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2001 SERVICE PERFORMANCE - PRIORITIES

Toronto is Canada's largest and one of its most dynamic municipalities, with an enviable international reputation. Each year, in our efforts to maintain and improve the quality of life and level of safety in the City, the Toronto Police Service determines where our resources and activities will be focused. This is done within the context of responsibilities mandated by the *Police Services Act* and its accompanying regulations, and within the framework provided by the Service's own Mission Statement and Values. Our Priorities represent those areas within our mandated responsibilities to which we will give special emphasis.

Within each general area of priority, there were specific goals we wished to achieve and many strategies were used to help us work towards achieving our goals. These goals are presented under each Priority, and some of the strategies, submitted by units across the Service during the year, are presented under each goal, in the pages that follow. It should be noted that strategies may have been specific to unit/division that submitted them and were not necessarily carried out by other units/divisions. Also outlined are the Performance Objectives/Indicators that were set to measure our success.

The following tables summarise Service performance in 2001 relative to each of the goals within our Priorities.

PRIORITY: YOUTH VIOLENCE AND VICTIMISATION OF YOUTH

Goal	Achieved *	Partially Achieved	Not Achieved
Focus on enforcing, deterring, and preventing robbery and weapons offences occurring on school premises.		√	
Increase enforcement initiatives relating to the sexual exploitation of children and child abuse.			√
Increase enforcement activities and prevention initiatives that focus on decreasing the victimisation of youth by robberies and sexual assaults.		√	
In partnership with the Toronto District and Toronto Catholic District School Boards, focus on ensuring a safe school environment as outlined in the Police/School Protocol.		√	
Focus on preventing youth involvement in violent crime, especially those at younger ages.	√		
Focus on disbanding and disrupting the activities of street gangs.			√

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* 'Achieved' means **all** performance objectives for the goal were achieved; 'Partially Achieved' means some performance objectives for the goal were achieved; 'Not Achieved' means **none** of the performance objectives for the goal were achieved.

PRIORITY: ORGANISED CRIME

Goal	Achieved	Partially Achieved	Not Achieved
Educate members of the Service, the community, political representatives, and legislators on the actual impact of organised crime and the consequences if appropriate action is not taken immediately.	√		
Use Intelligence-driven enforcement strategies intended to disrupt organised crime networks.	√		
Improve the Service's response to organised crime.		√	
Form partnerships with other law enforcement agencies (international, national, and regional) to work co-operatively to disrupt and dismantle organised crime groups.		√	

PRIORITY: TRAFFIC SAFETY

Goal	Achieved	Partially Achieved	Not Achieved
Increase enforcement of traffic offences.		√	
Increase focus on pedestrian safety, especially seniors.		√	

PRIORITY: DRUG ENFORCEMENT

Goal	Achieved	Partially Achieved	Not Achieved
Create an integrated Service-wide drug enforcement strategy.			√
Increase enforcement of street-level drug activities to improve quality of life in neighbourhoods.		√	

PRIORITY: INFRASTRUCTURE

Goal	Achieved	Partially Achieved	Not Achieved
Implement organisational change to improve effectiveness and acquire efficiencies to allow the re-deployment of officers to front-line services.		√	
Standardise and improve information systems and production of information within the Service.		√	
Ensure adequate and effective delivery of police services.	√		
Enhance the Service's ability to manage and plan for special events, including the World Youth Conference and Olympics.		√	
Strengthen the confidence of the public and Service members in the impartiality and the integrity of the Service's administration of Part V of the *Police Services Act* - the complaints system.		√	
Ensure, through succession planning strategies, that divisional police-community initiatives are not disrupted due to officer transfer or retirement.			√
Continue efforts to have the membership of the Toronto Police Service reflect the community we serve.			√

PRIORITY: COMMUNITY-BASED CRIME PREVENTION

Goal	Achieved	Partially Achieved	Not Achieved
Increase community participation in solving and preventing crimes.		√	

PRIORITY: COMMUNITY PATROL

Goal	Achieved	Partially Achieved	Not Achieved
Increase the visibility of officers in neighbourhoods.		√	

PRIORITY: CRIMINAL INVESTIGATION

Goal	Achieved	Partially Achieved	Not Achieved
Implement recommendations relating to ViCLAS, from the City Auditor's report on the Review of the Investigation of Sexual Assaults.		√	
Review training provided with regard to sexual assault, in accordance with recommendations from the City Auditor's report on the Review of the Investigation of Sexual Assaults, the requirements of the Adequacy Standards legislation, the Kaufman Inquiry, and the recommendations of the May-Iles Inquest.	√		

PRIORITY: COMMUNITY SATISFACTION

Goal	Achieved	Partially Achieved	Not Achieved
Focus on improving satisfaction with police services.	√		

PRIORITY: EMERGENCY CALLS

Goal	Achieved	Partially Achieved	Not Achieved
Improve information available to allow accurate, reliable measurement of response times.	√		
Ensure the 9-1-1 emergency line is used only for emergency situations.		√	

PRIORITY: VIOLENT CRIME AND CLEARANCE RATES FOR VIOLENT CRIME

Goal	Achieved	Partially Achieved	Not Achieved
Increase feeling of safety and security within the community.		√	

PRIORITY: PROPERTY CRIME AND CLEARANCE RATES FOR PROPERTY CRIME

Goal	Achieved	Partially Achieved	Not Achieved
Provide an effective police response to property crimes.			√

PRIORITY: ASSISTANCE TO VICTIMS

Goal	Achieved	Partially Achieved	Not Achieved
Improve police response to victims of domestic violence.		√	

PRIORITY: YOUTH VIOLENCE AND VICTIMISATION OF YOUTH

GOAL: FOCUS ON ENFORCING, DETERRING, AND PREVENTING ROBBERY AND WEAPONS OFFENCES OCCURRING ON SCHOOL PREMISES.

Examples of Strategies:

- Zero tolerance enforcement of violence in and around schools.
- Focus divisional uniform directed patrol activities on schools/areas that are experiencing student violent crime problems/issues. Emphasis on zero tolerance of breaches of all federal, provincial, and municipal laws and by-laws.
- Deter offenders from committing crimes by using high visibility uniform patrols in schools both at random times and during times when occurrences likely to take place.
- Ensure safety of victims and other students by holding accused for show cause hearing, or release with conditions not to return to the school where occurrence took place.
- Identify known habitual juvenile offenders and conduct projects aimed at arrest or revocation of bail or probation.
- Reduce victimisation through use of crime prevention programs within schools and through presentations on crime prevention techniques.

- Provide anti-gang and anti-violence lectures in high schools.
- Continue training of frontline officers on Police/School Protocol, Safe School Protocol, and referral programs for high-risk children.
- Maintain trust of teachers and students by continuing to work closely with school staff in administering an informal resolution process for minor offences.
- Encourage students to report all robbery and weapons occurrences to police.
- Ensure an active Crime Stoppers program is in place at all secondary schools.
- Street Crime officers will continue 'Students with a Target' (SWAT) program, which includes encouraging students to report crime, partnership with police, and student empowerment to secure safe schools grounds.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **DECREASE IN NUMBER OF ROBBERIES ON SCHOOL PREMISES**

number of robberies on school premises in 2000 – 191
number of robberies on school premises in 2001 – 239

number of robberies on school premises increased 25%

♦ **DECREASE IN NUMBER OF WEAPONS OFFENCES ON SCHOOL PREMISES**

number of weapons offences on school premises in 2000 – 244
number of weapons offences on school premises in 2001 – 223

number of weapons offences on school premises decreased 9%

♦ **INCREASED PERCEPTION OF SAFETY IN SCHOOLS, RELATIVE TO ROBBERY AND WEAPONS OFFENCES**

Results of surveys of high school students showed that, in relation to the school and school grounds, students were somewhat less concerned about being robbed and less concerned about weapons offences in 2001 than they were in 2000:

somewhat or very concerned about being robbed in 2000 – 55%
somewhat or very concerned about being robbed in 2001 – 48%

somewhat or very concerned about weapons offences in 2000 – 59%
somewhat or very concerned about weapons offences in 2001 – 56%

(Results of the student surveys are outlined in greater detail in the General Indicators section of this report.)

PRIORITY: YOUTH VIOLENCE AND VICTIMISATION OF YOUTH

GOAL: INCREASE ENFORCEMENT INITIATIVES RELATING TO THE SEXUAL EXPLOITATION OF CHILDREN AND CHILD ABUSE.

Examples of Strategies:

- Prevention techniques/lectures by School Liaison officers on victimisation, importance of reporting incidents of inappropriate touching and assaults.
- Educate teachers, administrators, and parents on consequences of child sexual exploitation and abuse and how to recognise symptoms of abuse.
- Focus on victim through support and follow-up to prevent victimisation from continuing. Ensure conditional releases are reported to victim and victim's family.
- Ensure up-to-date information regarding sex offenders available; monitor known pedophiles.
- School Liaison Officer will attend elementary and secondary schools to present a variety of lectures. The '10 steps to street proofing' lecture has sections that advise children about good and bad touching, and safety issues to prevent child abuse.
- Maintain enforcement of body rub parlours and street prostitution to identify child prostitutes.
- Raise youth awareness of ways to minimise or reduce risks of sexual exploitation by Internet.
- Private sector partnership development and support for implementing solutions that improve safety for children on their property (e.g. video cameras placed in major bookstores, signs placed in children's sections advising parents not to leave children unattended).

- Conduct proactive and reactive stakeouts and surveillance of properties that attract indecent exposure and potential exploitation offenders (e.g. playgrounds, public swimming pools).
- Liaise with Children's Aid Society of Toronto, Catholic Children's Aid Society, Toronto District School Board, Toronto Catholic District School Board, Ontario Ministry of the Attorney General, and Hospital for Sick Children, to improve child abuse investigations and promote education in detection and prevention of child abuse and sexual exploitation.
- Youth Bureau officers will present youth criminality/child abuse material to divisional uniform/non-uniform members to improve service delivery related to prevention, detection, and prosecution of youth crime, child abuse, and sexual exploitation.
- Liaise with those at risk of child abuse and sexual exploitation to encourage reporting, investigation, and prosecution of offenders.
- The Merry Go Round Foundation, a computer buddies program for children aged 12-13 years, will be used to promote public awareness of these issues.
- Lectures provided to parents and children regarding prevention and reporting of child abuse and sexual exploitation.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASE IN NUMBER OF PERSONS CHARGED WITH CHILD EXPLOITATION OFFENCES**

number of persons charged with child exploitation offences in 2000 – 320
number of persons charged with child exploitation offences in 2001 – 318

number of persons charged with child exploitation offences decreased 0.6%

(C.C. offences counted were: sexual interference; invitation to sexual touching; sexual exploitation; incest; child pornography – making, distribution, possession; mailing obscene matter; parent/guardian procuring sexual activity (pimping); householder permitting sexual activity; and, corrupting children)

PRIORITY: YOUTH VIOLENCE AND VICTIMISATION OF YOUTH

GOAL: INCREASE ENFORCEMENT ACTIVITIES AND PREVENTION INITIATIVES THAT FOCUS ON DECREASING THE VICTIMISATION OF YOUTH BY ROBBERIES AND SEXUAL ASSAULTS.

Examples of Strategies:

- Establish relationships with students by using 'known' officers to allow victims and potential victims comfortable access to police.
- School Liaison officers will ensure that lectures on how not to be a victim, anti-bullying lectures, anti-gang lectures, and courtesy and respect lectures are delivered to students.
- Work in partnership with the hospitals, schools, and referral agencies to help encourage the reporting of these types of crimes by victims.
- Continue proactive policing initiatives that bring police and community youth together, such as the Junior Blues and a local baseball league.
- Information regarding specific offenders, activities, and/or trends distributed to officers during weekly training sessions and through weekly Crime Analyst report.
- Increase presence of uniformed officers in and around areas when and where youth hang out (schools, malls, parks, community centres, and storefronts).
- Continue, and expand as resources allow, 'School Watch' lectures on 'Never Be a Victim', date rape, taking fewer chances, etc., to reduce victimisation.
- Section within division will be assigned all robbery occurrences involving youth. Another will be assigned all sexual assault occurrences involving youth. Will ensure all common suspects and occurrence patterns are identified.
- Maintain close liaison with youth shelters and hostels to provide a balance of enforcement and educational programs.

- Increase time spent in positive contact with children and youth. Conduct patrols and park-and-walks at school sites and school access routes at peak times of activity (e.g. lunch and school closing periods) to increase direct contact and access to uniform officers.
- Increase opportunity for victims of swarming-type robberies to make positive identifications of suspects soon after the offence by returning to scene with victim.
- Partnership development and information sharing with TTC security to enhance proactive patrol deployments at subway stations.
- Institute Serious Teen Offender Program (STOP) to target 'high risk' youth. Program will identify high offenders using a criteria system and then target these individuals for enforcement and compliance of probation and bail conditions.
- Ensure an active Crime Stoppers program is in place at all secondary schools.
- Deliver education programs to elementary school students, high school students, and youth groups at schools and youth centres. Programs will focus on awareness, prevention, and importance of reporting crime.
- Street Crime officers will continue 'Students with a Target' (SWAT) program, which includes encouraging students to report crime, partnership with police, and student empowerment to secure safe schools grounds.
- Students within divisional schools will carry out the 'Frightening Experiences are Real, Let's End Student Silence' (FEARLESS) campaign to encourage reporting of incidents.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **DECREASE IN NUMBER OF YOUTH VICTIMISED BY ROBBERY, INCLUDING THOSE INVOLVING SWARMING**

for children/youth under 12 years of age:

number of youth victimised by robbery in 2000 – 73
number of youth victimised by robbery in 2001 – 83

number of youth under 12 victimised by robbery increased 14%

for children/youth 12-17 years of age:

number of youth victimised by robbery in 2000 – 1,147
number of youth victimised by robbery in 2001 – 1,297

number of youth 12-17 victimised by robbery increased 13%

for children/youth under 12 years of age:

number of youth victimised by robbery involving swarming in 2000 – 19
number of youth victimised by robbery involving swarming in 2001 – 22

number of youth under 12 victimised by robbery involving swarming increased 16%

for children/youth 12-17 years of age:

number of youth victimised by robbery involving swarming in 2000 – 472
number of youth victimised by robbery involving swarming in 2001 – 629

number of youth 12-17 victimised by robbery involving swarming increased 33%

♦ **DECREASE IN NUMBER OF YOUTH VICTIMISED BY SEXUAL ASSAULT**

for children/youth under 12 years of age:

number of youth victimised by sexual assault in 2000 – 414
number of youth victimised by sexual assault in 2001 – 395

number of youth under 12 victimised by sexual assault decreased 5%

for children/youth 12-17 years of age:

number of youth victimised by sexual assault in 2000 – 745
number of youth victimised by sexual assault in 2001 – 687

number of youth 12-17 victimised by sexual assault decreased 8%

PRIORITY: YOUTH VIOLENCE AND VICTIMISATION OF YOUTH

GOAL: IN PARTNERSHIP WITH THE TORONTO DISTRICT AND TORONTO CATHOLIC DISTRICT SCHOOL BOARDS, FOCUS ON ENSURING A SAFE SCHOOL ENVIRONMENT AS OUTLINED IN THE POLICE/SCHOOL PROTOCOL.

Examples of Strategies:

- Maintain liaison with school staff to allow early intervention in any trouble areas.
- Educate officers about their role in Police/School Protocol.
- Update and educate teachers, principals, and administrators to the importance of complying with their roles in the Protocol.
- Educate community and parent groups on school policies and their roles in the Protocols.
- Enforcement and high visibility patrols in and around schools during peak hours such as lunch and after school.
- Increase communications between police and school staff to ensure safety of students, staff, and police.
- Continue with zero tolerance of violence in schools.
- Continue to take part in Community Alternative Program to Suspended Students (CAPSS) run by school board.
- Encourage officers to spend more time in and around schools to increase visibility and contacts, and deter crime.
- Ensure an active Crime Stoppers program is in place at all secondary schools.

- Share information with school partners. Specifically, disclose conditions of release to schools and consult with schools regarding conditions of release.
- Encourage reporting of serious crime by youth.
- Divisional Street Crime will again host conference, with District School Boards, students, staff, and police officers from various units. Purpose is to provide an avenue for communication and to raise issues of concern.
- Assist students in creating videos associated with elimination of racial discrimination, with ultimate goal of promoting racial tolerance, and devise methods to reduce incidence of hate crime and criminal offences with racial overtones.
- Develop initiatives that will involve school administrators, teachers, and students in crime prevention activities. Officers will promote crime prevention initiatives in divisional schools.
- Deliver educational and prevention programs to divisional schools to promote a safe school environment. School Liaison officers will develop appropriate programs on violence, peer pressure, gang activity, drugs, and alcohol.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASED PERCEPTION OF SAFETY IN SCHOOLS**

Results of surveys of high school students showed that students in 2001 were somewhat less likely to feel safe in and around the school during the day than they were in 2000. However, in 2001, they were less concerned about feeling safe and secure at school than in 2000. Only one-third of students in both years said their school was very or somewhat violent.

felt very or reasonably safe in/around school any time of day in 2000 – 88%
felt very or reasonably safe in/around school any time of day in 2001 – 85%

somewhat or very concerned about feeling safe/secure at school in 2000 – 58%
somewhat or very concerned about feeling safe/secure at school in 2001 – 55%

felt school and school grounds are very or somewhat violent in 2000 – 33%
felt school and school grounds are very or somewhat violent in 2001 – 33%

(Results of the student surveys are outlined in greater detail in the General Indicators section of this report.)

♦ **INCREASED PERCEPTION OF PARTNERSHIP BETWEEN POLICE AND SCHOOL ADMINISTRATORS**

Results of surveys of school administrators showed that perceptions of level of involvement/partnership with police were about the same in both years, however, administrators were slightly more likely to be satisfied with the level of partnership in 2001 than in 2000.

school frequently or occasionally consulted by police in determining issues/problems to be addressed in 2000 – 67%
school frequently or occasionally consulted by police in determining issues/problems to be addressed in 2001 – 67%

feel very much or somewhat part of a problem solving team with police in 2000 – 84%
feel very much or somewhat part of a problem solving team with police in 2001 – 83%

satisfied or very satisfied with this level of partnership with police in 2000 – 86%
satisfied or very satisfied with this level of partnership with police in 2001 – 88%

(Results of the school administrator surveys are outlined in greater detail in the General Indicators section of this report.)

♦ **INCREASE NUMBER OF SCHOOLS WITH STUDENT CRIME STOPPERS PROGRAMS**

number of schools with Student Crime Stoppers programs as of December 31, 2000 – 120
number of schools with Student Crime Stoppers programs as of December 31, 2001 – 173

number of schools with Student Crime Stoppers programs increased 44%

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♦ **CONSISTENT DELIVERY OF PREVENTION AND DRUG EDUCATION PROGRAMS ACROSS DIVISIONS**

According to the Community Policing Support Unit (CPSU), at this time, it is unknown whether or not the same prevention (of violence, crime, etc.) programs are delivered to schools in all divisions. Programs are delivered by divisional Community School Liaison Officers (CSLOs). The programs delivered and the number of CSLOs in each division are not controlled by CPSU. The proposed "five core curriculum" will allow for more accurate reporting and consistent delivery of Service-wide programs.

PRIORITY: YOUTH VIOLENCE AND VICTIMISATION OF YOUTH

GOAL: FOCUS ON PREVENTING YOUTH INVOLVEMENT IN VIOLENT CRIME, ESPECIALLY THOSE AT YOUNGER AGES.

Examples of Strategies:

- School Liaison officers continue to offer anti-bullying, anti-violence, and anti-gang lectures to students in Grade 3. The officers will also deliver programs on how not to be a victim and the importance of respect and courtesy.
- Proactive policing in community to reinforce police-community relations. Community events such as hockey, baseball, and breakfast clubs promote better relations between young persons and police.
- Focus on younger ages with education (programs such as street proofing, 'Never Be a Victim', peer pressure, drug awareness, bullying, etc.), and continue delivery through high school to maintain the importance of reporting all crimes and keep lines of communication open, so youth feel that they can come to police when necessary.
- Division officers will continue to participate in leadership camps at Blue Water camp (for youth aged 7-15 years) as councillors. Corrections officers, teachers, paramedics, youth leaders, former professional and Olympic athletes, and recreation supervisors are also involved. Youth must agree to attend follow-up programs after completion of summer camp.
- School administration and students will be involved in formulating an anti-bullying program in elementary grades.
- Use uniform directed patrol within schools/areas experiencing escalated violent youth crime.

- Maintain/increase crime analysis pertaining to student violent crime activities/occurrences.
- Maintain/increase number of divisional youth outreach crime prevention initiatives (dependent on funding, personnel resources), such as Back To School, Math Adventure, VIP, anti-bullying,
- Maintain/increase liaison/information sharing with students, school staff/authorities, social agencies, Service/divisional personnel, and outside police services to identify prevention initiatives that will reduce youth involvement in violent crime.
- Crime Prevention officer and Youth Bureau will develop a crime prevention presentation relating to youth crime for school and community groups.
- Maintain relationships with principals, staff, and students to provide advice and alternatives for youths facing problems.
- Develop and deliver educational and prevention programs to youth that raise awareness of being at risk of being involved in violent crime. Schools and other established groups will be targeted for programs offered.
- Maintain/develop new partnerships with schools, agencies, and groups that deal with youth to broaden lines of communication and seek ways of providing alternative activities for youth to be involved in when they have free time. Officers will promote established programs that youth can participate in as alternatives to loitering and intimidating others in the community.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ DECREASE IN RATE OF YOUTH ARRESTED/CHARGED FOR VIOLENT CRIMES

number of 12-17 year olds arrested/charged per 1,000 population in 2000: 14.5
number of 12-17 year olds arrested/charged per 1,000 population in 2001: 13.9

number of 12-17 year olds arrested/charged per 1,000 population decreased 4%

PRIORITY: YOUTH VIOLENCE AND VICTIMISATION OF YOUTH

GOAL: FOCUS ON DISBANDING AND DISRUPTING THE ACTIVITIES OF STREET GANGS.

Examples of Strategies:

- High visibility patrol and zero tolerance approach to enforcement of all applicable statutes in any area gangs congregate.
- Identify youth gang members, associates, hangouts, and graffiti, and promote/implement programs that target these problems.
- Proper communication between officers and Intelligence with regard to gang information.
- Disseminate intelligence information to divisional personnel through training sessions and analysts' publications. Provide information to uniform patrols on ongoing activities of suspected gang members for enforcement purposes.
- Ensure graffiti is erased within 24 hours of being created.
- Continue with education related to 'bullying'.
- When arrested for offence in which gang activity is a factor, accused will be held for show cause hearing or released only with strict conditions.
- Liaise with Crown Attorneys to obtain stiffer sentences for those involved in gang-related offences.
- Target areas where youth congregate, to identify street gang members for prevention, enforcement, and intelligence purposes.
- Maintain 'early warning' intelligence network to identify movement of gang members into division.
- Ensure an active Crime Stoppers program is in place at all secondary schools.

- Use uniform directed patrol within gang-affected communities to dissuade street gang operations.
- Seek court release conditions that prevent arrested gang members from returning to affected communities.
- Serious Teen Offender Program (STOP) initiative will identify high offenders using a criteria system, then target them for enforcement and compliance of probation and bail conditions. Membership in gangs is a critical issue in the STOP program.
- Early removal of logos that are a strong indicator of gangs and territories associated to gangs. Photo logs are kept as a resource to all officers to assist in identifying gangs and membership.
- Crime Analyst will track all gang-related information, along with members, and make this information available to all unit members. Officers will lay charges when appropriate and ensure strict release conditions or detention orders are sought. Officers will also strictly enforce *Trespass to Property Act*.
- Monitor and enforce imposed bail conditions of gang members and associates. Officers will track cases before courts and follow-up with complainants, victims, and witnesses to ensure compliance with bail conditions.
- Deliver educational and information programs to youth at risk of being recruited and/or victimised by gang activities.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **ESTIMATED NUMBER OF STREET GANGS**

estimated number of street gangs as of December 31st, 2000 – no exact number available
(CPSU estimated 60-75, Detective Services estimated 62)

estimated number of street gangs as of December 31st, 2001 – 62
(according to Detective Services, this represents 1,110 gang members and 900 associates)

♦ **NUMBER OF VICTIMISATIONS WHERE SUSPECT BELIEVED TO BE AFFILIATED WITH A GANG**

number of occurrences in 2001 where 'gang' was recorded under the 'motive' in the Suspect Information section of the Modus Operandi forms – 416

PRIORITY: ORGANISED CRIME

GOAL: EDUCATE MEMBERS OF THE SERVICE, THE COMMUNITY, POLITICAL REPRESENTATIVES, AND LEGISLATORS ON THE ACTUAL IMPACT OF ORGANISED CRIME AND THE CONSEQUENCES IF APPROPRIATE ACTION IS NOT TAKEN IMMEDIATELY.

Examples of Strategies:

- Conduct educational sessions for members of the Service, Members of Federal Parliament, the community, and the automotive industry.
- Provide lectures to internal and external policing agencies to enhance officer safety, strategic intelligence gathering, and effective law enforcement.
- Work in co-operation with Ontario Police College to provide subject matter expertise to recruit classes.
- Participate in divisional training sessions.
- Enhance and increase information disseminated internally and to other policing agencies by establishing an 'Information Officer'.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **NUMBER OF COMMUNICATIONS MADE TO EACH OF SERVICE MEMBERS, POLITICAL REPRESENTATIVES, LEGISLATORS, AND COMMUNITY MEMBERS**

According to information supplied by CPSU, Fraud Squad, Hold-Up Squad, Detective Services, and the Sexual Assault Squad (Sexual Exploitation Section and Juvenile Task Force), the following number of communications were made in 2001, reaching a large number of people:

to Service members:	142
to political representatives:	21
to legislators:	11
to community members:	180
to other groups:	105

CPSU also reported that, in addition, based on circulation, viewers, and listeners, the organised crime information package was delivered to the following numbers of community members:

Chinese – 695,000	Filipino – 50,000
South and West Asian – 10,000	Italian – 150,000
Black – 300,000	Japanese – 3,000
Korean – 2,700	Iranian – 12, 000
Vietnamese - 7000	

♦ **INCREASED UNDERSTANDING OF IMPACTS AND CONSEQUENCES OF ORGANISED CRIME BY GROUPS RECEIVING COMMUNICATION**

Information on feedback from those receiving the communications was supplied by CPSU, Fraud Squad, Hold-Up Squad, Detective Services, and the Sexual Assault Squad (Sexual Exploitation Section and Juvenile Task Force):

- feedback from community groups and Service members always positive
- two presentations at 2001 Fraud Investigators Conference particularly well received – one dealt with activities of organised crime groups participating in computer crime, the other discussed the involvement of organised crime in motor vehicle fraud
- Hold-Up Squad Seminar critiques very favourable to the organised crime presentation made by an LAPD Detective
- complimentary feedback from division following CFAIU presentation
- letter of appreciation from Canadian Bankers Association following presentation
- complimentary call from Toronto Chinese Business Association following presentation
- calls from divisional members and crown attorneys for contributing to improved prosecutions
- increased amounts of information/intelligence received as a result of training lectures
- increased community support of police initiatives and increased community involvement and appreciation of projects
- feedback from investigators indicates better level of understanding of drug investigations
- comments and appreciation received from other police services
- feedback – information provided was 'eye opening', surprising, was unaware of scope of problem, as disturbing as anything ever seen

The 2001 community survey included questions regarding the perceived impact of organised crime. While many in the general community felt they were at least somewhat aware of the impacts of organised crime, fewer felt that organised crime affected them personally. In a similar survey of divisional Community Police Liaison Committee (CPLC) members, more CPLC members reported being aware of the impacts of organised crime and more felt it impacted on them personally. The results were as follows:

community – felt very or somewhat aware of impacts of organised crime on society – 67%
CPLC – felt very or somewhat aware of impacts of organised crime on society – 83%

community – felt organised crime has had any impact on them personally – 27%
CPLC – felt organised crime has had any impact on them personally – 46%
    (when asked how the most frequent responses were with regards to safety, financially)

(Results of these surveys are outlined in greater detail in the General Indicators section of this report.)

