



NEW WESTMINSTER POLICE BOARD

OPEN AGENDA

Tuesday, April 19, 2022 at 9:30 am

Council Chamber, New Westminster City Hall and

By Zoom: <https://us02web.zoom.us/j/88644230155>

✓ Indicates Attachment

We recognize and respect that New Westminster is on the unceded and unsundered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.

1	ADOPTION & PRESENTATIONS	
	1.1 Land Acknowledgment	<i>Mayor Cote</i>
✓	1.2 Adoption of Open Agenda: April 19, 2022	<i>Police Board</i>
	1.3 Distracted Driving Awards	<i>Chief Constable Jansen</i>
2	CONSENT AGENDA	<i>Police Board</i>
✓	2.1 Approval of Open Minutes: February 15, 2022	
	2.2 Police Board Member Reports	
✓	2.3 Policy: AF70 – Disclosure and Protection of Information	
✓	2.4 Policy: OM10 – Media Relations	
✓	2.5 Policy: OG40 – Communicable Disease Prevention & Control	
✓	2.6 Statistics: February 2022 & March 2022	
✓	2.7 GOVERNANCE: NWPD Communications Update	
✓	2.8 GOVERNANCE: Annual Review of Integrated Services	
	2.9 Police Board Correspondence:	
✓	2.9a Letter from City of New Westminster Council re E-COMM 911	
✓	2.9b BCAPB 2022 Conference – May 26-27, Surrey	
✓	2.9c BCAPB 2022 Notice of AGM & Call for Resolutions	
✓	2.9d CAPG 2022 Awards for Excellence in Police Governance	
✓	2.9e CAPG 2022 Annual Conference – Sept 7-11, Saskatoon	
✓	2.9f CAPG 2022 Resolutions Reminder	
✓	2.9g CAPG 2022 Virtual AGM – Sept 1	
✓	2.9h Updated Report – BCPPS Use of Force and Training	
3	ONGOING BUSINESS	
✓	3.1 Strategic Plan Tracking Document	<i>Deputy Chief Constable Hyland</i>
✓	3.2 Special Investigation Unit – Implementation Timeline	<i>Inspector Diana McDaniel</i>
4	NEW BUSINESS	
✓	4.1 BCAPB 2022 Conference & AGM Sponsorship Request	<i>Police Board</i>
	NEXT MEETING	
	Date: Tuesday, May 17, 2022 at 9:30 am	
	Location Council Chamber, New Westminster City Hall and By Zoom	
	ADJOURNMENT OF OPEN MEETING	



NEW WESTMINSTER MUNICIPAL POLICE BOARD

February 15, 2022 at 9:30 a.m.

Via ZOOM

MINUTES of Open Meeting

PRESENT:	Mayor Jonathan Coté	Chair
	Ms. Heather Boersma	
	Ms. Ruby Campbell	
	Mr. Karim Hachlaf	
	Ms. Shirley Heafey	
	Mr. Sasha Ramnarine	
STAFF:	Chief Constable Dave Jansen	
	Deputy Chief Paul Hyland	
	Inspector Trevor Dudar	
	A/Inspector Aman Gosal	
	Inspector Andrew Perry	
	Ms. Jacqueline Dairon	Finance Supervisor
	Ms. Heather Corbett	Acting Board Secretary
GUEST:	Kyle Stamm	Sirius Strategy

The meeting was called to order at 9:30 a.m.

1.1. Land Acknowledgment

Mayor Cote provided a land acknowledgement, as follows:

We recognize and respect that New Westminster is on the unceded and unsurrendered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.

1.2. Adoption of Open Agenda: February 15, 2022

MOVED AND SECONDED

THAT The New Westminster Police Board approve the February 15, 2022, Open Agenda, with the following amendment to the order of business:

- Item 4.1 to be addressed following Item 2

CARRIED

2. CONSENT AGENDA

2.1. Approval of Open Minutes: January 18, 2022

2.2. Police Board Member Reports

2.4 Street Checks Policy (Police Stops))B235 – Audit Report

2.5 Police Board Correspondence

a) CAPG Survey

MOVED AND SECONDED

THAT Item 2.3 be removed from the Consent Agenda; and,

THAT the New Westminster Police Board approve the remaining items on the Consent Agenda.

CARRIED

ITEMS REMOVED FROM CONSENT

2.3 Statistics: January 2022

In response to a question from the Police Board, Acting Inspector Gosal provided the following information:

- Impaired Op MV stands for Impaired Operation of a Motor Vehicle; and,
- The 225% change listed in the report signifies the difference from 2021 to 2022, in that there has been an increase for that statistic by 225%.

MOVED AND SECONDED

THAT the New Westminster Police Board receive the January 2022 Statistics Report for information.

CARRIED

Procedural Note: The Police Board agreed to address Item 4.1 as the next item of business. The minutes are recorded in numerical order.

3. ONGOING BUSINESS

3.1. Response to Downtown Livability Concerns

Chief Constable Jansen summarized the report entitled “Response to Downtown Livability Concerns”, noting that the comments and information contained within the report had been compiled in response to concerns that had recently been expressed by community partners and residents.

In response to a question from the Police Board, Chief Constable Jansen noted that the difference between police engagement with open air drug use and open air alcohol consumption involves the likelihood of prosecution, and the tools available to police for enforcement of both activities.

Police Board members expressed their appreciation for the information included in the report and provided the following comments:

- The information included in the report is very helpful for the community and city stakeholders, and it would be beneficial to distribute this report to a wider audience so that the extent of the Police Department’s activities, efforts and challenges are more widely recognized;
- The report discusses many issues that are prevalent in the community, which the NWPB are supporting, and that other services could be involved in providing or supporting; and,
- The report clearly demonstrates the core services and priorities that the Police Department should be focusing on, as detailed in the strategic plan, in contrast to the perception and limitations of what police do, and the actual work that is carried out, despite numerous challenges and issues in the city’s downtown.

MOVED AND SECONDED

THAT the New Westminster Police Board receive the report entitled “Response to Downtown Livability Concerns”.

CARRIED

3.2. Special Investigation Unit (SIU) – Review of Recommendations

Chief Constable Jansen discussed the background to this report, outlined the conclusions and recommendations included in the report, and thanked the Board for supporting the independent review of the Special Investigation Unit (SIU).

Police Board members expressed appreciation for the extensive work that was carried out in producing the report, and provided the following comments:

- It is encouraging that the report showed that the NWPB is on the right track with the SIU model; and,
- It would be beneficial for the Senior Management Team to provide an evaluation of the short, medium and long-term actions and resources that would be required to implement the recommendations included in the report.

MOVED AND SECONDED

THAT the New Westminster Police Board endorse the report entitled “Special Investigation Unit – Review of Recommendations”; and,

THAT the Board direct staff to provide a follow-up report indicating the required actions and timelines needed to fulfill the recommendations, as listed in the report.

CARRIED

4. NEW BUSINESS

Procedural Note: The Police Board addressed Item 4.1 prior to Item 3.1. The minutes are recorded in numerical order.

4.1 NWPD 2021-2024 Strategic Plan

Chief Constable Jansen introduced Kyle Stamm, Consultant from Sirius Strategy, and provided background information on the strategic planning timeline and development process.

Kyle Stamm, Sirius Strategy, presented a final version of the NWPD Strategic Plan to the Police Board, including a review of the planning and consultation process that had occurred in the lead up to this version. Mr. Stamm reviewed each page of the document, covering details of the overall theme, and each section of the document.

The Police Board expressed appreciation for the input and work that was involved in developing the Strategic Plan, and provided the following comments:

- The collective work that all NWPD staff, Board members contributed to the process should be acknowledged;
- The strategic plan sets a strong foundation for the next four years of the NWPD;
- It is important to acknowledge that the strategic planning process was paused and adjusted to reflect the pandemic and the impacts of a changing conversation about policing; and,
- It would be beneficial to embed the work plan in the Police Board meetings to track the progress and ensure that the milestones are being met.

MOVED AND SECONDED

THAT the New Westminster Police Board approve the New Westminster Police Department 2021-2024 Strategic Plan.

CARRIED

ADJOURNMENT of Open Meeting

Chair Jonathan Cote adjourned the meeting at 10:17 a.m.

Next meeting

The next meeting of the New Westminster Police Board will take place on April 19, 2022 at 9:30 a.m.

MAYOR JONATHAN COTE
CHAIR

HEATHER CORBETT
RECORDING SECRETARY

Disclosure and Protection of Information

AF70

Revised: February 2022

AF70

RISK ASSESSMENT: Medium

POLICY

1. The New Westminster Police Department (NWPD) will establish and maintain a Disclosure and Protection of Information function that will ensure:

Protection of NWPD Employee Personal Information

- a) Under no circumstances is the personal information of an NWPD employee to be provided to anyone outside of the NWPD without the express permission of that employee.
- b) The personal information of all employees is to be kept secure at all times and only accessible to supervisors (sworn and civilian) or other authorized employees for employment-related reasons only.

External Release of Information

- c) The security and confidentiality of designated confidential information and NWPD records and documents.
- d) That disclosure of information from NWPD records is consistent with case law and the applicable provincial and federal legislation.
- e) Requests for information will be accepted only from personnel of an authorized agency. Those making requests are required to identify themselves.
- f) Generally, the NWPD will not oppose the release of our own investigation files to assist an outside agency, but the request must be in written form and processed through the Information and Privacy Coordinator (Coordinator) or designate.
- g) Compliance with the privacy provisions of the Freedom of Information and Protection of Privacy Act (FOIPPA).

Internal Release of Information

- h) All information obtained from PRIME data files are for investigational purposes only.
- i) Computer files of another jurisdiction must not be used as a basis for action without written authorization from the originating agency of the initial record or any related records.

Accessing Agency Responsibility

- j) The NWPDP is an agency with direct access via computer to PRIME files. As such, the NWPDP is responsible for the confidentiality and release of information ONLY to those agencies legislatively responsible for law enforcement for the purpose of an investigation.

Disclosure of Information Acquired From Other Agencies

- k) Written consent must be received from the originating police agency before any part of their police file may be released to Crown Counsel.
- l) In the event that a NWPDP police officer has used PRIME information from another agency during the course of an investigation, the member shall disclose only that this occurred, the name of the police agency, the file number and the event caption.
- m) Crown Counsel requests for further file information may be made by Crown to outside police agencies directly, or through NWPDP members via Court Services, who will request the file disclosure and obtain written consent to release the information to Crown Counsel.
- n) Court Orders for the release of information will be received by NWPDP for NWPDP files only.

REASON FOR POLICY

2. The NWPDP is legally obligated to protect any personal information that has been collected, used or disclosed, whether the information is about its employees, and members of the public or others.
3. To ensure all NWPDP employees collect, use, disclose, store and destroy personal information appropriately.
4. To provide for the access and confidentiality of the NWPDP records, and to ensure that information contained within those records are disclosed to authorized persons/agencies only.

SCOPE

5. This policy applies to all NWPD employees.

DEFINITIONS

Personal information: means information about an identifiable individual. Some examples of personal information include:

- a) Name, sex, age, weight, height
- b) Home address, phone number or other personal contact information
- c) Race, ethnic origin, sexual orientation
- d) Credit History
- e) Medical information
- f) Blood type, DNA code, fingerprints
- g) Marital or family status
- h) Religion
- i) Education
- j) Employment information

Personal information does not include a person's business contact information.

PROCEDURES

Freedom of Information and Protection of Privacy Act

6. All requests received by the NWPD under the FOIPPA (the "Act") must be processed in accordance with the policy and procedure set out in this chapter.
7. The records held by the NWPD are of a confidential nature and the NWPD has, as one of its responsibilities, the duty to protect its records from any unauthorized disclosure or access. It will be the duty of each Member and employee of the NWPD to ensure that no unauthorized disclosure of or access to records occurs.
8. This section of the policy does not apply to requests for access to records covered by the Operational Records, Security and Access section or information routinely made available to the public. The only exception is where third party personal information forms part of a record. Where a record is covered by the Operational Records, Security and Access section, or is information routinely made available to the public and it contains the personal information of a third party, that information may be disclosed only in accordance with this chapter and as permitted under the Act.

9. The Chief Constable of the NWPD is designated as “head” of the NWPD for the purposes of the Act. The Coordinator, under the direction of the Chief Constable, will be responsible for the Administration of the Act within the NWPD. The Coordinator will report to the Chief Constable through the chain of command.
10. A person receiving a request under the Act must forward it to the Coordinator within one day from the day the request is received.
11. The Coordinator must review the request to ensure it complies with the requirements of a formal request under the Act. The request will then be logged in the Information and Privacy File Log and an administrative file opened.
12. The Coordinator retains the original request and may contact the applicant to clarify and refine the request.
13. The Coordinator may transfer the request to another public body, under s. 11 of the Act, after consultation with the other public body and if the record requested:
 - a) Was produced by or for another public body.
 - b) Was first obtained by another public body.
 - c) Is in the custody or control of another public body.
14. The Coordinator must determine the extent of the search necessary to locate requested records and estimate the search time required.
15. Where necessary, the Coordinator must prepare an estimate of the fee for processing a request in accordance with the FOIPPA Regulation, B.C. Reg. 323/93, Schedule of Maximum Fees.
16. The Coordinator may consider waiving any fee less than \$100.00 pursuant to section 75(5) of the Act.
17. Fees in excess of \$100.00 may only be waived by the Chief Constable.
18. Where a deposit is required:
 - a) Processing of a request must stop once a letter of acknowledgement and fee estimate have been sent to the applicant.
 - b) Request processing must not continue until the deposit is paid in full by the applicant.
19. As soon as is practicable, but no later than 7 working days from the date a request is received:

- a) The Coordinator must send the applicant a letter acknowledging receipt of request or make contact by telephone.
 - b) The letter or phone call must specify the name of a person to whom the applicant may direct questions about the processing of the request.
20. Section 16 does not apply where a request has been processed within 7 working days of having been received and a complete response has been sent to the applicant within that time.

Search and Retrieval of Records Requested

21. In this Chapter, the term “records” will include: original files, working files, notes, officers notebooks, marginal notes, drawings, maps, photographs, videotapes, audiotapes and information stored by any electronic means.
22. The Coordinator must send a written request or email to each Section and Division of the NRPD that may, in the opinion of the Coordinator, have control or custody of records subject to a request.
23. Where the person in charge of a Section or a Division receives a request for records from the Coordinator, the person in charge will be responsible for a thorough search of the records held within the Section or Division and must provide the records requested or exact copies thereof, to the Coordinator within 5 days of receiving a request.
24. Upon the completion of a search for records, whether or not any of the records requested are located, the person in charge of the Section or Division must send a report or an e-mail to the Coordinator which should include the following information:
- a) A description of the search conducted in the Section or Division.
 - b) A description of where the records were located.
 - c) An exact report of the time spent searching for and retrieving the records including the name of the person who conducted the search and the date (do not include photocopying time).
 - d) Notice of any relevant records that have been destroyed or transferred to another site and, where a record has been transferred, the current location of that record.
 - e) Notice that a requested record will have to be created from a computer or other electronic record.
 - f) Notice of any reason the record should be protected or whether the record, or any portion of it, was received in confidence.
25. Where, due to the number of records requested, it is not possible to complete a search within 5 days the person in charge of a Section or Division must notify the Coordinator immediately.

Third Party Notice

26. Where a request is received for a record that contains the personal information of an individual, other than the applicant, s. 22 and s. 23 of the Act must be considered.

Consultation with Investigator

27. Prior to making an access or non-disclosure decision, the Coordinator may consult with the Member responsible for the investigation of a general occurrence file.

28. In consulting with the investigator, the Coordinator must determine if the disclosure of a record involves any potentially sensitive issues or whether any record was provided to the NWPDP in confidence.

Record Analysis and Response Preparation

29. The Coordinator must analyze each record requested, line-by-line, and carefully consider the applicability of all exceptions provided under the Act.

30. Where appropriate, the Coordinator may except records and sever excepted portions of records in accordance with the Act.

31. It will be the duty of the Coordinator to apply the statutory exceptions in a judicial manner, being careful to balance the right to access with the protection of law enforcement matters and the protection of the personal privacy of others.

32. The Coordinator must prepare a response for each request. The response must:

- a) Be comprised of a letter and copies of any records available to the applicant after an analysis has been completed.
- b) Comply with Section 8 of the Act.

Authority to Release a Response

33. Applicants are given an option to attend NWPDP for pick up or to have it sent by regular mail. Request to have a FOI Package emailed will be at the discretion of the FOI Coordinator.

34. The Coordinator is responsible for complying with formal requests for information access under the Act. The Coordinator has delegated authority under the Act. The Coordinator will sign the information released under the Act.

35. The Coordinator will represent the NWPDP in any dealings with the Office of the Information and Privacy Commissioner (OIPC) and upon judicial review.

36. Documentation generated in response to a request for access under the Act, must be retained in accordance with the Act.

PUBLIC DISCLOSURES: SECTIONS 25 AND 33 (FOIPPA)

37. Public disclosure of personal information is a very contentious issue and in the case of law enforcement information, there is a delicate balance between the individuals' right to privacy versus disclosure of police information to the public. In appropriate cases, NWPD may consult with legal counsel to determine if the concern for public safety outweighs the potential civil liability from the individual whose privacy is invaded.

38. Section 25 of the Act imposes on the Chief Constable a duty to disclose to the public, or an identifiable affected group, information:

- a) About a risk of significant harm to the environment or to the health or safety of the public or a group of people.
- b) The disclosure of which is clearly in the public interest.

39. This duty will exist whether or not a request for access is made, and may require the release of personal information that would otherwise be protected by the privacy provisions of the Act.

40. Any Member of the NWPD who comes into possession of information that falls within the criteria set out in Section 25 must immediately bring that information to the attention of the Coordinator or the Chief Constable, in writing.

41. Public disclosure of NWPD information is made under the authority of the Chief Constable or delegate. Under no circumstances are Members to disclose information without prior approval through the chain of command.

(See also: OM10 – Media Relations)

Assessing Information for a Section 25 Release

42. Where the Coordinator receives information that may fall under Section 25 of the Act, the Coordinator must, as soon as is practicable, conduct an analysis in accordance with this Chapter and provide to the Chief Constable a written recommendation in regard to the Chief Constable's duties pursuant to Section 25 of the Act.

43. Upon receiving information that may require a release under Section 25 of the Act, the Coordinator must immediately determine:

- a) The risk to the environment, public or individual.
 - b) The urgency of the matter.
 - c) Whether the disclosure of information is required.
 - d) Where disclosure is required, the appropriate method and target for release.
44. In determining the level of risk to the environment, public or individual, the Coordinator must consider all the relevant circumstances and, where the risk is posed by an individual, that consideration may include:
- a) The history of the individual including criminal history and criminal convictions.
 - b) The information provided about the individual by any correctional facility or program.
 - c) Any treatment the individual may have received and the individual's response to the treatment.
 - d) Any relevant psychiatric information.
 - e) The individual's access to potential victims.
 - f) The individual's current residential and employment status where relevant.
 - g) Relevant expert advice where immediately available and accessible.
 - h) Any other relevant information about the individual.
45. In determining the urgency of the matter, the Coordinator must consider all the relevant circumstances, including:
- a) The imminence of the risk.
 - b) The level of harm anticipated.
 - c) Any interim measures that may be taken to remove the risk of harm other than disclosure.
 - d) The right of the public to know the risks to which they are exposed and the right to make informed decision about those risks.
46. In determining whether to recommend disclosure of information under Section 25 of the Act, the Coordinator must consider all the relevant circumstances including whether:
- a) Less intrusive means may be used to remove the risk of harm.
 - b) The disclosure is likely to lessen the risk of harm.
 - c) The disclosure could reasonably be expected to result in physical harm to any individual.
47. Where the Coordinator intends to recommend that information must be released under Section 25 of the Act, and having regard to the extent of the disclosure required, the Coordinator may recommend to the Chief Constable or the Media Relations Officer the means by which the disclosure should occur.

Assessing For Section 33 Release

48. Under Section 33 of the Act, a public body may disclose personal information only if the head of the public body determines that compelling circumstances exist that affect anyone's health or safety.
49. If the notice of disclosure is mailed, it is mailed to the last known address of the individual that the information is about and is to be mailed at the same time or before the disclosure is made to the public.

Unauthorized Disclosure of Sensitive Information

Definitions:

Sensitive Information and Assets - is defined as police information and assets that have been categorized as Protected or Classified.

Protected Information - Unauthorized disclosure could reasonably be expected to cause injury to a non-national interest; that is, an individual interest such as a person or an organization. Protected information is categorized, based on the degree of injury, as Protected A, Protected B, or Protected C.

Protected A - Information where unauthorized disclosure could cause injury to an individual, organization or government. Examples include: addresses, age, race, date of birth, and unique identifiers such as social insurance number.

Protected B - Information where unauthorized disclosure could cause serious injury to an individual, organization or government. Examples include: medical information, law enforcement information, information protected by solicitor-client or litigation privilege, and information received in confidence from other government departments and agencies.

Protected C - Applies to information or assets that, if compromised, could cause extremely grave injury to an individual, organization or government. Examples include: Confidential Informant information.

Reporting of Unauthorized Disclosure of Sensitive Information

50. Any improper and unauthorized access, use and disclosure of sensitive information by any employee of the New Westminster Police Department must be reported to the following agencies if applicable:
 - a) The Office of the Police Complaints Commissioner; and/or

- b) The Office of the Information and Privacy Commissioner; /and or
 - c) Director General (DG) of the CPI Centre through the CPIC Field Operations BC/YT office at 'E' Division Headquarters (for all CPIC related improper/unauthorized disclosures).
51. Unauthorized disclosure of sensitive information, intentional or otherwise, may take many forms including, but not limited to:
- a) verbal communication;
 - b) viewing files or records on computer screens and printouts;
 - c) reproduced/copied material and information taken from computerized records;
 - d) overheard radio transmissions; and improperly stored or disposed material.
52. A Member of the NWPDP must not:
- a) Access, or attempt to access, any record without proper authorization.
 - b) Use NWPDP records for an unauthorized purpose.
53. Any Member who obtains unauthorized access to a record will be personally liable for any use or disclosure of the record resulting from the unauthorized access.

Release of Records

54. Request for records from non-police agencies must be in writing and on the letterhead of the agency requesting access to the records.
55. Requests by any off duty member to query or access any police records or police computer must be processed through the on duty Watch Commander, or their designate. The Watch Commander is responsible for ensuring that the query is made for a lawful law enforcement purpose.
56. All written requests for information must be forwarded to and released by the Coordinator, unless the request was made by another Police Agency or Crown Counsel, in which case, Operational Records Unit (ORU) personnel or the Civilian Staff Manager have authorization to release under this policy and procedure.
57. Verbal requests for records from non-police agencies:
- a) May be considered where there exists exigent circumstances that prevent a written request.
 - b) May be referred to the Coordinator or their assistant.
58. Requests for records from law enforcement agencies may be considered where:

- a) The information is required for an on-going investigation.
 - b) The information is required for a law enforcement purpose.
59. Telephone requests for access to a record from law enforcement agencies will be considered only where:
- a) The identity and position of the requester is verified by a telephone call to the requester's agency.
 - b) A facsimile, letter, CPIC or e-mail message may be requested for verification.
60. No record, or other information, will be disclosed in the initial telephone contact or prior to the requester's identity being verified.
61. Access to a record may be denied where there is a possibility that access might:
- a) Compromise an investigation, prosecution or trial.
 - b) Reveal investigative techniques or operations.
 - c) Jeopardize the health or safety of any person.
62. Each time access to a general occurrence file is granted to an outside agency, that the person providing access must document access on the file.
63. Under no circumstances will original records be released to any person or agency.
64. Each page of a record copied and intended for release to an outside agency must be stamped with the following:

CONFIDENTIAL

This police report is supplied to you for your information only. It is not to be made known to any other agency or person without the written permission of the
NEW WESTMINSTER POLICE DEPARTMENT.

65. Requests for access to records not covered in this policy and procedure must be forwarded to the Coordinator.

Criminal Records

66. In the case of personal written requests for criminal records checks, possible "hits" must be verified by way of fingerprint submission to RCMP, Ottawa.

67. All requests by individuals for criminal records must be processed by ORU.
68. Any New Westminster police officer may release the criminal record of an accused person to Crown Counsel for the purpose of prosecuting a matter.
69. Crown Counsel requests for the criminal record of any other person must be forwarded to the Court Services Clerk.

Release of Information by Police Personnel

70. Any New Westminster police officer may release:
 - a) A vetted copy of an MV6020 to any person involved in a motor vehicle accident, in the first instance, after the initial release, all further release of information to be done under FOI.
 - b) The name of any witness to a motor vehicle accident to any person involved in the accident.
 - c) A copy of a person's own contribution to a record.
 - d) A general description of an event, absent the personal information of any person and any matter sensitive to law enforcement, to anyone with a legitimate interest in the event.
 - e) Information, or a copy of a record, to a law enforcement agency for a law enforcement purpose.
 - f) A copy of a NWPD General Occurrence with a valid court order.

Disclosure to Crown Counsel – Supplementary Information

71. Crown Counsel may request disclosure of additional NWPD operational records (General Occurrence Reports) separate from the initial charge disclosure (RTCC).

An example of this type of record may include a General Occurrence Report which was reviewed by a police officer before the charge submission for the purpose of establishing reasonable and probable grounds.

A NWPD police officer may disclose a copy of a NWPD General Occurrence to Crown Counsel, upon request by Crown Counsel that has been approved for release by the NWPD Freedom of Information and Protection of Privacy Coordinator, and vetted of information that could reasonably be expected to:

- a) Disclose privileged communication.
- b) Harm a law enforcement matter.
- c) Prejudice the defence of Canada or of any foreign state allied to or associated with Canada or harm the detection, prevention or suppression of espionage, sabotage or terrorism.

- d) Harm the effectiveness of investigative techniques and procedures currently used, or likely to be used, in law enforcement.
- e) Reveal the identity of a confidential source of law enforcement information.
- f) Reveal criminal intelligence that has a reasonable connection with the detection, prevention or suppression of organized criminal activities or of serious and repetitive criminal activities.
- g) Endanger the life or physical safety of a law enforcement officer or any other person.
- h) Reveal any information relating to or used in the exercise of prosecutorial discretion.
- i) Deprive a person of the right to a fair trial or impartial adjudication.
- j) Reveal a record that has been confiscated from a person by a peace officer in accordance with an enactment.
- k) Facilitate the escape from custody of a person who is under lawful detention.
- l) Facilitate the commission of an offence under an enactment of British Columbia or Canada.
- m) Harm the security of any property or system, including a building, a vehicle, a computer system or a communications system.
- n) Is in a law enforcement record and the disclosure would be an offence under an Act of Parliament.
- o) Is in a law enforcement record and the disclosure could reasonably be expected to expose to civil liability the author of the record or a person who has been quoted or paraphrased in the record.
- p) Is about the history, supervision or release of a person who is in custody or under supervision and the disclosure could reasonably be expected to harm the proper custody or supervision of that person.
- q) Interfere with public safety.
- r) Identify a third party, including personal identify information and personal information as defined in the *Freedom of Information and Protection of Privacy Act*.
- s) Disclose any CPIC Information.

