

CITY OF NANAIMO  
THE HARBOUR CITY

303

303 PROBEAU ST

CITY OF NANAIMO  
THE HARBOUR CITY



POLICE  
OPERATIONS BUILDING

# BUSINESS PLAN 2025

Police Services  
COMMUNITY SERVICES

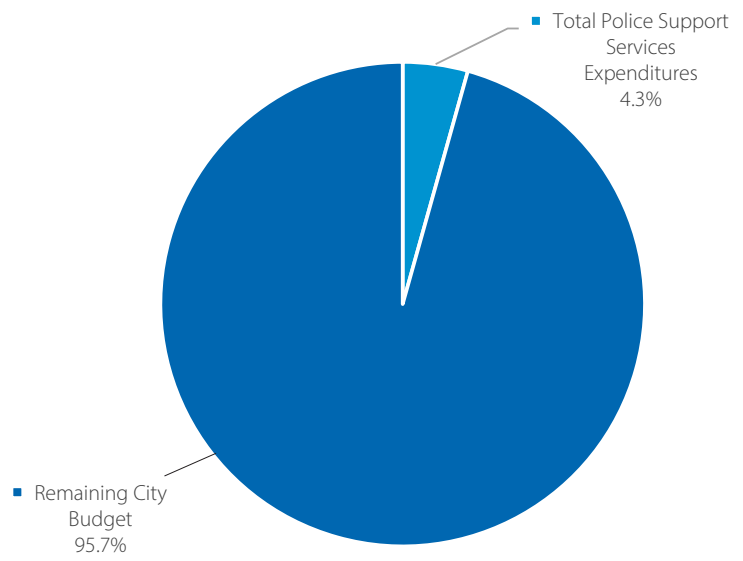
# DEPARTMENT OVERVIEW

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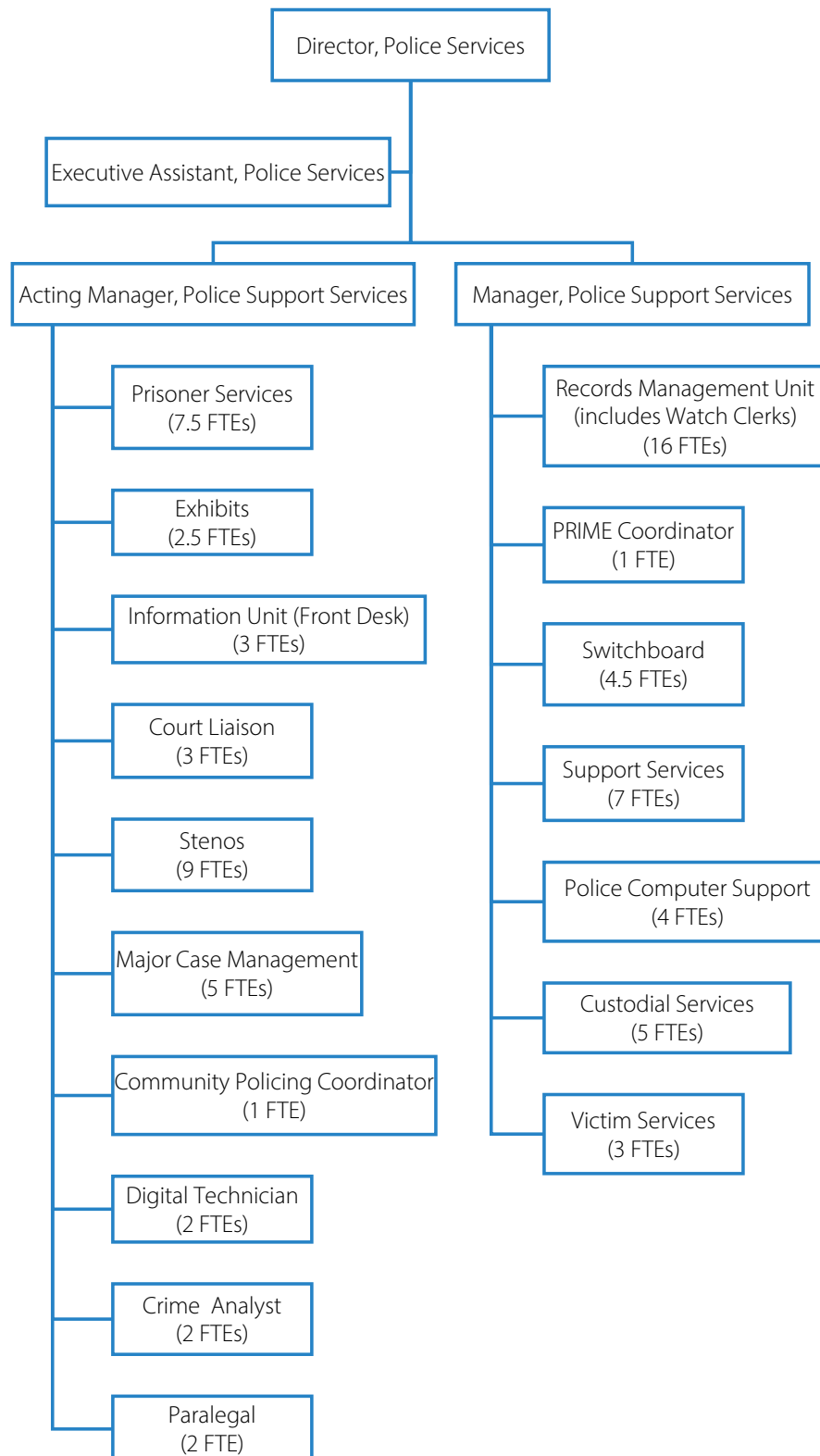
For 75 years the City of Nanaimo has contracted with the RCMP to provide policing services to the community. As part of the contract, the City provides the building, equipment and support staff for the RCMP administrative operations.

