



Framework Agreement Quarterly Report to the City of Victoria

April 1st to June 30th, 2018

August 15th, 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 second quarter of 2018.

During this period, VicPD supported a number of community-focussed initiatives including the "Free the Fuzz" Fundraiser for Special Olympics, Souper Bowls of Hope, Yom HaShoah Holocaust Remembrance Day, the Victoria Day Parade, and the Youth for Change and Inclusion Camp. These important community events saw the participation of members of our Senior Management Team, VicPD officers, civilian staff, and our Volunteers and Reserves.

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.

On a more sombre note, this quarter saw the passing of Cst. Ian Jordan. On April 11th, 66-year-old Ian died after receiving a traumatic brain injury 30 years ago, following a serious vehicle incident while responding to an early morning call. Thousands of fellow officers and citizens honoured Ian's sacrifice at a moving memorial event on April 19th.

We will always remember him.

Sincerely,



Del Manak
Chief Constable

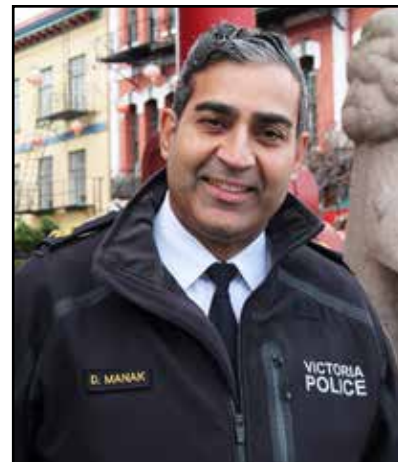


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Emerging Trends & Concerns

Thank you for taking the time to read the newest version of our Quarterly report on policing in both Victoria and Esquimalt. We hope that this new format provides a more complete picture of the success we - police and community - are creating together, balanced with the challenges faced by the police department, our dedicated officers and staff, and policing in general.

Quarter 2 saw the ordinary, seasonal rise in calls for service to the police. These calls represent individual(s) in our community reaching out to us for help in an incredibly wide range of circumstances. We do our very best to respond to each and every call as quickly as possible while providing the best service possible. However, this is getting increasingly difficult to do. While the numbers of calls for service fluctuate over time, the complexity of these calls and expertise and time required to respond appropriately grow continuously. We continue to take every opportunity to work with our communities to be proactive and reduce these calls; however, our capacity to be as responsive as we would like to be remains a challenge for us and continues to be a source of great frustration and stress for our staff.

We look forward to updating you on our work in Quarter 3, 2018.

Colin Watson
Deputy Chief, Operations

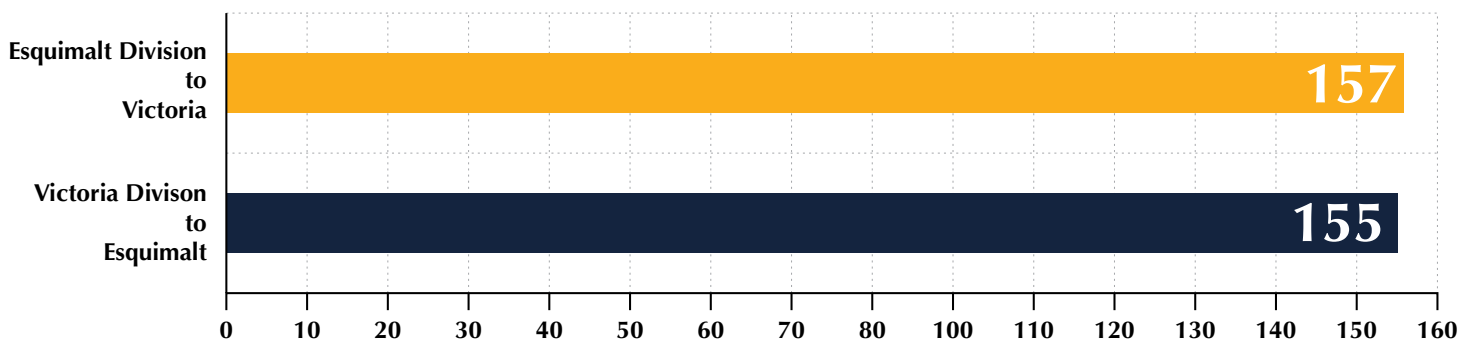
Number of Dispatched Calls in Each Municipality*

