

# Peel Regional Police prioritizes safety with digital transformation

**Reducing response times, improving workload and enhancing services for the community**

Peel Regional Police was facing significant challenges in interoperability, support and operational efficiency. To address these issues, they adopted Motorola Solutions' technology ecosystem, transforming their communications and operational processes. This resulted in a streamlined workflow, reduced response times and a more inclusive workplace culture, empowering officers to better serve the community.



**Customer**

Peel Regional Police

**Industry**

Public Safety / Law Enforcement

**Solutions**

Motorola Solutions products:

- VESTA® 9-1-1
- PremierOne CAD
- PremierOne Mobile
- CommandCentral Aware
- P25 Radio system - APX

## Challenges

Before 2020, Peel Police's approach to incident response was fragmented, as described by Chief of Police, Nishan Duraipappah: "We used several different vendors for different technology purposes, which I found created some challenges for us, first and foremost in interoperability, secondly in support, and third in management."

Relying on disparate technologies for call handling, CAD, mobile and records negatively impacted operational efficiency, and placed undue strain on both the communications centre staff and officers in the field.

Another pressing issue was call-response times, which, as Deputy Chief, Anthony Odoardi stated, were "completely unacceptable," with residents waiting up to two minutes for critical 911 assistance. Duraipappah emphasized the need for modernization, stating, "The imperative of serving the public and from a public safety need has not changed, but the tools, the vehicles, the platforms for us to do that have completely, completely changed."

## Solution

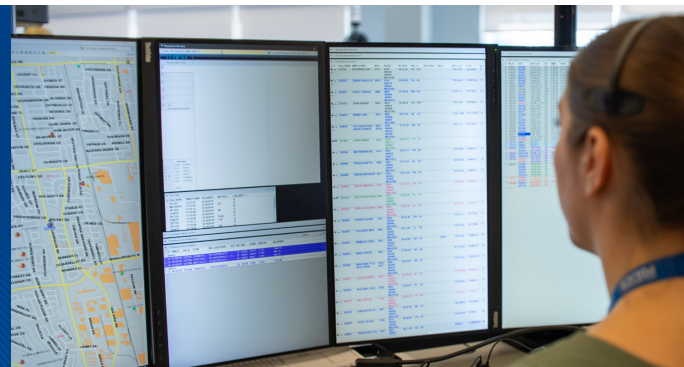
Recognizing the need for a comprehensive solution, Peel Police made the decision to adopt Motorola Solutions' technology ecosystem, fully integrated within their communications center.

The ecosystem included a single-vendor, multi-platform approach that seamlessly connected all tools and platforms. This eliminated prior interoperability issues and provided reliable support for ongoing operations. According to Superintendent, Emergency Support Operations, Scott Redstone, "I think that the partnership between Peel Regional Police and Motorola has helped us work toward our chief's vision of being the most innovative, progressive, inclusive police service in the world."

Motorola Solution's PremierOne Computer-Aided Dispatch (CAD) and complementary solutions were central to this initiative, ensuring all emergency response processes were intuitive and efficient. Reflecting on their decision, Odoardi stated, "Having a single vendor, multi-platform ecosystem, really gives us the advantage of selecting products to plug into each other and work naturally. It's almost like assembling a puzzle."

“The implementation of these technologies has lessened the workload on the staff, and that has had an impact in a positive way on the workplace culture.”

– Mark Noble,  
Superintendent, Communications Services



The implementation of Motorola Solutions' ecosystem did not focus solely on technology but also on empowering Peel's professionals. Superintendent, Communications Centre, Mark Noble explained how the changes positively shaped workplace culture, saying, "The implementation of these technologies has lessened the workload on the staff, and that has had an impact in a positive way on the workplace culture."

Additionally, concerns surrounding cybersecurity were proactively managed, and Peel was ensured that the ecosystem's implementation would not interfere with existing platforms or degrade their performance. Director of IT Service, James Felton, "We've seen it before where different products can degrade service of servers and platforms. Motorola has helped us ensure that that doesn't happen."





## Further integration and innovation

Peel Regional Police envisions a continued evolution of their technology ecosystem with Motorola Solutions, aiming for a “one-door access” approach to multiple solutions. This simplification will make it effortless for officers to utilize available tools, prioritizing user-friendliness. A key future focus is building public confidence in these technological platforms, especially with advancements in Artificial Intelligence (AI) and facial recognition, to ensure the community trusts that these solutions enhance their safety and service.

The partnership between Peel Regional Police and Motorola Solutions is committed to fostering continued innovation, allowing for the seamless integration of new modules and capabilities into the existing ecosystem. This ongoing development will reduce operational friction for end-users, enabling the partnership between Peel Regional Police and Motorola Solutions to focus on core policing duties. By leveraging enhanced data collection, Peel Regional Police will gain deeper insights into community needs, allowing them to tailor services effectively, and maintain their reputation as an innovative and progressive police agency.



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– Director IT Services, James Felton

## Conclusion

Peel Regional Police revolutionized operations, and achieved measurable outcomes that positively impacted citizens and staff alike.

Their transformation demonstrates the power of aligning cutting-edge technology with purpose-driven service. Their success reflects an unwavering focus on community safety and operational excellence.



## Results

The Motorola Solutions ecosystem delivered a profound impact on Peel Regional Police's operations.

- **Improved call-response times**

Emergency call queues were drastically reduced from an average of two minutes to industry-leading standards of 10 to 11 seconds.

- **Enhanced operational efficiency**

By integrating technologies under a single platform, Peel Police gained unprecedented control and flexibility to deliver coordinated responses. Sr Director, Innovation & Technology, Tony Ventura compared it to a puzzle coming together, “At the end of it, you end up with a beautiful mosaic of technology.”

- **Empowerment through technology**

The new tools ensured officers had cutting-edge resources readily available, enabling faster, more informed decision making. These advancements underscored Peel Regional Police's commitment to providing effective public safety services.

- **Workplace transformation**

Chief of Police, Nishan Duraipappah stated, “What's happening now is that from the beginning of somebody's need to see a police officer, from a phone call, from our ability to receive data and information, for our people to be able to visualize it, to utilize the data in a really effective way and get it back out to a first responder - has completely become seamless because we have actualized on an ecosystem.”



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