

February 6, 2019

REPORT TO THE CHIEF ADMINISTRATIVE OFFICER  
FROM THE COMMUNITY AND PROTECTIVE SERVICES DEPARTMENT

ON

**COMMUNITY AND PROTECTIVE SERVICES DEPARTMENT  
2018 YEAR IN REVIEW**

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PURPOSE

To provide the 2018 Year in Review for the Community and Protective Services Department.

COUNCIL STRATEGIC PLAN

This report supports Council's goals and objectives regarding:

- **Livability** - ensure Kamloops maintains a high quality of life while meeting the challenge of a growing community by providing the citizens of Kamloops with an outstanding quality of life

SUMMARY

In February 2018, the Parks, Recreation, and Cultural Services Department was restructured to become Community and Protective Services Department (CPS). The CPS portfolio includes Recreation Services; Cultural Services; Social and Community Development; and Community Safety and Enforcement, which includes Bylaw Services, Kamloops Fire Rescue (KFR), and the RCMP. Under this new portfolio, our team is responsible for a wide range of functions centred around developing a safe and healthy community using the following:

- facilitated programming through our City facilities, social issues, and cultural and sporting events
- public education and a public safety presence with compliance-focused enforcement of municipal bylaws
- response to emergency and non-emergency events, which range from structure fires to river rescues
- RCMP police services support, including front-line client interaction, records management, and administrative duties

Our work is focused on activities, community, and actions that enable citizens to be safe, be healthy, and enjoy an outstanding quality of life.

**RECOMMENDATION:**

**For Council information only.**

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## SUPPORTING COUNCIL AND CORPORATE DIRECTION

There is no applicable information.

## DISCUSSION

### **Recreation, Social Development, and Cultural Services**

#### *Recreation, Sport, Health and Wellness*

#### 2018 Highlights

- **Recreation Master Plan** - As part of a successful community engagement process for the Recreation Master Plan, over 1,500 residents completed the resident survey, approximately 80 residents attended the open houses, 56 stakeholder organizations participated in group discussions and a questionnaire, and Let's Talk Kamloops had 815 site visits. A new Recreation Master Plan is anticipated to be completed by spring 2019.
- **PerfectMind** - PerfectMind is the new registration software that will replace Class. Staff from CPS, the Information Technology Division, and the Communications and Community Engagement Division have been working diligently to prepare for the go-live date in early March 2019.
- **Strategic Health Alliance (SHA)** - The SHA is a partnership and funded contract with Interior Health to deliver clinical programming in a community setting.
  - Over 250 classes were offered in 2018, with over 6,300 participants in programs related to chronic disease and mental health and the Tournament Capital Centre (TCC).
  - Sensational Survivors is a safe exercise program for women diagnosed with cancer and it had over 600 participants in 2018, which is a 40% increase from 2017.
- **Gentle Circuit** - This is one of our "Keep On Moving" programs for the aging demographic, and it celebrated 10 years of programming. Gentle Circuit had over 2,800 participants in 2018 and over 31,000 participants since the program started in 2008.
- **After-school Programming** - Our partnership with School District No. 73 has created opportunities for children in grades 4–7 to participate in after-school programs. Over 1,600 children participated in over 950 hours of program delivery in cooking, arts, and sports. A provincial study indicated that 84% of the children enjoy coming to school more than before and 78% of the children are transitioning into other sports/physical and arts activities at school, in the community, and at home.
- **PLAYKamloops** (Physical Literacy and You) - This is a committee of 15 local organizations that work in education, health, sport, and recreation and that focus on education and training. Kamloops was chosen to represent one in 10 communities across Canada to advance physical literacy in our community. Over 220 participants were trained

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in 14 workshops related to physical literacy and fundamental movement skills. With the support of PLAYKamloops, the City has trained 78% of its contract sport instructors with Physical Literacy 101 and fundamental movement skills. Over 650 children under the age of six have had the opportunity to learn foundational movement skills in our programs.

On behalf of PLAYKamloops, the City applied for a \$50,000 grant through the Sport for Life Society to continue advancing physical literacy in our community.

- **Aquatics** - Since the Westsyde Pool and Fitness Centre reopened after its roof repair, there has been much stronger programming participation, including in all of the Learn to Swim and Aquafit programs. Westsyde Pool is now home to the tallest indoor aquatic climbing wall in North America.

Water safety and swimming skills are essential life skills. From Starfish to Whale, Swim Kids 1–10, and our Adult Swim Lessons, our Learn to Swim programs saw over 5,400 participants.

Lifeguards prevent drowning, teach water safety, and provide leadership in our community. We offer advanced certification in Water Safety Skills, National Lifeguarding, Lifesaving Instructor, and First Aid for those who are pursuing employment in lifeguarding and swim instruction. In 2018, we offered 17 courses, which had over 280 participants.

