



CSU 2020 Annual Report to the Toronto Police Services Board

Item 7

July 5, 2021

Tenant Services Committee

Report: TSC:2021-54

To: Tenant Services Committee (“TSC”)

From: Senior Director, Community Safety Unit

Date: June 23, 2021

PURPOSE:

The purpose of this report is to provide the TSC with information on the Community Safety Unit (“CSU”) 2020 Annual Report to be submitted to the Toronto Police Service (“TPS”) by March 1, 2021 for their submission to the Toronto Police Service’s Board.

RECOMMENDATIONS:

It is recommended that the TSC receive this report for information.

REASONS FOR RECOMMENDATIONS:

Since 2002, CSU has been producing this report annually within the directed content and format of the TPS Special Constable Liaison Unit.

This annual report is in compliance with the 2002 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.”

In 2019, due to a process gap, it was realized that the TCHC Board did not historically receive a copy of the report in advance of the TPS Board meetings. This was rectified starting with the 2019 report presented in 2020.

CSU will continue to share the TPS annual report with the TCHC Board for information. In addition, CSU will provide an independent annual CSU report to TSC that includes annual CSU activity that is not covered in the TPS annual report.

IMPLICATIONS AND RISKS:

By not providing this report information to the TSC in advance of the TPS Board meeting, it poses the risk of Directors being uninformed of CSU activity.

SIGNATURE:

“William Anderson”

William Anderson

Senior Director, Community Safety Unit

ATTACHMENT:

1. 2020 Annual Report to Toronto Police Services Board

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**2020 ANNUAL REPORT
to the
TORONTO POLICE SERVICES BOARD**

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EXECUTIVE SUMMARY

2020 SPECIAL CONSTABLE ANNUAL REPORT Toronto Community Housing Corporation

Toronto Community Housing's Special Constable Program was established in March 2000, and as of December 31, 2020, there were 164 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 and security
- ensure officers are able to spend more time in TCHC communities
- improve officer safety

Having TCHC Special Constables allows TCHC to move well-trained and qualified officers into situations that are particularly unique to TCHC communities. A specific focus for Special Constables is Trespass to Property Act (TPA) violations, Liquor Licence Act (LLA) violations and the utilization of Peace Officer on an as needed basis – Police Officer powers under the following statutes:

- Criminal Code;
- Controlled Drugs and Substances Act;
- Trespass to Property Act;
- Liquor License Act;
- Mental Health Act.

The Special Constable agreement between TCHC 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 2020, TCHC's Special Constables completed 737 Criminal Investigations as authorized for TPS, of which 70.4% 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 Constable's community knowledge and the TPS Officer's 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 the scene without tying up TPS' resources and holding a person in custody for longer than required.
2. Act directly – to apprehend offenders and wanted persons and transport them to the local TPS Division for booking. 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.

We continue to value and strive to enhance our working partnership with the TPS and our joint Special Constable Memorandum of Understanding. In 2020, TCHC's 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 about 58,500 housing units; TCHC is the second largest housing provider in North America.

In 2020, the CSU employed 223 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.

