



**VICTORIA  
POLICE**

**Q4**

## **FRAMEWORK AGREEMENT QUARTERLY REPORT**

Submitted to the City of Victoria

February 27, 2019

# Chief Constable's Message

It is my pleasure to present the final quarterly report of 2018. As 2018 drew to a close, the fourth quarter presented a number of successes including: recommended charges against two people accused of committing numerous fraudulent purchases in Victoria and Esquimalt; three successful investigations by our Internet Child-Exploitation (ICE) Investigator resulting in recommended charges against three separate men; recovery of hundreds of stolen items; numerous drug seizures; the successful referral of two Assertive Community Treatment clients to the Therapeutic Recovery Community (TRC); and transition to a new radio system. In this quarter, the volume and impact of high-end/stress calls was also highlighted, as members consistently respond to one high impact call to the next with little to no downtime. Additional challenges highlighted this quarter include: the increase in prevalence of crimes with a cyber-component, street disorder and security-related issues on the 800-block of Johnson Street and 900-block of Pandora Avenue, the volume of mental health related calls; and hospital wait times for Section 28 apprehensions.



VicPD continues to remain responsive to the unique needs of individuals and communities via meaningful engagement and mutual dialogue through a variety of formats. This quarter, members of our Senior Management Team, VicPD officers, civilian staff, volunteers, and Reserves participated in a total of 49 community events, including: Dinner and Brushing Off Ceremony hosted by the Aboriginal Coalition to End Homelessness; Wicked Victoria Halloween Event; Cops, Pops, and Pizza fundraiser for Special Olympics; Island Farms Santa's Light Parade, VicPD Block Watch and Watch Commander's Open House; and Our Place Christmas Luncheon, etc.

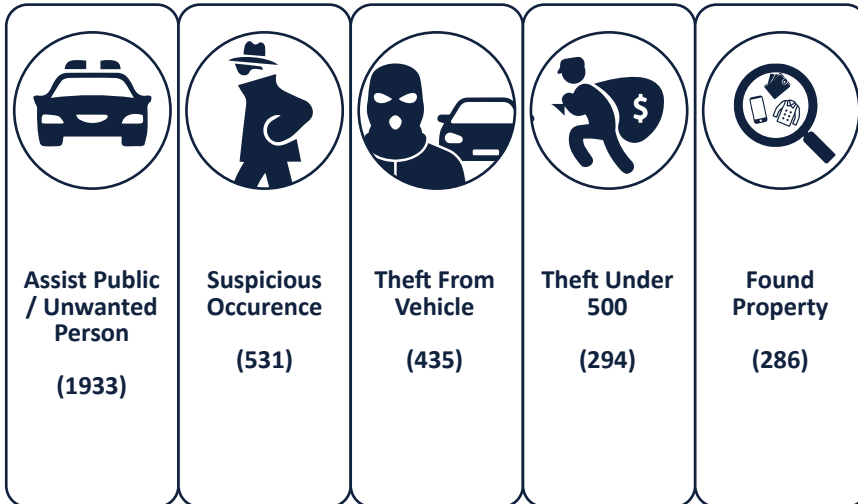
VicPD continues to follow an intelligence-led policing approach through our Strategic Operations Council, which sets out the department's priorities within the jurisdictions served by VicPD.

Del Manak  
Chief Constable

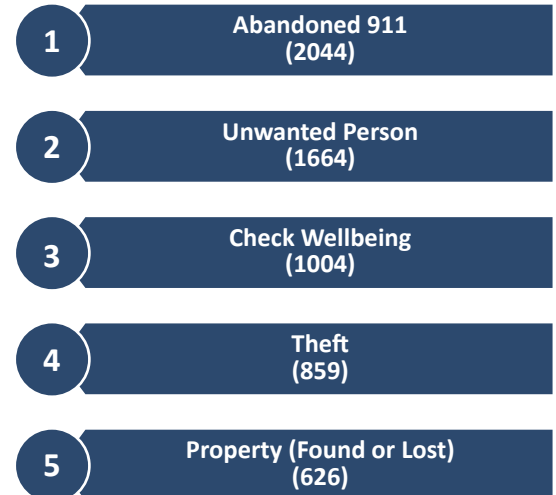
# Q4

# IN REVIEW

## TOP 5 REPORTED OCCURRENCES IN VICTORIA



## TOP 5 CALL TYPES - CALLS FOR SERVICE (VICTORIA)



## DISPATCHED CALLS FOR SERVICE IN VICTORIA

	Priority 1	Priority 2	Priority 3	Priority 4
2018	723	2080	4782	1540
2017	652	1966	4446	1350
Response Benchmark Met?	No	No	Yes	Yes

