



**Inspectorate  
of Policing**

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**Service d'inspection  
des services policiers**

777, rue Bay  
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March 27, 2025

## **Response Time Research and Consultation**

Dear Chief Peter Moreira,

Thank you for agreeing to participate in the Inspectorate of Policing's (IoP) research related to police response time. The IoP's work on police response time in Ontario reflects our commitment to meeting the needs of the public and using our oversight capacity to address pressing challenges impacting police service delivery. Your police service's expertise, experiences and insights will be valuable as the IoP works with the policing sector to address these challenges.

Police response time has been identified as a critical issue for police services, police service boards, and communities across the province. In only our first year of operations, the IoP has seen the importance of this issue manifest in several areas already. This includes in responses we have received from police chiefs and police service boards in the IoP's first *Insight Statement*, as well as in complaints we have received from members of the public about adequate and effective police service delivery. There is a public interest in examining the issue of response time more closely.

We are grateful that your service has volunteered to be part of a select group of municipal police services and the Ontario Provincial Police (OPP) that we will consult to gain first-hand knowledge on response time and fill in any gaps in our research. This select group has been assembled to be representative of the Ontario landscape as it relates to size of service (small, medium, and large municipal police services), population served, population densities and geographic characteristics (i.e., urban, and rural).

As part of our ongoing collaboration with the Ontario Association of Chiefs of Police (OACP) and the Ontario Association of Police Service Boards (OAPSB), the IoP has also engaged with both organizations to emphasize and continue this important work on response time. The IoP greatly appreciates the OACP's and OAPSB's support and ongoing commitment to improving policing in Ontario.

Led by members of the IoP's Measurement, Research and Reporting Unit, with support from members of the IoP's Analytics Unit and Inspections Unit, these consultations will:

- Identify variations in police response time approaches and processes.
- Facilitate a better understanding of the challenges related to response time measurement and reporting from the local perspective and context of individual services, while identifying issues that are common across the province.
- Gather information to support scoping a future IoP thematic inspection on response time in Ontario.
- Identify leading practices and opportunities for supporting continuous improvement in police response time approaches and processes.

Consultation sessions will be held on site, and we believe a maximum of three hours of your time would be sufficient to respond to our research questions at this stage. Our team will be in contact with you to provide a guide in advance that outlines our approach and the questions that will be asked during the consultation so that you and your team can prepare in advance. Your Service will also be able to review any information collected for completeness and accuracy following the consultations.

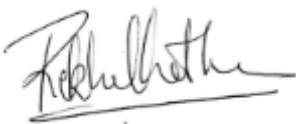
As the next step to schedule our consultation, please provide the contact information for a member of your team by **April 4, 2025** to the IoP's Measurement, Research and Reporting Unit Manager, **Danny Marafioti** at [IoPAnalytics@ontario.ca](mailto:IoPAnalytics@ontario.ca), or if you any questions, please address them to Mr. Marafioti, as well.

Thank you once again for your time and willingness to participate in this important undertaking.

Sincerely,



**Ryan Teschner**  
*Inspector General of Policing of Ontario*



**Rekha Chetlur**

*Executive Data Officer*

A handwritten signature in blue ink, appearing to read 'Joseph Maiorano', with a stylized, cursive script.

**Joseph Maiorano**

*Deputy Inspector General of Policing*

**cc.** Chair Mr. Shaun Collier