



# ***CITY COUNCIL ADDITIONAL AGENDA***

Monday, May 14, 2018 – Council Chambers, City Hall

Call to Order:	2:30 PM
Recess:	5:00 PM to 6:00 PM

## **I. REPORTS**

- I.1. Annual Policing Plan - 2018/19 and 2019/20 Policing Priorities  
(Agenda Pages 1 – 7)



Protective Services

May 8, 2018

## Annual Policing Plan – 2018/19 and 2019/20 Policing Priorities

### Report Summary & Recommendation:

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Council decided to conduct a community dialogue and input process, to inform their discussion and recommendations, regarding local policing priorities. A community engagement process occurred in March and included a phone and web survey, along with conversations at The City's annual Let's Talk event. Four-hundred respondents answered the statistically valid phone survey and more than 500 people completed the web survey.

The information and data collected from citizens was used to inform Council, as they considered where to focus policing efforts. Drugs, property crime and downtown issues continue to be areas of concern, and this is reflected in the priorities for the next two years.

The RCMP is the Municipal Police force for The City of Red Deer. This contractual relationship is defined by the Municipal Police Service Agreement which indicates that The City can communicate their priorities, objectives and goals for the RCMP. Priorities identified by City Council will be part of the Annual Policing Plan (APP).

It is recommended that Council adopts the recommended priorities, objectives, and goals as part of the APP for 2018/19 and 2019/20.

### City Manager Comments:

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I support the APP objectives as outlined. I believe they are an accurate reflection of Council's direction.

Craig Curtis  
City Manager

### Proposed Resolution

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Resolved that Council of The City of Red Deer having considered the report from Protective Services dated May 8, 2018 re: Annual Policing Plan – 2018/19 and 2019/20 Policing Priorities hereby adopts the following as the policing priorities for the 2018/19 and 2019/20 years for the Annual Policing Plan (APP):

#### Priority 1 – Drug and Property Crime

Objectives:



1. A reduction in the negative impact of repeat and prolific offenders in our community.
2. A reduction in our community in the number of crimes and activities that are driven by or support the illicit drug trade.
3. Our citizens participate actively in crime prevention.
4. Proactive approaches to policing continue to deliver favourable results.

Goals:

- Reduce crime Statistics City wide by 3% in 18/19 and by 3% in 19/20.
- Reduce property crime by 3% in 18/19 and by 3% in 19/20 (with adjustments for Mischief)

**Priority 2 – Downtown**

Objectives:

1. More legitimate uses of downtown through increased visibility and police presence.
2. Improved relationships between social agencies and people in downtown.
3. Improved perceptions of safety in downtown.
4. Our downtown has a decrease in property crime and criminal activity.

Goals:

- Citizens feeling of safety downtown increases from 16% to 19% in 18/19 and to 23% in 19/20.
- Reductions in calls for service to the downtown area (5 Sectors) by 3% in 18/19 and by 3% in 19/20.
- Reduction in property crimes downtown (Zone 3) by 3% in 18/19 and 3% in 19/20.

**Priority 3 Level of Service and Responsiveness**

Objectives:

1. Citizens (that are victims of crime or customers) and community groups/partners that interact with the police services have a positive customer service experience.
2. Citizens report crimes with the confidence that it will be acted on appropriately.

Goals:

- Citizen satisfaction with service provided by the Red Deer RCMP increases from 82% to 84% (19/20).
  - Increase the reporting rate from 79% to 81% (19/20), for those citizens that identify as being victims of crime.
  - Citizens feeling of safety in the community overall increases from 45% to 48% (19/20).
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## **Background**

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### **Why is Council being asked to approve the Policing Priorities?**

The RCMP is the municipal police force for The City of Red Deer. This contractual relationship is defined by the Municipal Police Service Agreement which indicates that The City can communicate their priorities, objectives and goals for the RCMP. Priorities identified by City Council will be part of the Annual Policing Plan (APP) for 2018/2019 and 2019/2020. Progress will be reported regularly.

