

# **Etobicoke-Lakeshore Community Safety Town Hall**



**Etobicoke Civic Centre**  
**399 The West Mall**  
**M9C 2Y2**



**6:30-8:30pm**  
**February 27th**

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE

# Land Acknowledgment

We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE

# **African Ancestral Acknowledgment**

The City of Toronto acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE

# **Welcome & Opening Remarks**

**Councillor Amber Morley, Ward 3 Etobicoke Lakeshore**

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE

# Speakers

- **Christopher Accocella**, Analyst, Analytics & Innovation, Toronto Police Service
- **Scott Mckean**, Associate Director Violence Prevention, SafeTO, City of Toronto
- **Nicole Watson**, Manager, Policing Reform, Social Development, Finance & Administration, City of Toronto
- **Elaine Amsterdam**, Director of Municipal and Community Partnerships, Gerstein Crisis Centre
- **Marco Ricciardi**, Crime Prevention/Community Relations Officer, Division 22, Toronto Police Service

# House Rules

- Be respectful. City of Toronto is an inclusive public organization. Racist or other forms of discriminatory, prejudicial, or hateful comments and questions will not be tolerated.
- Be brief and limit yourself to one question or comment at a time.

# Agenda

## **Brief Presentations from City Staff + Expert Guests**

- Deputy Mayor Amber Morley
- SafeTO
- Toronto Community Crisis Service (TCCS)
- Toronto Police Service (TPS)

**Q & A**

**Closing Remarks**

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE

# **Data on Ward 3 - Safety Concerns**

**Christopher Accocella, Acting Senior Analyst, Analytics & Innovation, Toronto Police Service**

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE

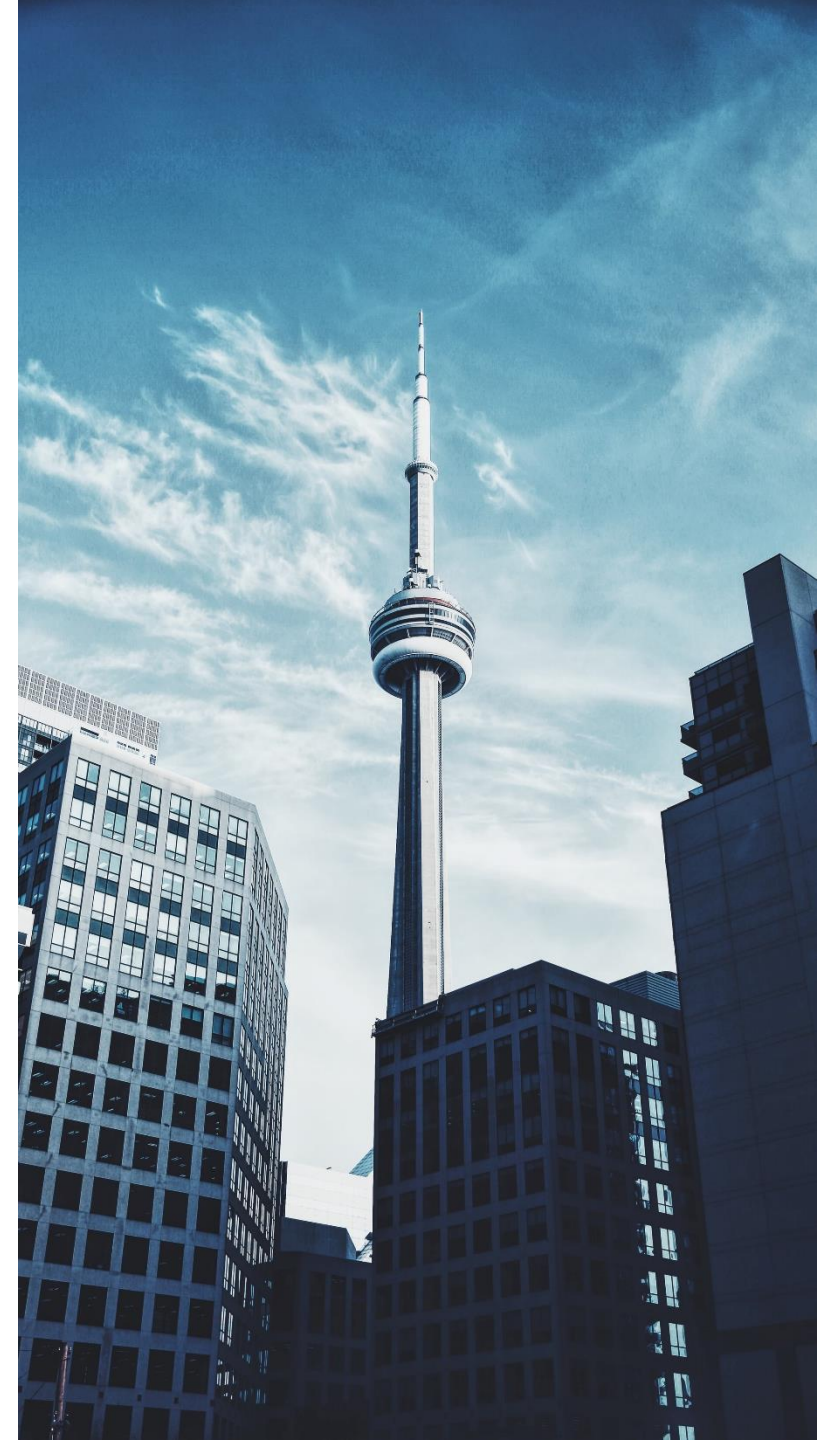




# Community Safety Townhall

Toronto Police Service – Division 22

February 27<sup>th</sup>, 2024



# Major Crime Indicators Overview

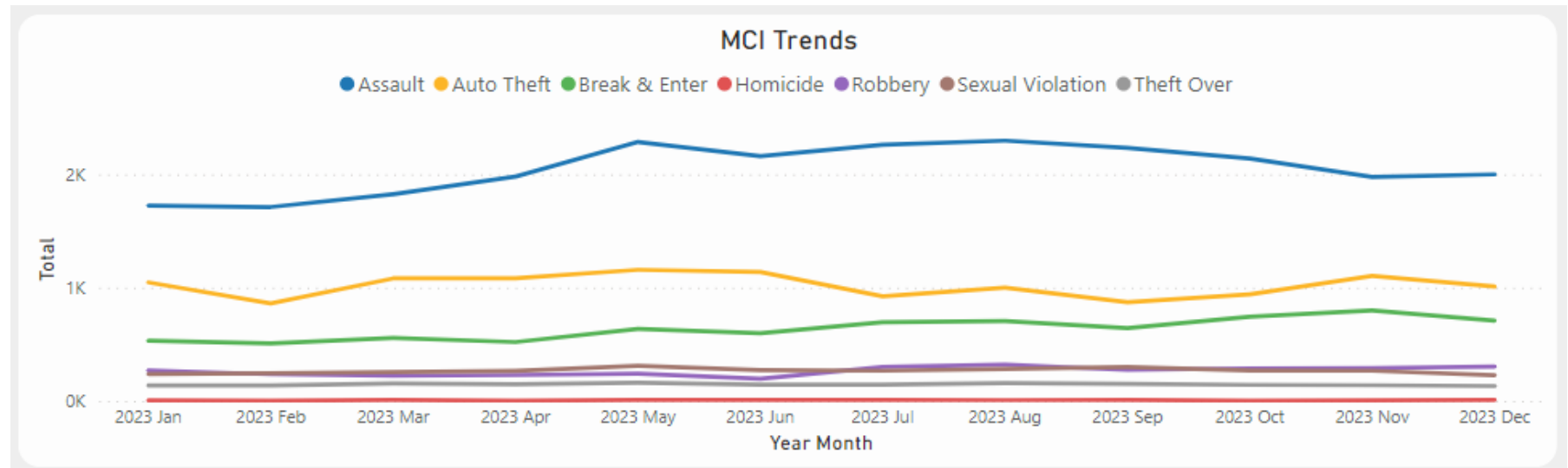


Year-End (January 1<sup>st</sup>, 2023 – December 31<sup>th</sup>, 2023) for D22

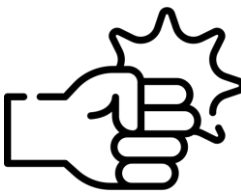
- Major Crimes increased by **33.2%** from its previous year: 3,357 in 2022 to 4,473 in 2023.
- Auto Theft has the largest increase, with a **39.2%** increase from 2022
- Assaults have the second largest increase, with a **35.5%** increase

Major Crime Indicator (MCI) data is provided at the occurrence level by occurred date. The MCI data reported is consistent with Analytics and Innovation (A&I) service-wide reporting methodology, which is aligned with Statistic’s Canada’s nationwide crime reporting methods.

