



Langley RCMP

Partners for
Langley's Future
2022-2025 Strategic Plan



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Message from the Officer in Charge

On behalf of our police services team, it is a privilege to present our 2022-2025 Strategic Plan. The Township of Langley and City of Langley have continually placed their confidence in the Langley RCMP as their chosen police service and we are committed to orienting around the communities we serve. We are grateful to live and work

on the traditional territories of the Matsqui, Kwantlen, Katzie, and Semiahmoo First Nations and to partner with the Kwantlen First Nation on their nation's public safety as well as the Katzie First Nation on Barnston Island.

We are partners for Langley's future. As Langley welcomes more residents, we will plan for the officer strength, investigative services, and diversity to uphold the sense of safety in Langley's neighbourhoods. Along with communities across North America, Langley faces complex social issues. These can become more visible as our communities continue to grow. As Langley's police service, we recognize how important it is for us to partner with other support services to provide more effective solutions than any of us could on our own.

The time horizon of this Strategic Plan will also bring inflection points in the role of police. As the Officer in Charge, it has been an honour to watch our police services team demonstrate their readiness for change. Ultimately, Langley's police service is made up of people - people that experience the highs and lows of your support and the circumstances and personal losses of the residents we serve. Because staff resilience will make all the difference in our service to Langley, I am committed to ensuring their wellness as part of this Plan.

Respectfully,

Superintendent Adrian Marsden
Officer in Charge
Langley RCMP

About this Strategic Plan

Langley RCMP's leadership initiated a strategic planning process with the recognition that a clear vision is critical to employee engagement. A Strategic Plan helps all of our police services staff row in the same direction. It also ensures that our priorities, as per the Municipal Police Unit Agreement, are informed by the municipalities we serve.

This process began with one-on-one interviews with elected officials, recognizing their role as it relates to RCMP contract policing in the Township of Langley and City of Langley. These conversations were designed to draw on Mayor and Council members' insights on policing priorities, changes in policing demands, and vision. Additionally, Langley-centred goals were also informed by planning frameworks from the Township and City as well as the BC RCMP's Strategic Plan.

Formal and informal leaders across Langley RCMP's organizational units were engaged in translating community socio-demographics, service analytics, national public safety trends and dialogue with partners (including the Kwantlen Nation), into 4 long-term goals.

To maintain relevance, strategic planning should be a continuous process. **This Strategic Plan is designed to support an agile planning process.** It orients our people on 4 longstanding priorities and holds our focus on results as our steady goalposts from 2022 to 2025. Through shorter planning cycles, our people will be invited to generate new sprints (timeboxed work towards a goal) based on their learnings and observations about changes in our context and community.



About the Langley RCMP

Frontline Policing

Our frontline policing unit provide 24-hr response to calls from Langley citizens. From initial contact with each citizen, members utilize their breadth of training and experience to respond to calls ranging from general assistance to serious public safety events.

Support Team

Our Detachment relies on municipal team members in its operations. These team members fulfill critical functions such as: answering emergency and non-emergency calls, client support and victim services, guarding clients, front counter services such as performing police information checks, crime prevention initiatives, records work, IT and clerical support.

Investigative Services

Our Investigative Services Unit includes the General Investigative Section, Serious Crime, Strike Force and Drug Section. Investigative Services officers assist frontline members, initiate proactive projects and manage more serious and complex investigations, working with partners and stakeholders to successful conclusion.

Traffic Unit

Langley Traffic is dedicated to the road safety of all road users through prevention, investigations and partnerships. The Enforcement Teams address driving behaviours that cause collisions at locations and corridors where they occur most-frequently. The Criminal Collision Investigation Team is comprised of specialized investigators who handle investigations for serious collisions resulting in serious injury or death. The leadership of the Traffic Unit is also engaged with local partners, such as the engineering departments of both City and Township, to identify design solutions that reduce traffic safety risks.

Community Safety

Our Community Policing Unit is made of policing service staff that are committed to reaching out to our communities. Four Community Policing Offices are located throughout the Township and City, increasing our accessibility and visibility. Dedicated officers patrol the Downtown and public spaces on foot and bike so they can easily engage with business owners and residents, including reaching out to vulnerable persons and youth. School liaison actively are invested in building positive relationships with youth in Langley schools.

