

Police Committee Minutes

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 Solicitor
Manager, By-law Enforcement and Licensing
City Clerk

A. ADOPTION OF MINUTES**1. Police Committee Minutes - September 15, 2014**

It was Moved by Councillor Martin
Seconded by Councillor Villeneuve
That the minutes of the Police Committee
meeting held on September 15, 2014, be adopted.
Carried

B. NEW BUSINESS**C. COMMITTEE REPORTS****1. OIC SURREY RCMP DETACHMENT****Item No. P011 Surrey RCMP Service Delivery Review and
Recommendations**

The RCMP has been engaged in two independent research projects. The first is a general duty staff analysis conducted by Peter Bellmio; the second is an analysis by Dr. Irwin Cohen, University of the Fraser Valley, which examines the detachment in its entirety to review the pressures in resourcing, and provide a series of recommendations to enhance the delivery model to citizens. The Committee Report is asking that the Police Committee support recommendations to increase the RCMP establishment by 47 regular members, in addition to the 95 officers and 20 Community Safety Patrol personnel. Dr. Cohen's report depicts the general analysis and provides recommendations to guide us as we move forward.

Chief Superintendent Bill Fordy, OIC, explained the process of acquiring additional positions. Subsequent to City Council approving the budget in 2015, the City Manager would need to draft a letter to the Province with the request, the Province would then draft a letter to the Ministry of Public Safety, to authorize the 10% top-up with respect to funding. The RCMP, by virtue of the contract, has one year to fulfill that obligation. The target is to achieve 960 members.

Several weeks ago 30 positions were approved and are in the process of being filled; 26 cadets are expected by May 2015.

Staff advised that a letter was sent to the Province for 30 positions to be funded through savings; they did not require a new budget. Confirmation of approval federally and provincially has been dealt with, and the contract specifies that full expectations will be met.

Mayor Watts confirmed that once the additional positions have been established, they have twelve (12) months to fulfill the obligation. There is a process that staff must follow to request the additional 47 positions. Once approval is received the positions are filled. The OIC added that not all positions created will be constables or cadets; some will be transfers into Surrey. There must be levels of oversight that can enhance our delivery; supervision is referenced in Dr. Cohen's report. The current ratio of constable to corporal is 7:1, the target is 5:1. Many cases would see a corporal attend a call to provide oversight.

The OIC advised that the cop to population ratio is not being used to drive the request. The goal is for 26-30% pro-active time, members out on foot in the community. Because of the volume of work that general duty personnel are engaged in, members go from call to call and do not have discretionary time to stop and check someone on the street, a parking lot, or a car. Based on the current resourcing model, this would mean an increase of at least 45 general duty constables. As we move to a 5:1 ratio, they would become first responders as well.

The OIC noted that the report speaks to the size of districts. Some zones are quite large and time can be lost when members are required to drive from one side of Surrey to another to answer a call. Discussions were held about creating smaller areas for equitable distribution of work, essentially so members would get to know their area. The Committee was reassured that no District Offices would be eliminated, possibly reconfigure the areas. Police officers all work out of District Offices, files are dispatched centrally.

The OIC advised that this report is in keeping with the notion of having members on the streets working in an area that they know, not pulling them out of general duty and seconding them into a community liaison or crime reduction unit. There are no plans to change the current model. Examination of detachments for overall efficiencies will continue, aiming for equitable distribution of work load and resources.

RCMP is engaging new technologies through the Smart Surrey initiative. A select number of crime types are being captured on Smart Surrey and the move is towards sharing that information with community. Staff noted that they have

followed through on recommendations from Council regarding open data; crime data is readily available through COSMOS. The OIC noted that certain information such as exact addresses will not be input into the database; however, the hundred-block will be in the database so that people can be made aware. Advertising has been done surrounding the Smart Surrey Forum and open data, to assist the public in maintaining diligence. The public can now download that data and work with it off-line themselves.

The OIC reiterated the fact that not all additional positions will come from depot. Some will come from other divisions, and not all will be constables; some will be supervisory positions. The promotion process can take time and it is difficult to provide a firm date. Human Resources numbers change every day through promotions, transfers, retirement - the letter of the contract is one year.

The Committee commented on the amount of time wasted on false 911 calls and the need for public education around this issue and the issue of false alarms. There is a need to move into more preventive policing, connecting with organizations within the City that provide services for young offenders, especially those with mental health issues. The decrease in the overall crime rate per 1,000 people and the decrease in the overall crime rate per capita are encouraging; it is important that the public have that information. When there is a good foundation, support can often be received by other levels of government; these reports will help with that.

