



Framework Agreement  
Quarterly Report to the City of Victoria  
*January 1<sup>st</sup> to March 31<sup>st</sup>, 2018*

**April 23, 2018**

## Chief Constable's Message



It is my pleasure to offer this quarterly report on the initiatives that the Victoria Police Department has undertaken in the first quarter of 2018.

During this period, VicPD supported a number of community-focussed initiatives including the Special Olympics Polar Plunge, the Coldest Night of the Year Walk, the Moose Hide campaign and march, serving Easter Meal at Our Place, and attending the latest "building community" event with members of the Aboriginal Coalition to End Homelessness. These important community events saw the participation of members of our Senior Management Team,

VicPD officers, civilian staff, and our Volunteers and Reserves.

During this quarter, we also hosted our first Watch Commander's Town Hall community meeting, which offered citizens the opportunity to meet with our on-duty watch commander and learn how decisions are made regarding the deployment of policing resources at the neighbourhood level. Based on the success of this session, we plan to hold more of these engagement sessions throughout 2018.

In terms of operations, all of VicPD's divisions continue to follow an intelligence-led policing approach through our Strategic Operations Council, which sets out the department's priorities within our communities. We continue to remain responsive to the needs of individual citizens and their unique neighbourhoods through two-way dialogue that occurs in person, online through our many social media channels, and through community events.

Sincerely,



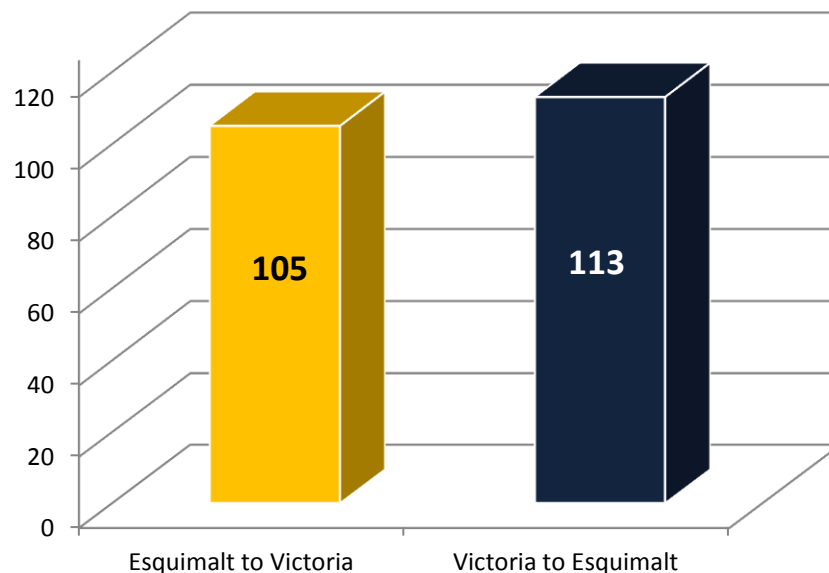
Del Manak  
Chief Constable

The following represents the performance of VicPD related to the identified performance metrics for the time period January 1 to March 31, 2018.

## Number of dispatched calls in each municipality

Dispatched Calls for Service by Municipality										
	Priority 1		Priority 2		Priority 3		Priority 4		Grand Totals	
	Q1 2018	Q1 2017	Q1 2018	Q1 2017	Q1 2018	Q1 2017	Q1 2018	Q1 2017	Q1 2018	Q1 2017
VICTORIA	577	557	1951	1981	4405	4027	1275	1236	8208	7801
ESQUIMALT	110	101	195	225	368	409	109	87	782	822
Outside Jurisdiction	3	2	6	4	23	4	2	4	34	14
Grand Total	690	660	2152	2210	4796	4440	1386	1327	9024	8637
Note* All calls dispatched to Esquimalt do not include calls to Vic West										

## Number of times officers attend a call outside their jurisdiction



*Note: Cross-Overs "Esquimalt to Victoria" represent incidents of officers assigned to the Esquimalt Division (who also cover Vic West) crossing into the Victoria Division operational area (East of the Bridges). Cross-Overs "Victoria to Esquimalt" represent incidents of officers assigned to the Victoria Division crossing into the Esquimalt Division operational area, including Vic West.*

## Response times in each municipality (segmented by Priority 1 and 2 calls)

Response times for Priority 1 and 2 calls		
Response Time	Victoria	Esquimalt
0 - 5 min.	52%	51%
5.1 - 10 min.	8%	8%
10.1 - 15 min.	28%	28%
Other*	12%	13%

\* "Other" typically indicates response times for secondary units or support units arriving on scene. It also accounts for responses to calls that are initially categorized as Priority 1 or 2 but are found to actually be less urgent (i.e. an abandoned 911 call in which the caller clarifies that it was made in error). Finally, a delay in officers reporting themselves as "on scene" can result in an indication of a longer response time than is actually the case.