The APP is an RCMP process developed for contract policing to improve local community consultation, accountability and risk management. The APPs are reviewed by RCMP senior management to ensure oversight and accountability. Council's approval of the priorities, objectives, and goals will be the confirmation that the community is satisfied and supportive of the plan.

## **Discussion:**

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### **Community Dialogue and Input Process**

Council decided to conduct a community dialogue and input process to inform their discussion and recommendations regarding local policing priorities.

The following community input methods were implemented between March 19 and April 7, 2018 to provide Council with a deeper understanding of the community's priorities related to safety and policing.

1. A statistically valid telephone survey
2. A public web survey
3. Community dialogue at the annual Let's Talk event

#### **Telephone Survey:**

The telephone survey was conducted by Bannister Research Limited. Input was obtained from 400 randomly-selected residents. The survey was developed to be statistically valid and provides a margin of error no greater than +/- 4.9% 19 times out of 20. Residents provided their input on the following topics:

- important policing issues
- future policing priorities
- perceived level of crime in Red Deer
- feelings of safety
- ways the RCMP could help increase feelings of safety
- level of satisfaction with the RCMP

#### **Public Web Survey:**



A public web survey, also conducted by Bannister Research Limited, was available to all residents and stakeholders via an open link. There were 572 responses using the same questions as those in the telephone survey.

#### Community Dialogue:

Council members engaged residents in dialogue regarding policing priorities at the annual Let's Talk event at Parkland Mall. This provided residents with the opportunity to discuss their policing priorities with Council members directly.

Conversations focused around the following questions.

- Do you feel safe living in Red Deer?
- What can we do differently?

#### Council Process

Administration facilitated three workshops to support Council's process of identifying their policing priorities and to gather their direct input on each component, including:

- the determination of community dialogue methods and processes;
- the identification of the survey form and content;
- And the validation of Council's policing priorities following a review of community dialogue results.

### Analysis:

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#### Community Dialogue and Input Key Findings

Respondents indicated that drugs (41%), property crimes (including theft, motor vehicle theft, break and enters) (56%), and crime in general (including safety concerns) (29%) are the most important policing issues in Red Deer.

Top responses for future policing priorities included increased focus on drug related crime (43%), increased police patrols/presence (22%), and crime reduction (20%).

When asked about their feelings of safety, respondents expressed concerns in the following areas: downtown, parks/trails, industrial areas, public transit areas, and apartment/condo buildings.

82% indicated that they were satisfied, to very satisfied, with the service provided by the RCMP member they last contacted. This is consistent with the results from the 2017 Municipal Satisfaction survey which showed that 83 per cent of respondents were satisfied to very satisfied with the police.

21% of respondents who had experienced a crime did not report it to the RCMP. The primary reason provided for not reporting was that the crime was petty or minor.



A number of additional issues were identified by citizens that are beyond the scope of identifying policing priorities and the work of the RCMP. These items are captured outside of this report and will be used to inform other municipal processes as appropriate.

### **Policing Priorities:**

Following the review and analysis of community dialogue and input, crime trends and statistics, Council identified the following priority areas:

Priority 1 – Drug and Property Crime

Priority 2 – Downtown

Priority 3 – Level of Service and Responsiveness

For each of these priorities, objectives to be achieved are recommended that provide further clarity of the intended focus of the respective priorities. Also identified are quantitative goals that further help to define what success would look like if achieved in the various areas. Various initiatives/tactics that the RCMP is planning to either investigate or implement related to each priority, are shown below.

Considering the timing of this decision and the expected effort and time it will take to accomplish the goals it is recommended that the timeline be set as a two year overall objective. A further input process would be done near the end of two years to measure progress and also to inform subsequent policing priorities.