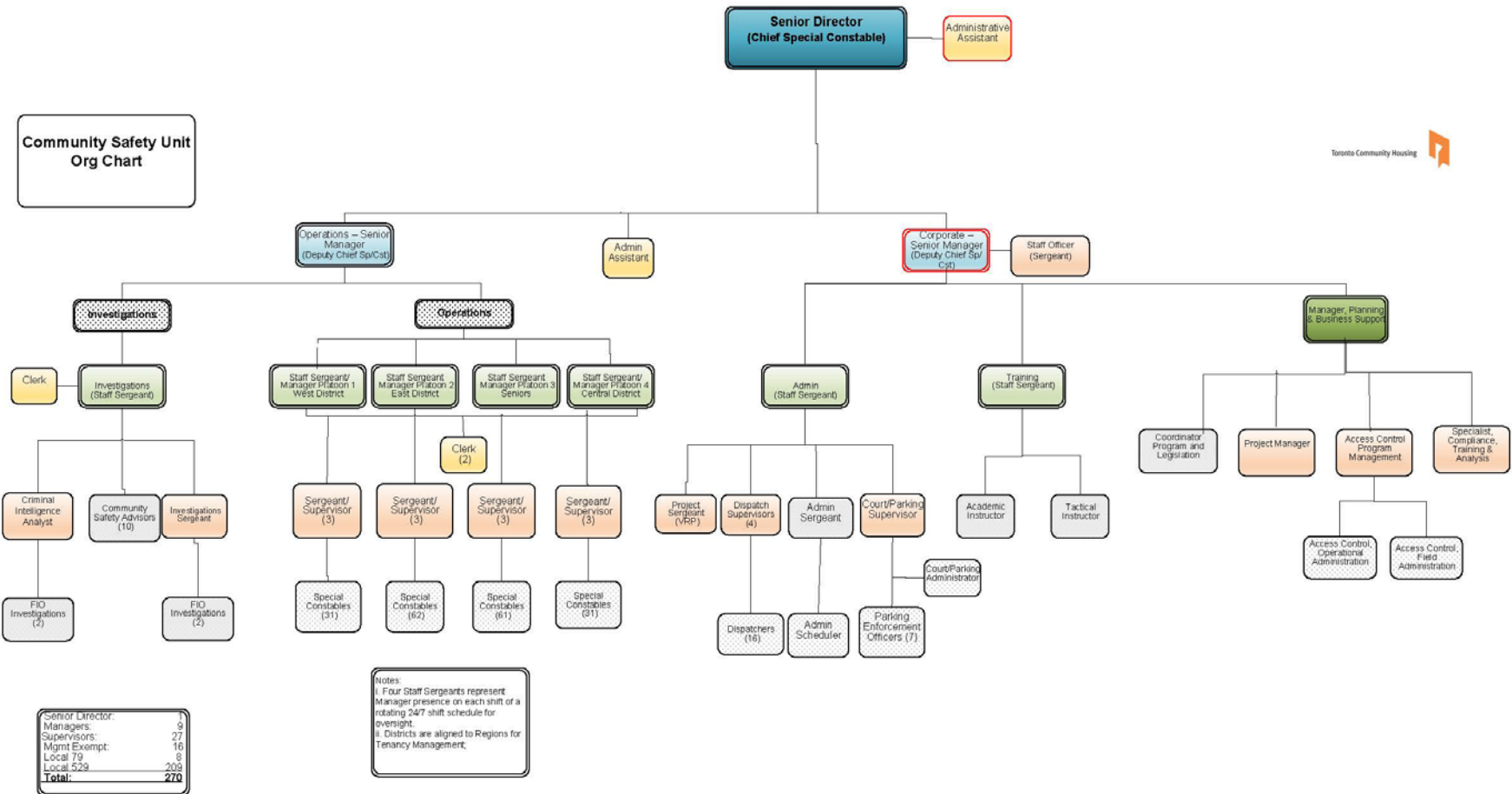
The Community Safety Unit's mandate and vision express our role in helping to accomplish the goals of Toronto Community Housing. The mandate of the CSU is to partner with communities, promote a safe environment for residents, and preserve the assets of Toronto Community Housing.

In 2002, Toronto Community Housing Board of Directors entered into an agreement with the Toronto Police Service Board to allow the creation of the TCHC CSU Special Constable program. In 2020, there were 164 CSU staff sworn as Special Constables with the approval of the Ministry of Public Safety and Security. This report provides an overview of our Special Constable program in 2020.

Supervision

As of December 31, 2020, the CSU had 8 Managers, and 17 Field Supervisors with Special Constable status who oversaw operations 24 hours a day, 365 days a year. The CSU had 138 Special Constables, 6 Provincial Offences Officers (Special Constables in Training), 5 Parking Enforcement Officers and 16 Dispatchers. They were all supported by a Senior Director, two Senior Managers, a Manager in Planning and Business Support, a Specialist in Compliance, Training and Investigations, 4 Dispatch Supervisors, a Parking Coordinator, a Court Administrator, a Criminal Intelligence Analyst, Field Intelligence Officers, Community Safety Advisors 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.



