



Framework Agreement
Quarterly Report to the City of Victoria
July 1st to September 30th, 2015

October 21st, 2015

Chief Constable's Message



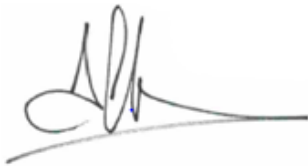
It is my pleasure to offer this quarterly report on the initiatives that the Victoria Police Department has undertaken in the third quarter of 2015.

This period started off with our largest operational deployment of the year, Canada Day. Through consistent public messaging prior to the holiday, the great work of our deployed officers, and a respectful and family-oriented approach by the vast majority of the participants, Canada Day 2015 was a fantastic success.

VicPD also made significant progress in our efforts to expand the breadth and depth of our engagement in the community. VicPD representatives enthusiastically participated in the 2015 Pride Parade, in which we fielded our largest contingent ever in this celebration. Three of our people (two sworn members and one Reserve officer) rode in the ever-demanding but immensely rewarding Cops for Cancer Tour de Rock, raising thousands of dollars for cancer research. We also participated in numerous other community events throughout Victoria and Esquimalt. At each event that we attended, our officers, professional support staff, Reserve officers and volunteers were warmly welcomed by community members.

Finally, it was a unique privilege to take part in the official opening of the new VicPD Hall of Honour on September 29th. This new public space, located off of the main lobby at VicPD headquarters, commemorates the five VicPD officers who have made the ultimate sacrifice while serving their communities. It also allows our citizens to learn more about the prestigious honours and awards that our people, both uniformed officers and professional support staff, have earned in the service of Victoria and Esquimalt.

Sincerely,



Frank J. Elsner
Chief Constable

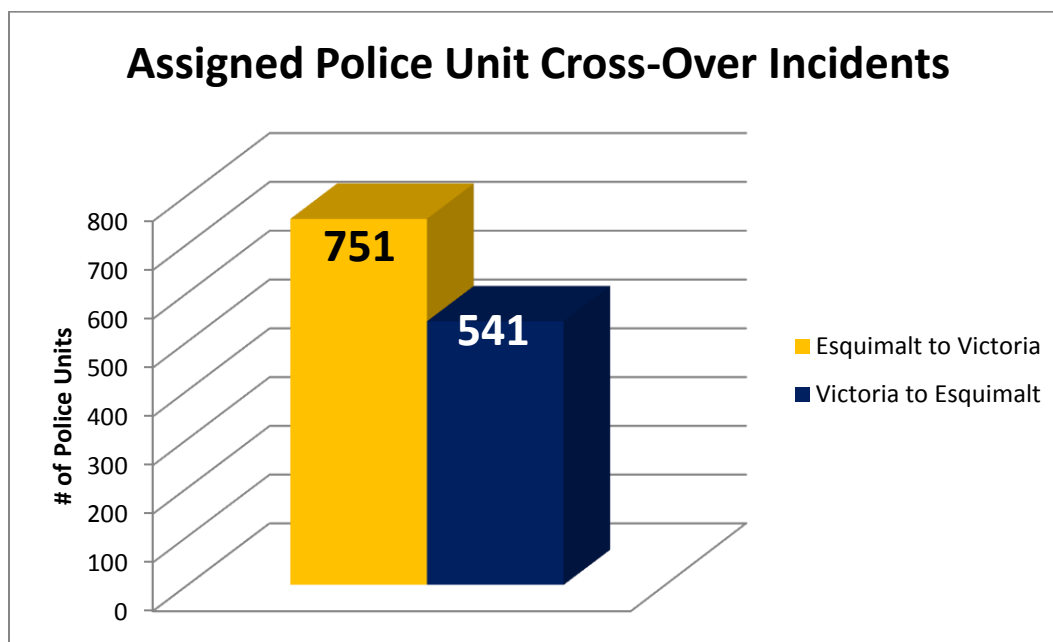
The following represents the performance of VicPD related to the identified performance metrics for the time period July 1 to September 30, 2015.

