SURREY RCMP



2021 REPORT TO THE COMMUNITY

PROUDLY SERVING SURREY SINCE 1951













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MESSAGE FROM THE OFFICER IN CHARGE

The lessons around adaptability learned in 2020 helped us to face the many challenges in 2021. With new terms added to our vocabulary, from Omicron to heat domes, our police officers and support staff displayed tremendous flexibility and perseverance, continuing to drive down crime and provide responsive service to the community. This report details some of the individuals and units who have contributed to our collective goal of enhancing public safety in Surrey.

COVID-19 continued to present new challenges throughout 2021. The protocols developed by our Emergency and Operational Planning Unit (EOP) in 2020 proved to be essential when Omicron hit in 2021, and allowed us to shift resources to ensure core-policing operations were maintained across the city. The EOP provided essential support when several natural disasters and weather events hit, coordinating emergency assistance to affected staff, and readying the detachment to assist neighb ouring jurisdictions.

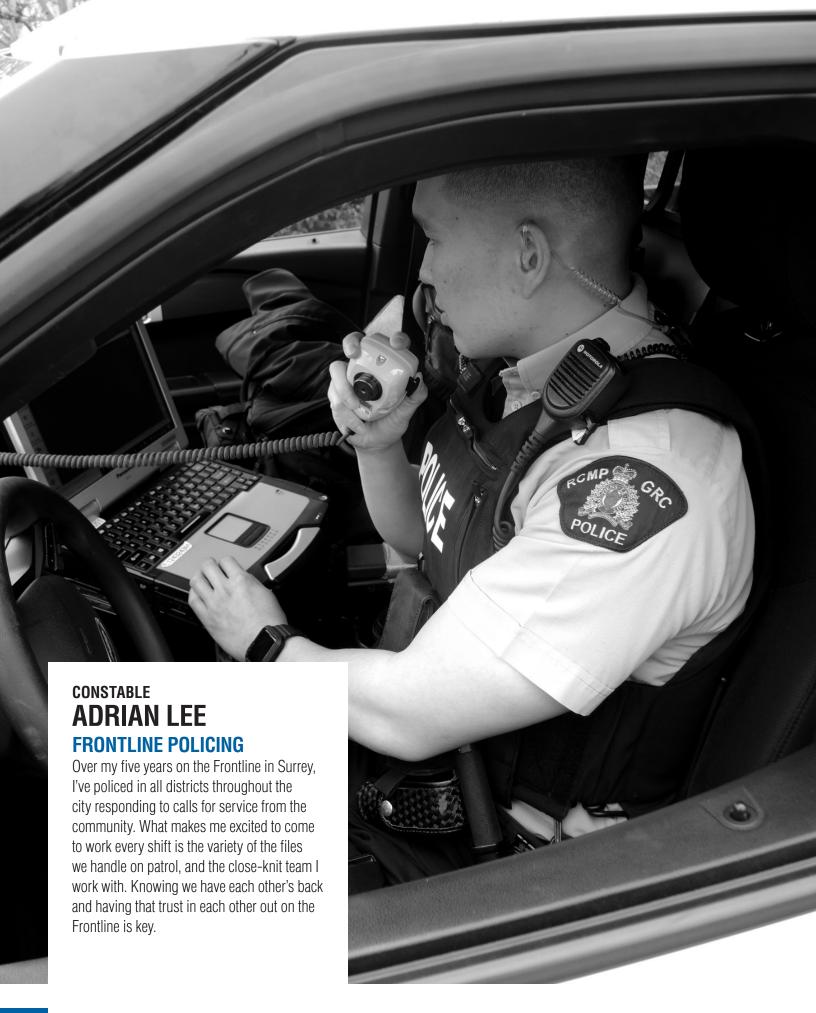
Extensive work and planning continues by all parties involved in the ongoing Surrey policing transition. In November 2021, we welcomed the first deployment of Surrey Police Services (SPS) officers into our detachment. This marked the start of the initial phase of the transition. where SPS officers work alongside RCMP officers under the Surrey RCMP command. A transition of this magnitude is complex. I've been very impressed with the professionalism demonstrated by both SPS and RCMP officers during this initial deployment. We will continue to work with SPS and all public safety partners to ensure a policing transition where public and police officer safety remains number one.

