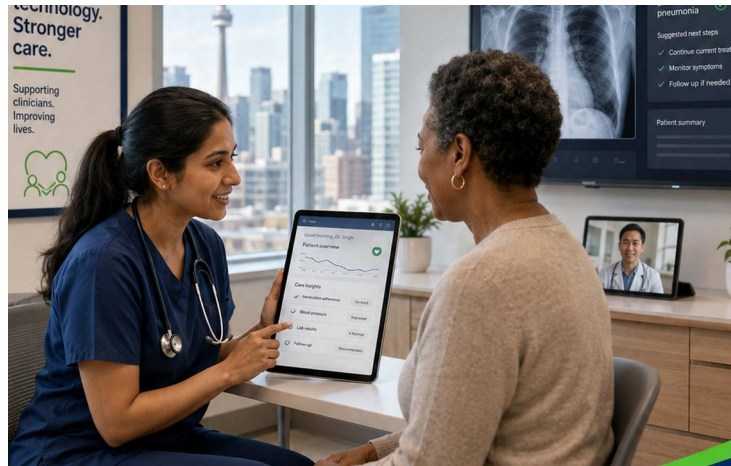


TORONTO LEADS AGAIN

Safe, Clean & Caring Toronto



Care, navigation and follow-up are part of safety when the underlying need is health or crisis support.

Prevention, the right response, safer streets, clean public spaces, fire and battery safety, care and civil-liberties safeguards.

Campaign Policy Proposal - Not a City of Toronto Publication



Jamie Atkinson for Mayor of Toronto

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People first. Families first. Machines serve. Democracy decides. Nature sets the constraint. Art gives the future meaning.

Contents

1. Why this matters
2. Executive Summary
3. Toronto Today and Inherited Work
4. Vision and Outcomes
5. Visualizing the Strategy
6. Strategic Priorities
7. Targets, Scenarios and Planning Assumptions
8. Implementation and Delivery
9. Accountability and Public Reporting
10. Sources and Notes

Why this matters

Safe and caring are connected

Prevention, crisis response, cleanliness, lighting, maintenance, fire safety, road safety, food security and care all shape whether public space feels safe and works well.

No surveillance city

Protective technology must be narrow, accountable and rights-preserving. Safety is not a licence for generalized tracking, automated authority or mass facial recognition.

Executive Summary

Safe, Clean & Caring Toronto treats safety as a system rather than a single responder. Crime, mental-health crisis, homelessness, road danger, fire and battery hazards, litter and broken public spaces require different tools, but residents should experience one accountable city.

The strategy builds on existing Toronto services such as the Community Crisis Service and adds a Right Response coordination model, SafeCharge battery-safety work, clearer cleanliness service standards, high-rise prevention measures and bounded protective technology with strong civil-liberties safeguards.

A cared-for public realm matters. Cleaner streets, functioning washrooms, maintained parks, rapid graffiti response and reliable waste service contribute to safety, dignity and confidence in government.

Major commitments

- Create a Right Response ownership model across crisis, emergency, bylaw and care pathways.
- Strengthen Toronto Community Crisis Service integration and follow-up.
- Implement SafeCharge risk-based licensing/inspection for higher-risk battery charging contexts.
- Publish clear service standards for bins, graffiti, public washrooms and missed collections.
- Improve high-rise child, fire, flood and fall prevention.
- Permit protective technology pilots only with necessity, privacy, effectiveness and stop rules.

How this fits the governing program

Financial treatment: first-term actions in this report must reconcile to Report 03. Unsigned partner funding and unverified technology savings are not booked in the municipal base case.

How to read commitments and numbers

Status	Meaning
OFFICIAL BASELINE	Current public evidence or an inherited program.
ADOPTED CITY TARGET	A target already approved by the City; not a new campaign promise.
CAMPAIGN COMMITMENT	A first-term action proposed by the campaign, subject to lawful Council/budget authority.
CAMPAIGN TARGET	A measurable result the campaign proposes to pursue.
PLANNING ASSUMPTION / SCENARIO	A decision-support input, not a guarantee.
PARTNER-DEPENDENT OBJECTIVE	Requires another government, agency, utility, institution or private partner.
LONG-RANGE ASPIRATION	Part of the 25-year direction; future Councils retain democratic authority.

