

# New Westminster Police Department



**Setting the course for the future**

**2012 Annual Report**





# Message from the Chief Constable



It is my pleasure to introduce the New Westminster Police Department's Annual Report for 2012.

2012 was certainly a year of challenge, change and progress for the NWPD. One thing that did not change, however, was the great work performed by the dedicated women and men of the NWPD in keeping New Westminster safe.

One of our proudest achievements for 2012 was the development and implementation of our new Strategic Plan. Designed to guide the NWPD with specific and measurable goals over the next five years, this process was the result of inclusive and reflective community consultation.

We also launched our new website and fully immersed ourselves in the world of social media, allowing us to engage with city residents on a more interactive and transparent level.

As for the future, the city continues to change. The NWPD, as a progressive and responsive organization, will continue to ensure that it evolves along with the community to meet the needs of our citizens.

To that end, the nearly 200 women and men I am honoured to lead are committed, in the many different roles they have within the NWPD, to keeping New Westminster a safe and livable city. We cannot achieve these goals alone; we must continue to work together.

*In 2013...*

*We will increase our focus on specific areas of traffic enforcement throughout the city.*





## Setting the Course for the Future

### Strategic Plan 2012-2016

Our department strategic plan is the result of an inclusive and reflective process that drew on the insights of citizens, community groups, business representatives and elected officials, as well as the knowledge and expertise of our own employees. Our planning process took into account the key trends that are shaping the future of our community, such as decreasing crime and increasing population, along with the complexity and diversity of the citizens and the city we are here to serve.

Thanks to changing demographics, successful crime reduction strategies and an attentive population, calls for police service in New Westminster have decreased over time. At the same time, we are providing service to emerging and rapidly growing communities in Queensborough, Victoria Hill, the Brewery District, and Port Royal. More high-rise towers and higher population density mean different kinds of policing, and the geographic realities of our community require that service be provided not only in patrol cars but on foot, by bicycle and even by boat.

The way in which we provide police services will continue to evolve as the community grows and changes. Technological advances are altering the range of tools criminals use to commit offences; as such, we are committed to maintaining current standards of technology, training and expertise so that we can effectively anticipate and thwart their efforts. We currently participate in a number of regional (Metro Vancouver) Integrated Service Teams in areas where it makes the most economic and policing sense to pool specialized expertise. In the years to come, we will work to ensure we use the most effective tools possible, particularly to fight types of criminal activity that are “blind” to municipal boundaries, such as gang-related incidents.

We are committed to ensuring that our department maintains its reputation as a desirable and sought-after law enforcement employer of the highest calibre in the face of a highly competitive recruitment market and retirement of members.

*In 2013...*

*We will explore the potential of transitioning our dispatch and communications centre to ECOMM 911.*



## Diving Into the World of Social Media

2012 was an exciting year for our department, as we increased our online presence through a variety of public engagement tools. In July 2012, we launched our new department website, which provides more detailed and up-to-date information regarding recruitment, programs and events, as well as offers new features such as interactive crime maps.

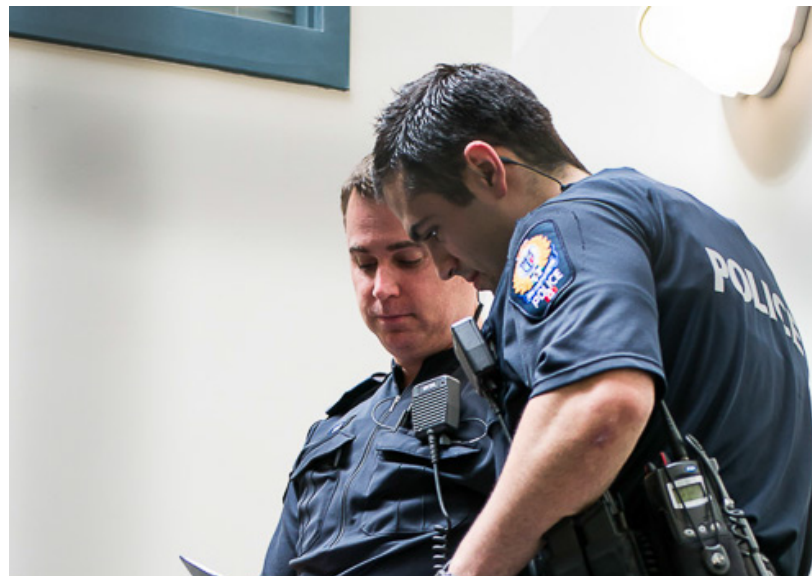
Keeping with our commitment to engaging more openly with the public, we hired a part-time communications specialist to implement our social media initiatives. Since then, we've used Facebook and Twitter to regularly post content that is informative and interesting, with the goal of providing an open communication outlet and discussion platform. Our Twitter presence has grown from 0 to well over 2000 in a year and activity on our Facebook page has grown exponentially - both are a prime source for getting the latest images and information on media releases, events, and department activity.

