

**POLICING
THROUGH THE
COVID -19 PANDEMIC**





The Impact of the COVID-19 Pandemic

On March 11, 2020, the World Health Organization declared COVID-19 a pandemic. The Delta Police Department (DPD), for the first time, enacted its Pandemic and Mobilization Emergency Plans. The goal was to ensure necessary police services continued to be provided to the public while maintaining proper staffing levels. The DPD's plan and execution focused on three areas: maintaining public service delivery, the health and wellness of our employees, and compliance with Public Health Orders.

Working in conjunction with health authority partners, the DPD established and communicated safety protocols to staff to help prevent internal transmissions. In addition, the DPD worked closely with the City of Delta's Emergency Operations Center to secure and maintain personal protective equipment for all employees. The information on the virus spread was rapidly evolving, requiring constant evaluation and adjustment of protocols. During the first nine months of the pandemic in 2020, the DPD responded to over 23,000 calls for service and conducted thousands of traffic stops. Despite the numerous public interactions, the DPD did not incur a single case of transmission from front line services. Nevertheless, the DPD was not immune to the virus, as several employees became infected from the virus due to community spread.

As the pandemic progressed, additional restrictions and enforcement orders were issued by the Public Health Officer (PHO) regarding social distancing, gatherings, and masking. The DPD partnered with Delta Bylaws and employed a compliance-based approach to violations as recommended by the PHO. Furthermore, a COVID-19 Response Team was established to proactively attend businesses to ensure education and compliance with changing health orders. Overall, the DPD has attended hundreds of calls for service related to the pandemic, and has issued approximately \$10,000 in fines where non-compliance continued.

The DPD, like the rest of society, has not been immune to the physical and psychological challenges of this pandemic. However, through our employees' professionalism and dedication, the Department has managed this crisis well, and continues to provide a high level of service to the community.

COVID-19: By the Numbers

355

The number of COVID-19 related calls for service attended by DPD.



346

The number of hours of proactive time for COVID-19 compliance checks at businesses and restaurants.



Message from the Chair



As Mayor and Chair of the Delta Police Board, I am pleased to present to you the Delta Police Department's (DPD) 2020 Annual Report.

The Delta Police Board remains committed to working with the DPD to ensure that our community continues to be a safe and inviting place to live, work and play. The Board is pleased with the accomplishments made by the DPD over the year, as the department continues to meet the mandate of the Community Safety Plan by providing increased presence and engagement in our community, focusing on traffic and pedestrian safety and lowering property crime.

We could never have predicted the challenges that COVID-19 would bring. But, we did predict that Delta would continue being one of the safest cities in BC and I accredit much of that our police department. I would like to thank the men and women of the DPD for their work - which is done 24 hours a day, seven day and 365 days a year to ensure the safety of our community.

The Board realizes that it is important for the community to continue being a part of keeping our City safe. In 2021, the DPD and Delta Police Board will be developing a new strategic plan and opportunities will exist for the community to be engaged and involved in identifying areas of concern for the DPD to focus on. The Delta Police Board looks forward to working with the DPD and the community to ensure that the "No Call Too Small" that the DPD is known for, remains intact.

Mayor George V. Harvie
Chair, Delta Police Board



Angela Kaiser



Annette Garm



Chief Ken Baird



Firth Bateman



Gurleen S. Sahota



Karen Hossack



Peter Buxton

Message from the Chief

2020 was a year unlike any other. The team at the Delta Police Department (DPD) could not have anticipated how a pandemic would change many of the ways in which we operate. Regardless of the changes brought by the pandemic, I am proud to say that the most critical operational and service principles that the DPD is founded upon did not change. The philosophy of community policing, our team's commitment to service and the organizational approach to No Call Too Small are part of the DPD's DNA, and remain steadfast. These principles will be the foundation for how we continue to evolve, innovate, and improve in 2021.

