HALTON REGIONAL POLICE SERVICE

New, seamless online tool helps Halton Police receive paid duty requests online

As one of the leading police agencies in Ontario, the Halton Regional Police Service (HRPS) is committed to ensuring Halton Region remains as safe tomorrow as it is today.

The HRPS allows local residents and business owners to hire uniformed police officers to oversee special events or functions. The HRPS wanted to upgrade from their manual paid duty process to one that would better serve their citizens' needs at all times. Now, automatic SMS text messages to officers ensure more eyes see an opportunity and last-minute requests are fulfilled.

payduty.haltonpolice.ca
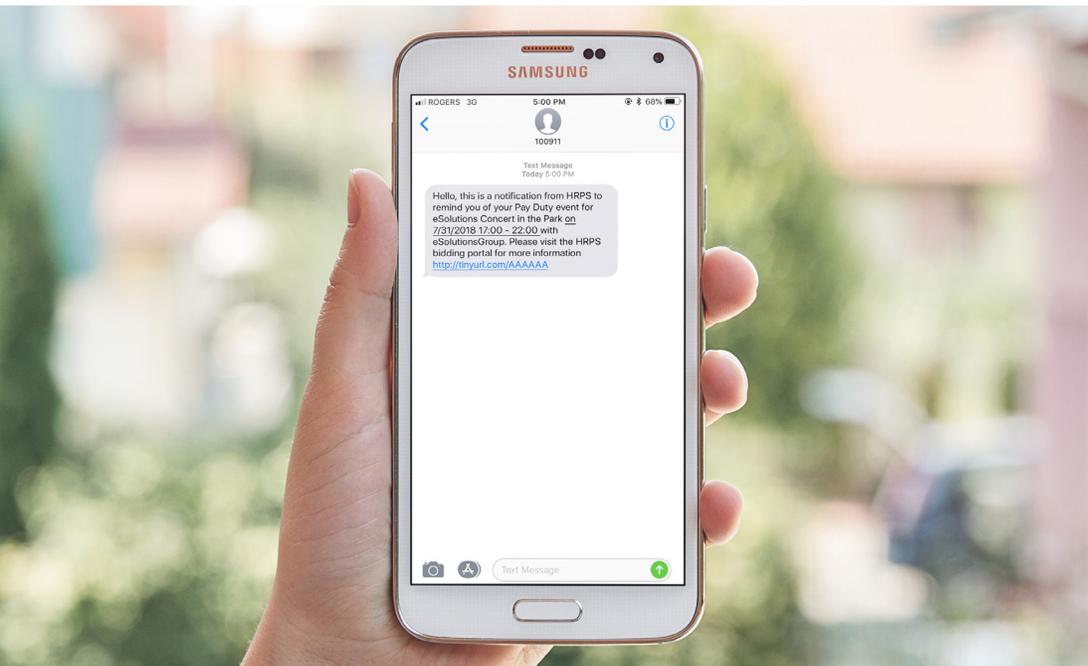
PLANNED GO LIVE DATE: October 1, 2018

Founded: 1974
Service Members: 994
Community Population: 548,435
Values: Trust, Respect, Integrity, Accountability, Excellence, Teamwork and Justice

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Sending out countless text messages to the police force from one full, 10-digit telephone number can result in these messages flagging as "spam" and they may not make it to the officer. Instead, we use unique and dedicated short code (such as 100911) to send SMS text messages, guaranteeing they get through on all carriers, every time.

SOLUTIONS

Citizens can request a paid duty officer for community events, festivals, sporting events, film shoots, wide load escorts, traffic control, business security and funerals online, while saving time and money.

Integrating an e-Commerce secure payment directly into the Paid Duty application facilitates safe and easy payments, 24/7.

The Paid Duty application gives users the option to send an automated email or SMS text message to inform applicants about the different requirements of their application. Officers bid and are awarded the duty request based on the HRPS policy that outlines fair awards to events.

By integrating a secure administration area where authorized users can search, create and view requests at all times, it allows users to manage reports and export results directly into Microsoft Excel.

REWARD

How did we meet the specialized and technical needs of the Halton Regional Police Service? Our teams collaborated through a comprehensive process that involved:

- Detailed needs analysis

- Customized Paid Duty Application

- Design of citizen-facing front-end and administration back-end systems

- Detailed requirements document

- eCommerce integration (PCI compliant)

- Training on application

By adding the ability to send automated SMS text messages to officers when a new Paid Duty event is ready for bidding, the level of interest grows and encourages more officers onto the site for quicker bidding. With officers receiving these direct messages, last minute event requests are more easily filled.

Efficient tools for citizen request responses

- Secure, Canadian based hosting
- Police Services - Paid Duty
- e-Commerce integration

- Automatic SMS and email contact with bids
- Twilio cloud communications platform

- Officer training on Paid Duty application
- Detailed needs analysis

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