

RECOMMENDATION:

None.

REPORT SUMMARY

The purpose of this report is to provide Council with an update regarding the policing services provided by the Coquitlam RCMP Detachment for both the entire 2024 calendar year and the fourth quarter of 2024.

BACKGROUND

The Coquitlam RCMP released its four-year strategic plan to guide the efforts of RCMP members, City staff, and volunteers in making Port Coquitlam a safer place to live. The strategic plan sets out four priorities developed through a consultative process involving community outreach, internal interviews, and environmental scans of Canadian police jurisdictions throughout Canada.

The first priority within the Strategic Plan is “partnering with the community” which involves deepening collaboration, trust and community engagement; learning and adapting to changing community needs; and demonstrating accountability to Port Coquitlam residents. Priority two is to “promote public safety” by focusing on road and traffic safety, enhancing visible police presence, and reducing crime through public education and engagement. The third priority is “targeting criminal activity” which entails enforcing the law, targeting prolific offenders, and gathering criminal intelligence. The fourth priority is “supporting our people” and it aims to create an inclusive workplace, support employee mental and physical wellness, and promote effective internal communications. Progress is reported to Council and the community on a quarterly basis. The following is an update for the fourth quarter of 2024 and a summary of 2024 as a whole.

DISCUSSION**Partnering with the Community**

The Coquitlam RCMP continues to work closely with the community to build strong, collaborative relationships that make Port Coquitlam a safer place to live. During quarter four (Q4), Detachment staff partnered with the community by participating in eight community events including a Halloween Howl event, Red Serge Classic, Remembrance Day, Cram the Cruiser, Breakfast with Santa, Parade of Lights, and the CPKC Holiday Train. Members also carried out more than 400 hours of proactive patrols, including more than 30 foot patrols in parks and throughout the downtown core to increase visibility and strengthen ties with the public during Q4.

Throughout 2024, RCMP staff built stronger relationships with the public by participating in 36 community events and by working collaboratively to improve safety practices by hosting 39 public education opportunities such as car seat safety clinics, fraud presentations, and safety reflector

handouts. The Detachment also partnered with businesses and other organizations this year to improve community safety. The Detachment partnered with five licensed establishments through the Inadmissible Patrons Program and works collaboratively to target and remove individuals participating in organized crime from the premises. The Detachment also began participating in Project 529's Garage529 program aimed at helping reunite stolen bicycles with their owners. Members of the public can use the free app to register their bikes (or scooters) in the database. If their bike or scooter is stolen, the owner can flag it on the app. Police, who now have access to advanced search functions in the Garage529 database, can immediately determine if the bike or scooter they come across in the field is stolen. This is particularly helpful since people tend not to report their stolen bike to the police but will flag it as stolen on the Garage529 app. Coquitlam RCMP have been using the app since September, with officers able to recover multiple stolen bikes in that time.

Promoting Public Safety

Delivering policing services to residents is one of the Coquitlam RCMP's core functions and is integral to promoting public safety. The primary method of delivering policing services is by responding to calls for service. In Quarter 4, the Detachment responded to 2,484 calls for service and total calls for service in 2024 decreased 9% compared to the three-year average. The crime rate reached a new historic low of 45 crimes per 1,000 people—down from 51 in 2023. These metrics are encouraging because they speak to the overall safety of Port Coquitlam and its residents. The Detachment's average 9-1-1 call answer times also remain extremely low (approximately 8.5 seconds), reassuring the public that when they need police help, they will reliably and quickly be able to get a hold of operators.

Traffic safety is of particular importance given public concerns regarding distracted driving and speeding in school zones/residential areas. In the fourth quarter, the Detachment promoted public safety by spending more than 50 hours on specialized traffic enforcement on key roadways such as the Mary Hill Bypass, Coast Meridian Road, and Prairie Avenue. Hundreds more hours were spent promoting traffic safety through general traffic patrols identifying unsafe driving behaviours and encouraging future compliance through ticketing. These efforts led to roughly 400 speeding and distracted driving violation tickets during the fourth quarter.

After consistently engaging in High Accident Zone Enforcement and High Visibility Enforcement, along with thousands of hours doing regular traffic enforcement, the Detachment was able to issue nearly 2,800 violation tickets throughout the year. Speed related infractions accounted for 74% of all violation tickets given, reflecting the Detachment's efforts to prioritize speeding enforcement and make Port Coquitlam streets safer.