PRIORITY: ORGANISED CRIME

GOAL: USE INTELLIGENCE-DRIVEN ENFORCEMENT STRATEGIES INTENDED TO DISRUPT ORGANISED CRIME NETWORKS.

Examples of Strategies:

- Increase contribution of the Toronto Police Service to the Provincial Special Squad to enhance enforcement action against Organised Motorcycle Gangs in Toronto.
- Identify, target, and apprehend violent offenders involved in gang activity as identified by the

TPS, Intelligence Support, or others, including internal or external partners
- Provide press releases on successful, high profile arrests of identified gangs and their members.
- Continue to identify and target organised crime groups who engage in drug profiteering.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASE THE NUMBER OF ENFORCEMENT STRATEGIES IMPLEMENTED THAT TARGET ORGANISED CRIME**

number of enforcement strategies targeting organised crime implemented in 2000 – 11
number of enforcement strategies targeting organised crime implemented in 2001 – 18

number of enforcement strategies targeting organised crime increased 64%

♦ **INCREASE IN NUMBER AND VALUE OF SEIZURES OF ASSETS/PROPERTIES FROM ORGANISED CRIME GROUPS**

number of seizures of assets/properties from organised crime in 2000 – 1
total $ value: not available

number of seizures of assets/properties from organised crime in 2001 – 40
total $ value: $1,416,491[1]

(This does not include seizure reports for Major Drugs, Airport Squad, or combined seizures from joint forces projects.)

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[1] In 2001, the Fraud unit also reported $87,000 in seizures and forfeitures from Nigerian gangs involved in credit card, cheque, and 419 letters. However, these groups are not, as yet, recognised by CISC or CISO as 'organised crime' gangs.

PRIORITY: ORGANISED CRIME

GOAL: IMPROVE THE SERVICE'S RESPONSE TO ORGANISED CRIME.

Examples of Strategies:

- Continue to provide training to Service members on firearms enforcement, firearms tracing, and characteristics of an armed person.
- Continue to provide subject matter expertise for General Investigator's course and recruit classes at CO Bick College.
- Develop a Technological Crime sub-section within Detective Services – Intelligence Support to enhance capability for forensic data recovery.

- Participate in training sessions at divisional level.
- Continue to train and upgrade drug investigators on Major Case Management, Part VI of CC, officer safety, and clandestine labs. Also, provide and enhance training to drug investigators through job shadowing and mentoring programs, and work in co-operation with CO Bick College to provide specialised training.

PERFORMANCE OBJECTIVES/INDICATORS:

- ♦ INCREASE IN THE SERVICE'S CAPABILITY TO INVESTIGATE AND GATHER INFORMATION ON CRIMES COMMITTED USING ADVANCED TECHNOLOGY THROUGH ACQUISITION OF TECHNOLOGY AND THE CREATION OF A UNIT TO FOCUS ON ISSUES RELATED TO CYBER-CRIME

There was some equipment, valued at about $10,000, acquired for this purpose. A budget submission was also made in 2001 and 2002 requesting $170,000 for equipment for a computer crime unit to assist with the investigation of child pornography, enterprise crime, proceeds of crime investigations, organized crime, and terrorism, among other issues. The request was denied and cut from the budget by City Council. While it was originally proposed that eight officers would staff the denied cyber crime unit, the Service has currently assigned two officers to work in this area as an interim measure.

- ♦ DEVELOP A BROADER BASE OF EXPERTISE IN RELATION TO ORGANISED CRIME BY INCREASING THE NUMBER OF OFFICERS TRAINED AND THE TYPES OF TRAINING RECEIVED

number of officers trained on issues relating to organised crime in 2000 – 1,288
number of officers trained on issues relating to organised crime in 2001 – 1,846

    558 more officers received training in 2001 than in 2000 – number of officers trained increased 43%

types of training received:

- The Telemarketing presentation at the Advanced Fraud Course also alerted officers that there is mounting evidence that organised crime groups are participating in deceptive telemarketing.
- Hold-Up Squad seminar
- Identification of organised robbery
- Conferences – e.g. International Asian Organised Crime Conference, MAGLOCEN, Fraud Investigators Conference (2 presentations at the 2001 Conference included information on involvement of organised crime groups in computer crime and motor vehicle fraud), Niagara Falls Child Exploitation Conference, etc.
- Lectures/divisional training sessions – e.g. CISC Workshop on Organised Crime, divisional firearms recognition, etc.
- Homicide Seminar
- Courses at Canadian Police College, CO Bick College
- Continual training of members of Toronto Drug Squad with respect to organised crime provided by various sources (CO Bick College, Canadian Police College, Criminal Intelligence Services of Ontario, Ontario Police College, Special Investigations Unit, American Drug Enforcement Agency, Federal Bureau of Investigation). Topics included: Clandestine Laboratory, Proceeds of Crime, Major Case Management, Witness Protection courses, BRASS (Behavioural Risk Assessment Strategic Systems), Drug Investigators courses, Marijuana Laboratory Drug Seminar, Mobile Surveillance, Dynamic High Risk Vehicle Stops, computer training (COPS, MANIX, SAP, etc.), Unit Commander training in both Quantico and Tulsa, OK.
- Cyber Crime Investigator course – RCMP, Ottawa

PRIORITY: ORGANISED CRIME

GOAL: FORM PARTNERSHIPS WITH OTHER LAW ENFORCEMENT AGENCIES (NATIONAL, INTERNATIONAL, REGIONAL) TO WORK CO-OPERATIVELY TO DISRUPT AND DISMANTLE ORGANISED CRIME GROUPS.

Examples of Strategies:

• Target organised crime groups by enhancing existing or establishing new partnerships with external agencies, such as the Chief Firearms Officer of Ontario, Provincial Weapons Enforcement Unit, Canadian Firearms Centre, various external policing/law enforcement agencies, and the United States Bureau of Alcohol, Tobacco, and Firearms.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASE IN THE NUMBER OF JOINT (ENFORCEMENT) PROJECTS TARGETING ORGANISED CRIME**

number of joint (enforcement) projects targeting organised crime in 2000 – 71
number of joint (enforcement) projects targeting organised crime in 2001 – 100

number of joint (enforcement) projects targeting organised crime increased 41%

♦ **INCREASE IN NUMBER AND VALUE OF SEIZURES OF ASSETS/PROPERTIES FROM ORGANISED CRIME GROUPS**
for joint (enforcement) projects ONLY

number of seizures of assets/properties from organised crime in 2000 – not available
total $ value – not available

number of seizures of assets/properties from organised crime in 2001 – 4
total $ value – $13,000

PRIORITY: TRAFFIC SAFETY

GOAL: INCREASE ENFORCEMENT OF TRAFFIC OFFENCES.

Examples of Strategies:

- Train and certify all new recruits in radar operation.
- Increase number of front-line police officers certified in use of stationary radar, mobile radar, and laser speed measuring.
- Develop a Drinking & Driving Countermeasures Team to patrol streets in Toronto, enforcing Criminal Code drinking and driving offences, and conducting directed traffic enforcement.
- Operation GRIDLOCK is a series of one-week blitzes to target motorists who restrict free flow of traffic, by illegally stopping or parking vehicles, commit prohibited turns, enter intersections that they cannot clear or enter intersections as the signal changes.
- Neighbourhood Traffic Watch is a series of two-week enforcement campaigns to address the numerous complaints from citizens living on residential streets about motorists speeding, disobeying stop signs, or driving carelessly, and heavy trucks using prohibited roadways. All front-line police officers are directed to focus on enforcing traffic laws on these non-arterial roadways during campaign, to reduce citizen driving complaints, reduce collisions, and reduce incidents of poor driving behaviour.
- CYCLE RIGHT Campaign is a series of two-week blitzes to target cyclists who disregard *Highway Traffic Act* laws and municipal by-laws. Offences targeted include disobeying one-way signs, stop signs, automatic traffic signals, and riding within crosswalks or on the sidewalk.
- A Community Traffic Liaison Committee (CTLC) will give Traffic Services personnel the ability to communicate en-masse with community groups and citizens concerned with traffic safety issues. Committee will focus on awareness and education, and will discuss issues relevant to traffic safety, invite input from the community regarding traffic safety initiatives, have a forum for disseminating important traffic safety messages to community, and form partnerships within public and corporate communities to advance traffic safety.
- Police officers assigned to recruit training will receive five weeks of traffic orientation during Part 'C' of their recruit field training program. Orientation will cover traffic enforcement, collision investigation, RIDE spotchecks, and station duty. Members of each recruit class will be assigned to divisional traffic duties or to Traffic Services Highway Patrol. Traffic orientation will give recruits an introduction in identifying and enforcing both provincial and criminal traffic offences.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASE NUMBER OF POTs ISSUED (HTA)**

number of POTs issued in 2000 – 322,795
number of POTs issued in 2001 – 281,732

number of POTs issued decreased 13%

♦ **INCREASE NUMBER OF RELEVANT CHARGES (E.G. FOLLOW TOO CLOSE, UNSAFE LANE CHANGE, FAIL TO SIGNAL LANE CHANGE, CARELESS DRIVING)**

number of charges in 2000 – 12,623
number of charges in 2001 – 18,729

number of charges increased 48%

♦ **DECREASE IN NUMBER OF TRAFFIC-RELATED FATALITIES**

number of traffic-related fatalities in 2000 – 67
number of traffic-related fatalities in 2001 – 57

number of traffic-related fatalities decreased 15%

♦ **DECREASE IN NUMBER OF TRAFFIC COLLISIONS**

number of traffic collisions in 2000 – 72,540
number of traffic collisions in 2001 – 64,113

number of traffic collisions decreased 12%

♦ **INCREASE ENFORCEMENT IN SUPPORT OF THE CITY'S RED LIGHT CAMERA PROJECT**

enforcement in 2000 – The red-light camera pilot project began in the City of Toronto in June 2000. Traffic Service's Target Enforcement Unit assigned officers to conduct traditional policing duties at 20 intersections where cameras were installed, in support of this pilot project. In summary for the year 2000, a total of 33 officers dedicated 250 hours of enforcement to this project, which resulted in 97 charges being laid exclusively for red light offences.

enforcement in 2001 – Traffic Services Target Enforcement unit continued to be assigned to traditional policing duties in relation to the pre-selected red light camera intersections. Officers monitored 20 non-camera intersections and conducted traditional enforcement activities in relation to automatic traffic signal offences in both the *Highway Traffic Act* and the City of Toronto by-laws. In summary for the year 2001, a total of 127 officers dedicated 635 hours of enforcement to this project, which resulted in 272 charges being laid for red light offences.

385 hours more enforcement in 2001 than in 2000, with 175 more charges laid for red light offences

PRIORITY: TRAFFIC SAFETY

GOAL: INCREASE FOCUS ON PEDESTRIAN SAFETY, ESPECIALLY SENIORS.

Examples of Strategies:

- Operation PED SAFE is a two-week campaign to focus on pedestrian safety and make pedestrians and motorists aware of their shared obligations under *Highway Traffic Act* and municipal by-laws. Through this education, awareness, and enforcement campaign, motorists endangering the safety of pedestrians by encroaching on pedestrian crossovers and crosswalks are targeted, as are pedestrians failing to obey pedestrian-related laws for using the highway. Emphasis is placed on senior pedestrian safety and officers are directed to focus on crossovers and crosswalks located near homes for the elderly and in areas with high density of seniors.

- DAREDEVIL is a senior citizen pedestrian safety awareness program carried out in partnership with Sunnybrook and Women's Health Sciences Centre. Senior citizen pedestrians and motorists receive important traffic safety information on the correct use of crosswalks and crossovers. The program is comprised of two pedestrian safety videos, pamphlets with printed messages, and several audio messages released to media radio outlets. Live presentations to reinforce pedestrian safety for seniors are delivered at community centres, senior citizen residences, and other community venues.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **DECREASE IN NUMBER OF PEDESTRIAN TRAFFIC-RELATED INJURIES**

number of pedestrians injured in traffic collisions in 2000 – 2,395
number of pedestrians injured in traffic collisions in 2001 – 2,656

number of pedestrians injured in traffic collisions increased 11%

♦ **DECREASE IN NUMBER OF SENIOR PEDESTRIAN INJURIES**

number of senior (65 yrs and older) pedestrians injured in traffic collisions in 2000 – 268
number of senior (65 yrs and older) pedestrians injured in traffic collisions in 2001 – 167

number of senior (65 yrs and older) pedestrians injured in traffic collisions decreased 38%

♦ **DECREASE IN NUMBER OF PEDESTRIAN TRAFFIC-RELATED FATALITIES**

number of pedestrians killed in traffic collisions in 2000 – 26
number of pedestrians killed in traffic collisions in 2001 – 32

number of pedestrians killed in traffic collisions increased 23%

♦ **DECREASE IN NUMBER OF SENIOR PEDESTRIAN FATALITIES**

number of senior (65 yrs and older) pedestrians killed in traffic collisions in 2000 – 15
number of senior (65 yrs and older) pedestrians killed in traffic collisions in 2001 – 13

number of senior (65 yrs and older) pedestrians killed in traffic collisions decreased 13%

PRIORITY: DRUG ENFORCEMENT

GOAL: CREATE AN INTEGRATED SERVICE-WIDE DRUG ENFORCEMENT STRATEGY.

Examples of Strategies:

- Develop Service Procedure on drug enforcement to strengthen business practices and ensure uniformity.
- Implement the drug strategy in a manner consistent with Canada's National Drug Strategy, findings of the Drug Strategy Working Group, the 90-Day Investigative Review, and the Drug Enforcement Review. The 'Toronto Police Service Drug Enforcement Strategy' will outline organisational structure, staffing, training, policy development, and accountability related to drug enforcement, drug awareness, and drug education, as well as communicating the Drug Strategy both internally and externally.

PERFORMANCE OBJECTIVES/INDICATORS:

- ♦ **IMPLEMENT AND COMMUNICATE A CONSISTENT, FOCUSED SERVICE-WIDE ENFORCEMENT STRATEGY**

    Work has begun on the Service's Drug Strategy, but is not yet completed.

PRIORITY: DRUG ENFORCEMENT

GOAL: INCREASE ENFORCEMENT OF STREET-LEVEL DRUG ACTIVITIES TO IMPROVE QUALITY OF LIFE IN NEIGHBOURHOODS.

Examples of Strategies:

- Establish Toronto Drug Squad (TDS) Drug Enforcement teams dedicated to targeting street level drug enforcement.
- Increase deployment flexibility of dedicated street-level enforcement teams through organisational structure changes.
- TDS will clearly define areas of responsibility and commitments to field units with regard to street-level drug enforcement. In particular, Drug Squad Liaison Officers will be assigned to field units; CDIU will assist divisions by providing drug intelligence and identifying problem areas; and, TDS will participate in divisional training sessions and crime management meetings.
- Identify current crime trends associated with sale and distribution of illicit drugs and co-ordinate investigations in collaboration with divisional personnel. TDS investigators will participate in divisional training sessions to ensure officers consider drugs as a motivating factor in relation to criminal occurrences and ensure that information is captured.

- Create a standard Drug Street Enforcement Strategy Form to assist divisional unit commanders in preparing an operational plan to engage the support of TDS. Form will outline the divisional drug problem or activity, other criminal activity occurring in targeted area, divisional intelligence gathering, and maintenance program.
- Support CO Bick College in delivering a comprehensive drug investigators training course. Involves participating in development of course curriculum, identifying TDS officers to be Behaviour Risk Assessment Strategic System (BRASS) instructors, BRASS instructors providing training to TDS investigators, providing TDS officers with High Risk and Dynamic Entry training, and providing general subject matter expertise.
- Inform community, through media, on outcomes of drug enforcement initiatives. In addition, disseminate information/outcomes at CPLC meetings.
- TDS to create a website on the TPS Intranet and will assign a dedicated officer to monitor the website.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASE IN TRAINING FOR OFFICERS INVOLVED IN DRUG ENFORCEMENT**

number of officers trained on issues relating to drug enforcement in 2000 – 76
number of officers trained on issues relating to drug enforcement in 2001 – 55

21 fewer officers received training in 2001 than in 2000 – the number of officers trained decreased 28%

(*Of the Drug Squad officers, approximately 60% received some type of formal training.)

number of different types of training/courses available to officers in relation to drug enforcement – approximately 15 related courses

♦ **INCREASE IN NUMBER OF DRUG-RELATED ARRESTS AT THE STREET LEVEL**

number of persons charged/arrested by divisional officers for drug offences in 2000 – 3,811
number of persons charged/arrested by divisional officers for drug offences in 2001 – 3,355

number of persons charged/arrested by divisional officers for drug offences decreased 12%

total number of persons charged/arrested for drug offences in 2000 – 4,120
total number of persons charged/arrested for drug offences in 2001 – 3,743

total number of persons charged/arrested for drug offences decreased 9%

♦ **INCREASE IN PUBLIC PERCEPTION OF SAFETY IN NEIGHBOURHOOD**

Results of general community telephone surveys showed increased feelings of safety and less concern about crime and safety, but also increased concern about drugs, in 2001 compared to 2000:

felt very or reasonably safe in neighbourhood in 2000 – 74%
felt very or reasonably safe in neighbourhood in 2001 – 90%

ever walked alone in neighbourhood after dark in 2000 – 60%
ever walked alone in neighbourhood after dark in 2001 – 71%

somewhat or very concerned about crime in neighbourhood in 2000 – 67%
somewhat or very concerned about crime in neighbourhood in 2001 – 61%

somewhat or very concerned about feeling safe/secure in neighbourhood in 2000– 59%
somewhat or very concerned about feeling safe/secure in neighbourhood in 2001– 54%

somewhat or very concerned about drugs in neighbourhood in 2000 – 37%
somewhat or very concerned about drugs in neighbourhood in 2001 – 57%

(Results of the general community surveys are outlined in greater detail in the General Indicators section of this report.)

♦ **DECREASE IN NUMBER OF CRIMES ASSOCIATED WITH DRUGS WHICH AFFECT QUALITY OF LIFE IN NEIGHBOURHOODS – BREAK & ENTERS, THEFT FROM AUTO, ROBBERIES**

number of break & enters reported in 2000 – 15,636
number of break & enters reported in 2001 – 16,132

number of break & enters reported increased 3%

number of thefts from vehicles reported in 2000 – 21,240
number of thefts from vehicles reported in 2001 – 21,612

number of thefts from vehicles reported increased 2%

number of robberies reported in 2000 – 4,746
number of robberies reported in 2001 – 4,994

number of robberies reported increased 5%

PRIORITY: INFRASTRUCTURE

GOAL: IMPLEMENT ORGANISATIONAL CHANGE TO IMPROVE EFFECTIVENESS AND ACQUIRE EFFICIENCIES TO ALLOW THE RE-DEPLOYMENT OF OFFICERS TO FRONT-LINE SERVICES.

Examples of Strategies:

- Human Resources will conduct a review of civilian functions and positions to ensure they provide support in an efficient, effective, and economical manner. Although focused on civilian staff, it is expected that this review may also indicate some opportunities for re-deploying uniform personnel to front-line duties.

- Human Resources will conduct an audit of divisional staffing levels every six months to ensure compliance with 60/40 divisional model. Any significant variances identified during this process will be discussed with the unit commander involved so that appropriate action may be taken.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ IMPLEMENTATION OF RECOMMENDATIONS FROM CHIEF'S 90-DAY ORGANISATIONAL REVIEW

number of recommendations completed during 2001 – 85

number of recommendations withdrawn during 2001 – 3

number of recommendations ongoing as of February 1, 2002 – 108 (from Reports 1-17)
104 (from Report 18)

♦ OFFICERS REDEPLOYED TO FRONT-LINE UNITS

number of officers re-deployed from centralised investigative or support units to divisions during 2001 (i.e. transferred without replacement) – 0

number of officers assigned to divisions at end of 2000 – 3730
number of officers assigned to divisions at end of 2001 – 3602

there were 3% fewer officers assigned to divisions at the end of 2001 than there were at the end of 2000

♦ **INCREASE IN OFFICER AVAILABILITY FOR OPERATIONAL DUTIES**

officers had slightly less of their time available for operational duties in 2001 than in 2000:

proportion of time available for operational duties in 2000 – 76%
proportion of time available for operational duties in 2001 – 74%

♦ **INCREASED PUBLIC PERCEPTION OF OFFICER VISIBILITY**

Results of general community telephone surveys showed that respondents were only very slightly more likely in 2001 than in 2000 to say they'd seen an increase in police officer presence in their neighbourhood in the past 12 months:

had seen increase in police officer presence during past 12 months in 2000 – 11%
had seen increase in police officer presence during past 12 months in 2001 – 12%

(Results of the general community surveys are outlined in greater detail in the General Indicators section of this report.)

♦ **STAFF DEPLOYMENT AND TIME/ATTENDANCE SYSTEMS IMPLEMENTED**

Neither staff deployment nor time/attendance systems were implemented during 2001:

The business requirements were defined in the 1st and 2nd quarter of 2001. The RFP was issued in early fall and responses were evaluated in September and October; final decision along with Board approval was reached in November 2001. During the months of July to December 2001, the business rules were reviewed, documented and issues were noted for analysis or change. Implementation planning began in December 2001 and progress will continue throughout 2002 for implementation of phase I in the 1st quarter of 2003.

Phase I will include – daily time and attendance record keeping
– collection and recording of time for court appearances
– leave banks and record keeping
– shift planning and scheduling.

♦ **INCREASED OFFICER PERCEPTION OF SAFETY**

Information not available – survey with Service members not approved

♦ **INCREASED PUBLIC PERCEPTION OF SAFETY**

Results of general community telephone surveys showed increased feelings of safety and less concern about crime and safety in 2001 compared to 2000:

felt very or reasonably safe in neighbourhood in 2000 – 74%
felt very or reasonably safe in neighbourhood in 2001 – 90%

ever walked alone in neighbourhood after dark in 2000 – 60%
ever walked alone in neighbourhood after dark in 2001 – 71%

somewhat or very concerned about crime in neighbourhood in 2000 – 67%
somewhat or very concerned about crime in neighbourhood in 2001 – 61%

somewhat or very concerned about feeling safe/secure in neighbourhood in 2000– 59%
somewhat or very concerned about feeling safe/secure in neighbourhood in 2001– 54%

(Results of the general community surveys are outlined in greater detail in the General Indicators section of this report.)

♦ **INCREASED PROBLEM-SOLVING AT THE COMMUNITY LEVEL**

divisions reported over 2,000 community problems addressed in 2000
divisions reported over 3,100 community problems addressed in 2001

over 50% more community problems were addressed

examples of community problems addressed (list is NOT complete; reported problems were similar in both years):
- crackhouses, drugs, and drug dealing
- gang activities
- specific crimes targeted (e.g. robberies, purse-snatches, vehicle theft, break & enters, theft of computers, etc.)
- graffiti
- specific areas with crime and/or quality of life problems targeted (e.g. buildings, parks, strip malls, schools, neighbourhoods, licenced/unlicenced premises etc.)
- youth hanging out/disorderly
- traffic and parking
- prostitution
- homeless
- potential sex offenders/suspicious persons watching children
- minor complaints (e.g. neighbour disputes, noise, pets, landlord-tenant, etc.)

♦ **DECREASE IN RESPONSE TIME FOR PRIORITY 1 CALLS**[2]

response time for Priority 1 calls remained about the same in both years

number of Priority 1 calls in 2000 – 67,469
(number of Priority 1 calls with valid 'at scene' value (MDT) in 2000 – 31,444 or 46.6%)
median[3] response time for Priority 1 calls in 2000 – 8 minutes
(average response time for Priority 1 calls in 2000 – 10 minutes)

number of Priority 1 calls in 2001 – 71,937
(number of Priority 1 calls with valid 'at scene' value (MDT) in 2001 – 36,021 or 50.1%)
median response time for Priority 1 calls in 2001 – 8 minutes
(average response time for Priority 1 calls in 2001 – 10.5 minutes)

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[2] Priority 1 calls are the highest priority emergency calls, typically involving situations requiring immediate response, including a person at risk or a crime in progress.
[3] The median is the middle value of a group of values arranged in ascending or descending order. Unlike like the mean (average), the median is not strongly influenced by extreme values.

PRIORITY: INFRASTRUCTURE

GOAL: STANDARDISE AND IMPROVE INFORMATION SYSTEMS AND PRODUCTION OF INFORMATION WITHIN THE SERVICE.

Examples of Strategies:

- Police vehicles will be equipped with laptop computers for direct entry of occurrences, with fully automated CPIC and UCR2 interfaces. The new information system will greatly enhance the capability for crime analysis.
- Complete the installation of the re-engineered radio communication system in partnership with the Fire Service. This will free up 9 radio channels to provide the needed capacity for occurrence re-engineering. As a result of the partnership with Fire, the Police Service will also benefit from a 'hot' 9-1-1 back-up site.
- The processes for capturing information on staff activities will be completely revamped by implementing a comprehensive staff deployment/ scheduling information system, and a new time & attendance system.
- Antiquated Enterprise Resource Planning System (financial ledgers, budgeting, procurement) will be replaced with a new, integrated system now in use by the City. With the new time & attendance and staff deployment systems, foundation will be in place for improved management information on Service operations (e.g. improved court scheduling and overtime optimisation) and for activity-based costing.
- The requirements for reporting and analysis of complaints and employee discipline will be addressed through a Professional Standards Information System. Currently, discipline information is kept in a variety of files, many of them manual, none of them inter-related.
- Implement a robotics library and a digitised environment capable of storing and processing videotaped statements and interviews.

- Begin to extend the police business integration which began in the occurrence re-engineering project to other core police systems, applications, and processes, including dispatch (CAD), mugshot (RICI), fingerprint (AFIS), intelligence, and property (PEMS).
- Electronically recorded fingerprints will replace present practice of manually taking fingerprint impressions from arrested persons. The Livescan Fingerprint system will be integrated with mugshots, the DNA database, and the occurrence information system.
- Application of mobile personal communication systems to policing activities will be evaluated, particularly with regard to front-line mobile access to central information systems.
- Assessment will be done on auto location technology for electronically signalling auto thefts. Objectives are to provide general public with effective stolen vehicle recovery capacity; to reduce incidence of motor vehicle theft and increase recovery rates; and to address organised vehicle theft rings and general motor vehicle theft.
- Service will continue support of and participation in criminal information sharing plans with other regional police services, and with electronic exchanges of crown briefs and dispositions with Integrated Justice. Subject to Provincial funding, Service will implement Major Case Management software and its associated investigative processes for complex major cases, readily enabling multiple police services to collaborate on cases.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ STANDARD DEFINITIONS AND PARAMETERS PRODUCED AND USED SERVICE-WIDE FOR THE PRODUCTION OF CRIME AND RELATED STATISTICS AND ANALYSIS

While the Crime Profile Sheet posted on the TPS Intranet is used Service-wide to measure

performance based on seven standard crime types (murder, sexual assault, assault, robbery, break and enter, auto theft, and theft over), standard definitions and parameters for the production of crime and related statistics have not yet been disseminated.

♦ **INTEGRATED, ADAPTABLE STATISTICAL DATABASE ESTABLISHED**

The CAS server provides a single source for the extraction COPS (occurrence), CIPS (arrests), MANIX (contact persons), CARS (collisions), and OPR (officer performance) data, and allows for linkages between the databases. However, all data entered initially from officer reports is not accessible on the CAS server.

♦ **IMPLEMENT RECORDS MANAGEMENT AND FINANCIAL CONTROL/REPORTING SYSTEMS**

The records management system was not implemented during 2001. However, development of eCOPS in ongoing, and will be rolled out to desktop environments beginning in early 2002. Full rollout and functionality, including mobile applications, is projected to be completed by December 31st, 2002.

The financial control/reporting system (SAP) was implemented successfully on October 1st, 2001.

♦ **IMPLEMENT THE PROFESSIONAL STANDARDS INFORMATION SYSTEM**

The Professional Standards Information System was not implemented during 2001. Requests for proposals were distributed in fall of 2001, and five were returned. Two were rejected as not meeting the criteria. Three vendors were invited to demonstrate their products. Demonstrations took place during the 1st quarter of 2002, and these vendors were found not to be suitable for the Service's needs. Research is continuing to find a suitable product to meet the criteria established for the Professional Standards Information System.

PRIORITY: INFRASTRUCTURE

GOAL: ENSURE ADEQUATE AND EFFECTIVE DELIVERY OF POLICE SERVICES.