Reviewing the shift reports from the Frontline every day, there are a few key themes that stand out. The illicit drug trade continues to be a large driver of both violent and property crime. Drug addictions and mental health issues account for a significant number of the calls for service. Last year, our officers administered 144 doses of life-saving Naloxone to overdose victims, attended over 7,600 calls that involved a person suffering from a mental health crisis, and over 2,000 suicidal calls for service.

While our teams focus on both enforcement and intervention, these societal issues extend far beyond policing. The collaboration with both health and community partners is essential to help support individuals facing mental health, addictions issues and homelessness in our community. Outlined in the report is some of the proactive work by the Police Mental Health Outreach Team, Car 67, Surrey Gang Enforcement Team, and the integration of nursing staff into our Cell Block area to best support our vulnerable population. The innovative strategies demonstrated by these teams are considered a best practice and have been adopted in other jurisdictions.

In the myriad of files we attended in 2021, from the routine calls, to the dynamic major crime files or the tragic situations, what has stood out for me have been the countless acts of kindness and compassion displayed by our officers, employees, and by citizens of Surrey. Whether a small gesture or a life-saving action, these acts inspire me every day.

In 2021, Surrey RCMP celebrated a milestone anniversary, 70 years of service to the community. I want to thank each of you for your tremendous support, partnership and outstanding contributions to public safety in our city. It is truly my honour to serve as Surrey's Officer-in-Charge.



STRATEGIC FRAMEWORK

STRATEGIC PRIORITIES & OBJECTIVES

The Surrey RCMP's 2018-2022 Strategic Framework aligns detachment activities and deployment of resources with key policing priorities identified by the community, our partners, employees and stakeholders.

CRIME REDUCTION & COMMUNITY SAFETY

- Drug trafficking
- Gangs and guns
- Early intervention with vulnerable populations
- Road safety
- Domestic violence
- Property crime
- Response to calls for service

COMMUNITY ENGAGEMENT & MOBILIZATION

- Positive police-youth interactions
- Communicating safety issues and initiatives
- Collaborative response to social issues and community concerns
- Engagement with diverse groups
- Community safety programs

ORGANIZATIONAL PERFORMANCE & CONTINUOUS IMPROVEMENT

- Employee diversity training
- Fiscal responsibility
- Technology enhancements
- Data quality
- Operational readiness
- Enhance service delivery
- Employee training and development
- Internal communications

EMPLOYEE WELLNESS

- Employee mental and physical well-being
- Inclusive workplace
- Employee morale



FISCAL MANAGEMENT

The Surrey RCMP is responsible for delivering on the policing priorities within the established budget envelope and with the resources that have been allocated. To this end, responsible fiscal management and compliance with the Financial Administration Act is a top priority for the detachment. Monthly meetings are held between the Officer in Charge and City of Surrey General Manager of Finance to ensure that detachment expenditures are within budget. The detachment has maintained a positive variance in set budget envelopes for several years and continues to be prudent in its financial responsibilities.

SERVICE DELIVERY

OUTREACH, EDUCATION & PREVENTION

- Auxiliary and volunteer program
- Block Watch
- Business Engagement & Safety Team (BEST)
- Code Blue and Mini Blue youth engagement
- Coffee with Cops
- COSMOS (online crime maps)
- COVID-19 Compliance& Enforcement Team
- Crime Free Multi-Housing
- Diversity & Indigenous Peoples Unit
- Hi 5 elementary school engagement
- Lock Out Auto Crime
- Project IRIS CCTV registry
- Project Lavender presentation
- Shattering the Image anti-gang presentation
- Speed Watch
- Surrey RCMP Basketball Classic
- Yankee 30 Car (youth probation/police partnership)

