



NEW WESTMINSTER POLICE BOARD

OPEN AGENDA

Tuesday, January 16, 2024 at 0930

Join in-Person:

555 Columbia Street, New Westminister

Join via Zoom: <https://us02web.zoom.us/j/88158165813>

Webinar ID: 881 5816 5813

+1 778 907 2071

✓ Indicates Attachment

We recognize and respect that New Westminister 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 Acknowledgement	<i>Police Board</i>
✓	1.2 Adoption of Open Agenda: January 16, 2024	<i>Police Board</i>
2	CONSENT AGENDA	
✓	2.1 Approval of Open Minutes: November 21, 2023	<i>Police Board</i>
	2.2 Police Board Member Reports	
✓	2.3 Statistics: November & December 2023	
	2.4 Monthly Report on NWPD Overtime: December 2023	
✓	2.5 Policy: AB195.01, AD90, AB250	
✓	2.6 Street Check Audit Report	
✓	2.7 Police Board Correspondence	
	(a) North Vancouver Emergency Call Taking and Dispatch Update	
	(b) December 2023 E-Comm Update from George Madden	
3	ONGOING BUSINESS	
	3.1 Appointment of BCAPB Representatives	<i>Police Board</i>
4	NEW BUSINESS	
	4.1 Chief Constable Jansen Announcement	<i>Chief Constable Jansen</i>
	NEXT MEETING	
	Date: February 20, 2024 @ 0930	
	Location: Blue Room, 555 Columbia Street	
	ADJOURNMENT OF OPEN MEETING	



NEW WESTMINSTER MUNICIPAL POLICE BOARD

November 21, 2023 at 0930

In-Person and via ZOOM

NWPD, 555 Columbia Street, New Westminster, BC

MINUTES of Regular Meeting

PRESENT:	Mayor Patrick Johnstone	Chair
	Ms. Heather Boersma	
	Mr. Patrick Lalonde	
	Mr. Drew Hart	
	Mr. Alejandro Diaz	
	Ms. Mary Trentadue	
STAFF:	Chief Constable Dave Jansen	
	Deputy Chief Constable Hyland	
	Inspector Andrew Perry	
	Inspector Eamonn Ward	
	Inspector Aman Gosal	
	Ms. Jacqueline Dairon	Finance Supervisor
	Ms. Daisy Dyer	Police Board Secretary
	Ms. Hailey Finnigan	Media Relations

The meeting was called to order at 09:52 a.m.

1. ADOPTION

1.1 Land Acknowledgement

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.

1.2 Adoption of Regular Agenda: November 21, 2023

MOVED AND SECONDED

THAT the New Westminster Police Board approve the November 21, 2023, Regular Agenda

CARRIED

CONSENT AGENDA

- 2.1 Approval of Open Minutes: October 17, 2023**
- 2.2 Police Board Member Reports**
- 2.3 Statistics: October 2023**
- 2.4 Monthly Report on NWPD Overtime: October 2023**
- 2.5 Police Board Correspondence**
 - 2.5 (a) JIBC PA F25 Recruit Tuition and Cost Recovery Rates**
 - 2.5 (b) October 2023 E-Comm Update from George Madden**

MOVED AND SECONDED

THAT item 2.2 and 2.5(a) be removed from the Consent Agenda; and

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

CARRIED

ITEMS REMOVED FROM THE CONSENT AGENDA

2.2 Police Board Member Reports

Mr. Hart reported that his schedule no longer permits him to represent the New Westminster Police Board on the BC Association of Police Boards (BCAPB). A brief discussion ensued regarding potential replacements, however, no new representatives were identified. Mayor Johnstone directed that this matter be placed on the agenda at the upcoming meeting on January 16, 2024.

Received for information.

2.5(a) JIBC PA F25 Recruit Tuition and Cost Recovery Rates

Ms. Trentadue asked if there is a process in place for recovering tuition fees in instances where a new recruit leaves for another agency, with JIBC fees having been paid by the department. Chief Constable Jansen explained that there have been previous discussions regarding an employment contract with recruits, however, there is nothing in place. A report to the Board on the matter will be provided at the police board meeting in February 2024.

Received for information.

3. ONGOING BUSINESS

3.1 Strategic Plan Update

The NWPB Senior Leadership Team has conducted several planning sessions to update the 2024 milestones and status report. These updated milestones have considered both the New Westminster Strategic Plan and the current provincial requirements.

The refreshed milestones reflect the department's continued commitment to Indigenous Peoples Engagement, Community Engagement, Service Delivery and Technology improvement, Workplace Health and Engagement and Diversity, Equity, Inclusion and Anti-Racism principles.

The Senior Leadership Team continue to operationalize the Strategic Priority milestones and will keep the Board apprised of progress. It was noted that several of these items will involve costs that have not been directly budgeted for in 2024.

Ms. Trentadue asked that the milestones be reflected in the budget. Chief Constable Jansen explained that this would ordinarily be the practice, however, the timelines did not align. Chief Constable Jansen assured the Board that the milestones will be shown in the budget going forward.

