

STANH PE 2025

From Guardrails to Green Light – Balancing AI
Ambition with Sustainability

Presenter: Colin Stairs, Chief Transformation Officer, Toronto Police Service



AI

From Guardrails to Green Light – Balancing AI Ambition with Sustainability

September 16,
2025



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

Service Design

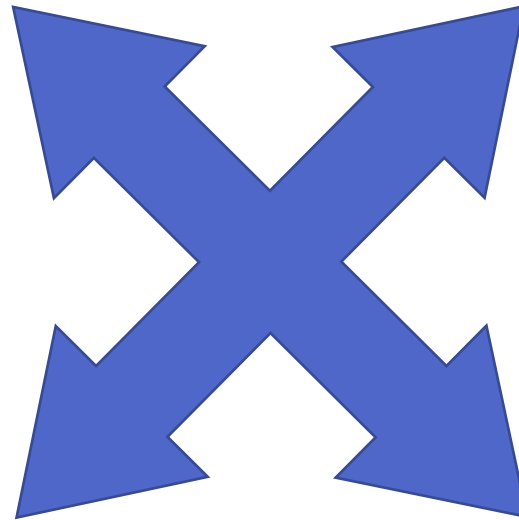
Rethinking of Policing service delivery for all stakeholders

System Change

Addressing structural and systemic barriers to the Vision

Partnership

Delivering service with community & through agencies



Policing Strategy: Precision Policing

Prioritization ➡ Co-Ordination & Integration ➡ Sustainment

SMARTER INSIGHTS, BETTER DECISIONS

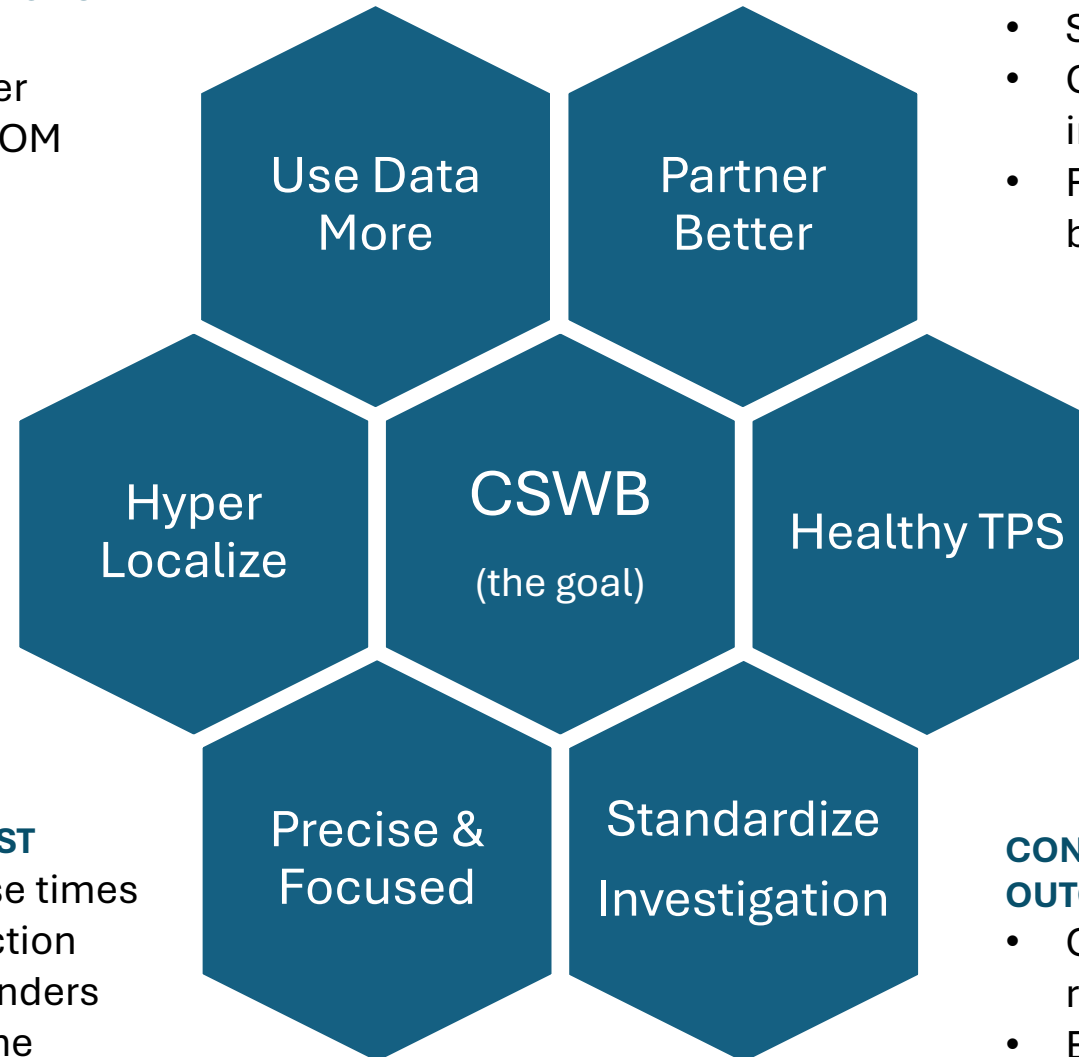
- Harmonize Service analytics
- Develop Real Time Ops Center
- Re-envision eCTOM, local CTOM

