



NEW WESTMINSTER POLICE BOARD

OPEN AGENDA

Tuesday, January 17, 2023 at 0930

In Person: Council Chambers at New Westminster City Hall

By Zoom: <https://us02web.zoom.us/j/84336311434?pwd=QlBkRXBjeDB4UVlxRkpKZCtXU2JZQT09>

Passcode: 824852

✓ 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 Acknowledgement	<i>Police Board</i>
✓	1.2 Adoption of Open Agenda: January 17, 2023	<i>Police Board</i>
2	CONSENT AGENDA	
✓	2.1 Approval of Open Minutes: November 29, 2022	<i>Police Board</i>
	2.2 Police Board Member Reports	
✓	2.3 Statistics: November and December 2022	
✓	2.4 Street Check Policy Audit Report	
✓	2.5 Policy: OB115 – Decriminalization of Controlled Substances	
✓	2.6 Police Board Correspondence	
	2.6 (a) Letter of Thanks to Cst. Curtis Heath	
	2.6 (b) Letter concerning Crime and Safety in the City of New Westminster	
	2.6 (c) December & January E-Comm Update from Mr. George Madden	
	2.6 (d) JIBC Recruit Cost Recovery Rate Increase	
3	ONGOING BUSINESS	
	None	
4	NEW BUSINESS	
✓	4.1 Launch of 2023 BCAPB Awards Program	<i>Chief Constable Jansen</i>
	4.2 Appointment of BCAPB Representatives	<i>Chief Constable Jansen</i>
	NEXT MEETING	
	Date: February 21, 2023 @ 0930 hrs	
	Location: Council Chamber @ New Westminster City Hall and Zoom	
	ADJOURNMENT OF OPEN MEETING	



NEW WESTMINSTER MUNICIPAL POLICE BOARD

November 29, 2022 at 09.30 am

In-Person and via ZOOM

Council Chamber, City Hall, 511 Royal Avenue

MINUTES of Regular Meeting

PRESENT:	Mayor Patrick Johnstone	Chair
	Ms. Shirley Heafey	
	Ms. Heather Boersma	
	Mr. Drew Hart	
	Mr. Patrick Lalonde	
STAFF:	Chief Constable Dave Jansen	
	Inspector Aman Gosal	
	Inspector Trevor Dudar	
	Inspector Andrew Perry	
	Inspector Eamonn Ward	
	Ms. Jacqueline Dairon	Finance Supervisor
	Ms. Daisy Dyer	Police Board Secretary
	Ms. Hailey Finnigan	Communications
DELEGATION:	Mr. Brennan Williams	

The meeting was called to order at 09:30 a.m.

1. ADOPTION

1.1 Land Acknowledgement

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.

1.2 Adoption of Regular Agenda: November 29, 2022

MOVED AND SECONDED

THAT The New Westminister Police Board approve the November 29, 2022, Regular Agenda.

CARRIED

1.3 PRESENTATION: Recruitment Video

Ms. Finnigan presented the Recruitment Video to the Board.

The Board thanked Ms. Finnigan.

Received for information.

2. DELEGATIONS

2.1 Mr. Brennan Williams

Mr. Williams addressed the Police Board in regards to the nuisance behaviour and Crime taking place on Front Street.

Mr. Williams stated that the infrastructure of Front Street lends itself to crime, adding that he has lost 20% of his membership at his gym, Sugarrays, particularly as female members feel unsafe walking on Front Street.

Furthermore, Mr. Williams explained that there have been a number of set backs on Front Street, such as; the parkade rebuild, Covid-19, temporary shut-downs for filming, the closure of Army & Navy, the abandoned City lot, the temporary staircase, and the lack of waste disposal.

It is felt by business owners that the Police Board must advocate on their behalf.

Mr. Williams further thanked the NWPB for their work, and in particular thanked Sergeant Schultz for his assistance.

3. CONSENT AGENDA

3.1 Approval of Open Minutes: September 27, 2022

3.2 Police Board Member Reports

3.3 Statistics: September 2022 and October 2022

3.4 2023 Draft Police Board Meeting Dates

3.5 Policy: AG20 and OB410

3.6 Police Board Correspondence

3.6a Letter of Congratulations to Mayor Johnstone

3.6b E-Comm 911 Operational Update

MOVED AND SECONDED

THAT item 3.6b 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

3.6b E-Comm 911 Operational Update

Ms. Boersma stated that she is very appreciate of representative George Madden, and his diligence in keeping the Board apprised. Ms. Boersma noted that the update from E-Comm was lacking, and would like to provide such feedback to E-Comm, requesting more information and context.

Chief Constable Jansen will provide more information at the next Board meeting on January 17, 2022. Additionally, an invitation will be extended to Mr. Madden to attend the Police Board meeting in January.

Received for information.

4. ONGOING BUSINESS

4.1 GOVERNANCE: 2022 Q3 Financial Report

Ms. Dairon presented the 2022 Q3 Financial Report. The following was of note:

- As of September 30, 2022, the police department is under budget by \$31,000 or 0.16%. The 2022 financial forecast is trending to be over budget by \$406,000 or 1.55%.
- Salaries and benefits are currently over budget by 3% or \$666,000. This is expected to decrease slightly to 2.78% by the end of the year. Approximately, 60% of the budget overage is owing to additional secondments introduced in 2022, which will be recovered within revenue.
- Contract services are on budget for 2022.
- Education and training is currently under budget by \$56,000; but is expected to finalize approximately \$50,000 over budget.
- General office and administration costs are forecasted to be 7% under budget, however, legal expenses could pose a challenge if prior year trends continue.
- Equipment and other costs are over budget by \$94,000. The majority the overages are in the issuance of clothing, equipment and firearms. There are increasing inflation pressure within these accounts, which we are trying to offset with savings in other accounts.
- Sales of service is currently \$537,000 higher than year to date budget. The variance is due to increased recoveries for film, and additional secondments added after the 2022 budget was finalized.

- Grants from other Governments is \$148,000 short in the third quarter. The grant received for traffic fines was \$250,000 short from budget expectation; this shortfall was partially offset by higher than expected grants from the Federal Government for the Gang Suppression Units.

Discussion ensued amongst the Board concerning the process when the year concludes over-budget. Mayor Johnstone asked Chief Constable Jansen to liaise with the City Finance Director.

Received for information.

4.2 NWPD 2023 Provisional Budget

Chief Constable Jansen invited members of the public to watch and read the materials that were discussed at the joint meeting with City Council held on November 23, 2022. These materials are available through the NWPD website.

Chief Constable Jansen offered a reminder that the *Police Act* governs that the provisional budget must be submitted to the City no later than November 30 each year.

Board members expressed their support for budget that has been submitted, and noted the importance of striking a balance of what the community needs within the budget.

MOVED AND SECONDED

THAT the New Westminster Police Board support the NWPD 2023 Provisional Budget.

CARRIED

4.3 Strategic Plan Update

Deputy Chief Hyland presented the Strategic Plan update to the Board. In particular, the strategic priority milestones and the key performance indicators (KPIs), which are used to benchmark the progress made.