MOVED AND SECONDED

THAT that the New Westminster Police Board approve the Strategic Priority milestones for 2024.

CARRIED

3.2 Q3 2023 Financial Report

Ms. Dairon gave a brief overview of the Q3 2023 Financial report, noting that there is a favourable variance, trending where anticipated.

Received for information.

3.3 Approval of 2024 Provisional Capital Budget

3.4 Approval of 2024 Provisional Operating Budget

Chief Constable Jansen presented the 2024 New Westminster Police Department provisional budget to the Police Board for approval.

As required in the *Police Act*, a police board must approve a provisional budget by November 30th of each year.

Chief Constable Jansen spoke to the impact of several years of unaddressed staffing challenges. The pop to cop ration in New Westminster is the highest differential in the region, with the second-lowest budget growth of any regional municipal police agencies. The growth of sworn members is also penultimate amongst these same comparators. Chief Constable Jansen emphasized the importance of remedying these discrepancies noting that it impacts public safety and, ultimately, the health and wellbeing of staff.

At the upcoming police board meeting in January, management will present the Board with the results of a recent mental health and workplace culture survey that was conducted. The survey identified that the primary contributor of stress as per sworn and civilian staff is staff shortages. The 2024 budget is reflective of the Board's direction to address this matter and further builds on last year's backfill strategy.

Additionally, the provisional budget includes funding for an in-house human resources manager in order to provide effective human resource management to all staff, and to assist in building out a plan addressing the areas identified in the Mental Health and Workplace Culture survey.

Other increases fall outside of being discretionary and include contractual obligations such as collective agreements and ECOMM increases, with ECOMM now making up 16% of the 9.6% budget increase request.

Discussion ensued regarding the backfill strategy and the timeline for hiring a human resources manager.

The Board collectively acknowledged both the hard work and the challenges faced in putting together a comprehensive budget for 2024.

MOVED AND SECONDED

THAT the New Westminster Police Board approve the New Westminster Police Department 2024 Provisional Capital and Operating budget

CARRIED

4. NEW BUSINESS

None

ADJOURNMENT of Regular Meeting

Chair Johnstone adjourned the meeting at 1024.

Next meeting

The next meeting will take place on Tuesday, 16 January, 2024, at the New Westminster Police Department in the Blue Room

PATRICK JOHNSTONE
CHAIR

DAISY DYER
RECORDING SECRETARY



November 2023 - Statistics

Crime Type Category ¹	2023 October	2023 November	November 3YR Avg	YTD 2021	YTD 2022	YTD 2023	YTD 3YR Avg	% Change 2023-2022
Persons Offences								
HOMICIDE	1	0	0	5	0	2	2	N/A ²
ATTEMPTED HOMICIDE	0	0	0	1	2	1	1	-50%
SEXUAL ASSAULTS	5	4	5	52	58	54	55	-7%
ASSAULT-COMMON	36	33	30	311	327	409	349	25%
ASSAULT-W/WEAPON OR CBH	11	10	13	156	167	140	154	-16%
ASSAULT-AGGRAVATED	1	0	0	6	4	8	6	100%
ROBBERY	3	4	4	55	54	66	58	22%
Total Monitored Persons Offences	57	51	53	586	612	680	626	11%
Domestic Violence								
DOMESTIC VIOLENCE	36	43	44	519	576	516	537	-10%
FAMILY VIOLENCE	16	20	19	272	234	244	250	4%
Property Offences								
BREAK & ENTER-BUSINESS	14	8	10	205	137	110	151	-20%
BREAK & ENTER-RESIDENCE	4	3	7	54	63	79	65	25%
BREAK & ENTER-OTHER	6	6	5	62	47	59	56	26%
THEFT OF VEHICLE	15	10	13	116	127	121	121	-5%
THEFT FROM VEHICLE	26	34	55	758	616	487	620	-21%
THEFT-OTHER OVER \$5000	0	0	0	10	12	14	12	17%
THEFT-OTHER UNDER \$5000	49	42	37	341	367	519	409	41%
MISCHIEF OVER \$5000	3	1	2	11	9	12	11	33%
MISCHIEF \$5000 OR UNDER	33	52	47	486	447	479	471	7%
Total Monitored Property Offences	150	156	176	2043	1825	1880	1916	3%
Traffic Offences								
Collisions								
COLLISION-FATAL	0	0	0	0	3	2	2	-33%
COLLISION-NON-FATAL INJURY	5	4	7	101	100	82	94	-18%
COLLISION-ALL OTHERS	42	50	56	393	535	487	472	-9%
Total Collision Offences	47	54	64	494	638	571	568	-11%
215 Impaired								
215 ALCOH-24HR & DRUG	1	3	3	54	40	39	44	-3%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	7	11	14	149	153	149	150	-3%
215 ALCOH IRP WARN	3	5	4	44	60	65	56	8%
IMPAIRD OP MV (DRUGS & ALCOH)	8	6	14	120	182	123	142	-32%
Weapons Offences								
WEAPONS	8	4	6	77	64	79	73	23%
Other Non-Criminal Offences								
BYLAW	15	24	21	296	248	325	290	31%
FALSE ALARMS	63	43	65	701	889	749	780	-16%
MISSING PERSONS	26	20	18	213	251	237	234	-6%
MENTAL HEALTH RELATED	48	47	38	682	467	545	565	17%
DISTURBED PERSON/ATT SUICIDE	48	35	45	608	500	484	531	-3%
SUDDEN DEATH	12	11	12	157	128	130	138	2%
DOMESTIC DISPUTE-NO ASSAULT	16	29	28	393	327	339	353	4%

¹ The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCIS 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: 2023-12-13. 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.



