



# 2024

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Toronto Police Service

## **Chief's Annual Report**

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# Message from the Chief

It is my privilege to present the 2024 Chief's Annual Report for the Toronto Police Service.

This past year was marked by progress, resilience, and a shared commitment to improving trust, accelerating police reform, and supporting safer communities – in alignment with our Community Safety and Wellbeing vision and the City's strategy.

In 2024, we prioritized the delivery of core services. One of our top priorities was to decrease call response times. We have achieved improvements through the continued strategic deployment of new recruits based on call demand, improved supervisory capacity, and active management of resources and priorities across the city. Our multi-year hiring plan will make a significant difference on the frontline and it will support our efforts to further reduce response times.

Within the Service, we have continued to focus on member wellbeing. Several key strategies and programs have been launched to promote overall member wellbeing to ensure our organization is healthy. We are moving to expand the Chief's Wellbeing Program so that more members can benefit, and we are allocating more resources to various wellbeing initiatives – because it is the right thing to do, and because we want our members to thrive in long, successful careers at the Toronto Police Service. Looking ahead to 2025 and future years, some of our most significant challenges are succession planning and member retention, so the work we will continue to do around member wellbeing is essential for everyone.

Accelerating police reform continues to be a key focus. In 2024, the Toronto Police Service released an Equity Strategy for the first time in the organization's history. In addition to our internal efforts toward change, I would be remiss not to acknowledge the important work being done with external partners, including the Missing and Missed Project and Implementation Team, who have co-designed, co-developed, and co-delivered new processes to ensure the report's recommendations are implemented and sustained.

Of course, we recognize that there is more work ahead on many fronts. We must continue to strengthen our relationships with various partners and communities across the city to build a solid safety network. We will continue to leverage data metrics and navigate the evolution of technology to create opportunities for efficiencies, while being mindful that advancements in one area can create an additional, yet different type of workload pressure on the organization in another area. As we are facing the ongoing impacts of geopolitical events, and as we are preparing for major upcoming events, including FIFA, our growth in technology will continue to advance and support the Service in unprecedented ways.

This report highlights the progress we made and the results we delivered – despite the challenges we faced. We are committed to building on this momentum. As Toronto

grows, we remain focused on delivering the kind of policing our city deserves – professional, transparent, and rooted in public trust.

Myron Demkiw, M.O.M.  
Chief of Police  
Toronto Police Service

## Message from the Chair

On behalf of the Toronto Police Service Board, I am pleased to detail the work of the Board over 2024, including the ongoing development of our first Strategic Plan, the achievement of a number of Board’s priorities and performance objectives, and the significant work accomplished by the Toronto Police Service (the Service) over the year, while also acknowledging the areas where we continue to work to improve the service provided to the residents of Toronto.

Over the last several years, the Board has concentrated on reimagining our approach to public safety, as we continue to focus on modernization and transformation. We are moving forward, progressively and collaboratively, following a roadmap for comprehensive policing reform in Toronto. This includes supporting and expanding new community safety response models, engaging in various initiatives to address systemic racism and taking concrete steps to improve trust with our communities.

The Board is in the process of developing its Strategic Plan to ensure the provision of effective, equitable, and responsive policing across Toronto. In line with the [Community Safety and Policing Act, 2019](#), this plan will outline our priorities, objectives, and performance measures to enhance community safety and well-being in Toronto, in alignment with the City of Toronto’s *SafeTO: A Community Safety & Well-Being Plan*. We are committed to a transparent and inclusive planning process, engaging with diverse community members, city officials, and organizations, to align our efforts with local needs and represent community voices. Guided by our draft vision, “Be a Trusted Partner to Improve Community Safety and Well-being for All Toronto Communities,” our development process is premised on designing additional public and community engagement to validate the draft priorities and actions, creating key performance indicators, and implementing an effective and meaningful monitoring plan.

Over the previous year, the Service achieved several significant milestones aimed at enhancing public safety, modernizing operations, focusing on Service Member wellness, and fostering community engagement. These include the implementation of a Multi-Year Hiring Plan to bolster front-line, investigative and supervisory capacities, to

improve both emergency response times and investigative effectiveness, and the expansion of the pioneering and innovative Neighbourhood Community Officer (NCO) Program, which is focused on building trust and collaboration within communities.

Importantly, the Service reduced average response times for high-priority calls by 26% in 2024, through the strategic deployment of new recruits and improved resource management, decreasing the average by more than five minutes compared to the previous year, a trend that continues into 2025.

On behalf of the Board, I want to extend my sincere gratitude to Chief Demkiw for his exceptional and bold leadership, our excellent and committed Command team, and to each and every Service Member for the extraordinary work that they do every day to keep our communities safe and healthy, with professionalism, dedication and compassion.

Councillor Shelley Carroll  
Chair

# Organizational Overview

## Toronto Police Service Board

The Toronto Police Service Board (Board) is the civilian oversight body responsible for governing the Toronto Police Service (Service). Its main function is to ensure the provision of adequate and effective policing within Toronto. The Board oversees the approval of the annual police budget, sets objectives and policies for the Service, and is tasked with hiring the Chief of Police.

On April 1, 2024, the Community Safety and Policing Act, 2019 (C.S.P.A.) came into effect, focused on addressing community safety, enhancing police oversight, modernizing policing and establishing consistent mandated training requirements.

To enhance transparency and public trust, police services are mandated to publish an annual report for the police service board, outlining the activities of the police service during the previous year.

### Board Members

- Councillor Shelley Carroll, Chair
- Chris Brillinger, Vice Chair
- Ann Mogan, Member
- Lisa Kostakis, Member
- Councillor Lily Cheng, Member
- Nicola (Nick) Migliore, Member
- Deputy Mayor Amber Morley, Member

## Toronto Police Service Command Team

- Chief of Police Myron Demkiw, M.O.M
- Deputy Chief Lauren Pogue, M.O.M., Community Safety Command
- Deputy Chief Robert Johnson, M.O.M., Specialized Operations Command
- Chief Administrative Officer, Svina Dhaliwal, Corporate Services Command
- Chief Information Officer, Colin Stairs, Information & Technology Command

## Chief's Priorities

Each initiative or project featured in this report aligns with one or more of the Chief's priorities. The relevant priority(ies) are listed at the beginning of each section.

1. Improving Trust In and Within the Toronto Police Service
2. Accelerating Police Reform and Professionalization
3. Supporting Safer Communities

## Mission Statement

We are dedicated to delivering police services in partnership with our communities to keep Toronto the best and safest place to be.

## Vision Statement

Our Service is committed to being a world leader in policing through excellence, innovation, continuous learning, quality leadership, and management.

We are committed to delivering police services which are sensitive to the needs of our communities, involving collaborative partnerships and teamwork to overcome all challenges.

We take pride in what we do and measure our success by the satisfaction of our members and our communities.

## Core Values

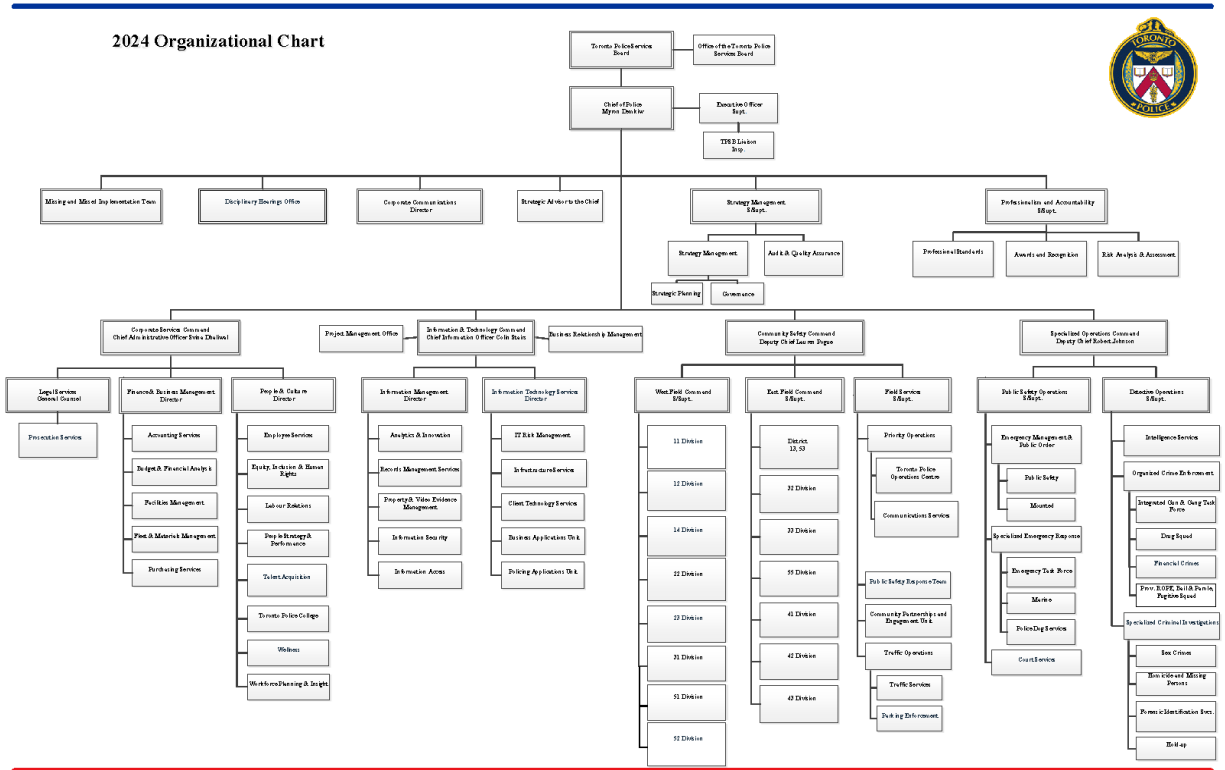
- Service at our Core – “Have I done all I can do?”
- Do the Right Thing – “Have I treated others as they would like to be treated?”
- Connect with Compassion – “Have I lived up to my word and values?”
- Reflect and Grow – “What else can I do to improve?”

## Core Competencies

- **Our Mindset**
  - We are adaptable, innovative and forward thinking
  - We are solution-focused
- **Our Connections**
  - We are service and community-focused
  - We work collaboratively
- **Our Development**
  - We develop ourselves and others
  - We lead and inspire
- **Our Impact**
  - We are emotionally intelligent
  - We are accountable and deliver results

# Service Overview

All information and numbers contained in this section are as of December 31, 2024.



