



INNOVATE, EMPOWER, SCALE:

Blueprint for Technology Adoption

Toronto Police Service, Canada

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Agenda

- Technology Integration Section
- Having vs Mastering Technology
- Train as You Deploy
- Research and Recommend
- Future Technologies Plan

• But first... some FUN!

Toronto Police Service

An aerial, high-angle night photograph of a Toronto Police car parked on a city street. The car's red and blue emergency lights are flashing, casting a glow on the surrounding pavement. The car's license plate is visible and reads '5207'. The background shows the dark silhouettes of city buildings and streetlights, creating a dramatic, high-contrast scene.

AGENCY PROFILE

7800 Members

5400 Sworn Police Officers

3200 Frontline Officers

16 Divisions

20 Specialty Squads

STATISTICS

1.9 Million calls-for-service annually

70-90 Homicides Per Year

50,000 Arrests

35,000 Person-in-crisis Calls

Keeping millions safe since 1834

Toronto Police College

THE SECTIONS

- Armament
- Incident Response Training
- Police Vehicle Operations
- Community Policing
- Investigative Training
- Training Standards
- Special Constable Training
- Learning Development

But where is the technology?



We Have Technology In Policing



BODY WORN CAMERA



TASER



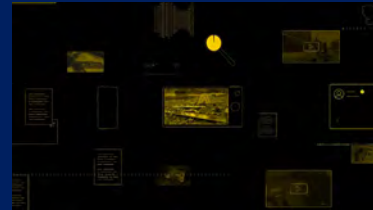
FLEET 3



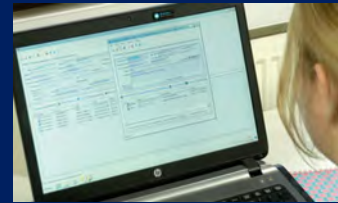
ALPR



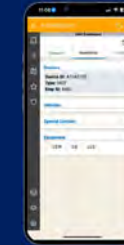
AXON APPS



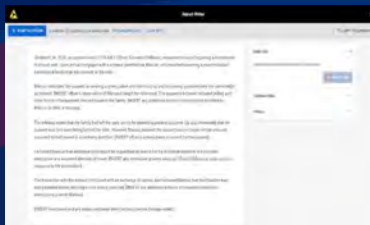
DEMS



RMS



CONNECTED OFFICER



AI DRAFT ONE



VIRTUAL REALITY



M365

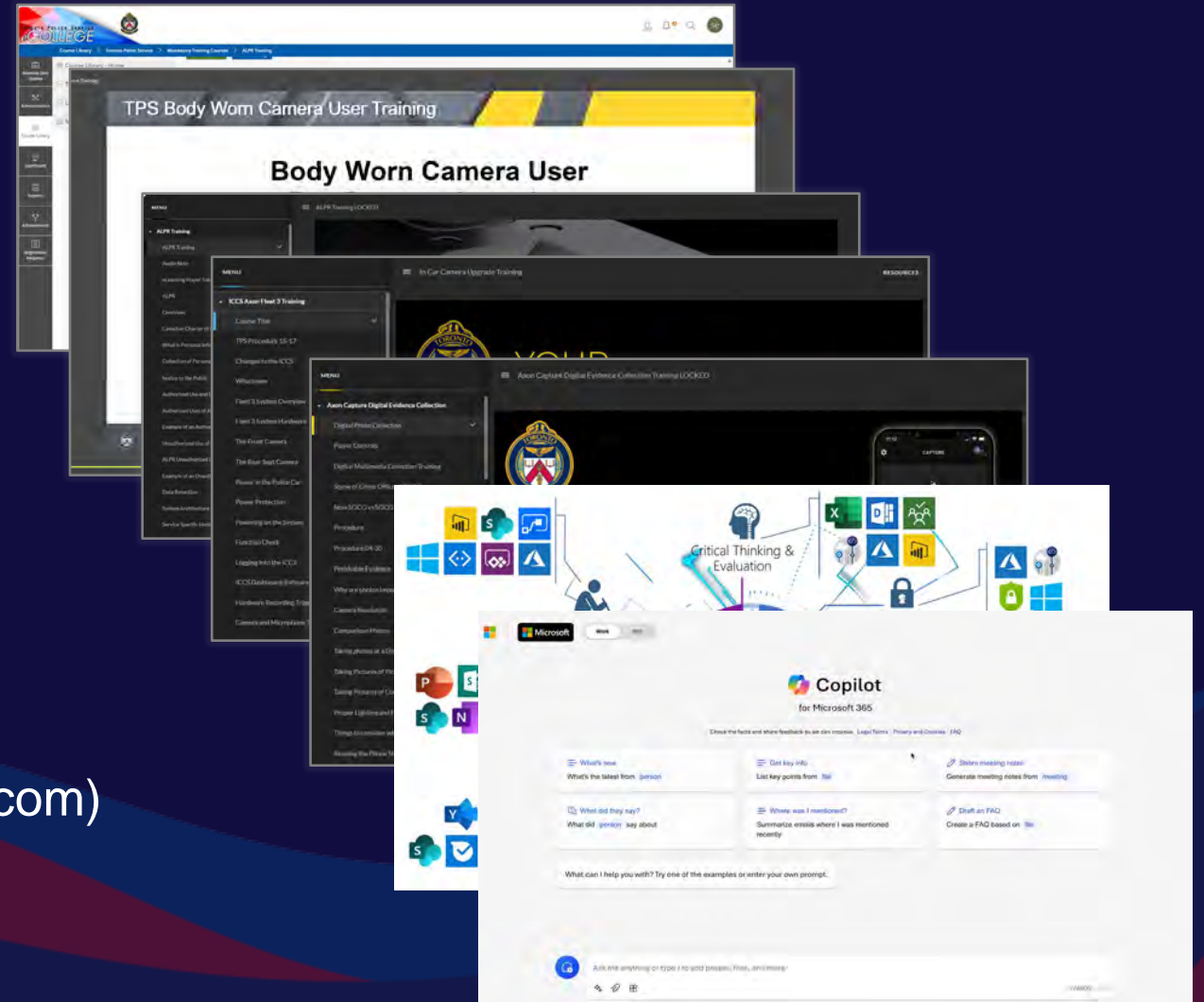


CO-PILOT

Technology Training?

