

Toronto Community Housing



Community Safety Unit 2022 Annual Report to the Toronto Police Services Board

Item 9

March 28, 2023

Tenant Services Committee

Report: TSC:2023-11**To:** Tenant Services Committee (“TSC”)**From:** Acting Senior Director, Community Safety Unit**Date:** February 23, 2023

PURPOSE:

The purpose of this report is to provide the TSC with information on the Community Safety Unit (“CSU”) 2022 Annual Report that is to be submitted to the Toronto Police Service Board (“TPSB”) by April 30, 2023.

This annual report is in compliance with 2002 Toronto Police Service (“TPS”) Memorandum of Understanding (“MOU”) between TCHC and TPS which states:

“TCHC shall provide to the Board an annual report with statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints, and other issues of concern to the parties and such further categories of information as may be requested by the Board from time to time.”

RECOMMENDATIONS:

It is recommended that TSC receive this report for information and forward it to the Board of Directors for its information.

REASONS FOR RECOMMENDATIONS:

The CSU has produced an annual report to the TPSB since 2002 based on the directed content and format of the TPS Special Constable Liaison Unit. In 2019, due to a historical process gap, Management noted that the TCHC Board had never been provided with a copy of the report in advance of it being submitted to the TPSB. This was rectified starting with the 2019 report, which was presented in 2020.

IMPLICATIONS AND RISKS:

Providing the Tenant Services Committee and the Board of Directors with this report ensures Directors are informed of the information being presented to the TPSB.

SIGNATURE:

"Allan Britton"

Allan Britton
Acting Senior Director, Community Safety Unit

ATTACHMENT:

1. 2022 Annual Report to Toronto Police Services Board

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TORONTO COMMUNITY HOUSING CORPORATION

Toronto Community Housing



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TORONTO POLICE SERVICES BOARD

2022 ANNUAL REPORT

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Executive Summary

2022 SPECIAL CONSTABLE ANNUAL REPORT Toronto Community Housing Corporation

Toronto Community Housing's Special Constable Program was established in March 2000 on a "Pilot" basis and was formally adopted as a component of the TCHC Community Safety Program, in September 2002. As of December 31st, 2022, there were 171 sworn members within the Community Safety Unit (CSU).

The objectives of the program are to:

- strengthen relationships between the CSU and the Toronto Police Service (TPS),
- reduce the level of crime/antisocial behavior in Toronto Community Housing (TCHC) communities,
- enhance law enforcement activities as required,
- improve residents' feelings of safety, security, and overall community safety and well-being,
- ensure officers are able to spend more time in TCHC communities, and
- improve officer safety.

Having Special Constables allows TCHC to move well-trained and qualified officers into situations that are particularly unique to TCHC communities. Special Constables are sworn Peace Officers and granted authority to enforce the following provincial and federal statutes:

- Criminal Code of Canada,
- Controlled Drugs and Substances Act,
- Trespass to Property Act,
- Liquor License & Control Act and,
- Mental Health Act.

The Special Constable agreement between TCHC Board, and the Toronto Police Services Board (TPSB) has created a strong partnership reaching back over many years. This relationship has supported communication and co-operation between our organizations to the benefit of all. As a result of the enhanced training, legal status, and access to information available to Special Constables, they have been able to support and assist TPS and TCHC residents in hundreds of investigations.

In 2022, TCHC Special Constables completed 1,147 Criminal investigations as authorized for TPSB, of which 63% were related to property offences such as mischief and theft.

Last year, TCHC Special Constables conducted investigations for theft, mischief, assaults, and other less serious violent matters. In instances involving major crimes, they have been the first officers on scene, assisting with primary assessments, notifications, scene protection, crowd control, witness canvassing, evidence security, and prisoner transports.

TCHC Special Constables and TPS Officers have attended many calls together. The combination of a Special Constables' community knowledge and the TPS Officers' skills, knowledge and authority

have proven to be mutually supportive, allowing incidents and problems to be resolved professionally in a safe and timely manner.

Our communities benefit when TCHC Special Constables are able to:

1. Process minor offences and release of prisoners at a scene without consuming TPS resources and holding a person in custody for longer than required.
2. Apprehend offenders and wanted persons, and transporting to the local TPS Divisions for processing. In so doing, they interrupt illegal and antisocial behavior, and help keep the peace in our neighborhoods.
3. Support the TPS not only with factual information, but also with detailed intelligence about criminal activity within TCHC communities.