## Top 5 call types

Victoria				
Top 5 Call Types	Q1 2018	Rank	Q1 2017	Rank
ABANDONED 911	1681	1	1618	1
UNWANTED PERSON	1414	2	1144	2
CHECK WELLBEING	912	3	878	3
THEFT	693	4	669	4
PROPERTY LOST	597	5	533	6
<b>Grand Total</b>	<b>11967</b>		<b>11247</b>	
Esquimalt				
Top 5 Call Types	Q1 2018	Rank	Q1 2017	Rank
ABANDONED 911	136	1	122	1
CHECK WELLBEING	73	2	108	2
ASSIST POLICE / FIRE / AMBULANCE	71	3	77	4
THEFT	51	4	43	7
ASSIST GENERAL PUBLIC	50	5	67	5
<b>Grand Total</b>	<b>1091</b>		<b>1157</b>	

### Examples of call types in each category:

Abandoned 911: "pocket dials," children playing with phones, wrong number, caller unable to communicate with police.

*Unwanted Person:* person refusing to leave, trespasser.

*Check Wellbeing:* check on elderly person, person possibly on drugs or intoxicated.

*Assist Police/Fire/Ambulance:* assisting fire departments, the BC Ambulance Service, follow-up requests by other law enforcement agencies.

*Theft:* stealing items.

*Suspicious Circumstances:* suspect looking in car windows and appears to be “casing” vehicles, person acting strangely, suspicious person on someone’s property.

## Top 5 reported occurrences for each municipality

*This category of data was previously entitled “Criminal Code Offences by Municipality.” It has been renamed “Reported Occurrences” to provide a more accurate outline of the most frequent incidents that occur, reflecting the events that place the highest demands on officers’ time.*

Victoria				
	Q1 2018	Rank	Q1 2017	Rank
ASSIST PUBLIC/UNWANTED PERSON	1851	1	1868	1
SUSPICIOUS CIRCUMSTANCES	461	2	505	2
THEFT FROM VEHICLE	329	3	322	3
PROPERTY-FOUND	301	4	218	6
PROPERTY-LOST	289	5	302	4
<b>Grand Total</b>	<b>8150</b>		<b>7905</b>	

Esquimalt				
	Q1 2018	Rank	Q1 2017	Rank
ASSIST PUBLIC/UNWANTED PERSON	166	1	224	1
SUSPICIOUS CIRCUMSTANCES	65	2	67	2
DOMESTIC DISPUTE - NO ASSAULT	35	3	40	4
MENTAL HEALTH/ATTEMPT SUICIDE	31	4	28	5
THEFT FROM VEHICLE	30	5	25	7
<b>Grand Total</b>	<b>833</b>		<b>878</b>	

### Examples of call types in each category:

*Assist Public/Unwanted Person:* a person refusing to leave, assisting lost person.

*Suspicious Circumstances:* a suspicious person on someone’s property, a suspicious bag.

*Found Property:* staff at a hotel call as they had found a camera.

*Lost Property:* a tourist called to report lost camera.

*Theft Under \$5000:* owner reports bicycle valued at \$900 stolen from yard.

*Domestic Dispute – No Assault:* a couple having a loud argument in an apartment.

*Bylaw -Noise Complaint:* a loud party.

*Mischief:* graffiti, broken window.

## **Operations Council priorities: Demonstrating responsiveness to community concerns**

The Strategic Operations Council, comprised of representatives of each operational area of the police department, meets every 28 days to discuss crime and disorder trends in the communities and set strategic priorities for the coming 4 weeks. The Strategic Operations Council process underwent an evolution this quarter. Supporting the Strategic Operations Council is the Criminal Intelligence Group and the Mental Health/Social Disorder group. Each group meets weekly and sets our plans to address immediate community issues of concern identified via the use of intelligence, community feedback and crime/disorder data analysis. We have found that these changes have significantly increased our ability to be responsive to changing conditions and specific crime and disorder trends and reduced the number of specific geographic priority areas due that emerging concerns are address before they become entrenched. Issues that cannot be resolved by the individual groups, or require a more broad spectrum approach, are referred to Strategic Operations Council.

The Patrol Division and the Community Services Division continued to focus on bike thefts and theft from vehicles this quarter. Uniformed members also spent time patrolling the areas of Rock Bay, the 2900-block of Douglas Streets, and 800- and 900-blocks of Johnson Street and Pandora Avenue in an effort to suppress any criminal activity and disorder near the local shelters.

