



**Frequently Asked Questions and Answers  
Transfer of the School Crossing Guard Program from the Toronto Police Service to the City**

**Interim Plan until July 31, 2019**

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**1. When will the School Crossing Guard Program be transferred from the Toronto Police Service to the City?**

The City's Transportation Services Division will officially take over the School Crossing Guard program on August 1, 2019.

**2. Who will be delivering the School Crossing Guard Program to the City during the transition period?**

The Toronto Police Service will continue to deliver the School Crossing Guard Program to the community until and including July 31, 2019, as the City prepares for the transfer. The City will be working with the Toronto Police Service on backfilling school crossing guards with qualified civilian workers, instead of police officers, from September 1, 2018 to July 31, 2019. This will allow police officers to fulfill core policing duties.

**3. How will the City run the School Crossing Guard Program after the take over?**

The City will run the School Crossing Guard Program using a contracted model that will hire two vendors to provide School Crossing Guard Services to the city. The City is in the process of issuing a Request for Proposal (RFP) to procure the two vendors. Once the City selects the vendors and awards the contracts, the City will announce the successful vendors.

**4. Why did the City decide to run the School Crossing Guard Program under a contracted model?**

Through research and past experience from other jurisdictions, as well as results from a risk-based assessment (conducted by the City), the City determined that a contract with a third-party service provider will best guarantee service delivery standards for the program.

**5. How is the City preparing for the handover of the School Crossing Guard program?**

The City is developing a Request for Proposal (RFP) to hire two vendors to provide school crossing guard services. The successful proponent(s) will be retained starting in the fall of 2018 to allow the vendor(s) sufficient time to develop an operating model to meet program requirements, re-hire/hire and train staff, procure necessary equipment and put in place operating procedures before they assume the duties on August 1, 2019.

**6. What will happen to the existing school crossing guards after the transfer for the School Crossing Guard Program to the City?**

As part of the Request for Proposal (RFP), the City will require the successful vendor(s) to provide a process that enables existing school crossing guards the first opportunity to be hired by the vendor for the 2019-2020 school year. A letter will be sent out to all existing School Crossing Guards on March 20, 2018 which outlines the transfer of the program and provides them with contact information if they have any questions or concerns.



**7. Will the City also be taking over the school crossing guard warrant process after the take over?**

The City will also be taking over the school crossing guard warrant process starting August 1, 2019. As part of the transition, the City will look at updating the process. The findings of City staff will be reported to the Public Works and Infrastructure Committee by the second quarter of 2018.

**8. Who should I contact for complaints or concerns about a school crossing guard?**

From now until August 1, 2019, contact the Toronto Police Service at 416-808-2222 with any issues. Following that time, contact 311 with any issues about a school crossing guard.

**9. Where can I get more information about the new, City-run School Crossing Guard program?**

Please contact 311 for more information about the transfer of the School Crossing Guard Program from the Toronto Police Service to the City.