Mayor Johnstone requested that the KPIs be presented in a more user-friendly format, rather than a table of words. Additionally, Mayor Johnstone asked that a timeline for the KPIs be included.

Ms. Boersma noted that she would like to see the Indigenous peoples engagement plan in more detail.

The Senior Leadership Team continue to operationalize the Strategic Priority milestones and will keep the Board updated on progress.

Received for information.

ADJOURNMENT of Regular Meeting

Chair Johnstone adjourned the meeting at 1030

Next meeting

The next meeting will take place on Tuesday, 17 January, 2023, at 0930 in the Council Chamber at City Hall.

PATRICK JOHNSTONE
CHAIR

DAISY DYER
RECORDING SECRETARY

DRAFT



Crime Type Category ¹	2022 November	2022 December	December 3YR Avg	YTD 2020	YTD 2021	YTD 2022	YTD 3YR Avg	% Change 2022-2021
Persons Offences								
HOMICIDE	0	0	0	0	5	0	2	-100%
ATTEMPTED HOMICIDE	0	0	0	1	1	2	1	100%
SEXUAL ASSAULTS	8	6	7	66	56	65	62	16%
ASSAULT-COMMON	32	39	36	377	348	348	358	0%
ASSAULT-W/WEAPON OR CBH	11	9	9	123	170	164	152	-4%
ASSAULT-AGGRAVATED	0	2	1	2	6	6	5	0%
ROBBERY	2	6	3	31	56	59	49	5%
Total Monitored Persons Offences	53	62	56	600	642	644	629	0%
Domestic Violence								
DOMESTIC VIOLENCE	33	34	45	591	604	562	586	-7%
FAMILY VIOLENCE	14	17	23	319	267	236	274	-12%
Property Offences								
BREAK & ENTER-BUSINESS	6	2	16	205	228	126	186	-45%
BREAK & ENTER-RESIDENCE	4	7	5	91	58	65	71	12%
BREAK & ENTER-OTHER	3	5	5	91	70	66	76	-6%
THEFT OF VEHICLE	19	10	13	167	129	148	148	15%
THEFT FROM VEHICLE	50	77	67	933	801	670	801	-16%
THEFT-OTHER OVER \$5000	3	1	1	11	11	14	12	27%
THEFT-OTHER UNDER \$5000	50	40	37	422	382	441	415	15%
MISCHIEF OVER \$5000	3	0	0	8	12	10	10	-17%
MISCHIEF \$5000 OR UNDER	48	40	41	476	519	490	495	-6%
Total Monitored Property Offences	186	182	185	2404	2210	2030	2215	-8%
Traffic Offences								
Collisions								
COLLISION-FATAL	1	0	0	1	0	3	1	N/A ²
COLLISION-NON-FATAL INJURY	9	7	10	107	113	97	106	-14%
COLLISION-ALL OTHERS	57	43	49	396	449	544	463	21%
Total Collision Offences	67	50	59	504	562	644	570	15%
215 Impaired								
215 ALCOH-24HR & DRUG	2	5	6	45	64	39	49	-39%
215 ALCOH IRP FAIL & REFUSE ASD-90 DAY	16	14	14	109	167	159	145	-5%
215 ALCOH IRP WARN	4	8	8	44	50	68	54	36%
IMPAIRD OP MV (DRUGS & ALCOH)	6	7	10	67	135	145	116	7%
Weapons Offences								
WEAPONS	5	4	6	72	83	62	72	-25%
Other Non-Criminal Offences								
BYLAW	13	12	20	543	317	215	358	-32%
FALSE ALARMS	79	78	72	719	779	967	822	24%
MISSING PERSONS	23	18	18	208	236	268	237	14%
MENTAL HEALTH RELATED	15	17	42	667	728	410	602	-44%
DISTURBED PERSON/ATT SUICIDE	20	20	44	729	663	411	601	-38%
SUDDEN DEATH	12	8	11	125	171	133	143	-22%
DOMESTIC DISPUTE-NO ASSAULT	31	29	32	486	428	377	430	-12%

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: 2023-01-05. 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

REPORT

To: Mayor Johnstone and Members of the New Westminster Police Board **Date:** January 17th, 2023

From: Inspector Trevor Dudar **Item #:** 2.4

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 entitled “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 2022
2. Ethnicity of persons that were the subject of a Street Check in 2022
3. Analysis of any Street Check files

STATISTICS

1. Yearly totals of Street Check files 2022 – 0
2. Ethnicities of persons checked 2022 – 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

Decriminalization of Controlled Substances

OB115

Effective: NEW

OB115

Risk Assessment: High

POLICY

1. Effective January 31, 2023 the Province of British Columbia has been granted an exemption under Section 56 (1) of the Controlled Drugs and Substances Act (CDSA) to decriminalize possession for personal use of up to 2.5 grams of certain controlled substances.
2. The controlled substances covered by this include:
 - a. Opioids (heroin, morphine, fentanyl etc)
 - b. Cocaine
 - c. Methamphetamine
 - d. MDMA
3. Members of the New Westminster Police Department (NYPD) will comply with the protocols and guidelines granted by this exemption.
4. Where the guidance in this policy comes into conflict with another NYPD policy then this policy shall be deemed to be in effect.

REASON FOR POLICY

5. To ensure that NYPD members are aware of their responsibilities when dealing with controlled substances that fall within the exemption.
6. To assist in the fight against the toxic drug crisis.
7. To assist in reducing barriers and stigma that prevent people from accessing life-saving supports and services.

8. To acknowledge that substance use is a public health matter.

Rajdeep LEHEL

From: Police Board Mailbox
Sent: Wednesday, December 14, 2022 7:41 AM
To: Daisy DYER
Subject: FW: Cst Curtis Heath

-----Original Message-----

From: Sec 22(1)

Sent: Friday, December 9, 2022 2:38 PM

To: Professional Standards Unit <ProfessionalStandardsUnit@NWPolice.org>; Police Board Mailbox <nwpb@NWPolice.org>

Cc: Curtis HEATH <CHEATH@NWPolice.org>

Subject: Cst Curtis Heath

|-----|
This Message Is From an Untrusted Sender
You have not previously corresponded with this sender.
|-----!

This email is to extend my thank you to Constable Curtis Heath and the New Westminster Police Department.

Months back, earlier this year I was in a very toxic and self destructive space in my life while dealing with my past and current (at the time) traumas of abusive relationships. My life seemed as though it was spiralling and I had an escalated altercation with Cst Heath. At the time I was very ungrateful for his support but I realized he actually helped me change the course of my life.

He put my mental health first in a situation where I had no regard for my life.

The outcome of this was a lot of tickets and fees, but more importantly I took the step of entering an outpatient program in regards to coping with the challenges I have gone through in my life in a healthy way. It helped me put my mental and physical health first, and its helped me become an advocate for women and the very real situations we encounter a daily basis in regards to domestic violence and abuse. By helping myself work through disconnecting from an abusive cycle, I was able to share my story, become confident in who I am, and help others.