Examples of Strategies:

- A Quality Assurance unit has been created under the direction of Professional Standards to confirm implementation of the Adequacy Regulation. Staffing is currently being sought for this unit.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ CREATION OF A QUALITY ASSURANCE UNIT TO CONFIRM IMPLEMENTATION (OR PLAN CREATED FOR THE IMPLEMENTATION) OF ALL APPLICABLE LEGISLATIVE REQUIREMENTS OF ONTARIO REGULATION 3/99 UNDER THE *POLICE SERVICES ACT* (ADEQUACY AND EFFECTIVENESS OF POLICE SERVICES)

The Quality Assurance unit was establish in January 2001.

The Quality Assurance unit has confirmed all but one of the Adequacy Standards Regulation legislated requirements applicable to the Service.

A Routine Order covering the one remaining topic (drug squads) was published, but has since lapsed. A Procedure was created to replace the order but is currently being held pending an internal investigation which may have ramifications for parts of the Procedure. The Routine Order will be re-published as an interim solution. TPS will be in full compliance with Adequacy requirements as long as the Routine Order is maintained.

PRIORITY: INFRASTRUCTURE

GOAL: ENHANCE THE SERVICE'S ABILITY TO MANAGE AND PLAN FOR SPECIAL EVENTS, INCLUDING THE WORLD YOUTH CONFERENCE AND OLYMPICS.

Examples of Strategies:

- Work group will be established to review a number of models used by other police services and develop a TPS events planning infrastructure that will improve inter-Command co-ordination of major events planning.

PERFORMANCE OBJECTIVES/INDICATORS:

- ◆ **CREATION OF A SPECIAL EVENTS PLANNING INFRASTRUCTURE**

Work on the special events planning structure is ongoing.

In 2001, Central Field undertook to combine the special event-planning functions of Central Field, Area Field, and Traffic Services into a single unit. Central Field was aware that many support units (i.e. Communications, Public Safety Unit, etc) are involved in the planning of major special events and these units were also included in preliminary discussions. Meetings were held with representatives from the various stakeholders within the Service throughout 2001, and a number of issues and obstacles related to special events planning were dealt with. In September 2001, a committee was appointed to create and make operational a Special Events Office. The new office is slated to be open in early 2002.

PRIORITY: INFRASTRUCTURE

GOAL: STRENGTHEN THE CONFIDENCE OF THE PUBLIC AND SERVICE MEMBERS IN THE IMPARTIALITY AND THE INTEGRITY OF THE SERVICE'S ADMINISTRATION OF PART V OF THE *POLICE SERVICES ACT* - THE COMPLAINTS SYSTEM.

Examples of Strategies:

- To assist Service members, certain and clear standards for award time and disciplinary penalties will be established. An analysis of awards or penalties historically applied will be conducted, and a target range for the various topics will be established. When available, these will be published on the TPS Web, under the Professional Standards site.

- Professional Standards currently produces a semi-annual report on a variety of matters, including the complaints process. Format of this report will be changed to a more 'pictorial or graphic' manner and away from the straight text historically used. In addition, personal identifiers are being removed so that the report can be distributed to the public to demonstrate the manner in which the complaints system is applied.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASED PERCEPTION OF PUBLIC CONFIDENCE IN THE IMPARTIALITY OF THE SYSTEM**

Results of general community telephone surveys showed increased confidence in 2001 compared to 2000, that the Service can impartially investigate public complaints against officers:

felt very or somewhat confident that the Toronto Police Service could impartially investigate public complaints against officers in 2000 – 57%

felt very or somewhat confident that the Toronto Police Service could impartially investigate public complaints against officers in 2001 – 66%

(Results of the general community surveys are outlined in greater detail in the General Indicators section of this report.)

♦ **INCREASE IN SATISFACTION WITH THE COMPLAINTS PROCESS FOR MEMBERS OF THE PUBLIC WHO HAD EXPERIENCE WITH THE COMPLAINTS SYSTEM**

In 2000, 23% of the 1,200 respondent community telephone survey said that they'd had experience with the complaints process; 12% said they'd had experience in 2001. In both

years, respondents were more satisfied with the process than the outcome, with more satisfaction with both expressed in 2001 over 2000:

of those who'd had experience with the police complaints process:

very or somewhat satisfied with the process in 2000 – 65%
very or somewhat satisfied with the process in 2001 – 69%

very or somewhat satisfied with the outcome in 2000 – 56%
very or somewhat satisfied with the outcome in 2001 – 64%

♦ **OFFICER PERCEPTION OF CONFIDENCE IN THE COMPLAINTS SYSTEM**

Information not available – survey with Service members not approved

PRIORITY: INFRASTRUCTURE

GOAL: ENSURE,   THROUGH   SUCCESSION   PLANNING   STRATEGIES,   THAT DIVISIONAL POLICE-COMMUNITY INITIATIVES ARE NOT DISRUPTED DUE TO OFFICER TRANSFER OR RETIREMENT.

Examples of Strategies:

- Human Resources will monitor separations by rank and implement recruitment and promotional processes to ensure that overall strength of the Service and supervisory ranks are maintained.
- Human Resources will ensure that recruit placements, transfers, and promotions address divisional staffing needs. New recruits will be initially assigned to training divisions. Priority for subsequent deployment will be to field divisions, with the intent of staffing these units as closely as possible to levels defined in the new divisional model. Officers on eligibility lists for promotion will receive supervisory training as part of succession planning to prepare them for their new assignments upon being promoted.

PERFORMANCE OBJECTIVES/INDICATORS:

- ALL OFFICERS MOVING INTO DIVISIONAL COMMUNITY RESPONSE FUNCTIONS TO RECEIVE TRAINING PRIOR TO TRANSFER

According to divisions, 199 officers moved into divisional Community Response units (due to training, transfers, etc.) during 2001. Of these, divisions reported that roughly 80 (40%) received training first; many divisions reported training was generally received after an officer joined the Community Response unit.

Examples of types of training received (if any) included:
bicycle training	effective presentation
crime scene management	drug investigation
problem solving	community policing
crime prevention	general investigation
guest speaking	policing and diversity
crisis resolution	

- PERCEPTION OF CPLC MEMBERS OF PROBLEM-FREE TRANSITION WHEN CR STAFF SERGEANTS ARE CHANGED

During 2001, 7 Community Response staff sergeants were changed – 7 in Area Field and 1 in Central Field. While some disruption to the community response function at the division was inevitable, Field planners advised that, overall, there were no serious problems arising out of the changes. It is recognised that the selection of a staff sergeant with appropriate experience and skills – planning, problem solving, special event co-ordinating, crowd control, etc. – is

critical. It has been recommended that Community Response staff sergeants commit to an extended period of time in the position – 3 years, mainly due to the advantage to the division.

While the prime relationship is between the Unit Commander and the CPLC, the Community Response staff sergeant is largely responsible for facilitating the relationship and directing the course of problem solving. A change, and anticipation of a change, in either position is disruptive – especially if the officer is well liked by community members – but is less so if only one of these positions is changed at a time. When the staff sergeant is replaced, the new staff sergeant will carry on within the parameters defined by the Unit Commander and the CPLC. It is felt that the biggest impact is not what is done, but rather how it is done, personalities, and the development of a new relationship and understanding with the CPLC. After an initial adjustment period, things generally return to business as usual.

It was also pointed out that with the downsizing of the community response function, the importance of the staff sergeant has increased, taking on a more visible role with the CPLC.

PRIORITY: INFRASTRUCTURE

GOAL: CONTINUE EFFORTS TO HAVE THE MEMBERSHIP OF THE TORONTO POLICE SERVICE REFLECT THE COMMUNITY WE SERVE.

Examples of Strategies:

- Human Resources will identify and recruit qualified individuals who are aboriginal, female, racial minority, or residents of Toronto (first) or the Greater Toronto Area (second), in order to meet organisational needs. Partnerships will be developed with community leaders and groups, as well as with Service members, for this purpose.
- Mentoring and information sessions will be held to explain the entire hiring process to applicants. Candidates from target groups will be contacted by personal call and every attempt will be made to alleviate any perceived or real concerns that may be unique to their cultural background. They will be encouraged to participate in the physical testing practice sessions and will be offered personal mentoring.
- Training will be delivered both internally and externally to educate others on organisational needs and skills and knowledge required to become a police officer. This training will be given to such groups as high school and college guidance personnel, TPS field personnel, and TPS community response officers through focus group discussions, CPSU, and university and community college student cultural associations.
- Recruitment presentations will be held at job fairs, community events, universities, and colleges. Student cultural associations will be encouraged to promote these presentations within their membership.
- Advertising will be conducted in a variety of media to attract a diverse applicant pool. A recruiting newsletter will also be published on a quarterly basis and distributed to community leaders, public officials, and Service members.
- Organisational needs assessment program will be implemented to ensure that qualified candidates from target groups receive an interview. Recruitment staff sergeant will also track targeted files through the process and maintain a database to identify where target individuals have not been successful. This information will be used to develop and revise recruiting strategies to improve the success rate for these groups.

PERFORMANCE OBJECTIVES/INDICATORS:

- ♦ INCREASED NUMBER OF WOMEN, RACIAL MINORITIES, AND PEOPLE WITH MORE THAN ONE LANGUAGE HIRED

   number of female officers hired in 2000 – 92 (20% of total hired in 2000)
   number of female officers hired in 2001 – 63 (19% of total hired in 2001)

   number of female officers hired decreased 32%

   number of racial minority/Aboriginal officers hired in 2000 – 88 (19% of total hired in 2000)
   number of racial minority/Aboriginal officers hired in 2001 – 58 (17% of total hired in 2001)

   number of racial minority/Aboriginal officers hired decreased 34%

number of officers with more than one language hired in 2000 – 170 (37% of total hired in 2000)
number of officers with more than one language hired in 2001 – 106 (32% of total hired in 2001)

number of officers with more than one language hired decreased 38%

for context:

total number of officers hired in 2000 – 465
total number of officers hired in 2001 – 332

total number of officers hired decreased 29%

PRIORITY: COMMUNITY-BASED CRIME PREVENTION

GOAL: INCREASE COMMUNITY PARTICIPATION IN SOLVING AND PREVENTING CRIMES.

Examples of Strategies:

- CPLC continues to bring together representatives from all neighbourhoods, including students, for discussion of divisional priorities/concerns and monitoring of successful tactics.
- Educate community groups and local business improvement associations on Crime Prevention Through Environmental Design (CPTED).
- Use patrols by community groups to assist in identifying problem areas and persons involved in crime.
- Increase participation in Neighbourhood Watch, Business Watch, Vertical Watch, Block Parents, etc. programs in the division.
- Continue partnership between 'Big 5' community stakeholders (government agencies/politicians, community/social agencies, residents, businesses, and police) to address crime and discuss ongoing issues and problems.
- Ensure multi-dimensional approach (crime prevention workshops, seminars and lectures, auto-dialler messages to the public, high school lunch & learn safety workshops, information articles to the media, radio station public service announcements) to crime prevention for general and specific crime issues, senior scams, fraud scams, street-proofing, drug awareness, hate crime, sexual assault prevention, home safety, CPTED, and graffiti eradication.

- Start a 'Caring Community' neighbour-watch in a high-rise rental building through uniting neighbours to deter and prevent crime.
- Institute a landlord training program that standardises a crime maintenance program in areas dominated by high-rise apartment buildings.
- Establish close collaboration with the community and tailor place-specific crime prevention approaches by considering the geographic, cultural, economic, and social characteristics of the target community to maximise effectiveness.
- Increase the number of high schools participating in the School Crime Stoppers program, through increased consultation with school staff, students, and parent groups.
- CPLC representatives have been asked to be part of the divisional Crime Management Committee. Various representatives from external agencies and groups who are recognised as partners in the community and who have a vested interest in a particular initiative are also invited and encouraged to participate in the Crime Management process.
- Fully investigate all Crime Stoppers tips in a timely manner. Officers will review all tips immediately and plan appropriate action using all resources available.

PERFORMANCE OBJECTIVES/INDICATORS:

- ♦ INCREASE IN NUMBER OF TIPS RECEIVED BY CRIME STOPPERS THAT RESULT IN ARRESTS/CHARGES

number of tips received by Crime Stoppers that resulted in arrests/charges in 2000 – 155
number of tips received by Crime Stoppers that resulted in arrests/charges in 2001 – 121

number of tips received by Crime Stoppers that resulted in arrests/charges decreased 22%

♦ **INCREASE IN NUMBER OF SCHOOLS WITH STUDENT CRIME STOPPERS**

number of schools with Student Crime Stoppers programs as of December 31, 2000 – 120
number of schools with Student Crime Stoppers programs as of December 31, 2001 – 173

number of schools with Student Crime Stoppers programs increased 44%

♦ **INCREASE IN NUMBER OF HOMES PARTICIPATING IN NEIGHBOURHOOD/VERTICAL WATCH PROGRAMS**

number of homes participating in Neighbourhood/Vertical Watch programs in 2000: 408,406
number of homes participating in Neighbourhood/Vertical Watch programs in 2001: 399,067

number of homes participating in Neighbourhood/Vertical Watch programs decreased 2%

PRIORITY: COMMUNITY PATROL

GOAL: INCREASE THE VISIBILITY OF OFFICERS IN NEIGHBOURHOODS.

Examples of Strategies:

- Encourage members to park scout cars and walk in the community during non-peak hours.
- Encourage members to visit local businesses in the community.
- Direct Community Response officers to include foot patrols and bike patrols in the community.
- Use Crime Management process and weekly meetings to prioritise 'beats' and to place officers where they are most urgently needed, including directed patrols and foot patrols in problem areas, schools, and parks.
- Maintain high visibility uniform patrol in areas of frequent criminal occurrence.
- Enhance traffic enforcement throughout division, and, in particular, in complaint areas.
- When possible, uniform officers will make arrests for plainclothes officers during drug and prostitution sweeps.
- Ensure calls for service are handled effectively and efficiently so adequate time is available for crime management strategies and directed patrol initiatives.
- Conduct patrols and park and walks at school sites and school access routes at peak times of activity (e.g. lunch and school closing periods) to increase direct contact and access to uniform officers.

- When PR personnel have completed all outstanding emergency calls for service, directed patrol activities, enforcement activities, court obligations, training activities, etc., they will be directed to do 'community patrol' activities/ duties within their respective neighbourhoods.
- During summer months, the Beaches and Parks initiative will address the large groups of youths that frequent waterfront areas, parks, schools, and ravines acting in a disorderly fashion by drinking and using illegal drugs.
- Division will continue the Back to School project that addresses concerns of youth in the high schools. Initiative addresses increasing concerns for student safety both in schools and in immediate areas surrounding schools. The main thrust is high visibility policing.
- CR Foot Patrol officers will conduct operations that are highly visible and on foot, marked vehicle, or bicycle. Modes of patrol will be tracked to ensure no more than 10% of operational time is spent out of uniform. Efforts will be made to attain a benchmark of 25% of patrol time spent on highly visible foot or bicycle patrol.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASE IN THE PROPORTION OF TIME SPENT BY DIVISIONAL FRONT-LINE OFFICERS ON FOOT PATROL**

The proportion of time spent by divisional officers on foot patrol remained about the same in both years:

proportion of divisional officer work hours spent on foot patrol in the months of July and October 2000 – 2.1%

proportion of divisional officer work hours spent on foot patrol in the months of July and October 2001 – 2.3%

♦ **INCREASE IN PERCEIVED VISIBILITY BY THE COMMUNITY**

Results of general community telephone surveys showed that respondents were only very slightly more likely in 2001 than in 2000 to say they'd seen an increase in police officer presence in their neighbourhood in the past 12 months:

had seen increase in police officer presence during past 12 months in 2000 – 11%
had seen increase in police officer presence during past 12 months in 2001 – 12%

(Results of the general community surveys are outlined in greater detail in the General Indicators section of this report.)

PRIORITY: CRIMINAL INVESTIGATION

GOAL: IMPLEMENT RECOMMENDATIONS RELATING TO VICLAS, FROM THE CITY AUDITOR'S REPORT ON THE REVIEW OF THE INVESTIGATION OF SEXUAL ASSAULTS.

Examples of Strategies:

- Increase frequency of mailing of ViCLAS books to OPP ViCLAS Centre.
- ViCLAS Co-ordinator will review ViCLAS books for completeness and deficiencies, and will notify originator and his/her detective sergeant of deficiencies for correction and re-submission.
- Increase frequency of reporting delinquent ViCLAS books to deputy chiefs, staff superintendents, and unit commanders.

- Develop and distribute ViCLAS Newsletter Updates for deputy chiefs, staff superintendents, unit commanders, and detective sergeants.
- Provide training opportunities for detective sergeants and divisional ViCLAS liaison officers, in addition to presentations on the SACA and MIRRT courses.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **95% OF VICLAS REPORTS COMPLETED / SUBMITTED TO THE SEXUAL ASSAULT SQUAD CO-ORDINATOR WITHIN THE PRESCRIBED TIME LIMIT**

This objective was not attained due to systemic problems as outlined in the note below. Certain criteria have been implemented to make sure that the objective is obtained in 2002.

♦ **95% OF VICLAS REPORTS COMPLETED / SUBMITTED TO THE OPP VICLAS CENTRE BY THE SEXUAL ASSAULT SQUAD WITHIN THE PRESCRIBED TIME LIMIT**

% ViCLAS reports completed/submitted to OPP ViCLAS Centre by the SAS within the prescribed time limit in 2000 – 95%

% ViCLAS reports completed/submitted to OPP ViCLAS Centre by the SAS within the prescribed time limit in 2001 – 96%

Note:
Prior to March 2001, there were no checks in place for the ViCLAS Co-ordinator to log the "Start Date of the Investigation" and compare it with the "Return Date" (21 Days). With the implementation of Version 3 of the ViCLAS book, Question 11 now captures

this information; this will allow us to accurately track the compliance of each ViCLAS criteria investigation. The ViCLAS books are submitted twice a week to the Provincial ViCLAS Centre.

The Ministry of the Solicitor General, Policing Service Division, is continuing to conduct a ViCLAS compliance audit for the Province of Ontario. The Toronto Police Service audit was conducted in 2000 with 95% compliance. The next scheduled audit will be sometime in 2003.

One of the problems identified was the inability to track ViCLAS criteria offences on CIPS, as a large number of cases entered on CIPS were not entered on COPS for several weeks, even months. An extraction program is now being used to download this information and track these cases.

There were a total of 2,528 victims involved in ViCLAS criteria investigations reported to the Toronto Police Service. Of these, 2,075 books were submitted to the Provincial ViCLAS Centre.

PRIORITY: CRIMINAL INVESTIGATION

GOAL: REVIEW TRAINING PROVIDED WITH REGARD TO SEXUAL ASSAULT, IN ACCORDANCE WITH RECOMMENDATIONS FROM THE CITY AUDITOR'S REPORT ON THE REVIEW OF THE INVESTIGATION OF SEXUAL ASSAULTS, THE REQUIREMENTS OF THE ADEQUACY STANDARDS LEGISLATION, THE KAUFMAN INQUIRY, AND THE RECOMMENDATIONS OF THE MAY-ILES INQUEST.

Examples of Strategies:

- Form a working committee within the Sexual Assault Squad (SAS) to review and make recommendations to Training and Education with regard to content of all courses with a sexual assault component.

- Make subject matter experts from SAS available to the CO Bick College staff to develop courses that are in compliance with the City Auditor's recommendations.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **MAKE CHANGES TO COURSES OFFERED OR TRAINING PROCESSES AT CO BICK**

According to information provided by the Training & Education unit, the main courses dealing with sexual assault investigations are: General Investigator, Major Case Management, and Sexual Assault Child Abuse (SACA). Changes made to these courses in 2001 (if any) are described following.

The General Investigator and Major Case Management courses are provincially mandated under the Adequacy Regulation and Major Case Management guidelines. Both programs were updated during the fall of 2000 to ensure that they were in accordance with the requirements of the Adequacy Standards legislation, which includes the Campbell Report, the Kaufman Inquiry, and the recommendations of the May-Iles Inquest. No significant changes to these courses, therefore, were necessary nor were any made during 2001.

The Sexual Assault Child Abuse (SACA) course is a Toronto Police Service course. It was specifically reviewed during the fall of 2000 in accordance with Recommendation #31 from the City Auditor's report on the Review of the Investigation of Sexual Assaults. The SACA course was reviewed again during 2001. The course remains consistent with Adequacy Standards legislation, which includes the Campbell Report, the Kaufman Inquiry, and the recommendations of the May-Iles Inquest. It is also consistent with the City Auditor's recommendations. Several changes consistent with the above were made to the curriculum to update and improve it. To summarise the changes made during the year 2001:

- regarding the Centre of Forensic Sciences – experts from the field were brought to the College to articulate the work done at the CFS in relation to sexual assaults
- regarding the Woman's College Hospital SACC – nurses from the field were brought to the College to articulate the processes of the Sexual Assault Care Centre and its relevance in sexual assault investigations
- regarding Forensic Identification Services – a detective from FIS was brought to the College to identify the resources that FIS provides to a sexual assault investigation
- regarding interviewing practicals – although interviewing has always been a large segment of what investigators learn on the SACA course, actors are now brought in to play the role of the victim to enhance the educational value
- regarding predator typologies – identifying the type of predator is vital in solving stranger attack sexual assaults, therefore qualified investigators from the Sexual Assault Squad are brought in to articulate the types of predator and how to identify them
- regarding investigator aids – the investigative aids component was brought into the course to discuss various investigative aids such as SCAN, Profiling, etc. that **may** assist in investigations

In addition to assisting the Training & Education unit with the review/changes to the SACA course, the Sexual Assault Squad also noted there is a demand for further training for uniform officers on the initial response to victims reporting sexual assault. The Sexual Assault Squad is again assisting the College in developing further outreach training in this area. Meetings have also been held with Training unit staff and the Community Committee with regard to auditing the present training and improvements. And finally, the Squad is also involved in overseeing the implementation of the recommendations from the City Audit on sexual assault investigations released in October 1999. There are several recommendations directed toward training and a final report will be submitted in April 2002.

PRIORITY: COMMUNITY SATISFACTION

GOAL: FOCUS ON IMPROVING SATISFACTION WITH POLICE SERVICES.

Examples of Strategies:

- Continue liaison with Business Improvement Associations (BIAs) and other neighbourhood groups.
- Increase visibility of officers in community on general patrol, foot patrol, and at community events.
- Internal training of divisional personnel to reinforce professional conduct.
- Orientation packages for new officers, which include code of ethics.
- Ensure timely and proper response to external complaints.
- Ensure officers attend community meetings to allow opportunity for members of the community to communicate problems and concerns.
- Call-backs on all occurrences: detectives will inform citizens of the status of their cases.
- Decrease number of drug dealers openly plying their trade on streets, thereby addressing the community's greatest concern.
- Keep citizens aware and informed of steps taken to address community problems and the results achieved (e.g. through auto-dialler messages, articles in local papers, CPLC meetings, 'Biz Fax' messages, etc.).
- Visit second-hand dealers and pawnshops regularly in an attempt to promptly locate stolen property for victims.

- Help and seek court-imposed protection for victims of domestic violence to prevent re-victimisation.
- When possible, divisional personnel to be re-deployed to meet changing community needs/requirements.
- Community survey developed by Community Response Staff Sergeant will be distributed. Survey consists of questions regarding crime and safety concerns, customer satisfaction, and provides an opportunity for suggestions to improve policing in the division.
- Timely logging, investigation, and follow-up of continuous complaints managed by CR officers, and an aggressive directed patrol initiative managed by platoon supervisors.
- Continue to support Service-wide traffic initiatives, division's Maximum 50 program, and No Brake-No Break, Cycle Right, and Graffiti Eradication programs. Officers will be assigned to co-ordinate and implement each of these initiatives and satisfaction will be monitored through CPLC.
- Respond to calls for service in a timely, effective manner. Supervisors will monitor response times and sub-unit personnel levels to ensure calls for service to community are handled efficiently.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASE IN SATISFACTION OF THOSE WHO HAD CONTACT WITH POLICE DURING THE PAST YEAR**

Results of general community telephone surveys showed that less than half of the respondents in both years said that they'd had any type of contact with police during the previous 12 months (25% in 2000, 35% in 2001). Of those who'd had contact, respondents in 2001 were slightly more satisfied with police during contact than respondents in 2000:

very or somewhat satisfied with the police during contact in 2000 – 78%
very or somewhat satisfied with the police during contact in 2001 – 80%

(Results of the general community surveys are outlined in greater detail in the General Indicators section of this report.)

♦ **INCREASE IN GENERAL SATISFACTION WITH THE DELIVERY OF POLICE SERVICES TO NEIGHBOURHOODS**

Results of general community telephone surveys showed that respondents in 2001 were more satisfied with the delivery of police services to their neighbourhoods than respondents in 2000:

very or somewhat satisfied with delivery of police services to neighbourhood in 2000 – 74%
very or somewhat satisfied with delivery of police services to neighbourhood in 2001 – 86%

(Results of the general community surveys are outlined in greater detail in the General Indicators section of this report.)

♦ **INCREASE SATISFACTION WITH POLICE SERVICES FOR VICTIMS OF SPECIFIC CRIMES**

The results of the 2001 victim telephone survey were compared to the results of the last victim telephone survey done in 1997. While victims (assault or robbery) in 2001 were more likely satisfied with the time it took to respond to their call, and victims in 1997 were slightly more satisfied with the manner in which the officer(s) dealt with them, there was little difference in overall satisfaction with the way police handled the incident.

satisfied with the time it took initially to respond to call in 1997 – 72%
satisfied with the time it took initially to respond to call in 2001 – 89%

got the service expected from the officer(s) in 1997 – 87%
got the service expected from the officer(s) in 2001 – 88%

satisfied or very satisfied with the manner in which the officer(s) dealt with them in 1997 – 91%
satisfied or very satisfied with the manner in which the officer(s) dealt with them in 2001 – 87%

overall, satisfied or very satisfied with the way the officer(s) handled the incident in 1997 – 88%
overall, satisfied or very satisfied with the way the officer(s) handled the incident in 2001 – 88%

(Results of the victim surveys are outlined in greater detail in the General Indicators section of this report.)

PRIORITY: EMERGENCY CALLS

GOAL: IMPROVE INFORMATION AVAILABLE TO ALLOW ACCURATE, RELIABLE MEASUREMENT OF RESPONSE TIMES.

Examples of Strategies:

- Routine Order will again be issued directing officers to use the 'at-scene' button on the MDT when appropriate.
- MDT message will be sent on a quarterly basis to all units regarding use of the 'at-scene' MDT button.

- Unit commanders will be provided with unit 'at scene' button compliance rates and their co-operation will be sought in achieving higher compliance rates.
- Recruit classes will be given training on use of the 'at-scene' button during communications training.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **INCREASE IN MDT 'AT-SCENE' COMPLIANCE RATE FOR PRIORITY 1 CALLS**

number of Priority 1 calls in 2000 – 67,469
number of Priority 1 calls with valid 'at scene' value (MDT) in 2000 – 31,444 (46.6%)

number of Priority 1 calls in 2001 – 71,937
number of Priority 1 calls with valid 'at scene' value (MDT) in 2001 – 36,021 (50.1%)

MDT 'at scene' compliance rate for Priority 1 calls increased 3.5%

(Note: the compliance rate also varied by month – e.g. 49% in January 2001, 59% in December 2001.)

♦ **DEVELOPMENT OR ACQUISITION OF AN AUTOMATIC VEHICLE LOCATION/GLOBAL POSITIONING SYSTEM TO TRACK CARS DISPATCHED TO CALLS**

Capital budget approval for an Automatic Vehicle Location/Global Positioning System was received in May 2001. An executive steering committee was then established, with an inaugural meeting in June 2001. The final proposal went before the Police Services Board in November 2001, and was approved. Communications Services will be working with Motorola and Intergraph on this project, which will be implemented over next two years.

PRIORITY: EMERGENCY CALLS

GOAL: ENSURE THE 9-1-1 EMERGENCY LINE IS USED ONLY FOR EMERGENCY SITUATIONS.

Examples of Strategies:

- Materials to promote use of *MTP and 416-808-2222 will be distributed to mainstream and ethnic community media.
- Information on 9-1-1 criteria will be distributed to mainstream and ethnic community media.
- Information promoting the correct use of 9-1-1 will be published on the TPS internet site.