Category	2022	2023
Assault	1,407	1,907
Auto Theft	1,024	1,425
Break & Enter	464	624
Homicide	6	6
Robbery	174	158
Sexual Violation	149	193
Theft Over	133	160
<b>Total</b>	<b>3,357</b>	<b>4,473</b>



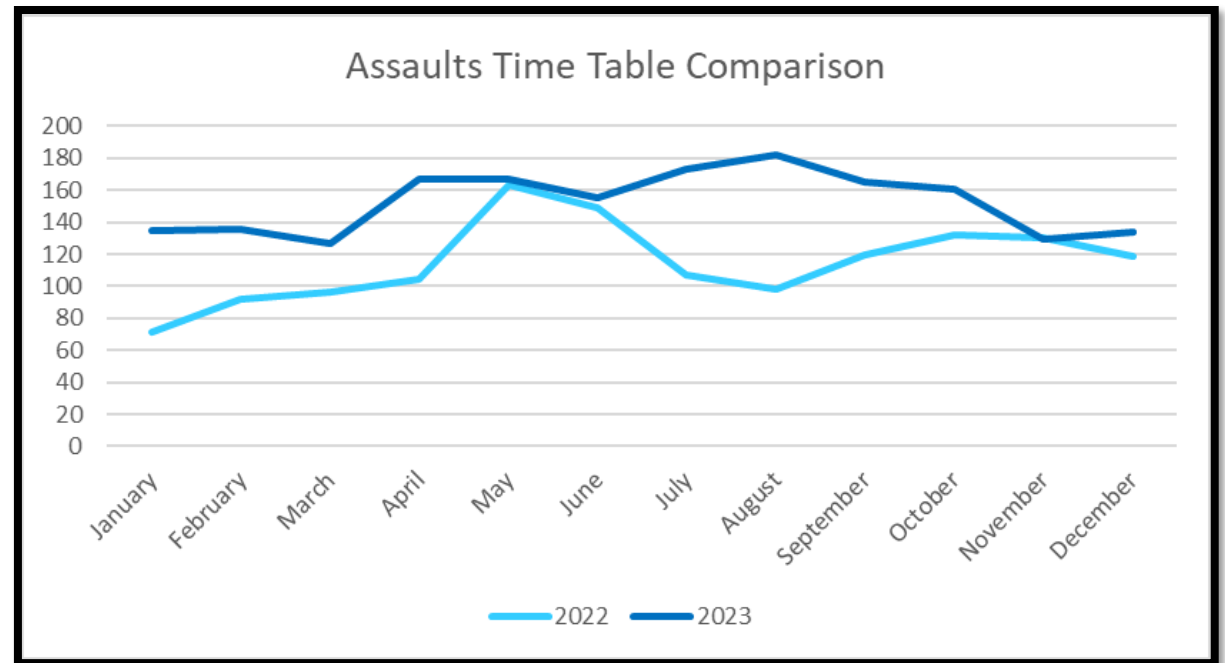
# Assault Overview



Year-End (January 1<sup>st</sup>, 2023 – December 31<sup>th</sup>, 2023) for D22

- Assault increased by **35.5%** from its previous year: **1,407** in 2022 to **1,907** in 2023.
- The top premise type for assaults is: Apartments

Premise Type	2022	2023
Apartment	470	601
Commercial	164	237
Educational	46	60
House	138	173
Other	303	400
Outside	231	331
Transit	55	105
Total	1,407	1,907



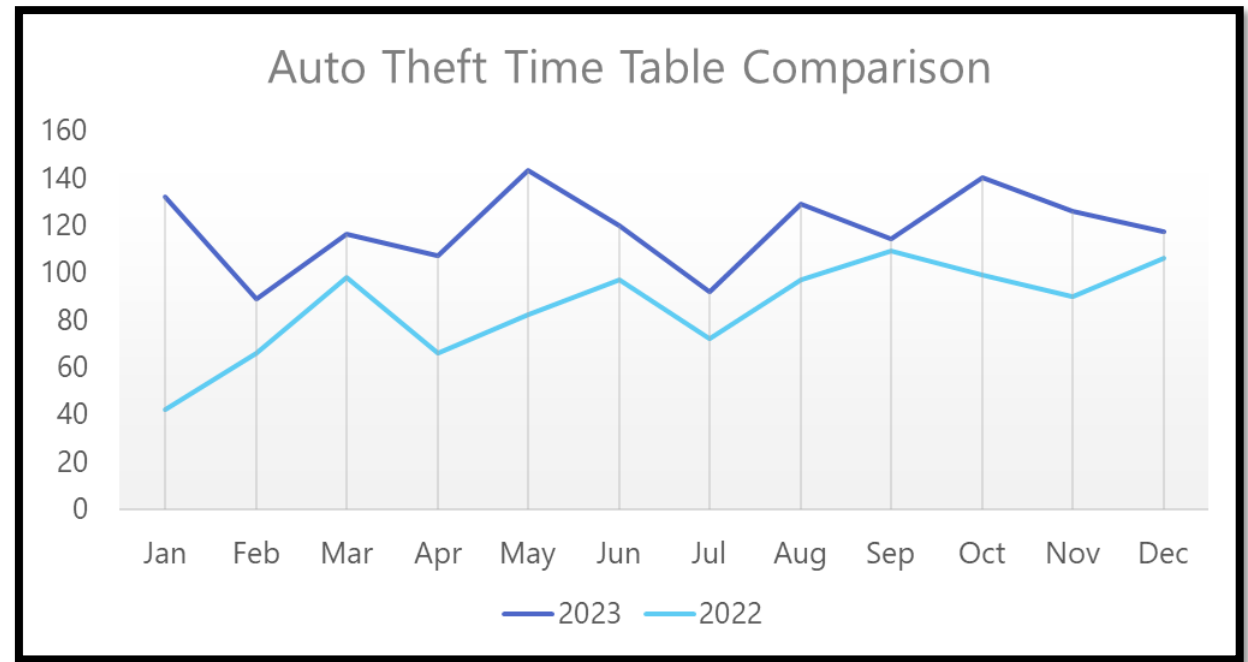
# Auto Theft Overview



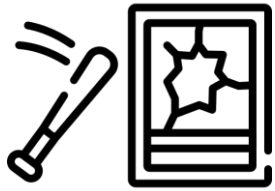
Year-End (January 1<sup>st</sup>, 2023 – December 31<sup>th</sup>, 2023) for D22

- Auto Thefts increased by **39.2%** from its previous year: 1,024 in 2022 to 1,425 in 2023.
- The top premise type is: Houses

Premise Type	2022	2023
Apartment	31	39
Commercial	63	104
Educational	1	1
House	486	625
Other	29	77
Outside	413	575
Transit	1	4
Total	1,024	1,425