Constable Heath, thank you so much for helping me and my family. Your decision that day helped me change a lot of decisions in my life and inspired me to help others. On behalf of my family, thank you for being there for my Dad. It meant more than I can explain.

Sec 22(1)

Rajdeep LEHEL

From: Dave JANSEN
Sent: Thursday, December 8, 2022 3:01 PM
To: Daisy DYER
Subject: FW: [EXTERNAL] CRIME AND SAFETY IN THE CITY OF NEW WESTMINSTER

Do you mind emailing this gentleman to see if he is good if we include his email in our open Board package, if so you can add this as correspondence

Thanks

Dave

From: Gillian Day <gday@newwestcity.ca>
Sent: Wednesday, December 7, 2022 4:51 PM
To: Patrick JOHNSTONE (Mayor) <pjohnstone@newwestcity.ca>; Lisa Spitale <LSPITALE@newwestcity.ca>; Dave JANSEN <DJansen@NWPolice.org>; Daniel Fontaine <dfontaine@newwestcity.ca>; Jaimie McEvoy (Councillor) <jmcevoy@newwestcity.ca>; Nadine Nakagawa <nnakagawa@newwestcity.ca>; Paul Minhas <pminhas@newwestcity.ca>; Ruby Campbell <rcampbell@newwestcity.ca>; Tasha Henderson <thenderson@newwestcity.ca>
Cc: Jacqueline KILLAWEE (City) <jkillawee@newwestcity.ca>; Sophie Schreder <sshreder@newwestcity.ca>; Angela Danielisz <adanielisz@newwestcity.ca>; Daisy DYER <DDYER@NWPolice.org>
Subject: FW: [EXTERNAL] CRIME AND SAFETY IN THE CITY OF NEW WESTMINSTER

This Message Is From an External Sender

This message came from outside your organization.

Forwarded for information.

Gillian Day (she/her) | Agenda Secretary
T 604.527.4612 | E gday@newwestcity.ca

🏛️ City of New Westminister | Legislative Services
511 Royal Avenue, New Westminister, BC V3L 1H9
www.newwestcity.ca [newwestcity.ca]

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From: External-Clerks
Sent: Wednesday, December 7, 2022 4:51 PM
To: Sec 22(1)
Subject: RE: [EXTERNAL] CRIME AND SAFETY IN THE CITY OF NEW WESTMINSTER

Good afternoon,

I am writing to confirm receipt of your email. It has been forwarded to Mayor Johnstone and members of Council, the Chief Administrative Officer, and the Chief Constable, New Westminster Police Department.

Please note that if a member of Council raises this matter at a meeting, your email may be included in the agenda package that is posted to the City's website. Prior to posting, your email address will be redacted.

Yours truly,

Gillian Day (she/her) | Agenda Secretary
T 604.527.4612 | E gday@newwestcity.ca

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511 Royal Avenue, New Westminster, BC V3L 1H9
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From: Sec 22(1)
Sent: Wednesday, December 7, 2022 4:06 PM
To: External-Clerks <Clerks@newwestcity.ca>
Subject: [EXTERNAL] CRIME AND SAFETY IN THE CITY OF NEW WESTMINSTER

CAUTION: This email originated from outside of the City of New Westminster's network. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mayor Johnstone and New Westminster City Council:

I am writing to you to ask, if not plead with you to help make and keep the streets of New Westminster safe again, by ensuring we have, and continue to maintain a well stocked, well trained and well paid local police force, to protect law abiding citizens from the violent criminal element that appears to be infesting the streets of most if not all municipalities in the lower mainland.

I am also requesting that all City Council members join together with other municipalities to try to persuade both the provincial and federal government to enact tougher laws to keep dangerous and repeat offenders off of our streets for much lengthier periods of time, until such a time as they are fully and truly rehabilitated!

I am also requesting that all City Council members join together with other municipalities to try to persuade the Federal and provincial governments to institutionalize drug addicts and mentally ill people with a history of violence, in order to treat them until such a time as they are no longer a danger to the public at large!

Thank you for your consideration in this matter!

Yours Truly

Sec 22(1)

Daisy DYER

From: Barton, Taryn <Taryn.Barton@transitpolice.bc.ca>
Sent: Thursday, December 8, 2022 9:11 AM
To: Rhonda Doig; Donna Macey; Jaclyn Addison; Daisy DYER
Cc: Madden, George
Subject: E-Comm Update - Message from George Madden to Police Boards
Attachments: CEO Board Update Infographic - Dec 2.pdf

Categories: Police Board

This Message Is From an External Sender

This message came from outside your organization.

Please forward the message below from George Madden (with attachment) to your respective Police Boards.

Thank you.

Taryn

The following message is being sent on behalf of George Madden:

Dear 'Syndicate' Colleagues:

I have now had the good fortune of meeting with the Abbotsford Police Board; Port Moody Police Board and West Vancouver Police Board, as well as reporting out to my Metro Vancouver Transit Police Board colleagues, in my capacity as the Nominee to the Board of E-Comm 911. I look forward to the New Year when I have the chance to meet with the New Westminster Police Board.

As promised to you all at the outset of my liaison role six months ago with E-Comm 911, my desire was to insure there was a steady information flow amongst our 'syndicate' from E-Comm 911, something I felt as a Director of the Metro Vancouver Transit Police, was lacking. By meeting with you folks and creating a dialogue and listening to concerns, I have been able to take that back to my E-Comm 911 Chair and the CEO and leadership team of the organization. Additionally, I had asked that regular updates on Service Level Performance be implemented in a format that I could share with all of you as independent police boards.

Below is Update #3 as provided by E-Comm President and CEO and this monthly information piece for the past month, provides highlights as they relate to the following key areas:

- Transformation updates;
- Operations service level performance;
- People & Culture issues/updates; and
- Public Affairs and media activity.

In addition, the folks at E-Comm 911 created an updated 'infographic' for this period which I have attached for your information as a PDF.

Let me know if there is additional information you wish for me to obtain from the management of E-Comm as I truly believe the sharing of important and relevant information will help in creating a more responsive E-Comm 911 organization.

Update #3 as provided by E-Comm President & CEO:

Service level performance/staffing

Transformation updates:

- Earlier this Fall we launched the Operations Transformation Program. The primary objectives are to: improve service levels to better serve the public; improve reliability and sustainability of our services as call volumes increase; and control costs through efficiency and automation.

We have launched five initiatives:

1. Protect Emergency Call Handling Service Levels;
2. Improve Non-Emergency (NER) Call Handling Service levels;
3. Stabilize Dispatch Services;
4. Optimize Workforce Management; and
5. Modernize training to increase staffing throughput.

