Policing Services Department (RCMP)
## 2015 Business Plan

1. Department Focus

The Coquitlam RCMP jurisdiction includes the communities of Anmore, Belcarra, Coquitlam and Port Coquitlam—a permanent resident population of more than 200,000 citizens augmented by the thousands who visit for work, education and recreation.

In 2014, the Coquitlam RCMP team consisted of 219 police officers, 100.83 FTE civilian staff and thousands of volunteers in programs like Auxiliary Constables, Block Watch, Community Police Stations and Victim Services. Our civilian staff, police officers and volunteers work under the direction of an integrated leadership team of RCMP and civilian managers that also works closely with staff and elected officials in the City of Port Coquitlam.

From 24/7 response-to-calls and criminal investigations to strategic initiatives focused on preventing and reducing crime or educating and engaging the community, the Coquitlam RCMP team works hard to make Port Coquitlam a happy, vibrant, safe community of engaged residents and thriving businesses.

2. Organization Chart (Units)
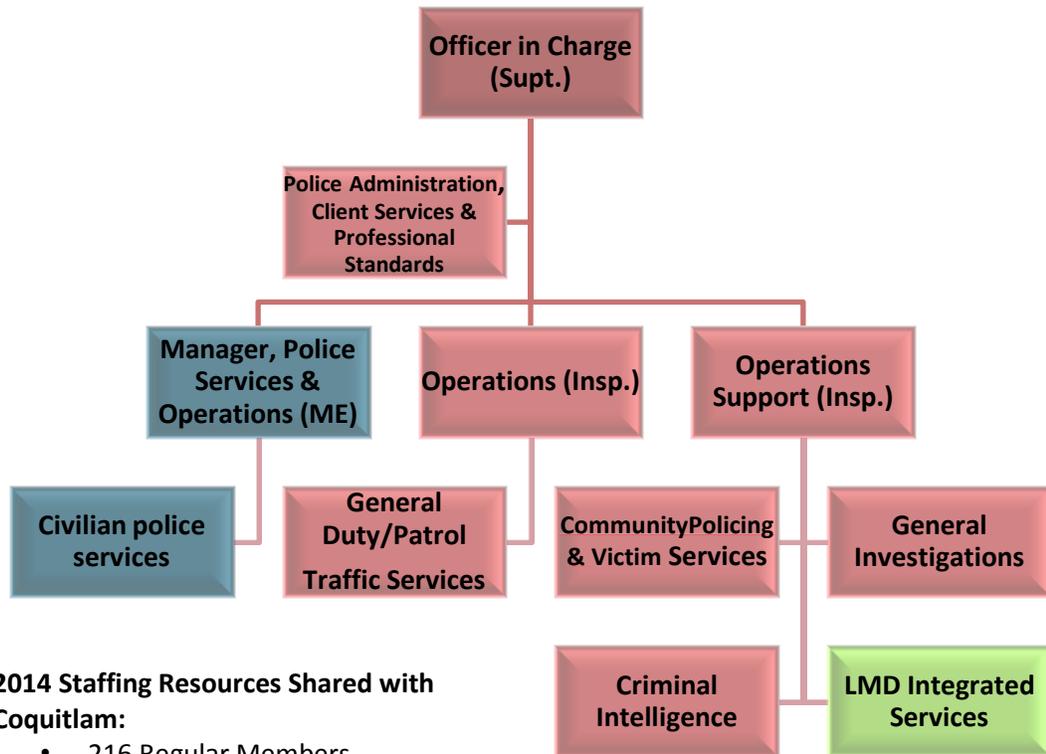
2014 Staffing Resources Shared with Coquitlam:
- 216 Regular Members
- 100.83 Municipal FTEs

3. **Business Perspective/Environmental Scan**

- Survey data indicates high levels of public satisfaction with police service in Port Coquitlam. In addition, employee survey data indicates strong job satisfaction and morale within the Coquitlam RCMP.
- Years of slow police resource growth have necessitated a continued shift in resources from strategic/proactive duties to reactive/response duties. As a result progress in several key strategic/proactive initiatives has stalled and some signal crime activity levels are trending upwards.
- The cost and complexity of police work is impacted by factors like changes to policy and legislation or judicial decisions. For example, police now need warrants to access cell phones, surveillance video and even some physical evidence—adding to the time and expense of investigations.
- The planned expansion of Metro Vancouver's Northeast Sector; including residential, commercial and industrial development as well as new infrastructure; will increase the permanent and ambient population of our jurisdiction which will lead to increases in crime, disorder and calls for service.

