

October 26, 2022

City Hall, Room 530 Boardroom 32315 South Fraser Way and via Zoom*

POLICE BOARD MEMBERS PRESENT:

Mayor Henry Braun, Chair
Chris Dominato
Mandy Padda
Paula Olmstead
Colette Squires
Gordon Holloway*
Amrik Narang

REGRETS:

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BOARD SECRETARY:

Donna Macey

MANAGEMENT / STAFF PRESENT:

Chief Constable Mike Serr
Deputy Chief Constable Brett Crosby-Jones – Operations
Deputy Chief Constable Jason Burrows – Administration*
Director Bea Nicolato – Finance & Budget Branch
A/Media Officer Artur Stele
Director Elaine Klassen – Support Services Branch
Pavan Hans – Finance & Budget Branch
Insp. Kevin Murray – Operations Support Branch
Harpreet Jhinjar – Gang Prevention Coordinator
S/Sgt. Pat Dyck, APU Vice President*
Insp. Dan Culbertson* - Support Services Branch
Director Patricia La Framboise Lo* - Human Resources

Guest:

Ross Siemens – Mayor-elect
Bob Rich*

The meeting was called to order at 1202pm.

Chief Serr and Police Board member Dominato recognized Chair Braun for his dedicated work on the Abbotsford Police Board and for the City and wished him well in his retirement.

1. Adoption Of Agenda

It was moved and seconded that the Agenda be **approved**. The motion was **adopted**.

2. Consent Agenda

It was moved and seconded that the consent agenda be **approved**. The motion was **adopted**.

- a. Minutes of previous meeting - September 28, 2022
- b. Financial Statements - September 2022
- c. Crime Overview - to September 30, 2022
- d. Media Report
- e. Policies
 - i. II.D.220 Restorative Justice Program - REVISED
 - ii. II.D.XXX Inter-Agency Cooperation - NEW
 - iii. I.D.260 Duty to Warn - REVISED
- f. Correspondence: 10-19-2022 Ltr from Police Services - Ref 634961 Re Request for law enforcement policies and procedures related to civil disobedience

3. Business Arising Out of Previous Minutes

None

4. Presentation – Pathways Gang Prevention Program

Gang Prevention Coordinator, Harpreet Jhinjar, presented on the Pathways Gang Prevention Program (the “Program”) that has been in place for the last two years. The program is evidence-informed and aims to create a long-term, integrated response focused on at-risk youth to mitigate involvement with gangs. The program uses a balanced, three-pronged approach of:

- 1-Community Engagement
- 2-Prevention, and
- 3-Intervention

The criteria for identifying how individuals are selected for the program was described, noting there are numerous underlying risk factors that must be assessed.

There are currently 36 active cases with 75 family members involved, who help to understand the root causes so that the proper intervention can be planned. During the assessment the risk level is determined. Of the 36 active cases, eight (8) are low risk, 15 are moderate risk, and 13 are high risk. Harpreet explained a scenario whereby a family declined assistance from the program when their child was deemed low-risk and within one year that individual was considered high-risk. The common risk factors based on the actual interventions, evidence-informed, was outlined.

Over the last two years, there were 149 referrals. 44 signed up for the program, 38 declined, 36 working with another agency, 17 did not meet the mandate, but were referred to appropriate resources, four referred to gang crime unit as a result of already being entrenched with gang life, four moved out of town, and six are under consideration. The percent of those who declined services in each of the six-month phases were outlined: phase one 41%, phase two 42%, phase three 14%, and in phase four 11%, showing a positive increase in acceptance of the grassroots program over the last two years. When the program launched most referrals were made internally (91.3%) and by phase four it is even at 50% each internal and external. Since the launch of the program, 21 referrals have come from families. How the program scaled up over time was described.

Colette Squires asked a question about how many participants were female. Harpreet reported that majority are males at approximately 98%. Colette asked about the approach used between gender differences. Harpreet noted his response would only be anecdotal because data is limited as result of most participants being male.

Amrik Narang asked a question about ethnicity and who declines services. Harpreet noted that these social issues cut across all ethnicities.

Mandy Padda asked a question about other places to connect with the program other than the website and schools. Harpreet noted the program has done work with the various organizations such as the soccer club, Victims of Family Violence, religious organizations, Archway Community Services, and MCFD. The program is working to

build collaboration and break down silos. Mandy asked a question about those that do not meet the mandate and ask if there is any tracking of those individuals. Harpreet reported that currently with the program being quite new, that information is not tracked but in future years there will be plans to try to track as much data as possible without breaking privacy as many of those individuals are working with another organization who would not be able to share personal information.

Chief Serr noted that this program is currently funded by the government, and it has had a positive impact in the community.

Ross Siemens exited the meeting.

