



SAANICH POLICE DEPARTMENT

Memorandum

Date: November 7, 2023

To: Saanich Council

From: Saanich Police Board

Re: **2024 Saanich Police Provisional Budget**

Please accept this memo as the Saanich Police Board's 2024 provisional budget including the operating budget and equipment replacement projects.

EXECUTIVE SUMMARY

The Saanich Police Department (SPD) 2024 operating budget requires an increase of 9.74% or \$4,182,412 to meet the funding needs arising from negotiated wage increases and increases to committed operating expenses. Similar to 2023, significant external pressures and downloading of costs to the Department continues in 2024. The Senior Leadership Team routinely conducts internal service delivery reviews to improve overall efficiency and effectiveness; however, it has been determined that additional service delivery efficiencies are not viable or operationally feasible, with existing resources. The resulting budget increase is one that the Board feels is necessary for SPD to continue to deliver key services, maintain employee wellness and officer safety, and to uphold the high level of public safety service it provides to the citizens of Saanich.

2024 PROVISIONAL BUDGET DETAILS

Table 1 (p.2) sets out the cost of the resources required to meet identified needs for the Saanich Police Department in 2024. Table 1 is followed by the general budget report including: *Introduction, Fundamental Cost Drivers, One-Time Funding Requests, Capital / Transfers from Reserves (Table 2), Concluding Remarks and Comparisons, Recommendations.*

Table 1: 2024 Provisional Budget

Net Operating Increase			
1. 2024 Net Operating Budget		47,113,674	
Less: 2023 Net Operating Budget		-42,931,262	
			4,182,412
Details of Increases	2023 Budget	2024 Budget	Increase
2. Salaries increase for Police			
Contingency & Increments	37,117,244	39,240,687	2,123,443
3. Operating Increases	2,957,718	3,444,222	486,504
4. Integrated Unit Increases	1,064,420	1,164,420	100,000
5. E-Comm Levy Increases	1,791,880	2,619,340	827,460
6. 6 Sworn Position Requests		465,686	465,686
7. 4 Civilian Position Requests		179,319	179,319
Net Increase	42,931,262	47,113,674	4,182,412

Line 1 sets out the provisional 2024 net operating budget. This section also shows the 2023 actual budget and the net increase for 2024.

Line 2 reflects \$2,123,443 required funding increases for wages, benefits, and contingency.

Line 3 reflects \$486,504 in increases to existing operating costs, including standing service agreements and contracts.

Line 4 reflects a \$100,000 increase to regional policing costs. Specifically, these relate to the increased salaries and wages due to anticipated collective agreement settlements.

Line 5 reflects a \$827,460 increase to the E-Comm levy.

Line 6-7 represent costs for the 2024 Resource Requests (see Appendix “A”).

INTRODUCTION

The 2024 provisional budget represents the funding required to provide police services for the Municipality of Saanich. The Board is mindful of Council’s and the Municipality’s financial pressures and need to minimize the tax increase for the citizens of Saanich. With this in mind, the 2024 budget is limited to increases for negotiated Police Association and CUPE labour settlements, non-discretionary increases to operating expenses, increases to budgets for integrated police units, and ten additional staff positions (6 x police / 4 x civilian) deemed critical to meeting administrative, operational, and public safety demands and expectations.

The Saanich Police Department provides high quality professional police services to the Municipality and the surrounding region. Although the investment required to maintain an adequate level of police services is increasing, Saanich Police continues to cost less than other comparable police departments, while still enjoying high community support.

- The most recent provincial figures (2021) report Saanich Police costing \$293 per capita compared to the municipal police average of \$448, and compared to the cost of urban police departments ranging from \$515 - \$570 per capita.
- Through the stakeholder consultation process leading up to the development of the 2023 - 2026 Strategic Plan, survey and focus group results showed the Saanich Police provide effective and efficient services with a high level of trust and confidence.

- 85% of respondents had a great deal of confidence in the SPD's ability to ensure Saanich is safe.
- 93% of respondents indicated that they were treated with respect during interactions with officers of the past 2 years.
- 90% of respondents reported that the officer was professional in carrying out their duties.
- 88% of respondents felt listened to by officers.

The 2023-2026 Saanich Police Strategic Plan outlines a key strategic objective of community safety and well-being by providing service excellence through community connections, using strategic foresight and innovation, while ensuring organizational resilience and growth of the Department to serve our community.