Key public baselines and planning anchors

Indicator	Value	Date / status	Use in this report
People experiencing homelessness	12,196	Oct. 2025 Point-in-time count	Does not capture hidden homelessness.
TCCS calls since 2022	~50,000	Through 2026 update Official service result	Demand indicator; outcomes matter more than volume.
TCCS mobile crisis dispatches	41,013	Through 2026 update Official service result	Track handoffs and outcomes.
TCCS health/social referrals	11,659	Through 2026 update Official service result	Aggregate result, not service-quality target.
Road deaths	39	2025 Official result	Reported as approximately 50% below 2016.
Households experiencing food insecurity	24.7%	2024 Official source report	Roughly one in four households.

Toronto Today and Inherited Work

Current Conditions

This strategy begins from the programs, infrastructure and conditions Toronto already has. Existing work is identified as the inherited baseline; new campaign commitments are stated separately. Baseline facts that control the plan Baseline What the evidence says Homelessness 2024 SNA estimated 15,418 people; the Oct. 2025 point-in-time count fell 21% to 12,196 but thousands remain homeless and shelter demand remains high. [SAFE4] Crisis response Since 2022 TCCS has received nearly 50,000 calls, dispatched mobile teams >41,013 times and made >11,659 referrals; base demand projected 25k-29k/year by 2031, potentially 45k-50k with expanded diversion/access. [SAFE1] Battery fires 76 lithium-ion battery fires in 2024, +38% vs 2023 and +162% vs 2022; 43 had occurred by July 7, 2025. [SAFE2] Road safety Vision Zero 2025 provisional: 39 killed and 228 seriously injured; serious-injury data are subject to reporting delay. [SAFE3] Food security 24.7% of Toronto households experienced food insecurity in 2024; the City explicitly identifies poverty as the root cause. [SAFE5] Throughout this report, official baselines, campaign calculations, campaign proposals and partner-dependent decisions are identified separately.

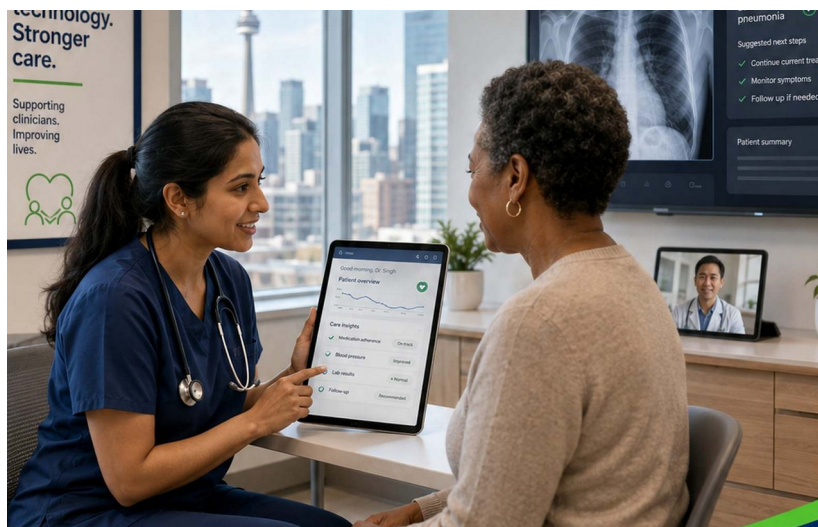
Vision and Outcomes

The strategy is organized around a small set of outcomes that residents and delivery partners can understand and measure.

- Residents receive the right responder for the actual problem.
- Public spaces are clean, functional and welcoming.
- Preventable fire, battery, road and high-rise hazards are reduced.
- People in crisis are connected to care without default criminalization.
- Protective technology does not become a surveillance city.

Visualizing the Strategy

Selected campaign visuals from the earlier reference reports are retained here because they explain relationships that are harder to understand in prose alone. They are explanatory illustrations; the surrounding text and tables define commitments, costs, authority and status.



A caring city makes the right help easier to reach and treats dignity as part of public safety.



Clean streets and well-maintained public spaces are a basic service promise, not a cosmetic extra.

Strategic Priorities

Safety and care are organized around concrete resident outcomes: the right responder, safer buildings and streets, reliable cleanliness and public spaces people want to use.