4. **Highlights of 2014 Accomplishments**

Key Goal	How did we do?	What did we do?
Reduce crime.	**Ongoing**	Port Coquitlam Signal Crime Activity 2014 vs 2013 (Jan-Aug): B&E (All): +28% Auto theft (All): +1% Robbery (All): +5%
Strengthen community engagement.	**Ongoing**	Deployed one regular member to work in Port Coquitlam's community police station as community liaison officer.
Strengthen client service.	**Ongoing**	Provided police presence at Port Coquitlam events including PoCo Car Show, May Day, Canada Day, Remembrance Day, as well as high school graduations and the city's centennial celebrations.
Reduce fatal/injury collisions.	**Ongoing**	Port Coquitlam injury/fatal collisions YTD vs 2013 (Jan-Aug): -3%
Reduce the impact of prolific/priority offenders (PPO) on public safety.	**Ongoing**	PPO contacts 2014 (Jan-Aug): Total police contacts: 206 Arrests: 52 Breaches: 38 Charges: 88
Reduce the impact of non-Criminal Code incidents on public safety & police resources.	**Ongoing**	Created mental health portfolio on Community Response Team to coordinate training, improve community partnerships and client outcomes.

i.   Day-to-Day Activities

Calls for Police Service in Port Coquitlam

Calls for Service by Type	Jan-Sept 2013	% of All CFS	Jan-Sept 2014	% of All CFS	% Chg 2014 vs. 2013
All CFS	8771	N/A	8798	N/A	+<1%
Priority 1 & 2	3357	38%	3158	36%	-6%
Priority 3	3742	43%	3870	44%	+3%
Priority 4	1665	19%	1577	18%	-5%

Priority 1=Incident in progress with imminent threat to public/officer safety.
Priority 2=Incident in progress with potential threat to public/officer safety.
Priority 3=Routine response.
Priority 4=Non-attendance.

Breakdown of Criminal Code vs. Non-Criminal Code statistics related to calls for service.

Category	Jan-Sept 2013	% of total	Jan-Sept 2014	% of total	% Chg 2014 vs. 2013
All statistics	11,279	N/A	11,252	N/A	-<1%
Criminal Code statistics	3,823	34%	3,877	34%	+1%
Non-Criminal Code statistics	7,456	66%	7,375	66%	-1%

Please note: All data are based on select PRIME BC files and are not comprehensive. All data are subject to change due to investigational and/or data quality processes. In cases where discrepancies exist between past and current data sets the current data set will be given priority.

ii.   Other Key Accomplishments and Ongoing Projects

Expanded Capacity for Media Response
Building on the ongoing initiative to train regular members in crisis media response, a new "After Hours Media Response" policy was developed and implemented to enhance service delivery for citizens and our partners in the media.

Operational Communication Centre Quality Assurance Review (QAR)
The QAR initiative was launched in 2012 and showed OCC staff (i.e., 911 call-takers and dispatchers) to be demonstrating high levels of accuracy and professionalism. In 2014 the initiative was revised to focus on calls related to crime reduction signal crimes. The QAR, including analysis and recommendations, will be complete by the end of 2014.

Reducing the Impact of Non-Crime Calls for Service on Police Resources
A mental health portfolio was created in the Community Response Team with the objective of reducing the impact of mental health calls on police resources by increasing the capacity of Coquitlam RCMP staff and members to effectively respond to mental health calls and working with partners in the community to streamline information sharing between agencies and enhance outcomes for individuals living with mental illness.

Online and Social Media Strategy
The strategy's objective is to enhance the reach and traction of strategic messages and increase direct engagement with citizens. By the end of August 2014 monthly pageviews of coqutilam.rcmp.ca were up 5% over 2013 and sessions were up 1.5%. In social media, from January to the end of August 2014 followers of @cqrcmp increased by 43% and mentions, retweets and clicks had also increased significantly.