## **Number of community events attended**

The number of community meetings and community celebrations were recorded for the time period spanning January 1 to March 31, 2018. For reporting purposes, “community meetings” were defined as “all meetings with any community stakeholders including community groups, schools, boards, councils, neighbourhood associations, etc.” “Community events” were defined as “pre-planned events put on by either VicPD, or by one of our community partners.”

VicPD personnel attended 84 community and partner meetings and 21 community events. The events and meetings included;

- Special Olympics Polar Plunge at Willows Beach
- Serving Easter Meal at Our Place
- Boys and Girls Club anti-bullying film festival
- Breakfast service at 844 Johnson Street with Chief’s Youth Council
- Aboriginal Coalition to End Homelessness’s Building Community events



- Meal event
- Victoria Royals hockey game
- Mentor meeting with the Victoria Royals players and police members
- BC Women's Curling Championship
- First Watch Commander Town Hall community meeting
- Strategic engagement event at the Boys and Girls Club
- Moose Hide campaign and march
- AHAVI "Africa Celebrates" community event
- Coldest Night of the Year Walk



**VicPD officers team up with the Aboriginal Coalition to End Homelessness at a Victoria Royals game**

## Community Engagement Update

The VicPD Community Engagement Division, comprised of Public Affairs, the Community Programs Coordinator, Block Watch, Volunteer Services, the Reserve Program, and the Crime Free Multi-Housing Program, continued its efforts to engage the residents of Victoria through a variety of efforts.

The VicPD public Affairs section continues to keep our Victoria and Esquimalt communities engaged and informed through both mainstream and social media. The two-member section provided support for:

- Successfully supported the first Watch Commander open house on January 15<sup>th</sup>
- Successfully supported the Block Watch engagement event held in Esquimalt on March 14<sup>th</sup>
- Assisted with the Reserve Graduation on Feb 3<sup>rd</sup>
- Participated in the Distracted Driving launch with Saanich Police and ICBC
- Continued to distribute information about theft from vehicles downtown, especially in parkades
- Informed our communities about road closures, urgent incidents and public safety concerns
- Conducted Public Affairs support for numerous high-profile public safety issues
- Conducted a “tweet-along” with the Patrol Division on St. Patrick’s Day
- Distributed job postings for Communications centre staff and other VicPD career opportunities.

In addition to answering 421 media requests between January and March, the Public Affairs Section issued 66 media releases and sent out hundreds of tweets and other social media posts during this quarter.



**VicPD officers “get freezin’ for a reason” at the Special Olympics Polar Plunge**



Block Watch continues to increase its presence in the community of Victoria. New Captains and participants are continually added to the program, and our Reserve Constables make regular presentations to Block Watch groups. There are currently 111 active Block Watch groups in the City of Victoria.

During the first quarter of 2018, VicPD hosted our first Watch Commander's Open House. S/Sgt. Randhawa led a group of citizens through a discussion on how VicPD's Patrol Division works and took questions from the public.



**A full house at VicPD's first Watch Commander's Open House**

The first quarter also saw VicPD's Community Programs Coordinator host a Block Watch Community Engagement event at the Archie Browning Sports Arena. Block Watch participants and members of the public gathered to hear how the VicPD Block Watch program works and then had an opportunity to work in small groups to discuss how VicPD and Block Watch participants can improve communication and work together to create safe and connected neighbourhoods.

Under the leadership and direction of the Coordinator of Volunteer Services, VicPD volunteers provided exceptional service to the City of Victoria. Below is a summary of the duties, projects and activities in the first quarter of 2018.

Crime Watch volunteers conducted patrols in response to Operations Council priorities, engaging with community members and raising awareness of crime prevention initiatives. During the first quarter of 2018, volunteers conducted 68 deployments in the City of Victoria. Including the following

- Auto Crime Reduction patrols saw Volunteers checking 3,320 vehicles during this quarter, focusing on the high volume of the theft from vehicles in the downtown core and parkades.
- At the request of investigators, Volunteers distributed posters appealing for public information regarding the movements and whereabouts of a person in the days and hours before his death three years ago.



**VicPD Community Programs Coordinator Kimberly Kelley provides an update at the Block Watch Community Engagement event on March 14<sup>th</sup>**

- Volunteers responding to community concerns by deploying the Speed Watch program on five occasions to address traffic safety issues in school and playground zones.
- Volunteer support at the Front Desk of VicPD Headquarters is an important part of our service delivery to the public. Front Desk volunteers must be knowledgeable, professional and adaptable. During this quarter, Front Desk volunteers provided 550 hours of excellent customer service.
- In addition, a small group of dedicated volunteers, often experts in their field, provided program and project support to our volunteer programming. Together these volunteers provided 80 hours of service during this term.

