



Enhancing Police Visibility, Efficiency and Innovation

Presenters:

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DEEDS SPEAK





Presentation Overview

1

Balanced Approach

2

Project Symmetry – Driving Change

3

Visibility and Efficiency

4

Operational Continuous Improvement



Current Policing Model

Ideal Levels: 40 – 35 – 25 – 5

40%

Citizen-generated calls

35%

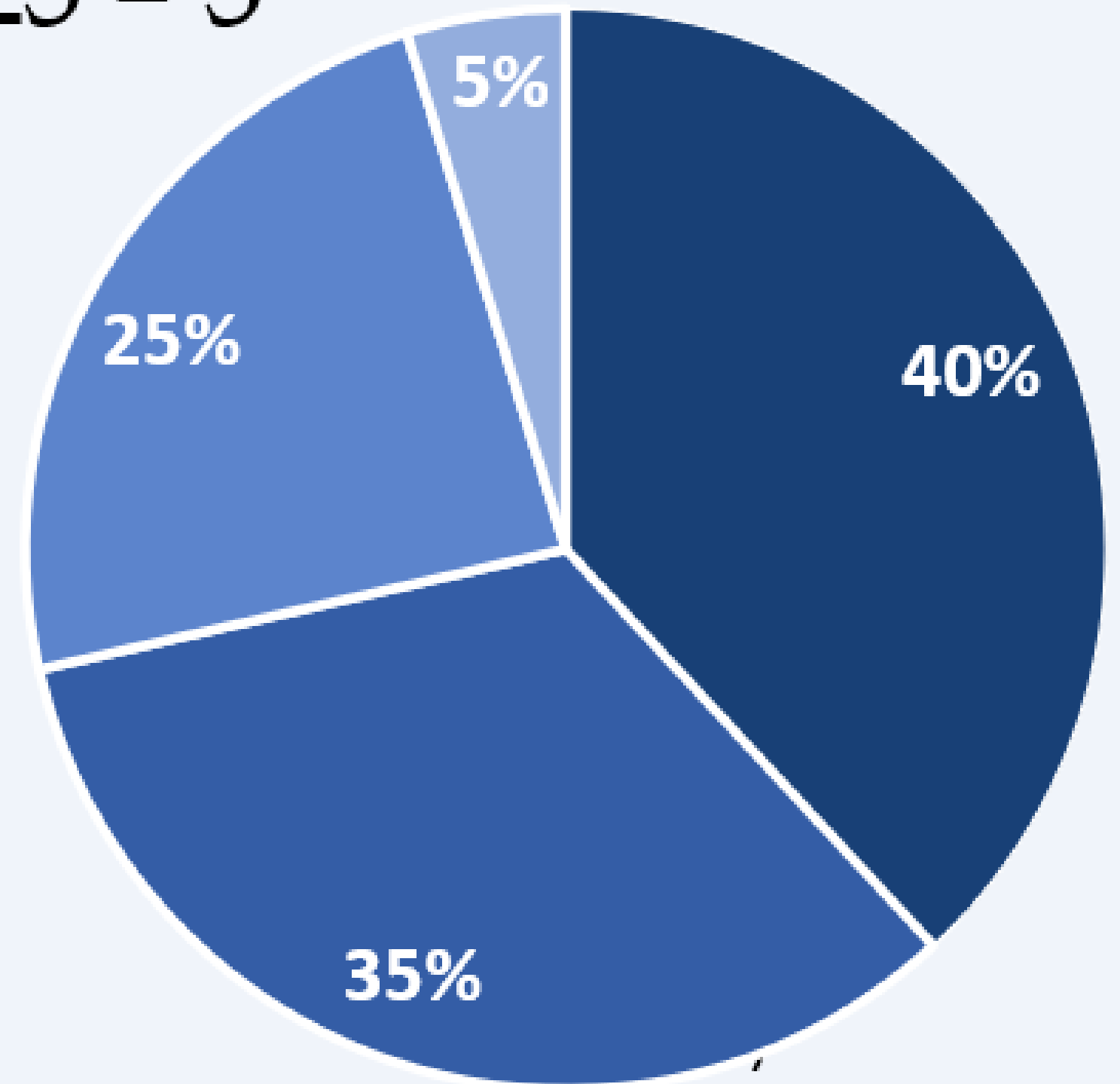
Proactive policing

25%

Administrative duties

5%

Community engagement





Sector Analysis

- Increase in citizen generated calls
- Sector deployment review
- Additional Special Constables
- Project Symmetry
- Continuous Improvement Unit





Project Symmetry



Report

March, 2023, PricewaterhouseCoopers (PwC) performed a frontline and investigative capacity study of our organization.

Results:

1. YRP is responding to a significant amount of non-policing matters.
2. Identified areas where YRP could strategically improve efficiency.

Strategic improvements will result in:

1. Increased time dedicated to intelligence-driven criminal enforcement.
2. Increased violent crime enforcement initiatives.
3. Increased police visibility and proactivity.

Based on the outcome of the report, the ELT commissioned the launch of Project Symmetry which kicked off in March 2024.





Project Symmetry

Other agencies or services better suited to respond:

- Noise complaints
- Parking
- Illegal dumping
- Animal complaints
- Absent children from school reported as missing



Project Symmetry

Project Symmetry, thus far, has streamlined three call types since its inception:

- Absent Child – diverted frontline response to Special Constables
- Gas drive-off – leveraged internal processes to foster efficiencies
- Shoplifting – removed on-line reporting barriers



Project Symmetry

ABSENT CHILD

33% decrease in
time over six
months.

GAS DRIVE-OFF

93% reduction
in workload
across multiple
units.

SHOPLIFTING

Expected 15%
increased
efficiency over
one year.

By diverting
these call types,
we have seen a
considerable
time savings, in
support of the
policing model.



Project Symmetry

ABSENT CHILD CALLS

By changing the way we respond to school absenteeism, we have saved over 200 policing hours over 6 months, returning those to frontline in support of the policing model.





Visibility & Efficiency

COMMUNITY CONCERNS

Town halls are highlighting the need for greater police visibility.

1

OPERATIONAL STRAIN

Some patrol sectors saw over 60% workload on calls for service.

2

BALANCING PRIORITIES

Our goal is to optimize efficiency while maintaining service quality.

3



Operational Continuous Improvement

Project timeline for Symmetry will end in 2025.

The Operational Continuous Improvement Unit – created to constantly be monitoring efficiency and the policing model.

Live-time advising to frontline, adjustments, trends, modernization.



Constant Evaluation

Continual assessment of policing model to ensure community safety and effective policing services.

Partnering with the University of Toronto Faculty of Engineering and A.I., will bring innovative solutions.

It will reshape the way we deploy our resources and automate routine administrative tasks.



Thank you



Questions?