



**VICTORIA
POLICE**

FRAMEWORK AGREEMENT QUARTER ONE REPORT
VICTORIA

May 16, 2019

Chief Constable's Message

It is my pleasure to present the first quarterly report of 2019. The first three months of 2019 have presented a number of successes and highlighted ongoing and emerging challenges. Successes for quarter one include: local coordination of the Department's Cybercrime Strategy including liaising with the provincial government and RCMP, successful international investigation by the Investigative Services Division resulting in three recommended charges, successful coordination of two targeted enforcement projects resulting in reduced shoplifting incidents at Mayfair Mall and recommended charges against a Victoria resident accused of trafficking drugs, comprehensive divisional training in the Community Services Division delivered in collaboration with community stakeholders, successful transition to the South Island Police Dispatch Centre, and raising over \$16,000 for BC Special Olympics via participation in the Polar Plunge. A number of operational and administrative challenges extending beyond front-line services and impacting critical support functions were also highlighted this quarter. Lastly, the Victoria and Esquimalt Police Board began a comprehensive strategic planning process this quarter which will inform the 2020-2024 Strategic Plan, and allow the VicPD to validate and drive day-to-day activities while identifying a path forward to ensure long-term sustainability.

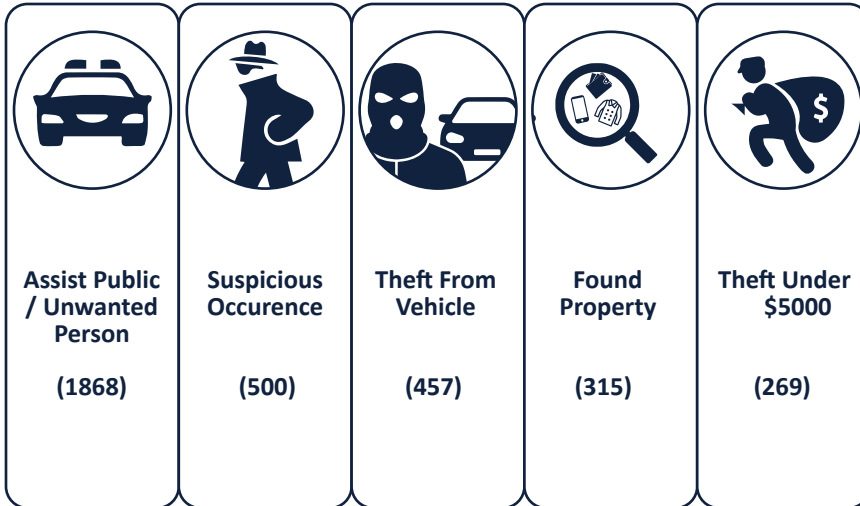


Del Manak
Chief Constable

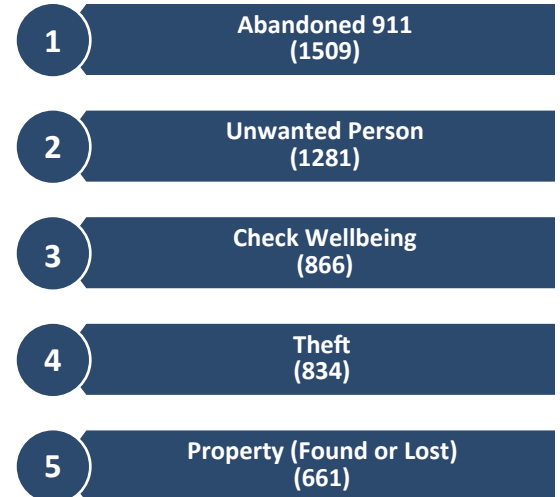
Q1

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
2019	643	1935	4554	1685
2018	577	1951	4405	1272
Response Benchmark Met?	No	No	No	Yes