For the VicPD Reserve Program, 19 new Reserves Constables completed the Reserve Constable Tier 1 Training Program from the Justice Institute of British Columbia. These new Reserve constables bring our total number to 65. Plans are underway for a Reserve recruitment process to start in June. As of March 31, Reserves have volunteered 1,968 hours to the community.

## **Community Resource Officer/Assertive Community Treatment Team Update on Community Issues and Police Strategies**

Within the VicPD's Community Services Division are three full-time Community Resource Officer ("CRO") positions and three positions integrated with the Assertive Community Treatment ("ACT") Teams.

CROs are uniformed officers tasked with responding to ongoing community concerns. The CROs are an essential component of VicPD's community engagement strategy because they take ownership over ongoing issues, they develop understanding and expertise of these issues, and they build personal connections with community stakeholders. The CRO positions are divided as follows:

Cst. Sean Hand	- Burnside/Gorge
Cst. Jose Bingham	- Downtown
Cst. Terri Healy	- Midtown

ACT officers provide intensive, assertive support to individuals living with severe and persistent mental illness, who face multiple barriers to independent living, including substance use and chronic homelessness. These individuals are identified based upon the elevated use of



emergency services including emergency health care, high hospital bed days and police contacts. The teams are comprised of nursing staff, outreach workers, social workers, a probation officer, a police officer, a psychiatrist and a Ministry of Social Development worker. The teams work together to support clients to experience improved health outcomes, commit fewer crimes and reduce recidivism. The ACT positions are currently filled by:

Cst. Sue Hamilton  
Cst. Todd Mason  
Cst. Donyne Lane

The CROs and ACT officers work under the supervision of Inspector Scott McGregor and Staff Sergeant Colin Brown. Both Inspector McGregor and S/Sgt. Brown engage at the managerial and director level with all service providers in the City of Victoria including but not limited to the Downtown Victoria Business Association, shelter managers, Island Health, BC Housing, outreach teams, community groups, City of Victoria staff and councillors.

During this quarter, the CROs, ACT officers, S/Sgt. Brown, and Insp. McGregor attended a number of community meetings and community events. Some highlights from this quarter are as follows.

Insp. McGregor has been at the forefront working with our community partners to bring about action and understanding for our homeless population in Victoria. Insp. McGregor represents VicPD at the Island Health “Priority One Population” working committee meeting. This group addresses immediate and urgent concerns of high risk clients by providing wrap



**Members of the Housing Action team offer their services in Beacon Hill Park**

around support including hospitalization, housing, tertiary care, outreach, and criminal justice support. Insp. McGregor is also on the steering committee for the Housing Action Response Team and the Coalition to End Homelessness.

Cst. Hand is VicPD's representative on HART – the Housing Action Response Team. Insp. McGregor and Heidi Harman from BC Housing were largely responsible for creating this multi-disciplinary team to identify the chronically homeless and support them through the process to obtain shelter bed support or housing. HART now includes representatives from Island Health, Bylaw, and staff from the housing providers. HART goes out every week into the parks and streets of Victoria to identify homeless encampments and to identify the specific barriers to housing that these folks are facing. HART has housed 13 chronically homeless people this year.

As an example of the work of the HART team, in February, Cst. Hand located an elderly homeless man sleeping in Beacon Hill Park. Cst. Hand began speaking with this man and learned that he had been homeless for two years but had just begun collecting Old Age Pension. Cst. Hand asked the man why he was not housed, and it was obvious that the man simply did not know how to navigate the system and was fearful of the process. Within two days, Cst. Hand and HART had this gentleman placed in a local motel and he is now in the process of being placed in more permanent housing.

Cst. Hand's role in HART is not to be underestimated. He has excelled in this role and he is now known affectionately throughout Victoria's street community as the "housing cop."

## Departmental Financial Update

At the end of the first quarter, the net financial position of the Department was at 21.9% of the annual budget, slightly below the approved budget. Operating expenditures represented 21.3% of the total budget, and capital expenditures at 33.6%. Salary and benefit expenditures were slightly below budget at 22.4%. We expect payroll expenditures to remain in line with the approved budget throughout the year. Expenditures for other categories remained either within or below budget. Certain expenditures such as HQ facilities, fleet overhead and corporate support are annual allocations, which have not been reflected in expenditures at this time.