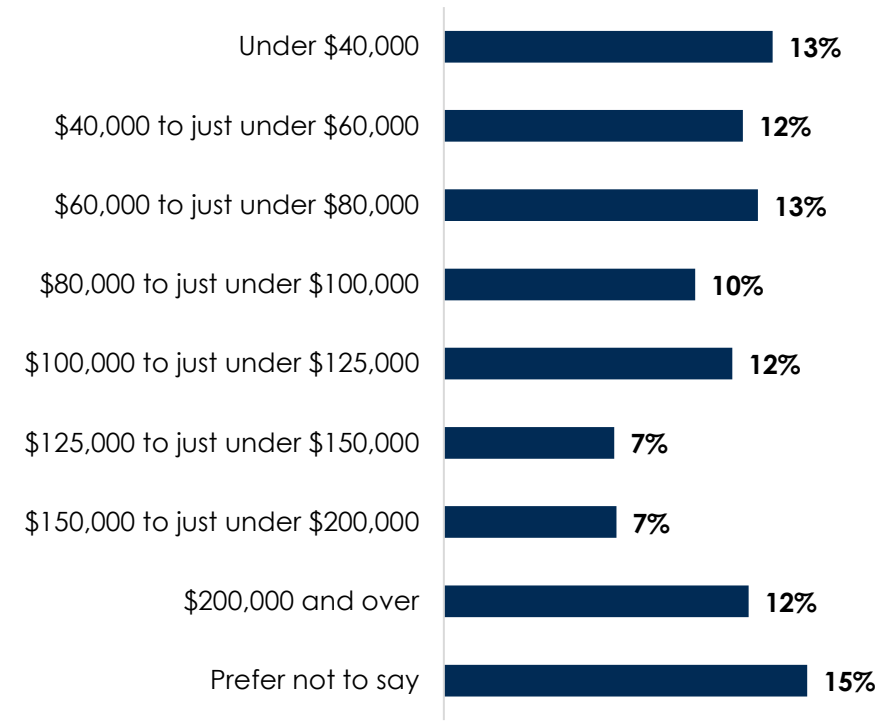
# RESPONDENT PROFILE



## Education Level



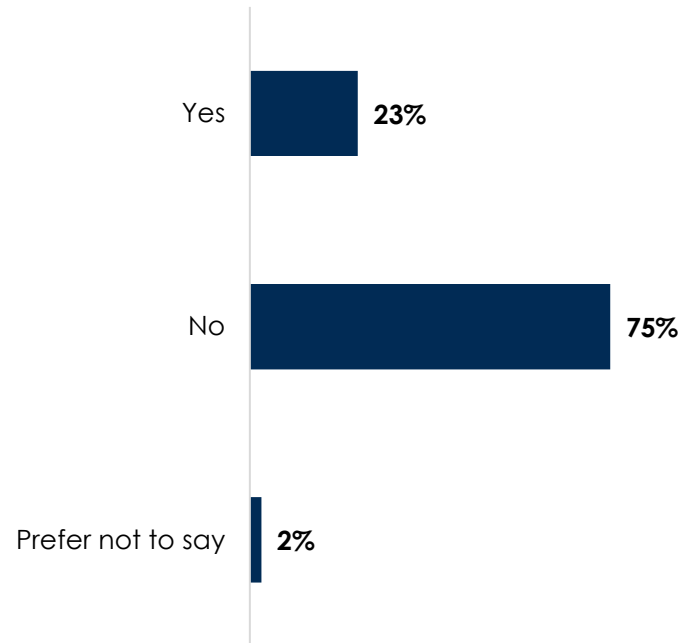
## Household Income (2023)