Number of dispatched calls in each municipality (segmented by priority)

Dispatched Calls for Service by Municipality						
DIVISION	Priority 1	Priority 2	Priority 3	Priority 4	Other	Grand Total
VICTORIA	770	4232	6018	3101	9	14130
ESQUIMALT*	163	621	748	326		1858
Outside Jurisdiction	6	23	38	17		84
Grand Total	939	4876	6804	3444	9	16072
Note* All calls dispatched to Esquimalt do not include calls to Vic West						

Number of times officers attend a call outside their jurisdiction

The chart below details the number of police units that were required to cross out of or into VicPD's Esquimalt Division jurisdiction to provide assistance in relation to a call for service.



Notes: 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 in each municipality (segmented by Priority 1 and 2 calls)

Response times for Priority 1 and 2 calls		
	Victoria	Esquimalt
0 - 5 min.	49%	52%
5.1 - 10 min.	22%	25%
10.1 - 15 min.	11%	8%
Other*	17%	15%

* "Other" typically indicates response times for secondary units or support units arriving on scene. It also accounts for responses to calls that are initially categorized as Priority 1 or 2 but are found to actually be less urgent (i.e. an abandoned 911 call in which the caller clarifies that it was made in error). Finally, a delay in officers reporting themselves as "on scene" can result in an indication of a longer response time than is actually the case.

Top 5 call types

Top 5 Call Types for Victoria compared to Esquimalt and Total Jurisdiction					
Top 5 Call Types	VICTORIA	Victoria Rank	ESQUIMALT	Esquimalt Rank	Grand Total
ABANDONED 911*	1993	1	341	1	2343
UNWANTED PERSON	1563	2	98	5	1664
CHECK WELLBEING	1105	3	153	2	1260
PROPERTY	830	4	66	8	901
ASSIST POLICE / FIRE / AMBULANCE	807	5	114	3	928

* Unintentional 911 calls continue to impact all 911 centres across Canada. In 2014 the Canadian Wireless Telecommunication Association reported a total of 28,412,638 wireless subscribers. A large number of unintentional calls are initiated using unregistered phones, which are phones that are purchased as "pay as you go" devices. Our experience shows that it is the unregistered phones that generate multiple 911 calls at one time, such as the situation on May 21st where one device called 911 sixty-three times in less than 1.5 hours.

The local Emergency Services Working Group is waiting for an expected decision out of the United States later this year to determine if unregistered phones should no longer have the ability to call 911. This decision is expected to substantially decrease the number of unintentional 911 calls.

Top 5 reported occurrences for each municipality*

Top 5 Reported Occurrences by Municipality					
	VICTORIA	Victoria Rank	ESQUIMALT	Esquimalt Rank	Grand Total
PUBLIC INTOXICATION	307	1	34	4	342
THEFT UNDER \$5,000	285	2	28	5	313
ASSAULT (COMMON)	269	3	37	3	306
THEFT FROM MOTOR VEHICLE	262	4	63	2	325
MISCHIEF UNDER \$5,000	252	5	26	6	278
Grand Total	9372		1272		10680

** This category of data was previously entitled "Criminal Code Offences by Municipality." It has been renamed "Reported Occurrences" to provide a more accurate outline of the most frequent incidents that occur, reflecting the events that place the highest demands on officers' time.*

Operations Council priorities: Demonstrating responsiveness to community concerns

The VicPD Operations Council regularly identifies areas of priority within Victoria and Esquimalt. These priority areas are selected based on the analysis of crime and disorder trends in addition to the consideration of "community intelligence" that is received from the community by our officers in many ways. In this quarter alone, hundreds of hours were spent by VicPD officers proactively patrolling the areas identified in Operations Council priorities.

This quarter saw a refinement of the Operations Council format to enhance public service and attention to hot spots, chronic problem persons, and addresses. The format has created a venue for better accountability and reporting out.

The following are highlights of Operations Council activities for July to September 2015 in Victoria:

July 9th - A search warrant was executed at a known drug dealer's residence in Saanich. The dealer is well known to deal drugs in Victoria and a great deal of stolen property was recovered.

July 16th - Project “Red Flag,” a drug-buy project at Rock Bay Landing, resulted in 16 warrants being issued. After the project, the Rock Bay Landing Boulevard was significantly improved.

August 7th – A search warrant was executed on a violent local criminal’s residence. He was charged with possession for the purpose of trafficking which will result in a mandatory one-year sentence.

August 31st - While doing proactive patrols in the 800/900 block of Pandora Avenue, VicPD officers checked a male and recovered a cart full of stolen power tools.