Mental Health Unit

An expanded Mental Health Unit is trained to respond to calls involving persons with mental health challenges and continually improve its partnerships with mental health care professionals and other community supports.

Volunteers

More than 75 volunteers extend our crime prevention efforts through their active involvement in crime prevention programs.

What Guides Us

The Royal Canadian Mounted Police is more than just Canada's national police service. We are part of the fabric of Canada, ensuring public safety in its communities for almost 150 years. RCMP in BC, serving all but 12 communities in the Province, are part of the 'E' Division and benefit from the 'E' Divisions provincial coordination, including cross-jurisdictional incidents, and specialized services.

● Our Mission

To preserve the peace, uphold the law, and provide quality service in partnership with our communities.

● BC RCMP Vision

The RCMP is a healthy and inclusive organization trusted by employees, partners and the public to keep British Columbia safe by consistently delivering exceptional policing services and continually striving to grow and improve.

● RCMP Core Values

- Integrity
- Honesty
- Professionalism
- Compassion
- Respect
- Accountability



Our Changing Context

Langley is planning ahead for its growth and gradual urbanization

Among the fastest-growing communities in BC, Langley has been especially attractive to young families. In 2016, residents between the ages of 25-54 account for approximately 40% of the population in Langley and children ages 0-14 make up nearly 18% of residents. Fast forwarding to 2022, youth comprise an important segment for crime prevention initiatives. Langley's population will continue to expand with the most discernable changes in the Willoughby neighbourhood. Given growth projections, the Province has committed to extend the SkyTrain to strengthen Langley's connectivity to the Lower Mainland. Stations at Willowbrook as well as a terminus station at 203rd street, slated for 2028, will accelerate Langley's urbanization.

Photo: Glen Jackson
on Unsplash

Langley is growing in its diversity competency

As Canadians awaken to injustices against Indigenous people, we have been challenged to grow in our understanding of the diversity of the First Peoples. Four percent of Langley residents identify as aboriginal. In particular, we take note of Truth & Reconciliation Call to Action #57 through exposure to and training on the history of Aboriginal peoples, including the history and legacy of residential schools, the *United Nations Declaration on the Rights of Indigenous Peoples*, Treaties and Aboriginal rights, Indigenous law, and Aboriginal-Crown relations.

