



**VICTORIA
POLICE**

FRAMEWORK AGREEMENT QUARTER TWO REPORT
VICTORIA

August 29, 2019

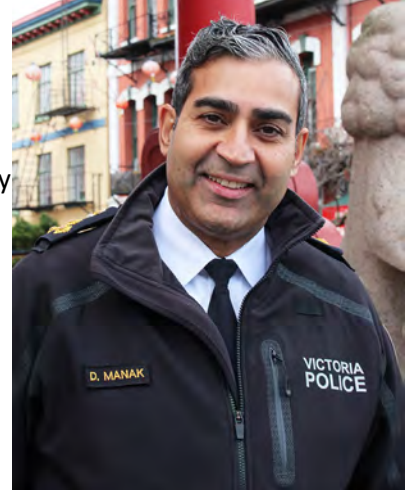
Chief Constable's Message

For Quarter Two, we want to highlight some of the successes and forward looking initiatives of our officers and staff as we manage complex and resource consuming criminal investigations, stay connected through community engagement efforts, and navigate the many challenges we face while working hard to provide the police service our communities deserve. We also want to feature some of the important information we learned from the recent study of VicPD's involvement with the Assertive Community Treatment (ACT) Teams. The results speak to the important role police play within the teams as our communities endeavour to address the pervasive issues around homelessness and mental health.

I would like to take this opportunity to thank VicPD's leadership team as well as our officers, staff, and volunteers for their tireless work in our communities. The past several months in particular have presented many challenges for us as an organization and our staff are feeling the very real impacts of high volumes of important work. I am very grateful to them for the work that they do. I will continue to work with our team and other stakeholders to ensure all members of VicPD are supported so that we can continue to serve the citizens of our vibrant communities to the best of our ability.



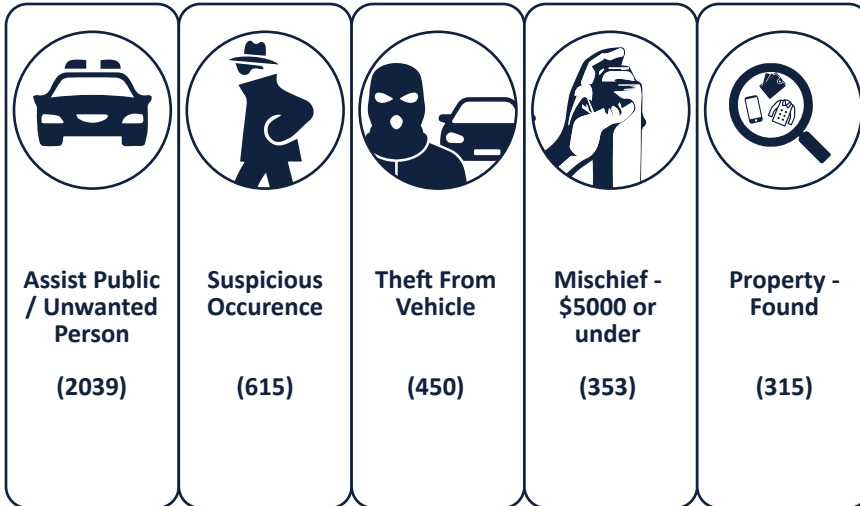
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Chief Constable



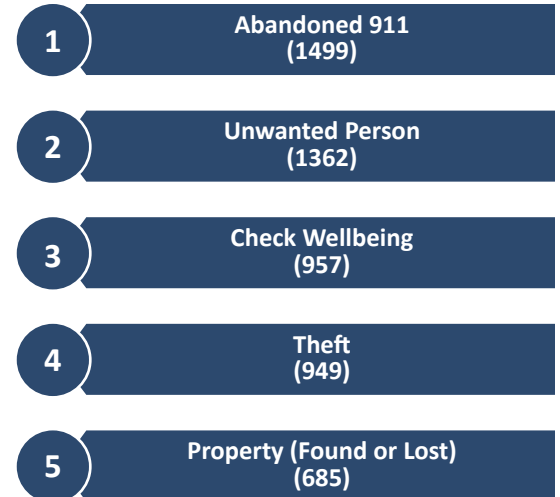
Q2

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	808	2343	4792	1707
2018	720	2269	4953	1417
Response Benchmark Met?	No	No	No	No

