



Project Nova Frontline Modernization



September 23rd, 2020



Redefining Frontline Policing

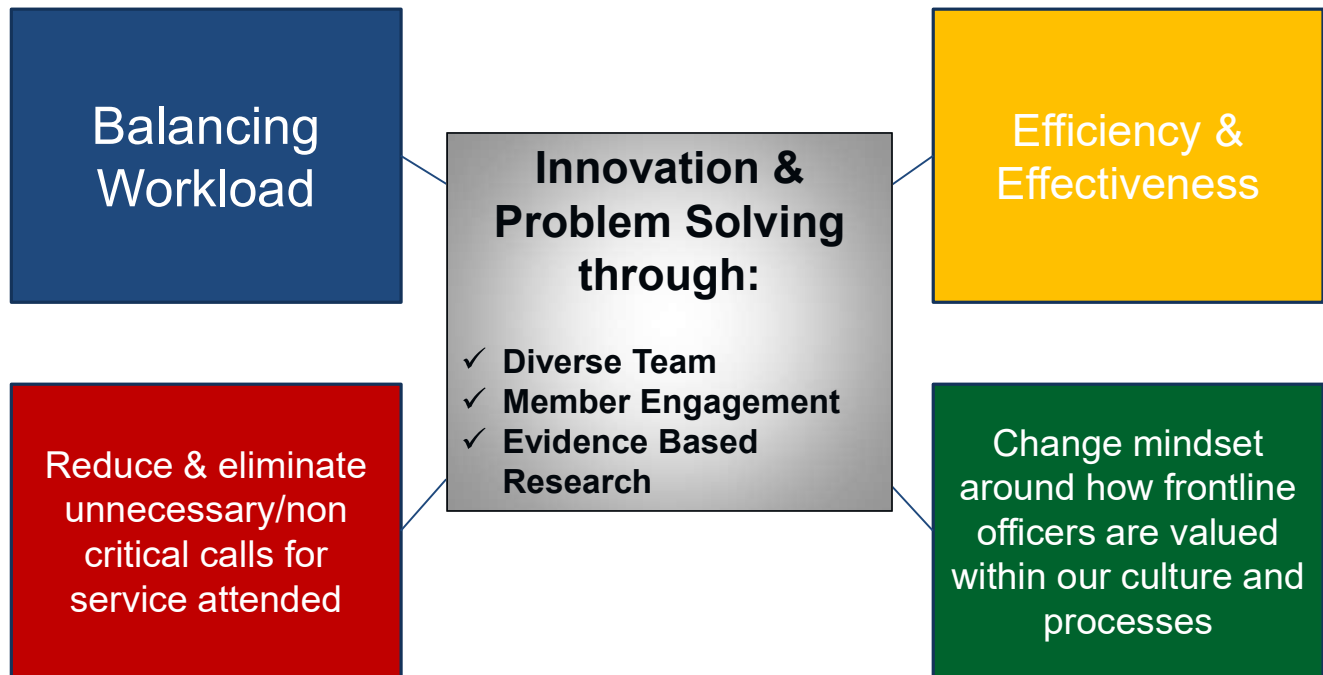


“A New Frontline”

Nova is a Breakthrough project focused on finding new and better ways of policing at the frontline.



Goals



Frontline & Prisoner Meals



3,166 Prisoner Meal
Calls for Service



2,218 Hours of
Frontline Time



\$265,902
Spent in Frontline costs

**New Process
eliminates
uniform officers
picking up and
delivering food.**

New process utilizes a
3rd party delivery
service to pickup and
deliver prisoner meals
to our police districts.



Frontline & Unverified Alarms

On June 1st 2020, YRP launched a new
Verified Alarm Response Program

99.5% of Unverified Alarms YRP attends are False

- ↓ **5,200 (58%)** reduction in Alarm Calls to Communications
- ↓ **10,000** less cruisers dispatched
- ↑ **4,100** hours back to frontline

\$544,117 saved in Frontline Related Costs



Frontline & Arrest Warrants

Uniform Officers
no longer acting
as couriers to
transport
documents.

<u>Year</u>	<u>2019</u>
Calls for Service	515
Total Hours	915

New process eliminates uniform officers involvement saving on
average **1 hour & 14 minutes** of travel time each call.

