

Ottawa Police Service The SAP Experience

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**OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA**

*Working together for a safer community
La sécurité de notre communauté, un travail d'équipe*

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Where we were


Suspect Apprehension Pursuit training 1999 - 2010

- Three and a half full-time instructors
- Four dedicated vehicles
- One dedicated classroom
- 1200+ members to train and then re-qualify every other year, 6-hour session

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What happened


- In late 2009, a review was conducted of the training with a view to best practices, Ministry compliance and efficiency.
- Review of current program
- Best practices from other Ontario services
- Risk management
- Cost factors, time factors, capacity issues
- Audit CPKN course


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Decisions


- Business case submitted
- Executive decision to move to CPKN
 - 3 instructors redeployed to high need area
 - 3 marked vehicles redeployed into fleet
 - Classroom space freed up for other courses
 - All sworn members and dispatchers directed to complete e-learning on duty, supervisor monitors, all have access to computers

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Outcomes

- Member training –on-duty at convenient time, supervisors manage this
- Non-front-line members and senior officers able to fit this into schedule
- Save 3600+ hours of members' time in class each year
- Vehicles: fuel, mileage, repairs, etc
- Three positions elsewhere in training branch to support other programs, meet demand

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The Training

- CPKN Course:
 - Easy to access
 - User friendly
 - Meets legislated requirements, consistent
 - Supported
 - Trackable
 - Cost effective (vs. salary, time, vehicles)
 - Infrastructure in place already

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Where we are now

- 2010 and 2011 all SAP re-quals on CPKN
- January 4, 2011 launch of OPS Portal!
 - Tracking and reporting
 - “Ownership”
 - Managing issues
 - Hosting our own products


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How we got here


- Intro to CPKN through SAP re-quals
- Classroom setting in “Block training” to guide and support members through new process with “Racially Biased Policing” and “Ethics”
- More interest generated, more offerings available
- Now include Interviewing and Human Source Courses available to all
- Delivering blended APT and GIT
- Big plans for 2012!


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Conclusion


- Excellent feedback from members, even the less technically inclined
- Comments:
 - Learning at own pace
 - Well prepared for the course
 - Launch right into discussions
 - Instructor would be delivering basic info
 - Focus on what I need to update or learn

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Thank you!!

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