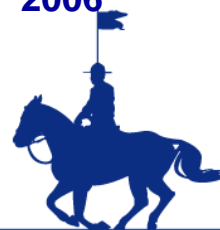


Client Service Enhancement Project Manitoba Consultations AMM Conference

November 28th 2006

RCMP



ROYAL CANADIAN MOUNTED POLICE

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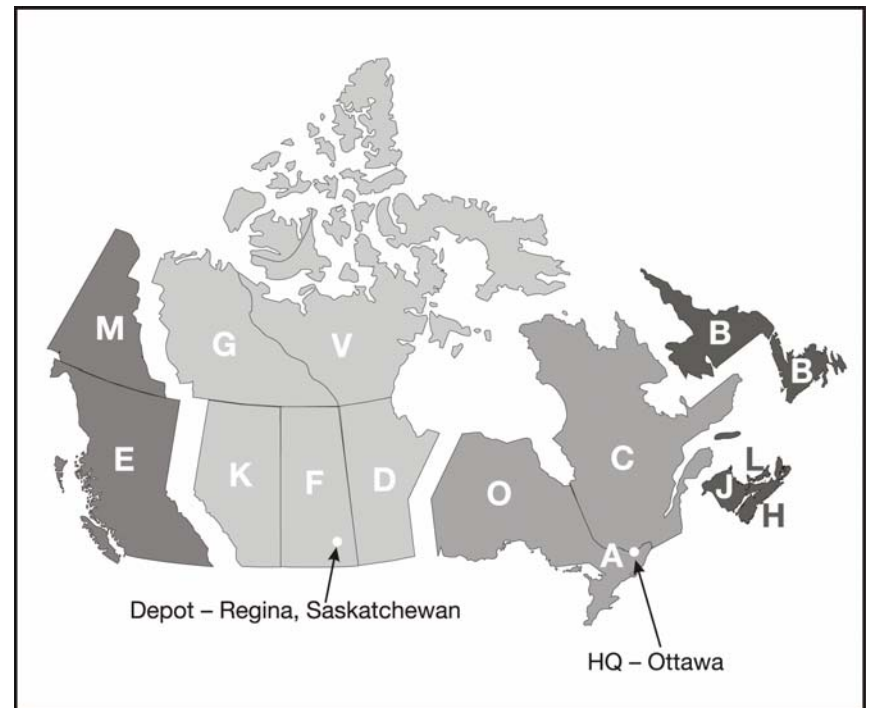


The RCMP in Manitoba: Now and For The Future








The RCMP: The Big Picture





The RCMP: The Big Picture

The RCMP is Canada's national police service

-  We are a modern police organization responsible for enforcing the law, preventing crime and protecting Canadians at home and abroad
-  We are a diverse workforce – 22,000 strong (regular members, civilian members and public service employees)
-  We are assisted by 75,000 volunteers

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The RCMP: The Big Picture

We provide daily policing services to eight provinces, three territories, over 200 municipalities, 65 Aboriginal communities, and three international airports.

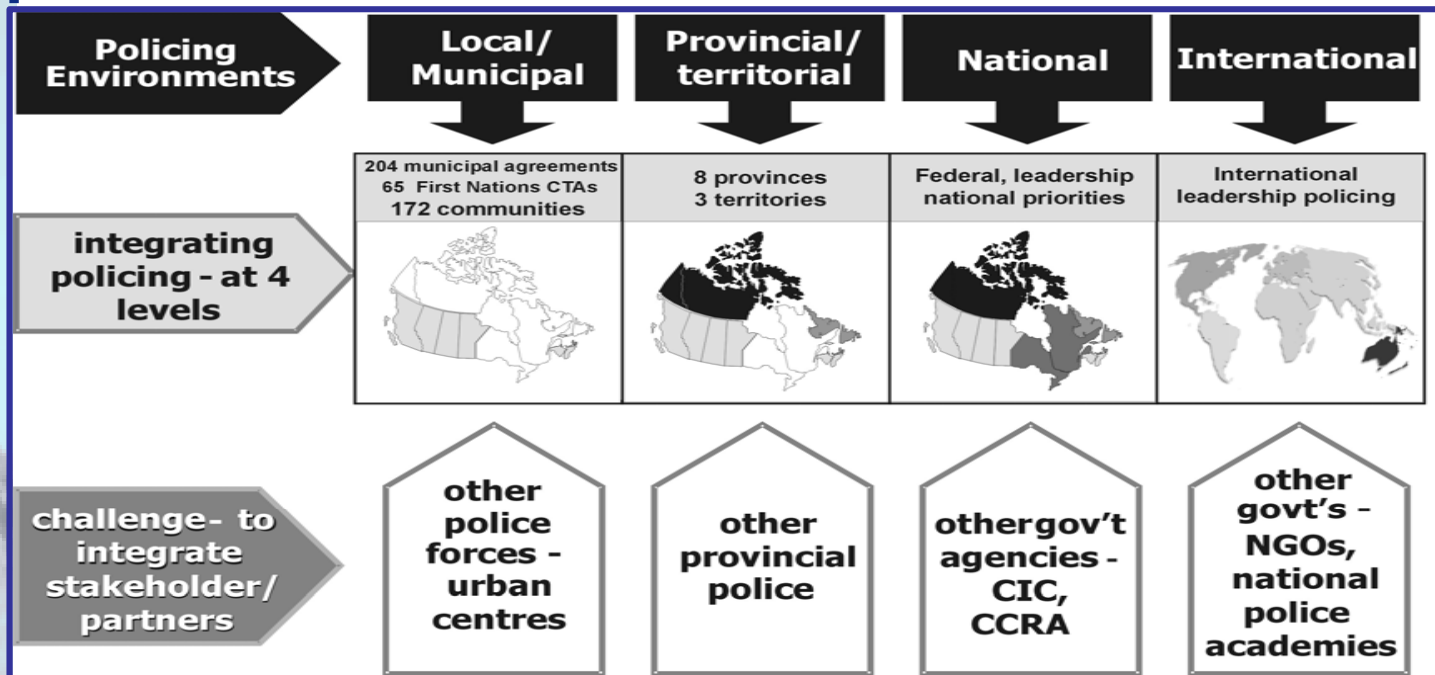
✍ We target organized crime, terrorism, the illicit drug trade, economic crimes, and threats to our national borders, Canadians and VIPs