Another goal of our social media efforts is to campaign for recruitment of new police officers. Because we value quality applicants over quantity, we made an effort to plan website and social media content that would connect with and pique the interest of our desired audience and potential applicant pool. We've hosted virtual ride-alongs (Tweet-alongs) with members tweeting while on duty; a tweet-the-recruiter session during which our recruiter answered questions from potential applicants; advertised one-on-one information sessions about the application process; and made regular calls to action, all with overwhelming response and feedback.

Going forward, we plan to increase public engagement through social media, exploring new ideas to keep the department current and on top of communications technologies.

*In 2013...*

*We will further increase the Department's online presence through social media, exploring new technologies to improve communications with the public.*





## Making a Difference

### Chief Constable's Awards

On Tuesday, July 17th, 2012, New Westminster Police received a call from a father who stated that his teenaged son had threatened him with a metal bar and a knife in their home. The father said he believed his son had psychiatric issues that were escalating. He stated that his son had now left the suite and was at the home of a neighbour, and believed that he still had the knife and bar with him.

Acting Sergeant Fortier, Constable Hill and Constable Crowston attended along with three other officers and secured the hallway. Verbal commands were given and the son briefly came out into the hallway with a metal bar in his hands. He was verbally confrontational with the police officers and then quickly ducked back into the suite and locked the door.

Further commands were given by the police and he again came out into the hallway. He ignored commands and began to advance on Acting Sergeant Fortier, Constable Hill and Constable Crowston.

As he continued to advance, he again ignored commands and Constable Hill deployed the beanbag. The male ignored the impact of the beanbag and continued to advance. A second beanbag was similarly ignored, but a third finally caused him to stop and go to the ground as commanded. All impacts were in the front mid-thigh area. The male was then compliant and was arrested.

The male stated that he wished police had just shot him "to get it over with." He was taken to Royal Columbian Hospital for a psychiatric assessment.

Each of the three police officers involved were awarded Chief Constable's Awards for their actions at the annual Awards & Commendations evening held in November at The Columbia.

*In 2013...*

*We will create the Mental Health Liaison Officer position to better serve those with mental health issues in our community.*

# Reintroducing the Reserve Constable Program

June 28th, 2012 saw the rebirth of the New Westminster Police Department Reserve Constable program as 12 Reserve Constables were sworn in as Special Municipal Constables in a special ceremony presided over by the Chief Constable and Judge Paul Meyers.

The New Westminster Police Auxiliary Reserve Program began back in 1956 with 28 members who were to be available to assist members of the regular force in serving the community or in dealing with disaster relief.

The program developed over the years until eventually in 2000, the program was put on hold while the Province of British Columbia took over the responsibility of overseeing the implementation of a new model of Reserve Constables.

The new program is designed for community volunteers whose primary role is to participate in community policing activities relating to public safety and crime prevention on an unarmed basis.

The 12 Reserve Constables are tasked with community-focused duties that provide both the NWPD and the City of New Westminster with community policing and crime prevention programs that require a higher standard of training than Crime Prevention Volunteers.

The Reserve Constables are an important part of the relationship between the community of New Westminster and its police department and we are excited to have them amongst us as part of our team. We also look forward to welcoming them onboard as sworn police officers one day should they decide on that path.

*In 2013...*

*We will develop a graphic standards guide that will give our electronic and printed materials a more modern and consistent look, as well as guide our department "brand" as a whole.*







## Message from the Mayor

### Chair of the Police Board

Over the past year, I had the privilege of witnessing the Department's continued growth and can say with confidence that the residents of New Westminster continue to be in the good hands of the dedicated sworn members and civilian staff that work together to keep the city safe.

The Police Board and the Senior Management Team worked through strategic planning workshops and established the Department's Strategic Plan, which will allow us to measure the Department's success in achieving the outlined targets from 2012-2016.