Dispatched Calls for Service by Municipality										
	Priority 1		Priority 2		Priority 3		Priority 4		Grand Totals	
	Q2 2018	Q2 2017	Q2 2018	Q2 2017	Q2 2018	Q2 2017	Q2 2018	Q2 2017	Q2 2018	Q2 2017
VICTORIA	720	637	2,267	2,342	4,949	4,858	1,412	1,275	9,348	9,112
ESQUIMALT	112	106	218	267	447	464	136	110	913	947
Outside Jurisdiction	0	5	10	4	16	17	5	6	31	32
Grand Total	832	748	2,495	2,613	5,412	5,339	1,553	1,391	10,292	10,091
Note: Vic West is included in Victoria's numbers										

*Please note that statistics for previous periods may not match existing published reports because those figures can change over time. The data presented in this report is taken from the Police Records Information Management Environment (PRIME). This data is based on the day that it is extracted from PRIME but, due to ongoing investigations and internal quality control efforts, this information is subject to change including addition, deletion and reclassification.

Number of Cross-Overs Outside Jurisdiction

The chart below details the number of police units that were required to cross out of or into VicPD's Esquimalt Division jurisdiction to provide assistance in relation to a call for service.



Note: These figures reflect Vic West as being part of VicPD's Esquimalt Division's jurisdiction. Therefore, these figures show the number of "bridge cross-overs" in both directions.

Response Times to Calls Against New Benchmarks

Priority	Definition	Response Benchmark*	Victoria	Esquimalt
Priority 1	Requires urgent attention, life-threatening	Officer(s) on scene in 7 minutes or less, 95% of the time	No	No
Priority 2	Requires immediate attention, serious, may not be life-threatening	Officer(s) on scene in 12 minutes or less, 90% of the time	No	No
Priority 3	Routine attention, no current threat to life or property	Officer(s) on scene in 40 minutes or less, 90% of the time	Yes	Yes
Priority 4	Event must be documented, may or may not require police attendance	Officer(s) on scene in 90 minutes or less, 90% of the time	Yes	Yes

*Response times are calculated using "time received" to "time on scene" using standard police data analyst quality control methodology. Benchmarks were established using 4 metrics: response standards established by other police agencies where available, five-year call response data, 2017 Community Survey responses regarding community response expectations, and overall assessment of reasonableness by the VicPD Senior Management Team. These benchmarks are subject to revision following a trial period of at least six months.

Top 5 Call Types - Calls for Service

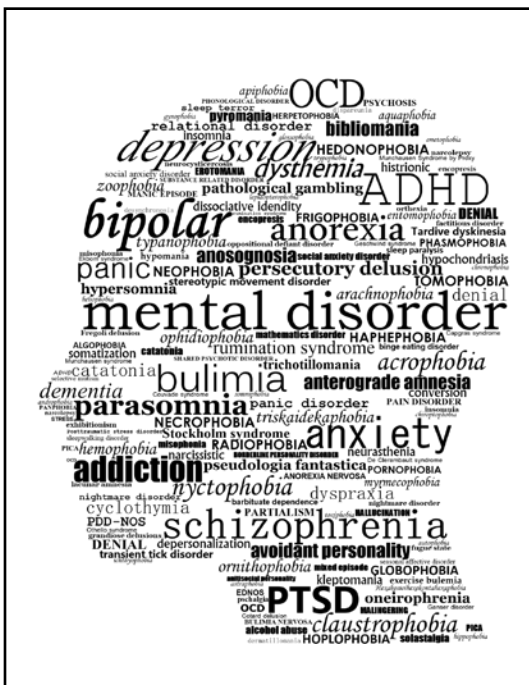
Victoria				
Top 5 Call Types	Q2 2018	Rank	Q2 2017	Rank
ABANDONED 911	1786	1	1404	2
UNWANTED PERSON	1667	2	1426	1
CHECK WELLBEING	1118	3	1114	3
THEFT	871	4	683	5
PROPERTY - LOST	730	5	642	6
Grand Total	13,660		12,728	
Esquimalt				
Top 5 Call Types	Q2 2018	Rank	Q2 2017	Rank
ABANDONED 911	176	1	165	1
CHECK WELLBEING	105	2	120	2
ASSIST GENERAL PUBLIC	73	3	86	3
ASSIST POLICE / FIRE / AMBULANCE	69	4	66	4
PROPERTY - LOST	59	5	45	8
Grand Total	1,264		1,267	