## NUMBER OF CROSS-OVERS OUTSIDE JURISDICTION

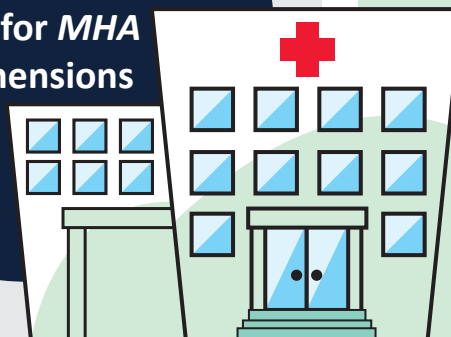
**150**  
Victoria to Esquimalt

**104**  
Esquimalt to Victoria

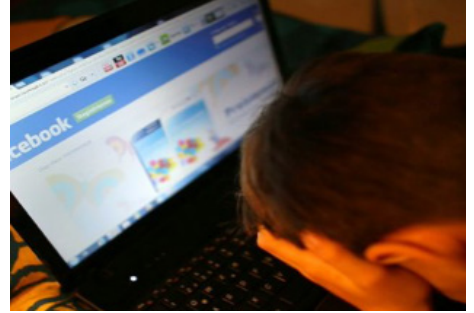
**327**  
Media Requests

**1347**  
Volunteer Hours Logged

**345**  
Hours Spent in Hospital Wait Rooms for MHA Apprehensions



## HIGHLIGHTS: INVESTIGATE SERVICES DIVISION



FRAUD	MISSING PERSONS	ONLINE CHILD-EXPLOITATION
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FRAUD	MISSING PERSONS	ONLINE CHILD-EXPLOITATION
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FRAUD	MISSING PERSONS	ONLINE CHILD-EXPLOITATION
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After an investigation into numerous fraudulent purchases committed over the course of two months throughout Victoria and Esquimalt, and the execution of a search warrant, the Crime Reduction Unit (CRU) recommended several charges against two people.

It is alleged that a suspect would enter a business and once they were handed the Point of Sale terminal to pay, the purchasers would manually enter an authorization code causing an override on the system, resulting in a 'forced sale'. While this allows a merchant to bypass authorization, the process is vulnerable to exploitation by criminals.

There were 49 Missing Person Investigations (42 occurring in Victoria; seven occurring in Esquimalt) in Q4. One significant file included a 22-year-old woman who was reported missing on the morning of November 28<sup>th</sup> by a local shelter. The female was involved in a high-risk lifestyle and had not been seen since November 21<sup>st</sup>. An initial investigation uncovered that the female may have gone to the mainland. The female's information was added to the police computer system as a missing person and a message was sent to Vancouver Police. After several follow-ups, on December 5<sup>th</sup>, a shelter staff member confirmed the missing female was seen by a street nurse in Vancouver, and was found safe the night of December 4<sup>th</sup> and the file was closed. The VicPD file includes 26 text pages and five follow-ups.

Three separate investigations by VicPD's dedicated Internet Child-Exploitation Investigator (ICE) resulted in recommended charges against three men: (1) Multiple charges were recommended against a 61-year-old Esquimalt man including: luring a child under 14/16 years old, making child pornography, possessing of child pornography, etc.; (2) A second Victoria investigation resulted in one charge of luring a child under 16 against a 28-year-old man from View Royal who has resided in Canada illegally since 2014; and (3) A third investigation resulted in two charges being recommended against a 42-year-old Esquimalt man for possessing child pornography and making available child pornography.