INTERVENTION & DIVERSION

- Car 67 (Fraser Health/police partnership)
- Family & Youth Resource Support Team (FYRST)
- Parent helpline
- Police Mental Health Outreach Team
- Restorative Justice Program
- Sophie's Place Child & Youth Advocacy Centre
- Surrey Intimate Partner Violence Unit
- Surrey Mobilization & Resiliency Table (SMART)
- Victim Services
- Wrap Program
- Youth Intervention Program

ENFORCEMENT& SUPPRESSION

- CompStat/crime reduction
- Crime analysis
- Hot spots and problem locations
- Inadmissible Patrons Program
- Targeted patrols
- Prolific offender management
- Crowd control and event management



POLICING PHILOSOPHY

COMMUNITY POLICING

Public safety is a shared responsibility between the police and the public, working together to achieve a safe community.

INTELLIGENCE-LED POLICING

Research, analysis and evidence-based decision making are critical to effective and efficient policing.

INTEGRATED POLICING

Integrated police services enables maximizes resources and our ability to respond in a coordinated, timely fashion. Surrey RCMP benefits from the services of a number of Lower Mainland Integrated Teams including Integrated Police Dog Services, Integrated Forensic Identification Services, Emergency Response Team, Integrated Homicide Investigation Team, and Integrated Collision Analysis Reconstruction Team.

SURREY POLICING TRANSITION

In 2018 the City of Surrey exercised its authority under the BC Police Act and began the process to establish a municipal police service. A policing transition of this magnitude is unprecedented in Canada, and requires detailed planning and collaboration.

In 2020, the Surrey Policing Transition Trilateral Committee (SPTTC) was established between Public Safety Canada, the Province and the City of Surrey to develop and implement the phased integrated transition of the RCMP to the Surrey Police Service (SPS).

INITIAL DEPLOYMENT OF SURREY POLICE SERVICES OFFICERS

As part of a phased, integrated policing transition, the first group of experienced police officers with the Surrey Police Service began their deployment with the Surrey RCMP in November 2021.

During this initial phase of the policing transition, the RCMP continues to be in command as the police force of jurisdiction in Surrey, overseeing all operational policing matters and the delivery of policing programs and services.

As part of the onboarding process, SPS officers receive a detailed orientation outlining Surrey detachment's policies and practices. After the orientation and pairing up with an RCMP officer for a few shifts, SPS officers are out responding to files, for the time being, in RCMP branded vehicles.

Public safety remains our number one priority throughout the transition process.

NEXT STEPS

The RCMP and SPS are executing a joint human resources strategy to ensure the coordination and deployment of SPS officers alongside Surrey RCMP officers. Work will now shift to developing critical pathways to determine processes for such issues as: change of command, transfer of assets, and information management and technology.





ORGANIZATIONAL STRUCTURE

SENIOR OPERATIONS SUPPORT OFFICER

OPERATIONS SUPPORT

- Detachment Services
- Media Relations
- Member Services
- Operational Review Unit
- Professional Standards
- Training

SUPPORT SERVICES

- Administrative Services
- Client Services
- Communications
- Community Programs
- Court Services
- Crime Analysis
- Exhibits
- Finance
- Fleet
- Information Technology
- Intervention Programs
- Inventory
- Operational Communication Centre
- Records Services
- Research & Planning

OFFICER IN CHARGE

SENIOR OPERATIONS OFFICER

CORE POLICING

- Frontline
- Cell Block

INVESTIGATIVE SERVICES

- Digital Forensics
- General Investigations
- Financial Crimes
- Interview Team
- Legal Applications Support
- Missing Persons
- Robbery
- Serious Crimes
- Targeted Enforcement Teams
- Vulnerable Persons

COMMUNITY SERVICES

PROACTIVE ENFORCEMENT

- Criminal Intelligence
- Drug Enforcement
- Gang Enforcement
- Property Crime
- Traffic

COMMUNITY SUPPORT & SAFETY

- Community Response Unit
- Diversity & Indigenous Peoples
- Emergency & Operational Planning
- Mobile Street
 Enforcement Team
- Police Mental Health Outreach
- Youth



CALLS FOR SERVICE

195,857 CALLS FOR SERVICE

2020: 198.169

Five Frontline Watches provide the first level of response to calls for service from Surrey residents and business owners, twenty-four hours a day, 365 days a year. Taking into account public and officer safety, calls are prioritized for police attendance through the Surrey RCMP's Operational Communications Centre.