Throughout 2023, the Senior Leadership Team continued to research and, where possible, implement new business practices and initiatives to improve overall efficiency and effectiveness, modernize police services, reduce operating costs, and improve staffing and deployment. Examples of this include the following:

- The establishment of the Special Investigation Section (SIS) – a comprehensive, progressive, trauma-informed approach to the investigation of incidents of sexual violence and exploitation in our community. The SIS was established through the consolidation of existing specialty resources, which significantly reduced the need for additional staff, to provide enhanced services to the community while mitigating potential budget impacts.
- The restructuring of the Community Engagement Division – School Liaison Officer positions and Crime Prevention Officer positions within the Division were reallocated to form the new SPD Community Liaison Section (CLS), which continues to serve the school community while providing enhanced services to other segments, including but not limited to, the LGBTQ2S+ community, older adult population, and other culturally diverse communities. Expanding the mandate of the new CLS provides Saanich with a more flexible and inclusive response to all members of the community and is consistent with SPD's desire to be a progressive, innovative, and responsive service provider known for its commitment to excellence.
- The reallocation and integration of the Financial Crimes Section into the Major Crime Unit within the Detective Division. This progressive change consolidated experienced investigators, enhanced collaboration, and introduced an interdisciplinary approach that has improved our response to the rapidly advancing, changing, and highly complex world of cyber crime.

These and other initiatives have assisted in gaining efficiencies and optimizing service delivery. Efforts will continue in 2024 to effectively respond to ongoing challenges in relation to Provincial Policing Standards, technology, complexities in relation to investigation and disclosure, selection and recruitment challenges, training, and the overall cost of policing in the 21st century.

FUNDAMENTAL COST DRIVERS

The 2024 provisional budget includes the following specific cost drivers:

- Increases associated to settled and anticipated wage settlements, increments, and statutory holiday pay require an increase of 4.95% (\$2,123,443):
 - The Police Association collective agreement expires in December 2024; and
 - The CUPE collective agreement expires in December 2024.
- Increases to operating expenses including service contracts, building and fleet maintenance, result in a 1.13% (\$486,504) increase;
- Increases to operating budgets of integrated units result in a 0.23% (\$100,000) increase;
- Increases to the E-Comm Levy result in a 1.93% (827,460) increase; and,

- New resource requests result in an increase of 1.50% (\$645,005).

ONE-TIME FUNDING REQUESTS

One-time funding requirements do not impact the net operating budget. Council decides whether to fund these items depending on priority and availability of sufficient funds. There is one one-time funding request for 2024.

\$200,000 is requested to fund an evidence-based study to explore and identify what appropriate resources are required to adhere to current and anticipated police standards. It is intended that a third-party experienced and professional consultant be retained for these services to ensure independence and objectivity throughout the project. The study will be aimed to provide quantitative justification for adding, reducing, or redirecting budgeted positions and resources within the organization, and to forecast anticipated staffing needs based on estimated growth demands within the District of Saanich.

CAPITAL / TRANSFERS FROM RESERVES

Table 2 sets out capital expenditures and identifies sources of funding; either core capital or transfers from reserves.

Table 2: 2024 Capital / Reserve Fund Expenditures and Funding Sources

2024 Capital	Source of Funds				Budget
	Core	Public Safety and Security Reserve Fund			2024
		IT Replacement	Fleet Replacement	PERF	
Annual Vehicle Replacement	298,658		58,342		357,000
Computer Hardware and Software	42,202	496,450			538,652
Office Equipment	115,000				115,000
Investigative Equipment	31,203				31,203
Officer and Public Safety Equipment	67,922			462,000	529,922
Total Capital Expenditures	554,805	496,450	58,342	462,000	1,571,597
2024 Reserve Funds		573,828	752,815	870,492	2,197,135
2024 Year-end Reserve Balance		77,278	694,473	408,492	1,180,343

a. Core Capital

Contained within the police budget is a core capital account used to fund capital expenditures, generally valued in excess of \$10,000, that are necessary for new equipment, or the replacement of existing capital items. Expenditures for 2024 include the initial funding for the annual fleet replacement, new computer hardware and software, and equipment for offices, investigations, and officer safety. Total capital expenditures amount to \$554,805.

b. Reserve Fund Capital Projects

Reserve accounts are funded through transfers from the police operating budget and any funding received through the Traffic Fine Sharing Program in excess of \$1.5 million, which varies in any given

year. The 2023 year-end balance of the Public Safety and Security Reserve Fund for capital initiatives is estimated at \$1,344,317. Contributions for 2024 are estimated to be \$852,818, leaving \$2,197,135 available for 2024 projects. The Police Board has recommended expenditures in the amount of \$1,016,792 to be funded through reserve accounts, leaving a balance of \$1,180,343. This balance will be required for ongoing fleet and IT replacement, which are subject to high and low demand years.