## EMERGING TRENDS / CONCERNS



Cybercrimes and crimes with a cyber component remain on the rise. The VicPD has seen an increase in files related to cyber-fraud and the online victimization of children, and according to the 2018 *National Cyberthreat Assessment* (2018), cybercrime is the cyber threat most likely to affect Canadians and Canadian businesses in 2019. While cybercrimes continue to increase in prevalence, scope, and impact; resources will determine VicPD's ability to investigate these crimes. For example, due to resourcing, VicPD's ICE Investigator can currently only investigate 1% of offenders identified as actively engaging in the trade of images of child sexual abuse in Victoria / Esquimalt and the surrounding area.

## HIGHLIGHTS: COMMUNITY SERVICES DIVISON



### 800 BLOCK JOHNSON STREET

A multi-housing building on Johnson Street continues to prove challenging for CSD as some residents of this facility target vulnerable people in the area. In Q4: (1) 50 charges were recommended against a resident after an execution of a search warrant led to the recovery of hundreds of stolen items including dozens of stolen pieces of identification and seizure of drugs and cash. Officers were able to connect some of the stolen items with thefts from vehicles in both Victoria and Saanich; and (2) another resident was found to have over 130 grams of crystal methamphetamine on him when he was arrested for Possession for the Purpose of Trafficking. Over 50 grams of Cocaine, Oxycodone pills, and approximately seven grams of methamphetamine were seized from the residence after execution of a search warrant.

### ENHANCING CAPACITY

In Q4, the Traffic Section focused on the provision of public education initiatives in Victoria and Esquimalt including the following topics: distracted driving, the Cannabis Control and Licensing Act, and bus lanes.

CSD continues to investigate significant files. For example, a Traffic member attempted to conduct two traffic stops on a vehicle which fled both times. Days later, the vehicle was observed again, and a vehicle block was attempted; however, the driver rammed through the block, and sped off. The next day the vehicle was located and identified as stolen. The driver was eventually tracked, arrested for six offences, taken into custody, and implicated in Break and Enters in West Shore and Victoria.

### OUTREACH OFFICERS

**ACT Officers** successfully referred two VICOT clients to the Therapeutic Recovery Community (TRC). Client One had been declined from four treatment programs due to his level of violence and Client Two was a prolific thief with multiple charges before the court. Client One's only remaining option was the TRC; however, the client had a charge before the court in Duncan. ACT Officers liaised with Duncan RCMP/Victoria Crown to move charges to Victoria, so he could be referred to the TRC. Both are doing very well, and Client Two stated it was the best thing to ever happen to him.

**Community Resource Officers** provided four one hour presentations at the Inter-Cultural Association on topics including: personal safety, domestic violence, and policing in Canada. Sessions included 20-30 attendees.

## EMERGING TRENDS / CONCERNS



CSD continues to respond to security-related matters as City employees (Public Works) and community partners (BC Housing, Central Baptist Church, Greater Victoria Public Library-downtown) have requested police presence due to street disorder issues in the 900-block of Pandora Avenue/800-block of Johnson Street. For the past two months, CSD has partnered with Public Works to provide police presence to employees during morning cleanup of Pandora. CSD members provide two hours of coverage Monday to Friday and Special Duty members provide weekend coverage. Special Duty members are also deployed in the 800-block of Johnson and 900-block of Pandora through an initiative funded by BC Housing.



## HIGHLIGHTS: PATROL DIVISION



### NEW RADIOS

Over the past two years, a number of VicPD staff worked in consultation with CREST who were preparing to implement a new radio system that would improve public safety radio communications in the community. The new 700 MHz radio system will improve audio clarity with background noise cancelling technology, and with the addition of new transmission sites, and enhanced radio coverage in various areas and buildings. Most of the portable radios used by our members have been in use for over 13 years. Prior to acquiring new radios, an evaluation was conducted, and cost savings were identified allowing for purchase of a reduced number of radios while still meeting need. Transition to the new system took place on January 8.

### VOLUME & IMPACT OF COMPLEX PATROL CALLS

Q4 saw an increase in the volume of complex Patrol calls including: (1) a sudden death resulting from suicide. A woman inflicted significant self-harm, and despite police immediately administering life-saving techniques, she passed; (2) an intoxicated man who lost his balance after climbing on the Johnson Street Bridge, and falling into the water. Patrol members arrived on scene within two minutes, but the man could not be saved and tragically perished; and (3) an attempted suicide where a man slashed his neck. Despite the traumatic scene, members administered life-saving first aid, and pinched his carotid artery to reduce further blood loss. Members respond to traumatic calls daily with little to no downtime to decompress, significantly impacting their wellbeing.