The last year has imparted the DPD with learning that will lead us into a stronger future. We have learned lessons on managing a wide range of public health concerns, including the role of mental health in our community. We have formed partnerships and developed connections that were not thought of before the pandemic. We have implemented additional efficient and effective methods of keeping our community safe and healthy, and we developed the Equity, Diversity and Inclusion Unit to help guide the organization into 2021 as policing modernizes. The experience of 2020 has solidified our commitment to understanding the community's needs and working towards collaborative solutions; this commitment will carry us into 2021 as we develop our next Strategic Plan.

It is with immense pride that I present the Delta Police Department's 2020 Annual Report. The DPD looks forward to serving the community needs in 2021 and beyond. We remain committed to our vision of Delta being a safer and better community by providing excellence in policing.



Neil Dubord, OOM, AdeC
Chief Constable

Online Reporting

In 2020 the DPD launched an Online Reporting (OR) system to provide better customer service to the community by providing greater flexibility in reporting calls for service and to enhance efficiency within the DPD. We heard from the community that an alternative reporting system was required due to COVID-19 Public Health Orders.

The OR system has reduced phone call wait times and the need to travel to a police facility for a variety of call types.

The OR system adds value to DPD's "No Call Too Small" philosophy that the community depends on, and the DPD prides itself on. All calls for service reported through the OR system are reviewed and dispatched for officer attendance. The utilization of technology to improve community engagement is essential and remains a priority for the DPD, especially during the COVID-19 pandemic.

The OR system allows the public to report community-based concerns or compliments, including: vandalism, fraud under \$5000, lost and found property, community concerns and traffic incidents.



Equity, Diversity & Inclusion

Roadmap

Equity, Diversity & Inclusion Unit

Though the DPD, much like the communities it serves, has grown exponentially over the past 133 years, there is room to learn and improve. As a police department, our guiding principles and philosophy - No Call Too Small - remain unchanged, but our service delivery has always adapted to meet the needs of our diverse, growing city. Today, in order to better serve the people of Delta as police officers, we must jointly address the challenges of institutional racism as a structure of society.

In 2020, the Equity, Diversity, and Inclusion Unit (EDIU) was established to centralize and support the ongoing efforts of DPD members engaged with Delta's faith-based, not-for-profit-based, and diversity-based community leaders, groups, and organizations including, but not limited to: LGBTQ2S+, BIPOC, and people with disabilities. Further, the position of Diversity Liaison Constable (DLC) was created to allow the DPD to have an officer dedicated full time to becoming the primary point of contact with stakeholders among Delta's myriad diverse community groups.

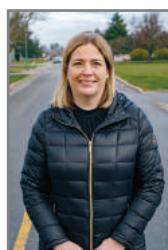
Reporting to the Chief Constable, the EDIU will seek to identify gaps and implement solutions to community issues through education and engagement, both internally and externally, developing localized strategies contributing to the advancement of safe and healthy communities.



S/Sgt. Sukh Sidhu



Cst. Joel Thirsk



Jody Johnson

Internal Culture	<ul style="list-style-type: none"> Mandatory employee training Departmental policy alignment Cultural normativity education
Internal Fabric	<ul style="list-style-type: none"> Recruiting practice audit Promotional process review Removing barriers to success
Community Strategy	<ul style="list-style-type: none"> Stakeholder outreach Advisory Committees Let's Talk DPD
Community Partnerships	<ul style="list-style-type: none"> Advance existing relations with government Create new partnerships with community leaders
Indigenous Relations	<ul style="list-style-type: none"> Patrol integration within TFN Mandatory employee training On site cultural education
Subject Matter Experts	<ul style="list-style-type: none"> Collaboration with external agencies, academia and third party validators

Cyber Threats

As more aspects of our lives move online, from meetings to shopping, and companies collect more of our data, so too have criminals adapted. Those offences may be in the form of harassing and threatening encrypted communications, the seemingly daily breaches of our personal data online, or the use of dating apps to con individuals out of their life savings. Computers and mobile devices are increasingly being used to either facilitate traditional crime, or conduct attacks on the computer systems we rely on. In response, the DPD has developed a specialized unit to address these pressing issues.