1,304
ONLINE CRIME
REPORTS

2020: 1,221



135,477
POLICE UNIT DISPATCHED

2020: 138,830



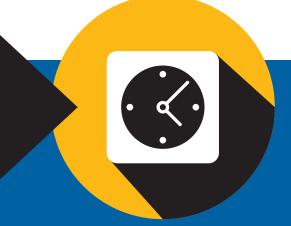
46,536ABANDONED 9-1-1 CALLS

2020: 46,326



164 PUBLIC COMPLAINTS

2020: 151



07:38
AVERAGE
RESPONSE TIME
(PRIORITY 1 CALLS)

2020: 07:01 minutes

OUR PEOPLE



785
POLICE OFFICERS
+58 WITH INTEGRATED UNITS



302
MUNICIPAL STAFF
+100 AUXILIARY STAFF



50
LANGUAGES
SPOKEN BY OFFICERS AND STAFF

STAFFING LEVELS

The Surrey RCMP has maintained the same staffing levels for the past three years. The City of Surrey establishes the level of police resources and budget for policing in Surrey.

UNIFORM POLICING

Over 500 officers provide a visible, uniformed police presence in the community. This includes Frontline, Traffic Services and our Community Response Unit, as well as teams that focus on foot and bike patrols, mental health outreach, gang enforcement, youth and engagement with diverse communities.

EMPLOYEE DIVERSITY

Surrey RCMP aims to be reflective of the diverse community we serve. Collectively our employees provide service to the community in over 50 different languages, with over one third of officers self-reporting as visible minorities. In 2021, females made up 20% of our Commissioned Officers in leadership positions.



VOLUNTEERS

Our volunteer program was on hold in 2021 due to the COVID-19 pandemic. We look forward to welcoming our community program volunteers and Auxiliaries back to the detachment in 2022.

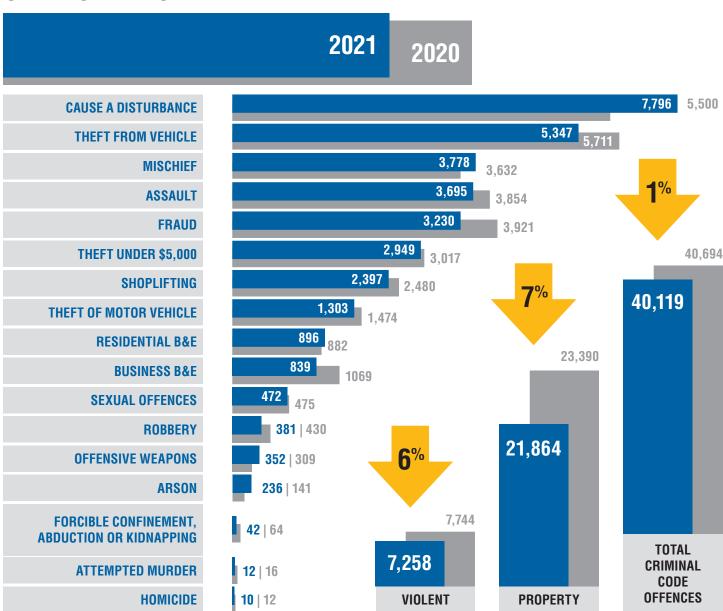




CRIME STATISTICS



CRIMES TYPES







COVID-19 **RESPONSE**

Surrey RCMP helped ensure residents, businesses and faith-based institutions understood and complied with public health orders through the COVID-19 Compliance and Enforcement Team.

18,765 **PROACTIVE COMPLIANCE CHECKS**

133 **VIOLATION TICKETS UNDER THE EMERGENCY PROGRAMS ACT**

27 VIOLATION TICKETS UNDER THE QUARANTINE ACT

GANGS, GUNS & DRUGS

1,487
FIREARMS
SEIZED
2020: 724

Includes gang and

SURREY GANG ENFORCEMENT TEAM

Our Surrey Gang Enforcement Team (SGET) has extensive knowledge of the individuals involved in the Lower Mainland Gang Conflict. SGET seeks to disrupt the criminal activities of gang members through drug investigations, vehicle interdictions, and regular checks on individuals who are subject to court-ordered curfews.