## Organizational Chart

- Toronto Police Services Board
  - Office of the Toronto Police Services Board
  - Chief of Police (M. Demkiw)
    - Executive Officer (Superintendent)
      - Toronto Police Services Board Liaison (Inspector)
    - Missing and Missed Implementation Team
    - Disciplinary Hearings Office
    - Corporate Communications (Director)
    - Strategic Advisor to the Chief
    - Strategy Management (Staff Superintendent)
      - Strategy Management
        - Strategic Planning
        - Governance
      - Audit & Quality Assurance
    - Professionalism and Accountability (Staff Superintendent)
      - Professional Standards
      - Awards and Recognition

- Risk Analysis & Assessment
- Corporate Services Command (Chief Administrative Officer, Svina Dhaliwal)
  - Legal Services (General Counsel)
    - Prosecution Services
  - Finance & Business Management (Director)
    - Accounting Services
    - Budget & Financial Analysis
    - Facilities Management
    - Fleet & Materials Management
    - Purchasing Services
  - People & Culture (Director)
    - Employee Services
    - Equity, Inclusion & Human Rights
    - Labour Relations
    - People Strategy & Performance
    - Talent Acquisition
    - Toronto Police College
    - Wellness
    - Workforce Planning & Insights
- Information Technology Command (Chief Information Officer, Colin Stairs)
  - Project Management Officer
  - Business Relationship Management
  - Information management (Director)
    - Analytics & Innovation
    - Records Management Services
    - Property & Video Evidence Management
    - Information Security
    - Information Access
  - Information Technology Services (Director)
    - IT Risk Management
    - Infrastructure Services
    - Client Technology Services
    - Business Applications Unit
    - Policing Applications Unit
- Community Safety Command (Deputy Chief, Lauren Pogue)
  - West Field Command (Staff Superintendent)
    - 11 Division
    - 12 Division
    - 14 Division
    - 22 Division
    - 23 Division

- 31 Division
- 51 Division
- 52 Division
- East Field Command (Staff Superintendent)
  - District 13, 53
  - 32 Division
  - 33 Division
  - 55 Division
  - 41 Division
  - 42 Division
  - 43 Division
- Field Services (Staff Superintendent)
  - Priority Operations
    - Toronto Police Operations Centre
    - Communications Services
  - Public Safety Response Team
  - Community Partnerships and Engagement Unit
  - Traffic Operations
    - Traffic Services
    - Parking Enforcement
- Specialized Operations Command (Deputy Chief, Robert Johnson)
  - Public Safety Operations (Staff Superintendent)
    - Emergency Management 7 Public Order
      - Public Safety
      - Mounted
    - Specialized Emergency Response
      - Emergency Task Force
      - Marine
      - Police Dog Services
    - Court Services
  - Detective Operations (Staff Superintendent)
    - Intelligence Services
    - Organized Crime Enforcement
      - Integrated Gun & Gang Task Force
      - Drug Squad
      - Financial Crimes
      - Provincial ROPE, Bail & Parole, Fugitive Squad
    - Specialized Criminal Investigations
      - Sex Crimes
      - Homicide and Missing Persons
      - Forensic Identification Services
      - Hold-up

## **Our People**

- 5396 Police Officers
- 1916 Civilian Professionals
- 742 Special Constables
- 352 Parking Enforcement Officers
- 187 Recruits
- 308 Auxiliary Members

## **Promotions**

- 5 Staff Superintendents
- 49 Staff Sergeants
- 80 Sergeants

## **Our Animals**

- 33 Dogs
- 25 Horses

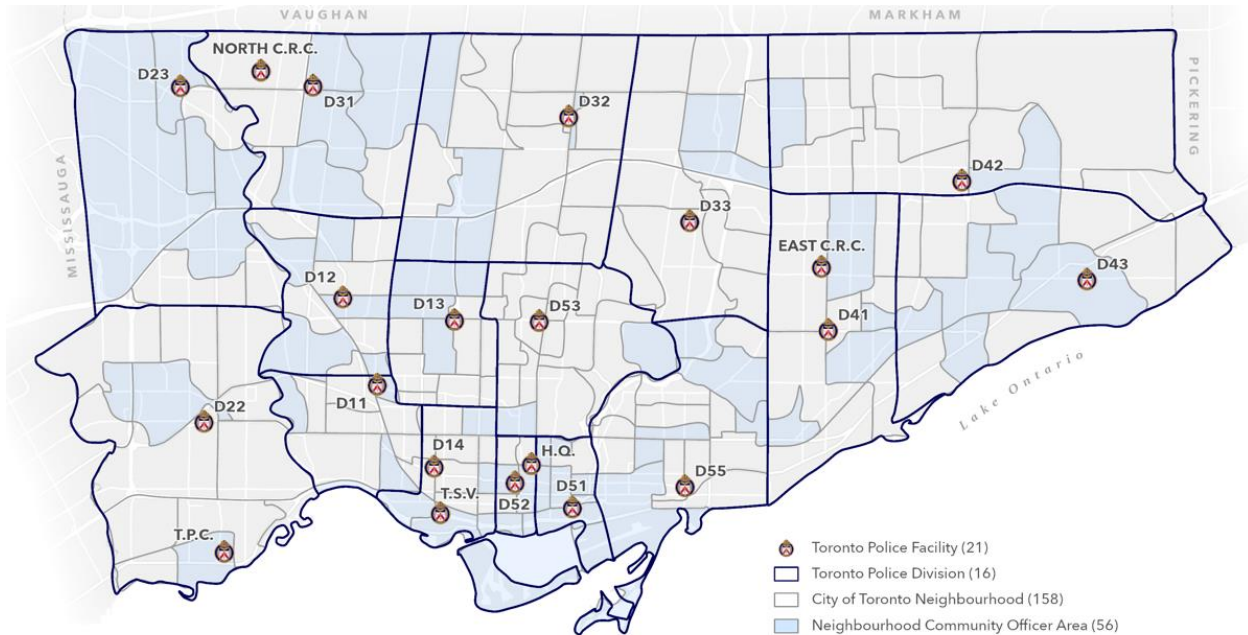
## **Our Fleet**

- 792 Marked Vehicles
- 788 Unmarked Vehicles
- 129 Support Vehicles
- 19 Boats
- 35 Motorcycles
- 13 All-terrain Vehicles
- 426 Bicycles

## **Our Facilities**

- 11 Division (D11) – 2054 Davenport Rd.
- 12 Division (D12) – 200 Trethewey Dr.
- 13 Division (D13) – 1435 Eglinton Ave. W.
- 14 Division (D14) – 350 Dovercourt Rd.
- 22 Division (D22) – 2699 Bloor St. W.
- 23 Division (D23) – 5230 Finch Ave. W.
- 31 Division (D31) – 40 Norfinch Dr.
- 32 Division (D32) – 30 Eglinton Ave.
- 33 Division (D33) – 50 Upjohn Rd.
- 41 Division (D41) – 2222 Eglinton Ave. E.
- 42 Division (D42) – 242 Milner Ave.
- 43 Division (D43) – 4331 Lawrence Ave. W.
- 51 Division (D51) – 51 Parliament St.
- 52 Division (D52) – 255 Dundas St. W.
- 53 Division (D53) – 75 Eglinton Ave. W.

- 55 Division (D55) – 101 Coxwell Ave.
- Headquarters (HQ) – 40 College St.
- Toronto Police College (T.P.C.) – 70 Birmingham St.
- Traffic Services (T.S.V.) – 9 Hanna Ave.
- East Collision Reporting Centre (C.R.C.) – 39 Howden Rd.
- North Collision Reporting Centre (C.R.C.) – 113 Toryork Dr.



## City Overview

Toronto is Canada’s largest city and a hub in business, technology, entertainment and culture. A tourist destination that welcomes millions of visitors each year, Toronto is one of the most multicultural cities in the world.

Population: 3,179,225<sup>1</sup>

Households: 1,160,890<sup>2</sup>

City Recognized Neighbourhoods: 158

Size: 630 square kilometres of land

Water: 1,190 square kilometres of open water on Lake Ontario

<sup>1</sup> 2024 City of Toronto estimated population sourced by Environics Analytics *DemoStats 2024*. Accessed via Environics Analytics client portal

<sup>2</sup> [City of Toronto. Backgrounder – 2021 Census: Age, sex at birth and gender, and type of dwelling. \(Statistics Canada, 2022\), 4\)](#)

## Fastest Growing City

- Toronto is the fastest growing<sup>3</sup> and fourth largest city in North America<sup>4</sup>
- Ranked 15 out of 100 on the World's Best Cities ranking<sup>5</sup>
- Ranked 3<sup>rd</sup> safest city for tourists<sup>6</sup>
- Almost 200 more cranes in the air than 14 other major North American cities<sup>7</sup>

## Events/Tourist Hub

- Over 3000 planned and unplanned events a year
- Home of NBA, MLB, NHL, CFL, MLS, PWHL teams
- 26.5 million visitors annually<sup>8</sup>
- 6 Taylor Swift Concerts in 2024

## Hospitals

- 30 hospitals located in Toronto

## Consulates

- 87 of the 108 consular offices in Ontario are located in Toronto

## High-Density Housing

- Condominiums represented 30% of the occupied housing in 2021<sup>9</sup>
- Increased pedestrian and vehicular traffic
- Dense cities face longer emergency response times and more challenges in locating and identifying offenders

## Multiculturalism

- 52.9% of the population was born outside of Canada<sup>10</sup>
- Over 250 ethnicities<sup>11</sup> and 170 languages spoken<sup>12</sup>
- Largest Indigenous population in Ontario and the 4<sup>th</sup> largest in Canada<sup>13</sup>

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<sup>3</sup> Frank Clayton. *Toronto Tops in 2023 Population Growth in Canada and the United States*. (Toronto: TMU Centre for Urban Research and Land Development, 2024), 1-6).

<sup>4</sup> City of Toronto. *Toronto's Competitive Advantage*. Accessed May 2024.

<sup>5</sup> Resonance. *2025 World's Best Cities*. (Resonance, 2024).

<sup>6</sup> Meera Pal. *The Riskiest (And Safest) Cities for Tourists, Ranked*. (Forbes Advisor, 2024).

<sup>7</sup> Zoe Demarco. *Toronto Has Nearly 200 More Cranes Than Other Major North American Cities*. (Storeys, 2024).

<sup>8</sup> Tourism Economics. *Economic Impact of Visitors in Toronto – 2023*. (Toronto: Destination Toronto, 2024).

<sup>9</sup> City of Toronto. *Toronto Housing Data Book*. (City of Toronto, 2023), 45).

<sup>10</sup> City of Toronto. *Backgrounder - 2021 Census: Citizenship, Immigration, Ethic Origin, Visible Minority Groups (Race), Mobility, Migration, Religion*. (Statistics Canada, 2022), 1).

<sup>11</sup> Statistics Canada. *2016 Census of Population*.

<sup>12</sup> Statistics Canada. *2016 Census of Population*.

<sup>13</sup> City of Toronto. *Indigenous people of Toronto*. Accessed April 2024.

- 44.9% speak a language other than English or French<sup>14</sup>

## Budget

The Service budget consists of three areas: Operating Budget, Capital Program, and Operating Budget - Parking Enforcement Unit.

### 2024 Operating Budget

- 1,235.3M - Net Budget (5.90%\* increase over 2023)
- 1,256.5M – Net Actuals (7.55%\* increase over 2023)

### 2024-2033 Capital Program

- 114.3M - Gross 2024 Budget
- 103.2M – Gross 2024 Actuals
- 90.3% Spend Rate

### 2024 Operating Budget – Parking Enforcement Unit

- 53.4M – Net Budget (4.09%\* increase over 2023)
- 53.0M – Net Actuals (8.38%\* increase over 2023)

\*includes Collective Agreement Impact

[Click here to read more about the 2024 budget.](#)

## Multi-Year Hiring Plan

Supporting safer communities

The Multi-Year Hiring Plan was an unprecedented plan developed as a result of the Service's budgeting process and a recognized need for a sustained staffing plan to address ongoing policing challenges. This significant milestone represents a crucial step in establishing long-term, proactive public safety and enhanced organizational stability.