NUMBER OF CROSS-OVERS OUTSIDE JURISDICTION

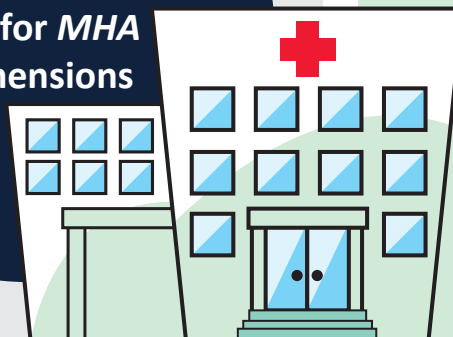
82
Victoria to
Esquimalt

155
Esquimalt to
Victoria

336
Media
Requests

1,787
Volunteer
Hours Logged

460
Hours Spent in
Hospital Wait
Rooms for *MHA*
Apprehensions



HIGHLIGHTS: INVESTIGATIVE SERVICES DIVISION



ORGANIZED CRIME

This quarter, Crime Reduction Unit (CRU) investigators conducted two significant investigations focused on a Victoria area drug line believed to be set up by the Lower Mainland gang, "the Brothers Keepers". In one investigation, evidence consistent with drug trafficking, including 1000 individually pre-packaged drugs of an approximate street value of \$30,000 were seized. A second investigation into a man and a woman also believed to be tied to this gang resulted in the location of drugs, including fentanyl and cocaine, as well as nearly \$15,000 in cash. In addition, officers seized two vehicles. All three individuals are facing recommended charges of drug trafficking.

The Crime Reduction Unit hopes that these investigations will deter further gang activity in the Victoria area.



PLAZA HOTEL FIRE

On May 6th, a devastating fire occurred at 603 Pandora Avenue. From the early stages, Major Crime and Forensic Identification investigators worked in concert with the Victoria Fire Department.

Over nine days, investigators thoroughly searched the site and determined that an arson had taken place. The site was also scoured for human remains; however, no human remains were found. Due to dangerous hazards, investigators were required to wear full apparatus for the duration of the investigation in order to conduct a comprehensive investigation and protect their health and safety.

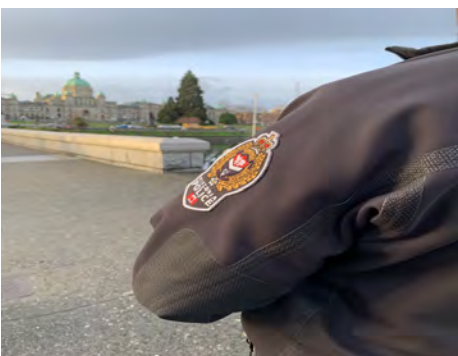
The investigation is ongoing and we continue to work with the Victoria Fire Department.



TRAINING SESSION

VicPD's Historical Case Review Unit collaborated with the Vancouver Island Integrated Major Crime Unit to host a one day training session in May related to new and emerging forensic DNA techniques. Presenters from the Lower Mainland's Integrated Homicide Investigations Team and members of the Golden State Killer Task Force from California presented case studies related to genealogy and phenotyping, techniques successfully being used in violent major crime and cold case investigations. Over 270 investigators and prosecutors from 46 law enforcement agencies and specialized investigative units attended from BC, Alberta, and Washington State. This valuable training opportunity was cost shared by attending agencies, and provided a rare opportunity for local investigators to connect with fellow investigators throughout Western Canada and the US, opening new dialogue and enhancing inter agency cooperation.

EMERGING TRENDS / CONCERNS



Due to staffing challenges that have had an impact on many areas of the department, and particularly on front line policing efforts, a decision was made to collapse the Crime Reduction Unit (CRU) on June 1st and reassign most of the police positions to the front line. The CRU is a specialized unit that focuses on crime reduction by responding to crime trends and/or targeting individuals responsible for a high number of crimes, such as the dealing of fentanyl. The impact of dissolving this unit will be felt across the department as CRU is project based and focused on issues that are too complex or require increased investigative time and resources and/or skills such as surveillance, confidential informants, and warrant applications.

HIGHLIGHTS: COMMUNITY SERVICES DIVISON



YCI CAMP

Sixty middle and high school students joined 13 educators and nine VicPD and one Saanich police officer at this year's Youth for Change and Inclusion (YCI) camp. The camp, which took place May 1 to 4 at Camp Pringle, introduced youth from Victoria and Saanich to local, national, and global issues including: residential schools, environmental sustainability, homelessness, mental health, healthy communities, intolerance, and fast fashion (consumerism and waste).