Each technology required training:

- Fast roll outs
- E-learning for mass large scale training
 - Adequate training but no hands on
 - Not instructor lead
 - No opportunity to ask questions
 - No in person student evaluation
- Information vs Training
 - Documents vs Video vs eLearning
- HELP Desk
- RMS and DEMS implementations (Niche, E.com)
- Enterprise level productivity software (M365)
- AI Embedded Applications



Technology Integration Section

Mandate for the Technology Integration Section

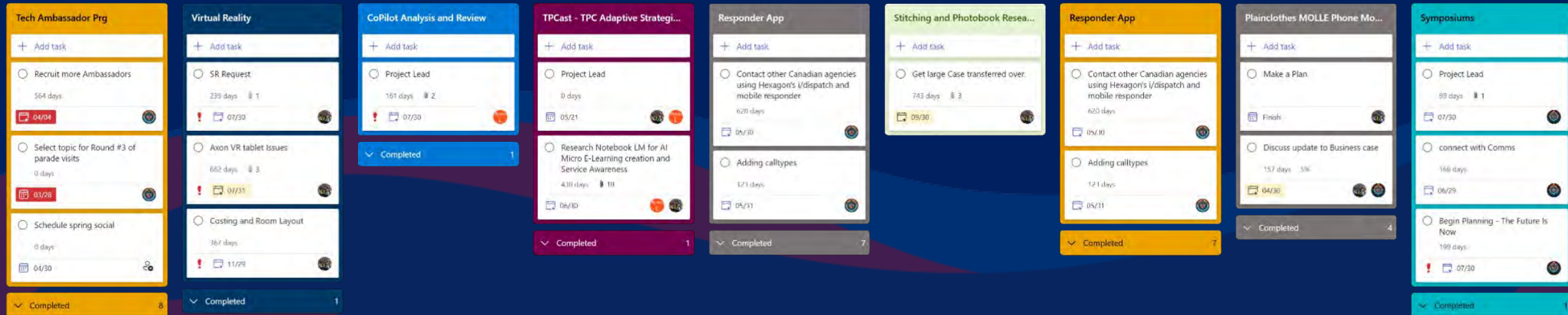
The Technology Integration Section (TIS) at the Toronto Police College enhances technological capabilities by researching, recommending, and implementing new technologies in training programs.

- **Support "Train as We Deploy" Philosophy**
- **Develop and Deliver Technology-Integrated Training**
- **Empower Instructors**
- **Foster a Culture of Technological Adoption**
- **Research and Recommend Technological Solutions**



Research and Recommend

- Scaling the Research and Recommend Process
- Multiple projects managed through a central site
- Tracks priorities and progression
- Task assignment and status
- MS Office Planner – Simple and effective
- Office 365 connects entire organization



Deliver Technology-Integrated Training

General Investigators Course

↳ *Evidence.com*

Interviewing Course

↳ *AI Interviewing Practice*

Search Warrant Drafting

↳ *AI Instructor Review*

Death Investigators

↳ *360 Virtual Scenes in eLearning*

Plain Clothes Investigator

↳ *Axon Capture*





Train As You Deploy

DRAFTING THE BLUEPRINT...

RECRUIT TRAINING

Ontario Police College (OPC)
Basic Constable Training

Toronto Police specific

Toronto Police College (TPC)
Post OPC – 9 weeks of additional training

THEN

No technology training at OPC.
BWC and Taser training done at the end of TPC.

NOW

The new blueprint for Recruit training:
Recruits start their digital journey day one at TPC.
BWC | Taser | Evidence | ICC | ALPR | RMS

Recruit Tech Day

Training Philosophy and Real-World Application

Real-World Alignment:

Ensure training matches real-world scenarios.

Early Tech Exposure:

Recruits get body-worn cameras from day one.

Tech Utilization:

Use Evidence.com for DEMS management.

Collaborative Success:

Achieved through teamwork with the college.

Empowerment:

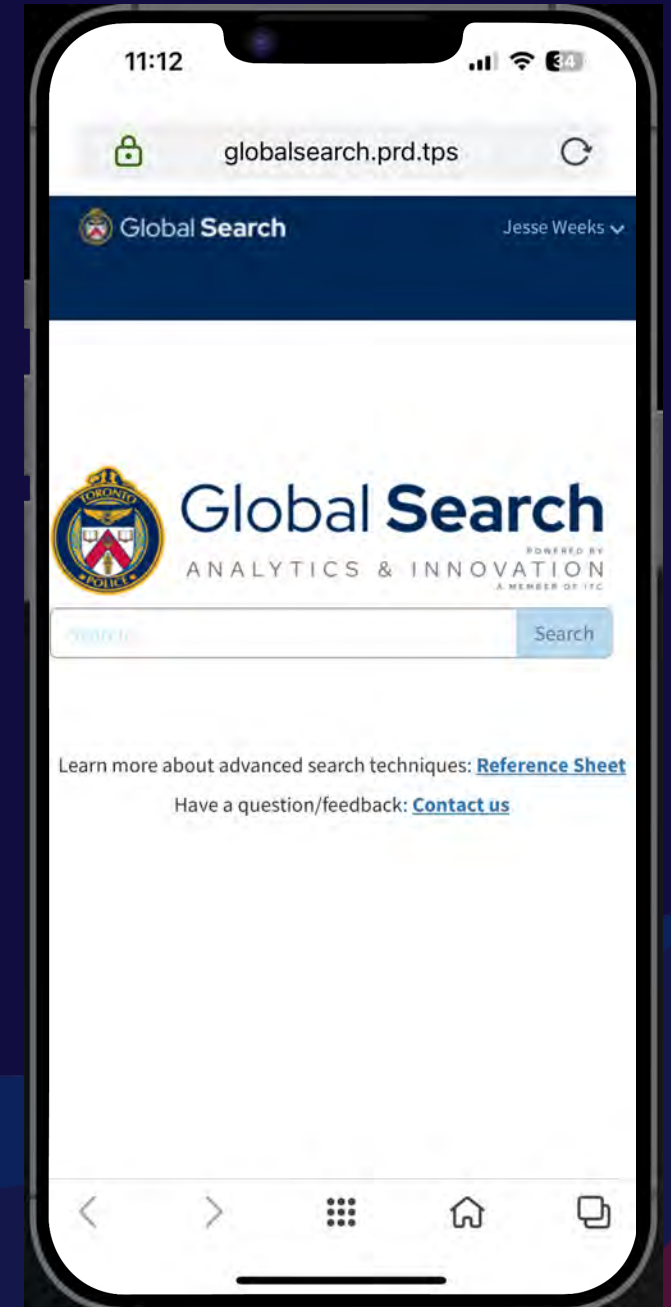
Support instructors with mentoring and training.



Mobile Technologies

- Officers issued iPhones
- Mobile CAD (Responder App)
- Bail Compliance Dashboard
- Global Search
- Axon View
- Axon Capture
- M365 (Teams)

That's Cadets.. What about the rest of our members.



The Technology Ambassador Program

Challenges Supporting Technology Change

Training sergeants at divisions

- Phased out due to staffing

New Shift Schedules

- Elimination of Training Days

Limited Time, Limited Reach

- Officers Still Require Training

Solution: Tech Ambassador Program

- Multiply Impact, Distributed Training
- In Unit Support, Dedicated Officers



Feedback Loop

Program Overview & Expectations

- Liaison between frontline & college
- Extra training shared with divisions
- Promote best tech tool practices
- Give feedback on pain points
- Help lead innovation in policing



Scalable

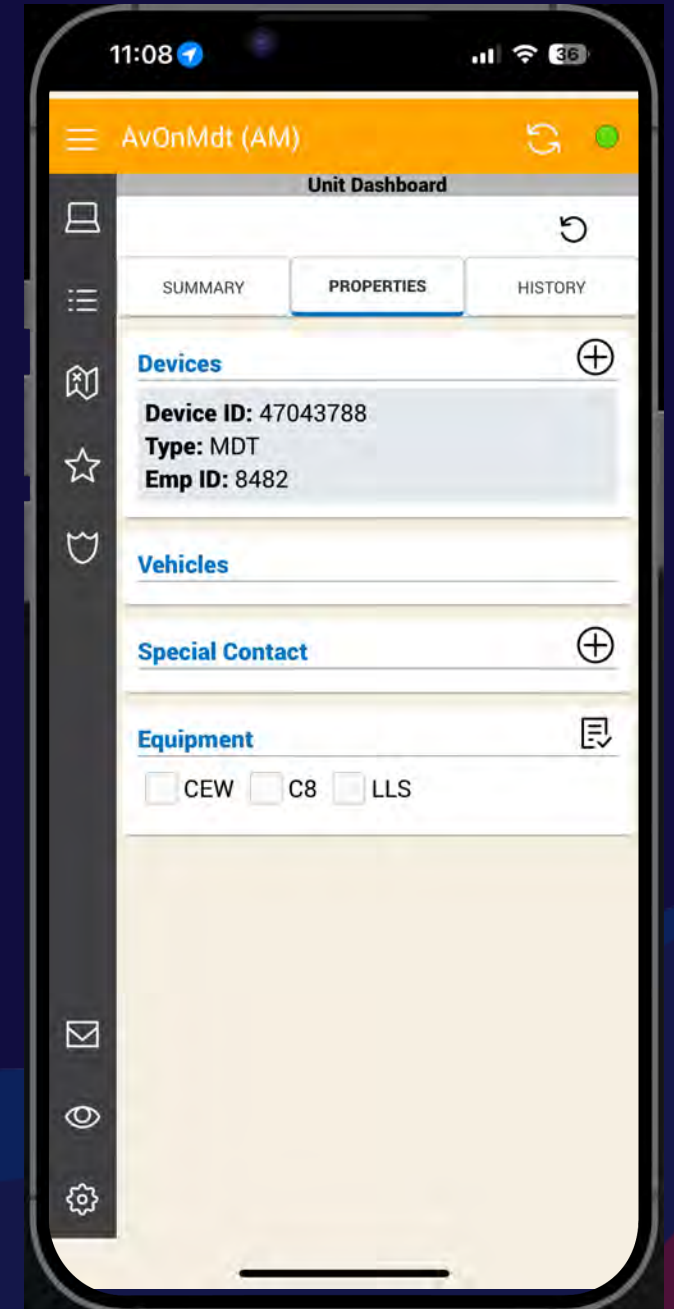
Impact, Benefits & Evaluation

- Reduce tech misuse & complaints
- Improve investigations
- Free up officers for frontline work
- Monitor via audits & surveys
- Shape culture through local leadership
- Drive new technology adoption
- Another part of the Blueprint