### RESERVE PROGRAM

In Q4, Reserves volunteered 1500 hours to Block Watch, Lock Out Auto Crime Patrols, Bicycle Pick Up, and attending community/special events. The Reserves also assisted with the Late Night Task Force, Counter-Attack roadblocks, scenario training for regular members, and partnered with Patrol during Ride-Alongs. The VicPD currently has 41 active Reserves (34 men; seven women). We have lost a number of Reserves this year due to many being hired as regular members with a variety of police agencies. VicPD has hired six Reserves since May 2018, and has selected 24 new Reserve Candidates who started training in January. Despite the reduction of a Coordinator, this program was deemed a priority to maintain.

## EMERGING TRENDS / CONCERNS



The 900-block of Pandora Avenue and 800-block of Johnson Street continues to be a source of increased calls for service, including those with a mental health component, related to social disorder and drug use. Additionally, Patrol members continue to spend significant hours in hospital wait rooms for Mental Health Act apprehensions due, in part, to elimination of the Special Constable Status several years ago. In 2018, Patrol members spent 1441 hours (equivalent to 120 12 hour days) in hospital waiting rooms. In Q4, 345 Patrol hours were allocated to hospital waits, varying from eight minutes to six hours. The VicPD is currently working with Island Health to streamline Section 28 admissions, so wait times can be reduced.

## HIGHLIGHTS: STRATEGIC OPERATIONS COUNCIL



### INTELLIGENCE GROUP

Members of the Analysis and Intelligence Section (AIS) identified a local man believed to be heavily involved in the trafficking of fentanyl and cocaine in Greater Victoria, including a significant presence in VicPD's service area. This information was provided to Strike Force and the Crime Reduction Unit (CRU), and an investigation was conducted. The identified man was previously charged with drug offences, and was already on bail awaiting a trial date. Investigators believed he was engaged in further criminal activity and was breaching his bail conditions.

In September, VicPD members executed a search warrant at the man's residence and located \$40,000 in Canadian currency believed to be proceeds of drug crime, as well as evidence of breach of bail conditions. Further evidence led members to believe that the man was going to flee from Victoria or Canada, to avoid trial. In October, members of Strike Force, CRU, and the Greater Victoria Emergency Response Team attempted to arrest the man in his vehicle, but he escaped arrest and fled. He was tracked to the Horseshoe Bay ferry terminal, arrested by members of Strike Force, CRU, and Vancouver Police, and then transported to custody where he remained until his court date. He was convicted of offences related to the loaded handgun and possession for the purpose of trafficking fentanyl, and remains in custody awaiting sentencing.

### MENTAL HEALTH / SOCIAL DISORDER GROUP

The Analysis and Intelligence Section (AIS) works in conjunction with the Strike Force surveillance team, the Crime Reduction Unit (CRU), and the Integrated Mobile Community Response Team (IMCRT). These teams meet on a weekly basis, and are joined by representatives from the Community Services Division (CSD), Esquimalt Division, Patrol, and the Investigative Services Division (ISD). Each week AIS analysts provide an overview of crime trends and individuals identified as high call generators by the Early Warning System (EWS). High call generators are persons who may be experiencing decompensating mental health in the community and/or commit minor offences (fights, disturbances, mischiefs, nuisance, and other public disorder calls) that result in increased calls to police.

Identification of trends and individuals requiring immediate support allows VicPD to use the expertise of Community Resource Officers, IMCRT, CRU, ISD, and Assertive Community Treatment members to mobilize individualized community resources and support services. For those individuals identified as experiencing decompensating mental health, this allows IMCRT to intervene quicker, while fostering more efficient information sharing with Island Health to intervene before the person reaches an acute crisis.

### EMERGING TRENDS / CONCERNS



The Strategic Operations Council identified a number of changes and/or trends in the department's activities including: (1) increase in fraud; however, differing from traditional fraud in that new types of fraud increasingly include a cyber component and can be seen in the form of scams. Increasingly, frauds are also targeting seniors; (2) an increase in online sex exploitations, assaults, and harassments; (3) a shift in property crime to theft in general, specifically bike thefts and shoplifting. Theft from City parkades continues to be problematic; (4) an increase in public disorder, specifically unwanted person and By-law; and (5) an increase in assist fire, ambulance, and By-law occurrences.