The support staff are responsible for a variety of service including finances, training, non-emergency switchboard calls, RCMP fleet services, prisoner supervision in cellblocks, stenography, court liaison, paralegal support, crime analysis, digital forensic support, police record support, community policing, and other administrative duties to support officers in the policing environment.

Department's Share of the Budget



**Operating Expenditure Budget: \$9,297,093**



## LEVEL OF SERVICE

The Police Services support staff are behind the scenes in the policing environment, providing the following services:

### Administration/ Finance/ Training

The department has a Director and two managers who oversee 77 municipal employees. They are responsible for managing RCMP and City Police Services budgets, overseeing maintenance on 4 police building locations, directing purchases of office equipment, police vehicles, and specialized equipment.

The Executive Assistant and the Secretary to OIC provides support for the RCMP Management Team which includes the Superintendent, Operations Officer, Operations Support Officer, Operations Support Sergeant, Plain Clothes Commander and the Professional Standards Office.

The Police Support Clerks provide a variety of services to the detachment including the purchasing functions for the detachment (RCMP and City), time sheets, shift scheduling and administrative support for the municipal managers. Also included is the administration of our detachment fleet, which includes arranging purchasing and/or replacement of vehicles, and assisting the Police Fleet Service Person in the daily management of the detachment's fleet.

The Police Training Support Clerk supports the RCMP Training Unit and is also responsible for monitoring and tracking all RCMP members' mandatory operational, developmental and online training requirements. They also assist in the coordination of required training for all municipal employees working in any of the four operational sites.

### Court Liaison/ Paralegal

The Court Liaison office provide liaison services between the RCMP and court related agencies. The Court Liaison office is responsible for the electronic submission and quality assurance of court documents and the ongoing maintenance of all court files from the Nanaimo Detachment.

The Paralegal staff assist the RCMP investigators and Crown Counsel by performing legal research, drafting legal documents and notices, monitoring and tracking submissions of reports to Justices, and both preparing and filing court documents.

### Major Case Management

The Major Case Management Specialists and Disclosure Clerks work together and support the RCMP on the electronic disclosure submission of sensitive information going to Crown. They ensure that all major crime case files are managed and disclosed consistently.

