



APPLICATION FOR COUNCIL INNOVATION FUND

CC 941 (R2021-04)

Be sure to save your completed document to your desktop before you print and/or email the form for submission so you do not lose any content. Please attach the application to the Cover report you would bring forward to the Priorities and Finance Committee

Date of Submission – 2021 June 8

Name of Project – Clear Justice (Guided Calgary Police Complaint App)

Sponsoring Councillor(s) – Councillor Evan Woolley

Applicant Name – Denis Ram

Applicant Contact Number - Include area code – 587-896-6111

**Applicant Business Unit or Name of Organization –
Digital Law & Innovation Society**

**Affected or Supporting Business Units and/or Departments –
Calgary Police Service,**

**Amount of Funds Requested - please include your budget breakdown details, in an attachment –
\$45,000**

Draft PFC cover report attached – Yes No

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Please list supporting documents provided:

Budget Breakdown

Provide a summary description of the project to a maximum of 2 pages –

We are seeking support through the Council Innovation Fund for Clear Justice, a groundbreaking app that will simplify the current process of filing a police complaint.

Clear Justice was created by a group of University of Alberta Law students who all closely watched the July Standing Policy Committee on Community and Protective Services which addressed the City's commitment to anti-racism. Over three days, one of the common threads that emerged was the need for a better way to handle complaints against the Police.

Council, Calgary Police, and Calgary Police Commission all agreed that the current process for submitting police complaints is difficult to navigate, even for native English speakers. Clear Justice addresses this need through plain language questions to generate a formal legal complaint that cites specific sections of statutes and regulations that may have been breached. The App is intended to replace the current system, which is simply an open text box that does not provide guidance, assurance, nor any sort of confirmation whether a complaint even has all the relevant information.

We want users to move intuitively through the complaint process, having the key information of their potentially complicated case collected in small, manageable pieces, then properly categorized and applied by the system, and reassembled in a fashion related to relevant statutory provisions and readily usable by those receiving the complaint letter. We want to facilitate a smooth and easy complaint process to help police identify real complaints and the better management of those complaints once received. This will allow the police to save time and resources by providing them with all the relevant info and points directly to potential breaches in criminal code.

The following objectives were established for the creation of the App:

1. functional and easy to use;
2. accessible to people of varied backgrounds and abilities;
3. a legally sound and technologically secure design; and,
4. help the Calgary Police Service address complaints effectively

A prototype of Clear Justice won the 2020 UAlberta Access to Justice Technology Competition as well as the International Iron Tech Lawyer Competition, hosted by Georgetown University. During the competition, Clear Justice displayed an example of Calgary's innovative atmosphere, tech-friendly City Council, and commitment to combating systemic racism—a large marketing

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boost to the city to world leaders in legal technology. Since starting work on Clear Justice, the Edmonton Police Service has expressed interest as well. We want to showcase this App to the Calgary Police Service but would like to wait until we have finished developing it.

A key feature of the app is its translation function. Once fully implemented, Clear Justice will be easily accessible in many languages commonly spoken in Calgary: Punjabi, Arabic, Cantonese, Mandarin, Blackfoot, and others. Clear Justice will increase access to justice, reaffirm the City's commitment to fighting systemic racism, help the Police save resources, and aligns with objectives set out by the White Goose Flying Report.

While in-depth legal research using Calgary Police Service data has been undertaken by our team, funding is needed to complete Clear Justice. Council Innovation Fund support would allow us to:

1. Review Clear Justice with IT professionals for security checks, design, and user interface/experience best practices.
2. Evaluation of the legal research by a lawyer who practices in police misconduct.
3. Translation into other languages, as needed.