Updated July 6, 2020

Chart 1: CSU Organizational Chart

Appointments

| Total Applications (January 1st - December 31st) | New Appointments (January 1st - December 31st) | Re-Appointments (January 1st - December 31st) | Total Special Constables (December 31st, 2020) |
|---|---|--|--|
| 40 | 30 | 10 | 164 |

Departures

| Number of Terminations | Number of Suspensions | Number of Resignations | Number of Retirements |
|-----------------------------------|----------------------------------|-----------------------------------|----------------------------------|
| 3 | 2 | 15 | 1 |

Training -Mandatory

| Course / Topic | Delivered By | Duration | Number trained |
|---------------------------------|--|-----------------|---------------------------|
| Annual Use of Force (refresher) | The Control Institute and CSU Training Staff Sergeant | 3 days | 50 |
| Special Constable Training | The Control Institute and CSU Training Staff Sergeant | 24 day | 20 |
| First Aid CPR | Workplace Medical Corp | 1 day | 54 |

Additional Training

| Course / Topic | Delivered By | Duration | Number trained |
|--------------------------------|-----------------------|-----------------|---------------------------|
| Specialized Refresher Training | The Control Institute | 2 days | 39 |
| Supervisor Leadership Training | The Control Institute | 2 days | 0 |

Equipment

In 2020, TCHC Special Constables had no changes to the authorized equipment as noted below.

Equipment Issued to Special Constables

- One badge with appropriate carrier and TCHC Special Constable photo ID card
 - Soft body armor with appropriate carriers
 - Duty Belt
 - Disposable bio-hazard gloves, CPR mask and belt pouch
 - One set of handcuffs with appropriate belt or Molle vest case
 - One 21 or 26" inch expandable baton with scabbard
 - One container of OC foam with belt case (with TPS approval we switched to OC stream)
 - One AAA battery flashlight with belt or Molle vest case
 - One clip on personal work light
 - One pair of cut-resistant Kevlar-lined leather gloves
 - One pair of winter gloves
 - Tourniquet and pouch
 - 2 doses Narcan and carrying pouch Memo book and cover
 - Key ring holder
 - One CSU Standard Operating Procedures (SOP) manual.
 - One radio with microphone and Earpiece with belt or Molle vest case
 - Duty Bag
- Personalized TCHC business cards
 - Uniform – Navy blue shirts with dark navy cargo pants with royal blue braid
 - PC style forage cap, royal blue band

Reporting Requirement

In 2020, TCHC Special Constables documented 75,408 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 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 Service 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 Division that the arrest occurred in and follow their direction.

Crime and Order Management

| Authority | Total Arrested and/or Charged | Charged and Released - Form 9/Part III POA /POT | Released Unconditional No Charges | Delivered in Custody to Toronto Police |
|-------------------------------------|--------------------------------------|--|--|---|
| Criminal Code | 416 | Form 10 : 85 Form 9: 30 | 14 | 287 |
| Controlled Drugs and Substances Act | 32 | Form 10 : 4 | 4 | 24 |
| Trespass to Property Act | 477 | POT TPA: 467 104 TPA: 4 | 6 | 0 |
| Liquor Licence Act | 112 | POT LLA: 108 104 LLA: 1 | 3 | 0 |
| Mental Health Act | 35 | n/a | 0 | 35 delivered to care of physician |
| EMCPA | 35 | POT: 12 | 0 | 0 |

** As provided in the Special Constable Appointment*

Incident Reporting:**Serious Violent Incidents:**

| Unit Specific Heading | Total |
|------------------------------------|--------------|
| Aggravated Assault | 6 |
| Armed Robbery | 16 |
| Assault Peace Officer | 31 |
| Assault Police Officer | 5 |
| Assault with Weapon or Bodily Harm | 141 |
| Attempted Homicide | 20 |
| Discharge Firearm (Danger Life) | 81 |
| Discharge Firearm (Wound, Maim) | 7 |
| Homicide | 10 |
| Manslaughter | 1 |
| Other Weapon Related Offences | 13 |
| Robbery | 71 |
| Sexual Assault | 29 |
| Unlawfully Cause Bodily Harm | 1 |
| Grand Total | 416 |