Some highlights and results to date:

- We onboarded an officer from the Vancouver Police Department (VPD), a project manager, and a program manager to assist with the Operations Transformation Program.
- 18 Reports staff were trained on Non-Emergency Call Taking and are now taking NER and Reports calls, which will in time help reduce our NER wait times.
- We have reviewed and refined 11 policies to date, with the goal of simplifying and harmonizing our response. We are focusing on the highest workload policies first and will develop, in collaboration with our partner agencies, two levels of service: Tier 1 for those communities wanting a higher degree of police engagement; and Tier 2 geared to more urban environments. By harmonizing policies, we will be able to simplify training, processes and management, which will ultimately lead to reduced average handle time and cost control.
- We are on track with our Critical Thinking pilot and Coaching training. These programs are important to enhance our Police Call Taker pass rates and provide the needed skills and development to our leaders, which will enable them to drive change management and buy-in for the upcoming changes in behaviour and policies.
- Our Technology Pilot project (which was created with the goal of deflecting non-police matters and improving caller experience) is on track. Given that we have a high volume of non-police matters (i.e., ICBC, Bylaw, BC Tenancy), leveraging technology will enable us to answer police matters sooner and ensure our valuable Call Taking resources are not spent answering misdirected calls. The Technology Pilot will be a VPD pilot in early 2023 followed by a broader rollout across other agencies in the second half of 2023.

Operations:

- *Renewing 9-1-1 agreements* – We continue to work on 9-1-1 extension and bridge agreements with Regional Districts, as well as extensions for Fire Dispatch Agreements. These interim measures are required in cases where agreements are expiring in December 2022, to help get us to NG911.

- *Improving communication with our partner police agencies* – Our E-Comm Vancouver Island Operations Service Committee, representing the police agencies we support, has agreed to a new quarterly meeting process to improve our information-sharing, reporting and collaboration.
- Likewise, we are working with our partner police agencies in the Lower Mainland to improve our monthly data and service metrics reports by providing additional context and explanations.
- *Continued progress on ensuring consistent practices across agencies* – Police agencies have expressed support for a new “Mass Calls Holding” policy, to help ensure greater consistency and coordination in how agencies respond to significant call backlogs caused by major events. Likewise, a working group of public safety partners has been established to help improve consistency and coordination in how we communicate and respond to system outages on the part of our telecommunication providers.
- *Improved online reporting alternatives to help reduce Non-Emergency call volumes* – We are working with the VPD to enhance public education on their website regarding what constitutes a Non-Emergency call, and to increase the profile and public use of online reporting options. Our goal is to reduce calls that are not police matters, to reduce pressures for our partner agencies and E-Comm. This interim step will help while we are building out new technology enhancements to NER, including Interactive Voice Response, as outlined in the Operations Transformation Program.

People & Culture

- *Employee Relations* – Four bargaining sessions are scheduled between October and December 2022. Three have been completed and one session remains (December 17). Our overall bargaining goal is to become an employer of choice through the modernization of our collective agreement. At this point, the Union is positively interested and interacting with the Employer.
- *Health and Wellness* – In partnership with the Canadian Mental Health Association, the “Resilient Minds” training program has been updated for Emergency Communications professionals. This program will help reduce absenteeism and attrition by focusing on how employees can use protective strategies to safeguard their own mental health, support their peers, positively interact with distressed citizens, and reduce their risk of stress-related injuries.
- Resilient Minds train the trainer sessions will be scheduled in Q1 of 2023 to support an organization-wide rollout.
- *Recruitment* – We continue to make organizational improvements to accelerate hiring of approved positions, and also move forward with our other strategic priorities. With recent board approval, we are working on a recruitment strategy for added resources in 2023.
- Experienced police dispatcher recruitment continues with initial interest. We anticipate onboarding ten Police Call Takers (PCTs) in the New Year for ECLMD (three currently cleared and seven awaiting clearance), and four for EVCI (two cleared and two awaiting clearance.) This ensures we remain on target for recruitment intakes to fill outstanding vacancies.

Inclusion, Diversity, Equity, Accessibility (IDEA) Employee Recourse Group

- Our VP, People and Culture and our Senior Talent Specialist met with the President of the Native Education College [necvancouver.org] to discuss recruitment and development opportunities for students. The President was very enthusiastic around opportunities and looks forward to building a relationship with E-Comm. Future

opportunities could include practicums, student placements and other forms of employment and employment support such as an annual bursary.

- Our Demographic and Equity survey went live November 23. This is the first survey of its kind at E-Comm and was developed in partnership with Edelman [\[edelman.ca\]](https://www.edelman.ca) and their Data & Intelligence team. The survey will inform planned workshops with the Board and the Executive Leadership Team in early Q1 2023 to discuss our commitments in the areas of IDEA and Truth & Reconciliation.
- Our Self-guided learning module entitled ‘Working Effectively with Indigenous People’ has been extended for one month to provide the Board and Executive with additional time to complete it.

Public Affairs & Media Activities

- *Stakeholder relations* – Congratulatory emails were sent to more than 1,050 newly-elected municipal officials in BC, including invites to tour E-Comm centres. Over 70 personal responses received to date, with 10 tour requests being scheduled and more in progress.
- *Provincial mandate* – We are preparing introductory letters, meeting-requests and our engagement strategy for new Ministers after the new provincial Cabinet is announced Dec. 7.
- *Media and Social Media* – No significant media issues occurred in November. We received routine requests regarding call-volumes after Halloween, the Nov. 5 windstorm and Nov. 29 snowstorm. Several positive stories regarding an E-Comm call-taker who successfully assisted a caller during a cougar incident.

George Madden
Board Member
Metro Vancouver Transit Police



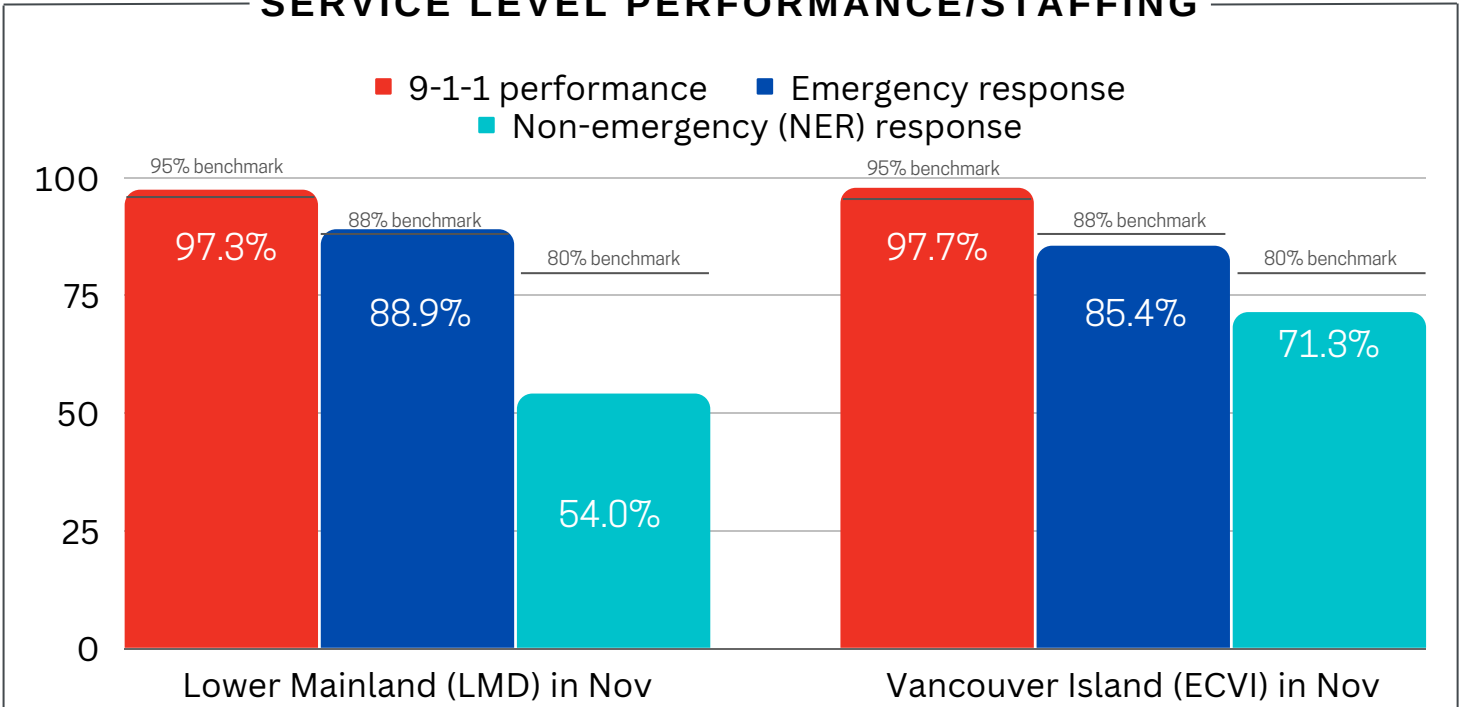
transitpolice.ca [\[transitpolice.ca\]](https://transitpolice.ca)

