

NO: **P007**

Committee DATE: **May 5, 2014**

POLICE COMMITTEE

TO: **Mayor & Council (Police Committee)**

DATE: **April 25th 2014**

FROM: **Bill Fordy, Chief Superintendent
Officer in Charge
Surrey RCMP**

FILE:

SUBJECT: **RCMP Service Delivery**

RECOMMENDATION

The Surrey RCMP recommends that the Police Committee:

1. Receive this report as information

INTENT

The purpose of this report is to provide an overview and timeline of the processes that the Surrey RCMP have undertaken to enhance its service for the citizens of Surrey. The processes underway include:

- The Mayor's Task Force;
- The engagement of Dr. Irwin Cohen, University of the Fraser Valley (UFV) to examine the Service Delivery model and potential avenues for increased efficiency; and
- The General Duty Resource and Deployment Project.

BACKGROUND:

- 1) In September of 2012, RCMP "E" Division, Lower Mainland District initiated a pilot project known as GDSAC to examine General duty staffing needs. The project involved 4 RCMP Detachments including North Vancouver, Burnaby, Mission and Surrey. The goal of the project was to use information obtained from our Computer Aided Dispatch (CAD) System to measure General Duty (GD) workload.
- 2) In July of 2013, the OIC Surrey RCMP had discussions with the Mayor of Surrey relative to an independent examination of the detachments service delivery model. Dr. COHEN of the UFV was asked to assume carriage of this review.

- 3) On November of 2013, the Mayor called for the creation of a Task Force to examine the spike in the city's homicides, and the causal factors of same.

DISCUSSION

The General Duty Resource and Deployment Project

The project began in September, 2012. The specific items that are being measured and examined include:

- The acceptable response time for emergency calls for service;
- An appropriate percentage of work time per shift that a General Duty police officer conducts proactive work and engages the community in things like foot patrols, bar checks, street checks, or checking hotspots (areas identified through analysis of data);
- The specific number of General Duty police officers that are able /free at any one time to respond to emergency situations;
- Identifying specific patrol zones to enhance timely responses, community safety, and the public's satisfaction; and
- A shift pattern that aligns our human resources to our calls for service.

The data gathered through our police files and dispatch information is/was processed through an internationally recognized computer program called Managing Patrol Performance.

Surrey Detachment are in the throes of confirming the reliability of the data that will support the analysis, and once complete will have the potential to use this data to inform its Service Delivery model in an evidence based manner.

UFV Research Project on Surrey Detachment Operations

The RCMP Operational Review began in the November, 2013. The analysis is focussed on five specific areas:

- Surrey Detachment's Operations;
- Analysis of the Continuous Improvement Team;
- Analysis of police car motor vehicle accidents;
- Analysis of our crime reduction strategies; and
- Analysis of our domestic violence.

In addition to the above noted areas, the UFV are conducting a survey relative to the general public's views of the Surrey RCMP.

The Mayor's Task Force

In response to a significant increase in the number of homicides last year, Mayor Watts created a task force on November 18, 2013 to examine the contributing factors.

The task force consisted of the Surrey RCMP, Surrey By-Laws, Surrey Fire Services, units from RCMP "E" Division, the Integrated Homicide Investigation Team, the Combined Forces Special Enforcement Unit, the City of Surrey's Crime Reduction Unit, the Surrey School District, the Transit Police, and Dr. Irwin Cohen.

The Task Force included the creation of the High Risk Location Initiative (HRL). The HRL represented a partnership between the Surrey RCMP, Surrey Fire Services and the Surrey Bylaw Section. The initiative specifically focussed on areas of the city known for drug trafficking and related criminal activity. A report on the HRL was provided to the Police Committee on April 22nd 2014.

CONCLUSION

The above noted processes will help crystallize the key elements of future service delivery and deployment models for Surrey detachment.

Bill Fordy, Chief Superintendent
Officer in Charge
Surrey RCMP