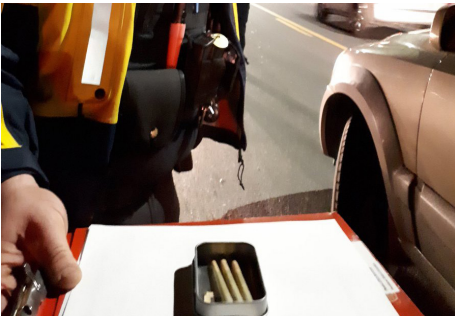
## HIGHLIGHTS: COMMUNITY ENGAGEMENT DIVISION

**327**  
MEDIA  
REQUESTS

**57**  
MEDIA  
RELEASES

**155**  
ACTIVE  
BLOCK  
WATCH  
GROUPS

**1347**  
VOLUNTEER  
HOURS  
LOGGED



### PUBLIC AFFAIRS

On the night of Friday, October 16th, Constable Rutherford and Bowen Osoko conducted a tweet-along to share with the public the types of calls Patrol members respond to, and how busy a Patrol shift is. This proved to be a successful application of VicPD's "Community First" engagement strategy which aims to conduct direct engagement with our citizens. In addition to the notable social media outreach, numerous traditional media outlets including CFAX, News Talk 1130, Victoria Buzz, Times Colonist, CBC Victoria, and The Ocean 98.5 generated stories on this initiative. As a result of this event, the VicPD earned 66 new followers over that weekend and had a potential reach of 389,179 individuals.

### BLOCK WATCH

There are currently 113 Block Watch groups in Victoria and 42 in Esquimalt. New Captains and participants are continually added and our Reserve Constables make regular presentations to Block Watch groups. In October, a survey was launched to gather information from all Block Watch Captains and participants. There were 386 responses to the survey, a 10% response rate. In December, we hosted VicPD Block Watch and Watch Commander's Open House to report back on the survey results. The information learned through the survey and community engagement event will be used to set the course and launch new initiatives for the program in 2019.


### VOLUNTEER SERVICES

Currently there are a total of 57 active volunteers. In Q4, Crime Watch volunteers participated in 74 team deployments including Speed Watch, Cell Watch, and Lock Out Auto Crime, checking 15, 537 vehicles. A Crime Watch team also joined Volunteer Services Coordinator Tara, in presenting information about volunteer opportunities at the VicPD, and in particular, Speed Watch to the James Bay Neighbourhood Association. Lastly, volunteers attended the Victoria Island Farms Light Parade and handed out candy. To recognize the hard work and commitment of our volunteers and Reserves, an appreciation dinner was held at the end of November.





## HIGHLIGHTS: KEY MEETINGS AND COMMUNITY EVENTS

Wicked Victoria Halloween Event		Island Farms Santa's Light Parade	"Pledge of Mutual Respect and Support" Kristallnacht Commemoration Ceremony		Dinner & Brushing Off Ceremony
	South Asian Saragarhi Ball	First Night of Hanukkah at BC Legislature		Aboriginal Coalition to End Homelessness Movie Matinee	VicPD Community Coffee
Aboriginal Coalition to End Homelessness Health & Wellness Fair		South Asian Diwali Celebration	South Asian Seniors Lunch at the Sikh Temple		Our Place Thanksgiving & Christmas Luncheon
	Cops, Pops, & Pizza Fundraiser for Special Olympics	Remembrance Day Ceremony at BC Legislature		Multiculturalism Week Event at BC Legislature	Bastion Square Tree Lighting Ceremony
Chief's Youth Council Motivational Day		VicPD Halloween Contest	World Juniors Hockey Tournament		Therapeutic Recovery Community Ribbon Cutting Ceremony

## UPDATE: FINANCIAL SERVICES DIVISION



As at the end of the year the preliminary net financial position was 99.1% of the approved budget. The City of Victoria has completed most but not all of their yearend procedures and some adjustments may yet still be required that affect the final financial position.