In the event that the information requested by Crown Counsel has been vetted in any way as noted above in paragraph 73 (1) through (19), the police officer shall bring this to the attention of Crown Counsel as soon as possible.

All NWPD records disclosed to Crown Counsel shall comply with the “Memorandum of Understanding on Disclosure between the Provincial Prosecution Service and Police in British Columbia”.

Insurance Companies, Lawyers and Other Agents

72. If an insurance company, lawyer or other agent requests a record on the behalf of their client, the Coordinator will process that request. This will include requests under section 76 of the Motor Vehicle Act.

Requests from the City of New Westminster

73. Upon approval of the Inspector in Charge, the City of New Westminster or the Municipal Solicitor may request and receive copies of records, through the Coordinator, for the purposes of a law suit where the City, the NWPD or any employee has been named as a party to the suit.
74. Requests from the City of New Westminster or the Municipal Solicitor that are not in relation to a law suit involving the City, the NWPD or an employee, must be referred to the Coordinator.

(See also: AB40 - Oath of Office, AF80.1 – CPIC, and AC140 – Police Act Investigations)

Media Relations

OM10**Revised: April 2022****OM10**

Risk Assessment: Medium

POLICY

1. The New Westminster Police Department (NWPD) is committed to open, honest and transparent communication with the public and media regarding its mandate, including operational and administrative functions.
2. Communication with the public and the media are part of the duties and responsibilities of the Strategic Communications Team. Communication will be timely, transparent, and aim to communicate public safety information, NWPD initiatives, while maintaining transparency and public confidence in the work of the NWPD.

REASON FOR POLICY

3. To establish a consistent approach for dissemination of information to the media and public regarding police related events or incidents.
4. To ensure that information regarding a police related event or incident meets at least one of the following guiding principles before being disseminated to the public or media:
 - a) The release will help further a police investigation.
 - b) The release will inform the public about crime trends or topics or help prevent crime.
 - c) The release will serve as the source for factual information on a police related event or incident of public interest.
 - d) The release will serve to connect people to victim services.
 - e) The media release will highlight work the police department is doing that is of interest to the public or others working in the field of public safety.

PROCEDURES

5. The NWPD will ensure that the public is informed about investigations and activities undertaken by police personnel that meet the requirements for a media release, having regard to protecting the privacy rights of all persons in compliance with the Freedom of Information and Protection of Privacy Act (FOIPPA).
6. A professional relationship between the police and the media is essential in order to keep the public accurately informed of current criminal and newsworthy occurrences, encourage media involvement in police/community programs, and inform the public of services performed by the police to enhance community well-being.
7. The availability of news released from the NWPD shall remain constant and fair to all media agencies. The policy shall not be dependent upon personal attitudes towards certain cases, persons, places or organizations.
8. No policy can cover all eventualities. When in doubt, authorized personnel must exercise good judgment.

Media Relations Officer

9. The MRO shall be trained in the field of Media Relations. The MRO must also have good working knowledge of NWPD policies and procedures.
10. Responsibilities of the MRO include the following:
 - a) provide a consistent and approved approach for disseminating information to the public,
 - b) providing training and guidance in the manner in which police personnel conduct themselves with the media,
 - c) developing and maintaining a close working relationship and liaison between the various media and the NWPD,
 - d) assisting media personnel in covering both routine news stories and on-scene incidents,
 - e) when available, respond to on-call media requests,
 - f) arrange for and assist at news conferences,
 - g) ensure confidentiality and security of information, and

- h) comply with the Freedom of Information and Protection of Privacy Act (FOIPPA), and
- i) work with the Communications Coordinator to execute the NRPD communications strategy.

Watch Commander

11. The Watch Commander will coordinate and disseminate social media updates MRO outside of the hours the MRO and Communication Coordinator work.
12. The Watch Commander will send out social media updates and be available to the media, in cases of:
 - a) a major incident,
 - b) an emergency, extreme weather event, or dangerous conditions to the public,
 - c) the police seeking public assistance in locating missing or wanted persons or vehicles.
13. When dealing with members of the media, the Watch Commander will:
 - a) promptly disseminate current information to the media,
 - b) refer the media to the MRO when further information is required, and
 - c) when contacted by a member at the scene of a major incident and informed of the details of the event, release or authorize the release of information within the Media Relations guidelines.

Authority to Release Information

14. When unusual or emergent situations arise which create extreme public interest or concern, the Watch Commander shall ensure that the Duty Officer and MRO or Communications Coordinator are notified as soon as possible.
15. Subject to any restrictions in this policy, the following personnel are authorized to release media information:
 - a) MRO,
 - b) Communications Coordinator,
 - c) Watch Commanders,
 - d) Senior Management Team,
 - e) Chief Constable or designate.

16. In the event that a member of the media requests information from personnel that are not authorized to release information, that media representative should be directed to an authorized person.
17. Where several agencies or police jurisdictions are involved the lead agency shall be responsible for the release of information. The lead agency is the jurisdiction in which the incident occurred.

Release of Information – Formal Requests

18. The Information and Privacy Coordinator for the NRPD is responsible for complying with formal requests for information access under FOIPPA.

(See also: AF70 – Disclosure and Protection of Information)

Media Access to Crime Scene

19. When dealing with the media at a crime scene, members should establish a reasonable security perimeter to complete their investigation without unlawful interference or unauthorized or inadvertent disclosure of information.
20. When establishing a security perimeter at the crime scene, the following should be considered:
 - a) the security perimeter shall be established to ensure the safety of all persons, the preservation of evidence, and the integrity of the investigation;
 - b) the media will not be permitted special access to crime scenes or emergency situations except where the Duty Officer or Inspector responsible for the investigation approves access for public safety or investigative reasons;
 - c) where media access to a crime scene is approved they shall be accompanied by the MRO or a member of the investigative team;
 - d) members at a crime scene or emergency situation, other than authorized personnel, shall not supply the media with information concerning incidents or crimes, and
 - e) all media requests for information are to be directed to the MRO and the Watch Commander.

Media Release Guidelines

21. If information cannot be released to the media, an explanation should be provided where reasonable.
22. The following information **should** be contained in an initial media release:
 - a) nature of the crime when positively determined, (for example: murder, robbery, etc.),
 - b) location and time of the crime in general terms,
 - c) the victim's age and general terms regarding injuries, and
 - d) identity of other special investigative agencies.
23. Information should be withheld from the media when the release of the information could:
 - a) jeopardize or hinder an investigation or operation, (for example: the release of details of a crime which could be known only to the offender, or the release of confidential investigative techniques or operational tactics which could reduce their effectiveness),
 - b) endanger human life, (for example: in a ransom kidnapping),
 - c) prejudice court proceedings or violate the rights of an accused, criminal record, disclosing any confession or statement made by the accused and commenting on cases before the courts, or
 - d) violate the law, (for example: releasing the name of a young offender or the names of family members which may tend to identify the youth).
24. In addition, the following will not normally be supplied to the media:
 - a) names of deceased persons where next-of-kin have not yet been notified and consented to release of the name,
 - b) names of suspects not yet charged,
 - c) names of victims in sex crimes (age and gender may be supplied), or
 - d) amounts of money obtained in the commission of an offence.
25. Information that may be supplied to the media following the laying of charges includes:
 - a) name of the accused, age and address (except young offenders),

- b) specific charges,
- c) date,
- d) time and location of offence, and
- e) date of court appearance.

26. Information provided to the media shall not prejudice court proceedings by:

- a) discussing the evidence,
- b) discussing admissions, confessions, statements or possible pleas,
- c) referring to the accused's character or reputation,
- d) discussing any previous record of the accused other than being on parole or bail,
- e) releasing the names of young offenders,
- f) speculating or expressing opinions,
- g) releasing information detrimental to the police investigative position, or

27. Caution must be exercised when releasing descriptions of suspects to the media, so as not to malign specific ethnic or racial groups. Members who have been designated to release information to, or are being interviewed by, the media may release information related to the physical description and gender expression of a person by using phrases like: "The suspect is described as..."

28. Nothing in this policy is intended to prevent the use of specific facts which may assist in an investigation where the suspect has been positively identified as a member of a specific group, and the information is intended to appeal to a specific ethnic community for assistance. However, as a general rule, where a description is obtained from a witness indicating a specific visible racial or ethnic group, based on the opinion of the witness, that description should be made in broad generic terms.

NOTE: Persons who are thought to be Chinese, Vietnamese, Korean, Filipino, or Japanese should be described as being "Asian in appearance". Persons from India, Pakistan, Bangladesh and other South Asian cultures should be described as being "South Asian in appearance". Indigenous persons of North America should be described as being "Indigenous in appearance". Persons of colour from Africa or the Caribbean Islands should be described as being "Black".

29. Regarding missing person's investigations, the investigating officer is invited to connect with the MRO, Communications Coordinator, or Watch Commander for

communications support. The investigating officer is required to inform the communications team member who provided assistance if the missing person is located so an update can be made to the public and images of the missing person can be deleted.

30. Requests for information concerning criminal cases before the courts will be referred to Crown Counsel.
31. Media wishing to do feature stories or in-depth interviews with particular members are to contact the MRO or Communications Coordinator. Interview and feature story requests are approved only on the condition that the Members involved feel comfortable with the situation and are willing to participate.
32. The Member being interviewed will liaise with the Strategic Communications Team to ensure that the nature of information being released is appropriate and is within the NRPD policies and FOIPPA guidelines.
33. Members who want media access restricted should ensure that this information is clearly noted on all applicable files or communicate it to the MRO or Strategic Communications Coordinator.
34. FOIPPA legislation precludes media access to investigation reports. No NRPD documents/reports/correspondence will be released to the media without the approval of the Freedom of Information Coordinator.

Investigator Release Authority

35. No member will make any public statement or media comment on any matter which is critical or could be construed as criticism of any police or public safety related agency, police policy, government department or official without the written permission of the Chief Constable. Members who have a concern about any of these agencies will submit a report to the Chief Constable.
36. Where an incident may impact on the reputation of the NRPD, the Chief Constable or their designate, must be notified prior to any statement or media release.

Media Filming In A Public Place

37. Although the media may be restricted from entering a crime scene like any other citizen, the media do have a right to film or photograph anyone or any event in a

public place, including police Members and their actions. Where a concern exists about withholding a suspect's identity, the suspect's face should be obscured before being brought into a public place. In the case of a young offender arrest, Members, if practicable, should advise the media regarding restrictions prior to the young offender being brought into a public place.

38. Members must have the permission of the Chief Constable to take media personnel on a ride-along.
39. Where Members of the NWPD have media personnel on a ride-along or are working with the media, the media shall not accompany members into commercial or residential premises without the member first obtaining the consent of the occupants. Members shall advise the occupants that they may refuse entry to members of the media.

Photographs of Members

40. Representatives of media agencies may photograph NWPD members. Members must ensure that such photographs in no way adversely affect the dignity of the NWPD or compromise the security of the Members.

Pre-Planned Events

41. Any Member of the NWPD responsible for any pre-planned major event where the media is to be in attendance should request that the MRO attend the event. The Member responsible for the event and the MRO will liaise to ensure that accurate and timely information is released to the media.

Protection of Information Sources

42. It is the responsibility of investigating members to protect their sources of information. This can be accomplished by not including names and addresses of confidential informers in case reports.

(See also: OD50 – Confidential Informer and Agents)

43. It will be the responsibility of investigating members to advise the MRO if there are details of a case that should not be released.

Publication of Police Activities

44. Subject to the right exercisable by an employee under the Labour Relations Act, it is not permissible for any person employed by the NRPD to make any public statement or comment concerning the administration or operations of the NRPD or relating to the policies or instructions of their Supervisors, except with the permission of the Chief Constable.
45. In certain circumstances police photographs of suspects, accused or convicted persons may be released to the media for the purpose of locating suspects, accused or convicted persons wanted by the police. All requests shall be referred to the Strategic Communications Team for consideration. The concurrence of Division Managers shall be obtained prior to the release of a photograph to ensure that ongoing investigations are not affected.
46. Once the suspect is located or the case is otherwise concluded, the requesting Member must notify the MRO, who will notify the media of that result.

Witness at Scene

47. Police personnel are not to instruct witnesses to refrain from talking to the news media.

(See also: AF70 – Disclosure and Protection of Information)

(See also: OM15 – Social Media)

Communicable Disease Prevention & Control

OG40

Revised: April 2022

OG40

Risk Assessment: Medium

POLICY

1. The New Westminster Police Department (NWPD) will provide NWPD employees with the best information possible and adopt practical public health practices to help prevent and control the transmission of communicable diseases.

PURPOSE

2. The purpose of this policy is to ensure the NWPD can respond quickly and appropriately to communicable diseases.
3. Provide guidance for operations and employees to protect themselves.
4. Maintain compliance with Worksafe BC and Public Health expectations of employers.

SCOPE

5. This policy applies to all NWPD employees, Police Board members, contractors, volunteers and members of the public/visitors.

DEFINITIONS

"**Communicable disease**" means an illness, due to a specific infectious agent or its toxic products, which arises through the transmission of that agent or its product (a) directly from an infected person or animal, or (b) indirectly through the agency of an intermediate host vector or the inanimate environment (*Health Act Communicable Disease Regulation - B.C. Reg. 115/2007, May 11, 2007*).

Examples of common communicable diseases are:

- Acquired immunodeficiency syndrome (AIDS)
- Viral Hepatitis (Hepatitis A, Hepatitis B, or Hepatitis C)

- Tuberculosis (TB)
- Influenza
- Novel Coronavirus (COVID-19)

PROCEDURES

6. All NWPD employees who have or suspect they may have a communicable disease are expected to report their concerns to a health professional and adopt responsible health care practices.
7. If an employee believes they have a communicable disease or has any symptoms of a communicable disease, they should notify their Supervisor, seek medical assistance and stay home.
8. If an employee reports having any communicable disease-like symptoms before or while at work, the Supervisor should advise the employee to stay home or send them home and advise them to call 8-1-1 for direction. The Supervisor should ensure that the employee's work area and/or equipment are cleaned and disinfected.
9. If an employee has been exposed to or suspects they may have been exposed to a communicable disease while on duty, they will seek medical assistance and report the suspected exposure to a Supervisor as soon as possible.
10. The NWPD will monitor and assess developing communicable disease issues, and prepare the NWPD protocol against transmission to employees and the public, in accordance with the medical health officer's consultation and/or direction.
11. The NWPD will follow the medical advice and direction from the appropriate medical authorities (the Regional Medical Health Officer, BC Centre for Disease Control and Health Canada).
12. The NWPD will follow any applicable Worksafe BC requirements.
13. The NWPD will establish operational guidelines and protocols as required to address specific communicable diseases.
14. The NWPD will meet all legal requirements from the appropriate medical authorities for quarantine or isolation of any NWPD employee infected with a communicable disease.

CONTROLS FOR RISK OF TRANSMISSION

15. Communicable Diseases are most commonly spread from an infected person through:
 - a) Respiratory droplets when you cough or sneeze.
 - b) Close personal contact, such as touching or shaking hands.

- c) Touching something with a virus on it, then touching your eyes, nose or mouth before washing your hands.
16. In collaboration with Public Health, the risk of transmission in NWPD facilities or operations is subject to two primary variables that may need to be modified to reduce transmission risk: contact intensity (how close you are to someone and for how long) and the number of contacts (how many people are in the same setting at the same time).
17. Once the risks levels have been identified with guidance from Public Health, the principles used to reduce the risk are based upon the Hierarchy of Controls. The hierarchy of controls in order of their effectiveness:
- a) **Elimination or substitution:** Can the work tasks that may create a risk of exposure be eliminated or postponed? Can work processes be changed to eliminate or reduce contact with others?
 - b) **Engineering controls:** Are engineering controls, such as physical barriers, practicable?
 - c) **Administrative controls:** Can work practices be altered to minimize exposure, such as physical distancing or enhanced cleaning protocols?
 - d) **Personal protective equipment (PPE):** This last form of protection should only be considered after careful consideration of the previous control measures. The use of gloves and face masks may be considered where none of the above controls are possible/effective. If gloves and masks are used, proper usage guidelines should be followed.

BC CENTRE OF DISEASE CONTROL & CURRENT BEST PRACTICES FOR SPECIFIC DISEASES

18. NWPD employees seeking information concerning measures for the control of specific diseases and management of outbreaks should refer to the BC Centre for Disease Control's website ([BC Centre for Disease Control \(bccdc.ca\)](http://bccdc.ca)) to learn more about current best practices.

PROTECTION OF PRIVACY

19. Pursuant to the *Freedom of Information and Protection of Privacy Act* (FOIPPA), the NWPD will take all reasonable steps to protect the privacy of individuals who have communicable diseases. In administering this policy, the NWPD will not disclose the identity of any individual who has a communicable disease, except as authorized or required by law. The NWPD may be required to disclose personal information if there is a risk of significant harm to the health or safety of another person, the public or a group of people or if requested by the medical health officer or designate under the *Public Health Act*.

HANDLING POTENTIALLY CONTAMINATED OBJECTS

20. The following are standard precautions when handling objects potentially contaminated with a communicable disease:
- a) wear disposable gloves until the objects have been decontaminated,
 - b) wash hands after disposing of gloves with soap and water,
 - c) if a procedure is likely to produce splashing, protective clothing (disposable coveralls) and face protection should be worn in addition to gloves,
 - d) decontamination is achieved by:
 - i) wiping away excess blood, fluid or crusting with disposable paper or cloth and placing same in moisture proof bag,
 - ii) wiping objects with 1:10 dilution of household bleach (sodium hypochlorite) or any of the commercial germicidal agents,
 - e) dispose of contaminated items, in a moisture proof container, which may be discarded with general city refuse,
 - f) persons with open skin wounds or weeping skin diseases should avoid skin contact with all blood or body fluids,
 - g) avoid being pricked by sharp contaminated objects,
 - h) sharp objects should be disposed of in puncture-proof containers,
 - i) never recap needles,
 - j) if clothing or other objects are suspected of being contaminated, they should be labeled "blood/body fluid precautions" for the assistance and protection of other workers who may have to handle them.

HANDLING AND DISPOSAL OF HYPODERMIC SYRINGES OR NEEDLES

21. Members must use extreme caution at all times when handling hypodermic or other types of syringes or needles and treated as though they are bio-medical hazardous material. Syringes or needles must be disposed of in a designated "sharps container" only.
22. Only those containers intended for the storage of bio-medical waste are approved as storage containers for "sharps".
23. Approved containers, gloves and forceps are located in all patrol vehicles and at designated sharps disposal locations within the police facility.
24. At all times when handling syringes or other "sharp" objects, members must wear a pair of protective (latex or rubber) gloves. Whenever possible, the item should be handled with a pair of forceps or tongs. When that is not possible, members should:
- a) handle all syringes by the barrel,
 - b) not bend, remove or attempt to remove the needle from the barrel,
 - c) not attempt to cap or re-cap the needle,
 - d) deposit the syringe, needle first, into an approved container.

25. When a container is full, it should be returned to Custodial Services area from where the containers will be removed for destruction by an approved company on a regular basis.

REPORT OF DISCARDED HYPODERMIC SYRINGES OR NEEDLES

26. When a report is received of a discarded sharp or needle from a member of the public, a Member should attend and seize the item using the procedures outlined above.

27. The Property Services Officer will, upon receiving a sharp item from a member, ensure its safe storage, handling and processing in accordance with established policy.

ACCIDENTAL NEEDLE-STICK OR CONTAMINATION

28. If an accidental needle-stick occurs, the Member should:

- a) Wash needle sticks and cuts with soap and water.
- b) Do not squeeze the area of a needle stick or cut. And do not wash the area with antiseptics or bleach. Additionally, the BC Centre for Disease Control recommends allowing the wound to bleed freely.
- c) Attend a health care provider right away. In some cases, medicine may help to prevent infection.

29. If any exposure/contamination to blood occurs, the Member should:

- a) If skin contamination should occur, wash the area thoroughly with soap and water,
- b) If nose, mouth contamination should occur, use water to flush splashed blood from the areas.
- c) If eye contamination should occur, wash eyes with a steady stream of clean water, a saltwater solution, or a sterile wash.
- d) Attend a health care provider right away. In some cases, medicine may help to prevent infection.

30. The Member will:

- a) Advise the Watch Commander of the needle-stick or contamination.
- b) Complete a NWPD "Employee Report of Workplace Incident, Injury, or Illness to Employer" form.

RELATED POLICIES AND DOCUMENTS

1. AB170 - Absence from Duty - Illness
2. AB230 – Occupational Health and Safety
3. OG30 – Medical and Non-Medical Masks
4. NWPD 2022 Communicable Disease Prevention Plan



New Westminster Police Department

PROTECTED A
February 07, 2022

Crime Type Category ¹	2021 Dec	2022 Jan	Jan 3YR Avg	YTD 2020	YTD 2021	YTD 2022	YTD 3YR Avg	% Change 2022-2021
Persons Offences								
HOMICIDE	0	0	0	0	0	0	0	N/A ²
ATTEMPTED HOMICIDE	0	0	0	0	0	0	0	N/A
SEXUAL ASSAULTS	3	5	4	3	5	5	4	0%
ASSAULT-COMMON	38	23	25	30	22	23	25	5%
ASSAULT-W/WEAPON OR CBH	13	10	10	7	13	10	10	-23%
ASSAULT-AGGRAVATED	0	1	0	0	0	1	0	N/A
ROBBERY	1	2	4	4	6	2	4	-67%
Total Monitored Persons Offences	55	41	44	44	46	41	44	-11%
Domestic Violence								
DOMESTIC VIOLENCE	52	44	51	63	46	44	51	-4%
FAMILY VIOLENCE	23	24	24	26	21	24	24	14%
Property Offences								
BREAK & ENTER-BUSINESS	20	6	17	16	30	6	17	-80%
BREAK & ENTER-RESIDENCE	5	2	4	6	4	2	4	-50%
BREAK & ENTER-OTHER	7	1	5	6	7	1	5	-86%
THEFT OF VEHICLE	14	16	15	16	13	16	15	23%
THEFT FROM VEHICLE	43	65	71	61	86	65	71	-24%
THEFT-OTHER OVER \$5000	1	1	1	1	1	1	1	0%
THEFT-OTHER UNDER \$5000	37	31	34	38	32	31	34	-3%
MISCHIEF OVER \$5000	1	1	1	2	0	1	1	N/A
MISCHIEF \$5000 OR UNDER	33	43	45	44	48	43	45	-10%
Total Monitored Property Offences	161	166	192	190	221	166	192	-25%
Traffic Offences								
Collisions								
COLLISION-FATAL	0	1	0	0	0	1	0	N/A
COLLISION-NON-FATAL INJURY	10	3	9	13	10	3	9	-70%
COLLISION-ALL OTHERS	54	50	40	31	40	50	40	25%
Total Collision Offences	64	54	49	44	50	54	49	8%
215 Impaired								
215 ALCOH-24HR & DRUG	9	5	6	6	6	5	6	-17%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	20	15	11	9	8	15	11	88%
215 ALCOH IRP WARN	6	7	5	4	5	7	5	40%
IMPAIRD OP MV (DRUGS & ALCOH)	20	13	9	9	4	13	9	225%
Weapons Offences								
WEAPONS-POSSESSION	7	3	3	2	5	3	3	-40%
Other Non-Criminal Offences								
BYLAW	19	12	24	26	33	12	24	-64%
CYBERCRIME	2	4	9	11	12	4	9	-67%
FALSE ALARMS	78	66	63	78	46	66	63	43%
MISSING PERSONS	24	21	19	18	19	21	19	11%
MENTAL HEALTH RELATED	45	25	52	61	69	25	52	-64%
DISTURBED PERSON/ATT SUICIDE	51	40	57	76	54	40	57	-26%
SUDDEN DEATH	14	12	8	5	8	12	8	50%
DOMESTIC DISPUTE-NO ASSAULT	34	29	35	49	28	29	35	4%
OVERDOSES	0	0	0	0	1	0	0	-100%

¹ The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCJS Status: <>A (all files except unfounded) or B:Z (founded). Please note that the figures reflect police records as of the day the data was originally extracted; therefore, the figures may have changed over time. The PRIME data was last reviewed on: 2022-02-07. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information.

² Undefined. Percent Change = ((new value – initial value / initial value) x 100). Division by zero is division where the divisor (denominator) is zero, where the expression has no meaning; therefore, division by zero is undefined.



New Westminster Police Department

PROTECTED A
March 2022

Crime Type Category ¹	2022 Feb	2022 Mar	Mar 3YR Avg	YTD 2020	YTD 2021	YTD 2022	YTD 3YR Avg	% Change 2022-2021
Persons Offences								
HOMICIDE	0	0	1	0	2	0	1	N/A ²
ATTEMPTED HOMICIDE	0	0	0	0	0	0	0	N/A
SEXUAL ASSAULTS	10	2	5	12	16	16	15	0%
ASSAULT-COMMON	23	27	24	76	77	75	76	-3%
ASSAULT-W/WEAPON OR CBH	8	12	11	26	38	30	31	-21%
ASSAULT-AGGRAVATED	1	0	0	0	2	1	1	-50%
ROBBERY TO STEAL FIREARM	0	0	0	0	0	0	0	N/A
ROBBERY W/FIREARM	0	0	0	2	0	1	1	N/A
ROBBERY W/OTHER OFFENSIVE WPN	1	1	2	3	8	2	4	-75%
ROBBERY-OTHER	3	3	2	5	6	7	6	17%
ROBBERY	4	4	4	10	14	10	11	-29%
Total Monitored Persons Offences	46	45	45	124	149	132	135	-11%
Domestic Violence								
DOMESTIC VIOLENCE	36	46	50	146	149	131	142	-12%
FAMILY VIOLENCE	22	13	24	75	72	61	69	-15%
Property Offences								
BREAK & ENTER-BUSINESS	10	11	21	49	72	28	50	-61%
BREAK & ENTER-RESIDENCE	9	7	7	22	13	18	18	38%
BREAK & ENTER-OTHER	7	9	7	17	16	17	17	6%
THEFT OF VEHICLE	16	16	12	33	35	48	39	37%
THEFT FROM VEHICLE	45	65	71	206	216	175	199	-19%
THEFT-OTHER OVER \$5000	1	0	0	4	2	2	3	0%
THEFT-OTHER UNDER \$5000	38	41	36	113	88	112	104	27%
MISCHIEF OVER \$5000	1	0	0	2	1	2	2	100%
MISCHIEF \$5000 OR UNDER	42	40	40	106	137	125	123	-9%
Total Monitored Property Offences	169	189	193	552	580	527	553	-9%
Traffic Offences								
Collisions								
COLLISION-FATAL	0	0	0	0	0	1	0	N/A
COLLISION-NON-FATAL INJURY	7	6	6	27	19	17	21	-11%
COLLISION-ALL OTHERS	55	44	35	102	96	148	115	54%
Total Collision Offences	62	50	42	129	115	166	137	44%
215 Impaired								
215 ALCOH-24HR & DRUG	2	4	4	9	15	11	12	-27%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	12	14	12	31	38	41	37	8%
215 ALCOH IRP WARN	5	4	4	10	16	17	14	6%
IMPAIRD OP MV (DRUGS & ALCOH)	9	12	7	19	14	33	22	136%
Weapons Offences								
WEAPONS POSS-CONTRARY TO ORDER	0	0	0	0	0	0	0	N/A
WEAPONS-POSSESSION	11	5	5	14	20	18	17	-10%
WEAPONS-POSSESSION	11	5	5	14	20	18	17	-10%
Other Non-Criminal Offences								
BYLAW	18	27	32	98	91	57	82	-37%
CYBERCRIME	11	6	8	23	41	30	31	-27%
FALSE ALARMS	88	51	48	190	141	205	179	45%
MISSING PERSONS	21	16	22	55	60	61	59	2%
MENTAL HEALTH RELATED	37	57	55	131	244	121	165	-50%
DISTURBED PERSON/ATT SUICIDE	30	30	53	206	171	103	160	-40%
SUDDEN DEATH	9	12	10	29	25	33	29	32%
DOMESTIC DISPUTE-NO ASSAULT	26	28	35	124	98	82	101	-16%
OVERDOSES	1	1	1	4	3	2	3	-33%

¹ The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCIS Status: <-A (all files except unfounded) or B:Z (founded). **All PRIVATE files have been excluded from this report.** Please note that the figures reflect police records as of the day the data was originally extracted; therefore, the figures may have changed over time. The PRIME data was last reviewed on: 2022-04-06. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information.