Key elements of the Multi-Year Hiring Plan are:

- Hiring 720 new Police Officers by the end of 2026 resulting in a projected net new 252 officers
- Expansion of the Neighbourhood Community Officer program into four new neighbourhoods
- Hiring 90 Communications Operators in 2025

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<sup>14</sup> [City of Toronto. Background – 2021 Census: Language. \(Statistics Canada, 2022\), 1\).](#)

The Multi-Year Hiring Plan provides a clear roadmap for building a stable, effective workforce that can respond to growing demands and evolving community needs. By aligning resources and strategies, it ensures sustainable, responsive and proactive policing for Toronto.

[Click here to watch the full media conference.](#)

## Community Safety Indicators

### Calls for Service

Communications Operators often serve as the first point of contact between the public and the police, playing a pivotal role in emergency response and public safety. Communications Operators at the Service receive the highest volume of calls among municipal police services in Canada, coordinating responses to incidents ranging from life-threatening emergencies to routine assistance. Communications Operators must assess complex situations rapidly and provide critical guidance to callers while coordinating an appropriate police, fire and/or paramedic response.

In 2024, the Service received 1.87 million calls for service. Over the course of the year, the Service prioritized the need to reduce response times. The average response time decreased in 2024, with Priority 1 events down 26.1% to 17.1 minutes and Priority 2 events down 14% to 54.2 minutes.

- 1,213,035 Emergency Calls to 9-1-1
- 652,244 Non-Emergency Calls to Police
- 411,607 Calls/Events Attended

The Service is able to assist wider sections of the community by providing service in languages other than English through the AT&T Language Line Service. If someone calls 9-1-1 and does not speak English or French, Communications Operators have been trained to identify the language in which they require assistance. A Language Line interpreter is then added to the call within seconds. In 2024, Communications Operators used Language Line Services 8,322 times to translate calls in 23 different languages. The top five languages requiring translation services were Chinese, Spanish, Farsi, Turkish and Arabic.

### Major Crime Indicators

**Important Note:** The Service has published the Major Crime Indicators as open datasets. However, due to differences in methodology used to extract this information for annual statistical reporting, the reported crimes for the Major Crime Indicators, found on the Public Safety Data Portal and those in this report, are not comparable.

The Major Crime Indicators as published on the Public Safety Data Portal, are based on an identified victim and exclude any unfounded events. This report reflects the

information contained in the Annual Statistical Report which is reported by occurrence and includes unfounded events.

- Assault: 22,784, +9.7%
- Auto Theft: 9,657, -23.3%
- Break & Enter: 6,881, -10.4%
- Homicide: 85, +16.4%
- Robbery: 2,549, +2.1%
- Sexual Violation: 3,261, +12.3%
- Theft Over: 1,911, +9.3 %

## Additional Community Safety Indicators

- Shootings & Firearm Discharges: 461, +33.6%, 120 injuries, -13.7%, 43 deaths, +48.3%
- Fraud: 17,614, +7.0%
- Hate Crimes: 443, +19.1%
- Traffic Fatalities: 49, +8.9%, 15 Automobile, +50%, 6 Cyclist, +500%, 4 Motorcycle, -20%, 24 Pedestrian, -17.2%
- Intimate Partner & Family Violence: 20,387, +2.8%
- Missing Persons: 4,425, -14.1%

[Click here to access the full 2024 Annual Statistical Report.](#)

## Member Wellbeing

Member wellbeing is a key priority for the Chief. Several key strategies and programs have been launched to promote overall member wellbeing and ensure that the Service is an organization where members feel valued, respected and empowered.

### Chief's Wellbeing Program

Improving trust in and within the Toronto Police Service

The Chief's Wellbeing Program is a 24-month, 4-step program designed in collaboration with the Office of the Chief, the Toronto Police College and the Wellness Unit.

Grounded in the principles of community safety and wellbeing, the program strives to deliver a clear message: members who are healthy are best able to deliver quality public service. Recognizing that a member's wellness needs will change throughout their career, the program introduces members to wellness resources and strategies from day one.

Delivered to recruits and new officers, the program consists of four steps:

1. Education & Skill Building – Before Operational Stress (B.O.S.) Program delivered pre-deployment.

2. Chief's Session & Pledge – Meeting with the Chief prior to graduation.
3. Reinforcement – Personal communication from the Chief one year after deployment.
4. Follow-up – In-person meeting with a Regional Wellbeing Co-ordinator 13-24 months after deployment.

The Chief's Wellbeing Program encourages proactive help-seeking behaviours and emphasizes wellness as a shared responsibility between the member and the organization. The goal of the program is to encourage the use of wellness resources available to members, increase access to Wellness Unit personnel to support an "early and often" approach to wellbeing, and reduce stigma by exposing members to leaders who support mental health.

## Before Operational Stress Program

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization

The B.O.S. Program is an evidence-based resilience training program developed and delivered by psychologists from Wayfound.

The program combines theoretical and experiential learning procedures with the goal of empowering members to take charge of their mental health and learn practical skills to decrease the effects of operational stress.

- 427 members trained
- 32 hours of training
- 4 recruit classes in 2024

## Internal Therapy Dog: Louis

Improving trust in and within the Toronto Police Service

In December 2023, Louis became the first canine member of the Service's Internal Therapy Dog Program. The program aims to support members and their families during both crisis and non-crisis situations. Integrated into the existing Critical Incident Response Team (C.I.R.T.) and Peer Support Volunteer (P.S.V.) Programs, this initiative utilizes therapy dogs to enhance emotional, social, and physical wellbeing in various settings.

The Internal Therapy Dog Program was developed after a review of the St. John Ambulance Therapy Dog Program found that members responded favourably to the introduction of therapy dogs during times of non-crisis. The pilot also revealed the need for peer support and critical incident response-trained dog handlers for immediate response.

Louis' impact in 2024:

- 6 C.I.R.T. Call Outs
- 9 Unit Visits/ Health Promotion Presentations
- 10 Events

## Member of the Week

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization

Launched in September 2024, the Member of the Week Program recognizes an individual or team that has made a positive contribution to policing. Designed to recognize the unsung heroes of the Service, Member of the Week honours are bestowed upon those who have made a positive impact through their commitment to service, an innovative idea, effective administration, or volunteerism. Each week, in recognition of their good work, a member's name, picture and story are featured at the top of the Service's internal website. In 2024, the Service recognized 37 members through this program.

## Because of the Line of Duty

Improving trust in and within the Toronto Police Service

In November 2015, the Service embarked on a multi-year initiative to establish a meaningful way to honour members who lost their lives to suicide after having experienced psychological trauma from their involvement in critical incidents at work. At the time, the Service's memorials only acknowledged members who had died due to physical injuries sustained in the line of duty.

Through the tireless efforts of numerous dedicated individuals over several years, clear definitions and procedures were developed to support Chief Demkiw's vision of transforming the entire Grenville Lobby at Headquarters into a space of reverence, known as the Hall of Honour. Currently in the planning stages, this transformation would honour the sacrifice of all Service members who have died due to injury sustained in service to others. Members would be memorialized on four unique panels located on the same physical wall, offering equal recognition while acknowledging the distinct nature of their deaths.

The four panels on the Honour Wall will honour Service members who died in the following circumstances:

1. Veterans of World War I
2. Veterans of World War II
3. In the Line of Duty
4. Because of the Line of Duty

On May 2, 2024, members of the Service joined the families of the four officers whose names were the first to be added to the new Because of the Line of Duty panel. Police Constable Darius Garda, Staff Sergeant Edward Adamson, Sergeant Michael Pedley and Chief John Chisholm were approved by the Honour Wall Advisory Committee for inclusion on the memorial.

## Community Safety & Crime Prevention

### Service's Community Safety and Wellbeing Vision

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization  
Supporting safer communities

Through the Service's Community Safety and Wellbeing (C.S.W.B.) Vision, the Service has initiated the process of developing new behaviours and capabilities through system reform, service design, partnerships and system change.

The C.S.W.B. Vision is centered on the continuous improvement of health, safety and wellbeing of people and places, and depends on partnerships between police, government and communities at large. Through the formation of a coalition of experts from multiple sectors and all levels of government, the Service is committed to co-designing, co-developing and co-delivering short-term and long-term solutions.

Foundational to this vision is the development of roadmaps in collaboration with partners and community, for each of the six Service Lines: 9-1-1 Response & Patrol, Investigations & Victim Support, Crime Prevention, Events & Protest Security, Traffic & Parking Enforcement, and Court & Prisoner Management.

These roadmaps are a sequence of steps to advance service quality, efficiency, and effectiveness for each key area of focus, providing the organization and the public with a strategic lens on service delivery.

Product roadmaps for the six Service Lines place C.S.W.B. at the center of a cohesive approach to managing the organization. Each Service Line Roadmap will stand alone but also work in communication with the other five.

Work in 2024:

- Presented to the Board
- Socialized product lines and strategy with senior management leaders
- Commenced work on the new Consultation and Engagement Framework, which will continue through 2025
- Initiated the Traffic and Parking Strategic Roadmap as the first service line, which will continue through 2025

# SafeTO

Accelerating police reform and professionalization  
Supporting safer communities

SafeTO is a comprehensive 10-year Community Safety & Wellbeing Plan (C.S.W.P.) that aims to address immediate and systemic public safety issues by working collaboratively with external partners such as Toronto Public Health (T.P.H.) and Toronto Community Housing Corporation (T.C.H.C.). The C.S.W.P. is comprised of 26 Actions, across 7 Strategic Goals. Co-designed by the City of Toronto, the Service and community stakeholders, the plan aims to:

- Expand the definition of community safety to centre the wellbeing of people and places
- Work collaboratively across sectors and with communities to enhance early support services for gun violence and violent and traumatic incidents
- Use multi-sector data to inform planning and decision making

In 2024, to help reduce gun violence and support Goal 2: Reduce Violence—specifically Action 2.1 to Develop a Comprehensive Multi-Sector Gun Violence Reduction Strategy—SafeTO continued to strengthen the work of the Violence Prevention Toronto Office (V.P.T.O.).

The V.P.T.O. consists of embedded staff from the City of Toronto, the Service, T.C.H.C., Toronto District School Board (T.D.S.B.), Toronto Transit Commission (T.T.C.) and dedicated leads from several community partners and institutions. Guided by a trauma-informed, all-systems public health approach, V.P.T.O. works to prevent, intervene, respond to, and support recovery from violence in the community.

Currently, there are six SafeTO Priority Zones within Toronto, encompassing 29 neighbourhoods, 13 police divisions, and 22 T.C.H.C. communities, that face a higher incidence of gun and traumatic violence. V.P.T.O. actively monitors and engages these zones using trend analysis, program implementation, participation in town halls and stakeholder meetings, direct community engagement, and the mobilization of Integrated Safety Coordination Teams (I.S.C.T.).

SafeTO – V.P.T.O. continues to lead a multi-sector approach to reduce violence in communities within the City of Toronto by responding with an all of systems public health approach through: Program Alignment, Integration, Information Sharing, Capacity Building, and Collaborative Evidenced Base Data Sharing through the SafeTO Collaborative Analytics and Learning Environment (S.C.A.L.E).