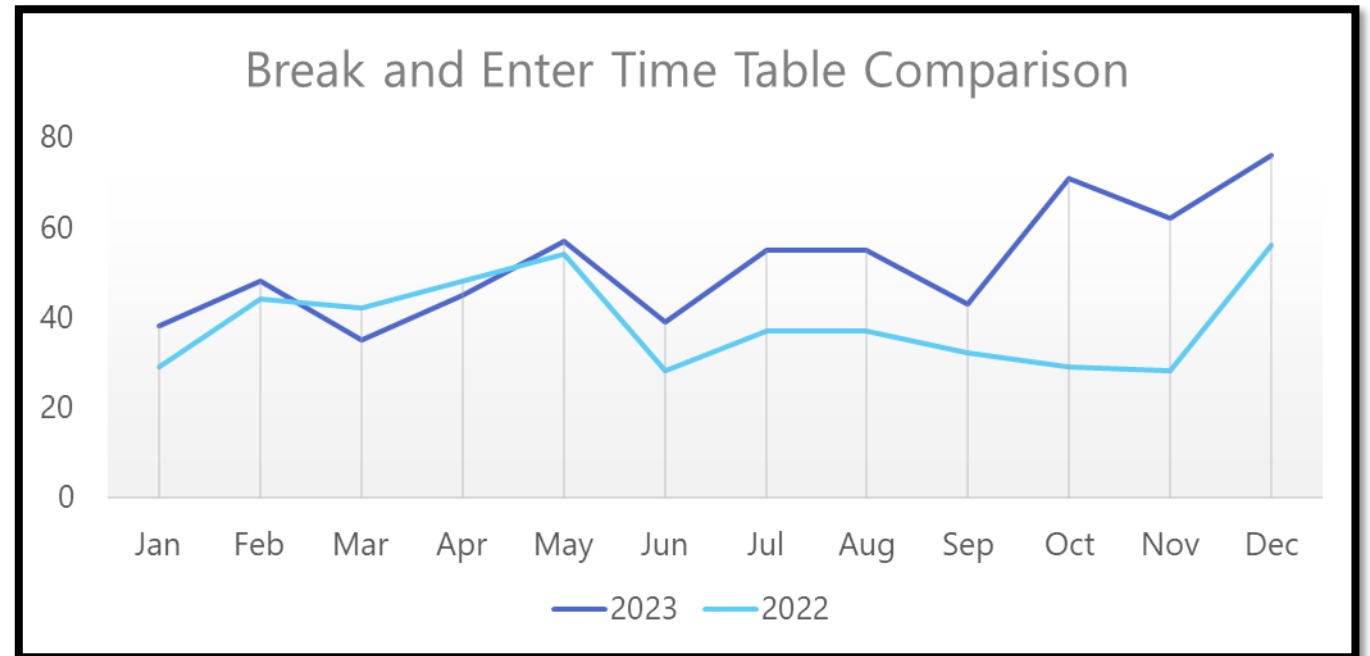
# Break and Enter Overview



Year-End (January 1<sup>st</sup>, 2023 – December 31<sup>th</sup>, 2023) for D22

- B&E increased by **34.5%** from 2022 to 2023.
- The top premise type is: Houses

Break and Enter	2022	2023
Apartment	132	105
Commercial	182	197
Educational	5	9
House	108	276
Other	37	36
Outside		1
Grand Total	464	624



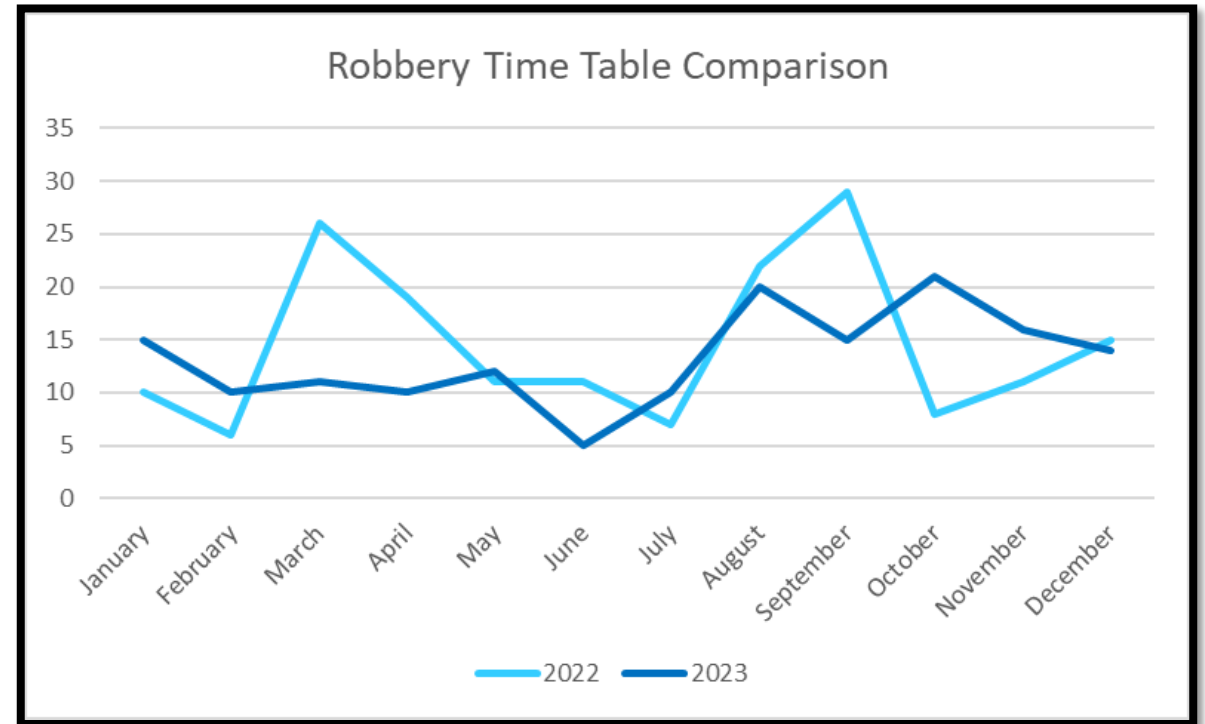
# Robbery Overview



Year-End (January 1<sup>st</sup>, 2023 – December 31<sup>th</sup>, 2023) for D22

- Robbery **decreased** by **9.2%** from 2022 to 2023.
- The top premise type is: Commercial

Premise Type	2022	2023
Apartment	9	10
Commercial	51	59
Educational	4	8
House	5	14
Other	44	17
Outside	57	44
Transit	4	6
Total	174	158



