



Framework Agreement Quarterly Report to the City of Victoria

July 1st to September 30th, 2018

October 22nd, 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 third quarter of 2018.

During this period, VicPD supported a number of community-focussed initiatives including the Pulling Together Canoe Journey, the Greater Victoria Pride Parade, India Mela, and our quarterly Watch Commander’s Open House. These important community events saw the participation of members of our Senior Management Team, VicPD officers, civilian staff, and our Volunteers and Reserves.

This quarter also saw VicPD’s largest operational deployment of the year: Canada Day. Through proactive public communications efforts and the professional and approachable presence of VicPD officers and Reserves, this year’s celebrations were once again safe, family-friendly, and a true representation of Victoria’s enthusiastic community spirit.

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

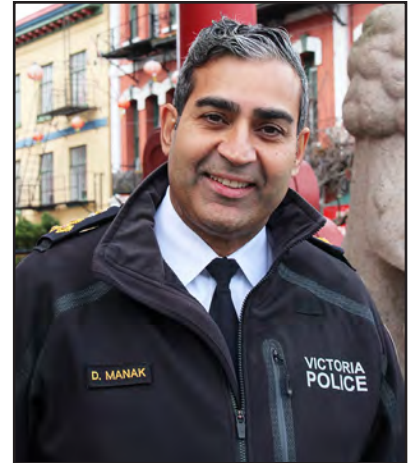


Table of Contents

Strategic Operations Council	
Mental Health/Social Disorder Group	p.05
Intelligence Group	p.06
Key Meetings and Community Events.....	p.07
Patrol Operations Update.....	p.08
Community Engagement Update.....	p.09
Update from Community Resource Officers.....	p.10
Investigative Services Update	p.12
Department Financial Update	p.13

Emerging Trends & Concerns

Thank you for your interest in the activities of the Victoria Police Department in your community. This report details a busy operational summer with many resource-intensive and complex files. We continued to see impact from our redeployment of six officers from key sections to Patrol. This impact was evident in the reduced scope of the Esquimalt Summer Action Plan, the absence of School Resource Officers, delays for the next Reserve Constable training course, and delays in investigating CrimeStoppers tips.

This quarter started at the height of the tourist and event season. July 1st marked Canada Day celebrations, where families came to Victoria’s Inner Harbour to enjoy the activities and fireworks. The summer continued with many successful festivals, events, and many protests. Significant attention was focused on Pandora Avenue and Johnson Street areas of downtown Victoria. Concerned citizens and business owners organized meetings to bring partners together to deal with the ongoing social disorder and open drug use.

In Esquimalt, we are working with our partners in the Township to address an increase in youth activity which is an ongoing issue for the community.

Jason Laidman
A/Deputy Chief, Operations

Number of Dispatched Calls in Each Municipality*

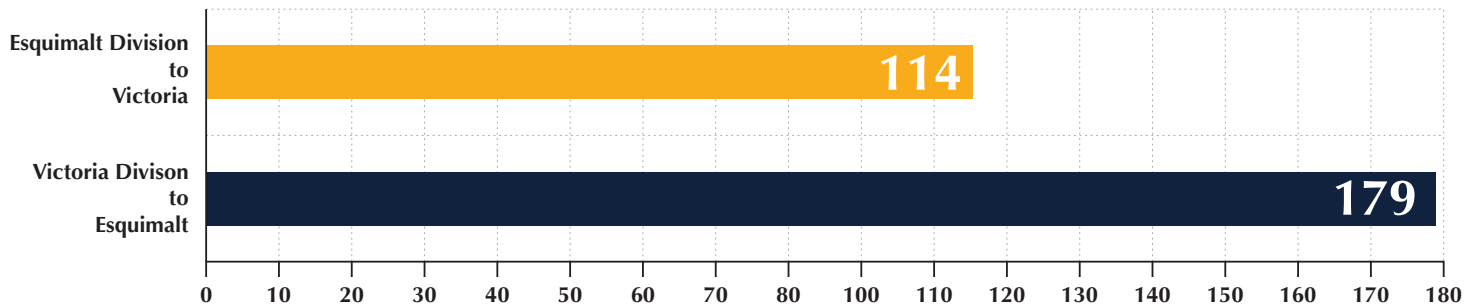
Dispatched Calls for Service by Municipality										
	Priority 1		Priority 2		Priority 3		Priority 4		Grand Totals	
	Q3 2018	Q3 2017	Q3 2018	Q3 2017	Q3 2018	Q3 2017	Q3 2018	Q3 2017	Q3 2018	Q3 2017
VICTORIA	742	764	2453	2,409	5,287	5,287	1,549	1,665	10,031	10,125
ESQUIMALT	108	128	268	257	530	451	128	154	1034	990
Outside Jurisdiction	1	7	5	10	19	11	5	3	30	31
Grand Total	851	899	2726	2,676	5,836	5,749	1,681	1,820	11,094	11,144

