17-14 Artificial Intelligence Technology

Status: New   **Issued:** 2024.06.25

Rationale

Artificial intelligence (AI) technology is a tool that can support the mission of the Toronto Police Service (Service) to deliver police services in partnership with our communities to keep Toronto the best and safest place to be. AI technology can provide opportunities to improve efficiency and customer service, resolve complex issues, ensure business continuity and provide assistance in performing repetitive tasks.

The purpose of this procedure, in compliance with the Toronto Police Service Board (Board) policy *Use of Artificial Intelligence Technology* (Board policy), is to provide a framework for the acquisition and use of any AI technology that collects and/or uses information about members of the community.

Procedure

The Service is committed to ensuring the use of AI technology in a manner that is sensitive to the needs of the communities it serves. In that regard, the Artificial Intelligence Technology Committee (AITC) has oversight of the review process for all proposed new AI technology. The AITC membership consists of Service representatives from the following units:

- Committee Chair – Chief Information Officer (CIO) (or designate) - Information & Technology Command (ITC);
- Business Relationship Management (BRM);
- Equity, Inclusion and Human Rights (EIHR);
- Information Management (IM);
- Information Technology Services (ITS);
- Legal Services (LSV); and
- Ad hoc members, as necessary, dictated by the individual project scope or type of technology under consideration.

Member

1. When using AI technology in the course of their duties shall only use
   - that which is Service approved
   - it for which it was originally intended and approved for Service use
   - it in compliance with Service Governance and training

2. When identifying a business or operational need that can be or may be assisted by AI technology that is not currently approved for Service use shall contact BRM.

3. When designated as the capability lead for a request to obtain AI technology shall
   - complete and submit a TPS 209 to BRM
   - perform tasks as directed by the AITC
   - create a project team, as necessary

Member – Business Relationship Management (BRM)

4. When contacted by a Service member regarding AI technology that is not currently approved for Service use shall determine if any existing Service approved technology and/or alternative solution can perform the desired function(s).

5. When an existing Service approved technology and/or alternative solution is identified in item 4 shall
   - advise the requesting member of the existing technology and/or alternative solution
   - deny the AI technology request

     → *Note: Denial of a request does not preclude the AI technology from being reconsidered at a future date. For example, funding, technological advances, changes in legislation and/or organizational/community readiness may give reason to re-evaluate the AI technology.*

6. When there is not an existing and effective Service approved technology and/or alternative solution identified in item 4 shall
   - ensure a Service member acts as the capability lead
   - complete a Business Initiative Review (BIR) in consult with the capability lead
   - forward the completed BIR and TPS 209 to the Unit Commander – BRM

7. When assigned to maintain the central repository for tracking all AI technology requests shall include the following in the repository
   - the requested technology name and/or potential vendor(s)
   - the name of the capability lead
   - the status of the request throughout the review process
   - reasons for approving/denying the request

8. When provided status updates from the AITC for any requested AI technology shall
   - update the central repository
   - advise the capability lead of the status and, if the request is denied, the reasons for the decision

Unit Commander - Business Relationship Management (BRM)

9. Upon receipt of the BIR and TPS 209 shall ensure
   - the completed BIR and TPS 209 are forwarded to the AITC
   - a member is assigned to maintain the central repository for tracking AI technology requests

Artificial Intelligence Technology Committee (AITC)

10. Upon receipt of a BIR and TPS 209 shall
    - review the BIR and TPS 209
    - determine the scope of intended use
    - consider any alternative options to achieve the same goal as proposed by the new AI technology

- based on the above information, determine if the AI technology will continue through the review process or be denied for use

11. When denying the AI technology request shall advise BRM

   ➔ *Note: Denial of a request does not preclude the AI technology from being reconsidered at a future date. For example, funding, technological advances, changes in legislation and/or organizational/community readiness may give reason to re-evaluate the AI technology.*

12. When continuing the AI technology review process shall
   - advise BRM
   - engage the capability lead or assign resources to document the scope, details and progress of the project

   ➔ *Note: The AITC can consider including a project manager to work with the capability lead.*

   - engage Analytics & Innovation (A&I) to examine technical details via an Artificial Intelligence Assessment (AIA)
   - engage Information Privacy & Security (IPS) to examine privacy details
   - determine if the opinions of subject matter experts (internal and/or external) would be beneficial and assign resources to engage as needed
   - determine if community consultation would be beneficial and assign resources to engage as needed
   - refer to the Board policy to determine additional review considerations
   - based on the above information determine if the AI technology will continue through the review process

   ➔ *Note: If the review process will not continue refer to item 11.*

13. When continuing the AI technology review process shall obtain approval from the CIO
   - to initiate the procurement process and technical testing, if involving a vendor, or
   - to continue with technical testing, when not involving a vendor (i.e. free and/or open-source technology or Service developed technology)

