

Staff Report to Council


RCMP/Police Services

FILE: 05-1700-02/20

REPORT DATE: November 09, 2020 **MEETING DATE:** November 23, 2020
TO: Mayor and Council
FROM: Supt. Jennifer Hyland
SUBJECT: 2021 Business Plan - RCMP/Police Services

CHIEF ADMINISTRATIVE OFFICER REVIEW/APPROVAL:

The Chief Administrative Officer recommends Council send a letter to the City of Maple Ridge requesting they decline all three Decision Packages for Housing and Support positions due to the pending Provincial Ministry approval for a City of Pitt Meadows autonomous Police Detachment and the subsequent resource changes that will be involved.



RECOMMENDATION(S): THAT Council:

- A. Receive for information the RCMP 2021 Draft Business Plan and Staff Report as presented at the November 23, 2020 meeting of Council;
OR
- B. Other.

CONTRACTED RCMP OVERVIEW

The City of Pitt Meadows is undergoing a process to potentially separate from the Integrated Detachment model and become an independent detachment that solely serves Pitt Meadows' citizens. The Province will determine the outcome of the request made by the City of Pitt Meadows and most likely this decision will be made before the end of the year.

The detachment achieves their objectives through a variety of critical partnerships within the community and its citizens and also through community policing and crime prevention programs. The Ridge Meadows RCMP Detachment is proud to provide policing services for Pitt Meadows, Maple Ridge and the Katzie First Nation. The detachment is a currently fully integrated model between both cities and operates the hub of operations in Maple Ridge supplemented by a Community Police Office in Pitt Meadows. The Ridge Meadows RCMP has 128 police officers, with 23 assigned to Pitt Meadows, 102 assigned to Maple Ridge and 3 funded by the Province of BC. Pitt Meadows and Maple Ridge also contribute the equivalent of 12 members (2 Pitt Meadows and 10 Maple Ridge) in integrated specialized integrated teams serving the Metro

Vancouver area. 49.2 (FTE) City of Maple Ridge employees provide operational and administrative support for exhibits, prisoner guarding, client services, records management, crime analysis, court services, media relations, and fleet maintenance with the city paying for their portion via the Housing and Support Agreement. In addition, the detachment has a dedicated volunteer base who are passionate about community and public safety, however unfortunately have not been able to be active during COVID-19.

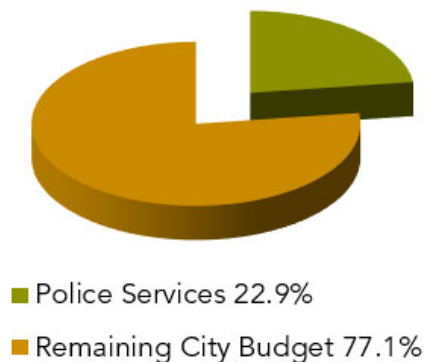
Operating Budget:

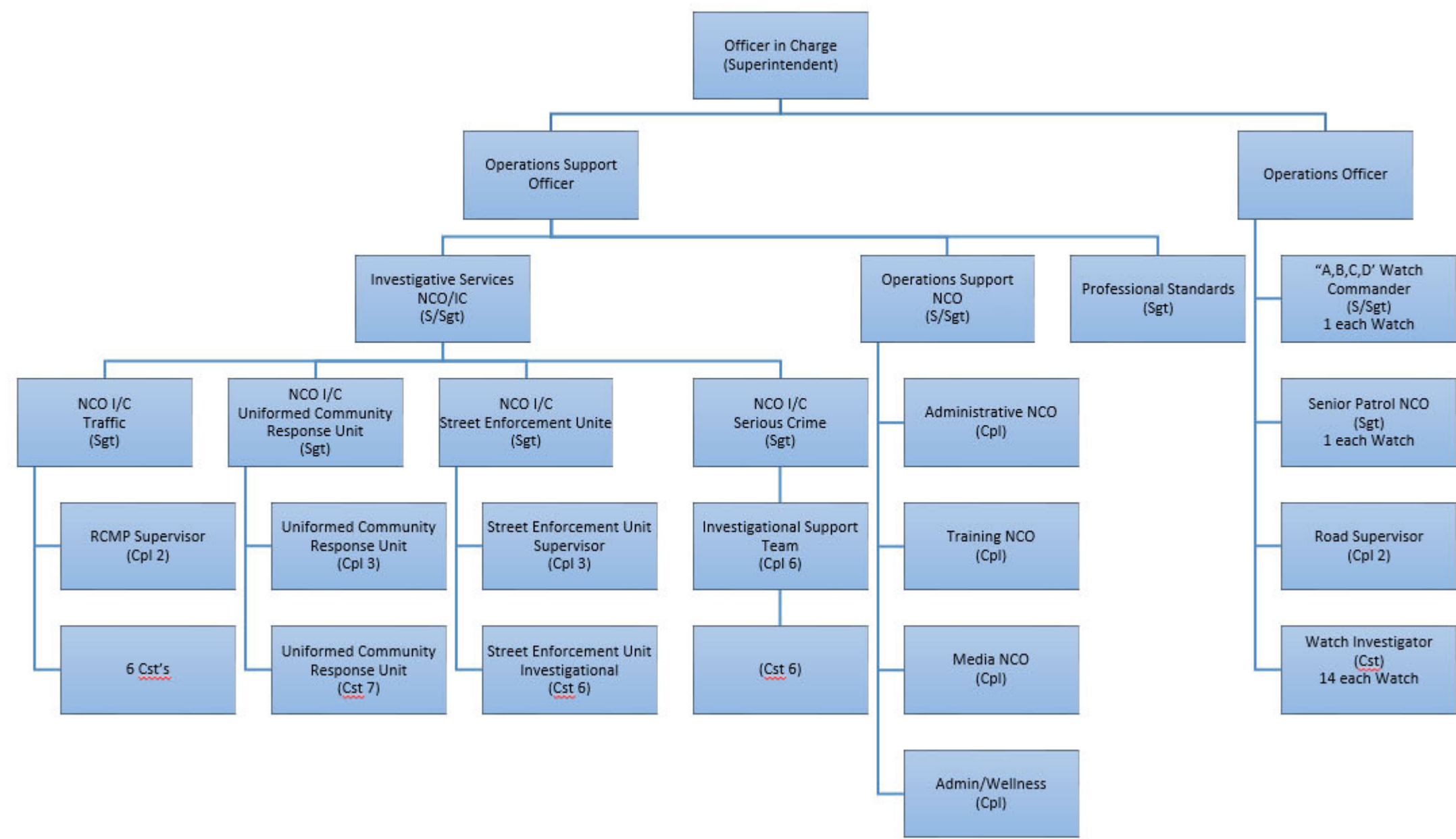
\$5,580,800

Capital Budget:

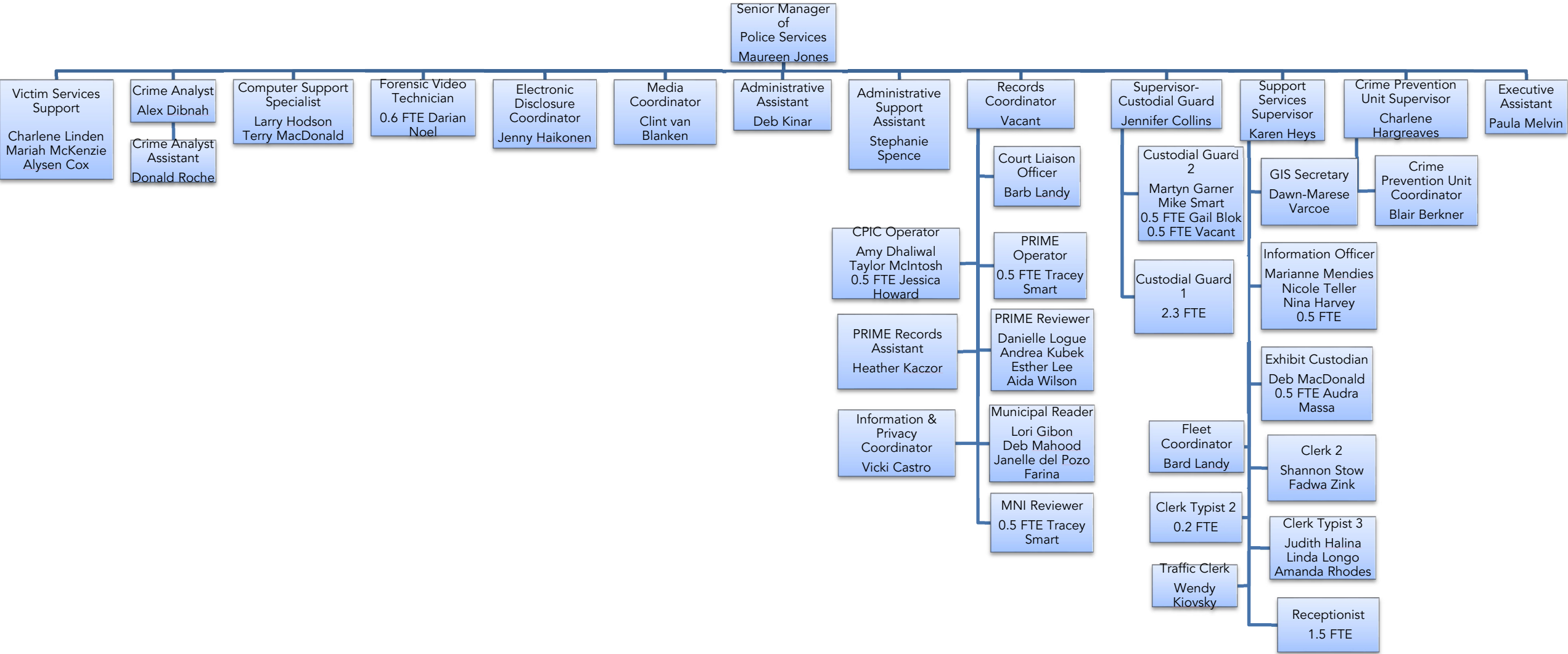
There are currently no capital requests being made due to the pending separation from the Integrated Detachment model.

% Share of overall City Budget:





Staff Complement
Police Services



The city contracts 23 RCMP regular members from the province. Currently, the city support staff are hired by the City of Maple Ridge and the City of Pitt Meadows shares in these costs through an existing Housing and Support Agreement.

Deferred Projects

As a result of priorities that emerged throughout the year the following 2020 business plan initiatives were deferred:

- **ENHANCEMENT OF CRIME MAP:** Look into implementing sign-up for alerts on property crime in neighborhoods. We are currently using Block Watch Captains to pilot alerts for their neighborhoods and provide feedback on value.