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

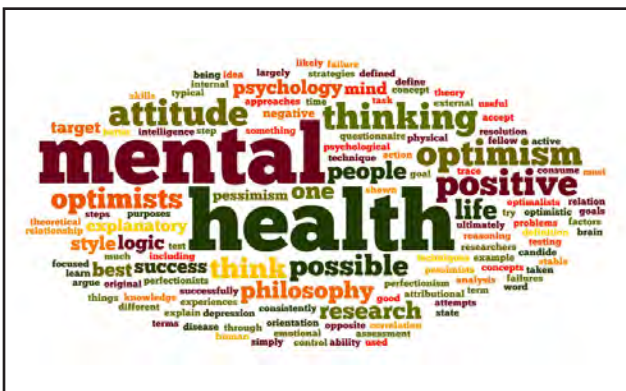
Victoria				
Top 5 Call Types	Q3 2018	Rank	Q3 2017	Rank
ABANDONED 911	2,281	1	1,404	1
UNWANTED PERSON	1,436	2	1,426	2
CHECK WELLBEING	1,164	3	1,114	3
THEFT	906	4	683	4
PROPERTY (LOST/FOUND)	731	5	642	5
Grand Total	14,846		14,695	
Esquimalt				
Top 5 Call Types	Q3 2018	Rank	Q3 2017	Rank
ABANDONED 911	180	1	160	1
CHECK WELLBEING	100	2	120	2
ASSIST GENERAL PUBLIC	76	3	81	3
ASSIST POLICE / FIRE / AMBULANCE	70	4	60	6
PROPERTY - LOST	68	5	80	4
Grand Total	1,352		1,391	

Top 5 Reported Occurrences for Each Municipality

Victoria				
	Q3 2018	Rank	Q3 2017	Rank
ASSIST CITIZEN	1,993	1	2,227	1
SUSPICIOUS OCCURRENCE	603	2	596	2
THEFT FROM VEHICLE	400	3	332	5
PROPERTY-FOUND	350	4	445	3
THEFT	314	5	316	6
Grand Total	9,566		9,696	

Esquimalt				
	Q3 2018	Rank	Q3 2017	Rank
ASSIST CITIZEN	185	1	250	1
SUSPICIOUS OCCURRENCE	85	2	85	2
DOMESTIC - NO ASSAULT	47	3	36	4
THEFT FROM VEHICLE	46	4	29	5
MISCHIEF	35	5	17	12
Grand Total	987		1,018	

Strategic Operations Council – Mental Health/Social Disorder Group



The goal of the Social Disorder group is to identify individuals in the community whose behaviour is leading to a disproportionate number of calls for service. The new Staff Sergeant of the Community Services Division, Michael Johnston, now chairs a weekly meeting which includes Community Resource Officers, Assertive Community Treatment Officers, members of the Integrated Mobile Crisis Response Team, and the department’s Intelligence Analyst.

VicPD is now using an application (the Early Warning System) to assist in identifying those individuals who require immediate support. Once identified, VicPD utilizes the expertise of our Community Resource Officers and Assertive Community Treatment Officers to mobilize the resources best suited to help specific individuals. VicPD will continue to monitor the success of the Early Warning System and is exploring ways to enhance the application.

