



2021 Q1 Report to Kelowna City Council

Presented by: Supt Kara Triance, Officer in Charge, Kelowna Detachment



Today's Agenda

Quarterly Report

- Standardized measures (now including traffic violations) and progress on strategic initiatives

Presentation on Emerging Issues

- Process for professional conduct investigations
- National and municipal change levers
- Kelowna RCMP Commitments



2021 Q1 Update: Property Offences

	2020 Q1	2021 Q1		Change
Auto Theft	98	92	●	-6.1%
Theft from Motor Vehicles	653	525	●	-19.6%
Break & Enter – Business	169	161	●	-4.7%
Shoplifting	357	272	●	-23.8%
Break & Enter – Residential	76	44	●	-42.1%
Bike Theft	82	96	●	17.1%
Other Theft & Property Crime	1273	1234	●	-3.1%
Total Property Offences	2708	2424		-10%

Action: Closely monitor and double down on the incidence of bike theft



2021 Q1 Update: Persons Offences

Total Persons Offences	729	711		-2%
Assaults (Common only)	286	299	●	4.5%
Domestic Violence	183	193	Ø	5.5%
Sex Offences (Sexual Interference, Exploitation, Invite to Sexual Touching, Production/Possession of Child Sexual Abuse Imagery)	10	6	Ø	-40.0%
Sexual Assault	44	38	Ø	-13.6%
Theft with Violence (known as Robbery)	25	16	●	-36.0%
Utter Threats/Harassment	151	176	●	16.6%
Assault with Weapon	83	51	●	-38.6%
Ø Increases may reflect more citizens that are willing to report these offences to Kelowna RCMP				

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initiatives aimed at earning the trust of citizens that have experienced domestic violence or sexual assault



2021 Q1 Update: Traffic

	2020 Q1	2021 Q1		Change
NEW Traffic Violation Tickets	1494	1908	●	+27.7%
Collision - Non Fatal	427	326	●	-23.7%
Collision – Fatal	1	1	●	0.0%

Also in
Q1

155 Impaired Driving (incl 75 from Municipal Traffic)

Kelowna has **3** of BC's Top **25** Drug Recognition Experts

17 Drug Recognition Examinations





Professional Conduct & Showing Up at Our Best



Takeaways

- The nationally-established process to ensure due diligence in professional conduct investigations takes time.
- During this time, we will not let up on the rigour of conduct investigations or holding our members to our high standards.
- Nation-wide, the RCMP is committed to earning the trust of citizens. There are some changes that need to take place at a national level and some changes we can own locally.
- Our 2021-2024 Strategic Plan is grounded in our aim to show up at our best for every citizen. The City of Kelowna is investing in the right number of police officers to do so. We have also made a commitment to investing in their resilience and training that reinforces openness, listening and empathy.



RCMP's National Response to Increasing the Trust of Citizens



Vision150 is the national plan to modernize the RCMP. Racism, discrimination and harassment have no place in the RCMP. We're taking concrete actions to advance equity, accountability and trust in our organization.

Examples of national initiatives:

- Modernized, EDI hiring practices
- Faster public complaint process
- Increased transparency in oversight of serious incidents
- Increased disclosure of police information
- Updated crisis intervention, de-escalation tools & training

Learn more: [RCMP Vision150](#)



What We Can Change in Kelowna to Improve Citizen's Experience

RCMP National

- Hiring process
- Professional conduct investigation process
- Training Standards
- Use of force policies

Our Municipal Change Levers

- Funded positions
- Deployment of resources
- Professional development
- Culture
- Compliance with training
- Communicating & Listening