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)



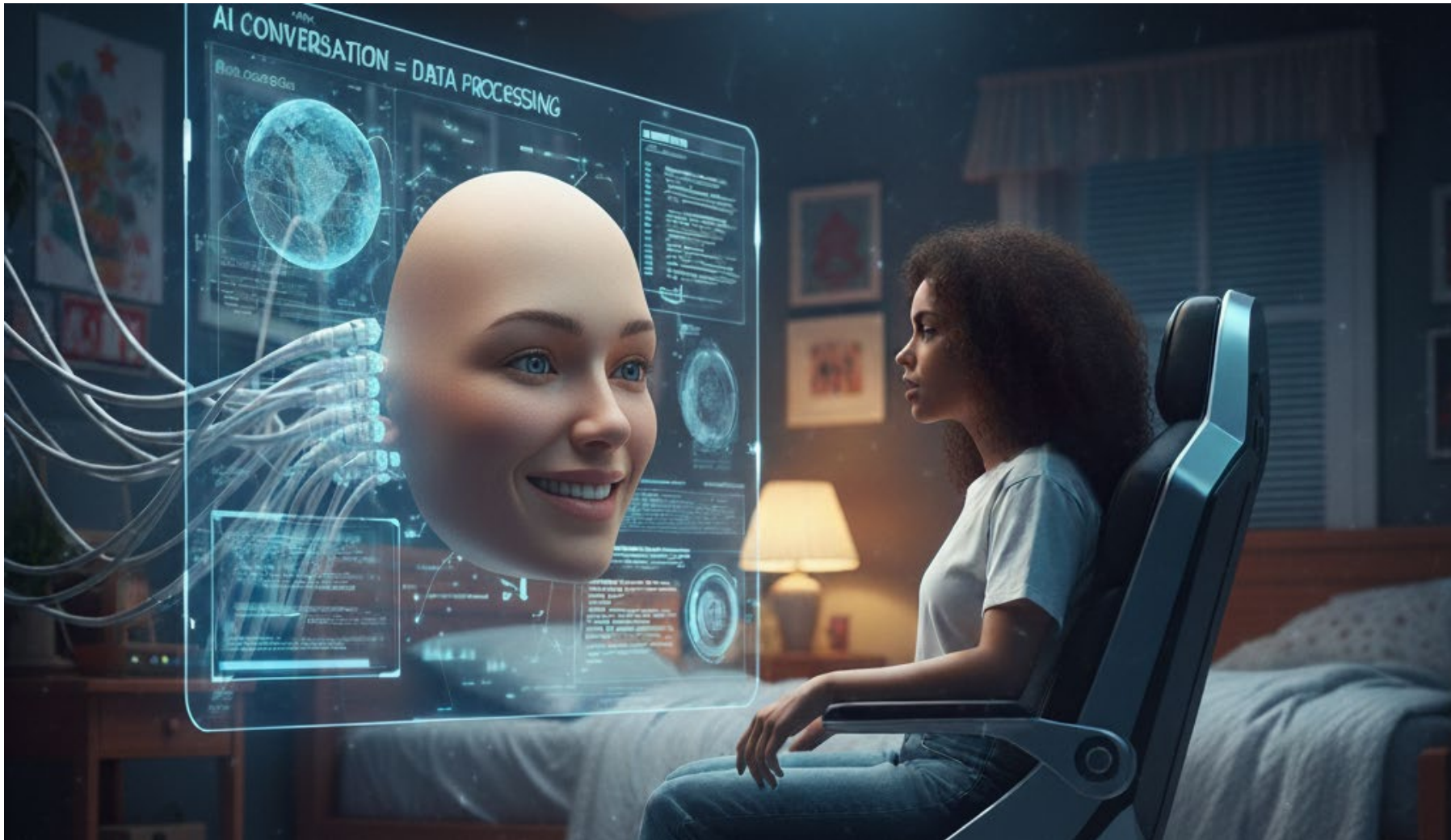
Shrinking the World

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 know criminal trials to provide a prioritization matrix for investigators



Dream big