Downtown Statistics

<i>Crime Type Category</i>	2022 November	2023 November	November 3YR Avg	YTD 2021	YTD 2022	YTD 2023	YTD 3YR Avg	% Change 2023-2022
<i>ASSAULT-COMMON</i>	13	8	10	96	114	154	121	35%
<i>ASSAULT-W/WEAPON or CBH</i>	4	3	4	54	80	63	66	-21%
<i>ASSAULT-AGGRAVATED</i>	0	0	0	1	3	5	3	67%
<i>ROBBERY</i>	1	2	2	22	26	41	30	58%
<i>BNE-BUSINESS</i>	1	4	2	83	41	45	56	10%
<i>BNE-RESIDENCE</i>	0	1	1	8	7	19	11	171%
<i>THEFT FROM AUTO - OVER AND UNDER \$5000</i>	7	10	13	232	120	122	158	2%
<i>THEFT-OTHER - OVER AND UNDER \$5000</i>	14	16	14	141	139	190	157	37%
<i>MISCHIEF - OVER AND UNDER \$5000</i>	9	20	15	188	126	150	155	19%
<i>MENTAL HEALTH RELATED</i>	10	17	13	213	141	168	174	19%



December 2023 - Statistics

Crime Type Category ¹	2023 November	2023 December	December 3YR Avg	YTD 2021	YTD 2022	YTD 2023	YTD 3YR Avg	% Change 2023-2022
Persons Offences								
HOMICIDE	0	0	0	5	0	2	2	N/A ²
ATTEMPTED HOMICIDE	0	0	0	1	2	1	1	-50%
SEXUAL ASSAULTS	4	6	5	55	64	60	60	-6%
ASSAULT-COMMON	35	26	34	348	365	437	383	20%
ASSAULT-W/WEAPON OR CBH	10	5	10	169	179	146	165	-18%
ASSAULT-AGGRAVATED	0	2	2	7	6	10	8	67%
ROBBERY	4	3	3	56	58	69	61	19%
Total Monitored Persons Offences	53	42	53	641	674	725	680	8%
Domestic Violence								
DOMESTIC VIOLENCE	43	29	46	606	627	550	594	-12%
FAMILY VIOLENCE	22	18	22	268	258	267	264	3%
Property Offences								
BREAK & ENTER-BUSINESS	8	18	15	231	139	131	167	-6%
BREAK & ENTER-RESIDENCE	3	7	7	58	72	86	72	19%
BREAK & ENTER-OTHER	6	9	6	67	51	66	61	29%
THEFT OF VEHICLE	9	6	9	129	136	126	130	-7%
THEFT FROM VEHICLE	34	31	53	802	699	523	675	-25%
THEFT-OTHER OVER \$5000	0	1	1	11	13	15	13	15%
THEFT-OTHER UNDER \$5000	41	48	42	380	413	566	453	37%
MISCHIEF OVER \$5000	2	0	1	12	10	13	12	30%
MISCHIEF \$5000 OR UNDER	52	46	39	520	485	530	512	9%
Total Monitored Property Offences	155	166	173	2210	2018	2056	2095	2%
Traffic Offences								
Collisions								
COLLISION-FATAL	0	1	0	0	3	4	2	33%
COLLISION-NON-FATAL INJURY	7	10	11	113	112	99	108	-12%
COLLISION-ALL OTHERS	47	38	47	451	585	518	518	-11%
Total Collision Offences	54	49	59	564	700	621	628	-11%
215 Impaired								
215 ALCOH-24HR & DRUG	3	11	8	63	45	50	53	11%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	11	6	13	168	168	155	164	-8%
215 ALCOH IRP WARN	5	5	6	50	68	71	63	4%
IMPAIRD OP MV (DRUGS & ALCOH)	7	12	14	141	191	139	157	-27%
Weapons Offences								
WEAPONS	5	3	6	85	71	88	81	24%
Other Non-Criminal Offences								
BYLAW	26	29	24	317	275	373	322	36%
FALSE ALARMS	43	51	69	779	967	800	849	-17%
MISSING PERSONS	20	27	22	236	267	265	256	-1%
MENTAL HEALTH RELATED	47	44	45	728	513	620	620	21%
DISTURBED PERSON/ATT SUICIDE	36	36	48	665	552	531	583	-4%
SUDDEN DEATH	11	10	11	171	136	140	149	3%
DOMESTIC DISPUTE-NO ASSAULT	25	25	30	428	356	359	381	1%

¹ The above statistics were extracted from LMD PRIME, General Occurrences (GOs) with CCIS 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: 2024-01-04. Please contact the New Westminster Police Department - Criminal Intelligence Unit for more information.