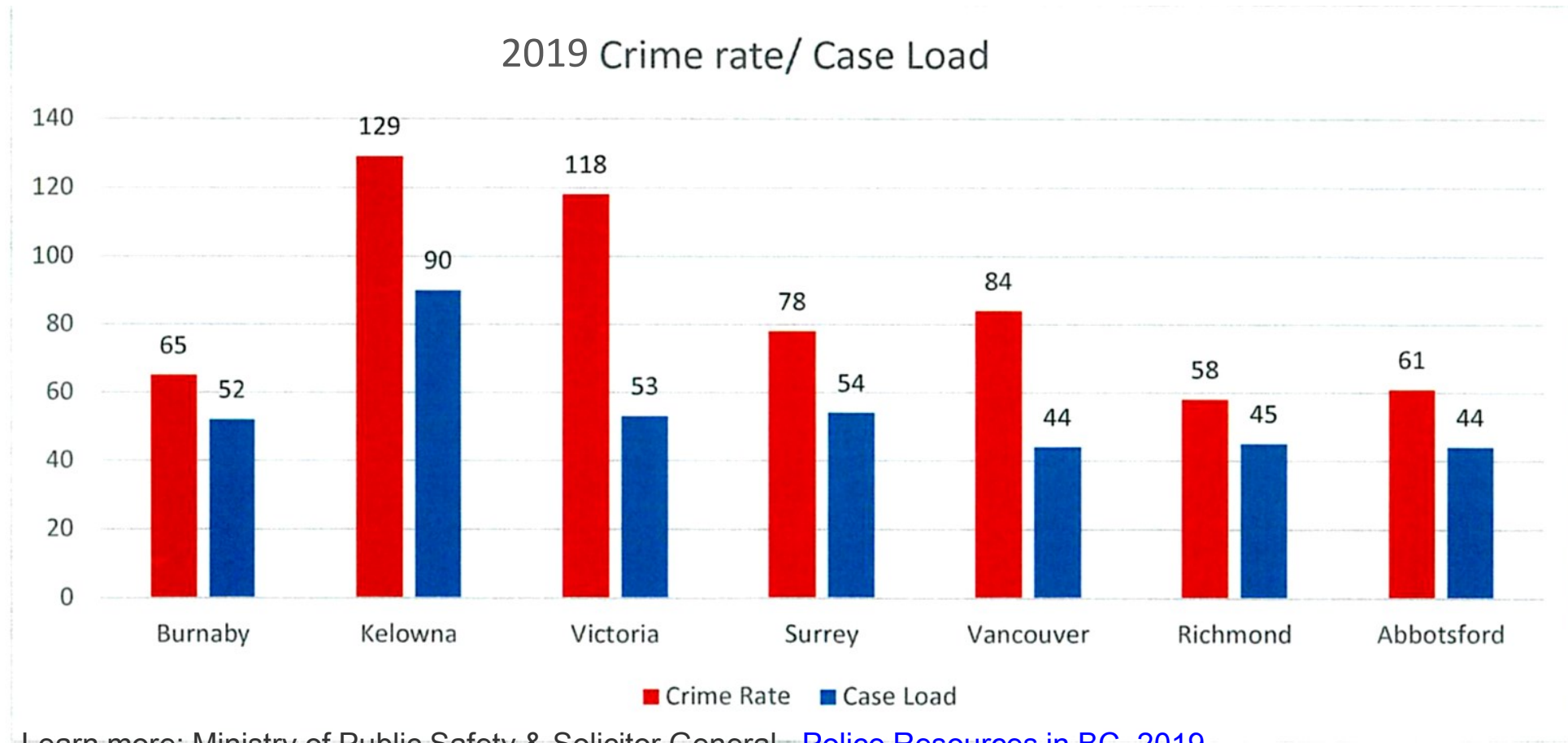
Our Aim to 'Show Up at Our Best' Underpins Our 2021-2024 Strategic Plan



