

Report to Council



Date: September 9, 2024
To: Council
From: City Manager
Subject: RCMP 2024 – Q1 & Q2 Report
Department: RCMP Superintendent

Recommendation:

THAT Council receive the RCMP 2024 Mid-Year, Quarters 1 & 2, Key Performance Indicator Report from the Officer in Charge, Kelowna RCMP Detachment, dated September 9, 2024.

Purpose:

To present Council with an update on mid-year service, public safety, and crime data.

Council Priority Alignment:
Crime & Safety

Background:

In April 2024, Council updated and refined the priorities, and goals for its contracted police services as per the provisions in the Municipal Police Unit Agreement (MPUA). The following objective under the Crime and Safety priorities were identified by City Council for the RCMP:

- Increase visibility on traffic behavior and crime;
- Strengthen police-community relations and public safety awareness;
- Ensure responsiveness to calls; and
- Advance alternate call response and flexible deployment models.

Police performance measurement is a complex undertaking. Crime statistics are rarely exclusively impacted by policing alone. For this reason, best practices, such as the [Canadian Police Performance Metrics framework](#), include several other dimensions besides crime and victimization statistics, such as public perception, police resources, and response to calls for service. Police performance measurement also considers whether police achieve their stated priorities.

Aligned with Council priorities, objectives in Kelowna RCMP’s 2024-2026 Strategic Plan, *Policing for Greater Impact*, is designed to release capacity for proactive policing and call responsiveness. Accordingly, **Appendix A** contains Key Performance Indicators (KPIs), strategically selected for Kelowna’s public safety context, and a further breakdown of crime incidence.

Summary Analysis:

The Kelowna RCMP Detachment remains committed to public safety as our primary focus and is continuously looking for opportunities to improve efficiency and effectiveness through proactive police work, operational excellence processes, and innovation. With the assistance of data-led analysis, hot spot patrols, and specialized repeat offender programming, these key approaches adopted last year continue to have a positive impact.

Increase visibility on traffic behavior and crime

Property Offences Overall

In 2024, improvement in relation to property offences with an overall decline of 11 per cent and a consistent decline in all related categories (except arson) compared to 2023 will continue in 2024. This can be attributed to proactive, and data driven approaches that focus on repeat locations and offenders.

Research indicates that repeat offenders, a small facet of our community, commit a disproportionate number of crimes and Kelowna RCMP is, increasingly and relentlessly, focused on repeat offenders. Kelowna RCMP is a leader in the Provincial Repeat Violent Offending Intervention Initiative and established a made-for-Kelowna Repeat Property Offender Management Program. The notable reductions in 2023, which have carried into 2024, indicate the right path is being taken. By continuing to target identified repeat offenders, there is optimism for the continuance of lower incidence of these crime types.

Arson continues to rise, with an 81 per cent increase since 2023. Reporting procedures have improved with the Kelowna Fire Department (KFD) which is a large driver contributing to the noted increase. There is active collaboration with KFD to investigate these incidents and support community education about safe fire practices. The goal is to reduce the occurrences of arson and enhance public safety. Arson involves any damage caused by fire, whether intentional or reckless. For instance, a dumpster fire qualifies as arson, whereas a small, contained fire used to keep warm does not. If a fire is reported and found unattended, it is classified as arson.

Kelowna RCMP acknowledges the impact of property crime on business owners and residents. Using data-led enforcement initiatives, and strategies targeting repeat offenders, proactive engagement will continue. Given the integral role of citizens in crime prevention, the RCMP and City Community Safety Department collaboratively launched a [Community Safety Toolkit](#) and [Business Safety Toolkit](#) to provide education to the community on emerging trends.

Persons Offences Overall:

Theft with violence (robbery) and assaults have increased by 27 per cent and 8 per cent, respectively, since 2023. Many of these incidents occur in non-residential and non-commercial settings and often involve people impacted by vulnerabilities such as homeless, mental health and substance use. The police thoroughly investigate person offences and collaborate closely with those offering services for the unhoused, mental health and substance abuse by factors increasing their vulnerability to decrease the risk of violence.

Traffic

The City of Kelowna and the Province are coordinating to enhance education, and enforcement for safer roads. Efforts include conducting more proactive projects, supported by news releases, to raise driver awareness and influence behavior, particularly targeting distracted driving, impaired driving, and aggressive driving.

For example, in collaboration with BC Highway Patrol on the "Slow Down and Move Over" campaign, drivers were educated about the importance of slowing down to 60 km/h and changing lanes when passing active emergency vehicles. Other initiatives have focused on distracted driving, seatbelt enforcement, school zones, and motorcycle safety.

Strengthen police-community relations and public safety awareness

The Kelowna RCMP are committed to strengthening relationships with the community and promoting public safety awareness. To this end, the detachment has developed a Communications Plan that uses data-driven metrics to educate the public on current crime trends such as fraud, child exploitation sexual abuse material, and shoplifting. The detachment actively participates in numerous community campaigns such as Pink Shirt Day and Red Dress Day and attends community events such as Farmers Markets, Pride events, the Vaisakhi Parade, and the Ratha Yatra Festival, among others. There is pride in this volunteerism by members of police services in countless activities throughout the community.

In addition, the police engage in regular community meetings with partners, including the Ministry of Children and Family Development, Interior Health, BC Coroners Service, BC Prosecution Service, WorkSafe BC, Central Okanagan Search and Rescue, the Child and Youth Advocacy Centre, UBC Okanagan, and School District 23. Through these meetings and presentations, the police continue to build relationships and foster a collaborative working environment to better meet the needs of the community. Attendance at meetings such as KOAST, Community Safety Plan and the Property Compliance Standards Team are demonstrative of our continued commitment to promote the right agencies to respond and address police calls for service upstream.

