

Report to Council



Date: March 10, 2025
To: Council
From: City Manager
Subject: RCMP 2024 Year End Report
Department: RCMP Superintendent

Recommendation:

THAT Council receive the RCMP 2024-year-end Key Performance Indicator Report from the Acting Officer in Charge, Kelowna RCMP Detachment, dated March 10, 2025.

Purpose:

To present Council with the 2024-year-end 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). City Council identified the following priorities for the RCMP:

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

Appendix A contains a set of Key Performance Indicators (KPIs), strategically selected for Kelowna’s public safety context, and a further breakdown of crime incidence.

Summary Analysis:

The Kelowna RCMP remains dedicated to public safety as a top priority and continually seeks ways to enhance efficiency and effectiveness through proactive policing, operational excellence, and innovation. By utilizing data-driven analysis, targeted frontline traffic enforcement and specialized programs for repeat offenders, these key strategies, implemented last year, continue to yield positive results.

In 2024, Kelowna RCMP responded to 34,537 calls for service per 100K population. By comparison, this is roughly twice the calls per service of Richmond, which recorded 17,286 calls for service per 100K population and two and a half times higher than Coquitlam which had 13,877 calls per 100K population.

Ensure responsiveness to calls:

While police nationally continue to grapple with labour market pressures impacting recruitment and occupancy rates, our strategic and data-led deployment models enabled maintenance of critical response times; Average response times to Priority 1 and 2 calls decreased from 2023; 7.7 and 9.4 minutes, respectively. The Police and Operational Communications Centre prioritize calls systematically based on their urgency:

- **Priority 1 Calls:** Immediate dispatch-for life-threatening incidents;
- **Priority 2 Calls:** Urgent response to situations with potential for escalation; and
- **Priority 3 Calls:** Routine calls addressed as soon as reasonably possible.

Non-urgent matters may have longer response times and callers may not always see police attendance if the issue is resolved beforehand. To help manage resources and ensure timely responses to critical incidents, we encourage the community to use the [RCMP Online Crime Reporting](#) system for non-urgent matters. It should be noted that the historical methodology for calculating police response times is being reviewed by RCMP "E" Division to ensure validity, reliability and comparability province-wide. This work will be completed in Q2 2025, and the outcomes shared with Council in the next report to Council.

As part of our ongoing commitment to continuously improving our service to citizens, the percentage of complainants that received a call-back from the investigating officer improved to 76 per cent in 2024, compared to 70 per cent in 2023 and 51 per cent in 2022. Recently, we established an ambitious target of 95 per cent call-back and expect to see considerable progress made in 2025.

Increase visibility on traffic behavior and crime:

Property Offences Overall

In 2024, we experienced an overall decline in property crime offences, with business break and enters and bike theft showing the most significant reductions; 19 per cent and 16 per cent respectively compared to 2023 and, notably, 55 per cent and 49 per cent reductions since 2022. This progress is in part due to proactive, data-driven strategies that focus on high-risk locations and repeat offenders, along with initiatives such as the summer Bike Valet. As a provincial leader in the Repeat Violent Offending Intervention Initiative and our local Repeat (Property) Offender Management Program, these initiatives continued to significantly impact local crime throughout 2024. By relentlessly targeting known repeat offenders, we are optimistic that these reduced property crime rates can be sustained.

In 2024, prioritization of crimes affecting businesses and improved capacity enabled the Community Safety Unit to collaborate closely with Loss Prevention Officers and businesses to target shoplifting, one of our most prevalent crime types. These focused operations led to:

- 81 Arrests;
- 49 Charges being forwarded to Crown;
- 13 Referrals to Restorative Justice; and
- 15 Endorsed / Unendorsed Warrants being executed.

While reported crime generally decreased in 2024, arson increased by 54 per cent compared to 2023, largely due to reporting procedures and lack of information to rule out arson. We continue to work closely with the Kelowna Fire Department and the Community Safety Services Branch to investigate these cases and promote community education on fire safety. Our goal is to reduce arson occurrences and enhance public safety.

Persons Offences Overall

In 2024, theft with violence (robbery) increased by 15 per cent compared to 2023, although it remained lower (12 per cent) compared to 2022. Comparatively, assaults also increased in 2024 by six per cent. Many of these robberies and assaults take place in non-residential, non-commercial areas and often involve individuals affected by vulnerabilities such as homelessness, mental health challenges and substance use.

While relatively marginal or potentially positive changes were noted in 2024 in respect to reported intimate partner violence and sexual offences, both remained 17 per cent higher in 2024 compared to 2022 and are being closely monitored. We continue to work closely with our partners in Community Based Victim Services (E-Fry) and we meet regularly with Interior Health's Sexual Assault Response Team. This team has recently updated their processes and standardized their approach across the region to better serve victims of sexual violence.

Traffic

In recent years, Kelowna RCMP has heard about the need for increased traffic enforcement/education delivering mixed results driven by available resources and the number of major traffic investigations ongoing at any given time. In 2024, there were 3,902 traffic interactions (tickets and warnings); a third lower than 2023 but nearly double that of 2022.

We remain committed to working alongside the City of Kelowna and the Province to enhance road safety through education and enforcement. Our approach includes proactive initiatives supported by public awareness campaigns to influence driver behaviour, with a focus on distracted, impaired, and aggressive driving.

