

**NEW WESTMINSTER POLICE DEPARTMENT**

2023

**ANNUAL  
REPORT**



# MESSAGE FROM THE CHAIR OF THE POLICE BOARD

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PATRICK JOHNSTONE  
Chair, New Westminster Police Board

On behalf of the New Westminster Police Board, I am pleased to present highlights of the New Westminster Police Department's 2023 achievements. I would like to recognize and applaud the dedication and professionalism of the 186 staff, sworn and civilian, who continue to work hard to keep New Westminster safe while meeting the needs of 90,000+ residents.

This year is part of a larger transition we will be seeing on the Police Board. We welcomed new members in Alejandro Diaz and Mary Trentadue to the Board, and they are already making valuable contributions as we plan towards 2024 and beyond.

Additionally, the Board set to work this year to update and modernize our governance. This includes updating our governance manual, and adjusting our procedures and practices to align with Provincial Legislative changes. We are also having important discussions about the role of the Police Board in the community, and strategies to put a more public face on our work as the civilian oversight body of the New Westminster Police Department.

All of this recognizes our primary responsibility to assure the provision of adequate and effective police services to New Westminster. To accomplish this, the Board approved a 2023 police budget of \$27,850,600, which includes the addition of our Communications Operations Centre which answers many non-emergency calls and addresses previous shortfalls in this service.

I hope this report helps to provide a better understanding of how the New Westminster Police Department serves the City of New Westminster and contributes to the overarching goal of community safety and well-being. I also hope it inspires residents to reach out to the Police Board and share any ideas they may have to improve our policing services.

Sincerely,



Patrick Johnstone

## MESSAGE FROM THE CHIEF CONSTABLE

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DAVE JANSEN  
Chief Constable, New Westminster Police Department

On behalf of the staff of the New Westminster Police Department, I am pleased to present the 2023 Annual Report to our community and department members.

The past year has been marked by hard work, resilience, and an unwavering commitment to public safety. Our achievements detailed in this report reflect the collaborative spirit and dedication within our department, and it is an honor to lead such an exceptional group of individuals.


This year, we made significant progress on the three pillars of our strategic plan: listening to our community, serving our community, and supporting our people. I extend my gratitude to the Police Board, our staff, and community members who have supported our efforts and made these accomplishments possible.

We value feedback from the public, and in response to concerns about the frequency of unanswered calls and lengthy wait times for non-emergency police reports, we took action. In 2023, we launched our own Communications Operations Centre, leading to a noticeable reduction in wait times for non-emergency calls.

A public opinion poll designed by Public Safety Canada was conducted by Ipsos to provide a baseline of public perception towards the New Westminster Police Department. I'm pleased that overall, the residents of New Westminster have a positive opinion towards their local police. Areas of improvement were identified, which we are working to address in our communications.

After more than 30 years of service to the City of New Westminster, I will soon be retiring. It has been a privilege to serve the residents of this city and lead the police department through remarkable times. The incoming Chief Constable will inherit a dedicated group of professionals committed to keeping New Westminster safe.

Thank you for your continued support,

A handwritten signature in black ink that reads "David Jansen". The signature is written in a cursive style with a large, looping initial 'D' and a long, sweeping underline that extends under the rest of the name.

Chief Constable Dave Jansen

# Launch of the Communications Operations Centre

The New Westminster Police Department launched the Communications Operation Centre in June of 2023. This specially trained team of civilian staff help residents with their non-emergency inquiries during day time hours. Since the launch of the Communications Operations Centre, a total of 5,071 calls for service have been answered. Members of the public will have noticed, on average, a significant reduction in wait time for non-emergency assistance.



# Public Opinion Survey

In August, a public opinion survey conducted by Ipsos asked citizens of New Westminister about their opinion of the New Westminister Police Department. The survey was developed by Public Safety Canada Research Division and endorsed by the Canadian Association of Chiefs of Police as a common data standard for public attitude surveys on policing in Canada.

The survey results reveal that the public feels positively towards the New Westminister Police Department. The key findings of the survey are:

- Overall perceptions of the New Westminister Police Department are positive. Very few have anything negative to say.
- The results suggest there is an overall lack of familiarity with day-to-day police operations, pointing to an opportunity for increased public education and engagement.
- Most of those who have interacted with the police are satisfied with the treatment they received, particularly if the police initiated the contact.
- Most are satisfied with their personal safety from crime.

Municipal police departments in British Columbia are mandated to offer this survey at least every three years. This is the first survey of its kind done by the New Westminister Police Department and it establishes a baseline of public perception, which will be used to monitor changes in public opinion over time. The New Westminister Police Department Strategic Plan prioritizes community engagement and the results of this survey will inform our outreach and communications work.

