



# INNOVATE, EMPOWER, SCALE:

## Blueprint for Technology Adoption

Toronto Police Service, Canada



- ①
- ②
- ③
- ④
- ⑤
- ⑥
- ⑦
- ⑧



# 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

## 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

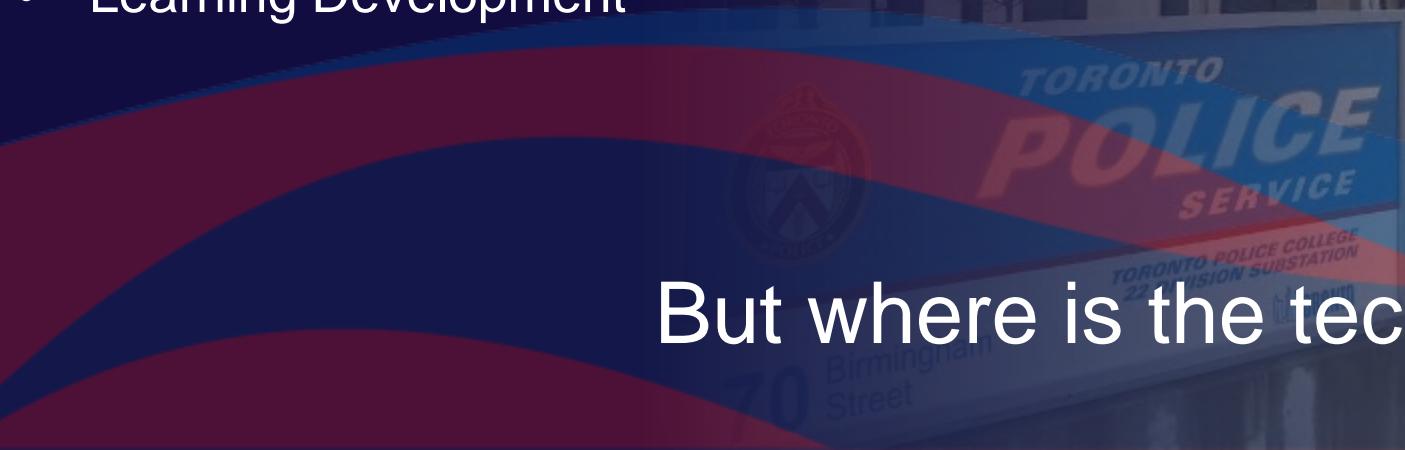


# Toronto Police College

## 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



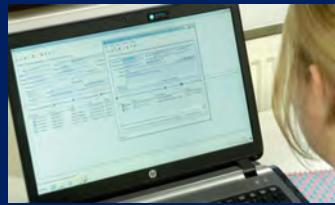
ALPR



AXON APPS



DEMS



RMS



CONNECTED OFFICER



AI DRAFT ONE



VIRTUAL REALITY



M365

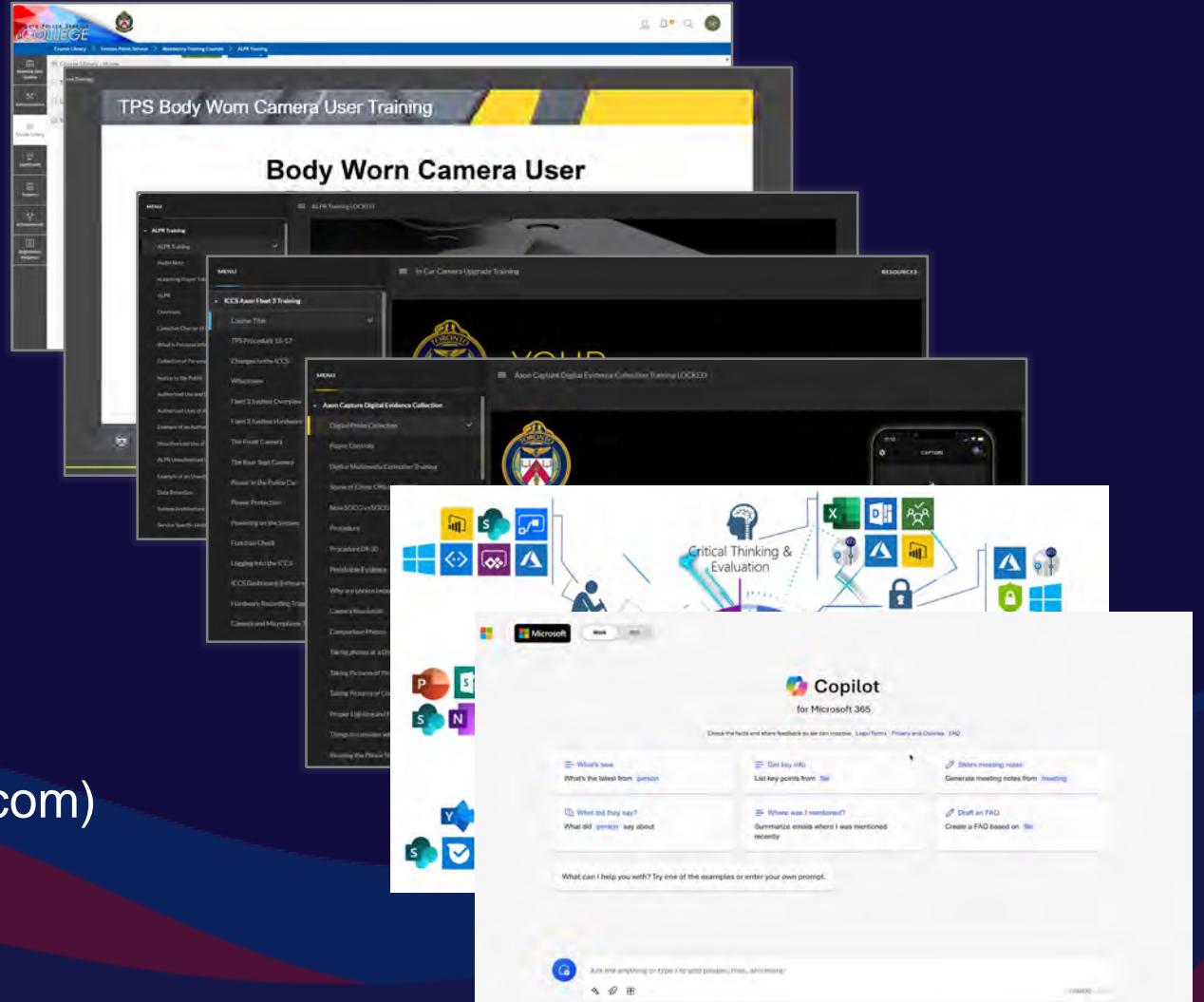


CO-PILOT

# 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

The image displays a grid of 10 Microsoft Planner boards, each representing a different project or initiative. The boards are arranged in two rows of five. Each board has a title at the top and a list of tasks below, with a 'Completed' summary at the bottom.

- Tech Ambassador Prg**: Tasks include 'Recruit more Ambassadors' (due 04/04), 'Select topic for Round #3 of parade visits' (due 03/28), and 'Schedule spring social' (due 04/30). Total completed: 8.
- Virtual Reality**: Tasks include 'SR Request' (due 07/30), 'Axon VR tablet Issues' (due 07/31), and 'Costing and Room Layout' (due 11/29). Total completed: 1.
- CoPilot Analysis and Review**: Tasks include 'Project Lead' (due 07/30) and 'Completed' (due 07/30). Total completed: 1.