Offences Against Justice:

| Unit Specific Heading | Total |
|---|--------------|
| Breach of Probation (Provincial) | 3 |
| Emergency Management & Civil Protection Act | 49 |
| Carrying Concealed Weapon | 2 |
| Fail to Comply - Recognizance | 118 |
| Fail to Comply - Probation | 46 |
| Obstruct (Peace, Police) Officer | 1 |
| Possession Weapons Dangerous | 26 |
| Public Mischief | 5 |
| Grand Total | 296 |

Miscellaneous Criminal Offences:

| Unit Specific Heading | Total |
|---|--------------|
| Cruelty to Animals | 7 |
| Fraudulent Use of Credit Card | 1 |
| Other Criminal Code Offences | 18 |
| Other Federal Statutes | 1 |
| Possession Under - Property Obtained by Crime | 1 |
| Grand Total | 28 |

Crisis Support:

| Unit Specific Heading | Total |
|------------------------------|--------------|
| Child Neglect | 7 |
| Mental Health Act | 237 |
| Missing Person | 74 |
| Sudden Death - Suicide | 7 |
| Suicide - Attempt | 9 |
| First Aid- Naloxone Used | 9 |
| Grand Total | 343 |

Opioid-related deaths have been on the rise in the City of Toronto. Naloxone is a life-saving medication which can be used to temporarily counteract an opioid overdose and prevent an overdose death, 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. Training of designated CSU employees began in May 2020, with Naloxone spray kits being deployed as of June 2020. Each Naloxone nasal spray kit contains 2 doses of Naloxone nasal spray (4mg/0.1ml). It was administered a total of nine times from June to December.

Warrant Execution:

| Unit Specific Heading | Total |
|------------------------------|--------------|
| Warrant- Executed Arrest | 188 |
| Warrant- Executed Search | 78 |
| Grand Total | 266 |

Disputes:

| Unit Specific Heading | Total |
|------------------------------|--------------|
| Dispute - Domestic | 325 |
| Dispute - Landlord/Tenant | 244 |
| Dispute - Neighbour | 9406 |
| Dispute - Other | 246 |
| Disputes Total | 10221 |

Antisocial Behaviour:

| Unit Specific Heading | Total |
|--|--------------|
| Assault | 325 |
| Attempt Break & Enter - Office | 2 |
| Attempt Break & Enter - Other | 3 |
| Attempt Break & Enter - Residence | 25 |
| Attempt Theft | 7 |
| Attempt Theft (Bicycle or Tricycle) | 4 |
| Attempt Theft From Vehicle | 10 |
| Attempt Theft of Motor Vehicle | 3 |
| Break & Enter - Office | 6 |
| Break & Enter - Other | 29 |
| Break & Enter - Residence | 54 |
| Cause Disturbance or Loitering | 8461 |
| Criminal Harassment | 13 |
| Drug Offence - Other | 8 |
| Drug Offence - Possession | 9 |
| Drug Offence - Possession for the Purpose of Trafficking | 7 |
| Drug Offence - Trafficking | 4 |
| Indecent Exposure (or Act) | 3 |
| Liquor Licence Act | 226 |
| Loitering - Physical Distancing | 30 |
| Mischief | 580 |
| Mischief - Graffiti | 62 |
| Other Provincial Statutes | 39 |
| Theft From Vehicle Over | 3 |
| Theft From Vehicle Under | 76 |
| Theft of Auto Over \$ 5000 | 21 |
| Theft of Auto Under \$ 5000 | 9 |
| Theft of Licence Plate (Single) | 8 |
| Theft of Licence Plates (Set) | 18 |

| | |
|---|--------------|
| Theft of Tricycle/Scooter | 5 |
| Theft Over | 6 |
| Theft Over (Bicycle) | 1 |
| Theft Under | 305 |
| Theft Under (Bicycle) | 44 |
| Threatening | 102 |
| TPA - Prohibited Activity Illegal Dumping | 45 |
| Trespass Release -- 3rd Party | 4 |
| Trespass Release -- CSU | 37 |
| Trespass to Property Act | 1998 |
| Unlawfully In Dwelling | 33 |
| Grand Total | 12625 |

