

# Burnaby RCMP 2024 ANNUAL REPORT





## Message from the Officer in Charge



### Acknowledgment

Burnaby is located on the ancestral and unceded homelands of the hə́hǵəmiḱə́h and Sḱwxwú7mesh Snichim speaking peoples. We are grateful for the opportunity to be on this territory.

As Burnaby RCMP's Officer in Charge, I am proud to present the 2024 Annual Report, which reflects the hard work and dedication of all of our employees.

From frontline policing and complex investigations to expanding our non-emergency call-taking centre, victim services program and breaking ground on our new detachment, 2024 has been a busy year for the Burnaby RCMP.

Moving into 2025, we're committed to working with our community partners to address complex issues, including mental health response and the opioid crisis. Our focus remains on building meaningful relationships with the diverse communities we serve.

We look forward to seeing what we can accomplish in 2025, and are dedicated to public safety. We're grateful to the City of Burnaby and its citizens for their ongoing support.



Chief Superintendent  
**Graham de la Gorgendiere**  
Officer in Charge, Burnaby RCMP

## BURNABY RCMP: STRATEGIC PLAN AT A GLANCE 2023-2026





# Calls for Service, 2024

## Non-Emergency Call Taking Centre (NECC)

One year since its launch in October 2023, Burnaby's Non-Emergency Call Centre (NECC) has answered 25,871 non-emergency calls in Burnaby, significantly improving service and responsiveness for Burnaby residents calling the non-emergency line. The NECC was launched with a three-phased approach in response to declining service levels.

In November 2024, Burnaby's NECC expanded its hours as it entered its final phase and is now taking calls 24 hours a day, seven days a week. The majority of non-emergency calls are answered in less than one minute, a significant improvement from previous service levels.

The NECC, which is based at the Burnaby RCMP Detachment, continues to see increasing call volume.



47,926

Calls for service

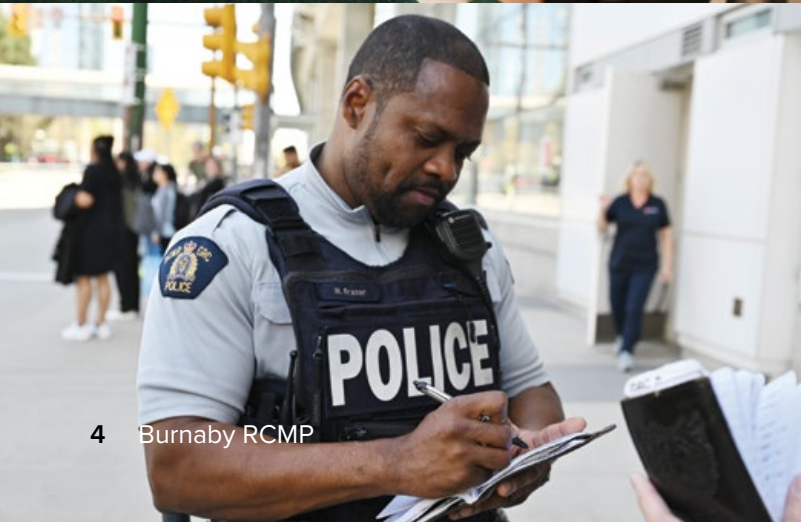
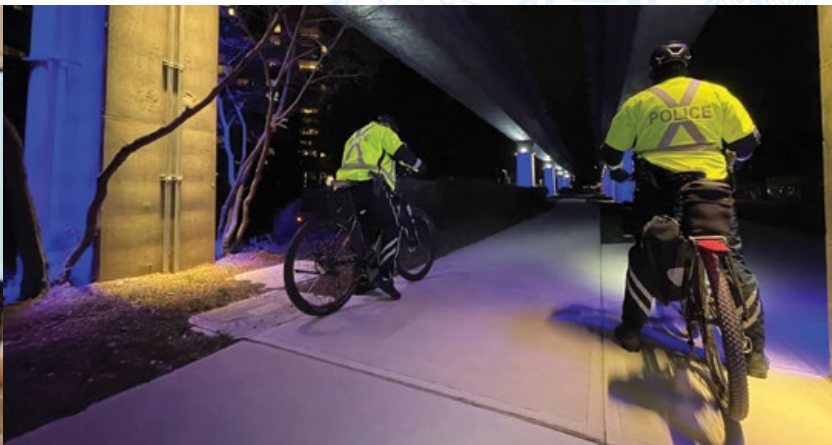
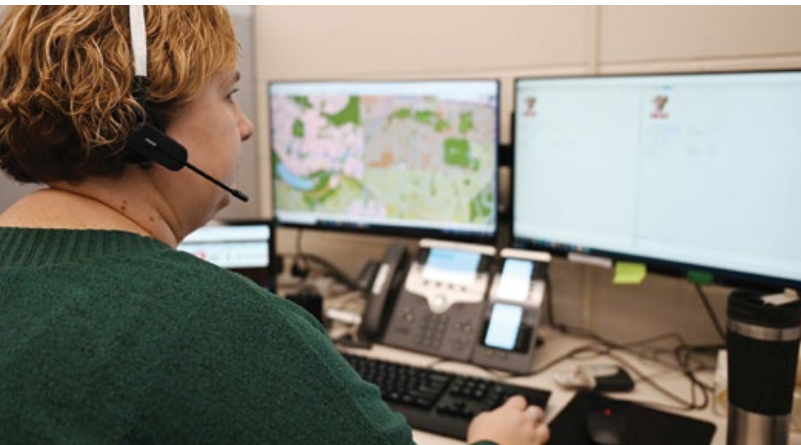