SGET also works closely with Surrey schools and community groups to help prevent youth from joining gangs.



Surrey RCMP's Drug Unit uncovered a fentanyl super lab in the Spring of 2021, recovering the equivalent of 26 kg of illicit fentanyl or 13 million fatal doses. The fentanyl lab was the largest and most sophisticated lab to date encountered by the RCMP Clandestine Response Team.

216 REFERRALS TO BC CIVIL FORFEITURE OFFICE

- 87 crime vehicles
- \$800,000+ cash
- 6 residential properties

673 ESTABLISHMENT CHECKS

INADMISSIBLE PATRONS PROGRAM

Our Inadmissible Patrons Program (IPP) deters gang members from meeting and conducting business in Surrey. Participating IPP establishments authorize police to remove known gang members and their associates from their business.

140 CHARGES FORWARDED DRUG

DRUG TRAFFICKING

The majority of gang activity revolves around the purchase, distribution and sale of illicit drugs. Our Drug Section targets individuals and groups involved in the trafficking of fentanyl, as well as individuals and groups with linkages to gangs and organized crime.

28 ARRESTS PTEP TARGETS

Together with the Combined Forces Special Enforcement Unit of BC, we target individuals who are designated as Provincial Tactical Enforcement Priorities (PTEP) or Priority Violent Gang Offenders (PVGO) due to their involvement in criminal organizations.

YOUTH INTERVENTION & PREVENTION

PARENT HELPLINE CALLS 604-599-7800

89 SHATTERING THE IMAGE PRESENTATIONS

Anti-gang presentation tailor-made for Surrey youth, parents and educators by our Surrey Gang Enforcement Team. Virtual and in-person.

59 RESTORATIVE JUSTICE PROGRAM PARTICIPANTS

An alternative to the formal court system that promotes dialogue and accountability for harm.

178 WRAP PROGRAM AT-RISK YOUTH

Supporting youth who are exhibiting signs of gang associated behaviour. A partnership with the Surrey School District.

58 PROJECT LAVENDER PRESENTATIONS

Opening up discussions on online safety, sexual exploitation and healthy relationships to empower youth to make positive choices.

182 YOUTH INTERVENTION PROGRAM

CLIENTS

Providing counselling support to youth involved in conflict or crime, to help reduce future criminality.

784
YANKEE 30 CAR
COMPLIANCE CHECKS
Supporting youth on probation through a police/MCFD partnership.



47 REFERRALS

Supporting youth who begin to exhibit signs of poor decision making, and their families.

185 SCHOOL PRESENTATIONS

A presentation series designed for grades 6-7 covering social media and relationships, substance use and truancy, positive decision making, and healthy conflict management.

SUPPORTING VULNERABLE PERSONS

276 SOPHIE'S PLACE INTERVIEWS

Sophie's Place Child Advocacy Centre provides a safe space for children who have experienced abuse. Officers who work at Sophie's Place are trained in the Step-Wise interview technique, which facilitates the child's recall of events while minimizing trauma.

954 INTIMATE PARTNER VIOLENCE FILES

Surrey's Intimate Partner Violence Unit investigates and monitors the highest risk offenders and develops safety plans with victims of intimate partner violence.

3,233 MISSING PERSONS

There are many reasons people go missing including mental health or medical issues, leaving an abusive situation, drug addiction relapses, and others. Our missing persons teams use many investigative techniques to locate missing persons quickly and safely.

2,094 VICTIMS SUPPORTED

Our Victim Services workers provide emotional support, information and referrals to victims and witnesses of crime.