Top 5 Reported Occurrences for Each Municipality

Victoria				
	Q2 2018	Rank	Q2 2017	Rank
ASSIST PUBLIC/UNWANTED PERSON	2,045	1	2,196	1
SUSPICIOUS CIRCUMSTANCES	510	2	602	2
PROPERTY - FOUND	395	3	308	4
THEFT - SHOPLIFTING	313	4	248	6
PROPERTY - LOST	308	5	318	3
Grand Total	8,942		8,850	

Esquimalt				
	Q2 2018	Rank	Q2 2017	Rank
ASSIST PUBLIC/UNWANTED PERSON	213	1	234	1
SUSPICIOUS CIRCUMSTANCES	74	2	113	2
DOMESTIC DISPUTE - NO ASSAULT	40	3	27	5
PROPERTY - FOUND	33	4	21	10
DRIVING COMPLAINT	28	5	18	11
Grand Total	912		959	

Strategic Operations Council – Mental Health/Social Disorder Group



Each week the Staff Sergeant in charge of the Community Services Division chairs a Mental Health/Social Disorder intelligence meeting with various stakeholders within VicPD. The purpose of the meeting is to combine data and the experience of our officers and staff to identify individuals in the community most suffering from mental health, substance use, and homelessness (or a combination of these) and to ensure these individuals are connected with supporting services. Our goal is to improve outcomes for these individuals and reduce incidents of social disorder.

While our ACT officers, Community Resource Officers, and Beat and Bike officers conduct the majority of the follow-ups from these meetings, these officers also connect with Island Health, BC Housing, Probation, and other community partners to provide support for these vulnerable individuals. In the six months since these monthly meetings began, we have seen a marked increase in our ability to identify individuals and provide more timely support.

Strategic Operations Council – Intelligence Group

The Analysis and Intelligence Section (AIS), working in concert with the Strike Force surveillance team and the Crime Reduction Unit (CRU), focuses on a mix of drug crime, violent offender management and property crime. Each week these teams meet and are joined by representatives from the Community Services Division, the Esquimalt Division, the Patrol Division, and the Investigative Services Division. AIS's analysts provide an overview of current crime trends. Based on this analysis, divisions are assigned tasks and tactical plans are formulated to address the current crime situation.

AIS noted that a series of crimes was occurring across the city where Telus and Shaw residential cable lines were being cut by an unknown perpetrator. On some nights, dozens of these crimes were occurring, causing tens of thousands of dollars in damage. AIS identified a possible suspect and narrowed the geographic location where the offences were occurring. This information was disseminated at the weekly intelligence meeting and the Crime Reduction Unit was assigned to conduct covert surveillance on the suspect. During this surveillance the suspect was observed prowling neighbourhoods and was observed slashing the tires of a random vehicle parked in a driveway. The suspect was arrested for this offence and the investigation linked him to numerous other property crimes. Because of the malicious, random and high number of crimes committed by this individual he was sentenced to 2.5 years in federal prison.

During the course of information sharing at the weekly intelligence meeting, members of the Community Services Division (CSD) relayed that they were seeing an increase in open air drug dealing in the 900-block of Pandora Avenue. Therefore, in collaboration with CSD officers, members of Strike Force and the Crime Reduction Unit conducted a drug operation aimed at the most prolific street dealers. Four dealers were arrested. These dealers face a series of drug charges including trafficking, possession for the purpose of trafficking and one faces additional weapons and robbery charges.

In the second quarter of 2018, 37 people died of a fentanyl-related drug overdose in the Greater Victoria area. By comparison, there was just one fentanyl related overdose death in all of 2012. With this public safety crisis continuing unabated, the Victoria Police Department prioritizes fentanyl related drug investigations and continues with Operation Fentanyl Focus which began in 2016.

In the second quarter, coordinated by AIS, Strike Force



and CRU officers arrested two dealers who were bringing large amounts of controlled substances into Victoria. These investigations required weeks of surveillance and hundreds of hours of investigative time in preparation of search warrant applications and reports for crown prosecutors.