The OIC noted that the number of actual dispatched calls is 49% of total complaints coming in. The City Manager has advanced, through UBCM, a resolution whereby 911 cannot be automatically dialed - the caller will be asked if it is legitimately a 911 call. The calling code for India being 911 also creates a challenge. If RCMP do not respond because the call has been abandoned, there is potential of not responding to some violent crimes. Technology is being researched to assist in this respect; however, no discussions are planned to change India's calling code.

The OIC advised that some units target people that are very active in criminal activity - prolific offenders are pro-actively targeted. This aligns with Dr. Cohen's report. Technology exists that would allow the ability to predict whether a particular crime will take place. Discussions are underway with PRIME as to what that might look like.

Dr. Cohen's report speaks of the significant amount of time members spend at hospital with individuals needing help with mental health issues. With the expansion of Surrey Memorial Hospital's dedicated psychiatric emergency ward, there has been an improvement in the turnaround time. The OIC advised that with the 30 positions made available, a vulnerable persons unit has been created and the Car 67 program has been enhanced. It was suggested that Dr. Cohen be invited to speak to the Committee.

Concern was expressed around the amount of time members spend on completing their paperwork. It is important that details are tracked; however, there could be another efficient way to do that. The OIC responded that a process has been

implemented to create a unit designed to provide this type of assistance and oversight to members.

The OIC advised that the RCMP is in the process of a complete analysis of the block watch program, and are completing an overlay of crime rates and an overlay of where block watch programs are. They are still working through the mechanics of inviting communities who do not currently have one, to establish a block watch program. The need is driven in part by calls for service.

RECOMMENDATION

It was Moved by Councillor Martin
Seconded by Councillor Hayne
That:

1. Committee Report Item No P011 Surrey RCMP Service Delivery Review and Recommendations be received as information; and
2. Police Committee recommend that Council endorse the proposed increase of an additional 47 Regular Members to the RCMP establishment, which is in addition to the 95 officers and 20 Community Safety Patrol personnel, as directed by Council during the budget process, and keeping with the Annual Reference Level Update (ARLU) process.

Carried

D. OTHER BUSINESS

1. **High Risk Location Initiative (HRL) - Progress to Date**, Chief Superintendent Bill Fordy, OIC, Surrey RCMP

An initiative was undertaken last November to review high call volume locations. The HRL initiative assisted in tightening partnerships with Fire, By-law Services and Crime Reduction personnel in sharing information. It went from a pilot project to repurposing the drug section and targeting location rather than commodity. HRL often sees other related crimes involved and, by targeting HRL, the RCMP is able to deal with a number of different issues concurrently.

Staff advised that 114 of 243 inspected recovery houses have been shut down. Now that the HRL initiative has moved from project status to a program, the mandate has been modified and all officers have now returned to their original duties.

Staff advised that each call is assigned to a file officer. The call goes to the RCMP right away when there is a problem and there is collaboration with By-laws or other agencies as required. The benefits to the community are immediate.

It was Moved by Councillor Hepner
Seconded by Councillor Martin
That the High Risk Location Initiative (HRL)
- Progress from November, 2013 to September, 2014 memo be received as
information.

Carried

2. **Update on Bylaw Enforcement Service Delivery**

File: 4000-01

A review of the By-law Enforcement Service Delivery began last October. The current model, which sees a limited number of by-law officers on the weekends, has been in place for more than 15 years. Since the middle of July, 14 officers have been in place seven days a week, and the benefits are evident. Since the new model has been in place, officers are responding to five times more calls on weekends. Officer deployment is not restricted to specific zones; they are moved around the City as required.

Some noted accomplishments include:

- The generation of 4,500 more files in a one-year period;
- Completing calls to 80% within the first 30 days of receiving;
- Increased number of by-law officers patrolling in the parks and in the ALR;
- 170 secondary suite penalties have been issued since February; and
- Increased presence at community events.

Monitoring the effectiveness of this model will continue.

With regards to the individuals who were displaced due to the closure of recovery homes, BC Housing and other social housing agencies stepped in and placed some, some are moving to other cities, and many don't want social services.

Staff noted that a report was completed on different by-law models in other communities and how they tie in with policing. In response to a question from the Committee, staff advised that the City of Langford was part of that research, but it is unclear whether the City of Langford is specifically mentioned. Staff will clarify that information.