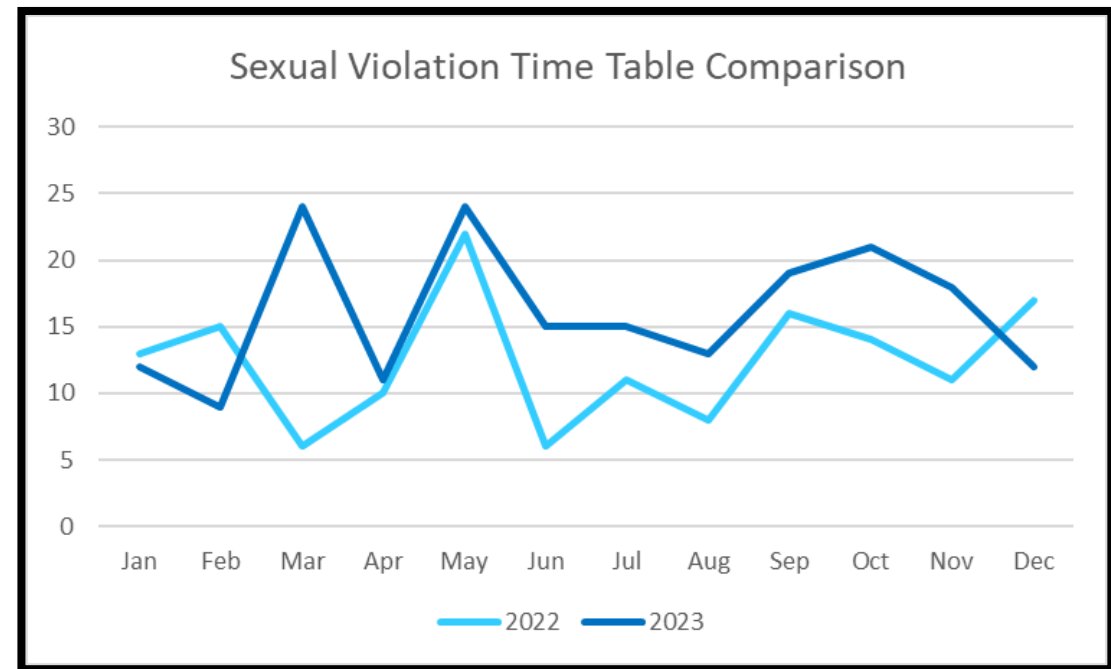
# Sexual Violation Overview

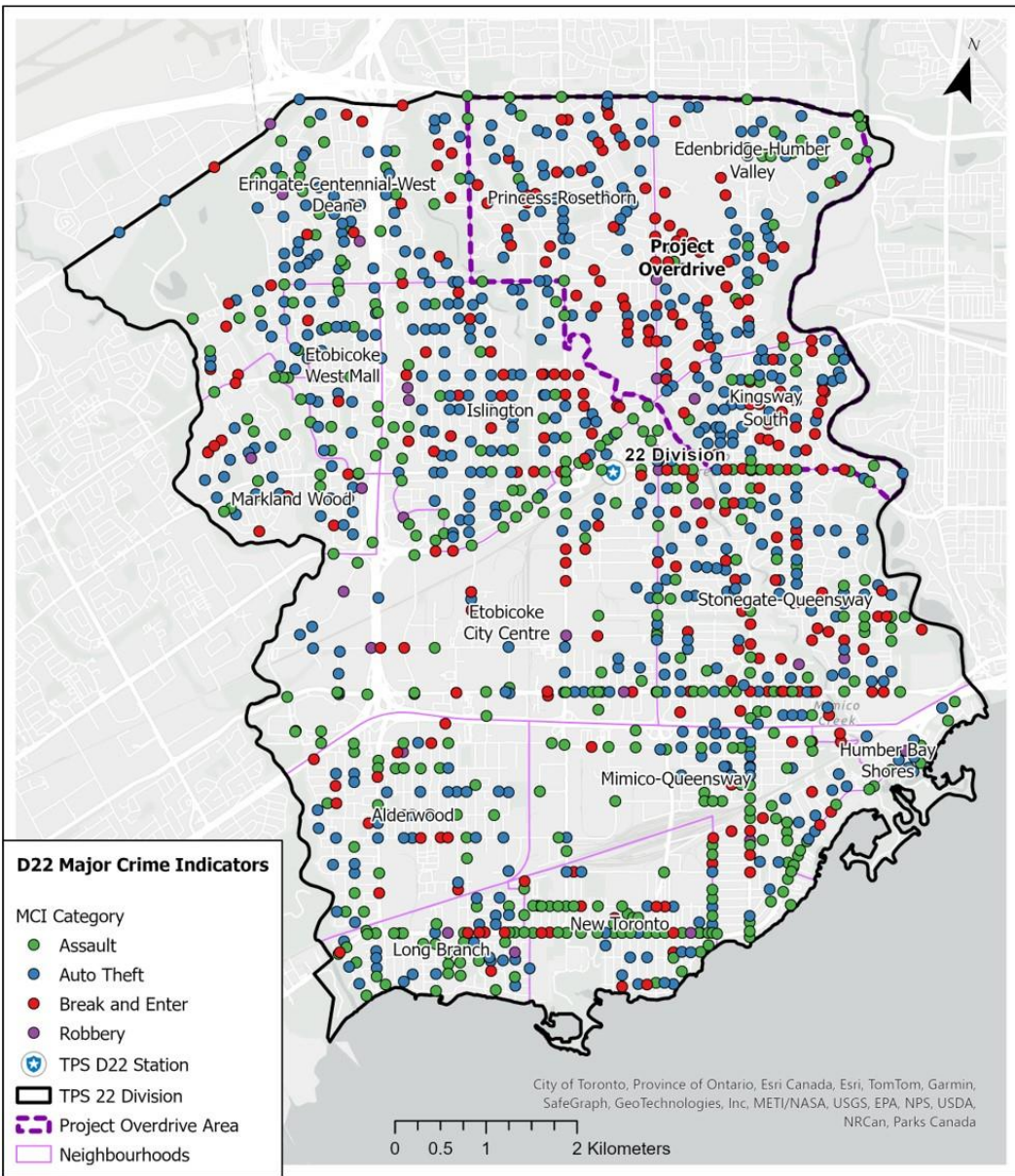


Year-End (January 1<sup>st</sup>, 2023 – December 31<sup>th</sup>, 2023) for D22

- Sexual Violations increased by **29.5%** from 2022 to 2023.
- The top premise type is: Apartment

Premise Type	2022	2023
Apartment	63	57
Commercial	12	21
Educational	23	18
House	24	27
Other	10	26
Outside	12	25
Transit	5	19
Total	149	193





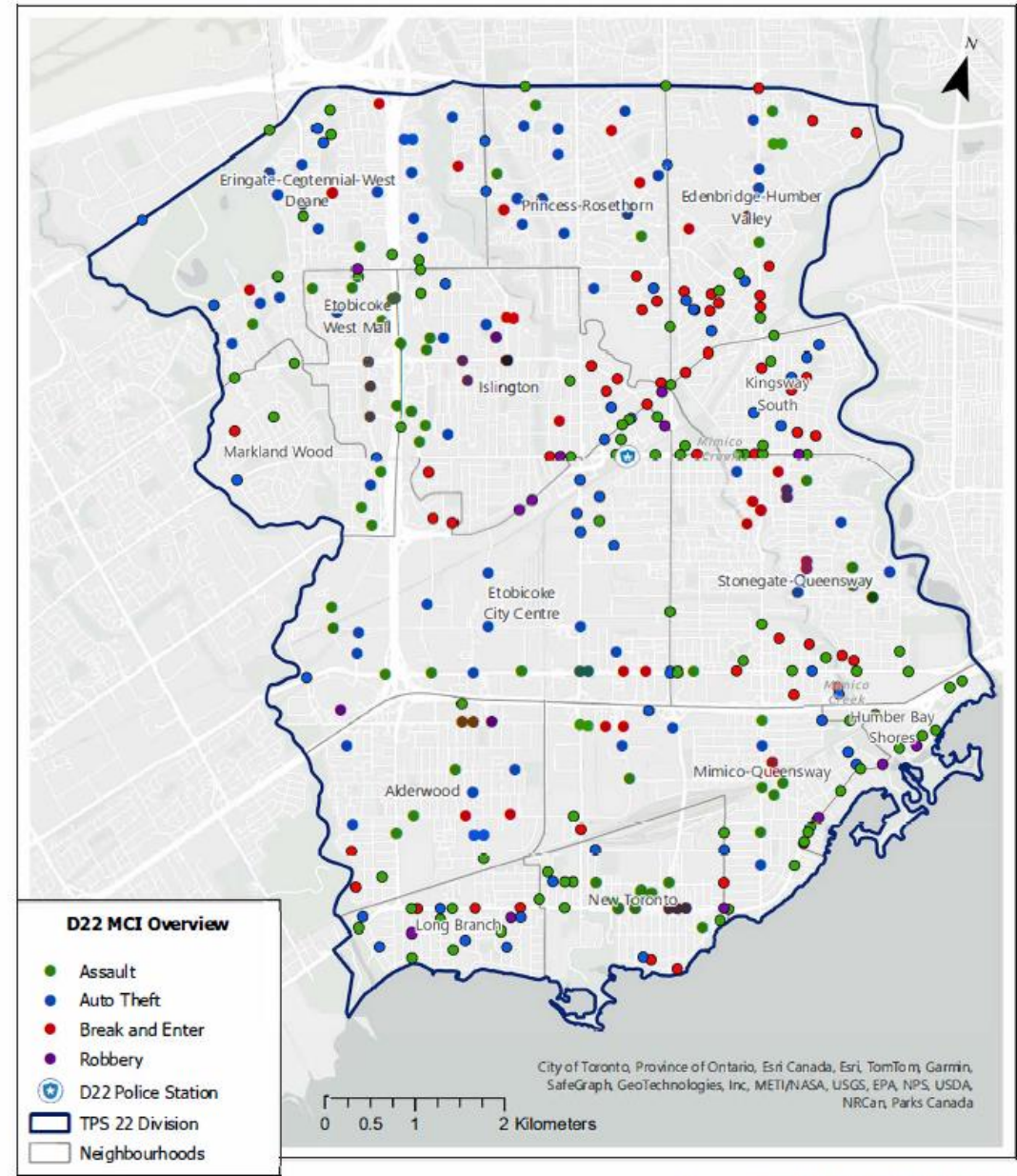
**22 Division  
Major Crime Indicators  
Year End 2023 (Jan 01 to Dec 31, 2023)**



Data Source: Toronto Police Service, Ontario  
Date Prepared: 2023.12.29

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Prepared By: D22 DCA Derek Cooper  
Contact: 84669@tps.ca

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**TPS 22 Division  
Community Safety Town Hall  
(YTD 2024)**



Data Source: Toronto Police Service, Ontario  
Date Prepared: 2024.02.22

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Prepared By: A&I Department





## 22 Division Traffic Support Unit

- 4 full time Police Constables assigned to:
- Investigate driving complaints and neighborhood traffic complaints filed online by the community.
- Conduct intelligence based traffic enforcement throughout the division to ensure community safety and reduce traffic collisions.
- Engage with the community at community events to address traffic related concerns.
- Respond to traffic collisions within the division.



