



**VICTORIA  
POLICE**

**FRAMEWORK AGREEMENT QUARTER THREE REPORT**  
**VICTORIA**

December 12, 2019

## Chief Constable's Message

It is my pleasure to present the 3<sup>rd</sup> Quarterly Report for 2019. In this quarter, the officers and staff of VicPD responded to a number of complex incidents and investigations. While we have highlighted a few here, I want to point out that these represent a fraction of the work performed by our people everyday, all in pursuit of serving the residents and visitors to our great communities.

Also this quarter, we are highlighting the work of the Greater Victoria Police Emergency Response Team. The GVERT is an integrated policing unit comprised of officers from each of the local municipal police agencies. Almost all of these dedicated officers perform these critical functions as secondary responsibilities to their normal work assignments. I would like to thank each of them for their hard work and dedication to public safety in the region.

Finally, I must once again make a point to thank our leadership team, officers and staff for their tireless efforts. I constantly hear of the remarkable work they are doing while working under tremendous workload pressures. I hope that we can find ways to ensure their long-term health so they may continue to serve our communities, and we can benefit from their experience for years to come.



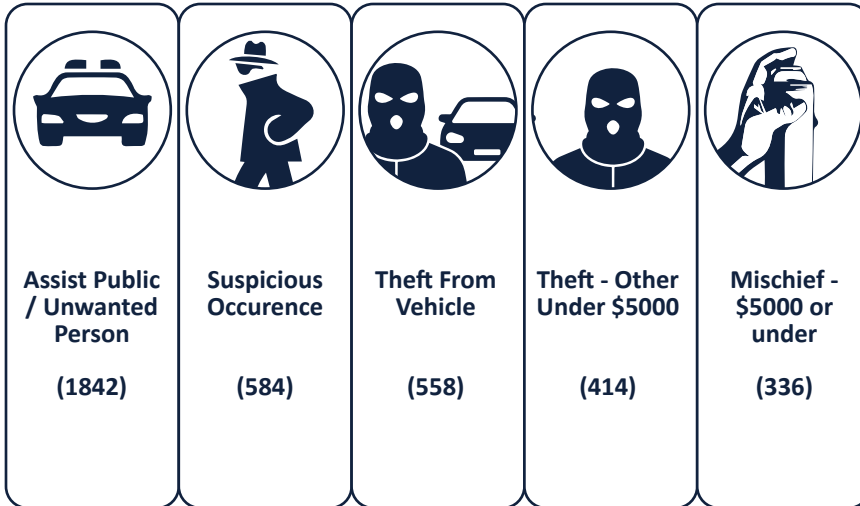
Del Manak  
Chief Constable



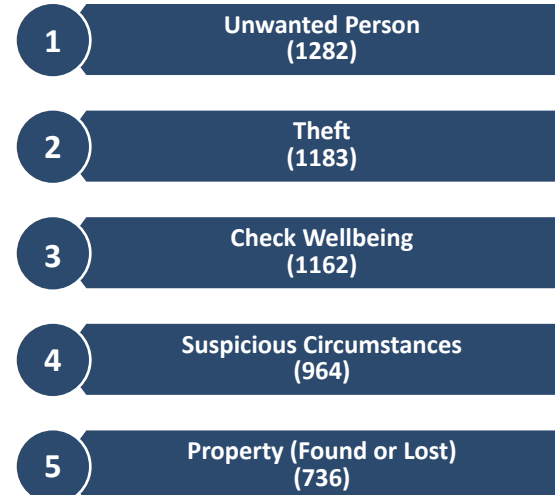
Q3

## 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	898	2514	4706	1829
2018	764	2409	5287	1663
Response Benchmark Met?	No	No	No	Yes