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Downtown Statistics

<i>Crime Type Category</i>	2022 December	2023 December	December 3YR Avg	YTD 2021	YTD 2022	YTD 2023	YTD 3YR Avg	% Change 2023-2022
<i>ASSAULT-COMMON</i>	16	9	12	107	130	164	134	26%
<i>ASSAULT-W/WEAPON or CBH</i>	5	2	3	56	85	65	69	-24%
<i>ASSAULT-AGGRAVATED</i>	1	1	1	1	4	6	4	50%
<i>ROBBERY</i>	0	1	1	23	26	42	30	62%
<i>BNE-BUSINESS</i>	1	5	7	97	42	52	64	24%
<i>BNE-RESIDENCE</i>	0	0	0	9	7	19	12	171%
<i>THEFT FROM AUTO - OVER AND UNDER \$5000</i>	8	11	9	240	128	131	166	2%
<i>THEFT-OTHER - OVER AND UNDER \$5000</i>	12	11	10	147	152	202	167	33%
<i>MISCHIEF - OVER AND UNDER \$5000</i>	11	16	10	192	137	166	165	21%
<i>MENTAL HEALTH RELATED</i>	14	19	16	229	155	196	193	26%

Work Reintegration

AB 195.01

New: December 2023

AB 195.01

RISK ASSESSMENT: Medium

POLICY

1. The New Westminster Police Department (NYPD) establishes a work reintegration process for employees who have been involved in a Critical Incident and for employees who are returning to work after an extended leave of absence or non-operational role.

REASON FOR POLICY

2. To promote employee wellness by recognizing and effectively supporting each employee's individual return to work needs.
3. To ensure employees are prepared and confident to return to their specific roles.
4. To provide NYPD employees with direction and guidance with respect implementing a work reintegration process for employees when they have been off work due to involvement in a Critical Incident or for employees who are returning to work after an extended leave of absence or non-operational role.

DEFINITIONS

5. **Critical Incident** - Any event which creates unusually strong emotions in an individual which may interfere with the person's ability to function during or after an incident.
6. **Work Reintegration Program** - A streamlined, peer-driven return-to-work process for police sworn members and other public safety personnel, featuring an interactive process of dealing with the stress of a critical incident. The program has two variants: short-term and long-term.
7. **Reintegration Team** - This should be a cross trained team, which may include sworn members who are firearms instructors, control tactics instructors, CISM/Peer

support team members, and any medical or disability clinicians who are working with the employee undergoing the reintegration process. The team is responsible for facilitating the reintegration program for an employee who has been exposed in a critical incident. At least one of the reintegration team members should be qualified in reintegration training and one needs to be designated as the Reintegration Team Leader.

8. **Reintegration Team Leader** - An employee designated to provide guidance, instruction, direction and leadership to the reintegration team for the purpose of facilitating the reintegration program for an employee who has been exposed to a critical incident. This employee should be qualified in reintegration training.
9. **Return-to-Work Coordinator** - An NCO from the Administration Division responsible for ensuring the employee is offered and/or receives the appropriate reintegration training after being exposed to a critical Incident or after an extended leave of absence. Typically, this will be the Staff Sergeant of the Administration Services Section.

Short-term Reintegration Program

10. The short-term program is intended for sworn members, who have experienced critical incidents, like sworn member-involved shootings, fatal Conductive Energy Weapon deployments, fatal or serious collisions involving sworn members, attempts to disarm and serious use of force events.

Goals of the Short-term Reintegration Program

11. The primary goal is to get the sworn member back to work shortly after a critical incident while diminishing the potential for long-term psychological injury. It is a step-by-step process that can address the unique stressors sworn members may experience soon after a critical incident. The pace, scope, depth and goals of the program must be dictated by the individual sworn member.
12. The program intends to acknowledge that the sworn member has been through a potentially psychological traumatic event and to provide the opportunity to work through any triggers the event has created, while ensuring the sworn member is in the safety of a controlled environment. This ensures that the sworn member is able to reflect on the event at their own pace while regaining their confidence post-event.

Long-term Reintegration Program

13. The long-term program is intended for sworn members who have suffered a major injury at work; sworn members who have had suicidal ideations or attempts, which have resulted in seizure of their firearm; and sworn members who are returning to

work after a Post-Traumatic Stress Disorder diagnosis or other mental health injury/illness/disorder.

Goals of the Long-term Reintegration Program

14. The goal is to assist sworn members who have been off work for an extended period of time return to the normalcy of work settings by providing supports and training that are outside the scope of what they have received from their health care provider (i.e., psychologist, clinician, or occupational therapist).
15. Specially trained instructors use profession-specific tools and equipment to ease the sworn member back into work settings while at the same time conducting confidence-building exercises and drills. The long-term program is a hybrid approach joining clinical care, peer support and traditional police training. The sessions are at the sworn member's own pace and are individually tailored to their needs. The basic framework for sessions within the long-term program follows that of the short-term program. One key exception is that sessions within the long-term program are spread out and slowed down for sworn members compared to the short-term program.