As Canada's Tournament Capital, the City has a reputation for exceptional event organization and premier facilities. Home to the Classics Swim Club, the Ripstech Diving Club, and the Kamloops Sunrays Synchro Club, the Canada Games Aquatic Centre (CGAC) hosts swim meets; dive, synchro, and water polo competitions; and indoor triathlons. In 2018, we held the BC Winter Games, the BC Age Group Champs in swimming, and the NCAA High Performance Water Polo. The City hosted 14 aquatic-related events with over 3,400 athletes.

## 2018 Statistics

- **Skating**

- There were over 9,100 participants in skating programs, including the following:
  - 5,100 participants in public skating
  - 2,100 participants in drop-in hockey
  - 1,661 participants in stick and puck (more than double from 2017)
  - 251 participants in the Unplug and Play free skate

- **Recreation Programs**

- There were over 400 recreation programs offered, with a total of approximately 8,000 participants.
- There were 193 fitness classes offered, with a total of over 6,000 participants; 126 sport programs, with 1,200 participants; and 93 recreation programs, with over 800 participants. Of the 1,200 participants in sport programs, over 600 were under the age of six.

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2019 Priorities

The following are the priorities for 2019:

- The Recreation Master Plan is expected to be complete in spring 2019.
- The PerfectMind go-live date is March 6, 2019.
- Resurface the starting blocks in the Canada Games Pool.
- Synchro Nationals in May, which will attract over 400 athletes from across the country.

*Business Operations and Events - TCC and Tournament Capital Program*

2018 Highlights

- **Gym Only and Swim Only Pass** - In response to competitive rates from other fitness facilities in the city, we introduced “Gym Only” and “Swim Only” passes for patrons who use only one feature at the TCC.
- **Portable Net Stops** - New portable net stops in the TCC Fieldhouse were purchased to use with our volleyball set-up to provide numerous tournament set-up options and allow the track to remain open during practices, which provides less disruption to track members.
- **Naming Right Sponsorships/Contracts** - The City successfully negotiated a three-year deal with Warner Rentals to name the field at Hillside Stadium “Warner Rentals Field at Hillside Stadium” as well as a new two-year advertising contract with Zimmer Wheaton to brand the Zambonis in all arenas.
- **Xgat`tem Multi-use Path** - The Xgat`tem Multi-use Path opened on November 5, 2018. The paved, 3 m wide, 1.7 km long, accessible pathway provides walkers and cyclists with a safe and direct link between Sahali and Downtown.
- **Rogers Hometown Hockey** - In January, Rogers Hometown Hockey made Kamloops one of its 24 stops on its 2017/18 tour. The free, hockey-themed weekend featured live entertainment, NHL alumni, and a multitude of family activities. The event culminated on Sunday with a live outdoor viewing party of an NHL game between the Vancouver Canucks and the Minnesota Wild.

2018 Statistics

TCC Full Facility Memberships

	Monthly Passes		Annual Passes	
	2017	2018	2017	2018
Adult	5,472	7,028	153	214
Family	156	176	100	104
Senior	1,264	1,001	54	71
Student/Youth	1,116	626	7	3
TRU Student Upgrade	8,573	8,677	13	16
Child	55	33	2	0
<b>Totals</b>	<b>16,636</b>	<b>17,541</b>	<b>329</b>	<b>408</b>

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TCC Punch Cards

	Indoor Track (one month)		Pool and Track Punch Cards	
	2017	2018	2017	2018
Adult	1,991	1,729	764	744
Family	n/a	n/a	712	670
Senior	3,054	3,351	485	469
Student/Youth	225	258	72	84
Child	69	76	291	283
Miscellaneous - Early Bird/Night Out/Gentle Circuit/Classics	n/a	n/a	n/a	424
<b>Totals</b>	<b>5,339</b>	<b>5,414</b>	<b>2,324</b>	<b>2,674</b>

Tournament Capital Centre Visits

	2017	2018
Drop-ins - TCC and CGAC	104,185	98,875
Membership Scans (Visits)	352,881	305,467
<b>Total Visits by Members and Scans</b>	<b>457,066</b>	<b>404,342</b>

Tournament Capital Hosting Program

	2017	2018
Event Hosting Bids Submitted	12	10
Event Hosting Bids Awarded	6	6
Projected Economic Spinoff From Awarded Bids	\$2,529,000	\$2,783,000

Tournament Capital Program by the Numbers

	2017	2018
Total Events	105	108
Total Out-of-town Participants	26,838	32,552
Total Participant Days	86,587	104,043
Total Local Participants	9,062	9,163
Direct Spending	\$11,725,695	\$14,045,805

2019 Priorities

The following are the priorities for 2019:

- continue to look for ways to improve the efficiency and quality of food and beverage service at City venues such as the Sandman Centre, the McArthur Island Sport and Event Centre, and the Tournament Capital Ranch
- review the number of days the TCC and Westsyde Pool and Fitness Centre are closed to the public and investigate options to reduce these closures

- increase hosting opportunities for the Tournament Capital Program at least every two years by securing a major event that has a significant impact on the community