One dealer was arrested in the lower mainland in May by Strike Force members with the assistance of the West Vancouver Police. Strike Force investigators had determined this dealer was transporting kilograms of drugs from Vancouver to Victoria on a regular basis. Upon arrest they seized over 3 kilograms of controlled substances from his vehicle and an additional ¼ kilogram from his residence in Victoria.

The second dealer was investigated by CRU officers, who believed he was transporting controlled substances to Victoria and distributing those drugs using a network of associates. In June CRU officers arrested this individual in Langford with the assistance of the RCMP. This individual faces charges of possession for the purpose of trafficking and weapons offences, as he was found with 2 kilograms of controlled substances and a loaded handgun. Three of his associates face charges as well, including possession for the purpose of trafficking and weapons offences.

Summary of Key Meetings and Community Events

VicPD strives to track the number of key community meetings and events that its staff take part in throughout each quarter. For reporting purposes, “community meetings” are defined as “all meetings with any community stakeholders including community groups, schools, boards, councils, neighbourhood associations, etc.” “Community events” are defined as “pre-planned events put on by either VicPD or by one of our community partners.”

In this quarter, VicPD personnel attended 86 community meetings and 24 community events. Highlights included:

- VicPD Watch Commander’s Open House
- Souper Bowls of Hope
- Yom HaShoah Holocaust Remembrance Day
- Victoria City Police Athletic Association Youth Golf Tournament Fundraiser
- Victoria Day Parade
- Quadra Village Day
- North Park Festival
- Vic West Fest
- Selkirk Waterfront Festival
- Youth for Change & Inclusion Camp
- 3 Youth for Change & Inclusion meetings at 3 separate schools
- 3 Chief’s Youth Council meetings
- Career Springboards Day - Grade 8 Career Day Tour of Headquarters
- Law Day at the BC Courthouse
- Basketball Game - VicPD vs. Vic High
- “Alexa’s Team” Award Ceremony (anti-impaired driving)
- “Free the Fuzz” Fundraiser for Special Olympics
- Law Enforcement Torch Run for Special Olympics
- McHappy Day in support of Ronald McDonald Houses
- Restorative Justice Distracted Driving Workshop
- Bike to Work Week Challenge
- Tour de Rock Team Announcement
- Tim Horton’s Camp Day Fundraiser
- VicPD Volunteer Appreciation Pizza Party



Youth from across Greater Victoria and their police officer mentors made the 2018 Youth for Change and Inclusion Camp a resounding success



VicPD, Saanich Police and West Shore RCMP officers playing soccer and hockey at the Greater Victoria Police Departments’ Multicultural Youth and Police Sports Day in Esquimalt.

Patrol Operations Update

At the beginning of each 28-day operational period, the Analysis and Intelligence Section identifies and brings to the attention of the Strategic Operations Council crime and disorder trends that impact public safety and quality of life. Members are assigned to these areas during their specific shifts to concentrate a proactive presence in the areas which have seen a specific rise in crime or disorder type complaints.

In the second quarter of 2018, the Patrol Division and Community Services Division continued to focus on public disorder and criminal activity in the areas of Rock Bay, the 2900-block of Douglas Street, Centennial Square and 800- and 900-blocks of Johnson Street and Pandora Avenue in an effort to keep the neighbours and shelters safe.

This quarter saw a number of protests: a quasi-bank occupation, a contentious Prime Minister's visit, a march that took over downtown streets ending at Centennial Square, and a Canada Revenue Agency blockade. Most of the protests were anti-Kinder Morgan and required significant planning, and on duty and call out resources to manage public safety. Two of the incidents resulted in



police submitting charges for Assault of a police officer and mischief.

Quarter two marked the beginning of "event" season for the Ops Planning section. Significant events in Victoria included the departure and succession of the Lieutenant Governor of British Columbia, March for Science, Khalsa Day Parade, Times Colonist 10K race, Victoria Day Parade, Cook St. Village Block Party and Car Free Day to name a few.

Patrol officers were again on the front end of a few significant files in Quarter two. Assaults on officers continue to be a concern for our membership. In April, members initiated an arrest of an assault suspect. During the arrest, the suspect fought with police, the arrest went to ground, and the suspect landed on the members causing them to hit the pavement. One of our members was off work for several weeks.