Incidents Affecting Quality of Life:

| Unit Specific Heading | Total |
|---|-------------|
| Arson | 22 |
| FACODE31 - Alarm System Equipment Malfunction | 194 |
| FACODE32 - Alarm System Equipment - Accidental Activation (excluding Code 35) | 119 |
| FACODE33 - Human - Malicious Intent/Prank | 254 |
| FACODE34 - Human - Perceived Emergency | 78 |
| FACODE35 - Human - Accidental (alarm accidentally activated by person) | 241 |
| FACODE39 - Other False Fire Alarm | 1633 |
| FACODE40 – Call to Fire (No Alarm) | 108 |
| FACODEFE - Fire | 339 |
| Fire/Fire alarm Total | 2988 |
| Dog By - laws | 52 |
| Dog Owner's Liability Act | 53 |
| DOLA Total | 105 |
| Grand Total | 3093 |

Other Calls for Service:

| Unit Specific Heading | Total |
|-------------------------|-------|
| Ambulance Call | 892 |
| Assist Other - Access | 427 |
| Assist Other - Eviction | 25 |
| Assist Other - General | 469 |

| | |
|--|--------------|
| Assist Other - Information | 780 |
| Assist Resident - Check Welfare | 3253 |
| Assist Resident - Information | 2218 |
| Assist Resident - Other | 1675 |
| Assist Resident- Access | 186 |
| Assist Security - Back-up | 817 |
| Assist Security - Detail | 29 |
| Attempt Fraud | 1 |
| Call Cancelled | 477 |
| CCTV (FOI, Legal, OU, TPS) | 966 |
| Defective Equipment - Access | 203 |
| Defective Equipment - CCTV | 42 |
| Defective Equipment - Elevator | 327 |
| Defective Equipment - Fire & Life Safety | 394 |
| Defective Equipment - Other | 181 |
| Found Property | 24 |
| Hazardous Condition | 988 |
| Information Only | 967 |
| Insecure Premises - Dwelling | 55 |
| Insecure Premises - Other | 41 |
| Insecure Premises - TCHC | 461 |
| Intrusion Alarm - Accidental | 52 |
| Intrusion Alarm - Defective | 19 |
| Law Enforcement - Information | 1354 |
| LWV Escort - 3rd Party | 9 |
| LWV Escort - CSU | 39 |
| Mediated Agreement Breach | 2 |
| Personal Injury - Other | 3 |
| Personal Injury - TCHC Officer | 1 |
| Personal Injury - Tenant | 24 |
| Recovered Auto | 12 |
| Sudden Death - Accidental | 7 |
| Sudden Death - Natural Causes | 89 |
| Sudden Death - Undetermined | 134 |
| Vehicle Accident | 81 |
| Grand Total | 17724 |

Community Patrols:

| Group | Unit Specific Heading | Total |
|--------------------------------|---------------------------------|--------------|
| Patrol | Bike Patrol - Self Initiated | 1 |
| | Patrol - Focused | 22172 |
| | Patrol - Joint CSU and TPS | 404 |
| | Patrol - Officer Initiated | 907 |
| Patrol Total | | 23484 |
| Special Attention | Special Attention - Other | 1687 |
| | Special Attention - Vacant Unit | 43 |
| Special Attention Total | | 1730 |
| Grand Total | | 25214 |

Parking Enforcement

| Unit Specific Heading | Total |
|------------------------------|--------------|
| Parking Information | 1086 |
| Parking Violation | 3764 |
| Parking Violation - Towing | 45 |
| Special Attention - Parking | 107 |
| Parking Total | 5002 |

Law Enforcement Meetings

| Unit Specific Heading | Total |
|------------------------------|--------------|
| Meeting - Corporate | 35 |
| Meeting - CPLC | 6 |
| Meeting - Crime Management | 39 |
| Meeting - Law Enforcement | 125 |
| Meeting - Tenant Management | 40 |
| Grand Total | 245 |

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.