Ensure responsiveness to calls

Average response times to Priority 1 and 2 calls are consistent with historical trends; 8.1 and 10 minutes, respectively. Significantly, average response times to Priority 3 calls have improved from 72 minutes in 2022 to 51 minutes, which indicates improved resourcing and staffing, and the work of our innovative Watch Support Officer model. To maintain public safety and address the most urgent matters promptly, the police and Operational Communications Centre prioritize calls systematically based on their urgency.

- **Priority 1 Calls** - these are very urgent and require immediate dispatch. They involve major incidents or ongoing situations that necessitate immediate police presence to prevent or respond to a loss of life.
- **Priority 2 Calls** - these are urgent and dispatched as soon as possible. While there may not be an immediate threat to life, there is potential for escalation of violence that requires prompt police intervention.
- **Priority 3 Calls** - these are routine and dispatched as soon as reasonably possible. They involve reports that do not require immediate police presence or action.

Callers reporting non-urgent matters or those that do not require immediate police action may experience longer response times. In cases where the issue is for information only, not criminal in nature, or resolved before police arrival, the caller may not observe police attendance, or receive a follow-up call from an officer, although each call from a citizen is carefully reviewed and managed appropriately.

The community is encouraged to utilize the online reporting system [Online Crime Reporting | Kelowna RCMP \(rcmp-grc.gc.ca\)](https://rcmp-grc.gc.ca) for non-urgent matters to help manage resources effectively and ensure timely responses to critical incidents.

Advance alternate call response and flexible deployment models

The police will continue to "promote the right providers for mental health and addictions care and housing needs." The RCMP - Community Safety Unit, through the Integrated Community Response Team, pairs a nurse with a police officer to respond to calls involving individuals in crisis. This collaborative approach ensures that people in need receive the appropriate care and support, addressing both their immediate safety and their long-term well-being. Repeated use of these services is tracked and the RCMP looks forward to working with partners to advance alternate response providers.

Further, the RCMP continues to work in support of the [Community Safety Plan | City of Kelowna](#), and provincial partners to advance initiatives that focus on getting the right professionals to the right calls, while reserving finite police resources for priority calls.

Conclusion:

The metrics and data in this report are continuously monitored and used by the police to inform evidence-based decisions and responses to crime and public safety in Kelowna. This includes advocacy for system changes at the Provincial and National levels. The Officer in Charge is committed to driving transformative change with a focus on sustainable workloads, appropriate staffing levels, and the wellness of all police professionals. By prioritizing the well-being of our people and leveraging intelligence and data-led targeted enforcement, there is ongoing dedication to "Policing for Greater Impact" in the community.

Internal Circulation:

Community Safety Department
Communications Department

Considerations applicable to this report:

Legal/Statutory Authority: Article 5.3 Municipal Police Unit Agreement (April 2012)

Considerations not applicable to this report:

Legal/Statutory Procedural Requirements:


Existing Policy:

Financial/Budgetary Considerations:

Consultation and Engagement:

Communications Comments:

Submitted by: K. Triance, Superintendent, Kelowna RCMP Detachment

Approved for inclusion:  S. Leatherdale, General Manager, People & Protective Services

cc:








D. Caul, Community Safety Director

T. White, Police Services Branch Manager

APPENDIX A:

RCMP Year to date (January 1 to June 30) Service KPIs and Crime Statistics

	Total Property Offences	2022	2023	2024	% Change (2023 to 2024)
1a	Property crime rate per 100,000	3,663	3,026	2,707	↓ -11%
	Auto Theft	300	186	163	↓ -12%
	Theft from Motor Vehicle	1,016	759	614	↓ -19%
	Break & Enter – Business	431	280	167	↓ -40%
	Shoplifting	919	965	792	↓ -18%
	Break & Enter – Residential	124	111	100	↓ -10%
	Bike Theft	248	179	125	↓ -30%
	Fraud	636	644	599	↓ -7%
	Mischief	925	799	785	↓ -2%
	Arson[i]	84	67	121	↑ 81%
	Persons recommended for Charges[ii]	216	256	185	↓ -28%
	Total Persons Offences	2022	2023	2024	% Change
	Assault (Common)	585	580	627	↑ 8%
	Intimate Partner Violence	332	366	311	↓ -15%
	Sex Offences[iii]	93	114	103	↓ -10%
	Theft with Violence (known as robbery)	54	37	47	↑ 27%
	Assaults with Weapon	223	245	209	↓ -15%
	Traffic Safety	2022	2023	2024	% Change
1b	Traffic Interactions	828	2820	2109	↓ -25%
1c	Collisions with Injuries	82	115	113	↓ -2%
	Community Involvement	2022	2023	2024	% Change
2a	Number of police-led presentations, meetings and posts	<i>Data not available</i>	<i>Data not available</i>	308	<i>Data not available</i>

2b	Number of community meetings police participate in[iv]	Data not available	Data not available	201	Data not available
Police Responsiveness and Deployment		2022	2023	2024	% Change (2023 to 2024)
3a	Response Time for Priority 1 Calls (in minutes)	8.0	8.0	8.1 	1%
3b	Response Time for Priority 2 Calls (in minutes)	10.2	10.0	10.0 	0%
3c	Response Time for Priority 3 Calls (in minutes)	72.0	59.3	51.0 	-14%
3d	% of Calls for Service receiving Callback[v]	21%	40%	77% 	37%
4a	Total Calls for Service per 100,000	19,393	17,173	16,670 	-3%
4b	Percent of files completed by alternate personnel[vi]	6.40%	5.80%	6.20% 	0.40%
4c	Percent of mental health-related calls where police are co-responders	49%	44%	49% 	5%