Program Success

- Increased new users of Mobile CAD app by 15%
- Increase use of Axon Community Request
- Assisting in Draft One Evaluation
- Assist with Work Phone Adoption
- Assist with AI CoPilot Introduction
- Assist with Crime Information Dashboard Training
- Support Fleet 3 ICCS and ALPR Field Questions
- Return Feedback on DEMS - Evidence.com 2.0



Virtual Reality

Building the Largest Police VR Center

- 16 Bays
- Debrief / Waiting area
- Equipment Storage
- Padded floors, Acoustic Paneling

Integration in Current Training

- Recruit Immersive Training
- Officer Reintegration from PTSD
- Taser and Pistol Judgement Training
- De-escalation and Verbal Skills Training



AI for Productivity



OFFICE 365

Web Based Microsoft Office



AXON AI

Integrated Artificial Intelligence



CO-PILOT

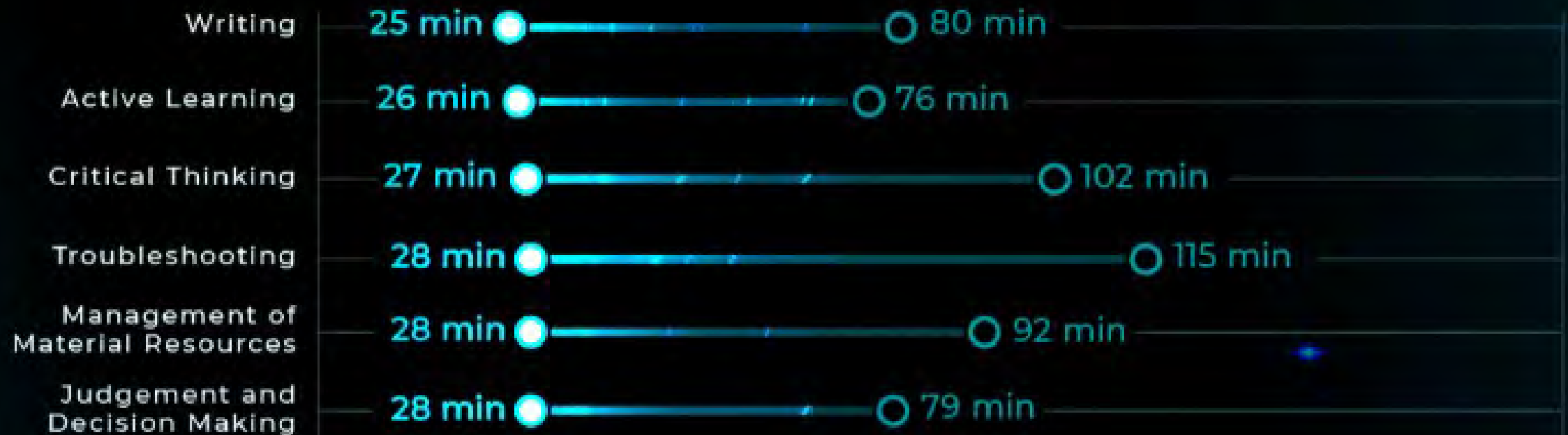
Microsoft AI Assistant

HUMAN vs AI

Time to Complete Tasks

With Generative AI

Without Generative AI





AI Draft One – 3 Phase Testing Approach

1

Phase 1 – Large Data Testing

- Identify 60 existing BWC assets
- Run Draft One on transcripts
- Compare w/ Initial Officer Reports