We also investigated a virtual kidnapping which is a growing and concerning trend. The case was reported to VicPD by the victim's family from out of the country. A quick response by Patrol, Investigative Services, and negotiators resulted in the victim being safely located in a hotel room outside the Victoria area.

There was significant media attention and public concern over a male who committed multiple assaults downtown with a field hockey stick. This was a highly dynamic and protracted file and patrol members had to act quickly and strategically in order to track and arrest the suspect after the downtown rampage. In all, six victims were identified.

Shift after shift, our Patrol officers continue to serve the Township and the City with distinction and compassion while investigating very diverse cases bringing many to successful conclusions.



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.

In terms of team composition, Cst. Cody Lapierre has transferred to the Traffic Section's collision reconstruction team. His position as the officer overseeing the Reserve Constable program has been reallocated to the Patrol Division alongside officers serving as school liaison officers, an officer in the Analysis and Intelligence Section, and a beat officer. The Reserve Program is therefore scheduled to move to the Patrol section in the fall.

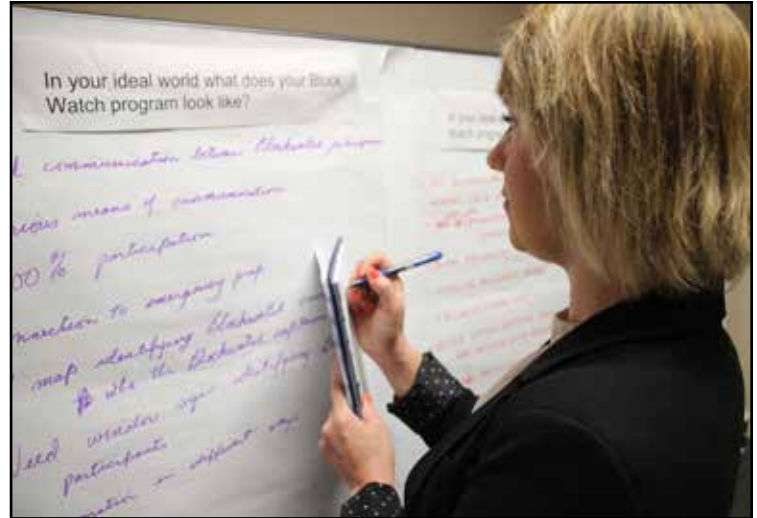
The VicPD Public Affairs section continues to keep our Victoria and Esquimalt communities engaged and informed through both mainstream and social media. The two-member section provided support for:

- the funeral service for Cst. Ian Jordan
- the Watch Commander's open house held in Esquimalt on April 24th
- the release of the 2017 VicPD Annual Report
- National Volunteer Week
- the 2017 Youth for Change and Inclusion Camp
- Informing our communities about road closures, urgent incidents and public safety concerns
- high-profile events including the Times Colonist 10K and the Khalsa Day Parade
- the announcement that 6 officers will be redeployed to Patrol
- using social media to help locate several missing people safely

In addition to answering approximately 400 media requests this quarter, the Public Affairs Section issued 79 media releases and sent out hundreds of tweets and other social media posts during this quarter.

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 115 active Block Watch groups in the City of Victoria.

The second quarter of the year is always a busy time for VicPD attendance at community events. VicPD officers, reserves and volunteers are happy to attend many annual



Community Programs Coordinator Kimberly Kelley analyzes Block Watch input.

family-friendly events in Victoria such as Quadra Village Day, the Island Farms Victoria Day Parade, and the Selkirk Waterfront Festival. 2018 is also a big year for the Victoria Police Department, as this year marks VicPD's 160th Anniversary. In May VicPD officers, staff, volunteers commemorated this special occasion at an event which included thanking our retired members for paving the way for our current members and staff.

For the VicPD Volunteer Services section, the second quarter of 2018 found volunteer contributions slightly decreased due to a three-month gap between Volunteer Services Coordinators. This resulted in a delay of new volunteer training. Consequently, there is a plan to hold two training sessions in the fall to restore volunteer numbers back to previous standards.

Under the direction and leadership of our new Coordinator of Volunteer Services, VicPD volunteers have continued to provide exceptional service to the City of Victoria and have expressed enthusiasm for the refreshed programs and new perspectives being offered.

