



## From Guardrails to Green Light – Balancing AI Ambition with Sustainability

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# AI

## From Guardrails to Green Light – Balancing AI Ambition with Sustainability

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# From Anxiety to Enthusiasm

- ▶ Generative AI:
  - ▶ has been tried by 60% of Canadians
  - ▶ is now generally accepted as a part of everyday life
  - ▶ is being incorporated into other, existing software
  - ▶ is increasingly used as an efficiency measure in public and private organizations

**This has resulted in greater enthusiasm for faster adoption of AI solutions without a clear understanding of the pitfalls**



# Permission Environment



# Know what you want from AI

Focus on Design Thinking / Service Design:

- ▶ Start from the end state and work backwards
- ▶ Assume any barrier will be overcome
- ▶ Engage as broad a section of community as possible
- ▶ Be transparent about the goals
- ▶ Only then incorporate AI into the organizational strategy



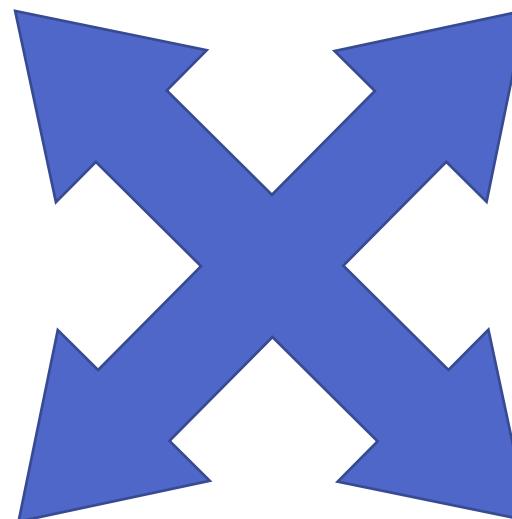
# Pillars of Change

## Process Reform

Improve the consistency, measurability and control

## System Change

Addressing structural and systemic barriers to the Vision



## Service Design

Rethinking of Policing service delivery for all stakeholders

## Partnership

Delivering service with community & through agencies



# Policing Strategy: Precision Policing

Prioritization ➔ Co-Ordination & Integration ➔ Sustainment

## SMARTER INSIGHTS, BETTER DECISIONS

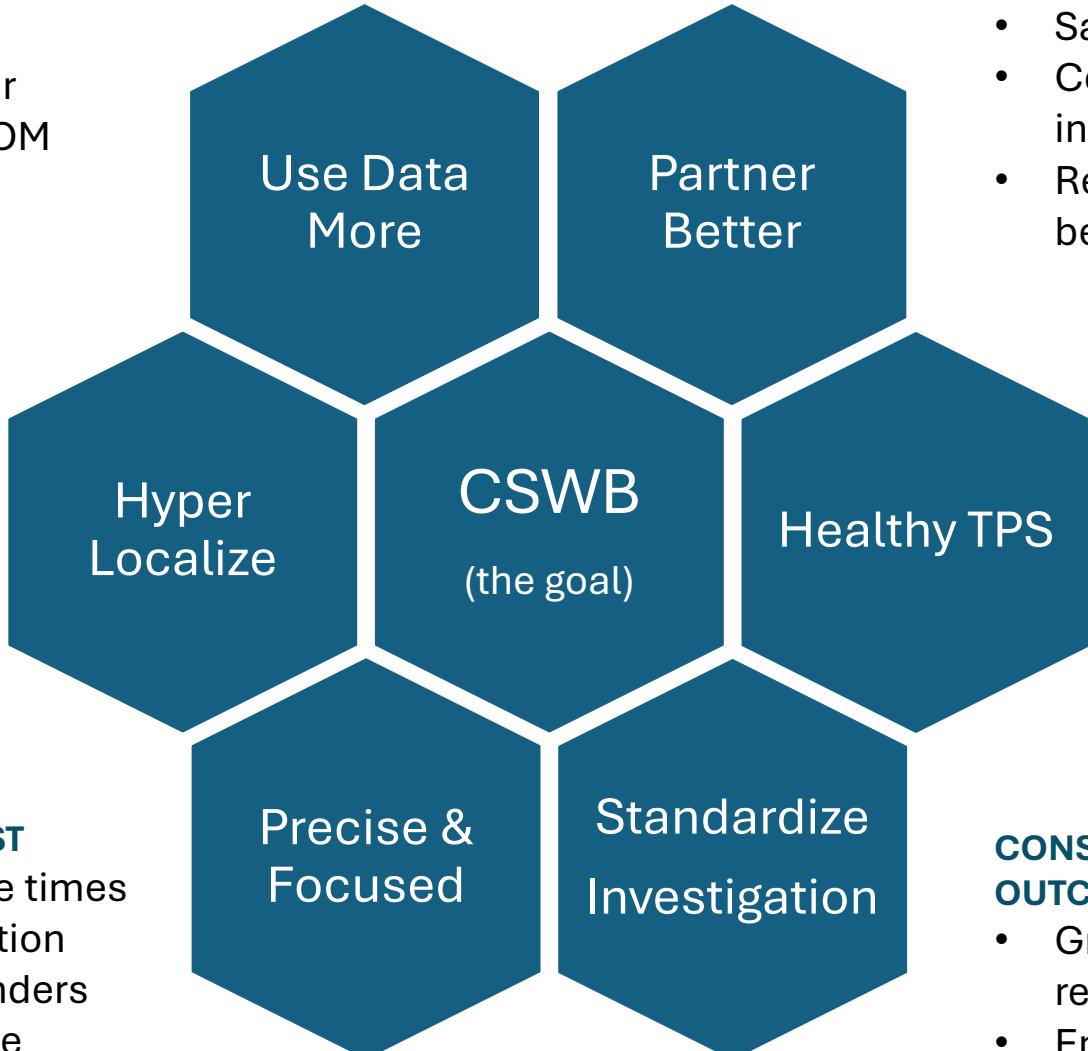
- Harmonize Service analytics
- Develop Real Time Ops Center
- Re-envision eCTOM, local CTOM