Extended Leave Reintegration Program

16. The extended leave program is intended for employees who are returning to work after a prolonged absence due to maternity, parental, or other types of administrative leaves.

Goals of the Extended Leave Reintegration Program

17. The purpose of this training is to address any concerns and/or needs offered by the employee and/or the organization to ensure the employee is prepared and confident to return to their specific role(s).

Use of Force Qualifications

18. The Short and Long-term reintegration programs are a distinct and separate program and must not be combined with any use of force and/or other qualification processes.
19. If an employee is required to participate in any use of force and/or other qualification processes, the qualification process can only be completed once the employee has successfully completed the reintegration program.

Reintegration Team Leader Responsibilities

20. The following are the Reintegration Team Leader's responsibilities during the Reintegration process:
- a. Confirm with the Return-to-Work Coordinator that you are the Team Leader and can make contact with the involved employee.
 - b. Confirm if the employee has seen and been cleared by a psychologist to start the reintegration process.
 - c. Confirm a secondary reintegration member to work with you.
 - d. Start the scheduling process, if applicable, ideally wait until the employee has finished any IIO interviews prior to starting the reintegration process.
 - e. Contact the range for availability (if applicable).
 - f. Contact the involved employee:
 - i. Explain who you are, your role, and the reintegration program.
 - ii. Confirm that the employee has completed their IIO interview and/or psychological assessment.
 - iii. Explain the stages of the reintegration process.
 - iv. Explain to them that the reintegration process is completely separate from any use of force qualification processes.
 - v. Advise that this could take two hours, a day, or more; it is up to them and their process.
 - vi. Explain that they should drive themselves and not rely on others so that they do not feel pressured for time.
 - vii. Explain the importance of not booking any other appointments on this day (i.e., Psychologist Appointment, etc.).
 - viii. Confirm that the employee has already been re-issued a firearm.
 - ix. Offer to meet with the employee prior to the reintegration start date if that is something they need.
 - x. Discuss dates that could work for everyone.
 - g. Notify the Return-to-Work Coordinator if there are any reintegration scheduling conflicts or issues.
 - h. Contact the involved employee via phone or email to confirm:
 - i. The date;
 - ii. The time;
 - iii. The location;
 - iv. The equipment that they will require; and
 - v. If this was completed over the phone, send a follow up email to the employee, reintegration team member, and the Return-to-Work Coordinator.

- i. Complete the reintegration:
 - i. If the employee needs more time, contact the Return-to-Work Coordinator and advise of the situation;
 - ii. If the involved employee has completed the process to their and the reintegration team members satisfaction, advise them that an email will be sent to the Return-to-Work Coordinator and the employee, advising that the employee has completed the reintegration process and is clear to return to work.
 - iii. Assure the employee that if they feel like they want more range time, or if anything else arises, that they can come talk you about it.
 - iv. Advise them that you will be following up with them at the one month, three month and one year anniversary to check on their well-being, progress and ensure continuity of support.
 - v. Recommended - create an event in your Outlook Calendar to remind you to check in with the involved employee at the one month, three month and one year anniversary.

Car Mileage Allowance - Personal Vehicles

AD90

Revised: December 2023

AD90

RISK ASSESSMENT: Low

POLICY

1. The New Westminster Police Department (NYPD) will pay a car mileage allowance to employees when they are required to use their own vehicle for NYPD business purposes.
2. ~~The rates may be revised from time to time as circumstances warrant.~~
The mileage reimbursement rates will align with current Canada Revenue Agency (CRA) rates.
3. All employees are responsible for ensuring the vehicle they use in the course of their employment is adequately and properly insured.
4. The NYPD will reimburse an employee for up to \$300 towards their insurance in deductible costs if, while operating their vehicle in the course of performing their duties, they are involved in an accident, or cause or sustain damage to their vehicle.

Viewing Personnel Files

AB250

Revised: December 2023

AB250

POLICY

1. Sworn and Civilian Members of the New Westminster Police Department may view their personnel files.
- ~~2. Sworn and Civilian Members who wish to review their files must make a request to do so to their Divisional Manager. The Member's Divisional Manager will then confirm a date and time at which the files will be made available.~~



New Westminster Police Department

REPORT

To: Mayor Johnstone and Members of the New Westminster Police Board **Date:** January 16th, 2024

From: Inspector Trevor Dudar **Item #:** 2.6

Subject: Street Checks Policy (Police Stops) OB235 – Audit Report

RECOMMENDATION

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

BACKGROUND

The Government of British Columbia completed a public engagement process in April, 2018, and released a document called “Promoting Unbiased Policing in B.C. Public Engagement Process.” This process was taken to garner a deeper understanding regarding the public’s views on equitable or unbiased policing. This was the impetus for the implementation of new policing Standards with respect to unbiased policing in British Columbia. There has been intense interest in the police practice of street checks in British Columbia and across Canada, mostly due to an over-representation of marginalized members of society.

