



Navigating the path to making Australia's cities safer

Jon Tuttle talks technology, collaboration and driving the conversation

Safe to say Jon Tuttle has had a diverse career, starting with the Sussex Police in 1985, before working with WA Police for the last 25 years.

His roles included Commander in charge of Counter Terrorism and Emergency Response and Acting Assistant Commissioner for the Judicial Services Portfolio which had responsibility for Community Engagement, Prosecution, Crime Prevention and Youth Policing.

His time at WA Police also included the role of Commander in the WA Police structural reform program delivering a new Metropolitan Policing Model in WA. This was the central pillar of the Frontline 2020 program, and the biggest change undertaken by WA Police in 20 years touching almost every aspect of the organisation.

From a technology perspective, Jon was also the Commander of the WA Police Information Technology Portfolio with responsibility for a major capital works program introducing new IT systems and capability into the organisation to the value of \$60M.

"I experienced first-hand the possibilities offered by technology and the challenges large organisations face regarding procurement, implementation and integration." He explains

Today, we're catching up with Jon ahead of the Safer Cities Roadshow. He's just starting his new role with Broadreach Consulting as a subject matter expert and business transformation consultant in Law Enforcement, Counter Terrorism, Justice, Investigative Practice and Emergency Management, "it's a fresh challenge," he says "we have a blend of frontline experience with pragmatic and actionable architecture and planning services. It's unique".

Driving collaboration

When speaking with Jon it became immediately clear that Safer Cities is a subject he's extremely passionate about, emphasising there are still key challenges to be addressed:

“There’s a growing realisation the demand on policing is ever increasing. Whether that’s in the rise of volume crime or counter-terrorism –it’s a tide that has swept across the world and Australia is not immune.”

He highlights a few of the stand out challenges:

- Digital disruption is the new norm; the community has high expectations of public bodies to leverage new technologies.
- Adoption of technical change is often far from nimble; the credibility of an organisation is not limited to its ability to capture video – its credibility will hinge on the ability to manage that information effectively and adequately inform the decision-making processes.
- Not attending to pragmatic planning, blueprinting change and embedding the change in the business can have long lasting impacts on organisation productivity, value and ultimately the safety of citizens and communities.
- Coordination and deployment of emergency services resources in a coordinated and joined up way. Each organisation has information and capability that can provide a safer environment – but sharing in a secure and trusted fashion and deploying this is not easy.

The potential for technology

With new technology emerging every day, Jon reminds us that it’s important to stay business outcomes focused, rather than get swayed by new trends:

“The incredible advances in technology into almost every aspect of our lives will continue. Some technology will fade into the background as the fabric of the world in which we live.”

“But the amount of information that an enterprise needs to manage, interpret and apply effectively to their mission is going to keep growing.”

“Workforce and process change are necessary, but the art of the possible rarely comes without a transforming technology. The role of technology will be one of revolutionising the effectiveness and efficiency of delivering government services, nationally.”

He highlights several examples of where technology already has immediate potential:

- A kaleidoscope of network-connected sensors as part of the internet of things, helping government predict, plan, advise, inform and engage citizens
- Building confidence in assisted machine learning, complementing frontline experts to question norms with evidence-based change
- Drones sensing micro weather conditions in fire fronts, and integrating this information with video content into command room systems and decisions
- Placing critical business functions in the hands of frontline teams with mobile IT, helping improve productivity and enhance the safety of teams; teams will be better informed and able to make decisions aided by the rapid availability of information.

Setting the stage

With such potential, comes big pressure for all parties. Jon believes success will come down to having an open mind and working collaboratively:

“The benefit of the upcoming roadshow is that it gives us a chance to connect with people, highlight problems, offer solutions and create pathways for change.”

“This is our opportunity for us to pitch in and find solutions.”

“It’s a closed event to senior executives and business leaders with a particular focus on Emergency Services. Sometimes it is necessary to step back, take a breath, and consider the art of the possible.”