The Toronto Community Housing Corporation, Community Safety Unit values and strives to enhance our working partnership with the TPS and our joint Special Constable Memorandum of Understanding. In 2022, the TCHC Special Constable Program continued to promote safe, secure, and healthy communities.

Background

TCHC is legally organized as a corporation, owned completely by the City of Toronto and operated at arms-length from the City. It is governed by a Board of Directors made up of the Mayor (or designate), 4 City Councilors, and 9 other citizens, including 2 tenants (elected by fellow tenants) living in Toronto Community Housing.

TCHC provides homes for approximately 110,000 people. Our portfolio is made up of high-rise and low-rise apartment buildings, townhouses, rooming houses, and a variety of detached and semi-detached homes. TCHC's tenants reflect the demographics of Toronto and operates nearly 58,500 housing units. TCHC is the second largest housing provider in North America.

In 2022, the CSU employed 225 professionals who performed a variety of functions. These included: Special Constables, Special Constables in Training, Parking Enforcement Officers, Dispatchers, Community Safety Advisors, Managers and other support staff. As all of our communities are diverse and unique, each position was designed with different authorities and resources to help address those needs.

The Community Safety Unit's mandate and vision express our role in helping to accomplish the goals of Toronto Community Housing. The mandate of the CSU is to partner with communities, promote community safety and well-being for residents, and preserve the assets of Toronto Community Housing.

In 2002, The Toronto Community Housing Board of Directors entered into agreement with the Toronto Police Services Board that allowed for the ongoing use of Special Constables as a core component of TCHC's Community Safety Program. In 2022, there were 171 CSU staff deployed as sworn Special Constables (including Supervisors and all Management staff), with the approval of the Ministry of Public Safety and Security. This report provides an overview of our Special Constable program in 2022.

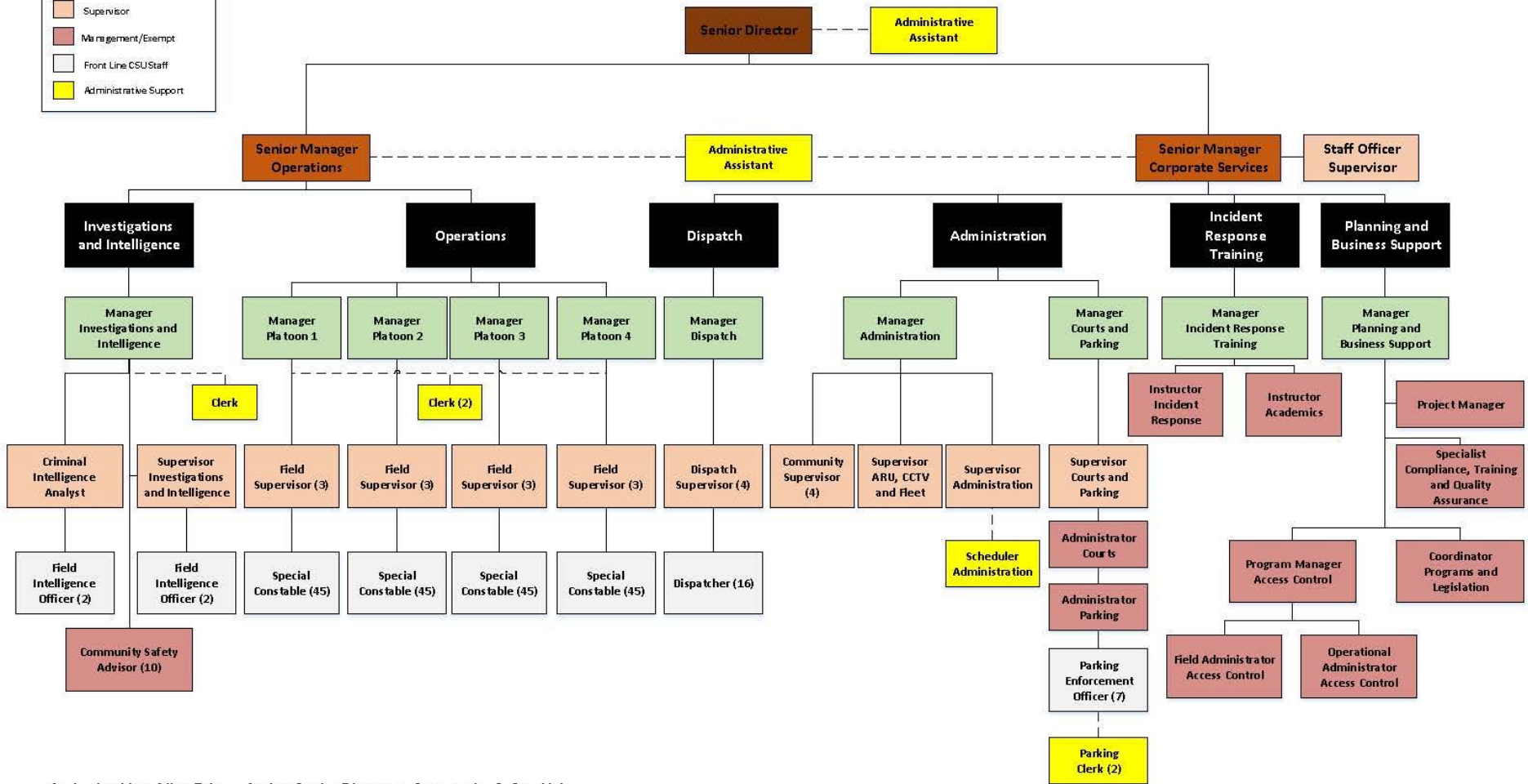
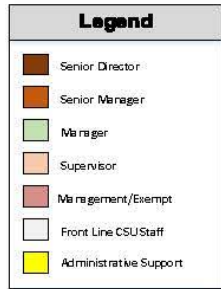
Unit Structure