## NUMBER OF CROSS-OVERS OUTSIDE JURISDICTION

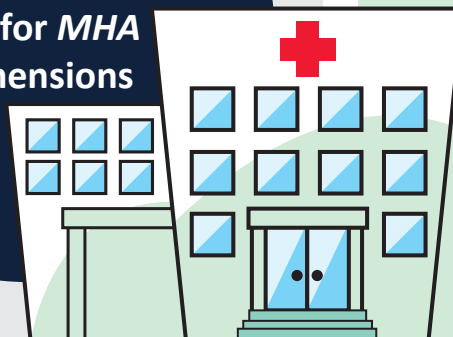
**108**  
Victoria to  
Esquimalt

**237**  
Esquimalt to  
Victoria

**366**  
Media  
Requests

**1,743**  
Volunteer  
Hours Logged

**387**  
Hours Spent in  
Hospital Wait  
Rooms for *MHA*  
Apprehensions



## HIGHLIGHTS: INVESTIGATIVE SERVICES DIVISION



### CHILD ABDUCTION

In July, Patrol members responded to a report of a potential parental abduction. Attending officers learned that the child's father had taken his four-year-old daughter, Samantha, to Vancouver and not returned. Major Crime Unit (MCU) investigators began a comprehensive investigation and determined that the father traveled to Jakarta, Indonesia, abducting Samantha contrary to the Court Order.

As a result of the investigation by MCU, Crown Counsel approved criminal charges against the father for Abduction and Disobeying a Court Order. The father was arrested when he returned to Canada and the mother was able to fly to Indonesia and bring Samantha home safely. Funds for the mother's trip were raised entirely via personal donations from members of the Victoria Police Union.



### BAY STREET SHOOTING

In August, multiple officers responded to the area of the 1500 block of Bay Street for a report that a man had been shot outside a residence. Officers arrived and a man was transported to hospital with non-life threatening injuries. Additional officers responded to the area and searched for suspects and evidence. Bay Street was closed to traffic between Forbes and Victor streets for several hours.

MCU investigators worked to investigate the incident. With the assistance of the Greater Victoria Emergency Response Team (GVERT), a man was arrested without incident for attempted murder, careless use or storage of a firearm, and possession of a weapon for a dangerous purpose.

This file remains under investigation.



### GANG ACTIVITY

The VicPD Analysis and Intelligence Section identified persons involved in a Lower Mainland gang selling drugs in Victoria and Esquimalt. The potential for violence amongst this group was very high; therefore, Strike Force immediately initiated an investigation into their activities in the Greater Victoria and Esquimalt area. During the six-week intensive investigation, active drug deals were observed to become more organized.

As a result, several arrests were made, drugs and firearms were seized, and search warrants were executed in the Victoria and Esquimalt areas, as well as in neighboring jurisdictions on Vancouver Island.

The investigation continues and charges will be forwarded to Crown Counsel at the completion of the investigation.

## EMERGING TRENDS / CONCERNS



The national and cyber nature of fraud continues to pose investigative challenges with local victims often being targeted by organized crime groups across Canada. For example, in September police were called for a Fraud In Progress at a local bank. The suspect had identification in the name of the existing account holder and was attempting to withdraw over \$50,000 from the account. An interview with the suspect determined that she was being used as part of a larger and more organized scheme where she was being provided bank client information by handlers and being driven from Calgary to Victoria, committing frauds along the way. This group originates in Calgary and has sophisticated identification and insider banking system information. Although two main suspects were located and arrested, obtaining evidence against them to support charges remains a challenge. The file remains under investigation.



# SPOTLIGHT ON:

## GREATER VICTORIA EMERGENCY RESPONSE TEAM (GVERT)

### MANDATE

To provide the best and safest possible police response in both planned and in-progress situations where an increased potential for violence exists, arising out of a confrontation between police and a subject. The use of members trained, equipped, and organized for this purpose provides a greater margin of safety for the public, police members, and subjects alike.



The Armoured Rescue Vehicle (ARV), pictured above, is a transport mechanism that is used as an additional layer of protection to officers and the community in response to some types of critical incidents or a natural disaster. It facilitates a variety of support functions. For example, it is often used by Crisis Negotiators to facilitate communication from a position of safety.



### STAKEHOLDERS



### COMPONENTS

#### Critical Incident Commanders



Senior officers with extensive experience in critical incident management and major crime investigations.

#### Scribes



Specially trained individuals that capture and organize information and provide documentation on Critical Incident Commander decisions.