   ➔ *Note: If the request to initiate the procurement process and/or testing is denied refer to item 11.*

14. Upon approval from the CIO to initiate procurement and/or begin any technical testing shall ensure
   - appropriate resources are assigned
   - IPS is notified to coordinate the Privacy Impact Assessment (PIA)

15. If the procurement process is unsuccessful shall notify the CIO and comply with item 11.

16. Upon receipt of the technical testing results, PIA and, if applicable, the procurement outcome shall
   - evaluate if the technology fulfills the original business need
   - evaluate if the technology functions as intended
   - determine if further testing is required and initiate as necessary
   - determine if the AI technology will be recommended for Service use

   ➔ *Note: If the AI technology will not be recommended for Service use refer to item 11*

17. When making a recommendation to adopt the AI technology for Service use shall
    - submit all review documents to the CIO
    - make a request to the CIO to engage the Office of the Chief (OOTC), relevant Command Officers and, as necessary, the Board, for approval of the AI technology

18. When AI technology is approved for Service shall
    - advise BRM
    - ensure member training requirements and pre-requisites for use are established
    - ensure compliance with procedure 16-01 to amend or create Service governance, as necessary
    - ensure an evaluation and re-assessment of the technology takes place post-deployment

Manager – Analytics & Innovation

19. Upon being engaged by the AITC shall ensure an AIA is completed and submitted to the AITC.

Manager - Information Privacy & Security

20. Upon being engaged by the AITC shall ensure a PIA is completed and submitted to the AITC.

Chief Information Officer – Information & Technology Command

21. Upon receipt of a request from the AITC to initiate the procurement process shall ensure
    - the OOTC, relevant Command Officers and, as necessary, the Board, are engaged for approval to obtain the AI technology for Service use
    - the AITC is advised if the request is approved or denied

22. Upon receipt of a request from the AITC to conduct testing of the AI technology shall ensure the request is reviewed and approved, as necessary.

23. Upon receipt of a recommendation from the AITC to adopt AI technology for Service use shall ensure consultation with the OOTC, relevant Command Officers and, as necessary, the Board, for the purpose of obtaining approval.

24. The CIO shall ensure a list of Service approved AI technology is maintained on the Service external website, per the Board policy.

    ➔ *Note: Where the product is covert in nature the product and vendor may be omitted. Where public disclosure of the product or details of the product may impact economic, intellectual property, or other interests, such information may be omitted pursuant to sections 8, 10 and 11 of the Municipal Freedom of Information and Protection of Privacy Act and other relevant legislation and/or case law.*

Supplementary Information

Governing Authorities

Provincial:
- Community Safety and Policing Act (Ontario Regulations)
  – O. Reg. 392/23, Adequate and Effective Policing (General)
  – O. Reg. 400/23 Collection of Identifying Information in Certain Circumstances – Prohibition and Duties
  – O. Reg. 412/23, Disclosure of Personal Information
- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56

Associated Governance

Toronto Police Service Board:
- Board Policies
  – Use of Artificial Intelligence Technology

Toronto Police Service Procedures:
- 16-01 Service and Legislative Governance and Legal Agreements

Toronto Police Service Standards of Conduct:
- Ethical Decision Making
- 1.12 – Confidential Information
- 1.13 – Release of Service Documents
- 1.14 – Removal of Service File, Record, Exhibit and Property
- 1.15 – Use of Service facilities & Equipment
- 1.19 – Use of Computers and Telecommunications

Forms:
- TPS 209 Artificial Intelligence (AI) Technology Intake Form

Definitions

For the purposes of this Procedure, the following definitions will apply:

Artificial Intelligence (AI) means goods and services, including but not limited to software and electronic devices, which collect information about members of the public or their actions, including personal information as defined under the Municipal Freedom of Information and Protection of Privacy Act, or make use of existing information about members of the public or their actions, and which use automated analytical problem-solving models to assist or replace Service Members in identifying, categorizing, prioritizing or otherwise making decisions pertaining to the information or the members of the public to which it pertains. AI technology includes, but is not limited to: machine learning technology, neural networks, natural language processing applications, predictive technologies, computer vision, and technologies which make predictions using algorithms trained on large data sets. [Source: Toronto Police Service Board Policy *Use of Artificial Intelligence Technology*]

Capability Lead for the purpose of this Procedure means a Service member that helps facilitate a proposal to obtain technology for the purpose of fulfilling a business or operational need not currently achieved by any Service approved technology or solution.

We are dedicated to delivering police services, in partnership with our communities, to keep Toronto the best and safest place to be.

Learn more about our Service **Core Values** and **Competencies** here