- TPCast - TPC Adaptive Strategi...**: Tasks include 'Project Lead' (due 05/21), 'Research Notebook LM for AI Micro E-Learning creation and Service Awareness' (due 06/30), and 'Completed' (due 06/30). Total completed: 1.
- Responder App**: Tasks include 'Contact other Canadian agencies using Hexagon's i/dispatch and mobile responder' (due 05/30), 'Adding calltypes' (due 05/31), and 'Completed' (due 05/31). Total completed: 1.
- Stitching and Photobook Resea...**: Tasks include 'Get large Case transferred over' (due 09/30) and 'Completed' (due 09/30). Total completed: 1.
- Responder App**: Tasks include 'Contact other Canadian agencies using Hexagon's i/dispatch and mobile responder' (due 05/30), 'Adding calltypes' (due 05/31), and 'Completed' (due 05/31). Total completed: 1.
- Plainclothes MOLLE Phone Mo...**: Tasks include 'Make a Plan' (due 07/30), 'Finals' (due 07/30), and 'Completed' (due 07/30). Total completed: 4.
- Symposiums**: Tasks include 'Project Lead' (due 07/30), 'connect with Comms' (due 06/29), 'Begin Planning - The Future Is Now' (due 07/30), and 'Completed' (due 07/30). Total completed: 1.

# Deliver Technology-Integrated Training

General Investigators Course

↳ [Evidence.com](#)

Interviewing Course

↳ [AI Interviewing Practice](#)

Search Warrant Drafting

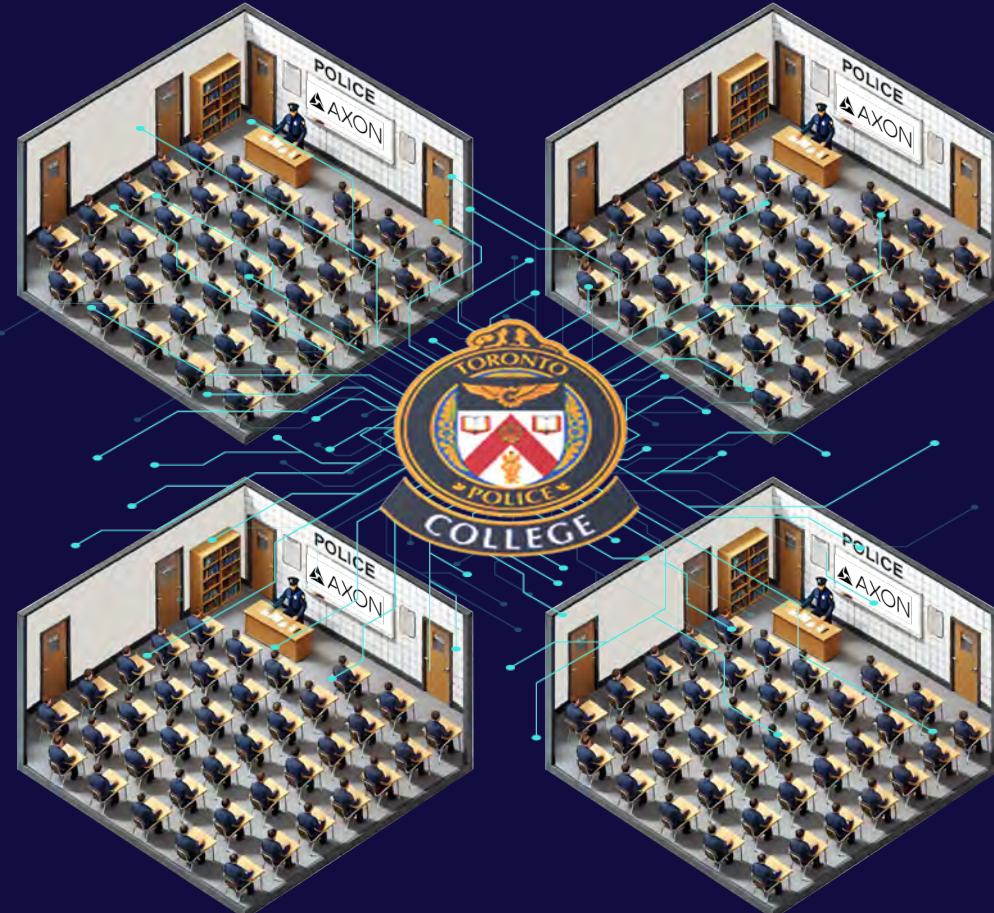
↳ [AI Instructor Review](#)