### Records Section/PRIME Coordinator/Watch Clerks/ Switchboard

These areas manage the file records (electronic and paper) created by the RCMP members in the Police Records Information Environment system (PRIME). This staffing group enters, removes and edits all relevant data into the PRIME, CPIC and other RCMP computer systems. The work is detailed and provides final quality assurance checks on all operational files for the detachment, which includes responding to requests for disclosure of police information.

Additionally, Police Services switchboard operators perform all aspects of switchboard duties on non-emergency telephone lines. These operators are required to determine the priority and nature of the call, determine where the call should be referred, and forward calls to Dispatch (911) when required.

RCMP File Numbers by Year

| 2022   | 2023   | 2024<br>YTD JUNE 30 |
|--------|--------|---------------------|
| 45,787 | 45,321 | 20,826              |

### Support Stenos

The stenos within Police Services transcribe statements and provide clerical services to several RCMP units including General Duty, Bikes, Youth, Plainclothes, Traffic, Investigation, and the Serious Crime Units. During 2023 Artificial Intelligence became available and has been useful tool to support the transcription performed by the work group.

# LEVEL OF SERVICE

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## Computer Services

The Information Technology (IT) staff provide support to the detachment including responsibility for over 240 ROSS desktop and laptops for the RCMP, 160 VOIP desk phones, 70 multi-function printers, 40 stand-alone internet desktop/laptops and over 80 mobile work stations used in the police vehicles. They also manage the buildings' phone system, including hardware, over 150 cell phones for the RCMP, electronic door access system for four buildings including main detachment gates, two video system (CCTV) with approximately 90 cameras and four servers and all the attached printers/scanners/copiers that go with the computer systems. They are also responsible for all City computers and the attached printers within the Detachment.

During the planning and renovations at Police Annex 2, IT staff supported the renovation with recommendation, direction, and installation work connected to networks, telephones, cameras, and security access.

As staffing levels grow and space needs continue, IT staff have the added pressure of relocating workstation for staff and RCMP members throughout 303 Prideaux and across the street at 575 and 580 Fitzwilliam Street.

## Digital Forensics

The Enhanced Digital Field Technicians provide specialized technical support to the RCMP investigators by conducting forensic analysis and extracting data from various electronic devices. As technology changes and advances this team is in high demand to support RCMP investigations.

## Crime Analyst

The Crime Analyst, a new position in 2023, has been a huge asset to the RCMP and the goal to identify and reduce crime. The Crime Analyst provides guidance to the RCMP for hot spot crime areas, repeated crime types seen in specific locations, crime targeting and statistic. RCMP use this information to address high risk areas and identify where to direct resources.

## Exhibits

The Exhibit and Property Clerks maintain the exhibits and property systems of the RCMP to ensure their availability for court purposes and disposition prescribed by law and performs related duties.

## Front Desk

The Police Information Clerks for Nanaimo Detachment work the front desk and provide assistance to the public by answering inquiries related to a wide variety of police matters and provide assistance to other police departments and agencies. They perform criminal record checks for the public and government agencies, and fingerprint individuals in accordance with the requirements of the Identification Criminal Act and appropriate Federal and Provincial policy.

## Cell Block

The Prisoner Guards are responsible for ensuring the security and safety of prisoners in accordance with RCMP and City policies and procedures and the daily maintenance of the cells. Cells are covered 24 hours per day to ensure the service is available when needed.

## Custodians

The custodial staff are responsible for the maintenance, inspection, repair, and cleanliness of four different operational facilities including:

- The main RCMP detachment at 303 Prideaux Street
- Police Annex 1
- Police Annex 2
- Designated RCMP space at Oliver Woods Community Centre

## Community Policing

The Community Policing Coordinator is responsible for marketing, coordinating and administering a broad range of community-based crime prevention programs and community policing initiatives within the City of Nanaimo. This position also recruits, selects, trains and supervises volunteers engaged in program activities such as: Crime Watch Patrol, Speed Watch, Distracted Driving Watch, Auto Crime Awareness, Project 529 and various community events.