The Cybercrime Unit aims to support the community through its adherence to three foundational pillars:

Education - providing cybercrime awareness to members of our community, and to help prevent these crimes before they occur.

Enforcement - the Unit provides the Delta Police with an ability to efficiently investigate crimes involving computers, both through the Unit's own investigations, and timely training to support our front-line patrol members.

Partnerships - the Unit continually builds relationships with local, national and international law enforcement agencies, providing an effective means of linking investigations across borders, sharing resources and enabling increased awareness of cybercrime trends.



October 1, 2020 marked the one-year anniversary for the launch of the software application, HealthIM. This software supports the front line work of police officers in dealing with calls associated to mental health issues.

Benefits

- Improved service to the community through more officers being available on the road
- Increased partnerships and communication with health care partners
- Reduced paperwork for the officers
- Application of more consistent apprehension criteria and reducing officer subjectivity
- Improved nursing safety
- Standardized reporting
- Avoiding the criminalization of mental health issues

396
Assessments Conducted



326
Subjects Assessed



Reduction of
102
Apprehensions*

Hospital Wait
Time Reduction:

30
MINUTES
per call (average)

274
Apprehensions

*Compared to one year before implementation

Expenditures

Police Resources in BC

Municipal Police Department	Pop* Per Officer	Pop* Per Capita
Abbotsford Police Department	727	\$339
Delta Police Department	574	\$359
New Westminster Police Department	695	\$349
Port Moody Police Department	658	\$356
Vancouver Police Department	518	\$463
West Vancouver Police Department	581	\$388

*Population

2019

\$43.6
Million

13,867,000
Community Policing
Bureau - Patrol

12,678,500
Administration

7,590,000
Community Policing Bureau-
Community Support

6,998,000
Investigations Bureau

2,529,000
Police Secondments

(7,690,500)
Total Revenues

35.9 Total Tax Draw
Million

2020

\$45.2
Million

13,200,000
Community Policing
Bureau - Patrol

13,021,500
Administration

8,602,500
Community Policing Bureau-
Community Support

6,956,000
Investigations Bureau

3,455,000
Police Secondments

(8,679,500)
Total Revenues

36.5 Total Tax Draw
Million

Traffic Safety

In 2020, the DPD became the first municipal police department in BC to purchase the Leica 3D Laser Scanner. The scanner collects data to create a 360 degree re-creation of the scene. It is capable of reducing police controlled road closures by several hours due to serious or fatal collisions.

The process with the department's older GPS technology was time consuming. The scanner, on the other hand is placed on a tripod, the operator hits 'go' and millions of data points are collected. One scan can be completed in a matter of minutes, where the older system's data collection process took on average two to four hours, creating considerable traffic delays. More than freeing up traffic, the scans are also capable of walking a jury through a crime scene like never before.

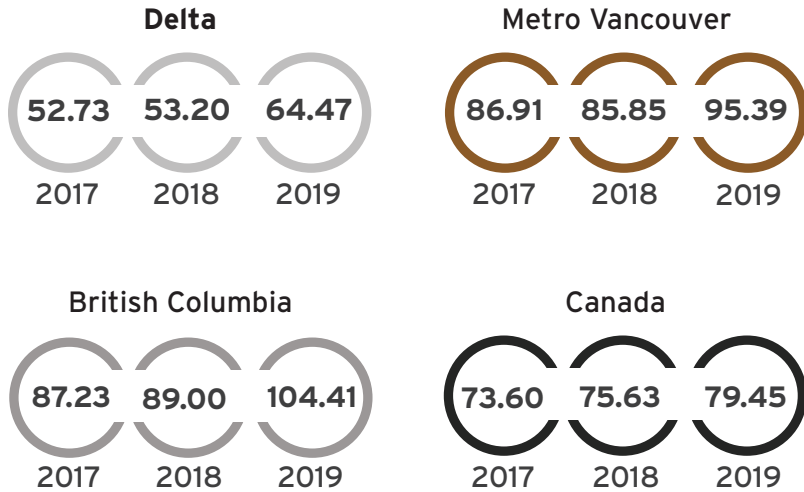
The goal for the DPD is to prevent collisions from occurring through enforcement, education and engineering. The DPD conducts enforcement efforts at various locations, including high collision hotspots consistently.