- Chronic 9-1-1 calls will be identified and the appropriate CIB office will be notified.
- CRTC will be consulted on the feasibility of instituting local 'x11' numbers and a report provided to Command.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **DECREASE INAPPROPRIATE USE OF THE '9-1-1' EMERGENCY NUMBER/INCREASE THE PROPORTION OF CALLS RECEIVED THROUGH THE 808-2222 NON-EMERGENCY LINE**

proportion of calls received through 808-2222 line remained about the same in both years:

number of calls received through the 9-1-1 emergency line in 2000 – 973,249
number of calls received through the 808-2222 non-emergency line in 2000 – 482,407 [4]
proportion of calls received through 808-2222 line in 2000 – 33.5%

number of calls received through the 9-1-1 emergency line in 2001 – 983,343
number of calls received through the 808-2222 non-emergency line in 2001 – 494,657 [5]
proportion of calls received through 808-2222 line in 2001 – 33.1%

♦ **EXPLORE THE POSSIBILITY OF A MULTI-SERVICE '3-1-1' NUMBER FOR NON-EMERGENCY CALLS**

CRTC Decision 2001-475, made in August 2001, concluded, amongst other things, that 311 dialling could only exist in larger geographical areas where access could not be satisfied by other dialling arrangements.

We have supported the use of 2-1-1, which has been accepted by the CRTC and is a national initiative to reserve 2-1-1 nationally so that municipalities or communities can implement locally (based on community interest and readiness) a 2-1-1 service, for information and

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[4] This does not include the other 366,784 non-emergent calls received by Communications Operators in 2000.
[5] This does not include the other 391,462 non-emergent calls received by Communications Operators in 2001.

referrals relating to community, social, health and government services. This initiative is being sponsored by four co-applicants: Community Information Toronto, United Way of Greater Toronto, Inform Canada (a national organisation of information and referral service providers) and United Way Canada-Central Canada.

PRIORITY: VIOLENT CRIME AND CLEARANCE RATES FOR VIOLENT CRIME

GOAL: INCREASE FEELING OF SAFETY AND SECURITY WITHIN THE COMMUNITY.

Examples of Strategies:

- Ensure prompt attendance by officers to calls for service.
- Ensure high visibility of uniformed officers in communities.
- Zero tolerance for violent crimes and timely and thorough investigation of crimes.
- Keep victims of violent crime apprised of case and involve them in conditions of any release.
- Continue liaison with politicians and with municipal services on CPTED or problems areas.
- To reduce/clear robbery occurrences, OIC to review occurrences for completeness/accuracy before submission; high visibility police presence be maintained in areas of frequent occurrence; MCU to investigate all reported occurrences to identify common suspects or patterns; accused be held for show cause hearing whenever possible; and, information on all occurrences including location, time, and suspects to be distributed to all station personnel through MCU visits to training sessions and through weekly bulletin.
- Target potential victims for crime prevention seminars (e.g. elderly, taxi drivers, youth).
- Provide community with local crime statistics, trends, and positive results of community/police problem-solving initiatives. Information will be provided through local news media, Service communications networks, community meetings.
- During summer months, the Beaches and Parks initiative will address the large groups of youths that frequent the waterfront areas, parks, schools, and ravines acting in a disorderly fashion by drinking and using illegal drugs.

- Crime Management project(s) will be conducted by divisional Major Crime unit in communities experiencing violent crime. Use of intelligence (from Service, divisional, and community sources) and surveillance will enable Major Crime officers, with assistance of Detective Services (if required), to arrest and charge violent offenders. Court release conditions will be sought to prevent arrested gang members from returning to affected communities.
- One officer will be tasked with completing call-backs on all violent crime occurrences to ensure all additional leads pertaining to violent crimes are identified and investigated.
- Focus patrol resources on times and places with highest risks of serious crime (e.g. hot spots and hot times of criminal activity).
- Divisional community complaints and concerns will be recorded, placed on computer, and directed to appropriate platoon depending on time and location. Officers will also be expected, while assigned to specific tasks, to park police vehicles and walk in designated areas. Emphasis will be on high visibility policing and direct contact with public.
- Serious Teen Offender Program (STOP) will identify high offenders using a criteria system, then target these individuals for enforcement and compliance of probation and bail conditions.
- Keep media and community updated on police investigations/arrests to reassure public and increase sense of security.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **DECREASE IN NUMBER AND RATE OF VIOLENT CRIMES**

number of violent crimes in 2000 – 35,837
number of violent crimes in 2001 – 37,286

number of violent crimes increased 4.0%

rate of violent crimes in 2000 – 14.0 per 1,000 population
rate of violent crimes in 2001 – 14.4 per 1,000 population

> rate of violent crimes increased 2.9%

♦ **INCREASE IN OVERALL CLEARANCE (BY CHARGES LAID) RATE FOR VIOLENT CRIMES**

clearance rate (by charges laid) in 2000 – 63.9%
clearance rate (by charges laid) in 2001 – 63.8%

> there was no change in clearance rate (by charges laid) for violent crimes between the two years

♦ **INCREASE IN GENERAL PERCEPTION OF SAFETY IN NEIGHBOURHOODS**

Results of general community telephone surveys showed increased feelings of safety and less concern about crime and safety in 2001 compared to 2000:

> felt very or reasonably safe in neighbourhood in 2000 – 74%
> felt very or reasonably safe in neighbourhood in 2001 – 90%
>
> ever walked alone in neighbourhood after dark in 2000 – 60%
> ever walked alone in neighbourhood after dark in 2001 – 71%
>
> somewhat or very concerned about crime in neighbourhood in 2000 – 67%
> somewhat or very concerned about crime in neighbourhood in 2001 – 61%
>
> somewhat or very concerned about feeling safe/secure in neighbourhood in 2000– 59%
> somewhat or very concerned about feeling safe/secure in neighbourhood in 2001– 54%

(Results of the general community surveys are outlined in greater detail in the General Indicators section of this report.)

PRIORITY: PROPERTY CRIME AND CLEARANCE RATES FOR PROPERTY CRIME

GOAL: PROVIDE AN EFFECTIVE POLICE RESPONSE TO PROPERTY CRIMES.

Examples of Strategies:

- Prompt response to victims of property crimes.
- Proper recording of property, modus operandi, and crime trends to help identify suspects.
- Educate public in crime prevention initiatives, through auto-dialler, local newspapers, etc.
- Yellow 'tickets' issued by Watch on Wheels to vehicles felt to be high risk for property crime.
- Crime Analyst will provide analysis/appropriate information to all officers so can concentrate on specific areas of concerns at specific times.
- To address break & enters (B&Es), division will maintain high visibility police presence in areas of frequent occurrence; will ensure high quality initial investigation; MCU will be tasked with assigning two officers to investigate all B&E occurrences; and, station personnel will be kept informed by disseminating all information relating to occurrence times, locations, and trends to officers.
- Full use of Major Crime unit (Pawn Squad) to identify pawn and second-hand dealers involved in purchase of stolen property.
- Visit second-hand dealers and pawnshops regularly, in an attempt to promptly locate stolen property for victims.

- Conduct routine fingerprint examination of recovered stolen vehicles within the division.
- Start a 'Caring Community' neighbour-watch model in a high-rise rental building, through uniting neighbours to deter and prevent crime.
- All suspects identified as possibly involved in multiple B&Es will be interviewed by a member of Major Crime unit with the aim of solving similar type entries.
- Target prolific offenders through attention to kinds of acts they are likely to carry out.
- Use 'Biz Fax' system to increase awareness of crime trends and patterns that are having an impact on area businesses, so appropriate interventions are put into place.
- Divisional uniform directed patrol activities will focus on communities experiencing escalated property crime problems/issues.
- Full use of SOCO officers to provide on-scene examinations at property crime scenes.
- Officer to be tasked with completing call-backs on all property crime occurrences to ensure all additional leads pertaining to property crimes are identified and investigated, and victims informed of status of their case.

PERFORMANCE OBJECTIVES/INDICATORS:

- **DECREASE IN NUMBER AND RATE OF PROPERTY CRIMES**

    number of property crimes in 2000 – 97,138
    number of property crimes in 2001 – 99,156

    number of property crimes increased 2.1%

    rate of property crimes in 2000 – 37.9 per 1,000 population
    rate of property crimes in 2001 – 38.2 per 1,000 population

    rate of property crimes increased 1.0%

♦ **INCREASE IN OVERALL CLEARANCE (BY CHARGES LAID) RATE FOR PROPERTY CRIMES**

clearance rate (by charges laid) in 2000 – 26.8%
clearance rate (by charges laid) in 2001 – 26.9%

there was no change in clearance rate (by charges laid) for property crimes between the two years

PRIORITY: ASSISTANCE TO VICTIMS

GOAL: IMPROVE POLICE RESPONSE TO VICTIMS OF DOMESTIC VIOLENCE.

Examples of Strategies:

- In addition to taking legal action, procedures will be enhanced to address police officer's responsibility to: secure medical treatment for victims; ensure safety of children; remain on the scene until satisfied there is no threat to victim; stand by to keep peace and ensure safety if victim is removing personal property; advise victim of Victim Services Program; advise victim of Multilingual Interpreters Services (MCIS); advise victim of services of Domestic Violence Care Centre at Women's College Hospital; provide victim with information on domestic violence (Domestic Violence Victim Card, Domestic Violence Information Handbook) and available community resources, such as Victim Witness Assistance Program; and, arrange or provide transportation to a shelter or safe place when necessary (e.g. through use of Victim Services Program).
- Divisional detective personnel and members of Forensic Identification Centre will participate in training to establish more provincially-approved Domestic Violence Care Centres.
- Proper training can have dramatic results for police services by reducing time spent on domestic violence calls and promote greater safety for attending officers, victims and offenders. Major focus will be on sensitizing police to needs of victims as well as making officers aware of revisions to Domestic Violence Procedure (05-04) and Manual reflecting current needs.

- Video has been developed by the Video Training Unit and members of the Domestic Violence section, CPSU. Provincially-mandated domestic violence investigator's course being developed based on Ministry-approved guidelines.
- Front-line officers will receive domestic violence component in Advanced Patrol Training Course. Includes viewing of the Service video.
- Policing and Diversity course will continue to include a victim of domestic violence to sensitize police to needs of victims in these cases.
- Police officers will be reminded on an ongoing basis of services offered by Victims Services Program, through visits by staff.
- Staff of Victim Services will continue to participate in training at CO Bick College for recruits, the Sexual Assault and Child Abuse course, Domestic Violence Investigators course, and Major Crime Management course.
- Victims often lack information on alternatives, police assistance, and other community services. Victim Services Program brochure was designed as an information resource for victims and the general public. Brochure to be revised and updated to include new initiatives and services offered by the Program.
- Staff from Victim Services Program will liaise with Volunteer Resources to share training and volunteers. This will create a greater pool of highly trained and educated volunteers.

PERFORMANCE OBJECTIVES/INDICATORS:

♦ **DECREASE IN NUMBER OF DOMESTIC VIOLENCE OCCURRENCES**

number of domestic violence occurrences (involving Criminal Code offences) under the expanded relationship criteria in 2000 – 6,864

number of domestic violence occurrences (involving Criminal Code offences) under the expanded relationship criteria in 2001 – 7,448

> number of domestic violence occurrences (involving Criminal Code offences) under the expanded relationship criteria increased 8.5%

Expanded Relationship Criteria are: Father, Mother, Daughter, Son, Stepson, Stepdaughter, Grandfather, Grandmother, Grandson, Granddaughter, Step-grandson, Step-granddaughter, Uncle, Aunt, Nephew, Niece, Brother, Sister, Half-brother, Half-sister, Step-brother, Step-sister, Cousin, Husband, Wife, Ex-husband, Ex-wife, Common-Law Husband, Common-Law Wife, Ex-Common-Law Husband, Ex-Common-Law Wife, Stepfather, Stepmother, Father-in-Law, Mother-in-Law, Son-in-Law, Daughter-in-Law, Other Family Members not Listed)

number of domestic violence occurrences (involving Criminal Code offences) under the spousal relationship criteria in 2000 – 4,492

number of domestic violence occurrences (involving Criminal Code offences) under the spousal relationship criteria in 2001 – 4,808

> number of domestic violence occurrences (involving Criminal Code offences) under the spousal relationship criteria increased 7.0%

Spousal Relationship Criteria are: Husband, Wife, Ex-husband, Ex-wife, Common-Law Husband, Common-Law Wife, Ex-Common-Law Husband, Ex-Common-Law Wife. These relationships are also included within the family violence definition noted previously.

♦ **VICTIM SATISFACTION WITH POLICE RESPONSE TO DOMESTIC VIOLENCE**

Some of the assault victims interviewed for the 2001 telephone survey were victims of domestic assault. Generally, three-quarters or more of these victims were satisfied with the officers and the service they received.

> satisfied with the time it took initially to respond to call – 84%
> got the service expected from the officer(s) – 76%
> satisfied or very satisfied with the manner in which the officer(s) dealt with them – 76%
> overall, satisfied or very satisfied with the way the officer(s) handled the incident – 80%

rated the courtesy of the officer(s) was excellent or good – 88%
rated the professionalism of the officer(s) as excellent or good – 84%
rated the conduct of the officer(s) as excellent or good – 92%
rated the helpfulness of the officer(s) as excellent or good – 84%
rated the ability of the officer(s) to put them at ease as excellent or good – 80%
rated the officer(s) as excellent or good at listening to them – 80%

(Results of the victim surveys are outlined in greater detail in the General Indicators section of this report.)

♦ **INCREASE NUMBER OF RISK ASSESSMENT EFFORTS IN RELATION TO DOMESTIC VIOLENCE**

number of risk assessments relating to domestic violence provided by the Sexual Assault Squad Behavioural Assessment Section during 2000 – 31

number of risk assessments relating to domestic violence provided by the Sexual Assault Squad Behavioural Assessment Section during 2001 – 27

number of risk assessments relating to domestic violence provided by the Sexual Assault Squad Behavioural Assessment Section decreased 13%

(The Sexual Assault Squad noted that due to promotions and transfers, and the time lag involved with training qualified people, the ability to do risk assessments was hampered.)

Information provided by the Community Policing Support Unit noted that the Domestic Violence Procedure was revised to include the requirement for officers to consult the Behavioural Assessment Section where concerns for the safety of victims and/or dependants exists. As further encouragement to provide risk assessments, CPSU also noted the need to provide information on risk assessment in training for Domestic Violence Investigators, for recruits, and as part of Advanced Patrol Training for all front-line officers.

2001 SERVICE PERFORMANCE - GENERAL INDICATORS

As stated previously, the Service Priorities represent those areas within our mandated responsibilities to which we give specific emphasis during the year. Therefore, in addition to measuring our performance as it specifically relates to the Service Priorities, it is important that we also measure our performance in carrying out the day-to-day business of policing. This section presents information on performance indicators not directly associated with the 2001 Service Priorities.

Three types of performance measures are used in this document:

♦ condition/demand indicators (indicators of the environment within which our services are provided);

♦ units of service (measurable components that help to show how much service is being provided); and,

♦ effectiveness/efficiency measures (indicators of how well the organisation is doing in various areas).

Brought together, these indicators give a picture of the performance of the Police Service as a whole during the past year and compared to the previous year. Longer-term trends and changes are provided in the 2002 Environmental Scan. The indicators listed below use information from chapters of the Scan and from the Service's Annual Statistical Report.

CONDITION/DEMAND INDICATORS

NUMBER OF CALLS FOR SERVICE:

The total number of calls for service received by central communications increased slightly (2.6%) between 2000 and 2001, from 1,822,440 to 1,869,462 calls.[6] Both the number of emergency and non-emergency calls increased between 2000 and 2001 (emergency: 973,249 to 983,343; non-emergency: 849,191 to 886,119). The number of emergency calls received increased by 1.0%, while the number of non-emergency calls received increased by 4.3%. The proportion of emergency calls in the total number of calls, however, decreased slightly between 2000 and 2001, from 53.4% to 52.6%.

It should be noted that the number of priority 1 calls – the highest priority emergency calls, typically involving situations requiring immediate response, including a person at risk or a crime in progress – also increased between 2000 and 2001. There were 71,937 priority 1 calls received in 2001, a 6.6% increase from the 67,469 priority 1 calls received in 2000.

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[6] A further 480,000 calls came into the Communications Centre via the Police Administrative Switchboard, for a total of 2.2 million calls into the Centre during 2001.
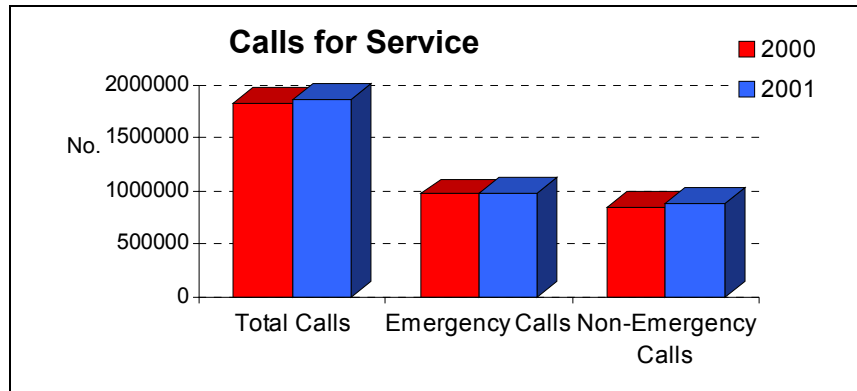
## ALARM STATISTICS - ALARM PROGRAM:

The number of false alarms received by the Service decreased by 3.0% between 2000 and 2001 (27,704 and 26,883, respectively). The number of valid alarms received by the Service, on the other hand, increased 13.0% between 2000 and 2001, from 885 to 1,000. The proportions of valid and false alarms in 2001 are shown in the figure at right.
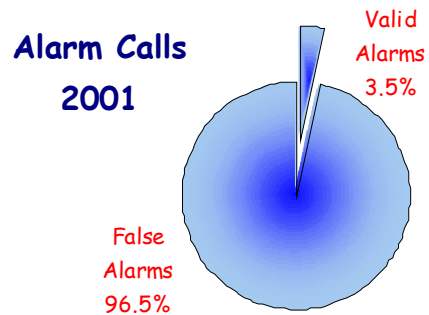
REPORTED CRIMINAL VICTIMISATIONS (FOR CERTAIN TYPES OF CRIMES):

The total number of reported victims of selected crimes of violence (homicide, assault, sexual assault, and robbery) increased 3.9% between 2000 and 2001, from 34,783 to 36,144. The number of male victims increased by 5.6% and the number of female victims increased by 1.9% during the same period (males from 18,357 to 19,394; females from 16,413 to 16,728).

Similarly, when changes in population were controlled for by examining the rate of reported victimisation, it was found that victimisation increased slightly from 13.6 per 1,000 population in 2000 to 13.9 per 1,000 population in 2001. The victimisation rate for men increased from 15.5 in 2000 to 16.2 in 2001, while the victimisation rate for women remained about the same: 12.6 in 2000 and 12.7 in 2001.

Rate of Victimisation per 1,000
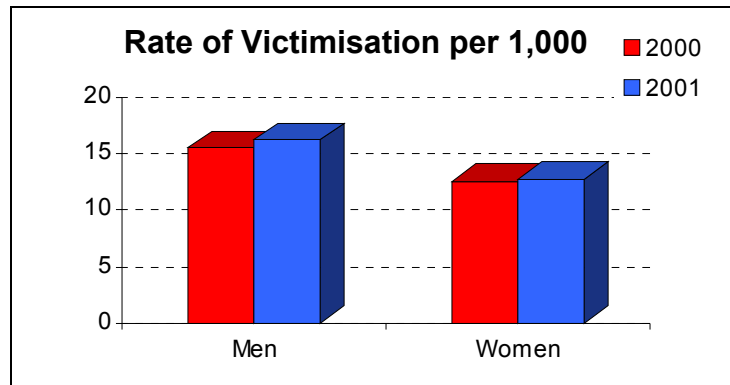
The number of family violence occurrences reported involving Criminal Code offences increased 8.5%, from 6,864 in 2000 to 7,448 in 2001. The proportion of these occurrences where police laid charges, however, decreased slightly, from 84.0% in 2000 to 82.3% in 2001.

Spousal violence occurrences constituted 65.4% of family violence occurrences in 2000 and 64.6% in 2001. The number of spousal violence occurrences reported involving Criminal Code offences increased 7.0% between the two years, from 4,492 to 4,808. The proportion of these occurrences where police laid charges also decreased very slightly, from 87.2% in 2000 to 86.7% in 2001.

UNITS OF SERVICE

NUMBER OF UNIFORM AND CIVILIAN SERVICE MEMBERS:[7]

The number of uniform members in the Service decreased slightly (2.0%) between 2000 and 2001, from 5,372 to 5,264 officers. In 2001, 81% of officers were assigned to the Field Command and specific Operational Support units, down from 84% in 2000.[8]

The number of civilian Service members decreased (3.9%) during the same period, from 1,742 in 2000 to 1,674 in 2001.

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[7] "Uniform" includes Cadets-in-Training/Recruits. "Civilian" does not include Cadets-in-Training/Recruits, Parking Enforcement Officers, temporary or part-time personnel.
[8] The Operational Support units included here are: the Mounted unit, the Marine unit, Traffic Services, the Public Safety unit, and the Emergency Task Force.
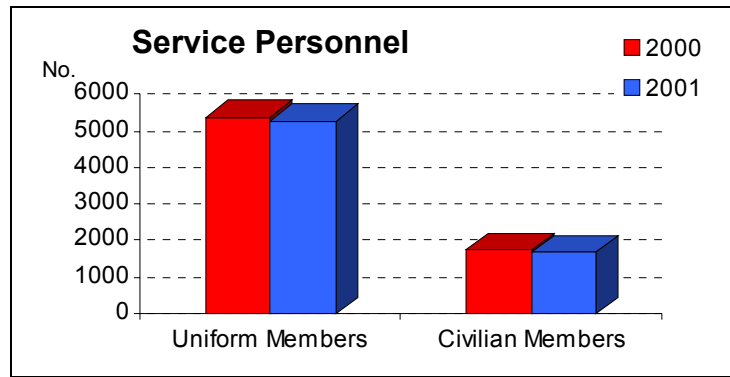
The number of constables (including detective constables) in each division as of December 31st in both 2000 and 2001 is shown below.[9] All but 12, 13, 23, 31, and 33 Divisions showed a decrease in constable strength.

Constables by Division

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	136	140	139	291	193	144	199	189
2001	121	149	147	278	166	149	204	185

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	128	249	252	172	306	133	137	195
2001	141	247	234	161	290	111	134	166

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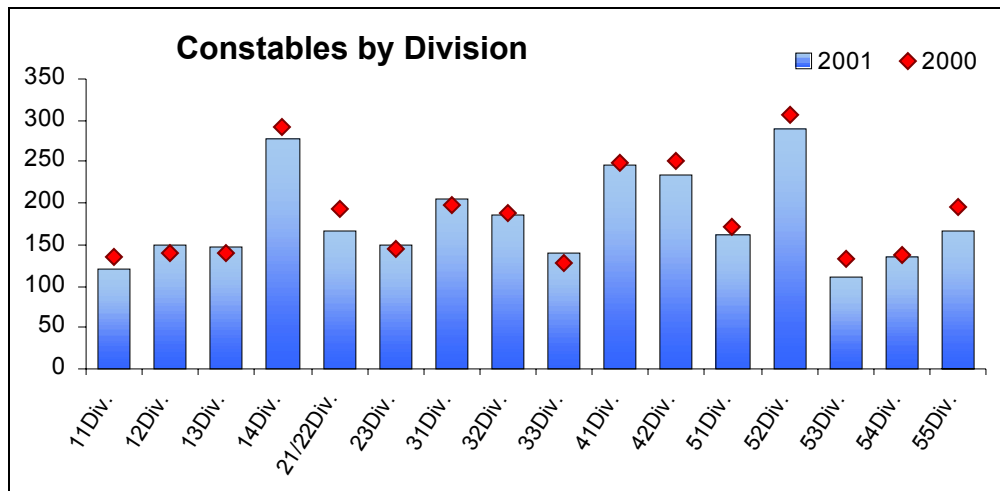
[9] 21 Division and 22 Division were amalgamated in September 2001. Data from the previous year were adjusted to permit comparison.

NUMBER OF UNIFORMED OFFICERS ON THE STREET:

As of December 31st, 2000, there were 3,528 officers, including supervisory staff (that is, constables, sergeants, and staff sergeants), assigned to front-line uniform functions within the Field Command and specific Operational Support units. As of December 31st, 2001, there were 3,377 officers assigned to front-line functions, a 4.3% decrease. The number of front-line uniform constables (i.e. not including constables assigned to investigative functions within divisions, etc.) also decreased (5.3%), from 3,049 in 2000 to 2,886 in 2001. This decrease will be offset by the 236 recruits scheduled to graduate and be assigned to uniform patrol in early 2002.

RATIO OF SUPERVISORS TO POLICE OFFICERS:

The number of constables per sergeant in front-line uniform functions decreased slightly, from 8.5:1 in 2000 to 7.7:1 in 2001.

NUMBER OF POLICE OFFICERS PER POPULATION:

The number of members of the population per officer increased between 2000 and 2001. While there was 1 officer for about every 478 people in 2000 (based on 5,372 uniform members and 2,565,555 population), there was 1 officer for about every 493 people in 2001 (based on 5,264 uniform members and 2,594,205 population).[10]

When only front-line uniform constables (i.e. those in the Field Commands and uniform enforcement functions within Operational Support Command) were considered, the ratios were 1 constable for every 841 people in 2000 (based on 3,049 constables) and 1 constable for every 899 people in 2001 (based on 2,886 constables).

It is important to remember that the Toronto Police Service also provides service to a large number of transients, tourists, and commuters who are not captured in the population projections. If these numbers were captured, there would be more members of the population per officer than the ratios above indicate.

OFFICER AVAILABILITY:

Due to a number of factors, for example, training, sick leave, vacation, court, etc., police officers are not available to perform patrol or other operational duties for all of their scheduled work hours during a year. On average, Toronto Police Service officers (constables, sergeants, and staff sergeants) were available for operational duties for roughly 75% of their scheduled time during 2000 and 2001. The exact proportions, and proportions of each of the detractors are shown below.

