

Written Submission for the Pre-Budget Consultations
in Advance of the
Upcoming Federal Budget

By: Motorola Solutions Canada Inc.

RECOMMENDATION:

That the Government of Canada contribute to funding for provinces, territories and municipalities to accelerate the adoption of technology solutions which will complement and enhance innovations in public safety education, training, policy and practice in communities across the country. The funding should target “Next Generation 9-1-1”, digital evidence management, and public safety mobile broadband (PSBN) solutions, among others.

The strategic framework for this recommendation is set out below in our submission.

SUBMISSION

About Motorola Solutions Canada

As a leader in public safety information & communications technology (ICT) solutions for over 90 years, Motorola Solutions has helped the public safety community in Canada and around the world “be their best in the moments that matter”. During this time, we have supported the public safety community by providing ICT innovations which are designed, manufactured and deployed to meet the uniquely demanding requirements we place on the women and men who form the foundation of our front line services in communities across the country. A small sample of these innovations includes:

- In 1941, the introduction of the first public safety two-way radio for in-car use;
- In 1962 the introduction of a portable two-way radio designed exclusively for public safety users;
- In 2008 Motorola demonstrated the first public safety wireless broadband applications over a live 700 MHz LTE connection;

Our roots in Canada are extensive. Established over 70 years ago, Motorola’s Canadian presence represents the company’s first international experience, and we have operated continuously in Canada ever since, serving our Canadian public safety partners with a number of domestic firsts. Motorola Solutions also has a significant innovation presence in Canada, with Gatineau serving as our worldwide Next Generation 9-1-1 Research and Development centre and the lower Mainland of British Columbia serving as our worldwide video security solutions Research and Development centre.

We have provided support to our partners during good times, and more importantly during the challenging times when they have been needed most by the communities they serve. Motorola has activated its Emergency Operations Centre on a number of occasions to provide rapid logistical support and emergency stocks to our partners, including during the Southern Alberta Floods of 2013, during the Fort McMurray wildfire of 2016, and during the flooding in Eastern Ontario and Southern Quebec in the spring of 2017.

As our solutions are the tools which facilitate the flow of communications and information to and from those who are working on the front lines of public safety, we are often consulted by clients about their integration into operational roles. We have been privileged to be involved with those types of people and technology discussions with dozens of public safety agencies across Canada.

While Motorola Solutions does not play any direct role in the development and implementation of legislation, recruitment, education, training or policies for public safety professionals, we firmly believe that to maximize impact, any discussion about technology must begin with consideration of the needs and goals of the public safety community and the people they serve.

In recent months, we have learned anew that every interaction between public safety professionals and the people they serve is deeply human, steeped in many complexities and challenges. These challenges also offer an opportunity for everyone involved to benefit from a consistently human-centred, dignified, respectful, and inclusive experience.

Our submission represents our observations of both the challenges and the immense opportunities which exist based on the extensive discussions in which we have engaged with the public safety community.

Our experience in working with these professionals across Canada gives us confidence that together, we can develop technology tools to provide timely, accurate and actionable information, both to enhance and to further the opportunity to deliver human-centred community-building services.

Challenge, Opportunity and Innovation in Canadian Public Safety

At Motorola Solutions Canada, we are keenly aware that over the past number of years there has been a dialogue about the sustainability of our country's public safety services. We note that a number of studies have highlighted that within the world of policing, up to 70% – 80% of calls for service that result in dispatching of personnel are not related to crime. Today's police professionals have been drawn into dealing with broader social harm and health issues, such as mental health and addictions, homelessness and family breakdown, among others.¹²

A number of the same studies have acknowledged that the core public safety agencies, on their own, will not be able to solve the challenges that lie at the heart of these calls, but rather the public safety community will need to be one player in a "safety and security web" that will include a wider number of agencies working in close collaboration.³

These studies recommend that the actors in the safety and security web include the core public safety agencies (police, fire and paramedics), but also include those agencies that increasingly interact with the public safety community, such as those focused on mental health and addictions, social housing, child and family supports, acute medical care, and probation, among others.

One of the recommendations of the House of Commons' Standing Committee on Public Safety and National Security 'Economics of Policing' Report, was that police agencies should "*consider greater inter-agency cooperation with respect to the sharing of facilities and equipment and integration of staff from the health and policing sectors in certain circumstances*".⁴

The recognition by many public safety agencies of the wisdom of this counsel has created an opportunity for them to create wide and deep partnerships. The wisdom of this counsel has also influenced how those partnerships are designed, implemented and evaluated, especially with respect to their success in addressing the root causes of crime and social disorder.

Perhaps the most powerful partnership innovation we have encountered is the 'Hub Model', created by Canadian public safety professionals, and now used internationally. This multi-agency partnership has demonstrated its effectiveness in providing early indications and upstream addressing of "acutely elevated risk" of harm. Its success in creating positive outcomes for people and communities has been recognized as a world leading innovation and was featured in the 2018 'Global Happiness Policy Report'.⁵

¹ Economics of Policing Report of the Standing Committee on Public Safety and National Security, May 2014 41st Parliament, Second Session, pp. 15-17. (the "Economics of Policing Report").

http://publications.gc.ca/collections/collection_2014/parl/x76-1/XC76-1-1-412-4-eng.pdf

² Council of Canadian Academies, 2014. Policing Canada in the 21st Century: New Policing for New Challenges. Ottawa (ON): The Expert Panel on the Future of Canadian Policing Models, Council of Canadian Academies. pp. 31-32. (the "CCA Report") https://cca-reports.ca/wp-content/uploads/2018/10/policing_fullreporten.pdf

³ The CCA Report at p.33.