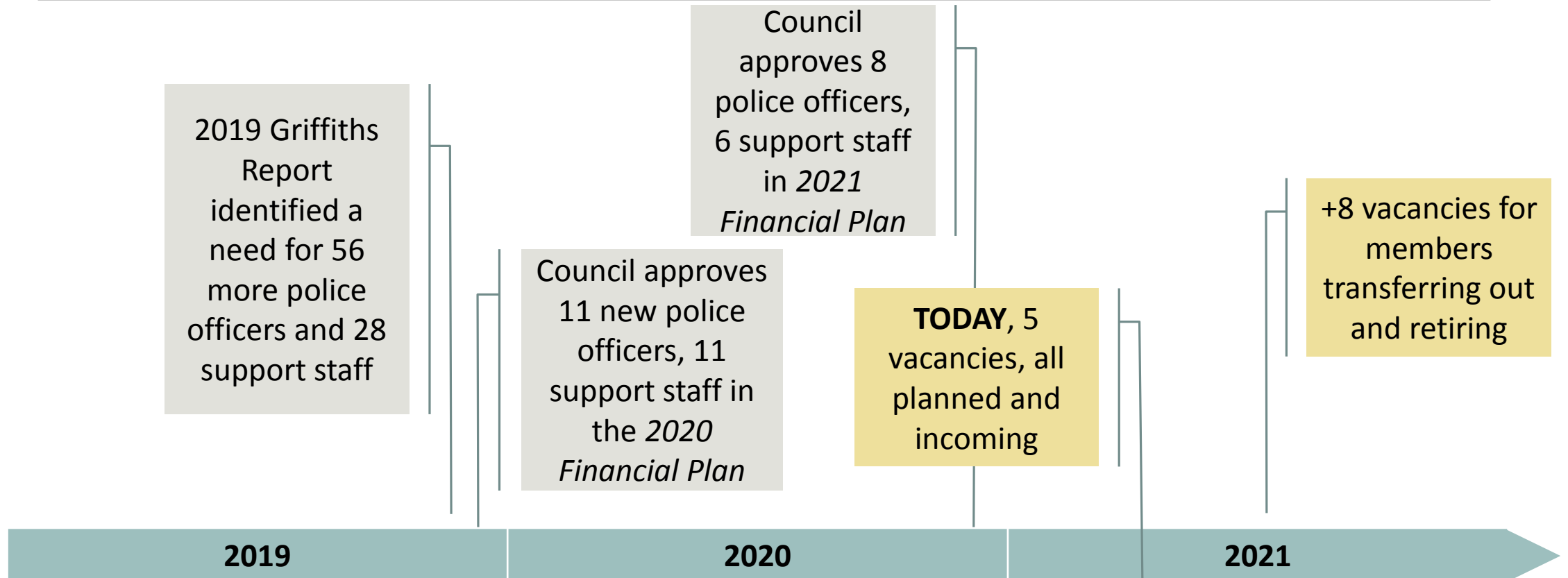
By investing in our people, we can better serve our communities. The initiatives in the Strategic Plan include investment in the wellness and cultural competence of our policing professionals and a renewed commitment to customer service principles, including listening, empathy, and follow-up.



Steady Progress Needed to Balance Kelowna's High Case Load



Council's Support for the Right Resources, Progress on Vacancies





Readiness for Visitors

- ✓ Fully staffed Community Safety Unit
- ✓ Operating with stretched staffing levels and making adjustments
 1. Moved investigative services members to frontline
 2. Paused training until after summer months
 3. Limited vacation to support established minimum resourcing on the frontline.
 4. Prepared for Quick Response Team shifts, funded through overtime.
 5. Re-established and enhanced the Inadmissible Patrons Program

Supporting Resilience of Our Policing Professionals

Current

**Peer Navigators for
RCMP & Local Mental
Health Resources**

**Critical Incident Stress
Management Team**

**Police Services Building
Positive Workplace
Committee**

*Planned
for Future*

**Partners for Outreach to
and Reintegration of Off
Duty Officers**

**Health & Wellness
Coordinator**



Deploying Our Policing Professionals for Increased Citizen Accessibility



IN OUR DOWNTOWN & PUBLIC SPACES

- Tripling foot & bike patrol for downtown core and public spaces

Welcome.		We speak...	
1. हिन्दी		10. 한국어	
2. العربية		11. ਪੰਜਾਬੀ	
3. 廣東話		12. Deutsche	
4. 官話		13. Nederlands	
5. فارسی		14. Italiano	
Bienvenue.		Nous parlons...	
6. தமிழ்		15. русский	
7. Português		16. український	
8. Español		17. Magyar	
9. Tagalog		18. Sign Language	

AT OUR FRONT DESK

- Multilingualism & access to a member assigned to front desk



Meet Martin, the Staff Sergeant Leading Frontline Policing



About Martin's Career

- Drawn to policing - after experience with B.C. emergency health services.
- 14 years on the Emergency Response Team. Equipped to lead police officers in the highest risks situations
- UN peacekeeping mission in Haiti
- 7 years serving in the Yukon including Major Crimes.
- Professional standards experience and depth of insight into what helps frontline police 'show up at our best'

About Martin

- Over 2 decades living in the Okanagan
- Fluently bilingual – French & English



Training to Increase Our Openness & Empathy

Unconscious Bias Training

- National RCMP training
- Focused, local education

Indigenous Cultural Safety Training Program

- Increase knowledge, enhance self-awareness, and strengthen the skills of those who work both directly and indirectly with Indigenous people

Dr. Lori Haskell, sought after experts on **trauma-informed** legal responses.

- Equips policing professionals to recognize, understand and properly responding to the effects of trauma when interacting with citizens

2024 Target: All public-facing policing professionals / 70% of Detachment



QUESTIONS