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[10] The population numbers may be different from those shown in previous years due to revised population/census estimates from the City of Toronto's Urban Development Services.
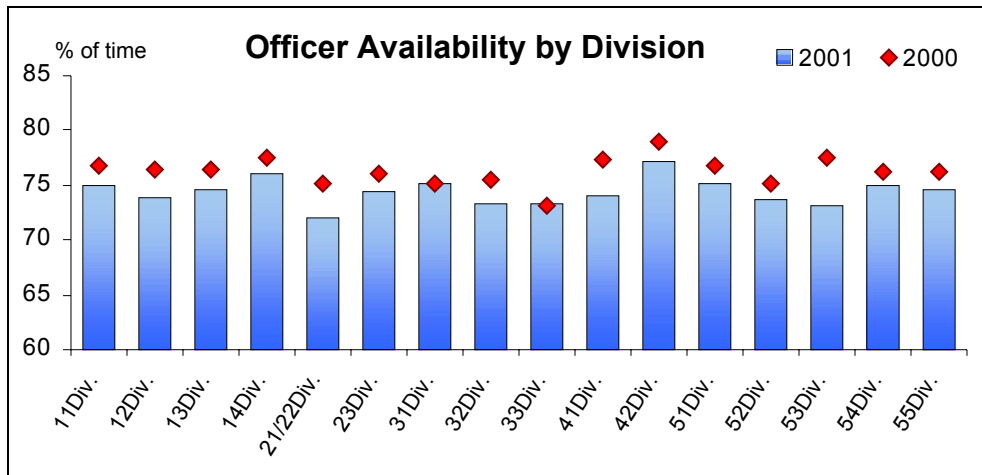
Officer Availability-2000

Time off   2.9%
ADO/TOD   2.8%
Sick   3.7%
Injured on Duty   0.9%
Available Hours   75.6%
Vacation   9.7%
Training   3.6%
Court   0.8%

Officer Availability-2001

Time off   3.1%
ADO/TOD   2.7%
Sick   4.2%
Injured on Duty   0.9%
Available Hours   74.3%
Vacation   9.3%
Training   4.8%
Court   0.8%
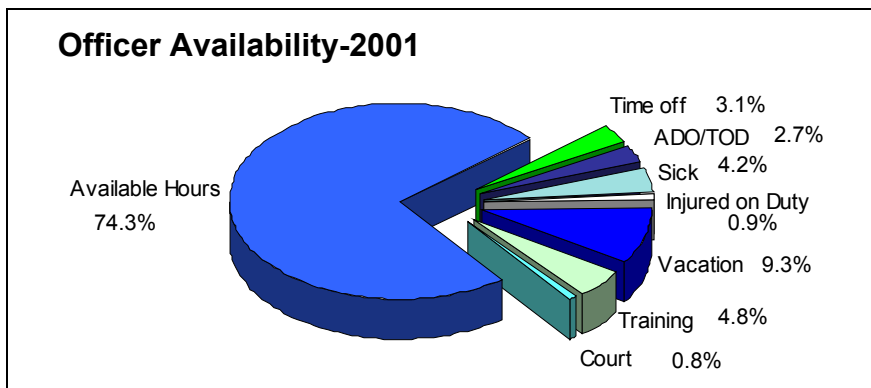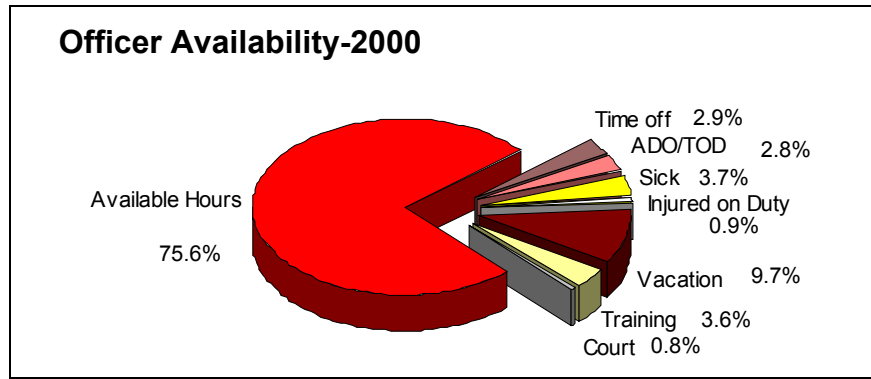
The change in officer availability between 2000 and 2001 for each division is shown below. The proportion of total hours officers were available for operational duties decreased in all divisions except 31 and 33 Divisions, where proportions were about the same in both years.

Officer Availability by Division (Proportion of Available Hours)

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	76.7	76.5	76.5	77.6	75.2	76.1	75.2	75.6
2001	74.9	73.8	74.6	76.0	72.1	74.4	75.2	73.3

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	73.1	77.3	79.0	76.8	75.1	77.5	76.3	76.3
2001	73.3	74.1	77.1	75.1	73.7	73.1	75.0	74.6

Despite the general decrease in officer availability in the divisions, according to the community in surveys conducted in December 2000 and November 2001, police officer presence in their neighbourhoods was generally unchanged. The largest proportion of respondents in both years felt that police officer presence in their neighbourhood remained about the same during the past 12 months (66% in 2000, 77% in 2001). About 1 in 10 respondents in both years felt that police officer presence had increased during that time (11% in 2000 and 2001). The proportion of those who said they never saw police in their neighbourhood decreased from 9% in 2000 to 3% in 2001.

RATIO OF CONSTABLES TO CRIMINAL CODE OFFENCES:

Service-wide, the average number of reported Criminal Code offences (including CC Traffic offences) per police constable (including detective constables) increased between 2000 and 2001: 50.6 criminal offences per constable in 2000 and 54.5 offences per constable in 2001.

The number of reported Criminal Code offences per constable (including detective constables) within each division during 2000 and 2001 are shown below. All divisions except 13 and 33 Divisions showed an increase in Criminal Code offences per constable between the two years.

Criminal Code Offences per Constable

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	52.0	57.3	55.7	54.2	67.0	85.7	68.6	68.9
2001	57.5	57.5	52.0	55.7	84.1	87.4	71.3	73.4

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	65.4	74.9	77.2	55.8	88.7	52.5	54.7	57.2
2001	63.1	78.4	87.9	59.5	91.1	64.6	64.2	68.2

Criminal Code Offences per Constable

■ 2001 ◆ 2000
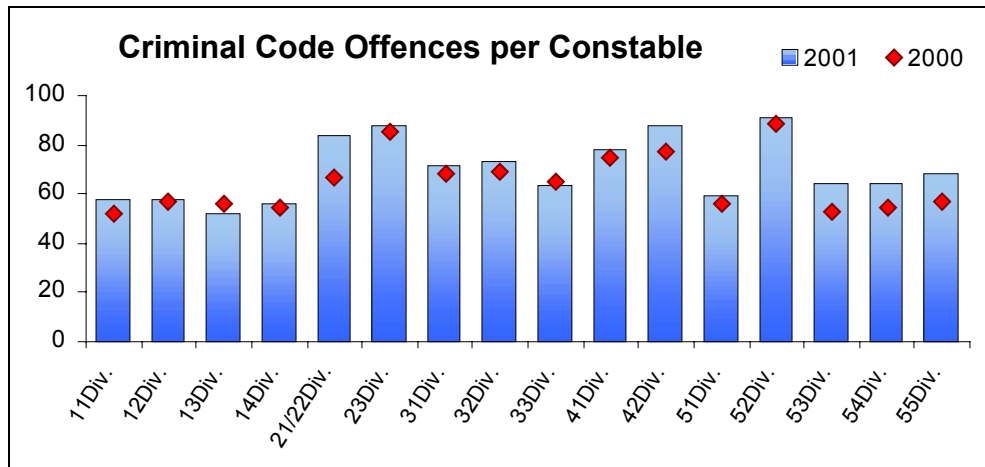
The chart below shows the number of Criminal Code offences per constable (total constable strength) in each division compared to the average number of Criminal Code offences per constable for the Service (Field only) in 2001.

Criminal Code Offences per Constable-2001

Division
Service
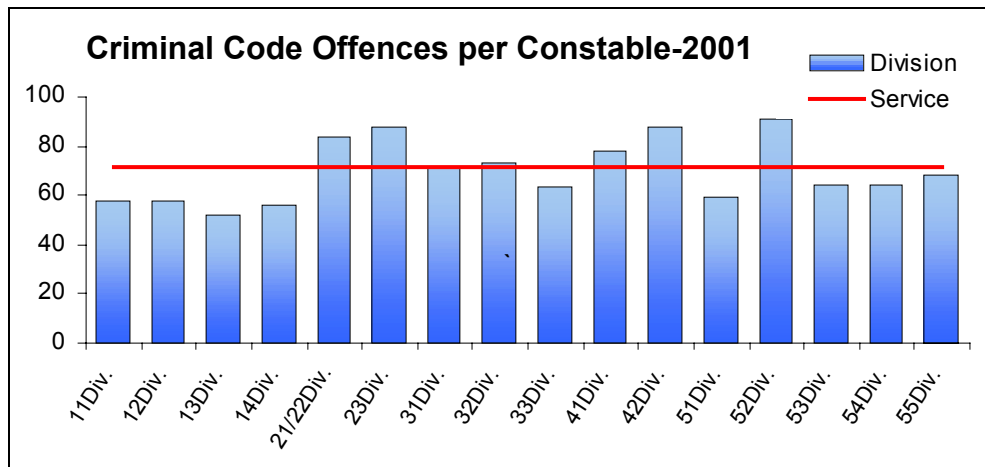
COMMUNITY PARTICIPATION, INCLUDING NEIGHBOURHOOD WATCH:

In 2001, about 1.2 million people participated in/attended over 4,700 community information and crime prevention initiatives, presentations, etc., up from the about 600,000 people who attended over 5,600 information/prevention initiatives, etc. in 2000.

The number of communities participating in Neighbourhood Watch decreased slightly (1.8%) between 2000 and 2001, from 772 to 758; the number of homes participating also decreased (2.3%), from 408,406 to 399,067.

Homes involved in Neighbourhood Watch
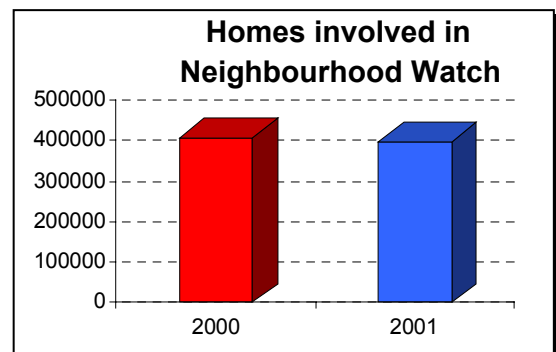
On the other hand, the number of volunteer hours provided to the Service increased 6.3% between 2000 and 2001, from 48,236 to 51,255 hours. During the same time period, the number of Auxiliary members and other volunteers also increased, by 77.2%, from 302 in 2000 to 535 in 2001.

EFFICIENCY/EFFECTIVENESS MEASURES

HANDLING OF CALLS FOR SERVICE:

In 2001, 46.2% (864,095) of calls for service were dispatched for response; 53.8% (1,005,367) of calls resulted in callers being advised, transferred, or no action was taken. In 2000, the proportion of calls dispatched for response was 45.9% (837,219), and 54.1% (985,221) of calls resulted in callers being advised, transferred, or no action was taken.

These statistics do not include information on calls made directly to the divisions or to the Collision Reporting Centres.

The number of dispatched calls per division in both 2000 and 2001 are shown below. Six of the 16 divisions (13, 23, 31, 33, 51, and 54 Divisions) were dispatched to more calls in 2001 that in 2000.
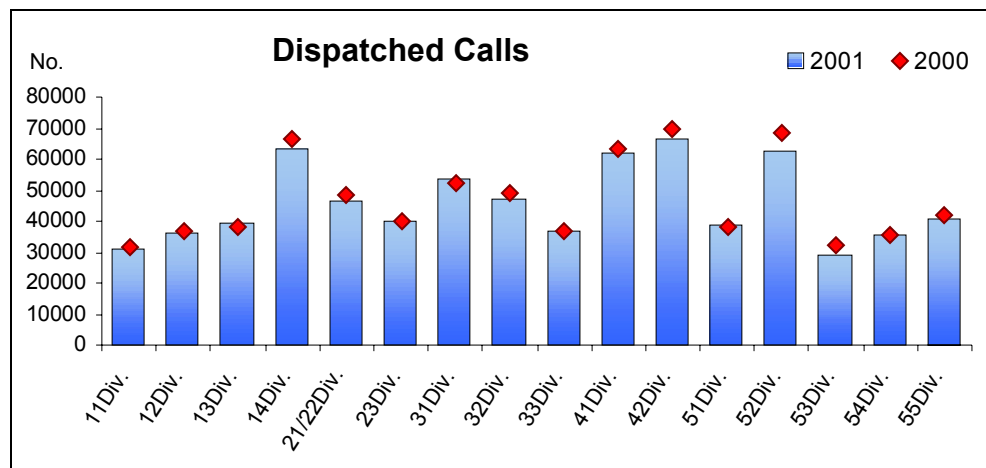
As shown below, the number of dispatched calls per police constable (total divisional constable strength) increased in 7 of the 16 divisions between 2000 and 2001, with 55 Division showing the largest increase.

Dispatched Calls per Constable

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	234.0	263.6	274.2	228.6	252.0	279.7	264.0	258.7
2001	255.5	244.4	269.3	227.9	279.8	270.6	263.2	254.5

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	285.4	254.2	276.4	223.2	222.8	242.0	259.2	216.2
2001	261.4	249.8	282.9	238.6	216.9	260.7	265.2	245.1
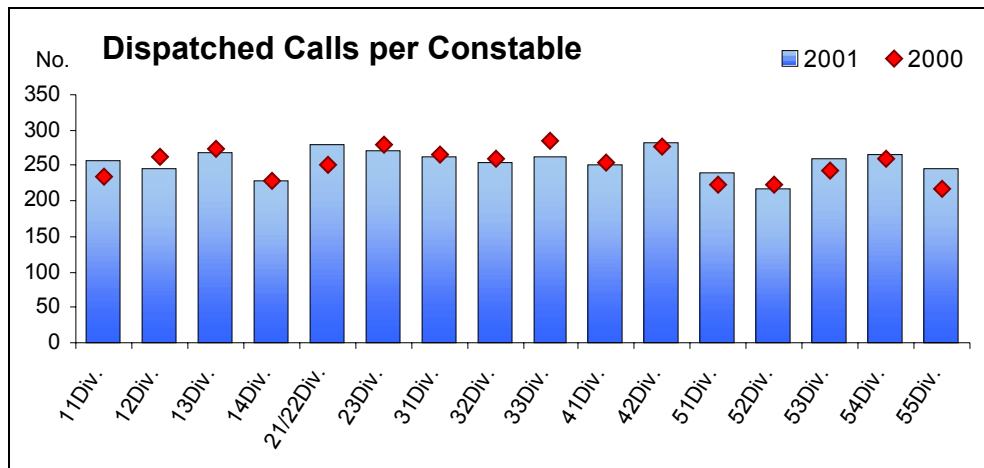
The chart below shows the number of dispatched calls per constable in each division compared to the number of dispatched calls per constable for the Service (Field only) in 2001.
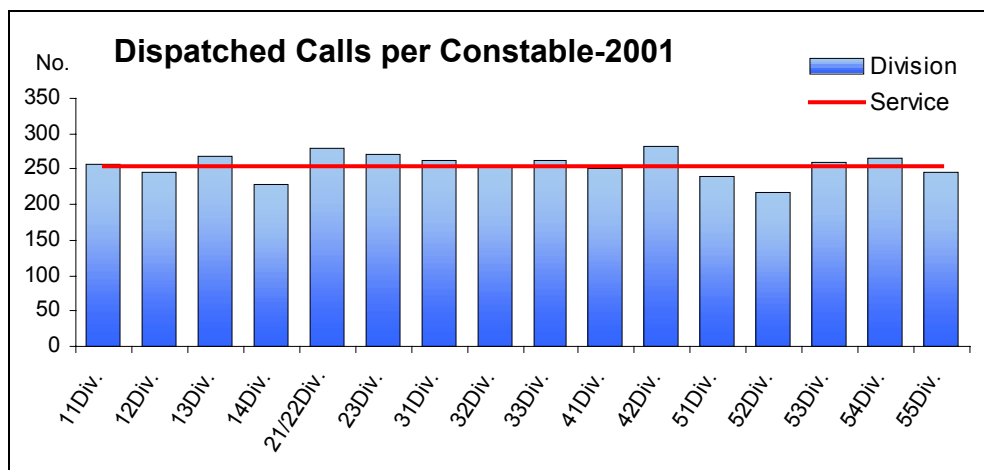
RESPONSE TIMES FOR PRIORITY 1 CALLS:

As noted previously, the number of priority 1 calls -- the highest priority emergency calls, typically involving situations requiring immediate response, including a person at risk or a crime in progress -- increased slightly. There were 71,937 priority 1 calls received in 2001, a 6.6% increase from the 67,469 priority 1 calls received in 2000.

Information on response times is based on the priority 1 calls for which there is a valid officer arrival time as recorded by the MDT 'at scene' button. Only half of priority 1 calls had valid arrival times recorded, though the proportion has been slowly increasing over the past five years. Given the relatively small number of valid cases, and therefore a lack of adequate and reliable data, there is uncertainty as to whether the response times available are indicative of general police performance.

The average response time to the priority 1 calls with valid arrival times was about the same in both years: 10.0 minutes in 2000, 10.5 minutes in 2001. The median response time in both years was 8 minutes. Valid MDT-entered arrival times were available for 47% of priority 1 calls in 2000 and 50% in 2001.

Average divisional response times to priority 1 calls in 2000 and 2001 are shown below. Four divisions (13, 31, 33, and 55 Divisions) showed a decrease in average response time between 2000 and 2001, with the largest decrease shown by 33 Division. Availability of valid arrival time data varied greatly by division, running from 26% to 63% of priority 1 calls in 2000 and from 29% to 67% in 2001.

Response Times – Priority 1 Calls (ave. minutes)

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	8.0	8.0	9.6	8.6	9.5	10.5	11.4	11.6
2001	8.4	8.2	9.5	8.7	10.5	11.7	11.3	12.3

|	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	11.6	10.7	11.8	8.2	9.2	9.0	9.2	8.9
2001	11.2	11.3	12.6	8.5	10.0	9.6	10.0	8.5

Response Times - Priority 1 Calls
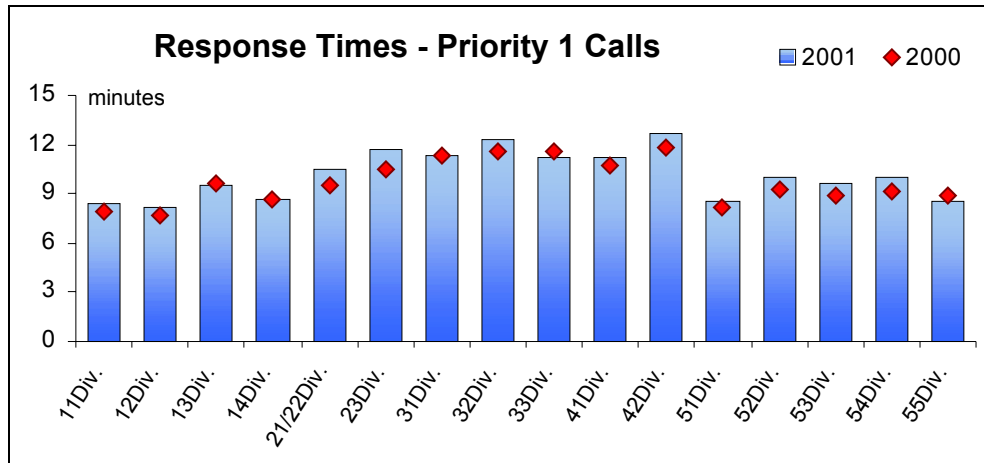
CRIME RATES:

Between 2000 and 2001, the total number of reported non-traffic Criminal Code offences increased slightly by 2.8% (from 195,360 to 200,825). The number of violent crimes increased by 4.0% (from 35,837 to 37,286) and the number of property crimes increased by 2.1% (from 97,138 to 99,156).

With regard to crime rates, the rate for violent crimes (crimes against the person) increased slightly from 14.0 per 1,000 population in 2000 to 14.4 per 1,000 population in 2001. The property crime rate increased slightly from 37.9 to 38.2 per 1,000 population. And, the overall non-traffic crime rate increased slightly from 76.1 offences per 1,000 population in 2000 to 77.4 offences per 1,000 population in 2001.
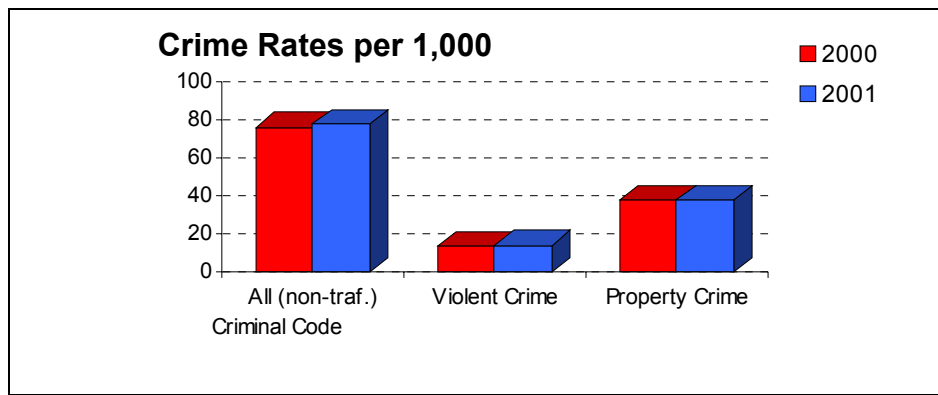
By division, the rate of offences per 1,000 population in 2000 and 2001 were:

Total (non-traffic) Crime Rate per 1,000

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	68.3	82.9	53.5	101.9	65.1	74.7	68.3	63.4
2001	66.0	86.8	52.3	98.8	69.2	78.1	71.7	65.1

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	43.3	77.9	51.8	142.2	358.7	48.9	54.6	91.7
2001	45.4	79.9	54.0	139.4	344.2	49.7	61.6	91.7

Total (non-traffic) Crime Rate per 1,000
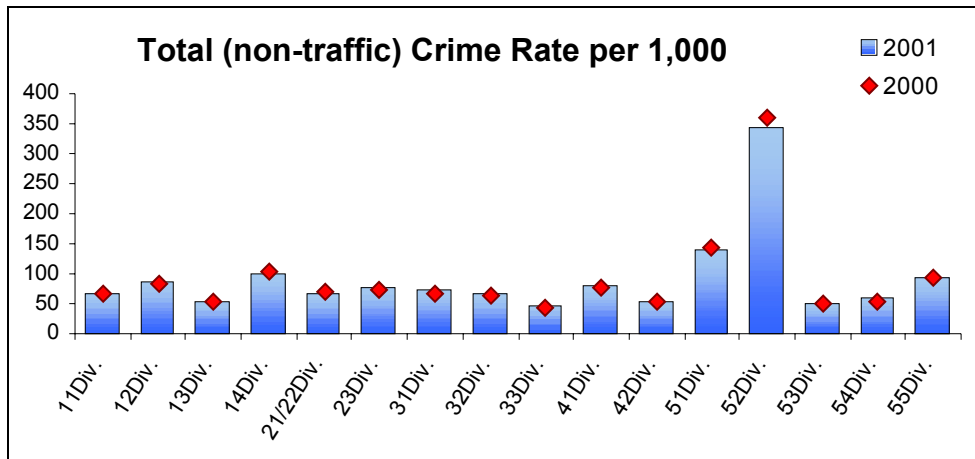
In both years, 14, 51, 52, and 55 Divisions had the highest crime rates. Five divisions (11, 13, 14, 51, and 52 Divisions) showed decreases in crime rates between 2000 and 2001. One other division (55 Division) showed no change between the two years.

The chart below shows how the crime rate in each division compared to Toronto's overall crime rate in 2001.

Total (non-traffic) Crime Rate per 1,000 2001
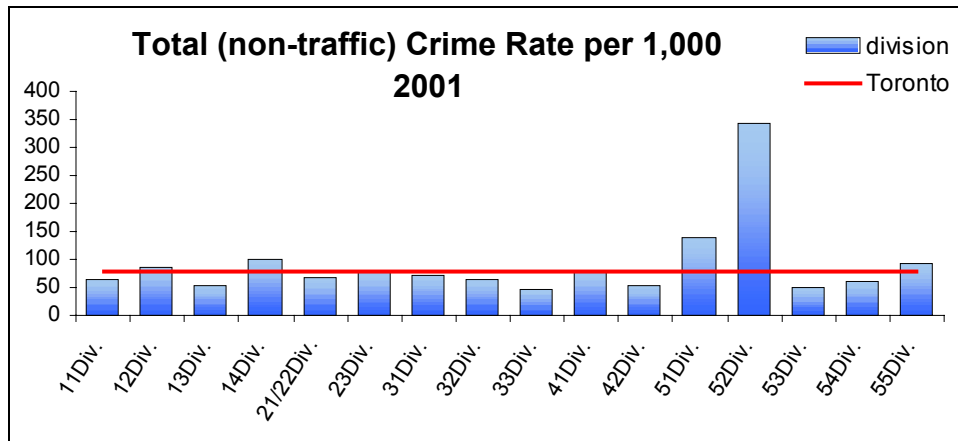
Between 2000 and 2001, all divisions but 13, 21/22, and 51 Divisions showed an increase in the rate of violent crime, with the largest increase seen in 12 Division. In both years, the five divisions (12, 14, 51, 52, and 55 Divisions) with the highest rate of violent crime were all in the Service's Central Field area.

Violent Crime* Rate per 1,000

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	13.4	18.8	11.1	20.8	9.2	13.8	15.0	8.8
2001	13.7	20.5	10.2	20.7	8.9	14.9	16.4	9.4

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	7.2	16.5	11.2	29.5	41.8	6.8	12.9	18.4
2001	7.5	16.9	11.4	27.9	43.0	7.0	13.7	19.4
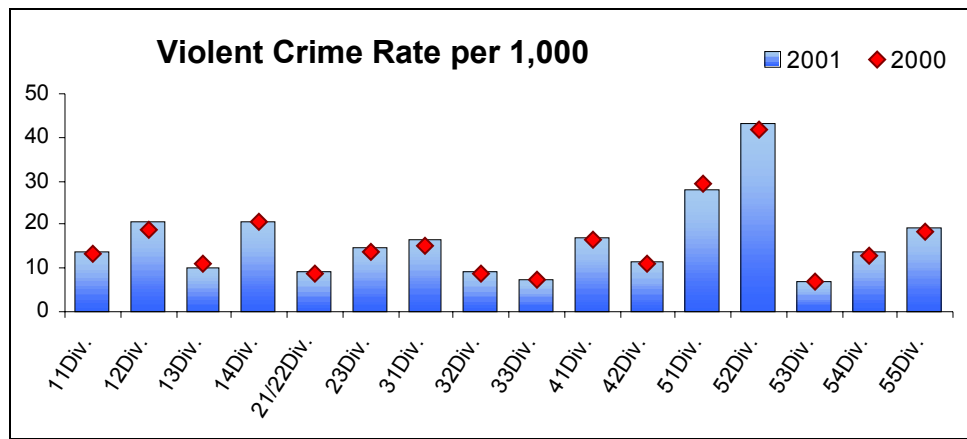
The chart below shows the violent crime rate in each division compared to Toronto's overall violent crime rate in 2001.

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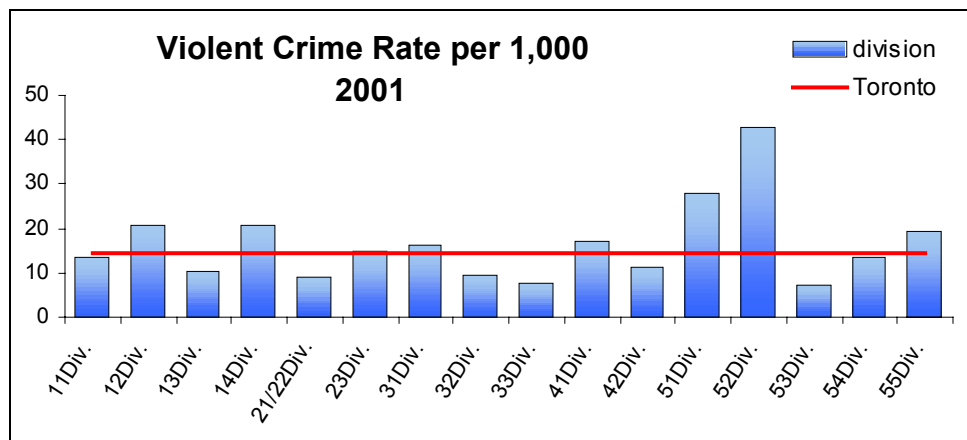
* Violent crimes include homicides and attempts, sexual assaults, other assaults, sexual offences, abduction, and robberies.

As shown below, six divisions (11, 31, 51, 52, 53, and 55 Divisions) showed a decrease in the rate of property crimes between 2000 and 2001, with 52 Division showing the greatest decrease. Of the divisions that showed an increase in the rate of property crimes, 21/22 Division showed the greatest increase.