569 CHILD EXPLOITATION FILES

in 2021



INTERNET CHILD EXPLOITATION UNIT

Our team investigates the possession and/or distribution of online child sexual exploitation material, online child luring, and the possible sexual abuse of children in our jurisdiction related to this crime type. We see a large volume of files come in through third parties, referred to us through the National Child Exploitation Crime Centre. Our primary goal is to ensure the safety of these young victims. We also help to end the cycle of victimization through participation in programs like Project Arachnid, which issues takedown notices to electronic service providers to remove images and videos of child sexual exploitation from the internet.

MENTAL HEALTH OUTREACH



2,865 REFERRALS TO SERVICES

POLICE MENTAL HEALTH OUTREACH TEAM

The Police Mental Health Outreach Team (PMHOT) works collaboratively with health and community partners to help residents who have contact with police and are dealing with mental health issues, homelessness, and/or addictions. The team focuses on building relationships and assisting with connections to services.

2,067
SUICIDAL CALLS
FOR SERVICE

2020: 1,737

954
PEOPLE
SUPPORTED

CAR 67

Car 67 pairs a police officer with a Fraser Health nurse to respond to police calls that involve significant mental health issues. The nurse provides assessments and referrals, while the officer provides crisis intervention and ensures the safety of the nurse and clients.

144
NALOXONE
ADMINISTRATIONS

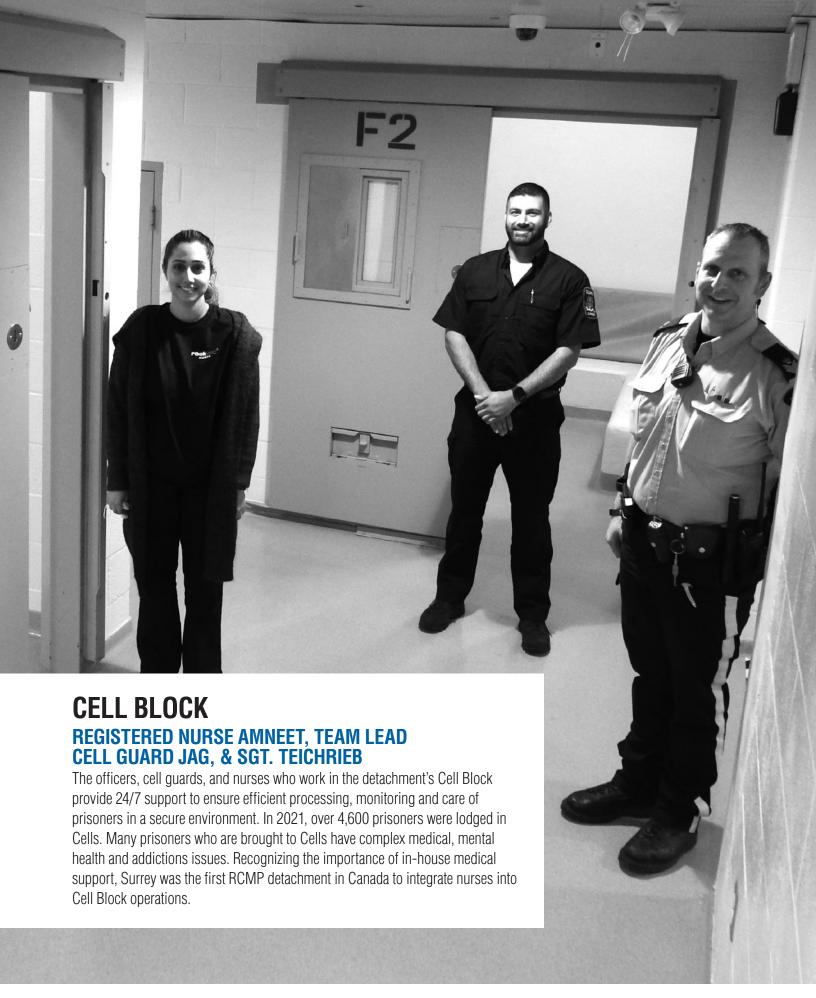
2020: 87

7,633
MENTAL HEALTH
CALLS FOR
SERVICE

2020: 8,288

WORKING WITH PARTNERS

Addressing issues of mental health, addictions and homelessness requires the support of the entire community. While social issues are not police issues, we are often the call of last resort — in middle of the night, or when someone, such as a health worker or family member, feels they may be in danger. The Police Mental Health Outreach Team attends several meetings a month with over 20 agencies. We work together to ensure that the privacy and well-being of vulnerable citizens are paramount in every incident requiring police attendance.