# How do I file an online traffic complaint?

On the Toronto Police website front page you will see the following prompt if you scroll down:

## AT YOUR SERVICE



File a Report



Police Record Checks



Parking Ticket



Driving Complaint

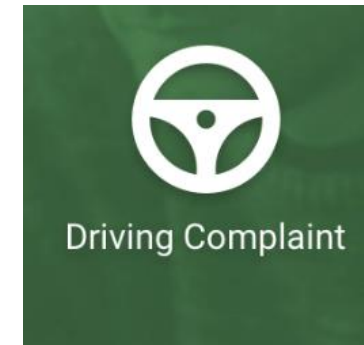


Collision Reporting



Local Neighbourhood  
Traffic Concern

You may also see the following logos for traffic complaints at other pages on the website:





Local Neighbourhood  
Traffic Concern

# Neighborhood Traffic Complaint:



A neighborhood traffic complaint should be filed online when:

- You have concerns about driving behavior on a specific street, at a specific intersection, or in a specific area.
- The complaint involves many vehicles doing similar behavior.

Examples of a neighborhood traffic complaint can include:

- “During school hours vehicles are seen speeding on Renforth Dr.”
- “I have seen many vehicles not stopping at the stop sign at Mill Rd and Markland Dr”

Officers will receive these complaints and attend the area where the complaint was made to conduct traffic enforcement. Officers assigned these complaints will do their best to follow up with you to let you know how the complaint was addressed.

**If driving behavior you are witnessing is an immediate threat to the safety of yourself and other motorists, such as impaired driving, call 911 IMMEDIATELY!!**



## Driving Complaint

# Driving Complaint



A driving complaint should be filed online when:

- You have witnessed a vehicle commit a specific offence, at a specific date and time, and you have license plate information.

Helpful information that allows our officers to follow up properly with these complaints:

- License plate.
- Color and type of vehicle.
- Description of the driver of the vehicle.
- Accurate description of the vehicle and driver's behavior that caused a traffic issue.

Officers can use this information to locate the vehicle, the registered owner or driver, and depending on the information either caution the driver or lay a charge under the highway traffic act. As a witness filing the complaint you may be required to attend court if a charge is laid.

**If driving behavior you are witnessing is an immediate threat to the safety of yourself and other motorists, such as impaired driving, call 911 IMMEDIATELY!!**



# What is not a traffic complaint?



There are many traffic and road related issues which require police attend and conduct an investigation in person. Some examples of when you should call the police are:

- Impaired driving – if you suspect a driver is impaired **CALL 911**
- Collisions where there are persons injured that require medical assistance – **CALL 911**
- Situations where a drivers behavior is putting the lives or safety of other road users or pedestrians in immediate dangers, such as a wrong-way driver or a collision where someone has failed to remain – **CALL 911**
- Collisions where there are no injuries but vehicles or property are damaged – call NON EMERGENCY at 416-808-2222 and follow the call takers instructions. You will likely be directed to attend a collision reporting center along with the other involved drivers.
- Parking related issues – Toronto Police has a Parking Enforcement Unit that deals with issues related to vehicle parking on the street and private property. A parking complaint can also be filed online.



**Parking Complaint**

# Contact us

- You can have a divisional traffic officer respond to your neighborhood traffic or driving complaint by filing the complaint online as described on previous slides. By filing the complaint online we are able to track complaints from specific areas, enforcement actions, and respond in a proactive manner to neighborhood concerns.
- You can call the 22 Division Neighborhood Community Officer office during business hours at 416-808-2210 where the administrative assistant can help address your issue over the phone or have an officer return your call.



# SafeTO

**Scott Mckean, Associate Director Violence Prevention, SafeTO,  
City of Toronto**

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE

# SafeTO:

Toronto's Ten-Year Community Safety and Well-Being Plan



# SafeTO's 26 actions span seven strategic goals:

Reduce  
**vulnerability**

Reduce  
**violence**

Advance  
**truth** and  
**reconciliation**

Promote  
**healing** and  
**justice**

Invest in  
**people**

Invest in  
**neighbourhoods**

Drive  
**collaboration**  
and  
**accountability**

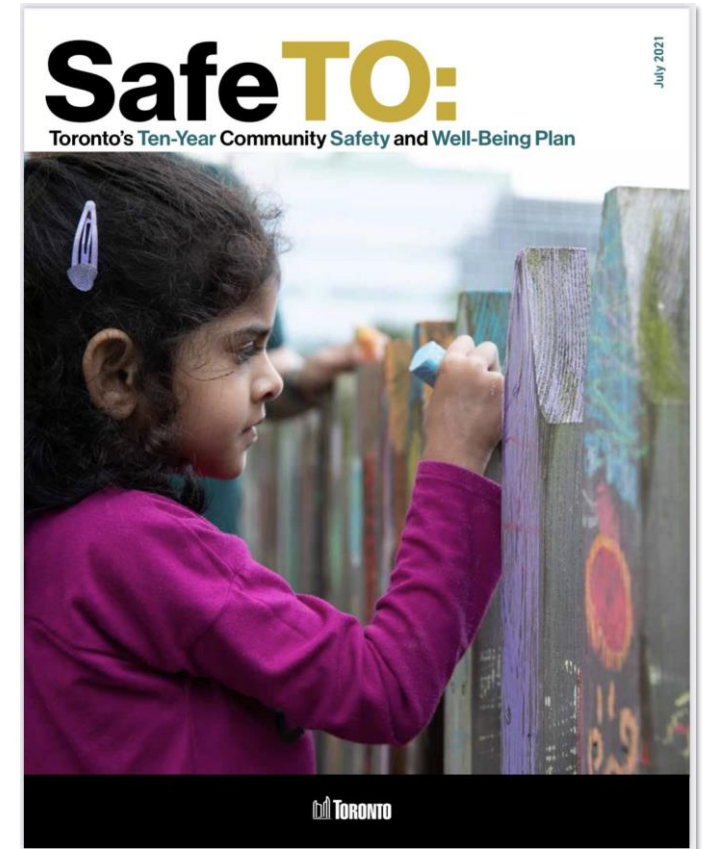
# What is SafeTO?



**SafeTO** is the City of Toronto's **comprehensive ten-year plan** to advance community safety and well-being. It requires a **fundamental shift** in the way we think and act to achieve lasting and transformative change.



**SafeTO** provides a **roadmap** for how the City and social systems that serve Torontonians—such as community services, businesses, and healthcare, education and justice systems—can **work collaboratively across sectors** and with **all levels of government** to support community safety and well-being.



# Phase One:

# Implementation

**ACTION 1.3** Embed the **Toronto Community Crisis Service** as a well-resourced, first response service city-wide

»»» TCCS city-wide expansion in 2024

**ACTION 2.3** Strengthen **community crisis response protocols** to better support victims and communities impacted by violence

»»» **Community Crisis Response Program** service expansion and community well-being and recovery investment

**ACTION 2.1** Develop a comprehensive, multi-sector **gun violence reduction plan**

»»» **Toronto Office to Prevent Violence**

**ACTION 7.1** Develop a comprehensive strategy to **share, integrate and analyze data** across multiple institutions

»»» **SafeTO Collaborative Analytics & Learning Environment (SCALE)**

# Community Crisis Response Program



The Community Crisis Response Program (CCRP) works **across Toronto** to provide **direct and immediate support** and resources to communities impacted by violent and traumatic incidents.



CCRP mobilizes **local resources** to address individual and group needs, coordinates **community debriefings** and facilitates **information sharing**. Long-term supports include training and education sessions, community safety planning, and fostering innovative community safety projects.



CCRP works with communities to develop safety networks and supports those impacted by violence in the recovery and healing process. Learn more at [toronto.ca/ccrp](https://toronto.ca/ccrp).



The Community Crisis Response Fund provides one-time financial assistance to support communities impacted by traumatic incidents and community violence. The fund and the application have been updated to enhance access to financial resources for impacted communities to deliver projects that promote community healing and capacity building..