Other SafeTO measures in 2024 included:

- 4 Integrated Safety Coordination Team Engagement days
- Continued support of the Justice Centres in collaboration with the Ministry of the Attorney General

- Greater Business Improvement Area (B.I.A.) engagement which culminated in a strong collaboration between the Service’s Neighbourhood Community Officers, Crime Prevention Officers and the B.I.A. Communities regarding crime intervention and prevention
- Enhancement of the SafeTO/Duty Senior Officer Notification Protocol, resulting in approximately 250 notifications, which provides a timely response to the community following a traumatic/violent incident
- Enhanced collaborative engagement on T.T.C. to ensure Community Safety and Wellbeing

## Toronto Crime Stoppers

Supporting safer communities

Toronto Crime Stoppers is a partnership between the police, media and the community that enables concerned members of the public to anonymously provide information on the identity of a criminal or incidents of criminal activity.

This partnership between the Service and Toronto Crime Stoppers continues to be an effective tool for mitigating and solving crimes in Toronto. In 2024, Toronto Crime Stoppers tips increased by 8%, which resulted in about 80 tips per day or 3 tips per hour.

The Service participated in 14 Toronto Crime Stoppers initiatives throughout the year, including open houses at several divisions, provided education and training to community groups/organizations, and deployed several strategic community awareness campaigns on crime trends such as Auto Theft, Hate Crime and Retail Theft.

### 2024 Statistics

- Tips: 7,649
- Follow Up Tips: 21,519
- Arrests Made: 99
- Charges Laid: 494
- Illegal Firearms Seized: 15
- Illegal Narcotics Recovered: \$644,739
- Property Seized: \$1,821,917
- Homicides Solved: 5
- Auto Theft: 11

## BOLO Program

Supporting safer communities

Since 2018, the BOLO Program has worked with law enforcement agencies across the country to encourage citizens to “be on the lookout” for Canada’s most wanted individuals. The Service was the very first agency to partner with the BOLO program,

which has led to the apprehension of 13 of the 28 Service suspects featured over the years.

In 2024, the Service attended two BOLO program committee meetings and two BOLO Top 25 updates. In addition, two press conferences were hosted at Toronto Police Service Headquarters. Ten of the Service's most wanted cases were featured on the BOLO Top 25 list in 2024, which included nine suspects wanted for murder and one for firearms trafficking.

One of the murder suspects was arrested just one week after being featured on the list, demonstrating how effective the BOLO campaigns can be.

## Expansion of the Hate Crime Unit/ Open Data & Online Reporting

Improving trust in and within the Toronto Police Service  
Supporting safer communities

The Service is the first large municipal police service to house a standalone centralized Hate Crime Unit (H.C.U.). The H.C.U. is a subsection of Intelligence Services and was established in 1993 to provide support to frontline officers and investigative units throughout the city. In 2024, the H.C.U. increased to 32 members, both permanent and temporary. This expanded headcount allowed for a capacity to complete multi-divisional, multi-jurisdictional and complex investigations and has enabled a consistent approach to investigating these crimes.

Since its inception, the H.C.U. has actively engaged with diverse communities and organizations to facilitate consultation, education and discussion on public order and safety as well as to address community concerns related to hate crimes. In 2024, the Service released open data on Hate Crimes in the Public Safety Data Portal along with a Hate Crimes Dashboard.

The Hate Crimes Dashboard provides an overview of hate crime occurrences as well as detailed trends and patterns related to hate crime occurrences, location types and primary offences.

In addition, the H.C.U. launched its Hate-Motivated Graffiti Intake Form and QR Code in late 2023. This new online tool provides the community with an alternative method to report hate-motivated graffiti.

### 2024 Hate Crime Statistics

- 443 Reported Hate Occurrences
  - 177 Anti-Jewish
  - 87 Anti-2SLGBTQI+
  - 76 Anti-Black
  - 41 Anti-South Asian
  - 28 Anti-Muslim
- 440 Hate Motivated Graffiti Intake Form Submissions

- 115 Hate Crime Arrests
- 209 Total Charges Laid

[Click here to access the full 2024 Annual Hate Crime Statistical Report.](#)

## Project Resolute

Supporting safer communities

In response to October 7, 2023, and the resulting geopolitical instability in the Middle East, that reverberated locally in our neighbourhoods, the Service launched Project Resolute.

The project was designed to increase visibility in affected communities and maintain the safety of all residents while upholding the Charter protected rights of those who wish to participate in lawful protests.

It quickly became evident that the Service needed a heightened response to the unplanned and ever-changing safety landscape, as well as dedicated and proactive community engagement. This resulted in the Major Incident Command Center (M.I.C.C.) establishing daily operations, 7 days a week, with oversight by a Senior Officer.

Project Resolute encompasses proactive engagement with Jewish and Muslim communities, known as Community Policing Initiatives (C.P.I.), as well as the management of public order for related demonstrations.

### Project Resolute Metrics:

- 35,556 Total C.P.I. Visits
- 19,656 Total Engagement Hours Spent
- Visits to:
  - 81% Places of Worship
  - 13% Schools
  - 6% Other Places of Significance
- 227 Total Locations Visited
- 32,633 Total Premise Checks Conducted

## Community Outreach Response and Engagement Team

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization  
Supporting safer communities

The Community Outreach Response and Engagement (C.O.R.E.) Team was launched in 2024 as a one-year pilot project to support vulnerable people in the downtown core. Currently operating out of 51 and 52 Divisions, the C.O.R.E. Team is a partnership

between the Service and T.P.H. designed to address the complex health, mental health, substance use and housings needs of vulnerable people in the area.

This pilot is led by a specialized team of public health nurses who offer on-the-ground community outreach and access to health and social services, and Toronto Police officers who support these efforts ensuring the safety of the team, members of the public and those receiving support. All team members have received specialized training in trauma-informed practices, harm reduction approach and healing-centered engagement.

Averaging 200 interactions per week, the C.O.R.E. team consists of 12 members with 4 more scheduled to join in early 2025. The team provides services 365 days a year from 9 a.m. to 10 p.m. Data and feedback is being gathered throughout the pilot program through regular consultations with community partners, including individuals with lived experience of substance use and service providers.

#### **Services Offered:**

- Short-term case management and connections to essential services (health care, mental health program, social support)
- Connecting individuals to primary care clinics and services
- Coordinating access to harm reduction supplies, sleeping bags, food items and other essential supplies
- Responding to substance use and overdose-related issues
- Enhancing safety and wellbeing for all community members

## **Hold-Up Squad: Pharmacy Robbery Initiative**

Improving trust in and within the Toronto Police Service  
Supporting safer communities

The Hold-Up Squad, in collaboration with the Ontario College of Pharmacists and the Ontario Pharmacists Association, co-developed an action plan to address a stark rise in pharmacy robberies following the global pandemic.

Jointly with the Community Partnerships and Engagement Unit (C.P.E.U.), the Hold-Up Squad engaged in consultations with pharmacies to conduct Crime Prevention Through Environmental Design (C.P.T.E.D.) evaluations. Town Hall meetings were held with the public and presentations were given to pharmacies to spread awareness and safety tips to reduce incidents of robberies and victimization. Through an exploration of best practices in North America, time-delay safes were identified as an effective tool for combatting pharmacy robberies.

Through this collaboration with the Ontario College of Pharmacists and the Ontario Pharmacists Association, a new mandate was implemented requiring the installation of time-delayed safes in all Ontario pharmacies.

## **Results from this collaboration included:**

- 80% decrease in pharmacy robberies:
  - 19 in 2024
  - 94 in 2023

## **Automatic Licence Plate Recognition**

Supporting safer communities

In late December 2023, the Service deployed Automated License Plate Reader (A.L.P.R.) technology to over 560 marked police vehicles, following a pilot project and Board approval.

The A.L.P.R. is directly integrated into the in-car camera system of marked police vehicles. The technology alerts officers when the camera detects a vehicle that appears on a hotlist. These hotlists—created by the Service or other agencies, including the Ministry of Transportation—contain known licence plates and vehicles of interest that are stolen, wanted, or potentially associated with unlawful activity, Highway Traffic Act offences, or missing persons.

Since its implementation, A.L.P.R. has been leveraged to locate vehicles stolen during carjackings and home invasions. The technology has also been instrumental in locating several missing persons

### **During the second half of 2024:**

- 1.1M Average Plates Read Per Day City Wide
- 10,000+ Average Hits Per Day City Wide
- 130 Million Items on CPIC/MTO Hotlist Per Day

## **Furthering Our Communities Uniting Services**

Supporting safer communities

Furthering Our Communities Uniting Services (F.O.C.U.S.) is a community safety and wellbeing initiative led by the Service, City of Toronto and the United Way Greater Toronto in collaboration with over 190 community and government agencies. The initiative provides a targeted, wrap around approach to supporting individuals and families who are at high risk of crisis, potential harm, criminalization or victimization.

This may include situations involving mental health, youth violence prevention, human trafficking, violent extremism and gang involvement. In November 2024, F.O.C.U.S. became a city-wide program when it scaled to include 55 Division.

Due to the program's considerable success, members from the C.P.E.U. and United Way Greater Toronto travelled to Calgary, Alberta in January 2024 to assist local agencies in replicating the F.O.C.U.S. model in their city.

- 7 weekly F.O.C.U.S. tables
- Response within 24-48 hours
- 1039 F.O.C.U.S. referrals in 2024, representing 2002 people
- 67.3% of referrals generated by the Service
- 74.9% of referrals involved mental health as a risk factor
- 1614 direct referrals in 2024, 26.8% increase over 2023

## Military Veterans Wellness Program

Improving trust in and within the Toronto Police Service  
Supporting safer communities

Established in 2021, the Military Veterans Wellness Program (M.V.W.P.) is a Service-led program that aims to improve the wellbeing of veterans by providing law enforcement agencies with education in the areas of military culture, de-escalation training and access to a streamlined referral process. By considering the unique challenges faced by veterans reintegrating into civilian life, the goal of the M.V.W.P. is to connect veterans to the appropriate social services that can improve their health, alleviate homelessness, decrease calls for service and improve public safety.

The program partners with various organizations and agencies including the Toronto Police Military Veterans Association, Veterans Affairs Canada, the Royal Canadian Legion and the Canadian Forces Morale & Welfare Services – Operational Stress Injury Social Support Program. In late 2024, one Service member was approved for 2025 deployment to the Ukraine, working to expand the program around the world.

In 2024, a Canadian Police Knowledge Network (C.P.K.N.) training module was made mandatory for all uniform police members in Toronto. The module provides officers with an understanding of military culture and associated barriers, de-escalation techniques specific to veterans in crisis, information about social services for veterans, and referral mechanisms to national leaders in veteran wellness. This training module has also been made available to all police services in Canada.

- 89 referrals since inception
- 34 referrals in 2024
- Available internationally through INTERPOL

## Project Magnify

Improving trust in and within the Toronto Police Service  
Supporting safer communities

During a series of town halls held in 2023, the community identified a desire for greater visibility of police in their neighbourhoods. As a result, on August 1, 2024, the Service launched Project Magnify, a three-month pilot project that equipped frontline members with alternate lighting options, Guardian Angel Lights (G.A.L.), on their person and high-visibility lighting options on their marked service vehicles.

The pilot, which started with 31, 14 and 43 Divisions and the Public Safety Response Team, before being expanded to 51 and 52 Divisions, and Traffic Services, elevates the Service's approach to community safety by enhancing officer visibility within the participating neighbourhoods. The additional lighting serves as a deterrent to criminal activity and also contributes to officer safety by making them more visible to motorists and pedestrians.