PROPERTY CRIME





1,964 BREAK & ENTERS

2020: 2,224



6,650 AUTO CRIMES

2020: 7,184



5,411 THEFTS

2020: 5,568



3,778 MISCHIEF

2020: 3,632

PROACTIVE PATROLS

Our Mobile Street Enforcement Team (MSET) uses bike and foot patrols to reduce crime and provide a highly visible police presence in commercial areas and greenspaces. In 2021, MSET made 318 arrests while out on patrols in the city.

COMMUNITY POLICING & SPECIALIZED TEAMS

Officers with our Community Response Unit work out of offices in each of our five policing districts. They focus on local crime issues and connecting with residents. In addition, our specialized auto and property crime target teams address prolific offenders who may be active in a specific community.

ADDRESSING PROBLEM PROPERTIES

Together with the City of Surrey, we identify and address properties causing significant public safety issues. By addressing 40 problem properties in 2021, we are able to reduce overall crime in those areas.

BUSINESS ENGAGEMENT

Our officers regularly engage with Surrey's business improvement associations and chambers of commerce. Together, we work to prevent and address crime and nuisance issues that negatively impacts Surrey businesses.



Guided by data collected through the Black Cat Radar, Surrey RCMP Traffic Services conducted enforcement at 125 Street and 104 Ave in November. 12 vehicles were impounded in 12 days for excessive speeding, including this vehicle travelling 105 km in a 30 km zone.

ROAD **SAFETY**



32 DEPLOYMENTS

BLACK CAT RADAR SYSTEM

Data collected through the radar system captures vehicle speeds and times of day/traffic volume to help effectively deploy resources and take enforcement action.

25 **MEMBERS ALEXA'S TEAM**

25 Surrey RCMP officers were recognized for completing twelve or more impaired driving investigations as part of Alexa's Team in 2021.

302 **LOCATIONS ADDRESSED**

TRAFFIC COMPLAINTS

Areas reported to have recurring issues with speed or distracted driving are by the Traffic Community Response Unit and triaged through enforcement, education campaigns, and/or consultation with the City of Surrey for engineering improvements.

314 **REFERRALS SAFE DRIVER**

DIALOGUE CIRCLE Using a restorative justice approach

that involves facilitated conversation and volunteer service, the Safe Driver Dialogue Circle helps participants understand how their unsafe driving impacts others.

30+ **EDUCATIONAL EVENTS**

In addition to traditional enforcement, we seek to make our roads safer through public education and engagement campaigns alongside key partners in road safety: Vision Zero Surrey, ICBC, Surrey Crime Prevention Society. Commercial Vehicle Safety and Enforcement, and Surrey Schools.

1,870 **DISTRACTED DRIVING VIOLATIONS**

2020: 1,680

1,639 **IMMEDIATE ROADSIDE PROHIBITIONS**

2020: 1,545

FATAL COLLISIONS 2020: 15

CONNECTING WITH THE COMMUNITY

The Diversity and Indigenous Peoples Unit attended an Eid-al-Fitr celebration parade and received a warm welcome from the community.

25

NEW BLOCK WATCH GROUPS FORMED IN 2021

BLOCK WATCH PROGRAM

Block Watch participants work together to observe and report suspicious activity to police. In total, there are more than 693 active Block Watch groups in Surrey.

14

ONLINE SPEAKER SERIES PRESENTATIONS

TO 619 RESIDENTS

Our Community Programs Teams expanded their virtual webinar series on a variety of topics from road safety to gang prevention and personal safety.

5

"COFFEE WITH THE BLOCK"

VIRTUAL SESSIONS HELD

Hosted during National Crime Prevention Week (Nov 1-7), registered Block Watch participants connected online with neighbours, local police officer and Community Programs Coordinators for an interactive conversation.