### *Museum and Culture*

#### 2018 Highlights

- **Kamloops International Buskers Festival** - Kamloops welcomed the world to our beautiful downtown in July with the first annual Kamloops International Buskers Festival. Professional street performers from our region and from across Canada, the United States, Europe, and Australia took part.
- **Music in the Park** - Music in the Park celebrated its 25th anniversary, and it was highlighted as one of the top 10 must-do experiences when visiting BC. BCLC hosted Food Truck Wednesdays and the Mid-summer Night Jam, which drew thousands of people to Riverside Park.
- **Culture Days** - Culture Days continue to expand, with increased participation in almost every genre, and offers a cultural experience for just about everyone.
- **Boogie the Bridge** - This event attracted 2,804 participants, which is comparable to the previous year and is remarkable, considering the wet weather. Since 2007, the Boogie the Bridge Cultural Fund has awarded \$51,947.90 to support youth in cultural programs and workshops in music, dance, and art. This year, the Boogie the Bridge Society donated \$6,100 to the cultural fund.
- **Kamloops Museum & Archives**
  - In February, the Kamloops Museum & Archives' (KMA's) exhibition Powder Keg, Downhill Ski Culture in Kamloops, opened to record audiences and was complemented by a warm, welcoming speech by Olympic champion Nancy Greene Raine.
  - In the spring, the KMA presented "From Island Hopping to Bridge Building: Reflections on Museum Practice to Share Knowledge of Indigenous Culture" at the Canadian Museums Association.
  - In mid-June, just prior to the first anniversary of the area's largest fire season on record, the KMA opened the exhibition "Ruin & Renewal: Fire on the Interior Plateau". In support of this exhibition, the KMA presented the "KFR History and Collection Tours", which bolstered fire smart activities and concepts at the KFR Museum.
  - In the fall, the KMA presented the exhibition "Ted Smith: Ideal Forms", a retrospective in collaboration with friends and executors of the Ted Smith estate, which displayed Ted Smith's life's work through studio-related objects, notes, and stories along with a selection of works in progress and finished paintings.
  - The KMA was honoured to accept a significant donation from the estate of the late Kamloops artist Ted Smith (1933–2016), including journals, family photo albums, provenance information, paintings, sketches, paintbrushes, and easels.

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- The KMA was honoured to accept a donation from the Kamloops Photo Arts Club of 4,500 slides and digital copies of the August 1985 project titled “A Day in the Life.”
- The KMA presented a number of heritage tours, including “Historical Tours - A History of Riverside Park,” and “The End of the Great War (1918–2018) Cenotaph Tour,” which is a tour that explored the rich history of the Kamloops Cenotaph, and the Cairn as well as the story of Frederick Lee, a Rocky Mountain Ranger who died at the Battle of Hill 70.
- The KMA presented new programs, including “Object Handling Sessions”, which support persons with low vision or persons with disabilities; the “Family Backpack Program”; “Spring Break at the Museum”; and “Culture Days”.
- New in 2018, the KMA introduced three new school programs, including “Take a Hike! Exploring Nature at the KMA” (kindergarten–grade 1); Curriculum Connection: Science, Applied Design, Skills, and Technologies; “Art(egg)fact Care” (grades 6, 7, and 8); Conservation and Museums; Curriculum Connection: Applied Design, Skills, and Technologies; Career Education; “Exploring the Archives: The Story of Arthur Clemes” (grades 6–12); and Curriculum Connection: Social Studies.

2018 Statistics

Arts and Culture Programs	98
Arts and Culture Program Participants	663
Arts and Culture Program Revenue	\$51,524
KMA Visits	18,210
KMA Exhibitions	3
KMA Exhibition Opening Attendance	487
KMA School-aged Programs	61
KMA School-aged Program Attendance	1,546
KMA Programs	90
KMA Program Attendance	1,618
KMA Archives	967 inquiries
KMA Archives Collections Processed	60 collections processed and reprocessed
KMA Volunteers	14
KMA Volunteer Hours	820
Arts and Culture Programs	98
Arts and Culture Program Participants	663
KMA Twitter Followers	1,501
KMA Facebook Followers	1,435

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## 2019 Priorities

The following are the priorities for 2019:

- continue to develop the plan for a shared cultural centre at the former Stuart Wood School with our partners at Tk'emlúps te Secwépemc
- enhanced school-aged programs and public programs
- engage in key partnerships and strategies for community engagement, and promote KMA galleries for alternative uses
- continue to develop and implement the KMA's database and collection management policies and procedures
- continue to connect with regional, provincial, and national museums and museum associations that contribute to museological work and research
- continue to develop the partnerships that enhance Music in the Park

## *Social and Community Development*

### 2018 Highlights

- **Affordable Housing Strategy** - This strategy was developed to guide housing-related investments and activities over the next five plus years across the full housing continuum. After a number of studies, three specific goals emerged: housing affordability, housing diversity, and housing for vulnerable populations.
- **Accessibility and Inclusion Policy** - This policy was developed and introduced to Council. Four themes emerged: accessible services and programs, built environment, transportation, and employment.
- Working in partnership with the TRU Faculty of Communication and the Kamloops Food Policy Council, a **Food Map** of downtown Kamloops was developed to chart the locations of food-related projects, programs, and initiatives. The goal was to create a public document, which can be found at [foodloops.trubox.ca](http://foodloops.trubox.ca).
- City staff from 14 different City divisions hosted 15 gatherings for neighbourhood associations in spring 2018 and connected with 430 residents. The most talked about topics included community safety (Block Watch and home safety), transit, traffic, sidewalks, sustainability, recycling, and development applications.
- There were two neighbourhood forums for neighbourhood association executives to connect and learn from each other on their methods of engagement and communication.
- Over \$800,000 from the federal Homelessness Partnering Strategy was distributed to community partners for programs that aim to reduce or prevent homelessness.
- A successful grant application for \$100,000 to support the Community Action Team's overdose response initiatives represented over 25 community partners.