Based on the positive community feedback regarding the pilot, Command approved a Service-wide permanent rollout of Project Magnify in November 2024. All marked Service vehicles equipped with the new light bars now have the high visibility lighting option. The Service continues to actively review analytics to plan the purchase and deployment of additional G.A.L. to Neighbourhood Community Officers.

## Victim Services Toronto

Improving trust in and within the Toronto Police Service  
Supporting safer communities

Victim Services Toronto (V.S.T.) is a non-profit agency that provides a lifeline to thousands of victims annually. Offering a range of services including emotional support, crisis intervention and practical assistance, V.S.T. helps victims navigate the overwhelming aftermath of crime and sudden tragedy. Services are free, 100% confidential and available 24 hours a day, 7 days a week.

In 2024, V.S.T. continued the three-year pilot program of Exit Route, which provides a decentralized, specialized model of support, consisting of Neighbourhood Victim Advocates (N.V.A.), Human Trafficking Specialists and Housing Specialists. N.V.A. were embedded into 14, 23, 31, 43 and 51 Divisions to provide immediate in-person and on-scene support for victims. The Exit Route team also consisted of two Human Trafficking Specialists and a Housing Specialist working out of the V.S.T.'s central office.

### **In 2024, V.S.T. was involved in:**

- 8,060 Total Referrals
- 34,672 clients were assisted over the phone
- 3,118 clients were assisted on scene
- 9,163 clients were provided assistance following an Intimate Partner Violence (I.P.V.) incident

## Chief's Gala

Each year the Chief of Police hosts the Chief's Gala in support of V.S.T. The gala is a celebration and fundraising event that brings awareness to the vital services provided by the organization in the area of victim support.

On November 28, 2024, over 1,500 guests attended including police chiefs and senior police leaders from across the province, along with representatives from all levels of

government and the business community. This year's gala raised over **\$1.5 million** toward supporting the work of V.S.T.

## Investigative Developments

### Cold Case and Investigative Genetic Genealogy

Improving trust in and within the Toronto Police Service  
Supporting safer communities

Since becoming the first police service in Canada to adopt Investigative Genetic Genealogy (I.G.G.) technology in 2019, the Service continues to be a leader in this field. Funded by a provincial grant, the Cold Case Unit has solved 54 provincial cold cases since the adoption of this technology. As the only Service in Ontario funded for this work, the Service has assisted 17 Ontario police services in accessing and utilizing I.G.G. technology.

From April 1, 2024, to December 31, 2024, the unit successfully resolved 23 cases for the province of Ontario.

I.G.G. has enabled investigators to bring closure to families across Ontario. In addition, members of the Cold Case Unit have delivered 47 lectures across six countries on best practices, including presentations to the Senate of Canada that contributed to the development of legislation and guidelines for the use of I.G.G. by law enforcement.

The Service has also provided feedback for the Information and Privacy Commissioner of Ontario's draft report on the use of I.G.G.

### Internet Child Exploitation Canine: Blue

Supporting safer communities

In 2024, police canine, Blue, celebrated her first anniversary with the Internet Child Exploitation (I.C.E.) unit within Sex Crimes. Blue has consistently excelled in detecting storage devices while also fostering a positive and therapeutic atmosphere within the I.C.E. Unit, and the entire Sex Crimes Unit.

During her first year on the I.C.E. team, Blue was deployed in over 30 search warrants and found 26 devices ranging from SD Cards, USBs, hard drives and cell phones. Blue is also regularly used in support of similar investigations conducted by other Greater Toronto Area (G.T.A.) police services.

## Central Fraud Intake Office

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization  
Supporting safer communities

In June 2024, the Central Fraud Intake Office (C.F.I.O.) became a permanent section within the Financial Crimes Unit (F.C.U.). Initially launched as a pilot in 2023, the C.F.I.O. was designed to ensure data integrity, consistency, and timely and personalized customer service for each victim of fraud. C.F.I.O. investigators provide updates, offer fraud prevention tips, and, where necessary, direct victims to Victim Services.

This centralized intake has resulted in streamlined case management and the ability to identify trends. C.F.I.O. investigators determine which occurrences should be retained by the F.C.U., sent to a divisional fraud unit, forwarded to another service or closed. Additionally, the C.F.I.O. ensures that police agencies across Canada receive relevant intake reports and evidence to support their investigations.

- 16,807 fraud occurrences
- \$370.2 million in monetary loss
- 60% of occurrences cleared or closed by the C.F.I.O.
- 70% average reduction in occurrences assigned at the Divisional level

## Central Auto Intake Office

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization  
Supporting safer communities

The Central Auto Intake Office (C.A.I.O.) is a new initiative that was developed to centralize the intake and review of all theft of auto occurrences. The C.A.I.O. serves as a multi-functional hub, acting as both an intelligence tool and a customer service-focused strategy, while also facilitating the reintegration of officers returning to work.

Since its launch in September 2024, the C.A.I.O. has streamlined the handling of all auto theft occurrences in Toronto, ensuring efficient data analysis and improved investigative support. The C.A.I.O. verifies incoming reports, enhances data quality, and collaborates with Divisional investigators on trends and tools, including the Auto Theft Dashboard. Additionally, the C.A.I.O. has assisted major auto manufacturers in identifying new solutions to make vehicles more resistant to theft and easier to recover.

The investigators in the C.A.I.O. also ensure comprehensive customer service by contacting every victim, providing prevention tips and collecting report details to ensure the occurrence has been properly triaged before being sent to a division or another Service.

# Digital Changes and Advancements

## Artificial Intelligence

Accelerating police reform and professionalization

Supporting safer communities

Artificial Intelligence (A.I.) is transforming how law enforcement organizations operate and deliver services. As A.I. technology advances, its ability to enhance efficiency, streamline operations, and provide data-driven insights has made it a valuable tool for improving service delivery.

In May 2024, the Service Procedure, “Artificial Intelligence Technology” was created in response to the Board Policy “Use of Artificial Intelligence Technology,” and in consultation with community subject matter experts. The procedure provides a framework for the acquisition and use of any A.I. technology that collects or uses information about members of the community.

As with many emerging technologies, A.I. presents certain concerns, particularly in the realm of public safety. To address these, the Service is utilizing controlled pilot programs to assess impact and gather feedback. To aid in this, the Service formed an A.I. Technology Committee which has oversight of the review process for all proposed and new A.I. technology.

In 2024, the Service used the following A.I. technologies:

- NeoFace Reveal (facial recognition) by Nippon Electric Company (N.E.C.)
- Automated Fingerprint Identification System
- Automated Licence Plate Recognition (A.L.P.R.) by Axon
- AutoVu by Genetec (A.L.P.R. related)
- Small-scale testing of CoPilot by Microsoft (efficiencies in administrative work)

By embracing A.I., the Service can continue to improve the effectiveness of policing services and increase public safety, ensuring that the Service continues to meet the evolving needs of the communities we serve.

## Next Generation 9-1-1 Development and Implementation

Accelerating police reform and professionalization

Supporting safer communities

Throughout 2024, Information Technology Services in collaboration with Communications Services, worked tirelessly on Phase 1 of the implementation of Next Generation 9-1-1 (N.G. 911). N.G. 911 is a digital network that will enable new capabilities for emergency call services. This technology will help reduce the number of calls to the 9-1-1 centre through automatic call backs to wireless hang up calls. It also provides the capability to communicate with the public using Real Time Texting, and the

infrastructure can be leveraged through the use of A.I. to improve the quality of service, by providing Real Time Translation, as one example. Evaluation of these technologies is currently underway.

Phase 1 of N.G. 911 was implemented on July 1, 2024, which consisted of successfully migrating Communications 9-1-1 Services to Solacom N.G. 911 Solution. This migration enabled a modernized end-user experience paired with enhanced data analytics for reporting.

### **Benefits of N.G. 911:**

- Fast access to more accurate data that will help determine the caller's location and phone number
- Increased reliability and cybersecurity
- Additional backup capabilities should a system failure occur

## **Niche Records Management System**

Improving trust in and within the Toronto Police Service

The Niche Records Management System (Niche R.M.S.) is a transformative project designed to streamline operations, improve data management and enhance accountability and transparency to the public. By integrating mobile capabilities, Niche R.M.S. eliminates paper records and enables real-time data collection at the source, reducing duplicate data entry and improving accuracy. Its guided workflows ensure consistency and efficiency, integration with other digital technology and allows for continuous improvement.

In 2024, significant progress was made towards the implementation of Niche R.M.S. with approximately 40% of the configuration achieved. Additionally, over 45 internal and external engagements were conducted with key stakeholders for the Investigative Standardization stream, including Public Prosecution Services of Canada, Ministry of the Attorney General, Crown Operations – Toronto Region, Centre for Forensic Sciences, T.C.H.C. and the T.T.C.

## **Parking Complaint Diversion**

Accelerating police reform and professionalization  
Supporting safer communities

In late 2023, parking complaints were diverted to an online platform. This resulted in significant enhancements to the reporting functionality and user experience throughout 2024. The new system introduced mobile-responsive entry, intuitive location/address input and status updates, and allowed users to track and manage their complaints more efficiently, including the ability to cancel parking complaints online.

## Results from the first full year of online parking complaint diversions:

- 22% increase in online reports
- 66% of parking complaints originating from an online report vs. 54% in 2023

28% decrease in parking complaint related calls to the non-emergency line

# Internal Reform Measures

## Equity Strategy

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization  
Supporting safer communities

In December 2023, the Service released an Equity Strategy for the first time in the organization's history. The Equity Strategy was designed to create a safe, equitable and fair working environment for Service members and to deliver respectful, fair, and trusted public safety services with, and for, diverse communities and partners.

Development of the Strategy was guided by internal and community/stakeholder input, research into best practices and guidance from subject-matter experts, including insights from the Race and Identity-Based Data Collection town halls. The four priorities of the Equity Strategy are:

1. Confronting Anti-Black Racism
2. Supporting Indigenous Cultural Safety
3. Fostering 2SLGBTQI+ Inclusion
4. Cultivating a Respectful Workplace (Accountability, Equity and Professionalism)

[Click here to read more about the Equity Strategy.](#)

Throughout 2024, the Service was actively engaged in the implementation of two areas within the Equity Strategy, cultivating a Respectful Workplace and the ongoing work of Race and Identity-Based Data Collection.

## Respectful Workplace

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization

In early 2021, the Service and the Ontario Provincial Police as co-leads, established the Respectful Workplace in Policing Working Group. Now comprising over 25 Ontario police services, the group focuses on collaboration, culture change, and fostering respectful, inclusive, and psychologically safe workplaces. In fall 2024, the Working Group released "Best Practices to Address Incivility, Harassment and Discrimination in Policing" a toolkit providing best practices and practical tools for complaint intake and

triaging, investigations, resolution and restoration education, and prevention and accountability.

Meanwhile, the Service enhanced fairness and transparency in internal complaint investigations and resolution processes, building a Respectful Workplace section within the Equity, Inclusion and Human Rights Unit. This specialized team investigates and resolves workplace conflicts using a trauma-informed, member-centred approach, and investigated 18 internal and one external complaint in 2024. The team also conducted several alternative resolutions including:

- 13 mediation referrals – 6 were successful and 7 did not proceed to mediation
- 13 motivational interviews
- 3 workplace restorations – resulting in a number of resolutions including facilitated discussion, delivery of harassment training, consultative advice to supervisors and one-on-one coaching and mediations.