As of December 31st, 2022, the CSU had 8 Managers, and 20 Field Supervisors with Special Constable status, who oversaw operations 24 hours a day, 365 days a year. The CSU had 132 Special Constables, 7 Special Constables in Training, 6 Parking Enforcement Officers and 14 Dispatchers. They were all supported by a Senior Director, a Senior Manager, 1 Specialist in Compliance, Training and Investigations, a Dispatch Manager, 4 Dispatch Supervisors, a Parking Coordinator, 2 Administrative Assistants, 7 Clerks, a Criminal Intelligence Analyst, 6 Field Intelligence Officers, 10 Community Safety Advisors, a Program Manager for Access Control, an Access Control Field Administrator and a Coordinator of Systems and Procurement.

Officers were assigned in Toronto Community Housing communities throughout the City. Methods of operation included foot, bicycle and vehicular deployments. Duties included patrolling for visibility and deterrence, responding to radio calls, conducting investigations and enforcement, answering service requests, parking control, special attention checks, and providing back-up to other officers. Special Constables also participated in many community engagement events, activities and meetings throughout the City of Toronto.




**Community Safety Unit
Organizational Chart
August 2022**



Authorized by: Allan Britton, Acting Senior Director – Community Safety Unit

Appointments

Total Applications	New Appointments	Re-Appointments	Total Special Constables
January 1 st - December 31 st	January 1 st - December 31 st	January 1 st - December 31 st	December 31 st , 2022
53	39	12	171

**1 Special Constable in Training was terminated during probation prior to being appointed.

Departures

Number of Terminations	Number of Suspensions	Number of Resignations	Number of Retirements	Number of Deceased
January 1 st – December 31 st	January 1 st – December 31	January 1 st – December 31 st	January 1 st – December 31 st	January 1 st – December 31 st
4	1	30	3	1

Mandatory Training

Course / Topic	Delivered By	Duration	Number Trained
Annual Use of Force (refresher)	CSU Incident Response Training Unit	1 day	139
Special Constable Training – In Class	CSU Incident Response Training Unit	50 days	32
Special Constable Training – Coach Training	Platoon Staff Sergeants	25 days	19
First Aid CPR	Workplace Medical	1 day	67
Supervisor Training	CSU Incident Response Training Unit	5 days	4

Additional Training

Course / Topic	Delivered By	Duration	Number Trained
IDEA Fundamentals (Part 1 of IDEA Essentials)	Canadian Centre for Diversity and Inclusion (CCDI)	1 day	33
Unconscious Bias (Part 2 of IDEA Essentials)	Canadian Centre for Diversity and Inclusion (CCDI)	1 day	21
Respect in the Workplace (Part 3 of IDEA Essentials)	Canadian Centre for Diversity and Inclusion (CCDI)	1 day	25
Neighbourhood Community Officer Training Program	Toronto Police College	5 days	4

Equipment

In 2022, TCHC Special Constables had no changes to the authorized equipment as noted below.