2,671

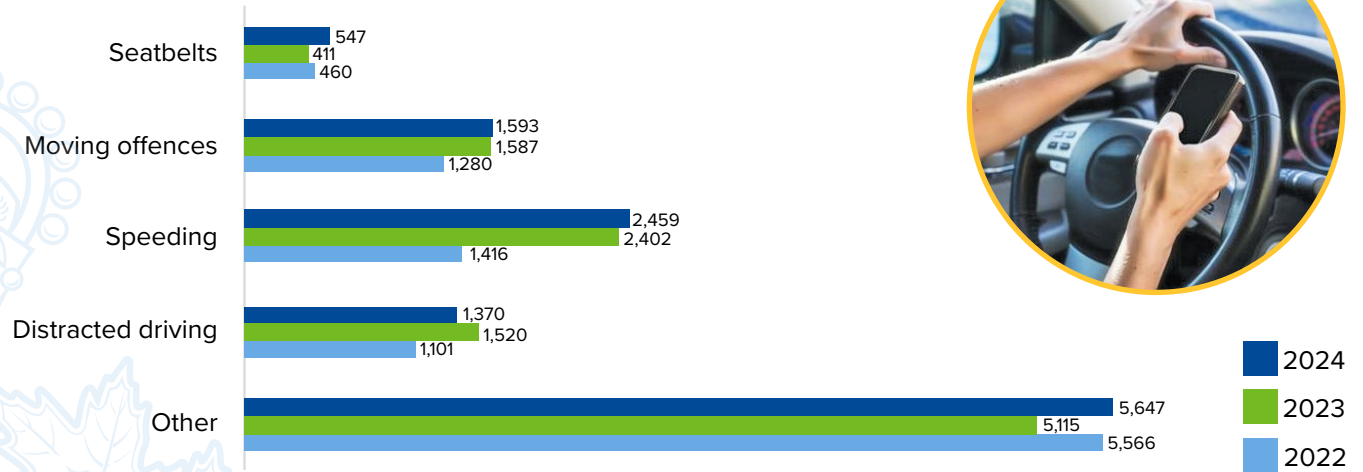
Online crime reports

## Top Priority Calls

A top priority or "priority 1" call, involves an active emergency with potential for injury or loss of life.



## Violation Tickets



**4**

Fatal collisions  
(7 in 2023)

**451**

Collisions with injury  
(454 in 2023)

**342**

Impaired drivers  
prohibited or charged  
(268 in 2023)

## Car Seat Safety Initiative

In 2024 Burnaby Traffic Services hosted four car seat safety initiatives.

## Commercial Vehicle Enforcement

**3,774**

Number of  
CVE violations

**1,803**

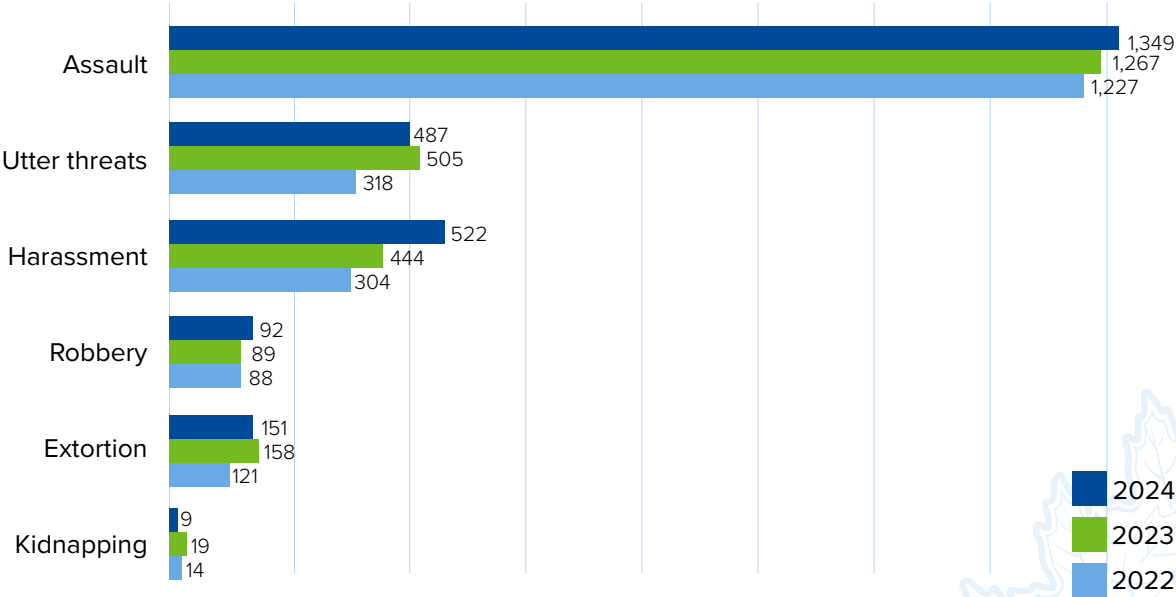
Number of  
CVE violation  
tickets issued