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- Two unique emergency housing solutions were opened to provide a hybrid model of emergency shelter and temporary supportive housing. Individuals are selected for The Branch or the Mustard Seed through a vulnerable assessment tool.
- There were 55 units of temporary supportive housing on Mission Flats Road that were made available to help transition individuals experiencing homelessness into stable housing. These individuals are able to remain there until permanent housing becomes available. This project was completed in a record time of approximately 10 weeks due to the urgent need.
- Social Planning Grants provided three years of funding to three social enterprises, with the first year being an opportunity to receive social enterprise mentorship. Nine community organizations received grants to further the goals of the Kamloops Social Plan.

### 2018 Statistics

- For the first time, the City participated in the National Point-in-Time Count, and a total of 201 individuals were identified as experiencing homelessness.
- The Affordable Recreation for Community Health (ARCH) program served over 1,400 clients and offered a three-year option.
- BC Housing announced 10 housing projects in Kamloops that would break ground in 2018/19:
  - five supportive housing projects, totalling 178 new units (BC Housing's investment in construction and operations is approximately \$24.4 million)
  - five subsidized housing projects, totalling 303 new units (BC Housing's investment in construction and operations is approximately \$37.8 million)

### 2019 Priorities

The following are the priorities for 2019:

- The City has applied for a \$25,000 grant through the Union of BC Municipalities to conduct an inventory of childcare services in the community and develop an action plan to create more spaces based on the findings.
- A redesign of the federal Homelessness Partnering Strategy will begin on April 1, 2019, which will be known as "Reaching Home: Canada's Homelessness Strategy". The program will increase the amount of funding the community receives from \$2.34 million to \$2.95 million over five years.
- The City is supporting the Kamloops Food Policy Council in hosting a forum that highlights the causes of food insecurity, such as the inability to purchase healthy, nutritious food or enough food in general in households of people who are struggling to make ends meet.
- The City will continue to engage with neighbourhoods and connect them with staff as applicable.
- A proposal for affordable transportation options.

- The City will continue to support the Community Action Team in the coordination of projects that address overdose response, fulfilling the mandate of the \$100,000 grant provided by the provincial Overdose Emergency Response Centre.

### Bylaw Services

The following are statistics for the Bylaw Services Division:

Bylaw Enforcement	2017 Files	2018 Files
Assisting Parks	18	35
Uninsured Vehicles	210	262
Nuisance Properties	347	336
Public Garbage	257	338
Panhandling	106	162
Persons with Alcohol	87	82
Safety and Health	237	217
Snow and Ice Removal	115	149
Transients	766	1,018

Animal Control	2018 Files	2017 Files
Injured or Dead Cat	107	109
Dog at Large	390	378
Dog Barking	259	282
Dog Bite - Human	31	38
Dog in Park	43	32
Too Many Dogs	14	19
Unlicensed Dog	524	392
Snakes	15	3
Deceased or Injured Wildlife	149	189

### Parking Ticket Administration

Tickets issued	12,281
Tickets Cancelled	2,291

*Bylaw Court Administration*

Court Days	5
Disputed	15
Guilty	3
Withdrawn	19
Dismissed	3
Paid before Court	22
Total Violations	47

*Revenue*

	2016	2017	2018
Parking Tickets	\$209,862.45	\$171,110.00	\$160,948.46
Cash Zone Total	\$889,008.27	\$821,876.67	\$766,960.71
On Street Gross Credit Card	\$351,203.05	\$387,263.40	\$460,015.31
Off Street Lot Credit Card	\$27,894.09	\$30,744.18	\$53,712.41
Telepark/Whoosh	\$9,382.55	\$17,869.55	\$31,296.27
General Permit	\$28,015.00	\$22,430.00	\$21,145.00
Parking Lot	\$179,170.00	\$149,173.00	\$207,975.00
Parkade Net Income*	*\$262,413.94	*\$258,762.91	*\$269,081.66
<b>Total Revenue</b>	<b>\$1,956,949.10</b>	<b>\$1,859,229.50</b>	<b>\$1,971,134.60</b>

\*Parkade revenue is shown as a net amount in 2018

**Kamloops Fire Rescue**

The past year has been very busy for KFR. Many important initiatives have been completed, and there are more initiatives in the early stages of development for the coming year.