Equipment Issued to Special Constables
<ul style="list-style-type: none"> • One badge with appropriate carrier and TCHC Special Constable photo ID card • Soft body armor with appropriate carriers • Duty Belt • Boots • One set of handcuffs with appropriate belt or MOLLE vest case • One 21 or 26” inch expandable baton with scabbard • One container of OC stream • One CSU Standard Operating Procedures (SOP) manual. • Uniform – Navy blue shirts with dark navy cargo pants with royal blue braid

Reporting Requirement

In 2022, TCHC Special Constables documented 87,496 incidents pertaining to requests for service, investigations of events and self-initiated patrols on or related to Toronto Community Housing properties.

Many of these calls were attended by both TCHC Special Constables and TPS Officers. These matters were reported by TPS Officers involved and were cross-referenced in the Toronto Community Housing daily activity report submitted to the TPS Special Constable Liaison Office. The statistics below reflect enforcement and investigations that were initiated or conducted both independently by TCHC Special Constables and in concert with the TPS.

As per the Memorandum of Understanding between the Toronto Police Services Board and Toronto Community Housing Board of Directors, Special Constables making arrests on or in relation to TCHC properties, advise the Officer-in-Charge of the appropriate TPS Division that the arrest occurred in and follow their direction.

Crime and Order Management

Authority	Total Apprehended, Arrested and / or Charged	Charged and Released Form 9 Part III POA and POT	Release Unconditionally (No Charges)	Delivered in Custody to Toronto Police Service
Criminal Code	327	Form 10 x 65	42	213
		Form 9 x 8	0	0
Controlled Drugs and Substances Act	0	Form 10 x 0	4	1
Trespass to Property Act	119	TPA POT x 114	2	2
		TPA 104 x 0		
Liquor License Control Act	13	LLA POT x 9	0	
		LLA 104 x 0		
Mental Health Act	51	0	0	33 Persons taken to the care of a physician.
Emergency Measure and Civil Protection Act	0	0	0	0

Incident Reporting

Crimes Against Persons - Serious Violent Incidents

Event Type	Count of Incidents
Aggravated Assault	10
Armed Robbery	20
Assault Peace Officer	17
Assault Police Officer	5
Assault with Intent to Resist Arrest	3
Assault with Weapon or Bodily Harm	136
Attempted Homicide	12
Discharge Firearm (Danger Life)	32
Discharge Firearm (Wound, Maim)	4
Homicide	12
Other Weapon Related Offences	12
Robbery - Home Invasion	6
Robbery (Not Armed)	27
Sexual Assault	46
Sexual Assault with Weapon	1
Sexual Exploitation	2
Sexual Interference	1
Unlawfully Cause Bodily Harm	1
Total Serious Violent Incidents	347

Crimes Against Persons - Other Violent Incidents

Event Type	Count of Incidents
Total Serious Violent Incidents	347
Indecent Exposure (or Act)	27
Threatening	138
Child Neglect	16
Criminal Harassment	24
Total Other Violent Incidents	552

Crimes Against Property

Event Type	Count of Incidents
Arson	34
Attempt Break & Enter - Office	1
Attempt Break & Enter - Other	4
Attempt Break & Enter - Residence	29
Attempt Fraud	1
Attempt Theft	7
Attempt Theft (Bicycle or Tricycle)	1
Attempt Theft From Vehicle	9
Attempt Theft of Motor Vehicle	2
Break & Enter - Office	8
Break & Enter - Other	33
Break & Enter - Residence	94
Mischief	828
Mischief - Graffiti	120
Theft From Vehicle Over	4
Theft From Vehicle Under	107
Theft of Auto Over \$ 5000	54
Theft of Auto Under \$ 5000	16
Theft of Licence Plate (Single)	6
Theft of Licence Plates (Set)	16
Theft of Tricycle/Scooter	4
Theft Over	23
Theft Over (Bicycle)	1
Theft Under	547
Theft Under (Bicycle)	47
Unlawfully In Dwelling	29
Total Crimes Against Property	2025

Cause Disturbance / Loitering

Event Type	Count of Incidents
Cause Disturbance or Loitering	10993

Crisis Support

Event Type	Count of Incidents
Mental Health Act	325
Missing Person	108
Sudden Death - Suicide	10
Suicide - Attempt	22
Total Crisis Support	465