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.

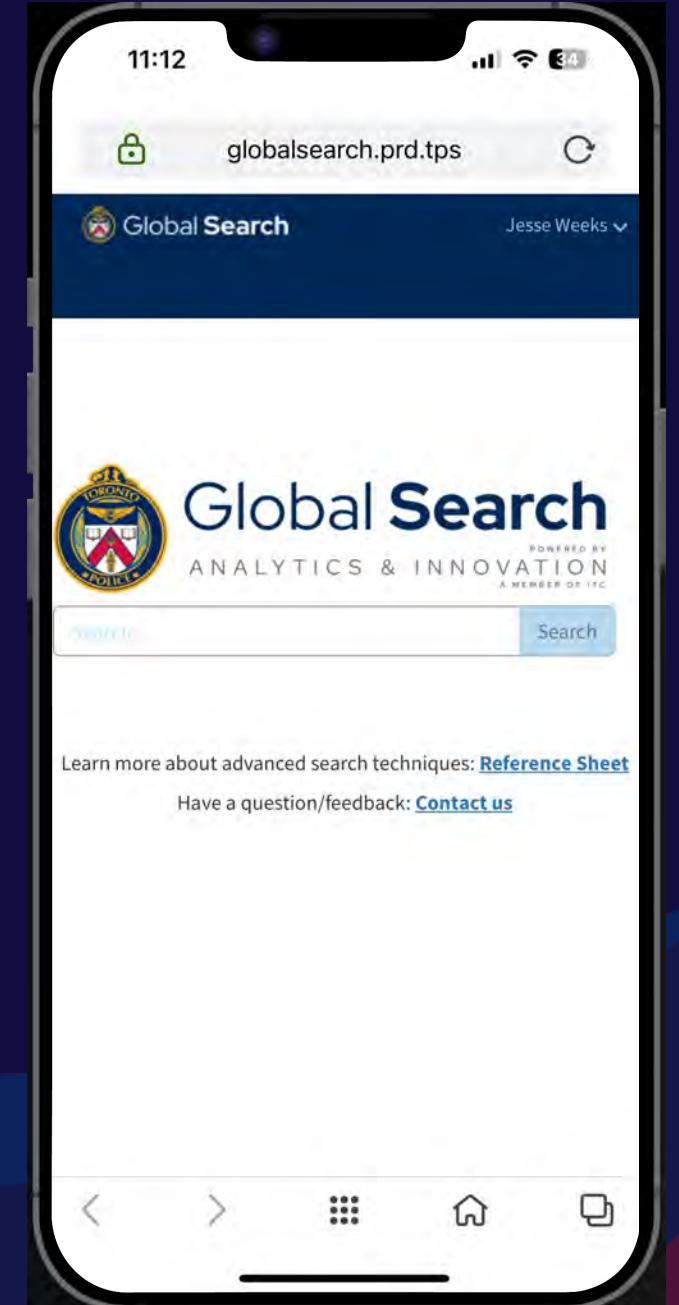
### Empowerment:

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

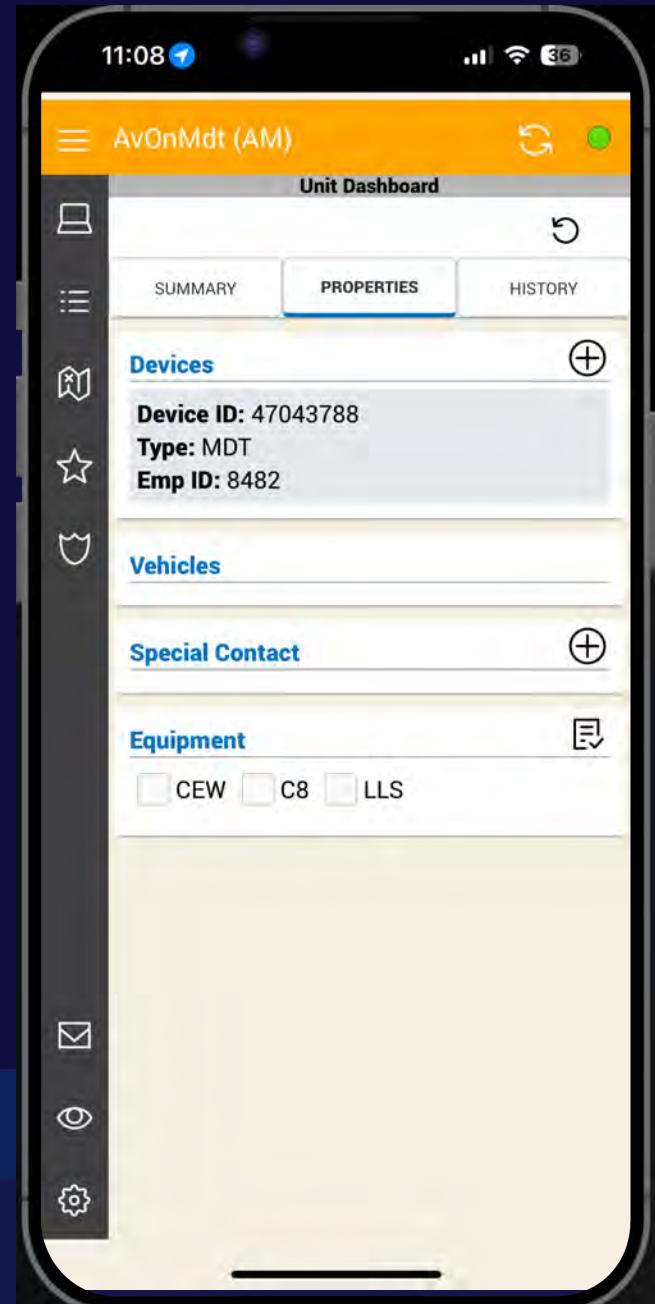
## Impact, Benefits & Evaluation

- 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

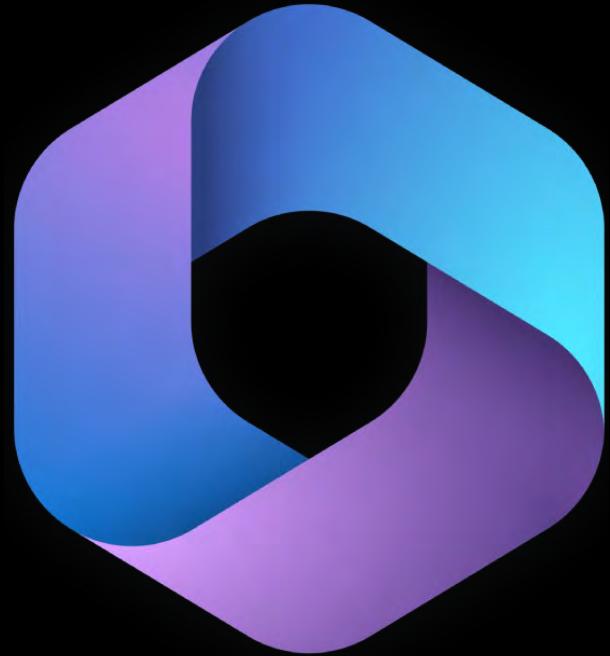
- 16 Bays
- Debrief / Waiting area
- Equipment Storage
- Padded floors, Acoustic Paneling