Property Crime** Rate per 1,000

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	29.1	31.7	25.3	49.2	32.7	40.9	33.1	35.4
2001	26.8	32.9	25.3	49.3	37.1	41.6	32.6	36.2

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	24.2	36.9	25.5	57.7	193.7	29.8	23.4	45.3
2001	24.8	36.9	26.8	55.1	186.0	29.0	26.3	44.6
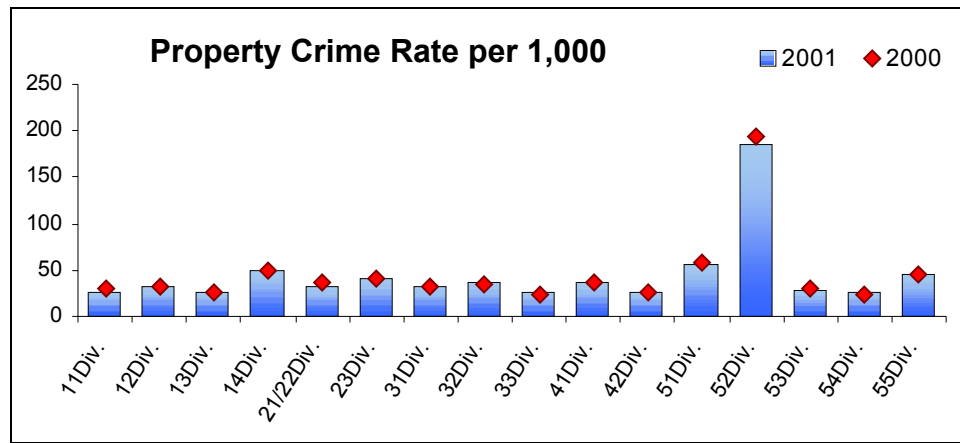
The chart below shows the property crime rate in each division compared to Toronto's overall property overall crime rate in 2001.
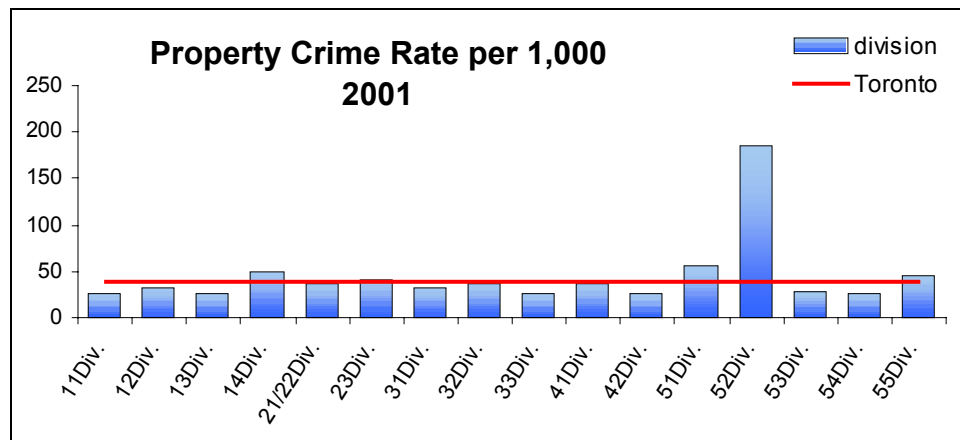
** Property crimes include break & enter, all types of thefts, possession of stolen goods, and fraud.

SPECIFIC CRIMES:

Between 2000 and 2001, most of the crimes listed below showed an increase or remained about the same (i.e. homicide, sexual assault, and break & enters - houses/apartments). Purse-snatching, robberies of financial institutions, and drug offences all showed a decrease. It should be noted, however, that the number of drug offences is directly influenced by levels of police enforcement.   This figure should not be construed as an adequate indication of the extent of the drug problem.

Total No. of Offences – Specific Crimes

	2000	2001	% Change
Homicide	60	59	-1.7
Abduction	431	533	23.7
Sexual Assault	2,209	2,212	0.1
Assault	27,770	28,879	4.0
Total Robbery	4,746	4,994	5.2
• Purse-Snatching	374	339	-9.4
• Banks & Fin.Inst.	207	146	-29.5
Theft of Vehicle	13,954	14,020	0.5
Theft from Vehicle	21,240	21,612	1.8
Other Theft	33,638	33,903	0.8
Total Break & Enter	15,636	16,132	3.2
• Houses/Apts.	10,066	10,058	-0.1
• Commercial Bldgs.	5,487	5,973	8.9
Fraud	7,300	8,043	10.2
Weapons Offences	4,181	4,347	4.0
Drug Offences	10,558	9,333	-11.6

ARRESTS:

In 2001, a total of 50,818 persons were arrested/charged for Criminal Code and drug offences, which was a decrease (-2.1%) from the 51,891 persons arrested/charged in 2000.[11] Total persons arrested/charged by division in both years is shown below.

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[11] Of the arrests in 2001, 47,075 were for Criminal Code offences and 3,743 were for drug offences. Of the arrests in 2000, 47,771 were for Criminal Code offences and 4,120 were for drug offences.

Number of Persons Arrested/Charged by Divisions

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	2,115	2,927	1,888	5,308	2,801	2,606	3,177	2,631
2001	1,890	2,724	1,864	4,335	2,671	2,480	3,512	2,850

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	1,961	4,336	4,387	3,397	5,543	1,729	1,760	3,098
2001	1,918	4,377	4,734	3,452	5,548	1,266	1,894	2,969
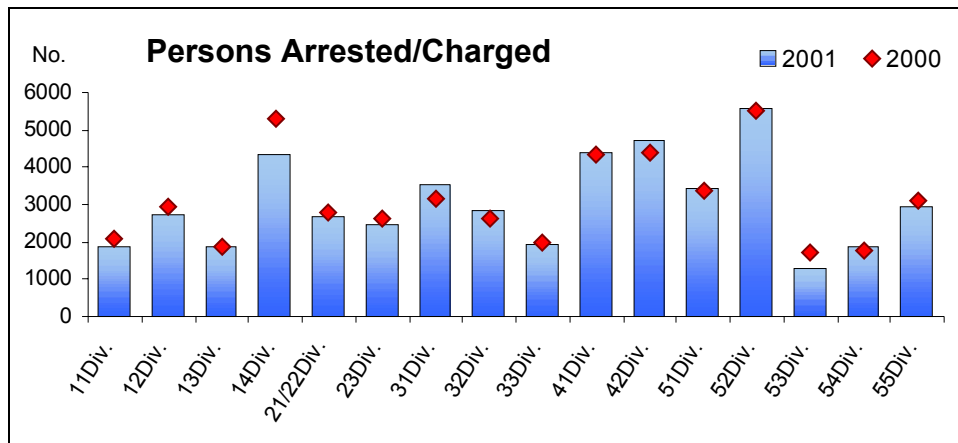
Other Service units also arrested/charged persons in 2000 and 2001. The number of persons arrested/charged made in each year by some of these units are shown below.

Number of Persons Arrested/Charged by Other Units

	ETF	Fraud	Hold-Up	Homicide	Intelligence*	Toronto Drug Squad*	Marine
2000	19	454	84	15	116	--	10
2001	14	244	79	29	36	290	12

	Mounted/ PDS	Sexual Assault Squad	Special Investigation Services*	Public Safety Unit	Traffic Services
2000	93	44	297	78	524
2001	99	48	129	250	670

* Drug investigations were previously carried out by Special Investigation Services and Field Command drug squads. As of January 1, 2001, Intelligence, Special Investigation Services, and the Toronto Drug Squad are all sections of Detective Services.

CLEARANCE RATES:

As reported in the Service's annual statistical reports, the clearance rates in 2000 and 2001 for a number of offences were as follows:

	2000		2001	
	# Reported	% Cleared at year end*	# Reported	% Cleared at year end*
Murder/Manslaughter /Attempt Murder	206	62.1	180	62.8
Sexual Assault	2,209	75.5	2,212	78.3
Assault	27,770	79.3	28,879	82.7
Robbery	4,746	36.5	4,994	37.1
Break & Enter	15,636	15.7	16,132	15.9
Vehicle Theft	13,954	13.8	14,020	13.3
Theft	54,878	27.9	55,515	22.6
Fraud	7,300	76.7	8,043	68.1
Weapons Offences	4,181	95.6	4,347	96.3
Total Violent Crime	**35,837**	**73.5**	**37,286**	**76.4**
Total Property Crime	**97,138**	**31.5**	**99,156**	**28.1**
Total Non-Traffic CC	**195,360**	**51.4**	**200,825**	**49.7**

Cleared cases may include offences reported prior to the year indicated
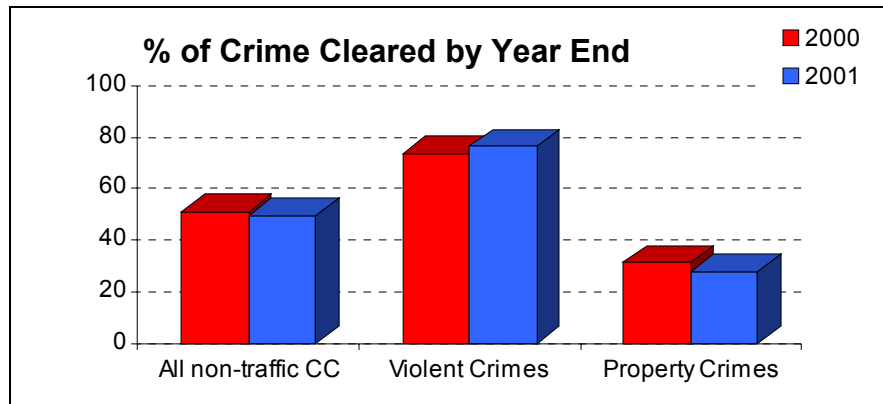
The clearance rate for violent crimes in each division is shown below. Twelve divisions showed an increase in violent crime clearance rate between 2000 and 2001, with 54 and 53 Divisions showing the largest increases. It should be remembered that cleared cases may include offences reported prior to the year in which they are cleared.

Clearance Rates - Violent Crime

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	74.9	82.9	76.7	75.2	77.6	71.0	74.1	70.7
2001	80.6	82.4	81.7	75.7	76.0	77.2	75.4	75.1

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	76.6	70.9	76.3	71.3	61.4	72.7	74.1	78.2
2001	81.7	76.0	76.6	69.3	68.2	80.7	82.3	75.9
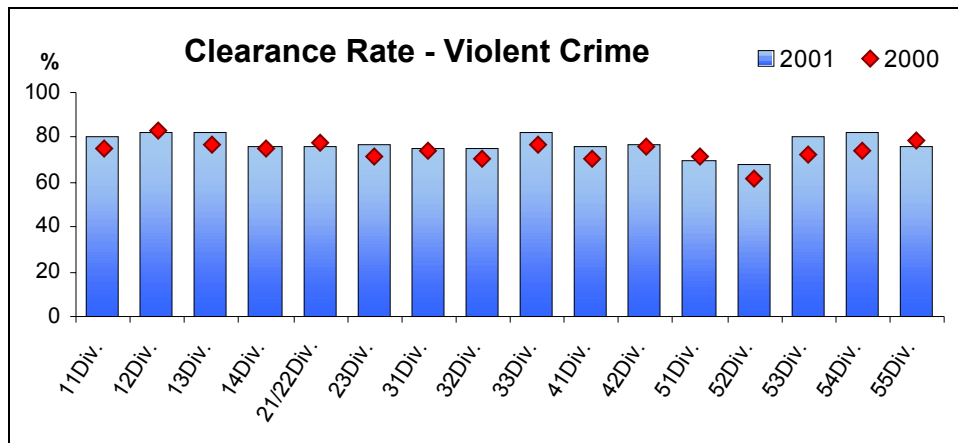
The clearance rate for property crimes in each division is shown below. Nine divisions showed an increase in property crime clearance rate between 2000 and 2001, with 13 Division showing the largest increase. Again, it should be remembered that cleared cases may include offences reported prior to the year in which they are cleared.

Clearance Rates - Property Crime

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	24.5	34.1	19.2	27.8	23.4	28.2	23.2	28.5
2001	27.7	34.6	27.7	22.0	25.1	23.3	24.2	31.3

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	32.6	29.7	51.1	33.8	29.1	61.0	22.2	30.4
2001	30.0	33.1	23.0	21.3	32.9	38.1	25.6	30.4

Clearance Rate - Property Crime
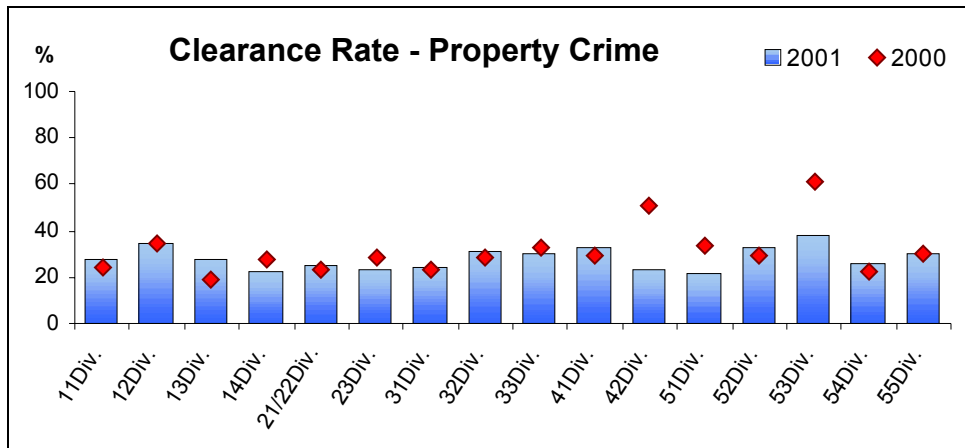
COST OF POLICING PER CAPITA & SERVICE BUDGET:

Based on projected Toronto population in each year and on actual Service expenditures (gross $) given in the Service's annual statistical reports, the cost of policing per capita increased between 2000 and 2001. The cost per capita was $226 in 2000 (based on $579,729,813 and 2,565,555 population), and $233 in 2001 (based on $603,372,378 and 2,594,205 population).

In 2000, following an adjustment by the City to take the impact of a salary settlement into account, the Service's net operating budget was $557.3 million. At year end, mainly due to savings related to salaries resulting from uniform separations, the Service had a $0.5 million operating surplus.[12]

In 2001, the Service's net operating budget was $573.8 million, a 3% increase over 2000. The 2001 approved budget did not include a potential funding requirement of $7.9 million of increased costs for benefits, however, the Service had the opportunity to request a draw from the City to accommodate any benefit expenditures up to $7.9 million. At year end 2001, before funding adjustment from the City, the Service had a $4.9 million operating deficit due to benefits overspending (rather than the $7.9 million shortfall predicted earlier). An amended request was made to the City for an in year budget adjustment of $4.9.[13]

COMPLAINTS ABOUT POLICE SERVICE:

The total number of public complaints against the police decreased 9.4%, from 819 complaints in 2000 to 742 in 2001. With regard to type of complaint, 58.5% in 2000 and 54.6% in 2001 involved allegations of conduct of a less serious nature; 30.8% in 2000 and 18.9% in 2001 involved allegations of conduct of a serious nature; 1.5% in 2000 and 0.13% in 2001 involved complaints about a Service policy; and, 4.2% in 2000 and 1.6% in 2001 involved complaints related to service provided. An additional 24.8% of complaints in 2001 involved no specific allegation or where categorised as 'other', compared to 5.1% in 2000.

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[12] Information from Police Services Board Minute 38/01 (Meeting of February 22, 2001).

[13] Information from Police Services Board Minute 64/02 (Meeting of February 28, 2002).

Complaints Against Police-2000

Conduct-Serious
Policy/Services
No Alleg./Other
Conduct-Less Serious

Complaints Against Police-2001

Conduct-Serious
Policy/Services
No Alleg./Other
Conduct-Less Serious
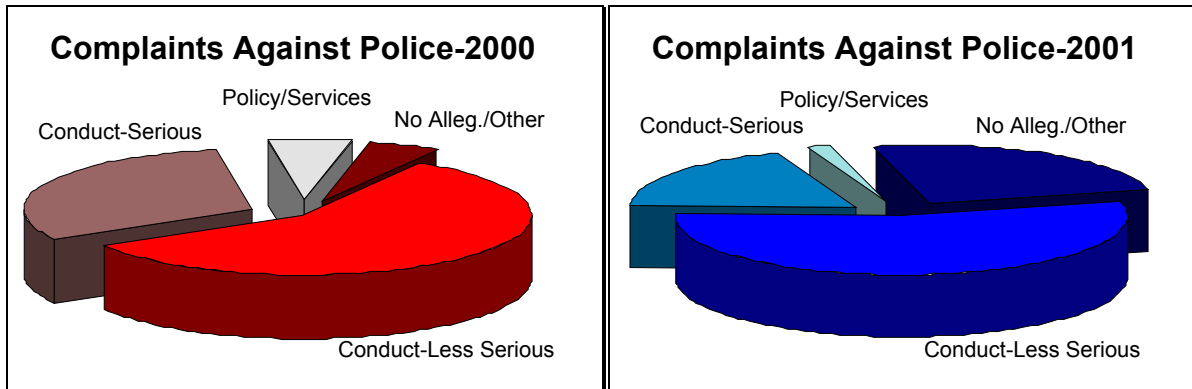
In 2001, of the complaints for which a unit was or could be identified, 87% involved officers from the Field Commands. In 2000, 90% involved Field Command officers.

The number of complaints involving divisional officers in each year is shown below.

Number of Public Complaints

	11 Div.	12 Div.	13 Div.	14 Div.	21/22 Div.	23 Div.	31 Div.	32 Div.
2000	34	32	31	94	28	23	42	37
2001	45	21	36	60	36	36	34	30

	33 Div.	41 Div.	42 Div.	51 Div.	52 Div.	53 Div.	54 Div.	55 Div.
2000	14	58	47	63	101	29	20	46
2001	20	38	70	60	73	25	26	37

Public Complaints

No.
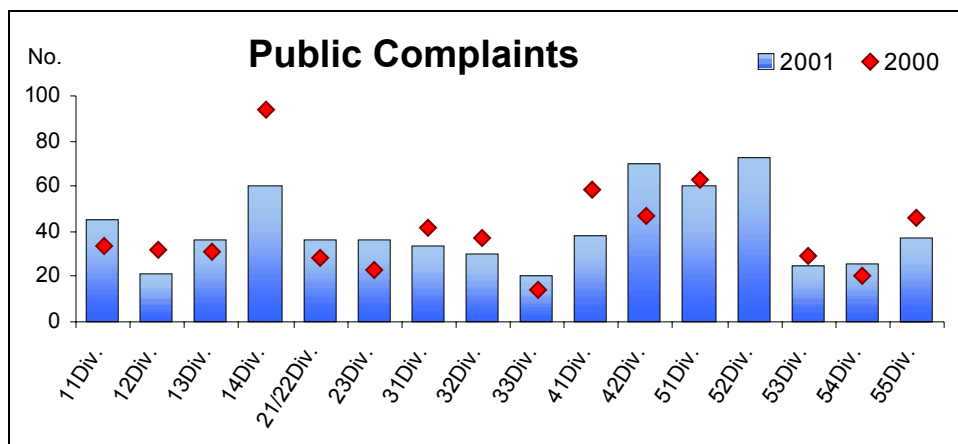
As part of the general community survey conducted for the police in 2000 and 2001, respondents were asked about public complaints and the Service's complaints system. In 2001,

two-thirds (66%) of respondents were somewhat or very confident that the Toronto Police Service could impartially investigate public complaints against officers, up from 57% in 2000. One-quarter (25%) of respondents in 2001 were not very or not at all confident the police could impartially investigate complaints, down from 32% in 2000.

Only about 1 in 10 (12%) respondents in 2001 had ever had any experience with the police complaints process. Of those few who had, 69% said they were very or somewhat satisfied with the process, and 64% said they were very or somewhat satisfied with the outcome. In 2000, 23% had ever had experience with the police complaints process; 65% said they were very or somewhat satisfied with the process, but only 56% said they were very or somewhat satisfied with the outcome.

COMMUNITY SURVEY - PERCEPTIONS OF SAFETY:

In December 2000 and November 2001, the Toronto Police Service commissioned polls of 1,200 Toronto residents. It was found that while 7 in 10 respondents (74%) felt safe in their neighbourhoods in 2000, this increased to 9 in 10 respondents (90%) in 2001. As shown below, the proportion who answered 'very safe' stayed about the same in both years; most of the increase was seen among those who felt 'reasonably safe'.
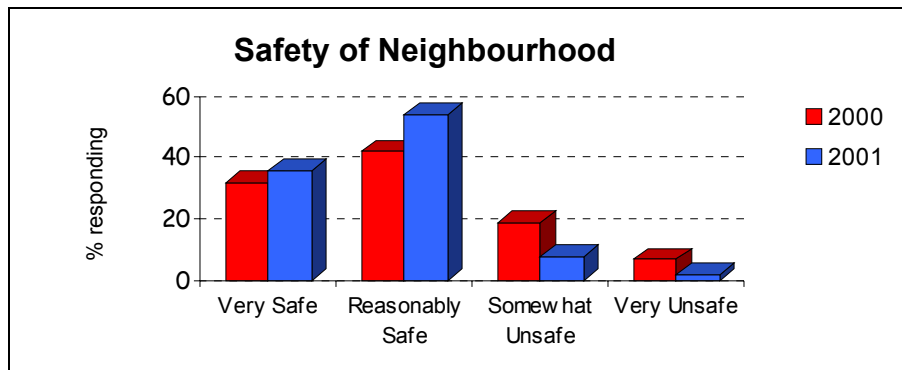
In November 2001, people were also asked how safe they felt the City was in general. Almost 9 in 10 (88%) felt that Toronto in general was very or reasonably safe. About 2 in 10 (21%) felt the City was very safe, while only 1 in 100 (1%) felt the City was very unsafe.

The largest proportions of respondents in both years thought their neighbourhoods had low levels of crime, though this proportion was slightly higher in 2001 (52%) than in 2000 (45%). The proportion of those who felt their neighbourhoods had high levels of crime decreased from 14% in 2000 to 8% in 2001. Over half of the respondents in both years also felt that crime had remained about the same (rather than increased or decreased) in their neighbourhoods over the past year, and again the proportion was somewhat higher in 2001 (65%) than in 2000 (57%).

While 60% of respondents said they walked alone in their neighbourhoods after dark in 2000, this increased to 71% in 2001. Of those who did walk alone, most in both years felt safe.

When asked what, in their opinion, was the most serious problem in their neighbourhood, respondents gave similar answers in both years. The most frequent answers in each year were:

2000	2001
break & enter (12%)	break & enter (9%)
traffic/parking (12%)	traffic/parking (9%)
drugs/prostitution (10%)	drugs/prostitution (8%)
youth/gangs (10%)	youth/gangs (7%)
no serious problems (21%)	**no serious problems (21%)**

It should be noted that 9% of respondents in 2001 said that, in their opinion, the most serious policing problem in their neighbourhood was the lack of police visibility/police presence.

Fewer respondents in 2001 than in 2000 said that they were concerned about crime in their neighbourhoods (67% in 2000, 61% in 2001).
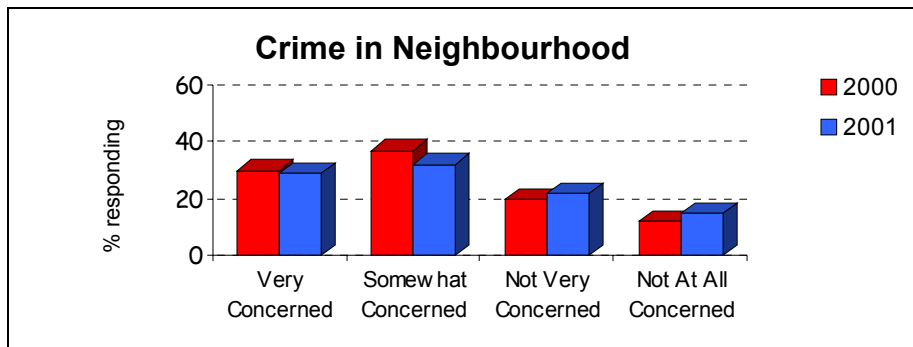
Slightly fewer respondents in 2001 than in 2000 also said that they were concerned about feeling safe and secure in their neighbourhoods (59% in 2000, 54% in 2001).
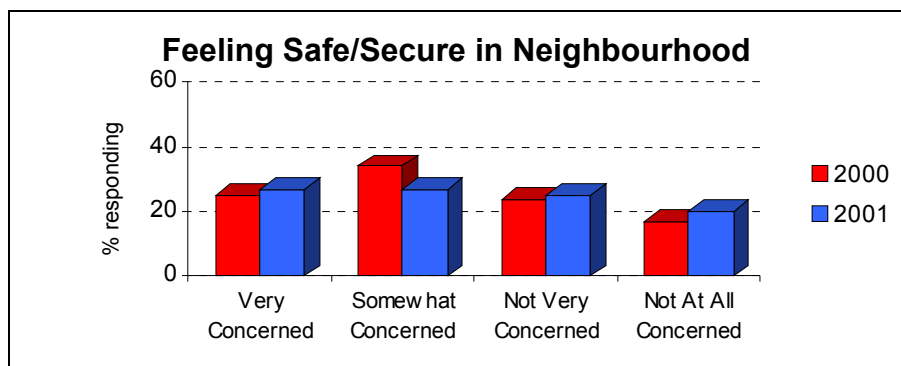
More respondents were concerned about youth hanging about and being disorderly in their neighbourhoods in 2001 than in 2000 (45% in 2000, 49% in 2001).

Youth in Neighbourhood
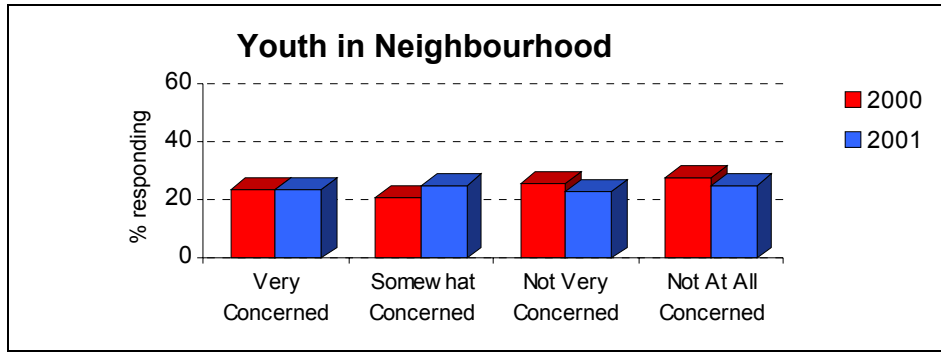
More respondents were concerned about homeless people and panhandlers in their neighbourhoods in 2001 than in 2000 (27% in 2000, 43% in 2001).

Homeless People/Panhandlers
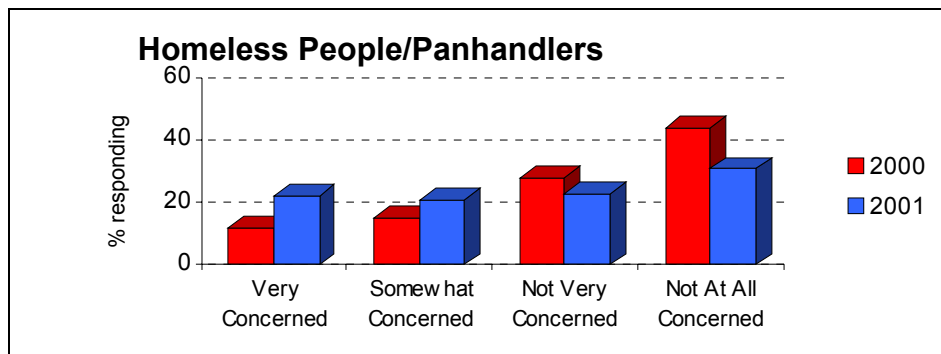
More respondents were concerned about litter and garbage in their neighbourhoods in 2001 than in 2000 (37% in 2000, 59% in 2001).

Litter/Garbage in Neighbourhood
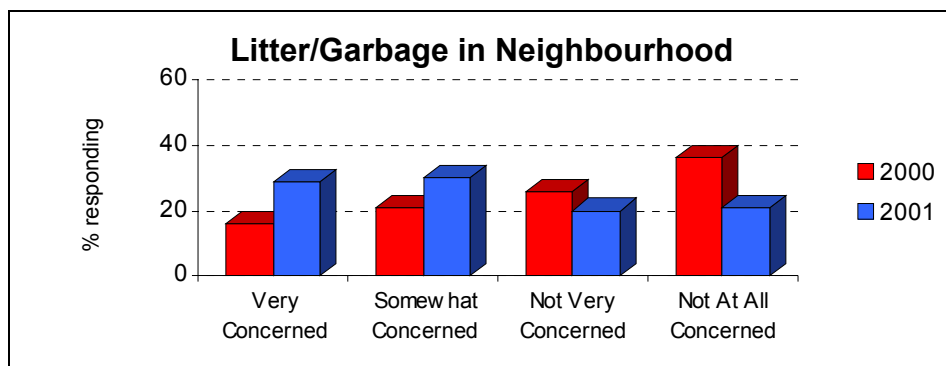
More respondents were concerned about vandalism in their neighbourhoods in 2001 than in 2000 (31% in 2000, 57% in 2001).

