



2025 Toronto Police Service Chief's Annual Report





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Message from the Toronto Police Service Chief

Myron Demkiw, M.O.M.

It is my privilege to present the 2025 Chief's Annual Report for the Toronto Police Service (Service).

Policing in Toronto is complex, and last year was no exception. It was a year marked, among other things, by numerous protests and demonstrations, and major events such as the World Series. For the Service, 2025 was also a year focused on core service delivery, advancing organizational modernization, implementing strategic initiatives, and investing in our people.

At the end of 2025, many community safety indicators had improved compared to the previous year, including homicides, shootings and firearm discharges, and auto theft. As we monitored these trends throughout the year, we remained agile, adapting our approach in response to emerging issues and changing community needs. We also reduced response times for Priority 1 and Priority 2 calls for service. These improvements, together with broader enhancements to Communications Services, were made possible through the strategic deployment of resources and the implementation of key initiatives and technologies, including Next Generation 9-1-1 and enhancements to our online reporting system.

2025 was the first year of implementation of the Multi-Year Hiring Plan made possible by the support of the Toronto Police Service Board (Board) and the City of

Toronto. This long-term investment represents a critical step toward rebuilding frontline capacity and enhancing operational resilience.

In 2025, we also introduced our Community Safety and Wellbeing Operational Roadmap, a framework for advancing our priorities and adapting to emerging challenges.

Whether strengthening our mental health and addictions strategy, enhancing bail compliance, expanding the Neighbourhood Community Officer Program, establishing Community Safety Hubs, or modernizing investigative practices, each initiative contributes to our shared goal of improving community safety and wellbeing.

As we continue this important work, we are equally committed to investing in the people who serve Toronto. In 2025, we held our first-ever Service-wide Member Town Hall, launched an enhanced TPS Peer Network, and opened a Wellness Health Hub at the Toronto Police College.

As Toronto continues to grow and evolve, we remain dedicated to delivering the standard of policing that Toronto deserves—professional, transparent, accountable, and grounded in public trust.



A handwritten signature in black ink, reading "M. Demkiw". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

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

Message from the Toronto Police Service Board Chair

Councillor Shelley Carroll

Over the past year, the Toronto Police Service Board (Board) has worked in partnership with Chief Demkiw, senior leadership and the community to help keep Toronto the best and safest city in Canada. As the civilian body that governs and oversees the Toronto Police Service (Service), the Board is dedicated to ensuring that policing in Toronto upholds public trust, creates safer communities and strengthens partnerships with the city's communities.

Torontonians are paying close attention to policing and to the systems that hold it accountable. Residents want to feel safe in their day-to-day lives. In 2025, the Toronto Police Service made important progress to providing policing that is sensitive to and delivering it in partnership with Toronto's communities.

Throughout the year, the Service saw improved response times and launched Next Generation 9-1-1 to continue to enhance police response across the city. The Service introduced a roadmap for improving public safety outcomes through Community Safety and Wellbeing Plans and rolled out Community Safety Hubs to make police more accessible, working in close collaboration with communities to build trust and respond to local needs. This work is critical to the Service's mission of delivering policing in partnership with communities.

In addition, the Toronto Police Service continued its efforts to disrupt and dismantle organized crime, with several initiatives directly confronting groups that pose the greatest risks to public safety in this city. In fact, in 2025 the Service saw reductions in almost every major crime category, including a nearly 24% reduction in auto thefts and a 47% decrease in homicides.

Of course, 2025 also brought the historic return of the World Series back to Toronto and with that, the challenges of maintaining public safety with an event of this scale. The Board appreciates the hard work and careful planning by the Service to make sure that the series was safe and one to remember!

It is the Board's job to ensure the provision of adequate and effective policing. This means meeting residents' expectations for a safe city and safe communities. We take this responsibility seriously. At a time when public confidence must be continually reinforced, the Board recognizes the sustained leadership and dedication of Chief Demkiw and across all levels of the Service. On behalf of the Board, I look forward to continuing this work in the year ahead.



Councillor Shelley Carroll
Chair, Toronto Police Service Board

Organizational Overview

Toronto Police Service Board

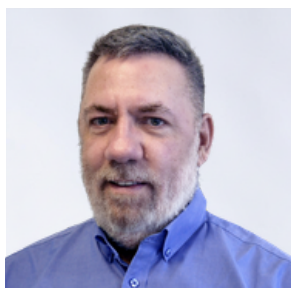
The Toronto Police Service Board (Board) is the civilian oversight body responsible for governing the Toronto Police Service (Service). Its main function is to ensure the provision of adequate and effective policing within Toronto. The Board oversees the approval of the annual police budget, sets priorities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

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



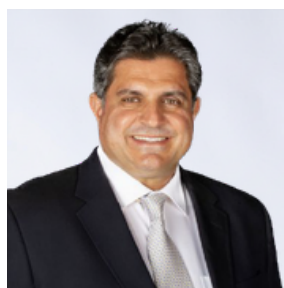
**Ann
Morgan**
Member



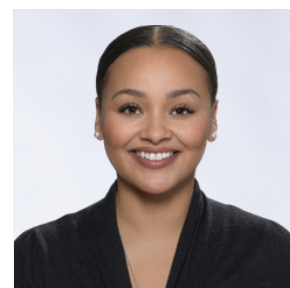
**Lisa
Kostakis**
Member



**Councillor
Lily Cheng**
Member



**Nicola (Nick)
Migliore**
Member



**Deputy Mayor
Amber Morley**
Member



Toronto Police Service 2025 Command Team



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



Deputy Chief
Lauren Pogue, M.O.M.
Community Safety
Command



Deputy Chief
Robert Johnson, M.O.M.
Specialized Operations
Command



Chief Transformation Officer
Colin Stairs
Technology &
Transformation Command



Chief Administrative Officer
Svina Dhaliwal
Corporate Services
Command

Chief's Priorities

Improving Trust In and
Within the Toronto Police
Service

Accelerating Police
Reform and
Professionalization

Supporting Safer
Communities

Chief's Priority Letters

New in 2025, the Chief issued Priority Letters to each Command member outlining the key objectives for their respective Commands. The letters serve to guide decision-making and support the achievement of both corporate and operational goals. The priorities are closely interconnected across all Commands and emphasize accountability and service to the public.

Community
Safety
Command
Priority Letter



Specialized
Operations
Command
Priority Letter



Technology &
Transformation
Command
Priority Letter



Corporate
Services
Command
Priority Letter



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 lived up to my word and values?”



Connect with Compassion
“Have I treated others as they would like to be treated?”



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.



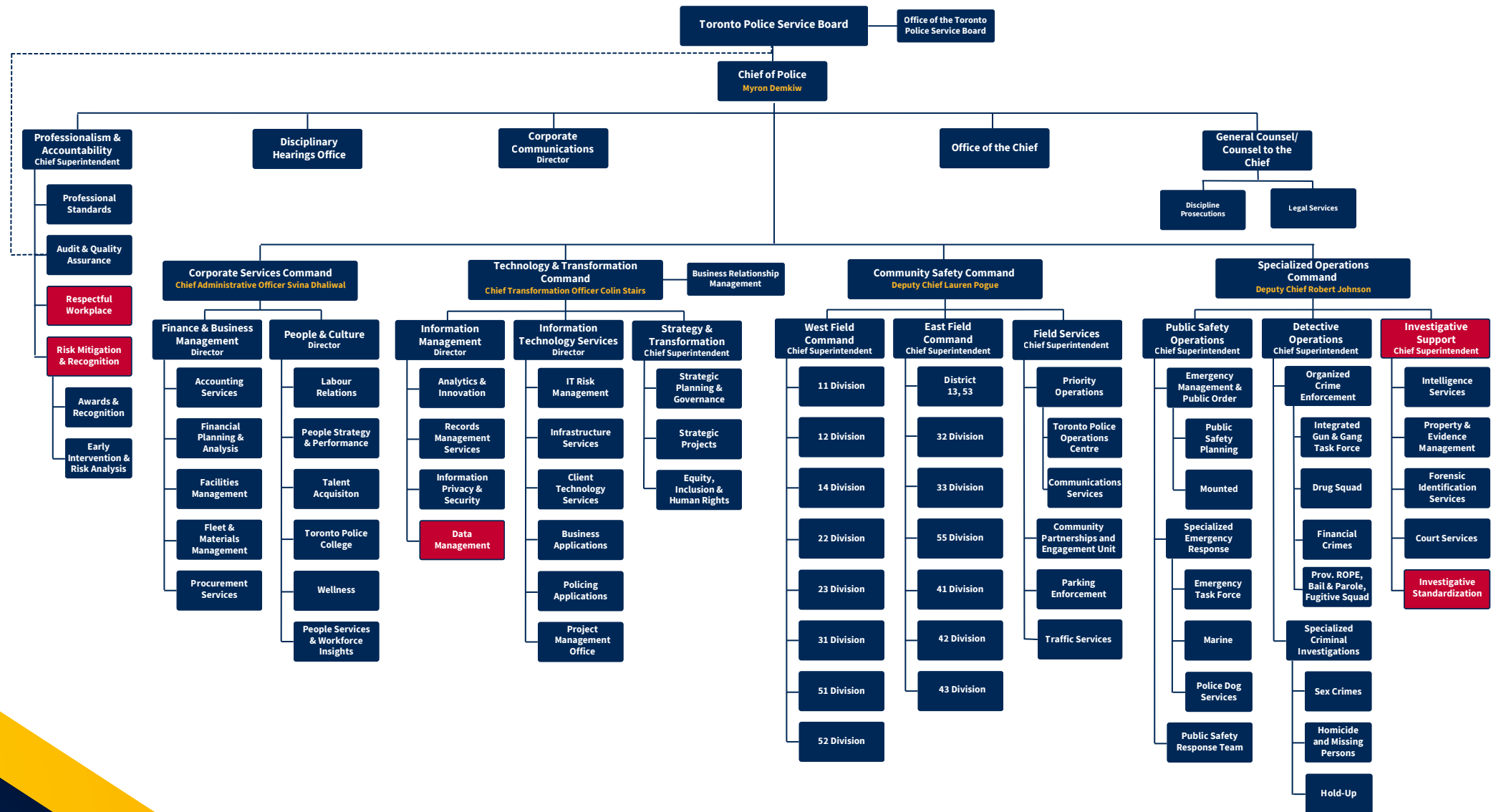
Our Development
We develop ourselves and others.
We lead and inspire.