## 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



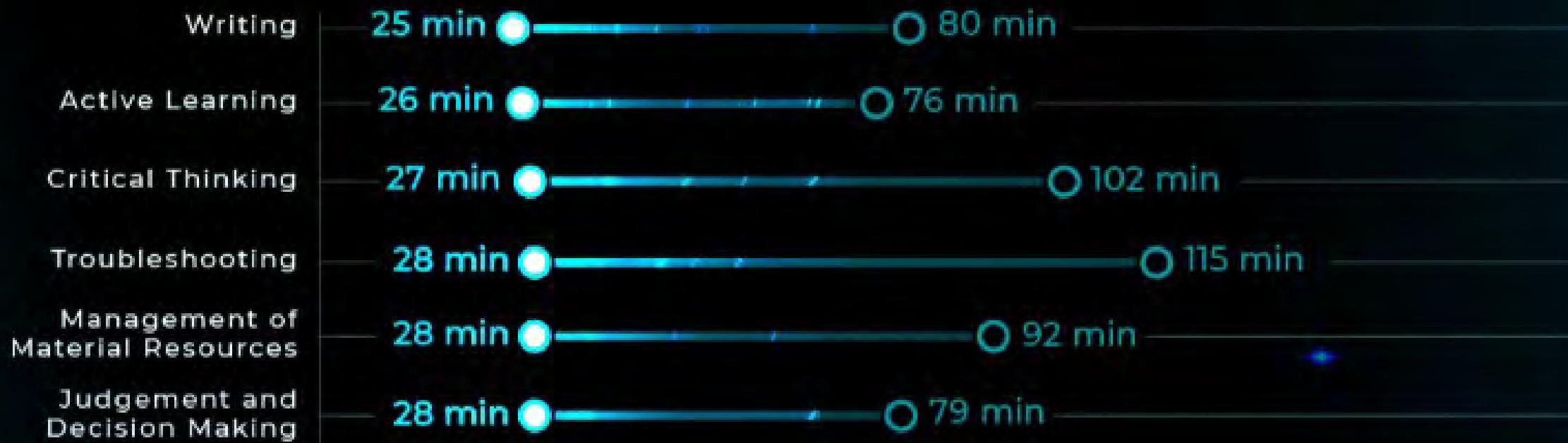
**CO-PILOT**  
Microsoft AI Assistant

# 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

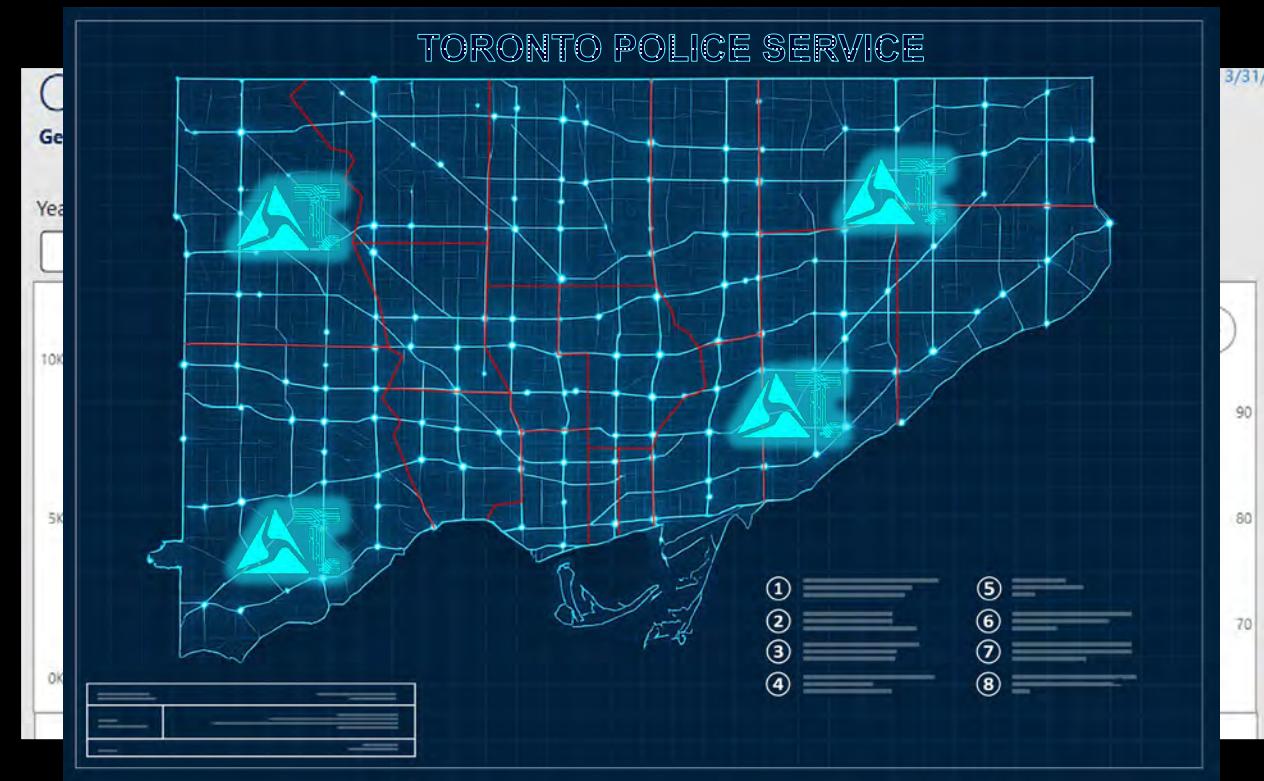