Crime Watch volunteers conducted patrols in response to Operations Council priorities, engaging with community members and raising awareness of crime prevention initiatives, conducting 49 deployments in the City of Victoria.

Front Desk volunteers provided knowledgeable and professional support to visitors at headquarters—contributing over 641 hours of first-rate customer service.

Project leads, a small group of dedicated volunteers, often experts in their field, provided 98 hours of project support to our volunteer programming.

Volunteers represented the Victoria Police Department at eight very successful events; including participation in the Victoria Day Parade, Speed Watch Symposium, Free the Fuzz, Quadra Village Day and numerous other community celebrations. The public response was positive and volunteers reported that they enjoyed the opportunity to interact with the public and promote VicPD initiatives.

On June 27th, the Victoria Police showed their appreciation for the great support our Volunteers and Reserves provide to the City of Victoria and Township of Esquimalt. The volunteers were treated to a pizza party with refreshments served to them by our Senior Management Team. In addition, Colleen Woodger, ICBC Road Safety Coordinator, attended.

For the VicPD Reserve Program, it is anticipated that a new Reserve course will be undertaken in the fall to boost and sustain the number of Reserves in the program.

Update from Community Resource Officers

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



Councillor Charlayne Thornton-Joe and Cst. Sean Hand, VicPD's Housing Action Response Team officer, take part in the opening of the Siem Lelum (Respected House) First Nations housing.

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

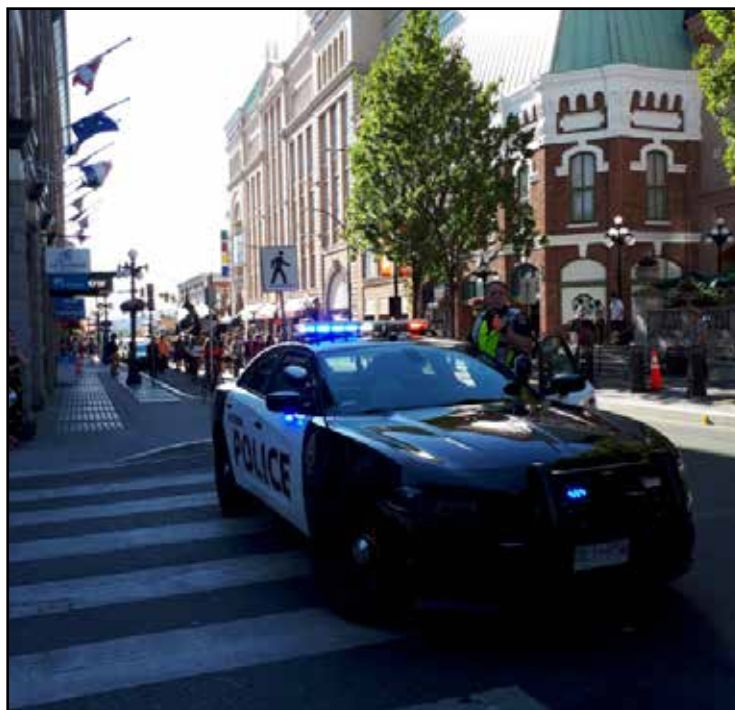
groups, City of Victoria staff and city councillors.

During this quarter, the CROs, ACT officers, S/Sgt. Brown, and Inspector McGregor attended a total of 74 community meetings and 24 community events.

Here is an example of our ongoing work:

Island Health opened its Supervised Consumption Site (SCS) in June in the 900-block of Pandora Avenue adjacent to Our Place. Our officers have worked cooperatively with Island Health, Our Place, and the surrounding neighbourhood to support this health initiative. The VicPD has received complaints from Our Place and the surrounding neighbourhood that open drug use in the block has increased as a result of the opening of the SCS. In addition, there is a greater concentration of homeless persons congregating in this block throughout the night and many of these homeless persons have significant amounts of belongings. In response, extra foot patrols in the area, and our officers are utilizing our presence and rapport to advise persons within this block that open drug use will not be tolerated. One challenge is the fact that some forms of drug use (inhaling, person-to-person injection, snorting, etc.) are not permitted in the SCS.