YCI was originally started by Sergeant Paul Brookes in 2003 with the help of a Saanich police officer and two VicPD police officers. Over the past 16 years, this camp has been attended by well over 1200 youth. Over the years, camps have continued to be run with the financial support of VicPD, Coast Capital Savings, and Victoria School District 61.

RENTAL FRAUD

This quarter, Community Services Division (CSD) officers investigated a Victoria resident for several months in relation to numerous rental frauds and outstanding warrants.

The suspect used various aliases to rent short-term furnished properties and once secured, re-advertised the properties on various rental sites such as Craigslist, Kijiji, and Booking.com posing as the owner and obtaining damage deposits from unsuspecting tenants. Tenants were unaware of the scam until it was too late, resulting in the loss of money. The owners of the rental properties had no knowledge of the rentals, and some also lost several months of rental income. After receiving intelligence on the suspects whereabouts, CSD officers, with the assistance of Patrol officers, arrested the suspect in June for charges relating to outstanding warrants and fraud.

FAITH-BASED SAFETY EVENT

In response to recent attacks on places of worship in Canada and around the world, the VicPD organized a Faith-based Safety Forum led by members of CSD.

Thirty community leaders of all faiths joined members of VicPD at the BC Legislature in an open and inclusive discussion on how we can collaboratively keep our faith communities safe. Topics included: active attacker trends in Canada and abroad, concept of operational planning, command structure, Crime Prevention Through Environmental Design (CPTED): how you can make your property a less desirable target and enhance security, safety procedures in the event of an armed intruder or act of violence occurring in a place or area of worship, police response to in-progress critical incidents, and general guidelines on when to call police.

EMERGING TRENDS / CONCERNS



The 900-block of Pandora Avenue continues to pose challenges due to street disorder issues. Recently, CSD, in collaboration with Island Health, BC Housing, and the City of Victoria, began a monthly Community Town Hall meeting at City Hall where a verbal report and work-plan is presented at quarterly meetings. These monthly meetings also provide residents, businesses, developers, service providers, and other community stakeholders with a forum to ask questions and express concerns. While these monthly meetings provide information and an opportunity to engage in mutual dialogue, efforts are aimed at containing the current situation due to the complexity and breadth of street disorder issues in that area.

SPOTLIGHT ON:

ASSERTIVE COMMUNITY TREATMENT (ACT) TEAMS

PRIMARY TEAM DUTY



Provide intensive, assertive supports to individuals living with severe and persistent mental illness, who face multiple barriers to independent living, and are experiencing chronic homelessness with the goal of reducing negative contact with police and presentations to the health system.

Three Community Services Division members, including ACT Officer Constable Sue Hamilton (left), were the recipients of the Heart Award in April. The event recognizes the recovery efforts of mental health and substance use clients and community members that promote recovery.

ACT OFFICER ROLE



- Facilitating enhanced supervision / support to offenders and mutual clients who have multiple risks and needs factors (i.e. addictions, mental illness, homelessness, etc.);
- Assisting with integrated case management to clients, in partnership with program team members and stakeholders;
- Providing security and security risk assessment for team members and procedures;
- Facilitating service access in a less enforcement-oriented manner;
- Accompanying team members in the field;
- Providing direct liaison with VicPD members in the field;
- Collaborating with community partners to identify where other mental health supports are needed; and
- Providing crisis response to individuals as required.