In October, 2019, the Government of British Columbia (BC) issued the new British Columbia Provincial Policing Standards (BCPPS) 6.2.1 *Police Stops* (“Standard”) which took effect on January 15, 2020.

On January 21, 2020, the New Westminster Police Board approved this new policy entitled ‘Street Checks (Police Stops) OB235’ to provide direction to the NWPB members to ensure compliance with the new British Columbia Provincial Policing Standard (BCPPS) 6.2.1 Police Stops standard. Also, in early 2020, all NWPB members received in-house training for the new BCPPS for Police stops and the newly developed NWPB policy. Later in 2020, all NWPB members also completed an on-line course through the Canadian Police Knowledge Network (CPKN).

STREET CHECK POLICY OVERVIEW

As a refresher, a Street Check is any voluntary interaction between a police officer and a person that is more than a casual conversation and which impedes the person’s movement. A Street Check may include a request for identifying information depending on the circumstances. The decision to conduct a Street Check shall not be based on identity factors and shall not be based solely on that person sharing an identity factor with a person being sought by the police. Random or arbitrary Street Checks shall not be conducted. In a Street Check, the person was not found committing an offense, but the police observe a suspicious behavior or concern about the person’s safety.

Members are not permitted to request or demand, collect or record a person’s identifying information without a justifiable reason, such as lawful detention or arrest, an investigation of an offence and an imminent public safety threat.

Members may request that a person voluntarily provide identifying information provided that it serves a specific public safety purpose or objective, such as assisting in locating a missing person, an objectively reasonable concern for a person’s immediate safety and assisting a person in distress to refer them to health or other support services.

The Police can conduct Street Checks when they are making enquiries into reasonable and legitimate public safety purposes such as suspicious activity, crime prevention or intelligence gathering. Police choosing to conduct a Street Check may do so provided it is lawful and complies with policy.

STREET CHECK DOCUMENTATION

When a member conducts a Street Check, for which identifying information was requested, the member shall document it in a PRIME Street Check Report. A Street Check report will not be used to document any incident for which a General Occurrence (GO) report would normally be submitted.

ANNUAL AUDIT

The BCPPS 6.2.1 Police Stops standard requires police departments to conduct an annual audit to determine if Street Check interactions and the documenting of them by police officers are in compliance with the policy.

This annual audit will report on:

1. Yearly totals of Street Check files for the year 2023
2. Ethnicity of persons that were the subject of a Street Check in 2023
3. Analysis of any Street Check files

STATISTICS

1. Yearly totals of Street Check files 2023 – 0
2. Ethnicities of persons checked 2023 – Not applicable
3. Analysis of any Street Check files – Not applicable

CONCLUSION

This report is provided to the New Westminster Police Board for information purposes for compliance under the new British Columbia Provincial Policing Standards (BCPPS) 6.2.1 *Police Stops* (“Standard”). The New Westminster Police Department’s policy ensures that Street Checks will be performed and documented in an unbiased and lawful manner.

OPTIONS

Option #1 – *That the New Westminster Police Board accept this report for information.*

Option #2 – *That the New Westminster Police Board provide further direction to staff*

Staff recommends option 1.

This report has been prepared by:

Inspector Trevor Dudar
Patrol Division

December 7, 2023

To: E-Comm Shareholders and Police Agency Partners

Sent by email

RE: North Vancouver Emergency Call Taking and Dispatch

Dear Shareholders and Police Partners:

I am writing to advise you that E-Comm and the City of North Vancouver have signed a memorandum of understanding (MOU) for E-Comm to provide interim services for emergency call-taking and dispatch on behalf of the North Vancouver RCMP, beginning in early 2024.

Severe staffing shortages at the North Vancouver operational communication centre are impacting its ability to sustain these services for the future. As a result, both the City and the Province requested last month that E-Comm assist in finding a solution. For your reference, I attach copies of the Province's request, and E-Comm's response.

This is not work that E-Comm wanted or sought out. As we have noted to the Province, we continue to manage our own staffing challenges. We have clearly communicated for some time that we are not in a position to take on new clients while we continue to stabilize our staffing and service levels, and we have declined multiple requests from agencies to take on new work.

However, in light of the urgent circumstances in North Vancouver, and the request from the Minister of Public Safety and Solicitor General to assist, we believe we have a duty to protect public safety and have agreed to help. This issue also highlights the labour-shortage challenge we collectively face as employers across B.C., particularly in high-pressure, round-the-clock roles such as emergency communications.

As a next step, E-Comm is now working with the City of North Vancouver to develop a detailed transition plan for migration of interim services, beginning with dispatch in early 2024, to be followed by emergency call-taking later in the year. Non-emergency call-taking is not within the scope of this plan.

Our first priority throughout this process is to minimize the impact to our staff and service levels on behalf of our existing partner agencies. There are many details of the transition still to be decided. We will keep you updated on the progress of this planning. I thank you for your ongoing support.