i. IT Replacement

In 2024, IT projects amount to \$538,652:

- There is currently a balance of \$203,492 in this account.
- \$370,336 will be transferred into the account in 2024.
- Available balance for 2024 expenditures is \$573,828.
- \$496,450 of the purchases is considered inventory replacement and therefore will be funded through the IT Replacement Reserve Account.
- The remaining \$42,202 required for IT projects that are considered new, or outside of replacement, will be funded through the Core Capital accounts.

ii. Fleet Replacement

In 2024, the Department is scheduled to replace 5 police vehicles. The funding to replace these vehicles comes through a combination of the Department's core capital budget and the Fleet Replacement Reserve Fund. The first \$298,658 will be funded from Core Capital, with the remaining \$58,342 being funded through the Fleet Replacement Reserve Fund.

iii. Police Equipment Replacement Fund

The Police Equipment Replacement Fund (PERF) is funded through transfers from the Police Department budget (\$263,794 with a 4% increase per annum). The Board is responsible for deciding on the appropriate use of PERF and making recommendations to Council for their approval.

For 2024, one project has been identified to be funded through the Police Equipment Replacement Fund. The total commitment is \$462,000, which will leave approximately \$408,492 remaining in the fund at 2024 year-end.

1. \$462,000 is required for the replacement of police officer personal protective equipment for frontline operations, as the inventory for this specific equipment will reach the end of its useful service life in 2024.

CONCLUDING REMARKS AND COMPARISONS

The Saanich Police Department is currently an employer of choice that provides professional, responsive, and reliable police service and public safety to the Municipality and the surrounding region. To effectively maintain and incrementally improve services that address the changing safety needs of our community and province, it is vital that SPD adapts and grows in a fiscally responsible and accountable manner. Societal pressures and demands on police officers continue to increase, causing significant and lasting mental, psychological, and emotional harm. To ensure that the Saanich Police Department continues to strengthen organizational health, meet public expectations, and maintain a high level of trust and confidence, it is important that we reflect and effectively respond to the changes and growth of the community we serve and keep safe.

Figure 1 below contains an excerpt from The Police Resources in British Columbia 2021 report.

Figure 1: 2021 Independent Municipal Police Departments Resources

MUNICIPAL POLICE DEPARTMENTS⁸

Municipality	Population	Auth. Strength	Adjusted Strength ³	Pop. Per Officer	CCC Offences	Crime Rate	Case Load	Total Costs ⁴	Cost Per Capita
Abbotsford Mun ^{3,5}	165,198	211	218	758	7,989	48	37	\$59,523,741	\$360
Central Saanich Mun	18,522	23	23	805	462	25	20	\$5,272,456	\$285
Delta Mun ^{3,5,13}	114,678	194	197	583	4,337	38	22	\$45,153,978	\$394
Nelson City Mun	11,733	18	18	652	782	67	43	\$4,243,300	\$362
New Westminster Mun ³	82,866	113	115	719	5,199	63	45	\$30,197,278	\$364
Oak Bay Mun	18,930	27	27	701	438	23	16	\$5,220,664	\$276
Port Moody Mun ³	35,956	52	54	671	936	26	17	\$12,714,888	\$354
Saanich Mun	124,639	166	166	751	4,847	39	29	\$36,495,442	\$293
Vancouver Mun ³	694,959	1,348	1,348	516	42,496	61	32	\$357,915,838	\$515
Victoria Mun ¹⁴	113,654	249	249	456	12,131	107	49	\$64,795,626	\$570
West Vancouver Mun ^{3,5}	48,806	79	81	602	2,025	41	25	\$18,581,472	\$381
Total	1,429,941	2,480	2,496	573	81,642	57	33	\$640,114,683	\$448

The comparison highlights Saanich Police costing \$293 per capita and a population to officer ratio of 751:1, compared to the provincial average cost of \$448 per capita and a population to officer ratio of 573:1.

When comparing to Abbotsford, Delta, and Victoria, which are similar sized departments, Saanich has the second highest population per officer ratio and lowest cost per capita of its municipal police comparators.

