

**PUBLIC SAFETY COMMITTEE**

*HIS WORSHIP, THE MAYOR  
AND COUNCILLORS*

**SUBJECT: DIFFERENTIAL CALL RESPONSE**

**RECOMMENDATION:**

1. THAT Council support the Burnaby RCMP Detachment to initiate a Differential Call Response model of responding to calls for service.

**REPORT**

The Public Safety Committee, at its meeting held on 2019 July 16, received and adopted the attached report seeking Council's support to implement a pilot program of a Differential Call Response model of responding to calls for service.

Respectfully submitted,

Councillor D. Johnston  
Chair

Councillor J. Wang  
Vice Chair

|            |  |
|------------|--|
| Copied to: | City Manager<br>Director Public Safety and Community Services<br>Officer in Charge, Burnaby RCMP |
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## RCMP BURNABY DETACHMENT

Meeting 2019 July 16  
COMMITTEE REPORT

TO: CHAIR AND MEMBERS  
PUBLIC SAFETY COMMITTEE

DATE: 2019-07-10

FROM: OIC BURNABY DETACHMENT

SUBJECT: **DIFFERENTIAL CALL RESPONSE**

PURPOSE: To request support from the Public Safety Committee to implement a pilot program of a Differential Call Response model of responding to calls for service.

### RECOMMENDATION:

1. **That** Public Safety Committee recommends Council support for the Burnaby RCMP Detachment to initiate a Differential Call Response model of responding to calls for service.

### REPORT

#### 1.0 INTRODUCTION

Policing has become more complex over time and while the crime rate appears to be going down and call volume is remaining relatively static, the workload of police officers continues to go up due to shifting call priorities, more complex investigations along with court imposed disclosure and timelines. Unless the current service delivery model is updated, the effectiveness and efficiency of the Burnaby RCMP may suffer and the ability to provide appropriate service to the public will erode. For this reason, the Burnaby RCMP is recommending a phased implementation of a *Differential Call Response* model to calls for service.

Differential Call Response means rather than dispatching a uniformed police officer to every call made from the public, alternate service delivery models are employed. In this instance, it is proposed to utilize municipal employees (referred to as Information Officers) to respond (from the office) to a pre-identified list of call types that can be shown through detailed data analysis, do not require uniformed police attendance. These municipal employees would be designated as Special Constables in order to perform some of the designated duties. The Information Officers would also be responsible for assuming some of the administrative duties currently being performed by front line members, thus freeing these members up for call response and proactive patrols.

To: Public Safety Committee  
From: OIC, Burnaby RCMP Detachment  
Re: Differential Call Response

## **2.0 POLICY SECTION**

The Differential Call Response initiative is aligned with the City of Burnaby's Corporate Strategic Plan by supporting the following goals and sub-goals of the plan:

- A Safe Community
  - Crime prevention and reduction
  - Emergency Services
  - Transportation Safety

The Differential Call Response initiative is also aligned with the Burnaby RCMP Strategic Plan by supporting the following goals and sub-goals of the plan:

- Improve Public Safety
  - Prevent and Reduce Crime
  - Increase visibility and reduce response times
- Ensure Good Governance and Accountability
  - Optimize stewardship of resources and prioritize workload

## **3.0 BACKGROUND**

Currently, the Burnaby RCMP responds to nearly all calls for service with a uniformed member regardless of the type of call or possibility of criminal charges. A Differential Call Response would route certain types of calls not requiring police attendance to a non-police officer (municipal employee) to deal with the call, freeing up police resources to enhance response time (provide more responsive emergency services), conduct proactive patrols (prevent and reduce crime, increase visibility) and complete more thorough investigations for those cases where there is a greater likelihood of a successful prosecution. Additionally, these municipal employees (Information Officers) would review all calls routed to them in real time and determine if there is a witness, video or other evidence left at scene and if so, the call would be dispatched for police officer attendance.