300 – 287 Nelson's Court
New Westminster, BC V3L 0E7

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SERVICE LEVEL PERFORMANCE/STAFFING



OPERATIONS TRANSFORMATION PROGRAM INITIATIVES:

- 1 PROTECT EMERGENCY SERVICE LEVELS
- 2 IMPROVE NER SERVICE LEVELS
- 3 STABILIZE DISPATCH SERVICES
- 4 OPTIMIZE WORKFORCE MANAGEMENT
- 5 MODERNIZE TRAINING TO INCREASE STAFFING



18 REPORT AGENTS TRAINED & TAKING NER & REPORT CALLS



11 POLICIES REVIEWED & REFINED TO HARMONIZE RESPONSE

PEOPLE & CULTURE



MANAGER PROMOTED TO DIRECTOR TO HELP SOLIDIFY ORGANIZATIONAL COMMITMENTS



POLICE DISPATCHER RECRUITMENT CONTINUES

- 9 NEW LMD POLICE CALL TAKERS IN NOV
- 1 NEW LMD POLICE DISPATCHER IN NOV
- 3 NEW ECVI POLICE CALL TAKERS IN NOV

- 12 NEW LMD POLICE CALL TAKERS ANTICIPATED IN JAN
- 6 NEW ECVI POLICE CALL TAKERS ANTICIPATED IN JAN

Daisy DYER

From: Barton, Taryn <Taryn.Barton@transitpolice.bc.ca>
Sent: Monday, December 19, 2022 12:30 PM
To: Rhonda Doig; Donna Macey; Daisy DYER; Jaclyn Addison
Cc: Madden, George
Subject: E-Comm Update - Message from George Madden to Police Boards
Attachments: December E-Comm Update Final.pdf

Categories: Police Board

This Message Is From an External Sender

This message came from outside your organization.

Please forward the message below from George Madden (with attachment) to your respective Police Boards.

Thank you.

Taryn

The following message is being sent on behalf of George Madden:

Dear 'Syndicate' Colleagues:

Continuing my promise to ensure you are all informed on a regular basis, please find attached, Update #4 in a recent series of updates from the senior leadership team at E-Comm 911.

As you know from previous emails, as your Nominee to the E-Comm 911 Board, I have asked the management team to regularly report out to our independent police boards of Abbotsford, Port Moody, New Westminster, West Vancouver and of course my own board of the Metro Vancouver Transit Police. I felt from the outset of joining the E-Comm 911 Board 6-months ago, there had been a lack of transparency in reporting on the challenges at E-Comm 911 but also on many of the key initiatives being undertaken to slowly correct some major operational issues due to a variety of reasons.

This latest update is to simply to ensure you are 'in-the-loop' with information you can use in your respective discussions with E-Comm 911. Certainly there are many challenges still ahead but as your Nominee to the Board, I can tell you management and staff are working diligently to correct deficiencies in a timely manner.

As always, if there are additional information items you would like included in the updates, please let me know and I will ensure the request gets into the hands of the team at E-Comm 911 so it can be included in this regular 'communique' which has been developed for your information and reference.

George Madden
Board Member
Metro Vancouver Transit Police



transitpolice.ca [transitpolice.bc.ca]

300 – 287 Nelson's Court
New Westminster, BC V3L 0E7

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E-COMM DECEMBER UPDATE

We are writing to share the following updates with you regarding our latest initiatives to improve our service. This month we are highlighting the work of our Transformation team.

Over the past six months, E-Comm developed a five-year Transformation Plan that focuses on police dispatch and call-taking and 9-1-1 call-handling. It is a comprehensive plan with five strategic pillars: Operations; People & Culture; Governance and Stakeholders; Corporate Foundation; and NG9-1-1.

The objectives for our Operations under the Transformation Plan (OTP) are to:

- improve service levels to better serve the public;
- improve reliability and sustainability of our services as call volumes increase; and
- control costs through efficiency and automation (the latter will not result in a loss of staff positions)

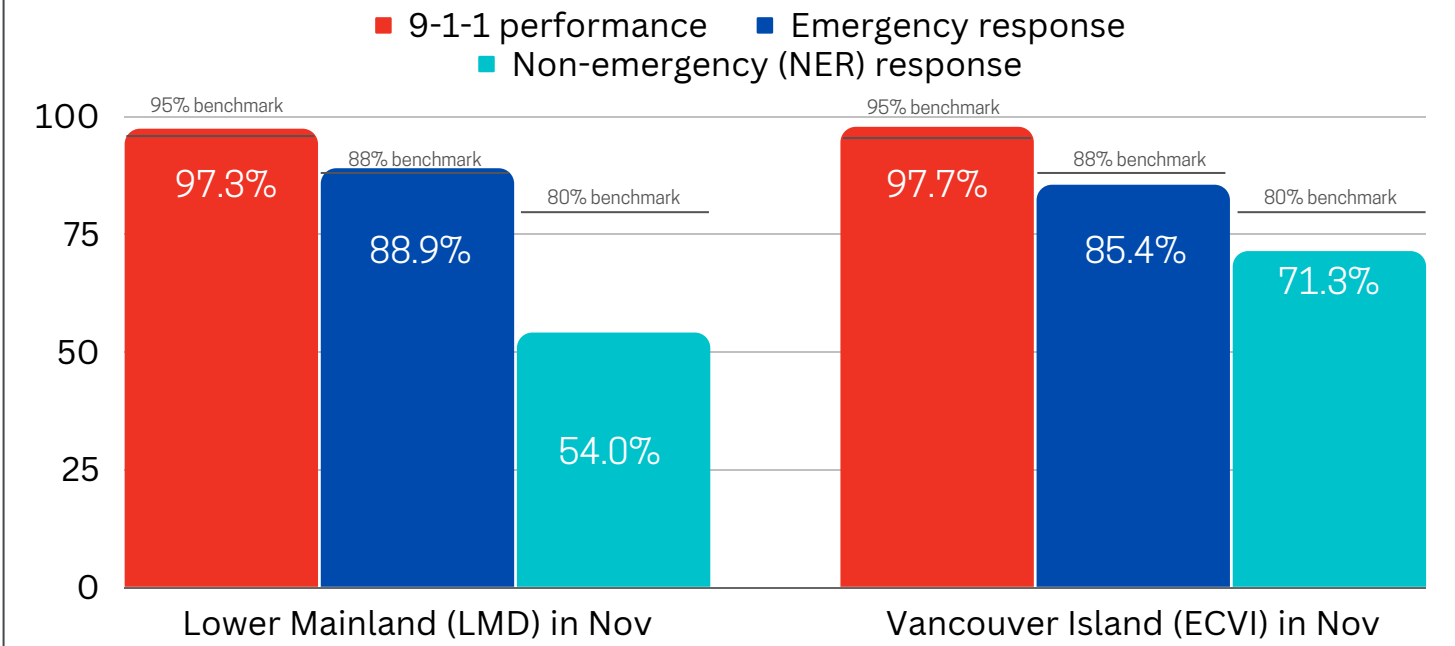
We have launched five initiatives under the OTP to improve our performance which include:

1. Protect Emergency Call Handling Service Levels;
2. Improve Non-Emergency (NER) Call Handling Service levels;
3. Stabilize Dispatch Services;
4. Optimize Workforce Management; and
5. Modernize training to increase staffing throughput.

Highlights and Results to date:

- We on-boarded an officer from the Vancouver Police Department (VPD), a project manager, and a program manager to support these initiatives.
- 18 Reports staff were trained on Non-Emergency Call Taking and are now taking NER and Reports calls, which will help reduce our NER wait times over time.
- We have reviewed and refined 11 policies to date, with the goal of simplifying and harmonizing our response. We are focusing on the highest workload policies first and will develop, in collaboration with our partner agencies, two levels of service: Tier 1 for those communities wanting a higher degree of police engagement; and Tier 2 geared to more urban environments. By harmonizing policies, we will be able to simplify training, processes and management, which will ultimately lead to reduced average handle time and cost control.
- We are on track with our Critical Thinking pilot and Coaching training. These programs are important to enhance our Police Call Taker pass rates and provide the needed skills and development to our leaders, which will enable them to drive change management and buy-in for the upcoming changes in behaviour and policies.
- Our Technology Pilot project (which was created with the goal of deflecting non-police matters and improving caller experience) is on track. Given that we have a high volume of non-police matters (i.e., ICBC, Bylaw, BC Tenancy), leveraging technology will enable us to answer police matters sooner and ensure our valuable Call Taking resources are not spent answering misdirected calls. The Technology Pilot will be a VPD pilot in early 2023 followed by a broader rollout across other agencies in the second half of 2023.

SERVICE LEVEL PERFORMANCE/STAFFING



OPERATIONS TRANSFORMATION PROGRAM INITIATIVES:

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Daisy DYER

From: Barton, Taryn <Taryn.Barton@transitpolice.bc.ca>
Sent: Friday, January 13, 2023 9:46 AM
To: Rhonda Doig; Donna Macey; Daisy DYER; Jaclyn Addison
Cc: Madden, George
Subject: E-Comm Update - Message from George Madden to Police Boards
Attachments: E-Comm January Update 2023.pdf
Categories: Police Board

This Message Is From an External Sender

This message came from outside your organization.

Please forward the message below from George Madden (with attachment) to your respective Police Boards.

Thank you.

Taryn

The following message is being sent on behalf of George Madden:

Dear 'Syndicate' Colleagues:

Happy New Year – and continuing my promise to ensure you are all informed on a regular basis, please find Update #5 in a recent series of updates from the senior leadership team at E-Comm 911.

This will be the January 2023 update and as you know from previous emails, as your Nominee to the E-Comm 911 Board, I have asked the management team to regularly report out to our independent police boards of Abbotsford, Port Moody, New Westminster, West Vancouver and of course my own board of the Metro Vancouver Transit Police. This latest update is to simply to ensure you are 'in-the-loop' with information you can use in your respective discussions with E-Comm 911.

As we enter the first part of 2023 there continue to be many operational challenges still ahead but as your Nominee to the Board, I can tell you management and staff are working diligently to correct deficiencies in a timely manner. The Board has a sharp focus on measurable results and please know the Board as a whole is on top of the transformational changes needed to make E-Comm 911 more effective and efficient.

As always, if there are additional information items you would like included in the updates, please let me know and I will ensure the request gets into the hands of the team at E-Comm 911 so it can be included in this regular 'communique' which has been developed for your information and reference.

George Madden
Board Member
Metro Vancouver Transit Police



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E-COMM JANUARY UPDATE

We are writing to share with you our monthly update. This month we are highlighting our annual results and our transformation and operational updates which are focused on improving our service.

2022 Service Level results:

- *9-1-1* – Per the infographic on page 2, in spite of continued increases in call volumes in 2022 to over 2.1 million calls, E-Comm completed the year above target in our response to 9-1-1 calls, at 98% (target: 95% of calls within 5 seconds).
- *Police Emergency* – We were 3-points below target in the Lower Mainland at 84.6%, and on target (rounded) in the South Island at 87.7% (target: 88% within 10 seconds.)
- *Police Non-Emergency (NER)* – We were near target for the South Island at 79%, leaving only Lower Mainland NER significantly under target at 42.3% (target: 80% within 3 minutes.)

December highlights:

- *Holiday Service Levels* – Per the infographic on page 2, despite holidays and snowstorms the week before Christmas that led to increased calls and some staff unable to reach work, our Service Levels for December were above-target for 9-1-1, and generally on or near target for Police Emergency.
- *Overtime coverage* – Our staff and managers worked hard and creatively to reduce the need for mandatory overtime coverage during the holidays. At the start of the month, we forecast a need for 61 mandatory overtime shifts in December. Instead, as a result of staff volunteering, “channel-patching” or coverage-sharing across regions, and use of part-time staff, the number of mandatory overtime shifts was reduced to just 6, all in the Lower Mainland.
- *Embracing the spirit of the season* – When snow plows were unable to reach E-Comm Lower Mainland in time for shift-changes on December 21, a band of staff volunteers rallied in the dark to dig out cars and shovel snow blocking the gates. We were also grateful for numerous staff-appreciation visits and shout-outs from our agency partners, including a New Year’s Eve visit by Vancouver Police Chief Adam Palmer and Deputy Chief Howard Chow.