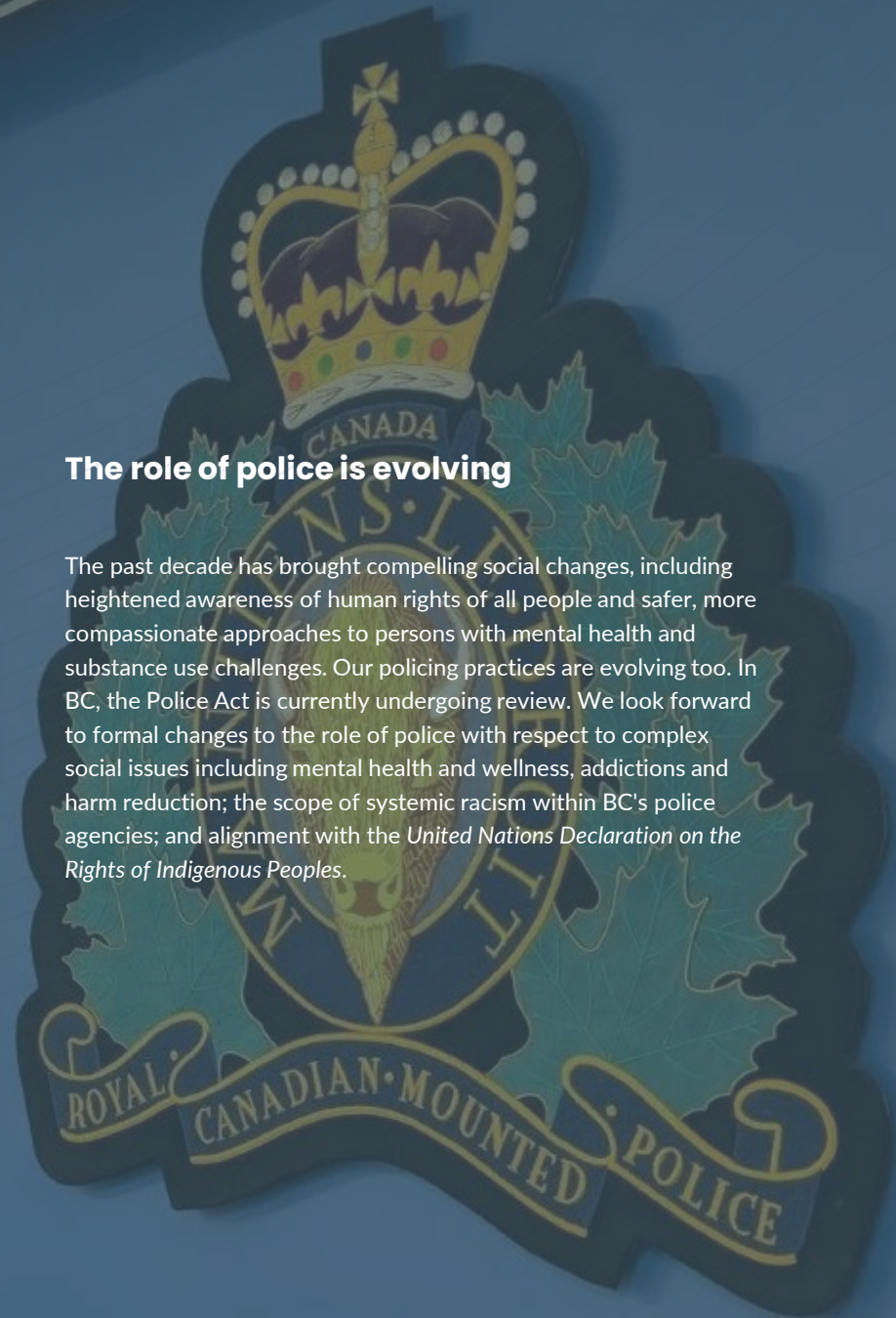
Two hundred years after becoming the first white settlement in BC, Langley has continued to attract new immigrants, including visible minorities. At last published census, the Township showed the highest immigrant population growth rate in BC with the City of Langley showing the fifth highest. Service in Langley increasingly includes understanding the needs and preferences of diverse citizens, most notably Langley's South Asian, Chinese and Korean communities.

Mental health challenges and homelessness are on the rise

Mental health has been steadily declining and continues to fluctuate as a ripple effect of the pandemic. In 2021, at least 2 out of every 5 British Columbians reported low mental health. Declines in mental health are likely to alter the nature of calls for service, Langley RCMP training needs, their interaction with citizens, and their own resilience. At the same time, municipalities across North America have observed increases in homelessness alongside declines in housing affordability and disruptions in other social determinants. There is growing public interest, nationally and internationally, in wraparound supports for persons experiencing mental health and/or homelessness.

The role of police is evolving

The past decade has brought compelling social changes, including heightened awareness of human rights of all people and safer, more compassionate approaches to persons with mental health and substance use challenges. Our policing practices are evolving too. In BC, the Police Act is currently undergoing review. We look forward to formal changes to the role of police with respect to complex social issues including mental health and wellness, addictions and harm reduction; the scope of systemic racism within BC's police agencies; and alignment with the *United Nations Declaration on the Rights of Indigenous Peoples*.



Our Langley-Centred Goals at a glance

COLLABORATE

with partners to support persons experiencing homelessness and mental health issues

RESULTS WE'RE AFTER

- Referrals to community partners



CALIBRATE

our visibility to maintain a sense of safety in Langley neighbourhoods & public spaces

RESULTS WE'RE AFTER

- Reduced calls for services for disorder



PLAN

with cross-jurisdictional public safety partners

RESULTS WE'RE AFTER

- Protocols, MOUs with neighbouring departments



STRENGTHEN

our capacity to respond to Langley's growth and diversity.