2020 Achievements

- **REPORT TO "E" DIVISION ON ASPECT/IMPACTS OF INTEGRATION VS. DE-INTEGRATION SERVICE DELIVERY MODELS NEEDED FOR POTENTIAL SEPARATION FROM THE CURRENT MODEL:** The detachment Senior Leadership Team (SLT) was requested and provided a 25 page report to "E" Division Operational Strategy Branch (OSB) to prepare a submission to the Province on behalf of the City of Pitt Meadows to attain an autonomous detachment, separate from current integration with the City of Maple Ridge.
- **USE OF SOCIAL MEDIA:** Received national award for innovation and crime reduction via the use of social media. Twitter: increased followship by 13.88% with an average of 22 tweets/month and 133,000 impressions/engagements and a follow ratio of 55 which is an outstanding level. Facebook: Increased followship by 18.45% with an average of 21 posts per month and 2943 impressions/engagements. Video: Our top video view of 2020 was the #frontlineforthe frontline initiative with over 68,800 views. Please note these social media posts were for the integrated detachment model representing both cities.
- **MANAGE PROLIFIC, PRIORITY AND CHRONIC SOCIAL OFFENDERS:** Full prolific offender project managed by SEU and data driven via the Crime Analyst Section. Successful reduction in offenders, increased breach charges recommended to Crown Counsel for domestic offender management. RCMP is a partner in the Interagency Case Assessment Team (ICAT) which works on the highest risk cases of domestic violence with a goal to increase safety. UCRU manages several chronic mental health clients in partnership with Fraser Region Mental Health, Probation, Crown Counsel and Coast Mental Health.
- **PLACEMENT OF A SENIOR SERGEANT NCO FOR SERVICE DELIVERY AT THE COMMUNITY POLICE OFFICE –** Sgt. Michelle Luca has been assigned to be the primary point of contact to ensure enhanced policing services to the city and citizens of Pitt Meadows.

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Key Challenges for 2021

- **SEPARATION FROM THE INTEGRATED DETACHMENT MODEL.** A review of how police services are being deployed to both Maple Ridge and Pitt Meadows as a joint detachment is underway. The results of the review may have both organizational and financial considerations to work through.
- **SOCIAL IMPACTS.** Impacts to social services levels are greatly affecting police. The increase in drug addiction, untreated mentally illness and poverty are creating huge volumes of work for police and unnecessary negative pressure with the perception of crime in the community.
- **MULTI-JURISDICTIONAL NATURE OF CRIME.** With increased access to our community through infrastructure such as the Golden Ears Bridge, Pitt River Bridge and SkyTrain Evergreen Line, criminals and prolific offenders cross geographic lines to commit crime. Our Crime Analysts throughout the Lower Mainland monitor trends, profiles and modus operandi to jointly target offenders.
- **CHANGING TRENDS.** The demographic makeup of the community is starting to change and variations in crime trends, crime profile type and severity of criminal activity level will change along with it.
- **PERCEPTION OF CRIME.** Property crime and traffic issues are the most visible to our citizens. Police need to balance the perception of these types of nuisance crimes with the more serious and often less visible criminal element active within our community.
- **INSTANT NEED FOR COMMUNICATION FROM POLICE TO THE PUBLIC.** The expectation of immediate communication is a new horizon for police. The public's expectation is that this information will come directly to electronic devices, however police must balance these expectations with oversight of risk to harming an investigation and privacy laws.

Key Initiatives 2021

Strategic Priority	Initiative	Target Completion
Safety – Policing Review	<p>POLICING REVIEW AND POTENTIAL SPLIT FROM THE INTEGRATED DETACHMENT MODEL. The ground work for the submission to the Province of BC has been completed in 2020. If the Province approves the city to create an autonomous detachment there will be much work to prepare for this transition. The local RCMP detachment will work with all 3 communities to make this transition as smooth as possible for the RCMP members of the integrated detachment model and the citizens of both Pitt Meadows, Maple Ridge and Katzie.</p> <ul style="list-style-type: none"> • Creation of a Transition Plan with Operational Strategy Branch of "E" Div HQ. • Meet transition dates. 	Q4

Safety – Enhanced Communication	COMMUNICATIONS. <ul style="list-style-type: none"> • The RCMP will provide robust communications utilizing social media, press releases and video projects. • Meet with the CAO on a regular basis. • Provide the Mayor and Council information on unfolding issues. • Communicate with stakeholders on community issues. 	Q?
Safety – Increased Visibility	VISIBILITY OF RCMP MEMBERS WITHIN THE COMMUNITY. <ul style="list-style-type: none"> • Foot patrols and regular patrols of the Harris Road Park and Skate Park. • Visibility in high impact intersections. 	Q?
Safety – Road Safety	<ul style="list-style-type: none"> • Monitoring of excessive speeding locations, including South Bonson, Airport Way and Ford Road Detour areas. • Tracking high impact intersections. • Removal of impaired and prohibited drivers from the roadway. 	