Municipality	Population Per Officer	Cost Per Capita
Abbotsford	758	\$360
Delta	583	\$394
Victoria	456	\$570
Saanich	751	\$293

The Saanich Police Board appreciates Council’s ongoing investment in community and police officer safety and wellbeing. The primary goal of the 2024 provisional budget, is to maintain and modernize existing levels of service. As Saanich continues to grow as a diverse and vibrant community, it is believed that the organization has now reached maximum efficiency, and additional resources are required to continue to modernize the organization and deliver key services. The Saanich Police Board, along with the SPD Senior Leadership Team, are committed to taking a creative and innovative approach to address existing demands, while paying close attention to the health and wellness of all staff, including:

- assessing positions and services to determine a balanced and proportionate number of civilian support staff to effectively fulfil key duties and responsibilities that do not require a sworn police officer;
- internal restructuring and modernization of services;
- integrating services with other regional police partners; and
- implementing strategies and initiatives to ensure efficient and effective business practices continue to relieve existing budget pressures and increased / changing demands for service.

RECOMMENDATION

That the approved 2024 Saanich Police Board Budget be endorsed as presented.
Respectfully submitted for your consideration and approval,

The Saanich Police Board

End of Report

APPENDIX A – 2024 RESOURCE REQUESTS

6. Six (6) Sworn Positions			
a. Patrol Constables X 4	307,218		
b. Special Investigations Section Constables X 2	153,610		460,828
7. Four (4) Civilian Positions			
a. Disclosure Administrator	44,550		
b. Records Support Clerk X 2	80,788		
c. IT Support Technician	40,394		
			165,732

6(a). Patrol Constables X 4

The Patrol Division is the largest operational division in our organization and provides frontline, uniform police service to the municipality of Saanich 24 hours a day, 7 days a week. Currently, each Patrol platoon has a complement of 14 constables, which is the same number that they had in 2016 (when the platoon strength was raised from 13 to 14 constables as the result of approved funding for an additional four Patrol Constables). Prior to 2016, platoon strength had remained at 13 constables for more than a decade.

From January 2020 to January 2021, there was a temporary injection of one additional constable per platoon after the restructuring of our Canine Section resulted in the canine members being reassigned to the Patrol platoons. One canine officer was subsequently assigned to each platoon where they deployed as a patrol officer while retaining their duties as a dog handler. This increased the platoon strength from 14 to 15 constables to help address staffing pressures in Patrol. However, effective February 1, 2021, the creation of the Integrated Canine Section resulted in the removal of canine officers from Patrol and platoon strength reverted to 14 constables.

The staffing levels on the Patrol platoons are currently the same as they were 7 years ago (in 2016). Yet since that time, the demands on patrol officers have continued to increase significantly.

A review of our PRIME statistics indicated a 13.6% increase in the number of Saanich PRIME files when comparing the 5-year average for the period of 2012 – 2016 to the 5-year average for 2017-2021.

Not only have the calls for service increased, but the amount of time that officers spend at each call or investigation has increased, for a variety of reasons. This includes but not limited to, increased complexity of calls, trauma informed investigations, crisis intervention and de-escalation tactics, disclosure requirements, changes to critical incident response tactics, technological sophistication, hospital wait times, to name a few).

Additionally, the nature of the calls for service has changed. Police officers not only respond to calls relating to criminal offences and public safety, but they are often the first (and sometimes the only) level of response to many complex social issues including homeless encampments, addiction, and mental health related issues.

Officers spend significantly more time conducting park checks, enforcing the Temporary Overnight Sheltering Bylaw, and engaging with the homeless population, than ever before. In recent years Saanich has become the home for new housing shelters including the Mt. Tolmie and Albina shelters. This has resulted in an increased call load associated to open drug use and loitering near

other community services and vulnerable persons, such as daycares. Additionally, the proximity of other homeless shelters and services, just south of our border in Victoria, has resulted in the migration of individuals to areas in Saanich including Uptown, Tillicum/Gorge, and Shelbourne corridors.

As the District of Saanich continues to grow and make thoughtful and modern changes to road infrastructure, design, speed limits as well as increasing the number of affordable multi-person housing units, it is critical to assess the impact these have on front line policing. The Patrol Division, including the Traffic Safety Unit, have experienced increased complaints related to changes made within the community as it grows and develops, which translates to increased call loads, prolonged response times, and less time to conduct proactive and preventative policing with the current available resources.