Staff noted that disputes between neighbours are a significant issue. It is difficult to facilitate discussions; it takes a lot of resources. There has been some success in bringing in Fraser Health.

It was Moved by Councillor Hayne
Seconded by Councillor Martin
That the Update on Bylaw Enforcement
Service Delivery be received as information.

Carried

3. **Update on Recovery Homes**, J. Rehal, Manager, Bylaw Enforcement & Licensing Services

Currently 29 recovery homes are under investigation and enforcement action will commence shortly; 114 recovery homes have been shut down. By-law Enforcement and Licensing Services are aggressively pursuing unregistered recovery homes. There are 50 recovery homes in the City of Surrey that are not currently registered with the Province. They are being monitored and have not had any issues. Five facilities in the City have been approved by the Province. There is constant pressure to keep up as some homes that have been shut down in one location might pop up somewhere else.

Concern was expressed that some recovery homes are actually owned by pharmacists, and the Committee would like to know how many of those are a problem. Staff is currently working with the College of Pharmacists in that respect.

It was

Moved by Councillor Martin

Seconded by Councillor Hayne

That the Update on Recovery Homes be

received as information.

Carried

4. **Verbal Update on Mental Health Lower Mainland District Program Review for Clients with Mental Illness and Substance Abuse Disorder**, Assistant Commissioner Dan Malo

There is a tremendous burden on police resources and other social structures within the Province in terms of mental health and substance abuse issues. Mental health has been taken on as a community issue, not a police issue, but police play a role. The result will be a better trained police officer and a better system, better communications and better team approach on issues of mental health and substance abuse.

A significant number of young people who have both mental health and substance abuse issues wind up in the criminal justice system. They are met first by police and then they move through the system. It is important that we advance with a team approach, such as the Mayor's Forum comprised of all 26 cities under the District's umbrella. There is well engaged group discussion provincially and federally.

As we look at the process, we need to properly capture what we have; the data must be accurate. The Police Records Information Management Environment (PRIME) made proposals on how to better capture information in that database. Significant advances have been made towards having the ability to know what an individual's challenges are when initially encountered. This will be in place by January 2015.

A study was initiated of repeat clients in mental health, how to capture those who also have substance abuse issues, and how to better manage those individuals and keep them out of the criminal justice system.

A new job class for police / mental health liaison officer is being explored. Police officers need to be better educated when making first contact with people with mental health issues. The goal is to standardize training, making it better from the start with the cadet training in Regina. Different officers are skilled in different areas and the objective is to have all officers skilled in dealing with mental health issues. Police officers in the future could be promoted into supervisory and executive roles in terms of that career stream.

Existing Memorandums of Understanding (MOU's) with several agencies are going to be reviewed as they are somewhat dated and don't capture the issues of mental health and substance abuse. Information sharing is always an issue, between community groups, health, police, corrections, whether there are legal issues or whether there are barriers. Some barriers will always be there; we must be respectful of current law and the Charter of Rights.

A review is being conducted of 4,500 calls in the Lower Mainland District in terms of wait times for an individual to be seen by a medical practitioner, and the amount of time spent by officers in those situations. There is also a review of external partnership participation in preventative mental health and substance abuse programs in the Lower Mainland.

Calls for service associated with mental illness substance abuse in the Lower Mainland District saw 5,400 calls in 2009; 9,436 calls in 2013 - a significant increase in call volume. The City of Surrey, in 2010-2013, saw 13,000 calls for service associated with mental health substance abuse. The goal is to initiate a literature review of other jurisdictions' programs and standardize much of the work that will be done in the Lower Mainland. Best practices, often coming from Surrey, are going Province wide.

The ultimate goal with this initiative is to better educate officers, create specialists within the police environment, better engage with community partners and, at the end of the day, make it so individuals that police have contact with will be dealt with appropriately.

The Mayor noted that Vancouver Coastal Health has five ACT teams; there is one in Surrey; and two in New Westminster. We are engaging with Fraser Health to ensure we have the same resourcing. The BC Mayor's caucus identified mental health across BC as part of the factors driving up policing cost, and we need to move forward on this front.

E. NEXT MEETING

The next meeting of the Police Committee is scheduled for Monday, November 10, 2014 at 1:00 p.m.

F. ADJOURNMENT

It was

Moved by Councillor Martin

Seconded by Councillor Hayne

That the Police Committee meeting do now

adjourn.

Carried

The Police Committee adjourned at 4:37 p.m.



Jane Sullivan, City Clerk

Mayor Watts, Chair