² Undefined. Percent Change = ((new value - initial value) / initial value) x 100. Division by zero is division where the divisor (denominator) is zero, where the expression has no meaning; therefore, division by zero is undefined.



New Westminister Police Department

REPORT

To: Mayor Coté and Members of the New Westminister Police Board
Date: April 19, 2022

From: Strategic Communications Coordinator
Hailey Finnigan
Item #: 2.7

Subject: GOVERNANCE: New Westminister Police Department Communications Update

RECOMMENDATION

That the New Westminister Police Board accepts this report for information.

PURPOSE

The purpose of this report is to provide the New Westminister Police Board (NWPB) with relevant information about the current work of the Strategic Communications Team.

BACKGROUND

The New Westminister Police Department values two-way, transparent communication with residents as a cornerstone of public safety. One of the tools we use in sharing public safety information is the media release, which is posted to our website, social media channels, and distributed to a list of journalists. In order for an event or police incident to be considered for a media release it must fulfill one of the below criteria which is decided on by the Communications Team:

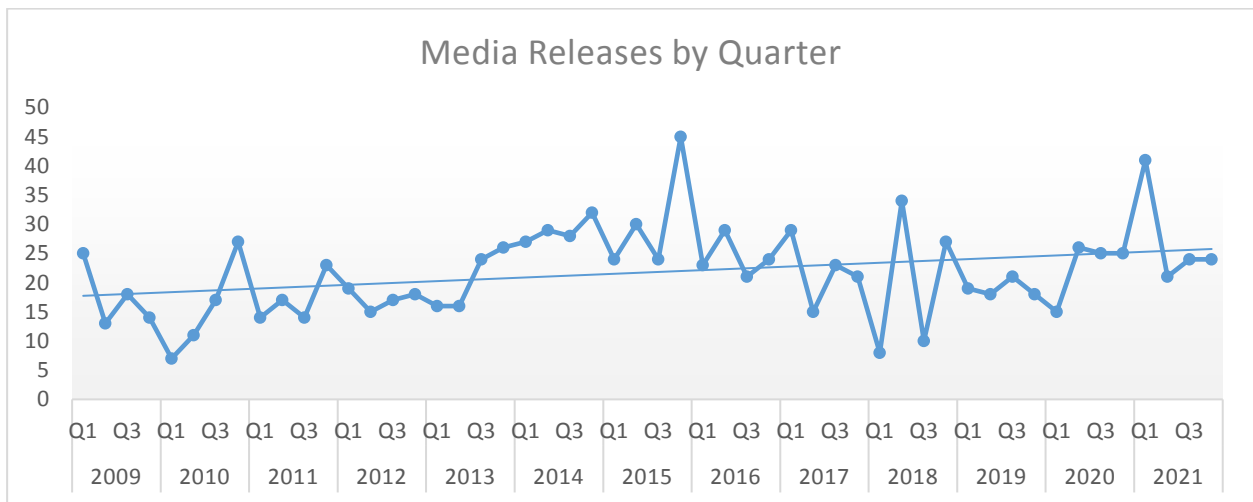
- The media release will help further a police investigation (missing persons files, appeal for additional witnesses).
- The media release will help prevent crime (scams, crime prevention information shared based on trends)
- The media release will serve as the source for factual information on the event (school lock downs, investigations into fires, major collisions)

- The media release will serve to connect people to victim services (an incident happens and we believe victims may have fled before police arrived on scene)
- The media release will highlight internal work the police department is doing that we believe is of interest to the public or others working in the field of public safety (awards to officers, hybrid patrol vehicles, creation of new units)

With the adoption of mobile devices, many residents communicate about crime as they see it unfolding in New Westminster. In following with best practices of police communications, NWPD meets these residents where they are having these conversations with factual information about what has taken place in their city, and provides them with resources, reassurance, and crime prevention information. Directing residents to our website where our media releases are posted are often the ideal tool for this purpose.

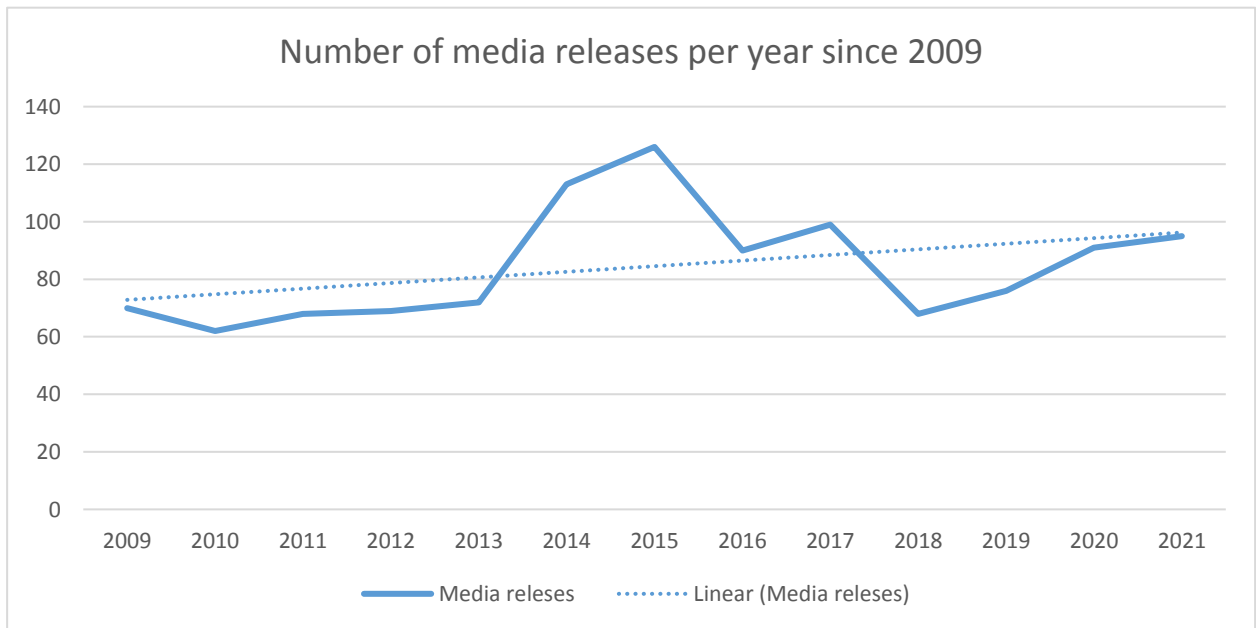
The New Westminster Police Department is aware of increasing calls for police transparency. Past public engagement survey results have stated that residents want to see increased frequency of communications from their local police. Media releases are one tool to make the work of the department as accessible and transparent as possible.

The New Westminster Police Department has been posting media releases to our website since 2009. Monthly frequency can vary dramatically depending on the needs at the time. Quarterly distribution of media releases can vary from as low as 7 to as many as many as 45. In the first quarter of 2022, the New Westminster Police Department distributed 28 media releases.



Media releases by year

The annual number of media releases typically remains between 60 and 80 per year, with a notable increase in 2014 and 2015.



The New Westminster Police Department has a communication function that not only takes a strategic approach, but takes full advantage of the range of tactics, and ensures consistency of purpose and message, identifying and tailoring information to specific audiences. Communications does not end with a media release and it is used as a basis for numerous social media messages, videos, digital signs, and publications to reach the audiences the department is needing to communicate with.

The New Westminster Police Department has adopted best practices to make communications more accessible. Some of the efforts to improve accessibility include: the use of captions in videos, sharing translations of safety information, adding alt text to images, and working towards an internationally accepted standard for web accessibility developed by the World Wide Web Consortium (W3C), an international team of experts.

Measuring results of strategic communications has been a long-standing challenge for even the most seasoned communication professionals. Communications activities are impacted by and interact with all sorts of factors. Despite best efforts, it can be difficult to pinpoint why something did or did not occur, what outside influences might have played a role in the success or failure of an initiative, or how much credit should be given to a communications campaign as opposed to an operational change. The New Westminster Police Department monitors basic social media analytics and community knowledge of police messages at checkpoints during a communications campaign. These mini-evaluations enable the department to make adjustments to the communications campaign as conditions warrant.

This report has been prepared by:

Hailey Finnigan, Strategic Communications Coordinator

This report was approved by: David Jansen, Chief Constable



New Westminster Police Department

REPORT

To: Mayor Jonathan Cote, Chair, and Members
New Westminster Municipal Police Board

Date: April 19, 2022

From: Jacqueline Dairon

Item #: 2.8

Subject: **GOVERNANCE: Review of Integrated Services**

RECOMMENDATION

That the New Westminster Police Board receive this report for information.

PURPOSE

The New Westminster Police Board Governance Manual calendar lists an “Annual review of integrated activities and plan to optimize” as an item to be included in the April Police Board agenda.

Many opportunities exist to participate in integrated policing units in the Metro Vancouver area. In order to ensure the optimal integration model is achieved, the NWPD has developed four criteria that must be met before we participate. These include (in order of importance):

1. There must be no loss of opportunity for NWPD members;
2. The integration must enhance or, at minimum, maintain the level of service to the community;
3. The management philosophy of the unit must match that of the NWPD; and
4. The integration must be financially viable.

There are currently a total of 34 members assigned to secondments positions with an estimated salary and benefits costs of \$5.5million, which is fully recoverable. Following is a list of the units that the NWPD is integrated with, a brief overview of the unit, and the 2022 costs.

Integrated Municipal Provincial Auto Crime Team (IMPACT)

IMPACT was established as the Auto Theft Task Force (ATTF) in 1998, and is the result of a cooperative agreement entered into by the Attorney General of British Columbia, Royal Canadian Mounted Police (RCMP), Independent Municipal Police Departments; and the Insurance Corporation of British Columbia (ICBC).

NWPD currently has one constable at IMPACT. Member costs are recoverable which include wages, benefits and overtime.

Integrated Road Safety Unit (IRSU)

IRSU was formed in 2004 and is made up of over 110 traffic enforcement officers from the RCMP and Municipal Police agencies across the Province. Its mandate includes reducing harm on BC roadways, conducting strategic traffic enforcement in high collision areas, providing focused enforcement for seatbelt compliance, aggressive driving and impaired drivers, and commercial vehicle enforcement.

NWPD currently has two members (one Constable, one Staff Sergeant) at IRSU. Member costs are recoverable which include wages, benefits and overtime.

Integrated Homicide Investigation Team (IHIT)

IHIT is responsible for investigating homicides, high-risk missing persons and suspicious deaths. IHIT is an integrated team with collaboration from the RCMP, Abbotsford, Port Moody, West Vancouver and New Westminster police departments.

NWPD currently has three members assigned to IHIT (two constables and one technical position). Member costs are recoverable which include wages, benefits and overtime. NWPD is expected to pay \$550,000 in contract fees for 2022.

Combined Forces Special Enforcement Unit (CFSEU)

CFSEU is the province's anti-gang agency. It is an integrated joint forces operation that develops and draws highly-specialized officers from federal, provincial and municipal agencies. This integrated approach enhances intelligence sharing, coordination and strategic deployment against threats of violence posed by organized crime groups and gangs in our province.

NWPD currently has seven constables at CFSEU. Member costs are recoverable which include wages, benefits and overtime.

E-Comm 9-1-1

E-Comm is the emergency communications center for southwest British Columbia. Its mandate is to provide 9-1-1 service for Metro Vancouver, the Sunshine Coast Regional District, Whistler, Squamish and the Squamish-Lillooet Regional District (south), to provide dispatch service for 36 police and fire departments, and to own and operate the wide-area radio network used throughout the Lower Mainland by police, fire and ambulance personnel.

The 2022 budget includes a service contract fee of \$1,299,280 for dispatch services.

Lower Mainland District Emergency Response Team (LMD ERT)

LMD ERT is responsible for enhanced response to front line policing by assisting and dealing with tactical and technical situations where extreme danger is present.

The 2022 budget includes a service contract fee of \$285,000. NWPD currently has four members (three constables and one sergeant) at LMD ERT. Member costs are recoverable which include wages, benefits and overtime.

Real Time Intelligence Centre (RTIC)

In May 2014, law enforcement agencies across the Lower Mainland launched the RTIC, providing a coordinated regional response to serious crimes. The RTIC provides immediate analytical support relating to crimes that pose a substantial risk to public safety, such as armed robberies, high risk missing persons or gang violence.

NWPD has one constable at RTIC. Member costs are recoverable which include wages, benefits and overtime. The 2022 budget includes an annual service contract fee of \$50,000.

Lower Mainland District Police Dog Service (LMD PDS)

In August 2014, the NWPD joined the LMD PDS integrated unit. This unit provides canines that are trained for tracking and searching for suspects, evidence, drugs and explosives.

NWPD has three constables in LMD PDS. Member costs are recoverable which include wages, benefits and overtime. The 2022 budget includes an annual service contract fee of \$411,000.

BC Hate Crime Team (BCHCT)

The BCHCT was created in 1996 with a mandate to ensure the effective identification, investigation and prosecution of crimes motivated by hate.

NWPD currently has one constable at BCHCT. Member costs are recoverable which include wages, benefits and overtime.

Unsolved Homicide Unit (UHU)

UHU is an integrated unit comprised of RCMP and municipal police departments who have agreed to coordinate their efforts and resources to improve the efficiency of service to the public in homicide investigations.

NWPD currently has one constable at UHU. Member costs are recoverable which include wages, benefits and overtime.

Federal Serious and Organized Crime (FSOC)

Federal Serious and Organized Crime (FSOC) is an integrated unit that works closely with international, national and municipal police forces and agencies to ensure the safety and security of Canadians and their institutions, at home and abroad. They support federal and international operations to enforce federal statutes.

NWPD currently has three constables at FSOC. Member costs are recoverable which include wages, benefits and overtime.

Integrated National Security Enforcement Team (INSET)

INSET is an integrated unit focused on national operational priorities involving criminal national security terrorist related threats, other domestic national security threats, foreign based/ influenced national security threats and emerging threats of chemical, biological, radiological and nuclear, and cyber-terrorism.

NWPD currently has one constable at INSET. Member costs are recoverable which include wages, benefits and overtime.

Justice Institute of British Columbia (JIBC)

The Justice Institute of British Columbia – Police Academy is responsible for training all municipal police recruits in British Columbia.

NWPD currently has one member at the JIBC. Member costs are recoverable which include wages, benefits and overtime.

British Columbia Municipal Undercover Program (BCMUP)

This unit coordinates a number of covert investigative techniques on behalf of municipal departments.

The NWPD currently has two members assigned to the BCMUP. Member costs are recoverable which include wages, benefits and overtime.

National Weapons Enforcement Support Team (NWEST)

The National Weapons Enforcement Support Team (NWEST) is part of the Canadian Firearms Program. It is an integrated unit consisting of the RCMP and municipal police services; in the Western region that includes BC, Alberta, Saskatchewan and Manitoba. NWEST is designed to combat gun crime, smuggling of firearms and to support law enforcement agencies during firearms investigations. It was established to support front line police agencies in the gathering of evidence in order to assist them in successfully prosecuting persons involved in the illegal movement and criminal use of firearms.

NWPD currently has one member at NWEST. Member costs are recoverable which include wages, benefits and overtime.

Integrated Collision Analysis and Reconstruction Service (ICARS)

The Integrated Collision Analysis & Reconstruction Service (ICARS) is responsible for the forensic reconstruction of fatal or serious injury collisions. Depending on the circumstances, ICARS may also investigate collisions that are complex and involve multiple vehicles, and hit-and-runs where additional investigate expertise may be required. One NWPD member has been assigned to this a full-time secondment. The team consists of 22 RCMP and municipal police officers. ICARS covers the Lower Mainland District and everywhere from Pemberton to Boston Bar, with periodic coverage of other regions around the province and the far north.

NWPD currently has one constable at ICARS. Member costs are recoverable which include wages, benefits and overtime. The 2022 budget includes an annual service contract fee of \$83,000.

Municipal Integrated Professional Standards Unit (IPSU)

The Municipal Integrated Professional Standards Unit (IPSU) was formed in March, 2022, to better coordinate resourcing for investigations into police misconduct, in addition to sharing subject matter expertise. The New Westminster Police Department, Port Moody Police Department, Delta Police Department, Transit Police Department, and the West Vancouver Police Department are all committed to IPSU through an MOU.

Currently, NWPD has two full-time Sergeants committed to IPSU, working out of the New Westminster HQ, and one Inspector, paid for by the Transit Police Department, and working out of the Transit Police HQ. Member costs are recoverable which include wages, benefits and overtime.

This report has been prepared by: Jacqueline Dairon

This report was approved by David Jansen, Chief Constable

Heather CORBETT

From: Jacqueline Killawee <jkillawee@newwestcity.ca>
Sent: February-15-22 10:20 AM
To: Dave JANSEN
Cc: Heather CORBETT
Subject: Council request for report on E-Comm
Attachments: Letter to Police Board re Open Workshop motion requesting report back - with attachments.pdf

Categories: Police Board

Dear Dave,

As you know Council at the January 31st open workshop requested the Police Board provide a report to Council on ways it is responding to the situation at E-Comm.

Please find attached the formal request from Council to the Police Board.

Please let me know if you have any questions,

Jacque Killawee | City Clerk

T 604.515.3764. | E jkillawee@newwestcity.ca

City of New Westminster | Legislative Services
511 Royal Avenue, New Westminster, BC V3L 1H9



NEW WESTMINSTER

February 15, 2022

New Westminister Police Board
c/o Dave Jansen
Chief Constable, New Westminister Police Department
555 Columbia Street
New Westminister, BC V3L 1B2

Via Email: DJansen@NWPolice.org

Dear Chief Jansen,

Re: E-Comm report

At a meeting on January 28, 2022, New Westminister City Council heard a presentation from E-Comm which provided an update on 911 and police call services and general operations review, and received a report titled "E-Comm Financial Background Report." These are enclosed for your review. In response, Council adopted the following resolution:

THAT Council asks the New Westminister Police Board to provide a report back on their response to the issues raised by E-Comm.


Please let me the Police Board's response to Council's request. Your report may go in either closed or open session of Council.

If you have any questions about this or would like more information, feel free to contact me at jkillawee@newwestcity.ca or 604-515-3764.

Yours truly,

Jacque Killawee
City Clerk

Encl: E-Comm 9-1-1 Update PowerPoint
Council Report: E-Comm Financial Background Report

A night scene featuring several emergency vehicles with their lights on. In the foreground, a dark-colored vehicle has red and blue lights on its roof. Behind it, a white ambulance is visible with the number '62750' and the word 'AMBULANCE' on its side. The background is dark with some blurred lights.

ON TABLE
Council Workshop
January 31, 2022
re: Item 2.1.a.

**New Westminster City Council Workshop
January 31, 2022
E-Comm 9-1-1 Update**

**Oliver Grüter-Andrew, President & CEO
Stephen Thatcher, VP Operations**

E-Comm Background

- ❑ E-Comm has been providing 9-1-1, police emergency/non-emergency call taking and dispatch services since 1999.
- ❑ An initial base of agency partners (e.g. MetroVan RD for 9-1-1 call-taking, VPD and Highway Patrol) dispatch was expanded on substantially between 2011 and 2019 to include 9 out of 10 independent police departments as well as four large RCMP detachments.
- ❑ Critically, E-Comm's 9-1-1 call-taking responsibilities grew to answering 99% of all 9-1-1 calls made in B.C, making E-Comm a province-wide business.
- ❑ In 2021 E-Comm received and down-streamed 2.08M 9-1-1 calls, and we received 594K police emergency calls and 665K police non-emergency calls on behalf of its agency partners.
- ❑ Since 2019, E-Comm supports all independent municipal police departments in B.C. with communication services, except the Nelson Police Department.



Who is E-Comm?

E-Comm Shareholders		Class A						Class B					
		Ambulance	Fire	Police	Municipal Services	Fire	Police	Municipal Services	Fire	Police	Municipal Services	Fire	Police
Abbotsford			•										
Abbotsford Police Board				•									
BC Emergency Health Services		•											
Belcarra					•	•	•						
Burnaby				•									
Coquitlam		•	•		•								
Delta		•			•								
Delta Police Board				•									
Langley City		•											
Langley Township		•	•		•								
Lions Bay		•											
Maple Ridge			•		•	•							
Metro Vancouver					•								
New Westminster		•			•								
		Class A						Class B					

		Class A			Class B		
		Municipal Services	Fire	Police	Municipal Services	Fire	Police
New Westminster Police Board				•			
North Vancouver City		•	•		•		
North Vancouver District		•					•
Pitt Meadows		•	•		•		
Port Coquitlam		•	•		•		
Port Moody		•	•		•		
Richmond		•	•		•		
South Coast British Columbia Transportation Authority		•					
Surrey		•	•		•		
Transit Police Board				•			
Vancouver		•			•		
Vancouver Police Board				•			
West Vancouver		•	•		•		
White Rock		•	•				
		Class A			Class B		



What does E-Comm do?

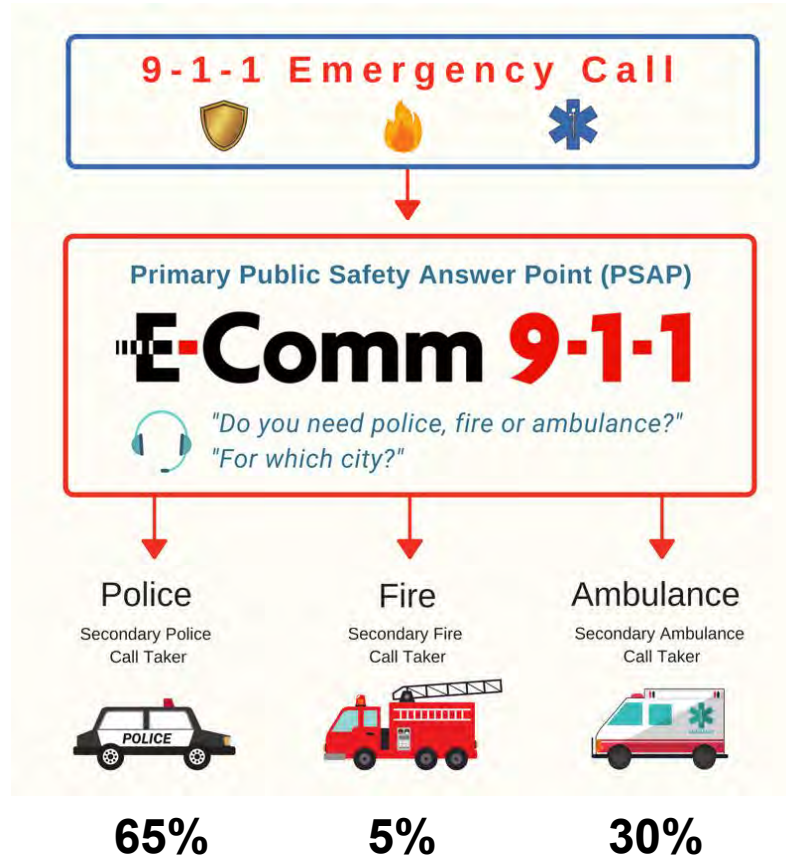
	PCO			FCO	9-1-1	Radio	PRIME-Corp	Fire CAD	Fire RMS	Fire Tech	HLBC
	PERCT	PNERCT	PD								
Service Stability	●	●	●	●	●	●	●	●	●	●	●
Funding Stability	●	●	●	●	●	●	●	●	●	●	●
Governance Effectiveness	●	●	●	●	●	●	●	●	●	●	●
People Engagement	●	●	●	●	●	●	●	●	●	●	●
Customer Satisfaction	●	●	●	●	●	●	●	●	●	●	●

PCO = Police Communication Operations

FCO = Fire Communication Operations



How 9-1-1 works



Who funds E-Comm's Communications work?

25 Regional Districts
Through 8 service
contracts



Primary Public Safety Answer Point (PSAP)

E-Comm 9-1-1

 "Do you need police, fire or ambulance?"
"For which city?"

\$7.35M
(\$4.2M)

9 Independent PDs
3 Cities with RCMP
RCMP E Division
Provincial Government



Police
Secondary Police
Call Taker



~\$38M
(\$32.7M)

Fire
Secondary Fire
Call Taker



~\$4.5M

18 Cities
Fraser Valley RD
(for 22 FDs)



A nighttime scene featuring several emergency vehicles. In the foreground, a dark-colored police car is visible with its red and blue emergency lights flashing. Behind it, another police car is partially visible. In the background, a white ambulance is parked with its red emergency lights on. The ambulance has the number '62750' and the word 'AMBULANCE' printed on its side. The overall atmosphere is dark, with the primary light sources being the emergency lights of the vehicles.