Recently we identified a person during one of our Mental Health/Social Disorder intelligence meetings in early June who had very few police contacts prior to February 2018, but who was now generating multiple police and ambulance calls per week. In addition to generating several nuisance calls, this 50-year-old man presented as having underlying mental health and physical health challenges. One ACT officer and one Beat officer took ownership over supporting this individual. The officers arranged for him to be taken to the hospital for assessment and stayed with him until he was seen by a doctor (he had previously been taken to the hospital on a voluntary basis but left the hospital prior to being seen by a doctor). The officers also reached out to the man's family and discovered the underlying reasons for his rapid decompensation. He recently had lung surgery as a result of severe pneumonia, and the surgeon commented that he would likely have died within a day or two had officers not brought him to hospital. The officers also connected with the man's case worker and he is now back on his medication and in line for supportive housing once he is discharged from the hospital.



Investigative Services Update

The Investigative Services Division (ISD), is comprised of two components: Intelligence (Operational Support) and Detectives.

The Detective Section is comprised of the Special Victims Unit, which investigates sexual related crimes, child abuse and internet child exploitation (ICE); the Historical Case Review Unit; the Behavioural Assessment Management Unit, which houses the Missing Person Co-ordinator, High Risk Offender officer and Domestic Violence officers; the Financial Crime Unit, the Major Crime Unit; and Forensic Services, which houses the Forensic Identification and Integrated Technical Crime Units. In addition, six civilian staff prepare electronic disclosure, transcription and other administrative duties.

This past quarter saw a number of high profile files undertaken by detectives, including such files as a high-profile robbery in Saxe Point Park and sexual assault in High Rock Park. We saw an increased number of arson incidents, the investigation of which are being overseen by the Major Crime Unit. Several other robberies also occurred, including an investigation into a series of bank robberies that spanned multiple jurisdictions.

What follows is a couple of examples of the ongoing work of the Investigative Services Division:

On March 10th, 2018 Patrol responded to a stabbing in the 1400-block of Hillside Avenue. Major Crime Detectives were notified as the victim had died at the hospital. The scene was processed by two members of the Forensic Identification Section and a suspect was identified. As it was deemed a homicide, the Vancouver Island Integrated Major Crime Unit (VIIMCU) was activated and they took over the lead in the investigation. Despite VIIMCU taking the lead, several VicPD officers were still utilized, including: Uniform officers, Detectives, Forensic Services, Strike Force, Analysis and Intelligence, the Crime Reduction Unit, and the Greater Victoria Emergency Response Team. All this work resulted in the identified suspect being arrested and charged with murder on Sunday, July 22nd, 2018.

The Domestic Violence Unit, High Risk Offender Officer, and Missing Person Coordinator combine to form the Behavioural Analysis and Management Unit (BAMU).

Part of BAMU's responsibility is conducting threat and risk assessments and analysis for the department. An example of their work is in relation to a registered sex offender



Drugs, weapons, and cash from a recent file.

who moved to Victoria in August 2017. This male has been offending for the past 20 years and has a history of positioning himself to interact with under-age person(s). He specifically targets underage females, whom he plies with drugs and or alcohol as part of his offending pattern. He has a history of domestic assault and numerous sex offenses.

Since the individual's arrival in Victoria, he has required constant monitoring by the police, court services, and other partner agencies. The male recently entered into a relationship with a woman who has two underage daughters. Due to his criminal history, the monitoring of this individual has required a tremendous amount of work by members of BAMU and others to try and ensure public safety. Members have employed a number of investigative techniques as part of their work.

In this past quarter, police have invested many hours per week on this investigation alone.

Department Financial Update

As of June 30th, 2018 the Department's net budget position was approximately \$26,449,884 or 49.1% of the total budget. The rates of pay for CUPE employees represent those in the current collective agreement, which expired December 31st, 2016. Salaries and benefits are in line with the budget. Non-wage operating expenditures were also, at the end of the first quarter slightly below budget. Certain expenditures, such as HQ facilities, fleet overhead and corporate support are annual allocations through the City of Victoria. These allocations have now been made, representing the expenditure for the entire year. Overall expenditures are in line with the budget and we expect them to remain close to budget for the remainder of the year. Expenditures will be carefully monitored throughout the summer to ensure that any potential divergence from the budgets can be identified and managed.



CST. IAN JORDAN
End of Watch: April 11, 2018