# Community Engagement Unit

The Community Engagement Unit at the New Westminister Police Department had a very busy year, attending almost 50 events between February and December of 2023. Each of the events were attended by a combination of at least one to four sworn members of the Prevention Services Section, in addition to Crime Prevention volunteers, Reserve Constables, and other members of the New Westminister Police Department. Some of the events attended this year included: the Polar Plunge in Port Moody, the Chili Cook Off at the Royal Canadian Legion, electronics shredding at City Hall, the Easter Egg Hunt at the Farmer's Market, the New Westminister Youth Awards, the Hyack Parade, the New Westminister Pride Festival on Columbia Street, Music by the River at Pier Park, the Wishing Tree Lighting at Moody Park, and Operation Red Nose. Additionally, the Community Engagement Unit attended events for national holidays and celebrations such as National Indigenous People's Day and Canada Day.

"The Community Engagement Unit is here to listen to the community." said Sgt. Andrew Leaver. "We're here to make meaningful connections and answer any public safety questions they might have."

The work of the Community Engagement Unit fosters constructive and positive engagement between residents and police officers, often one person at a time. This unit oversees our New Westminister Police Department Soccer School, Student Police Academy and the Reserve Constable Program.



# Back to (Soccer) School

The return of the New Westminster Police Department Soccer School was a great success after its three year hiatus due to COVID-19. There were 330 children in attendance during the camp's duration from July 17th to the 21st. There were also 40 New Westminster Police Department officers participating as volunteer coaches and admin for the camp throughout the week, along with about 10 civilian staff and approximately 60 community volunteers.

Aside from their soccer games, the children were treated to several different activities at the soccer school, including a petting zoo, displays of emergency vehicles, and visits from BC Whitecaps' David Ousted, the Combined Forces Special Enforcement Unit of BC, the Lower Mainland Police Dog Services, the Royal Westminster Regiment, and Honour House. The RCMP also visited the soccer camp, landing their Air 1 helicopter on the field, allowing the children to look inside, ask questions to the crew, and take pictures with the helicopter.

"The camp is about so much more than soccer," said Sgt. Andrew Leaver. "It allows the kids to learn, grow, and connect with other community members, including our police officers, in a fun and safe environment."





# Officers arrest man following taxi car jacking and dangerous driving

On May 17th at approximately 1:40 pm the New Westminster Police Department was made aware of numerous calls to 9-1-1 where witness described seeing a taxi driving erratically in the Uptown neighbourhood. The Uptown neighbourhood of New Westminster is a bustling commercial area. Witnesses described the taxi striking other vehicles and pedestrians fleeing from the scene.

Officers flooded the area to locate the taxi. When officers located the taxi, officers used their vehicles to block it in place. One suspect was taken into police custody and transported to local hospital with minor injuries. It is alleged that the taxi was stolen and was striking other vehicles.

Thankfully, there were no serious injuries as a result of this incident. One person was charged with robbery and dangerous operation of a motor vehicle.



# Suspected drugs, cash, and luxury vehicles seized in Street Crime Unit investigation

On March 2 2023, the New Westminster Police Department Street Crime Unit executed two search warrants in New Westminster as part of a complex investigation into drug trafficking that began in September of 2022.

As a result of the search warrants, the New Westminster Police Department seized a number of luxury vehicles, a large quantity of cash, a loaded firearm, and a large amount of suspected drugs including cocaine, methamphetamine, and fentanyl.

The Street Crime Unit worked with several other New Westminster Police Department specialty units, most notably the Gang Suppression Unit and the Crime Reduction Unit. The Vancouver Police Department and the Lower Mainland District Integrated Emergency Response Team supported the investigation.



# Violent criminals arrested and charged

The New Westminster Police Department launched several special projects after noted increases in violent crime were seen in areas of the city.

In the spring of 2023 the Downtown neighbourhood saw a shooting, two stabbings, and numerous assaults with weapons. Front line patrol officers, supported by New Westminster Police Department specialty units and Metro Vancouver Transit Police increased patrols in the area with the aim to deter additional crime and arrest violent criminals. Several arrests were made and charges approved following this redeployment.

In September and October New Westminster Police Department specialty units returned to the Downtown to following another spike in violent crime. This focused enforcement resulted in several arrests, numerous recommended charges, weapons and drug seizures, and referrals to social service agencies. This project was funded in large part by the Special Investigations and Targeted Enforcement Program, with funding from the provincial government under the Safer Communities Action Plan.

The police presence in Downtown was extended into November and December with a focus on violent shoplifters. This operation, Project Barcode, was created in response to ongoing concerns from local businesses about regular retail theft, increased violence when there are attempts to intervene, and the impact this has on businesses operations and safety. The Crime Reduction Unit, working in collaboration with the Downtown New Westminster Business Improvement Association identified and arrested repeat violent shoplifters. Over three days, 18 people were arrested. Of those arrested, six had previous criminal convictions, including five violent offences.

# Bait Bikes

In fall of 2023 the Street Crime Unit deployed numerous bait bikes throughout neighbourhoods in New Westminster. The bikes contain technology that helps police identify and track down anyone who attempts to steal them.