RESULTS WE'RE AFTER

- Reduced vacancies
- Workforce diversity





GOAL 01
CALIBRATE our
visibility to
maintain a
sense of safety
in Langley
neighbourhoods
& public spaces

01. CALIBRATE our visibility to maintain a sense of safety in Langley neighbourhoods & public spaces


Our presence encourages order and a sense of safety

As complex social issues become more visible in Langley, our presence can alleviate concerns about personal safety in Langley's public spaces, including its parks, downtown and business areas. While we cannot be everywhere at once, we can sharpen our deployment, through more frequent crime mapping and connections with our school and business communities.

2022 Sprints

- Review report parameters and expand distribution to improve our utilization of monthly crime maps
- Establish a process, at pre-shift briefings, that engages general duty police in identifying areas for positioning marked vehicles between emergency calls
- Schedule joint Traffic and Bike Patrol blitzes to reinforce orderly street usage in business districts
- Establish monthly touchpoints with Langley's business communities
- Allocate at least 500 hours of bike patrol in Langley's public spaces during the spring and summer months and weekday foot patrols in Downtown throughout remainder of the year.
- Designate a media co-lead to profile Langley RCMP's relationship-based policing efforts on social media at least weekly

Measures

- Proactive patrol time
- Hours of foot and bike patrol
- Reduced calls for service for disorder
- Citizen-reported sense of safety 





GOAL 02
COLLABORATE
with partners
to support
persons
experiencing
homelessness
and mental
health issues

02. COLLABORATE with partners to support persons experiencing homelessness and mental health issues

Not the solution, but part of the solutions

In responding to calls for service, we often encounter persons experiencing homelessness and mental health issues. There are many social determinants that law enforcement simply cannot rectify. Yet, since we are often the first to interface with vulnerable residents, we can play a meaningful role in connecting them to the right supports and services.

2022 Sprints

- Initiate a cross-sector situation table that identifies wrap-around supports for vulnerable individuals
- Facilitate opportunities for officers to commit to developing a relationship with a vulnerable person with the goal of improving their safety and wellbeing
- Connect with municipal Bylaws teams to establish a coordinated approach for addressing potential encampments
- Begin differentiating calls involving persons experiencing homelessness
- Double size of Mental Health Unit, trained to respond to calls involving persons with mental health challenges

Measures

- Mental health calls with multi-disciplinary response
- Referrals to community partners