2

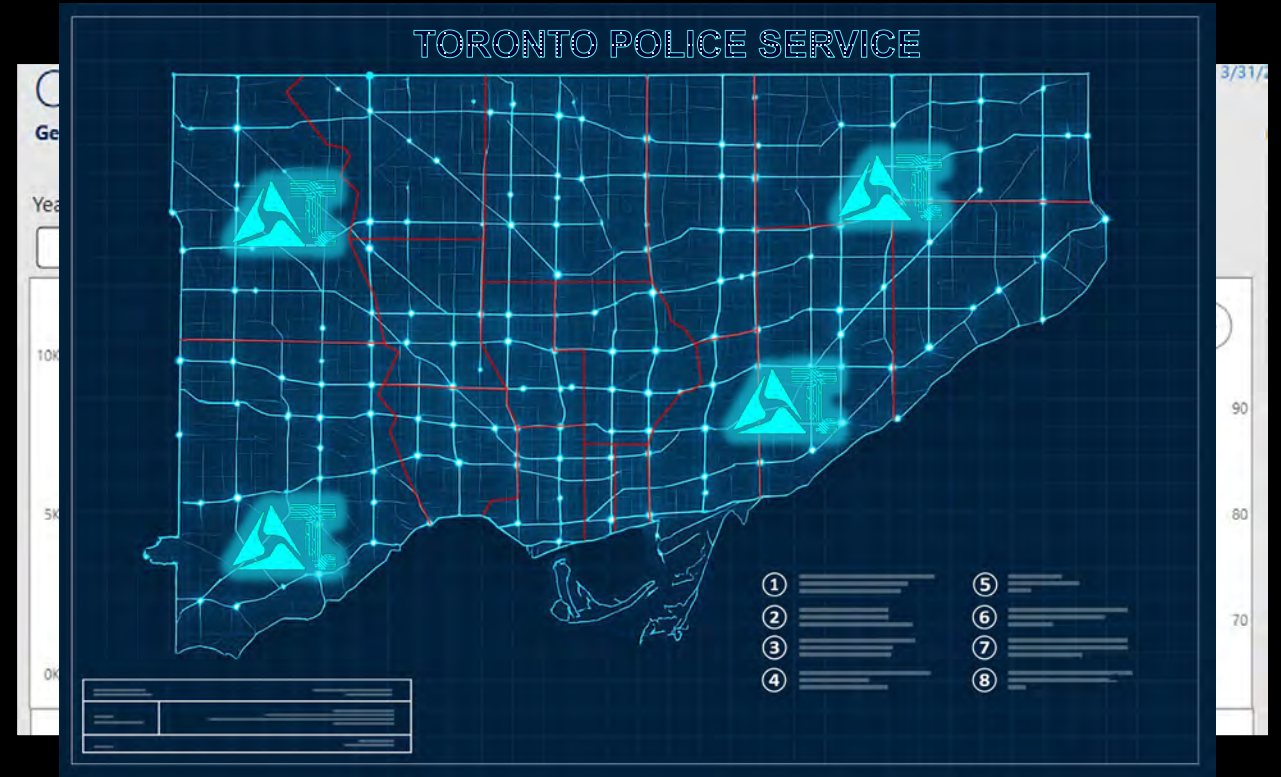
Phase 2 – Controlled Testing

- Tech Ambassador Scenarios
- Officer participate in live scenarios
- Use Training BWC to record
- Compare Officer Reports to Draft One
- Feedback loop

3

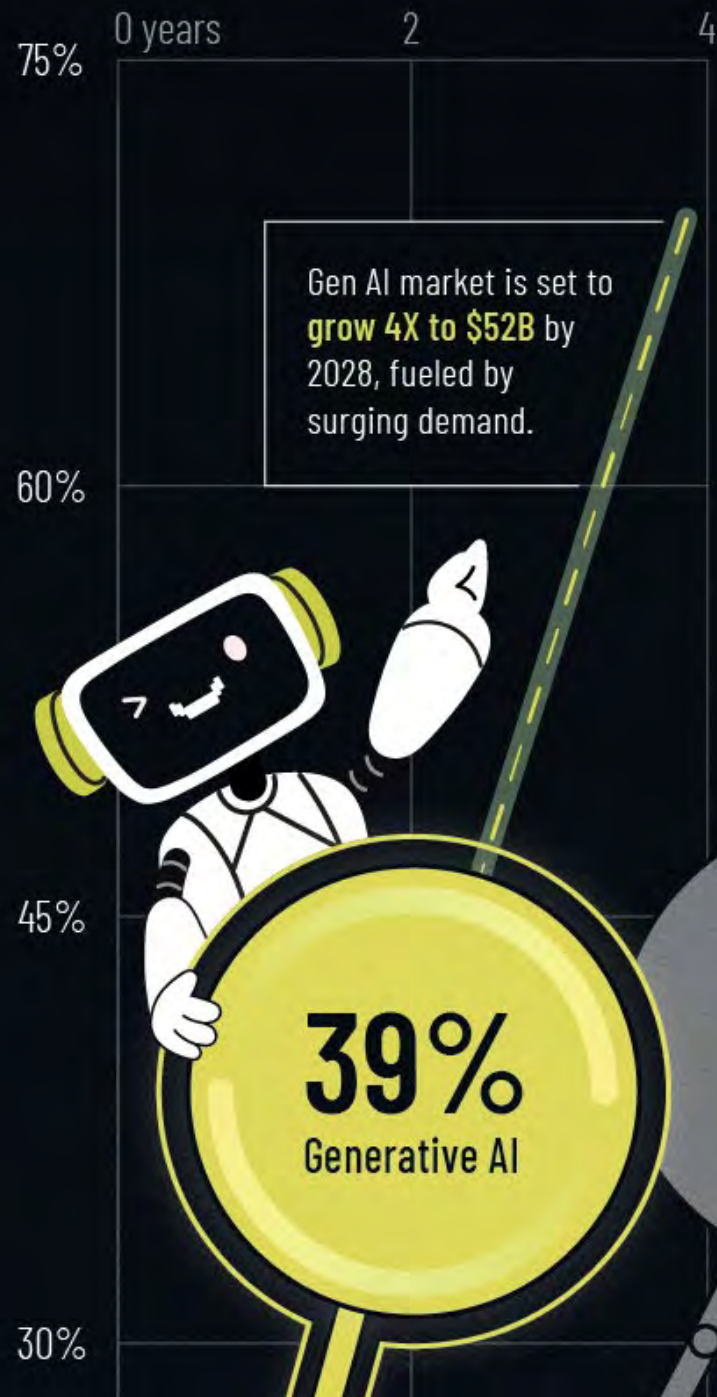
Phase 3 - Field Testing

- Selected Divisions to use Draft One
- Data informed Decisions
- 2 of 4 Platoons to have access for comparison
- Monitor Metrics: Report time, Response time, Quality



