

OUR COMMUNITY YOUR RCMP



Richmond Detachment Strategic Plan 2021-2025





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YOUR RCMP





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YOUR OFFICER IN CHARGE

Greetings,

As the Officer in Charge of Richmond Detachment, it is my pleasure to share with you our 2021-2025 Strategic Plan, “Our Community, Your RCMP”. This plan is the foundation of our vision and goal to make Richmond the safest city in Canada.

The Royal Canadian Mounted Police has served Richmond with pride for over 70 years. Policing has changed considerably since 1950 when our Detachment was first formed. As we continue to evolve, we will keep moving toward the goal of enhancing community safety through partnerships and innovation. The Richmond Detachment is your RCMP and we will keep working for you, Our Community, to protect and promote safety in Richmond.

Past, present and future in the midst of a changing landscape, we are committed to evolving with you and the needs of our community.



Will Ng
Officer in Charge

“ We have served Richmond with pride for over 70 years [...] Past, present and future, in the midst of a changing landscape, we are committed to evolving with you and the needs of our community.”

OUR TEAMS

Frontline Policing

Uniformed police officers responsible for call response.

Road Safety Unit

Dedicated to traffic enforcement & education.

Criminal Collision Investigation

Investigates motor vehicle collisions resulting in serious injuries.

Vulnerable Persons Unit

Mental Health Car - "Fox 80"

Police Officer and Registered Nurse act as the primary response unit, to mental health emergencies.

Mental Health Liaison

Collaborates with stakeholders in the community to create long-term solutions for those, who as a result of a mental health challenge, generate police calls.

Domestic Violence

Ensures family violence investigations are given priority, investigated thoroughly and that victims' needs are met.

Property Crime

Targets prolific property offenders involved in Break & Enters, Thefts and Stolen Vehicles.

Economic Crime

Investigates financial crimes including fraud, money laundering, illicit gaming, identity theft and intellectual property violations.

Criminal Intelligence

Gathers evidence to support the prosecution and disruption of organized crime groups.

DID YOU KNOW?

The majority of officers in Richmond are assigned to Frontline / Uniform Policing roles. This ensures we are able to quickly and efficiently respond to over 35,000 calls for service each year. Officers on the front lines receive support from a variety of teams, which specialize in all aspects of public safety. In addition, civilian support staff perform numerous work functions to ensure police can spend more time on proactive policing initiatives.

MILESTONES & ACHIEVEMENTS

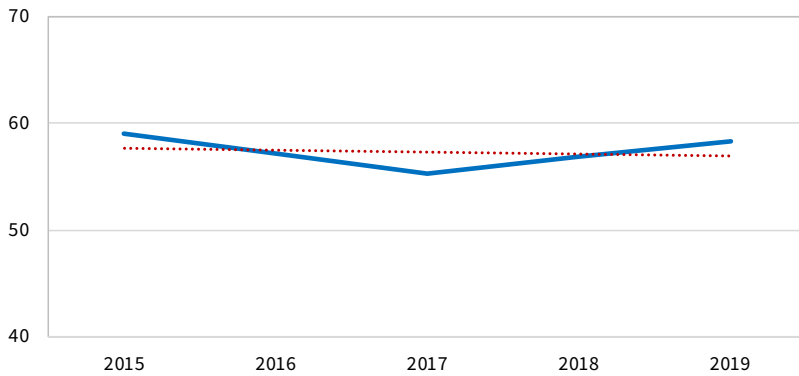
Enhanced Public Safety



We are continuously seeking opportunities to improve upon our service delivery. One of the ways we strive to accomplish this is through our ongoing strategic planning process, which includes quality assurance reviews, input from key stakeholders and the adoption of technological advancements. Crime and public safety trends are ever-evolving, which means our responses must also be flexible and innovative. By leveraging technological tools, we are working to keep pace with many of these changes. This means that we are not only searching for ways to disrupt crime, we are also finding ways we can better connect with the community to increase awareness of crime prevention and safety information.