**Contact for Ward 3 is Saleha Nahdi**  
[Saleha.Nahdi@toronto.ca](mailto:Saleha.Nahdi@toronto.ca) 647-  
210-8189

# TTC Safety

- »»» **TTC Board adoption of SafeTO** and direction to partner with the City on SafeTO Implementation
- »»» Developed a **comprehensive multi-disciplinary approach** with partners to mobilize high visibility presence, incident management and health and social supports for people in need. This includes capacity building of all frontline staff through efforts like de-escalation training.
- »»» The SafeTO Collaborative Analytics & Learning Environment (**SCALE**), reports on progress monthly through a public dashboard launched in June 2023 at [toronto.ca/transitdata](https://toronto.ca/transitdata). The dashboard reports on Incidents, Interventions and Perceptions of Safety on TTC
- »»» Continued promotion of the [SafeTTC App](#). Download it today!

**#ThisIsWhere**  
you can  
help combat  
harassment  
on the TTC.

**Here's how:**

- Use the SafeTTC app and report the incident.
- Alert a TTC employee.
- Use the intercom located in Designated Waiting Areas.
- Press the yellow Emergency Alarm strip or call 911 if you need police assistance.

Report crime and harassment whenever you see it.  
[thisiswhere.ca](https://thisiswhere.ca)  
Use #ThisIsWhere to show your support.

# SafeTObia



## WHAT IS SafeTObia?

SafeTO and the Downtown Yonge BIA have partnered on a pilot project to address community safety and well-being challenges in Business Improvement Areas (BIAs).

## GOAL?

To provide BIAs in Toronto with a set of resources, tools, and solutions and build local capacity to address these issues in their communities.

## WHY?

Through SafeTO consultation in 2021, the business community identified a significant increase in safety and community well-being issues during and post-pandemic.

## HOW?

SafeTObia is engaging with BIAs and partners across City divisions to better understand these issues and explore solutions.

## MORE INFO?

Visit

[downtownyonge.com/  
SafeTObia](https://downtownyonge.com/SafeTObia)

Toronto.ca/Safety

[SafeTO@Toronto.ca](mailto:SafeTO@Toronto.ca)

Scott Mckean | Manager, SafeTO and Justice Centres | 647-828-5985 | [scott.mckean@toronto.ca](mailto:scott.mckean@toronto.ca)



# **Toronto Community Crisis Services (TCCS)**

**Nicole Watson (she/her), Manager, Policing Reform, Social Development,  
Finance & Administration, City of Toronto**

**Elaine Amsterdam, Director of Municipal and Community Partnerships**

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE





# Toronto Community Crisis Service

**Etobicoke-Lakeshore Community Safety Town Hall**

February 23, 2024

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# Toronto Community Crisis Service

**Etobicoke-Lakeshore Community Safety Town Hall**

February 23, 2024

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# A Made-in-Toronto Approach

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- The Toronto Community Crisis Service (TCCS) is led by community health partners in four areas across the City.
- The TCCS is set for full scale city-wide implementation before the end of 2024.
- The service is one of the key priority actions under SafeTO – Toronto’s 10 Year community safety and wellbeing plan.