HOW FAST DO CONSUMERS ADAPT TO AI

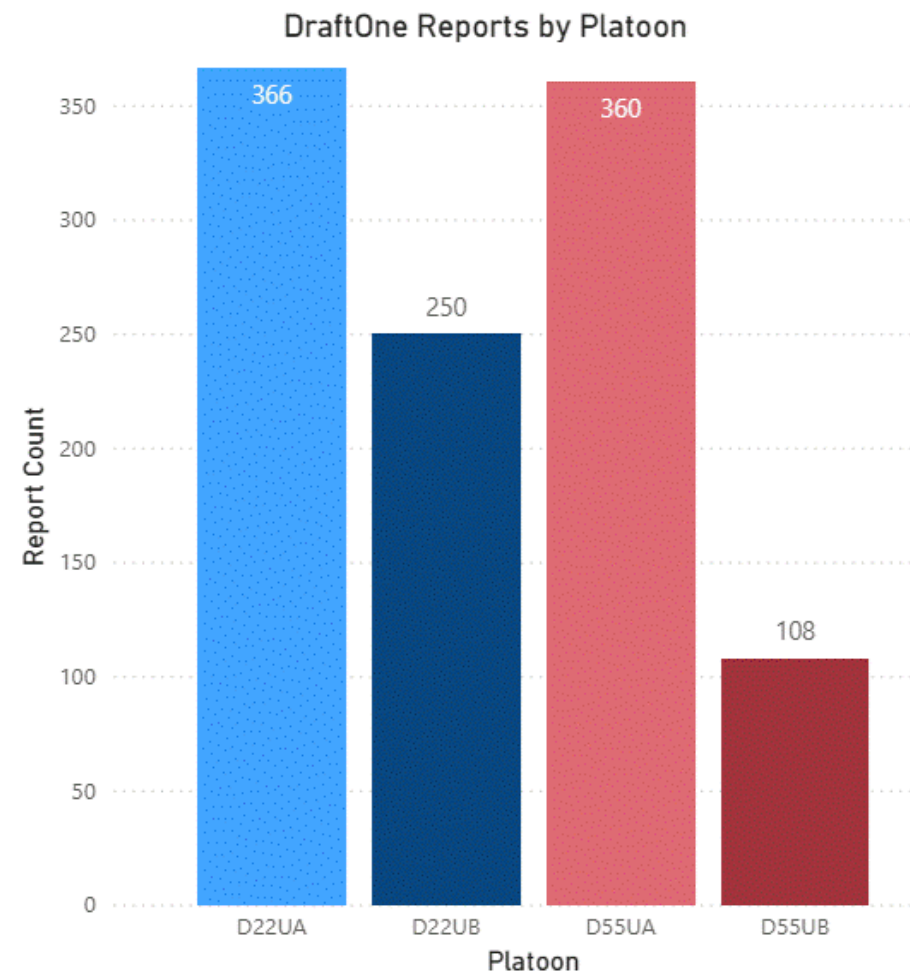
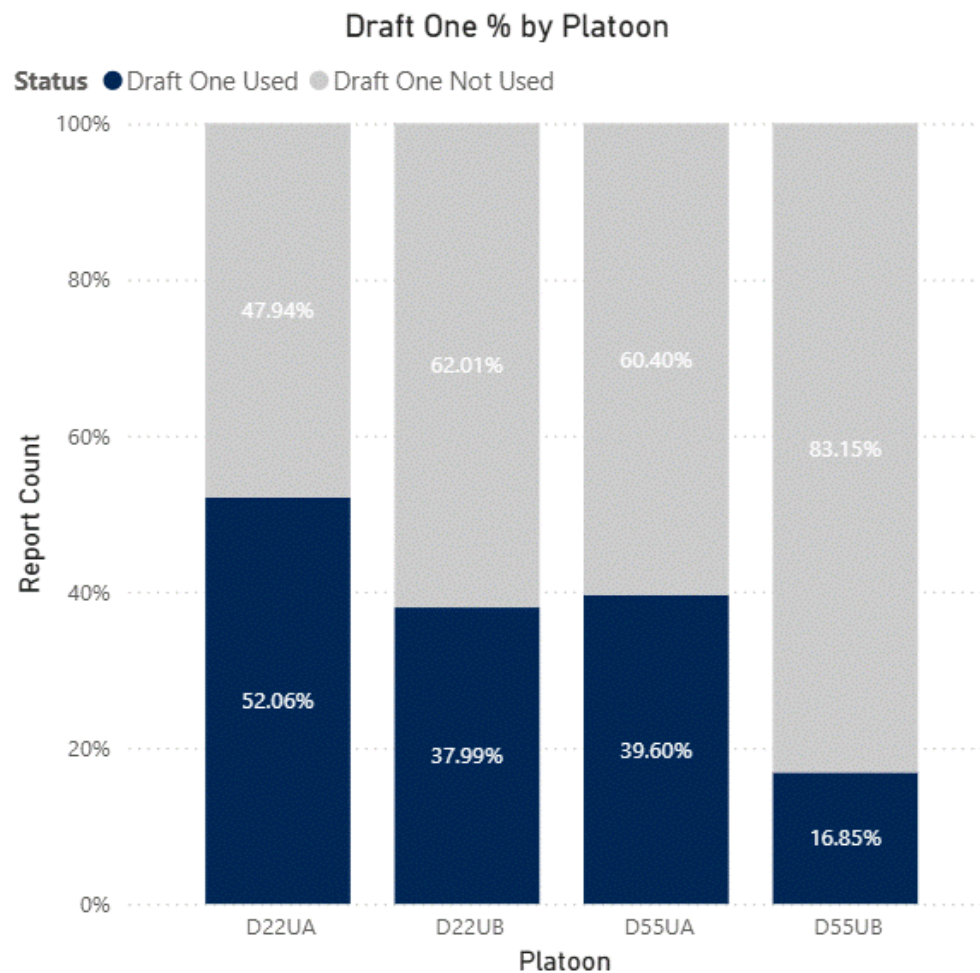
Generative AI reached 39% adoption in just two years—a milestone that took the internet nearly five years and personal computing almost 12.