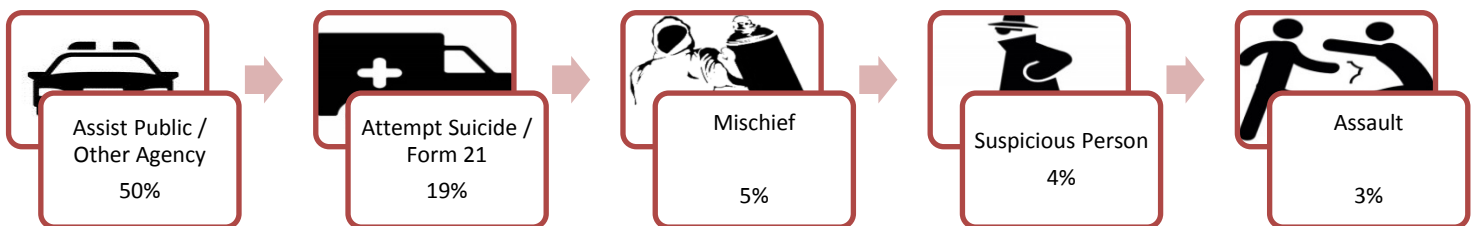
STAKEHOLDERS



326

CLIENTS
CURRENTLY
SUPPORTED
ACROSS ALL
TEAMS

TOP CALLS FOR SERVICE FOR ACTIVE CLIENTS ACROSS ALL TEAMS



IMPACT

UVic's Department of Psychology is currently conducting research on the impact of police officers on ACT teams. A follow-up [study](#), inclusive of qualitative findings, was released in May. Research results are briefly summarized below.



- Development of positive & respectful relationships;
- Provision of longterm support & prevention;
- Unique combination of skills & abilities;
- Effective coordination with healthcare;
- Police involvement supported better outcomes; and
- Ability to see behaviour through a mental health lens rather than a criminal lens.



- Some recipients may fear looking like an informant if they interact with police;
- Mistrust of police may lead a recipient to become agitated; and
- Interactions can be triggers for recipients with past history of traumatic experiences with police.

HIGHLIGHTS: PATROL DIVISION



K9 PRESENTATION

In April, Patrol Division members and K9 units, including Police Service Dogs (PSDs) Jonny, Diesel, and Bodi, attended George Jay Elementary school to deliver a presentation and K9 demonstration to a grade one and two class.

The K9 units delivered a presentation and showed off some of their PSD capabilities. Patrol Division members engaged with the students and answered their questions. At the end of the presentation, additional Patrol Division members brought in two police vehicles and allowed the students to sit in the vehicles.

VicPD members received great feedback about the presentation and demonstration from both students and teachers at George Jay Elementary.

OVERDOSE

In June, Patrol Division members were patrolling in the 800-block of Cormorant Street when they observed a man alone and slumped over in the back corner of a parking lot. The members approached the man, and discovered that he was suffering from an overdose, was unconscious, and was barely breathing. An ambulance was called while one member administered two doses of naloxone. The man still did not regain consciousness. Another Patrol Division member attended with additional naloxone. Eventually, the man regained consciousness and was transported to the hospital for further care and monitoring.

If not for the presence and quick action of members, along with their training and equipment, the man likely would have not survived.

COMMUNITY INITIATIVE

In a follow up to an incident that occurred earlier in the quarter, police were asked to attend a meeting with a Syrian refugee family new to Victoria. A counselor asked police to attend to ensure the family, who were hesitant of police, understood that they are supported in the community.

This meeting, organized by a member of the Patrol Division, provided a chance for the family to meet some friendly officers and build rapport and trust with the police. Patrol Division members attended and met with the family along with representatives from the Ministry of Children and Family Development, family counselors, and a translator.

VicPD members emphasized to the family that they should never hesitate to call police, and helped direct them to the correct resources.

EMERGING TRENDS / CONCERNS



VicPD is experiencing an increased call load and is significantly challenged to respond to calls for service that fall outside its primary mandate. Non-police related calls such as abandoned vehicles, parking complaints, noise complaints, panhandlers, animal conservation, medical calls, community corrections and parolee monitoring fall within the mandate of other agencies at the municipal, provincial and/or federal level. Due to resource challenges of their own, these agencies have relied on VicPD to field their calls after hours and on weekends. The call load for high-priority police-related matters makes it impossible for the Victoria Police Department to continue to provide this assistance as it has done in the past.

HIGHLIGHTS: STRATEGIC OPERATIONS COUNCIL



INTELLIGENCE GROUP

This quarter, Crime Analysts determined the total number of Theft from Auto calls comparing it to a three year average. The data indicates that since August 2018, thefts from vehicles in Victoria have consistently been above the three year average. The thefts were then mapped to determine priorities and resources at the front line level. Additionally, Crime Analysts conducted an analysis of certain types of calls for service, including, but not limited to: Suspicious Persons, Theft from Auto, Mischief, and Break and Enter to Underground Parking Garage to identify individuals that may be responsible. It was concluded that someone, or a couple of individuals, are committing a high number of offences and two persons of interest were identified.