1. Right Response command/ownership model

Public safety improves when the right service responds to the right problem. Right Response would clarify ownership across emergency services, community crisis response, outreach, bylaw, sanitation and other City functions so residents are not bounced between systems.

The operating model would define dispatch and escalation rules, service standards and handoffs. Police and emergency medical response remain available where risk requires them; non-police responses are used where they are safer and more appropriate.

2. TCCS integration and capacity planning

Toronto Community Crisis Service is now a citywide foundation for non-police crisis response. The next step is capacity planning, stronger handoffs and clearer integration with housing, shelters, TTC, hospitals and community mental-health resources.

The City would monitor response demand, repeat contacts and unresolved service gaps while negotiating with Ontario on clinical and health-system capacity that municipal crisis teams cannot provide.

3. SafeCharge licensing/inspection for high-risk charging contexts

Lithium-ion battery fires require a risk-tiered response that distinguishes ordinary certified household devices from high-risk bulk charging, damaged batteries and unregulated commercial operations. SafeCharge would focus licensing, inspection and enforcement on higher-hazard contexts.

Standards would address certified equipment, charging-room design, exits, monitoring, storage and emergency planning, paired with education and practical safe-charging alternatives. Enforcement should target dangerous behaviour without criminalizing ordinary micromobility ownership.

4. High-rise child fall/fire/flood prevention

High-rise family safety spans window and balcony fall prevention, fire preparedness, elevator reliability, flood resilience and accessible evacuation. Toronto should align building enforcement, public education, landlord obligations and retrofit programs around these real resident risks.

The City would prioritize evidence-based requirements within municipal authority and advocate for provincial code changes where necessary. Progress should be measured through hazard correction and incident reduction, not only inspections completed.

5. Clean Toronto standards for bins, graffiti, washrooms and missed collections

Cleanliness is a basic service and a visible signal that public space is cared for. Toronto would establish clear standards for public bins, litter, graffiti, missed collections, sidewalks, laneways, park washrooms and high-traffic areas, with transparent response times and neighbourhood reporting.

Service plans would match frequency to actual use and seasonal demand. The goal is reliable everyday cleanliness, not occasional blitzes before major events.

6. Mechanical/robotic cleaning where lifecycle and safety outperform

Automation can help with repetitive cleaning and inspection where it improves safety, consistency or lifecycle cost. Toronto would test mechanical and robotic tools in controlled environments such as large facilities, sidewalks or maintenance yards where public-space risks can be managed.

Human crews remain responsible for supervision, exceptions and quality. Tools scale only if they outperform alternatives on cost, cleanliness, worker safety and reliability.

7. Guardian Grid bounded protective pilots

Guardian Grid is a bounded protective-infrastructure concept for detecting environmental or infrastructure hazards and improving operational awareness. It is not a licence for generalized surveillance of residents.

Any pilot would define the specific hazard, data collected, retention period, authorized users, independent oversight and stop conditions. Technologies that cannot meet privacy and civil-liberties requirements should not proceed.

8. Family public-space restoration paired with care pathways

Families are more likely to use parks, plazas, transit and main streets when those places are clean, well lit, accessible, active and connected to help when problems arise. Public-space restoration should therefore pair physical maintenance with outreach and care pathways.

Neighbourhood plans would coordinate Parks, Transportation, sanitation, community services and appropriate safety partners. The objective is shared public space that feels welcoming without displacing vulnerable people from one block to another.

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Targets, Scenarios and Planning Assumptions

Planning Assumptions and Key Calculations

Show the arithmetic and its limitations so optimistic assumptions cannot quietly become promises. Calculation register Calculation / model Method / interpretation Homelessness change 12,196 Oct. 2025 vs 15,418 Oct. 2024 = -3,222 people, about -20.9%. Point-in-time counts are snapshots and do not capture hidden homelessness. [SAFE4] TCCS scale A 45k-50k call/year upper pathway equals about 123-137 calls/day systemwide; staffing/dispatch design must be capacity-modelled rather than assuming current pilot ratios simply scale linearly. [SAFE1] Battery trend $76 / 55 - 1 = 38.2\%$ growth from 2023 to 2024; $76 / 29 - 1 = 162.1\%$ vs 2022. [SAFE2] Vision Zero 39 deaths is lower than 49 in 2024, but the target is zero; year-to-year variance does not remove the need for speed, street-design and enforcement work. [SAFE3] Planning arithmetic is used as decision support. Where official forecasts or project-specific engineering supersede a campaign screening calculation, the official or engineered value governs.