## Phase 2 – Controlled Testing

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

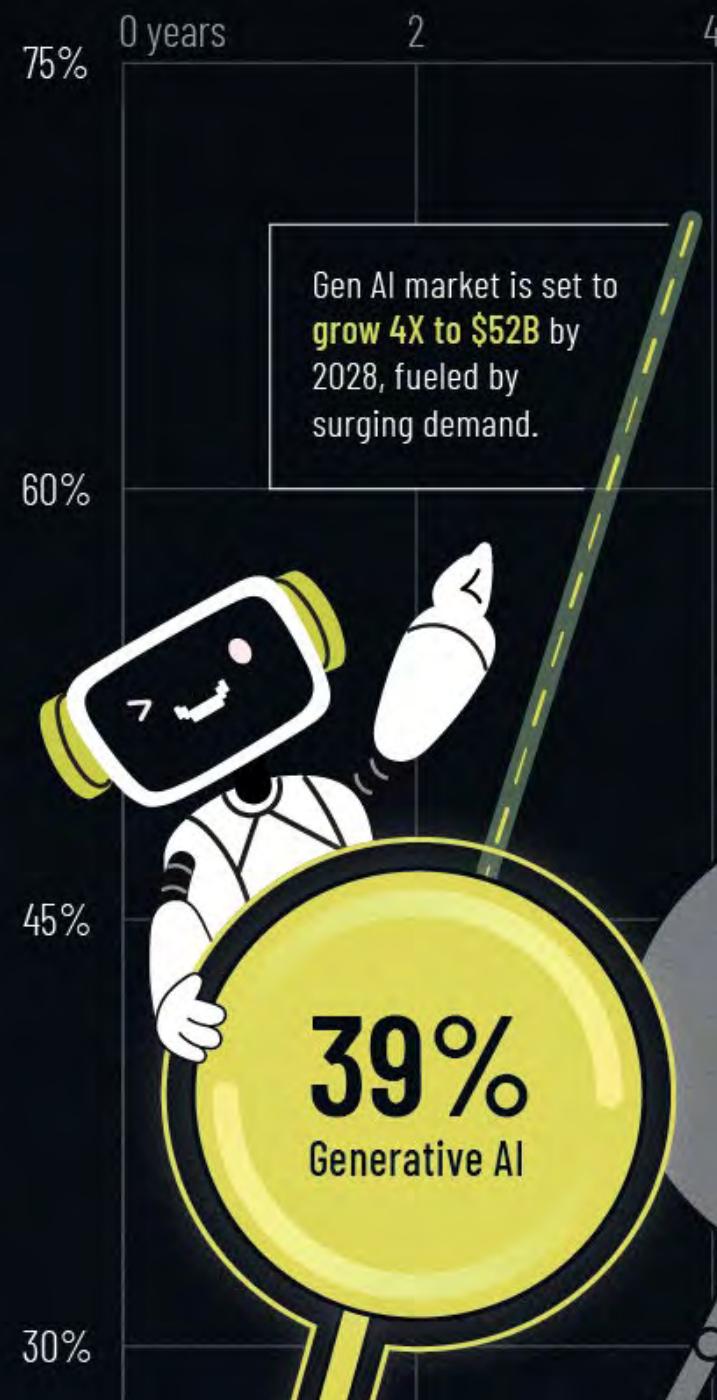
3

## 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

2,847

Total DraftOne Reports