Special Attention Areas, areas where patrol officers were directed to conduct extra patrols throughout their daily activities, were then developed by the Patrol Division. These areas included James Bay (focusing on Superior Street and Kingston Street) and the area surrounding Hillside Mall. K9 officers, who are now running the Bait Car Program, also deployed the Bait Car in these areas.

MENTAL HEALTH / SOCIAL DISORDER GROUP

Total Calls for Service (CFS): 8826

Total CFS where mental health was a factor: 1776 or 20%

- Victoria: 1529 calls or 19.98% (1 in every 5)
- Esquimalt: 247 calls or 20.13%

Total Section 28 Apprehensions: 217

- Victoria: 173 or 79.72%
- Esquimalt: 44 or 20.28%

Total hospital visits: 286

Total hospital wait time: 460 hours and 22 minutes

(Average: 96 minutes; Longest: 6 hours and 45 minutes)

Percent of hospital waits longer than 2 hours: 39%

Number of violent occurrences involving persons with a mental health issue: 114 or 31.23 %

Number of persons who appeared on the Early Warning System (EWS) list: 998

Number of persons who were identified as being in the greatest need of intervention / assistance: 61

Services accessed to support those identified with the EWS: Integrated Mobile Crisis Response Team (IMCRT), Island Health, shelter housing (e.g. Arbutus, Rock Bay Landing, Our Place, etc.), 713 Outreach, Assertive Community Treatment (ACT) teams, hospital security

Major Issues: issues around current diagnosis of schizophrenia, bi-polar, and/or depression; self-medicating, ceasing to take medication, current medication not working; and attempted suicides.

EMERGING TRENDS / CONCERNS



In April, officers responded to several incidents in Centennial Square, including: a fight between up to 20 people, assaults, weapons seizures, arson, and robberies. Towards the end of the quarter, there have been some improvements with fewer violent events; however, this area remains busy with a large number of people loitering in the area and openly consuming liquor. This area has also become a hang-out area for missing youth from all over the Capital Regional District (CRD). VicPD members attended Centennial Square at least 12 times in April and May looking for youth missing out of Saanich and Central Saanich.

HIGHLIGHTS: COMMUNITY ENGAGEMENT DIVISION

336
MEDIA
REQUESTS

43
MEDIA
RELEASES

157
ACTIVE
BLOCK
WATCH
GROUPS

1787
VOLUNTEER
HOURS
LOGGED



PUBLIC AFFAIRS

This quarter, Public Affairs staff conducted some amazing work during a number of initiatives, including National Police Week and the Harbourcats Home Opener. National Police week began in 1970, and is a way for communities to learn about what police do and the services that they provide. During National Police Week, the 41 officers and support staff who were recognized during the annual Honours Ceremony in March were highlighted each day of the week.

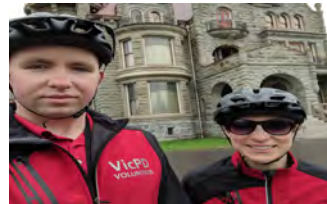
For the Harbourcats Home Opener, VicPD partnered with the Harbourcats baseball team, Central Middle School, and Rockheights Middle School to bring students to the game with police (pictured above). This was a very successful event with great feedback.