The Burnaby RCMP's desire is to implement a detachment model of Differential Call Response consisting of a one year pilot starting with selected calls for service types and utilizing four municipal employees (Information Officers) to handle these calls. At the end of the year, a review will be conducted to determine how many calls the Information Officers received, thus returning this time to police officers to improve response time, increase visibility, increase proactive patrols and complete more thorough investigations. It is anticipated the implementation of Differential Call Response will result in 15-20% of all calls for service being routed to Information Officers, returning that time to front line officers (based on the implementation of a similar model at other detachments).

To: Public Safety Committee  
From: OIC, Burnaby RCMP Detachment  
Re: Differential Call Response

#### 4.0 INITIAL CALL TYPES SELECTED FOR DIFFERENTIAL CALL RESPONSE

| <b>Total Calls for Service - 59,451<br/>(June 1, 2017 to May 31, 2018)</b> |                        |                         |
|--|------------------------|-------------------------|
| <b>Proposed Differential Call Response</b>                                 | <b>Number of Calls</b> | <b>% of Total Calls</b> |
| • Traffic Complaints   | 1,633                  | 2.7                     |
| • Hit and Run  | 138                    | 0.2                     |
| • Theft from Automobile  | 3,115                  | 5.2                     |
| • Theft of Automobile  | 874                    | 1.5                     |
| • Theft of Bicycle   | 151                    | 0.3                     |
| • Found Property   | 1,143                  | 1.9                     |
| • Mischief under \$5000  | 1,753                  | 2.9                     |
| • Fraud under \$5000   | 303                    | 0.5                     |
| • Document Service/Other Tasks   | 349                    | 0.5                     |
| <b>Total Differential Call Response</b>                                    | <b>9,459</b>           | <b>15.9</b>             |
| <b>Total Other Calls for Service</b>                                       | <b>49,992</b>          | <b>84.1</b>             |

- *Traffic Complaints:*

Currently, the Burnaby RCMP dispatches a member to all in-progress traffic complaints. These types of calls include complaints of erratic driving and speeding of a moving vehicle. These calls come in from the public and often the caller only provides a vehicle description and a general location. A member is dispatched to the area and the vehicle is unable to be located as the direction of travel is unknown and there is no licence plate to follow up on. For the time frame of June 1, 2017 to May 31, 2018, 1633 complaints were called in by members of the public. 16 of these files resulted in a violation ticket (1%). One of the tickets was dismissed.

It is recommended that these complaints now be diverted to an Information Officer. The information officer would assess the information and either have a member dispatched or create and conclude the file and follow up with the complainant where necessary.

- *Hit and Run With no Suspects, Injuries, Witnesses or Evidence at Scene:*

Currently, the closest member is dispatched to these types of calls. Other lower mainland agencies, including Vancouver, Surrey, Coquitlam and Richmond, refer the complainant directly to ICBC, no member is assigned.

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Re: Differential Call Response

For the time frame of June 1, 2017 to May 31, 2018, 138 incidents were reported to the Burnaby RCMP with 101 resulting in no charges (73%). Of the others, all but one was issued a violation ticket for Fail to Remain at Scene. One is facing criminal code charges. In all of these cases there was a witness, video or other evidence (such as the vehicle) left at scene, thus would meet the threshold of having a uniformed member dispatched.

It is recommended that Burnaby RCMP refer complainants to ICBC where there are no suspects, witnesses, injuries or evidence at scene. The file would then be dispatched to an Information Officer to create and conclude the file. If upon review of the file, the Information Officer became aware of information (evidence/suspect) that suggested a uniform police officer should attend, the call would be routed back to a police officer.

- *Theft From Vehicle:*

Currently, theft from automobile incidents are not attended by a member, however the file is assigned to a member to write the report. Writing up of these reports can take from 35 minutes to an hour. From June 1, 2017 to May 31, 2018 there were 3,115 reports of theft from motor vehicle reported with the majority of them being valued under \$5000 (3062 incidents).

From 2013 to 2018 only 0.5 percent of Theft from Automobile complaints resulted in a charge. 3.3% of Theft from Automobile where the value of the theft was over \$5000 resulted in a charge during this same time period.