2016-2020 Public Safety Statistics

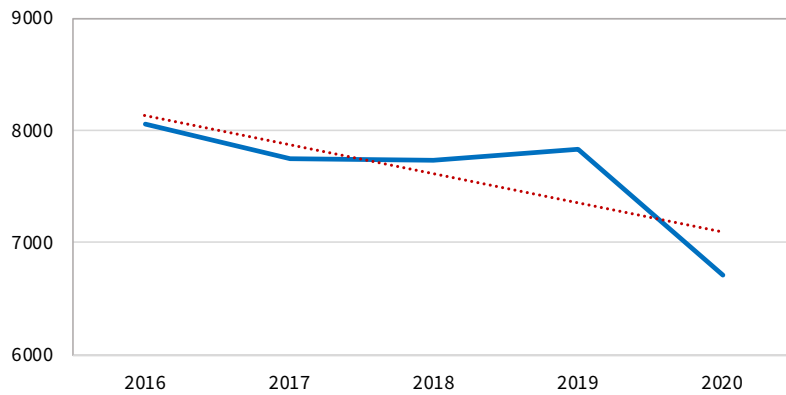
Crime Rate



Crime Rate

Richmond has consistently maintained one of the lowest crime rates in the Lower Mainland. The crime rate in Richmond has remained steady over the last five years, indicating there have been no notable changes in the level of crime in our community. While the crime rate does not capture all the challenges we face due the increasing complexity of policing, it does gives us a valuable comparison tool to help monitor changes in crime.

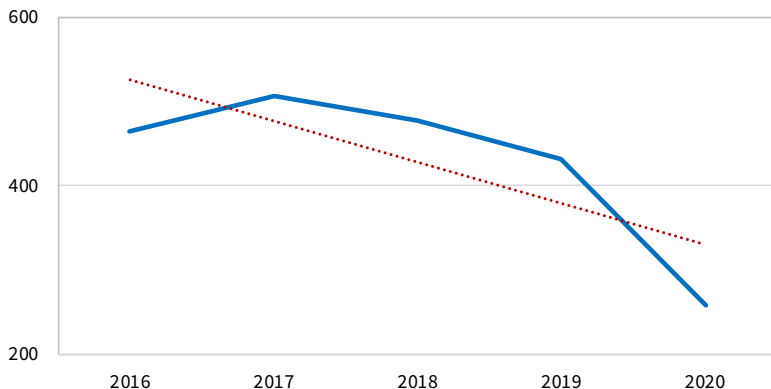
Property Crime Offences



Reduction in Property Crime

Over the last five years, property crimes have been trending downwards. This figure includes all property crimes including but not limited to, break and enter, theft of vehicle and theft from vehicles.

Vehicle Collisions Resulting in Serious Injury



Reduction in Serious Injury Collisions

Motor-vehicle collisions resulting in serious injuries have also been trending downwards. We have worked with partner agencies to provide a coordinated approach to enhancing road safety in the community. Public education campaigns and increased enforcement measures have been vital tools to increase safety on our roads.

Scaling with a Growing City



Our Growth (2018-2021)

51

Additional
Police Officers

25

Additional
Support Staff

9

Additional
Police Vehicles

1

New Community
Police Office

Highlights



Increased Staffing

Between 2018 and 2021 we have added 51 additional Police Officer positions and 25 Municipal Support Staff to our Detachment. This increase in staffing has resulted in additional police officers patrolling the streets of our community, while also bolstering our investigative teams to target crime.



Strengthening Our Presence in Downtown Richmond

In 2020, the City Centre Community Police Office relocated to a new facility, which is double the size of the previous location and allows for more police officers to start and end their shift while in the downtown core. The new facility is located at the intersection of Gilbert Road and Granville Ave and will have Front Counter services available to the public when the building is officially opened to the public in 2021.



Modernizing our Processes

We are leveraging existing technology to unlock internal efficiencies. Our police officers are now able to virtually connect with tools & resources while at the scene of an incident. These new processes have resulted in quicker referrals to community programs, as well as reduced time spent on administrative tasks. Materials used for proactive policing are also accessible directly from the police vehicle.