The Respectful Workplace Unit also provided advice to members and supervisors across the Service and consulted on other conduct investigations conducted by Professional Standards and Unit Complaint Coordinators.

## Race and Identity-Based Data Collection

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization

In 2024, the Race and Identity-Based Data Collection (R.B.D.C.) Strategy continued to advance reporting with the aim of increasing trust and confidence within historically marginalized communities, identifying disparities in service delivery and uncovering potential root causes. The Strategy uses race and identity-based data collection, analysis and public reporting to identify, monitor and eliminate potential systemic racism and racial bias, improve the delivery of police services and enhance public accountability.

Toronto Police became the first police service in North America to analyze Mental Health Apprehensions from an equity and racial disproportionality lens with the release of two publications on Phase 2 findings listed below. This release exceeded the provincial mandate that focuses solely on use of force reporting.

January 31, 2024

[Mental Health Apprehensions: Sharing Preliminary Findings as Part of our Phased Approach](#)

May 15, 2024

[Sharing Further Phase 2 Findings – Deeper Dive into 2021 Mental Health Apprehension Data](#)

## Engagement:

- Delivered presentations to hundreds of internal members during the Fair and Unbiased Policing course
- Held information sessions for frontline police constables and court officers
- Held 14 co-design sessions with members of the Community Advisory Panel (C.A.P.)
- Presented findings quarterly to stakeholder groups including formal committees, community groups and government stakeholders
- Met with community members and leaders representing over 30 organizations, consulates, and news outlets to discuss the unique needs and concerns of the Latin and Hispanic communities

## External Reform Actions

The Service is committed to comprehensive policing reform to ensure the provision of equitable, effective and culturally competent policing services for all. Through ongoing engagement and dedicated efforts, the Service continues to drive meaningful progress in the implementation of several initiatives and actions aligned with various audits, recommendations, reports and legislative updates.

### 81 Recommendations on Police Reform

Accelerating police reform and professionalization

In 2024, the Service continued its implementation of the 81 Recommendations, later changed to Directions, for police reform as contained in the 2020 report by Chair Jim Hart, "[Police Reform in Toronto: Systemic Racism, Alternative Community Safety and Crisis Response Models and Building New Confidence in Public Safety](#)".

The report laid out 81 Directions to address systemic racism, build new community safety response models, strengthen accountability and transparency, and enhance trust within communities. Nine of the directions were implemented in 2024, bringing the total implemented directions to 71 of the 81. One area of significant reform that took place under this umbrella was the [Alternative Service Delivery Programs for Persons in Crisis](#).

[Click here to access the Police Reform Implementation Dashboard](#).

### Alternative Service Delivery Programs for Persons in Crisis

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization

The Service continued its work with partner agencies to support alternative models of community safety response for persons in crisis. The implementation of alternative response strategies aligns with several ongoing police reform initiatives including

recommendations from the [Auditor General Reports Focused on 9-1-1 operations](#) and the [81 Directions on Police Reform](#).

In September 2024, the Service concluded the Gerstein Crisis Centre Diversion (G.C.C.D.) pilot project, which ran city-wide for three years. During that time, a G.C.C. worker was embedded at Communications Services to assist with the diversion of mental health related calls.

The G.C.C.D. pilot began when the Toronto Community Crisis Service (T.C.C.S.) pilot project was still in development. T.C.C.S. is now the largest and fastest growing alternative crisis response service led by the City of Toronto. The T.C.C.S. is a non-police mobile response to persons in crisis that incorporates a multi-disciplinary mobile team of crisis support specialists who work for partner agencies.

T.C.C.S. is available 7 days a week, 24 hours a day with the goal of providing a client-centered, trauma-informed response that focuses on health, prevention, and the wellbeing of users. The T.C.C.S. expanded city-wide on July 10, 2024, and their work resulted in the following data for 2024:

- 4,125 events where the Service offered T.C.C.S. to the 9-1-1 caller
- 2,892 events where caller agreed to a T.C.C.S. response
- 1,833 events where there was no police response
- 45% - events with no police response
- 55% - events involving a police response
- Less than 1% of calls fully deferred

## Auditor General Reports

Accelerating police reform and professionalization  
Supporting safer communities

In June 2022, the Service accepted two reports from the Auditor General (A.G.); [Toronto Police Service - Audit of 9-1-1 Public Safety Answering Point Operations](#) (9-1-1 Operations Audit) and [Key Common Themes: Toronto Police Service – Audit of 9-1-1 operations & Review of Opportunities to Support More Effective Responses to Calls for Service](#) (Calls for Service Audit), addressing 9-1-1 operations, emergency response, and alternative approaches for calls for service.

The reports recommended leveraging technology, improving information sharing to enhance response times and exploring alternative models for responding to calls for persons in crisis.

The two A.G. reports contained a total of 51 recommendations, 26 from the 9-1-1 Operations Audit and 25 from the Calls for Service Audit. Administration of these recommendations is structured around five key themes: alternative response strategies, resource optimization, timing methodologies, community education, and stakeholder collaboration.

More than half of the recommendations have been operationalized and are currently undergoing validation by the Service's A.G. Project Team. Once validated, they will be submitted to the Auditor General for acceptance, completing the process. The remaining recommendations are in progress, supported by dedicated resources from the Service.

Achievements for 2024:

- continued alternative response strategies developed with the Gerstein Crisis Centre and the Toronto Community Crisis Service
- refining training and protocols surrounding "See Ambulance" calls for service
- community education through the co-developed and co-designed [Make the Right Call campaign](#)
- leveraging technology to address current and future staffing deployments

## Ontario Human Rights Commission Project

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization

In 2017, the Ontario Human Rights Commission (O.H.R.C.) launched an inquiry into anti-Black racism by the Service. The final report, "[From Impact to Action: Final report into anti-Black racism by the Toronto Police Service](#)" was released in December 2023 and indicated that Black people are subjected to systemic racial discrimination, racial profiling and anti-Black racism. This determination was based on the O.H.R.C.'s review of data, case law and the lived experiences of members of Black communities. Further, the O.H.R.C. identified gaps in the Service's policies, procedures, training and accountability measures which contributed to the persistence of these issues.

In response to the report, the Service and the Board issued a joint statement acknowledging the O.H.R.C.'s findings and reaffirming the Service's commitment to rebuilding trust with Black communities and implementing policy reforms that drive systemic change.

To facilitate these changes, the Service established an O.H.R.C. Recommendation Project Team dedicated to overseeing, coordinating and implementing the recommendations from the final report. The project is following a three-phased approach focused on sustainable reform.

As of December 2024, 30 recommendations implemented by the Service, are currently pending review and verification by the O.H.R.C. as part of the commitment to co-deliver results. 50% of these recommendations are focused on anti-racism policies, training, and use of force, demonstrating a commitment to systemic change. In addition, an anti-Black racism lens has been incorporated into eleven courses at the Toronto Police College, integrating insights from the Anti-Racism Advisory Panel (A.R.A.P.) to enhance education on equitable policing.

## Community Safety and Policing Act, 2019 Implementation

Accelerating police reform and professionalization  
Supporting safer communities

On April 1, 2024, the Community Safety and Policing Act, 2019 (C.S.P.A.) came into effect requiring a comprehensive review and alignment of policies, procedures and practices to ensure compliance and improved operations.

28 of 34 C.S.P.A. regulations have been successfully implemented with the remaining implementation actively progressing towards established timelines. Achievements for the year include updated curriculum and training methods, streamlined budget processes, upgraded operational tools and equipment, and a comprehensive review to align policies and procedures.

## Missing & Missed Recommendations

Improving trust in and within the Toronto Police Service  
Accelerating police reform and professionalization  
Supporting safer communities

On April 13, 2021, the Independent Civilian Review into Missing Persons Investigations released the report. [“Missing And Missed – The Report of the Independent Civilian Review into Missing Persons Investigations.”](#) which contained 151 recommendations designed to improve the Service’s policies, procedures, training, education, professional development and culture.

In 2024, the Service implemented 56 of the 151 recommendations, bringing the total implemented recommendations to 88. The Missing and Missed Implementation Team (M.M.I.T.), which was created to use a modernized community-centric approach to implementing all 151 recommendations, facilitated 8 meetings throughout the year. Through public reporting, enhanced transparency and accountability, and collaboration between police and community, the M.M.I.T. continues to drive meaningful reform and enhance trust in policing.

### **Achievements for 2024:**

- release of a revised Missing Persons Procedure (04-05)
- development of the Missing Persons Process Map
- addition of two Victim Support Workers to the Homicide and Missing Persons Unit
- created a newly improved Risk Response Text Template
- recognized the inaugural Missing Person Awareness Day

[Click here to access the Missing and Missed Implementation Dashboard.](#)

## Training & Development

Accelerating police reform and professionalization  
Supporting safer communities

In 2024, the Toronto Police College (College) made significant strides in enhancing training programs and initiatives, reflecting a continued commitment to excellence and recognition as a national and global leader in police training, education, and professional development.

The College achieved notable milestones, such as the introduction of new courses on Crisis Intervention, Intimate Partner Violence, and Adverse Childhood Experiences through the In-Service Training (I.S.T.) program delivered to all frontline police officers, as well as the development and revision of several training programs in response to emerging needs, such as tourniquet usage.

The College also introduced the Criminal Investigative Training (C.I.T.) course, which replaced the General Investigators course, and played a leading role in developing a Community of Practice for the newly implemented C.S.P.A. The C.I.T. course is a two-week foundational course that is now a prerequisite for additional specialized training.

The College also released two new e-learning modules: Foundations of Islam and Addressing Islamophobia, and Foundations of Judaism and Understanding Anti-Semitism. These e-learning modules have set a leading example across the province and beyond, with multiple jurisdictions requesting access to this learning material.

Overall, the College's efforts in 2024 demonstrate a strong commitment to innovative training, community engagement, professional development, and equity, inclusion, and human rights. These initiatives demonstrate the Service's commitment to fostering a culture of continuous learning, ensuring that members are well-equipped to respond to the dynamic challenges faced in community safety and policing.

- 33,700 person-hours of training
- 2,197 course sessions (excluding e-learning)
- 5,345 frontline officers completed I.S.T.

### Conferences & Symposiums

In 2024, the College organized and hosted the Vulnerable Seniors Symposium, which brought together over 100 members from 25 different agencies, including law enforcement, medical institutions, and universities. The event featured presentations from intra-agency speakers, members of the Ministry of the Attorney General, and medical experts.

In addition, the College hosted several other conferences and symposiums throughout the year including: the Mental Health Innovation & Peer Support conference, the International Women's Day seminar, the Fentanyl Conference, and the A.I. Symposium.

These conferences brought together subject matter experts and provided an avenue for enhanced learning, problem solving and relationship building.

### **United Arab Emirates Officer Exchange Program**

The Service is a key partner in the International Association of Chiefs of Police (I.A.C.P.) and United Arab Emirates (U.A.E.) Ministry of Interior Police Academy Exchange Program, a strategic initiative designed to foster cross-cultural understanding, enhance professional development and promote the exchange of best practices in policing.

Two members of the Service participated in the exchange program in 2024, each graduating from the four-month basic academy program at the Abu Dhabi Police College. In August 2024, four police officers from the U.A.E. joined Service recruit class 2024-04 as part of the exchange program and participated in all aspects of the Service recruit training program, graduating in February 2025.