The current platoon numbers do not provide adequate available frontline police resources to address the workload. Minimum staffing levels on the platoons range from 6 constables to 8 constables (depending on the day/night of the week) and the platoons are often unable to effectively manage multiple high risk critical incidents, which are happening more frequently, with the available on duty staff. This has resulted in decreased officer safety (and corresponding feelings of decreased officer safety), increased stress (as evidenced by the number of members off duty with Occupational Stress Injuries), burnout, and low morale. These forces have a negative impact on officer health and wellness and overall morale. Members are resigning from our organization at a higher rate than ever before.

As a result of changing legislation and policing standards, downloading of social services, and the changing dynamics of crime (violence and civil disorder), the officers assigned to the Saanich Police Patrol Division are overloaded and under resourced which is having a significant and negative impact to officer safety, health, wellness and service delivery. It is imperative that our frontline resource levels in the Patrol Division are increased to effectively maintain high quality service and public safety to the citizens of Saanich.

It is also important to note that a strained and under resourced front line has a direct impact on recruiting and retention, as the career is becoming one that is seen to be impossible to deliver in a measured, stable, and healthy manner. Status quo in today's world of police and public safety is a liability.

6(b). Special Investigations Section Constables X 2

Societal opinions, scrutiny, and expectations of police regarding sexualized violence and sexual assaults have changed dramatically over recent years, coinciding with a better understanding of the effects and severities that trauma has on people. This put a spotlight on law enforcement to ensure that investigations are trauma-informed, professional, compassionate, and thorough. An internal audit of sexual assault investigations identified several areas that were not consistent with best practices. This led to the creation of the Special Investigations Section (SIS) in November of 2022. SIS incorporated the five officers (1 sergeant and 4 constables) of the Family Protection Unit (FPU), the sergeant from the Relationship Violence Unit (RVU), along with the reallocation of two constables, and one approved new constable position to form the unit. The mandate for the new section increased the portfolio to include all sexual assault investigations, formally managed by the Patrol Division and Major Crime Unit to the existing mandates of RVU and FPU, which included physical and sexual violence against children, child exploitation, child pornography, and monthly review and oversight of all sexual assault investigations. The specialized team of investigators utilizes a trauma-informed approach with specific training in advanced interviewing to enhance investigative excellence and ensure the investigations minimize further harm to survivors. The province has recently announced new policing standards for sexual assault investigations. While the investigations conducted by SIS meet these standards, the current resourcing allocation does not meet the workload demand and has had a marked impact on the health of investigators.

The launch of SIS and the increased media attention as a result of the “Me Too” movement has created productive and healthy pathways for survivors to heal, seek justice and action through reports to police. This movement, along with changes in society through education and awareness, have resulted in a significant and sustained increase to the number of sexualized violence and sexual assault reports to the Saanich Police Department. This sustained call load increase exceeded the expectations that were based on actual numbers from past years. The specialized investigative team routinely performs trauma informed interviews, compassionate witness/survivor management, and complex search warrants and seizures, all of which prolong and complicate the nature of these critical investigations that have exceedingly high public expectations.

These two additional positions are a high priority and critical to the success of future investigations, public trust and confidence, and successful outcomes and support for survivors of sexualized violence.

7(a). Disclosure Administrator

Currently the Department has two employees filling the role of Disclosure Administrator. The workload for this position has increased significantly since its inception. Based on recent and upcoming changes to legal disclosure requirements that must meet non-negotiable timelines, the current resource allocation for this mandatory and specialized function will not be in position to effectively meet the demands required.

In August 2020, a new Memorandum of Understanding (MOU) on Disclosure Requirements was signed between the BC Prosecution Service, the Public Prosecution Service of Canada, and BC Police Agencies. The new MOU prescribes specific deadlines for all Reports to Crown Counsel (RCC) recommending charges to be disclosed in a prescribed electronic format. Based on a comprehensive review of the MOU, it was determined that the work of Disclosure Administrators will increase significantly. The MOU speaks to every RCC from shoplifting to murder and will require fundamental changes throughout the Department.

To be compliant with the new MOU and to meet current demand, additional positions are required. Currently, additional relief staff have been utilized, and overtime has been incurred to meet legislated and investigative timelines. Police officers have also assisted, taking them away from their primary responsibilities.

Approval of this new position will significantly reduce these additional wages expenses and loss of investigative time, while increasing quality, consistency, and sustainability. The consequence of not meeting disclosure requirements for charge approval will result in a Charter of Rights violation and the likely outcome of a Stay of Proceedings (no trial for the accused person).