Legacy Programs

Program Highlights



Drug Abuse Resistance Education (DARE)

The DARE program is a prevention program designed for Grade 5 students. This program provides a proactive approach to resisting substances, while teaching positive decision-making skills. For the past several years, our Detachment DARE Instructors have delivered DARE classes to all Grade 5 students in Richmond.

100%
DARE program delivery
to Grade 5 Students in
Richmond



Volunteer Programs

Volunteers are a vital part of our crime prevention and community outreach strategies. In 2019, volunteers provided 21,327 hours of volunteer service to public safety and crime prevention programs such as Speed Watch, Lock Out Auto Crime, Stolen Auto Recovery, Crime Watch and Fail to Stop, in addition to Victim Services and the RCMP Auxiliary program.

21,000+
Hours of Volunteer Service
in 2019



Block Watch

The Block Watch program is a community-based crime prevention program aimed at empowering neighbors to come together to prevent crime. Block Watch participants take a proactive approach to crime prevention and safety by committing to watch out for each other's homes and report suspicious activities to the police and to each other.

6900+
Program participants
across Richmond

Learn more about Block Watch at:
www.facebook.com/richmondblockwatch
www.richmond.ca/blockwatch

New Outreach Initiatives



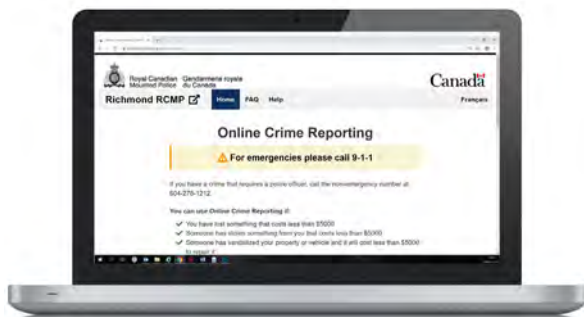
Mental Health Car - “Fox 80”

A mental health nurse and specially trained police officer provide a joint response to calls where mental health is a concern. This initiative is operated in partnership with Vancouver Coastal Health and assists clients who are in crisis and connects them with resources and support services in the community. Fox 80 responds daily to calls for service relating to mental health, including providing assistance to Frontline police officers, conducting wellness checks and emergency apprehensions.



Community Safety App

In May of 2020, we officially launched a mobile app that can be downloaded on any Apple or Android smart phone. This new app allows users to stay connected, informed and engaged with the Richmond RCMP. The app provides the public with access to crime prevention resources, crime maps, media releases and other important safety information.



Online Crime Reporting

Citizens can now report minor crimes using our Online Crime Reporting tool. This new feature allows us to capture incidents that may otherwise go unreported, while also diverting calls away from our dispatch centre. Our call takers can now focus on processing more serious incidents over the phone.

Community Engagement



Strong partnerships between the police and community are essential to keeping Richmond safe. Over the past three years, we have continuously strived to engage the public in our crime prevention and safety programs. By conducting community outreach and providing opportunities for ongoing education and awareness initiatives, we believe we can make Richmond even safer.

Some of these initiatives include:

- Maintaining a visible presence at places of worship, while conducting outreach with faith communities.
- Implementing the “Safe Place Program” to identify businesses and organizations who are committed to being a safe place and ally for members of the LGBTQ2+ community.
- Conducting business and residential property crime outreach and prevention education.
- Implementing “Project Rainbow” at Richmond Detachment worksites to demonstrate that the RCMP is an inclusive and diverse organization.
- Conducting youth engagement at our Elementary and Secondary schools.
- Holding “Coffee with a Cop” events to bring police and the community together for conversation
- Organizing the Richmond RCMP Christmas Toy Drive, supporting the Richmond Christmas Fund.



Pie & Coffee Community Event



School Sports Program



Project 529 Bike Registration Event



Coffee with a Cop



Pathways Clubhouse BBQ



Christmas Toy Drive



Steveston Salmon Festival

DID YOU KNOW?

These are just some of the events we attend in the community:

- Canada Day
- Remembrance Day
- Richmond Maritime Festival
- Law Enforcement Torch Run
- Doors Open Richmond
- Police Week
- Tim Horton's Camp Day
- McHappy Day
- Richmond World Festival
- Burkeville Daze
- City Centre Community Centre Movie Night
- And many more!



