

## APPENDIX A: HIGHLIGHTS AND OUTSTANDING ITEMS

### **2020-2022 Business Plan Year Three Activity**

#### **Our Community – Highlights**



#### **Community Engagement: To maintain public trust and confidence through ongoing positive interaction and outreach with our community**

- Continued collaboration with Victim Services of York Region on sexual assault investigation reviews
- Indigenous crosswalk, designed by the Chippewa's of Georgina Island and the Town of Georgina, was installed at the Community Safety Village
- Continued focus on senior's safety and preventive education regarding scams
- Created a new social media marketing and intern program with York University

#### **Operational Service Delivery: To enhance and modernize operations that ensure the safety and security of our community**

- Continued development of the YRP Pandemic Plan
- Enhanced regulatory partnerships to disrupt, deter and dismantle Organized Crime
- Road Safety Bureau engaged in multiple public safety and vulnerable road user campaigns such as "Be Safe, Be Seen"
- Numerous presentations, virtually and in person, delivered to external partners in regards to "Run, Hide, Defend"

#### **Collaborative Partnerships: To develop new and existing relationships with our partners to ensure programs and services meet the needs of our community**

- Formalized Greater Toronto Area (GTA) Commanders network with police services to coordinate work and promote information sharing between jurisdictions
- Developed new partnerships with mental health facilities to assist the homeless community with additional services and support
- Collaborated with child protective service agencies to combat Human Trafficking
- New partnership with the Solicitor General to create scenario-based training for persons in crisis

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*Equity & Inclusion: To strengthen positive practices that reduce barriers and foster belonging between police and community*

- All members of the Diversity, Equity and Inclusion unit completed online Indigenous training through the University of Alberta to increase culture competency
- Hosted the 2022 Hate Crime Conference with attendees from across Canada
- Focused recruitment efforts towards racialized communities through various engagement events
- Formalized weekly engagement sessions with front line patrol officers and religious leaders in their community

### **Our Community – Outstanding Activities**

*Operational Service Delivery: To enhance and modernize operations that ensure the safety and security of our community*

- Enhance tactical, operational, strategic, and early-warning system intelligence capabilities to support policing in York Region
  - **Not complete, still in progress**

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### Our People – Highlights



#### Professional Development: To encourage personal and professional growth to maximize the potential of all members

- Implemented a training needs assessment tool to assist with member career development planning
- Rolled out the first phase of an organization wide Talent Management System
- Implemented a new People Wellness and Talent (PWT) structure including updates of bureau names and position titles
- Developed and delivered training for investigators and civilian monitors for execution of Part VI authorizations

#### Member Support: To cultivate an environment of professionalism, respect, and wellbeing

- Continued to embed wellness services at all YRP locations as part of YRP's Wellness Strategy
- Launch of Wellness First smart phone application and Business Intelligence (BI) wellness dashboards
- Successful 'Together We are More' forum held in 2022
- PIN fitness test incentive has been created

#### Technology and Innovation: To promote a culture that supports innovation to achieve strategic and operational objectives

- Implemented Automated License Plate Recognition (ALPR) for all frontline vehicles through Axon In-Car Cameras (ICC)
- Implemented electronic information sharing solutions with E-Notes, E-Hub and E-Intake.
- Wellness dashboards have been created
- Axon Interview Room installed to all YRP interview rooms across the organization

#### Continuous Improvement: To identify opportunities to improve services and processes

- Hybrid work arrangement procedure created to further assist members with flexible work options
- Implementation of Community Support Officer program, allowing civilians to support front-line officers
- Continuous Improvement Procedure came into effect in 2022 which establishes a prioritization model for organizational change projects
- Implemented online identification verification process by partnering with Equifax to eliminate the need for some customers to attend in person

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### Our People – Outstanding Activities

#### Professional Development: To encourage personal and professional growth to maximize the potential of all members

- Through People and Talent Strategy (PATs), create the capacity for all members to identify, and access self-development opportunities in order to facilitate their personal and professional growth
  - **Not complete, still in progress:** in development of multi-platform online portal that is carrying into 2023
- Assess and develop career path opportunities within the organization
  - **Not complete, still in progress:** Module 1 of Employee Central went live December 2022. Recruitment/On-boarding expected to go live in first quarter of 2023 with the Learning Management System (LMS) to follow shortly thereafter. The Talent Management System (TMS) is expected to be live in the first half of 2023
- Identify and implement a new evaluation model, e.g. 360° performance evaluations to support the development and goal setting for supervisors
  - **Not complete, still in progress:** Statement of Work and costing proposal completed by 'Verity' for competency/values based 360° and implementation of a talent management system process. Work expected to begin in Q1 2023, with planned completion by Q2
- Provide meaningful secondment opportunities to all members
  - **Not complete, still in progress:** The People, Wellness and Talent (PWT) has undergone a significant reorganization and will review this objective for the next planning cycle

#### Member Support: To cultivate an environment of professionalism, respect, and wellbeing

- Develop a robust, trustworthy, and effective system for the reporting, investigation and resolution of workplace conflict and harassment
  - **Not complete, still in progress:** New Civilian Early Resolution Officer Position will be filled in Q1 2023. This role will be central to alternative conflict resolution and resolving low level disputes. Complaint intake and triage will reside together as one stop for information

#### Technology and Innovation: To promote a culture that supports innovation to achieve strategic and operational objectives

- Implement a technology-based solution that automates the functionality of switchboard operations
  - **Not complete, still in progress:** Currently waiting to determine if further enhancements are required with implementation of NG911

#### Continuous Improvement: To identify opportunities to improve services and processes

- Develop a comprehensive risk strategy and action plan
  - **Not complete, still in progress:** Increase capacity for focus on risk management by promoting proactive auditing, working with Court Operations and Information Governance units to establish an overall strategy