1. PROPOSED OPERATING BUDGET

City of Pitt Meadows
DRAFT Operating Plan
2021 thru 2025

POLICE SERVICES FINANCIAL SUMMARY

	2020 Approved Budget	2021 Proposed Budget	Proposed Changes for 2021		2022 Proposed Budget	2023 Proposed Budget	2024 Proposed Budget	2025 Proposed Budget
Expenses								
RCMP Contract	\$ 4,186,700	\$ 4,308,900	\$ 122,200	2.9%	\$ 4,422,000	\$ 4,548,400	\$ 4,668,800	\$ 4,787,800
Housing and Support	1,211,000	1,268,400	57,400	4.7%	1,268,400	1,299,400	1,314,400	1,314,400
Crimestoppers	3,500	3,500	-	0.0%	3,500	3,500	3,500	3,500
	5,401,200	5,580,800	179,600	3.3%	5,693,900	5,851,300	5,986,700	6,105,700
Net Operating Expenses	\$5,401,200	\$5,580,800	\$ 179,600	3.3%	\$5,693,900	\$5,851,300	\$5,986,700	\$6,105,700
Key Budget Changes for 2021:								
Members' regular pay, overtime, pension costs			88,500					
Integrated teams population & crime statistics adjustment			33,700					
Office admin., records mgmt., facility rent			57,400					
Change in Net Operating Expenses			\$ 179,600					

2. PROPOSED CAPITAL BUDGET

Not applicable.

3. DECISION PACKAGE(S)The city would actually see cost savings

See Attachments.

Although the City of Pitt Meadows is looking for autonomy from the Integrated Detachment model, the policing operation currently has to respect the agreements in place at the time of business planning for both cities. Decision Packages have been submitted to the City of Maple Ridge to enhance support service positions. There are 3 incremental packages of which the City of Pitt Meadows, under the current Housing and Support Agreement, would be responsible to pay a 20% portion. These packages are:

- A. Decision Package: Tech Crime Coordinator
- B. Decision Package: Watch Clerk
- C. Decision Package: Court Liaison Officer

Please note that **none of these positions have been approved** by the City of Maple Ridge at the time of submission of this document.

PUBLIC PARTICIPATION

☒ Inform ☐ Consult ☐ Involve ☐ Collaborate ☐ Empower

KATZIE FIRST NATION CONSIDERATIONS

Referral ☒ Yes ☐ No

The RCMP is responsible to provide policing services to the Katzie First Nation as per both the Provincial and Federal Agreements and their services are separate and distinct from the municipal contracts.

SIGN-OFFS

Written by:

Reviewed by:

Supt. Jennifer Hyland

Maureen Jones, Sr. Manager Police Services

ATTACHMENT(S):

Attachments are:

- D. Decision Package: Tech Crime Coordinator
- E. Decision Package: Watch Clerk
- F. Decision Package: Court Liaison Officer

DECISION PACKAGE: Tech Crime Coordinator

Role Description	Full-Time City of Maple Ridge support position	
Department/Division	RCMP/Police Services	
Submitted by	Supt. Jennifer Hyland/Maureen Jones	
Estimated Capital Cost	One time: \$	Ongoing: \$
Estimated Operating Cost	One time: \$	Ongoing: \$17,800

Recommendation

THAT Council:

- A. THAT the City of Pitt Meadows support the request for this additional position being presented to the City of Maple Ridge as per the current Housing and Support agreement. Autonomy could potentially take several years to accomplish and it is necessary that both the RCMP and the Support Services staffing levels are adequate to keep pace with mandated timelines and the general workload associated to policing the community.

Executive Summary

In today's modern world a significant portion of police investigations require retrieval of evidence from technology i.e. smart phones, computers, tablets and GPS devices. Currently this work is being completed on both regular and overtime hours by the detachment's regular members, as well as by third party companies. In order to be more efficient and to utilize RCMP members at the level that is more operationally effective, detachments are utilizing support staff to perform this work at a reduced cost to the overall policing budget.