**Toronto  
Community  
Crisis Service**



# What is the Toronto Community Crisis Service?



**24/7 service**



**“No wrong door” approach that leverages multiple intake channels**



**Voluntary, consent-based**



**Mobile crisis teams**



**Serves clients 16+**



**Post-crisis follow-up, case management and service navigation**



**Trauma-informed care and harm-reduction**

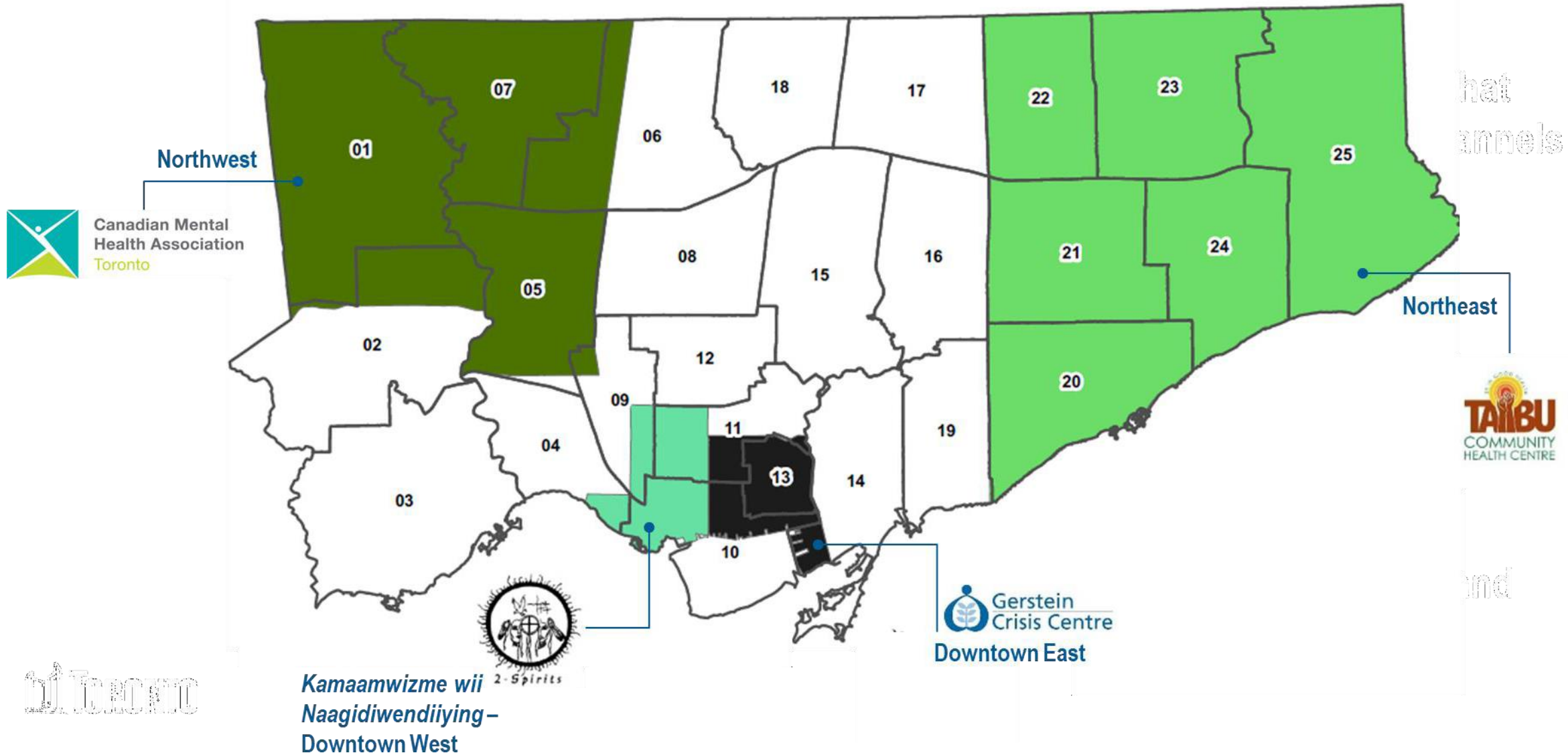


**Culturally relevant services and referral network**

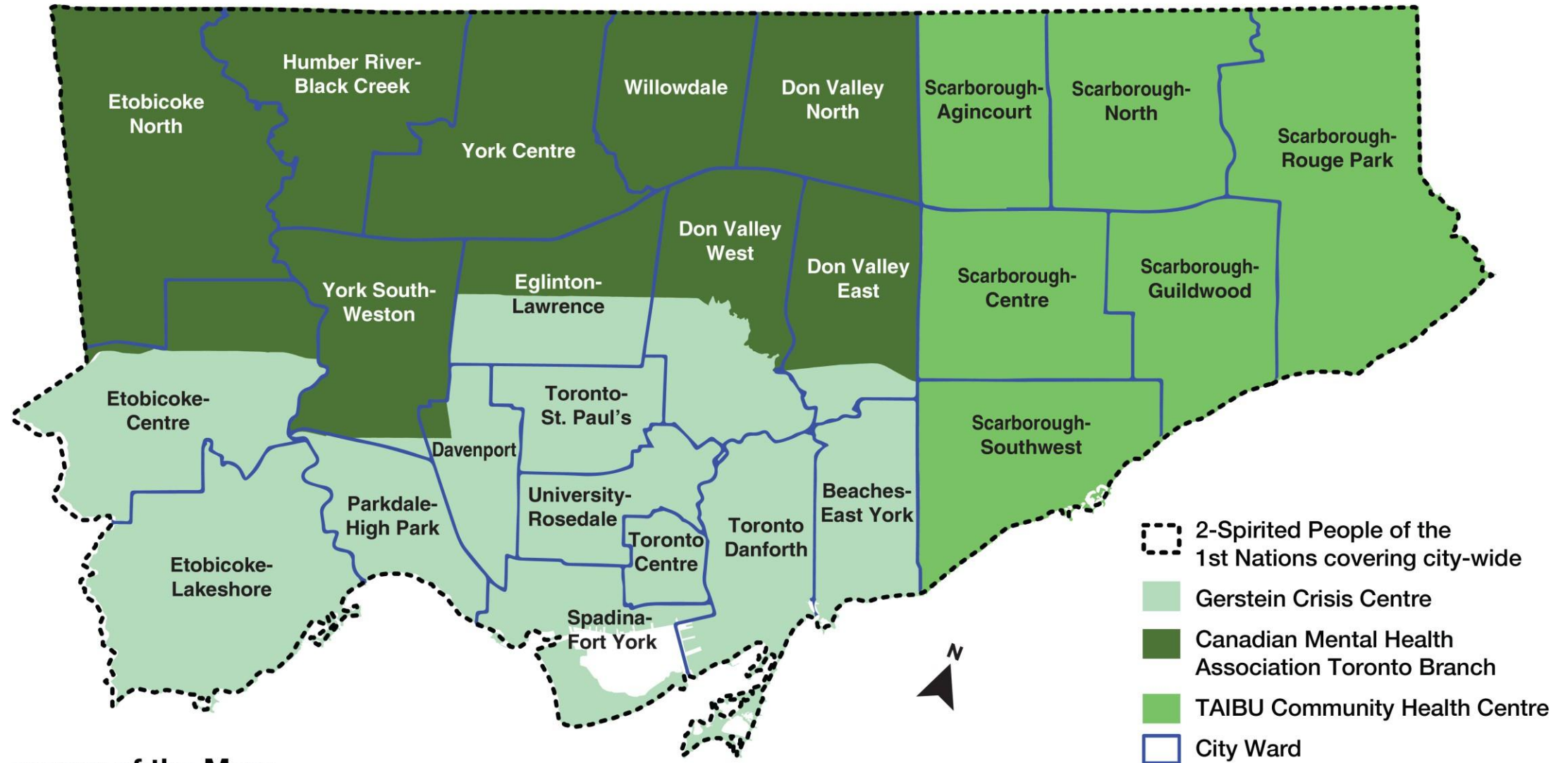
# High-Level Service Map



# Current Service Areas



# Toronto Community Crisis Service City-Wide Expansion



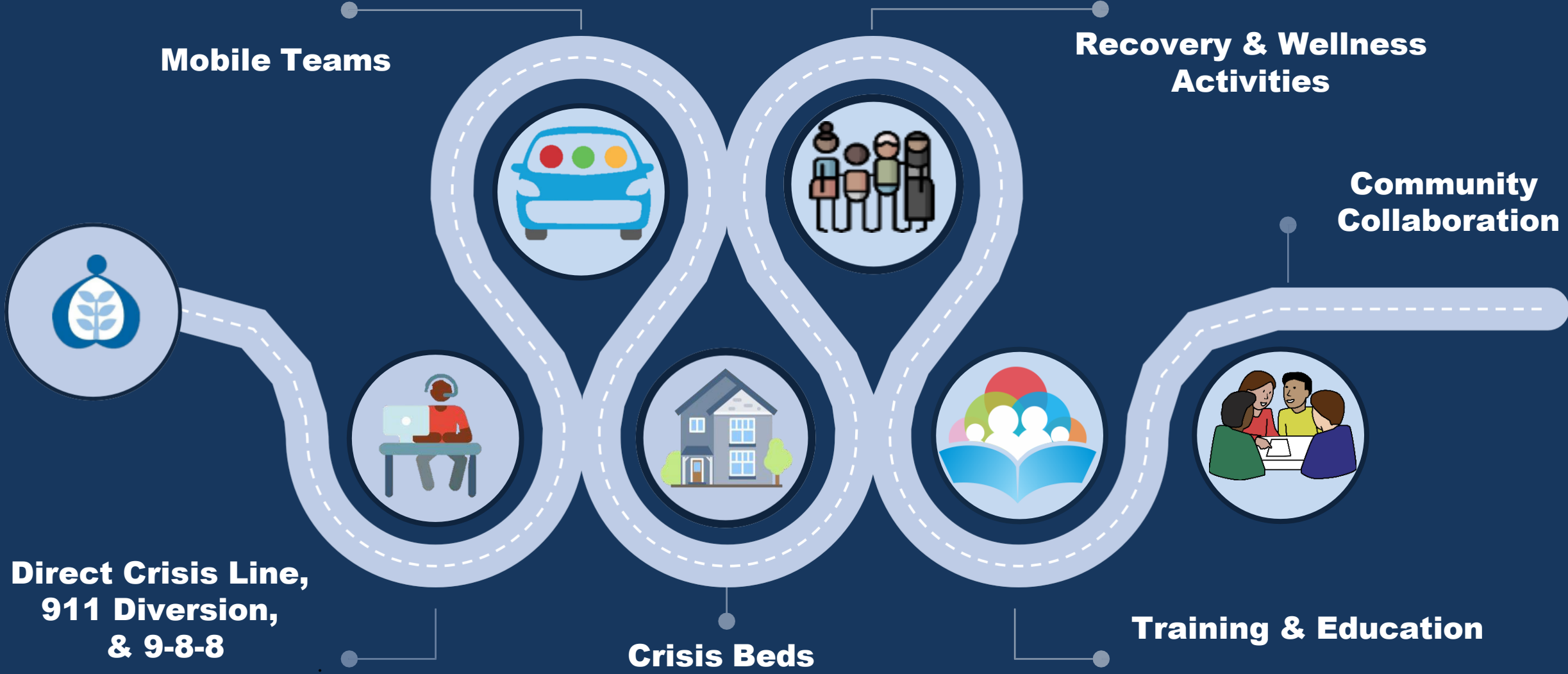
map of the Map



**No Wrong Door**



# Providing a 'made in Toronto' non-police crisis alternative for over 30 years.



**Mobile Teams**

**Recovery & Wellness Activities**

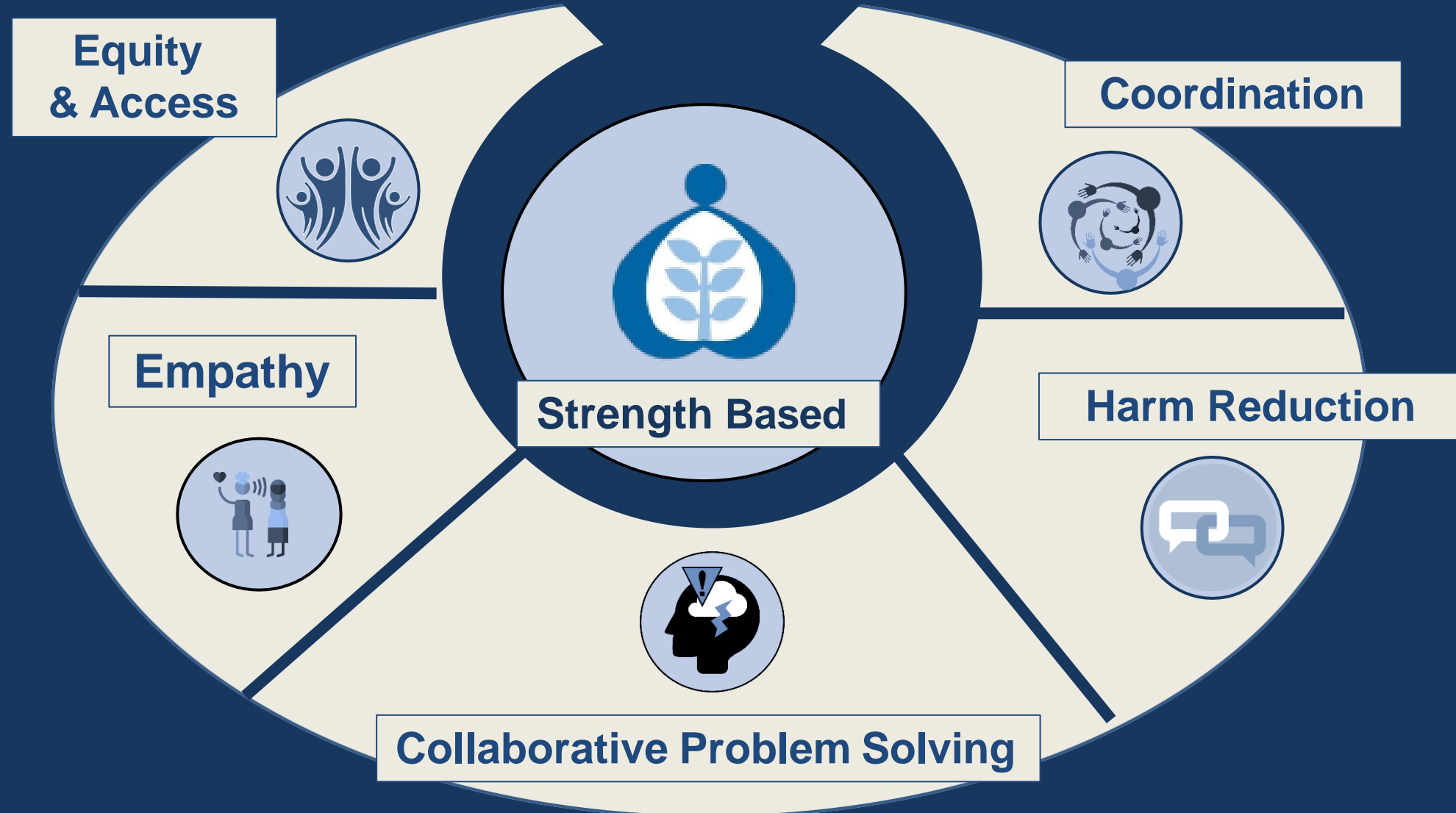
**Community Collaboration**

**Direct Crisis Line,  
911 Diversion,  
& 9-8-8**

**Crisis Beds**

**Training & Education**

# An approach to crisis that respects the individuals' ability to define their own identities, experiences, and goals



# Expansion Partners

## **Mid-West and South Etobicoke:**

- Parkdale/Queen West CHC
- Davenport/Perth CHC
- The Neighborhood Group Community Services
- LAMP CHC
- Albion Neighborhood Services
- West Neighborhood House

## **City-Wide:**

- The Empowerment Council
- Family Services
- Inner City Health Associates (ICHA)
- LOFT/The Access Point
- CAMH

# Visual Appearance of Crisis Workers

- Gerstein Crisis Workers wear regular street clothes and wear a lanyard with identification
- All crisis workers are trained to identify themselves to all frontline emergency service responders
- To maintain privacy and reduce stigma Gerstein's crisis vehicles have minimal, and in some case no, identifying markers. Our TCCS vehicle does have back window decals, including the Gerstein logo, City of Toronto logo, and the TCCS logo.



# What Skillset do Crisis Workers Have?

- A minimum of 5 years' experience in community mental health, crisis intervention, case management or related field
- Educational background in Health Sciences, Social Work, Health Administration or related discipline
- Experience in crisis intervention and de-escalation
- Experience in suicide risk assessments and interventions using the ASIST model
- Experience working with issues related to substance use and concurrent disorders within a harm reduction framework
- Experience to adapting interventions to a diverse client group
- Personal experience of mental health and substance use challenges

# Gerstein Crisis Centre Programs

## Gerstein Crisis Centre

- 24/7 crisis support Mental Health and substance
- Phone support (416-929-5200); Mobile Crisis Team; short-term crisis beds (3–5 day stays)

## Substance Use Team

- Responding to crisis calls involving substance use; provide follow-up support, up to 30-days
- Crisis bed stays for up to 30-days (partnership with Ossington Withdrawal Management)

## 9-8-8: Suicide Crisis Helpline

- National 24/7 phone support to anyone who is thinking of suicide, or who is worried about someone they know.

## Gerstein on Bloor – up to 30-day stays

- 9 Mental Health & Justice beds
- 5 female crisis beds

## Wellness & Recovery Programs

- Finding Recovery Through Exercise Skills and Hope (F.R.E.S.H.)

## 911 Co-location Project

- 24/7 crisis support - Crisis Worker co-located at 911 dispatch to provides mental health crisis and follow-up support