Our Impact
We are emotionally intelligent.
We are accountable and deliver results.



2025 Organizational Chart



*The red boxes identify the new pillar and new units that were established in 2025.

Organizational Restructuring

In 2025, the Service implemented targeted changes to its organizational structure to better align service delivery, governance, and modernization efforts with operational priorities.

The restructuring responded to several key needs, including

clearer alignment of public safety services, more equitable distribution of workload and span of control, and stronger support for major transformation initiatives and reform-related recommendations. Recognizing that organizational change is increasingly technology-enabled,

the updated structure also strengthened data governance, investigative consistency, and enterprise-wide decision-making.

The primary changes involved the realignment of units and pillars to ensure the programs, projects, and processes are situated within areas

most appropriate to their mandates. As a result, the revised organizational model improved information and process flow, better reflected Service priorities, and strengthened leadership focus on core service delivery. Below is an overview of the new pillar and new units that were established.



Respectful Workplace

Although the work from the Respectful Workplace (R.S.W.) unit began in 2024, it was formally established within the Professionalism & Accountability pillar in 2025. Previously part of Equity, Inclusion and Human Rights, R.S.W. now operates as a dedicated unit focused on fostering a respectful, inclusive, and professional workplace.

The unit investigates and supports the resolution of concerns related to workplace harassment, discrimination, reprisal, and incivility. Comprising both sworn and civilian subject-matter experts, R.S.W. provides education, consultation, complaint intake, investigation, alternative resolution options, mediation, facilitated discussions, motivational interviews, coaching, targeted interventions and workplace restoration supports using a trauma-informed, member-centered approach.

Risk Mitigation and Recognition

The Risk Mitigation & Recognition unit, also established within the Professionalism and Accountability pillar, reinforces the Service's focus on professionalism, accountability, and organizational risk reduction. The unit brings together two core functions: Early Intervention & Risk Analysis and Awards & Recognition.

Through proactive risk analysis, early identification of potential concerns, preventative intervention, recognition of positive behaviours, and data-driven oversight, the Risk Mitigation & Recognition unit enhances supervisory effectiveness, strengthens morale, reduces liability and contributes to increased professionalism and consistency, which supports public trust and confidence in the Service.

Data Management

Data Management is a new standalone unit in the Information Management pillar. It was established to strengthen enterprise-wide data governance and enable trusted, accessible, and integrated data across the Service. The unit governs how data is collected, structured, managed, and used, and leads enterprise data modeling and harmonization initiatives.

Key responsibilities include oversight of the Service's enterprise data harmonization and integration platform, and management of the geospatial data environment built on Esri technology. By reducing data silos and improving data quality, the unit supports analytics, reporting, and responsible, data-driven decision-making.

Investigative Support Pillar

A new pillar, Investigative Support, was established within the Specialized Operations Command to strengthen the Service's investigative delivery model by improving information flow, coordination, and efficiency. This restructuring organizes key support functions under a single pillar through changes in reporting relationships across several units. In addition, the realignment better reflects the priorities of the Service and aims to better balance workload and span of control.

Moving Forensic Identification Services and Intelligence into this pillar strengthens support to divisional investigative areas, while relocating Courts and Property & Evidence Management better aligns investigative work with court and disclosure processes. Collectively, these changes enable investigators to work more seamlessly across units and divisions, increasing overall productivity and effectiveness.

Investigative Standardization

The Investigative Standardization unit was created within the newly established Investigative Support pillar. Leading the strategic review and modernization of investigative practices across the Service, the unit's mission is to advance fair, consistent, community-trusted investigative standards to support professional, effective and accountable policing.

Through engagement with internal experts, benchmarking against leading practices in policing, and collaboration with external partners, Investigative Standardization advances a consistent and evidence-based approach to investigations. This work strengthens investigative quality, supports operational effectiveness, and reinforces public confidence in investigative outcomes.



Service Overview

All information and numbers contained in this section are as of December 31, 2025.

Our People

5,576

Police
Officers

179

Recruits

1,966

Civilian
Professionals

716

Special
Constables

390

Parking
Enforcement
Officers

319

Auxiliary
Members

Promotions



125 Staff
Sergeants



29
Inspectors



16
Superintendents



4 Chief
Superintendents

Our Fleet

869

Marked
Vehicles

851

Unmarked
Vehicles

426

Bicycles

133

Support
Vehicles

19

Boats

50

Motorcycles

13

All-terrain
Vehicles

Our Animals

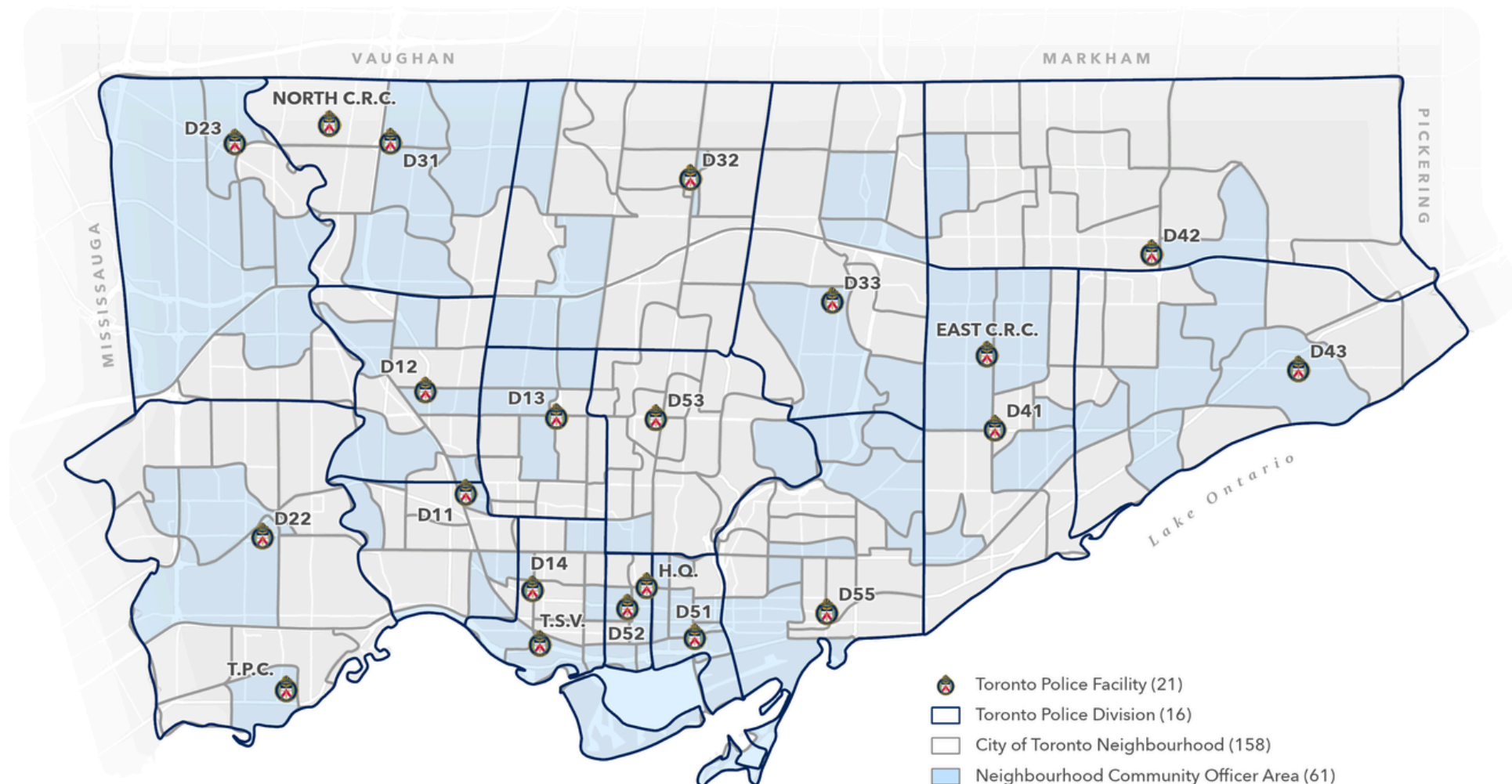
38

Dogs

24

Horses

Our Facilities



Facility	Address
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)	3699 Bloor St W
23 Division (D23)	5230 Finch Ave W
31 Division (D31)	40 Norfinch Dr

Facility	Address
32 Division (D32)	30 Ellerslie 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 E
51 Division (D51)	51 Parliament St
52 Division (D52)	255 Dundas St W

Facility	Address
53 Division (D53)	75 Eglinton Ave W
55 Division (D55)	101 Coxwell Ave
Headquarters (H.Q.)	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.



Population¹
3,177,781



Households²
1,160,890



**City Recognized
Neighbourhoods**
158



Water
1,190 km²
of open water on Lake Ontario



Size
630 km²

At A Glance

- Canada's fastest-growing city and the fourth-largest city in North America
- A global city ranked among the world's best and safest for visitors
- A major international destination with millions of visitors and thousands of events annually
- Home to multiple professional sports franchises and large-scale global events
- One of North America's most active construction and high-density urban environments
- A city of vertical living, dense neighbourhoods, and high pedestrian and traffic volumes
- A healthcare hub with one of the largest hospital networks in the country
- An international city hosting the vast majority of Ontario's consular officers
- One of the world's most multicultural cities, with deep linguistic, cultural and Indigenous diversity

Responding to Growth & Demand

Toronto has experienced significant growth over the past two decades. Between 2001 and 2025, the city’s population increased from approximately 2.59 million to more than 3.17 million residents. During much of that period, however, the Service’s deployed officer complement did not keep pace with the city’s growth. As the population expanded, the ratio of officers to residents declined, placing increasing pressure on frontline operations and contributing to longer emergency response times.