Suppression crews were kept busy during another challenging fire season. Suppression staff successfully contained and extinguished two significant interface fires, saving well over \$20 million in property. The Fire Prevention Division increased output in the areas of inspections and prevention/education. The Mechanical Division achieved amazing results on maintaining a mission-ready fleet and assisted greatly in developing specifications for future KFR apparatus.

The Training Division assisted with recruiting career and auxiliary firefighters. For the first time in many years, the auxiliary program is at full capacity, with 45 active members. There were significant upgrades in the dispatch centre. KFR is the first dispatch centre in the province to have implemented the Next Generation 911 system. There were additional technical improvements with computer-aided dispatch and mobile data systems upgrades.

KFR administration welcomed Assistant Chief Robb Schoular to the team. In 2018, a 24/7 Duty Chief model was implemented to provide managerial oversight and situational awareness, which greatly improved staff support during a significant incident.

Management and union representatives worked together to create a comprehensive mental health resiliency program for all staff. This important program is ready to rollout in early 2019.

KFR's team of public safety professionals is committed to the protection of life, property, and the environment. As demonstrated through its achievements in 2018, KFR remains true to the core values of safety, service, public trust, and teamwork.

### *Safety*

- urban interface wildfires:
  - 500 ha Shuswap Road East, saving over \$7 million in property
  - 60 ha Batchelor Heights, saving over \$14 million in property
- hazardous materials decontamination unit in service

### *Service*

- updated mission critical software
- completed five-year sole source contract for fire apparatus
- developed key performance indicator (KPI)
- KFR are the public safety professionals for the city
- completed the 10-year Capital Plan

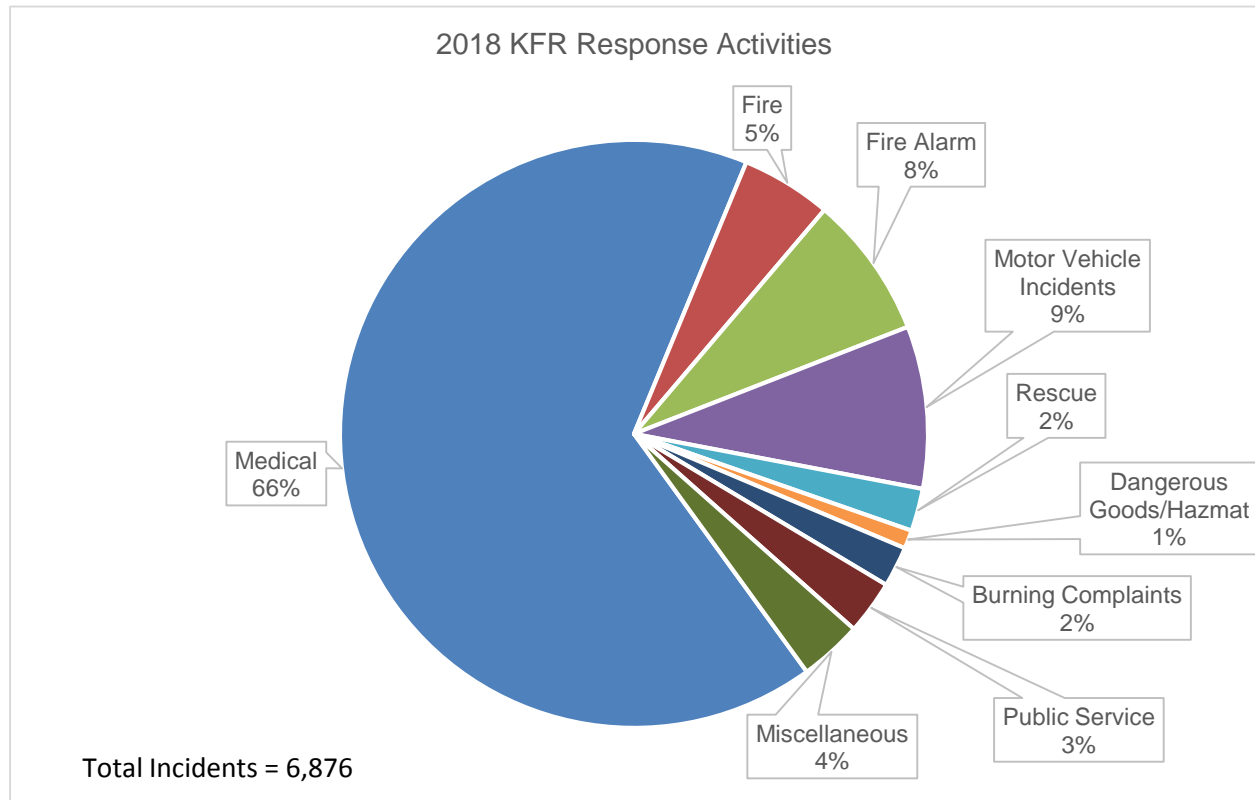
### *Public Trust*

- significant increase in KFR's social media presence
- Kamloops Home Safe program rollout
- active participation in seeking solutions to social challenges in the city
- public safety advocacy