Background/Discussion

This position would work closely with the RCMP investigator to retrieve and manage audio and video evidence from electronic devices seized during an RCMP investigation and maintain continuity of the exhibits/evidence. This role will work with the Integrated Tech Crime Unit to analyze, filter and generate reports in accordance with the specifics of the search warrant or consent to search. The role is technical in nature and will require attendance at Court at times to speak to the evidence.

RCMP communicate that in 2019, data was extracted from 193 devices (phones, computers, tablets, etc) which is almost double of that from 2018. On average it takes approximately 4 hours per device which in 2019 translated into 381 regular hours and 516 hours of overtime. These calculations include download attempts only and does not factor in the administrative time for dealing with the exhibits, report writing, liaising with "E" Div Tech Crime, and attending Court. Including these administrative tasks RCMP advise the estimated average time per device to be at 8 hours.

The regular time and the overtime used to produce this work is coming out of the contract side costs. The costs for regular members to do data extraction and associated work is estimated to be \$120,000 which includes costs to third party companies as RCMP don't have the in-house expertise or the capacity to

complete all data extractions. This type of service is very costly. These expenses are currently being paid at 90% by the city and we are proposing that a city staff position be funded at a lower cost to do the work. Other jurisdictions have made this change for these reasons which in turn allows members time to be focussed on other investigative services to the community.

Financial Implications

Costs	<u>One Time</u>		<u>Ongoing</u>	
	Capital	Operational	Capital	Operational
Base Salary	\$	\$	\$	\$
Employee Health and Other Benefits				
Employee Set-up (including computer, phone, supplies etc.)				
Total Costs:	\$	\$	\$	\$17.800
Special Remarks: This is the 20% share of total burdened costs				

Alternatives

- Currently RCMP members perform this work utilizing both regular and overtime hours. The work could continue to be done in this manner however it is not cost effective and is causing burnout to serious crime members being tasked with overtime hours on a consistent and ongoing basis.
- RCMP HQ Training has advised they will no longer train members to do this work as they transition from detachment to detachment. This is another reason that regionally other jurisdictions have made this change.

DECISION PACKAGE: Watch Clerk

Role Description	Full-Time City of Maple Ridge support position	
Department/Division	RCMP/Police Services	
Submitted by	Supt. Jennifer Hyland/Maureen Jones	
Estimated Capital Cost	One time: \$	Ongoing: \$
Estimated Operating Cost	One time: \$	Ongoing: \$16,000

Recommendation

THAT Council:

- A. THAT the City of Pitt Meadows support the request for this additional position being presented to the City of Maple Ridge as per the current Housing and Support agreement. Autonomy could potentially take several years to accomplish and it is necessary that both the RCMP and the Support Services staffing levels are adequate to keep pace with mandated timelines and the general workload associated to policing the community.

Executive Summary

The City of Maple Ridge has supported regular RCMP member growth and has built that growth into the annual budget. As members increase so does the volume of work on support services. It is important that we consider what work we have police officers perform so we keep them focused on police work. These clerical-type tasks are best performed by city support staff at a lower wage level which is overall more cost effective and efficient. By doing this we free up time for police officers to be road ready and to perform work that is at that higher level.

Background/Discussion

General Duty Watches consist of four (4) Watches. On each Watch there are 18 General Duty regular members (1 S/Sgt, 1 Sgt, 2 Cpl, 14 Cst.) who are the first responders for our community. In today's world the administrative piece to police work has greatly increased. This position would provide clerical assistance in a variety of functions for the General Duty members and Watch Commander(s) that are currently performing this work which in turn prevents them from performing operational tasks and proactive police work. Clerical tasks include, but are not limited to, putting Crown packages together, coordinating the service of summons and subpoenas, operates computer systems (CPIC, JUSTIN, TEAM) to input, edit, retrieve, preparation of documentation for search warrants, enters member leave and work schedule, daily shift schedules and callouts, downloads and burns photos and audio files for investigations, pulling files, liaising with other jurisdictions and general clerical assistance. Further to this and as a result of the COVID-19 pandemic, police are required to upload charge information package electronically which has increased the time requirement needed to get the task accomplished. This, on top of the other clerical tasks members are currently doing, warrants a look at who is more efficient and effective to be doing the work.