✍ We offer valuable National Police Services to Canada's 500 law enforcement agencies including special crime databases and specialized lab and bomb data services





The RCMP: An Integrated Approach





This presentation will cover.....

1. The background to the CSEP
2. The mandate and scope of the project
3. The approach to the project

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The policing environment is ever changing:

•Retirement of baby boomers

- Difficult to replace retiring workers and keep pace with unprecedented growth in some jurisdictions.

Success of intelligence led policing

- Has increased the focus on major crime and raised the expectations of stakeholders.
- Has demonstrated the effectiveness of specialty teams
- Has removed some of the most experienced police officers from communities.



...changing (cont.)

Explosive growth

- Dynamic growth in private sector creates pressure for the public sector to keep up.

First Nations

- Seeking alternative methods of public safety service delivery
- Seeking more involvement in policing and safety in their community



...changing (cont.)

Current service delivery model

- Fully trained/equipped RCMP regular member provides all front-line service.
- RCMP commanders and individual members set work priorities to maximize attention to most pressing issues seeking community input.

Alternate solutions available

- Growth in private policing
- Provincial Highway Patrol
- Provincial Police Service



Systemic Barriers

Category of Employees

- Movement away from multiple categories of employees creates inflexibility and increases the costs to service lower-risk issues / locations.

Independence of Police

- Police in general must remain independent from government and the courts. The Force is assigned internal management responsibilities under the RCMP Act.
- Police organizations in general have to work harder to maintain a high degree of client focus.



Why a Client Service Enhancement Project?

1. Client Feedback - Contract Policing Review
2. Success of integrated approach
3. Changing marketplace
4. Increasing cost and complexity
5. Maximizing value for the client



1. Client Feedback

2004 Contract Policing Review Report

- Contract jurisdictions would like to see more local accountability to bodies such as police commissions
- Contract partners are looking for more flexible mechanisms that are responsive to their needs.
- A better customer focus and alignment of billing cycles to meet local requirements.
- Contract partners are filling needs elsewhere
- Partners are engaging other service providers



2. Success of integrated approach

The provision of policing services under contract is a vital component of the RCMP's integrated approach to policing.

- Each client can leverage the capacity of the whole organization.
- Interoperability improves response capacity for major incidents
- Expands intelligence gathering capacity
- Promotes partnerships among all police nationally and internationally
- RCMP contract partners and the federal government both receive greater value for their investment in policing than would otherwise be the case.



3. Changing marketplace

Options for meeting community security needs are increasing.

- Growth of private policing
- New service delivery models – Tiered Policing



4. Cost/Complexity

Crime and the criminal justice system have become more complex and costly.

- Evolution of rules of evidence
- Shift of focus from individual criminals to crime groups
- Adapting to changing communications technology
- Internet based crime
- Extraterritoriality



5. Maximize value for the client.

The traditional constable and a car is an expensive resource.

- Extensive training, equipment and the need for specialized support make the police officer an expensive solution for less serious problems
- While outsourcing to private agencies or creating new internal solutions can save dollars, it also creates coordination, workload and liability issues for the RCMP and contact partner alike.



Client Service Enhancement Goals:

1. Create more flexible service delivery models for RCMP clients.
2. Ingrain client focus at all levels within the RCMP corporate culture.



CSEP will focus on new or expanded service options which better meet our contract partners broader policing needs.

- Identify and respond to client/partners concerns
- Minimize the outsourcing required of clients in meeting their policing obligations
- Rationalize resource allocation to obtain maximum value for the client.
- Preserve the benefits to Canada and the contract partners from the integrated approach to policing.



- 1. Identify and document current service enhancement initiatives for each Division.**
- 2. Identification of remaining service gaps:**
 1. From the RCMP perspective.
 2. From the clients' perspective.
- 3. Prioritize and assign projects to Team Leaders**
 1. Identify potential solutions and delivery models
 2. Creation of Business Cases for review/approval by Division, Region and NHQ
- 4. Divisions and contract partners implement optional programs via the PPSA / MPSA Estimates process**



There are lots and lots of good things going on

- Partners like the service we deliver
- Relationships are good

CSEP will build on the excellent service RCMP members are currently delivering every day.



- **The Client Service Enhancement Project is not mandated to implement change. That is the prerogative of Contract Partners, Commanding Officers and the Commissioner.**
- **The CSEP goal is to provide as broad a menu of services as possible to meet client needs.**
- **A mechanism will be developed to ensure a continued client focus beyond the CSEP.**

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Final Thoughts ²³

Questions?

Thank You

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