Disputes

Event Type	Count of Incidents
Dispute - Domestic	358
Dispute - Landlord/Tenant	348
Dispute - Neighbour	12344
Dispute - Other	307
Total Disputes	13357

Fire Related Incidents

Event Type	Count of Incidents
FACODE31 - Alarm System Equipment Malfunction	460
FACODE32 - Alarm System Equipment - Accidental Activation (excluding Code 35)	172
FACODE33 - Human - Malicious Intent/Prank	493
FACODE34 - Human - Perceived Emergency	139
FACODE35 - Human - Accidental (alarm accidentally activated by person)	406
FACODE39 - Other False Fire Alarm	1315
FACODE40 – Call to Fire (No Alarm)	109
FACODEFE - Fire	855
Total Fire Related Incidents	3949

Meetings

Event Type	Count of Incidents
Meeting - Community Engagement	288
Meeting - Corporate	10
Meeting - CPLC	2
Meeting - Crime Management	10
Meeting - Law Enforcement	112
Meeting - Tenant Management	32
Total Meetings	454

Offences Against Justice

Event Type	Count of Incidents
Breach of Probation (Provincial)	3
Fail to Comply - Release Order	109
Fail to Comply - Probation	52
Fail to Comply - Undertaking	36
Obstruct (Peace, Police) Officer	4
Public Mischief	8
Total Offences Against Justice	212

Parking Incidents

Event Type	Count of Incidents
Parking Information	1904
Parking Violation	6768
Parking Violation - Towing	341
Special Attention - Parking	108
Total Parking Incidents	9121

Patrols

Event Type	Count of Incidents
Bike Patrol - Self Initiated	5
Patrol - Joint CSU and TPS	281
Patrol - Officer Initiated	1188
Patrol Focused - Bike	12
Patrol Focused - Mobile	2813
Patrol Focused - On Foot	16259
Special Attention - Other	1313
Special Attention - Vacant Unit	139
Total Patrol Incidents	22010

Trespass Incidents

Event Type	Count of Incidents
Trespass Release -- 3rd Party	3
Trespass Release -- CSU	15
Trespass to Property Act	1575
Total Trespass Incidents	1593

Warrants

Event Type	Count of Incidents
Warrant- Executed Arrest	214
Warrant- Executed Search	98
Total Warrant Incidents	312

Other Incidents – Everything not included above

Event Type	Count of Incidents
Ambulance Call	962
Assist Other - Access	649
Assist Other - Eviction	27
Assist Other - General	720
Assist Other - Information	1356
Assist Resident - Check Welfare	2321
Assist Resident - Information	3309
Assist Resident - Other	2482
Assist Resident- Access	318
Assist Security - Back-up	268
Assist Security - Detail	55
Carrying Concealed Weapon	6
CCTV (FOI, Legal, OU, TPS)	1700
Cruelty to Animals	16
Defective Equipment - Access	174
Defective Equipment - CCTV	94
Defective Equipment - Elevator	600
Defective Equipment - Fire & Life Safety	1016
Defective Equipment - Other	225
Dog By - laws	68
Dog Owner's Liability Act	74
Drug Offence - Other	7
Drug Offence - Possession	8
Drug Offence - Possession for the Purpose of Trafficking	8
Drug Offence - Proceeds of Crime	2
Drug Offence - Production	1
Hazardous Condition	1069
Information Only	1488
Insecure Premises - Dwelling	101
Insecure Premises - Other	63
Insecure Premises - TCHC	188
Intrusion Alarm - Accidental	86
Intrusion Alarm - Defective	43

Law Enforcement - Information	1649
Liquor Licence Act	79
Loitering - Physical Distancing	10
LWV Escort - 3rd Party	67
LWV Escort - CSU	104
LWV Escort - Unable to Accommodate	1
Mediated Agreement Breach	3
Other Criminal Code Offences	20
Other Federal Statutes	3
Other Provincial Statutes	3
Personal Injury - Other	6
Personal Injury - TCHC Staff	7
Personal Injury - Tenant	31
Possession of House Breaking/Burglar Tools	1
Possession Over - Property Obtained by Crime	9
Possession Under - Property Obtained by Crime	13
Possession Weapons Dangerous	33
Recovered Auto	30
Sudden Death - Accidental	2
Sudden Death - Natural Causes	57
Sudden Death - Undetermined	217
TPA - Prohibited Activity Illegal Dumping	35
Vehicle Accident	129
Total Other Incidents	22013

Property

All property seized by TCHC Special Constables were held in accordance with TPS policies and procedures.

