

Department Business Plan Update

RCMP and Enforcement Services
October 20, 2020

Department overview

- Strathcona County RCMP and Enforcement Services is an integrated detachment that includes:
 - Municipal Community Peace Officers
 - Municipal RCMP support staff
 - RCMP



Department overview

- The Primary functions of the Detachment are:
 - responsible for public safety
 - law enforcement
 - evidence-gathering for judicial proceedings
 - support for victims of crime
 - traffic safety
 - public awareness/education through community policing

The Department's over-arching primary function is to keep our community safe

COVID Impacts

- Staff impacts
 - March 27 all municipal staff working on site reduced to 50%
 - April 27 11 hourly staff were temporarily laid off
 - May 18 municipal staffing increased to 66% working on-site
 - May 29 all Community Peace Officers (CPO) returned to work on-site
 - June 22 all municipal support staff returned to work on-site

COVID Impacts

- Service Impacts

- Change in service delivery to reduce interactions with the public
- March 25 the Front Counter was closed to the public
- New service demands and requirements facilitated online and telephone reporting of all public requests

- Financial Impacts

- Revenue reductions due to the department closure and reduced service delivery
- Increased costs due to new COVID safety protocols

Employee engagement

Engagement survey theme	Engagement initiative	People Plan focus area
Communication, staff and resources	As part of the 2019 PPR process, each supervisor will review Strathcona County's Vision, Mission and Statement, and explain to the employee how they contribute to the overall goals of Strathcona as well as our own corporate goals. This will provide the employee with an opportunity to better understand their role within the County.	Accountability, trust, leadership

Employee engagement

Engagement survey theme	Engagement initiative	People Plan focus area
Communication, staff and resources	Create infographics to share relevant organizational information with municipal employees	Accountability, trust
Leadership, communication	Engage the supervisory team and key members from each of the work groups to review the 2019 results and identify two to three action items to work on over the next year	Clear purpose, accountability, trust, team

Initiatives

Automated ticketing system

- Approved in the 2019 Capital Budget
- August 2019 - launched phase one with issuing electronic tickets for municipal parking infractions in Centre in the Park
- End of Q2 - Community Peace Officers completed training
- Starting in Q3 - all provincial tickets now issued using the new eTicketing system
- Q2 2021 – all municipal bylaw ticketing will be issued using the new eTicketing system

Automated Ticketing System - Status

Overall initiative status



Initiative status	Current status	Previous status
Q1 2019 – Q2 2020	R	Y
Scope	G	G
Budget	G	G

Alignment to strategic goals

- Goal 1: Build strong communities to support diverse needs of residents by addressing Result: Through the development of this system, our Peace Officers will be able to spend more time interacting with citizens in a positive exchange of ideas and reach collaborative solutions to traffic needs.
- Goal 9: Continuously improving the way we work, as one organization, in an agile and sustainable manner.
- Result: Leverages tools to assist in service delivery and integrates information and technology.

Key deliverables

In line with recent changes to Alberta legislation, Enforcement Services is now in a position to recommend and implement an electronic ticketing system (e- ticketing). Implementation of this initiative will keep the County on pace with the province’s planned moves in this direction.

The updated provincial legislation permits Alberta law enforcement agencies to use electronic violation systems. The province’s Automated Ticketing System (ATS) is a combination of hardware and software that will link to the Alberta Justice On- line Network (JOIN) and upload Provincial violations in real time instead of having to submit the information for manual data entry.

By moving to e-ticketing it will greatly simplify and streamline processing times, reduce the administrative burden, and boost the accuracy of violator information on each ticket. This project will result in a modern, functional e-ticketing system, which includes full access to JOIN and the Government of Alberta Motor Vehicle Information System (AMVIS). The system will also integrate with Enforcement Services’ record management system.

Opportunities/Challenges

- The move to electronic ticketing will greatly increase productivity while reducing administrative processes.
- It will improve the officer-violator experience by reducing road side time, allowing immediate processing of the violation ticket and thereby allow immediate payment.
- Improve the quality output of the violation ticket as well as reduce the number of errors.

Risks

Information technology infrastructure architecture will not permit communication with software

Technology will be overly complicated and will not be used

Technological Failure

Mitigation

IT has been dedicated to resolve issues using outside the box solutions such as dedicated VPN and MDM (Mobile Device Management) processes.

IT is simplifying the system and ensuring comprehensive training. Management has full buy-in to ensure participation in the new method of service delivery

Having IT experts in house allows immediate attention to failures and address all emergent issues.

Core business functions

- Core business function #1 – Crime Reduction
- Core business function #2 – Traffic Safety
- Core business function #3 – Community Engagement

Progress on core function forecast

Crime Reduction – Progress

- In response to the trends that we are seeing, the CIU was created so that our members are able to provide policing services that are responsive and efficient.
 - 2018 - 2019 Persons crime: ↓ 14.77%, Property crime: ↓ 6.70%
 - 2015 - 2019 Persons crime: ↑ 4.88%, Property crime: ↑ 4.26%
- Electronic Voice Entry Unit (EVE) continues to alleviate administrative duties for frontline RCMP and Enforcement Services members through continued enhancements
- E-ticketing has been fully deployed for the RCMP and for provincial ticketing for Enforcement Services
- Continue to enhance security of County Facilities, Schools and Businesses through the Corporate Security Officer

Progress continued

Crime Reduction – Progress Continued

- Enforcement Services offers CPTED audits to local Strathcona County businesses
- Ongoing criminal analysis as part of overall strategies to reduce and suppress crime in Strathcona County
- We continue to build strong relationships and collaborate with regional police agencies



Progress continued

Crime Reduction – Success

- ATM Theft ongoing investigation
- GIS - Drug Unit
- CIU Fraud Investigations

Progress continued

Crime Reduction – Challenges

- Calls for service continue to rise within the Edmonton Metropolitan Region
- Given the trends observed in the past five years, it is likely we will continue to see an increase in overall calls for service and need for police services over the next five years

Progress continued

Crime Reduction – Challenges Continued

- The sophistication of criminals through organized crime will also challenge police agencies
- Technology and intelligence-led policing initiatives will be implemented to curb these trends
- To continue to be responsive to trends that we see at a local and provincial level in providing policing services

Progress continued

Traffic Safety – Progress

- Ongoing development of the Vision Zero philosophy within Strathcona County
- Delivering the 2020 Strathcona County Traffic Safety Strategic Plan
- Increasing resident engagement on traffic safety and program delivery through the Traffic Advisory Committee
- Continuing to develop Specific Measurable Actionable Relevant Time-bound (SMART) goals through historical collision analysis and mapping
- The commercial vehicle safety inspection process continues to ensure safety of road users

Progress continued

Traffic Safety – Challenges

- As population continues to increase, along with the number of kilometres traveled within the Metropolitan Region, we expect to face unique challenges involving road users
- Through ongoing targeted efforts for enforcement and education, along with the use of advance technological tools, our traffic unit is poised to address these challenges.



Progress continued

Community Engagement – Progress (Impacted by COVID 19)

- Increasing rural crime prevention presentations
- Providing Fraud Awareness education to vulnerable residents
- Continue to deliver timely and informative media releases to enhance our external communications
- Officer presence in schools through RCMP General Duty and Enforcement Services
- Public engagement meetings with senior leader of the Detachment (Town Halls)

Progress continued

Public Engagement – Challenges

- With the trends in crime rates, the Detachment will have added pressures to provide prevention and awareness strategies to our residents
- The focus over the next five years is to ensure we are empowering our residents with crime prevention techniques and to ensure crime and disorder is being reported

Questions?