At this time we expect a net surplus of approximately \$413,621. Under the terms of the Framework Agreement surplus funds will be used to fund the Financial Stability Reserve to its maximum limit, with remaining funds going towards the Employee Benefit Obligation Reserve, until the Employee Benefit Obligation is fully funded. At the end of 2017 there was a shortfall of \$715,273 in the reserve. The actuarial valuation of the obligation for 2018 will be available by April 2019.

# APPENDIX

## Number of Dispatched Calls in Each Municipality\*

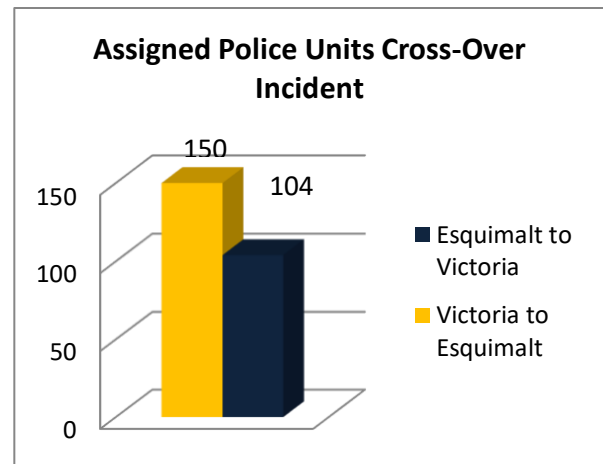
Dispatched Calls for Service by Municipality										
	Priority 1		Priority 2		Priority 3		Priority 4		Grand Total	
	Q4 2017	Q4 2018	Q4 2017	Q4 2018	Q4 2017	Q4 2018	Q4 2017	Q4 2018	Q4 2017	Q4 2018
Victoria	652	723	1966	2080	4446	4782	1350	1540	8414	9125
Esquimalt	105	118	200	250	423	441	114	124	842	933
Outside	4	2	6	3	28	11	4	6	42	22
Grand Total	761	843	2,172	2,333	4,897	5,234	1,468	1,670	9,298	10,080
Note* All calls dispatched to Esquimalt do not include calls to Vic West										

\*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 to the right details the number of incidents where police units were required to cross between Dedicated Municipal Division jurisdictional boundaries 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 <b>7 minutes</b> or less, 95% of the time	No	No
Priority 2	Requires immediate attention, serious, may not be life-threatening	Officer(s) on scene in <b>12 minutes</b> or less, 90% of the time	No	No
Priority 3	Routine attention, no current threat to life or property	Officer(s) on scene in <b>40 minutes</b> 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 <b>90 minutes</b> 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	Q4 2018	Rank	Q4 2017	Rank
ABANDONED 911	2,044	1	1,913	1
UNWANTED PERSON	1,664	2	1,512	2
CHECK WELLBEING	1,004	3	930	3
THEFT	859	4	761	4
PROPERTY (LOST/FOUND)	626	5	604	5
Grand Total (All call type categories)	13,482		12,515	
Esquimalt				
Top 5 Call Types	Q4 2018	Rank	Q4 2017	Rank
ABANDONED 911	194	1	160	1
CHECK WELLBEING	111	2	87	2
ASSIST GENERAL PUBLIC	70	3	82	3
ASSIST POLICE / FIRE / AMBULANCE	60	4	67	4
PROPERTY (LOST/FOUND)	50	5	42	7
Grand Total (All call type categories)	1,275		1,165	

### Top 5 Reported Occurrences for Each Municipality

Victoria				
	Q4 2018	Rank	Q4 2017	Rank
ASSIST PUBLIC / UNWANTED PERSON	1,933	1	1,882	1
SUSPICIOUS PERSON / VEHICLE / OCCURRENCE	531	2	503	2
THEFT FROM VEHICLE	435	3	329	3
THEFT UNDER 5,000	294	4	205	8
PROPERTY - FOUND OR LOST	286	5	287	5
Grand Total (All occurrence categories)	8,579		8,237	
Esquimalt				
	Q4 2018	Rank	Q4 2017	Rank
ASSIST PUBLIC / UNWANTED PERSON	211	1	207	1
SUSPICIOUS PERSON / VEHICLE / OCCURRENCE	97	2	72	2
DOMESTIC DISPUTE - NO ASSAULT	42	3	41	3
MISCHIEF - 5,000 OR UNDER	31	4	26	5
DISTURBED PERSON	27	5	24	7
Grand Total (All occurrence categories)	915		873	