9-1-1 and Police Call Taking Services

LMD 911 Service Levels

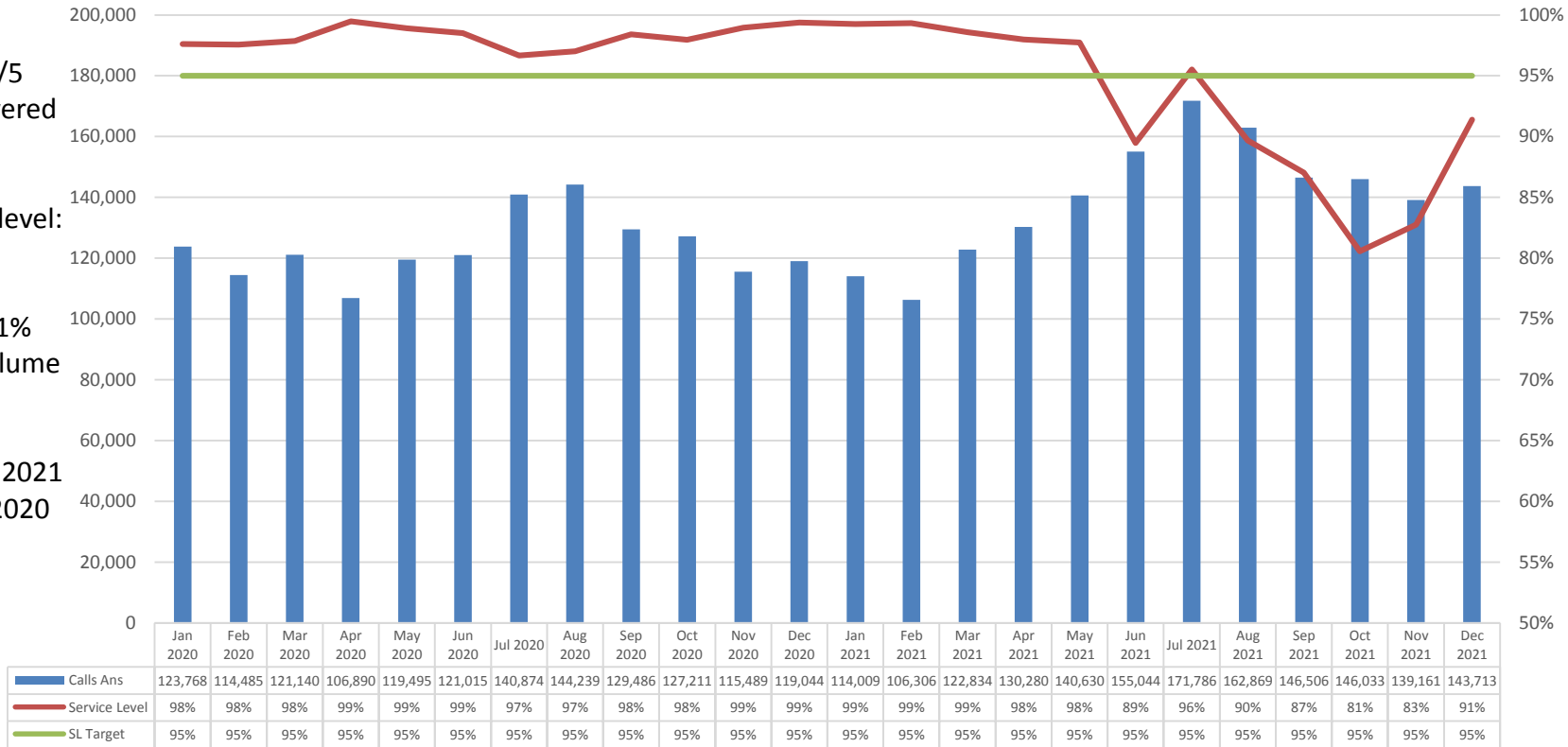
LMD 911 Calls Answered and Service Levels to December 31, 2021

911 Target: 95/5
95% of calls answered
in 5 seconds

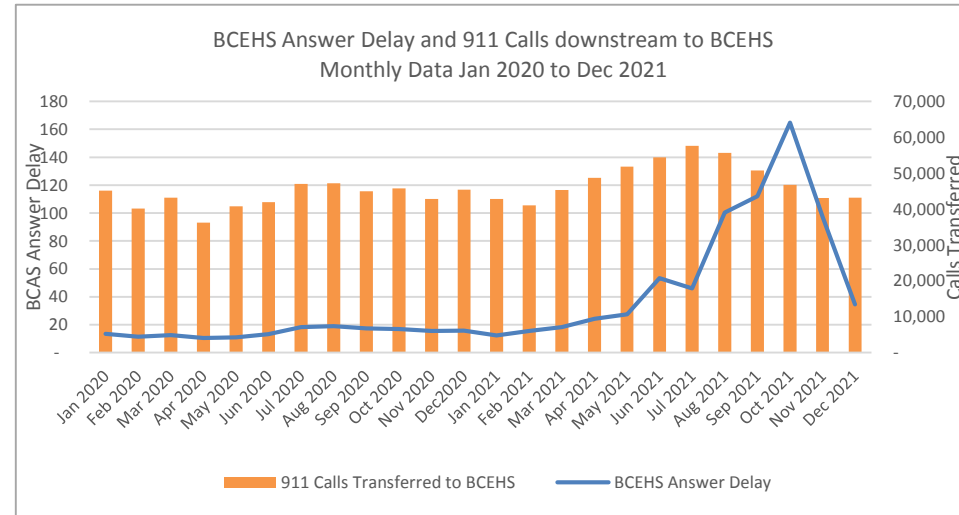
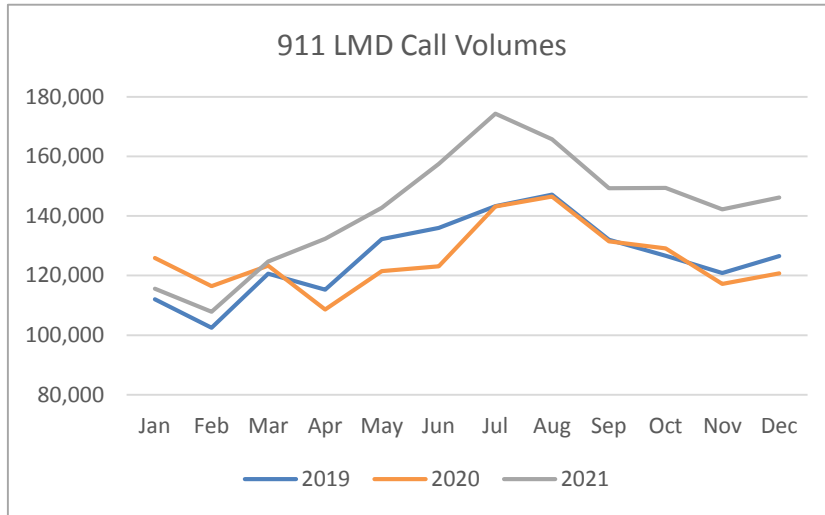
Dec 2021 Service level:
91%

Dec 2021 – 21.1%
increase in call volume
Dec 2020

AHT: 71.5s in Dec 2021
vs. 43.5s in Dec 2020



911 Volumes and Downstream Wait Times Increased



- All regions 9-1-1 call volumes have increased 13.3% over 2020 from 2021 Jan-Dec
- BCEHS volume has been significantly increasing over the last 2 years, 11.7% higher (Jan-Dec) when compared to 2020 and 27.7% higher when compared to 2019.

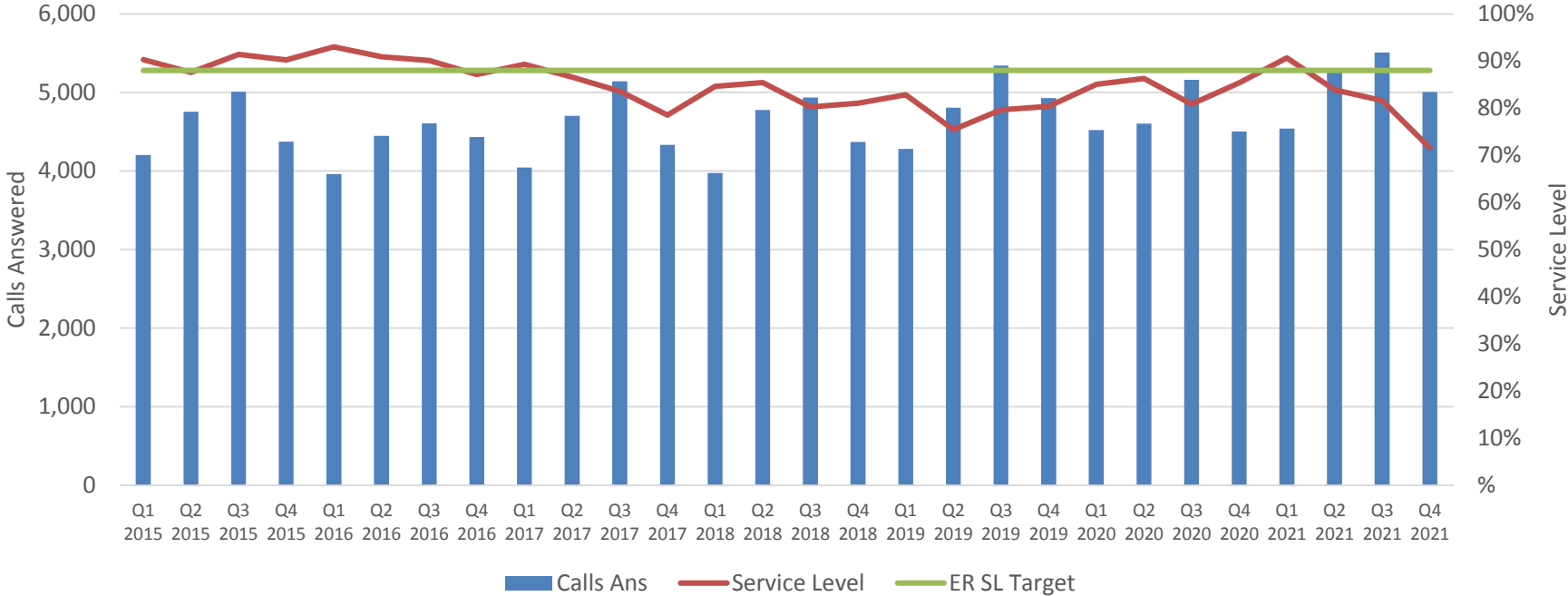
- 2019 avg. answer delay was 15 secs
- Since Apr 2021, answer delay has exceeded 20 secs with Oct 2021 at 165 secs; The frequency and duration of long delays have reduced in December.

2 new processes implemented: Priority queue and abandoned calls form to reduce 9-1-1 backlog or impact to the public and E-comm call takers. If call volumes and wait time persist, 9-1-1 Service level performance will be at risk without additional 9-1-1 resources or a revision in policy or target. Further efforts underway with BCEHS to identify efficiencies.



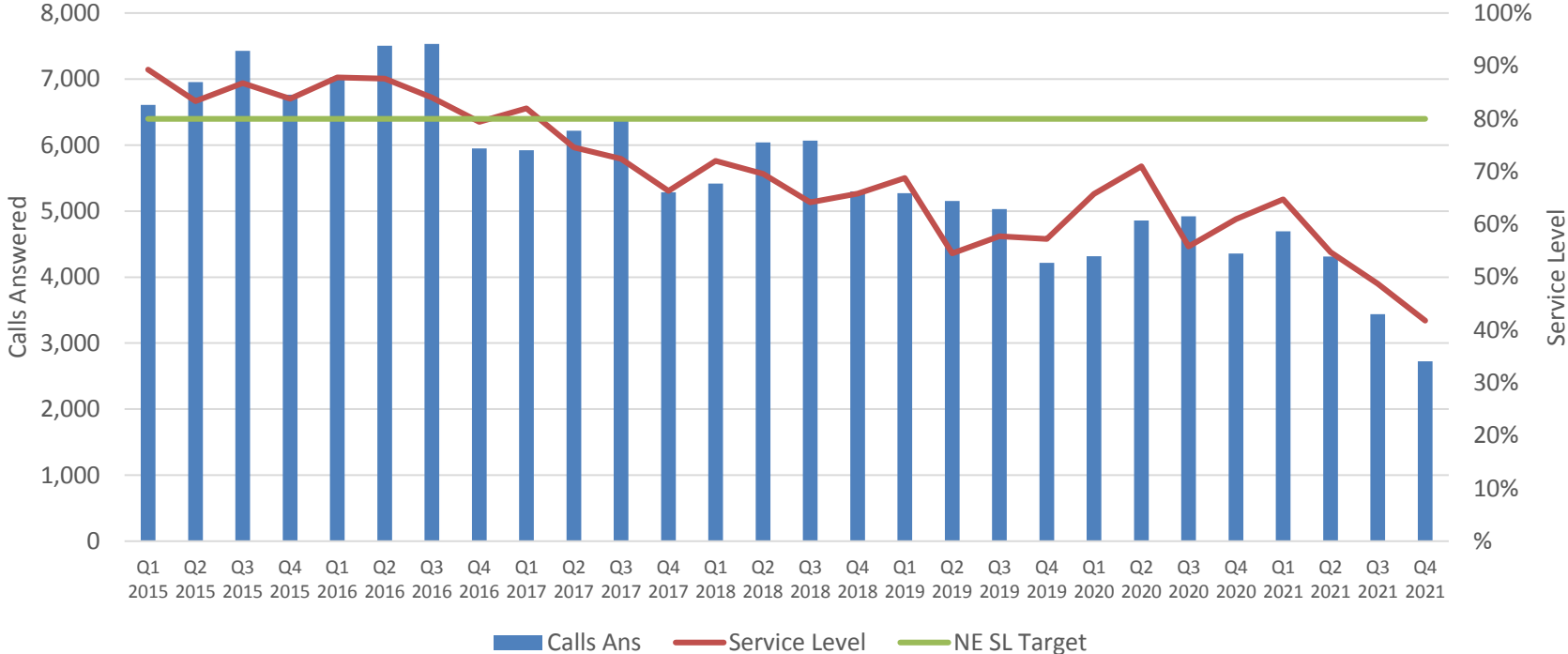
New Westminster Emergency Service Levels

New Westminster - Emergency SL YoY Trending



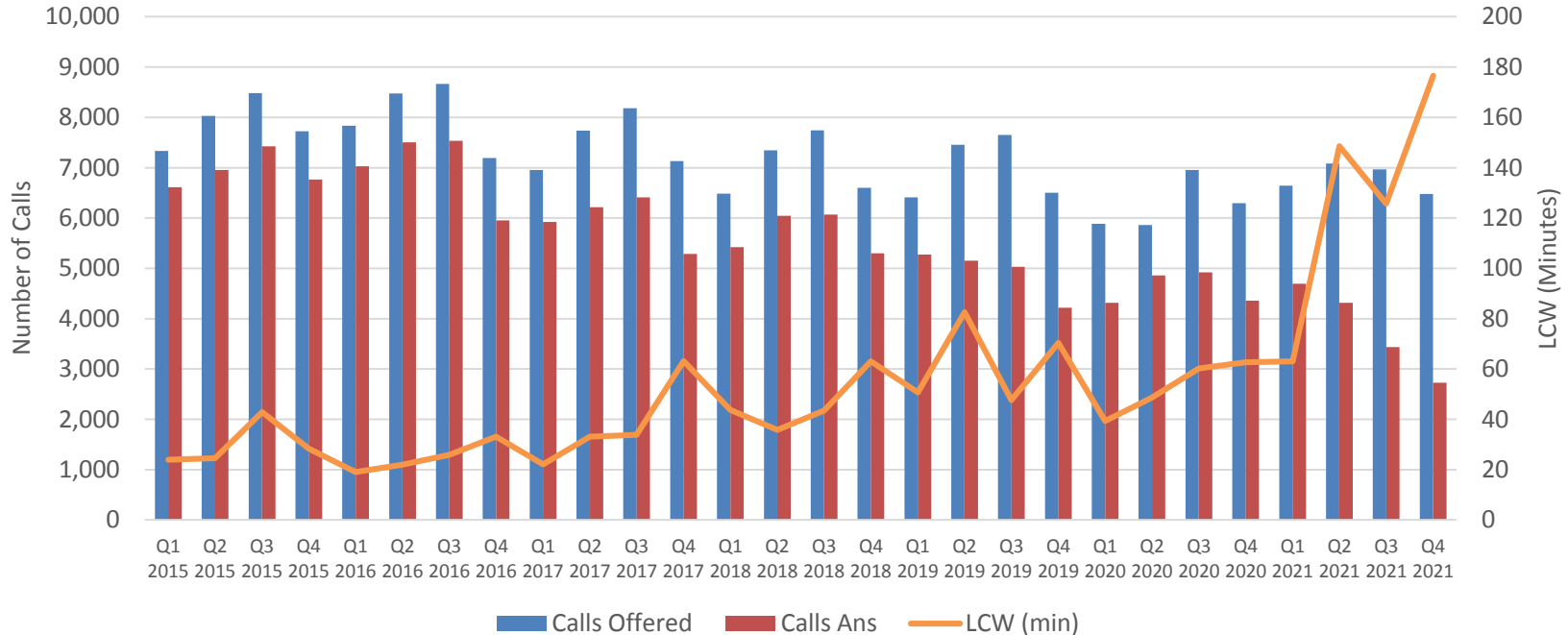
New Westminster Non-Emergency Service Levels

New Westminster - NER SL YoY Trending

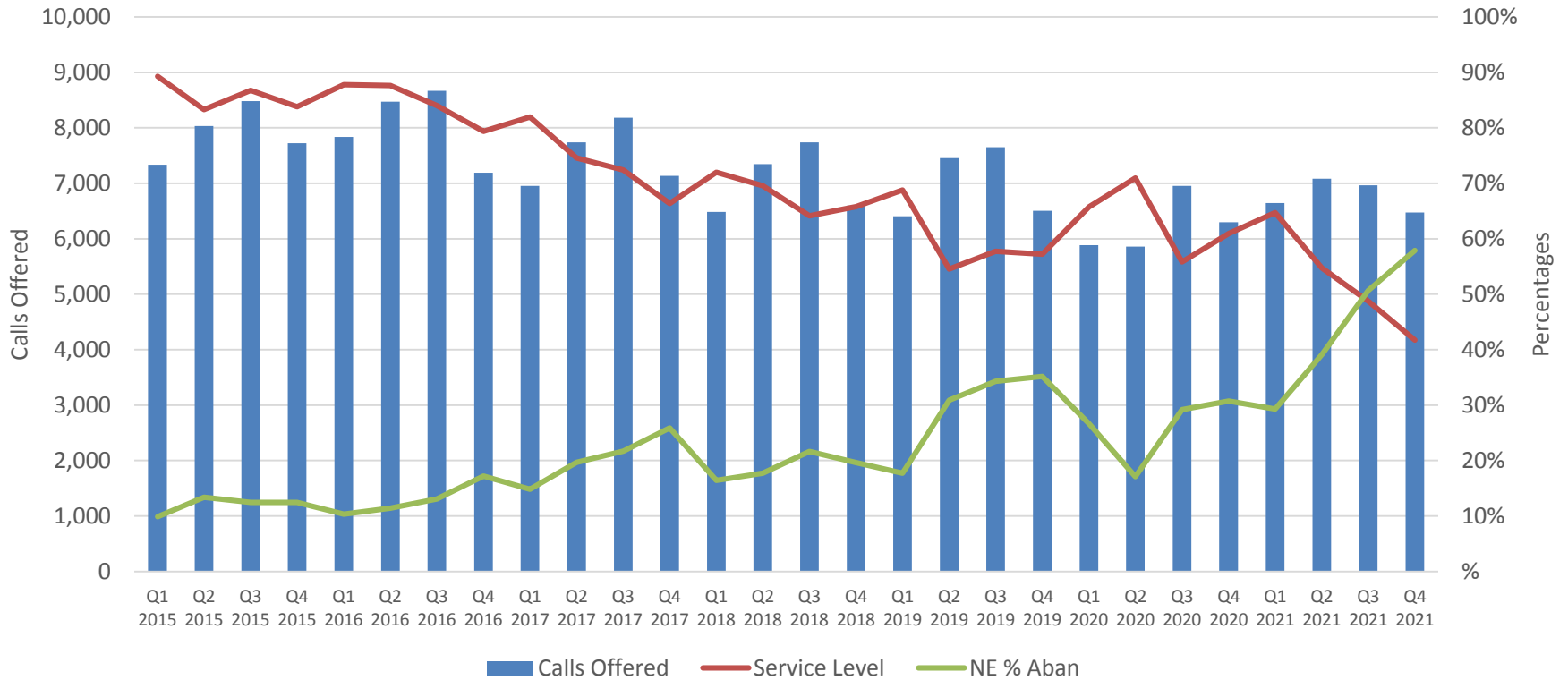


New Westminster NE Longest Call Waiting – YOY trend

New Westminster - NE LCW YoY Trending



New Westminster NE Volume/Abandonment/SL – YOY trend



A night-time photograph of emergency vehicles. In the foreground, a dark-colored vehicle with a red and blue light bar is visible. Behind it, a white ambulance with the number 62750 and the word 'AMBULANCE' is partially visible. The scene is illuminated by the flashing lights of the vehicles, creating a high-contrast, dramatic effect against the dark background.

Operations Review

Operations Review Purpose and Scope

Purpose

- ❑ Present a comprehensive information set concerning E-Comm's operational performance challenges
- ❑ Present the data for key indicators over several years (trending)
- ❑ Identify root causes for service performance challenges
- ❑ Demonstrate and quantify E-Comm's need for additional funding
- ❑ Show that the full range of issues has been explored and that there will be no further "catch up" funding requests as a result of areas of work not reviewed

Scope

- ❑ Police call-taking, dispatch and CPIC reporting activities in the Lower Mainland and on Vancouver Island
- ❑ Direct support activities such as supervisory/management, workforce planning/scheduling, training and mentoring, policy and application support services



Operations Review Approach

Phase 1: September – December 2020:

E-Comm operations self-study and internal operations review report. Delivered internally by E-Comm, with guidance on content and structure from our police partner agencies.

Phase 2: January – April 2021:

External validation of internal review findings. Conducted by PwC with representatives of E-Comm police partner agencies and qualified external contributors.

Phase 3: April – September 2021:

Engagement with municipal finance departments in 2022 pre-budgeting process. Funding proposals focused on addressing staffing and capability gaps identified in Phase 2 report.

Phase 4: October 2021 – March 2022:

Develop and present multi-year plan to deliver services to expectations through review of public service needs, changes to our traditional operations practices and further funding increases from our partners.



Operations Review Process – Phase 2

- ❑ Independent analysis of data by PwC; applied expertise in call centre management by using established tools and process evaluation techniques to determine needs as defined by our unique environment.
- ❑ Generated a “Current State Report”.
- ❑ PwC engaged with a Steering Committee comprised of senior police representatives on behalf of the agencies served by E-Comm and two of E-Comm’s board members.
- ❑ PwC finalized, across six broad categories, a series of recommendations that are designed to drive greater operational efficiency and maturity.
- ❑ PwC facilitated discussions with the E-Comm Executive Leadership Team to prioritize these recommendations.
- ❑ PwC’s final draft review and report delivered to E-Comm April 9, 2021.
- ❑ E-Comm shared outcomes with BC Association of Chiefs of Municipal Police and RCMP senior leadership.



Recommendations are summarised in 6 core groups

1. Rightsize



E-Comm is significantly understaffed. To hit service level and occupancy targets (while factoring in shrinkage) the ECC needs to significantly increase FTE in Call Taking and recruitment into Dispatch. Specifics of the increase and initiatives which could reduce the delta are outlined in Section 1.

Also, to support the recommendations in Section 2, E-Comm needs to allocate dedicated resources to manage change in the ECC. Resource 'rightsizing' should be considered on a 'per-project' basis depending on size and complexity.

2. Build enterprise capabilities



E-Comm does not have the ability to evolve in its current structure. To drive change and optimise successfully, E-Comm needs to:

- Build foundational enterprise capabilities that will support operational planning, change and project management.
- Develop interactive governance frameworks with functional level Agency resources to collaboratively solve issues and build confidence.

We are recommending a 'start-small', 'finish-big' approach to developing critical enterprise capabilities and operational maturity.

3. Build core capabilities



Core capabilities of Workforce, Reporting, Training, and Quality Assurance are not evolved to support ECC needs.

E-Comm needs to:

- Configure NICE WFM.
- Enable Real-time Adherence.
- Start gaining efficiency from NICE WFM.
- Enhance Reporting.
- Modify and improve existing training.
- Design and deliver additional training.
- Develop proactive Quality assurance.
- Build soft-skills and competencies with Supervisors, Team Leads, Mentors and Managers.

4. Operational realignment



There is a gap between the core services the ECC is designed to support and the services agencies expect the ECC to deliver.

E-Comm needs to reset service expectations by:

- Developing service catalogues and analysing service ability based on current funding.
- Re-baselining services with agencies.
- Developing data and reporting capabilities to track and forecast future shifts in demand.

5. Optimise efficiencies



Once resources are right-sized, the ECC will be in a position to leverage capacity and begin to optimise efficiencies across operations.

E-Comm should focus on:

- Review of Dispatch and strategies to reduce Dispatch demand.
- Review Call Taking for staffing and channel optimisations.
- Review technology for near and long term call deflection and self-serve techniques to lower the volume of contacts connecting to live Agents.
- Review future-state tech options for optimisation (inc. NG9-1-1).

6. NG9-1-1 readiness



Next Generation 9-1-1 (NG9-1-1) will become a reality over the coming few years. While E-Comm is developing its operational maturity model it is crucial that NG9-1-1 readiness is a fundamental, line-of-sight consideration.

E-Comm should prepare for the transition by:

- Developing operational requirements that drive technical solution design.
- Creating a business readiness roadmap to support effective transition.
- Reviewing 'future-state' operating model options to drive optimisation efficiencies.