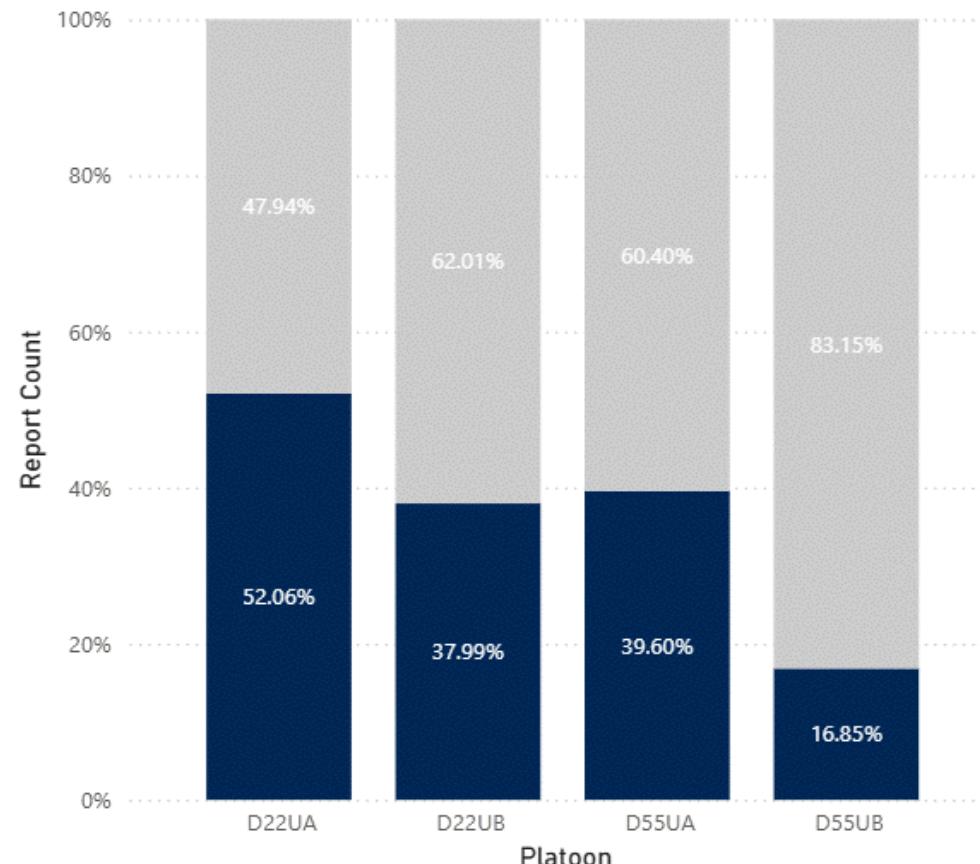
1,084

% of DraftOne Reports

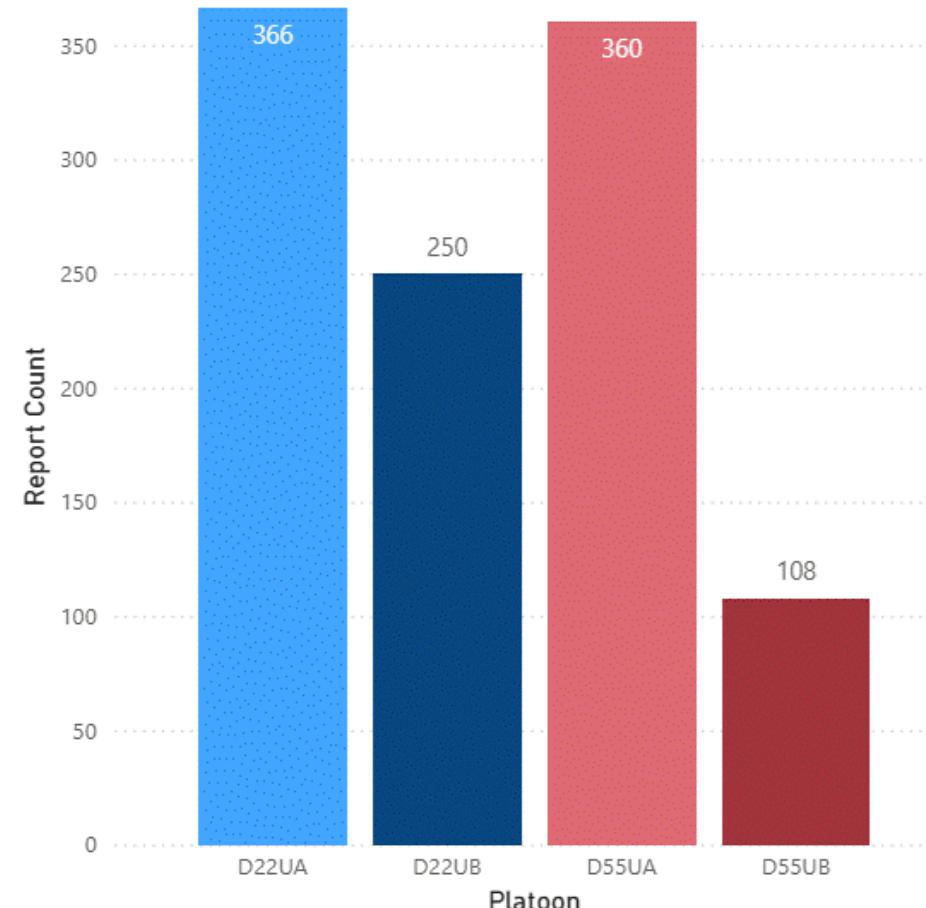
38.1%

Draft One % by Platoon

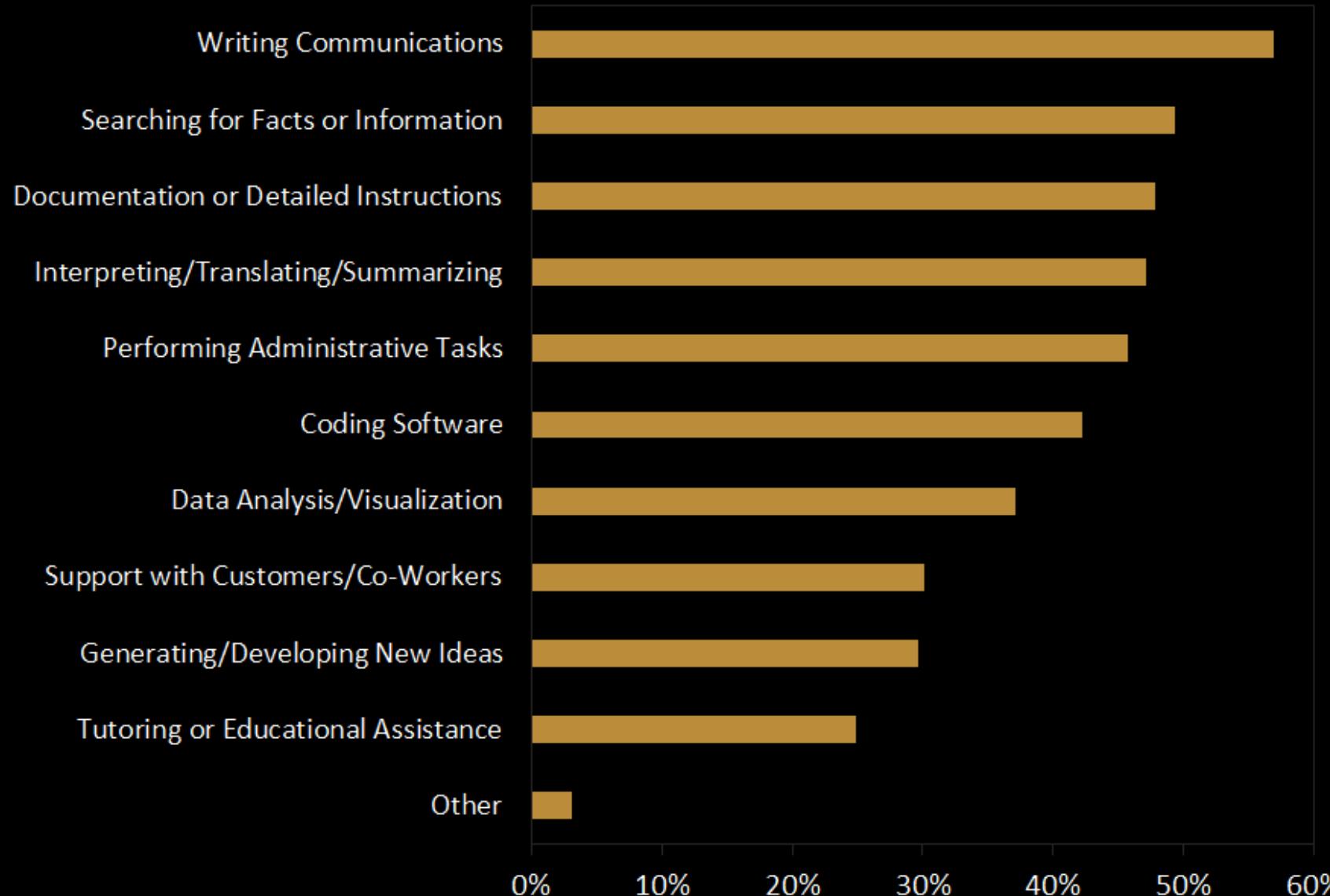
Status ● Draft One Used ● Draft One Not Used