September 8th - A woman reported her outdoor plants stolen from her residence in the Hillside/Doncaster area. New plants were donated by the community and City of Victoria Parks Department as a goodwill gesture.

September 17th - a man and woman were arrested for over 65 overnight break and enters in the CRD area. This was a well-coordinated file between plainclothes officers in Victoria and Saanich. The information about the suspects was generated from the uniform level from some very good police work.

The Downtown Summer Deployment Action Plan was another success this year. Officers in the high-visibility areas received great appreciation and gratitude from both locals and visitors alike. There were numerous photo opportunities and directions given. As well, officers had positive interactions with the local street community.

Our Crime Watch volunteers continued to focus attention on the departmental priority “hot spots” and Dallas Road area for beach fires.

Our Patrol and FET members continued the engagement and “wake-ups” of the homeless as well as enforcement in the “no camping” areas. This is an ongoing process and takes a significant amount of time and resources.

Between January and June this year, over 700 hours were logged by members in the patrol priorities focused on crime prevention and police visibility. This was excellent dedication by our officers.



Number of community events attended

The number of community meetings and community celebrations were recorded for the time period spanning July 1 to September 30, 2015. For statistical reporting purposes, “community meetings” were defined as “all meetings with any community stakeholders including community groups, schools, boards, councils, neighborhood associations, etc.” “Community events” were defined as “pre-planned events put on by either VicPD, or by one of our community partners.”

VicPD is proud of its involvement in the community and the efforts put forth to maintain open lines of communication with the City of Victoria and its partners, businesses, residents and visitors. During the third quarter of 2015, VicPD members attended a total of 122 community meetings in the City of Victoria. Additionally, members attended a total of 38 community events in the City of Victoria, including the July 5th Pride Parade, India Mela on August 8th, and a Global Café engagement event at the Masjid Al-Iman Mosque on August 24th.

Crime Prevention Services Update

The VicPD Crime Prevention Services team, comprised of Public Affairs, the Community Programs Coordinator, Block Watch, Volunteer Services, the Reserve Program, and the Crime Free Multi-Housing Program, continued its efforts to engage the residents of Victoria through a variety of efforts.

The VicPD Public Affairs team continued to work hard to inform residents of Victoria about public safety campaigns, opportunities for consultation with VicPD, and any VicPD-related news during the third quarter of 2015. This team was also responsible for the design and launch of the new VicPD Hall of Honour, which commemorates fallen officers while celebrating the achievements of serving and retired officers and professional support staff. Public Affairs was also instrumental in organizing various VicPD Civic Service Award ceremonies, swearing-in ceremonies for new officers, and numerous other community events.



VicPD's Community Programs Coordinator continues to increase the presence of Block Watch in Victoria. During the third quarter of 2015, six new Block Watch captains were appointed in Victoria and VicPD Reserve Constables met with five separate Block Watch groups, educating residents on Block Watch, crime prevention strategies and answering a variety of questions. In an effort to promote and foster positive relationships within the City of Victoria, our Community Programs Coordinator attended eleven meetings and community events with various stakeholders and community partners.

Our VicPD volunteers, under the guidance of the Coordinator of Volunteer Services, continue to serve the community of Victoria in a variety of areas. Front Desk volunteers play an important role as greeters at Headquarters, often the first point of contact for clients visiting the station. These volunteers continue to provide excellent customer service, in a respectful, knowledgeable and supportive manner. During this quarter, this group provided a total of 684 hours of volunteer service.



Crime Watch volunteers continue to target specific areas in response to Operations Council priorities, by engaging with community members and raising awareness of crime prevention methods. During the third quarter of 2015, volunteers conducted 85 deployments in the City of Victoria. This included active van, foot and summer bike patrols, 10 distracted driving (cell watch) and 13 speed watch set-ups.

A highlight for this term was the annual Back to School Speed Watch campaign. During the week of September 14 – 17, volunteers partnered with VicPD Traffic officers and attended seven Victoria school-zone locations reminding vehicle drivers to slow down and watch for school children on the road. Response from the community was very positive.

In addition, a small group of dedicated volunteers provides program and project support, supplying much needed assistance to our volunteer programming. Together these volunteers provided 80 hours of volunteer service this term.