While ramping up, innovations can drive significant FTE reductions

**FTE requirements will change over time based on evolving demand & changing needs.*

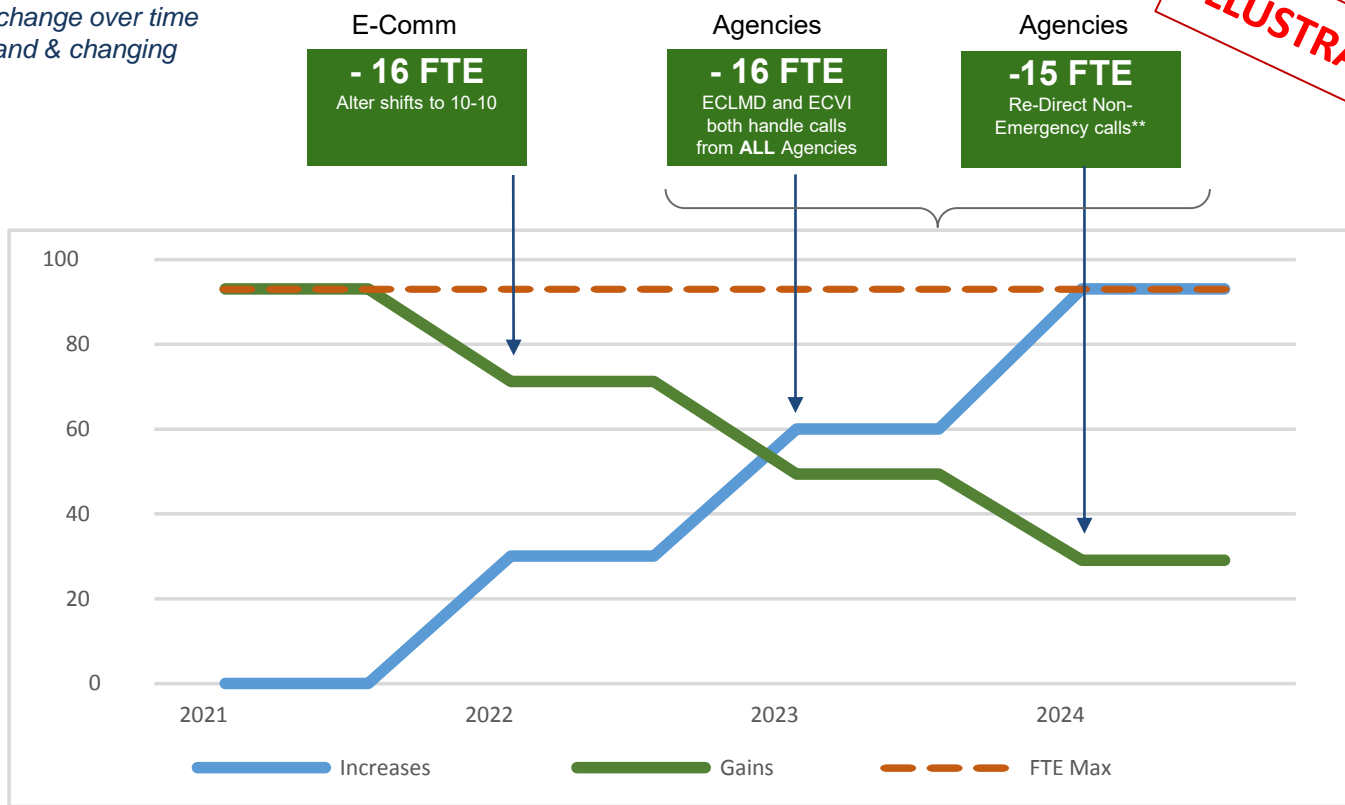
ILLUSTRATIVE

Legend

93 FTE
TARGET INCREASE*

EFFICIENCY GAINS
REDUCE
FTE
REQUIREMENTS

CAPACITY FOR 93
FTE INCREASE
OVER CURRENT
FUNDING



TIME

*** Current topic of E-Comm Board discussion as the main opportunity to ensure emergency service targets are maintained.*



Key Considerations for E-Comm and its Partners

- ❑ **Ability To Fund:** all cities and police agencies are under pressure to maintain or even reduce current funding levels – are the levels of additional funding calculated by the Operations Review team realistically obtainable?
- ❑ **E-Comm's Core Business:** E-Comm's mission is to deliver exceptional emergency communication services. We need an active discussion about the place of non-emergency call-taking, as this is the source of greatest inefficiencies and new funding needs.
- ❑ **It's not just about call taker FTEs:** E-Comm has a multi-year deficit of staff support investments, such as in mental health support, recruiting, training, mentoring and development. Before funding increases are reflected in additional call-takers and service level improvements, we need to invest in these support structures to sustain the change.
- ❑ **Radical Transformation / NG911:** to make the scope of services successful and support our employees' well-being we need to drastically re-think our service delivery model.



NG9-1-1

- ❑ A CRTC-mandated requirement for 9-1-1
 - ❑ Transition from traditional phone systems to Public Safety Broadband Network (PSBN)
- ❑ Modern, resilient technology that will enable the 9-1-1 system to adapt to new technologies including voice, Real Time Text, images and video, as well as enhanced location information
- ❑ Phased rollout schedule to be confirmed, but likely beginning 2022
- ❑ Requires telecommunications carriers as well as Primary and Secondary Public Safety Answer Points (PSAPs) update equipment (hardware and software)
 - ❑ E-Comm actively testing infrastructure “proof of concept”
- ❑ E-Comm will convert its Primary and Secondary PSAP functions
- ❑ Will require both small as well as significant changes to call-handling procedures
- ❑ Costing TBD



Next Steps

- ❑ E-Comm's Board of Directors approved a 2022 funding increase to allow us to begin our foundational build-out.
- ❑ E-Comm will complete and report on a multi-year plan for investment and transformation to return service levels to current targets.
 - ❑ Will also examine scenarios of investment need if some current key assumptions are changed, e.g. about service targets and service scope.
- ❑ E-Comm's Board of Directors discussed the options at a strategic retreat in late December and is providing guidance to management about the preferred future scenario of scope, service model and funding need.
- ❑ The Executive Team will subsequently be in touch with agencies and cities to discuss the Board's direction and work on a mutual multi-year implementation plan.



E-Comm 9-1-1

Dispatch Levies Summary

LMD Police

Call-Taking Increase based on Call Volume Allocation

Agency	2021 Approved Budget	2022 Allocate CT Increase %	2022 Allocate CT Increase\$	2022 BUDGET APPROVED	2022 vs 2021 \$ Increase vs PY	% Increase vs PY
				<i>TOTAL</i>		
New Westminster PD	1,055,850	4.6%	174,800	1,299,280	243,430	23.1%

PRIOR Year Forecast assumptions:

- 3.0% Collective Agreement
- 1.5% CA "Market Rate" Adjustment
- 1.0% Benefits/Step/Other
- 1.0% Deficit Reduction
- 6.5% Total

REVISED Forecast Assumptions:

- Includes additional staffing for CT and backfill
- Plus CA and related increases



Q&A / Closing Remarks



A night-time photograph of an emergency scene. In the foreground, the rear of a dark-colored police vehicle is visible, with its red and blue emergency lights flashing. Behind it, a white ambulance is parked, with its red emergency lights on top and the word "AMBULANCE" printed on its side. The ambulance's identification number "62750" is also visible. The scene is illuminated by the emergency lights, creating a high-contrast, dramatic atmosphere. The background is dark, with some faint lights from buildings or streetlights.

End

E-Comm 9-1-1
Helping to Save Lives and Protect Property

A nighttime photograph of emergency vehicles. In the foreground, the rear of a dark-colored police car is visible, with its red and blue emergency lights flashing. Behind it, a white ambulance is parked, with its red emergency lights on top and the word "AMBULANCE" printed on its side. The number "62750" is also visible on the ambulance. The scene is dark, with the primary light sources being the emergency lights of the vehicles.

Appendix

9-1-1 Public Safety Answer Point (PSAP) Service


Services Performed:

- Answer 9-1-1 calls
- Determine the type of emergency service required
- Downstream the call to an emergency response agency

25 Regional Districts total including:

- Metro Vancouver
- Capital Regional District
- Regional District of North Okanagan
- Fraser Valley Regional District



 E-Comm's current 9-1-1 PSAP service areas

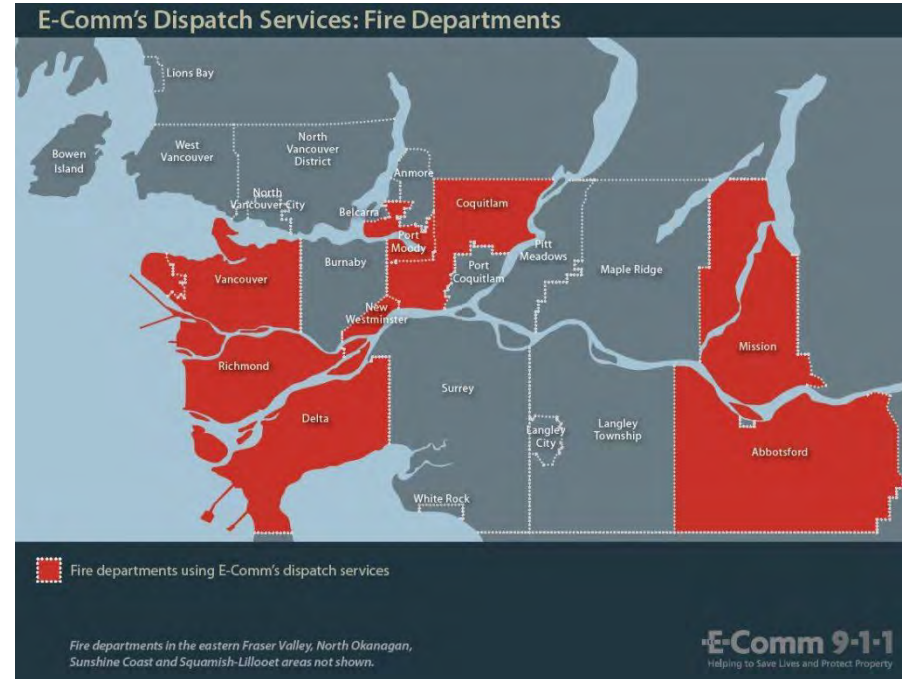
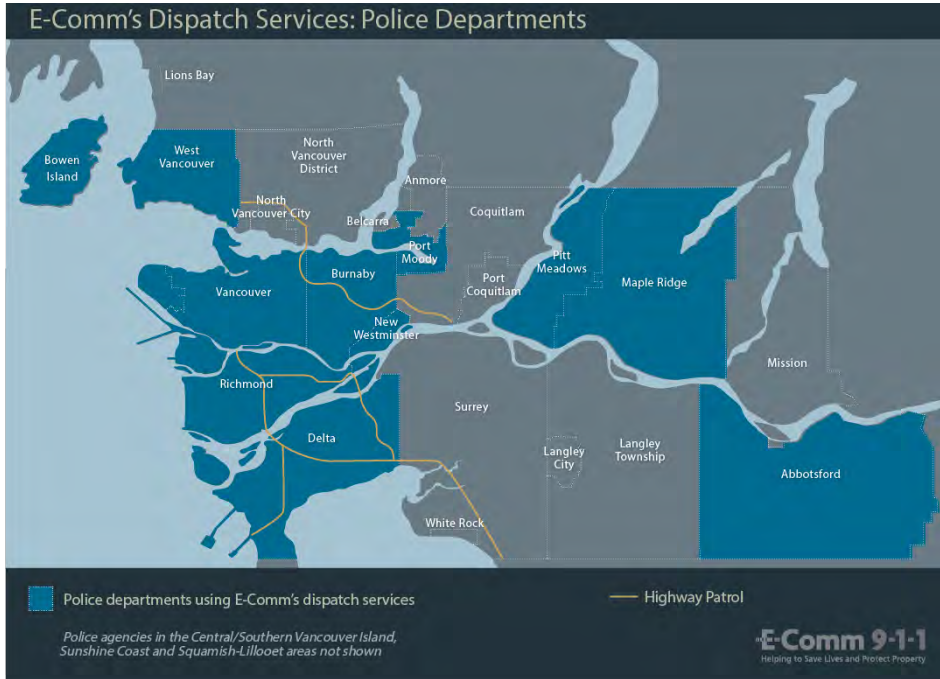


Definitions & Abbreviations

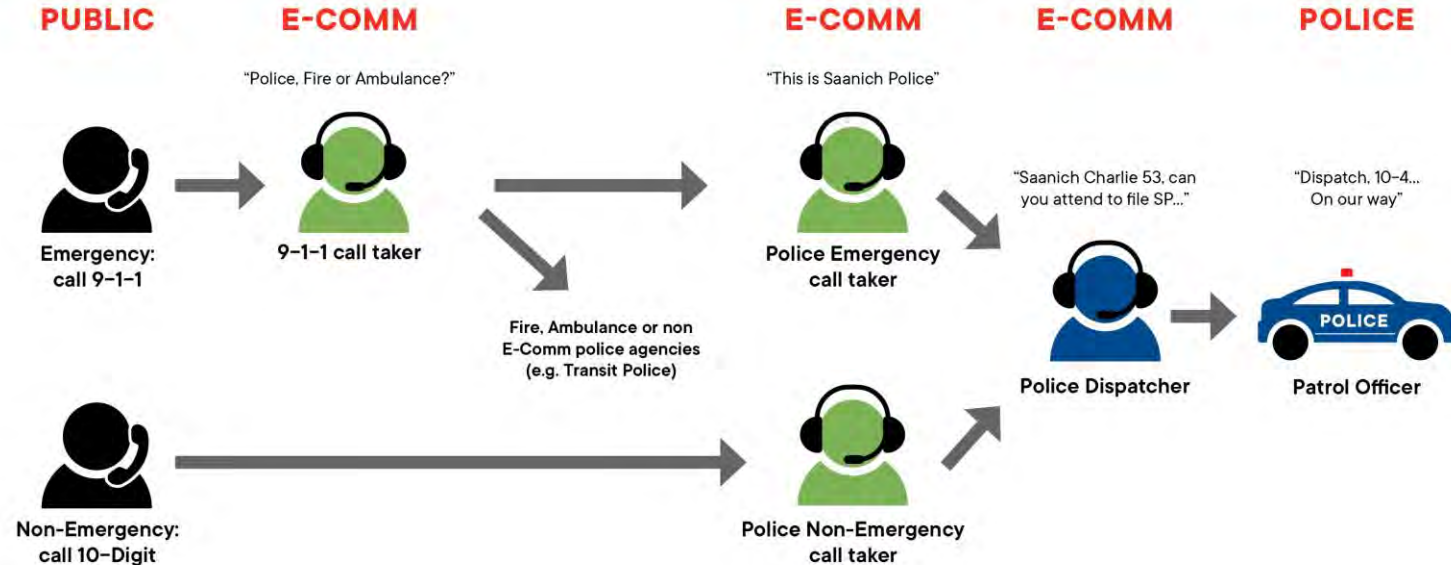
- PASP – Public Safety Answer Point
 - Primary & Secondary
- ACHT – Average Call Handling Time
 - Time call taker is on call before call is downstreamed
- ASA – Average Speed to Answer
- SL – Service Level
- SLT – Service-Level Target



Where we dispatch police and fire in the LMD



How police communications works



In the Lower Mainland
E-Comm receives about 500,000 police
emergency calls and 550,000 police non-
emergency calls per year.



REPORT

Office of the Chief Administrative Officer

To: Mayor Cote and Members of Council
In Open Workshop

Date: January 31, 2022

From: Lisa Spitale
Chief Administrative Officer

File: 05.1035.20

Item #: 2022-67

Subject: E-Comm Financial Background Report

RECOMMENDATION

That Council direct the Fire and Rescue Services to report back in response to the issues raised by E-Comm; and

That Council asks the Police Board to provide a report back on their response to the issues raised by E-Comm.

PURPOSE

To provide information to Council regarding the fees increases by E-Comm.

BACKGROUND

During the development of the 2022 – 2026 financial plan Council was provided information regarding the costs of participating in E-Comm. These costs are:

Fees Paid to E-Comm Emergency Centre			
	2021 Actuals	2021 Budget	2022 Budget
Police	\$1,312,714	\$1,355,900	\$1,598,900
Fire	\$549,293	\$529,730	\$619,000

In the 2022 Police budget received an enhancement of \$243,000 to cover the increase, the Fire budget assumed the increased costs.

During the budget discussion the Police Chief informed Council that the E-Comm budget enhancement comes from a review that E-Comm conducted of their operations which resulted in an additional cost to all municipalities who utilize E-Comm's services in order to stabilize their operating model. The increased cost does not come with an increase in service; however, this will come in future years, particularly on the non-emergency side;

In 2022 the E-Comm budget enhancement for the New Westminster Police Department is designated temporary as it is currently unclear if it will be a permanent increase. The E-Comm service cost increase to New Westminster Fire and Rescue Services (NWFRS) of \$30,000 was absorbed into the NWFRS's budget;

Council provided direction to staff that a report to Council should be made on the E-Comm situation. This report will be provided by E-Comm as part of the January 31st open workshop.

The Police Chief and Acting Fire Chief will be attending the meeting to answer questions Council may have as it relates to the City's operations.

OPTIONS

The options before Council are:

- 1) That Council direct the Fire and Rescue Services to report back in response to the issues raised by E-Comm;
- 2) That Council ask the Police Board to provide a report back on their response to the issues raised by E-Comm;
- 3) That Council receive the presentation and this report for information;
- 4) That Council provide other direction to staff.

Staff recommends option 1 and 2.

This report was prepared by:
Jacque Killawee, City Clerk

This report was approved by:
Lisa Spitale, Chief Administrative Officer

Heather CORBETT

Subject: FW: BCAPB: 2022 Conference & AGM Registration is now available
Attachments: 22_RegistrationForm.pdf; 22_March full DRAFT to go out with registration.pdf

From: bcapbs@gmail.com [mailto:bcapbs@gmail.com]

Sent: March-30-22 9:45 AM

To:

Cc: charla.huber@vicpd.ca; bcapbs@gmail.com

Subject: BCAPB: 2022 Conference & AGM Registration is now available

This Message Is From an External Sender

This message came from outside your organization.

Good morning,

I kindly ask that you disseminate this email with attachments to your board members and police executives on our behalf. A separate email with registration and program is also being sent to board chairs.

Thank you - Veronica

Sending on behalf of Charla Huber

To: To: Police Board Members

I am pleased to invite you to attend the British Columbia Association of Police Boards 2022 Annual General Meeting and, what we hope will be, an outstanding Conference.

Theme: Reconnection

Date: May 26 and 27, 2022

Venue: Civic Hotel, 13475 Central Ave, Surrey, BC

Attached for your information please find a registration brochure and the preliminary conference schedule. Our conferences have a reputation for excellent value combined with a topical and engaging program.

We strongly encourage you to attend this conference. It is an important component to police board training and development and will be of interest to all those working in the field of policing and community safety.

If you have any questions or require further details please contact Veronica Bandet at 250-216-1205 or by email to bcapbs.@gmail.com.

Sincerely,

Charla Huber
President, BCAPB

BC ASSOCIATION OF POLICE BOARDS PRESENTS
 2022 CONFERENCE & ANNUAL GENERAL MEETING
 Hosted by the Surrey Police Board
 MAY 26 & 27, 2022
 Civic Hotel, 13475 Central Ave, Surrey, BC V3T 0L8

RECONNECTION

DRAFT PRELIMINARY PROGRAM

Pending Confirmation of Speakers

Thursday, May 26

Time	Event
10:00-3:00	Arrival/Registration
11:15	Lunch upon arrival
11:30 – 11:45	Opening Remarks – Charla Huber, President BC Association of Police Boards; Introduction of Indigenous Elder Greetings from Indigenous Elder
11:45-12:45	Joint Dialogue Session with BC Association of Municipal Police Chiefs Dave Jones, Vice President BC Association of Municipal Chiefs of Police Charla Huber, President BC Association of Police Boards
12:45-1:15	Minister Mike Farnworth, Minister of Public Safety and Solicitor General
1:15-1:45	Elizabeth Watson - Watson Advisors Inc. (TBC)
1:45-2:45	Networking Session
2:45-3:15	Wayne Rideout, Assistant Deputy Minister and Director of Police Services, Ministry of Public Safety and Solicitor General
4:30-6:00	Welcome Reception Chief Constable Norm Lipinski, Surrey Police Department Mayor Doug McCallum, Chair, Surrey Police Board

Dress Attire for Conference is West Coast Casual

Friday, May 27, 2022

Time	Event
8:00 – 9:00	Registration Breakfast
8:45	Mayor Fred Haynes, Chair, Saanich Police Board – video, Women in Policing
9:00-10:00	Session #1 – Surrey (title, panel TBD)
10:00-10:10	Break
10:10 – 12:10	Session #2 – World Café

12:10-12:25 12:25-1:25	Lunch Keynote Address: MLA Garry Begg – <i>Reforming the Police Act</i>
1:25	Closing Remarks/Farewell Speaker: Charla Huber
1:25-1:30	Break
1:30-3:00	BCAPB AGM (separate agenda)
3:00-3:30	BCAPB Executive Meeting (separate agenda)

BC Association of Police Boards
2022 Annual General Meeting & Conference

May 26 and 27, 2022
Civic Hotel, Surrey, British Columbia

The 2022 conference is hosted by the Surrey Police Board and will be held in Surrey, British Columbia. The overall theme is "Reconnection". The venue for the conference is the Civic Hotel. This will be an informative and exciting conference, of relevance to both veteran and newly-appointed board members and police executives.

Target Audience: Police board members, police executive and community representatives from throughout the Province who have an interest in sharing ideas and building partnerships.

Name of Attendee: _____

Board/Organization: _____

Address: _____

Email: _____

Telephone: _____

Which day(s) attending:

Thursday, May 26th 11:30 – 3:30 Conference 11:15 Lunch 4:30 – 6:00 Reception

Friday, May 27th 8:00 – 9:00 Breakfast 9:00 – 1:30 Conference 12:00 Lunch

1:30 – 3:00 AGM

Dietary Restriction: _____

Registration Fee: (payable to: BC Association of Police Boards)

➤ Registration for Conference: \$205.00 per person (registration includes reception and all meals)

➤ Companion Registration for Conference: \$100.00 per person (registration includes reception and all meals)

Name of Companion(s) _____

Total: _____

Accommodations: Civic Hotel, 13475 Central Ave, Surrey, BC V3T 0L8 (accommodation reservations can be made by calling 1 (877) 829-2429 or (604) 951-3331, group code BCAPB Conference).
(\$212.00 per night plus tax)

Reservations must be made by April 30, 2022

Additional Information: A full package of information will be forwarded to you in the near future.

Email registration to bcapbs@gmail.com or via regular mail to: BCAPB Attention:
Veronica Bandet, 1127 Fort Street, Victoria BC, V8V 3K9

Cheques should be payable to BC Association of Police Boards and mailed to the above address.

For further information please contact Veronica Bandet
via email bcapbs@gmail.com or 250-216-1205

Deadline to Register is May 1, 2022

Confirmation will be sent to you once you have registered!

Heather CORBETT

Subject: FW: BCAPB 2022 - Notice of AGM & Call for Resolutions
Attachments: 22_Notice of AGM.pdf; 22_Call for Resolutions.pdf; BCAPB Resolutions guidelines.pdf

From: BCA Police Boards [mailto:bcapbs@gmail.com]

Sent: March-02-22 3:09 PM

To:

Subject: BCAPB 2022 - Notice of AGM & Call for Resolutions

Good afternoon,

Attached please find the "BCAPB Notice of the 2022 AGM" and the "BCAPB 2020 Call for Resolutions and Guidelines" document for the 2022 BCAPB Conference and AGM. Would you kindly distribute to your individual board members, noting that conference registration packages will follow in the near future.

Much appreciated.

Veronica

Sending on behalf of Charla Huber

BCAPB Notice of Annual General Meeting

Friday, May 27, 2022

Civic Hotel

13475 Central Ave, Surrey, BC V3T 0L8

1:00 p.m.

In accordance with the BC Association of Police Boards constitution and by-laws, notice is hereby given of the **ANNUAL GENERAL MEETING** to be held in conjunction with the 2022 conference. The Annual General Meeting will be held on Friday, May 27, 2022 at 1:00 p.m. at the Civic Hotel, Surrey BC.

Attached is a call for resolutions along with information regarding submissions of resolutions for your consideration. Timelines are tight on the preparation of resolutions so we encourage Boards to circulate this item to all their Board members so that it can be on their March or April agendas. It requires immediate action.

Thank you and if you have any questions please contact me at 250-686-7592 or Veronica Bandet, Administrative Assistant at 250-216-1205.

Sincerely,

Charla Huber
President, BCAPB

Attachments



BCAPB Notice of Annual General Meeting

Friday, May 27, 2022

Civic Hotel

13475 Central Ave, Surrey, BC V3T 0L8

1:00 p.m.

In accordance with the BC Association of Police Boards constitution and by-laws, notice is hereby given of the **ANNUAL GENERAL MEETING** to be held in conjunction with the 2022 conference. The Annual General Meeting will be held on Friday, May 27, 2022, at 1:00 p.m. at the Civic Hotel, Surrey, BC.

Attached is a call for resolutions along with information regarding submissions of resolutions for your consideration. Timelines are tight on the preparation of resolutions so we encourage Boards to circulate this item to all their Board members so that it can be on their November or December agendas. It requires immediate action.

Thank you and if you have any questions please contact me at 250-686-7592 or Veronica Bandet, Administrative Assistant at 250-216-1205.

Sincerely,

Charla Huber
President, BCAPB

Attachments

CALL FOR RESOLUTIONS

BRITISH COLUMBIA ASSOCIATION OF POLICE BOARDS ANNUAL CONFERENCE AND MEETING

An important part of each Annual Meeting of the BCAPB is the consideration of Resolutions forwarded by member boards.

To ensure adequate time for review, the BCAPB Board of Directors has set a deadline of April 22, 2022 for all Resolutions to be forwarded to the BCAPB.

Following review by the Resolutions Committee, resolutions will be distributed to members in advance of the General Meeting.

Voting on the Resolutions will take place at the Civic Hotel, Surrey, BC, on May 27, 2022 as part of the BCAPB Annual General Meeting.

Please refer to the BCAPB Resolutions Guidelines for assistance in drafting proposed resolutions.

This is your chance to ensure your voice is heard!

Please forward your resolution(s) to Veronica Bandet at bcapbs@gmail.com

Resolutions

What is a Resolution?

A resolution is a formal way of stating an intended or desired action/direction/position by a group.

Guidelines for Resolution Writing

1. Choose a topic that is important, relevant and deserving of an official BCAPB position.
2. Identify your Board as the author of a resolution.
3. WHEREAS clauses are factual clauses to support your resolution; they should be concise and to the point. Resolutions that have a page or more of WHEREAS clauses only serve to make the reader less amenable to your idea if he or she has to sort through multiple WHEREAS clauses in order to determine your point. The entire resolution should be no longer than one page.
4. RESOLVED clauses state your proposed policy change or position. Internal resolutions should be directed to the BCAPB (resolved that the BCAPB); external resolutions should be directed to the appropriate level of government or Minister/Ministry. Internal and external intents may not exist within the same RESOLVED clause, rather, separate resolved clauses are necessary if you want the BCAPB to take an action separate from the government. RESOLVED clauses should be only one sentence in length and must be able to stand alone as they are the only part of the resolution that will be debated or considered.

Other helpful tips: If possible have financial implications information in your resolution. Factual information to support your resolution should be available or included as an attachment to your resolution.

Format for a Resolution

- The TITLE identifies the topic/problem or issue or its proposed solution.
- The AUTHOR names the Police Board putting forward the resolution.
- The PREAMBLE is used for factual information that is necessary to support the RESOLVED section. Each PREAMBLE clause should be written as a separate paragraph, beginning with the word Whereas. The first word should begin with a capital letter. The PREAMBLE, regardless of its length and number of paragraphs, should never contain a period. Each paragraph should close with a semi-colon. The next to the last paragraph should close with a semi-colon, after which a connecting phrase such as Therefore or Therefore Be It or Now Therefore, Be It is added.
- The RESOLVED section indicates what action is proposed. There may be more than one Resolved clauses, each stated separately. The word RESOLVED is printed in capital letters, followed by a comma and the word THAT. Each resolved clause must be a separate paragraph and may be ended with a period or a semi-colon and in the case of the next to the last clause, be followed by the word AND,.
- If factual information is available it should be included as an attachment.
- Estimated cost of implementation if available should also be included.