Any seized property required for cases under investigation by the Toronto Police Service were immediately forwarded to TPS for storage and/or evidence.

All other seizures (drugs, cash, weapons and found property) were surrendered directly to the TPS at the time of the initial investigation, including completion of the applicable reports, TPS property processing procedures, and in compliance with our Special Constable MOU.

Naloxone

Opioid-related deaths continue to be on the rise in the City of Toronto, and have increased substantially since the onset of the COVID-19 pandemic¹. Naloxone is a life-saving medication which can be used to temporarily counteract an opioid overdose and prevent an overdose death,

¹ <https://covid19-sciencetable.ca/sciencebrief/the-impact-of-the-covid-19-pandemic-on-opioid-related-harm-in-ontario/>

providing life-saving assistance while waiting for medical personnel to attend. In 2020, the use of Narcan® brand (naloxone) nasal spray was introduced in the CSU with TPS approval. Each naloxone nasal spray kit contains 2 doses of naloxone nasal spray (4mg/0.1ml). It was administered a total of 7 times from January 1, 2022 to December 31, 2022.

Training of designated CSU employees first began in May 2020, with naloxone spray kits being deployed as of June 2020. Naloxone training is also part of the first aid recertification course provided by Workplace Medical. All Special Constables in Training receive naloxone training through both a CPKN course, as well as through first aid training.

Public Complaints

As required by the agreement between Toronto Community Housing Board of Directors and the Toronto Police Services Board, TCHC has established a complaint investigation procedure for Special Constables which corresponds with the procedure used by the TPS. TCHC provides a quarterly report of all complaints and their investigations to the Toronto Police Services Board. Any findings of misconduct are reported forthwith.

There were 4 public complaints and 1 internal complaint submitted to the Community Safety Unit in 2022. A public complaint is defined by the complaint being received from a member of the public or directly affecting a member of the public. An internal complaint points to a complaint that originated internally, or by extension, from TPS. Three Special Constable complaints were investigated by PRS. Two of these complaints were found to be unsubstantiated, while the third was substantiated. As a result of the substantiated complaint, the Subject Officer's Special Constable designation was suspended by the Toronto Police Services Board.

The 2019 Ombudsman's Report² relevant to Special Constable complaint investigations was adopted and the Complaints Investigator position was created for CSU complaints. This position is now housed under the Legal Division, which is a separate unit from CSU. The hiring and implementation was initiated in Q4 2020, and the Complaints Investigator commenced their role in Q1 2022.

Total Number of Complaints	Investigated by TCHC Complaints Investigator	Investigated by Toronto Police Service	Number Resolved	Number Outstanding
5	3	2	5	0

² <https://www.ombudsmantoronto.ca/getattachment/288fb5f5-6fe3-464f-b20f-729875470f8f/July-9-2019-Ombudsman-Toronto-Enquiry-Report.pdf.aspx?lang=en-US&ext=.pdf>

Use of Force

In 2022, 11 Use of Force reports were completed by TCHC Special Constables. There were 15 instances where officers applied soft empty hand techniques, 3 instances where officers applied hard empty hand techniques, used to gain control of the subjects and effectively execute arrests. There were 3 instances where officers used their baton and 5 incidents where oleoresin capsicum (OC) spray was deployed. There were 3 incidents resulting in injuries to officers requiring treatment provided by EMS.

Event Type	Use of Force Baton	Use of Force OC Foam/Spray	Use of Force Hand (soft/hard)
Arson	0	0	1
Assault	0	0	5
Assault Peace Officer	0	2	3
Assault with Weapon or Bodily Harm	0	1	6
Break & Enter - Residence	0	0	1
Carrying Concealed Weapon	0	0	1
Cause Disturbance or Loitering	0	0	1
Dispute - Neighbour	1	0	0
FACODE33 - Human - Malicious Intent/Prank	0	0	1
FACODEFE - Fire	0	1	0
Fail to Comply - Release Order	0	0	2
Fail to Comply - Probation	0	0	1
Mental Health Act	0	1	5
Mischief	0	0	7
Robbery (Not Armed)	0	0	1
Theft Under	0	0	1
Threatening	0	0	1
Trespass Release -- CSU	0	0	2
Trespass to Property Act	0	1	4
Warrant- Executed Arrest	0	1	9

Governance

The TCHC Special Constable Program is guided by the CSU mandate and code of ethics in addition to existing Standard Operating Procedures and the TCHC Code of Conduct. TCHC Special Constables are fully conversant with the laws and regulations governing enforcement authorities pertaining to their designation.