Vandalism in Neighbourhood
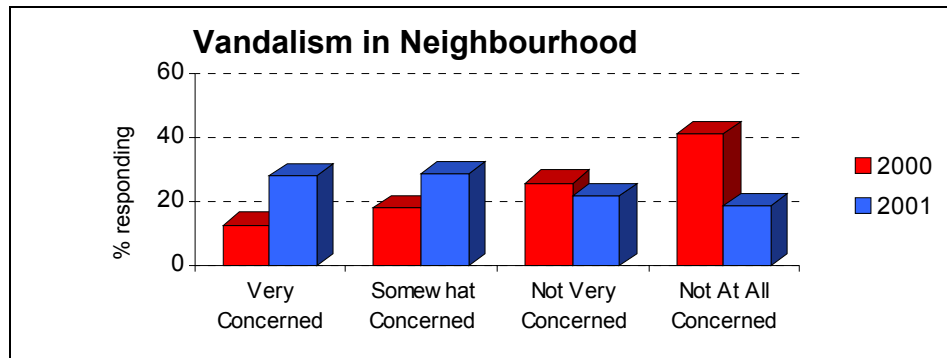
More respondents were concerned about graffiti in their neighbourhoods in 2001 than in 2000 (21% in 2000, 38% in 2001).

Graffiti in Neighbourhood
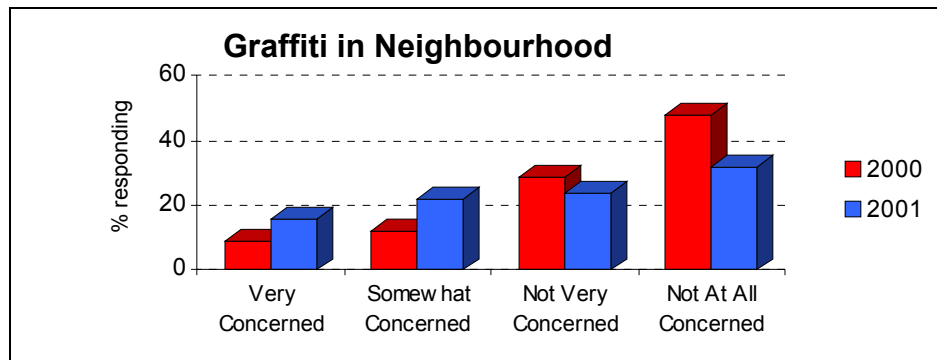
More respondents were concerned about drugs in their neighbourhood in 2001 than in 2000 (37% in 2000, 57% in 2001).

Drugs in Neighbourhood
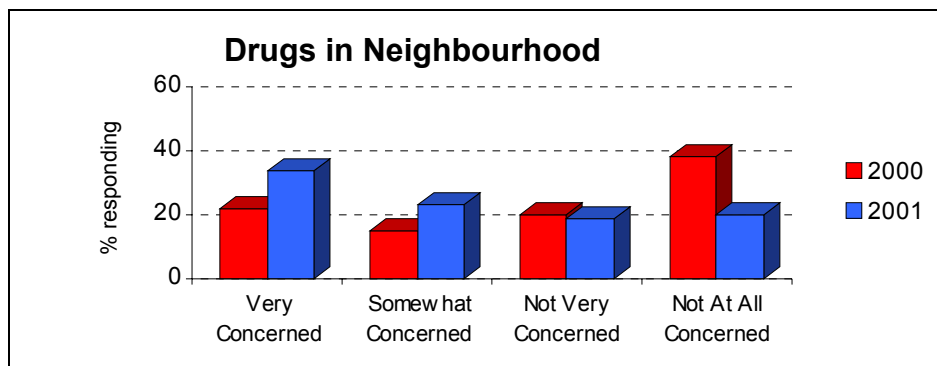
And, more respondents were concerned about prostitution in their neighbourhood in 2001 than in 2000 (21% in 2000, 30% in 2001).

Prostitution in Neighbourhood
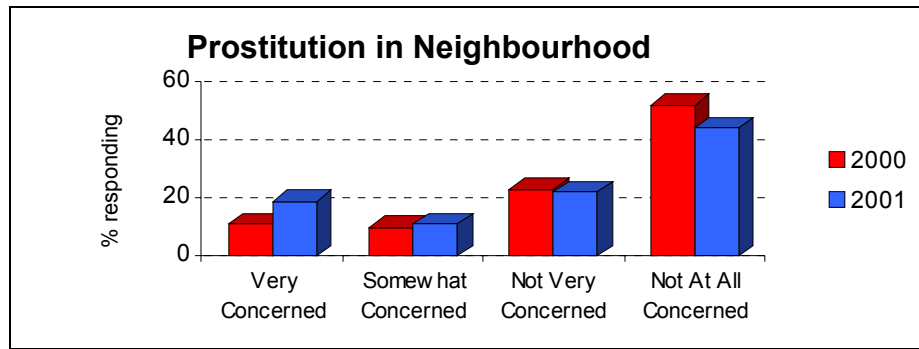
With regard to crime in their neighbourhoods, two-thirds (65%) of respondents in 2001 said that, to the best of their knowledge, no serious crimes had occurred during the past 12 months; 29% said that a serious crime had occurred. This compared to 53% of respondents in 2000 who said that no serious crimes had occurred during the past year and 41% who said that a serious crime had occurred. For the respondents who said a serious crime had occurred, the most frequently mentioned crimes in both years were homicide, break and enter of a residence, and physical attack or assault. In 2001, shootings/gun shots were also mentioned with relative frequency.

While respondents in both years typically did not feel it likely that they would be victimised during the next year, respondents in 2001 generally felt safer than those in 2000.

During the next year, how likely do you feel it is that you will:	% responding 'NOT VERY' or 'NOT AT ALL' Likely	
	2000	**2001**
Have car/motor vehicle stolen[14]	52%	64%
Have something else stolen	60%	63%
Be robbed	63%	71%
Have home or business broken into	60%	73%
Be attacked or assaulted	67%	79%
Be harassed on the street	63%	70%
Be victimised or harassed by youth	64%	73%

Most people in both years (84% in 2000, 90% in 2001) said there wasn't any place in their neighbourhood they would be afraid to go during the day. The proportion of respondents who said there was a place in their neighbourhood they would be afraid to go at night decreased from 56% in 2000 to 45% in 2001.

Seven in ten respondents in both 2000 and 2001 said that worry about crime didn't often or never kept them from doing things they'd like to do (70% in 2000, 71% in 2001).

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[14] It should be noted that in both years, there were relatively large proportions of "don't know/not applicable" responses (21% in 2000, 13% in 2001).

COMMUNITY SURVEY - PERCEPTIONS OF TRAFFIC:

With regard to traffic within the City, respondents generally felt safer in 2001 than they had in 2000. [15]

With regard to traffic in the City, would you say you feel very safe, somewhat safe, not very safe, or not at all safe:	**% responding 'VERY' or 'SOMEWHAT' Safe**	
	2000	**2001**
As a driver in the City	54%	72%
As a passenger in a motor vehicle in the City	67%	80%
As a pedestrian in the City	56%	75%
As a cyclist in the City	15%	35%

About four in ten respondents (42%) in 2001 said there was too little traffic enforcement in the City, compared to half (50%) of the respondents in 2000.[16] Further, in 2001, 42% felt there was just enough traffic enforcement in the City and only 11% felt there was too much traffic enforcement. This compared, in 2000, with 31% who said there was just enough enforcement and 9% said there was too much.

More respondents were concerned about speeding in their neighbourhood in 2001 than in 2000 (63% in 2000, 70% in 2001).
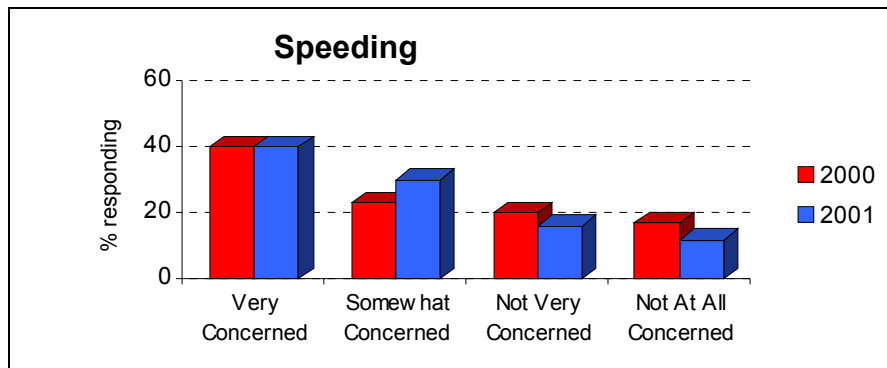
While 67% of respondents were concerned about aggressive/bad driving in their neighbourhood in 2000, this proportion increased to 75% in 2001.

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[15] Again, there were relatively large proportions of "don't know/not applicable" responses for the 'driver' (13% in 2001, 23% in 2000) and 'cyclist' (29% in 2001, 53% in 2000) categories.

[16] Comparatively, in a 2001 survey of Community Police Liaison Committee members, 69% said there was too little traffic enforcement.

Aggressive/Bad Driving
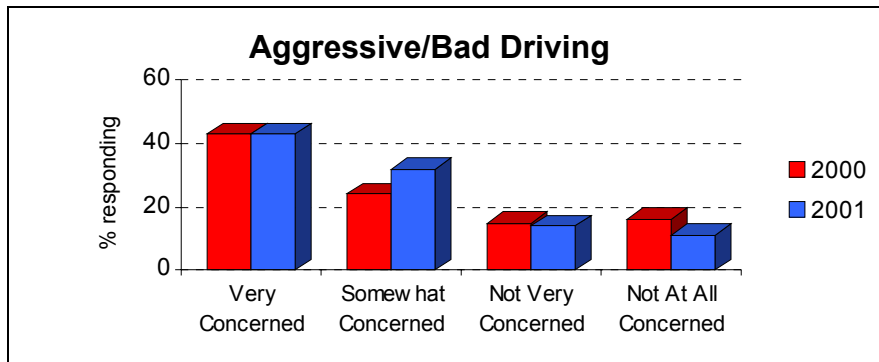
And, while 36% of respondents were concerned about parking in their neighbourhood in 2000, this proportion increased to 45% in 2001.

Parking
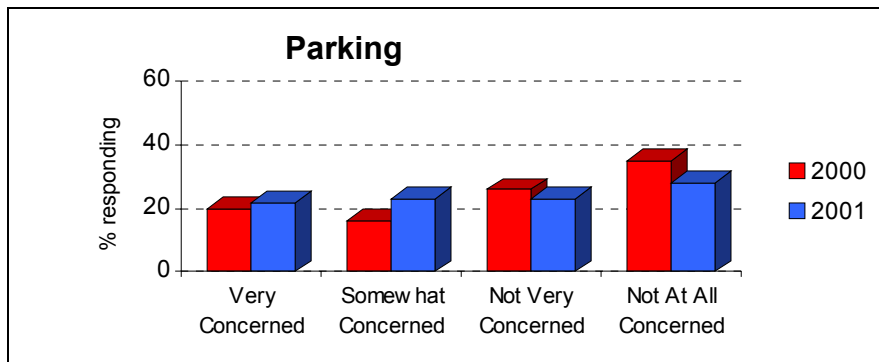
COMMUNITY SURVEY – PERCEPTIONS OF POLICING:

The community surveys of 1,200 Toronto residents in December 2000 and November 2001 also examined respondent satisfaction with police services. When asked about the delivery of police services to their neighbourhoods, more people were satisfied in 2001 than in the previous year: 86% were very or somewhat satisfied in 2001, 74% in 2000. In both years, about 4 in 10 respondents were 'very' satisfied.

Satisfaction with police service in neighbourhood
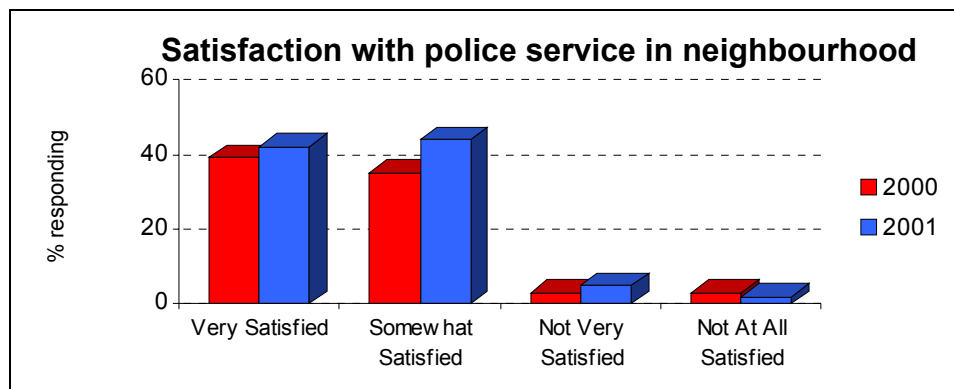
In November 2001, respondents were also asked about how satisfied they were with the Toronto Police Service overall. Almost all (93%) said they were satisfied, with 4 in 10 (39%) saying they were very satisfied.

When asked about specific aspects of policing in their neighbourhoods, the largest proportion of respondents in both years felt the police did an 'good', rather than 'average' or 'poor', job of enforcing the law (58% in 2000 and 2001), responding to calls promptly (45% in 2000 and 49% in 2001), being approachable and easy to talk to (61% in 2000 and 2001), supplying crime prevention information (35% in 2000, 41% in 2001), and providing services to ethnic/racial groups (23% in 2000, 38% in 2001). The proportion of 'good' responses increased for responding to calls, supplying crime prevention information, and providing services to ethnic/racial groups between 2000 and 2001, while the proportion of 'good' responses for the other two activities remained the same.

In 2001, respondents were also asked to rate how well they felt the police did at being visible in their neighbourhoods. Just under half (46%) said police did a good job at being visible; 15% felt the police did a poor job at being visible.

The Figure below shows the proportion of respondents who thought the police did a 'good' job (rather than 'average' or 'poor').
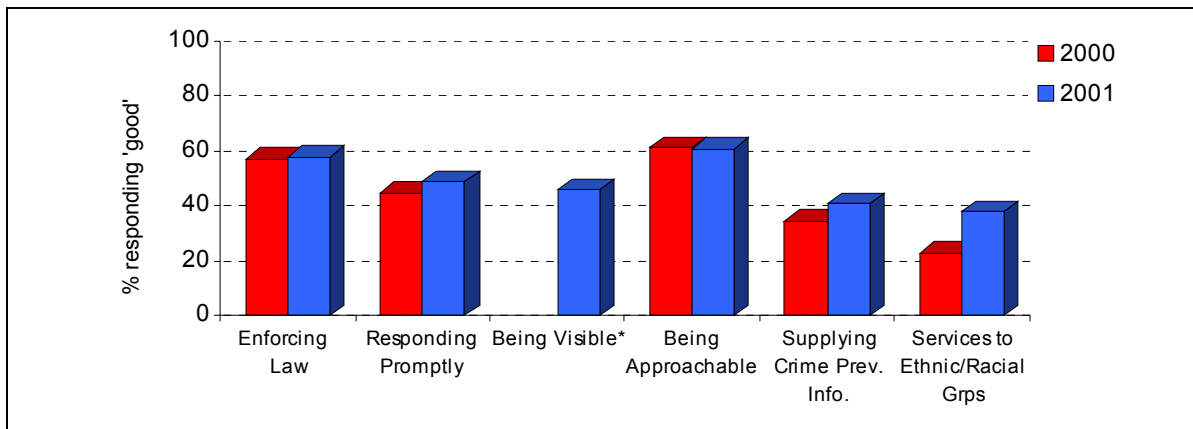
Not asked in 2000.

Respondents were somewhat more likely in 2001 than in 2000 to report that relations between the police and people in their neighbourhood during the past year were excellent or good: 64% in 2000, 69% in 2001.

Fewer respondents in 2001 said there were improvements that they'd like to see to police services in their neighbourhoods: 57% in 2001 compared to 65% in 2000. In both years, the most commonly desired improvements were increased visibility and more traffic/parking control.

The majority of respondents in both years felt that people in their neighbourhood should work with the police in crime prevention, with the proportion increasing slightly from 90% in 2000 to 93% in 2001.

Respondents generally felt slightly more positive about police in 2001 than in 2000. Most (84% in 2000, 89% in 2001) respondents agreed with the statement: I believe that Toronto police officers carry out their jobs to the best of their abilities. Less than 1 in 10 (9% in 2000, 8% in 2001)

said they felt police stopped too many people in their neighbourhood without good reason. And, roughly one-quarter (26% in 2000, 23% in 2001) of the respondents said that they believed that Toronto police officers targeted members of minority or ethnic groups for enforcement; 49% said they did not believe this in 2000, 58% did not believe this in 2001.

Only about 2 in 10 respondents in both years (22% in 2000, 21% in 2001) had ever personally witnessed a situation where the police had to use any kind of physical force. Of those few who had in 2001, 73% felt that the use of force was necessary in that situation; 69% felt that the amount of force in the situation used was appropriate, while 26% felt that too much force was used. This compared to 70% in 2000 who felt the use of force was necessary and 61% who felt the amount of force used was appropriate; 25% felt too much force was used.

For respondents who had contact with police during past year:

More respondents in 2001 (35% or 415) than in 2000 (25% or 301) had had any type of contact with the police during the past year.[17] Of those who did, almost 8 in 10 in both years were satisfied with the police during that contact (78% in 2000, 80% in 2001).
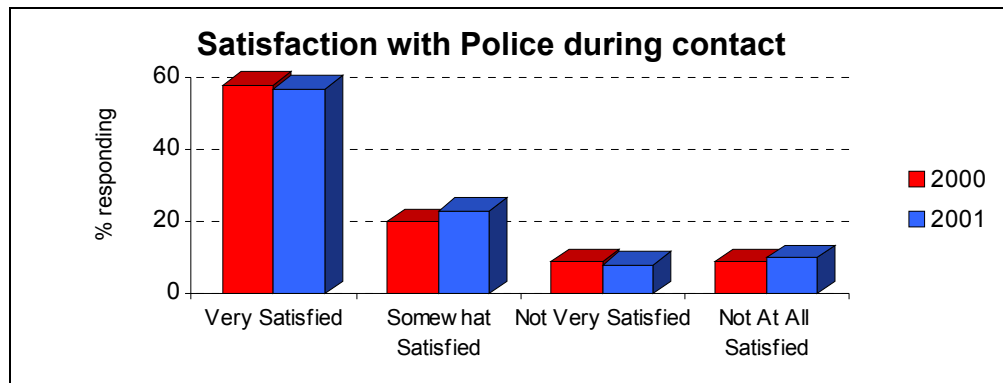
The contact changed the respondent's opinion of the police for only 17% of those who had contact in 2001, compared to 27% of those who had contact in 2000. For those whose opinion changed, 52% in 2000 and 58% in 2001 had a more positive opinion as a result of the contact.
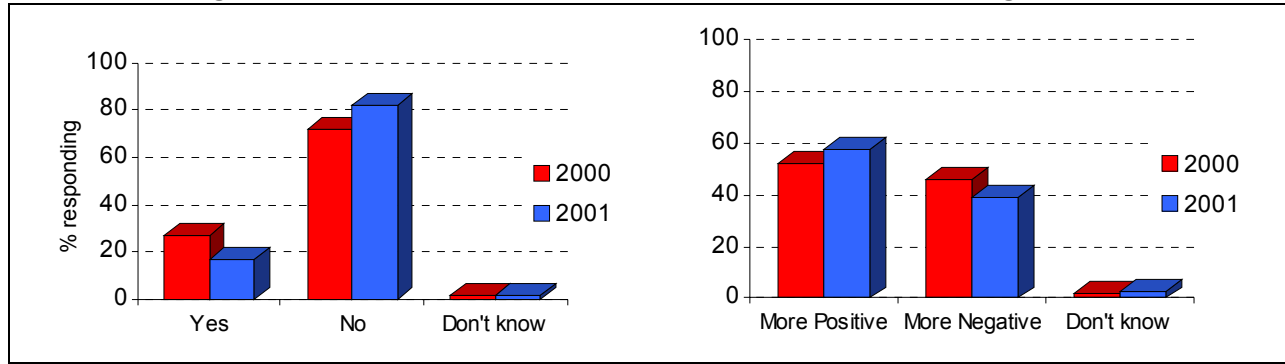
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[17] In 2001, 20 of these respondents either did not remember or refused to say what type of contact they had with police. The rest of the information for 2001 in this section, therefore, is based on 395 respondents.
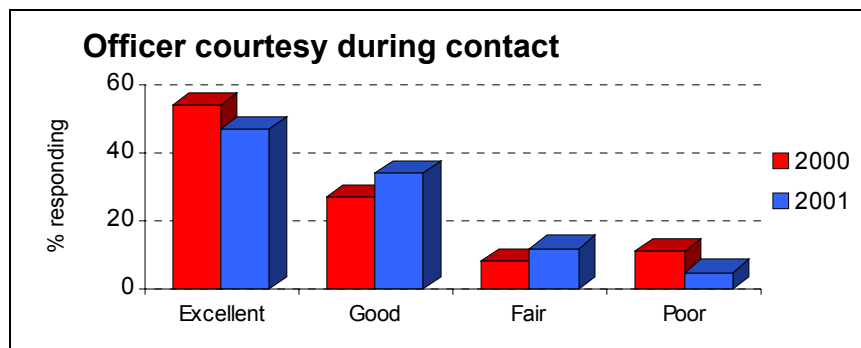
**Contact changed opinion of police:**   **If contact changed opinion, how:**

About 8 in 10 people in both years (81% in 2000 and 2001) rated the officer's courtesy/politeness during the contact as 'good' or 'excellent'. The proportion rating the officer's courtesy as 'excellent', however, decreased somewhat from 54% to 47%.


Officer courtesy during contact

Similarly, about 8 in 10 people in both years (79% in 2000, 82% in 2001) rated the officer's conduct during the contact as 'good' or 'excellent'. Again, however, the proportion rating the officer's conduct as 'excellent' decreased somewhat from 52% to 45%.


Officer conduct during contact
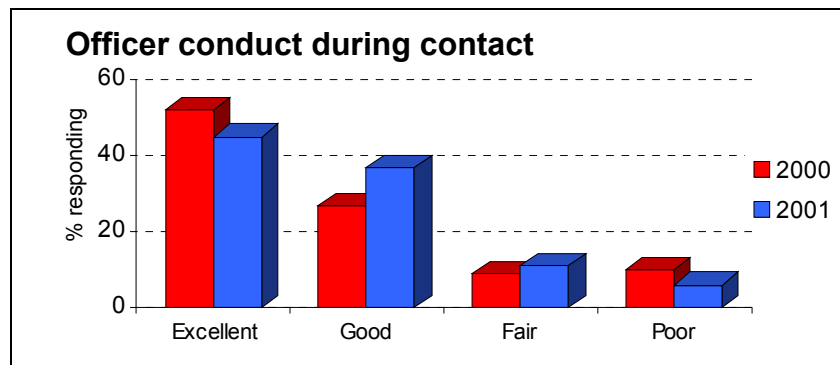
About three-quarters of respondents in both years rated the officer's helpfulness during contact as 'good' or 'excellent' (75% in 2000, 76% in 2001). Again, the proportion rating the officer's helpfulness as 'excellent' decreased, from 48% to 38%.

Officer helpfulness during contact
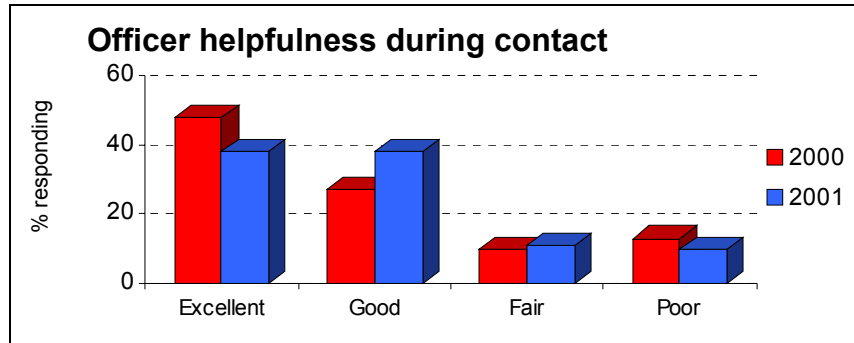
The proportion of those who rated the officer's ability to put them at ease during the contact as 'good' or 'excellent' increased slightly, from 72% in 2000 to 75% in 2001. But, again, the proportion rating the officer's ability to put them at ease as 'excellent', decreased somewhat from 48% to 40%.

**Officer ability to put at ease during contact**
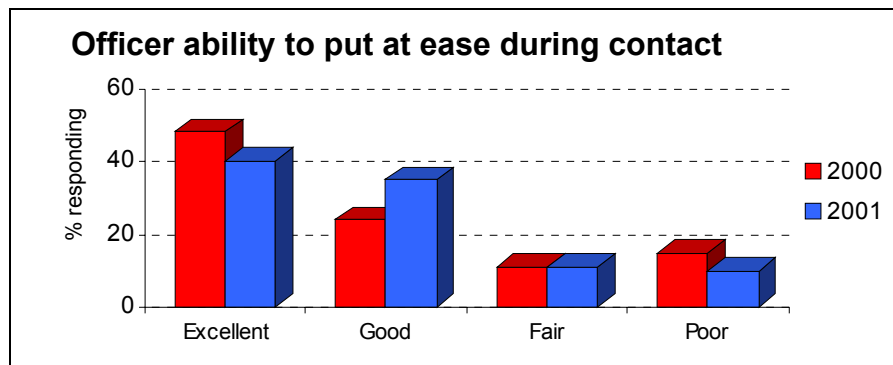
Almost 8 in 10 people in both years (77% in 2000, 79% in 2001) rated the officer as 'good' or 'excellent' at listening to them during the contact. The proportion rating the officer as 'excellent' at listening to them, decreased somewhat from 51% to 45%.

Officer listening during contact
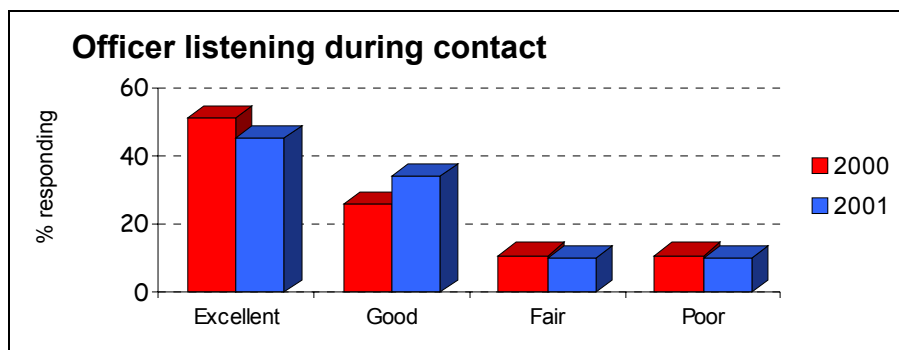
And finally, about 8 in 10 people in both years (82% in 2000 and 2001) rated the officer's professionalism during the contact as 'good' or 'excellent'. Again, however, the proportion rating the officer's professionalism as 'excellent' decreased, from 55% in 2000 to 49% in 2001. In both years, the most common reasons for rating officer's professionalism as fair or poor were 'bad attitude', 'didn't take situation seriously enough', 'didn't seem to care', and 'didn't treat me fairly'.