DIVERSITY & INDIGENOUS PEOPLES UNIT

SUPPORTING LGBTQ2+

In June, we raised the Pride flag at our detachment and proudly participated in a virtual Surrey Pride event.

In November, Sgt Elenore Sturko hosted presentations on the "LGBT Purge" and her uncle Sgt David Van Norman who was forced out of the RCMP for being gay in the 1950's. Discussing and acknowledging historical wrongs is an important piece to promote cultural change within the RCMP.

198

COMMUNITY PRESENTATIONS

DELIVERED TO 6,737 PARTICIPANTS

Our Diversity and Indigenous Peoples Unit delivered presentations in various languages to diverse communities in Surrey. Community groups and youth groups received information on various public safety topics in their native language.

127

PARTICIPANTS

KAIROS BLANKET EXERCISES

This interactive training session for officers explores the historic relationship between Indigenous and non-Indigenous Peoples in an ongoing effort to inform, educate and understand the tragic history and ongoing legacy of residential schools.

GIVING BACK

THANK YOU FOR YOUR GENEROSITY, SURREY!





THOUSANDS OF TOYS DONATED

KEIAN'S HOLIDAY WISH TOY DRIVE

A special delivery of toys and over \$1,700 was made to the BC Children's Hospital and Surrey Memorial Hospital in December.



5 DAYS OF BICYCLING COPS FOR CANCER

Four Surrey RCMP officers cycled in the "Tour de Valley" Cops for Cancer ride. They helped raise over \$190,000 to support pediatric cancer research and programs.



\$2,496 FOR LOCAL FOOD BANKS

The annual "Pack the Police Car" helped collect 1,100 pounds of food and \$2,496 for local food banks in Surrey during the month of December 2021.



600 CLOTHING ITEMS FOR THOSE IN NEED

Jackets, pants, sweaters, socks and hand-knitted toques (made by a Surrey RCMP volunteer) were collected by officers and staff to hand out to individuals in need.

OUR PARTNERS



In addition to our law enforcement partners, Surrey RCMP works with many local organizations and businesses on a wide variety of public safety initiatives. We thank our partners for their commitment and dedication to enhancing public safety in Surrey.

- BC Corrections
- BC Housing
- BC Prosecution Service
- Block Watch Society of BC
- Canadian Border Services Agency
- Central City Shopping Centre
- The Centre for Child Development
- City of Surrey
- Cloverdale Business Improvement Association
- Cloverdale Chamber of Commerce
- Combined Forces Special Enforcement Unit - BC
- DIVERSEcity Community Resources Society
- Douglas College
- Downtown Surrey Business Improvement Association
- E-Comm 911
- Federation of Independent School Associations in BC
- Fleetwood Business Improvement Association

- Fraser Health Authority
- Fraser Heights Community Association
- Fraser Region Aboriginal Friendship Centre Association
- Guildford Town Centre
- ICBC
- Immigrant Services Society of BC
- Katzie First Nation
- Kwantlen First Nation
- Kwantlen Polytechnic University
- Lookout Emergency Aid Society
- Metro Vancouver Crime Stoppers
- Metro Vancouver Transit Police
- Ministry of Children & Family Development
- Ministry of Public Safety & Solicitor General
- Ministry of Social Development and Social Innovation
- MOSAIC
- Newton Business Improvement Association

- NightShift Street Ministries
- Options Community Services
- Pacific Community Resources Society
- Port Kells Community Association
- Progressive Intercultural Community Services
- Realty Watch
- Rec 4 Kids
- Semiahmoo First Nation
- Semiahmoo House Library
- South Fraser Search and Rescue
- Simon Fraser University
- South Surrey Chamber of Commerce
- S.U.C.C.E.S.S.
- Surrey Board of Trade
- Surrey Crime Prevention Society
- Surrey Libraries
- Surrey Police Service
- Surrey School District
- Surrey Urban Mission Society
- Surrey Women's Centre
- Umoja Operation Compassion Society







www.surreyrcmp.ca 604-599-0502