5. Chief's Report

Chief Serr, Deputy Crosby-Jones, and Deputy Burrows reported on the following:

- **Cst. Yang** – expressed condolences for the family and colleagues of Cst. Yang. AbbyPD offered its support and will be represented at the Regimental funeral. AbbyPD have modified hours, specifically for SORT members to operate in pairs at a minimum, increased caution, assisting Bylaws, Fire, and EHS.
- **Decriminalization** – BC is moving to decriminalization on January 31, 2023. Chief Serr is the lead on this for the CACP, BCACP, and was on a core planning table for the province that is developing the rollout. The BCACP supports decriminalization in an incremental and integrated approach to divert PWUD away from the criminal justice system and towards health services and pathways of care with the goal of improving the health and safety outcomes of those individuals. The overdose deaths in BC because of illicit drug toxicity deaths was reviewed. How decriminalization has unfolded in BC was reviewed, noting that on May 31, 2022 approved the Provinces request to decriminalize personal possession of illicit substances in BC. There will be no criminal charges for simple possession of four drugs (Opioids, Crack/Powder Cocaine, Methamphetamine, and MDMA) under 2.5 grams, with zero discretion, excluding certain exceptions, while the sale of illicit drugs (trafficking) remain illegal. The exceptions to the exemption with respect to Motor Vehicle operation specifies conditions to preserve road safety and prevent impaired driving and possession of any illegal drugs, including those listed in the exemption, remains illegal. The challenges from a police perspectives were reviewed, specifically the threshold amount, public consumption, no directed pathways to care, health system readiness, police liability, and drug impaired driving. The timeline for training of police officers will start with a 45-minute webinar on the implications of decriminalization following by a second training phase two that will go deeper into the issues with drug use, stigma, health, and supporting individuals. Chris Dominato asked a question about the Fit for Duty policy and Chief Serr confirmed that staff will not be permitted to possess or use these drugs. These drugs are still illegal but have been decriminalized.
- **Staffing** – swore in an exempt member today with a military background. Four members graduating November, six graduating in March, five seats in the January 2023 JIBC Class, more exempts in the process.

- **ARJAA** – Insp. Murray reported that to date in 2022 there have been 215 files, with 118 deemed restorative action which are school based related files, 66 police referral files, 14 direct referral source (Superstore), and seven miscellaneous files from other. It has been a record-breaking year for files. ARJAA has expanded community outreach and more involved in community dialogue with police, and in 2023 will collaborate with the Pathways to work with kids in the gang intervention program. Colette Squires asked a question about the breakdown on what types of cases ARJAA is addressing. Insp. Murray reported that a significant percent are shoplifting files, couple of historical sex assaults, school files are predominantly vandalism, and minor assaults without weapon.

6. E-Comm Update

Chief Serr and Director Klassen provided an E-Comm update and reviewed the Call Triage Pilot. E-Comm has prioritized emergency call answering at the risk of non-emergency call response. The emergency calls YTD September 2022 were as follows:

- September YTD 36,270 calls answered, 408 abandoned
- September YTD, 83% of all calls were answered within 10 seconds or less (target is 88%).
- 90% of emergency calls were answered within 30 seconds or less.
- 94% of emergency calls were answered within 60 seconds or less.

For the non-emergency call response YTD September 2022, 33% of calls were answered within 180 seconds or less, but the target is 80%. This is a positive increase from June YTD which was 21%. The abandonment rate for non-emergency YTD September 2022 were as follows:

- 28,807 calls presented
- 11,783 calls answered
- 17,023 abandoned --- 59% of callers gave up and hung up (2021 was 43%)

The breakdown of non-emergency calls from 2018-2022 were reviewed. Director Klassen reviewed the following mitigation strategies implemented to date:

- Enhanced Online Reporting portal
- Updated AbbyPD IVR highlighting Online Reporting options
- Social Media updates
- Advertising – City of Abbotsford water bill mail-outs
- Enhanced Switchboard Call Triaging
- Quick Creation files
- Call tracking June-September

The call triage pilot, Operation Enhance Customer Service, was reviewed as follows:

- For calls to AbbyPD's 604-859-5225 telephone line, there will be an update to the call pilot phone tree – Removing 'option 1 - Police Report'

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- Mon-Fri 0900-1700 all calls to be answered and fully triaged by AbbyPD Switchboard operators
- Two (2) Full-Time Switchboard operators required to make this work
- Approx. 150 calls per day
- Goal = Triage calls that do not belong in Non-Emergency queue
 - Bylaws, Landlord Tenancy, follow-up calls for Officers, animal calls, FOI, Police Information Checks, etc.
 - Further education about online reporting and call wait times
 - Direct access for the public during business hours

Amrik Narang asked a question about cost for services, specifically if E-Comm would provide a reduction given AbbyPD is doing some of the work. Director Klassen confirmed that a reduction would not be offered, and E-Comm would still be doing the reporting while AbbyPD assist with triaging calls appropriately to enhance customer service experience.

Action: add E-Comm as a standing agenda item.

At this time, Bob Rich joined the meeting to congratulate Mayor Braun on his pending retirement and thanked him for his leadership during his time as Chief of the AbbyPD.

7. Standing Board Committee Reports

- a. Finance Committee – no report for this meeting.
- b. Governance & Policy Committee – no report for this meeting.
- c. Human Resources Committee – no report for this meeting.

8. Other Business

None raised.

The meeting was adjourned at 1:34pm.

“Original signed – by Ross Siemens”

Chair – ~~Henry Braun~~ Ross Siemens

“Original signed”

Board Secretary – Donna Macey