## Here to Help (H2H)

- Serving two neighbourhoods in the Toronto downtown east – Moss Park & Church/Wellesley
- A dedicated response to businesses and residents who are concerned about someone in their community
- Provides wellness checks, crisis counselling, harm reduction, and nursing support
- Available Tues- Sat, 2-10pm by calling (416) 915-4200

## Toronto Public Library Pilot

- Crisis Workers located at Lillian H Smith and Toronto Reference Library Tuesday-Saturday
- Provide on-site crisis and follow-up support
- WRAP and FRESH programming also available at Sanderson and Fort York

## FOCUS situation table

- active mental health responder

# Gerstein's catchment area





# Questions

## Elaine Amsterdam

Director of Municipal and Community  
Partnerships

Gerstein Crisis Centre

[eamsterdam@gersteincentre.org](mailto:eamsterdam@gersteincentre.org)

## Nicole Watson

Manager, Policing Reform  
Social Development, Finance and  
Administration, City of Toronto

[Nicole.Watson@toronto.ca](mailto:Nicole.Watson@toronto.ca)



# **Toronto Police Service (TPS)**

**Marco Ricciardi, Crime Prevention/Community Relations Officer, Division  
22, Toronto Police Service**

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE



# HOME PROTECTION



Emergency Dial: **911** | Non-Emergency Dial: 416.808.2222 | Toronto Police Online Reporting: [www.tps.ca](http://www.tps.ca)



## Target Hardening

Doors, windows, lights

## Cameras/Alarm

Positioning, monitoring, functionality

## Rule Setting

Habits, information

**report suspicious activity**





# PERSONAL SAFETY



Emergency Dial: **911** | Non-Emergency Dial: 416.808.2222 | Toronto Police Online Reporting: [www.tps.ca](http://www.tps.ca)



## Auto thefts

steering wheel lock, OBDII port blocker

## Thefts from auto

opportunity, valuables

## Carjackings

Anti-theft systems, trackers

**be aware**





- PARK INDOORS
- PARK IN A WELL-LIT AREA
- BACK INTO YOUR DRIVEWAY/GARAGE/PARKING SPOT
- INSTALL MOTION-SENSOR LIGHTS
- INSTALL SURVEILLANCE CAMERAS
- **INSTALL AN AFTER-MARKET 'KILL-SWITCH' OR ALARM SYSTEM**
- INSTALL A STEERING WHEEL AND/OR BRAKE PEDAL LOCK
- INSTALL A WHEEL/TIRE LOCK
- **INSTALL AN AFTER-MARKET GPS/BLUETOOTH TRACKING DEVICE**
- **INSTALL AN OBDII PORT BLOCKER OR RELOCATE PORT**
- INVEST IN A FARADAY BOX/POUCH (FOR KEYLESS FOBS)
- **COVER VIN (VEHICLE IDENTIFICATION NUMBER)**

REPORT ALL CRIMES OR SUSPICIOUS ACTIVITY TO POLICE OR  
CRIMESTOPPERS





# THANK YOU

**Marco Ricciardi**

**Police Constable 8016**

**@TPS22Div | 22 Division Toronto Police Service**

**Crime Prevention & Community Relations Officer |**

**CPO - CRO**

**416.305.8016 cell**

**416.808.2251 office | 416.808.2200 station |**

**416.808.2202 fax**

**3699 Bloor St W, Toronto, Ontario, Canada, M9A 1A2**

**[8016@tps.ca](mailto:8016@tps.ca) | [Marco.Ricciardi@TorontoPolice.on.ca](mailto:Marco.Ricciardi@TorontoPolice.on.ca)**



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**NCO - A/S/Sgt N ZVER [7834@tps.ca](mailto:7834@tps.ca) 416.808.2213**

# Q & A

- Questions have been gathered prior to the event and at registration.
- Q Cards are available on your chair to write your question. Please pass your questions to one of Councillor Morley's staff.
- Be respectful. City of Toronto is an inclusive public organization. Racist or other forms of discriminatory, prejudicial, or hateful comments and questions will not be tolerated.



**Thank you for joining us!**

**Amber Morley**  
CITY COUNCILLOR, ETOBICOKE-LAKESHORE