### *Teamwork*

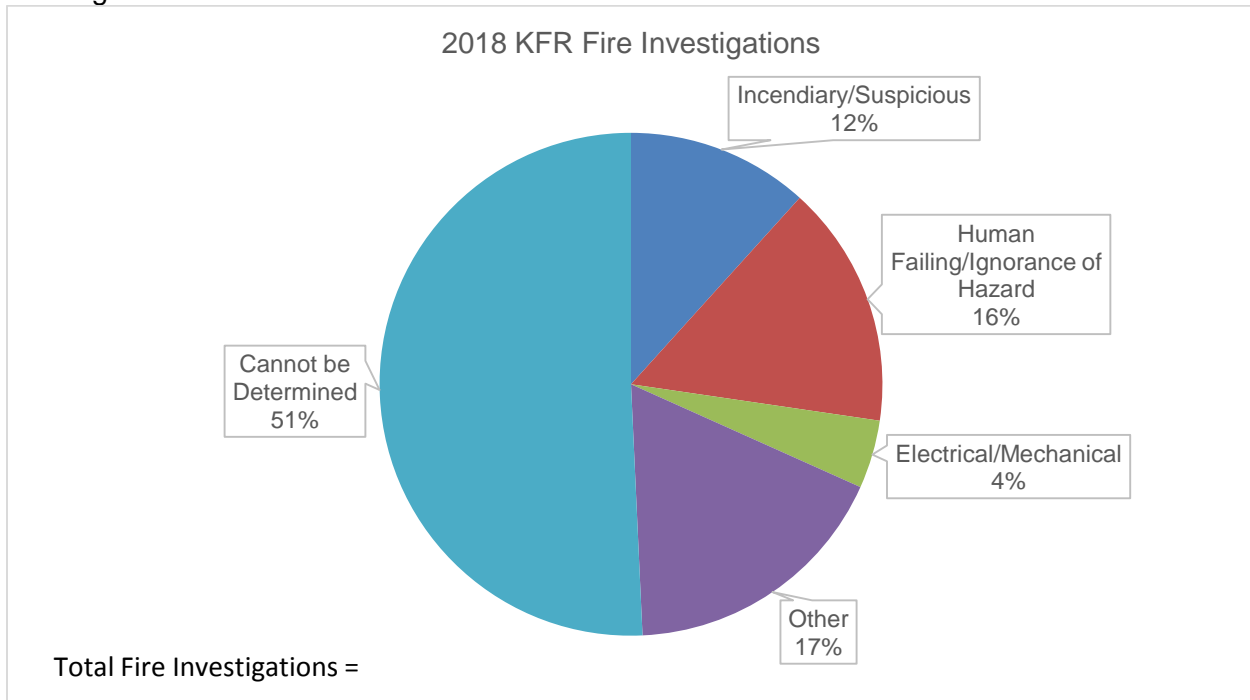
- mental health resiliency program for all staff
- implemented 24/7 command staff oversight for incident support
- filled Assistant Chief position
- completed career and auxiliary firefighter recruitment
- Emergency Support Services increased capacity and resiliency

Incidents



KFR Public Education Activities 2018			
Category	Description	No. of Events	People Reached
Face-to-face Interaction	Includes static displays, lectures, school visits, home shows	57	4,680
Fire Station Tours	School and daycares	37	585
Media Contacts	TV and radio interviews	11	n/a
Radio and TV Ads	Ads on radio and TV	1,535	n/a
Press Releases	Various releases	8	n/a
Wildfire Campaign	Various neighbourhoods and parks	2	200
Facebook	Posts and contests on KFR Facebook (people reached)	54	92,550
Twitter	Tweets and retweets (impressions made)	65	83,560
		<b>Total</b>	<b>181,575</b>