Thank you,


Stephen Thatcher
Vice-President, Operations

604.215.5008
Stephen.Thatcher@ecomm911.ca

Cc: Oliver Grüter-Andrew, President & CEO





BRITISH COLUMBIA

VIA EMAIL

Ref. 658353

November 8, 2023

Doug Campbell
Oliver Gruter-Andrew
Stephen Thatcher
E-Comm 911, Emergency Communications for British Columbia
3301 Pender Street East
Vancouver BC V5K 5J3
Email: Oliver.Gruter-Andrew@ecomm911.ca; Doug.Campbell@ecomm911.ca;
Stephen.Thatcher@ecomm911.ca

Dear Doug Campbell, Oliver Gruter-Andrew, and Stephen Thatcher:

As you are aware, the North Vancouver Operational Communications Centre (NV OCC) is currently challenged in its mandate to deliver reliable police emergency response call taking and dispatch services for the City and District of North Vancouver (the City). We understand that the City is working with the RCMP to develop a short-term strategy potentially involving the City of Coquitlam assisting on a temporary basis. Longer term, it is our understanding that the City has requested that E-Comm deliver emergency response call taking and dispatch services to stabilize the NV OCC.

I am advised that there are significant pressures on E-Comm's resources and I further understand that E-Comm is experiencing staffing challenges of your own. I am aware E-Comm has been approached by other municipalities to engage your services, in addition to the City. Given the imminent public safety risks posed by the current situation with the NV OCC, I request that E-Comm consider prioritizing emergency response call taking and dispatch services for the City. In order to support this work, I will also ask Telus to consider prioritizing the required infrastructure upgrades to the trunk lines prior to their planned infrastructure slowdown in December.

.../2

Doug Campbell
Oliver Gruter-Andrew
Stephen Thatcher
Page 2

Thank you for your assistance and partnership in this matter. Please connect with Megan Harris, Assistant Deputy Minister, Public Safety Transformation Team for further inquiries or support at Megan.Harris@gov.bc.ca.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Farnworth". The signature is stylized and cursive.

Mike Farnworth
Minister of Public Safety and Solicitor General
and Deputy Premier

pc: Leanne McCarthy, CAO, City of North Vancouver
Megan Harris, ADM, Public Safety Transformation Team

December 04, 2023

Honourable Mike Farnworth
Minister of Public Safety and Solicitor General
and Deputy Premier
sent via email

Dear Minister Farnworth:

I write in response to your correspondence dated November 8, 2023, asking E-Comm to prioritize North Vancouver's urgent request to take on its emergency response call answering and dispatch services, which North Vancouver had been providing from its Operational Communications Centre.

Given our purpose and mandate, E-Comm is fully committed to do what it can to minimize any risks to public safety and to work closely and collaboratively with North Vancouver as it transitions its service delivery model.

The Board of E-Comm shares your concerns regarding the significant pressures on E-Comm's resources, including on our exceptional personnel. Our Board is, and must continue to be, attentive to our existing partners to ensure that E-Comm maintains performance stability while balancing the increased demands this urgent request places on our financial and human resources. The Board will also ensure that E-Comm's consideration of service requests from other municipalities are reviewed in light of current and anticipated capacity. For these reasons, the Board has asked Management to outline the short-term gap in necessary resourcing to the Ministry and to ask for financial help bridging it. We appreciate the Ministry's continued support of and partnership with E-Comm as we work together to protect British Columbians.

Thank you for your continued confidence in E-Comm.

Yours truly,



Doug Campbell
Chair, E-Comm Board of Directors

Cc: Leanne McCarthy, CAO, City of North Vancouver
Megan Harris, ADM, Public Safety Transformation Team



December 14, 2023

To: E-Comm Shareholders and Police Agency Partners

Sent by email

Re: Update Regarding North Vancouver Emergency Call Taking and Dispatch

Dear Shareholders and Police Partners:

This is an update to my correspondence to you on December 7, 2023, advising that E-Comm and the City of North Vancouver had signed a memorandum of understanding (MOU) for E-Comm to provide interim services for emergency call-taking and dispatch on behalf of the North Vancouver RCMP, beginning in early 2024.

We learned this week that, as a result of unforeseen circumstances, North Vancouver RCMP's dispatch support needs are more pressing than anticipated.


Given the urgency, and potential impact on public and police officer safety, the City and District of North Vancouver, the RCMP and the Provincial Government, asked E-Comm to bring forward the start date for our North Vancouver dispatch service to next Monday, December 18. Under these extraordinary circumstances, we agreed to stand up a **primary dispatch channel only** while emergency call-taking will remain with the Coquitlam RCMP for the time being, and non-emergency calls will remain with North Vancouver.

We are accelerating aspects of the previously-planned phased transition, with multiple teams working at full steam to pivot and make the necessary adjustments to be operational by Monday. However, we simply cannot support a North Vancouver RCMP dispatch channel without releasing capacity from elsewhere. Therefore, as an interim measure only, we will do so by making temporary adjustments to the staffing of an RCMP info channel. We do not anticipate any negative impact on service delivery to other police agencies as a result of this adjustment.