Officer professionalism during contact
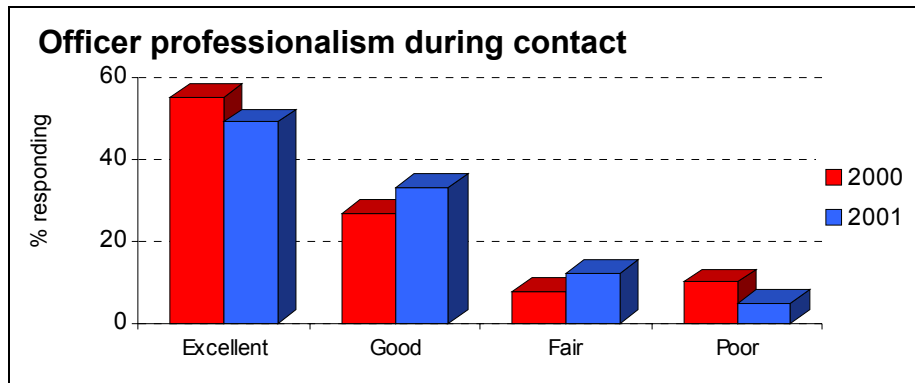
Almost all (87% in 2000, 90% in 2001) of those who had contact with police felt the officers treated them with respect.

SURVEY OF HIGH SCHOOL STUDENTS – PERCEPTIONS OF POLICING:

During late 2001, the TPS Corporate Planning unit distributed surveys for students to the 144 high schools of the Toronto District and Toronto District Catholic School Boards. Of the 1,440 surveys that were sent out, 681 (47%) were completed and returned. In 2000, 725 surveys were sent out and 341 (47%) were returned.

When asked about how many times they saw police officers at their school, one in four high school students (26%) said they saw police more than once a month; 21% said they saw police 6 to 12 times a year, and 34% said they saw police 1 to 4 times a year. The remainder (19%) said they never saw police at their school or they didn't know. These proportions are similar to those seen in 2000.

When asked why the police were usually at their school, as in 2000, the most common answers were 'just visiting/patrolling', 'investigating crime', or 'breaking up fights'.

While in 2000, 47% of the students wanted to see police around their school about as often as they were now, this proportion deceased slightly to 43% in 2001. The proportion who wanted to see the police around the school less often or not at all increased from 31% in 2000 to 34% in 2001. About 24% in both years wanted to see the police around the school more often.

Fewer students in 2001 than in 2000 said they would feel 'very' or 'somewhat' comfortable talking to police about crime or other problems at their school (71% in 2000, 67% in 2001). However, slightly more students in 2001 felt that the relationship between police and students in their school was good or excellent (33% in 2000, 36% in 2001). The largest proportion of students in both years felt the relationship between police and students was fair or poor (67% in 2000, 64% in 2001).

In general, the largest proportion of students felt the police did an 'average', rather than 'good' or 'poor', job of enforcing the law (53%), being visible (45%), being approachable (44%), supplying crime prevention information (47%), and providing services to ethnic/racial groups (47%). Equal proportions of students felt the police did a 'good' (42%) or an 'average' job (42%) of responding to calls promptly. These proportions are generally lower than were seen in 2000.

Overall, most students in both years were satisfied with the delivery of police services to their school, though students were less satisfied in 2001 than they had been in 2000 (87% in 2000, 82% in 2001).
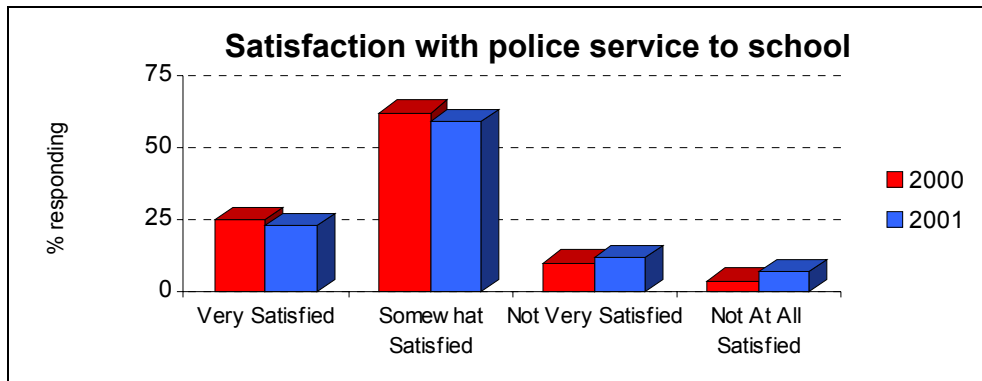
SURVEY OF HIGH SCHOOL STUDENTS – PERCEPTIONS OF SAFETY:

As in 2000, just over half of students in 2001 felt that crime had remained about the same over the last year in the area around the school, including the school grounds (56% in 2000, 54% in 2001). The proportion of students feeling crime had increased went from 23% in 2000 to 26% in 2001.

While most students in both years said they felt very or reasonably safe in and around the school at any time of the day, this proportion decreased slightly from 88% in 2000 to 85% in 2001.
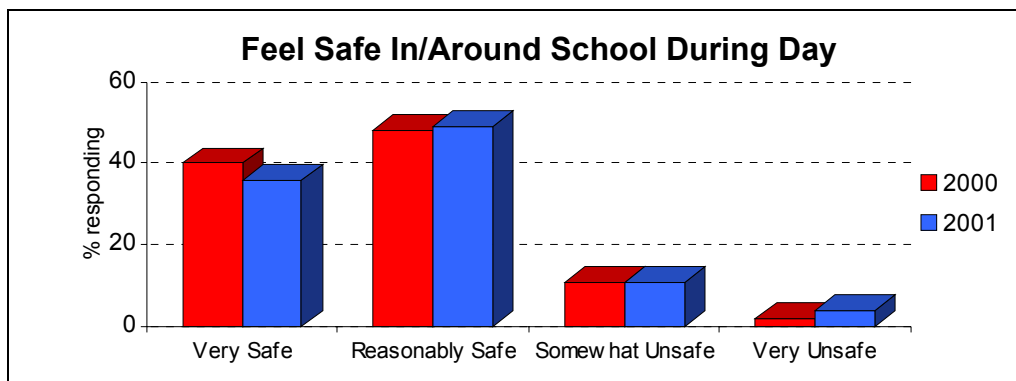
When asked about the **most** serious policing problem in and around their school, the most common answers from students were generally the same as in the year previous: drugs, assaults/

fighting, and youth/gangs; 11% said they were no serious policing problems in or around their school. Almost three-quarters (70%) of the students based their opinion of the most serious policing problem on what they'd personally seen. A further 21% based their opinions on what family, friends, neighbours, and/or other students had told them.

Students were asked to rate how concerned they were about a number of issues, in relation to their school, the school grounds, and the area around their school. In 2001, only for 8 of the 18 issues did 50% or more of students say they were concerned about them; for none of the issues did two-thirds of students say they were concerned. Drugs, weapons, gangs, and fighting showed the highest levels of concern.

If they said they were very or somewhat concerned about gangs, students were asked what they were most concerned about. Of the 377 students who said they were concerned, the most frequent concerns, as in the previous year, were personal safety (77%), confrontations/being harassed (55%), and/or having property damaged or stolen (44%).

The proportion of students in each year who were very or somewhat concerned about each of the 18 issues is shown below.
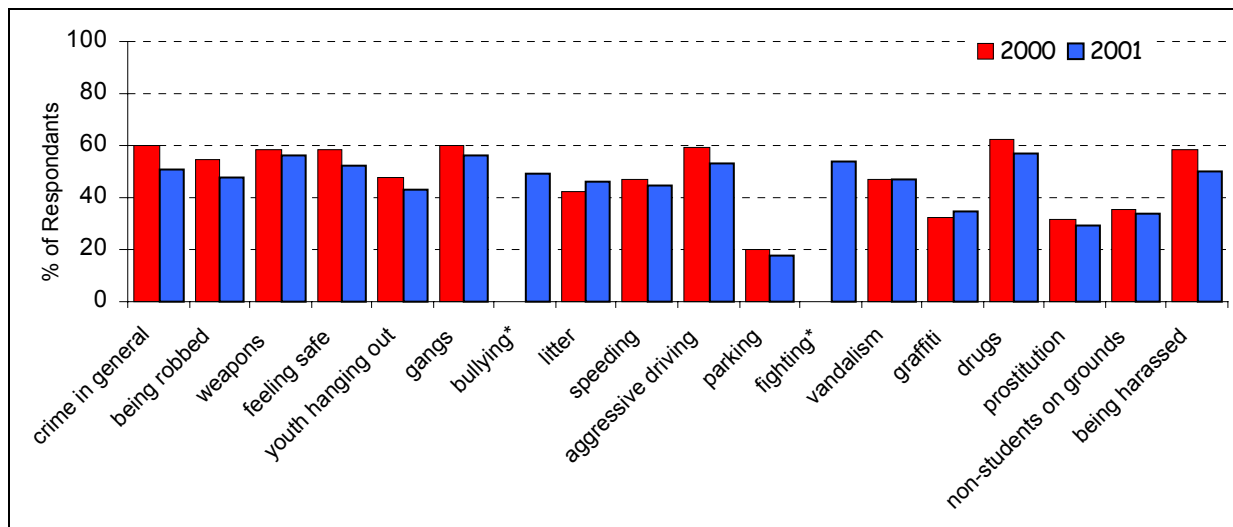
Not asked in 2000.

When asked about the level of violence, if any, at their school, 2 in 3 students (67%) in both years said that, generally, their school and school grounds weren't violent.

Level of Violence at School
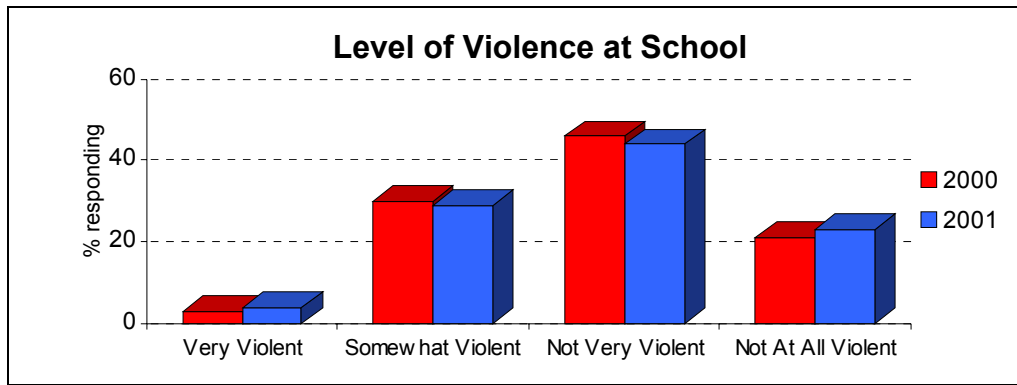
In 2001, students were also asked about victimisation. About one in 10 (11%) of the students reported that they had been a victim of a crime at school during the past year. Thefts and threats were the most common crimes, followed by assaults. Only 12% of those who said they'd been victimised said they'd reported the crime(s) to police, while almost half (47%) said they'd reported to principals or teachers; 3% said they'd reported to both police and school administrators.

SURVEY OF SCHOOL ADMINISTRATORS – PERCEPTIONS OF POLICING:

A total of 468 surveys were sent to Toronto area school administrators – 144 to high schools and 324 to elementary schools; 270 school administrators responded (58%). Of all respondents, two-thirds represented elementary schools and three in four were principals.

Overall, slightly more than six in ten respondents (62%) reported having contact with police on a regular basis, even when there were no immediate problems to address. These results are similar to 2000 survey results (60%). High schools were somewhat more likely (65%) than elementary schools (61%) to report regular contact.

Four in ten respondents reported meeting with police at least once a month – 54% of high schools and 34% of elementary schools. The gap between high schools and elementary schools with respect to frequency of contact appears to be closing: in 2000, 60% of high schools and only 24% of elementary schools reported meeting with police at least once a month.

Issues most frequently dealt with by police in schools in 2001 included safety (60%), threats to students (52%), and traffic/parking (46%). These same issues, in similar proportions and order were identified in 2000. High school administrators most frequently identified threats to students (85%) and crime (72%), compared to elementary school administrators who most frequently identified safety (59%) and traffic/parking (51%).

About two-thirds of the school administrators (67%) in both years said that they were frequently or occasionally consulted by police in determining which issues should be addressed. Almost all in both years also reported that they were involved in the final determination of whether a problem should be addressed (98% in 2000, 99% in 2001). Only slightly more than one in ten respondents (11%) said that students were involved in this determination, with high school students (22%) three times more likely to be involved than elementary students (6%).

More than eight in ten respondents (83%) felt that they were very much or somewhat a part of the problem solving team with police, and almost nine in ten (88%) were satisfied or very satisfied with the level of partnership experienced. These proportions are similar to the 84% who felt part of a problem-solving team in 2000, and the 87% who were satisfied with the level of partnership.

About 96% of school administrators in 2001 reported that they were satisfied or very satisfied with police response to issues and concerns raised by the school, up from 93% in 2000, and 98% said that relations between administrators and police were excellent or good, up slightly from 97% in 2000. On the other hand, considerably fewer administrators (88%) felt that relations between the students and the police were excellent or good.

Most respondents said that the police do a good or average job in each of the following six categories – law enforcement, responding to calls promptly, being visible in the community, being approachable and easy to talk to, supplying crime prevention information and providing services to a range of ethnic and racial groups.

In 2001, school administrators were also asked to rate how well they felt the police did at being visible in the community. Just over one-third (37%) said police did a good job at being visible.

The Figure below shows the proportion of respondents who thought the police did a 'good' job (rather than 'average' or 'poor').
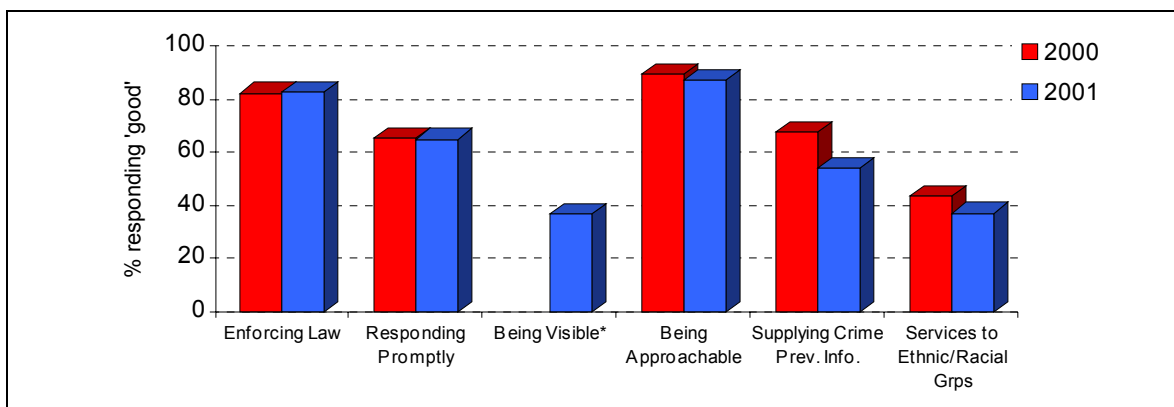
*Not asked in 2000.

More than nine in ten (95%) respondents in 2001 said that, overall, they were satisfied or very satisfied with the delivery of police services to their schools. Only one respondent reported being very unsatisfied. In 2000, 93% said they were satisfied with the delivery of police service to their schools.

SURVEY OF SCHOOL ADMINISTRATORS – PERCEPTIONS OF SAFETY:

Overall in 2001, almost seven in ten respondents (65%) believed that crime in and around their schools had remained the same over the past year, while 14% believed it had decreased; in 2000, 70% believed that crime had remained the same and 11% believed that it had decreased.
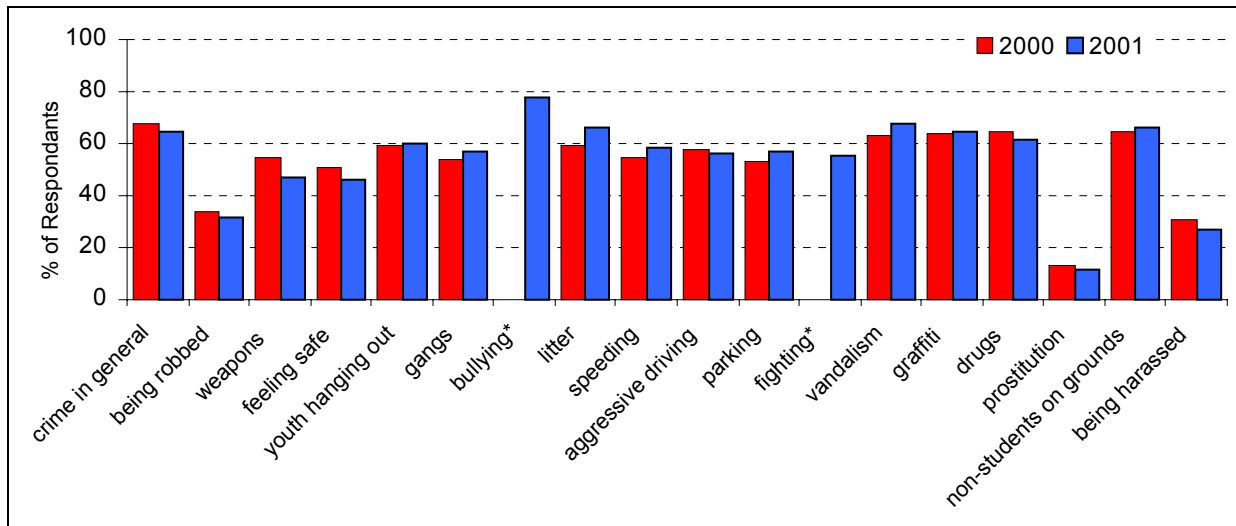
High school administrators were much more likely to say that crime had increased (27%) than elementary school administrators (19%). In 2000, only 21% of high school administrators believed crime had increased.

Of all respondents, 95% in 2001 and 93% in 2000 said that they felt very or reasonably safe in and around the school at any time of the day. However, less than six in ten (59%) in 2001, down from 64% in 2000, said they walked alone on school grounds after dark. Of those who did walk alone after dark, most in both years said they felt safe.

When asked what, their opinion, was the most serious policing problem in their school, respondents most frequently said traffic/parking, bullying, assault/fighting, or break & enter/ property theft.[18] High school administrators most frequently identified assaults/fighting, drugs, or youth/gangs as the most serious policing problem, while elementary school administrators most frequently identified traffic/parking, bullying, or break & enter/property theft. While 14% of elementary school administrators said there were no serious policing problems, no high school administrators said the same. Almost three in four respondents said they had based their opinion on what they had personally seen.

Overall in 2001, respondents said they were very or somewhat concerned about bullying (78%), vandalism (68%), litter/garbage (66%), trespassing (66%), and crime in general (65%). The Figure below illustrates the proportion of respondents in each year who said they were very or somewhat concerned about specific issues.

Not asked in 2000.

Reported concerns by elementary and high school administrators differed significantly. High school administrators were most concerned about drugs, bullying, and trespassers. Elementary school administrators were most frequently concerned about bullying, parking, litter, and vandalism.

With regard to the level of violence, three in four respondents in both years reported that their school grounds were not very or not at all violent (75% in 2000, 76% in 2001). No school

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[18] Almost one quarter of all respondents indicated multiple problems; these responses were not included.

administrators in either year reported that their schools were very violent. Three in ten (30%) high school administrators said their schools were somewhat violent compared to two in ten (21%) elementary school administrators.

SURVEY OF COMMUNITY POLICE LIAISON COMMITTEE (CPLC) MEMBERS – PERCEPTIONS OF POLICING:

Copies of a survey for Community Police Liaison Committee (CPLC) members, with cover letter, were forwarded to each division in November 2001, with instructions to make additional copies, if required. A total of 80 CPLC members from 12 different divisions responded.[19]

Three-quarters of respondents (75%) said that their group was frequently consulted by police with regard to determining which local issues/problems should be addressed. This level was up significantly from 1999 (the last time CPLC members were surveyed), when only 66% of respondents said that they were frequently consulted.

More than three in four respondents (77%), up from 72% of respondents in 1999, said that, together with the police, they made the final determination of which issues would be addressed.

Slightly more than half of the respondents (52%) said that they were frequently consulted on how the issue should be addressed and about seven in ten (73%) were included in the actual development of strategies to address these issues. In 1999, somewhat fewer respondents said they were frequently consulted on how to address issues (45%), but slightly more said they were involved in the development of strategies (75%).

Nine in ten respondents (92%) felt they were very much or somewhat a part of the problem solving team, an increase from 1999 when 87% of respondents felt a part of the problem solving team. Almost nine in ten (89%) respondents were either very or somewhat satisfied with their level of involvement in problem solving, compared to 81% in 1999.

Slightly more than nine in ten respondents (91%) were very or somewhat satisfied with the response of the police to the issues and concerns in their neighbourhoods.

While 92% of respondents believed the relationship between the police and their community group was excellent or good, slightly fewer (83%) believed the relationship between the police and the people in their neighbourhood was excellent or good. Only two respondents felt that the relationship between the police and their neighbourhood was poor.

More than eight in ten (83%) respondents were very or somewhat confident that the Toronto Police Service could impartially investigate public complaints against officers. On the other hand, 7% of respondents were not at all confident. And, while about eight in ten respondents (82%) did not feel that the police stopped too many people in their neighbourhood without good reason, almost 4% felt they did.

When asked if they thought the police do a good, average, or poor job in six service categories, more than nine in ten respondents said that the police do a good or average job in enforcing the law, promptly responding to calls, being approachable and easy to talk to,

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[19] One in four responses received were from members of the 12 Division CPLC. Between November 2001 and March 2002, neither 21 nor 22 Division had an active CPLC and, therefore, did not participate in the survey.

supplying crime prevention information, and providing services to a range of ethnic/racial groups. Eight in ten respondents said that the police do a good or average job of being visible in the community.

Almost all (99%) of CPLC respondents agreed or strongly agreed that Toronto Police officers carry out their jobs to the best of their abilities; only one respondent disagreed.

Overall, more than nine in ten (92%) respondents said they were satisfied or very satisfied with the delivery of police services to their neighbourhood; only 8% said they were not very satisfied, and no one said they were not at all satisfied.

SURVEY OF COMMUNITY POLICE LIAISON COMMITTEE (CPLC) MEMBERS – PERCEPTIONS OF SAFETY:

Of all CPLC respondents, 42% believed that crime in their neighbourhoods had decreased over the past year, while 34.2% believed it had remained about the same. About 85% of respondents felt safe or very safe in their neighbourhoods. Only 65% of respondents walked alone after dark, but of those who did, 89% felt very or reasonably safe.

While almost three-quarters of respondents (73%) said there was a place in their neighbourhood they would be afraid to go after dark, only about one-quarter (24%) said there was a place in their neighbourhood they would be afraid to go during the day. About four in ten (42%) respondents said that worry about crime often or sometimes kept them from doing what they wanted to do.

When asked what, in their opinion, was the most serious policing problem in their neighbourhoods, respondents most frequently said drugs, break & enter, and youth/gangs.[20] Only one respondent believed there were no serious policing problems in neighbourhood. More than half of the respondents (51%) said that their opinion of the most serious policing problem was based on what they had personally seen.

The Figure below illustrates the proportion of respondents who said they were very or somewhat concerned about specific issues. Overall, respondents said they were very or somewhat concerned about crime in general, speeding, aggressive/bad driving, and drugs.

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[20] Almost 12% of respondents indicated multiple responses to 'most serious problem'; these were not considered as valid responses.
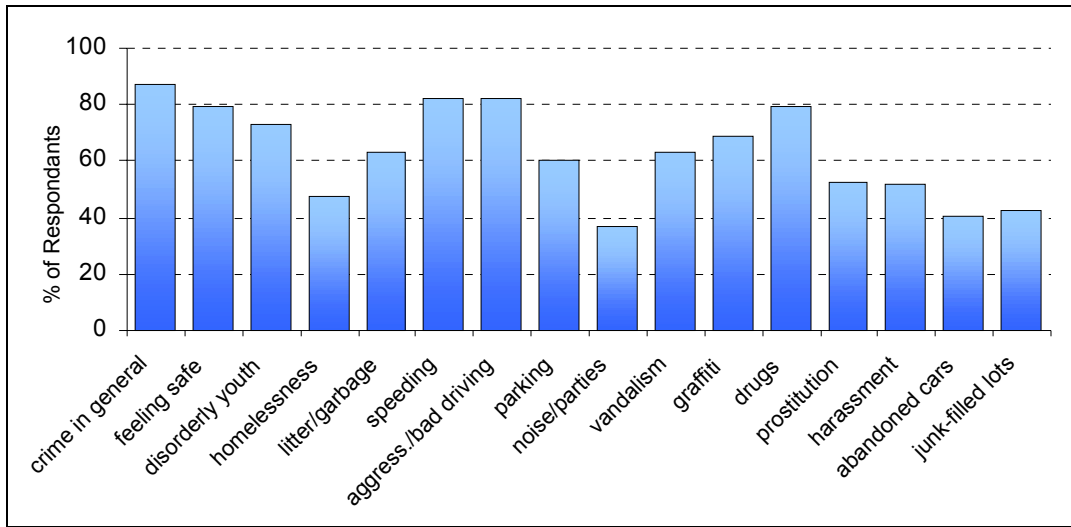
SURVEY OF VICTIMS – PERCEPTIONS OF POLICING:

A total of 89 victims of assault or robbery were interviewed by telephone in late 2001. Just over half (52%) of the respondents said they had called 9-1-1 when reporting the incident; another 11% had called the 808-2222 non-emergency line to report the incident. More than nine in ten (93%) of these respondents said that the call taker was very or somewhat courteous. Eight in ten respondents (82%) said that police came to see them immediately, and 89% were satisfied or very satisfied with the way in which police responded to the call. Almost nine in ten respondents (89%) said they were satisfied with the time it took initially to respond to their call.

Most respondents (88%) said they got the service they expected from the police and 88% said they were satisfied or very satisfied with the manner in which the police dealt with them. At least eight in ten respondents rated police as excellent or good on courtesy/politeness (86%), professionalism (89%), conduct (91%), helpfulness (84%), putting them at ease (84%), and listening to them (88%).

Just over half of the respondents (53%) said the police contacted them again about the incident and, of those who were contacted, more than nine in ten (91%) said they were satisfied with this contact. Seven in ten respondents (71%) said they were told how to get further information, and, of these, almost all (98%) were satisfied with this information. Almost half of the respondents (48%) said they had been referred to victim services for information/assistance.

Almost nine in ten respondents (88%) said that, overall, they were satisfied or very satisfied with the way in which the police handled the incident, and more than nine in ten (94%) said they would call the police if this type of incident occurred again.

The victims interviewed were also asked their perceptions of policing in general. When asked if they thought the police do a good, average or poor job in six service categories, at least nine in ten respondents said that the police do a good or average job in enforcing the law, promptly responding to calls, being approachable and easy to talk to, and being visible in the community. More than eight in ten respondents said that the police do a good or average job of supplying crime prevention information, and providing services to a range of ethnic and racial groups.

Of all respondents, 92% agreed or strongly agreed that Toronto Police officers carry out their jobs to the best of their abilities; seven respondents disagreed. And, overall, more than nine in ten respondents (91%) said they were satisfied or very satisfied with the delivery of police services to their neighbourhood. Only two respondents said they were not at all satisfied.

SURVEY OF VICTIMS – PERCEPTIONS OF SAFETY:

About 81% of respondents felt safe or very safe in their neighbourhoods. Only 63% of respondents said they walked alone after dark, but of those who did, most felt safe. While almost half of the respondents (46%) said there was a place in their neighbourhood they would be afraid to go after dark, only 13% said there was a place in their neighbourhood they would be afraid to go during the day. More than half of the respondents (54%) said that worry about crime often or sometimes kept them from doing what they wanted to do.

Almost two-thirds of respondents believed that crime in their neighbourhood had decreased (13%) or remained about the same (52%). When asked what, in their opinion, was the most serious policing problem in their neighbourhoods, respondents most frequently said drugs, break & enter/property theft, or robbery. However, almost one-quarter of respondents (22%) believed there was no serious policing problems in their neighbourhood. Two-thirds of the respondents (66%) said that their opinion of the most serious policing problem was based on what they had personally seen.

The Figure below illustrates the proportion of respondents who said they were very or somewhat concerned about specific issues in their neighbourhood. Overall, respondents said they were concerned about crime, speeding, feeling safe/secure, and aggressive/bad driving.