

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

SEPTEMBER 23, 2020

Direct Purchase for a Customer Service Enhancement System

RECOMMENDATIONS

1. That the Board authorize a contract with SPIDR Tech, Inc. for the purchase of a customer service enhancement subscription for a term of two years commencing on September 1, 2020 at a total cost of \$219,800 plus applicable taxes under the Direct Purchase provisions of the Purchasing By-law; and
2. That the Chief be authorized to execute the contract for the subscription, subject to the approval of the Regional Municipality of York's Regional Solicitor or designate as to form and content.

SYNOPSIS

This report requests approval to enter into a direct purchase of the annual subscription of SPIDR software from SPIDR Tech, Inc. for a period of two years commencing on September 1, 2020. This technology is the world's first customer service infrastructure built exclusively for law enforcement, allowing Police Services to automatically send one-to-one text messages, emails and mobile friendly surveys to crime victims, reporting parties and other members of the community who have initialized a call for service. SPIDR is proprietary to SPIDR Tech, Inc. and SPIDR Tech, Inc. is currently the only provider of this software solution. The Purchasing By-law 10-17 section 10 permits direct purchases where there is only one entity reasonably capable of providing the deliverables and subject to the Board's approval if greater than \$150,000.

FINANCIAL IMPLICATIONS

Funds in the amount of \$4,574,540 are included in the 2020 Operating Budget for software maintenance including \$750,000 for the connected officer suite of technologies. The outlook year funding is included in the proposed 2021 Operating Budget and subject to the annual approval of the Board and Regional Council.

BACKGROUND

York Regional Police has been a strong leader in developing innovative ways of policing with our community and engaging our citizens. To further modernize our service delivery, create efficiency, and improve community engagement. York Regional Police conducted a six month pilot project with SPIDR Tech, Inc. utilizing a transformative customer engagement platform, which facilitates efficiency in call backs, updates citizens with the status of officers, provides the citizen with a mechanism to automatically view updates on case status investigations and allows for a survey of the service delivery.

For the purpose of the pilot, four call/crime types (Break and Enter Residential-not in progress; Break and Enter Commercial – Not in Progress; Motor Vehicle Accident – Property Damage MVCP; CRCC Collision Reporting Centre – Telephone Call) were selected for the project test. The program was customized to send three different messages to the Citizens. Namely, Caller Acknowledgement; Delay in Officer Arrival; and Mini Survey. The pilot was a proven success with a total of 4,530 messages going out to the community. The SPIDR messaging is automated, mobile and fast, reaching citizens almost immediately. The software provides the caller/victim with timely crime prevention tips, otherwise given in person with traditional paper format. Case status information is accessed through the software allowing for timely and easy access to case information electronically. The survey results indicated that 95 percent of the survey participants said that the new electronic engagement (SPIDR) software was helpful and improved access and information flow.

The adoption of the SPIDR platform would not only create time savings and add value from a callback normally performed by a 911 call taker or investigator; it would also modernize the way York Regional Police delivers its services to our communities and citizens, improving service delivery and creating transparency.

This report seeks the Board's approval for a direct purchase of the SPIDR software platform, in accordance with Section 10.1 and 10.2 of Purchasing By-law 10-17, at a total cost of \$219,800 plus applicable taxes.

Jim MacSween B.A.A
Chief of Police

JMS:bz

Accessible formats or communication supports are available upon request