Investigations



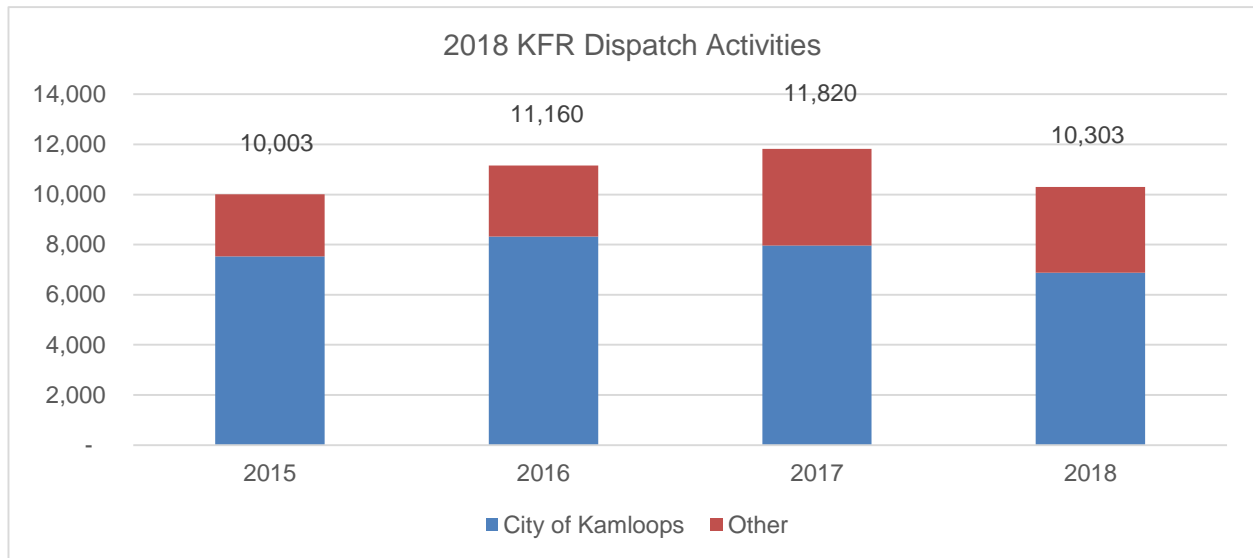
Types of Fires in 2018

Incendiary/Suspicious	24
Human Failing/Ignorance of Hazard	32
Electrical/Mechanical	9
Other	36
Cannot be Determined	104

KFR Fire Prevention 2018

Activities	2016	2017	2018
Inspections	2,636	2,808	2,860
Reinspections	160	184	214
Business Licence	190	241	230
Development Reviews	143	192	188
Public Education Events	54	55	57
Fire Investigations	191	222	205
Dollar Loss	\$1,737,468	\$3,645,475	\$2,493,850
Permits Issued	735	700	550

Dispatch



KFR Call Answer Standard

Measure	2016	2017	2018
Answer 911 Service Calls Within 15 Seconds	92.77%	91.15%	93.19%
Answer 911 Service Calls Within 40 Seconds	99.48%	98.38%	99.21%

2018 KFR Other KPIs

Naloxone Administered 47

Hydrants Tested 2,578

Emergency Response (Time of the First Unit to Arrive on Scene):

		Goal	Actual
Urban/Suburban	7 Minutes, 30 Seconds	90% of the time	83% of the time
Rural/Remote	15 Minutes, 45 Seconds	80% of the time	76% of the time



2019 Priorities

The following are the priorities for 2019:

- pre-incident planning program for use by front-line suppression staff
- complete the hazards/risks/vulnerability analysis update
- medical testing request for proposals
- FireSmart program for private property owners
- training centre enhancements
- hazardous martial arts program audit

**RCMP**

*RCMP Crime Prevention Volunteer Programs*

<b>Auxiliary Volunteers</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total for Year</b>	Previous Year Total
Total Volunteer Hours	702.5	364.5	390	499	<b>1,956</b>	2,728
Community Policing Hours	614	316	388.5	477	<b>1,795.5</b>	2,170

<b>Crime Prevention Volunteers</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total for Year</b>	Previous Year Total
Total Volunteer Hours	702.5	364.5	373.5	396.25	<b>1,463.25</b>	2,728

*Crime Watch*

<b>2018</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total for Year</b>	Previous Year Total
Volunteer Hours	205	118	232.5	103.75	<b>426.75</b>	760
Vehicle Patrols (COP)	20	12	14.5	12	<b>58.5</b>	80
Bike Patrols	0	0	5	0	<b>5</b>	20
Foot Patrols	0	0	0	0	<b>0</b>	0
Calls to Police	6	0	0	8	<b>14</b>	n/a
Recovered Stolen	1	0	0	0	<b>1</b>	2

*Speed Watch*

<b>2018</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Year to Date</b>	Previous Year Total
Volunteer Hours	231	152	78	134	<b>518</b>	767
Deployments	94	69	36	31	<b>194</b>	319
Vehicles Checked	40,709	36,254	22,351	25,384	<b>10,2347</b>	17,0007
Over 10 km/hr	3,471	2,246	2,355	1,042	<b>6,759</b>	12,119

2018	Q1	Q2	Q3	Q4	Year to Date	Previous Year Total
Police Presence (three strikes)	2	0	0	0	2	4
Warning Letters Issued	1	23	8	9	33	n/a
Tickets Issued By Police	17	0	0	0	17	24

*Community Crime Prevention*

This program involves engaging in crime prevention and public safety initiatives as well as attending community events to promote crime prevention and foster community relations.

Business Meetings/Crime Prevention Presentations/Activities	
Business Security Checks	3
Lock Out Auto Crime Campaigns Worked	13
529 Garage - events attended	0

*Restorative Justice Program*

2018	Q1	Q2	Q3	Q4	Year to Date	Previous Year Total
Volunteer Hours	252.5	167.5	132.5	322.5	742.5	751
Total Referrals	29	7	12	17	65	61
A Watch Referrals	7	1	4	7	18	20
B Watch Referrals	7	1	3	2	13	15
C Watch Referrals	6	1	2	4	13	10
D Watch Referrals	6	1	3	4	14	11
Support Section Referrals	2	3	0	0	5	3
Crown Counsel Referrals	1	0	0	0	1	2
Forums Conducted	16	5	6	8	35	62
Files Returned	3	0	1	4	8	6

*Block Watch*

- Block Watch is a free, community-based, residential crime prevention program supported by the community and local police agency involvement. Block Watch encourages community members to work together to enhance the quality of life in their community by reducing and preventing crime.
- Through training, education, and communication, Block Watch aims to reduce the opportunity for property offences within a neighbourhood. By having a unified commitment, participating communities can be proactive in promoting safety for community families and neighbours.