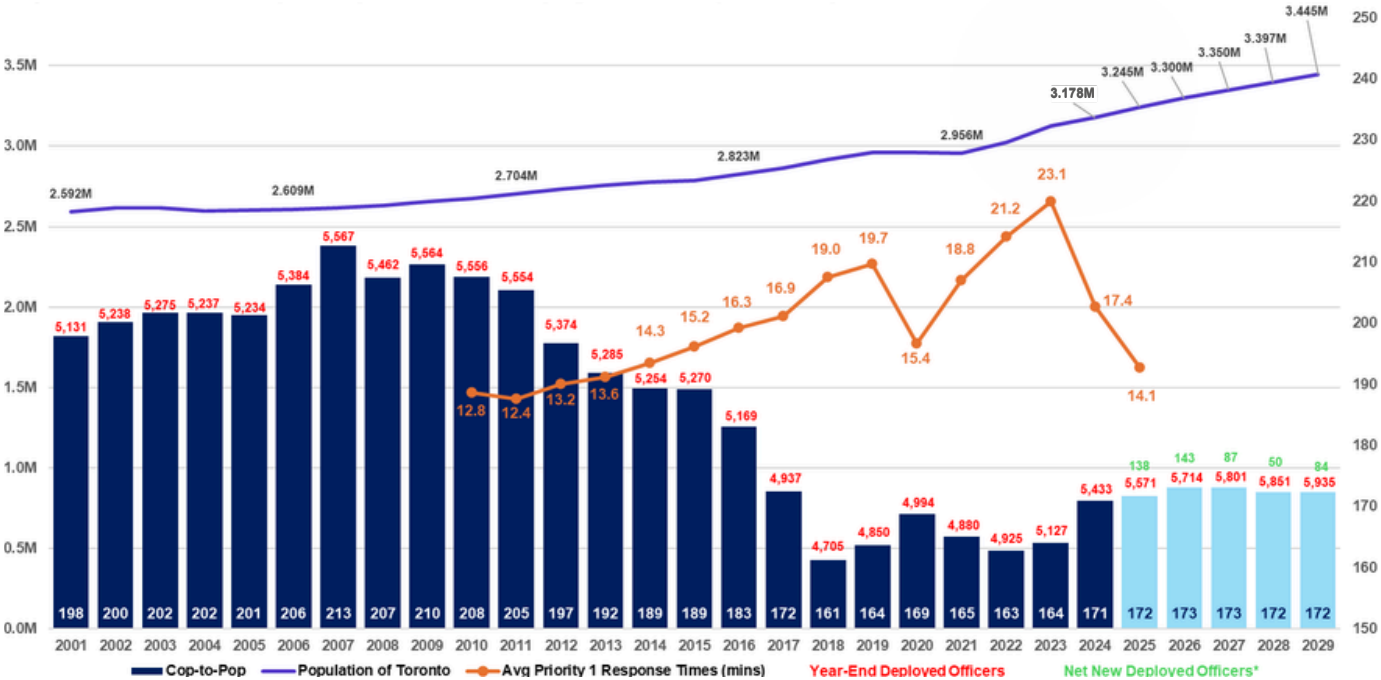
2025 marked a turning point as the first year of implementation of the Service’s Multi-Year Hiring Plan. Developed in partnership with the Toronto Police Service Board and the City of Toronto, the plan is a long-

term investment to rebuild frontline capacity, strengthen operational resilience, and ensure the Service is positioned to meet the needs of Toronto’s growing communities.

The impact of this investment is already becoming evident. Increased staffing, combined with targeted deployment strategies and operational improvements, contributed to a significant reduction in average Priority 1 emergency response times, from 23.1 minutes in 2023 to 14.1 minutes by the end of 2025. While rebuilding capacity will continue over the coming years, these early results demonstrate the value of sustained investment in policing resources and the positive impact additional officers have on service delivery.

In 1990, Toronto’s population was about 2.36 million and the Service’s uniform complement was 5,578. The Cop-to-Pop at that time was 236 officers to 100,000 residents. In 2025, with over 3.1 million residents, it is only 172 officers!

Population Growth vs Cop-to-Pop vs Year-End Deployed Officers (2001-2029)



Budget

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

Scan to read
more about the
2025 budget.



2025 Operating Budget



\$1,339.0M

Net Budget

Change from 2024

8.4%* ↑

\$1,339.5M

Net Actuals

6.6%* ↑

2025 Capital Program



\$126.8M

Gross 2025 Budget

72.1%
Spend
Rate

\$91.4M

Gross 2025 Actuals

2025 Operating Budget Parking Enforcement Unit



\$59.4M

Net Budget

Change from 2024

11.2%* ↑

\$55.8M

Net Actuals

5.3%* ↑

Community Safety Indicators

Calls for Service

In 2025, the Service received approximately 1.66 million calls for service. Over the course of the year, the Service continued to prioritize the need to reduce response times. The average response time decreased in 2025, with Priority 1 events down 17.5% to 14.1 minutes and Priority 2 events down 26.2% to 40.0 minutes.

When compared to 2024, calls in 2025 were down 11.0% with 564 less calls daily on average and 205,761 less calls overall.

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.

In 2025, Communications Operators used Language Line Services 7,334 times to translate calls in 23 different languages. The top five languages requiring translation services were Chinese, Spanish, Farsi, Tamil and French.



1,135,237
Emergency
Calls to 9-1-1



524,281
Non-Emergency
Calls to Police



382,086
Calls/Events
Attended



Next Generation 9-1-1

In 2025, the Service launched Next Generation 9-1-1 (N.G.9-1-1), a major modernization of emergency call-handling technology at Communications Services. This multi-stage upgrade strengthened how emergency calls are received, processed, and prioritized, enhancing the Service's ability to respond quickly and effectively across the city.

A key enhancement introduced in May 2025 was an automatic text-back feature for wireless 9-1-1 calls that disconnect before reaching a call-taker. With this capability, dropped calls are removed from the queue and an automated text message is sent to confirm whether emergency assistance is needed. This reduces congestion caused by accidental or abandoned calls and helps people with urgent needs reach an operator faster. Following the introduction of this feature and related queue-management changes, average 9-1-1 wait times decreased by nearly 50 percent between June and July 2025. It is estimated that this automation will save approximately 30 hours of call-taker time each day.

Alongside N.G.9-1-1, additional improvements in 2025 included enhanced call-queue prioritization, expanded online reporting options, a dedicated three-digit non-emergency number (*TPS), and strengthened crisis referral pathways. These changes contributed to significant performance improvements, with average 9-1-1 wait times reduced by 90 percent by December 2025 to six seconds and non-emergency call volumes declining substantially.

Together, these advancements mark a significant step forward in emergency communications, delivering faster, safer, and more reliable service for anyone in the city who needs assistance.



75,157 calls were handled by automatic texts in 2025

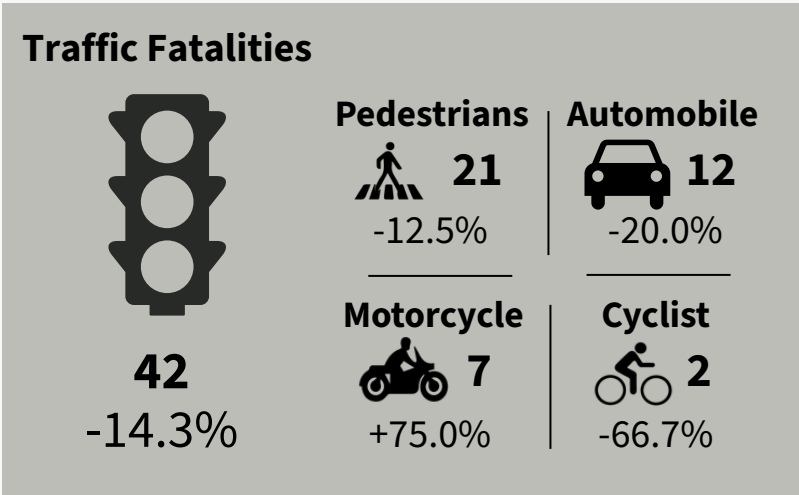
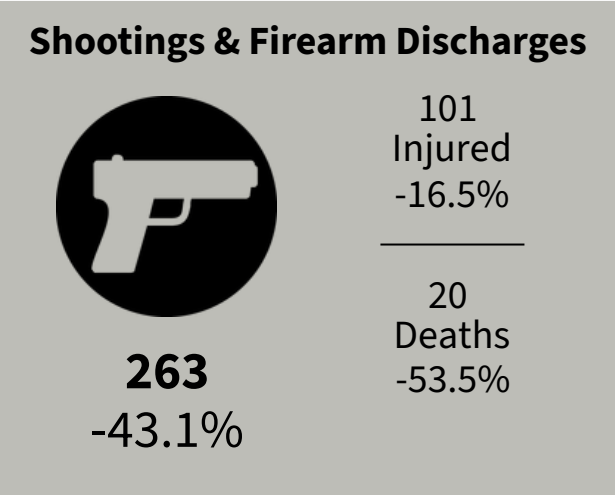
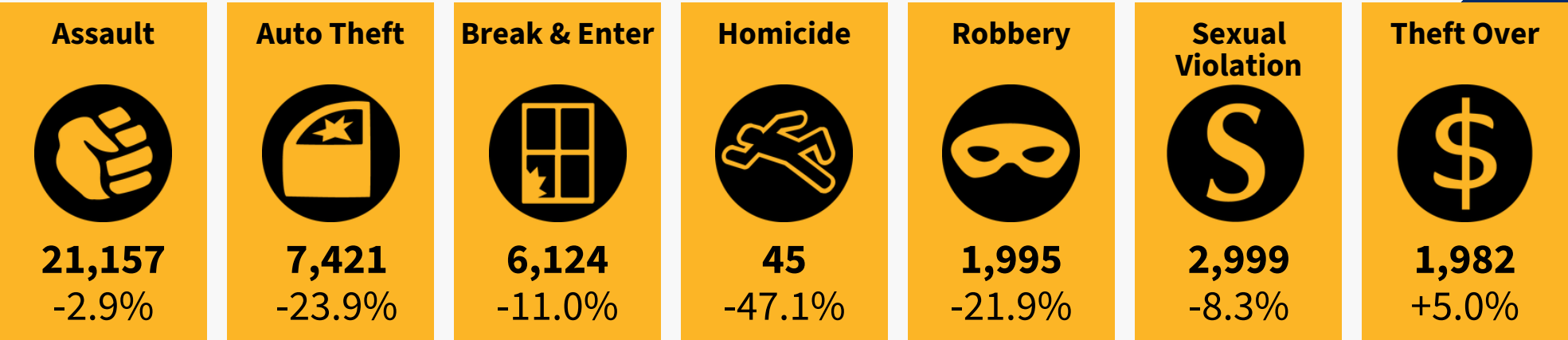
Updated Online Reporting System

Also in 2025, the Service made it easier for members of the public to report non-emergency incidents online through an improved Online Reporting System. Individuals can now report fraud, theft, graffiti or damage of any amount, including hate-motivated graffiti, without calling the police or visiting a station.