BLOCK WATCH

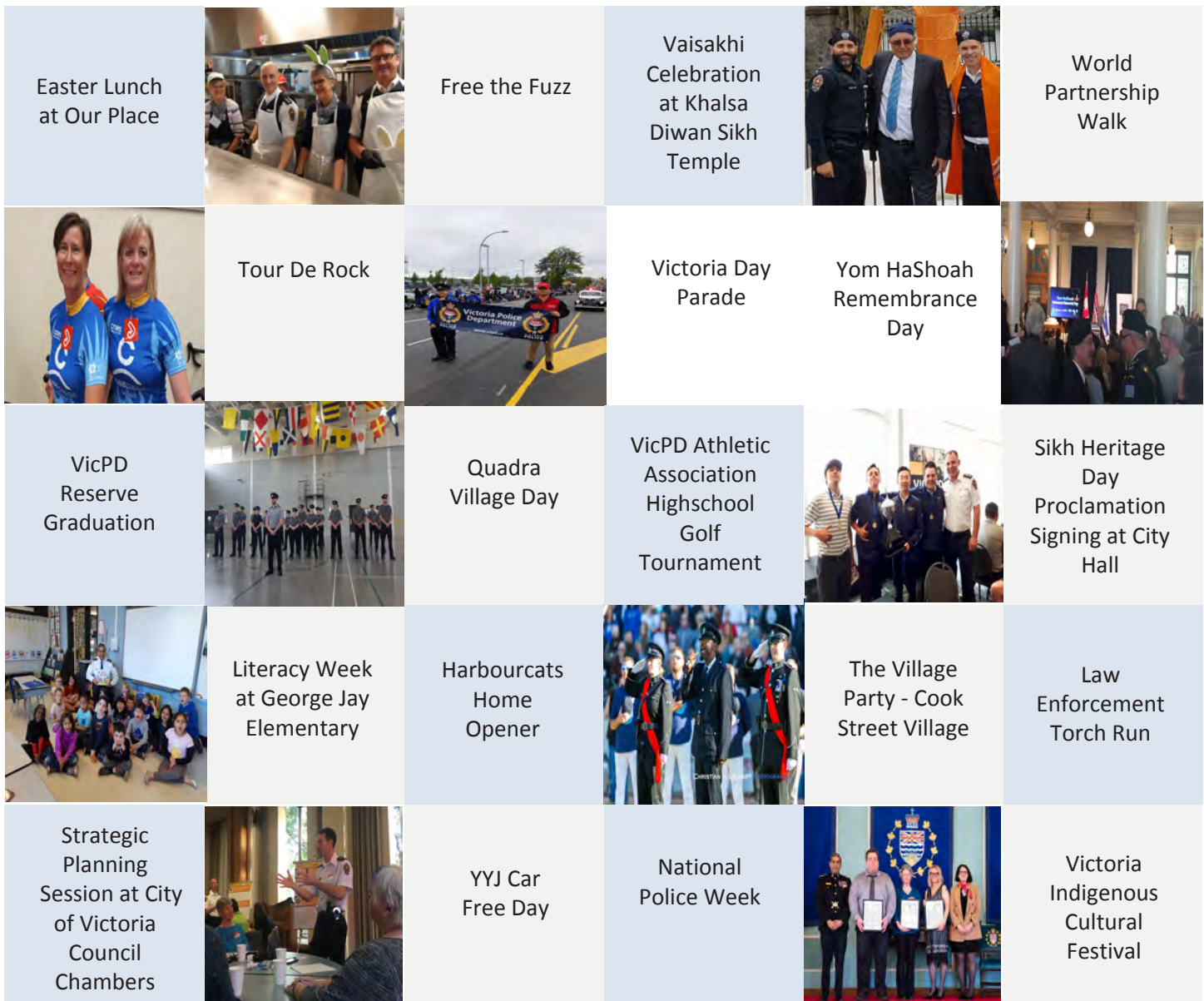
Block Watch continues to increase its presence in the communities of Victoria and Esquimalt. New Captains and participants are continually added to the program, and our Reserve Constables make regular presentations to Block Watch groups. During the second quarter we have seen a positive success rate for the installation of our new VicPD Block Watch signs. Thanks to excellent work by City of Victoria and Township of Esquimalt staff, working in partnership with our VicPD Block Watch and Community Programs Coordinator, the VicPD Block Watch Sign Revitalization process is 43% complete. In the coming months, we'll be reaching out to the public for assistance to ensure that we've located all the older, weathered signs and have refreshed them with the new, high profile signs.

VOLUNTEER SERVICES

Quarter Two started with Volunteer Awards Night during National Volunteer Week, and the launch of our redesigned Community Events Program. Community events have been very busy with new interactive experiences for Pedestrian Safety, Home Security, and Child Find programs, engaging 18 team members. In May, we relaunched our Bike Program with seven volunteers patrolling the trails and welcomed 14 new Crime Watch volunteers. The reduction in front desk hours resulted in over half the front desk volunteer team being reassigned, building access challenges for our Crime Watch and Event Volunteers, and reducing accessibility of our volunteer program to community members. Finally, last year's redeployment of the Reserve program to the Patrol Division continues to impact the cooperative relationship between Reserves and Volunteers.