## 2024 ACHIEVEMENTS

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Municipal positions filled in 2024 – Senior Victim Services Worker, Victim Service Worker, Police Record Clerk, Records Supervisor, Major Case File Specialist, Enhanced Digital Field Technician, Police Fleet Service Person, Executive Assistant – Police Services, Police Support Clerk, Specialized Unit Support Clerk, Steno-Police Services, Operational Support Supervisor, Operational Shift Supervisor, and the Police Training Support Clerk.

Ongoing review and planning for further positions to keep up with required RCMP roles and services as demands increases.

Renovations to Police Annex 2 were completed and support staff and RCMP members have transitioned to working from that space.

## 2025 OPPORTUNITIES

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Continuing to explore creative options to fill vacant, specialized, and hard to fill positions as staffing pressures and shortages are ongoing.

Ongoing review of the organizational structure within the department to identify areas of need and efficiencies within current operations.

Review and address continual space needs within the four facilities. Projection of a new Nanaimo RCMP Detachment.

Exploring ways to address constant changing needs related to technology such as staff supports related to Body Worn Cameras which are expected to be implemented in 2025.



# 2025 KEY INITIATIVES

## Strategic Priority: Implementing City Plan



**IAP Priority Action #65** – Construct a new Royal Canadian Mounted Police (RCMP) Detachment (C3.1.18).

## Strategic Priority: Social, Health and Public Safety Challenges

Continue offering Community Policing programs including Speed Watch, Block Watch, Crime Watch, Distracted Driving Watch, Auto Crime Awareness, Project 529 and various community events.

Participate in the interdepartmental CCTV program

## Strategic Priority: Maintaining and Growing Current Services

Continue to review and implement the 2022 approved growth strategy for the Police Support Services Department to ensure appropriate resources are allocated to the proper areas in line with anticipated RCMP growth.

Continue to support the renovations of office and operational spaces at 303 Prideaux St., to optimize space utilization while working towards the future detachment.

Continue to participate with the creation of the City programming and space needs for the future RCMP detachment.

Annually review projections and demand for RCMP and Police Services staffing needs to support a growing community.

## Strategic Priority: Capital Projects

The Police Services Department will continue to participate in the development and planning of the future RCMP detachment.

## Strategic Priority: Communicating with the Community

Work with neighbourhoods to increase support for community crime prevention programs and neighbourhood safety initiatives

## Strategic Priority: Governance and Corporate Excellence

Ongoing review of the organizational structure within the department to identify areas of need and efficiencies within current operations.

Police Services will continue to support the RCMP by ensuring the support services provided are appropriate and allow for optimal policing operations.

## PROPOSED OPERATING BUDGET

|  | 2024<br>Approved<br>Budget | 2025<br>Draft<br>Budget | 2026<br>Draft<br>Budget | 2027<br>Draft<br>Budget | 2028<br>Draft<br>Budget | 2029<br>Draft<br>Budget |
|--|----------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Revenues</b>                          |                            |                         |                         |                         |                         |                         |
| Police Support Services                  | \$ 1,946,020               | \$ 1,981,435            | \$ 1,988,949            | \$ 1,996,538            | \$ 2,004,202            | \$ 2,011,943            |
| <b>Annual Operating Revenues</b>         | \$ 1,946,020               | \$ 1,981,435            | \$ 1,988,949            | \$ 1,996,538            | \$ 2,004,202            | \$ 2,011,943            |
| <b>Expenditures</b>                      |                            |                         |                         |                         |                         |                         |
| Police Support Services                  | \$ 8,759,204               | \$ 9,297,093            | \$ 9,555,379            | \$ 9,790,796            | \$ 9,957,925            | \$ 10,208,094           |
| <b>Annual Operating Expenditures</b>     | \$ 8,759,204               | \$ 9,297,093            | \$ 9,555,379            | \$ 9,790,796            | \$ 9,957,925            | \$ 10,208,094           |
| <b>Net Annual Operating Expenditures</b> | \$ 6,813,184               | \$ 7,315,658            | \$ 7,566,430            | \$ 7,794,258            | \$ 7,953,723            | \$ 8,196,151            |
| <b>Staffing (FTEs) - Budgeted*</b>       | 78.5                       | 81.5                    | 83.5                    | 83.5                    | 83.5                    | 83.5                    |