OUR COMMUNITY





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OUR FUTURE

The Strategic Plan is a guiding document which creates a decision-making framework for the next five years. It ensures that policing services, policies and programs are carefully developed to support our goal of making Richmond the safest city in Canada. This Strategic Plan also serves to:

- Identify trends, challenges and opportunities affecting policing services and public safety.
- Define long-term priorities and how to achieve them.
- Engage stakeholders, partners and the greater community in creating collaborative responses to public safety concerns.
- Identify program needs to ensure resources are efficiently allocated.



ENVIRONMENTAL SCAN

“ factors include the increased complexity of policing, city demographics, crime trends

In order to create an effective roadmap for success, the Officer in Charge has lead a systematic review of factors which will shape the direction of Richmond Detachment’s future policing strategies. These factors include the increased complexity of policing, changes in the legal framework, emerging social issues and crime trends, technological advancements, city demographics and Detachment resources. This planning cycle also included a significant focus on emergency planning and responsiveness to current events. By conducting regular risk-assessments, we are able to better plan our responses to emerging issues, while strategically deploying our police resources.



Cultural Diversity

Richmond has the smallest percentage of residents who identify English as their mother tongue and home language, compared to other municipalities in the Lower Mainland. According to the most recent census, 66 per cent of Richmond residents reported their mother tongue to be a non-official language. This diversity in culture and language creates a vibrant, unique community. This diversity is also represented in our police officers, who speak over 30 different languages. This variety in cultural backgrounds helps create valuable opportunities for our police officers to conduct public outreach and be more engaged with our diverse community, in addition to enhancing our operational policing abilities.

DID YOU KNOW?

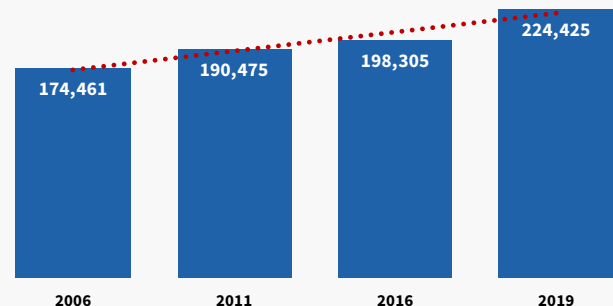
**Our Police Officers can speak
30+ different languages**



Growth

Richmond continues to experience significant growth in population and urban development. The highest growth in population density has occurred in the city centre area. In response to this growth, Richmond Detachment relocated the City Centre Community Police Office to a new facility, which allows for more police officers to be stationed in central Richmond. This will help to improve the deployment of resources as well as police response times.

City of Richmond Population Growth



OUR COMMUNITY



Changing Landscape

This strategic planning cycle has presented us with unique challenges. The COVID-19 global pandemic quickly changed many aspects of daily life, including the way we could conduct many policing and public engagement activities. During this time of rapid change, we continued to prioritize public safety and quickly found ways to pivot our service delivery of programs that were disrupted due to COVID-19. We re-imagined how we could conduct public outreach activities, including the launch of virtual Drug Abuse Resistance Education (DARE) classes, Block Watch training and a drive-through Christmas Toy Drive. During these challenging times, we sought out opportunities to grow and develop crime prevention programs, as well as explored new avenues to promote these initiatives to the broader community.

In the midst of the pandemic, we also faced an increased awareness of social issues relating to the policing of diverse communities. The resulting discussions prompted the development of new education and outreach initiatives, while maintaining a continued focus on existing relationship-building programs.

The importance of a resilient plan has become more important than ever, as we have been reminded that current situations can rapidly change. We are committed to creating a framework which is flexible, responsive and innovative. The priorities in this plan will not change, while the initiatives and responses will be ever-evolving. This approach allows us to maintain a strong focus on our established goals, while giving room to build and improve programs and service delivery.

“ We are committed to creating a framework which is flexible, responsive and innovative.