Financial Implications

Costs	<u>One Time</u>		<u>Ongoing</u>	
	Capital	Operational	Capital	Operational
Base Salary	\$	\$	\$	\$
Employee Health and Other Benefits				
Employee Set-up (including computer, phone, supplies etc.)				
Total Costs:	\$	\$	\$	\$16,000
Special Remarks: This is the 20% share of total burdened costs				

Alternatives

- Continue to have Watch Commanders and General Duty members perform this clerical/administrative work which means that there would be a decrease of road time for each General Duty member

DECISION PACKAGE: Court Liaison Officer

Role Description	Full-Time City of Maple Ridge support position	
Department/Division	RCMP/Police Services	
Submitted by	Supt. Jennifer Hyland/Maureen Jones	
Estimated Capital Cost	One time: \$	Ongoing: \$
Estimated Operating Cost	One time: \$	Ongoing: \$20,000

Recommendation

THAT Council:

- A. THAT the City of Pitt Meadows support the request for this additional position being presented to the City of Maple Ridge as per the current Housing and Support agreement. Autonomy could potentially take several years to accomplish and it is necessary that both the RCMP and the Support Services staffing levels are adequate to keep pace with mandated timelines and the general workload associated to policing the community.

Executive Summary

Ridge-Meadows RCMP Detachment is a busy detachment and has historically put through significantly more charges than neighboring larger detachments. The volume of these charges has increased the work necessary to put through a successful package to Crown. We also need to physically attend the Provincial Court building in Port Coquitlam twice per week to swear Police Information's (swearing that the information submitted to Crown Counsel is accurate and true). This can take anywhere from 3-5 hours each attendance to accomplish.

Background/Discussion

We currently have one (1) Court Liaison Officer which was converted from a regular member role to a support staff position in 1990. This role directs investigating officers' court documentation to make sure it meets the evidentiary requirements and is accurate and complete so that a case is not dismissed for technical error or lack of evidence. This role provides the final judgement in approving these reports to Crown Counsel. The role also liaises with both Federal and Provincial Crown Counsels to facilitate the criminal case management process.

Ridge-Meadows Detachment puts through comparable numbers of cases to Crown Counsel as our neighboring larger detachments do (Coquitlam has twice the RCMP members and Langley has 1.5 more members). These detachments also have more than one resource to perform the work volume as noted in the below chart.

Comparison of cases submitted to Crown Counsel:

DM 165401v2

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2019 Coquitlam (2.5 FTE)
897 (YTD Oct 1)

Langley (2 FTE)
819 (YTD Oct 1)

Ridge-Meadows (1 FTE)
896 (YTD Oct 1)

2020 Coquitlam (2.5 FTE)
910 (YTD Oct 1)

Langley (2 FTE)
897 (YTD Oct 1)

Ridge-Meadows (1 FTE)
911 (YTD Oct 1)

Financial Implications

	<u>One Time</u>		<u>Ongoing</u>	
Costs	Capital	Operational	Capital	Operational
Base Salary	\$	\$	\$	\$
Employee Health and Other Benefits				
Employee Set-up (including computer, phone, supplies etc.)				
Total Costs:	\$	\$	\$	\$20,000
Special Remarks: This is the 20% share of total burdened costs				

Alternatives

- Continue to resource the one (1) Court Liaison position and risk that errors are not made in the evidentiary requirements of the Court packages submitted.
- We currently utilize another position for court runs however this is having an impact to other work not being accomplished.