The online system also allows individuals to submit parking concerns, neighbourhood traffic issues, and driving complaints at a time that is convenient for them. The platform is mobile-friendly and available in 98 languages, making it more accessible for Toronto's diverse communities.

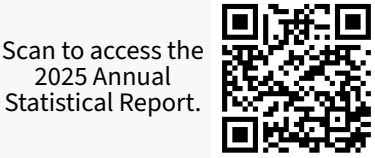
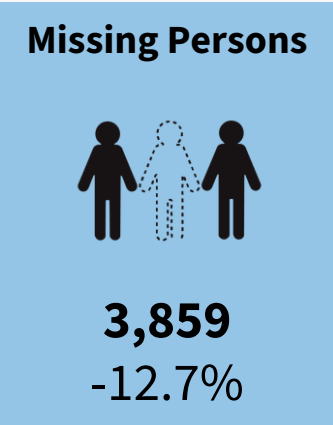
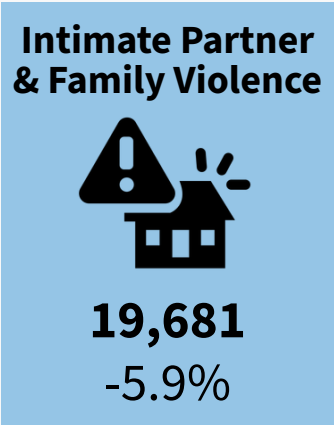
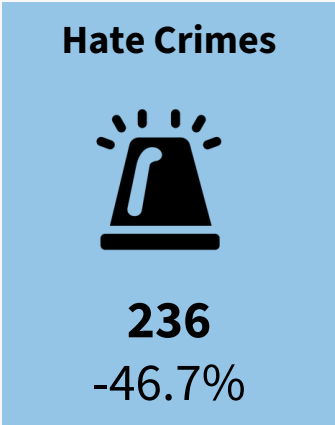
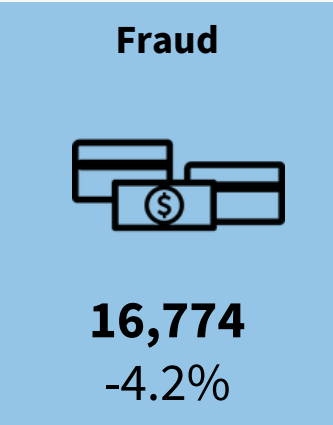
By expanding online reporting, the Service is improving access for the public, reducing wait times on phone lines, and allowing officers to focus on emergencies, while individuals get a faster and more convenient way to report everyday concerns.

Community Safety Indicators



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

The Community Safety Indicators 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.



Community Safety and Wellbeing Operational Roadmap



In 2025, the Service introduced its Community Safety and Wellbeing (C.S.W.B.) Operational Roadmap (Roadmap), creating a structured approach for advancing community safety priorities and addressing the complex factors that influence public safety across Toronto. The C.S.W.B. Roadmap recognizes that lasting public safety outcomes are achieved through a combination of prevention, intervention, enforcement, and strong partnerships with

government agencies, community organizations, service providers, and residents.

The C.S.W.B. Roadmap is built around six interconnected pillars centering the goal of improving community safety and wellbeing outcomes, and working together to drive effective, modern, and accountable policing. Rather than operating in isolation, each pillar reinforces the others to support coordinated decision-making and service delivery.

Throughout 2025, the C.S.W.B. Roadmap informed a range of operational, partnership and modernization initiatives aimed at enhancing public safety, strengthening community partnerships, improving service delivery, and supporting safer communities. As implementation continues, the C.S.W.B. Roadmap will help guide the Service's efforts to advance its strategic priorities and respond to the evolving needs of Toronto's diverse communities.

The six C.S.W.B. pillars represent the Service's key areas of focus:



In 2025, the Service advanced community safety priorities through a range of initiatives aligned to each of these pillars. The sections that follow highlight key 2025 initiatives and outcomes that demonstrate how this model is being applied in practice to support safer communities and enhance public trust.

While initiatives are presented under a primary pillar, many actions and outcomes intersect with and support multiple pillars, reflecting the integrated nature of the C.S.W.B. Operational Roadmap.

Partner Better

Toronto Community Crisis Service

The Toronto Community Crisis Service (T.C.C.S.) is a City-led, non-police mobile crisis response that connects people experiencing crisis with appropriate health and social supports. Operating 24 hours a day, seven days a week, T.C.C.S. deploys multidisciplinary teams from partner agencies to deliver client-centered, trauma-informed responses focused on prevention, wellbeing, and care.

In 2025, the Service continued to strengthen collaboration with T.C.C.S. by improving how eligible crisis calls are diverted. A key milestone was the launch of a new electronic call-handling process between 9-1-1, 2-1-1, and T.C.C.S. In May 2025, the Service went live with an automated electronic push that securely transfers limited call information such as date, time, call type, and event number to 2-1-1. This change was paired with a new “cold transfer” workflow, allowing call-takers to efficiently connect callers to T.C.C.S. without sharing personal or health information or remaining on the line.

These improvements streamlined call handling, reduced administrative workload, and supported faster access to appropriate supports. A total of 3,276 events were successfully diverted to T.C.C.S. from the 9-1-1 pathway in 2025, helping ensure individuals in crisis received care better suited to their needs while reducing unnecessary police involvement.

Together these efforts reflect the Service’s commitment to working as part of a broader safety network and supporting prevention-focused responses to mental health crises.

Re-envisioning the Mental Health and Addictions Strategy

The Service has undertaken a re-envisioning of its Mental Health and Addictions Strategy, by adopting a Mental Health is Health vision. The strategy focuses on shifting crises response towards health-driven, community-based care by ensuring people in crisis are supported by the most appropriate responders. The strategy’s framework was shared with senior leaders across emergency services and government, reinforcing a coordinated, city-wide approach to mental health and community safety.

Throughout the year, close collaboration continued with the Toronto Community Crisis Service (T.C.C.S.) to strengthen call diversion and response coordination. Daily and weekly working sessions between Communications teams ensured consistent decision-making for 9-1-1 calls related to mental health, while monthly leadership meetings between

the Service and T.C.C.S. helped guide implementation.

In addition, hospital partners were engaged through the Mobile Crisis Intervention Team Steering Committee to share awareness of a future state that places greater emphasis on community-based responses. Collaborative training sessions between the Service and T.C.C.S. also began at the Toronto Police College to improve at-scene communication and coordination between officers and crisis workers.

These efforts demonstrate how strong partnerships and shared accountability improve mental health crisis response. By expanding diversion, strengthening training, and aligning across agencies, the Mental Health is Health vision supports safer outcomes, more appropriate care, and a prevention-focused approach that benefits all involved.

Toronto Crime Stoppers

Toronto Crime Stoppers continues to be a key partner in supporting community safety by providing members of the public with a safe, anonymous way to share information about criminal activity. Built on a partnership between police, media, and the community, the program empowers members of the public to play an active role in preventing and solving crime.

In 2025, the Service partnered with Toronto Crime Stoppers to launch a targeted awareness campaign during Crime Stoppers Month (January), featuring enhanced cash rewards of up to \$300 for tips that led to the seizure of illegal firearms. The campaign aimed to encourage reporting, impede criminal activity, and amplify community voices by reinforcing how anonymous tips can make a real difference.

The Service participated in several presentations and campaigns throughout the year to enhance awareness, deter criminality and support overall community safety and wellbeing.

8,459

Tips

21,202

Follow Up Tips

892

Charges Laid

1

Homicide Solved

\$3,461,311

Drugs Seized

139

Arrests
Made

33

Firearms
Recovered

16

Vehicles
Recovered

\$1,801,076

Property Seized



Equity in Mental Health Crisis Response Working Group

In 2025, the Service continued its focus on equitable mental health responses through the launch of the Equity in Mental Health Crisis Responses (E.M.H.C.R.) Working Group. The group was formed as part of Phase 2 of the Race and Identity-Based Data Collection Strategy, building on recommendations developed by the Community Advisory Panel to address racial disparities in mental health-related police interactions.

The working group brings together community organizations, mental health and social service providers, institutional partners, and representatives from the Service to co-develop solutions to reduce disparities in outcomes for individuals experiencing mental health crises. Particular focus is placed on communities disproportionately impacted by arrest, use of force, and mental health apprehensions, including Black, Indigenous, Latin American and Hispanic communities.

Led by the Equity, Inclusion and Human Rights unit, the group includes approximately 15 members representing frontline service providers,

community-based organizations, hospitals, researchers and policing partners. Members review data and research, and refine proposed solutions. The process centres lived experiences and is guided by shared principles of respect, openness, humility and collaboration.

Throughout 2025, the working group focused on identifying root causes of disparities and developing practical, community-informed interventions. The three main areas of advice and support were:

- Refining and developing solutions;
- Supporting the broader engagement process; and
- Advising on implementation and feasibility.

By strengthening partnerships across policing, health, and social services, this initiative supports more coordinated, compassionate, and effective mental health responses and reinforces shared accountability for community safety and wellbeing across Toronto.



SafeTO

SafeTO is the City of Toronto's ten-year Community Safety and Wellbeing Plan, which promotes coordinated action across government agencies, community organization, institutions, and public services to address the root causes of harm and improve safety outcomes for Toronto's communities. The Service contributes to this city-wide effort through partnerships, prevention-focused initiatives, and collaborative approaches that support community safety and wellbeing.

In 2025, the Service strengthened its leadership role within SafeTO through active involvement in the Violence Prevention Toronto Office, helping to guide coordinated responses across priority neighbourhoods. Youth safety was a central focus, with the Service contributing to the Mayor's Youth Task Force, which supported the delivery of more than 140 youth programs and contributed to a notable reduction in youth violence during the summer period. Neighbourhood Community Officers further reinforced this work by connecting young people and families to local supports.

The Service also advanced cross-sector coordination and information sharing through several key initiatives. The Back-to-School Symposium supported alignment on youth safety priorities for the school year, while Integrated Safety Coordination Team meetings enabled timely and collaborative responses to violent and traumatic incidents. In addition, the Service supported the launch of the Violence Prevention Toronto Cross-Program Huddle, a weekly forum that enhances communication, situational awareness, and coordinated action across divisions.