# Violent Crime

## 25% Overall Increase



## Victim Services

Burnaby RCMP Victim Services offers assistance to victims and survivors of crime. The program is integrated into frontline operations, where they work in partnership with police to provide services to witnesses of crime and trauma. Victim Services provides: emotional support, information, practical assistance and referrals to clients.

**366**  
Crisis callouts  
(324 in 2023)

**2,040**  
New clients



Youth is both a National RCMP and Burnaby RCMP priority. The Burnaby Youth Section participates in a number of activities using crime prevention, education and early intervention strategies to address the needs of youth in the community.

## Youth Services - Counseling and Restorative Justice Programs

The Burnaby RCMP, in partnership with the City of Burnaby and School District 41, provide an alternative response to crime and conflict in the community through their Youth Counseling and Restorative Justice Programs.

In 2024, 49 files for restorative justice were opened. The most common files referred were theft and assault. Additionally, the program facilitated 81 classroom dialogue circles in Burnaby Elementary Schools for students in grades 4-7.





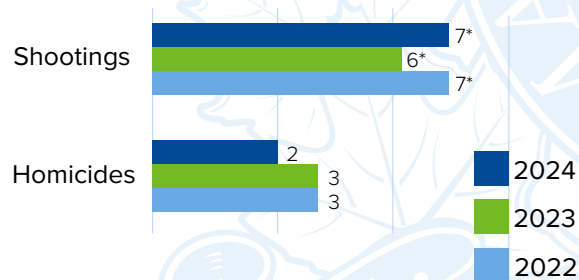
# Burnaby Gang Enforcement Team (BGET)



## Gang enforcement and education

The Burnaby Gang Enforcement team strategically deters and disrupts gang activity in the City.

General tasks for BGET officers include curfew checks for known gang associates, traffic stops and ongoing organized crime investigations. In 2024, BGET members also enhanced their focus on education. BGET held nine presentations, with internal and external partners. The team also worked closely with the City of Burnaby's Crime Reduction and Intervention Division to develop and launch a video series on youth gang prevention.