The CSU has supervisors and managers who hold the status of Special Constable and are responsible for the appearance, conduct, discipline and performance of all officers. All Special Constables understand the contract agreement between Toronto Community Housing Board of Directors and Toronto Police Services Board as well as the expectations concerning their conduct and/or job performance.

TPS 2022 Annual Report – Highlights

Special Constable Designations

On December 18th, 2018, the Toronto Police Services Board approved TCHC's application to increase its allowable complement of Special Constables from 160 to 300 designations.

In 2022, the CSU continued with its recruitment strategy and hired 29 new frontline patrol officers. Other new hires with Special Constable Status include 1 Training Corporal, and 1 Field Intelligence Officer. Developmental Sergeant and Staff Sergeant roles were created, providing staff with leadership opportunities. In 2022, there were three developmental cycles, all of which have been successfully completed. These cycles are six months in length. The CSU recruitment strategy is aimed at improving consistency and collaboration between TCHC and TPS to ultimately benefit the tenants and communities we both serve.

Violence Reduction Program

CSU VRP Special Constables continued to work with internal and external partners to find solutions for tenant issues and challenges. CSU VRP officers attended weekly Integrated Team Meetings with TCHC's Safety and Support team members and our onsite staff, which allows us to ensure a holistic approach to solving issues within the community. The safety of the community is paramount and is something CSU VRP officers strive to achieve daily through proactive engagement, planning and safety strategies.

In 2022, VRP Special Constables attended approximately 45 Integrated Team Meetings which included internal and external partners, as well as some community leaders. Due to COVID 19 health regulations and social distancing, community meetings were challenging. These meetings were held in outdoor spaces and weather permitting. VRP Special Constables participated in approximately 100 community events in 2022.

CSU Community Initiatives

CSU/TPS Safe Outdoor Play

CSU VRP Officers and TPS Neighbourhood Officers created a way for tenants to take back their playground space. Scheduled playtimes were attended by officers 3 times per week where children and parents of the community could enjoy the space without fear of violence. The season finale took place on the last weekend of August. Several community agencies participated, and donated school items and food for a BBQ.

A visit was made by Batman and his Batmobile along with members of the 501 St. Star Wars themed characters.

CSU Turkey Giveaway

This event was initiated by the CSU. Our members gathered donations of approximately 1,000 frozen turkeys to give to tenants in our VRP communities for Thanksgiving.

CSU Christmas Comes Early

Community Safety Unit members, including VRP officers and CSAs served approximately 1,000 hamburgers, hundreds of sandwiches, soup and distributed free clothing to members of our downtown communities around Moss Park.

Toronto Star Box Deliveries

This annual tradition provides TCHC tenants within our VRP communities, boxes filled with personal essential items and small toys for children donated by The Toronto Star. In 2022, approximately 1,800 gift boxes and other items such as knitted mitts and hats were donated and distributed by our officers.

VRP Summary

Community	Calls For Service	CSU Patrol
Bleecker/200 Wellesley	3,391	1,785
Dan Harrison / William Dennison	2,135	1,858
Edgeley Village	467	1,662
Flemingdon Park/Glenyan Manor	474	48
Islington/St. Andrews	308	22
Jane/Falstaff	1,504	1,495
Lawrence	2,400	2,625
Lawrence Heights	1,204	1,916
Moss Park	2,680	2,023
Regent Park/Gerrard River	2,090	1,750
Victoria Park/Chester Le Blvd	340	153
Totals	16,993	15,337

CSU Ontario Police Technology Information Co-Operative (OPTIC) NICHE Record Management System (RMS) Project

CSU's OPTIC NICHE RMS project began in 2022 having the Privacy Impact Assessment reviewed and approved for joining OPTIC, utilizing NICHE as our Records Management System.

CSU and OPTIC have met on a bi-weekly basis to mobilize Niche implementation. CSU, in consultation with TCHC ITS, have elected for an OPTIC-approved third party IT provider (FSET), to build and maintain a secure connection to the OPTIC network and Niche environment.

The contract with FSET is in its final stages of approval and CSU has begun the process of obtaining enhanced background clearances for all civilian members who did not have background checks completed by the Toronto Police Service.