Speeding, impaired driving, and distracted driving remain the top factors leading to collisions, and so are a key focus for the DPD. In 2020 the DPD impounded 291 vehicles for excessive speeding. Vehicles travelling 41 km/hr or more than the speed limit were impounded for 7 days, and drivers were issued violation tickets.



Community Safety

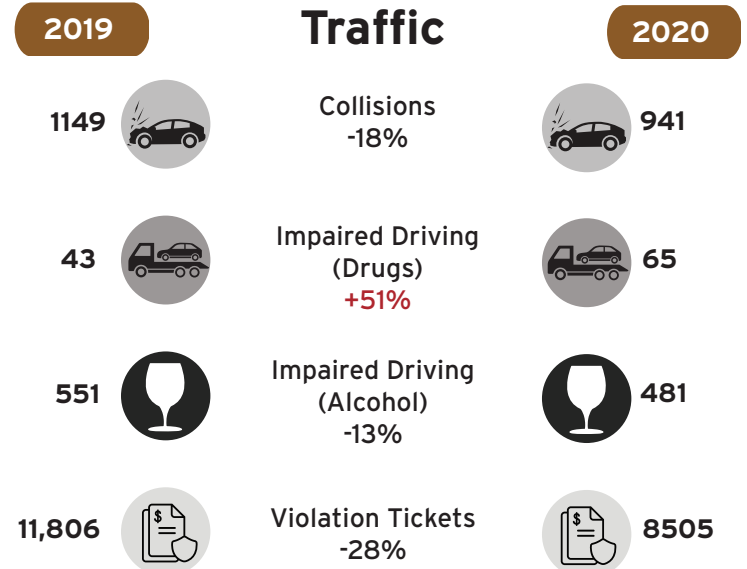
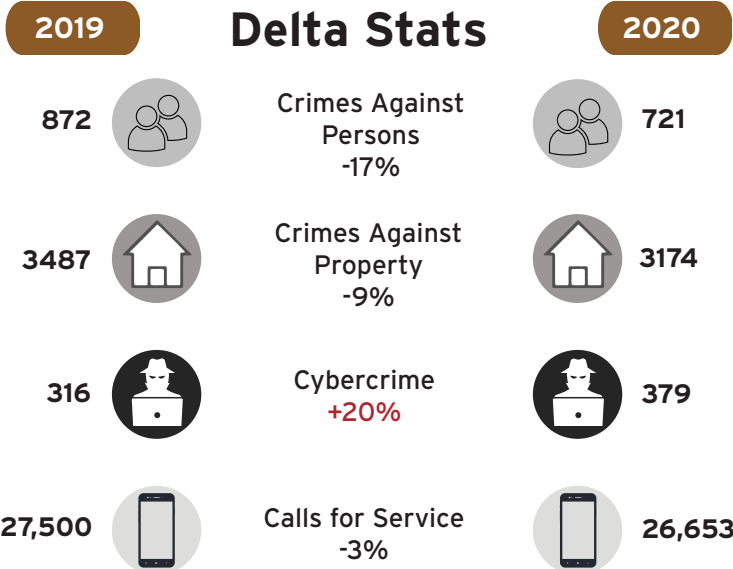
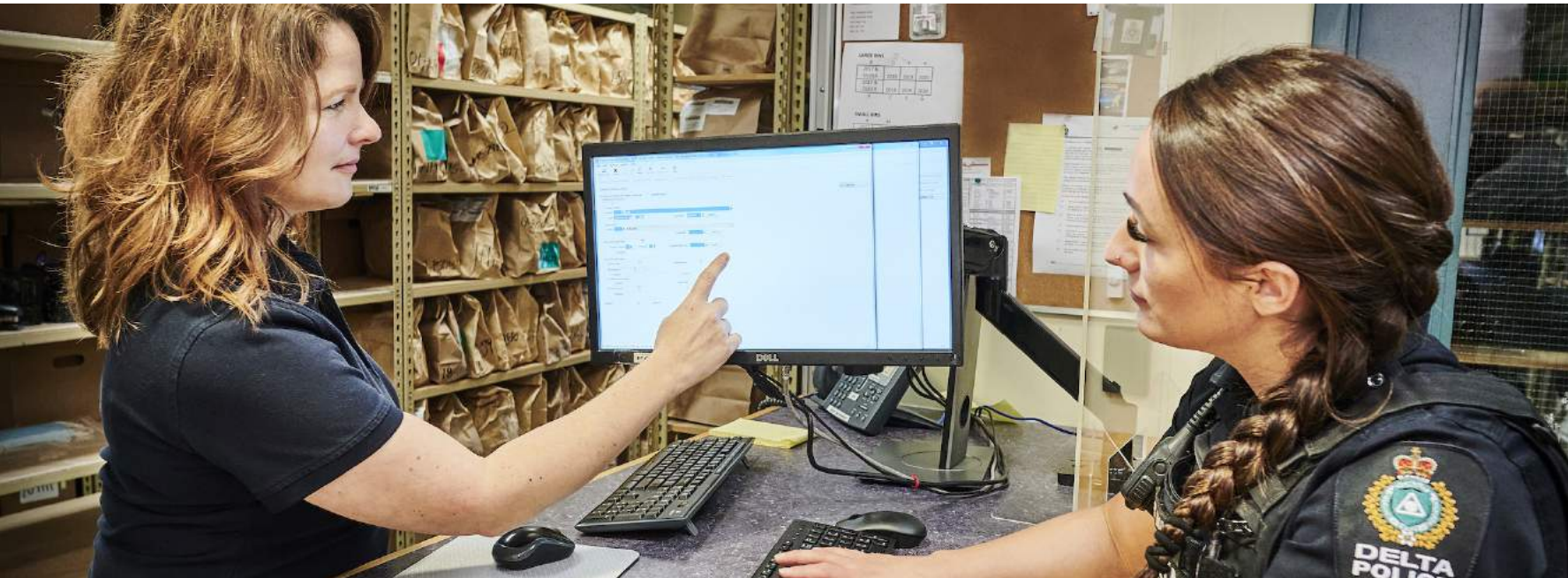
Crime Severity Index*