HIGHLIGHTS: KEY MEETINGS AND COMMUNITY EVENTS



UPDATE: FINANCIAL SERVICES DIVISION



As at the end of the second quarter, the net financial position was 0.3% above the approved budget. Salaries and benefits were slightly over budget, due to higher benefits loading in the first half of the year and recruitments at the beginning of the year in anticipation of retirements. This is expected to reverse for the 3rd quarter as recruitments lag turnover before stabilizing in the 4th quarter. Other line items are within budget, with the exception of contractually obligated retirement payouts. Retirements are over budget by \$266,575 at this time and are expected to exceed the budget by the end of the year, resulting in an approximate drawdown from reserves of \$400,000. We expect, with the exception of retirements and barring unforeseen events, the net financial position to remain in line with the budget. Capital expenditures are slightly below budget at this time and we expect expenditures to remain slightly below budget throughout the rest of the year.

APPENDIX

Number of Dispatched Calls in Each Municipality*

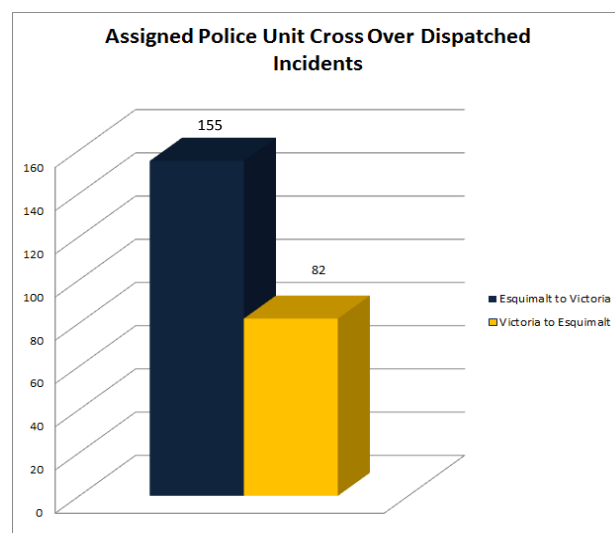
Dispatched Calls for Service by Municipality												
	Priority 1		Priority 2		Priority 3		Priority 4		Other		Grand Total	
	Q2 2018	Q2 2019	Q2 2018	Q2 2019	Q2 2018	Q2 2019	Q2 2018	Q2 2019	Q2 2018	Q2 2019	Q2 2018	Q2 2019
Victoria	720	808	2269	2343	4953	4792	1417	1707	3	9	9362	9659
Esquimalt	112	122	218	246	449	449	137	172	0	1	916	990
Outside	0	9	10	12	16	11	5	9	0	0	31	41
Grand Total	832	939	2497	2601	5418	5252	1559	1888	3	10	10309	10690
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 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 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	No	No

*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 2019	Rank	Q2 2018	Rank
ABANDONED 911	1499	1	1786	1
UNWANTED PERSON	1362	2	1667	2
CHECK WELLBEING	957	3	1118	3
THEFT	949	4	870	4
PROPERTY (FOUND/LOST)	685	5	728	5
Grand Total (All call types)	13546		13660	
Esquimalt				
Top 5 Call Types	Q2 2019	Rank	Q2 2018	Rank
ABANDONED 911	165	1	176	1
CHECK WELLBEING	106	2	105	2
ASSIST GENERAL PUBLIC	79	3	73	3
ASSIST POLICE/FIRE/AMBULANCE	79	4	69	4
PROPERTY (FOUND/LOST)	58	5	59	5
Grand Total (All call types)	1297		1265	

Top 5 Reported Occurrences for Each Municipality

Victoria				
	Q2 2019	Rank	Q2 2018	Rank
ASSIST PUBLIC / UNWANTED PERSON	2039	1	2131	1
SUSPICIOUS CIRCUMSTANCES	615	2	579	2
THEFT FROM VEHICLE	450	3	311	6
MISCHIEF - \$5000 OR UNDER	353	4	273	8
PROPERTY - FOUND	315	5	400	3
Grand Total (All occurrence types)	9059		9033	
Esquimalt				
	Q2 2019	Rank	Q2 2018	Rank
ASSIST PUBLIC / UNWANTED PERSON	207	1	221	1
SUSPICIOUS CIRCUMSTANCES	54	2	78	2
DOMESTIC DISPUTE - NO ASSAULT	38	3	42	3
MENTAL HEALTH	35	4	24	8
PROPERTY - FOUND	32	5	34	4
Grand Total (All occurrence types)	908		912	