Resolution Strategies

Here are some hints to help you get your resolution passed:

1. Be concise. The delegates will get copies of all resolutions and this means a lot of reading. If your resolution is too wordy, it will not get the attention it deserves. Try and limit your resolution to five "whereas" clauses: choose the strongest five facts and use the others in discussion and debate. Resolutions should not be longer than one page.
2. Be realistic. The resolved statements should include specific actions that are realistic and implementable. Resource availability (both human and financial) will affect the implementability of resolutions.
3. Be positive. A positive approach always works better than a negative one. Write positive statements, and address the issue positively when you are speaking to it.
4. Be knowledgeable. Know the facts about all parts of your resolution. Be aware of other resolutions that have been passed on your issue and be sure to state in your resolution why reaffirmation of the same stand is timely.
5. Gather support and assistance. Try to involve other members in supporting your resolution. Share your facts and ask others to speak pro to your resolution. This will not only help you get your resolution passed, it will also encourage other members to get involved.
6. Use your time on the floor wisely, time is limited. As the author, you will have an opportunity to speak to the resolution first. Remember that the delegates have a copy, so don't read it to them. Instead, take this opportunity to state some of the facts that might not be included in the "whereas" clauses.
7. Be available. Make sure you are available to the Delegates to answer questions. Be on time for all meetings.

Have your documentation handy. Make sure you have at least two copies of your documentation with you – questions may be asked that need further clarification.

Heather CORBETT

From: Canadian Association of Police Governance (CAPG) <communications@capg.ca>
Sent: March-21-22 10:59 AM
To: Heather CORBETT
Subject: Call for Nominations: 2022 CAPG Award

Categories: Police Board

The following message is an exclusive CAPG Membership communication sent solely to the contacts provided during your registration and/or renewal of your CAPG Membership. Please distribute this email to all relevant members of your organization.



CALL FOR NOMINATIONS

2022 CAPG Awards for Excellence in Police Governance

Deadline for submissions: June 1, 2022

This year, the award has been extended to include three individual Categories of Excellence:

1. **Staff Award** - An individual employed by a police governance body that has devoted their time and efforts to move the mark in police governance
2. **Director Award** - Past or present director of a police governance board, commission, or advisory committee that has

devoted their time and efforts to move the mark in police governance

3. **Partnership & Leadership Award** - An individual or organization that has provided its time or services to CAPG or to the enhancement of civilian police governance in Canada

How to nominate someone:

Nominators must be CAPG members currently in good standing, committee members or Board members and must provide the following:

- **A completed award nomination form**
- A brief statement citing the accomplishments that make the nominee deserving of this award
- At least one endorsement letter, including one from the board/commission chair or organizational equivalent

Submit all of the above either by fax or email to:

Jennifer Malloy, Executive Director, CAPG

Email: jmalloy@capg.ca

Fax: 613-344-2385

All nominations must be received by 5:00 pm ET on June 1, 2022

Please download the Call for Nominations document below for full nomination criteria and submission requirements. Only

complete nominations will be considered.

Download Call for Nominations

Download Submission Form



Copyright © 2022 Canadian Association of Police Governance, All rights reserved.

You are receiving this email because you are a Member of CAPG.

Our mailing address is:

Canadian Association of Police Governance
78 George Street
Suite 204
Ottawa, ON K1N 5W1
Canada

[Add us to your address book](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).





CALL FOR NOMINATIONS: 2022 CAPG Award for Excellence in Police Governance - **Deadline for submissions: June 1, 2022**

Introduced in 2013 by the Canadian Association of Police Governance (CAPG), the CAPG Award for Excellence in Police Governance recognizes and highlights an individual for their significant contributions, commitment and leadership towards the enhancement of civilian police governance in Canada.

Nominations for the Excellence in Police Governance Award can be submitted by CAPG members in good standing, including members of the Board of Directors, Committees and Working Groups.

This year, the award has been extended to include the following Categories of Excellence:

1. **Staff Award** - An individual employed by a police governance body that has devoted their time and efforts to move the mark in police governance
2. **Director Award** - Past or present director of a police governance board, commission, or advisory committee that has devoted their time and efforts to move the mark in police governance
3. **Partnership & Leadership Award** - An individual or organization that has provided its time or services to CAPG or to the enhancement of civilian police governance in Canada

Criteria

The nominee should demonstrate some or all of the following:

- A passion for the enhancement of police governance
- Consistent effort to work proactively to improve police governance and bring change that will enhance public safety
- Exemplary collaborative leadership
- Shares insights and educates/mentors others on the principles of good governance
- Fosters meaningful relationships based on inclusion, diversity, and representation of views among stakeholders (community, police, government)
- Consistently challenges, inspires or motivates others to work together

- Shows a high level of integrity and ethical standards
- Values tradition, while encouraging innovation and the courage to pursue a vision for a better future

Nominees must not have received a CAPG award previously, and they cannot be serving as a current CAPG director.

Nomination Requirements

Nominators must be CAPG members currently in good standing, committee members or Board members and must provide the following:

- Completed award nomination form.
- A brief statement citing the accomplishments that make the nominee deserving of this award.
 - Nominations should be specific about the achievements for which the award is proposed. A concise summary of the nominee's achievements is most helpful.
 - Accomplishments should be linked to work specific to police governance and the category for which they are being nominated.
- The nomination must be endorsed by at least one letter of support, including one from the board/commission chair or organizational equivalent.

Only complete nominations will be considered.

Recognition:

- Recipient(s) may be recognized at the CAPG Annual Meeting and/or Conference, on our website and social media platforms.
- Recipient(s) and nominating organizations will be notified in advance.

All nominations must be received by 5:00 pm ET on June 1, 2022

**Please submit either by fax or email to:
Jennifer Malloy, Executive Director, CAPG
Email: jmalloy@capg.ca
Fax: 613-344-2385**

CALL FOR NOMINATIONS

2022 CAPG Award for Excellence in Police Governance

Please submit either by fax or email to Jennifer Malloy, Executive Director
Email: jmalloy@capg.ca | Fax: 613-344-2385

Deadline for submissions: June 1, 2022

Nominee

Name:

Name of Organization

Phone #

Email:

Nominated by:

Name of Organization:

Main Contact Name:

Phone #

Email:

Supporting documents:

At least one (1) letter of support, including one from the organization Chair or equivalent

A statement citing the accomplishments that make the nominee deserving of the award

Please give a brief overview of why you are nominating this person

Heather CORBETT

From: Canadian Association of Police Governance <communications@capg.ca>
Sent: April-12-22 9:00 AM
To: Heather CORBETT
Subject: Join us in Saskatoon!

This Message Is From an External Sender

This message came from outside your organization.

[View this email in your browser \[mailchi.mp\]](#)

The banner features a stylized orange outline of a bison on a dark green background. Below this, on an orange background, is the text "Community Partnerships & Engagement" and "SASKATOON 2022 SEPT 7-11" with a stylized plant illustration at the bottom. To the right, the CAPG logo (blue letters with a red maple leaf) is displayed above the text "33rd Annual Conference". Below that, a red location pin icon is followed by "Delta Hotels Bessborough, Saskatoon with virtual option". Further down, it says "Canada's only national Police Governance conference" and includes an orange "REGISTER NOW" button with a play icon and a mouse cursor pointing to it.

CAPG
33rd Annual Conference
📍 Delta Hotels Bessborough, Saskatoon
with virtual option
Canada's only national Police
Governance conference
REGISTER NOW

[\[capg.us7.list-manage.com\]](https://capg.us7.list-manage.com)

Heather ,

For over 30 years, the **CAPG Annual Conference** has brought together thought leaders and those truly engaged in the work of enhancing policing and public safety together to examine key issues and shared challenges facing police boards and commissions across Canada.

As the policing landscape continues to shift, the need for collaboration and knowledge sharing is even more vital. This year's Conference Program will focus on bringing you a variety of session formats that will allow time for sharing, brainstorming and developing new relationships, along with the engaging panels and plenary sessions with policing experts and leadership that our delegates have come to expect from our events.

Join us in Saskatoon - or from the comfort of your own home - for a truly engaging, one-of-a-kind experience for the Canadian civilian police oversight community as we explore our theme of Community Partnerships and Engagement.

Tickets for our in-person conference are limited. Reserve your seat today!
Reduced in-person pricing for members is on now until May 31.

If you would like to learn more about our upcoming conference, including pricing and our hotel group rate, please visit CAPGConference.ca [\[capg.us7.list-manage.com\]](https://capg.us7.list-manage.com).

In-Person CAPG Member
Registration [capg.us7.list-manage.com]

In-Person Non-Member
Registration [capg.us7.list-manage.com]

Virtual Registration (CAPG Member and Non-Member) [capg.us7.list-manage.com]

Hosted by the

SASKATOON BOARD OF POLICE COMMISSIONERS

This email was sent to hcorbett@nwpolice.org

[why did I get this? \[capg.us7.list-manage.com\]](#) [unsubscribe from this list \[capg.us7.list-manage.com\]](#) [update subscription preferences \[capg.us7.list-manage.com\]](#)

Canadian Association of Police Governance · 78 George Street · Suite 204 · Ottawa, ON K1N 5W1 · Canada

Heather CORBETT

From: Canadian Association of Police Governance <noreply@qemailserver.com>
Sent: March-31-22 12:18 PM
To: Heather CORBETT
Subject: Qualtrics Survey: CAPG Members' Survey - GAUGING INTEREST AND COMFORT LEVEL IN RETURNING TO IN-PERSON CONFERENCES

Categories: Police Board

This Message Is From an External Sender

This message came from outside your organization.

Heather ,

The following survey is for CAPG Members regarding the upcoming CAPG/FNPGC Conference in September, as well as the AGM and future in-person conferences. Please complete ONE survey on behalf of the using the link provided below.

A PDF copy of the survey is available for your reference or meeting agenda here: <https://capg.ca/wp-content/uploads/2022/03/CAPG-Conference-Survey-2022.pdf> [capg.ca]

We do ask, however, that you please complete the survey using the link below and not by filling out the PDF. Many thanks for your continued partnership and cooperation.

Best regards,
Rebecca

**CAPG Members' Survey:
GAUGING INTEREST AND COMFORT LEVEL IN RETURNING TO IN-PERSON CONFERENCES**

Please complete this survey by 5 pm ET on April 29th, 2022.

As we prepare for the First Nations Police Governance Council (FNPGC) conference and the Canadian Association of Police Governance (CAPG) in Saskatoon, Saskatchewan, in September of 2022, we are trying to gauge the interest and comfort level of our members in attending in-person events versus virtual.

Follow this link to the Survey:

[Take the Survey \[qfreeaccountssjc1.az1.qualtrics.com\]](https://qfreeaccountssjc1.az1.qualtrics.com)

Or copy and paste the URL below into your internet browser:

[https://qfreeaccountssjc1.az1.qualtrics.com/jfe/form/SV_doHtdqfkVfSh3pk?Q_DL=Ysk1sVKYtzExANV_doHtdqfkVfSh3pk_MLRP_1MPpvcNLoAmxMBo&Q_CHL=email \[qfreeaccountssjc1.az1.qualtrics.com\]](https://qfreeaccountssjc1.az1.qualtrics.com/jfe/form/SV_doHtdqfkVfSh3pk?Q_DL=Ysk1sVKYtzExANV_doHtdqfkVfSh3pk_MLRP_1MPpvcNLoAmxMBo&Q_CHL=email [qfreeaccountssjc1.az1.qualtrics.com])

Please note that we are capping the registration for the Saskatoon Conferences at 75 for FNPGC and 150 for CAPG in order to manage some of the potential protocols and the comfort of our delegates.

Follow the link to opt out of future emails:

[Click here to unsubscribe \[qfreeaccountssjc1.az1.qualtrics.com\]](https://qfreeaccountssjc1.az1.qualtrics.com)



**CAPG Members' Survey:
Gauging Interest and Comfort Level in Returning to In-Person
Conferences**

Please complete ONE survey on behalf of your organization using the link provided in the survey email. This document is for reference only

As we prepare for the First Nations Police Governance Council (FNPGC) conference and the Canadian Association of Police Governance (CAPG) in Saskatoon, Saskatchewan, September of 2022, we are trying to gauge the interest and comfort level of our members in attending in-person events versus virtual.

Please note that we are capping the registration for the Saskatoon Conferences at 75 for FNPGC and 150 for CAPG in order to manage some of the potential protocols and the comfort of our delegates.

IN-PERSON CONFERENCE

Are you comfortable attending the CAPG/FNPGC conference on September 8 – 11, 2022 in Saskatoon, SK?

- Yes
- No
- Not sure

ATTENDANCE

To the best of your knowledge, approximately how many organization members will attend our 2022 Conference in person?

- 0
- 1
- 2
- 3
- 4
- 5+

DECIDING FACTORS

Please rank the following factors in your decision to attend or not attend the CAPG/FNPGC conference in-person with 1 being the most important and 4 (5) being the least important:

- Financial support of your municipal police governance authority
- Location
- Program and theme
- Safety Protocols communicated by and provided by host organization
- Other (please specify) _____

SAFETY PROTOCOLS

Which of the following safety protocols would you expect CAPG/FNPGC to use for our in-person conference taking place in Saskatoon, SK on September 8 to 11, 2022?

- Proof of vaccination or a negative COVID test from all attendees
- Mask mandate
- Attendees agree not to attend if they have COVID-19 symptoms
- Socially distanced room setups
- Altered Food & Beverage serving practices
- Hand sanitizer stations
- Rapid tests available for delegates
- Any and all Provincial and/or Municipal guidelines in place at the time of the event

VIRTUAL OPTION

CAPG/FNPGC will offer a digital/virtual option for those who have made the choice to not attend in-person events. To the best of your knowledge, approximately how many organization members will attend our 2022 Conference virtually?

- 0
- 1
- 2
- 3
- 4
- 5+

VIRTUAL ATTENDANCE

To the best of your knowledge, who will attend our 2022 Conference virtually?

- Board/Commission Chair
- Board/Commission Vice-Chair
- Board/Commission Member(s)
- Mayor
- Executive Director
- Staff
- Other (please specify)

FUTURE CONFERENCES

In years ahead, once things have settled down, and safety is of low concern, for the conferences I have attended in the past / pre-pandemic, I would prefer to attend those:

- Virtual
- In-Person

ANNUAL GENERAL MEETING (AGM)

The CAPG will be holding their AGM virtually in order to encourage maximum participation. The tentative date and time we have set for the AGM is Thursday, September 1, 2022, from 2:00 – 4:30 pm EDT.

Will you attend the CAPG virtual AGM?

- Yes
- No
- Not sure

VIRTUAL AGM ATTENDANCE

To the best of your knowledge, who will attend the virtual AGM?

- Board/Commission Chair
- Board/Commission Vice-Chair
- Board/Commission Member(s)
- Mayor
- Executive Director
- Staff
- Other (please specify)

Heather CORBETT

From: Canadian Association of Police Governance (CAPG) <communications@capg.ca>
Sent: March-24-22 8:00 AM
To: Heather CORBETT
Subject: New Westminster Police Board, ensure your voice is heard!

Categories: Police Board

The following message is an exclusive CAPG Membership communication sent solely to the contacts provided during your registration and/or renewal of your CAPG Membership. Please distribute this email to all relevant members of your organization.



2022 RESOLUTIONS REMINDER

Submission Deadline: June 15

(Extended from May 31)

BEFORE YOU SUBMIT YOUR RESOLUTION PLEASE ENSURE THAT IT IS A MATTER WITHIN THE SPHERE OF POLICE GOVERNANCE. IF YOU ARE NOT SURE YOU CAN CONTACT CAPG TO VERIFY.

Dear CAPG Member,

An important part of the Canadian Association of Police Governance (CAPG) is the consideration of Resolutions brought forward by our members.

Members are invited to submit Resolutions in writing to the CAPG office any time before June 15, 2022.

Please review the attached Resolutions Guidelines and Tips on Presenting Resolutions that will assist you in preparing Resolutions for submission.

Following review by the Resolutions Committee and the CAPG Board, resolutions approved will be sent to all members well in advance of the Annual General Meeting.

If you have any questions on the guidelines or would like background on a certain issue, please get in touch with Jennifer Malloy, Executive Director, at jmalloy@capg.ca

SUBMISSION REQUIREMENTS

Resolutions submitted to the CAPG for consideration shall be submitted as follows:

- Sent in electronic format in a word document in order to facilitate ease of circulation and amendments
- Does not contain more than four preambles “(WHEREAS)” clauses
- Is accompanied by background documentation explaining the nature of the issue or concern being addressed
- Clearly identifies the action
- A copy of all resolutions must be received by the deadline date of June 15, 2022.
- The Resolutions Committee will assist the submitting board/commission in ensuring that the proposed resolution is clear, concise, brief, appropriately supported and presented in context.

THIS IS YOUR CHANCE TO ENSURE YOUR VOICE IS HEARD!
Email your Resolutions by June 15, 2022 to jmalloy@capg.ca

[Download Guidelines for Resolutions](#)





Copyright © 2022 Canadian Association of Police Governance, All rights reserved.

You are receiving this email because you are a Member of CAPG.

Our mailing address is:

Canadian Association of Police Governance

78 George Street

Suite 204

Ottawa, ON K1N 5W1

Canada

[Add us to your address book](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).





CAPG CALL FOR RESOLUTIONS

An important part of the Canadian Association of Police Governance (CAPG) is the consideration of Resolutions brought forward by our members.

Members are invited to submit Resolutions in writing to the CAPG office any time before June 15, 2022.

Please review the attached Resolutions Guidelines and Tips on Presenting Resolutions that will assist you in preparing Resolutions for submission.

Following review by the Resolutions Committee and the CAPG Board, resolutions approved will be sent to all members well in advance of the Annual General Meeting.

If you have any questions on the guidelines or would like background on a certain issue, please get in touch with Jennifer Malloy, Executive Director, at jmalloy@capg.ca

THIS IS YOUR CHANCE TO ENSURE YOUR VOICE IS HEARD!
Email your Resolutions by June 15, 2022 to: jmalloy@capg.ca

1. RESOLUTIONS COMMITTEE

- a) The Resolutions Committee will consist of a Chair who shall be a member of the CAPG Board of Directors plus three additional CAPG members, ideally one each from Eastern, Western and Central Canada so that there is a balanced geographic representation.
- b) Every year, the Executive Director of CAPG will send out a call asking members to consider the development and sponsorship of resolutions for consideration at the Annual General Meeting (AGM).
- c) The deadline for submitting resolutions to the CAPG Resolutions Committee will be **June 15, 2022. Detailed information will be announced soon with respect to the official date for voting on resolutions.**
- d) The Executive Director will ensure that all resolutions are in the proper form and content and that the wording and grammar are correct. The resolutions will then be sent to the Resolutions Committee for their review. A teleconference call meeting will be set up to discuss and review the resolutions in light of the guidelines to determine their eligibility in moving forward.
- e) The Resolutions Committee will ask the following questions when considering whether or not to endorse a proposed resolution:
 - Is the matter within the sphere of interest of CAPG (that being police governance and public safety on a national perspective)?
 - Is the proposed resolution well supported?
 - Is the action to be taken clear?
 - Has the matter been considered in a previous resolution and if so is there sufficient reason to put it forward to the membership?
- f) In the event that the Resolutions Committee disagrees with a legitimate proposed resolution, the Resolutions Committee may choose not to endorse a proposed resolution for one of the following reasons:
 - The proposed resolution is not adequately supported;
 - The proposed resolution is contrary to a current policy, practice or position of the CAPG and/or its Board of Directors;
 - The proposed resolution is considered immoral or imprudent.
- g) The Resolutions Committee shall inform the board/commission which proposed a resolution as to its decision and actions of Committee regarding that proposal, prior to the AGM.

2. SUBMISSION REQUIREMENTS

- a) Resolutions submitted to the CAPG for consideration shall be submitted as follows:
- Sent in electronic format in a word document in order to facilitate ease of circulation and amendments
 - Does not contain more than four preamble “(WHEREAS”) clauses
 - Is accompanied by background documentation explaining the nature of the issue or concern being addressed
 - Clearly identifies the action
 - A copy of all resolutions must be received by the deadline date of **June 15, 2022**.
- b) The Resolutions Committee will assist the submitting board/commission in ensuring that the proposed resolution is clear, concise, brief, appropriately supported and presented in context.

3. RESOLUTIONS TO BOARD OF DIRECTORS

The Chair of the Resolutions Committee returns the draft resolutions to the Executive Director by the **1st week of July for distribution** to the CAPG Board of Directors at their next teleconference board meeting. The Board either approves the draft submission to be presented to the membership requests that the resolution be withdrawn or amended to meet the appropriate guidelines.

4. RESOLUTIONS TO MEMBERS

The CAPG Board of directors will approve the resolutions to be distributed to the members by **August 2, 2022**. Upon the resolutions being approved at the CAPG board of directors meeting the approved resolutions are included in the electronic package of information and documents sent to CAPG members prior to the Annual General Meeting.

5. EMERGENCY RESOLUTIONS

- a) Unless deemed an emergency resolution as outlined below in (b), resolutions submitted after the **June 15, 2022** deadline will be considered late and will not be accepted by the Resolutions Committee.
- b) Emergency resolutions are defined as any resolution that clearly speaks to an emergency of immediate nature that occurred between the time of the original resolution deadline and the commencement of the resolutions session. The Resolutions Committee will have the discretion to determine if the resolution as submitted will go forward to the voting delegates for consideration. If the Committee agrees that the resolution should go forward, the Committee shall ask the voting delegates, by motion, to vote on whether the emergency resolution should be debated on the floor.
- c) To debate an emergency resolution will require support from at least two-thirds of the voting delegates present
- d) A member of CAPG, the Board of Directors, the Executive Committee or the Resolutions Committee may submit emergency Resolutions.

6. AGM RULES OF PROCEDURE REGARDING RESOLUTIONS

- a) Except where otherwise provided, the generally accepted rules applicable to the conduct of meetings shall prevail.
- b) The Chair of the Resolutions Committee, in presenting a resolution, may introduce the matter by reading the number and title, and if deemed desirable, may provide a brief explanation as to the intent or purpose of a resolution or an amendment submitted by the Resolutions Committee.
- c) After the Chair has introduced a resolution and presented the recommendation of the Resolutions Committee, a representative from the sponsor submitting the resolution shall be given the first opportunity to speak.
- d) Delegates participating in discussion on a resolution shall announce their name and which board or commission they represent each time they rise to speak – delegate shall confine their remarks to a **maximum of three (3) minutes**.
- e) No delegate shall be permitted to speak more than once on any one resolution or amendment, except in the case of a mover of an amendment who shall have the additional opportunity to conclude debate on the amendment.
- f) All motions submitted from the floor of the meeting shall be seconded before being discussed.
- g) When a motion is made to refer, the mover shall introduce the motion by these words: “I move to refer the matter...because...”
- h) The Chair shall then allow one speaker, preferably a representative from the Board or Commission submitting the resolution, to address the motion of referral.
- i) Appeals for ruling shall be made to the Chair of the Resolutions Committee.
- j) The Chair of the Resolutions Committee shall have the right to conclude the debate on each resolution, amendment, or motion of referral.
- k) Only regular members of the Association who have registered for the General Meeting will be permitted to vote on questions.
- l) Delegates will vote on the resolution, not on the recommendation of the Resolutions Committee.
- m) Voting shall be made by a show of hands or an alternative method of identification if provided. A standing vote may be requested. The ruling of the Chair of the Resolutions Committee as to whether a vote was won or lost shall be final. In the case of a tie vote, a standing vote shall be taken. In the further case of a tie, the motions shall be deemed lost.

Heather CORBETT

From: Canadian Association of Police Governance (CAPG) <communications@capg.ca>
Sent: April-07-22 10:59 AM
To: Heather CORBETT
Subject: Virtual AGM - Thursday, September 1, 2022
Categories: Police Board

This Message Is From an External Sender

This message came from outside your organization.

[View this email in your browser \[mailchi.mp\]](#)

The following message is an exclusive CAPG member communication sent solely to the designated CAPG liaison. Kindly distribute this email to all relevant members of your organization.



Notice of 33rd Annual General Meeting of the Canadian Association of Police Governance (CAPG)

Date: Thursday, September 1, 2022

Time: 2:00 – 4:30 pm EDT.

Location: Via Zoom (link to follow registration)

Only one person per board/commission/organization is permitted to carry a vote and they must be indicated upon registration.

Please register by August 29, 2022

Register Now [capg.us7.list-manage.com]

New Westminster Police Board,

On behalf of the CAPG Board of Directors, I am writing to invite you to attend the 33rd Annual General Meeting of the CAPG on Thursday, September 1, 2022, 2:00 – 4:30 pm EDT via Zoom.

This session is closed to CAPG Members only. Please register using the link above by Monday, August 29, 2022.

Once your information is verified you will receive login details for the virtual meeting for you and your fellow board members.

Please note that according to the CAPG by-laws, only one member per board/commission/organization is permitted to carry a vote and that person needs to be identified on the form so they can receive the voting login.

If you have any questions please do not hesitate to contact me.

Sincerely,

Jennifer Malloy
CAPG Executive Director

[Download Agenda \[capg.us7.list-manage.com\]](#)



[\[capg.us7.list-manage.com\]](#)



[\[capg.us7.list-manage.com\]](#)



[\[capg.us7.list-manage.com\]](#)



[\[capg.us7.list-manage.com\]](#)

Copyright © 2022 Canadian Association of Police Governance, All rights reserved.

You are receiving this email because you are a Member of CAPG.

Our mailing address is:

Canadian Association of Police Governance
78 George Street
Suite 204
Ottawa, ON K1N 5W1
Canada

[Add us to your address book \[capg.us7.list-manage.com\]](#)

Want to change how you receive these emails?

You can [update your preferences \[capg.us7.list-manage.com\]](#) or [unsubscribe from this list \[capg.us7.list-manage.com\]](#).



[\[mailchimp.com\]](#)



33rd ANNUAL GENERAL MEETING

A G E N D A

Virtual Meeting

Thursday, September 1, 2022

2:00 – 4:30 pm EDT.

Details for logging in and voting to be circulated upon registration.