CSU has created several committees to oversee the implementation of Niche. The Niche Admin Committee will oversee all aspects of building the CSU profile and environment within the Niche application. Some items include, adding new employees and creating employee profiles, creating the command and reporting structure, and creating the report approval structure.

The Business Process Committee, includes the Niche Admin Committee, as well as specific unit supervisors such as Court Support and Parking, Investigative Support, and CSU Communications. This committee is responsible for mapping out the current business practices of the CSU and are responsible for ensuring a seamless transfer to the Niche RMS. All processes created, altered or approved will be compliant with recommendations found within the PIA and all MOU's with the CSU.

CSU is targeting the first quarter of 2023 to have all Niche Admins trained, the second quarter to train the trainers, and the third quarter to complete user training and be fully operational with Niche.

Peer Support Training

The CSU, in collaboration with TCHC's Learning and Organizational Development unit, hosted a comprehensive three day Peer Support Training in June 2022. 26 CSU staff including officers, dispatchers, and administrative staff attended the training. The CSU Training Unit developed a peer support tracking database which was introduced at the training; the database is a highly confidential way to accurately track peer support skills being offered to assist our staff. The training was well received by those who attended, and the CSU hopes to provide another training session in 2023. Including staff who were trained prior to COVID, the CSU currently has 29 peer support trained staff.

Combatting Anti-Black Racism Strategy

In 2021, TCHC completed and approved its Combatting Anti-Black Racism Strategy and implemented TCHC's Centre for Advancing the Interests of Black People, known as "The Centre", in order to support racialized and marginalized communities throughout TCHC through an Anti-Black Racism lens on policies, procedures, practices and provide enhanced training to all staff.

The CSU, as a key stakeholder has worked closed with "The Centre" to work towards implementing key action items in the CABR Strategy report. The CSU involves "The Centre" in all policy and procedural changes to ensure that a CABR lens is applied, and also receives support on improving the employee life cycle for Black staff. In 2022, the CSU began to develop a "Cadet" program to break down barriers for young Black tenants in finding meaningful employment while also learning about the various career opportunities in the CSU and TCHC. This project is anticipate to pilot in 2023.

The CSU also began exploration into the implementation of a Body Worn Camera program, which is in it's infancy at this time. The CSU and "The Centre" plan on actively engaging with tenants, staff and other key stakeholders in determining the positives and negatives of a BWC program before submitting a business case to the TCHC Board of Directors.

Other CABR action items included aligning services with the TCHC HUB model, providing increased education on the CSU to racialized and marginalized communities, as well as the CSU Black Employee Life Cycle.

CSU/TPS Joint Patrols

Between January 1st, 2022 and December 31st, 2022, TCHC Special Constables and TPS participated in 281 joint patrols and walk-throughs in our communities. This initiative focused on deterring anti-social behaviour on Toronto Community Housing properties.

Resident and Community Engagement

In 2022, the CSU organized 332 resident, community engagement activities. These events included Community Safety meetings, Charity giveaway events, Community engagements, Safety walks, BBQ's, food banks, presentations, senior's hot meals, Halloween events, Christmas events, community clean ups and Back to School events.

Vehicles

In September 2022, CSU received a 2022 Ford Explorer Hybrid and a 2022 Chevrolet Equinox to replace our aging and high mileage fleet vehicles. These new vehicles assisted officers in attending calls in a timely fashion and allowed the CSU to retire vehicles that were overdue for replacement.

Looking forward to 2023, CSU had been approved to receive six 2023 Ford Explorer Hybrids to replace 6 CSU Ford Inceptors, due to high mileage.

Incident Response Training Unit

In 2020, CSU internalized Special Constable training from a contracted model. TCHC CSU staffed the training unit with experienced topical professionals. The training unit consists of one training Staff Sergeant, an Incident Response Instructor (Use of Force), and an Incident Response Instructor (Academics), both holding the rank of Corporal. This was done in accordance with the existing MOU and all training initiatives are approved by TPS on behalf of the Toronto Police Services Board.

In 2022, the unit trained three recruit classes. One coach officer course and one supervisor course was facilitated. The unit recertified the annual use of force training for all Special Constables in compliance with the MOU, as well as ensured all first aid certifications were recertified as required. In November 2022, the CSU contracted the Canadian Centre for Diversity and Inclusion to teach a three part certificate program.

Conclusion

This report is in compliance with TCHC's Special Constable Memorandum of Understanding with TPS. The Annual Report provides the Toronto Police Services Board 2022 statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints and other issues of concern to both parties.