NUMBER OF CROSS-OVERS OUTSIDE JURISDICTION

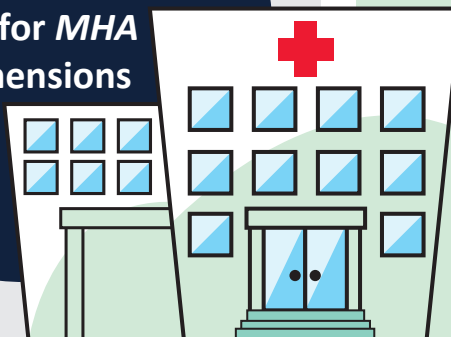
225
Victoria to
Esquimalt

362
Esquimalt to
Victoria

268
Media
Requests

1444
Volunteer
Hours Logged

338
Hours Spent in
Hospital Wait
Rooms for *MHA*
Apprehensions



HIGHLIGHTS: INVESTIGATE SERVICES DIVISION (ISD)



CYBERCRIME STRATEGY

ISD has begun to coordinate the local level of VicPD's Cybercrime Strategy which is to, "ensure local capacity to respond to cybercrime / cyber-threats; ensure appropriate police responses to public complaints; and focus on prevention and awareness, knowledge-sharing, partnership and collaboration opportunities." ISD is in the process of conducting an environmental scan of cybercrimes in BC and in Canada. ISD is also liaising with the provincial government and the RCMP to make a case for expanded response to cybercrime; leverage, coordinate, and deliver focused cybercrime skills development and focused cybercrime skills development and training for employees and senior management staff; and maintain up-to-date knowledge of cybercrime related research and evidence-based practices.

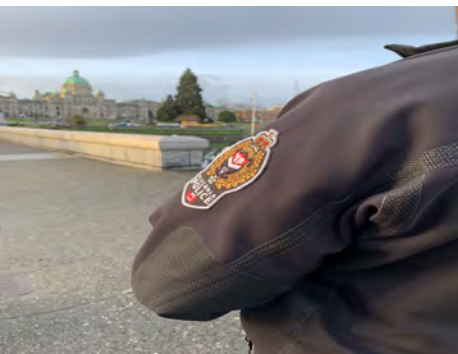
INTERNATIONAL INVESTIGATION

VicPD received a report of a break and enter and sexual assault with a firearm on an exchange student in the Township of Esquimalt, only three months into her studies. The initial call response involved numerous patrol units, and once members were on scene it was determined that a detective and forensics team would be required due to the seriousness of the allegation. Detectives interviewed many people, some requiring translators and the assistance of Liaison Officers from other countries, and forensics analyzed multiple devices. To date, eight search warrants have been sought/executed locally and on the mainland. A man who fled Canada for a short period of time was ultimately identified as the suspect, tracked, and arrested upon re-entry to Canada on the following charges: Sexual Assault with a Weapon, Break and Enter, and Forcible Confinement.

KNOWLEDGE CHANGE

As an increasing number of employees approach retirement, losing tacit knowledge (undocumented, intuitive knowledge gained by experience) is a significant risk, especially as it relates to specialized policing positions. This quarter saw the retirement of Sergeant Kim Laidman of the Regional Domestic Violence Unit (RDVU) and Constable Mark MacPhail of the Special Victims Unit and sole Internet Child Exploitation (ICE) Officer since 2013. Because of the nature of these positions (high stress and high risk), they are difficult to fill and once filled, the member faces obstacles due to workload followed by the learning curve. There are a disproportionate amount of files, and only one person to triage and coordinate them. Investigations are labour intensive, and there is a lack of personnel to approach for guidance and mentorship because the content is so specialized.

EMERGING TRENDS / CONCERNS



Significant staffing changes at the start of Q1 have resulted in the transfer (as a result of promotions) and loss (as a result of retirements, maternity, occupational stress injuries, etc.) of civilian and sworn staff. Approximately 50 percent of ISD is composed of new staff, including all supervisory positions, except two. This has created challenges due to a loss of knowledge and general experience. For example, new staff must learn ISD Business Rules, Major Case Management and disclosure standards, new reporting requirements, and other administrative components. Additionally, many of the staff require core training; however, are unable to attend due to staff shortage, or attend despite critically low staffing.

