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**Present:**

Chair: Mayor Watts  
Councillor Gill  
Councillor Hayne  
Councillor Hepner  
Councillor Martin  
Councillor Rasode  
Councillor Steele  
Councillor Villeneuve

**Absent:****Staff Present:**

Chief Superintendent, OIC, Surrey RCMP  
City Manager  
City Clerk  
City Solicitor  
Manager, Bylaws and Licensing

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**A. ADOPTION OF MINUTES****1. Police Committee Minutes - July 14, 2014**

It was moved by Councillor Steele  
Seconded by Councillor Hayne  
That the minutes of the Police Committee  
meeting held on July 14, 2014, be adopted.

Carried

**2. Community Safety Committee Minutes - July 9, 2014**

It was moved by Councillor Rasode  
Seconded by Councillor Hepner  
That the minutes of the Community Safety  
Committee meeting held on July 9, 2014, be received.

Carried

The Mayor took a moment to congratulate Chief Superintendent Bill Fordy, OIC on being awarded the Order of Merit.

**B. NEW BUSINESS**

## C. COMMITTEE REPORTS

### 1. OIC SURREY RCMP DETACHMENT

Item No. Po10                      **Surrey RCMP Service Delivery Reviews (Update)**  
File No.

The following comments were made:

Chief Superintendent Bill Fordy, OIC, provided a PowerPoint presentation which outlines the Surrey RCMP Service Delivery Reviews. Superintendent Attfield and Sgt. Baxter were in attendance to assist in answering any questions.

In the fall of 2013, Dr. Irwin Cohen of the University of the Fraser Valley (UFV) initiated a comprehensive analysis of the Surrey RCMP service delivery model. In addition, Dr. Peter Bellmio is also doing research. The research examines workload, types of calls being responded to, how long it takes members to get to a complaint, how long members are at the scene, and how long they might be engaged in other activities in regards to deployment of services and the ability to have pro-active time.

A staffing analysis was conducted using an internationally recognized computer program called Managing Patrol Performance (MPP) which captures data that distinguishes between types of calls and time spent by patrol officers on various tasks. It was discovered that only 37.6% of dispatched calls are associated to a criminal offence. Calls related to the *Mental Health Act* where an individual is taken to hospital requires the member attend with the individual, which takes away from attendance at calls related to criminal offences.

The OIC reviewed the statistics for number of calls for service in 2013 including the top 20 dispatched calls. Changes to scheduling were made in order that a regular constable is in attendance in the telecoms room to triage calls and weed out the calls where attendance by a member is not required.

The number of abandoned 911 calls and the number of false alarms was reviewed. Abandoned 911 calls are extremely high risk. Confirming if the call was warranted is difficult, as with cell phones the location can't always be determined. The Canadian Association of Chiefs of Police and UBCM are advocating the CRTC to help reduce the number of accidental 911 calls. UBCM will revisit regulations around auto dial for 911 due to the frequency of pocket dial incidents. Create strategies and conduct public awareness and education programs.

Statistics show that 59% of residential alarm calls attended were false alarms; and 87% of commercial alarm calls attended were false alarms, resulting in approximately 11 minutes per member on shift per day expended on false alarms.

Critical policy questions include how fast the response should be for different priorities; how much proactive time the average general duty unit should spend on strategic enforcement, crime prevention and community issues; and how many units on average should be free to ensure officer safety? The Waterloo Model is an

example of what can be expected. Based on calls for service, we can forecast what we would like as a service model. The desired response time will dictate the number of members required.

The MPP computer model is used by major police agencies across North America. One of the benefits is the ability to measure the reality of the work. As resources change the increase or decrease can be measured in a structured way, for example, taking into consideration the impact of traffic congestion and road networks on response. This will allow for equitable distribution of service across the municipality.

MPP data is helpful for assessing requirements but also allows within existing resources to predict the number of calls per day and thus how to deploy resources over the week; managing existing resources and predicting resources that will be required.

Dr. Cohen (UFV) will make recommendations in the following areas:

- Human Resources
- Financial Resources
- Technological Resources
- Physical Resources
- Operations/Tactics/Strategies
- Examining all levels of leadership and communications
- Role of research and evaluation (the importance of staying current and being a leader)
- Partnerships
- Accountability and supervision - are we doing all we should be doing?

This is the first time the RCMP have opened itself up to full analysis by outside consultants. The OIC noted that all service models are being reviewed, including community policing. The service model described here will allow for available time to stop and talk to the public or do patrol.

Recommendations are expected to be fairly extensive. The OIC hopes to have a report prepared by the October 6, 2014 meeting, which will identify staffing needs and recommendations.

It was

Moved by Councillor Steele  
Seconded by Councillor Martin  
That Committee Report Item No. P010

Surrey RCMP Service Delivery Reviews be received as information.

Carried

**D. OTHER BUSINESS**

**1. MOTION TO HOLD A MEETING IN A CLOSED SESSION**

It is in order for Police Committee members to pass a resolution to close the meeting to the public pursuant to Section 90 (1)(f) of the *Community Charter*, which states:

“A part of a council meeting may be closed to the public if the subject matter being considered relates to or is one or more of the following:

- (f) law enforcement, if the council considers that disclosure could reasonably be expected to harm the conduct of an investigation under or enforcement of an enactment”

It was Moved by Councillor Steele  
Seconded by Councillor Hayne  
That the Police Committee close the meeting  
to the public pursuant to Section 90 (1)(f) of the *Community charter*, which states:

“A part of a council meeting may be closed to the public if the subject matter being considered relates to or is one or more of the following:

- (f) law enforcement, if the council considers that disclosure could reasonably be expected to harm the conduct of an investigation under or enforcement of an enactment”

Carried

**E. NEXT MEETING**

**F. ADJOURNMENT**

It was Moved by Councillor Hayne  
Seconded by Councillor Villeneuve  
That the Police Committee meeting do now  
adjourn.

Carried

The Police Committee adjourned at 10:01 a.m.

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Jane Sullivan, City Clerk

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Mayor Watts, Chair