#### Crisis Negotiators



Experts trained at a national level in crisis intervention and de-escalation; in the area of threat-assessment, mental health, and addiction.

#### Tactical Unit



A unit composed of highly trained officers equipped to safely resolve situations that exceed the capabilities of front-line police. The Tactical Unit provides explosives detection and disposal services for regional operations and major public events.

#### Mental Health Professionals



Three psychiatrists and an addictions social worker advise Crisis Negotiators by providing advice that is specific to the crisis at hand.

#### Cultural Advisors



Includes any person in the community that can provide insight and communication strategies to the Crisis Negotiators.

# 60

Operations to date in 2019



# 50%

High-risk arrests for firearms and drugs



# 35%

High-risk *Mental Health Act* apprehensions



# 15%

Public event security, explosives disposal / suspicious package

## HIGHLIGHTS: COMMUNITY SERVICES DIVISON



### ILLEGAL CANNABIS STOREFRONTS

Members of the Community Services Division (CSD) Beat and Bike Section supported the province's new Community Safety Unit (CSU) which had initiated an investigation into illegal cannabis storefronts operating in the City of Victoria.

In early August, the CSU conducted a search and seizure of all cannabis products under section 89 of the *Cannabis Control and Licensing Act* at multiple locations of an illegal storefront. VicPD members attended with CSU to conduct surveillance, secure the stores, and keep the peace while CSU conducted their enforcement. During surveillance, VicPD members observed a truck which was making rounds to the various illegal storefront locations to retrieve all the products. A traffic stop was conducted by VicPD members and resulted in the seizure of approximately \$500,000 of illegal cannabis products.



### COVERT SURVEILLANCE

In July, members of CSD conducted covert surveillance in the 700-block of Cormorant Street and the 700-block of Pandora Avenue for suspected drug traffickers. A drug trafficking operation was observed taking place in the downtown core resulting in the arrest of three individuals for Possession for the Purpose of Trafficking. During a search of the individuals and their vehicle, approximately 2.5 ounces in drugs, \$1500 in cash, and score sheets with great intelligence value were seized. The vehicle was also seized and a warrant to search a hotel room was obtained.

The main suspect, previously convicted of first degree murder, was held in custody related to a domestic violence breach. The individuals arrested were from Nanaimo and were attempting to get established in the Victoria area.



### COOPERATION DOCUMENT WITH PORTLAND HOTEL SOCIETY

Members of CSD and Patrol frequently interact with service providers in the downtown core and other locations across the city. In an effort to bolster consistency in VicPD's response to some of our supportive housing and shelter locations operated by Portland Hotel Society (PHS), CSD created a Cooperation Document which articulates best practices for police vis-à-vis lawful and appropriate access to these locations. The goal of the document is to enhance cooperation and understanding between police and PHS staff when police have a bona fide reason for entering the building(s). CSD has since delivered training on the document to front line officers and some PHS staff.

## EMERGING TRENDS / CONCERNS



The street disorder issues in the 900-block of Pandora Avenue continue to prove challenging for VicPD, particularly for the members of CSD. Our Place recently opened 35 new shelter beds in an effort to bring more of the street-entrenched population indoors. Despite the urging of the Our Place Outreach Team and members of VicPD, many individuals who were camping in the 900-block of Pandora Avenue have opted to remain outdoors regardless of the weather conditions. VicPD continues to work closely with Our Place and Island Health to encourage members of our vulnerable population to utilize the shelter beds.



## HIGHLIGHTS: PATROL DIVISION



### DRUG TRAFFICKING

In July, Patrol officers seized drugs, replica firearms, and thousands in cash as part of an investigation into drug trafficking in the Burnside Gorge neighbourhood.

Patrol officers worked with officers from the Community Services Division, Strike Force section, and officers from the Greater Victoria Emergency Response Team (GVERT) to execute a search warrant at a residence in the 600-block of Manchester Avenue. The search warrant was the result of weeks of investigation into reports of drug trafficking.

Officers seized heroin, cocaine including crack cocaine, cannabis, methamphetamine, and fentanyl. Officers also seized several replica firearms, cartons of illegal cigarettes, a stun baton, and over \$50,000 in cash.