Strategic Operations Council – Intelligence Group

The Analysis and Intelligence Section (AIS) working in concert with the Strike Force surveillance team and 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, Esquimalt Division, Patrol, and Investigative Services Division. AIS 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.

Highlights from the Third Quarter

The long days and fine weather of the summer months brought an increase in bicycle use by commuters and tourists. AIS noted a commensurate increase in the number of bicycle thefts from several hotspots in the downtown core. Members of CRU, who manage the VicPD bait bike program, deployed their fleet of decoy bikes throughout the City. These bikes are trackable if stolen. While they've had great success in the past, unfortunately this time none of the bait bikes were taken. However, one of the bicycles caught the eye of a passing citizen. It looked familiar to him, potentially a bike he owned, but had been stolen months before. He had been paid out by his insurance company and purchased a new bike. Now months later, the eagle eyed owner spotted his old ride. He gave an enthusiastic thumbs-up when he learned his old bike had eventually been found and had been re-purposed as a bait bike.

Patrol officers reported that they were dealing with a serial offender who was stealing lotto tickets from convenience stores throughout Victoria and Esquimalt. Dozens of stores were hit and thousands of tickets were taken at great financial impact to the store owners. AIS identified a suspect and members of CRU placed him under surveillance. They watched as the suspect entered a family run convenience store in Victoria's China Town. When the shop keeper was occupied with another customer, the suspect grabbed a tray of lotto tickets and ran for the door. The clerk realized what was happening and gave chase. Just as the shop keeper was about to intercept the suspect, CRU members interceded and brought the suspect safely into custody.



Operation Fentanyl Focus continued in the third quarter. Coordinated by AIS, Strike Force and CRU combined their teams to tackle the distribution of fentanyl into the greater Victoria Area.

The increase of fentanyl availability has been recognized by the British Columbia Court of Appeals as having “devastating impacts on the safety and integrity of our communities”. As a result, the judiciary has been handing down stiff sentences to fentanyl traffickers. Faced with long periods of incarceration, traffickers have been launching vigorous defences in court. Trials are lengthy and complex. CRU and Strike Force members spent many weeks of the summer preparing cases and testifying in court.

CRU and Strike Force members also found time to assist detectives with a home invasion investigation. When multiple suspects entered the home of Gorge Road resident, brandished weapons and fled with stolen property, it triggered a large scale investigation and manhunt for the perpetrators. CRU, Strike Force and members of the Patrol Division eventually located and arrested three suspects. Using their knowledge of the local criminal element, CRU members continue to provide investigative assistance to the detectives as they sort through mounds of evidence in this case.

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 88 community meetings and 29 community events in Victoria and Esquimalt. Highlights in Victoria included:

- Canada Day
- Pulling Together Canoe Journey
- Pride Parade
- Global Day of Inclusion - Special Olympics Fundraiser
- Walk for Peace
- Ceremony of Flags
- Symphony Splash
- Motionball Marathon of Sports - Special Olympics
- India Mela 2018
- Tour de Victoria
- Back to School Campaign
- Presentation of 2nd Quarter Report To Victoria
- Tour de Rock - Jersey Presentation
- Cars, Rods and Rides Car Show
- Clean Up The Shores
- Tour de Rock - Jail and Bail Fundraiser



The 2018 Pulling Together Canoe Journey brought together paddlers from across the community

- Tour de Rock - First Day Farewell
- Watch Commanders Open House
- Memorial Plaque Unveiling for Cst. Ian Jordan
- BC Law Enforcement Memorial Golf Tournament
- BC Law Enforcement Ride to Remember
- BC Law Enforcement Memorial
- Defence on the Dock - Royal Canadian Military Display



Chief Manak congratulates VicPD's riders as they receive their Tour de Rock jerseys

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 victimize the public and impact their quality of life. Members are assigned to these areas during their specific shifts to provide a proactive presence in the areas which have seen a specific rise in crime or disorder type complaints.

In the third 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 the 800 and 900 blocks of Johnson Street and Pandora Avenue.

In addition, patrol officers responded to several high risk and emotionally and psychologically draining calls, including a knife wielding man in a residence with a three year old child and a horrific suicide that was witnessed by the officers that attended. Patrol officers also identified and checked a number of individuals involved in the lower mainland gang conflict who were located out on the town, they also dealt with a protest where protesters broke into Point Hope Shipyard, boarded a vessel in drydock and then secured themselves to the radar mast.