## Outcomes - 2024



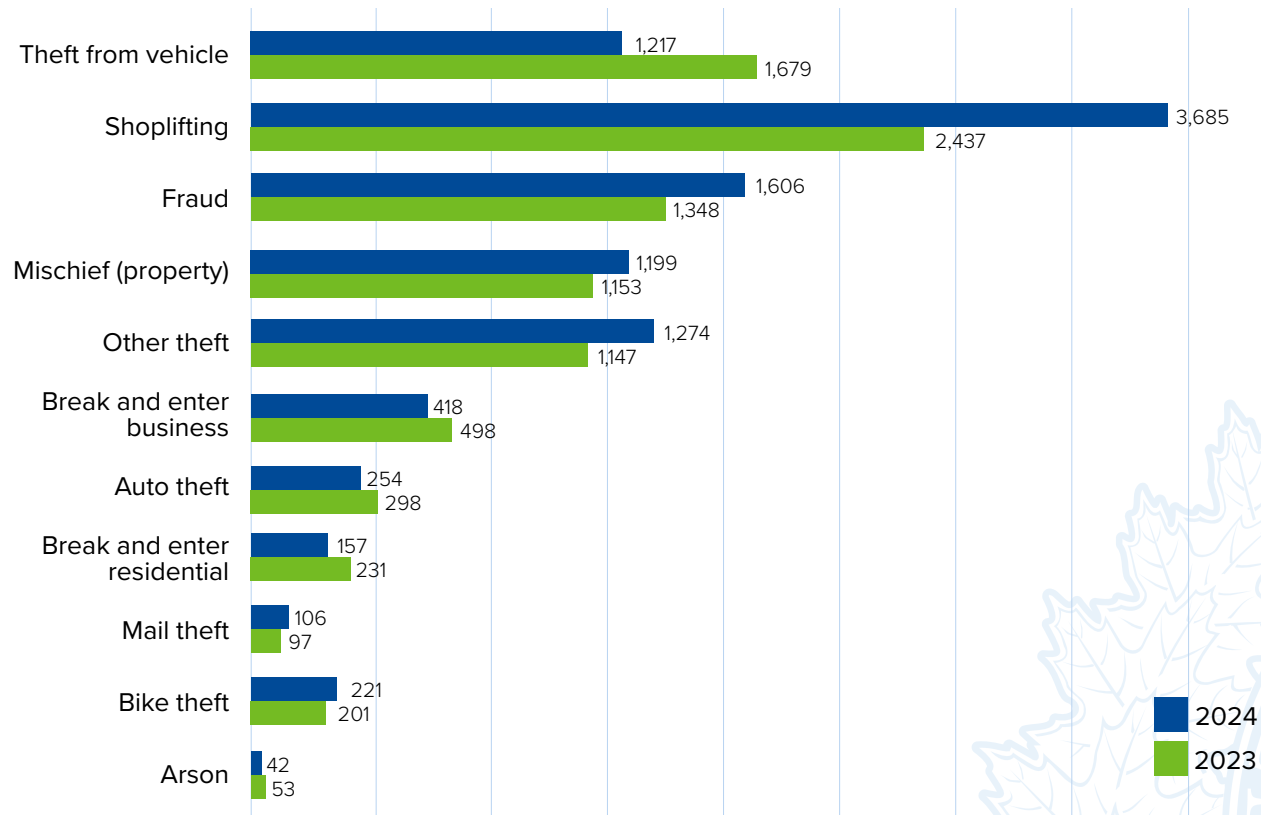






# Property Crime

## 11% Overall Increase



## Burnaby RCMP Prolific Offender Suppression Team (POST)

POST's goal is to reduce criminal activity through proactive and intelligence-led enforcement. In 2024, POST investigations focused on property offenders committing high value property offences and resulted in 114 criminal charges being laid.

Cases of note included:

- » POST investigated a fraud which targeted seniors in Burnaby. Victims were advised that a bank representative would attend and obtain their compromised bank cards. The suspects then used these cards to make large withdrawals of cash and make purchases of merchandise. A suspect was identified, arrested and evidence collected to support 17 fraud related charges.
- » POST investigated a large Theft from Auto Series, and actioned targeted enforcement of the suspect. The suspect was arrested and a subsequent Warrant to Search located stolen property that was returned to its rightful owners.
- » POST recovered over 345 identification cards, 495 credit cards, 155 cheques, and 570 pieces of mail during a theft of mail investigation.

*In 2025, POST will continue to focus on priority and prolific offenders and emerging crime trends relating to property crime and community initiatives.*





## Police Mental Health Outreach Team (PMHOT)

Our response to mental health and vulnerable persons continues to be a priority for our detachment and officers. Our Mental Health Outreach Team (PMHOT) often find themselves addressing anti-social and criminal behaviour resulting from mental health issues. PMHOT works with a number of partner agencies to address the complex needs of individuals they support.

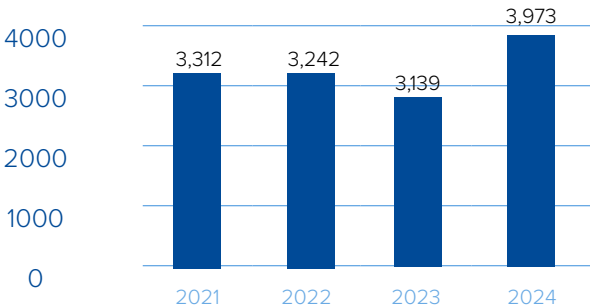
### Extreme Weather Outreach

In response to extreme weather events in the summer and winter, PMHOT conducted a number of proactive well-being checks and handed out extreme weather care packages.



**141**  
Mental health  
outreach visits  
(87 in 2023)

### Mental Health Calls for Service



### Mental Health car program (MICR)

Launched in November 2023, the MICR Team pairs police officers with Fraser Health nurses to better respond to calls involving individuals needing mental health or substance use crisis intervention. This team provides a comprehensive, health-focused model of care.

Throughout 2024, the MICR Team responded to approximately 61 per cent of mental health files in Burnaby. Since MICR's inception there has been a decrease in mental health apprehensions in Burnaby. This means, that with the assistance of our Fraser Health Partners, the MICR Team was able to provide support to more people living with mental illness in the community rather than having to take them to the hospital. This is beneficial for the person as they have more choices for getting assistance. Burnaby RCMP collaborates with Fraser Health to continuously fine-tune the service model delivery to best suit the needs of our community.





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