VicPD Reserve officers were similarly engaged in a range of activities in the Victoria community. From June 1st to September 30th, Reserves dedicated a total of 2736 hours in service to Victoria and Esquimalt. These hours were divided accordingly:

- 89 hours of Block Watch
- 105 hours of Lock Out Auto Crime
- 140 hours for bike registry and pick up,
- 137 hours for community events
- 844 hours for special events
- 525 hours assisting with Late Night, Great Night Task Force and ride-alongs.



Of note the VicPD Bike Registry has been a huge success with over 450 bikes registered to date with the number of stolen bikes decreasing and the number of bikes recovered increasing. Cst. Millard had been interviewed on CTV and CFAX to promote the registry. In addition, Cst. Millard has conducted 7 residential security audits and 4 Crime Free Multi-Housing building inspections. He also spoke to two senior groups, presenting on current frauds and senior safety.

Community Resource Officer Update on Community Issues and Police Strategies

Within the VicPD's Focused Enforcement Team Division are three full-time Community Resource Officer ("CRO") positions and one position integrated with the Assertive Community Treatment ("ACT") Teams. CROs are uniformed officers tasked with responding to ongoing community concerns. The CROs are an essential component of VicPD's community engagement strategy because they take ownership over ongoing issues, they develop understanding and expertise of these issues, and they build personal connections with community stakeholders. The CRO positions are divided as follows:

Burnside/Gorge	Csts. Johnson and K. Brown (job share)
Downtown	Cst. O'Connor
Midtown	Cst. Healy
ACT	Cst. S. Hamilton

The Community Resource Officers work under the supervision of Inspector Scott McGregor and Staff Sergeant Colin Brown. Both Insp. McGregor and S/Sgt. Brown engage at the managerial

and director level with all service providers in the City of Victoria including but not limited to the Downtown Victoria Business Association, shelter managers, Island Health, outreach teams, community groups, City of Victoria Staff and City Councillors. In the course of those duties, Insp. McGregor and S/Sgt. Brown attended 10 community events this quarter including:

1. Greater Victoria Diversity Advisory Committee Community Engagement at the Ismaili Muslim Community Association
2. Tour De Rock Jersey Presentation at the Work Point Barracks
3. Sheltering Solutions Public Forum at the Crystal Gardens
4. Island Health and Police Partnership meeting.
5. Tour de Rock finale at Centennial Square



The Sheltering Solutions Public Forum was a significant event attracting just under 400 people from the homeless, service provider and resident communities of Victoria. Insp. McGregor attended with S/Sgt. Brown, Sgt. Murray and Community Resource Officers Constables Johnson, Healy and O'Connor. Police participated in a brainstorming global café setting designed to create and identify solutions to the sheltering issues in Victoria. We received a great deal of positive feedback for our presence at this community forum and for participating.

Additional examples of community engagement undertaken by the CROs this quarter are summarized below.

1. Burnside/Gorge

Community Events:

Csts. Johnson and Brown attended numerous community events during the reporting period including:

1. Participated in the Rock Bay Landing “Good Neighbour Agreement” Advisory Committee.
2. Organized and participated in the Mustard Seed ball hockey fundraiser and raised \$200 and a large food donation.
3. Attended the Grand Opening of the Dahli Place for affordable family housing on Gorge Road.
4. Delivered a personal safety presentation for international students at Stewart College, 850 Courtney Street.

Sex Trade Worker (STW) Liaison Team - The STW liaison team is made up of Patrol and FET members who provide intelligence related to risks that STWs face during the course of their work. An intelligence file was created to identify STWs who are engaged in the outdoor sex trade, monitor John's and their vehicles, and compile and investigate “bad date” information – all with the goal of enhancing the safety of STWs.

Csts. Johnson and Brown monitor the intelligence file, liaise directly with PEERS, host information sessions for the clients and staff, receive and disburse “bad date” reports, and assist Patrol and SVU with files involving sex workers (ie/ helping to identify suspects, encouraging victims to provide statements, etc).

2. Downtown

As the Downtown CRO officer, Cst. O'Connor plays an integral role in the VicPD's response to general street disorder, homelessness, mental health, and addiction issues.