The Crime Severity Index (CSI) is a measurement of crime that reflects the amount and seriousness of the offence. For example, robbery is given more "weight" in the index as compared to a disturb the peace offence. Weights are calculated using conviction rates and sentencing lengths. A Low CSI rate is indicative of a relatively safe community.

Index scores are compared to a baseline of 100, which is calculated using historical data. CSI is a method used to compare crime consistently across jurisdictions. Statistics Canada is the agency that establishes a community's CSI score.

**Please note part of the increase in police-reported crime in British Columbia in 2019 may be attributable to the implementation of new reporting standards for classifying incidents as founded or unfounded.*



TOP EMPLOYER

In February 2020, the DPD was named one of BC's Top Employers for the second year in a row.

DPD's emphasis on ongoing employee development through continued in-house training, and subsidized tuition was one of the top reasons why the Department was given this honour.

DPD was also selected for its awards program that recognize both employees and citizens who go above and beyond.

The Department regularly reaches out to potential employees and recruits, using tools such as Instagram, Facebook and Twitter to connect and answer questions.



LET'S TALK

The DPD is currently obtaining feedback from our community to identify priorities for the 2021-2025 Community Safety Plan. To ensure we receive your thoughts and perspectives, the DPD has launched "Let's Talk DPD" at letstalkdpd.ca.

Online consultation provides an opportunity to engage with our community in a safe environment during the COVID-19 pandemic, and assists us in reaching a broad range of people who live and work in Delta.

Join the discussion by sharing your ideas with us and participating in poll questions. Providing your valuable input is just a few clicks away. We look forward to hearing from you.

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