COMMUNITY

INSIGHTS

A key element of our strategic planning process is a commitment to ongoing discussions with a variety of stakeholders. We believe these discussions help build collaborative relationships and provide valuable insight into how we can provide the best service delivery possible. We are committed to ensuring that our stakeholder engagement strategy consistently evolves to best reflect the needs of the diverse communities we protect and serve.

One of the goals of our planning process was to identify key community representatives, including those from partner agencies, community support groups and elected representatives. The feedback received has helped to identify ways to enhance services, while offering opportunities for future strategic initiatives.

We utilized a variety of engagement methods including one-on-one conversations, virtual meetings, as well as internal and public surveys. After a careful review of the feedback received, we identified a few key themes.

Key Themes from Our Community



Enhance and Diversify Communication Streams

We recognize the importance of timely communication with the public and we are aiming to use a variety of platforms to ensure the greatest reach of our message.

Strengthen Community Relationships and Presence

We will keep working on strengthening our relationships with community partners. Our visibility in the community remains an important part of our engagement strategy. We are also seeking out innovative ways to engage with the public, both on-line and in person.

Target Criminal and Dangerous Behavior

Timely responses to emerging crime trends are an important priority. We are implementing strategies to reduce dangerous behavior on our roadways, while proactively targeting criminals.

Key themes from our Employees & Volunteers



Strengthen Internal and External Communications

Efficient internal communication with our employees and volunteers is key to the effectiveness of our organization. We will continue to leverage technology to enhance our internal communications. We will also continue to seek opportunities to promote the work of our Detachment with the larger community.

Strengthen Professional Development Opportunities

Our employees have a strong desire to grow and develop their skill sets. We will keep searching for avenues to promote the professional development of our employees through a combination of hands on, “in-person” and virtual training.

Empower Proactive Patrols

Our police officers are strongly motivated to proactively look for criminal behavior and stop crimes from occurring. We will continue to look for ways to streamline our administrative processes and assess our operations to ensure our Frontline police officers have increased opportunities to conduct proactive policing patrols.



OUR PLAN





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OUR GUIDING PRINCIPLES

City of Richmond

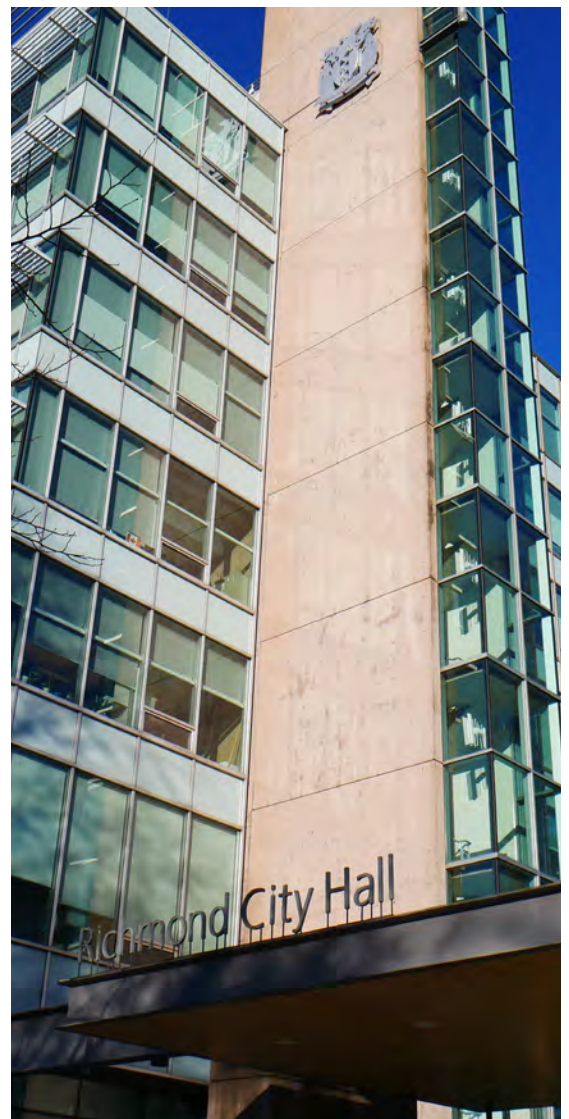
Mission

The City is committed to protecting and enhancing the City's livability and economic well-being for current and future generations through:

- Visionary leadership and responsible decision making.
- Accountable and sustainable fiscal practice.
- The development of a unique and beautiful city.
- Product and service excellence and efficiency.
- Community consultation.