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 18 complaints submitted to the Community Safety Unit in 2020. Of those, 2 Special Constable Complaints were investigated by PRS as external complaints containing non-criminal allegations. Both complaints were resolved and the Special Constables were recommended use of force refresher training, to which they received. As well, there were 5 other complaints received against other officers; however, they did not meet the criteria to be categorized as formal complaints as articulated in the MOU. They were deemed internal matters and were investigated by the Investigative Sergeant and TCHC's Human Resources Department. Finally, there were 11 other informal complaints that were received and resolved at the local level by the Investigative Sergeant. All complaints received in 2020 have been resolved; there are no outstanding incidents for review.

The 2019 Ombudsman's Report¹ relevant to Special Constable complaint investigations was adopted and the Public Complaints Investigator position was created for CSU complaints, this position will be under the Legal Division which is a separate unit from CSU. The hiring and implementation was initiated in Q4 2020.

| Total Number of Complaints | Investigated by CSU | Investigated by Toronto Police | Number Resolved | Number Outstanding |
|----------------------------|---------------------|--------------------------------|-----------------|--------------------|
| 18 | 16 | 2 | 18 | 0 |

Use of Force

In 2020, 18 Use of Force reports were completed by TCHC Special Constables. There were 3 instances Officers used soft empty hand techniques and 10 hard empty hand techniques to apply handcuffs to efficiently execute arrests. There was 1 instance where Officers used their baton and 5 incidents where

¹ <https://www.ombudsmantoronto.ca/getattachment/288fb5f5-6fe3-464f-b20f-729875470f8f/July-9-2019-Ombudsman-Toronto-Enquiry-Report.pdf.aspx?lang=en-US&ext=.pdf>

OC Foam was deployed to prevent assaultive behavior. There were 0 incidents resulting in injuries to officers requiring attendance to hospital for treatment.

| Category of Offence | Use of Force: Baton | Use of Force: OC Foam | Use of Force: Hand (soft/hard) |
|------------------------------------|---------------------|-----------------------|--------------------------------|
| Assault | | | 1 soft |
| Assault With Weapon or Bodily Harm | | | 3 hard |
| Warrant-Executed Arrest | | | |
| Other Criminal Code Offences | | 2 | 1 soft 1 hard |
| Assault Peace Officer | | 2 | 1 soft 2 hard |
| Fail to Comply - Probation | | 1 | |
| Trespass Release | | | 3 hard |
| Liquor License Act | | | 1 hard |
| Drug Offence-Possession | 1 | | |

Governance

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

TCHC - CSU employs a team of supervisors and managers who also 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 Service Board as well as the expectations concerning their conduct and/or job performance.

TPS 2020 Annual Report - Highlights

Special Constable Designations

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

In 2020, the CSU continued with its recruitment strategy and hired 36 new frontline officers and 3 Staff Sergeants aimed at improving consistency and collaboration between TCHC and TPS to ultimately benefit the tenants and communities we both serve.

Violence Reduction Program

TCHC's Community Safety Unit joined the collective efforts of all three levels of government, community partners and law enforcement agencies to reduce gun violence in the city of Toronto.

To support TCHC's Violence Reduction Program (VRP), the CSU adapted a new deployment model dividing officers into four, 12 hour platoons with various groups dedicated to 10 priority communities.

Throughout the year, the program utilized dedicated Special Constables working within a community based policing framework to ensure a holistic approach in resolving community safety concerns. Our Special Constables balanced engagement, education, enforcement and collaboration in their daily duties with an overall goal of reducing anti-social behavior and acts of violence on TCHC properties.

The program aimed to engage tenants in preventive, community safety audit walks, and increase enforcement in response to crime, violence, trespassing, vandalism and anti-social behaviour in the communities. In addition, it aimed to gain tighter access controls, build relationships with tenants, and allow for regular community safety meetings involving TCHC, TPS, City of Toronto, and community partners.

