

# **LAKE COUNTRY RCMP**

## **FIVE YEAR STRATEGIC PLAN**

### **2024-2028**

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 the community of Lake Country.

#### **STRATEGIC PRIORITIES 2024-2028**

- 1. Reinforce Road Safety**
- 2. Reduce and Prevent Crime**
- 3. Enhance Police/Community Relations**



**MESSAGE FROM THE OFFICER IN CHARGE KELOWNA REGIONAL DETACHMENT**

Our 2024-2028 Strategic Plan reflects the commitment of our Lake Country RCMP police officers and support staff to enhance the community’s sense of safety and well-being. Working with our community aligned in our objectives, we can and will make a significant impact.



Through excellence in policing services, we are dedicated to serving the citizens of Lake Country. This is why our strategic planning process is centered on our clients—we are here to listen and here to serve. Informed by crime and data analysis, this plan identifies our best opportunities to address crime trends, complex social factors, and overall community safety.

We also recognize our citizens as valued partners in crime prevention. The Lake Country Mayor and Council, representing the interests of our community, have provided essential guidance on our objectives and goals.

Being chosen as Lake Country’s policing service is a privilege, and with that comes the responsibility of continuously improving our service delivery. The wellness of every one of our policing professionals is essential to ensuring we can show up at our best for every citizen. The principles of client-centered service—empathy, listening, and follow-through—are embedded throughout this Strategic Plan.

Superintendent Kara Triance

**MESSAGE FROM THE REGIONAL OPERATIONS OFFICER RESPONSIBLE FOR LAKE COUNTRY RCMP**



As the Regional Operations Officer responsible for policing services in Lake Country, I am excited to present our 5-year Strategic Plan for policing in your community. Lake Country is growing at a rapid pace and with that comes the need to maintain citizen safety as a priority through education, prevention and law enforcement. We are here for you and we commit to making a positive difference in the community.

Our three strategic priorities encompass community feedback, feedback from your elected officials, consultation with your Lake Country police officers and, of course, data and analytics gathered as we respond to calls for service in your community. We will continue to respond to calls for service and to provide excellence in service delivery while also pro-actively addressing the priorities this process has identified: road safety, crime-reduction and police/community relations. We look forward to serving you and interacting with you in our community.

Inspector Jason Charney



## THE DISTRICT OF LAKE COUNTRY

The District of Lake Country is gathered on the unceded territory of squilx"/syilx (Okanagan) peoples. The District of Lake Country was incorporated in May 1995 and encompasses four wards: Carr's Landing, Okanagan Centre, Oyama and Winfield, each having their own rich histories and cultural life.<sup>1</sup>

Lake Country is one of BC's fastest growing communities with a population of 15,817 as reported in the 2021 census, up 22.4% from the previous census. Lake Country has a land area of 122.16 square kilometers with a population density of 129.5/km<sup>2</sup> in 2021. The average age of the population is 42.8 years with seniors (65+) only accounting for 18.7% of the population. The median household income is \$98,000 and the median dwelling value is \$800,000. 66.2% of the population aged 15 and over is employed - the main industry is construction (14.4% of the total labour force) followed by Health Care and Social Assistance (12.10%) and the retail trade (9.4%)<sup>2</sup>

Lake Country has 3 elementary schools, a middle school and a secondary school. Lake Country boasts a high quality of life with outstanding outdoor recreation often focused around Okanagan Lake, Kalamalka Lake and Wood Lake. Lake Country is in close proximity to the Kelowna International Airport and UBC Okanagan.

The District of Lake Country has strong agricultural roots. Agriculture and agriculturalists have played a defining role in creating the community that exists today and shall continue to be a large part of the community in the future. Approximately 43% of all land in Lake Country is within the Agricultural Land Reserve. Of this land, approximately half is used for grazing or pasture, while the other half is used for orchards, vineyards and other crops.<sup>3</sup>

## ABOUT THE LAKE COUNTRY RCMP-GRC

The Lake Country RCMP Detachment is located at: 3231 Berry Road, Lake Country. They are part of the larger Kelowna Regional Detachment, which covers a geographic area beginning in Lake Country and ending mid-way between Peachland and Merritt on Highway 97C.

The Lake Country RCMP is currently comprised of 19 police officers and 3 support staff broken down as follows:

- Senior Leadership: 3 Police Officers (Sergeant commander and 2 Corporal supervisors)
- Front line policing: 12 Police Officers (11 General Duty and 1 x Traffic)
- Specialized policing: 4 Police Officers (3 x General Investigation Section and 1 x School Resource Officer)
- Support Services: 3 Municipal Employees

Planning for additional future resources is underway.