### STOLEN VEHICLE & BARRICADE

In September, Patrol officers responded to an early morning report of an intoxicated man standing in the middle of the road in the area of Shelbourne and Begbie streets. Upon officer arrival, the man tried to drive a stolen vehicle backwards at a high rate of speed to evade capture. He crashed into multiple parked cars as well as the police vehicle that was first to respond. No injuries were sustained by anyone involved.

The man abandoned the vehicle a short distance away and fled on foot to a residence on Begbie Street where he barricaded himself inside. GVERT was activated and negotiators were deployed to attempt to resolve the incident peacefully. After several hours, officers obtained a warrant to enter the residence. GVERT officers were then able to take the man into custody without further incident.

### INVESTIGATION & SUPPORT UNIT (ISU)

In July, the Patrol Division launched the Investigation and Support Unit (ISU). It is a fully functional support unit with the mandate to focus on the timely response and investigation of priority three and four calls for service, missing persons, and other complex or involved investigations not suitable for, or actionable by, the Investigative Services Division.

Currently, a significant number of calls (upwards of 20-30 on average) are consistently holding for front line members. The ISU gives officers who have been injured on the front line an opportunity to return to work in a limited capacity. This allows officers on the road to respond to higher priority calls and increase proactive and investigative police work while enhancing efficiencies in existing workload and call response.

## EMERGING TRENDS / CONCERNS



Several Good Samaritans were recognized with the department's Civic Service Awards for assisting officers during a domestic violence investigation. The citizens offered the use of their boats to allow officers to respond to a vessel moored in the upper harbour. This incident highlighted the challenges for the department to effectively respond to marine incidents that involve a criminal investigation. While there are other partner agencies available to assist with marine rescues, there is currently no response capability for officers when responding to in-progress marine events that involve potential criminality. VicPD's Marine Response Unit was collapsed in 2015 due to budget constraints.

## HIGHLIGHTS: STRATEGIC OPERATIONS COUNCIL



### INTELLIGENCE GROUP

Theft from Auto calls remained a high priority throughout this quarter due to significantly higher rates per month when compared to the three-year average. In Victoria and Esquimalt, there was a total of 171 Theft from Auto calls in June/July, 164 in July/Aug, and 189 in August/September. This call type has been steadily increasing since August 2018 and remained a major concern for the duration of the summer.

Esquimalt Division's K9 Unit showed leadership by taking charge of the Bait Car program. Traditionally, this program has been used to catch individuals who steal vehicles. The K9 Unit adapted the program to strategically place bait cars in specific areas in Victoria and Esquimalt which were identified by crime analysts as areas with the highest vehicle thefts. Since initiation of the program in July, there have been 10 bait car activations in Victoria with two resulting in charges. There were no bait car activations in Esquimalt.

The Community Engagement Division created an awareness video on how to prevent theft of valuables from a vehicle. The [video](#) was posted to VicPD social media sites including Twitter, Facebook, and Instagram. Volunteers also assisted by checking over 15,695 vehicles through the Lock Out Auto Crime program.

### MENTAL HEALTH / SOCIAL DISORDER GROUP

**Percentage of submitted General Occurrence Reports that indicated that mental health was a factor in the incident:**

- Victoria: 18.13%
- Esquimalt: 20.84%

**Total Section 28 Apprehensions: 191**

- Victoria: 160
- Esquimalt: 31

**Total hospital visits (all MHA apprehensions): 261**

**Total hospital wait time: 387 hours and 43 minutes**

**(Average: 88 minutes; Longest: 5 hours and 30 minutes)**

**Percent of hospital waits longer than 2 hours: 28.6%**

**Number of violent occurrences involving persons with a mental health issue: 123**

**Number of persons who appeared on the Early Warning System (EWS) list: 1646**

**Number of persons who were identified as being in the greatest need of intervention / assistance: 45**

**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:** Individuals leaving the hospital after being certified by an emergency room physician; increase in the number of individuals who are released with borderline personality disorders because the hospital cannot help them.