It is recommended that Theft from Automobile complaints be handled by an Information Officer. If video surveillance, other evidence or suspect information/description exists, the file would then be routed to and taken over by a police officer.

- *Theft of Automobile:*

From June 1, 2017 to May 31, 2018, Burnaby RCMP dealt with 874 confirmed incidents of theft of a motor vehicle. Approximately 70% of the events involved a theft of a vehicle valued at less than \$5000. Over the previous five years, an average of 2.1% of these incidents resulted in charge approval. A review indicates that all but two of those charged in the time period being studied were found committing the offence. This is further evidence of the effectiveness of police officers being available for proactive patrols. Proactive patrols include vehicle, foot and bicycle patrols of hot spots or other areas of interest identified by crime analysts.

It is recommended that Theft of Automobile complaints be handled by an Information Officer. If video surveillance, other evidence or suspect information/description exists, or the offence is in progress, the file would then be routed to and taken over by a police officer. Police would still attend for recovery of a stolen vehicle.

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Re: Differential Call Response

- *Theft of Bicycle:*

From June 1, 2017 to May 31, 2018, Burnaby RCMP dealt with 151 confirmed incidents of theft of bicycle. No charges were forwarded in any of the reports. Currently in Burnaby incidents are dealt with by a mix of front counter staff, CPO staff, EComm call takers and police officers.

It is recommended that Theft of Bicycle complaints process be standardized. The call should be handled by an Information Officer. If video surveillance, other evidence or suspect information/description exists, the file would then be routed to and taken over by a police officer.

- *Found Property:*

From June 1, 2017 to May 31, 2018, Burnaby RCMP dealt with 1,143 found property files. Found property can include a very broad range of items such as wallets, bikes, tools, clothing, sports gear, identification, and so on.

The Burnaby RCMP response to found property varies from front counter taking the file, attempting to locate an owner and lodging into exhibits to a member being assigned to complete the same tasks. In the reference time frame, 857 of the found property files were handled by police officers, a task that would be well suited to an Information Officer.

It is recommended that found property be handled by an information officer. In the case where the property is drugs, contraband, weapons or large volumes of cash a police officer would be assigned. All other items would be handled by an information officer who would determine if a police officer is required to investigate based on the presence of video surveillance, other evidence or the existence of suspect information/description.

- *Mischief:*

From June 1, 2017 to May 31, 2018, Burnaby RCMP dealt with 1,753 Mischief under \$5000 files. Of these, only 65 (4%) were charged, half the time as a secondary offence to a domestic incident. Of those that resulted in charges, 29 of those were found committing the offence or located immediately after the offence which indicates that police officer time would be better spent on pro-active patrols than responding to after the fact mischief complaints. In the previous 5 years, only 0.09% of these incidents resulted in charge approval.

It is recommended that after the fact mischief complaints (not in progress) be referred to Information Officers. If video, other evidence or suspect information/description is provided by the complainant, the file will be routed to a police officer. Complaints of mischief in progress would still be dispatched to a police officer.

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- *Fraud Under \$5000*

From June 1, 2017 to May 31, 2018, Burnaby RCMP dealt with 303 Fraud under \$5000 files. Of those files, only eight (3%) resulted in a Report to Crown Counsel recommending charges. In six of those cases, the offender was known to the victim or was identified prior to police attendance. In three of the eight cases the value of the loss was 30\$ or less.

It is recommended that Fraud under \$5000 files be referred to investigation officers. If video evidence exists, the Information Officer will collect video and disseminate identification bulletins. If a suspect is identified the file will be forwarded to a police officer. Fraud complaints over \$5000 would still be dispatched to a police officer.