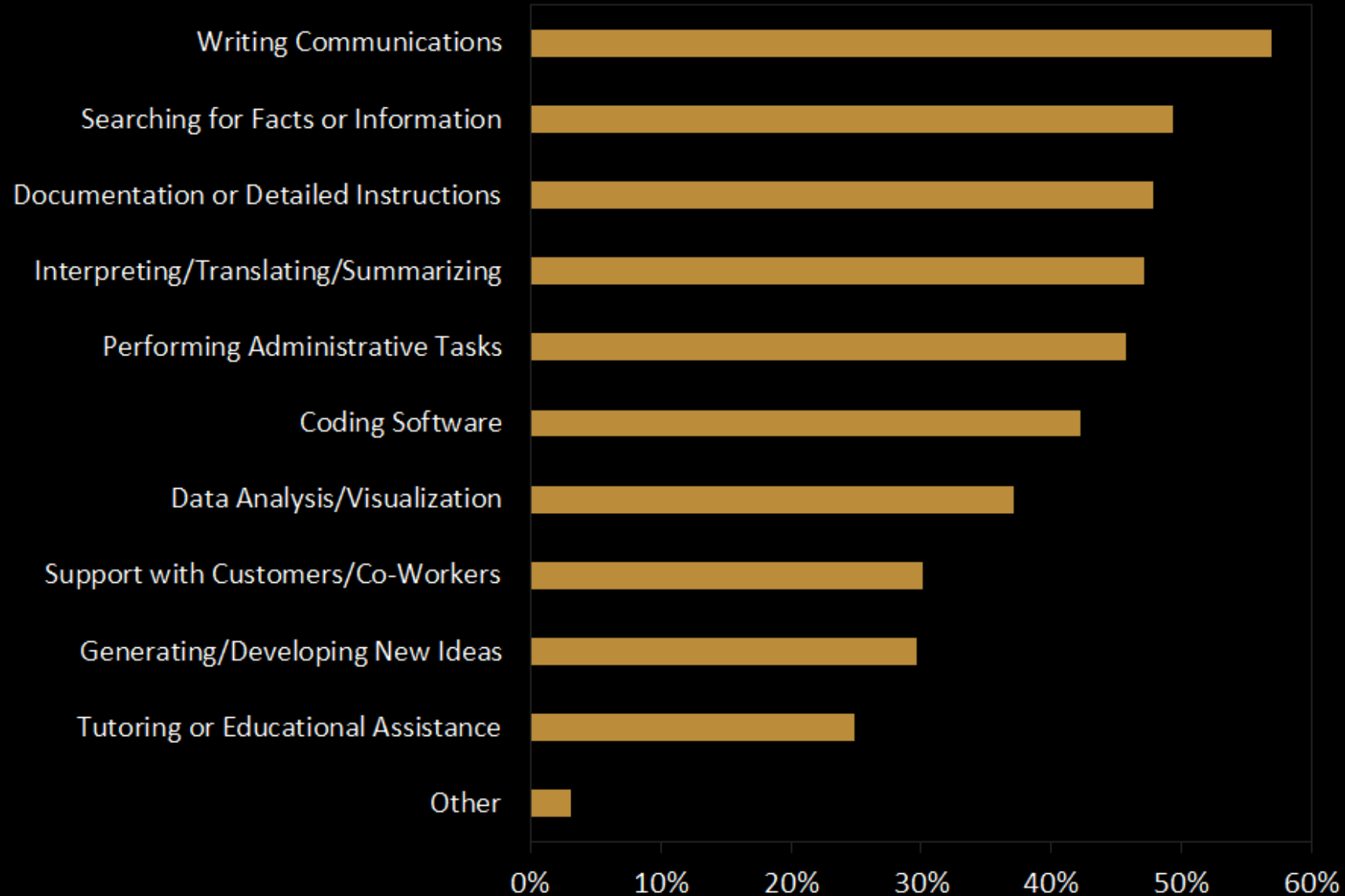


Draft One Overview

Total Reports	Total DraftOne Reports	% of DraftOne Reports
2,847	1,084	38.1%



Types of Tasks for Which U.S. Workers Are Using Generative AI



Information Flow

Chat

Conversations

Pages

Notebooks

Create

Apps

Clipchamp

Hi Sean, try asking me to recap a meeting

🕒 You are using Copilot with GPT-5. [Learn more.](#)

Create a huge comprehensive plan that is extremely detailed on how to implement Copilot in a large police service. Make sure it is very detailed for a management target audience.