SPOTLIGHT ON: HISTORICAL CASE REVIEW UNIT

PRIMARY UNIT DUTIES

- Manage and review all historical missing persons cases where foul play is suspected and unsolved homicides;
- Ensure investigations with suspected foul play are meeting current provincial missing person and current electronic disclosure standards;
- Liaise with provincial and national partner agencies and organizations;
- Create and manage family communication plans and liaise with families to ensure they are kept informed; and
- Manage all media releases and inquiries.



Michael Wayne Dunahee

On March 24, 1991 four year old Dunahee vanished from the area of the playground at the Blanshard Elementary school, just metres away from his parents. This triggered one of the largest missing child investigations in Canadian history. Well over 300 VicPD officers have been assigned as investigators to work on this case, and over 1500 police officers from multiple jurisdictions are documented in the file as contributors. Over 11,000 tips have been received from all over the world. We continue to follow up on new information and explore new methods and technology to move the case forward.



Belinda Ann Cameron

Cameron was last seen at the Shoppers Drug Mart in the 800-block of Esquimalt Road on May 11, 2005. She was reported missing nearly a month later on June 4, 2005. Cameron's daughters, who were 10 and 12 at the time of her disappearance, are now distinguished young adults actively seeking answers to bring closure for their family. In addition to adding Cameron's DNA to the new national DNA program, the current investigator is exploring new methods and technology to move the case forward. There have been few tips on this case, and VicPD is appealing for anyone with information to please come forward to police.



Sheryl Lyn Donahue

On August 31, 1985 Donahue, 22-year-old mother of two, was reported missing by her mother. There was indication she may have travelled to Alberta or Toronto; however, investigators were unable to confirm this. Despite efforts, and the assistance of multiple law enforcement agencies, very little is known about her movements since May 1985. Many VicPD investigators have worked on this file over the years. The current investigator is working to find new ways to move this case forward, such as utilizing a new DNA program and CanadaMissing.ca. Donahue's family still struggles to endure the unexplained loss of their daughter, sister and mother.

23

Files managed by
one Historical Case
Review officer.



10

Files managed by
one Missing Persons
Coordinator.



HCR LINE
250-995-7390

HIGHLIGHTS: COMMUNITY SERVICES DIVISION (CSD)



TARGETED ENFORCEMENT

Community Resource Officers (CROs) coordinated two targeted enforcement projects including: (1) Mayfair Mall, initiated due to a 130% increase in in shoplifting incidents from 2017 to 2018, and an increase in aggressiveness and incidents of threats during interactions with shoplifters. A three staged approach including intelligence gathering, enforcement action, and prevention has shown success; and (2) the targeting of a suspected drug dealer who was trafficking heroin in the downtown core. During surveillance, the accused was observed to conduct a hand-to-hand drug transaction, and was believed to be in the possession of drugs for the purpose of trafficking. An arrest was made, and a search produced two small baggies of heroin and cocaine. The accused was released on a Promise to Appear and a search warrant was executed on the residence.

DIVISIONAL TRAINING

This quarter, CSD members participated in a comprehensive two day training session provided in collaboration with social service agencies. Topics covered included: applicable bylaws, approaches and expectations; legal authorities; impaired driving; PHS Community Service Society services (housing, shelters, and consumption sites), and police and neighborhood relationships; challenges faced by members of the Downtown Victoria Business Association; process and criteria of the Civil Forfeiture and Fugitive Return program; Our Place services and challenges in the 800-block of Johnson Street; ACT teams and referrals; Victoria Cool Aid Society services and challenges in the 900-block of Pandora Avenue; general containment principles; roles and responsibilities of Community Resource Officers; and report writing.

ACT

In January, an Assertive Community Treatment (ACT) client who joined the program in 2017, due to being a high call generator (50 calls in 2017) and suffering from bi-polar/ substance use disorder, started showing signs of relapse and decompensation after a year of stabilization. The client's residence had been taken over by a well-known criminal and other street people. Over the next few months, ACT officers visited the residence daily to remove unwanted guests. It is believed that the client was victimized and threatened by those who took over his residence, although the client would not report this. Eventually, the client was brought back to the hospital and stabilized. Officers have continued to attend this residence to ensure there are no further unwanted guests. The client was discharged and is doing very well with continued support from the ACT team.