Additional efforts included the city-wide expansion of Justice Centres to support youth at risk, enhanced collaboration on intimate partner and gender-based violence, and improvements to notification and analytics processes that enable faster, multi-sector responses. Together, these efforts demonstrate the Service's commitment to supporting SafeTO's vision through prevention, partnership and coordinated action.



Healthy TPS

Wellness Health Hub

Building on the Service's commitment to fostering a healthy and supportive workplace, 2025 marked the launch of a major new resource: the Wellness Health Hub at the Toronto Police College. Unveiled by the Chief and Command, alongside representatives from the Board, the Toronto Police Association, the Senior Officers Organization, and the Wellness unit, the Wellness Health Hub represents a significant milestone in creating accessible, visible, and stigma-free supports for all members.

The Wellness Health Hub provides a dedicated space where members can meet with a corporate psychologist, explore workplace accommodation needs, or simply decompress with Louis, the Service's therapy dog. This resource reflects the Service's ongoing effort to prioritize mental health as a core component of a healthy and resilient organization.

Launched on the Service's Annual Bell Let's Talk Day, the initiative reinforces the importance of open conversation, mental health awareness, and proactive support, especially as members continue to navigate the complex pressures of policing and the broader rise in mental health challenges across communities.

To further expand support, the Service also established key partnerships with Insight Health Solutions, and Warrior Health, to provide members with access to additional programs designed specifically for emergency services personnel. These programs focus on providing both immediate and ongoing mental health support tailored to the unique challenges and stresses faced by first responders.



Partnerships for a Healthy TPS

Member wellness is strengthened through the collective commitment of partners who stand alongside the Service in supporting our people. The Service is deeply grateful for the unwavering support provided by the Toronto Police Association, Canada Beyond the Blue, Toronto Beyond the Blue, the Military Veterans Wellness Program, our Internal Support Networks, peer support volunteers, and many other organizations and individuals who dedicate their time, expertise, and compassion to the wellbeing of our members and their families.

Together, these partnerships help ensure that members have access to meaningful supports throughout every stage of their careers and beyond. They are an integral part of fostering a healthy Toronto Police Service.

TPS Peer Network

The Service strengthened its approach to member wellbeing with the launch of the newly enhanced TPS Peer Network, an expanded and modernized peer-support program designed to make emotional, social, and critical-incident support more accessible. With 135 trained Peer Networkers, the program provides confidential, peer-driven assistance to members facing a wide range of challenges, including family pressures, addiction, isolation, workplace conflict, health concerns, sleep issues, and overall wellness.

Building on the foundations of the previous program, the Peer Network combines proactive peer-to-peer support with critical-incident response, giving members two clear pathways to access help:

- Peer-Initiated Support, allowing members to connect directly with a trained Peer Networker for confidential guidance on personal or professional challenges
- Service-Initiated Support, activated following critical incidents or significant life events that may impact a member's wellbeing

The new model ensures members can access help either independently or through Service-initiated protocols following significant events. The initiative normalizes conversation around mental health, reinforces a culture of care, and complements, rather than replaces, professional clinical services.

Peer Networkers receive specialized training in mental health awareness, crisis response, communication, and leadership, and draw on lived experience to provide empathetic, confidential and credible support. The program is available to all active members, including those on leave, and recruitment will continue through regular intervals as the Network grows.

In 2025, Peer Networkers responded to **70 critical incidents**, conducting **111 sessions** and critically **supporting 867 members** of the Service.



Service-Wide Member Town Hall

On December 2, 2025, the Service hosted its first ever Service-wide Member Town Hall. Over 1,350 members attended the virtual meeting which featured updates from the Chief, Deputy Chiefs, Chief Transformation Officer, and Corporate Services Command Lead. During the Town Hall, the Toronto-Integrated Safety & Security Unit shared an update on upcoming major events planning, including details on specialized training, operational readiness and upcoming callback opportunities.

The Town Hall also featured a robust “Ask Us Anything” session where members submitted thoughtful and meaningful questions and feedback directly to the Leadership Team. Some key themes that emerged during the session were:

- Requests for increased transparency and open dialogue
- Fairness in hiring and promotional processes
- Remote work and hybrid models
- Mental health and member wellbeing
- Leadership development and training opportunities; and
- Operational priorities, including uniform quality, equipment, facilities and handling of demonstrations

The Service is dedicated to keeping the dialogue open with members, through the planning of additional town halls in 2026.



Internal Support Networks

The Service recognizes that fostering a workplace where members feel appreciated and included is important to its mission. Through Internal Support Networks (I.S.N.), members are provided with developmental opportunities, mentoring, networking and connecting through shared experiences with like-minded members.

I.S.N.s reflect specific groups of volunteer members, civilian and uniform, and can be based on any of the grounds covered by the Ontario Human Rights Code, other approved affiliation, or any combination thereof.

In 2025, there were nine active I.S.N.s:

- Aboriginal ISN (A-ISM)
- Black ISN (B-ISM)
- Cancer ISN (Ca-ISM)
- East Asian ISN (EA-ISM)
- Jewish ISN (J-ISM)
- Latin American & Hispanic ISN (LAH-ISM)
- Pride ISN (PRIDE-ISM)
- South Asian in Law Enforcement ISN (SAIL-ISM)
- Women's ISN (W-ISM)

Throughout the year, the I.S.N.'s engaged in a number of initiatives, projects, events and socials. The I.S.N.s play an essential role in enriching the member experience and advancing a culture of inclusion across the Service.

Association of Black Law Enforcers Scholarship & Awards Gala

On November 1, 2025, the Service proudly co-hosted the 33rd Annual Association of Black Law Enforcers (A.B.L.E.) Scholarship & Awards Gala. Guided by the theme “Strength through Struggle: A Journey of Perseverance and Endurance,” the event celebrated excellence, leadership, and service within Black communities. The Gala honoured exceptional students through the A.B.L.E. Scholarship Program and recognized law enforcement professionals who demonstrated outstanding commitment to public safety and community service.

The Black Internal Support Network (B-ISM) played a pivotal role in the success of the event. Their leadership and coordination supported every stage of planning and delivery, including event décor, on-site registration, ticket sales, logistics, and volunteer management. Their contributions ensured a seamless, engaging, and impactful experience for almost 1,000 attendees.

Standardize Investigations

Missing Persons Awareness Guide

In April 2025, the Service introduced the Community Guide to Report a Person Missing, a comprehensive resource designed to improve transparency, enhance community understanding and support a consistent approach to missing persons investigations. Co-designed with community partners through the Missing and Missed Implementation Team, the guide fulfills Recommendation 44 of the Missing and Missed - Report of The Independent Civilian Review into Missing Person Investigations.

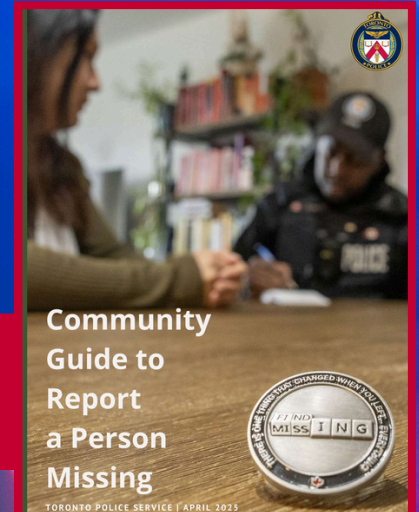
The guide provides clear, accessible information on what to do when someone goes missing, how investigations unfold, how searches are conducted, and what supports are available through Victim Services Toronto and other agencies. It also includes guidance for individuals reported missing, prevention strategies, information on unidentified remains, and additional community resources.

By standardizing how information is shared and supporting a common understanding of investigative processes, the guide strengthens public confidence by ensuring consistent, transparent communication.

Postcards with QR codes linking to the guide were distributed across divisions and public-facing units to make the resource easily available to all community members.

Recommendation #44

The Toronto Police Service should develop, in partnership with diverse communities, a guide to missing persons and unidentified remains investigations for those directly affected as well as the public at large.



Air Support & Drone Programs

In 2025, the Service advanced its air support capabilities to improve response times, situational awareness, and public safety outcomes across the City. These efforts reflect a commitment to using modern technology responsibly to support officers, protect the public, and strengthen community wellbeing.

As part of changes to the Greater Toronto Area Provincial Air Support Program, the Service began transitioning to owning, operating, and managing its own police helicopter. This shift will improve efficiency, ensure the aircraft is dedicated to the City, and strengthen alignment with regional partners.

At the same time, the Service completed a major transformation of its Remotely Piloted Aircraft Systems (R.P.A.S.) commonly known

as the Drone Program. Drones have been used by the Service since 2017 to support various policing functions. In 2025, helicopter and drone operations were centralized into a single Air Support Unit (A.S.U.) within Emergency Management and Public Order. This structure strengthened governance, training, risk management, and legal compliance, ensuring consistent and transparent use of aerial technology.

Throughout the year, deployments supported hundreds of incidents involving missing persons, robberies, break and enters, traffic collisions, people in crisis, disaster response, serious violence and major events. Drones also helped locate suspects and evidence while reducing risk to both the public and responding officers.

The Service also enhanced enforcement related to unsafe drone activity. During large public events, officers conducted counter-drone investigations and issued administrative penalties under Canadian aviation legislation, helping protect public safety and secure airspace at major gatherings.

By integrating helicopter and drone operations under one accountable unit, the Service strengthened emergency response, improved safety, ensured oversight, and increased transparency. These advancements support more effective policing while reinforcing public trust and contributing to safer, more resilient communities.



**17****Helicopter related
deployments****2****Finds****1 Missing family
1 Fire detection in a building****795** Radio calls with **2,365** Drone flights, including:**25** direct finds including suspects, missing people and evidence**196** flights for missing persons**87** flights for suspect search**83** flights for break and enter calls**56** flights for robberies and carjackings**52** flights for people in crisis and threatening suicide**47** flights for stolen vehicles**33** flights for traffic accidents**18** flights for shootings**7** flights for homicide scenes**190**
training flights**1,380**
deployments

Evidence.com 2.0

To support a more consistent and efficient approach to investigations across the Service, a major upgrade to Evidence.com was launched in the fall of 2025. The enhanced platform provides a more intuitive interface and streamlined tools that strengthen digital evidence management and improve investigative productivity.