⁴ The Economics of Policing Report at p.31.

⁵ The Global Happiness Council (2018). *Global Happiness Policy Report 2018*, New York: Sustainable Development Solutions Network at pp.172-173 <https://s3.amazonaws.com/ghc-2018/GlobalHappinessPolicyReport2018.pdf>

In some ways, the heart of this innovation is captured in a term that has emerged in recent years to describe and explain what the Hub model delivers: ‘Community Safety and Well Being’. The term describes not only the outcome that is achieved, but perhaps more importantly, how the work is approached. Evaluations of success in the lives of people served reflect placing them at the centre of the discussion, and building positive outcomes *with* them, rather than imposing programs *on* them.⁶

In a recent interview with the CBC Radio current affairs show, ‘The Current’, Peter Sloly, the Chief of the Ottawa Police Service, summarized the challenge, opportunity and innovation in this way: “Policing, in its modern form has always meant to be co-produced, not done by one to the other. It was always meant to be done one with the other. And in fact, it shouldn't be another. It should be us. In community and with community.”⁷

There is certainly no shortage of expertise and advice available to the Government of Canada to contribute to the discussion, through associations such as the Canadian Association of Police Governance, the Canadian Association of Chiefs of Police, the Canadian Police Association, the Canadian Association of Fire Chiefs, and the Paramedic Chiefs of Canada, civil society organizations such as the Canadian Police Knowledge Network, the Community Safety Knowledge Alliance and the Canadian Municipal Network on Crime Prevention, in addition to countless academic institutions.

What value does a consistently human-centred, dignified, respectful, and inclusive ‘Community Safety and Well Being’ experience represent to Canadians most broadly, and especially to the most marginalized and victimized in particular? Experts in the field say the value is significant.

The 2020 edition of the World Happiness Report highlighted the importance of trust in the police to well-being, particularly to those at the lower end of the income and physical health ladder. The Report said:

“Marie, who is in good health, employed, married, with average income, sees herself as free from discrimination, and feels safe in the streets at night is estimated to have life satisfaction 3.5 points higher, on the 0 to 10 scale, than Helmut, who is in fair or worse health, unemployed, in the bottom-fifth of the income distribution, divorced, and afraid in the streets at night. This is the difference if they both live in a relatively low-trust environment.

“But if they both lived where trust in other people, government, and the police were relatively high, the well-being gap between them would shrink by one-third .[T]he well-being costs of hardship are thus significantly less where there is a positive social environment within which one can find a helping hand and a friendly face. Since hardships are more prevalent among those at the bottom of the well-being ladder, a trusting social environment does most to raise the happiness of those in distress, and hence delivers greater equality of well-being.”⁸

⁶ Nilson, C. (2018). *Community Safety and Well-Being: Concept, Practice, and Alignment*. Saskatoon, SK: Community Safety Knowledge Alliance. http://cskacanada.ca/wp-content/uploads/2019/08/CSWB-Concept-Practice-Alignment_May2018_final_DIGITAL_revised_2.pdf.

⁷ <https://www.cbc.ca/radio/thecurrent/the-current-for-june-3-2020-1.5596372/wednesday-june-3-2020-full-text-transcript-1.5597643#segment2>.

⁸ Helliwell, John F., Richard Layard, Jeffrey Sachs, and Jan-Emmanuel De Neve, eds. 2020. *World Happiness Report 2020*. New York: Sustainable Development Solutions Network. at p.4 <https://happiness-report.s3.amazonaws.com/2020/WHR20.pdf>

Human Centred ICT Design to Enhance and Further Community Safety and Well-Being

From the creation of the first wireless transceiver/receiver radio in the days leading up to the Second World War, Motorola Solutions has always appreciated the value of listening and understanding the human environment, in order to create ICT innovations which enhance and further the human experience.

Experts who study the social determinants of health and well-being are nearly unanimous in endorsing the powerful impact that carefully integrated and collaborative partnerships, across agency and traditional lines, can provide in delivering the most effective use of resources. The conclusion for Government of Canada decision-makers would seem to be clear, therefore: funding to enhance and further a human-centred experience by providing timely, accurate and actionable information to and from those Community Safety and Well-Being professionals should be an important priority.

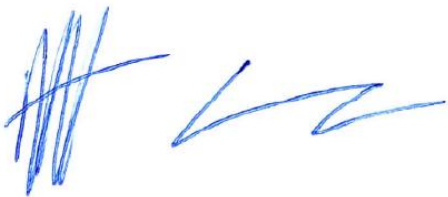
A key to success is supporting those professionals who are interacting directly with members of the community, providing them with as much shared contextual information as possible, and assisting them in making the best possible decisions, with the safety and well-being of the community at heart.

It seems clear that there is a timely opportunity for the Government of Canada to provide provinces, territories and municipalities with appropriate funding to assist in implementing solutions that will provide a consistently positive experience for all Canadians; one of human dignity, respect, inclusion and agency, through the deployment of human-centred technology solutions.

CONCLUSION

We are grateful for this opportunity to share our recommendation with your Committee. Based on our many years of partnership with the public safety community, we feel there is a unique opportunity to create an integrated and human-centred approach to providing every Canadian with a public safety experience which provides dignity, respect, inclusion and agency. It is our hope that these recommendations will offer your Committee useful suggestions on a path to deliver those outcomes. We look forward to the opportunity for further dialogue on these essential issues, in the weeks and months ahead.

Respectfully submitted



Matthew Swarney
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