## ANNUAL TABLES

### Number of Dispatched Calls in Each Municipality\*

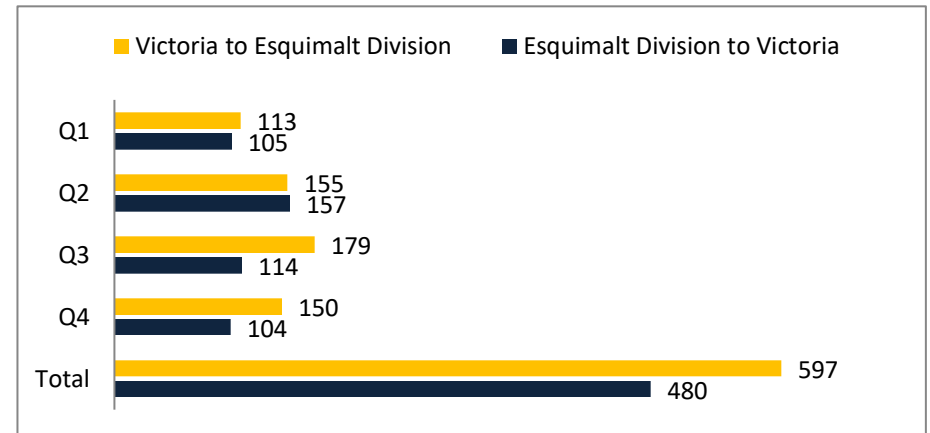
Dispatched Calls for Service by Municipality																
	Priority 1				Priority 2				Priority 3				Priority 4			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Victoria	577	720	742	723	1951	2267	2453	2080	4405	4949	5287	4782	1275	1412	1549	1540
Esquimalt	110	112	108	118	195	218	268	250	368	447	530	441	109	136	128	124
Outside	3	0	1	2	6	10	5	3	23	16	19	11	2	5	5	6
Grand Total	690	832	851	843	2152	2495	2726	2333	4796	5412	5836	5234	1386	1553	1682	1670
Note* All calls dispatched to Esquimalt do not include calls to Vic West																

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The chart to the right details the number of incidents where police units were required to cross between Dedicated Municipal Division jurisdictional boundaries 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

\*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.



Priority	Definition	Response Benchmark*	Victoria				Esquimalt			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Priority 1	Requires urgent attention, life-threatening	Officer(s) on scene in <b>7 minutes</b> or less, 95% of the time	No	No	No	No	No	No	No	No
Priority 2	Requires immediate attention, serious, may not be life-threatening	Officer(s) on scene in <b>12 minutes</b> or less, 90% of the time	No	No	No	No	No	No	No	No
Priority 3	Routine attention, no current threat to life or property	Officer(s) on scene in <b>40 minutes</b> or less, 90% of the time	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Priority 4	Event must be documented, may or may not require police attendance	Officer(s) on scene in <b>90 minutes</b> or less, 90% of the time	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

## Top 5 Call Types - Calls for Service

Victoria				
Top 5 Call Types	2018	Rank	2017	Rank
ABANDONED 911	7,855	1	6,955	1
UNWANTED PERSON	6,215	2	5,653	2
CHECK WELLBEING	4,576	3	4,469	3
THEFT	3,712	4	3,320	4
PROPERTY (LOST/FOUND)	2,716	5	2,675	6
Grand Total (All call type categories)	53,962 <sup>1</sup>		51,188	
Esquimalt				
Top 5 Call Types	2018	Rank	2017	Rank
ABANDONED 911	691	1	612	1
CHECK WELLBEING	412	2	473	2
ASSIST POLICE / FIRE / AMBULANCE	293	3	296	3
DOMESTIC	241	4	212	6
THEFT	230	5	220	5
Grand Total (All call type categories)	4,984		4,979	

<sup>1</sup> Overall Calls for Service for Victoria was 59,095. 58, 946 were associated with VicPD's jurisdiction. The remaining 149 calls, VicPD handled for outside jurisdictions.