Key improvements include simplified navigation through a new left-sidebar menu, a faster and more unified search function, enhanced media playback controls, and updated tools for organizing, sorting, and indexing evidence. User preferences such as light and dark mode and layout settings now sync

automatically across devices, ensuring a seamless experience for members working in different units and locations.

While workflows, security protocols, and core investigative responsibilities remain unchanged, these updates support greater consistency across divisions by making digital evidence easier to manage, locate, and review.

This modernization contributes to a more standardized, whole-of-Service approach to investigations, helping improve efficiency and support smooth transitions of cases across units and divisions.

Civilian Video Redaction Team

In 2025, the Service bolstered investigative capacity by expanding the use of specialized civilian and accommodated positions within the Records Management unit in the Technology & Transformation Command.

These roles support complex investigative work allowing more officers to focus on core policing duties. This includes using a dedicated civilian complement that reviews evidentiary videos and removes sensitive information to protect the safety of victims and witnesses. These members have been trained to adhere to privacy standards and in the use of specialized redaction software.

The civilian team was pulled together for a pilot project in partnership with the Hold Up Squad in 2023. That project validated the capability of these members to assist investigators with vetting and redacting evidence prior to court disclosure. As a result of this pilot, the team now reviews video evidence from divisions and squads across the city.

In 2025, now a key part of the Records Management unit, the civilian Digital Evidence Management Team played a critical role in supporting court-bound investigations involving large volumes of digital evidence. The team worked on approximately 9,600 active court cases, which involved reviewing over 50,000 hours of original video. Video redaction is a time-intensive process that requires focused effort to review and edit every minute of original footage. By performing this work, the team saved investigators thousands of hours and helped ensure timely disclosure. This team also effectively returned time to investigators to focus on high value investigative work.

These members have improved efficiency, enhanced investigative products, and increased the Service's overall capacity to respond to complex cases while making best use of available resources.

Precise & Focused

Bail Compliance Dashboard

The Bail Compliance Dashboard is a map-based application designed to support officers in monitoring and managing individuals on bail who pose the greatest risk to public safety. First introduced in 2019, the upgraded dashboards continue to receive enhancements in usability and function, with expanded capabilities that support both operational units and investigative work.

Since its introduction, officers have embraced the application, conducting more bail compliance checks each year. In 2025 alone, officers conducted 24,000 checks, representing a 22% increase from 2024. Improvements and expansions now allow officers to track a broader range of serious offences, including firearms-related offences, criminal organization activity, carjackings, GPS monitored individuals, and human trafficking.

The introduction of real-time, offender risk scores support prioritization by helping officers assess public safety risk and the likelihood of reoffending when planning compliance checks. Officers can now also flag planned bail checks using a “pending” status, improving coordination across units, and reducing duplication of efforts. All these features are available to officers on their phones or on their desktop computers.

Across the city, 31% of bailed offenders are charged by other police agencies, highlighting the need for continued relationship-building with police services across Ontario.

For investigative purposes, the upgraded Bail Compliance Investigation Dashboard includes an automated bail package feature that compiles compliance history, bail status, and surety information to support timely and informed show-cause proceedings. Together, these enhancements strengthen the Service’s ability to focus enforcement on individuals who pose the greatest risk to public safety, using intelligence and evidence to proactively reduce harm.

Intimate Partner Violence Open Data and Annual Report

In 2025, the Service released its first Intimate Partner Violence (I.P.V.) Annual Report and published 11 years of I.P.V. and family-violence data on the Toronto Police Public Safety Data Portal.

I.P.V. continues to have a profound impact on victims, families and community safety across Toronto and is recognized by The World Health Organization as a major global health concern. By publicly reporting I.P.V. occurrences from 2014 to 2024, the Service is increasing transparency while supporting evidence-based decision making, and enabling community agencies, SafeTO and other City partners to target support where it is most urgently needed.

The new I.P.V. Public Safety Data Portal includes three key tools designed to deepen understanding and enhance prevention efforts:

- I.P.V. Open Data Set – aggregated I.P.V. and family-violence occurrence data available for download;
- I.P.V. Dashboard – interactive dashboard that visualizes trends across time, geography, divisions, and neighbourhoods; and
- I.P.V. StoryMap – provides contextual information, definitions, prevention resources, and an overview of ongoing initiatives.

These tools support divisional efforts to identify neighbourhoods experiencing higher rates of I.P.V. and guide targeted crime-prevention initiatives led by the Community Partnerships and Engagement Unit (C.P.E.U.), Neighbourhood Community Officers, and Crime Prevention Officers. A key milestone was the establishment of the Toronto Police Service I.P.V. Working Group, which brings together representatives from SafeTO, C.P.E.U., the Service's I.P.V. Coordinator and Analytics & Innovation. This internal structure strengthened coordination and informed evidence-based decision-making.





Building on this foundation, officers engage in collaborative community sessions and outreach to connect residents with supports and resources. The Service has also deepened its collaboration with the City through active participation in the I.P.V./Gender-Based Violence (G.B.V.) Working Group and City-funded I.P.V./G.B.V. partner tables, helping to ensure alignment and coordination across systems.

A focused partnership with Victim Services Toronto ensures that victims receive timely and trauma-informed support during and after investigations. Referrals are made at the first point of contact and victims are also connected to community resources such as hospital-based Sexual Assault/Domestic Violence Care Centres and the Assaulted Woman's Helpline.

Throughout the year, and specifically during I.P.V. Awareness Month (November), the Service used public education campaigns and partnerships to promote awareness, encourage reporting, and connect survivors to supports. The creation of the first I.P.V. Annual Report and the launch of open data tools mark an important step towards enhancing public trust, improving community safety, and enabling more precise, focused, and coordinated responses to harm

Scan to access the
I.P.V. Public Safety
Data Portal.



General Constable Development Program

The General Constable Development Program (G.C.D.P.) is a foundational one-year training initiative designed to support the professional growth of constables through structured exposure to investigative and community-based policing practices, in six-month intervals.

In 2025, all units within Specialized Operations Command (S.O.C.) were directed to identify opportunities to support the G.C.D.P. While many S.O.C. units require specialized training and experience that limits immediate integration of developing officers, early and meaningful success was achieved through the Public Safety Response Team (P.S.R.T.). As part of a structured G.C.D.P. pathway, the P.S.R.T. expanded by 16 members, all of whom transitioned from the Primary Response Unit.

This cross-pillar initiative supported the continued development of the Service's young workforce by providing operational experience within a specialized environment, while maintaining appropriate training and supervision. Members received a comprehensive suite of training that enhanced individual development while also increasing the

unit's surge capacity and operational readiness. The training exposed developing members to multiple specialized units that the P.S.R.T. regularly supports, broadening their operational awareness and skill sets.

The expansion strengthened the P.S.R.T.'s capacity and increased operational flexibility, enabling a more responsive deployment to the City's most pressing public safety and crime issues. It demonstrated how targeted integration of G.C.D.P. members into suitable specialized units can support both workforce development and service delivery objectives. In addition, the training of additional Public Order Unit members has increased the Service's capacity to respond to demonstrations and large-scale public order events.

At the conclusion of their 6-month commitment, the first cohort of members returned to their home divisions, bringing enhanced capabilities and experience back to frontline operations. They have been replaced by a new cohort of developing members, establishing an ongoing rotational model.



Largest Cocaine Seizure in Toronto Police Service History

The Service delivered a significant disruption to organized crime through Project Castillo, a five-month investigation that resulted in the largest cocaine seizure in the Service's history. Launched in August 2024 and concluded in January 2025, the investigation led to the seizure of more than 835 kilograms of cocaine, valued at approximately \$83 million.

Led by the Major Projects section of the Drug Squad, Project Castillo targeted a transnational drug-trafficking network with alleged ties to the Jalisco New Generation Cartel. Working in close partnership with the Canada Border Services Agency, Royal Canadian Mounted Police, York Regional Police and Criminal Intelligence Services Ontario, officers intercepted a transport vehicle at the Canada-U.S. border and executed search warrants at multiple locations, disrupting a major supply chain destined for distribution nationwide.

Illicit drugs are powerful drivers of violence, addiction, and organized crime. By significantly reducing the availability of cocaine, this investigation limited opportunities for illicit drugs to enter and harm vulnerable communities. Each kilogram removed from circulation represents lives saved from overdose and fewer pathways for organized crime to commit violence and victimization.

The investigation resulted in the arrest of six individuals and significantly impacted organized crime operations. The outcome underscores the Service's focused approach to identifying and dismantling criminal networks that pose the greatest risk to public safety, while leveraging intelligence-led policing and cross-jurisdictional collaboration.

Project Castillo led to the seizure of more than 853 kilograms of cocaine valued at approximately \$83 million.





Project Yankee focused on a small but highly dangerous segment of the **towing industry** engaged in organized criminal activity.

Tow Truck Joint Forces Investigation

Since 2023, Toronto and the Greater Toronto Area region have experienced a sharp increase in crimes linked to individuals and groups vying for control of the towing industry. This has included homicides, shootings, arsons, intimidation and extortion, posing a serious threat to public safety.

In October 2024, the Service led a Joint Forces Investigation known as Project Yankee, to target those responsible for the most serious violence. The investigation focused on a small but highly dangerous segment of the towing industry engaged in organized criminal activity, particularly in east Toronto, Durham and York regions.

Project Yankee was executed in collaboration with key partners including Durham Regional Police Service, York Regional Police Service, and the Ontario Provincial Police, and involved specialized units such as the Integrated Gun and Gang Task Force – Major Projects section. Through intelligence-led policing, including wiretap authorizations and coordinated enforcement actions, investigators identified members of a criminal organization responsible for widespread violence, intimidation, extortion and arson.

The project concluded in June 2025 with the execution of multiple search warrants and resulted in 20 arrests, 111 criminal charges, and

the seizure of firearms and vehicles. The investigation also deterred and prevented anticipated large-scale acts of violence connected to ongoing territorial disputes.

Project Yankee demonstrates the Service's precise and focused approach on individuals and groups causing the greatest harm, disrupting organized criminal networks, and working collaboratively across jurisdictions. By directing resources where risk is highest and partnering effectively, the Service continues to address emerging crime trends and protect communities from escalating violence.

Hyper Localize

Community Safety Hubs

Driven by a desire to modernize community policing and respond directly to local needs, 33 Division developed a new Community Safety Hub model focused on accessibility, prevention, and trust. Under strong leadership, and informed by community feedback, the Division created Community Hubs that place officers in familiar, everyday settings.