Transformation and Operations updates:

- *Police call taker recruitment* – 23 new police call takers were trained and nine 9-1-1 call takers were hired in Q4 2022. Police call taker classes in January include 10 candidates in the Lower Mainland on January 13, and 7 candidates on Vancouver Island on January 20.
- *Other staff to support transformation* – We onboarded a new change manager in December to support the Transformation Plan, and an employee relations advisor on January 3.
- *Training improvements* – Our Training Strategy and roadmap have been finalized, and a Request for Quotes issued to select a training content developer to modernize training, starting in February 2023. This will help accelerate the onboarding of new NER and dispatcher hires.
- *Ongoing harmonization of policies across agencies* – We reviewed and refined 30 policies in 2022 (above target of 25) to simplify and harmonize our responses across partner agencies.
- *Technology improvements to enhance Non-Emergency response* – Requirements have been defined for a new contact centre technology solution, to help improve NER call wait times and reduce abandoned calls. Planning is underway for the initial Vancouver Police pilot.

2022 ANNUAL SERVICE PERFORMANCE



2,109,440

9-1-1 CALLS IN 2022



63%

POLICE



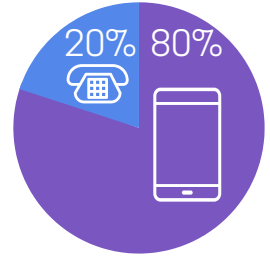
7%

FIRE

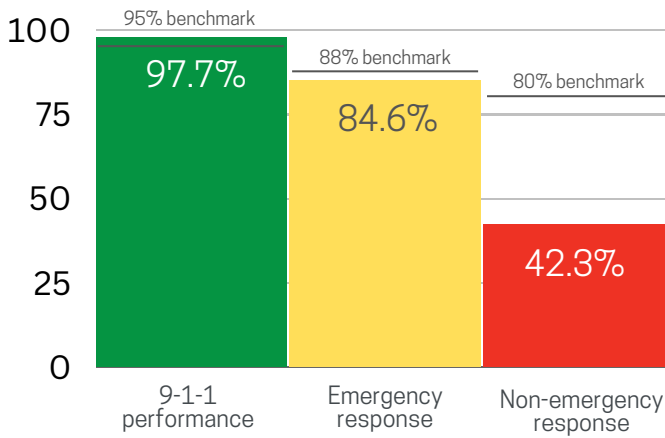


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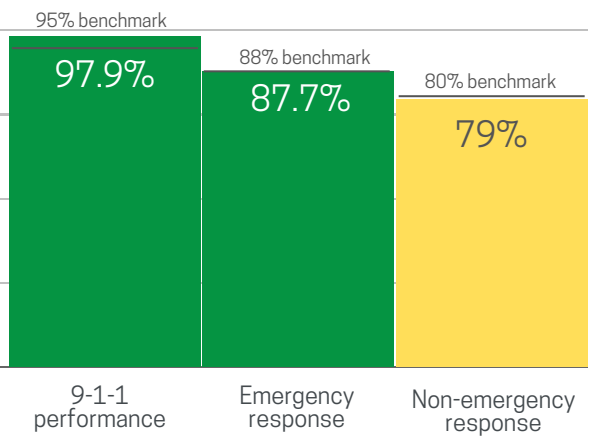
AMBULANCE



Lower Mainland (LMD) in 2022

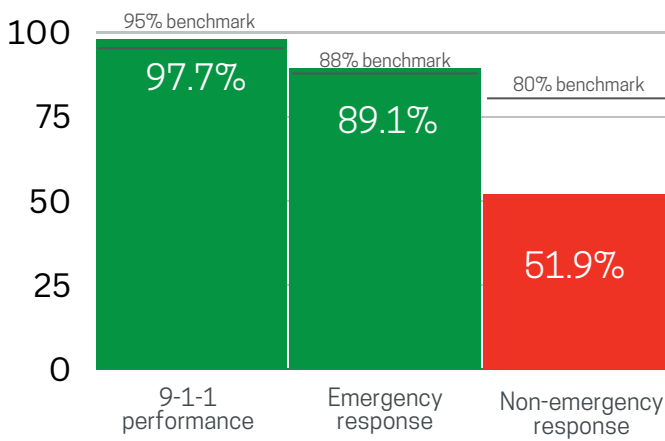


Vancouver Island (ECVI) in 2022

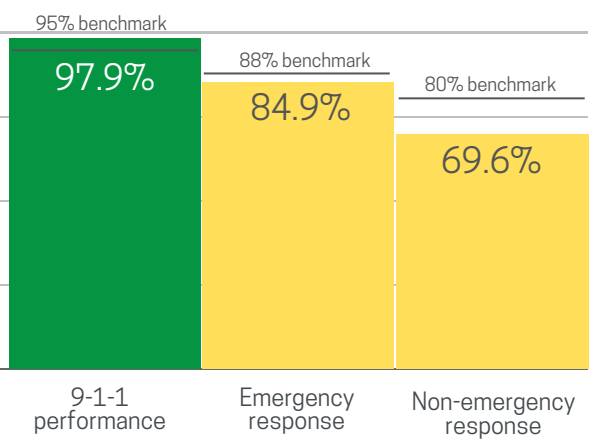


DECEMBER SERVICE PERFORMANCE

Lower Mainland (LMD) in Dec



Vancouver Island (ECVI) in Dec



TRAINING STRATEGY & ROADMAP FINALIZED



POLICIES REVIEWED & REFINED TO HARMONIZE RESPONSE

PEOPLE & CULTURE



NEW EMPLOYEE RELATIONS ADVISOR

287

DEMOGRAPHIC & EQUITY SURVEY PARTICIPANTS



COMPENSATION & CLASSIFICATION MARKET ANALYSIS REPORTING COMPLETE

10

NEW LMD POLICE CALL TAKERS ANTICIPATED IN



TRAINING ROLLED OUT

- "RESPECT IN THE WORKPLACE & BELONGING"
- "WORKING EFFECTIVELY WITH INDIGENOUS PEOPLE"

7

NEW ECVI POLICE CALL TAKERS ANTICIPATED IN



COMMUNICATIONS & PUBLIC AFFAIRS

13

MEDIA ENQUIRIES RESPONDED TO IN



11

LMD & ECVI TOURS SCHEDULED WITH MUNICIPAL COUNCILLORS & POLICE BOARD MEMBERS STARTING IN



December 18, 2022

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

Re: Recruit Cost Recovery Rate Increase

Dear Chief Constable Jansen,

I apologize for the timing of this letter; however, I thought it important to put the agencies on notice at the earliest opportunity. The JIBC and the Police Academy have concluded their budget review for fiscal 24 and arrived at the decision to increase the per recruit cost recovery rate charged to the agencies by 5% from the current amount of \$22,110.00 to \$23,215.00, effective April 1, 2023. This is in line with the 5% increase to the recruit tuition charge and will contribute to supporting a balanced Police Academy training budget.

With kind regards,



Superintendent Jennifer Keyes
Director, Police Academy



December 5, 2022

Dear Police Board Chairs:

RE: The Launch of the 2023 BCAPB Awards Program

We are excited to announce the launch of the BCAPB Awards Series. This awards launch is based on conversations and feedback from the BCAPB Executive, BCAPB Board Members, BC Association of Municipal Chiefs of Police, and BC Police Services.