One of the goals of the strategic plan was already set in motion in 2012, as the Department reintroduced itself to the community through Facebook, Twitter, a brand new website, and new promotional videos. I'm excited to see the NWPD continue to grow its online presence in the community, establishing itself as a transparent and approachable figure for its residents.

I was also pleased to see the Reserve Constable Program reintroduced after a 12 year hiatus. Since swearing in, the 12 new Reserve Constables have already been vital in helping members prevent crime and keep the public safe, as well as assisting in many community events.

In 2013, the NWPD will augment police visibility and accessibility in high crime areas and will increase traffic safety enforcement measures. I also look forward to seeing improvement in the way the City's Mental Health Act issues are addressed through the creation of the new Mental Health Liaison Officer position. City residents can expect this as well as other examples of pro-active policing to continue to be evident in our city in the following year and beyond.

## New Westminster Police Board

The New Westminster Police Board is responsible for providing oversight and direction to the Police Department in a fashion that is consistent with the Police Act. The Board works with the Chief Constable and the Senior Management Team to develop and approve a strategic plan, an annual plan/budget and objectives, and policies. The Chief Constable and the Senior Management Team are responsible for the day-to-day management and operation of the New Westminster Police Department within the parameters of the strategic plan, the annual plan/budget, objectives and policies approved by the Board.

### Members

**Wayne Wright - Chair**

**Allen O. Domaas**

**Rebecca L. Maurer**

**Baj Puri**

**Carmelita Tapia**



2011-2012 Crime Statistics	2011	2012	% Change 11-12	
Total Calls for Service	22,431	22,527	0.4%	+
Criminal Code	2011	2012	% Change 11-12	
1000-Persons (Violent) Offences	781	838	7.3%	+
2000-Property Crime	3,385	3,455	2.1%	+
3000-Other Crime	1,200	1,138	-5.2%	-
<b>Total Criminal Code</b>	<b>5,366</b>	<b>5,431</b>	<b>1.2%</b>	<b>+</b>
1000-Persons (Violent) Offences	2011	2012	% Change 11-12	
Homicide	1	2	100%	+
Murder-Attempted	3	1	-66.7%	-
Sexual Assault	24	29	20.8%	+
Assault-Comm/Tresp	282	317	12.4%	+
Robbery	67	67	0.0%	
2000-Property Crime Offences	2011	2012	% Change 11-12	
Break & Enter Business	189	143	-24.3%	-
Break & Enter Residence	190	257	35.3%	+
Break & Enter Other	70	119	70.0%	+
Motor Vehicle Theft	279	209	-25.1%	-
Theft from Motor Vehicle	806	730	-9.4%	-
Theft Other Over \$5000	23	13	-43.5%	-
Theft Other Under \$5000	490	562	14.7%	+
Mischief \$5000 or Under	754	680	-9.8%	+
Fraud Related	217	224	3.2%	+

3000-Other Crime	2011	2012	% Change 11-12	
Breach/Bail Violation	168	133	-20.8%	-
Breach Probation-Adult	89	93	4.5%	+
Cause a Disturbance	660	672	1.8%	+
Counterfeiting Currency	22	4	-81.8%	-
Indecent Acts/Exposures	20	18	-10.0%	-
4000-CDSA	2011	2012	% Change 11-12	
Total Drugs	396	310	-21.7%	-
8000-9000 Municipal & Traffic	2011	2012	% Change 11-12	
Bylaw - Other	163	164	0.6%	+
Bylaw - Noise	473	443	-6.3%	-
Domestic Dispute-No Assault	849	758	-10.7%	-
Assist Public/Unwanted Guest	1111	1422	28.0%	+
Unspecified Assistance	126	174	38.1%	+
Suspicious Person/Vehicle/Occurrence	853	1107	29.8%	+
False Alarms	1227	1239	1.0%	+
Recovered Stolen Vehicle	83	73	-12.0%	-
Impaired Op MV (Drugs)	0	2	-	
Impaired Op MV (Alcohol)	201	208	3.5%	+
Dangerous Operation of MV	2	11	450.0%	+
Collision-Non-Fatal Injury	204	182	-10.8%	-
Collision - Damage<> \$1000	608	606	-0.3%	-

Source: Police Records Information Management Environment (PRIME) CCJS Founded Offences Only-New Westminister Police Department data only.



# New Westminister Police Department

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