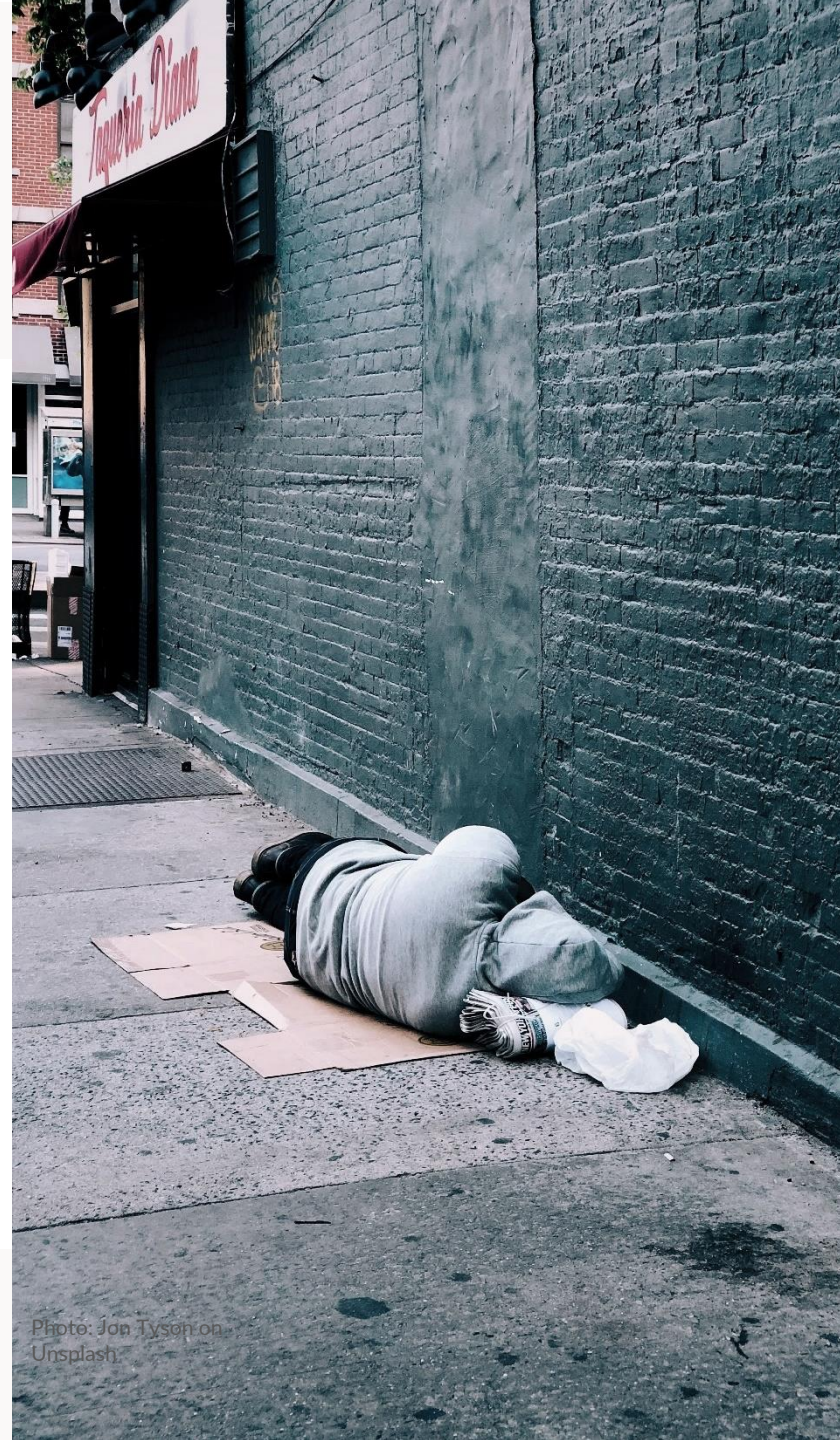


Photo: Jon Tyson on Unsplash

GOAL 03 PLAN with cross- jurisdictional public safety partners



03. PLAN with cross-jurisdictional public safety partners

Clear roles in major emergencies

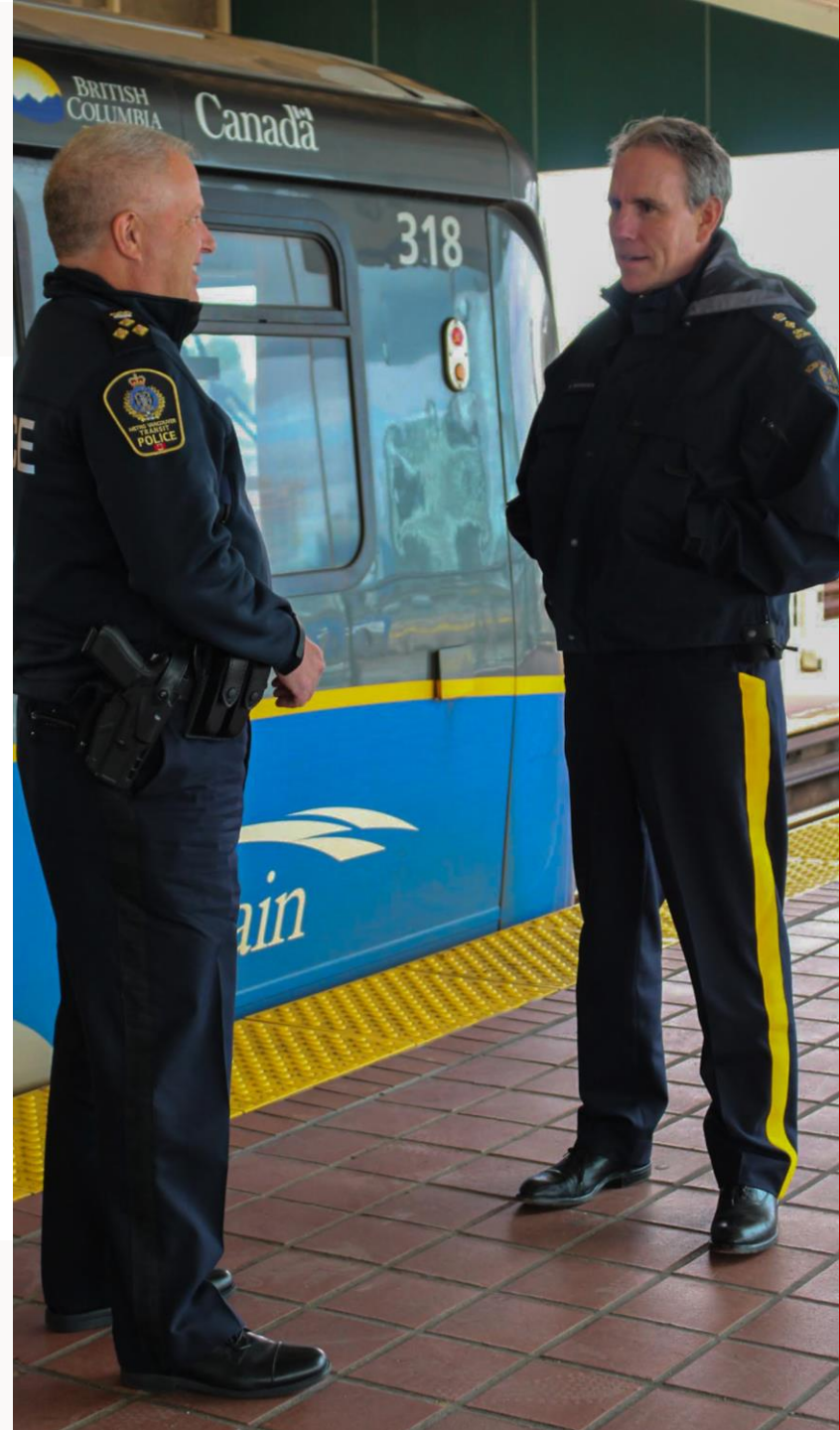
Over the past 2 years, public safety has been impacted by what was once was unthinkable: a pandemic, extreme weather, and nearby natural disasters. These events illustrate the need for joint scenario planning with public safety partners, including emergency management and fire and rescue. Our policing partners are also evolving with a new municipal police neighbour and collaboration with Transit Police in planning the Surrey-Langley Skytrain Extension.

2022 Sprints

- Co-locate 2 Transit Police officers within our detachment
- Establish designated liaison & ridealong program with municipal police neighbours to build relationships and protocols
- Liaise with Langley Emergency Program and RCMP 'E' Division to identify how Langley RCMP could contribute to proactively planning for climate events

Measures

- Protocols and MOUs developed with police of jurisdiction in Surrey, Abbotsford Police Department, and/or Transit Police
- Scenario planning with Langley Emergency Program and/or Township and Langley fire & rescue



GOAL 04

STRENGTHEN

our capacity to
respond to
Langley's
growth and
diversity

04. STRENGTHEN our capacity to respond to Langley's growth and diversity

Ready to serve Langley citizens