Vision

“To be the most appealing, livable, and well-managed community in Canada”



Our policing strategies are inspired by the frameworks laid out in the mission and vision statements of the Royal Canadian Mounted Police (RCMP) and the City of Richmond.



Royal Canadian Mounted Police

Mission

The RCMP is Canada's national police force. Proud of our traditions and confident in meeting future challenges, we commit to preserve the peace, uphold the law and provide quality service in partnership with our communities.

Vision

- Be a progressive, proactive and innovative organization.
- Provide the highest quality service through dynamic leadership, education and technology in partnership with the diverse communities we serve.
- Be accountable and efficient through shared decision-making.
- Ensure a healthy work environment that encourages team building, open communication and mutual respect.
- Promote safe communities.
- Demonstrate leadership in the pursuit of excellence.

OUR STRATEGIC PILLARS

After conducting a thorough analysis of the current community context, feedback from our stakeholders and operational policing environment we focused on three Policing Pillars for our 2021-2025 Strategic Plan. These pillars provide a framework for achieving our overall goal of making Richmond the safest city in Canada.

We are committed to being accountable to the community we serve. An integral part of the success of our Strategic Plan is tracking measurable targets. Every year, we review recent achievements and challenges and use a variety of assessment tools to identify if our strategies need adjustments to meet changes within the operational environment. By setting goals and identifying action plans we are able to ensure that our public safety responses are effective.

Through our Annual Performance Plan process, we establish measurable objectives and launch detailed work plans in support of priorities identified through our ongoing strategic planning process. This includes a review of crime trends, discussions with stakeholders and input of Richmond City Council.

2021-2025 PILLARS

Through reviewing crime trends, feedback from stakeholders and input from city council, three priorities were identified



PEOPLE



**PROMOTING
PUBLIC SAFETY**



**TARGETED
ENFORCEMENT**



PEOPLE

OUR COMMUNITY, OUR EMPLOYEES

Our Employees

We will invest in our employees to increase our effectiveness in the workforce by:

- Promoting mental wellness to drive resiliency.
- Enabling career development by focusing on enhancing skills and knowledge sharing.
- Embracing feedback to drive change and unlock opportunities to improve our team culture and service delivery.

Our Community

We will engage and support all members of the community by:

- Elevating our commitment to equality through diversity and inclusion initiatives.
- Increasing opportunities for public engagement through enhanced communication and transparency.
- Supporting collaborative responses to complex social issues and working to meet client and community needs.



PROMOTING PUBLIC SAFETY

EDUCATION, PARTNERSHIP, PREVENTION

We will promote public safety by:

- Empowering our community through crime prevention education.
- Fostering relationships with youth through mentorship, while modelling healthy choices.
- Driving greater awareness of opportunities for early intervention and diversion from the Criminal Justice System.
- Increasing police visibility through enhanced patrols and public engagement activities.
- Enhancing collaborations with community stakeholders and partner agencies.





TARGETED ENFORCEMENT

REPORTING & DATA

We will conduct enforcement activity with the most potential impact to public safety by:

- Conducting targeted traffic enforcement and education.
- Leveraging criminal analysis to identify and disrupt trends and hot spots.
- Conducting gang suppression activities and interdicting organized crime.
- Deploying proactive patrols using intelligence-led policing principles.



LOOKING AHEAD

Over the next five years, we will be working diligently to ensure this Strategic Plan remains the foundation of our policing services in Richmond. We look forward to future opportunities to engage with our community, as we work together towards making Richmond the safest city in Canada.



Stay Connected!



Richmond Community Safety App

Access the latest Crime Maps, receive alerts and crime prevention tips.



Twitter

View the latest news releases, and stay up to date with our community programs.



@RichmondRCMP

Online

Report a minor crime, view the latest crime statistics and Detachment news.



richmond.rcmp.ca



OUR COMMUNITY
YOUR RCMP