- The Block Watch Coordinator conducts presentations at neighbourhood association meetings, strata council meetings, and meetings where neighbours get together over concerns in their neighbourhood. People usually become interested in starting a Block Watch in their neighbourhood after seeing a meeting advertised by the City or on the Block Watch of BC's web page.
- The Block Watch Coordinator helps to establish a Block Watch by providing informational handouts, Block Watch material, and a training session for all participants. Block Watch signs are then installed.
- Each Block Watch receives information on tips, tricks, and safety ideas; the Block Watch Society newsletter; yearly training for Captains and Co-Captains; and in-home presentations to established Block Watches when new homeowners have moved in to a Block Watch neighbourhood.
- There are currently 35 established Block Watch neighbourhoods, with 6 additional neighbourhoods in different stages of establishment.

#### *Customer Service*

In early 2018, the RCMP identified a need to provide consistent administrative support to its Training Unit. City management at the RCMP identified a support person to become the RCMP's training associate to manage the various course call-outs, reporting, statistics, and tracking of mandatory courses for RCMP members.

The RCMP had a busy 2018 for recruitment due to internal transfers, retirements, leaves, and resignations. By the end of 2018, 14 municipal employee positions were filled to support various units in the detachment. City management at the RCMP are continuously working with Human Resources and CUPE to encourage new ideas around recruitment and building capacity.

City management at the RCMP and the Revenue and Taxation Section worked together to provide Kamloops citizens with the option to drop off their Home Owner Grant applications and tax payments at the North Shore Community Policing Office. The North Shore Community Policing Office provided a centralized location for citizens who reside north of the bridge to drop off their payments. City management at the RCMP will be working with the Revenue and Taxation Section again in 2019 to provide this opportunity.

#### *Fiscal/Financial Improvements*

Over the past two years, the Police Accounts Clerk has been working on changing over the "owned" desktop printers and replacing them with leased equipment, which has proven to be more cost-effective. Currently, the estimated savings have been or will be as follows:

- monthly                      \$2,245
- annually                      \$26,944
- five-year period            \$135,721

Additional desktop printers will continue to be replaced with leased equipment in other units in the detachment.

*Process Improvement*

A new court process was brought into effect in September 2018, which has the following benefits:

- alleviates the pressures for the Court Liaison Officers on Monday mornings
- makes things more efficient on the weekends
- has been very successful for the Watch Clerks once they got past the learning curve
- saves time for everyone

Job sharing postings:

- easier to fill the Record Reviewer/Court Liaison Officer positions
- qualified retired members are more likely to apply
- saving the organization money
- benefit packages

*Victim Services*

- The Victim Services (VS) Unit comprises an average of 21 active volunteers and 2 staff members who assisted more than 720 clients from 578 referrals and 110 general inquiries.
- The VS volunteer program is a valued part of the Kamloops VS Unit. Volunteers allow VS to be available 24/7 for people and families in crisis, with the volunteers putting in over 13,490 hours.
- There were 67 after-hours call-outs, which resulted in 320.5 hours.
- The majority of the work is to provide witnesses/victims with criminal court updates and support through the judicial process.
- Kamloops VS collaborates with fellow community groups, including Restorative Justice, Kamloops Aboriginal Justice Court, Violence Against Women in Relationships, Community Response Network (Elder Abuse), and Interagency Case Assessment Team (for high-risk domestic violence).

*Measures*

<b>Metrics - City</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Serious Injuries or Deaths in Cells	0	0	0	0	0
Sectional Staff Meetings per Year	2	2	2	1	1
Statements Transcribed per Month, General Duty (average)	128	137	161	151	161
Average Word Processing Turnaround, General Investigations* (days)	29	10	21	20	16
Police Officer Ratio to Municipal Support Staff	2.03	2.0	2.05	2.12	2.27

\* Change to report turnaround on routine statements. Urgent and moderate turnaround was less than two days.

2019 Priorities

The following are the priorities for 2019:

- seek Council's authorization to amend Municipal Services Fees Bylaw No. 44-4 to address the services provided by municipal support staff to the Province, external agencies, and the community
- explore options to implement a new file tracking system for the central file room, as the current tracking system will soon become obsolete and will no longer be supported
- work on a recruitment strategy for Records Management and Crime Analyst Units
- develop coordinator positions for front counter office support, records management, and the North Shore Community Policing Office
- upgrade the phone system to VoIP, which will be supported by Shared Services Canada
- renovate the main RCMP Detachment, with projects including front counter office renovation, organization of the garage bays and exhibit areas, an IDENT office processing lab, and equipment upgrades
- police information checks electronic storage



B. J. McCorkell  
Community and Protective  
Services Director



Approved for Council

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