1. Call to Order and Introduction
2. Establishment of Quorum
3. Approval of Agenda for the 33rd Annual Meeting
4. Announcement of CAPG Award for Excellence in Police Governance
5. Confirmation of Minutes of the 32nd Annual Meeting held virtually on Thursday, September 30, 2021
6. Nomination's Committee Report and Election of a slate for the Board of Directors
7. Nominations from the Floor & Election of final slate
8. Treasurer's Report
9. Receipt of the Financial Statements and Auditor's Report for 2022 Fiscal Year
10. Appointment of a Public Accountant for the 2023 Fiscal Year
11. Members' Resolutions
12. President's Report
13. Consider Other Business
 - a. Committee Reports:
 - i. Research & Policy Committee
 - ii. First Nations Police Governance Council
 - iii. Governance Committee
 - iv. Conference Committee
 - v. Advocacy Committee
14. Closing Remarks and Adjournment

Heather CORBETT

From: PSSG Policing and Security Branch PSSG:EX <SGPSPB@gov.bc.ca>
Sent: February-17-22 3:00 PM
To: Dave JANSEN; Jonathan Cote (Mayor)
Cc: Heather CORBETT; Daisy DYER
Subject: Re: Updated Report - BCPPS Use of Force and Training - 628218
Attachments: 628218 NWPD Final.pdf; 628218 NWPD Enclosure.pdf

Categories: Police Board

Good afternoon,

Please find attached a letter and one enclosure from Mr. Wayne Rideout, Assistant Deputy Minister and Director of Police Services, Ministry of Public Safety & Solicitor General.

Thank you,

*Policing and Security Branch
Ministry of Public Safety & Solicitor General
PO Box 9285, Stn Prov Govt
Victoria BC V8W 9J7
CLIFF# 628218*



February 17, 2022
Ref: 628218

Chief Constable Dave Jansen
New Westminster Police Department
555 Columbia Street
New Westminster BC V3L 1B2

New Westminster Police Board
c/o His Worship Jonathan Cote, Chair
511 Royal Avenue
New Westminster BC V3L 1H9

Dear Chief Constable Dave Jansen and Mayor Jonathan Cote:

In follow up to my December 30, 2021 correspondence (Ref: 627045), please find enclosed the revised final report of the compliance evaluation focused on BC Provincial Policing Standards (BCPPS) related to use-of-force training and firearm qualification. As noted in my December 30, 2021 correspondence, further examination of the outcomes was required prior to making the Provincial summary report publicly available. The concerns have now been addressed and you will find a copy of the revised Provincial summary and a report specific to your agency enclosed. In most cases, departmental reports are unchanged. Where revisions were made, they occurred with input from the respective police agencies and the changes are acknowledged in the revised reports. These versions replace the ones provided to you on December 9, 2021.

The revised Provincial summary report will be published on the government website approximately two-weeks from the date of this letter.

Thank you in advance for your patience and cooperation. If you have any questions regarding this matter, please contact Mike Massine, Senior Program Manager, Standards and Training at Mike.Massine@gov.bc.ca or 778-572-3407.

Regards,

A handwritten signature in blue ink, appearing to read "Wayne Rideout".

Wayne Rideout
Assistant Deputy Minister
And Director of Police Services
Policing and Security Branch

BC Provincial
Policing Standards
Compliance Evaluation
Focused on Select
Use-of-Force Standards

REPORT TO THE DIRECTOR OF POLICE SERVICES

January 2022

Table of Contents

<i>Glossary of Abbreviations</i>	2
Provincial Summary	4
<i>Background</i>	4
<i>Approach and Methodology</i>	4
<i>Findings</i>	6
<i>Summary of Findings and Recommendations</i>	12
<i>Next Steps</i>	13
Departmental Report	15
<i>New Westminster Police Department (NWPD)</i>	15
End Notes	21
Appendix A	22

Glossary of Abbreviations

AED	Automated External Defibrillator
APD	Abbotsford Police Department
BBSG	Beanbag Shotgun
BC	British Columbia
BCPA	British Columbia Police Academy
BCPPS	British Columbia Provincial Policing Standards
CC	Chief Constable
CEW	Conducted Energy Weapon
CID	Crisis Intervention and De-Escalation
CPKN	Canadian Police Knowledge Network
CSPS	Central Saanich Police Service
CTS	Course Training Standard
CUFIC	Certified Use-of-Force Instructor Course
CV	Curriculum Vitae
DPD	Delta Police Department
EDP	Emotionally Disturbed Person
EPP	Effective Presentation Program
ERIW	Extended Range Impact Weapon
ETU	Education Training Unit
FOTU	Force Options Training Unit
FPI	Foundations of Police Instruction
FROIC	Force Response Options Instructor Course
GVERT	Greater Victoria Emergency Response Team
HRMIS	Human Resource Management Information System
IARD	Immediate Action Rapid Deployment
IPDMA	Purpose-built software
IRD	Immediate Rapid Deployment
ISW	Instructional Skills Workshop
JIBC	Justice Institute of British Columbia
KEIW	Kinetic Energy Impact Weapon
LMD ERT	Lower Mainland District Emergency Response Team
MOU	Memorandum of Understanding
MVTP	Metro Vancouver Transit Police
NCO	Reality-Based Training
NPD	Nelson Police Department
NWPD	New Westminster Police Department
NUFF BC CID	National Use of Force Framework British Columbia Crisis Intervention De-Escalation

OBPD	Oak Bay Police Department
OC	Oleoresin Capsicum
OSU	Operational Skills Unit
PMPD	Port Moody Police Department
PRTC	Pacific Regional Training Centre
PSB	Policing and Security Branch
PSS	Professional Standards Section
PSU	Professional Standards Unit
RBT	Reality-Based Training
RCMP	Royal Canadian Mounted Police
SBOR	Subject Behaviour Officer Response
SPC	Special Provincial Constable
SPD	Saanich Police Department
STPS	Stl'atl'imx Tribal Police Service
SUFIC	Standardized Use-of-Force Instructor Course
TSERT	Tactical Skills Enhancement & Re-Certification Training
TTC	Tactical Training Center
UCO	Under Cover Operator
VICPD	Victoria Police Department
VNR	Vascular Neck Restraint
VPD	Vancouver Police Department
WVPD	West Vancouver Police Department

Provincial Summary

Background

Various BC Provincial Policing Standards (BCPPS) related to use-of-force training have been in effect since 2012. Many of these were developed as a result of recommendations from the Braidwood Commission on Conducted Energy Weapon Use (2009)¹.

Under Section 40 of the *Police Act*, the Director of Police Services has the authority to evaluate police agency compliance with the BCPPS. Between January and October 2020, Policing and Security Branch (PSB) staff conducted a compliance evaluation focussed on the BCPPS related to use-of-force training. Specifically, these included:

- BCPPS 1.1.2 Firearms Training and Qualification (Standards (1) – (9)) [\[see End Note i\]](#)
- BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5)) [\[see End Note ii\]](#)
- BCPPS 3.2.1 CEW Training (Standards (1) – (4), (7)) [\[see End Note iii\]](#)
- BCPPS 3.2.2 CID Training (Standards ((1)-(3)) [\[see End Note iv\]](#)
- BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9)) [\[see End Note v\]](#)

It is worth noting that during the course of the evaluation, these standards were temporarily suspended due to the challenges associated with safely maintaining in-person training during the COVID-19 pandemic. The suspension took effect on March 21, 2020 and as of the time of writing this report, it continues to be in place. Aside from delaying some of the site visits, the suspension did not significantly impact the evaluation methodology or the findings.

Approach and Methodology

The evaluation process included two parts:

1. An advance questionnaire, to provide an overview of agency policies, practices and programs related to these standards. The questionnaires

¹ Braidwood, T.R. (2009), Restoring public confidence: Restricting the use of conducted energy weapons, Braidwood Commission of Inquiry on Conducted Energy Weapon Use (B.C.), The Braidwood Commission of Inquiry on Conducted Energy Weapon Use, Vancouver, BC

were completed by agencies and returned to the PSB for analysis prior to site visits; and

2. Site visits, where PSB staff (the evaluation team) met with agency personnel who provided access to relevant training records for inspection. The site visits also provided an opportunity for the evaluation team to clarify questionnaire responses as needed.

Advance Questionnaire

The evaluation team sent the advance questionnaire to the eleven BC municipal police agencies, Metro Vancouver Transit Police (MVTP), Stl'atl'imx Tribal Police Service (STPS), and RCMP beginning in January 2020. The questionnaire requested the following information:

- Relevant policies and procedures;
- Description of processes used by police agencies to ensure that officers requalify in pistols, other firearms, intermediate weapons, and Crisis Intervention and De-Escalation (CID) training as required by the standards;
- The date and results of the agency's most recent internal audit for compliance with requalification/qualification requirements, and what steps were taken to address any significant variance discovered;
- Information related to BCPPS 1.1.2 Firearms Training and Qualification (Standards (1)-(9))ⁱ, including an inventory of firearms approved for use by the chief constable, chief officer, or commissioner, and a description of the agency firearms training program;
- Information related to BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5))ⁱⁱ, including an inventory of intermediate weapons approved for use by the chief constable, chief officer, or commissioner, and a description of the training provided for each type of intermediate weapon;
- Information related to BCPPS 3.2.1 Conducted Energy Weapon (CEW) Operator Training (Standards (1)-(4), (7))ⁱⁱⁱ, including an inventory of CEWs used by the agency, and a description of their agency's selection criteria for CEW operators and CEW training program;
- Information related to BCPPS 3.2.2 Crisis Intervention De-escalation (CID) Training (Standards (1)-(3))^{iv}, and what process is in place to identify officers who may need to requalify prior to their next scheduled requalification date, including officers whose ability to effectively utilize CID techniques is not sufficient; and
- Information related to BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9))^v, including what course(s) the agency uses to fulfill the

instructional skills training requirement, and if the agency has difficulty identifying potential or retaining certified use-of-force instructors.

The evaluation team used the questionnaire responses to assess whether agency policy was in compliance with the standards, as well as to assist in preparing for the compliance evaluation of training records during the site visits.

On-Site Inspection Methodology

Between March and August 2020, the evaluation team attended each municipal police department, MVTP and STPS, and were provided access to the agency's training records.² For agencies with 100 or fewer officers, the evaluation team inspected the training records for all police officers. For agencies with more than 100 officers, the evaluation team inspected the training records of a random sample of 100 officers.

The RCMP has over 6,000 officers working in BC, with considerable movement of officers between different policing jurisdictions. This requires a complex and centralized system of maintaining training records and delivering training. As a result, the evaluation team took a different approach with the RCMP. The evaluation team did not inspect the training records of individual officers. Rather, staff at Pacific Regional Training Centre (PRTC) provided reports generated from their records management software detailing the number of officers required to requalify in each discipline and the corresponding numbers of officers who had completed the requalification, and the number who had not, on the date the reports were prepared. The RCMP reports provided the evaluation team with 'point-in-time' information to assess the level of compliance with the standards.

Findings

Compliance with the BCPPS

Overall, the evaluation demonstrated that agencies are meeting the use-of-force training requirements set out in the BCPPS.

The evaluation team found that police agency policies and procedures incorporated the direction regarding use-of-force training from the BCPPS as either directly required by the BCPPS or to support awareness of and compliance

² The timing of some of the site visits was delayed due to the COVID-19 pandemic.

with the BCPPS by the police agency. Where gaps were noted, they were minor and identified to the agency contact for attention as well as noted in the agency-level reports. Gaps noted in more than one jurisdiction included:

- Policy not reflecting the full range of requirements under the BCPPS to maintain CID qualification (in particular, as a prerequisite to annual firearm certification);
- Policy not reflecting the requirements in the BCPPS related to lethal force articulation and practice training (tactics, decision-making and shooting at distances greater than 25 metres);
- Not describing the agency's CEW operator selection criteria in written policy;
- Not having policy governing the requirements for use-of-force instructors;
- Not having updated a policy following the introduction or amendment of a relevant BCPPS.

Generally, self-audits indicated high compliance with requalification requirements for firearms, CEWs, intermediate weapons and CID, and these findings were consistent with the evaluation team's examination of training records during site visits. In a few cases, compliance rates below 95% were noted either for a specific type of requalification within a municipal or designated police agency that otherwise had high compliance (3 police agencies), or across multiple types of requalifications within a police agency (2 police agencies). Where compliance rates below 95% were noted, in all but one case the police agency was able to provide an explanation that mitigated the finding to the satisfaction of the evaluation team (e.g., delays in updating some officers' training records upon training completion, limitations of the record keeping system that prevented them from excluding officers who were away from active duty due to injury or other leave, or officers re-assigned to a different role which no longer required a specific requalification). In the remaining case, follow-up evaluation is required to better understand the role that gaps in record-keeping may have played in the observations. In all cases, police agencies had taken corrective action to address the non-compliance (e.g., officers had since been registered for and completed outstanding training).

As noted above, for the RCMP, the evaluation team reviewed reports generated from their records management software rather than individual officers' training records. This review also indicated high compliance, though some variance was evident. The RCMP advised that officers found to be behind schedule on any requirement on the day the report was generated would be scheduled for

training/requalification in the near future, which would bring them in compliance with the BCPPS.

The evaluation team made recommendations to police agencies regarding training and record-keeping as appropriate.

While all police agencies were found to be maintaining records of training, the methods used varied considerably. Examples include:

- Excel spreadsheets
- Electronic folders containing training documents (Word, PowerPoint, etc.)
- Paper files
- Purpose-built software programs.

The evaluation team found that purpose-built software programs offered the greatest efficiencies for training units/coordinators in tracking and scheduling training for officers as well as for auditing/evaluating compliance with the BCPPS.

Use-of-force instructor requirements under BCPPS 3.2.3 include not only completion of the Standardized Use-of-Force instructor Course (SUFIC) or other provincially-approved training for use-of-force instructors, instructional skills training, but also non-training requirements such as delivering at least 30 hours of use-of-force instruction each year and not having any substantiated use-of-force complaints within the previous 5 years. When BCPPS 3.2.3 was introduced in 2017, it was understood that it was intended to cover instruction in less-lethal force options. One of the key considerations was that standardized training for firearms instructors was not readily available and would need to be developed. While this scope is not clearly stated in the standard, in practice this continues to be how the standard is being interpreted and applied and the evaluation team observed high compliance with BCPPS 3.2.3 for less lethal use-of-force instructors.

The site visits also provided an opportunity for the evaluation team to discuss challenges or gaps with the BCPPS. There was consensus that the absence of prerequisites or training standards for firearms instructors is an important gap to address in the BCPPS moving forward. As a lethal force option, it is critical that training is consistent and relevant to the BC policing context, and that training on the technical aspects of firearms also incorporate information related to decision-making and crisis intervention de-escalation. The evaluation team is aware that a new pistol instructors' course is being developed for municipal police

and recently reviewed and observed the training to assist in determining the viability of developing a BCPPS for firearms instructors.

Overall, while all police agencies were found to be in compliance with the BCPPS, some agencies appeared better positioned to meet and exceed the standards and fulfill other responsibilities of the training function not explicitly required by the BCPPS. For example,

- Agencies with more than one staff member assigned to training units on a full-time basis appeared to more easily manage both the administrative and operational aspects of a training function. These agencies typically had more advanced record-keeping capabilities (Excel or purpose-built software programs), staff to assist with robust course development (course training standards, lesson plans, and related reference documents) and were able to have more instructors, role players, and support staff on hand for all training sessions.
- Many police agencies require requalification on intermediate weapons every year. This exceeds the requirements of the BCPPS, which mandate requalification at minimum every three years.

Related Challenges Described to the Evaluation Team

Training personnel spoken to during the course of this evaluation identified three common challenges: facilities, staffing and funding.

1. FACILITIES:

To conduct use-of-force training as required by the BCPPS and/or local agency policies, agencies need access to firearms ranges (for firearm requalifications and practice), reality-based training facilities (for practical components and scenario-based exercises), classrooms (for theoretical components and computer-based learning) and gymnasiums (for hands-on components that require space and protective equipment such as mats). Currently, the only agencies with all of these facilities are the RCMP (Pacific Region Training Centre) and Vancouver Police Department (Tactical Training Centre). Few of the remaining agencies have ready access to designated training facilities and instead rely on renting community-based or private facilities. A partnership has also been formed between the Delta, New Westminster, Port Moody, West Vancouver, and Metro Vancouver Transit police departments who have collaborated on developing the

Regional Municipal Training Centre. Although this facility does not have a live-fire firearms range, the centre includes a state-of-the-art virtual reality training simulator, a classroom, and a full mat room for practicing physical control techniques.

The lack of readily available full training venues for all agencies creates challenges and risks associated with cost (rentals and in some cases, significant travel to and from the facility), availability and reliability as police agencies compete for time with other user groups who have priority, privacy from the public during training exercises, the suitability of the facility as a learning environment, and the health and safety of officers, particularly where abandoned and derelict buildings are used for reality-based training venues. The lack of designated training facilities makes the delivery of training and compliance with the BCPPS challenging.

2. STAFFING:

The size and staffing model for training functions varies. Some small and mid-sized agencies have one, full-time use-of-force instructor who is responsible for both delivering all use-of-force training as well as administrative functions such as creating defensible training documents, record-keeping, scheduling the required training facilities and equipment, as well as managing the budget. Not only can this be an unsafe practice (e.g., high learner to instructor ratios creates risks), but it also limits the training function to skill maintenance versus continuing to advance the skills of officers throughout their careers.

In other agencies, training is a part-time responsibility on top of other job duties. Like their full-time counterparts described above, part-time trainers are responsible for administrative functions in addition to delivering training. This part-time job becomes full-time in practice and trainers described being criticized for neglecting their primary job functions for the training portfolio.

Larger agencies with full-time training staff are better positioned to deliver a robust training function. That said, training staff in these agencies stated that they too struggle on occasion to ensure that, depending on the training topic, they have sufficient staff available to ensure safe and effective training. In some of the agencies with full-time trainers, these personnel focus solely on the delivery of training. They have staff to book outside facilities or have ready access to in-house facilities, create defensible training documents, manage the budget, etc.

To ensure they are able to comply with the BCPPS related to Conducted Energy Weapons, most police agencies have created a CEW Coordinator position. Agencies with full-time training sections are better positioned to dedicate this role to an individual who can manage all aspects of the associated BCPPS. Agencies with part-time training staff most often had a part-time trainer take on this position, adding further to the challenges faced by part-time trainers described above.

Lastly, the evaluation team also noted that small and large training sections alike lacked succession planning to support them in quickly replacing certified use-of-force instructors when they are lost due to turnover or re-assignment.

3. FUNDING:

Training is an essential function of a police agency. It is also expensive. A consistent theme in discussions with training personnel was a concern that training is underfunded. This was closely tied to challenges noted above related to facilities and staffing. For example, some use-of-force trainers observed that a large portion of the training budget is spent on renting firearms ranges. While they agreed that the yearly requirement to qualify on firearms is necessary to avoid skills decay and potential liability, these rental costs often mean that other areas of training, such as skill enhancement, are minimized or deleted from programs. For example, instructors stated that departments are reluctant to bring additional training staff (full or part-time) in on overtime to assist with training sessions or to pay for facility rentals when doing advanced training such as Immediate Rapid Deployment (IRD).

Limited budgets also mean that instructor development is often limited as training staff are not attending conferences or workshops designed to promote knowledge of emerging trends and best practices and further develop instructor skills.

Put another way, while use-of-force training budgets may be generally sufficient for complying with the training and requalification requirements set out in the BCPPS, it can be challenging to fund training that goes beyond those mandatory, minimum requirements within existing budgets.

Limited budgets also leave little contingency funding for unanticipated costs.

Summary of Findings and Recommendations

Table 1: Findings

	Standard Met	Standard Met In Practice
BCPPS 1.1.2 Firearms Training and Qualification (Standards (1) – (9))	<ul style="list-style-type: none"> • APD • DPD • MVTP • NWPD • SPD • VPD • VicPD • WVPD 	<ul style="list-style-type: none"> • CSPS • NPD • PMPD • STPS • RCMP
BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5))	<ul style="list-style-type: none"> • APD • DPD • MVTP • NWPD • PMPD • SPD • VPD • VicPD • WVPD • RCMP 	<ul style="list-style-type: none"> • CSPS • NPD • STPS
BCPPS 3.2.1 CEW Training (Standards (1)-(4), (7))	<ul style="list-style-type: none"> • APD • MVTP • NWPD • PMPD • SPD • VPD • VicPD • WVPD • RCMP 	<ul style="list-style-type: none"> • CSPS • DPD • NPD • STPS
BCPPS 3.2.2 CID Training (Standards (1)-(3))	<ul style="list-style-type: none"> • APD • DPD • MVTP • NWPD • SPD • VPD • VicPD • WVPD • RCMP 	<ul style="list-style-type: none"> • CSPS • NPD • STPS • PMPD
BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9))	<ul style="list-style-type: none"> • APD • DPD • MVTP • NWPD • VicPD • WVPD 	<ul style="list-style-type: none"> • CSPS • NPD • OBPD • PMPD • SPD • STPS • VPD • RCMP
<p>NOTE: After the findings of this evaluation were shared with police agencies, the CC of OBPD expressed concerns with the completeness and accuracy of the information provided to the evaluation team. The evaluation team will conduct a follow-up evaluation and will update this report to incorporate findings related to OBPD after the follow-up evaluation is completed.</p>		

Table 2: Overview of Recommendations

Recommendations	Agencies
Recommendations related to amending, developing, or reviewing written policies and procedures to ensure full compliance with the BCPPS.	<ul style="list-style-type: none"> • Central Saanich PS • Delta PD • Nelson PD • Oak Bay PD • Port Moody PD • Saanich PD • Stl’atl’imx Tribal PS • Vancouver PD • Victoria PD • RCMP
Recommendations related to amending policies and procedures to ensure alignment with related legislation or best practices.	<ul style="list-style-type: none"> • Central Saanich PS • Victoria PD
Recommendations related to refining record keeping to better support tracking and compliance monitoring.	<ul style="list-style-type: none"> • New Westminster PD • Oak Bay PD • Vancouver Police Department
Recommendations related to ensuring members found to be behind on training / requalification have since completed the training / requalification.	<ul style="list-style-type: none"> • Nelson PD • Port Moody PD
Recommendations related to providing information to the Director of Police Services.	<ul style="list-style-type: none"> • Oak Bay PD • Stl’atl’imx Tribal PS • RCMP
No recommendations	<ul style="list-style-type: none"> • Abbotsford PD • Metro Vancouver Transit Police • West Vancouver Police Department

Next Steps

Each agency has received a report summarizing the findings and recommendations related to their agency. PSB will follow up with agencies regarding the recommendations in 6 months of report distribution.

The evaluation team will conduct a follow-up evaluation with OBPD and update this report to incorporate findings related to OBPD once completed.

The evaluation revealed considerable support for bringing firearms instructors into the scope of the BCPPS governing use-of-force instructors. PSB will continue to monitor the development of pistol instructor training and will explore the development of a BCPPS specific to firearms instructors.

Departmental Report

New Westminster Police Department (NWPD)

Site Visit

- February 21, 2020

Evaluation Criteria

The scope of the evaluation included the following BC Provincial Policing Standards:

- BCPPS 1.1.2 Firearms Training and Qualification (Standards (1) – (9)) [see End Note i]
- BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5)) [see End Note ii]
- BCPPS 3.2.1 CEW Training (Standards (1) – (4), (7)) [see End Note iii]
- BCPPS 3.2.2 CID Training (Standards ((1)-(3)) [see End Note iv]
- BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9)) [see End Note v]

Methodology

NWPD was asked to designate a contact person to assist the evaluation team. In advance of the site visit, the evaluation team provided a questionnaire to the contact person for completion. The questionnaire (see Appendix A) was designed to provide the evaluation team an overview of agency policies, procedures and practices related to the Standards included in the scope of the evaluation, and the results of internal auditing or compliance evaluation.

After reviewing and analyzing information received through the questionnaire, the evaluation team conducted a site visit where they met with the Inspector in charge of the Training Section and inspected officer training records. This provided an opportunity to verify internal audit results and address any questions related to the completed questionnaire.

Observations

Policies and Procedures

- OH 20 – Use of Force (February 2020)

The evaluation team found the NWPD policies and procedures to be very thorough and in compliance with the relevant BCPPS.

Practice

NWPD has two full-time and five part-time use-of-force instructors who are supported by a civilian administrative assistant. A self-audit has never been completed and the tracking of the qualifications is kept up to date by the Training Section personnel who ensure officers maintain their qualifications by sending emails, speaking in person with officers, and advising of non-operational status for failure to requalify with specific force options. In addition, the Training Section administrative assistant's primary responsibility is to assist with record keeping and administrative duties, including directly contacting officers whose qualifications have expired.

All requalifications are tracked through Excel spreadsheets and entered on IPDMA as follows:

- Pistol qualifications:
 - Also logged on a pistol qualification sheet that is then scanned into the folder for the training for the yearly requalification.
- CID training
- Rifle requalification
- Force options, including CEWs and other Intermediate Weapons, requalification conducted yearly.

Officers must requalify with the Patrol Rifle on a yearly basis. If an officer misses a year, they are not allowed to deploy with the patrol rifle. If they can requalify in the following year and are assessed by a rifle instructor, they can become operational with the patrol rifle again. If an officer misses two years of requalifications on the patrol rifle they must complete the full patrol rifle course to be qualified again.

Officers who deploy with the ARWEN less lethal launcher (Intermediate Weapon) are requalified yearly.

In addition to the general observations outlined above, the evaluation team also made the following observations specific to each Standard included in the scope of the evaluation:

BCPPS 1.1.2 – Firearms Training and Qualification

The Chief Constable of NWPD has authorized issuing the following pistols to officers who are required to requalify annually:

- Glock Model 17, 9mm pistol

- Glock Model 19, 9mm pistol

In addition to duty pistols issued to all officers, the Chief Constable of NWPD has also authorized the use of the following special purpose firearms to officers working in specialized positions, and who are required to requalify annually:

- Colt C8, 223 calibre rifle

Pistol training and ongoing requalification includes:

- JIBC police academy training (Block 1 and Block 3) or equivalent police academy training for exempts
- Firearms requalification yearly following the Course of Fire in BCPPS 1.1.2., with shooting at 25 metres and greater incorporated into the lesson plan.

The NWPD Patrol Rifle Operator Course (60 hours) includes:

- 40 hours on range live-fire
- 20 hours of RBT (including articulation and decision-making).

NWPD conducts annual mandatory firearms training for each issued firearm as follows:

- The articulation for when lethal force is appropriate is part of any RBT that NWPD conducts, including the Patrol Rifle Operator course, ARWEN Operator Course, CEW operator course, Plain Clothes Operator course, In-house Surveillance Course and use-of-force requalifications.
- NWPD conducts Containment, High Risk Vehicle Stops and Immediate Rapid Deployment training on a three-year cycle (one topic per year) for the entire department. These days are focused on reality-based scenarios and some of the scenarios involve the use of lethal force. After every scenario officers are debriefed where they must articulate their actions for each scenario.