In 2020, dedicated VRP Special Constables responded to 17844 calls for service, conducted 14773 patrols and special attentions, and attended 247 crime management meetings.

| Site | Calls for Service | Self-Initiated Patrols | Crime Management Meetings |
|-------------------------------|-------------------|------------------------|---------------------------|
| Regent Park | 916 | 1434 | 45 |
| 220 Oak St | 1644 | 584 | 22 |
| Bleecker St | 2285 | 1561 | 17 |
| Wellesley St E | 2446 | 1041 | 8 |
| Moss Park/ 155 Sherbourne St | 4066 | 2737 | 46 |
| 2195 Jane St | 1093 | 509 | 16 |
| Edgeley/Shoreham Ct | 373 | 862 | 10 |
| Falstaff Ave | 689 | 866 | 25 |
| Victoria Park/Chester Le Blvd | 247 | 487 | 11 |
| Morningside Apartments | 1755 | 1752 | 23 |
| West Hill Apartments | 1192 | 1387 | 6 |
| Lawrence Heights | 1138 | 1553 | 18 |
| Grand Total | 17844 | 14773 | 247 |

Phase 1 of the VRP program was implemented in 2019 and included 20, 30, 40 Falstaff Avenue and 2195 Jane St, 275, 325, 375 Bleecker Street and 200 Wellesley Street, 4175 and 4205 Lawrence Avenue East, Chester Le and 2739 and 2743 Victoria Park. Phase 1 was supported by 24 dedicated Special Constables.

Phase 2 of the VRP program was implemented in 2020, to the communities of Lawrence Heights, Edgeley Village and Shoreham Court, Regent Park and 220 Oak Street, 275, 285 and 295 Shuter Street (Moss Park) and 155 Sherbourne Street. Phase 2 was supported by additional 24 dedicated Special Constables.

The deployment of Special Constables to the identified VRP communities is scheduled to be completed by June 2021. It is anticipated to include two additional communities supported by 8 dedicated Special Constables for a grand total of 60 Special Constables.

Emergency Management and Civil Protection Act

In April of 2020, CSU was granted authority to enforce the EMCPA – on and in relation to TCHC property.

Enforcement by the CSU Special Constables included educational messaging, specific warnings, and ultimately the issuance of a ticket or a summons under the POA.

In 2020, Special Constables responded to 49 calls related to EMCPA violations and 30 incidents of loitering and violation of social distancing guidelines.

CSU/TPS Joint Patrols

Between January 1, 2020 and December 31, 2020, TCHC Special Constables and TPS participated in *426 joint patrols and walk-throughs in our communities. This initiative focused on deterring anti-social behaviour on Toronto Community Housing properties.

**404 reported as the primary event type, 22 as secondary event type.*

Resident and Community Engagement

Due to COVID-19, restricted gatherings and lockdowns, many of CSU's regularly scheduled Community events and meetings were limited. However despite these challenges, in 2020, the CSU was still able to organize and put forward 299 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, community clean ups and Back to School events.

Confronting Anti-Black Racism

The Confronting Anti-Black Racism (CABR) Strategy Team at TCHC was established in September 2020 in response to the acknowledgement that as an organization TCHC has failed to address the realities of anti-Black racism and to respond to the realities of anti-Black racism in its communities and organization. Since September 2020, the team has consulted with over 600 employees and tenants at TCHC who have shared their experiences and insights.

The strategy contains specific references to opportunities for the CSU to contribute to proactively tackling anti-Black racism and dismantling policies, systems and procedures that reinforce it.

In 2020, CSU staff participated in CABR specific training and CABR strategy consultation sessions.

The CSU plays a critical role in ensuring the safety of TCHC communities and our tenants. We recognize in the strategy that the blurred lines between TPS and CSU provide an entryway for the relationship between the police, Black tenants and CSU to overlap. The recommendations in the strategy provide opportunities for CSU to strengthen its relationships with Black tenants.

Vehicles

In 2020, The CSU obtained 15 new Hybrid Ford SUVs to replace our aging and high mileage fleet vehicles. These new “green” vehicles assisted officers in attending calls in a timely fashion and allowed the CSU to retire vehicles that had been in the fleet since 2010, all overdue for replacement.

The CSU also added a 10 Passenger transit van to move staff and equipment across the city, in addition to a Dodge Ram pick-up and trailer that can be stocked with supplies and rapidly deployed to support TCHC communities and tenants following critical incidents.

Training Bureau

In 2020, CSU internalized Special Constable training from a contracted model. TCHC CSU staffed the training unit with experienced topical professionals. 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.

This allowed new efficiencies to be created, along with increased training opportunities.

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 2020 statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints and other issues of concern to both parties.