Information Flow

AI Podcasts for Information Sharing

Enhancing training and information delivery

User-friendly, customizable platforms

Cost-effective, no new infrastructure needed

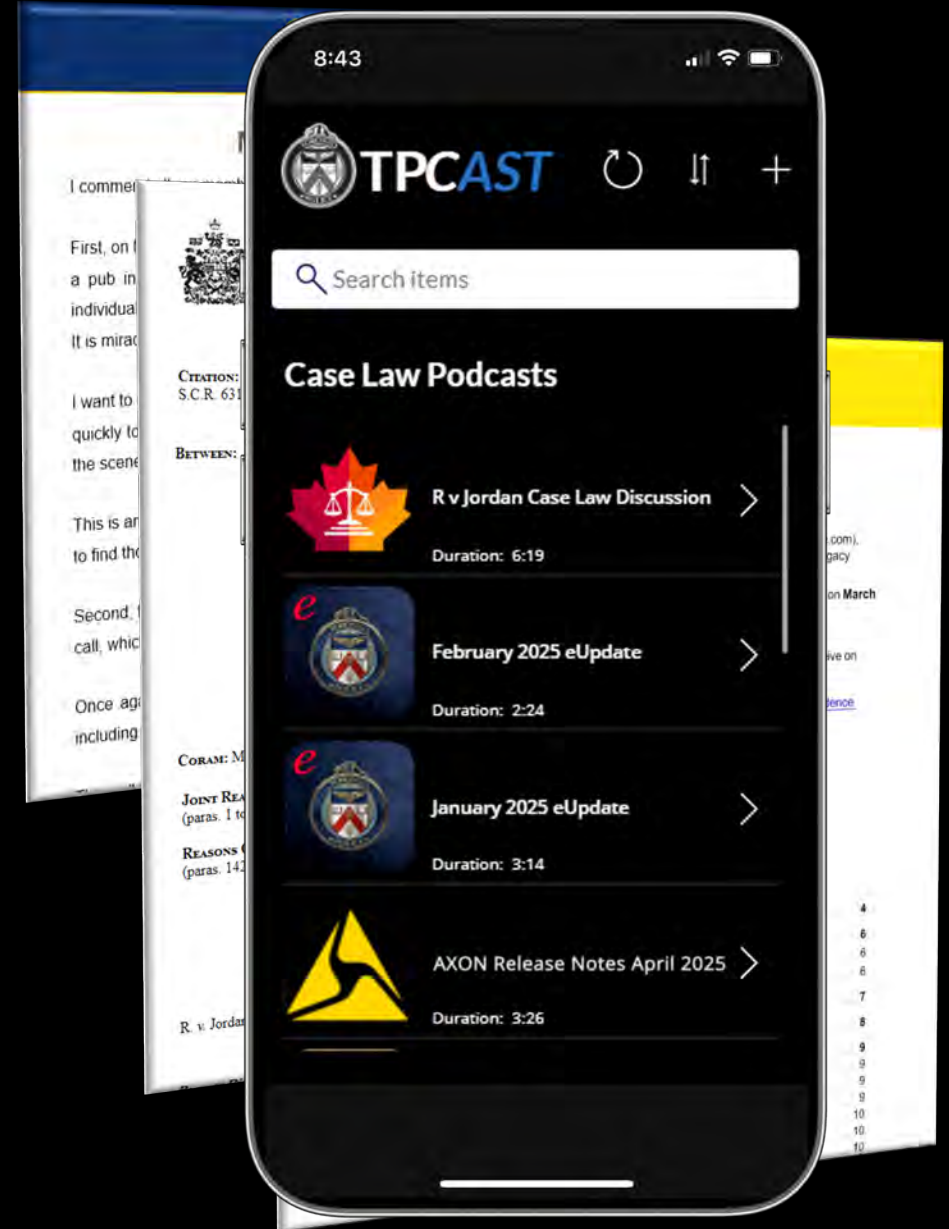
Seamless with TPS infrastructure

Use Cases

Training, onboarding, internal communications

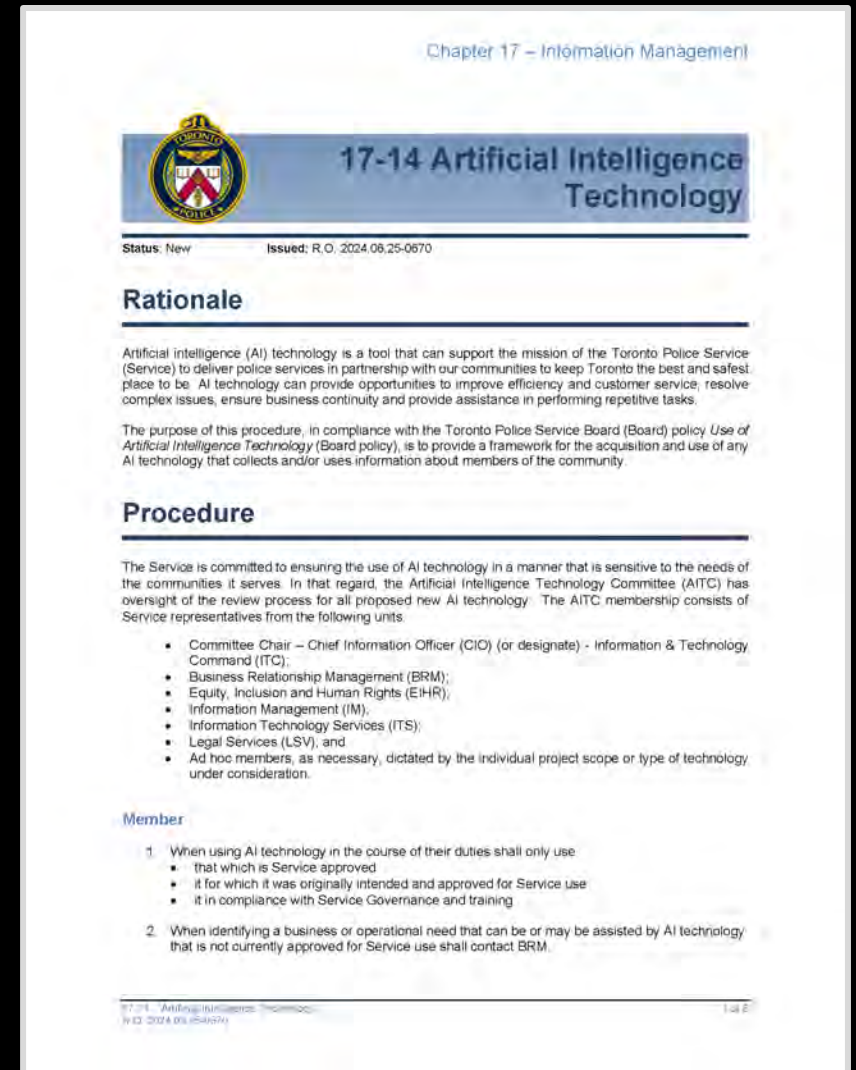
Axon Release Notes, eUpdate, Case Law

Learning, Iterating, and Scaling



AI Policy

- Canada's First AI Policy by a Police Board
- Thoughtful, transparent AI evaluation
- Assess benefits and risks before deployment
- Every AI tool requires risk assessment:
 - **Extreme Risk:** illegal facial recognition data
 - **High Risk:** crime suppression analytics
 - **Medium Risk:** traffic analysis for officer deployment
 - **Low Risk:** speech-to-text for body camera audio
 - **Minimal Risk:** website translation engine



Blueprint for the Future...

- The future of tech is accelerating
 - Prepare for change through insight
 - Identify training gaps and opportunities
 - Consider scalable ambassador programs
 - We hope today empowered you
-
- Thank you for your time and trust
 - **Innovate, Empower, Scale**