BCPPS 1.2.2 Intermediate Weapons

The Chief Constable of NWPD has authorized issuing the following Intermediate Weapons to officers who requalify as outlined for each weapon:

- CEW (see below)
- ASP Baton
 - All NWPD officers are issued an expandable baton.
 - JIBC Police Academy Training or equivalent basic training is required for exempt officers.
 - Annual force options requalification with baton includes reviewing CID techniques (before and after force used), target zones, use of

- baton, and SBOR requirements.
- Officers must demonstrate to a use-of-force instructor the ability to effectively use a baton.
- OC Spray
 - All NWPD officers issued OC Spray.
 - JIBC Police Academy Training or equivalent basic training is required for exempt officers.
 - Annual force options requalification with OC spray include reviewing use, CID techniques before and after application, environmental concerns, limitations, decontamination, and course of fire displaying they can effectively deploy OC spray.
- ARWEN 37mm rotary less lethal launcher with AR1 round
 - Eight-hour ARWEN Operator Course
 - Patrol-based officers receive priority for this training; however, it is open to all NWPD officers.
 - Annual requalifications include a course of fire, CID techniques before and after application, targeting zones, and SBOR requirements.

BCPPS 3.2.1 CEW Operator

NWPD only uses X26P model CEWs and all NWPD officers are trained on the CEW.

NWPD provides the following training for CEW:

- One day CEW Operator Course (classroom and practical)
- CPKN BC CEW Operator online course (once per year adopted in 2020)
- Ongoing reality-based training with CEW
- Any reality-based training that NWPD conducts also involve using the CEW.

Training Section reviews all deployments of CEWs through SBORs to identify officers who may need additional training prior to their next scheduled requalification. This includes an audit to determine any officers who have operated a CEW in a manner that is not consistent with the standards.

Training Section also reviews all negligent discharges of CEWs that occur, and any training needs or recommendations discovered are managed by Training Section.

BCPPS 3.2.2 CID Training

Training Section uses an Excel spreadsheet and IPDMA to track officers' qualifications for CID and officers must complete the online CPKN CID course every three years.

In addition, NWPD training section incorporates CID into all reality-based training and the annual force options requalifications. CID principles are discussed during debriefs of all RBT scenarios.

If an officer's ability to effectively utilize CID techniques in an operational setting is deemed insufficient, their direct supervisor will initiate follow-up action with the Training Section. The officer in question will be made non-operational and the Training Section will assess the officer's needs, draft a remedial training plan, and implement it.

If improper CID use occurs during training, NWPD Training Section officers will address this with the officer and immediately conduct remedial training. NWPD trainers advised the evaluation team that they have not come across a situation in which an officer was not able to effectively use CID techniques.

If improper CID use is noted in an operational setting, the officer's supervisor will refer the officer to the Training Section, who will assess the officer's needs, draft a remedial training plan, and implement it. In the meantime, the officer is placed on non-operational status.

BCPPS 3.2.3 Use-of-Force Instructor Training

This standard has several requirements for officers wishing to become use-of-force instructors, as well as requirements for maintaining certification through instructional hours, professional development, and continued compliance with the prerequisites (see End Note v).

At the time of the evaluation, NWPD had two full-time and five part-time certified use-of-force instructors. NWPD practice is that individual instructors are responsible to track their own hours and submit proof of the thirty hours of teaching when requested by the Training Section.

NWPD is a small agency and instructors would have to self-disclose whether they have any incidents that would affect them remaining as an instructor

(BCPPS 3.2.3 (4)(d)-(f)). NWPD reported that to date, this has not been an issue with any instructor.

Internal Audit Results

As noted under Methodology, the advance questionnaire requested information about the approach to and the results of the department's internal auditing for compliance with use-of-force training requirements. NWPD did not conduct an internal audit for this evaluation. Although a formal internal audit was not conducted, as noted in this report the Training Section has resources in place to assist in tracking training dates on an ongoing basis.

PSB Site Visit Observations

NWPD has an adjusted strength of 115 officers³. The evaluation team examined the training records of 100 officers, including a mix of officers from across all operational units and all current use-of-force instructors.

The evaluation team compared the training completed, and the date each type of training was last completed, to the training requirements and frequency set out in the Standards regarding CID, pistols, special purpose firearms, CEWs, and other intermediate weapons. In addition, for use-of-force instructors, the evaluation team examined records related to the completion of instructional skills training, Provincially-approved use-of-force instructor training, and the number of hours of use-of-force instruction provided by each instructor.

Records examined by the evaluation team showed one hundred percent compliance with the standards.

Findings

BCPPS 1.1.2 Firearms Training and Qualification (Standards (1) – (9)):	Standard met
BCPPS 1.2.2 Intermediate Weapons (Standards (3)-(5)):	Standard met
BCPPS 3.2.1 CEW Training (Standards (1)-(4), (7)):	Standard met
BCPPS 3.2.2 CID Training (Standards (1)-(3)):	Standard met
BCPPS 3.2.3 Use-of-Force Instructor Training (Standards (2)-(9)):	Standard met

Recommendations

1. Develop a way to internally audit use-of-force training compliance rates.

³ Obtained from <https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/police/publications/statistics/police-resources.pdf>, Page 10, accessed on April 19, 2021.

End Notes

ⁱ BCPPS 1.1.2 – Firearms Training and Qualification requires the chief constable/chief officer/commissioner to ensure that officers successfully complete initial training and annual qualification for each type of firearm they are authorized to carry and use. This includes duty pistols and any special purpose firearms authorized by the chief constable/chief officer/commissioner. For duty pistols, a standardized course of fire (BC Pistol Qualification, attached to the Standard) must be completed. For other firearms, the qualification is determined by the chief constable/chief officer/commissioner. The Standard also requires officers equipped with firearms to comply with the CID training requirements set out in BCPPS 3.2.2 (see below), and to, at least once every three years, articulate the grounds for lethal force to a use-of-force instructor and complete practice training regarding firearms and use-of-force decision-making. The Standard also requires that written records of firearms training and testing be maintained, and that written policies and procedures are consistent with the Standards.

ⁱⁱ BCPPS 1.2.2 – Intermediate Weapons requires the chief constable/chief officer/commissioner to ensure that police officers successfully complete initial training and requalify at least once every three years on any intermediate weapon they are authorized to carry and use.

ⁱⁱⁱ BCPPS 3.2.1 – CEW Training requires the chief constable/chief officer/commissioner to ensure that any officer authorized to carry and use a CEW has successfully completed BC’s CEW Operator Training course, or other provincially-approved training for CEW operators. Officers must also qualify on CEW annually, by reviewing provincially-approved training and completing a Provincially-approved assessment. Re-qualification is also required any time a police agency determines that an officer has not operated a CEW in accordance with any of the BC Provincial Policing Standards. Officers equipped with CEWs must also comply with the CID training requirements set out in BCPPS 3.2.2 (see below) and meet the selection criteria established by the police agency for CEW operator training. The Standard also requires that written records of CEW operator certification and requalification be maintained.

^{iv} BCPPS 3.2.2 CID Training requires the chief constable/chief officer/commissioner to ensure that all front-line police officers and supervisors, and recruits graduating from the police recruit training program have completed BC’s Crisis Intervention and De-escalation (CID) Training course, or other provincially-approved CID training. Officers must also update their CID skills by completing provincially-approved training at least once every three years. Completion of the training is also required for any front-line police officer deemed by their police agency as unable to effectively utilize CID techniques. The Standard also requires that written records of CID training and requalification be maintained.

^v BCPPS 3.2.3 Use-of-Force Instructor Training requires the chief constable/chief officer/commissioner to ensure that use-of-force instructors have successfully completed a provincially-approved instructional skills course, and BC’s Standardized Use-of-Force Instructor Course (SUFIC) or other provincially-approved training. These initial training requirements may be waived for persons who were authorized to act as use-of-force instructors in a BC police force prior to 1 April 2013. All use-of-force instructors (including those who are exempt from the initial training requirement) must also satisfy and maintain compliance with other prerequisites listed in the Standard, related to their service history and record. Qualification must be maintained by providing a minimum of 30 hours of use-of-force instruction each year and participating in professional workshops or courses at least once every two years. The Standard also provides guidance re. lapses in qualification and requires that written records of instructor qualification be maintained.

Provincial Inspection for Compliance with Use of Force/Firearms

Appendix A

Members of the Standards and Evaluation Unit, Policing and Security Branch are conducting an inspection for compliance with British Columbia Provincial Policing Standards (BCPPS) 1.1.2, 1.2.2 Standards (3)-(5), 3.2.1, 3.2.2, and 3.2.3. The Standards can be found at: <https://www2.gov.bc.ca/gov/content/justice/criminal-justice/policing-in-bc/policing-standards>.

This inspection will be for sworn police officers only and not Special Municipal Constables, Special Provincial Constables, or Auxiliary/Reserve police.

We ask that the following information be prepared and available for review during the review team's visit:

1. List of current sworn membership including:
 - o Member name/PIN;
 - o Hire date for each member; and
 - o Current assignment(s) (e.g., patrol, investigative services, ERT, etc.).
2. A completed version of the Excel spreadsheet for BCPPS 3.2.3 - Use-of-Force Instructor Training (attached to the same email as this document).

Prior to the inspection team's visit to your location, we ask that the following background information be sent to [REDACTED]

1. Policies and procedures:
 - o Governing use of force, including police firearms and all intermediate weapons; and
 - o Governing re-certification requirements for issued firearms, intermediate weapons (all), BC Crisis Intervention De-escalation Training, use of force instructor recertification.
2. Description of process used by your police agency to ensure that officers re-qualify/re-certify in pistols, other firearms, intermediate weapons and CID training as required by the standards (e.g., how are diary dates tracked):
 - o Pistols – annual recertification required using the BC Pistol Qualification (BCPPS 1.1.2);
 - o Other firearms – annual recertification required, training determined by police agency (BCPPS 1.1.2);
 - o Intermediate weapons – requalification required every 3 years, training determined by police agency (BCPPS 1.2.2);
 - o CEWs – annual recertification required by completing online portion of BC CEW Operator course (BCPPS 3.2.1); and
 - o CID – recertification required for front-line officers and supervisors, officers equipped with pistols/firearms/CEWs, and use-of-force instructors, every three years by completing online portion of BC CEW Operator Course (BCPPS 3.2.2).

Provincial Inspection for Compliance with Use of Force/Firearms

3. The date and results of the most recent internal audit your agency has conducted for compliance with re-training requirements (e.g., % of officers who had successfully requalified within the required timelines).

	CID	Pistol	Other Firearms	CEW Operator	Int. Weapons
Date of last audit					
Compliance rate (%)					

- What steps were taken to address any significant variance found?

4. BCPPS 1.1.2 – Firearms Training and Qualification

- a. List of all firearms authorized/used by the police agency, including:
 - i. Description of what positions/deployment types are authorized to carry/use each type of firearm (e.g., patrol, ERT, etc.).
 - ii. Description of the training that is required by your police agency for each type of firearm;
- b. How does your agency ensure that officers articulate grounds for lethal force to an instructor every three years?
- c. How does your agency ensure that officers complete practice training regarding firearms tactics and use-of-force decision making?
- d. How does the department ensure that officers complete practice training regarding shooting at distances of 25 metres and greater?

5. BCPPS 1.2.2 – Intermediate Weapons

- a. List of intermediate weapons authorized/used by the policy agency, including:
- b. Description of what positions/deployment types are authorized to carry/use each type of intermediate weapons (e.g., patrol, CMU, ERT, etc.); and
- c. Description of the training provided for each type of intermediate weapon.

6. BCPPS 3.2.1 – CEW Operator Training

- a. List of CEW models currently used by your agency;
- b. Description of your agency selection criteria for CEW operators;
- c. Description of the training provided for CEW:
- d. What process is in place to identify officers who may need to requalify/recertify prior to their next scheduled requalification/recertification date, including:
 - i. Officers who have operated a CEW in a manner that is not consistent with the standards.

7. BCPPS 3.2.2 – CID Training

- a. What process is in place to identify officers who may need to requalify/recertify prior to their next scheduled requalification/recertification date, including:
 - i. Officers whose ability to effectively utilized CID techniques is not sufficient.

Provincial Inspection for Compliance with Use of Force/Firearms

8. BCPPS 3.2.3 – Use-of-Force Instructor Training

- a. What course(s) does your agency use to fulfill the instructional skills training requirement (BCPPS 3.2.3 (2)(a));
- b. Does your agency have difficulty maintaining the number of use-of-force instructors needed to meet the department's needs;
- c. How does your agency monitor for past or new misconduct or other allegations that could affect the instructor's compliance with pre-requisites for use-of-force instructors in BCPPS 3.2.3 (4)(d)-(f);
- d. How does your agency ensure that instructors conduct at least 30 hours of use-of-force instruction each year? (BCPPS 3.2.3 (5)(a)); and
- e. What courses does your agency rely on to ensure that instructors participate in a BC Police Academy or RCMP Pacific Region Training Centre endorsed professional workshop or course at least once every two years (BCPPS 3.2.3 (5)(b))?



New Westminster Police Department

REPORT

To: Mayor Coté and Members of the New Westminster Police Board
Date: April 19th, 2022

From: Deputy Chief Constable Paul Hyland
Item # 3.1

Subject: Strategic Plan Tracking Document

RECOMMENDATION

That the New Westminster Police Board approve the Strategic Priority milestones and Key Performance Indicators (KPI's) tracking document

PURPOSE

The purpose of this report is to provide the New Westminster Police Board (the Board) with an update on the NWPD Strategic Plan for 2022-2024, specifically to obtain approval for the Strategic Plan Tracking Document.

BACKGROUND

The NWPD Strategic Plan for 2022-2024 was approved by the Board at the February 2022 Board meeting and released to the public.

Chapter 2 of the Board Governance Manual has now been amended to reflect the changes resulting from the new Strategic Plan:

2.1 Purpose - We Serve Everyone with Integrity, Excellence and Compassion

2.2 Strategic Priorities

- 2.2.1 Strengthening Community Engagement
- 2.2.2 Modernizing Community Safety
- 2.2.3 Investing in our People

2.3 Strategic Goals and Measures

- 2.3.1 Listening to our Community (measured by Public Satisfaction, Public Trust of Police and Stakeholder Satisfaction)
- 2.3.2 Serving our Community (measured by Crime Rates, Response Times, Police Costs, Police Effectiveness)
- 2.3.3 Supporting our People (measured by Employee Engagement, Attrition, Vacancy)

DISCUSSION

Now that the Strategic Plan is approved, there are a number of action items that need to be tracked, including Strategic Priority milestones and Key Performance Indicators (KPI's). The attached Strategic Plan Tracking Document is proposed as a high-level report that will be included in the monthly Board packages allowing for changes or updates to be tracked and reported out to the Board as required.

It should be noted that one of the Strategic Goal milestones for 2022 is Board approval of the recommended KPI's, which include:

1. Public Satisfaction - The percentage of survey respondents that indicate they are satisfied with NWPD services.
2. Public Trust - The percentage of survey respondents that indicate they trust the NWPD
3. Stakeholder Satisfaction - The percentage of survey respondents that indicate "New Westminster Police appropriately respond to public safety issues critical to our stakeholders."
4. Crime Rate - The Crime Severity Index for New Westminster as calculated by Statistics Canada.
5. Response times - The percentage of emergency calls where the NWPD response time met response time standards.
6. Police Costs - The annual cost per capita for NWPD services as reported by the Police Services Division.
7. Police Effectiveness - The weighted clearance rate as reported by Statistics Canada. A higher number indicates more crimes are solved.
8. Employee Engagement - The percentage of staff that would recommend the NWPD to a friend that was looking for a career.
9. Attrition - The number of employees that left the NWPD divided by the number of positions

10. Vacancy - The percentage of approved positions that are vacant within the NWPD

CONCLUSION

The Senior Leadership Team continue to operationalize the Strategic Priority milestones and will keep the Board updated on progress. It should be noted that several of these items may involve costs that have not been budgeted for in 2022. We are seeking Board approval for the attached Strategic Priority milestones and Key Performance Indicators (KPI's) tracking document.

OPTIONS

Option # 1 – That the New Westminster Police Board approve the Strategic Priority milestones and Key Performance Indicators (KPI's) tracking document

Option # 2 – That the New Westminster Police Board provide further input or direction to staff.

Staff are recommending Option # 1.

ATTACHMENTS:

1. Strategic Plan Tracking Document

This report has been prepared by:



Deputy Chief Constable Paul Hyland



New Westminister Police Department 2022-2024 Strategic Plan Tracking

Updated for April 19th, 2022

We serve everyone in our community with
integrity, excellence, and compassion.

Prepared by: Deputy Chief Constable Paul Hyland

2022-2024 Strategic Plan Tracking



Strategic Goals

The Board and Senior Leadership Team have set three strategic goals that define the direction of the Department over the next five to ten years.

Goal	As measured by...
<p>Listening to our community ...this means... We are a valued community partner. We engage with our diverse community, listen to their needs, and collaborate to ensure their needs are met.</p>	<ol style="list-style-type: none">1. Public satisfaction2. Public trust of police3. Stakeholder satisfaction
<p>Serving our community ...this means... We ensure community safety with integrity, compassion, and excellence.</p>	<ol style="list-style-type: none">4. Crime rates5. Response times6. Police costs7. Police effectiveness
<p>Supporting our people ...this means... We have a diverse, inclusive, healthy, and engaging workplace that promotes employee equity, growth, wellness, and fulfillment.</p>	<ol style="list-style-type: none">8. Employee engagement9. Attrition10. Vacancy



2022 Performance Evaluation – Key Performance Indicators

The Senior Leadership Team has developed Key Performance Indicators using a combination of its three strategic goals, to measure progress in key areas.

KPI	Score	Discussion
Goal # 1: Our Community		
1. Public satisfaction	73%	<ul style="list-style-type: none"> In the 2019 Community Survey 73% of those who responded rated their opinion of the NWPD as Good or Excellent (up from 64% in 2019)
2. Public trust of police	-	<ul style="list-style-type: none"> No data
3. Stakeholder satisfaction	-	<ul style="list-style-type: none"> No data
Goal # 2: Our Responsibility		
4. Crime rate (CSI)	82	<ul style="list-style-type: none"> The overall CSI for New Westminister was 82 in 2020, down from 92 in 2019. Violent crime CSI also dropped from 83 to 80 while non-violent crime dropped from 94 to 83. The overall average for BC was 96 and 73 for all of Canada.
5. Response time	11:37	<ul style="list-style-type: none"> The average NWPD response time for a priority one call was 11 minutes and 37 seconds in 2021.
7. Police costs (\$ / person)	\$349	<ul style="list-style-type: none"> The cost per capita for the NWPD was \$349. The average for Municipal Police Departments in BC is \$419.
8. Police effectiveness (weighted clearance)	25%	<ul style="list-style-type: none"> The weighted clearance rate for the NWPD is 24.5% in 2020, down from 26% in 2019. The average for BC was 25% and 37% for all of Canada.
Goal # 3: Our People		
9. Employee engagement	85%	<ul style="list-style-type: none"> 85% of staff would recommend the NWPD as an employer to others.

2022-2024 Strategic Plan Tracking



10. Attrition	10.3%	<ul style="list-style-type: none">In total 9 members out of an authorized strength of 114 left the organization in 2021, 7 of which joined the new Surrey Police Service.
11. Vacancy	27	<ul style="list-style-type: none">The NWPD currently has 27 operational positions unfilled due to hard vacancies and members on sick leave (3), retirement, (7) maternity/paternity leave (7) recruit training (8) and suspensions (2).

2022-2024 Strategic Plan Tracking



2022 – 2024 Priorities

Additionally the Board and Senior Leadership Team have also set three strategic priorities to focus the efforts of the Department and to support its overarching strategic goals:

Strengthen community engagement

This means...

We will engage with underrepresented groups to ensure their perspectives are heard and concerns are addressed. We will listen and learn about our role in supporting Truth and Reconciliation.

Modernize community safety

This means...

We will clarify our role in supporting community needs related to homelessness, mental health, and addiction. We will optimize our use of public resources to provide best value for money.

Invest in our people

We will improve the diversity, inclusion, and wellness of our Department and workplace. We will introduce new practices to support the growth and development of our members.



Priority: Strengthen Community Engagement

Key Milestones By Dec 31, 2022	Owner	Status
1. Create an Indigenous Peoples engagement plan that identifies how we will engage and what we hope to learn	McDaniel	Not Started
2. Establish an NWPD diversity and community engagement team	McDaniel	On Track
3. Create a community group engagement and communications plan	Jansen	Not Started
4. Begin engaging with community groups	Jansen	Not Started

Status Legend

Not Started - work on this milestone has not yet started

On Track - the owner expects to achieve the result this period

Off Track - the owner does not expect to achieve the result this period

Complete - the result has been achieved and accepted, no further updates will be provided

Deferred - the milestone has been deferred at this time

2022-2024 Strategic Plan Tracking



Priority: Modernize Community Safety

Key Milestones By Dec 31, 2022	Owner	Status
1. Complete an operations review	Jansen	On Track
2. Support committees as needed to define NRPD policy and role as it pertains to homelessness, mental health, and addiction	McDaniel	On Track
3. Support the City's work on the Peer Assisted Crisis Team on addressing mental health, homelessness, and addiction	McDaniel	On Track
4. Implement Police Act recommendations	Jansen	Not Started
5. Begin implementing unbiased policing standards	Jansen	Not Started
6. Establish Key Performance Indicators (KPIs) with Board Approval	McDaniel	On Track
7. Establish Board engagement plan	Jansen	Not Started

Status Legend

- Not Started** - work on this milestone has not yet started
- On Track** - the owner expects to achieve the result this period
- Off Track** - the owner does not expect to achieve the result this period
- Complete** - the result has been achieved and accepted, no further updates will be provided
- Deferred** - the milestone has been deferred at this time



Priority: Invest in our People

Key Milestones By Dec 31, 2022	Owner	Status
1. Design and implement an employee engagement survey	Hyland	Not Started
2. Implement DEIAR recommendations	McDaniel	On Track
3. Pilot City performance reviews with two selected units to support growth and career planning	Andrew	On Track
4. Establish a standard on-boarding and exit interview process for staff	Andrew	On Track
5. Complete a needs assessment and business case for an HR system	Andrew	On Track
6. Retain a consultant to define a wellness program including goals, components, gaps, and recommendations	Hyland	Not Started

Status Legend

Not Started - work on this milestone has not yet started

On Track - the owner expects to achieve the result this period

Off Track - the owner does not expect to achieve the result this period

Complete - the result has been achieved and accepted, no further updates will be provided

Deferred - the milestone has been deferred at this time



New Westminster Police Department

REPORT

To: Mayor Cote and Members of the New Westminster Police Board **Date:** April 19, 2022

From: Inspector McDaniel **Item #:** 3.2

Subject: Special Investigation Unit – Timeline to Implement Recommendations

RECOMMENDATION

That the New Westminster Police board receives the submitted report for information.

PURPOSE

The purpose of this report is to provide the New Westminster Police Board with a timeline with respect to implementing recommendations from “*Final Draft Report – an Evaluation of the New Westminster Police Department Special Investigations Unit*” completed by Garth Davies, SFU and Carla Hotel, Douglas College. Within this report contained several recommendations for the Special Investigations Unit and a timeline has been established for implementation.

BACKGROUND

The Special Investigations Unit was formed in 2018 and the above-noted report was completed to determine the effectiveness in investigation sexual assaults. Within that report contained a list of recommendations for the Special Investigations Unit.

DISCUSSION

Please see the attached table.

FINANCIAL IMPLICATIONS

None at this time.

OPTIONS

Option 1: That the New Westminster Police Board receives the submitted Report for information.

Option 2: That the Board provides staff with alternate direction.

Staff recommends option 1.

ATTACHMENTS:

This report has been prepared by: Inspector Diana McDaniel

This report was approved by Dave Jansen, Chief Constable

Timeline to Implement SIU Recommendations

Summary: At the Police Board meeting on February 15th, 2022, it was requested that estimated dates of completion be provided for SIU recommendations, as stated in the Police Board Report entitled: *Special Investigations Unit – Review of Recommendations*.

The following includes the estimated date of completion beside each recommendation.

Action	Status	Target Completion Date	Responsible
Continue our work with the Province in the development of the standards regarding sexual assault investigations. Implement the recommended training, resources and related materials.	In progress	Estimated time of completion is early 2023	A/Sergeant Andrew Leaver
Plan meeting with external police agencies and community advocates to discuss trends and best practices.		June/July 2022	A/Sergeant Andrew Leaver and Detective Constable Jenn Brougham
Create a way to collect data on the SIU. One suggestion being discussed is to have a link on the NWPD brochure or on the back of a member's business card. Victims could anonymously access this link and provide feedback on the unit.		Fall 2022	A/Sergeant Andrew Leaver and Bailey Keeler
Police effectiveness could be measured by charge approval, using victim centered approach and trauma informed practice during investigations.		January 2023	A/Sergeant Andrew Leaver
Consider moving SIU under MCU for greater resources and team environment. This would make it more attractive for members and could result in an increase in applications to the unit.		Fall 2022 - After completion and review of recommendations in the Operational Review	Senior Management Team
Policies and procedures regarding sexual assault victims under the age of 18 years need to be reviewed and best practices applied		January 2023	A/Sergeant Leaver and Inspector, Prevention Services
Social media plan to increase public awareness of SIU and what it can offer		June/July 2022	Communications Specialist Hailey Finnigan and A/Sergeant Leaver
Inform the public and counsellors about blind reporting and third party reporting so they know its availability.		June/July 2022	Inspector, Prevention Services

Note: We anticipate the completion of the Operational Review in summer 2022 and believe that we will have more clarity in deciding on the placement of SIU within the NWPD. We want to ensure the Unit will operate at optimal effectiveness and to continue to provide a professional and compassionate approach to sexual assault investigations.

Heather CORBETT

From: BCA Police Boards <bcapbs@gmail.com>
Sent: March-02-22 2:58 PM
To: Heather CORBETT
Cc: Sasha Ramnarine (Police Board)
Subject: BCAPB 2022 Conference & AGM - Sponsorship Request

Categories: Police Board

Sending on Behalf of Charla Huber

Mayor Jonathan Cote
Chair, New Westminster Police Board
c/o Ms. Daisy Dyer via email ddyer@nwpolice.org

Dear Mayor Cote:

Re: Sponsorship Request – 2022 BCAPB Annual General Meeting and Conference

The BC Association of Police Boards would like to invite you to sponsor our 2022 Conference and AGM. The 2022 Conference theme is "Reconnection". It is being hosted by the Surrey Police Board and will take place at the Civic Hotel, Surrey, BC, on May 26 and 27, 2022. There will be opportunities to interact in joint dialogue and information-sharing sessions.

The opportunities for sponsorships range from a coffee break at \$475 each, a breakfast at \$550, a lunch at \$700, and a welcoming reception at \$900.

In every case, sponsors will be acknowledged in the conference program. However, if you prefer to make a generic contribution in any amount we will be pleased to allocate your funding according to need, again with acknowledgment.

If your board is able to assist in this manner, cheques should be made payable to the **BC Association of Police Boards and forwarded to Veronica Bandet, BCAPB, 1127 Fort Street, Victoria BC V8V 3K9.**

Thank you for your consideration. We look forward to hearing from you at your convenience and if we can provide further information please contact me at 250-686-7592 or Veronica Bandet, Administrative Assistant at 250-216-1205.

Charla Huber
President
BC Association of Police Boards