In 2024, the Detachment initiated the Mobile Integrated Crisis Response (MICR) Program to promote public safety. Under the program, two teams consisting of a mental health nurse and a RCMP officer are dispatched to calls for service involving mental health crises. During the first year of the program, the Detachment recorded 2,487 mental health files of which MICR was able to attend 27% (i.e. 660 files) based on current staffing capacity. Results of these files are encouraging; the MICR teams are successfully leveraging their knowledge and expertise to deliver better responses to people



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experiencing mental crises in the community, including enhanced crisis response, improved system efficiency, and increased officer capacity and community connection.

The MICR team, comprising nurses and officers, enhances crisis response by providing assessments, de-escalation, and referrals to community services, often diverting individuals from hospital apprehensions. With psychiatric nurses' expertise and access to medical records through Fraser Health, the program improves the accuracy of identifying individuals needing care or apprehension under the Mental Health Act.

Data from the first year highlights the program's success in accurately assessing risks of harm and determining when hospital admissions are necessary. The presence of nurses fosters trust, particularly among individuals hesitant to engage with police, as the nurse's non-threatening role facilitates intervention and support. Additionally, the MICR team builds a detailed understanding of community members with mental health challenges, including their histories, medications, and effective interaction strategies. This knowledge expedites service calls and ensures individuals receive the most appropriate and safe care, whether through community resources or intervention.

Targeting Criminal Activity

Tackling crime remains a key focus for the Coquitlam RCMP. To tackle criminal activity, the Detachment is engaging in proactive activities including high-visibility patrols, awareness sessions on violence in relationships, and connecting victims of crime with community resources through the Victim Services Unit. During the fourth quarter of 2024, the Detachment saw a 22% decrease in persons crimes compared to the three-year average for the same time period.

The total number of persons crimes decreased 20% in 2024 when compared to 2023 and 13% when compared to the three-year average. Of these persons crimes, assault files represent the highest proportion of persons crimes, followed by uttering threats and harassment. While it is hard to prevent the majority of persons crimes due to their often-personal nature, the Detachment works with victims of crime and was responsible for providing more than 1,200 victim services referrals and over 2,000 community referrals through the Victim Services Unit in 2024.

Similarly, property crimes decreased by 3% during the fourth quarter, with mischief to property, theft from vehicle, frauds, and shoplifting representing the highest proportion of property crimes. In response, the Detachment is targeting criminal activity by working diligently to educate businesses and the public on crime prevention techniques using community policing events, volunteer programming, media channels, and in-person discussions. Our membership remains vigilant in areas with higher crime volumes, conducting foot patrols in business areas and parks, while also carrying out vehicle patrols in residential areas using data supplied by the Crime Analysis Unit.

Supporting Our People

Staff well-being is essential to delivering effective policing services to community residents. The Detachment is committed to supporting RCMP members and City staff so they can continue their vital work in keeping residents safe. In order to improve their physical and mental well-being, the

Coquitlam Member Wellness Unit provides support through check-ins, consultations, and referrals. The Detachment is also supporting its people by focusing on providing training opportunities and tactical resources to members so they are ready to safely and efficiently respond to all types of calls for service.

In Q4, the Detachment completed 86 training sessions to enhance officer safety and develop their skills. This accounts for almost half of the 180 training sessions delivered to members in 2024. Courses included firearms training, emergency response scenario exercises, tactical gear usage training (e.g., conducted energy weapons, gas masks, drones), and training on investigative tactics.

Summary of 2024 Business Improvements

- Reinstated Junior Mountie Police Academy
- Instituted the Inadmissible Patrons Program
- Established a Business Continuity Plan with Langley RCMP Detachment
- Conducted consistent High Accident Zone Enforcement along Mary Hill Bypass, Coast Meridian Road, and Prairie Ave
- Completed the cellular underground upgrade project
- Completed the LAN rack expansion for RCMP technology initiatives that required upgrades for cabling and wiring for future projects such as body worn cameras, NG911, VOIP and GCWIFI
- Implemented VOIP (Voice over Internet Protocol) within the detachment

2025 Initiatives Underway

- Reinstating the Auxiliary Constable Program
- Installing WaitWell terminals at the Front Counter for improved accessibility, better customer service and language translation for residents requiring assistance for police services at the RCMP detachment
- Reviewing community policing special event attendances and false alarm fees as part of the fees and charges process
- Initiating an office space refresh at the Public Safety Building and new desks in the Operational Communication Centre

FINANCIAL IMPLICATIONS

None. The costs associated with the Coquitlam RCMP Detachment are shared between the cities of Coquitlam and Port Coquitlam.

ATTACHMENTS

Attachment 1: Report: RCMP Year-in-Review 2024

Attachment 2: Presentation Slides: RCMP Year-in-Review 2024

Lead author(s): Ian Waters

Contributing author(s): Kim Singh