In 2024, in response to recommendation from the Mayor's Task Force on Crime Reduction, we refreshed the volunteer Speed Watch Program. Since its resumption, the new team has monitored over 4,000 vehicles, identifying 10 per cent exceeding the speed limit by 11-20 km/hr and 2 per cent speeding over 21 km/hr. With twice the number of volunteers, the Program will resume this in the spring when conditions are safe for operations and for our volunteers.

In addition to improving safety outcomes, proactive traffic enforcement also serves to disrupt the local drug trade. In the fall of 2024, frontline officers intensified proactive traffic enforcement which led to significant seizures of weapons and drugs, enhancing community safety.

Strengthen police-community relations and public safety awareness:

The Kelowna RCMP remain committed to building strong relationships with the community and promoting public safety awareness. The detachment actively engages in various community events, and we take pride in our volunteerism of our police service personnel who contribute to countless community activities such as caroling during the holidays and volunteering for sports such as volleyball, softball, hockey, and skiing, among others.

Our involvement with partners of KOAST, Community Safety Plan and the Property Compliance Standards Team reflects our commitment to ensuring the right agencies respond to and address police calls for service proactively.

In the fall of 2024, we provided body worn camera presentations to community groups. As these cameras become the national standard, we are proud to be among the first to implement the program in the

province. Body worn cameras represent a significant step in modernizing policing by improving public interactions, enhancing evidence collection, building trust in law enforcement, resolving public complaints more efficiently and supporting officer safety. We are excited to equip our officers with this innovative technology and bring its benefits to our community.

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. We continue to track repeated use of these services and look forward to working with our partners to continue to advance alternate response providers. For example, the percentage of mental health-related calls where police are co-responders are all calls for service that had a mental health component.

Further, the RCMP continues to work in support of the [Community Safety Plan](#) (CSP), 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. Among other CSP initiatives, we have been actively working with the City to advance Action 1.2 for the “...creation of alternative, community-based (non-police) responses to police calls involving people in crisis” (i.e., the provincial [Peer Assisted Care Team](#)).

Conclusion:

The metrics and data in this report are continuously monitored and utilized to inform evidence-based policing strategies and responses to crime and public safety in Kelowna. This data also supports advocacy efforts for systemic changes at the Provincial and National levels. The Officer in Charge is committed to driving transformative changes with a focus on sustainable workloads, appropriate staffing levels, and the overall wellness of all police professionals. By prioritizing the well-being of our people and leveraging intelligence and data-led targeted enforcement, we remain dedicated to ‘Policing for Greater Impact’ in our 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)

Submitted by: Inspector C. Goebel, Acting Superintendent, Kelowna RCMP Detachment

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

cc: D. Caul, Public Safety and Policing Policy Director
T. White, Police Services Branch Manager

Appendix A: RCMP Year to Date (January 1 to December 31) Service KPIs and Crime Statistics

Crimes Against Property		2022	2023	2024	% Change	
	Total Property Offences	11,104	9,385	9,216	-2%	↓
1a	Property crime rate per 100,000	6,890	5,823	5,718	-2%	↓
	Auto Theft	592	376	382	2%	↑
	Theft from Motor Vehicle	2,116	1,495	1,451	-3%	↓
	Break & Enter – Business	857	476	385	-19%	↓
	Shoplifting	1,639	1,760	1,666	-5%	↓
	Break & Enter – Residential	237	257	243	-5%	↓
	Bike Theft	604	366	306	-16%	↓
	Fraud	1,344	1,236	1,217	-2%	↓
	Mischief	1,744	1,713	1,617	-6%	↓
	Arson	101	110	169	53%	↑
	Persons recommended for Charges	1,895	2,174	1,915	12%	↓
Crimes Against Persons		2022	2023	2024	% Change	
	Total Persons Offences	3,177	3,307	3,416	3%	↑
	Assault (Common)	1,184	1,227	1,296	6%	↑
	Intimate Partner Violence	742	845	865	2%	↑
	Sex Offences	179	233	210	-10%	↓
	Theft with Violence (known as robbery)	106	81	93	15%	↑
	Assaults with Weapon	429	513	446	-13%	↓
Traffic Safety		2022	2023	2024	% Change	
1b	Traffic Interactions	2062	5864	3902	-33%	↓
1c	Collisions with Injuries	205	236	290	23%	↑
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>	293	<i>Data not available</i>	
2b	Number of community meetings police participate in	<i>Data not available</i>	<i>Data not available</i>	303	<i>Data not available</i>	
Police Responsiveness and Deployment		2022	2023	2024	% Change	
3a	Response Time for Priority 1 Calls (in minutes)	8.1	8.1	7.7	5 %	↓
3b	Response Time for Priority 2 Calls (in minutes)	10.2	10	9.4	8 %	↓
3c	Response Time for Priority 3 Calls (in minutes)	72.0	59.3	54.2	9 %	↓
3d	% of Calls for Service receiving Callback	51%	70%	76%	8%	↑
4a	Total Calls for Service per 100,000	36,324	34,184	34,537	1%	↓
4b	Percent of files completed by alternate personnel ¹	6.2%	5.8%	6.3%	9%	↑
4c	Percent of mental health-related calls where police are co-responders ²	59%	53%	57%	5%	↑

¹ Watch Support Officer files include but not limited to B&E and thefts

² Mental health-related calls are calls with a mental health flag and files with a mental health component. These files mainly consisted of cause disturbance, assault – common, uttering threats, and unspecified assistance