5.   **Efficiency and Effectiveness in 2014**

- Began developing a protocol with local fire departments regarding response to non-fatal/injury collisions with the objective of providing top quality care to victims while also supporting investigational outcomes.
- As a result of a shift efficiency review initiated in 2013 shifts for regular members in plainclothes and specialized sections will be standardized as of November 1, 2014 in order to improve internal and external client service.
- Reviewed and revised the mandates of all Coquitlam RCMP plainclothes investigation sections in order to maximize resource flexibility to better respond to emerging issues.
- Conducted a data quality audit on the scoring of crime reduction signal crime files with the objective of improving the accuracy of first round file scoring. Mid-year results have shown substantial improvement in accuracy.
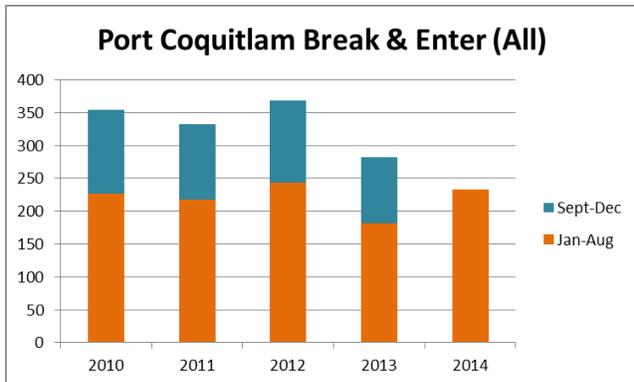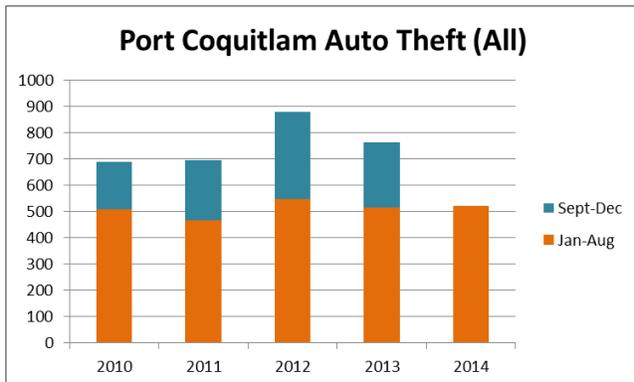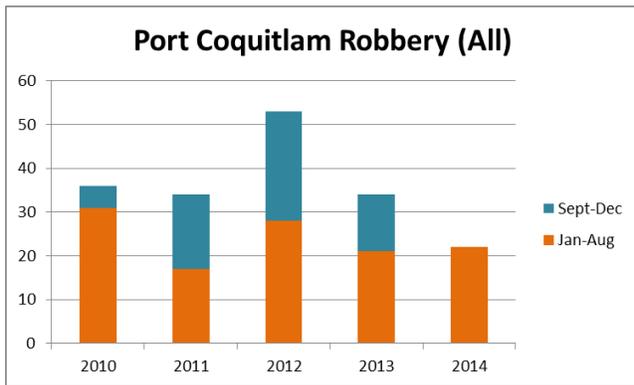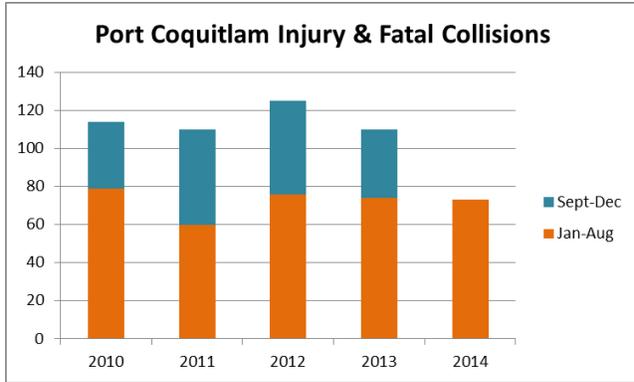
6.   Workplan Highlights – 2015 Deliverables

Key Goal	Alignment with CSP or Council Priorities	Positions Responsible	Completion Date
Reduce crime.	**CSP Outcome: Community Well-being.** Direction: protect residents, businesses & property	Coquitlam RCMP Officer in Charge	Ongoing
Strengthen community engagement.	**CSP Outcome: Strategic Service Delivery.** Direction: strengthen public confidence & trust in municipal service delivery **CSP Outcome: Sense of Community**. Direction: Build community capacity by sustaining & strengthening volunteer involvement. Direction: Support and plan for a connected, happy community.		
Strengthen client service.	**CSP Outcome: Sense of Community**. Direction: Support and plan for a connected, happy community.		
Reduce fatal/injury collisions.	**CSP Community Well-being**. Direction: protect residents, businesses & property		
Reduce the impact of prolific/priority offenders on public safety.	**CSP Community Well-being**. Direction: protect residents, businesses & property		
Reduce the impact of non-Criminal Code incidents on public safety & police resources.	**CSP Community Well-being**. Direction: protect residents, businesses & property		

7.   Indicators and Measures

Indicator/Measure	2010		2011		2012		2013		2014 Jan-Aug
	Jan-Aug	Annual total	Jan-Aug	Annual total	Jan-Aug	Annual total	Jan-Aug	Annual total	
Injury/fatal collisions	79	114	60	110	76	125	74	110	73
Break & Enter (All)	227	355	218	332	243	369	182	282	233
Auto Theft (All)	508	688	466	696	546	881	516	762	523
Robbery (All)	31	36	17	34	28	53	21	34	22

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Port Coquitlam Injury & Fatal Collisions

Port Coquitlam Robbery (All)

Port Coquitlam Auto Theft (All)

Port Coquitlam Break & Enter (All)

8. 2015 Operating Budget

	2013	2014	2015	Change
Public Safety Building	$ 2,714,500	$ 2,496,700	$ 2,632,400	5.4%
RCMP Contract	10,754,800	10,887,600	11,195,400	2.8%
Community Policing	144,200	146,900	149,600	1.8%
Operating Budget	**$ 13,613,500**	**$ 13,531,200**	**$ 13,977,400**	**3.3%**
Revenue	(463,100)	(463,700)	(680,600)	46.8%
Net Operating Budget	**$ 13,150,400**	**$ 13,067,500**	**$ 13,296,800**	**1.8%**
Cost Share %age	32.31%	32.35%	32.66%	