Community events

A number of community meetings and community celebrations were recorded for the time period spanning July 1 to September 30, 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." Overall the events and meetings that Patrol members attended included:



A VicPD officer keeps an eye out for speeders as part of VicPD's Back to School campaign

- Men's Trauma Center Meeting
- Pulling Together Canoe Journey
- Island Health Working Group
- Pride Parade
- Methadone for Prisoner working group
- Coast Guard - Esquimalt and Victoria Harbour Traffic Review
- Victoria Probation Partnership Meeting
- South Vancouver Island Dispatch Working Group
- South Vancouver Island Dispatch Change Management Committee
- Crown Counsel Working Group – Telebail
- Centennial Square Security Meeting – Community Partnership
- CRD 911 Meeting
- Watch Commander Town Hall Meeting
- Government House
- Tour de Rock Kick-off
- Dunahee Child Find BC Baseball tournament

Operations Planning Update

It has been another extremely busy summer for the the Operations Planning Section with 11 high profile events, including Canada Day, Symphony Splash, Great Canadian Beer Fest, Rifflandia, Esquimalt Ribfest, the Law Enforcement Memorial and the Goodlife Marathon. These events require a significant amount of pre-planning and logistics to ensure the safety of participants and the general public.

Community Engagement Update

The VicPD Community Engagement Division, comprised of Public Affairs, Community Programs, Block Watch and Volunteer Services continued to engage the residents of Esquimalt through a variety of engagements and actions.

The changes to our Division came into effect this fall with the Reserve Program moving to the Patrol section. This adjustment is ongoing, and the Division is working closely with Patrol Division and the Alternate Response Unit to share resources and work towards a successful transition.

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:

- Canada Day 2018
- Returning recovered stolen items to their rightful owners
- K9 Swearing In
- Back-To-School 2018
- The investigation into a series of historical sexual assaults in Esquimalt
- Informing and arming our Chinese community against “virtual kidnappings”
- The investigation into a series of sexual assaults at a residential care facility
- A Strike Force and Crime Reduction Unit Investigation that led to the seizure of firearms and drugs including fentanyl
- The international efforts to locate missing man Denis Crook, resulting in the location of photos of the missing and familial DNA
- Our 3rd Watch Commander’s Open House
- The unveiling of Cst. Ian Jordan’s plaque and badge in the VicPD Hall of Honour
- Chief Del Manak’s response to the OPCC release of the outcome of the Elsner investigation
- Informing our communities about road closures, urgent incidents and public safety concerns
- Using social media to help locate several missing people safely

This quarter saw our Community Engagement Division focus on ensuring a safe return to school. We partnered with the Community Services Division Traffic Section for back-to-school enforcement, reminding drivers that school zones are now in effect. Dozens of drivers were stopped in Victoria and Esquimalt and given warnings and reminders. Tickets were issued in cases of higher speeds and unsafe behaviours like distracted driving.



A citizen meets with Community Programs Coordinator Kimberly Kelley and Constable Matt Rutherford at a Community Coffee event to discuss Block Watch

In addition to answering approximately 320 media requests this quarter, the Public Affairs Section issued 80 media releases and sent out hundreds of tweets and other social media posts during this quarter.

The VicPD Block Watch revitalization continues to increase the program’s presence in 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 113 active Block Watch groups in the City of Victoria.

The third quarter was a busy time for VicPD attendance at community events. VicPD officers and civilian staff were honoured to participate for the first time in the Pulling Together Canoe Journey, and we also participated in many local family friendly events including the Greater Victoria Pride Parade and the India Mela Festival. VicPD hosted our third successful Watch Commander’s Open House, which saw many local residents come out to meet with us to hear how a patrol shift works, and to have an opportunity to ask questions of our officers and staff. September marked the Law Enforcement Memorial weekend and VicPD hosted many celebrations to honour local, provincial and national police officers who gave their lives in the line of duty. These remembrances included our own Cst. Ian Jordan.