### **Priority 1 – Drug and Property Crime**

#### **Objectives:**

1. A reduction in the negative impact of repeat and prolific offenders in our community.
2. A reduction in our community in the number of crimes and activities that are driven by or support the illicit drug trade.
3. Our citizens participate actively in crime prevention.
4. Proactive approaches to policing continue to deliver favourable results.

#### **Goals:**

- Reduce crime Statistics City wide by 3% in 18/19 and by 3% in 19/20.
- Reduce property crime by 3% in 18/19 and by 3% in 19/20 (with adjustments for Mischief)

### **Priority 2 – Downtown**

#### **Objectives:**

1. More legitimate uses of downtown through increased visibility and police presence.



2. Improved relationships between social agencies and people in downtown.
3. Improved perceptions of safety in downtown.
4. Our downtown has a decrease in property crime and criminal activity.

**Goals:**

- Citizens feeling of safety downtown increases from 16% to 19% in 18/19 and to 23% in 19/20.
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**Priority 3 Level of Service and Responsiveness**

**Objectives:**

1. Citizens (that are victims of crime or customers) and community groups/partners that interact with the police services have a positive customer service experience.
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**Goals:**

- Citizen satisfaction with service provided by the Red Deer RCMP increases from 82% to 84% (19/20).
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- Citizens feeling of safety in the community overall increases from 45% to 48% (19/20).

**What will be done differently as a result of this decision?**

The RCMP has reviewed the recommendations and has developed a general approach of tactics and methods they will be utilizing or considering to achieve the results. Many of the initiatives are currently being utilized and will continue or be enhanced and some are new initiatives that will be investigated to determine feasibility. There are also covert tactics that the RCMP utilizes to achieve crime reduction that are not listed here due to the confidential nature of the activities.

**Priority 1 Drug and Property Crime – Initiatives/Tactics**

- Investigate new bylaws ( Pawn shop bylaw – Business Watch Intel), (Anti – Idling with unsecured vehicle)
- Investigate Bicycle Registry – online voluntary platform for registering bicycle information



- Continue Pinpoint and Habitual Offender Management (trap & warrant round up)
- Drug enforcement and education
- Increase resources on crime reduction team
- Investigate/pilot Automated License Plate Reader (ALPR)

#### **Priority 2 – Downtown – Initiatives/Tactics**

- Creation of a “Downtown Unit”
- Enhance business engagement through information sessions, direct contact to victims, drop-ins
- Investigate business registry – similar to Retail Cop in use for loss prevention officers
- Continue downtown enforcement strategy
- Investigate implementation of CCTV cameras
- Pinpoint
- Investigate creation of a downtown police storefront
- Continue enhanced policing shifts
- Greater focus on use of the Community Standards Bylaw
- Greater utilization of CPTED and Central Alberta Crime Prevention Centre for outreach and education

#### **Priority 3 Level of Service and Responsiveness – Initiatives/Tactics**

- Investigate Electronic Voice Entry (EVE)
- Enhanced customer service training for front counter staff
- Investigate increasing Call Taker hours
- Enhance focus on public relations and recognition of partners
- Enhance public education



**DATE:** May 18, 2018

**TO:** Paul Goranson, Director of Protective Services

**FROM:** Frieda McDougall, Legislative Services Manager

**SUBJECT:** Annual Policing Plan – 2018/19 and 2019/20 Policing Priorities

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**Reference Report:**

Protective Services, dated May 8, 2018

**Resolution:**

At the Monday, May 14 Regular Council Meeting, Council passed the following Resolution:

Resolved that Council of The City of Red Deer having considered the report from Protective Services dated May 8, 2018 re: Annual Policing Plan – 2018/19 and 2019/20 Policing Priorities hereby adopts the following as the policing priorities for the 2018/19 and 2019/20 years for the Annual Policing Plan (APP):

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### **Priority 3 Level of Service and Responsiveness**

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#### **Report back to Council:**

No.

#### **Comments/Further Action:**

No.



for Frieda McDougall  
Manager

c. Public Participation & Engagement Coordinator