- *Additional Tasks For Information Officers:*

Additional tasks that are currently undertaken by police officers that are proposed to be completed by Information Officers include:

- Document Service at front counter (serving subpoenas and summons at front counter)
  - 300 instances from June 1, 2017 to May 31, 2018
- Non-dispatchable (walk-in) Priority 3 and Priority 4 calls (see appendix for explanation)
  - Create file, contact complainant, conclude file.
- Non-Criminal Fingerprinting and photographing
- DNA Collection at front counter (as per court orders)
- Sign off Police Certificates (see appendix)
- Sign off Traffic Notices (see appendix)
- Counterfeit bills with no suspects
  - 49 instances from June 1, 2017 to May 31, 2018
- TEAM Scheduling
- Negative Taxi Permits
- Parolee Reporting
- Last minute Court Denotifiers
- Communication with Public
- Collection of Surveillance Video and Creation of Identification Bulletins

## **5.0 SUMMARY**

In summary, if the Burnaby RCMP had initiated differential call response in 2018, the total number of files that could have been diverted to Information Officers for the period of June 1, 2017 to May 31, 2018 is 9,459. This represents 15.9 % of total calls for service for this time frame. By routing these calls for service and the other tasks in section 4.9, it would increase the time available for police officers to attend to higher priority calls, complete more thorough investigations and increase pro-active patrols and thus increasing visibility.



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The proposal would also add additional tasks to the Information officer job description which conservatively would increase the Information officer workload to at least 20% of the total calls for service, thus potentially reducing the front line policing workload by 20%. This alternate service delivery model would continue to provide excellent public service for non-chargeable reports to police while at the same time giving front line members more time to engage in pro-active work, to conduct more in depth investigations and to be visible in the community.

## **6.0 EVALUATION**

At the end of the one-year pilot, an analysis will be conducted to determine how many files have been completed by information officers, thus freeing up police officer time. At this time, the effectiveness of this pilot can be evaluated and possible next steps will be identified, for example: inclusion of additional call types, on-line reporting and use of RCMP reservists.


## **7.0 CONCLUSION**

The differential call response model has been implemented in the Upper Fraser Valley RCMP with resounding success. It is reported that the City, the public and the members are all extremely satisfied with the service. Analysis consistently reveals the Information Officers are handling 20 to 23% of calls for service and other tasks.

The survey that was recently completed for the Burnaby RCMP Strategic Plan indicated that Burnaby residents wanted more visibility and community engagement from the RCMP. This proposed Differential Call Response model will result in meeting these needs by providing more pro-active patrol time, more time for thorough investigations and thus supporting both the City's and Burnaby RCMP's Strategic Goals.

## **8.0 RECOMMENDATION**

Sufficient operating funds are available within the existing RCMP budget to initiate this program and fund four Temporary Full Time (TFT) employees and it is recommended that the Public Safety Committee recommends Council support this pilot program.



Deanne Burleigh, C/Supt.  
Officer in Charge  
Burnaby Detachment

Copied to: City Manager  
Director PSCS



To: Public Safety Committee  
From: OIC, Burnaby RCMP Detachment  
Re: Differential Call Response

## **APPENDIX 1**

### **Non-dispatchable Priority 3 and 4 calls:**

Non-dispatchable Priority 3 and Priority 4 calls include but are not limited to theft from vehicle, theft of bicycle, mischief, hit and run.

### **Police Certificates**

Information Officers will be requested to sign off on Police Certificates and Military Forms. The detachment front counter staff will do a majority of the work in both of these cases. Review of the documents and the final sign-off would fall under the Information officer.

Police certificates are a true certified document provided to the client and certify that they do not have a criminal record. Police certificates are not complete criminal record checks. Police certificates are commonly used in an application for travelling overseas for extended periods of time where work, or travel visas are required. Picture identification, JUSTIN (Court Scheduling Database) and CPIC (Criminal Record Database) checks are required before the certificates are signed. A fee is charged for the service.

Military forms are government issued forms and are used to confirm a service person who is on leave has checked in with the RCMP while on leave. These only require picture identification (no database checks). No fee is charged for the service

### **Traffic Notices**

Notice and Orders are issued to drivers under the Motor Vehicle Act. Drivers are issued Notice and Orders for a variety of reasons related to the poor condition of their vehicles. Currently a police officer will inspect the tickets and check the vehicle to ensure the driver has corrected the deficiencies. Once inspected a portion of the ticket is seized from the driver and the disposition section is completed and submitted to the Motor Vehicle Branch.