

# SafeTO:

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

# 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 orders of government** to support community safety and well-being.



# 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**



# 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**

»»» Establishment of the Toronto Office to Prevent Violence

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

»»» Establishment of the **SafeTO Collaborative Analytics & Learning Environment (SCALE)**

# Toronto Community Crisis Service (TCCS)

- **Free, confidential, in-person** mental health supports from mobile crisis teams
- Supports people 16 years of age and older
- Available **24 hours a day, seven days a week**
- Currently in **four areas of Toronto** and will expand city-wide by the end of 2024.

If you are experiencing or witnessing a mental health crisis, you can access TCCS by **calling 211** or **9-1-1**.



**Since March 31, 2022:**

Over **14,000** calls received

**78%** of the calls transferred from 911 were resolved without police involvement.



# Community Crisis Response Program (CCRP)



Learn more at [toronto.ca/ccrp](https://toronto.ca/ccrp).



Works **across Toronto** to provide **direct and immediate support** and resources to communities impacted by violent and traumatic incidents.



Mobilizes **local resources** to address individual and group needs, coordinates **community debriefings** and facilitates **information sharing**.



Works with communities to develop safety networks, local initiatives and support those impacted by violence in the recovery and healing process.



The **Community Crisis Response Fund** provides one-time financial assistance to support communities impacted by traumatic incidents and community violence.



In 2023, The Community Crisis Response Program responded to:

- 601 violent and traumatic critical incidents, which included 348 firearm related incidents and 241 stabbings
- 142 incidents from January 1 to March 19, 2023, which included 87 firearm related incidents and 50 stabbings.

# FOCUS Toronto



**Furthering Our Community by Uniting Services (FOCUS)** is an innovative, collaborative risk driven approach to Community Safety and Wellbeing co-led by the **City of Toronto, United Way Toronto and Toronto Police Service** that aims to reduce risk, harm, crime, victimization and improve community resiliency and wellbeing.



The model **brings together** the most **appropriate community agencies** at a weekly **situation table in six areas of the City** to provide a **targeted, wrap around approach** to the most vulnerable individuals, families and places that are experiencing **heightened levels of risk** in a specific geographic location.

**In 2023 FOCUS Toronto responded to 1,180 situations of acutely elevated risk**

## **Top 5 Risk factors at FOCUS Toronto**

- Mental Health (79%)
- Housing (50%)
- Criminal Involvement (41%)
- Drugs (38%)
- Anti-social Negative Behaviour (37%)

# SafeTObia



Investing in our Business Improvement Areas through a Community Centric and Economic Development Lens

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.



# SafeTObia DATA

Approximately **350** people were part of the conversations around community safety and well-being with BIAs across the City.

## Reduce Violence

Majority of respondents' concerns centre on **personal property damage & theft**

## Reduce Vulnerability

Majority of respondents' concerns centre on **substance use** and **increase of people experiencing homelessness** in or around their BIA

## Safe Streets & Built Environment

Majority of respondents' concerns centre on **cleanliness, safe streets, and under-utilized public spaces**

## The Roles of BIAs & The City

Majority of respondents' concerns centre on **issues working with city departments** and a **lack of BIA capacity**

## Safety Perceptions

Majority of respondents' feel that **lack of police presence** is the biggest change they see in their community

## Top 3 solutions

**1.**

Improved relationship & partnership building within city entities & partners

**2.**

Better communication strategies from city entities & partners

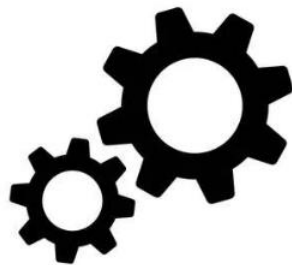
**3.**

Improved strategies for public space & maintenance

# SafeTO Collaborative Analytics and Learning Environment (SCALE)



A **trusted** collaborative partner positioned amongst multiple public sector entities to co-ordinate analytics activities for SafeTO



Co-develop **technology solutions**, especially related to the **safe data storage**, empowered by different approved legislation, policies and strategies



Support and lead **advanced data analysis** including **geospatial analysis** using cross-organizational sources.

Increase **situational awareness** of what is happening in community and support intervention planning and provide positive public impact.



Reporting, **Data Insights** and Story Telling

Build community capacity to **action data**

## Current Projects

- SafeTO indicator Framework
- Statistics Canada Data Infrastructure Pilot
- Gun Violence Data linkage and Real-time Mobilization
- TCHC Neighbourhood Classification
- TCCS Evaluation and Data Linkage
- TTC Safety Plan Analysis

## Who is Involved?

- City of Toronto – Social Development Division is Secretariat
- Toronto Public Health
- Toronto Police Service
- Toronto Community Housing
- Population Health Analytics Lab – Dalla Lana School of Public Health
- Statistics Canada
- Community Partners

**Thank you.**

**Scott Mckean**

**Scott.Mckean@toronto.ca**

**647-828-5985**

**toronto.ca/SafeTO**

**SafeTO@Toronto.ca**