We continue to monitor this evolution closely with a focus on minimizing the impact on our staff and service levels on behalf of our existing partner agencies.

I will keep you updated on the progress, but invite you to contact me directly with any questions.

Thank you,



Stephen Thatcher
Vice-President, Operations

604.215.5008
stephen.thatcher@ecomm911.ca

cc: Oliver Grüter-Andrew, President & CEO



E-COMM DECEMBER UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

We are writing to share with you our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of our police and local government partners, and the public we serve.

Service level and call volume update:

- *Lower Mainland police emergency call taking service levels remain highest in over 5 years* – Despite significant call volume increases, year-to-date service levels to end of November for police emergency call-taking remain above target (88% of calls answered within 10 seconds) in the Lower Mainland for the first time in five years at 88.6%, and 87.4% on Vancouver Island.
- *Lower Mainland police non-emergency (NER) service levels continue to improve* – Year-to-date police NER results remain on target on Vancouver Island (80% of calls answered within 3 minutes), and significantly improved in the Lower Mainland at 62.3%, from 44.0% in 2022.
- *Decreased Lower Mainland NER abandoned call rates* – Our abandoned call rate for police NER calls over 3 minutes is 13.2% year-to-date in the Lower Mainland, down from 26.7% in 2022; and 5.7% on Vancouver Island, versus 6.1% in 2022. Lower Mainland average speed to answer has improved to 4 minutes, from nearly 12 minutes last year, and we have answered nearly 59,000 more calls. These improvements are directly due to the transformation initiatives underway.
- *9-1-1 call volumes continue to stabilize* – After record increases in the first nine months of 2023, 9-1-1 call volumes stabilized in October and November, in line with 2022 levels. However, year-to-date volumes are still up 13%, placing significant pressure on our staff and financial outlook.

Other Transformation updates:

- *NER digital agent continues provide better call data* – Our “Amelia.ai” digital agent pilot with Vancouver Police continues to deliver a better caller experience by answering calls right away, deflecting calls that do not require personal support, and providing better data on reasons for calls. Almost half of calls to Amelia in October and November were repeated calls, a finding we are investigating. Top NER calls are theft, lost or missing property, missing persons and fraud.
- *New NER contact centre platform to go live January 31, 2024* – Our new Genesys “Contact Centre as a Service” technology platform remains on track to go live next month. The platform will improve the caller experience by enabling wait-time estimates and call-back options, improved call menus and information, SMS and call-transfer capabilities, and better crime data for police agencies.
- *NER Standard Operating Procedure (SOP) harmonization continues* – We implemented our sixth batch of harmonized NER SOPs on November 21, developed with our police partners, helping to simplify call handling by harmonizing how our 103 different NER “call types” are managed.
- *More call takers to strengthen service levels* – We onboarded 12 new dedicated NER call takers and 12 new police call takers in November, with another 12 of each to be hired in February.
- *North Vancouver RCMP transition* – Per our shareholder updates on December 7 and 14, the transition of North Vancouver dispatch services to E-Comm has been accelerated to December 18th. Emergency call taking will not transition to E-Comm until April.

E-Comm 9-1-1 DECEMBER 2023 UPDATE

TOTAL B.C. 9-1-1 CALL VOLUME UP



13% INCREASE IN 9-1-1 CALLS
 JAN. - NOV. 2023
 VS. JAN. - NOV. 2022



2,174,533

TOTAL 9-1-1 CALLS JAN. - NOV.

MORE POLICE CALL TAKERS



12 NON-EMERGENCY CALL
 TAKERS HIRED IN NOV.
 12 MORE IN FEB. 2024



12 EMERGENCY CALL TAKERS
 HIRED IN NOV.
 12 MORE IN FEB. 2024



POLICE NON-EMERGENCY IMPROVEMENTS



NEW CONTACT CENTRE
 TECHNOLOGY PLATFORM
 ON-TRACK FOR JANUARY



58% OF CALL-TYPE "STANDARD
 OPERATING PROCEDURES" NOW
 HARMONIZED AND IMPLEMENTED

**BEST PERFORMANCE IN 5 YEARS
 LOWER MAINLAND, JAN. - NOV.**

	Target	2019	2020	2021	2022	2023
9-1-1	95%/5s	96.8%	98.0%	92.1%	97.7%	98.2%
Police Emergency	88%/10s	81.1%	85.4%	83.4%	84.2%	88.6%
Police Non- Emergency	80%/180s	60.6%	67.4%	55.7%	44.0%	62.3%
Fire Emergency	90%/15s	86.7%	91.5%	90.3%	88.1%	93.2%

VANCOUVER ISLAND JAN. - NOV.

	Target	2019	2020	2021	2022	2023
9-1-1	95%/5s	96.7%	98.1%	92.5%	97.9%	98.2%
Police Emergency	88%/10s	78.3%	87.8%	90.1%	87.9%	87.4%
Police Non- Emergency	80%/180s	67.7%	80.7%	86.6%	79.7%	80.0%