### **Community Experience Program**

Improving trust in and within the Toronto Police Service

The Community Experience Program (C.E.P) was developed in response to Direction 58 of the [81 Directions on Police Reform](#) which directs the Service to, “explore the inclusion of Service-funded training co-developed and led by members of the community, outside the Toronto Police College, specific to police-community interactions and relations with marginalized communities, youth and vulnerable populations...”

The C.E.P. provides new Toronto Police officers with outreach opportunities within the communities they will be serving. The recruits participate in five days of immersive experience with Black, Indigenous, 2SLGBTQI+, other historically marginalized communities, youth and vulnerable populations. On the final two days of training, the newly deployed officers are sent to their assigned division where they engage with community groups, visit community agencies, and walk through at-risk communities, meeting and talking with people from the neighbourhoods they will be serving in the coming weeks.

## **Community Campaigns**

### **Make the Right Call Campaign**

Improving trust in and within the Toronto Police Service  
Supporting safer communities

In October 2024, the Service and the City of Toronto launched an awareness campaign to ensure that people know what number to call when they are seeking help.

The Make the Right Call campaign was designed to reduce the number of non-emergency calls to 9-1-1 by increasing public understanding of the various contact options available including: 3-1-1, 2-1-1, the non-emergency line, and online report filing options.

The Service's Communications Centre receives over 1.2 million 9-1-1 calls yearly and 664,000 calls annually on its non-emergency line. The goal of this campaign is to empower the public with information to ensure everyone gets the right help at the right time.

## Intimate Partner Violence and Gender-Based Violence Prevention Campaign

Supporting safer communities

During Intimate Partner Violence (I.P.V.) Awareness Month in November, the C.P.E.U. partnered with the Sex Crimes Unit to address the increases in I.P.V. related occurrences. Taking a crime-prevention approach, the goals of this initiative were to raise awareness about I.P.V., assist in the prevention of I.P.V. and provide resources to prevent potential victimization.

Throughout the month-long campaign, C.P.E.U. created and distributed educational pamphlets and posters that included a QR code to access I.P.V. and sexual assault prevention resources, engaged in a social media campaign in collaboration with Victim Services Toronto, Corporate Communications, T.P.H., school boards and other partners, and established community information booths at several malls.

By disseminating resources to various communities in the city, including hosting information sessions at community "hot spots", the campaign successfully raised awareness about I.P.V., empowering individuals with valuable resources and strategies to reduce the risk of victimization.

## Don't Block the Box Campaign

Supporting safer communities

The Don't Block the Box Campaign launched on September 16, 2024, as part of the 2024 Project Gridlock initiative. The campaign aimed to address the blockage of signalized intersections leading to the disruption of traffic flows, transit delays, and serious safety risks.

"Blocking the box" occurs when a driver enters an intersection before the traffic ahead clears, causing them to remain in the intersection when the light changes and obstruct the flow of traffic in the opposite direction.

During the project, Traffic Services Motor Squad officers focused on promoting safe driving behaviours and enforcement at congested intersections to protect all road users, including pedestrians and cyclists, while keeping traffic moving during peak rush hours.

In addition to enforcement strategies, Traffic Services supported the City of Toronto's congestion management efforts and Vision Zero program by providing practical traffic direction training to 28 City Traffic Agents.

From September to December, over 200 tickets were issued by officers for Bylaw 950-901b (1), peaking in October and November with 81 and 73, respectively.

## Back-to-School Safe Driving Campaign

Supporting safer communities

The 2024 Back to School Campaign, held between September 3, 2024, and September 13, 2024, enhanced enforcement, education, and community engagement with a focus on driver behaviours that jeopardize children's safety and contribute to injuries and fatalities in school zones.

Officers strictly enforced traffic laws near schools, particularly those creating unsafe conditions for students and staff such as speeding, distracted driving, as well as aggressive or impaired driving. Parking Enforcement Officers also played a key role by educating drivers and enforcing parking violations around school zones.

Statistics for the Back-to-School Campaign include:

- 10,587 Tickets Issued
- 996 Tickets Issued in School Zones
  - 174 Speeding Tickets
  - 312 Aggressive Driving Tickets
  - 29 Distracted Driving Tickets
  - 481 Other Tickets (Insurance, Highway Traffic Act, Other Statutes)
- 7,271 Parking Tags Issued in School Zones

## Project E.R.A.S.E. and Project Off-Ramp

Supporting safer communities

Project Eliminate Racing Activity on Streets Everywhere (E.R.A.S.E.) is an annual uniformed police officer enforcement campaign that seeks to address illegal street racing, stunt driving and other dangerous driving practices through enforcement. Established in 1999, Project E.R.A.S.E. occurs each year from June to September. The 2024 campaign launched on May 23, 2024, as a joint effort with services across the G.T.A.

Coinciding with Project E.R.A.S.E., Project Off-Ramp is a multi-jurisdictional joint forces operation that relies heavily on intelligence-led policing and undercover work in an effort to track and disrupt dangerous car-meet groups throughout the G.T.A.

Results of Project E.R.A.S.E. and Project Off-Ramp:

- 174 Locations Attended

- 933 Vehicle Stops
- 2140 Tickets Issued
- 94 Seized Vehicles
- 87 Arrests

## Reduce Impaired Driving Everywhere

Supporting safer communities

The Reduce Impaired Driving Everywhere (R.I.D.E.) Program is a joint effort between the community and the Service to proactively address incidents of impaired driving. It is a year-round program where police officers conduct spot-checks both on the streets and waterways. The R.I.D.E. callback program is funded by the Ministry of the Solicitor General and community organizations provide assistance.

During the 2024 holiday season, the Service partnered with Mothers Against Drunk Driving (M.A.D.D.) for the holiday R.I.D.E. program, which aims to keep the roads safe by stopping impaired drivers before they cause any harm.

### **2024 R.I.D.E. Campaign stats:**

- 388 R.I.D.E. deployments, up 5% from the previous year
- Approximately 35,000 vehicles stopped
- 3,400 breath tests administered
- 17 arrests for impaired operation
- 72 driver suspensions

## Community Engagement

### Neighbourhood Community Officers

Improving trust in and within the Toronto Police Service

Supporting safer communities

Neighbourhood Community Officers (N.C.O.s) work in partnership with community organizations and community members to address crime and disorder and enhance community safety. There are N.C.O.s throughout all sixteen divisions who are embedded in an assigned neighbourhood for at least four years. These officers work collaboratively with residents and community organizations, to reduce crime and anti-social behaviours through sustainable solutions.

In 2024, N.C.O.s continued their ongoing management and training of the internal Community Engagement Application (App). This App is designed to collect information on the various engagement activities by N.C.O.s to better understand the specific needs of the communities being served, log referrals as part of the Community Safety and

Wellbeing Plan and identify areas where N.C.O. resources are deployed. **612** clients were referred in this manner in 2024.

In 2024, there were N.C.O.s in 56 of the 158 City of Toronto neighbourhoods. As a result of the approved [Multi-Year Hiring Plan](#), the N.C.O. program intends to expand into four additional neighbourhoods in 2025.

## Engage416

Supporting safer communities

Engage416 is part of the Service's ongoing gang prevention and violence reduction strategy operating at the neighbourhood level. It is focused on five core strategies: community mobilization, opportunities provision, social intervention, suppression, and organizational change.

Through intensive outreach in 12 gang-impacted neighbourhoods in Toronto's northwest quadrant, Engage416 organizes various community and youth engagement programs and events designed to raise awareness, foster mentorship, facilitate real-time gang prevention discussion and provide resources and intervention for those affected by or at risk of gang violence/involvement.

### **In 2024:**

- 496 referrals received
- 65% of individuals accepted and successfully entered the referral program
- 4% of individuals refused the referral offers
- 155 engagements/presentations provided by Engage416 Team
- 5431 community members engaged by Engage416 Team

## Aboriginal Peacekeeping Unit

Improving trust in and within the Toronto Police Service

The Aboriginal Peacekeeping Unit (A.P.U.) serves as a resource to promote dialogue and understanding between the police and Indigenous communities. Using a trauma-informed approach, the A.P.U. engages with First Nations, Inuit and Métis communities, develops new partnerships, strengthens existing relationships, and ensures equitable access to police services. The A.P.U. also helps to promote Indigenous awareness within the Service through education and training on the specific challenges faced by Indigenous peoples.

Some duties undertaken by the Aboriginal Liaison officers within the A.P.U. include conducting regular community outreach, supporting the activities and meetings of the Aboriginal Community Consultative Committee, providing advice to inform the direction of policies, programs and effective service delivery, mentoring and serving as positive role models for Indigenous youth, educating community members on crime prevention

strategies, and assisting Talent Acquisition with recruitment initiatives to encourage Indigenous community members to pursue employment with the Service.

Throughout 2024, the A.P.U. participated in a variety of training initiatives including the delivery of Indigenous training to three new police recruit classes through the [Community Experience Program](#). The program featured guest speakers from First Nations, Inuit and Métis partners on the Aboriginal Consultative Committee covering topics about Indigenous culture and history, including Indigenous medicines, smudging ceremonies, and Sacred Fires. Recruits were also given the opportunity to make tobacco ties.

In addition, the A.P.U. hosted the raising of the Every Child Matters flag at Toronto Police Headquarters on September 30, 2024, in observance of the National Day for Truth and Reconciliation. Members of the A.P.U. also attended the inaugural conference of Indigenous Officers, hosted by the Greater Sudbury Police Service. The A.P.U. remained very active in the community attending three community-led Pow Wows, Winter Solstice celebrations and several other cultural events. The A.P.U. also visited the Wandering Spirit School, the Native Learning Centre, the Native Canadian Centre of Toronto, Nishnawbe Homes Toronto, Toronto Council Fire and Native Women's Resource Centre of Toronto for both youth and community engagement.

## Youth Safety Symposium

Supporting safer communities

The Youth Safety Symposium was a joint initiative between the Service, T.D.S.B. and Covenant House that launched in November 2024. The first event was held at Daniels Spectrum with a key focus on educating female-identifying youth about Human Trafficking.

The T.D.S.B. selected ten (10) high schools and partnered with the T.T.C. to transport approximately fifteen (15) students from each T.D.S.B. school, along with fifteen (15) students from an Indigenous school to the event. The symposium featured a panel of experts from several organizations who provided the students with a deeper understanding of how Human Trafficking happens, warning signs, and safety measures that can be taken. Youths were also provided with a metallic card containing a QR code that provided access to various resources.

Due to the overwhelming success of the event and positive feedback from those involved, the Youth Safety Symposium will continue as an ongoing initiative with quarterly events.

Organizations that participated:

- Sex Crimes Unit - Human Trafficking Unit and Child Exploitation Unit
- Covenant House
- Victim Services Toronto

- Aura Freedom International
- Boost Child & Youth Advocacy Centre
- White Ribbon
- OneChild

## Second Annual School Safety Summit

Supporting safer communities

The Second Annual School Safety Summit took place on August 29, 2024, integrating education, transit safety, housing security, and law enforcement efforts to create safer schools and communities.

Bringing together 700 key stakeholders from the T.D.S.B., Toronto Catholic District School Board (T.C.D.S.B.), City of Toronto, T.C.H.C. and T.T.C., the symposium provided tools for mobilizing resources effectively, bridging service gaps and strengthening collaboration and accountability.