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<sup>1</sup> [History and Heritage - District of Lake Country](#)

<sup>2</sup> [Overview - Economic Development Data Platform \(lakecountry.bc.ca\)](#)

<sup>3</sup> [Official-Community-Plan-\(2018-2038\)-Bylaw-1065,-2018---CONSOLIDATED.pdf \(lakecountry.bc.ca\)](#)



## GUIDING OUR SERVICE TO LAKE COUNTRY

### RCMP MISSION:

We will :

- 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

### RCMP VISION:

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.

### RCMP CORE VALUES:

- Act with Integrity
- Show Respect
- Demonstrate Compassion
- Take Responsibility
- Serve with Excellence

### DISTRICT OF LAKE COUNTRY GUIDING PRINCIPLES<sup>4</sup>

- Preserve our rural and agricultural character
- Created a vibrant town centre
- Promote development in existing neighbourhoods
- Achieve sustainable development through smart growth
- Protect and enhance our natural environment
- Facilitate an active, healthy inclusive community
- Maintain high-quality municipal services

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<sup>4</sup> [Official-Community-Plan-\(2018-2038\)-Bylaw-1065,-2018---CONSOLIDATED.pdf \(lakecountry.bc.ca\)](#)

**LAKE COUNTRY RCMP**  
**STRATEGIC PLAN GRAPHIC**  
**2024-2028**

## Lake Country RCMP 2024 - 2028 Strategic Plan

### REDUCE & PREVENT CRIME



- Implement intelligence-led projects and initiatives that prioritize response to serious and repetitive crimes
- Implement intelligence-led projects and initiatives focused on repeat and problem offenders
- Strengthen external communication to increase public awareness and decrease crimes of opportunity

### REINFORCE ROAD SAFETY



- Increase the visibility of traffic enforcement
- Prioritize the enforcement of impaired driving by alcohol and drugs

### ENHANCE COMMUNITY RELATIONS



- Enhance relationships with community youth, seniors, and vulnerable citizens
- Develop partnerships and strengthen key stakeholder relations to enhance integrated community response to existing and emerging social issues
- Develop and implement a seasonal policing visibility patrol (foot and/or bike)



**SERVE WITH EXCELLENCE | TAKE RESPONSIBILITY | DEMONSTRATE COMPASSION | ACT WITH INTEGRITY | SHOW RESPECT**



*Driving Positive Change in Our Community*



**OUR 2024-2028 LAKE COUNTRY POLICING PRIORITIES:**

- 1. REINFORCE ROAD SAFETY**



Our dedicated traffic member, assisted by front line members and reservists, contribute to traffic enforcement with the goals of improving both road safety and the overall safety of the Lake Country community. Some of the many areas of traffic safety we focus on are: school zones, distracted driving, impaired operation of a motor vehicle, speeding, seatbelt usage, unsafe vehicles on the roadways and improper equipment for inclement weather.

We commit to:

- Increase the visibility of traffic enforcement through intelligence-led initiatives (school zone initiatives, speed enforcement, distracted driving enforcement, prohibited drivers and commercial vehicle safety initiatives)
- Prioritize the enforcement of impaired driving by alcohol and by drug

How we will measure our actions (through quarterly reporting):

- During the first year of the plan (2024) the goal will be to increase traffic interactions by all uniform personnel to create baseline statistics for use in reporting in subsequent years
- Addition of a second Traffic Unit position (Target: position to be created by end 2027)
- Number of:
  - Hours of Citizen on Patrol Volunteer patrols
  - Vehicles checked for violations by Citizen on Patrol Volunteers
  - Warning letters issued by Citizen on Patrol Volunteers
  - Vehicles checked for signs of auto crime by Citizen on Patrol Volunteers
- Number of:
  - Impaired driving initiatives (dedicated roadblocks, Alexa Team Award recipients)
  - Impaired driving violations and recommended charges (impaired operation, IRP's, 24-hour suspensions)
  - Speeding violation tickets / excessive speed violation tickets / warnings
  - Distracted driving violation tickets
  - CVSE (or similar) inspections
  - Recommended charges submitted to BC Prosecution Service for prohibited drivers police removed from the road
  - School zone initiatives

Actions we will take to meet our objectives:

- Relevant training for our members (radar, DRE, SFST)
- Pro-active initiatives addressing our objectives
- Budget requests to the District of Lake Country for specialized traffic enforcement equipment

## **2. REDUCE AND PREVENT CRIME**

Lake Country boasts a relatively low crime rate and member case load. Additionally, the overall number of calls for service to the Detachment have decreased 2019-2023. The concern, however, is that the number of criminal code offences has been steadily rising over the past decade to an average of just over 2 reported incidents per day. While that may seem like a small number it is indicative of a trend that we want to address and reverse. These are the most serious offences and are more labour intense to investigate. As your police of jurisdiction, we want to pro-actively address this trend and continue to keep the crime rate in Lake Country well below provincial averages.