The goal is simple but powerful: make police more accessible, build trust through regular interaction, and create spaces where safety is co-produced with residents, businesses, and local partners.

The first Community Safety Hub opened at CF Fairview Mall in January 2025 through a strong partnership with mall leadership and security. Operating during mall hours, the hub is not a police station, but a welcoming, non-enforcement space where residents can speak with officers, access crime prevention information, and take part in local initiatives. Officers use the space to share practical safety tips, answer questions, and listen to concerns in an environment that feels approachable and familiar. Community response has been overwhelmingly positive, with residents, tenants, and partners highlighting increased visibility, trust, and meaningful dialogue. Early outcomes have also been encouraging, showing the value of closer, prevention-focused engagement.

Building on this success, 33 Division opened a second Community Safety Hub at CF Shops at Don Mills in September 2025. The new location expands the model and deepens collaboration with local businesses, schools, and service providers. Officers use the hub to support early intervention, host community programs, and strengthen partnerships with organizations focused on road safety, impaired driving prevention, and neighbourhood wellbeing.

Together, these hubs exemplify a hyper-localized approach to policing. By meeting people where they are and investing in everyday relationships, officers gain the insight and trust needed to respond more effectively, intervene earlier, and help build safer, more connected communities.



Aboriginal Peacekeeping Unit

The Aboriginal Peacekeeping Unit (A.P.U.) serves as a vital bridge between the Service and First Nations, Inuit, and Métis communities. The A.P.U. works to promote dialogue, understanding and trust through respectful, trauma-informed engagement rooted in humility and relationship building. By strengthening partnerships and collaborating closely with community representatives and the Aboriginal Community Consultative Committee (A.C.C.C.), the A.P.U. helps ensure equitable access to police services while supporting culturally responsive policing across Toronto.



National Day for Truth and Reconciliation/Orange Shirt Day

On September 20, the A.P.U. supported a flag-raising ceremony to honour the National Day for Truth and Reconciliation, which coincides with Orange Shirt Day. This solemn observance recognizes Indigenous children who were forced to attend residential schools and those who never returned home. As part of the commemoration, Every Child Matters flags were lowered to half-mast at eighteen Service facilities across the city, reaffirming the Service's commitment to remembrance, education and reconciliation.

Celebrating Indigenous Peoples Day

On June 21, members of the Service joined Indigenous community partners to mark National Indigenous Peoples Day, a celebration recognizing the histories, cultures, and contributions of First Nations, Inuit and Métis Peoples. The event brought together elders, youth, community leaders, and police in a culturally grounded setting featuring singing, drumming, dancing and shared dialogue. Participants included members of the A.P.U., the A.C.C.C, the C.P.E.U., and students from Eastview Public School. The gathering created meaningful opportunities for connection, learning, and relationship building through presence and shared cultural experience.



Winter Solstice

Together with the Native Canadian Centre of Toronto, the A.P.U. co-hosted a Winter Solstice community gathering celebrating a significant spiritual turning point in the Indigenous calendar. The event featured activities and crafts for all ages, and highlighted themes of renewal, hope, and the return of light. By creating a welcoming environment for families, elders, and community members, the gathering reinforced cultural connection and strengthened relationships through shared experience.

The work of the A.P.U. extends beyond individual events. The A.P.U., works in partnership with the A.C.C.C. and community partners, to provide ongoing guidance that helps shape service delivery, inform police practices, and improve how members of the Service engage with Indigenous Peoples across Toronto. Through relationship building, dialogue, and collaboration with identified community representatives, the A.P.U. promotes understanding, cultural awareness, and equitable access to police services.

60 Community events attended

38 Missing persons investigations assisted

17 General investigations supported

18 Occurences generated

127 Community members assisted at the A.P.U. office

10 Hours of Indigenous training delivered to recruit classes

5 Informal crime prevention discussion held at Native Child and Family Services

11 Recruiting initiatives supported alongside Talent Acquisition

Project HOPE

Project HOPE is a community-based initiative that brings police, students and community partners together to support newcomer and refugee families as they settle in Toronto. Founded in 2021 by Neighbourhood Community Officers in 51 Division, the initiative is rooted in the understanding that early, positive engagement helps build trust, improve safety, and reduce vulnerability within communities that may be unfamiliar with policing in Canada.

In 2025, Project HOPE marked its fourth year of collaboration between the Service and Centennial College's Police and Public Safety Foundations Program. Over the course of the year, officers and students worked directly with newcomer families, community organizations and service providers to deliver hands-on support, education, and relationship-building

activities across the city. A cornerstone of this effort was the annual holiday drive, where students and officers from 51 Division distributed toys and essential items to nearly 1,000 refugee families. For many children, this was the first positive interaction with police and an early experience of safety, care, and welcome in a new country.

Beyond material support, Project HOPE focuses on early intervention through education and engagement. Officers and program partners deliver structured information sessions that introduce newcomers to Canadian laws, individual rights, and the role of policing, while addressing issues such as intimate partner violence, frauds and scams, human trafficking, youth safety, and hate-motivated crime. These sessions help newcomers to navigate their new

environment with confidence and encourage timely reporting and help-seeking, strengthening community safety outcomes.

In 2025, Project HOPE engaged thousands of newcomers through information sessions, community events, and direct outreach. This included children and youth who may be at increased risk of victimization or exploitation. By working closely with trusted newcomer-serving organizations, the initiative ensures engagement is culturally responsive, locally grounded, and tailored to the needs of the specific communities.

\$174,542
Total Donations in Kind Delivered

15
Information Sessions

3,000+
Participants

100+
Home Visits by Officers

1,800+
Youth/Children Newcomer Contacts

1,000+
Brochures Distributed

Neighbourhood Community Officer Program Expansion

The Neighbourhood Community Officer (N.C.O.) Program consists of experienced officers who are embedded in an assigned neighbourhood for at least four years to develop a community presence and build relationships. N.C.O.s work collaboratively with residents and business owners to improve community safety, trust and wellbeing, while building sustainable solutions for the neighbourhood.

In 2025, with the Board's support and the City's continued investment, the N.C.O. Program expanded into four new Toronto Communities:

- Banbury-Don Mills/Victoria Village (33 Division)
- Wexford-Maryvale (41 Division)
- Dufferin Grove (11 Division)
- Etobicoke City Centre (22 Division)

These neighbourhoods were chosen based on evidence-informed criteria including violent crime and youth-related offences, community safety indicators, proximity to transit and schools and SafeTO recommendations.

The program also expanded into the Toronto Transit Commission (T.T.C.) subway system to provide coverage seven days a week on the Yonge Line:

- 4 dedicated N.C.O.s between Union and Wellesley stations
- 4 dedicated N.C.O.s between Bloor and Eglinton stations

The expansion of the N.C.O. Program into the T.T.C. subway system strengthens commuter safety through a consistent, visible policing presence. Officers help deter crime, address safety concerns in real time, and build positive relationships with riders and T.T.C. staff. This proactive approach extends neighbourhood policing principles into Toronto's transit system, supporting a safer and more welcoming commute for all users.



Divert Repetitive Occurrence Program

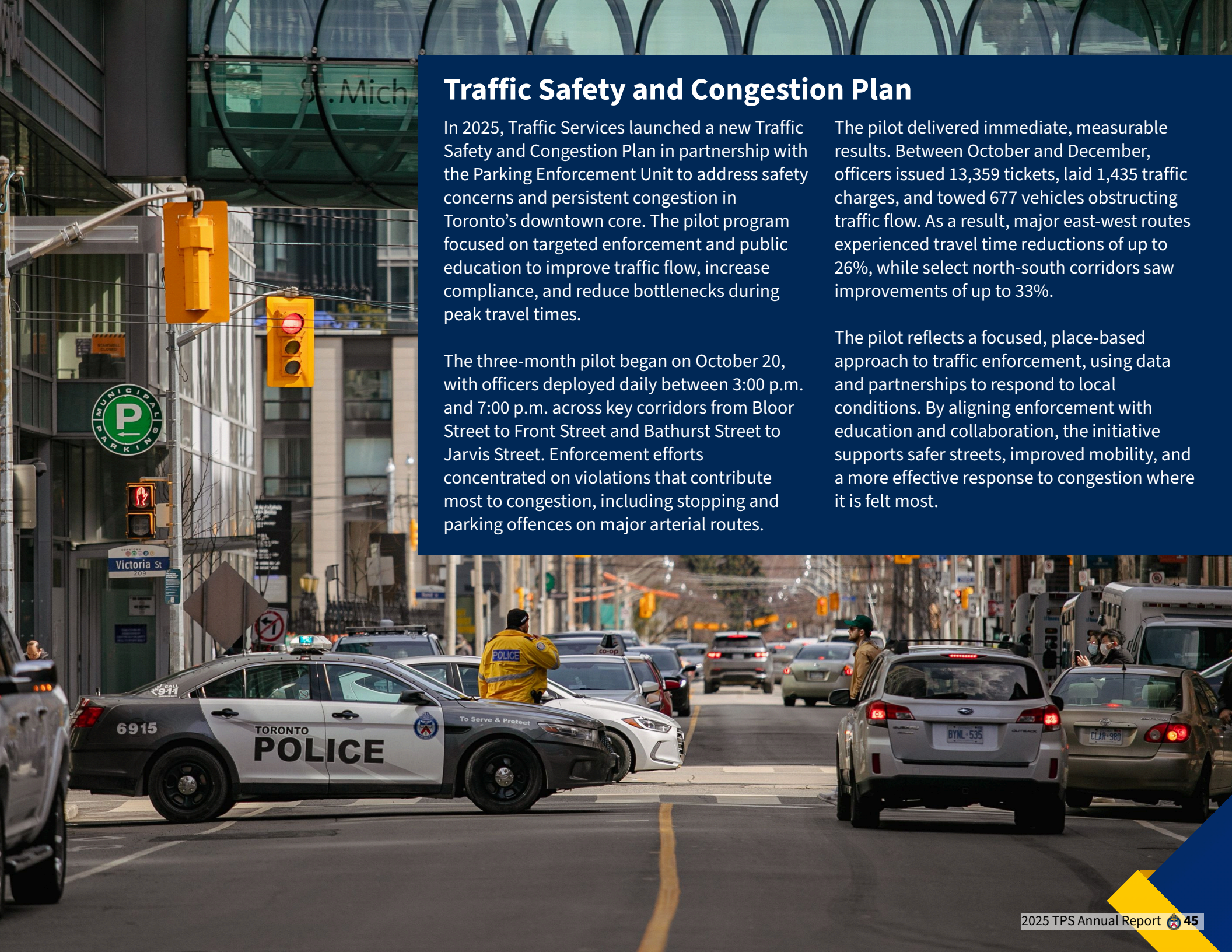
The Divert Repetitive Occurrence Program (D.R.O.P.) is a community-focused initiative designed to reduce repeat calls for service by addressing the underlying needs of individuals who frequently come into contact with police. Initially piloted in 42 Division, the program supports individuals with complex circumstances, including mental health crises and repeated missing person reports, through coordinated intervention rather than repeated enforcement responses.