## KNOW THE COMMUNITY TO SERVE THE COMMUNITY

- Continue to expand NCO program
- Micro-geography analysis
- Intensify FIO, NCO, CPO, analyst collaboration

## FOCUSING WHERE IT MATTERS MOST

- Reduce Priority Calls response times
- Whole-of-Service target selection focused on most serious offenders
- Be responsive to shifts in crime



## POLICE AS A SAFETY NETWORK PARTNER

- SafeTO, CORE
- Coordinate response local-to-international
- Re-envision Mental Health response because mental health is health

## HEALTHY COPS IN A HEALTHY ORGANIZATION

- Member wellness
- Enable Members' connection to communities served
- Development of emerging leaders, promotional process timing, and lateral hiring considerations

## CONSISTENT PROCESSES LEAD TO CONSISTENT OUTCOMES

- Greater investigative capacity in front line response
- Enable member mobility to/between units

# Design and Strategy are Essential



# What's your Stuffy's name?



# A General Technology

**Applicable in almost every industry**

- ▶ Lowers the barriers to leveraging technology
- ▶ Synthesis of very large volumes of information
- ▶ Allows you to have a conversation with a Library
- ▶ General technologies have (historically) had the largest impacts (e.g. electricity)



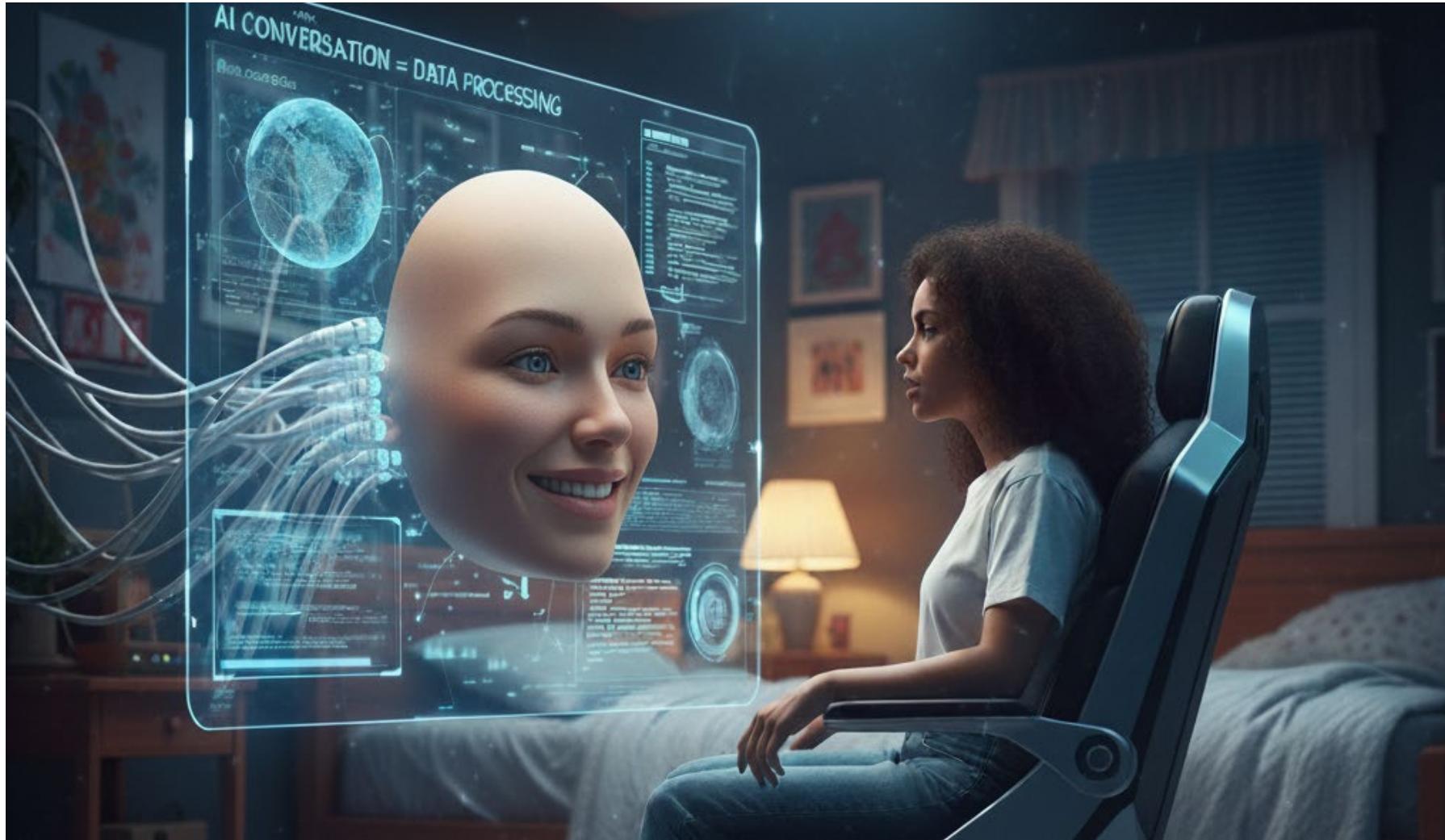
# Shrinking the World

## Barriers are falling

- ▶ Instant translation – No more language barriers
- ▶ Image and Video Generation – Limitless self-expression
- ▶ Software Development Cycle – AIs writing, testing, securing
- ▶ Disintermediation – AIs replacing middlemen (sales, call centres, helpdesks, actuaries, lawyers)
- ▶ Hyper-empowerment – Any role which has information processing as a component (Cop, Plumber, Mechanic, Stylist, Teacher, Architect, Engineer)



# Smart... but not Conscious



# New Threats

**So you can sleep at night...**

- ▶ Combining commercial data sets with AIs mean that the AI could know you better than you know yourself (behavior prediction)
- ▶ AIs will gain more insight and influence as they converse with you
- ▶ Conversational AIs could be created to radicalized, groom, mis-inform, influence, confound or recruit



# Be conscious



# The Killer App

## What we need AI to do for Policing?

- ▶ Support call takers in risk assessment, using all our data and all the data on the internet
- ▶ Synthesize all our data in real time to identify threats and make suggestions for timely actions
- ▶ Recognize community member needs and recommend service referrals, tracking their success rate and adjusting recommendations over time
- ▶ Recursively review video from a crime scene, spiraling outward to track persons of interest through successive cameras – instantaneously.
- ▶ Conduct judicial reviews based on evidence and all known criminal trials to provide a prioritization matrix for investigators



# Dream big