In 2021 and 2022 the New Westminster Police Department saw just under 100 bikes reported stolen. The bait bike program is intended to serve as a significant deterrent. Anyone who is caught stealing a bait bike could face charges of theft under \$5,000. The New Westminster Police Department would like to remind bicycle owners to report any thefts, which will help the Street Crime Unit gather the data required to strategically target areas where these thefts are regularly occurring.





# By the numbers

## Crime Severity Index (CSI)

The CSI is the only national measure accurately comparing crime consistently across the country. It is calculated based on the amount and seriousness of the offences reported to the police. A low CSI is indicative of a relatively safe community. Index scores are compared to a baseline of 100, calculated using historical data.

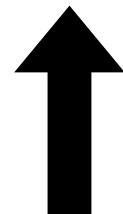
**2022**

87.22

**2023**

91.02

3.8% increase



## Weighted Clearance Rate

The weighted clearance rate is based on the same principles as the Police Reported Crime Severity Index (CSI), whereby more serious offences are assigned a higher "weight" than less serious offences. For example, the clearing of homicides, robberies or break and enters would represent a greater contribution to the overall weighted clearance rate value than the clearing of minor theft, mischief or disturbing the peace.

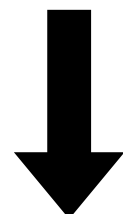
**2022**

23.75

**2023**

19.41

4.3% decrease





## 2023 Financial Expenditures

### Investigative Services

2023 \$4,762,530  
2022 \$4,686,036

### Patrol

2023 \$12,334,502  
2022 \$11,553,879

### Secondments

2023 \$6,306,675  
2022 \$6,014,454

### E-Comm 9-1-1

2023 \$1,715,040  
2022 \$1,596,648

### Total Expenses Excluding Amortization

2023 \$36,387,157  
2022 \$34,383,031

### Operational Services

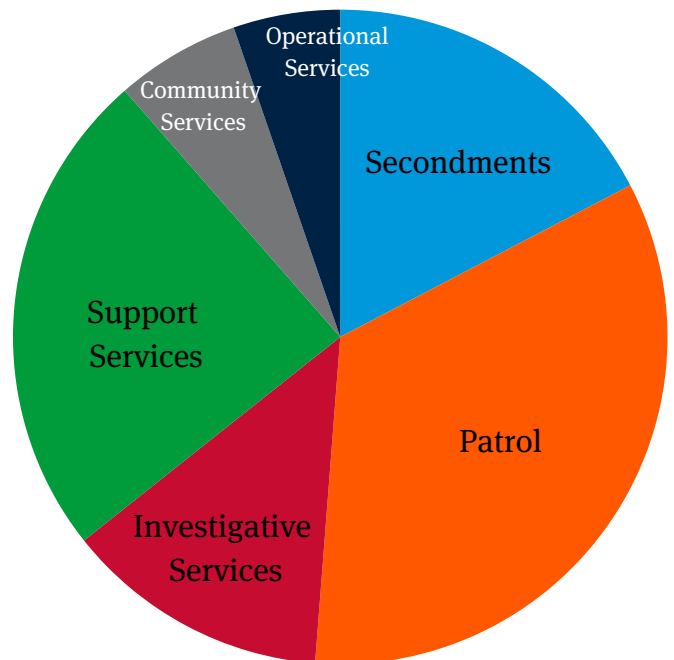
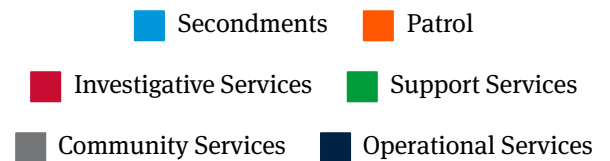
2023 \$1,920,414  
2022 \$1,669,174

### Community Services

2023 \$2,242,435  
2022 \$2,307,092

### Support Services

2023 \$8,820,599  
2022 \$8,152,394





**3.2 M**

Social Media Impressions  
2021 4.2 M



**102**

Media Releases  
2022 134



**18,240**

Calls for Service  
2022 16,625

**15.62**

Square kilometers  
jurisdiction size

**86**

Break and Enter Residence  
2022 71

**523**

Theft from Motor Vehicle  
2022 697

**223**

9-1-1 Abandoned Calls  
2022 224

**14**

Assault of a Police Officer  
2022 15

**8**

Our response time to a life threatening situation is typically less than 8 minutes.



## Join Nextdoor, your online neighbourhood network

With Nextdoor, you can join your neighbours to keep your communities safe, access trusted information, and collaborate with the New Westminster Police Department.

- Receive crime prevention messages based on crime trends in your neighbourhood.
- Engage with your local police department. Let us know about your crime concerns.
- Receive critical, real-time information from the New Westminster Police Department.

Neighbours can join Nextdoor by visiting [nextdoor.ca](https://nextdoor.ca) or by downloading the free app.