\$115,000 saved in Frontline Related Costs



Call Diversion Unit (CDU)

MOTIVATION

- 1) Alternative Service Delivery Strategy research in progress
- 2) Opportunity to implement in response to COVID-19 on March 18th

MISSION

- 1) Continuity of service delivery during uncertainty of pandemic
- 2) Safety of our members and the public (limit physical contact)

RESULTS

- Managing **37%** of priority 3/4/7 calls for Service on average
- Closing in on 8,000 Calls
- Completing reports on average 50% faster



CDU Current State

Hours of Operation: 8:00am to 8:00pm every day

Locations: Training & Education Building
Community Resource Centre

Unit Makeup: 1 Staff Sergeant
4 Sergeants
30 Constables

**Projected to save 25,000 hours of frontline time,
long-term staffing implications T.B.D.**



CDU Call Example

Theft Call September 1st, 2020

- Complainant had his vehicle broken into previous night at approximately 2:00am
- Only items stolen were paperwork attached to vehicle
- Complainant and neighbours confirmed they have video surveillance footage of suspect



Crisis Support Worker CDU Pilot

- 60 day Pilot (May/June 2020)
- 192 calls were screened by the CDU/CSW team
- 138 calls were fully diverted
- 47 calls required a blended frontline response
- 7 calls required a full frontline response

\$ 72,859 saved in Frontline Costs from Pilot



72%
diverted from
frontline



Frontline Court After Night Shift

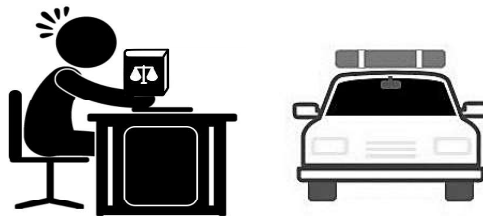
✓ *MEMBER WELLNESS*

- Eliminates long periods of wakefulness
- Manages risk associated with member fatigue
- Increased resources during peak call demand time

283 Instances in 2019

AWAKE 17+ HRS

\$44,369 saved in Frontline Overtime Costs



Overall Efficiencies

Projected Cost Associated with Officer
Time Savings

Prisoner Meals Deliveries	\$265,902 (in time)
Verified Alarm Response	\$544,117 (in time)
Arrest Warrant Processing	\$115,000 (in time)
Alternative Mental Health Response Pilot	\$72,859 (60 day pilot)
Court After Nights	\$44,369 (actual saving)

TOTAL

\$1,042,247

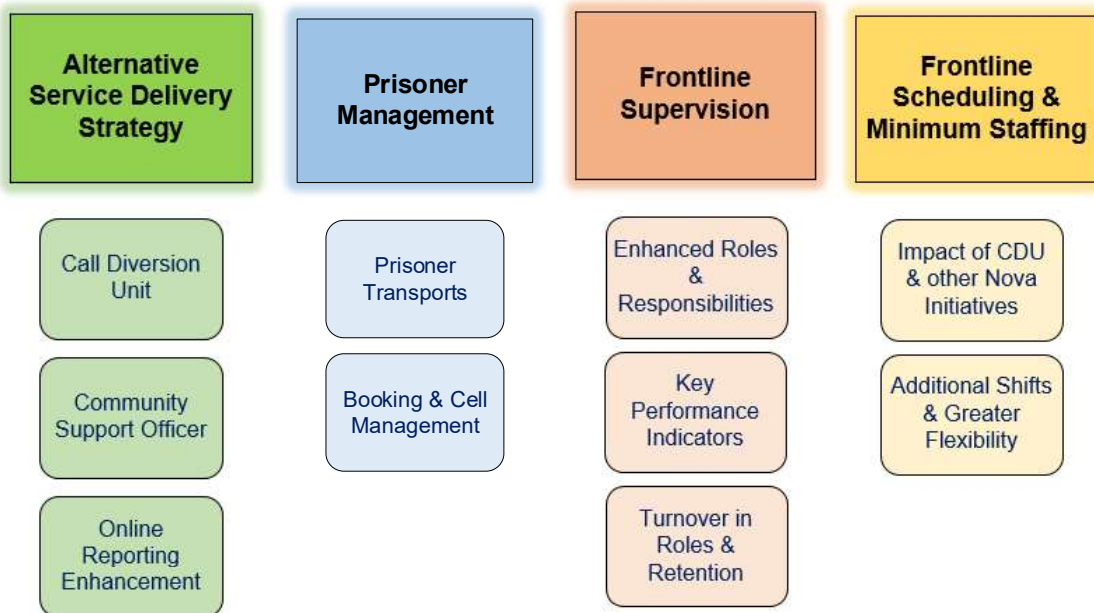
Call Diversion Unit

T.B.D.

**Time back to frontline to be more visible,
proactive and engage with our communities**



2021 Priorities



Alignment with Business Plan

Member Engagement &
Evidence Based Research
Focused On:

- MEMBER WELLNESS
- PUBLIC SAFETY
- TECHNOLOGY & INNOVATION
- COLLABORATIVE PARTNERSHIPS
- EQUITY & INCLUSION



Thank You