### EMERGING TRENDS / CONCERNS



An emerging trend identified by crime analysts is the growing reach of organized crime groups from the Lower Mainland to Victoria to capitalize on potential markets. The profitability of fentanyl trafficking continues to motivate organized crime groups to engage in importation, distribution, and street sales which ultimately leads to drug poisonings in our communities. Compounding the problem is a re-emergence of methamphetamine trafficking and use which is a growing trend across North America and is impacting both Victoria and Esquimalt. Thefts and Break and Enters linked to drug crime have risen sharply in the last three months.



## HIGHLIGHTS: COMMUNITY ENGAGEMENT DIVISION

**366**  
MEDIA  
REQUESTS

**61**  
MEDIA  
RELEASES

**157**  
ACTIVE  
BLOCK  
WATCH  
GROUPS

**1743**  
VOLUNTEER  
HOURS  
LOGGED



### PUBLIC AFFAIRS

During this quarter, the Public Affairs team continued to support public safety at various events and protests. Efforts were continued to curb the increase in theft from vehicles in Victoria and Esquimalt via the release of a public safety video on all social media platforms of which there have been over 14,000 views to date. Public Affairs continued to support the Patrol division through media releases to aid in the location of missing people and supported the Traffic Division in their Back to School campaign.

Public Affairs also continued to release information on various search warrants conducted including the seizure of drugs, cash, and a loaded shotgun from an alleged drug dealer operating in the area of Victor Brodeur School.

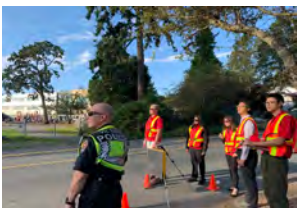
### BLOCK WATCH

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.










Working in partnership with the City of Victoria and Township of Esquimalt, the VicPD Block Watch sign revitalization process is now 63% complete. In the coming months, we will be reaching out to the public for assistance to ensure that any additional old and weathered signs are refreshed with the new high profile signs.

### VOLUNTEER SERVICES

Our Crime Watch team carried out 55 speed watch deployments, 12 cell watch deployments, and checked over 15,695 vehicles under the Lock Out Auto Crime program. Our teams worked in tandem with officers to deliver our most successful Back to School campaign yet, attending almost every school in the jurisdictions of Victoria and Esquimalt. Our Community Events Team attended Vic West Fest, India Mela, HarbourCats games in support of Tour de Rock, and assisted to recruit new volunteers at Camosun College, Royal Roads University, the University of Victoria, and Vancouver Island University. The Front Desk team continued with their high service standards and seamlessly adapted to the integration of new procedures for the daily operations of the Front Counter.



## HIGHLIGHTS: KEY MEETINGS AND COMMUNITY EVENTS

Canada Day Celebrations in Inner Harbour		Guru Nanak Dev Ji Walk for World Peace	Victoria Pride Parade		Summer Block Party Celebrating Our Place Society
	Pulling Together Canoe Journey		India Mela	Victoria Symphony Splash	Harbourcats Baseball Game with Indigenous Street Community
Back to School Launch at George Jay Elementary and Central Middle School		Forces Friday HarbourCats Game		Tour de Rock Jersey Presentation	
Swearing-In Ceremony		Michael Dunahee Slo-pitch Tourney of Hope in Support of Child Find BC		Indigenous Women's Wellness Day	Sarah Beckett Memorial Playground unveiling ceremony
Our Place Society Therapeutic Recovery Community Reveal		Junior Superheroes Help Fill a Dream Project	St. John Ambulance Lifesaving Awards		Defence on the Docks

## UPDATE: FINANCIAL SERVICES DIVISION



At the end of the third quarter, the net financial position was 0.3% below the approved budget. Salaries and benefits were below due to a higher than normal employee turnover and time lags in securing replacements. As a result, overtime costs to maintain shift minimums are higher than budgeted. Overall wage costs including overtime were still below budget and are expected to remain so until early 2020. Other line items are generally within budget, with the exception of contractually obligated retirement payouts. Retirements are over budget by \$364,544 and are expected to exceed the budget by the end of the year by approximately \$500,000. 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 to be below budget at the end of the year. Adjustments were made to the prioritization of fleet replacements which reduced expected expenditures by approximately \$200,000. Additionally, a building capital project originally planned for 2019 will not be complete until 2020.