Community Events:

Cst. O'Connor attended numerous community events including:

1. Attended meeting with Overdose Management Group where several community organizations collaborated to develop a framework for education and communication relating to overdose concerns.
2. Participated in an Integrated Court documentary to highlight the inner workings of the Integrated Court and demonstrate its success at reducing recidivism through a collaborative and multi-disciplined approach.
3. Attended three Pandora Good Neighbour Agreement meetings and three Pandora Group meetings (representing residents in the 700-1100 blocks of Pandora) to discuss and strategize solutions to the challenges of street disorder that occur in this area.

4. Participated in a planning session for Extreme Weather Protocol for the upcoming winter months.

Noise Reduction Strategy (Douglas/Courtney Streets) – VicPD has received numerous complaints from the residents of The Falls condominium complex (707 Courtney Street) relating to the late night noise caused by the licensed establishments in the immediate area. Cst. O'Connor has implemented a noise reduction strategy for the area. The hope of the program is to encourage bar patrons from Strathcona Hotel to leave the immediate area in order to reduce the number disturbances to the neighbouring residential building. Taxi stands have been placed in strategic locations with the expectation of encouraging patrons to move in that direction. Police, specifically the LNTF, are part of the educating process by speaking to patrons and taxi drivers.

3. Midtown

As the Midtown CRO officer, Cst. Healy shares many of the same duties and responsibilities as Cst. O'Connor with respect to homelessness, camping issues, and proactively engaging with businesses, residents, and clients. Cst. Healy's other duties are noted below.

Community Events:

Cst. Healy attended numerous community events including the following:

1. Met with the City of Victoria Policy Analyst regarding potential municipal regulation of marijuana-related businesses.
2. Hosted an information session with local relators seeking direction on leasing space to marijuana-related businesses.
3. Met with staff from Fernwood Community Centre regarding ongoing issues of trespassing and discarded drug paraphernalia near their infant/toddler centre.
4. Met with CDI staff and Quadra Village community association members to formulate a plan for increased police presence to deter trespassers, campers, and drug users from frequenting the area.

Civil Forfeiture - Cst. Healy has taken the lead on a problem apartment building in her area which has generated significant disruption to the surrounding neighbourhood for years. VicPD has investigated a number of serious offences at this apartment building including serious assaults, drug trafficking, and weapons calls. Officers from Patrol, FET, Strike Force, Crime Reduction Unit, Detectives, and the Greater Victoria Emergency Response Team have all attended at this apartment building on multiple occasions over the last several years. Cst.

Healy has attempted on multiple occasions to work with the property owner to clean up the building, but the owner has resisted efforts to solve the problems. Cst. Healy recently submitted a lengthy report to the provincial Civil Forfeiture Office, who has accepted the file and will be seeking a civil remedy from the property owner in the near future.

4. ACT Integrated Team

Cst. Sue Hamilton works with the ACT Teams to provide intensive, assertive support to individuals living with severe and persistent mental illness, who face multiple barriers to independent living, including substance abuse and chronic homelessness. These individuals are identified based upon the elevated emergency services usage including emergency health care, high hospital bed days and police involvement. The teams are comprised of nursing staff, outreach workers, social workers, a probation officer, a police officer, a psychiatrist and a Ministry of Social Development worker. The team works together to support clients to experience improved health outcomes, commit fewer crimes and reduce recidivism.

Community Events:

Cst. Hamilton's mandate requires that she spend the bulk of her time providing intensive support to individual clients. Some of the highlights this quarter included:

1. Met with staff at the Styles Apartment to regarding housing strategies for a specific client.
2. Provided a client with a tour of the police building in order to mend the relationship between the client and the police.
3. Met with the National Director of Marketing for Edgewood Health regarding the promotion of treatment services.



Victoria Mental Health Psychological Rehabilitation Service (PSR) Review - Dr. John Higenbottam and Dr. Regina Casey are reviewing the PSR services currently offered to determine what is working well, what requires improvement and where there are gaps in the services provided. The result of this review will make recommendations as to the priorities for improvement. Cst. Hamilton along with other officers and community members throughout the Capital Regional District who provide support to those suffering from mental health disorders are involved in this project.

Departmental Financial Update

The 2015 expenditure forecast is for a potential surplus of \$213,529 (0.4%). The main reason for the surplus is a savings in the leasing cost of new CREST mobile radios. It is anticipated that the radios will not be acquired until late in 2015. The 2015 budget includes the annual cost of leasing radios and delaying the acquisition until later in the year creates a surplus. Any surplus at year end is transferred to the Police Department contingency reserve.