The third quarter of 2018 found volunteer commitments restored and increased with the return of our student volunteers and the welcoming of 13 new volunteers. Under the leadership of the new Volunteer Services Coordinator, VicPD volunteers have continued to provide exceptional service to the City of Victoria.

In summary:

- Crime Watch volunteers conducted patrols in response to Operations Council priorities, engaging community members and raising awareness of crime prevention initiatives, conducting 53 deployments in the City of Victoria.
- Front Desk volunteers provided knowledgeable and professional support to visitors at headquarters – contributing over 665 hours of first-rate customer service.
- Project Leads, a small group of dedicated volunteers, often experts in their field, provided 71 hours of project support to our volunteer programming.

Events/Highlights:

- Community Engagement: Volunteers represented the Victoria Police Department at the India Mela festival. Response was positive and volunteers reported that they enjoyed the opportunity to interact with the public and promote VicPD initiatives.
- Back to School Blitz: In addition to the work conducted by the traffic division, VicPD Crime Watch completed a successful Back to School Awareness Speed Watch Campaign.
- New Volunteer Recruiting Drive: Volunteer Services presented VicPD volunteer opportunities to over 200 students.

Update from Community Resource Officers

The VicPD's Community Services Division (CSD) utilizes three Community Resource Officers (CROs) to work with our community partners in order to address a variety of issues in the City. The CROs are an essential component of VicPD's community engagement strategy as they build personal relationships with stakeholders and take ownership of specific issues as they arise in the community.

Cst. Sean Hand is the VicPD CRO responsible for the Burnside-Gorge community. This quarter has seen Cst. Hand involved in a variety of community activities including several safety presentations delivered to children's summer camps and staff at the Salvation Army in addition to dialogue with "Foundry Victoria" to better understand the resources available to youth in Victoria. Cst. Hand also participates in a number of weekly meetings with some of our key partners including BC Housing and Island Health.

One of Cst. Hand's most important endeavors is his participation in the Housing Action Response Team (HART). This is a multi-agency team which includes representation from a number of partners including Police, Bylaw, Pacifica Downtown Outreach Service, Ministry of Social Development & Poverty Reduction, BC Housing, Beacon Community Services, Island Health, and others. HART actively attends encampments or other areas of concern in order to conduct outreach to the homeless. HART is capable of direct action by securing immediate shelter accommodation to those most in need, assessing barriers to housing at the scene of outreach, and conducting appropriate referrals to shelter, social assistance, and health care.

Cst. Hand and other members of HART recently conducted an evening of outreach specific to the Pandora corridor. HART connected with 19 members of our downtown population and provided an array of services including medical treatment by nursing staff, "Vulnerability Assessments" for five clients, and housing (within 24 hours of the outreach evening) to a homeless couple. Based on the success of this outreach effort, HART is planning to conduct similar initiatives in the near future.

Cst. Terri Healy is the VicPD CRO is responsible for the Mid-town area of Victoria including the Hillside corridor, Fernwood, Fairfield, and James Bay. Similar to Cst. Hand, Cst. Healy had a busy summer, particularly in the delivery of safety presentations and liaising with a number of our local businesses owing to concerns about trespassing and drug use/paraphernalia. Cst. Healy is also heavily engaged with our local service providers like Cool Aid and routinely attends community meetings throughout the mid-town area.

The VicPD's Community Services Division also has a cadre of three officers (Cst. Sue Hamilton, Cst. Ross Smith, and Cst. Todd Mason) who are embedded within Assertive Community Treatment (ACT) Teams. ACT officers provide intensive support to individuals struggling with severe mental illness, substance use, and chronic homelessness. The ACT Teams identify their clients based on elevated usage of emergency services including contacts with police and the health care system. The ACT Teams are multi-disciplinary in their make-up and include nurses, outreach workers, psychiatrists, and Ministry of Social Development workers. The primary goal of the ACT Teams is to support their clients by improving health care and reducing recidivism.