Identify how this project meets the criteria as outlined in the Terms of Reference for the Council Innovation Fund. *Please attach additional information as required.* –

Criteria for Terms of Reference:

This meets the Criteria of the Terms of references, as follows:

- a) This meets the definition of innovation because this is translating a new idea (using a guided interview app for police complaints) for new or improved services, products, processes, or social interaction (police complaint process), that create value for the community (value is from the increased access to justice by implementing the app instead of the current process of just a text box).
- b) This supports Council's follow priorities:
 - a. Combatting systemic racism within the city
 - b. Demonstrating Calgary is an innovative tech hub and attracting top tech talent
 - c. Organizational efficiency by streamlining complaints
 - d. Offering translated services online for citizens
 - e. Increasing data for policy decision-making
 - f. Increasing transparency with services and complaints

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- c) This has the potential to change city-wide policies and procedures, if successful upon implementation because police complaints are city-wide, and the website is accessible to everyone city-wide. The procedure for police complaints would be streamlined and more efficient after the app is implemented because investigators will be immediately notified of potential specific sections of the Alberta Police Regulation that may have been breached, along with better, targeted information. This may also change city-wide procedures by demonstrating the value of guided interviews, and may lead to other forms being automated like the police complaints in the future for further increasing access to justice, among others.
- d) This is viable and sustainable in the long term because there is no subscription fee nor large capital investment. The platform, DocAssemble, is free and open source, and is constantly being updated. The app is viable as well because it is used by law firms of all sizes, and has strong implementation in many countries. The code created for the app is also easy to edit and update, and will require little work to update contacts as police staff and ministers shuffle, and emails require updating. Longer term, this is sustainable because there is little to no cost, with the largest cost being hosting the website (which the City already does). It is also viable and suitable in the long term because of all the potential data and unreported complaints that would come in to investigators because of the App. This additional information could improve long term policy decisions. The app is also viable and sustainable because it provides information that would otherwise cost money for free, specifically it provides a service similar to a lawyer for free (hearing a story and providing legal information).
- e) This app is fiscally sound because there are no large capital costs for implementation. The largest cost is the cost for translating the app into different languages, and even that will be reduced by willing volunteers that have already asked to help. The translation will also be easier than typical due to the plain language used in the App. The App also does not require any sort of subscription fee or yearly payment to operate. The largest cost, which has been completed, was the original development of the app, including the legal research to ground the questions. With all of this completed by our group of students during last semester, there are little costs remaining. When compared to the price of a lawyer to complete the same service as the App, hearing stories from the public and providing legal information, this App is much cheaper than hiring a lawyer for the initial stage of a police complaint.
- f) This will be managed well because the timeline is not too long, and the final stage requires simple work to complete. There are no drastic changes, nor big decisions left to be made. As such, the management of the App from here will be easier than the earlier stage. The App will also be managed well because all four of us law students, some graduating this year, have committed to seeing this App through to the end, and will continue to work on it until it is completed in a timely and responsible manner, along with others that have also committed to helping us including the Alberta Digital Law and Innovation Society. The App also has a 3rd party research at UAlberta also studying the app, adding to the responsible research being done with regard to the App.
- g) This App has not previously received a CIF grant.

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Outline the proposed timeline for this project, including the final report back date –

Proposed Timeline, incl Final Report Back Date:

June 25 - Complete Hiring for IT, Legal

July 16 - Complete Assessment by IT and Legal

July 23 - Secondary assessment after changes have been made

July 30 - Begin extended user testing and assessment

August 13 - Final Assessment after changes have been made by IT and legal

August 20 - Complete Hiring/outreach for translation

September 15 - Translation completed

September 31 - Review user testing and assessments

October 31 - Complete adjustments based on user testing and assessments

December 15 - Provide results to Council, advocate for adoption

Identify what success looks like, and how it will be measured –

1. **Completed outstanding tasks for final phase**
 - a. **IT Security/Aesthetic Check**
 - b. **Legal check**
 - c. **Translations**
2. **Completed user testing**
 - a. **Implemented changes**
3. **Adopted by City on official website**
 - a. **Adopted by CPS/CPC**
4. **Used as a template for other jurisdictions as evidence for supporting guided interviews for police complaints**
5. **Completed all as per deadlines listed in prior section**

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