Implementation and Delivery

First 100 Days

The opening 100 days publish clear service standards for cleanliness and response, strengthen crisis-routing ownership and start targeted battery, high-rise and public-space safety actions.

- Publish the Right Response service map and escalation ownership.
- Set public cleanliness and missed-service baselines for priority services.
- Begin SafeCharge regulatory and inspection design for high-risk commercial/bulk charging contexts.
- Identify high-rise prevention actions that can be launched through inspections, education and building programs.
- Publish privacy and civil-liberties criteria for any new protective-technology pilot.

2027-2030 First-Term Action Plan

During 2027-2030, service standards, crisis response, high-rise and battery safety, cleaner streets and carefully bounded protective technologies are expanded according to measured resident outcomes.

Phase	Action	Lead / authority	Resident result
Coordinate	Right Response service ownership	City / emergency services / TCCS / partners	Residents are routed to the right response more consistently.
Clean	Service standards for streets, bins, graffiti and washrooms	Solid Waste / Transportation / Parks	Cleaner public spaces and faster missed-service resolution.
Prevent	Battery, fire, fall and road-safety measures	Fire / Transportation / Buildings / partners	Fewer preventable incidents.
Care	Crisis navigation and follow-up	TCCS / 211 / health partners	More residents reach appropriate support.
Protect rights	Bounded Guardian Grid / protective pilots	City / privacy / legal / public oversight	Safety technology remains proportionate and accountable.

2031-2051 Long-Term Direction

The long-range objective is a city whose safety comes from functioning services, cared-for places, prevention, rights-respecting technology and effective help before problems become emergencies.

- Use prevention and design to reduce the demand placed on emergency response.
- Make cleanliness and public-realm maintenance a reliable operating service, not a periodic campaign.
- Scale protective technology only when it improves safety without unacceptable privacy or equity harm.

Risks and dependencies

Risk	Specific mitigation
Different problems are routed to the same responder	Use triage protocols, service maps and accountable handoffs.
Cleanliness standards are announced without operating capacity	Tie standards to staffing, routing, equipment and measured service levels.

Risk	Specific mitigation
Battery rules burden ordinary safe use	Target higher-risk bulk/commercial conditions and unsafe products rather than ordinary certified devices.
Protective technology expands surveillance	Use necessity tests, minimization, independent review and sunset/stop rules.
Care pathways fail after first contact	Measure warm handoffs and follow-up, not referral counts alone.

Review and renewal

Safety and care programs will be reviewed using service outcomes, rights impacts and resident experience, with immediate review after serious incidents involving new technology or operational models.

Accountability and Public Reporting

Performance framework

Safety and care reporting will combine response outcomes, crisis handoffs, battery/high-rise safety, road safety, cleanliness standards, public-space service and privacy complaints associated with any technology pilots.

Metric	Baseline	Target / direction	Horizon	Responsible body	Reporting
Crisis calls diverted to appropriate non-police response	Existing TCCS baseline	Increase where eligibility and safety permit	First term	TCCS / emergency partners	Quarterly
Missed waste/public-realm service response time	Existing service data	Improve	First term	Solid Waste / Parks / Transportation	Monthly
Battery/fire incidents in targeted contexts	Fire Services baseline	Reduce	First term	Toronto Fire	Quarterly/annual
Public washroom availability/reliability	Establish baseline	Improve	First term	Parks / divisions	Seasonal/quarterly
Protective pilots with published privacy/effectiveness results	0 under new framework	100% of designated pilots	Ongoing	Program owner / privacy	Per pilot

Sources and Notes

Primary public sources are listed by organization and title. Campaign commitments, targets, scenarios and long-range aspirations are distinguished from adopted government policy throughout the report.

- [City of Toronto - SafeTO](#)
- [City of Toronto - Toronto Community Crisis Service](#)
- [City of Toronto - Vision Zero](#)