## APPENDIX

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

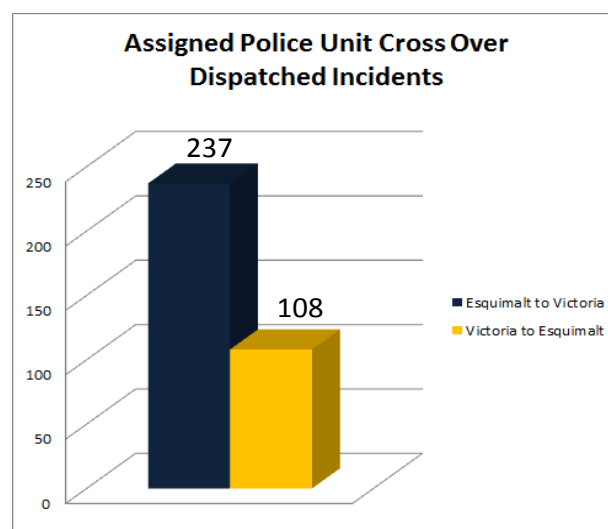
Dispatched Calls for Service by Municipality												
	Priority 1		Priority 2		Priority 3		Priority 4		Other		Grand Total	
	Q3 2018	Q3 2019	Q3 2018	Q3 2019	Q3 2018	Q3 2019	Q3 2018	Q3 2019	Q3 2018	Q3 2019	Q3 2018	Q3 2019
Victoria	764	898	2409	2514	5287	4706	1663	1829	2	3	10,125	9,950
Esquimalt	128	109	257	266	451	412	154	154	0	0	990	941
Outside	7	8	10	7	11	14	3	3	0	0	31	32
Grand Total	899	1015	2676	2787	5749	5132	1820	1986	2	3	11,146	10,923
* All calls dispatched to Esquimalt do not include calls to Vic West												

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 the Esquimalt Division 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	No	No
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	No

\*Response times are calculated using "time received" to "time on scene" using standard police data analyst quality control methodology. Benchmarks were established using four 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 2019	Rank	Q3 2018	Rank
UNWANTED PERSON	1282	1	1436	2
THEFT	1183	2	906	4
CHECK WELLBEING	1162	3	1164	3
SUSPICIOUS CIRCUMSTANCES	964	4	339	11
PROPERTY (FOUND/LOST)	736	5	731	5
Grand Total (All call types)	13,249		14,846	
Esquimalt				
Top 5 Call Types	Q3 2019	Rank	Q3 2018	Rank
SUSPICIOUS CIRCUMSTANCES	97	1	34	13
CHECK WELLBEING	94	2	100	2
ASSIST POLICE/FIRE/AMBULANCE	78	3	76	3
THEFT	72	4	70	4
PROPERTY (FOUND/LOST)	62	5	49	8
Grand Total (All call types)	1,165		1,352	

### Top 5 Reported Occurrences for Each Municipality

Victoria				
	Q3 2019	Rank	Q3 2018	Rank
ASSIST PUBLIC / UNWANTED PERSON	1842	1	1993	1
SUSPICIOUS CIRCUMSTANCES	584	2	603	2
THEFT FROM VEHICLE	558	3	400	3
THEFT - OTHER UNDER \$5000	414	4	314	5
MISCHIEF - \$5000 OR UNDER	336	5	272	8
Grand Total (All occurrence types)	9,209		9,566	
Esquimalt				
	Q3 2019	Rank	Q3 2018	Rank
ASSIST PUBLIC / UNWANTED PERSON	181	1	185	1
SUSPICIOUS CIRCUMSTANCES	48	2	85	2
THEFT FROM MOTOR VEHICLE	40	3	46	4
DOMESTIC DISPUTE - NO ASSAULT	35	4	47	3
DRIVING COMPLAINT	33	5	33	7
Grand Total (All occurrence types)	866		987	