EMERGING TRENDS / CONCERNS



Despite the value of the ACT program, which has been reiterated via tangible outcomes and preliminary research conducted by the University of Victoria, funding was denied for the ACT pilot project which funded two of the three ACT officer positions. Expansion from one to three officers in 2017 increased the capacity of ACT teams, resulting in an increase in referrals and acceptance of patients who presented with higher needs and/or had an increased propensity towards violence. The intensive supports provided by the teams allow individuals to thrive. For example, one ACT client is entering his seventh month at the Therapeutic Recovery Community and another has been there for three months.

HIGHLIGHTS: PATROL DIVISION



DISPATCH CENTRE

On January 22, 2019, the Victoria Police Department successfully transitioned its emergency and non-emergency call-taking and dispatch services to the new South Island 9-1-1/Police Dispatch Centre, operated by E-Comm, Emergency Communications for British Columbia Inc.

The Victoria Police Department along with the Westshore RCMP, Central Saanich, Oak Bay and Saanich police departments consolidated their 911 Communication Centres to enhance public and officer safety. On March 6, 2019 the official grand opening was held for the new post-disaster facility, built and owned by the Capital Regional District. From January 22, 2019 to February 28, 2019, more than 9,600 calls were received at the new centre.

OCCUPATIONAL HEALTH INJURIES

VicPD has seen an increase in mental health injuries, otherwise known as occupational stress injuries. This increase may be attributed to reduced stigma attached to mental health injuries, improved training for officers in recognizing mental health injuries, increased demands and stressors (workload, call types, etc.), and changes in provincial legislation related to mental health injuries and Worksafe BC. Time loss for mental health related injuries has increased from 31.3 shifts in 2017 to 539.2 shifts lost in 2018 (total shifts lost encompass 10 and 12 hour shift workers). This equates to 2.9 full time police officers based on average annual work and holiday hours. This is a significant increase, and appears to be the new normal. Based on the early numbers for 2019, it appears this trend is continuing.

CRIME REDUCTION

The Patrol Division continued to investigate reports of illegal drug activity and have executed several search warrants at various residences both near downtown and in residential neighborhoods. Patrol officers obtained a search warrant for an apartment off of Fort Street after receiving several complaints from neighbours. A man was arrested and found in possession of weapons, several different types of illicit drugs including fentanyl, and stolen property. Included in the stolen property were several high-end bicycles, one of which was stolen from a Break and Enter in Vic West and the others from a hotel parking lot. In a separate file, a search warrant was obtained for an apartment on Johnson Street, and drugs and stolen property were also recovered.

EMERGING TRENDS / CONCERNS



Currently, several officers are not operationally deployable to front line police duties for various reasons, including: physical and occupational stress injuries, pregnancy/maternity, and recruit training. The impact is felt across the Department. In 2018, Senior Management committed to fully staff the four Patrol Watches to address the shortages. This decision formed part of the rationale for the redeployment of the six officers from the School Liaison, Community Engagement, Community Services, and Intelligence Officer positions. This commitment has been unsustainable in 2018 and 2019. Patrol is currently 11.5 members short, with no obvious signs of improvement in the future absent specific action to address the shortage.



MENTAL HEALTH / SOCIAL DISORDER GROUP

The surveillance and enforcement portion of this project concluded on March 1, 2019. The final phase of this project includes working with Mall Administration and retailers to help prevent further retail loss through education, training, and crime prevention initiatives.

During Q1, 67 individuals (with some repeats) were presented, and strategies were developed.

EMERGING TRENDS / CONCERNS



Centennial Square has been identified as a new operational priority. The Square, traditionally a hangout for several groups of individuals who engage in some liquor consumption, but are generally peaceful and cause few other issues, has become a congregation spot for youth (many under 19 years old). Some are from the local community, while others travel in from areas outside of Victoria. This group has changed the atmosphere, as they have clashed with each other/other groups, resulting in increased violent incidents. Some members of a local gang, known to use violence, have also been witnessed. This is notable, as there is a concern that gang members may try to recruit younger teens into their gang.