The symposium consisted of capacity-building and professional learning sessions where participants engaged in dialogue on proactive violence prevention, intervention strategies, and fostering safe, inclusive school environments.

The Annual School Safety Summit was a significant step in ensuring the City of Toronto's violence prevention strategy is mobilized through sustained, multi-sector cooperation and a shared commitment for positive youth outcomes.

## Community Connect

Improving trust in and within the Toronto Police Service

The Community Connect program is a collaborative initiative between the City of Toronto, T.C.H.C., T.T.C., T.D.S.B., T.C.D.S.B., Red Cross, and Service Canada to help youth develop valuable skills and training for workforce success.

Managed by the Youth Liaison Officer in the C.P.E.U., more than 2,000 youths have engaged with Community Connect through information sessions and job fairs at school. In addition, 2,500 youths have received training to help reduce barriers to the workforce by providing a wide range of opportunities to enhance their skills.

### **Some key highlights from 2024 include:**

- 20 CPR training sessions, at which 621 youth received certificates
- 6 Food handling sessions, at which 179 youth received certificates
- 2 Babysitting sessions, at which 50 youth received certificates
- 3 HighFive, recreation and sports leadership training sessions, at which 53 youth received certificates
- 10 vulnerable sector checks were provided for students to get employment or co-op placements

## Taylor Swift

Improving trust in and within the Toronto Police Service  
Supporting safer communities

In November 2024, the Service played a crucial role in ensuring the safety and security of 282,000 Taylor Swift concertgoers, and thousands of members of the public during the six sold-out Eras Tour shows in Toronto.

While public safety and crowd management was a priority, the Service also recognized these concerts as a valuable opportunity for community engagement. By adopting a unique strategy that included officers trading friendship bracelets with fans, the Service humanized the badge and fostered a sense of connection and trust.

In addition, two Mounted Unit horses were outfitted with custom-made friendship bracelets, adding a playful and meaningful touch. The initiative quickly went viral, generating millions of impressions across social media platforms, earning extensive media coverage and enhancing the public image of the Service.

This outreach exemplified the importance of leveraging unique moments to connect with the community and provided a great opportunity to enhance recruitment efforts in a non-traditional, engaging manner. During the Eras Tour, the Service reinforced its commitment to community safety and positive interactions while attracting potential recruits through a fresh, relatable, female empowered approach.

- 27 million social media impressions
- 35% more engagement on Taylor Swift content than regular content
- 50,000% increase in TikTok engagement
- 25 female officers engaged in recruitment

## Prayer Walks

Improving trust in and within the Toronto Police Service  
Supporting safer communities

The Service, in collaboration with the Canadian Black Clergy and Allies, held city-wide prayer walks on April 11, 2024, and October 24, 2024. Since 2005, Neighbourhood Community Officers in 23 Division and Black faith leaders have held monthly walks through Etobicoke, meeting community members and engaging them in prayer.

In 2024, this initiative was expanded city-wide with prayer walks held simultaneously at every division. For the event in October 2024, Mayor Olivia Chow joined Chief Demkiw and Service Chaplain Wendell Gibbs for the walk in 52 Division. Walking alongside local faith leaders and community members, the group made stops to pray and recognize the diverse faiths represented in our communities.

Open to all faiths, the prayer walks bring faith leaders and law enforcement together to build bridges and strengthen community relationships.

## Consultative and Liaison Committees

Improving trust in and within the Toronto Police Service

The Service remains committed to engaging, and creating meaningful partnerships, with the diverse communities that make up Toronto.

Established to represent the voices of specific communities, the **Community Consultative Committees (C.C.C.)** set goals and objectives consistent with the Service priorities and provide a forum to discuss wider policing issues such as training, recruiting, professional standards and community mobilization. There are currently twelve (12) C.C.C.s, each chaired by a Service Senior Officer and a member of the community.

**Community Police Liaison Committees (C.P.L.C.)** provide advice and assistance to the sixteen (16) local Unit Commanders on issues affecting the community such as crime and quality of life concerns. Similar to C.C.C.s, each C.P.L.C. is co-chaired by a Service Senior Officer and a community member.

Community Liaison Officers play a critical role in ensuring that the consultative and police liaison committees can carry out their mandates effectively. This year, Community Liaison Officers attended and organized numerous events including:

- 8 Recruitment General Information Sessions, including Physical Readiness Evaluation for Police (P.R.E.P.) sessions and resume workshops
- 45 Crime Prevention Initiatives, such as fraud prevention seminars, online security workshops and newcomer information sessions
- 230 Community Engagement Programs, such as BBQs, toy drives, breakfast clubs and mental health workshops

## National & International Associations

Improving trust in and within the Toronto Police Service  
Supporting Safer Communities

The Service maintains a strong presence within several national and international associations. Involvement within these associations helps the Service stay updated on best practices, share knowledge, and access professional development resources. Participation also fosters global cooperation and advocacy for crime prevention.

### **International Association of Chiefs of Police (I.A.C.P.):**

The Service maintains a strong presence within the I.A.C.P., the world's largest professional association for police leaders (34,000+ members, 170+ countries). Chief Demkiw serves as a Board Member and Vice-Chair of the Global Policing Committee and nine members of the Service actively participate on various I.A.C.P. committees.

### **Major City Chiefs Association (M.C.C.A.):**

The M.C.C.A. is a professional organization comprised of police leaders from the largest cities in the United States and Canada. The Service is an active member with 12 members currently participating on various M.C.C.A. committees.

### **Canadian Association of Chiefs of Police (C.A.C.P.):**

The C.A.C.P. is the national voice for police leaders across Canada, dedicated to promoting effective policing practices and advocating for public safety. Chief Demkiw serves on the Board of Directors representing Ontario, and the Service has 14 members actively participating on various C.A.C.P. committees.

### **Ontario Association of Chiefs of Police (O.A.C.P.):**

The O.A.C.P. represents police leaders across the province of Ontario, focusing on promoting effective policing practices and advocating for public safety within the provincial context. Deputy Chief Lauren Pogue serves on the Board of Directors, and an additional 16 members actively serve on various committees and as technical advisors.

### **Leadership in Counter Terrorism - Alumni Association (L.i.n.C.T.-A.A.):**

L.i.n.C.T.-A.A. is a critical network of law enforcement and security professionals dedicated to enhancing counter-terrorism capabilities through collaboration and knowledge sharing. Chief Demkiw served as the President and Chair of the Board in 2024.

## **Community Satisfaction**

Improving Trust in and within the Toronto Police Service  
Accelerating Police Reform and Professionalism

Each year, to better understand community perceptions of safety, police interactions and public trust, the Service conducts a qualitative community survey. For 2024, the Service employed a research firm to independently facilitate four online focus group discussions as well as telephone surveys. The focus groups consisted of residents of Toronto generally representative of the diversity of the City.

### **Focus Group Insights**

Focus group participants generally expressed positive satisfaction with their interactions with the Service, especially when police officers demonstrated respect, professionalism, and attentiveness. Notable examples included: traffic stops, emergency responses, and community events, where police officers built trust through effective communication. This contributed to perceptions of the police as supportive and inclusive.

Satisfaction was also linked to prompt police responses, with participants noting increased trust when people were treated with respect and kindness. Positive past

experiences, particularly with role models, made policing a more viable career option for some. Overall, community-centered learning and professional conduct were key in enhancing satisfaction with the Service.

## Survey Insights

The survey results indicated a generally positive perception of the Toronto Police Service among residents. A large majority feel safe in their neighbourhoods (84%) and believe officers are trustworthy (83%) and respectful (84%). Most respondents feel fairly treated (85%) and are satisfied with the overall service provided (80%).

While there are some areas identified for improvement, including increasing officer approachability (58%) and strengthening community relations, which 75% say have remained unchanged, many residents still expressed confidence in police performance, with 81% believing officers do a good job and 77% rating their professionalism as good or excellent. Additionally, the Service is seen as making meaningful progress on key commitments like inclusivity (77%) and accountability (68%). The survey insights highlight both the progress and opportunities that lie ahead as the Service works to improve trust, accelerate reform and professionalization and continue supporting safer communities.

## Public Complaints

Improving Trust in and within the Toronto Police Service  
Accelerating Police Reform and Professionalism

Each year, Professionalism and Accountability completes an annual report that fulfills the Service's reporting requirements regarding Public Complaints, Special Investigations Unit investigations, Suspect Apprehension Pursuits, and the Early Intervention Program.

Public complaints against police officers are overseen by an independent civilian agency, formerly known as the Office of the Independent Police Review Director (O.I.P.R.D.), pre-April 1, 2024, and the Law Enforcement Complaints Agency (L.E.C.A.), thereafter.

A summary of the complaints received in 2024:

- 1019 public complaints filed
- 4.6% increase in complaints filed over 2023
  - 350 investigated
  - 669 not investigated/screened out
- 0.1% of documented contacts with members of the public resulted in a public complaint
- 3.7% of investigated cases identified misconduct
- 34 cases had the complainant request the findings be reviewed

- 30 decisions upheld
- 4 reviews ongoing

[Click here to read the full report \(starts on page 178\).](#)

## Media & Corporate Communications

Improving Trust in and within the Toronto Police Service  
Supporting safer communities

The Service values media relationships and is committed to providing accurate and timely information about public safety, police operations and corporate initiatives. The Corporate Communications Unit responds to thousands of media inquiries annually and is responsible for producing news releases, stories, videos, and internal and external communication.

In 2024, Corporate Communications:

- Published 3,333 news releases
- Held 39 news conferences
- Answered over 4,500 calls to the Media Relations Officer desk
- Received 39,554 emails
- Supported over 80 Service events
- Provided 104 operational video supports
- Completed 219 production recordings and edits
- Reached 1,041,829 social media followers
- Made 10,200 posts
- Received 156 million views on social media

### Significant Service Successes

Supporting safer communities

Seven arrests and 150 charges laid in Project Paranoid, a Toronto Police Auto Theft Investigation, Project supported by the Preventing Auto Theft (P.A.T.) Grant

[Click here to read the full story.](#)

GTA Police Services Come Together to Eliminate Street Racing Everywhere

[Click here to read the full story.](#)

Provincial Carjacking Joint Task Force makes 124 arrests, lays 749 criminal charges and recovers 177 stolen vehicles valued at over \$10 million

[Click here to read the full story.](#)

Ten Arrests Made and 108 Charges Laid in Project Disrupt, a SIM Swap Fraud Investigation

[Click here to read the full story.](#)

Thirty-two Arrests Made and 158 Charges Laid in Project Foxxx, an Interprovincial Drugs and Firearms Investigation

[Click here to read the full story.](#)

Toronto Police to Announce Significant Arrests Made in Project Beacon, the Tow Truck Task Force

[Click here to read the full story.](#)

43 Division Announces Results of Two Proactive Projects Addressing Gun Crime

[Click here to read the full story.](#)

Project Warden: Two Men Arrested and 176 Charges Laid in Stolen Motor Vehicles Investigation

[Click here to read the full story.](#)

Project Safeguards 30 Children from Exploitation

[Click here to read the full story.](#)

Project Thoroughbred: 59 People Arrested and 302 Charges Laid in Ongoing Auto Theft and Re-Vinning Investigation

[Click here to read the full story.](#)