DraftOne Reports by Platoon



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



# Information Flow



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

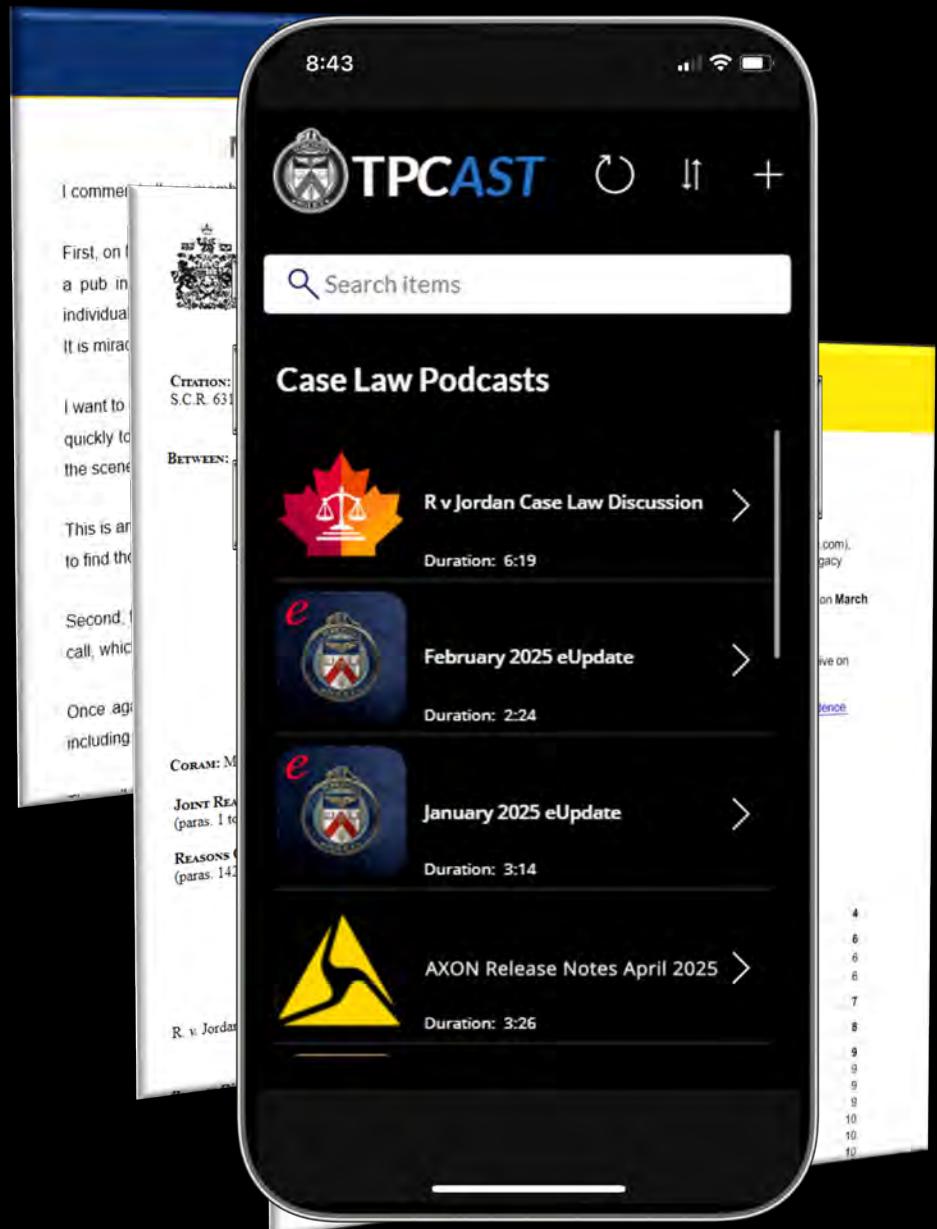
Seamless with TPS infrastructure

## 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

Chapter 17 – Information Management



17-14 Artificial Intelligence Technology

Status: New      Issued: R.O. 2024.06.25-0670

### Rationale

Artificial intelligence (AI) technology is a tool that can support the mission of the Toronto Police Service (Service) to deliver police services in partnership with our communities to keep Toronto the best and safest place to be. AI technology can provide opportunities to improve efficiency and customer service, resolve complex issues, ensure business continuity and provide assistance in performing repetitive tasks.

The purpose of this procedure, in compliance with the Toronto Police Service Board (Board) policy *Use of Artificial Intelligence Technology* (Board policy), is to provide a framework for the acquisition and use of any AI technology that collects and/or uses information about members of the community.

### Procedure

The Service is committed to ensuring the use of AI technology in a manner that is sensitive to the needs of the communities it serves. In that regard, the Artificial Intelligence Technology Committee (AITC) has oversight of the review process for all proposed new AI technology. The AITC membership consists of Service representatives from the following units:

- Committee Chair – Chief Information Officer (CIO) (or designate) - Information & Technology Command (ITC);
- Business Relationship Management (BRM);
- Equity, Inclusion and Human Rights (E-IHR);
- Information Management (IM);
- Information Technology Services (ITS);
- Legal Services (LSV); and
- Ad hoc members, as necessary, dictated by the individual project scope or type of technology under consideration.

### Member

1. When using AI technology in the course of their duties shall only use:
  - that which is Service approved
  - it for which it was originally intended and approved for Service use
  - it in compliance with Service Governance and training
2. When identifying a business or operational need that can be or may be assisted by AI technology that is not currently approved for Service use shall contact BRM.

17-14 Artificial Intelligence Technology  
IV.D. 2024.06.25-0670

# 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**





Veo