HIGHLIGHTS: COMMUNITY ENGAGEMENT DIVISION (CED)

268
MEDIA
REQUESTS

39
MEDIA
RELEASES

113
ACTIVE
BLOCK
WATCH
GROUPS

1,444
VOLUNTEER
HOURS
LOGGED



PUBLIC AFFAIRS

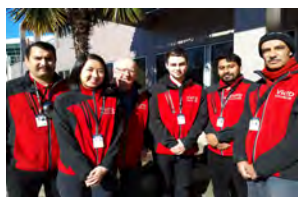
On February 17, 2019 VicPD supported the Polar Plunge for BC Special Olympics at Willows Beach (pictured above). VicPD's team included 39 plungers, and raised over \$16,000 for BC Special Olympics. The overall total raised was \$33,000. This quarter, Patrol launched a new project which aims to return stolen bicycles to their owners. In the first 24 hours of the project, five stolen bicycles were returned to their rightful owners. Public Affairs also assisted the Vancouver Island Integrated Major Crimes Unit (VIIMCU) with the Blair Young Homicide update, assisted ICBC with the launch of the Distracted Driving campaign, and educated members of the public on the dangers of carrying imitation and replica firearms.

BLOCK WATCH









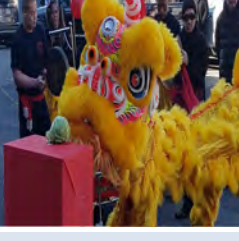


Block Watch continues to increase its presence in the communities of Victoria and Esquimalt. New Captains and participants are continually added to the program, and our Reserve Constables make regular presentations to Block Watch groups. In March, the VicPD Block Watch program launched a newly designed Block Watch neighbourhood sign. The new signs will be rolled out to replace the older, weathered and worn signs that are currently up on hundreds of blocks across Victoria and Esquimalt. The replacement process is supported by the City of Victoria and Township of Esquimalt and is expected to be completed by the end of 2019.

VOLUNTEER SERVICES

This first quarter saw the training and welcoming of 18 new volunteers to the Crime Watch and Front Desk programs. We also saw the departure of six volunteers – two to RCMP, two moved to a new city and two for personal reasons. During this quarter we had 72 active volunteers. Our Crime Watch Team assisted in Operation Hang Up, a regional joint campaign with ICBC and local policing agencies. Their efforts alone saw them checking over 5100 drivers in the span of three hours. Our front desk volunteers assisted Professional Standards in getting the new community partnership car wash program off the ground, and we also saw the addition of several new project leadership opportunities for volunteer recognition and training.



HIGHLIGHTS: KEY MEETINGS AND COMMUNITY EVENTS

Pink Shirt Anti-Bullying Day		Wounded Warrior Run	Moosehide Campaign		Black History Month Launch Celebration
	Polar Plunge for BC Special Olympics		Anti-Racism Community Conversation	Coldest Night of the Year	
South Island Dispatch Centre Grand Opening		Ethno Cultural Fair	VicPD Police Honours Award Ceremony		Afghan Memorial Ceremony
	Community Safety Workshop for Muslim Community	Chinese Community Services Centre Grand Opening		Victoria Sexual Assault Clinic 3rd Anniversary Event	The Inclusion Project
VicPD Communications Centre Staff Recognition Ceremony		VicPD Retirement Ceremony	Human Chain Around Al-Iman Mosque		VicPD Athletic Association Senior Boys & Girls Basketball Tournament

UPDATE: FINANCIAL SERVICES DIVISION (FSD)



As at the end of the first quarter, the net financial position was 0.6% above the approved budget. Salaries and benefits were slightly over due to the timing of planned replacements for retirements. This position is expected to reverse in the 2nd quarter as retirements and normal employee turnover outpace recruitment, before stabilizing in the 3rd and 4th quarters. Other line items are within budget, with the exception of contractually obligated retirement payouts. Retirements are over budget by \$117,072 at this time. We expect, with the exception of retirements and barring unforeseen events, the net financial position to remain in line with the budget. Any unbudgeted retirement expenditures must be funded either through surplus or drawdowns to the Employee Benefit Obligation Reserve.