The 2023 BCAPB Awards Program includes:

1. Community Driven Recognition Award;
2. Supporting our Governance Award;
3. Excellence in Innovation Award.

Your BCAPB Executive Representative will be responsible for coordinating the awards for your Board. If you choose to participate, BCAPB will provide you three plaques per year.

To cover the costs of awards and shipping, we are requesting \$350 from each participating Board.

If you are interested in joining our BCAPB Awards Program, please contact our Executive Assistant Veronica Bandet at bcapbs@gmail.com

Thank you,

Charla Huber, MA, CIHCM
BCAPB President
cc: BC Association of Municipal Chiefs of Police



The Launch of the BCAPB Awards Program

Overview

Police Departments have been sharing with Police Boards that morale is decreasing across the province due to increases in crime, understaffing, vocal community members sharing distrust for police, and unfortunate events involving police officers in other jurisdictions such as the United States.

Much of the news coverage of policing in British Columbia involves negative situations that arise from investigations of misconduct or misjudgement of police. These investigations are public, and the media often reports on them. BCAPB agrees these stories should be public and that there is always room for improvement.

BCAPB is aware of many positive impacts and successes of Municipal Police Departments that do not get attention or exposure. Due to this BCAPB is in the process of creating a BCAPB Award Series to aid in boosting morale and recognition from the governance level, sharing the positive experiences of community members and Police Boards, and the innovation within departments that the community benefits from.

These awards are under the umbrella of BCAPB to show a united support of policing and to demonstrate the excellence and heart in policing across British Columbia.

Awards for Discussion

Award	Intended Recipients	Nominators
Community Driven Recognition Award	Officers and/or Department Staff interacting with members of the public.	Community Members
Supporting our Governance Award	Officers and/or Department Staff supporting, presenting to, and educating the Police Board.	Police Board
Excellence in Innovation Award	Officers and/or Department Staff demonstrating exceptional innovation within the department.	Police Board

Quick Facts

- Awards can be given to an individual or a team.
- One award per category can be offered in a 12-month period per Police Board.
- There is no deadline for this award, and it can be given out at any time.
- BCAPB will provide award plaques and draft template news releases to each Police Board.
- BCAPB Reps for each Police Board will organize the distribution of awards and news releases.
- BCAPB will require notification when each award is given.



Community Driven Recognition Award

Background

BCAPB wants to acknowledge the positive outcomes and experiences in our communities across BC that are due to the continued hard work, dedication, community mindedness, and bravery of the officers and staff at Municipal Police Departments across BC.

Goal

BCAPB has heard from many Police Board members who want to share these good news stories, boost morale in the departments, and create a public opportunity for community members to share their positive interactions with officers and department staff and recognize individuals within Municipal Police Departments for their contributions. This award is under the umbrella of BCAPB to show a united support of policing and demonstrate the excellence and heart in policing across British Columbia.

Concept and Logistics

BCAPB will launch its Community Driven Recognition Award process where members of the community can recognize a positive experience with an officer or department staff member. These positive experiences can be big and life changing, or something small that a made a difference in the day. These awards are a way to take a moment and honour the day-to-day good work that is occurring. Community members can submit the application to their local Police Board. Each Police Board will review the applications and determine the successful recipients.

BCAPB will ask Municipal Police Departments to share the information on the awards on their social media platforms. BCAPB does not have social media, and the police departments have strong followings. Each Police Board can vet the applications and determine who will receive a BCAPB Community Recognition Award. There is no deadline for the awards, they can be given out as issues arise to ensure the recognition is timely for both the community member and the recipient.

One award can be offered in a 12-month period per Police Board. Each Police Board will receive one plaque, drafted template press releases, and marketing materials. The awards will be branded by BCAPB and have the name of the award on it (i.e. Community Driven Recognition Award.) Each award will have a space allocated for engraving the recipient's name and year the award is presented. Engraving will be the responsibility of each Police Board.

For each award that is given, BCAPB asks each Police Board's BCAPB representative to coordinate the nominating community member to present the award to the officer or department staff member receiving the award, and to send out press release on behalf of BCAPB. BCAPB will require a small report when an award is given, for our records and to share with the BCAPB membership.

Recommendation

To launch this award and distribute promotional materials and awards in January 2023 to each Police Board.



Supporting our Governance Award

Background

BCAPB recognizes there are many individuals, sworn officers and civilian staff, who play a crucial role in ensuring the Board Members are educated, supported, and included in the many facets within the departments.

Goal

To publicly honour and recognize officers and staff within the department who support the Police Board Members in their governance role by sharing personal experiences, developing new systems or structures, and/or providing consistent exceptional administrative support.

The award is under the umbrella of BCAPB to show a united support of policing and the demonstrate the excellence and heart in policing across British Columbia.

Concept and Logistics

BCAPB will launch its Supporting our Governance Award process where Police Boards can recognize a positive experience with an officer or department staff member that enhances the governance role within the department. This award should go beyond day-to-day duties and acknowledge exceptional service or support to the Board. This award can be awarded to an individual or team within the department.

The Police Board will determine who the recipient(s) is/are and then notify BCAPB when it has been awarded. There is no deadline for the awards, they can be given out as issues arise to ensure the recognition is timely for both the recipient and the Police Board.

One award can be offered in a 12-month period per Police Board. Each Police Board will receive one plaque, drafted template press releases, and marketing materials.

The awards will be branded by BCAPB and have the name of the award on it (i.e. Supporting our Governance Award.) Each award will have a space allocated for engraving the recipient's name and year the award is presented. Engraving will be the responsibility of each Police Board.

For each award that is given, BCAPB asks the Police Board's BCAPB representative to coordinate the Board to present the award to the officer, department staff member, or team receiving the award, and send out the press release on behalf of BCAPB.

BCAPB will require a small report when an award is given, for our records and to share with the BCAPB membership.

Recommendation

To launch this award and distribute promotional materials and awards in January 2023 to each Police Board.



Excellence in Innovation Award

Background

BCAPB Members have requested an award be created where Police Boards can honour and acknowledge excellence in innovative strategy, programs, and service models.

Concept and Logistics

BCAPB will launch its Excellence in Innovation Award process where Police Boards can recognize innovation within the department. The innovation may include, but is not limited to innovative strategy, programs, and service models. This award can be awarded to an individual or team within the department and cites a specific event or project.

The Police Board will determine who the recipient(s) is/are and then notify BCAPB when it has been awarded. There is no deadline for this award, and it can be given out at any time.

One award can be offered in a 12-month period per Police Board. Each Police Board will receive one plaque, drafted template press releases, and marketing materials.

The awards will be branded by BCAPB and have the name of the award on it (i.e. Excellence in Innovation Award.) Each award will have a space allocated for engraving the recipient's name and year the award is presented. Engraving will be the responsibility of each Police Board.

For each award that is given, BCAPB asks the Police Board's BCAPB representative to coordinate the Board to present the award to the officer, department staff member, or team receiving the award, and send out the press release on behalf of BCAPB.

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