As an essential services, it is our responsibility, with the support of 'E' Division, to develop a workforce plan that is responsive to Langley's recent and planned growth. Service in Langley increasingly includes connecting with its diverse citizens. The 'E' Division Human Resources is committed to increasing the representation of diverse employees across BC RCMP. While this is underway, Langley RCMP will invest in understanding the needs and preferences of indigenous peoples and Langley's South Asian, Chinese and Korean communities.

2022 Sprints

- Adopt goals from the federal 50-30 (gender and other diversity) Challenge
- Establish a quarterly HR metrics & projections for Council and internal visibility
- Increase what Langley RCMP offers with additional wellness offerings
- Develop EDI learning pathways for staff to learn about the history of Aboriginal peoples, human rights and intercultural competency
- Renew the objectives of our Diversity Resource Group
- Establish an annual calendar with designated leads to increase staff awareness of and participation in events for equity-deserving groups

Measures

- Population per officer and caseload
- Reduced vacancies
- Workforce diversity
- Participation in at least 4 hours of EDI training annually and 8 hours for people leaders, including Sergeant rank and above



Here to Serve

Phone

604-532-3200

Social

 @LangleyRCMP

 @LangleyRCMPDet

In person

22180 48a Ave, Langley Twp, BC V3A 8B7

LANGLEY POLICE BUILDING