APPENDIX

Number of Dispatched Calls in Each Municipality*

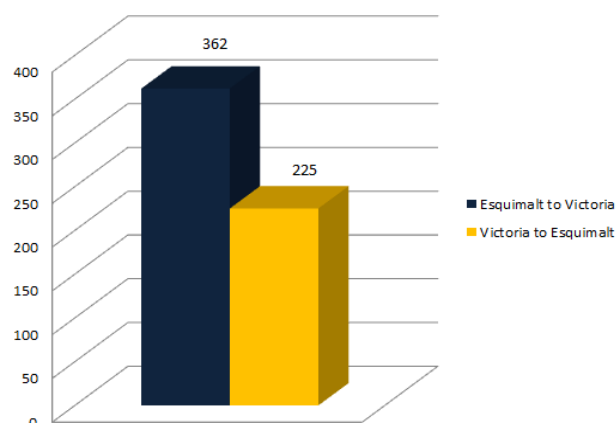
Dispatched Calls for Service by Municipality												
	Priority 1		Priority 2		Priority 3		Priority 4		Other		Grand Total	
	Q1 2018	Q1 2019	Q1 2018	Q1 2019	Q1 2018	Q1 2019	Q1 2018	Q1 2019	Q1 2018	Q1 2019	Q1 2018	Q1 2019
Victoria	577	643	1951	1935	4405	4554	1272	1685	5	0	8210	8817
Esquimalt	110	94	195	222	368	397	109	129	0	0	782	842
Outside	3	3	6	16	23	15	2	2	0	0	34	36
Grand Total	690	740	2152	2173	4796	4966	1383	1816	5	0	9026	9695
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.

Assigned Police Unit Cross-Overs outside Jurisdiction

The chart to the right details the number of police units required to cross between Dedicated Municipal Division (Change from number of incidents) in relation to a call for service. The PRIME system used by police departments in BC allows for a maximum of three vehicles to be entered and analyzed. Therefore, if four vehicles were dispatched to the call, the Crime Analyst can unload only three of the possible four. Also, these numbers reflect the number of dispatched cross-overs. It is often the case that units assigned to cross-overs are canceled or re-routed prior to arrival, so these numbers must be interpreted with caution. *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.*

Assigned Police Unit Cross-Overs



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	No	No
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	Q1 2019	Rank	Q1 2018	Rank
ABANDONED 911	1509	1	1681	1
UNWANTED PERSON	1281	2	1414	2
CHECK WELLBEING	866	3	912	3
THEFT	834	4	693	4
PROPERTY (LOST/FOUND)	661	5	597	5
Grand Total (All call type categories)	12, 324		11, 967	
Esquimalt				
Top 5 Call Types	Q1 2019	Rank	Q1 2018	Rank
ABANDONED 911	150	1	136	1
CHECK WELLBEING	95	2	73	2
ASSIST GENERAL PUBLIC	59	3	50	5
ASSIST POLICE / FIRE / AMBULANCE	57	4	71	3
SUSPICIOUS PERSON	48	5	34	10
Grand Total (All call type categories)	1, 083		1, 091	

Top 5 Reported Occurrences for Each Municipality

Victoria				
	Q1 2019	Rank	Q1 2018	Rank
ASSIST PUBLIC / UNWANTED PERSON	1868	1	1851	1
SUSPICIOUS PERSON / VEHICLE / OCCURRENCE	500	2	461	2
THEFT FROM VEHICLE	457	3	329	3
PROPERTY - FOUND	315	4	301	4
THEFT - SHOPLIFTING UNDER 5,000	269	5	221	8
Grand Total (All occurrence categories)	8, 175		8, 150	
Esquimalt				
	Q1 2019	Rank	Q1 2018	Rank
ASSIST PUBLIC / UNWANTED PERSON	155	1	166	1
SUSPICIOUS PERSON / VEHICLE / OCCURRENCE	59	2	65	2
DOMESTIC DISPUTE - NO ASSAULT	43	3	35	3
DISTURBED PERSON	36	4	31	4
ASSIST - PROVINCIAL AGENCY	27	5	16	12
Grand Total (All occurrence categories)	782		833	