In 2025, the D.R.O.P. pilot demonstrated strong results, achieving a 72% reduction in calls for service from identified clients. By connecting individuals to appropriate supports, and coordinating responses across police and partner agencies, the program improved outcomes for vulnerable community members while reducing strain on frontline resources.

Building on this success, the Service began planning for expansion of D.R.O.P. into additional divisions. A phased, project-managed approach is underway, informed by Auditor General recommendations and supported by internal and external partners. The expansion focuses on integrating data tools and aligning with the Community Safety and Wellbeing vision to ensure sustainability, consistency, and long-term impact.

D.R.O.P. illustrates the value of place-based, collaborative approaches that focus on prevention, early intervention, and coordinated care. By responding to recurring issues with tailored support, the program helps create safer communities while delivering more effective and compassionate service.





Traffic Safety and Congestion Plan

In 2025, Traffic Services launched a new Traffic Safety and Congestion Plan in partnership with the Parking Enforcement Unit to address safety concerns and persistent congestion in Toronto's downtown core. The pilot program focused on targeted enforcement and public education to improve traffic flow, increase compliance, and reduce bottlenecks during peak travel times.

The three-month pilot began on October 20, with officers deployed daily between 3:00 p.m. and 7:00 p.m. across key corridors from Bloor Street to Front Street and Bathurst Street to Jarvis Street. Enforcement efforts concentrated on violations that contribute most to congestion, including stopping and parking offences on major arterial routes.

The pilot delivered immediate, measurable results. Between October and December, officers issued 13,359 tickets, laid 1,435 traffic charges, and towed 677 vehicles obstructing traffic flow. As a result, major east-west routes experienced travel time reductions of up to 26%, while select north-south corridors saw improvements of up to 33%.

The pilot reflects a focused, place-based approach to traffic enforcement, using data and partnerships to respond to local conditions. By aligning enforcement with education and collaboration, the initiative supports safer streets, improved mobility, and a more effective response to congestion where it is felt most.

Project Resolute

Through Project Resolute, the Service continued to support community safety, enhance visibility in affected neighbourhoods, and respond to evolving public safety concerns while upholding Charter-protected rights to participate in lawful protests.

Project Resolute includes proactive engagement with Jewish and Muslim communities, referred to as Community Policing Initiatives (C.P.I.), as well as the coordinated management of public order for related demonstrations. The initiative is designed to maintain the safety of all residents, deter hate-motivated incidents, and support lawful protest through a measured and intelligence-informed policing approach.

In 2025, Project Resolute remained a sustained operational priority. Deployment was maintained seven days a week, from 7:00 a.m. to 11:00 p.m., with the flexibility to increase officer presence in response to global events, emerging intelligence, or heightened community concerns.

To support rapid and effective response, the Service transitioned to a formalized, tiered deployment model that can be activated immediately based on assessed risk and operational requirements. The expanded use of command vehicles in affected communities further increased visibility, enhanced coordination, and supported officers on the ground.



47,662
Total C.P.I. Visits

42,878
Total Premise
Checks

245
Locations Visited

74%
Places of
Worship

14%
Schools

12%
Other Places
of Significance

Hate Crimes

The Service furthered its response to hate crimes by focusing on prevention, investigation, and community engagement. Building on the expanded mandate of the Hate Crime Unit, the Service improved investigative consistency, enhanced data analysis, and supported affected communities through timely and sensitive responses. These efforts contributed to a significant reduction in reported hate crimes across the city, with 231 occurrences reported in 2025, representing a 39% decrease compared to 2024. This decline was observed across all divisions and bias categories, reflecting sustained efforts to deter hate-motivated

incidents and respond effectively to community concerns.

In 2025, five of the 73 individuals arrested for hate crimes were charged in relation to hate propaganda offences. These charges included four counts of public incitement of hatred, two counts of wilful promotion of hatred and one count of advocating genocide. Hate propaganda offences are uncommon, accounting for less than 3% of offences reported each year, and except for public incitement of hatred, require the consent of the Attorney General.

The Service also prioritized accessibility and transparency by improving how hate crimes are reported and how information is shared with the public. Enhancements to reporting tools, including expanded language options and clearer online reporting processes, helped reduce barriers for victims. Ongoing community outreach, public education, and updates to the Hate Crime Dashboard supported greater awareness of trends and available supports, reinforcing the Service's commitment to community safety, accountability, and inclusion across Toronto.



231

Reported Hate Occurrences

81 Anti-Jewish

39 Anti-Black

37 Anti-2SLGBTQI+

18 Anti-South Asian

14 Anti-Muslim

4 Anti-East/Southeast Asian

319

Hate-Motivated Graffiti Intake Form Submissions

Use Data More

Newly Designed Race and Identity-Based Data Collection Interactive Dashboard

A newly redeveloped Race and Identity-Based Data Collection (R.B.D.C.) interactive dashboard was launched in 2025 to improve public access to information about police interactions. The enhanced dashboard is more user-friendly and provides a clearer, more comprehensive view of trends across the Service, drawing on data from the past five years.

The dashboard includes detailed information on arrests, mental health apprehensions, associated outcomes such as strip searches, and use of force incidents. New features provide greater context behind the data, deeper analysis of trends, and improved accessibility, helping users better understand how and where police interactions occur within local communities.

By making data easier to navigate and interpret, the updated R.B.D.C. dashboard supports open dialogue, accountability, and informed community engagement. The initiative reinforces the Service's commitment to transparency and evidence-based decision-making, while providing communities with meaningful insight into policing practices at the local level.



Enhanced Executive Crime Traffic Order Management

The Service strengthened its use of data through enhancements to the executive Crime Traffic Order Management (e.C.T.O.M.) model. e.C.T.O.M. is a structured, evidence-based forum that supports Unit Commanders in examining crime and disorder trends, understanding underlying causes to community issues, and developing effective responses within their division.

Updates to e.C.T.O.M. aligned the process more closely with the Chief's priorities and the mandate for the Community Safety Command. Increased involvement from Specialized Operations Command and Analytics & Innovation improved the depth and consistency of analysis, supporting more consistent root cause analysis, prevention and early intervention planning, and coordinated enforcement strategies.

New analytical components introduced in 2025 provided insight into divisional management practices, premium pay trends, and member wellness indicators. By year's end, all divisions had participated in the enhanced e.C.T.O.M. model, strengthening information sharing, collaboration, and the use of data to guide decision-making and service improvements across the organization.



Community Satisfaction

To understand community perceptions of safety, police interactions, and public trust, the Service conducts an annual, independent survey of Toronto residents. In 2025, the survey was administered by Forum Research using computer-assisted telephone interviews with 1,200 residents broadly representative of the city's population.

Key Insights

Most Toronto residents reported feeling safe and satisfied with the Service. Overall satisfaction remained high, with 86% of respondents satisfied with policing services and 85% feeling safe in their neighbourhoods. Public trust indicators were also strong, with 84% of residents describing officers as trustworthy and 78% expressing confidence that officers treat people with respect.

Residents who had contact with police generally reported positive experiences, particularly when officers demonstrated professionalism, fairness, and clear communication. At the same time, the survey identified opportunities to improve response times, communication, and officer approachability. It also underscored the importance of continued, consistent engagement to strengthen trust and address perceptions of bias within diverse communities.

86%

**Satisfied with the
Toronto Police
Service overall**

85%

**Feel safe in their
neighbourhoods**

84%

**Believe officers
are trustworthy**

78%

**Say officers treat
people with
respect**

72%

**Believe officers
treat people fairly**

74%

**Who had contact with
police were satisfied
with that interaction**

Public Complaints

Each year, Professionalism and Accountability tracks public complaints received about the Service. Below is a summary of the complaints received in 2025.

1,002
Public
Complaints Filed

393
Investigated

609
Screened out/
Not investigated
by L.E.C.A.

1.7% decrease in complaints
filed over 2024

0.1% of documented contacts with
members of the public resulted
in a public complaint

2.5% of investigated cases identified
misconduct thus far

41 cases had the complainant
request the findings be reviewed

39 Decisions upheld

2 reviews had a disposition
of misconduct

L.E.C.A. = Law Enforcement Complaints Agency



Blue Jays World Series Run

During the Toronto Blue Jays' 2025 playoff run, the Service supported public safety and crowd management for large gatherings in and around the Rogers Centre. Working in coordination with City partners and emergency services, officers and special constables maintained a visible presence to support pedestrian safety, traffic flow, and lawful celebrations during periods of heightened activity in the downtown core. At the height of Game 7, over 300 officers were deployed to support the event.

The Service also engaged with the community in ways that reflected the citywide excitement. Following post-game comments by Blue Jays player George Springer about celebrating with a ride on a police horse, the Mounted Unit publicly invited Springer to ride Service horse, Blue Jay, should the team win the World Series. While the Blue Jays did not ultimately secure the title, the exchange reflected the Service's commitment to approachable, community-focused policing.

Service leadership also reflected the celebratory spirit of the playoff run through a lighthearted jersey bet between Toronto Police Chief Myron Demkiw and Los Angeles Police Department Chief Jim McDonnell. Following the Dodgers victory, Chief Demkiw honoured the agreement by wearing a Los Angeles Dodgers jersey.

The World Series put Toronto back on the national stage, resulting in significant mainstream media coverage throughout the playoff run.



World Series Media Coverage

6,000
total mentions/
media stories

4.6 billion
impressions

World Series Social Media Engagement

The campaign on Instagram, Facebook and X garnered a lot of positive engagement including:

3.7 million+
social media impressions

142,000
engagements

120,000+
likes

22,000+
shares



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