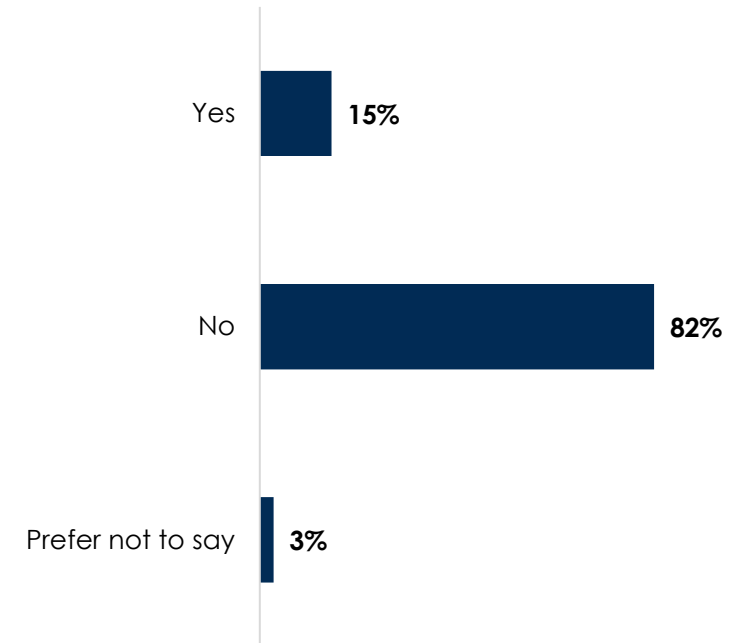
# RESPONDENT PROFILE



## Children in Household



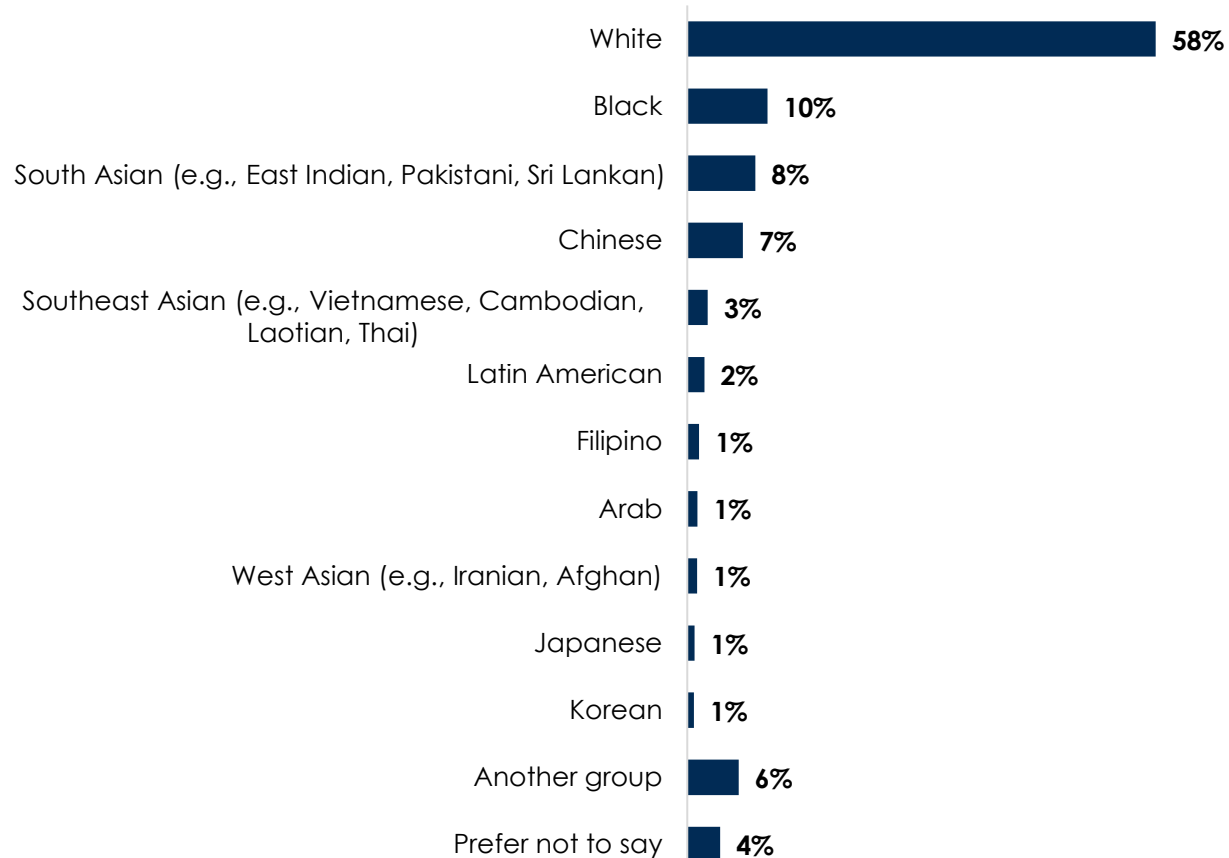
## Identified as Living with a Disability



# RESPONDENT PROFILE



## Race / Racial Background



## Language Spoken Most Often at Home