We commit to:

- Implement intelligence-led projects / initiatives focused on the crime types that are impacting the Crime Severity Index and driving up the number of Criminal Code Offences in Lake Country
- Implement intelligence-led projects / initiatives focused on repeat and / or problem offenders
- Enhance external communication to increase public awareness and decrease crimes of opportunity

How we will measure our actions (through quarterly reporting):

- Priority staffing to GIS (General Investigation Section / Serious Crime) to address: the increasing numbers of Criminal Code Offences (Target: 1 position created by the end of 2027 and another created by the end of 2028)
- Number of:
  - Intelligence-led projects / initiatives focused on the crime types that are impacting the Crime Severity Index and driving up the number of criminal code offences in Lake Country
  - Intelligence-led projects / initiatives focused on repeat and / or problem offenders
  - Curfew checks (Target: 5% annual increase 2024-2028)
- Police-led crime reduction public education releases based on crime trends (Target: At least 1 educational media release per quarter)

Actions we will take to meet our objectives:

- Through the use of data analytics we will identify the crime drivers in our community and take pro-active actions to address them
- Through the use of data analytics we will identify repeat offenders for monitoring (reviewed quarterly)
- Develop a system in partnership with the Kelowna Regional Detachment Crime Intelligence Analysis Unit (CIAU) to identify quarterly crime trends for use in drafting educational media releases and for focusing projects / initiatives and patrols

### **3. ENHANCE POLICE / COMMUNITY RELATIONS**



We respect the rich cultures and histories of the neighborhoods, wards and communities we live and work in. We strive to excel in providing transparent communication, accountability and responsiveness to community concerns and feedback. We aim to increase awareness of options for, and what to expect when, reporting crime. Developing and fostering partnerships with the community at all levels is a priority for us.

We commit to:

- Enhance relationships with community youth, seniors and vulnerable citizens
- Develop / foster partnerships and strengthen key stakeholder relations to enhance integrated community response to existing and emerging social issues
- Support and expand crime prevention programs
- Develop and implement a seasonal policing visibility patrol (foot and / or bike)

How we will measure our actions (through quarterly reporting):

- Number of events attended by members where the focus is on youth, seniors or vulnerable citizens
- Number of community events / celebrations and / or community service group meetings attended by members
- Number of Coffee with a Cop sessions (Target: 1 per quarter)
- Organization and implementation of Bi-annual Open Houses at the Detachment beginning 2024
- Number of bike patrol and / or foot patrol shifts

Actions we will take to meet our objectives:

- Form a committee to plan and execute the initial Detachment Open House
- Liaise with local coffee shops, cafes and markets to establish Coffee with a Cop opportunities
- Prepare and present budget information for a seasonal policing inatives. Year 1 would be the pilot and would operate as an overtime initiative.

**KELOWNA REGIONAL DETACHMENT STRATEGIC ENABLER:**





As part of the Kelowna Regional Detachment, the Lake Country RCMP have adopted and continue to support the Kelowna Regional Detachment strategic enabler:

**Show up at our best for every citizen.**

As your police of jurisdiction, the Lake Country RCMP commit to a comprehensive understanding of the law enforcement and safety needs of your community, including partnerships with key stakeholders for the purposes of identification and remedy of the root causes of increases to unwanted criminal behaviours.

To be able to show up at our best for every citizen and serve your community with dedication, professionalism and the necessary skill sets, we must focus on our people. We will invest in their wellness, cultural competence and training.

To ensure our people show up at their best for every citizen we commit to:

- Advocate for increased staffing levels proportionate to published crime statistics and community expectations for both police officers and civilian support staff
- Participate in the Kelowna Regional Detachment comprehensive Equity, Diversity and Inclusion program
- Ensure each police officer in Lake Country receives the training necessary for skill development in their current position

How we will measure our strategic enabler (through quarterly reporting):

- Continued commitment to increasing the number of uniformed resources at the detachment to meet the goal of 24/7 policing for the community (1 additional resource for each of the fiscal years: 2024/2025, 2025/2026, 2026/2027, 2027/2028 and 2028/2029)
- Addition of a Detachment Watch Support Officer (ME) to assist with: priority 3 and 4 calls for service; member requested follow-up; duties associated to the arrival and use of body-worn cameras; and other administrative duties as needed
- Number of training sessions attended by detachment members and support staff
- Quarterly reports to Mayor and Council highlighting crime trends (which ultimately identify resource requirements)