CSD has experienced significant change with the recent appointment of Michael Brown as the new Officer in Charge and Mike Johnston as the new Divisional Staff Sergeant. Both Insp. Brown and S/Sgt. Johnston are committed to utilizing all of the resources within CSD, like the CRO and ACT officers, to make an impact on the well-being of the community. One of the Division's top priorities, moving into the next quarter, is to enhance public safety within the downtown core, particularly in the Johnson and Pandora corridors. CSD is aware of the growing concerns about crime and street disorder in this area of the community and is engaging the following strategy in an effort to curb the issues:

1. Continue with 2-member special-duty deployments;
2. Continue to utilize front-line resources to have an overt police presence in the morning hours to conduct wake-ups and decongest the area;
3. Conduct frequent patrols, when resources are available, in a manner that enhances police visibility in the area;
4. Conduct selected enforcement on members of the criminal element that are preying on the most vulnerable members of our downtown population.
5. Continue to work with our community partners to enhance the vibrancy of the downtown core.

Investigative Services Update

The Investigative Services Division (ISD) is comprised of two components: the Intelligence component (Operational Support) and the Detective component.

The Detective component is comprised of the following units: Special Victims, Child Exploitation, Historical Case, High Risk Offender, Missing Person, Domestic Violence, Financial Crimes, Major Crimes, Forensic Identification and the Integrated Tech Crime Unit. In addition to police investigators, the Division has six civilians who provide electronic disclosure, transcription, and other administrative duties.

This past quarter saw a number of high-profile files undertaken by detectives. Two examples of files are as follows.

The Department's Missing Person Coordinator was reviewing a 1992 file where a male had been reported missing while in the VicPD area. To bring the file up to current investigative standards and practices, the coordinator was attempting to locate family members of the missing person to try and obtain familial DNA in case unidentified remains had been or were eventually located. Through the investigation a possible sibling was identified that was believed to be residing in York, England. The coordinator contacted the police of jurisdiction but was unable to locate the family member.

Working with our Community Engagement and Public Affairs section, members developed a plan to provide a media release to be shared on the York area police of jurisdiction's website and their social media accounts. Within 24 hours of this release going out, a different sibling from the one previously identified came forward to the police in York. This information has now been added to the file and the DNA information updated. This file also drew positive press locally, nationally and internationally.

In August, members of our department investigated a domestic violence case. The victim suffered serious, but non-life threatening injuries. This case was compounded by the fact the victim had children that the suspect had also threatened to harm. VicPD Domestic Violence officers processed the original arrest and referred the file to the Regional Domestic Violence Unit (RDVU).



Detective Constable Andre Almeida does a presentation to over 400 international students about 'Virtual Kidnappings' and how they can protect themselves

The RDVU conducted follow up interviews with the victim and confirmed the victim had been assaulted on three separate occasions over a 12 hour period. During two of these assaults the suspect strangled the victim to the point of unconsciousness. With this and other additional information, investigators believed that at one point the suspect had planned and attempted to kill the victim.

Based on the additional information, the file was elevated to a major case and the appropriate protocols were implemented. Members of the Major Crime Unit were utilized to fill in the Team Commander and File Coordinator roles, while a member of the RDVU remained as the Primary Investigator for the investigation. In addition, the file was required to be disclosed electronically by Disclosure Analysts from the VicPD.

Charges of attempted murder have been approved by Crown and the case is still before the courts.

Department Financial Update

At the end of the third quarter, the net financial position was approximately \$40,067,534, or 74.3% of the total budget for the year. Net revenues and expenditures are therefore very close to, but slightly below, the budget at this time. Payroll expenditures represent 84% of the annual budget. Payroll expenditures are very close to, but slightly below budget, and are expected to remain so.

We have experienced a high number of retirements in 2018, causing an overage of \$465,164 in that line item. The impact has however, been offset through savings in communications, vehicle operating costs and other operating costs. Capital expenditures are at 58.8% of the annual budget and are expected to remain within budget.

The net financial position is therefore expected to remain on track with the budget for the remainder of the year. Expenditures will be continually monitored throughout the rest of the year to ensure any potential divergence from the budgets can be identified and managed.



Mark and Hilary Jordan join Chief Manak and Mayor Helps for the unveiling of Cst. Ian Jordan's plaque in the VicPD Hall of Honour