7(b). Records Support Clerk X 2

Front-line officers and specialized investigators hold a strong position that emphasizes the efficiencies of re-establishing a dictation service that allow for all reports to be completed in various environments in an expeditious and thorough manner (police vehicles, headquarters, satellite office). A dictation system was in place for many years, however as a result of antiquated technology capabilities and equipment, the system became a liability due to incompatibility and interference with other internal systems. In 2022, the existing dictation system was decommissioned and since that time extensive efforts were made to identify a new effective and reliable system that was fully automated (not requiring a human resource). The current market software available and suitable for police reporting has been researched and implemented, which has proven to inefficient and ineffective for the specialized reports needed in a policing environment. Both Patrol and Detective officers have been forced to word process their own reports due to the low quality of the talk-to-text product. The current practice is highly inefficient and has a negative impact on proactive

policing as officers are having to process reports in the office for longer periods of time during a shift. The Record Support Clerks (RSC) previously produced dictated reports in a timely and effective manner by processing recording made by officers. The RSCs' current workload has become balanced, however, introducing a Dictation service again will require additional resources to maintain operational demands and provide a healthy work environment for the staff.

Currently, the RSC team of eight (8) full-time staff members provides 24-hour service to the Department. RSCs are responsible for answering the non-emergency line and managing the internal Switchboard. The team maintains the majority of data entry tasks for PRIME files. This includes creating hardcopy files, filing hardcopy material, and indexing all entities entered by officers in the Mobile Report Entry into the applicable Master Index. With the transition to E-Comm in 2019, the RSC team took on processing the Call Audit Log, among other tasks that the SPD Telecom Centre previously completed. The RSC team now processes approximately 3000 files annually, which includes data entry for lost and stolen property into PRIME and CPIC, as well as CPIC removals after hours. The team is also responsible for the data entry of all hardcopy Violation Tickets and other traffic-related documents, such as MV6020 details, into PRIME. They process Notice of Hearings, prepare relevant documentation for officers attending Traffic Court, and process all ICBC ticket cancellations.

A large portion of the team's time is dedicated to typing. The RSCs type all the transcripts for interviews conducted by the Patrol and Detective Division. With the trauma informed practice techniques interviews have increased in length. Generally, an hour of interview equals four hours of typing. With the new court disclosure rules that require a transcript with the initial submission, these interviews become a priority. Once a dictation service is re-implemented, the RSC will also be responsible for typing all dictations for the Department, which is untenable with the current staffing levels.

Two full-time Records Support Clerk staff are required to enhance the effectiveness and efficiency of the police reporting process to expected standards. The addition of this support staff will have a direct and immediate effect on the time that front line officers will be able to spend in the community conducting proactive patrols and maintaining a high visible presence.

7(c). IT Support Technician

The Saanich Police Information Technology (IT) section currently includes an IT Manager, three (3) Senior Systems Analysts and an (1) IT Support position (Help Desk). The IT Support position is the first point of contact for IT helpdesk-related issues. The IT Support position was posted and staffed in 2020, and since then, the IT infrastructure has grown significantly in size and complexity. The IT Support position receives approx. 200 help desk tickets per month (does not include phone calls and walk-ups), and most issues require immediate assistance so staff can resume their work duties. (i.e., Officers cannot deploy without an operating MDT or a phone, and staff cannot log into their computers without passwords). The IT Support position is responsible for the following items:

- First point of contact for all computer-related helpdesk issues for all sworn and civilian staff
- Managing corporate cell phones and addressing any issues with installed apps
- Managing workstations and laptops, including wiring and setting up new desks
- Onboarding new staff, including configuration of cell phones, building cards, Cisco Duo and AD credentials passwords. Instructions on how to use different applications
- Supporting staff at 57 Cadillac with all computer and printer needs
- Adding and managing new IT equipment in Asset Panda
- Addressing any Password issues and resetting passwords
- Assist with any MDT issues
- Signing out laptops

The Senior Systems Analysts are primarily responsible for managing the IT infrastructure, including but not limited to servers, switches, firewalls, WAN\LAN connections, Wi-Fi, storage, and security. The Senior Systems Analysts can occasionally assist the IT Support position however, in doing so, their larger infrastructure project work is delayed. Since 2020, the number of help desk tickets has increased from 158 a month to 200 a month. According to market analysis, the ideal IT Support to employee ratio is 1:100. The Saanich Police IT department is undersized when compared to similar-sized agencies, and in order to maintain quick and efficient support for all employees at the Saanich Police Department, a second IT support position is required.